Instructions for use

sword

CE 2460

Sword Health S.A.
Avenida Sidónio Pais 153
Edifício A, Piso 5
4100-467 Porto, Portugal

UK REP

IMed Consultancy Ltd.
Bloxham Mill, Bloxham OX154FF
United Kingdom

Digital Therapist™

Product Version: 2
Please note version number is equivalent of batch number

Digital Therapist™

Digital Therapist is a medical device software (MDSW) intended to guide patients through a customised exercise program and to enable design and monitoring of such program by a healthcare professional.

INSTRUCTIONS FOR USE

Doc Ref: DT-IFUPEU-08

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Information for Patients

Intended Use

Digital Therapist is a medical device software (MDSW) intended to guide patients through a customised exercise program and to enable design and monitoring of such program by a healthcare professional.

Indications for Use

Digital Therapist™ is primarily used to support with restoring movement, function and muscle strength that has been affected due to injury, illness or disability including, but not limited to any one of the following parts of the body: Lower Limb, Upper Limb, Pelvic, Lower Back, Neck, Wrist.

Digital Therapist™ can also be used by healthy individuals who have not been affected by injury, illness or disability for general health and wellbeing purposes.

Accessories and Components

Digital Therapist™ is supplied together in the Thrive System with the following accessories and components:

Accessories (Class I devices)

Tablet
A pre-configured tablet that runs the Digital Therapist app that will guide the member through the exercises.

Alpha Motion Trackers 2.0
A set of motion trackers to be worn with straps on specific parts of the body to digitize movement.

Components

Straps
Adjustable elastic straps specific to different body parts.

USB Cables and charger
To charge the tablet and motion trackers.

Tablet stand
A plastic stand to place the tablet.

Trackers stand
A plastic stand on which to place the motion trackers and charge them.

Note: Thrive System kit, when supplied without motion trackers, includes a Tablet, USB cable, charger, and Tablet stand.

Contraindications

Digital Therapist™ is intended to be used by patients above the age of 18, who have been recommended or prescribed a course of exercise as physical therapy by a suitably qualified professional with experience in physical therapy.

Digital Therapist™ is not designed to be used by patients presenting with any of the following conditions:

- Symptoms/signs compatible with active joint infection
- Symptoms/signs compatible with acute and serious neurological compromise
- Hyper-acute stroke (first 48 hours)
- Hemodynamic instability
- Respiratory, cardiovascular or metabolic pathology where light to moderate physical exercise exertion is medically contra-indicated
- Bone fractures or other musculoskeletal conditions in which mobilisation of the segment or joint is contra-indicated
- Aphasia, dementia or any other psychiatric comorbidity that interferes with the use of the medical device
- Any other contraindication determined by the Physical Therapist during patient's assessment

In addition, the use of the Digital Therapist™ is contraindicated in the presence of cutaneous lesions or continuity solutions in the area where the motion trackers would have to be in contact with.

Warnings

- To minimise allergic reactions, don't place the straps directly on your skin when possible.

- Do not use any accessory, detachable part, or/and material not requested by the system.

- This is not a toy; Keep any component away from pets or children in the provided equipment box and out of reach, as they may break or cause injury (e.g., malfunctioning preventing the access to therapy or strangulation due to entanglement with the cables while charging).

- Do not expose the provided motion trackers or tablet to water. If exposed, do not use it and contact Sword Health's Support team.

- In case of medical emergency contact your physician and your Physical Health Professional before using the Digital Therapist™.

- Please read the electronic instructions for use (eIFU) before using the Digital Therapist™.

- Use of this equipment adjacent to or stacked with other equipment should be avoided because it could result in improper operation. If such use is necessary, this equipment and the other equipment should be observed to verify that they are operating normally.

- Use of accessories, and cables other than those specified or provided by the manufacturer of this equipment could result in increased electromagnetic emissions or decreased electromagnetic immunity of this equipment and result in improper operation.

- Portable RF communications equipment (including peripherals such as antenna cables and external antennas) should be used no closer than 30 cm (12 inches) to any part of the system, including cables specified by the manufacturer. Otherwise, degradation of the performance of this equipment could result.

Unique Device Identifier (UDI)

The UDI is the unique device identifier which is a regulatory requirement and is displayed in full on the 'Instructions For Use' page for the mobile version. The last five digits indicate the software version of Digital Therapist™ with 'Y' denoting the minor software version and 'Z' denoting patch version.

