ottobock.

FAQ.
connectgo.pro

pro

What is *connectgo.pro*?
connectgo.pro is the new set-up app for O&P professionals to quickly and conveniently program Ottobock microprocessor knees.

Availability
Currently available for *C-Leg* and *Genium X4* microprocessor knees. Additional products will be released through regular updates.
Data Station PC software will remain available for existing products.

Which Android and iOS versions are compatible with the app?
The minimum requirements are Android 12 and iOS 15.

Does *connectgo.pro* work on smartphones and tablets?
Yes, the app runs on smartphones and tablets. The interface is optimized for use on smartphone screens.

How do I get started?
1) Open the app *connectgo.pro* and log in with your MyOttobock account.
   If you do not have a MyOttobock account, please register one via the "Register here" link on the log-in screen. The app *connectgo.pro* will auto-matically direct you to register a "MyOttobock Pro" account which is the O&P Professionals version of MyOttobock.

IMPORTANT: If you already have a myLearning account, please use the same email address to set up the MyOttobock account, so that the accounts are automatically connected. You can change the email address in myLearning but not in MyOttobock once it is set it up.

2) You will then be asked to add a certification to your MyOttobock Pro account. Select a product and follow the on screen instructions.
3) After a certification was added to your MyOttobock Pro account, you can connect to prostheses.

Why do I need to create a MyOttobock account?
Your MyOttobock account will allow you to conveniently access Ottobock applications with a single username and password. Professionals that already have a MyOttobock Pro account for example, from the Empower Setup app, should use the same account for all applications.

What is the difference between a MyOttobock account and a MyOttobock Pro account?
The MyOttobock account is for users to access additional functions like activity data in Cockpit or other applications. The MyOttobock Pro account allows healthcare professionals such as CPOs and physiotherapists to access applications like Empower Setup. A healthcare professional that is also a user can have a single account that covers both the patient and professional aspect (same log-in username and password).

Do I need a MyOttobock Pro account to set up a prosthesis?
Yes, only healthcare professionals with a MyOttobock Pro account and product certification stored in that account can connect to prostheses.

Where can I register for a MyOttobock Pro account?
Open *connectgo.pro* and tap "Log in". At the bottom of the login screen select "Register here" and follow the instructions. You will be automatically directed to the registration for MyOttobock Pro accounts. Or go to https://my.ottobock.com and register a MyOttobock Pro account. If you already have a myLearning account, please use the same email address to set up the MyOttobock account, so that the accounts are automatically connected.

What if I forget the password of the MyOttobock account?

When you are asked to log in with the MyOttobock account, select "Forgot password" and follow the instructions on screen.

How can I add a product certification to the MyOttobock account?

Open the app and login or register a MyOttobock Pro account. From the bottom menu select "More" and then "Certification". Select "Add certificate", and follow the instructions on the screen.

Do I need an account or certification to use bench alignment in the app?

No, the basic data and bench alignment calculation of the app can be used without a MyOttobock account or product certification.

Which products can I set up with the app and when will other products like Kenevo be adjustable with *connectgo.pro*?

The app works with current *C-Leg* and new *Genium X4* prostheses. Other Ottobock microprocessor knee and foot prostheses, and additional features, will be added through regular app updates expected every few months.

Which C-Leg versions can I set up with the app?

All *C-Leg 4* versions including the *C-Leg 4* update (launched June 2022) can be set up with *connectgo.pro*. If a *C-Leg 4* sold before June 2018 was not serviced after June 2018, it will require a software update in the Ottobock Service Center to make it compatible with *connectgo.pro*. The app will show the knee in the search and inform the O&P professional if they try to connect to such a knee.

How does the C-Leg pair with the app?

The app connects wirelessly over Bluetooth to the prosthesis - no dongle required. On the "Home" screen tap "Connect component". The app automatically searches for compatible prostheses within reach when connecting to a prosthesis.

Where can I get the original Unlock PIN I received with the C-Leg certification if I lost it?

Please contact your local Ottobock team.

Can I still use Data Station to program my C-Leg?

Yes, you can keep using Data Station and C-Soft Plus to program the *C-Leg* or use it alternatively with the app *connectgo.pro* on a prothesis.
After a transition period, the Data Station will be phased out. Future features of our prostheses will only be available through the new app *connectgo.pro*.

I can not connect to the component. What do I do?

To enable Bluetooth, connect the component as for charging and disconnect it again after about 5 seconds, or hold the prosthesis with the sole pointing up until an acoustic signal sounds.
Other causes:
The app currently supports the following component models: *C-Leg* and *Genium X4*.
Too many devices connected: Remove the devices you no longer need in the Bluetooth menu on the mobile device.
Apple compatibility: Only components labelled DUAL or DUAL LE can be connected to Apple devices.

Do you collect data? What will you do with that data?

We fully comply with regulations like the European Union's strict General Data Protection Regulation (GDPR) as well as known regional regulations such as US Federal privacy regulations. We collect data like name, email address, country and certifications of O&P professionals. First and foremost, we need that data to offer online features to O&P professionals and users. The data is also incredibly valuable for research and the development of new, improved products.

*available in selected markets

App Store · Google Play