UDI: (01)05065013876009(8012)2.Y.Z

This software product is classed as a medical device

Symbol	Text to be displayed by Sword Health	Guidance notes
REF	Digital Therapist™	Indicates manufacturer's catalogue number. Adjacent to the symbol.
LOT	Version 2	Indicates manufacturer's batch code. Adjacent to the symbol. Relative size of the symbol and size of batch code are not specified.
	Please read this instruction manual thoroughly before using the device.	Consult instructions for use - For eIFU indicator the text will include a hyperlink to pdf IFU.
	Sword Health S.A. Avenida Sidónio Pais 153, Edifício A, Piso 5 4100-467 Porto, Portugal	Manufacturer - This symbol shall be accompanied by the name and address of the Manufacturer. Relative size of the name and address are not specified.

⊔⊿	YYYY-MM-DD	Manufacturer Date - Date of manufacture in the format with four digits for the year, two digits for month and two digits for the day. Date to be located adjacent to the symbol. Relative size of the symbol and size of the date are not specified.
⚠	There are specific warnings or precautions associated with the device which are not found on the label – consult the instructions for use (if applicable)	Caution – indicates the need for the user to consult the instructions for use for important cautionary information such as warnings and precautions. Used for specific warnings
CE 2460	CE logo to be displayed along with notified body identifier	Information provided in Article 20 and Annex V of EU Regulation 2017/745. The various components must have substantially the same vertical dimension, which must not be less than 5mm.
MD	Medical Device	Symbol representing a Medical Device
UDI	(01)05065013876009(8012)2.Y.Z	The UDI is the unique device identifier which is a regulatory requirement and is displayed in full on the ' User Information' page for both the desktop and mobile versions. The last five digits indicate the software version of Digital Therapist™ v2 with 'Y' denoting the minor software version and 'Z' denoting patch version. UDI: (01)05065013876009(8012)2.Y.Z
UK REP	IMed Consultancy Ltd. Bloxham Mill, Bloxham OX154FF United Kingdom	UK Responsible Person (UKRP). The address of the UKRP indicates the Responsible Person within the UK. Address details are required to be adjacent to the symbol.

Help and Support

In the event of any serious incident occurring in relation to the device should be reported to the manufacturer and the competent authority of the Member State in which the user and/or patient is established.

For patients, please communicate this through your Physical Therapist who will notify Sword Health (the manufacturer) directly without delay.

For assistance, you can also email our Support team at helpeu@swordhealth.com (EU) or helpuk@swordhealth.com (UK).

If you require a printed copy of these Instructions for Use, please contact the Sword Health Support team.

The product label can be found under the "About" menu section.

What does the app do?

Digital Therapist is a software medical device with accessories that will guide you through your customised exercise rehabilitation program. The Device monitors and collects information on the movement of body parts and provides real-time feedback on patients' performance. The exercise program that you will follow is designed, monitored, and adjusted by a qualified Physical Therapist using their clinical knowledge based on your needs and information collected by the Device.

How do I use the app?

To use the app, follow these steps:

When you receive your system (before first use):

1. Charge the components.

2. Read the Support Guide pamphlet within your kit to get started.

Once you turn the Device on, the Digital Therapist App will be ready to use.

App first use

1. When you first use the App, it will ask you to select your preferred language

2. The available languages are: English, Spanish, French, and Portuguese

3. After selecting one of the available languages, the App will default to that language in all instances going forward

Internet connection:

4. If the App is not already connected to a Wi-Fi network, it will ask you to choose a network.

5. When the App displays the available networks, choose a Wi-Fi network.

6. Enter your network password.

7. With a stable internet connection, the device will be able to send session data to your Physical Therapist.

Note: Contact the Sword Health support team if you don't have Wi-Fi at home.

Login and setup:

1. Use your account credentials to log in (email and password defined during the enrolment flow when you decide to start your therapy).

    a. If you forget your password: choose the option "Forgot password?" and the app will guide you through a flow where you will receive an email to update your password. After creating a new password, you can log in.

    b. If you enter an incorrect password several times, your account will be temporarily locked.

2. After entering your credentials, the system will ask if you want to save your credentials for subsequent sessions.

3. As an alternative to the account login, there is an option to log in using your phone called "Log in on your phone"

a. It is required to have the Sword Health app installed on your mobile device. If you don't have it installed, the QR code to download the app will be provided when pressing the "Download the app" option

b. To log in using your phone, follow the instructions provided

4. The App will ask you to take a photo and set the brightness level you prefer.

5. If your Physical Therapist sends you a message, it will appear on your mobile device.

6. If your kit contains motion trackers, the App will ask you to connect the motion trackers to a USB cable in order to turn them on (you can avoid this step by charging your motion trackers before your first session.

a. A Bluetooth connection will be established between the tablet and the motion trackers.

b. A video will begin to play, explaining how to properly place the straps and the motion trackers.

c. After these steps, the App will ask you to place both the straps and motion trackers on your body.

7. If your kit does not contain motion trackers, your Device will have a wide-angle camera that will capture your movement during the exercises.

a. The App will show an instructional video explaining how the system works and how to use it correctly. The instructional video is available in *Settings -> Help* and can be rewatched anytime.

8. You will have a chance to see an overview of each session before it starts.

9. After the session overview, you will be asked to start the calibration process (only applies to kits that include motion trackers)

a. Once calibration is complete, you're ready to begin your exercises.

10. If your kit does not contain motion trackers, the Device will ask you to frame yourself within the camera view before beginning your exercises.

1. If you choose not to save your credentials and your authentication expires, the App will ask to insert your password before starting a new session.

2. You can/cannot have optional exercises before the session such as warm up exercises. During these exercises, the system won't track your movement.

3. You can/cannot have a message from your Physical Therapist to read before the session.

4. Before starting a session, you can see an overview of the session. By tapping "Get started" the App will:

   a. Begin connecting the motion trackers to the Device (if motion trackers are part of your kit).

   b. Ask you to frame yourself within the camera view (if motion trackers are not part of your kit).

Read only if you have a kit that contains motion trackers:

Motion trackers connection and calibration:

1. The App will ask you to shake the motion trackers until they display a blue light. If while shaking the motion trackers, they do not display any light *or* they display a red light, please charge them.

2. When all motion trackers show a green light, a successful connection is established.

3. The App will show you a warning message if your motion trackers don't have enough battery to complete your session.

4. Once the motion trackers are connected, the App will guide you to properly place the motion trackers on your body and complete the calibration process.

Read only if you have a kit does not contain motion trackers:

Framing:

5. The App will guide you to position yourself within the camera frame in order to begin the exercises

6. This step will be shown in the position you're in to perform the exercises (e.g. lying down, standing, or sitting) in order to help you stay "in frame" for each exercise

Session:

1. Before each exercise, you will have an explanatory video.

2. Each video includes a pause option as well as a progress bar that allows you to rewind and fast-forward the video.

3. The pause menu has an option where you can choose to leave your session.

4. When the demonstration video ends/when you choose to start, the App will ask you to "Get ready".

5. During the exercises, the App will guide you with corrections/demonstrations to help you achieve the best performance.

6. You can pause the exercise by tapping the pause button.

7. If you choose to skip an exercise (or the entire session), the App will ask you the reason between four different options.

8. When an exercise ends, the App will show you your performance.

9. When the session ends, the App will show you your performance.

End of session:

1. The system will ask about your pain/fatigue levels and your overall session experience.

2. When the session ends, you can choose to do optional exercises and stretches without calibrating. Please keep in mind that any cool-down exercises (post-session) are not officially tracked or recorded by the Device or your Physical Therapist.

3. The App will warn you when the Device's battery levels are low, so you can recharge the battery before your next session.

4. When the App is not in use, it will default to the Home Screen, where you can choose to begin a new session.

5. While on the Home Screen, the system sends the results of your session to your Physical Therapist. During this process, please keep the Device on and near your Wi-Fi router.

App updates:

1. If you don't use the App for a while, you'll likely receive an update once you do turn on your Device.

2. If you use the App regularly, you'll likely receive updates at the end of each session. This process does not require any action from you.

Please refer to Appendix 1 for further information on camera exercises.

What do I do if the app is not working?

If you have trouble setting up your kit or using the Device, email our Support team.

Read only if your kit contains motion trackers:

What do I do if I can't connect the motion trackers?

Do the trackers show a blue light?

If your motion trackers show a blue light and it's not possible to connect them to your Device, please restart the device and try again.

If the problem persists, please contact the Support Team.

Do the trackers have a red light?

Connect the motion trackers to the charger. The trackers should show a blinking yellow light while charging. When they are fully charged, they will show a green light.

Do the trackers display no light?

Gently shake your motion trackers. After being shaken, the trackers will show a blue light. If they do not show any light, connect your trackers to the charger. They should show a blinking yellow light while charging. When they are fully charged, they will show a green light.

If they do not show any light even while charging, please contact the Support Team.

Do the trackers have a green light?

If the light on your motion trackers is green but the Device shows an error message, please place the trackers in their stand on a stable surface and try again. If the problem persists, please contact the Support Team.

What do the lights on my motion trackers mean?

Motion Trackers have several possible states:

- Sleep

- Deep Sleep

- Initialising

- Advertising (waiting for connection)

- Connected

- Charging

- Charged

- No Battery

- Low Battery

- In Bootloader

- Updating Firmware

These states are reported to the user by using the LED present on the Motion Tracker.

Some of these states are related to the battery level (battery state), others are related to the Bluetooth connection (connection state). Therefore, the Motion Tracker is always in more than one state at a time - in a battery state and in a connection state. Nevertheless, there is only one LED on the Motion Tracker PCB and therefore a set of rules and priorities is used to define which state (the battery or the connection) is shown by the LED. Other states are related to the firmware update.

The following table shows the colour for each state:

State name	Battery state	Connection state	LED colour	Blinking
Deep sleep	N/A	N/A	None (off)	N/A
Sleep	N/A	N/A	None (off)	N/A
Initialising	N/A	N/A		No

Advertising (waiting for connection)		X		No
Connected		X		No
Charging	X			Yes
Charged	X			Yes
No battery	X			Yes
Low battery	X			Yes

X - state belongs to a connection state or battery state

N/A - not applicable (the state does not belong to a connection state or battery state)

How do I set up the trackers?

1. On the first use, the Device will ask you to connect the motion trackers to a USB cable to turn them on (they can be in a deep sleep state).

2. After this first step, the trackers will have a blue light once they are shaken.

3. If the trackers don't have enough battery, they will show a red light and if their battery is not enough to start a session the App will provide an alert.

4. To connect the trackers with the tablet (Bluetooth connection) the App will ask you to shake the trackers until they have a blue light and to click "connect".

5. The App will guide you through the connection process until the trackers show a green light. Then, the App will show you how to properly place the trackers on the straps and onto your body.

6. After step 5, the Device will show you an overview of your upcoming session before starting the calibration process.

7. If your trackers are placed correctly, movement detection will be accurate.

8. If something goes wrong, you'll find the option to *recalibrate* on the pause menu. You can repeat the calibration process anytime.

9. If the Bluetooth connection between the tablet and the trackers is lost during the session, the App will restore it automatically.

10. When the session ends, if the trackers have low battery, the App will display a warning message.

How do I ask to recalibrate?

You can recalibrate at any time during an exercise. This option is available on the pause menu (if your kit contains motion trackers).

Should I recalibrate during a session?

Yes. If you need to move the straps or trackers, you must recalibrate. Otherwise, movement detection will be affected. The calibration process is required for the system to "save" the tracker's position on your body. This procedure ensures accurate movement detection and proper, real-time feedback.

Can the Digital Therapist provide a patient diagnosis?

No. The Digital Therapist detects movement, the results analysis is performed by a Physical Therapist, who concludes the progress/effectiveness of a certain physical therapy routine adjusted to the patient's diagnosis.

## Can I send a message to my Physical Therapist?

You can message your Physical Therapist on the "Chat" tab on the Sword Health app. If you haven't already, please download the Sword Health mobile app on your phone.
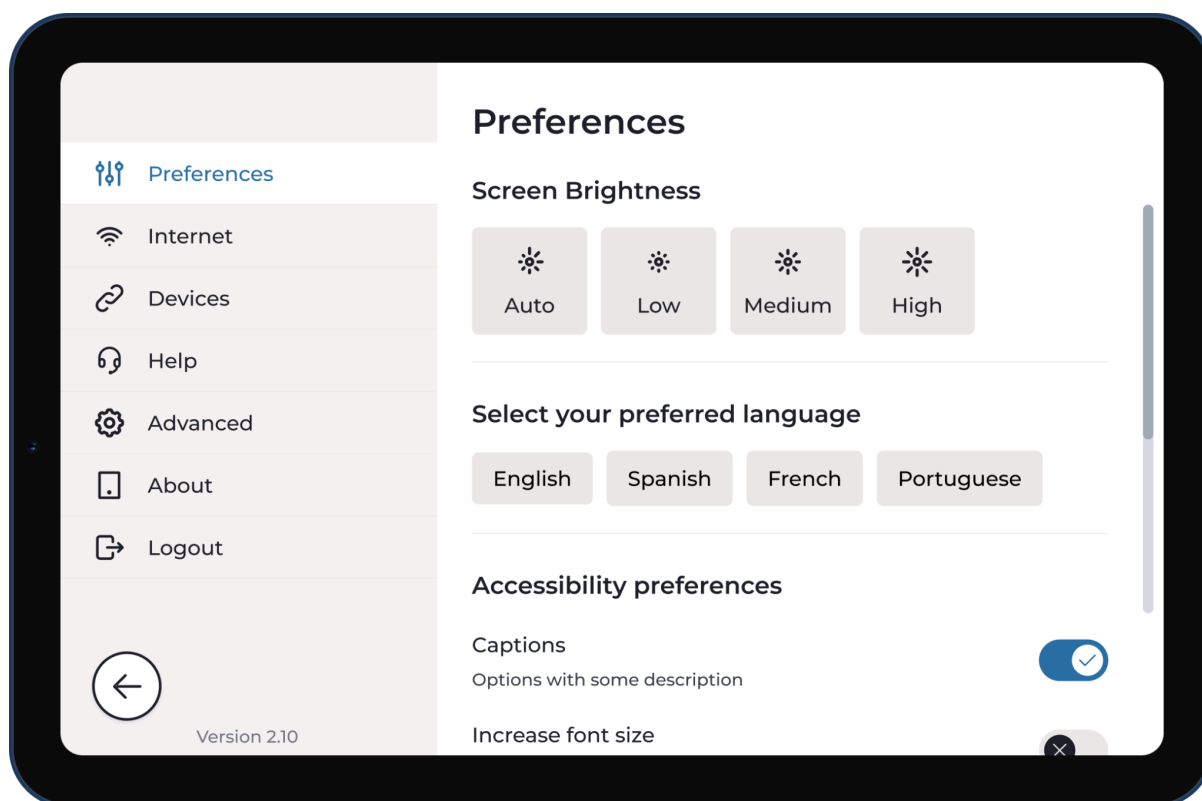
Can I send a message to the Sword Health Support team?

You can send a message to the Sword Health Support Team using the DT.

Please confirm if you have the following button on the home screen. By tapping this button, you will be able to send a message directly to the Sword Health Support team.

You can also find this option at settings - Help - Contact Support.
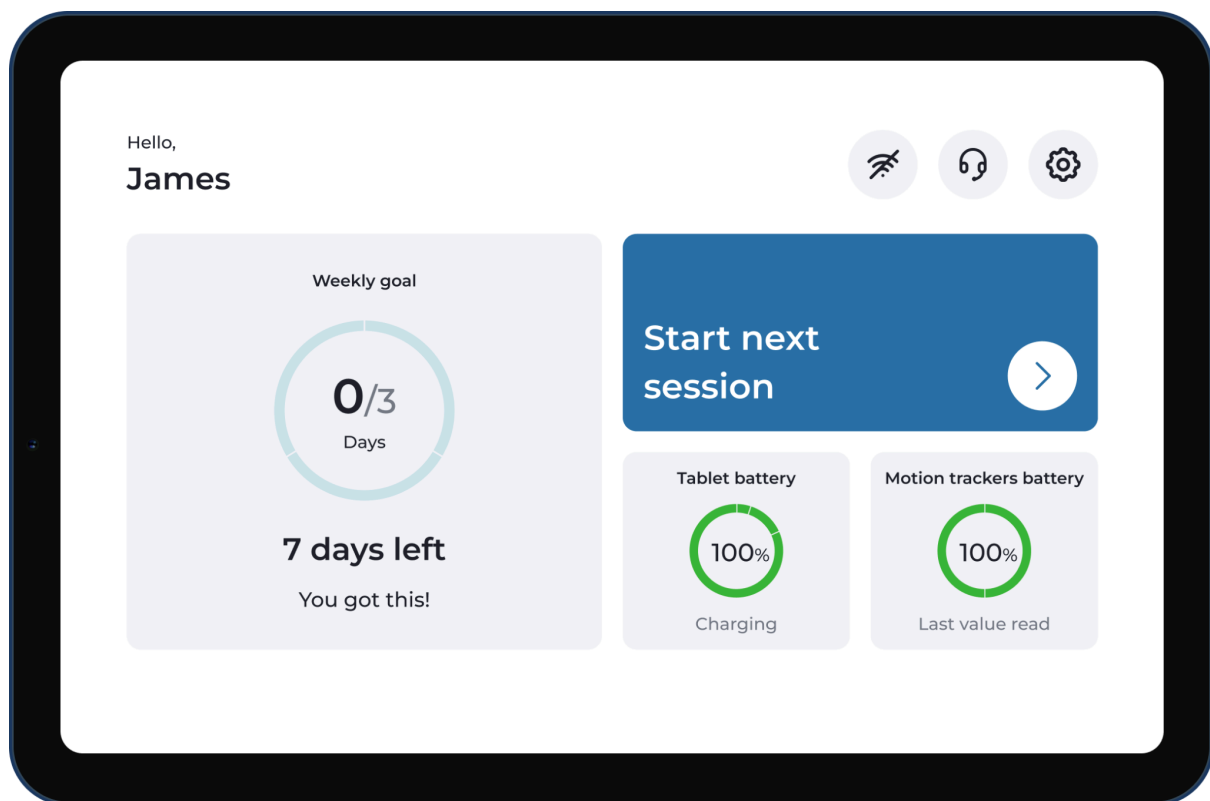
Can I cancel a session?

You have an option to leave the App before starting a session when you see the session overview.

You can choose to leave a session at any time. This option is available in the pause menu.

How long do I have to use the app for?

The goal of the App is to guide you through an exercise program that can improve your quality of life and fitness levels or tackle pain, discomfort, or disability related to your bones, joints, or tendons. Because everyone has different goals and needs, the length of your program can vary. Your Physical Therapist will help you determine how long you need to use the App. Users of the app typically start noticing improvements as early as 3-5 sessions, but 9 sessions are usually the minimum number of sessions we recommend. On average, users complete 31 sessions in total, over 8-12 weeks.

What happens when my session ends?

The Device sends your results to your Physical Therapist. To do that, the Device needs a stable internet connection.

Keep your device on, near your Wi-Fi router when your session ends.

The Device will turn the device screen off, to save battery, when it's everything synced.

Who can see my data?

Your data is shared with the Physical Therapist team who provides your care. Only authorised people are allowed to see your data.

The data that they hold includes:

- Data about you and your clinical information

- Data about your session (movement detection done by the system)

How do you protect my data?

We protect your data in several ways:

- Data is stored at rest and in backups using AES 256 encryption.

- Sword utilises the cloud provider's server-side encryption. Cloud provider manages keys.

- Access to data will be granted only to authorised users who are legally cleared to see data and on a 'need to know' basis.

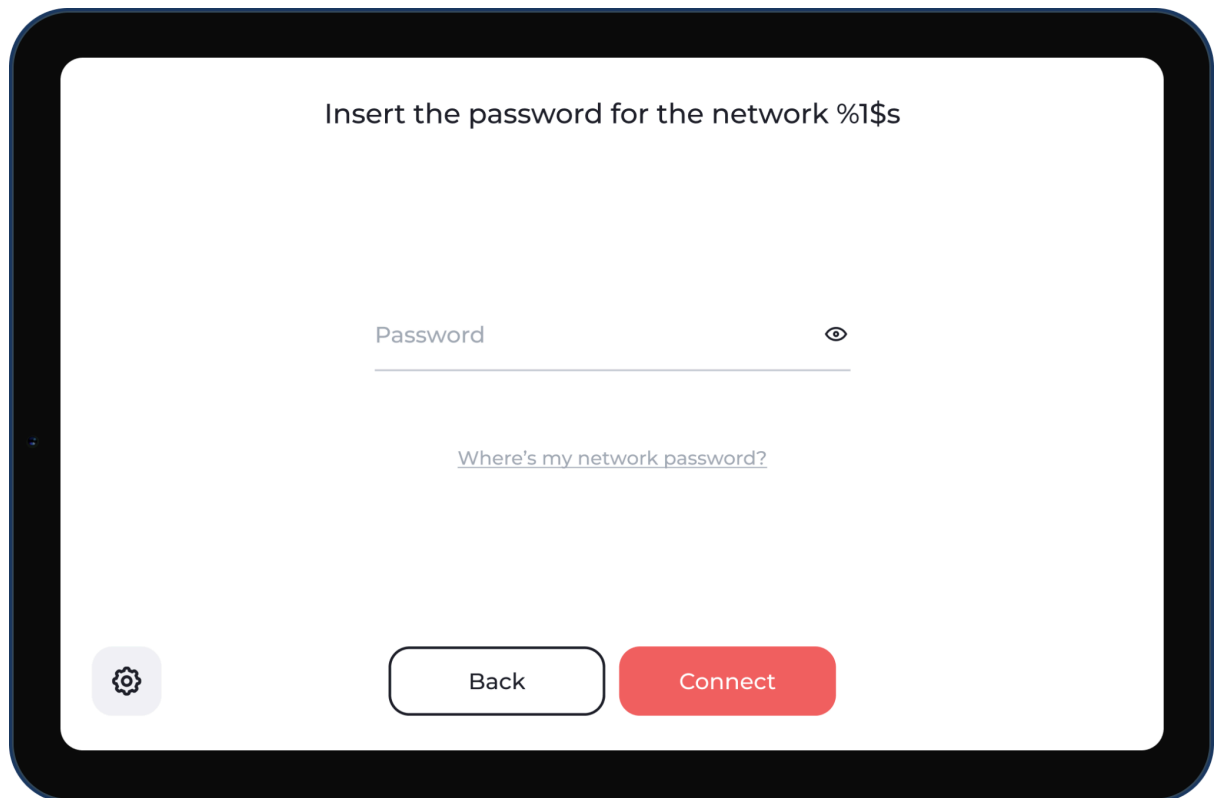## Who can I contact with questions about my data?

You should contact your Physical Therapist initially. If you have any questions for Sword Health please contact our dedicated data protection officer by sending an email to dpo@swordhealth.com.
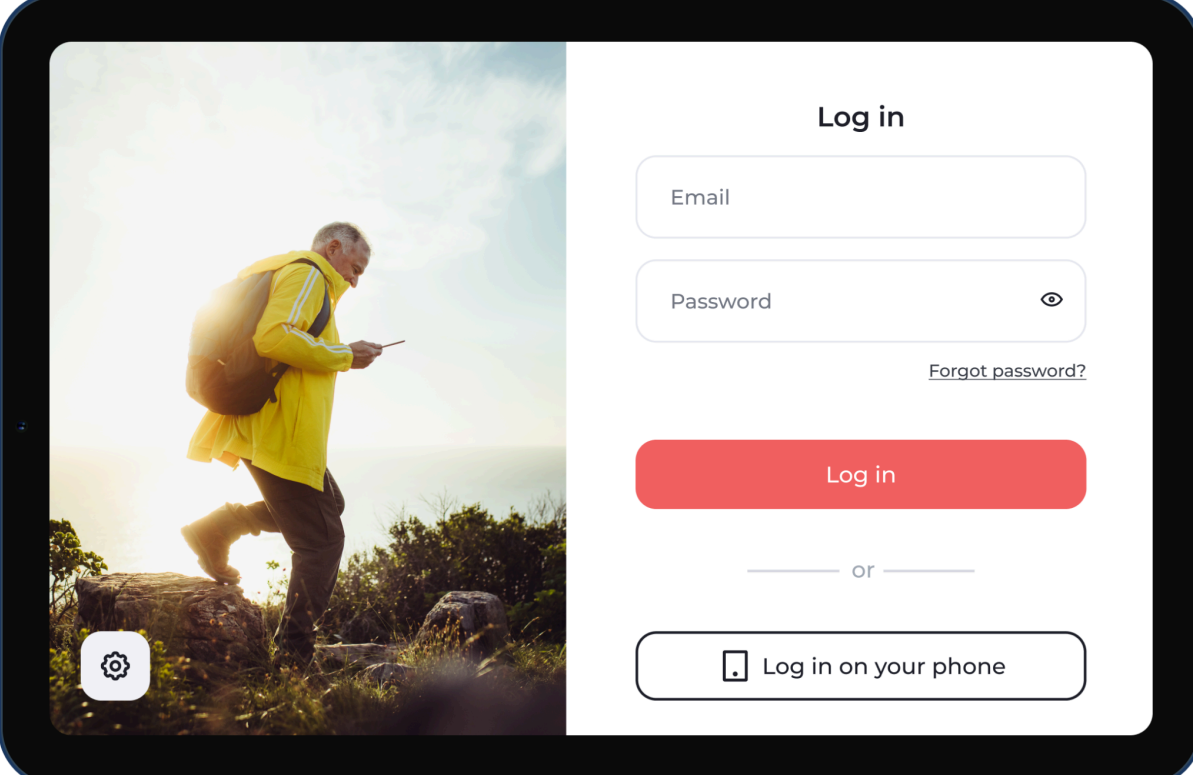
App setup

Internet connection

Choose a network to connect to

Vodafone-451447	🔒	📶
SWORDHealth-Gest	🔒	📶
SHOWROOM	🔒	📶
MEO-WiFi		📶
FREE-WiFi-SPOT		📶

⚙️

Leave
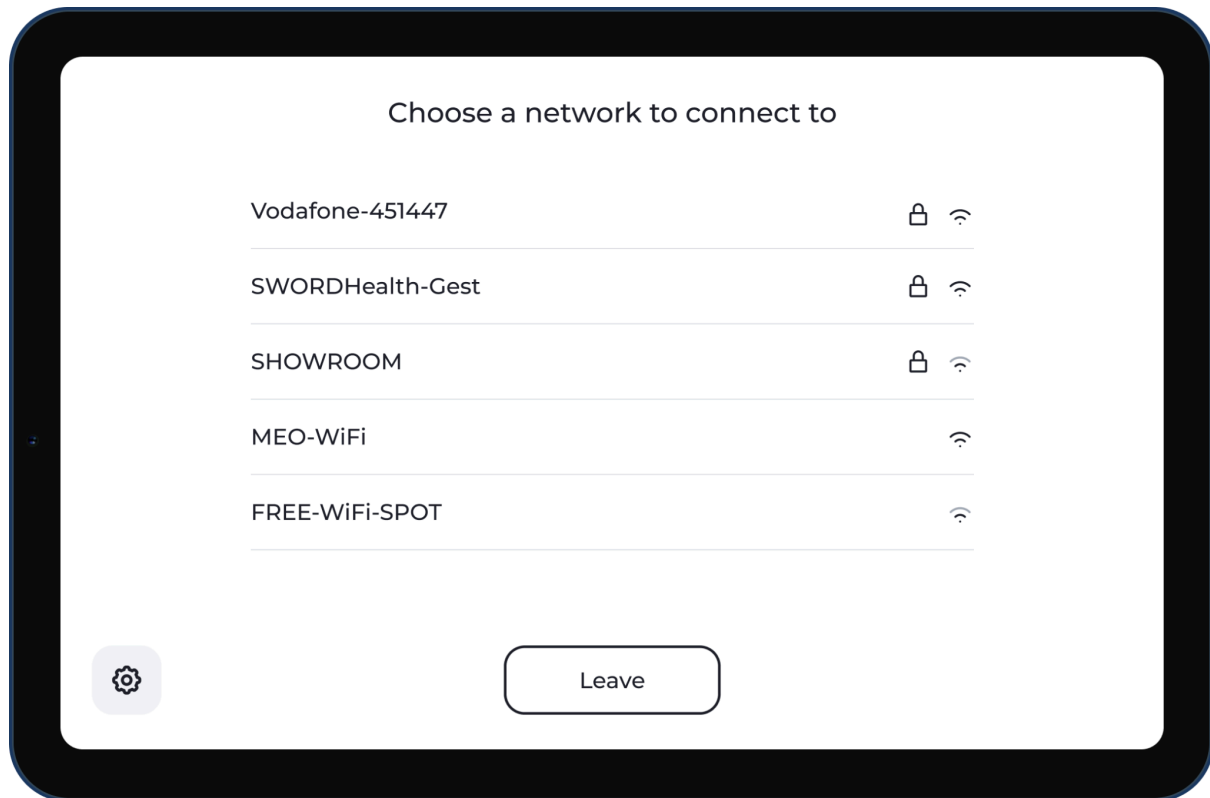
Action: Select your network between the list of networks your device is finding.

Action: Insert your network password and tap connect. The system will save it for future use.
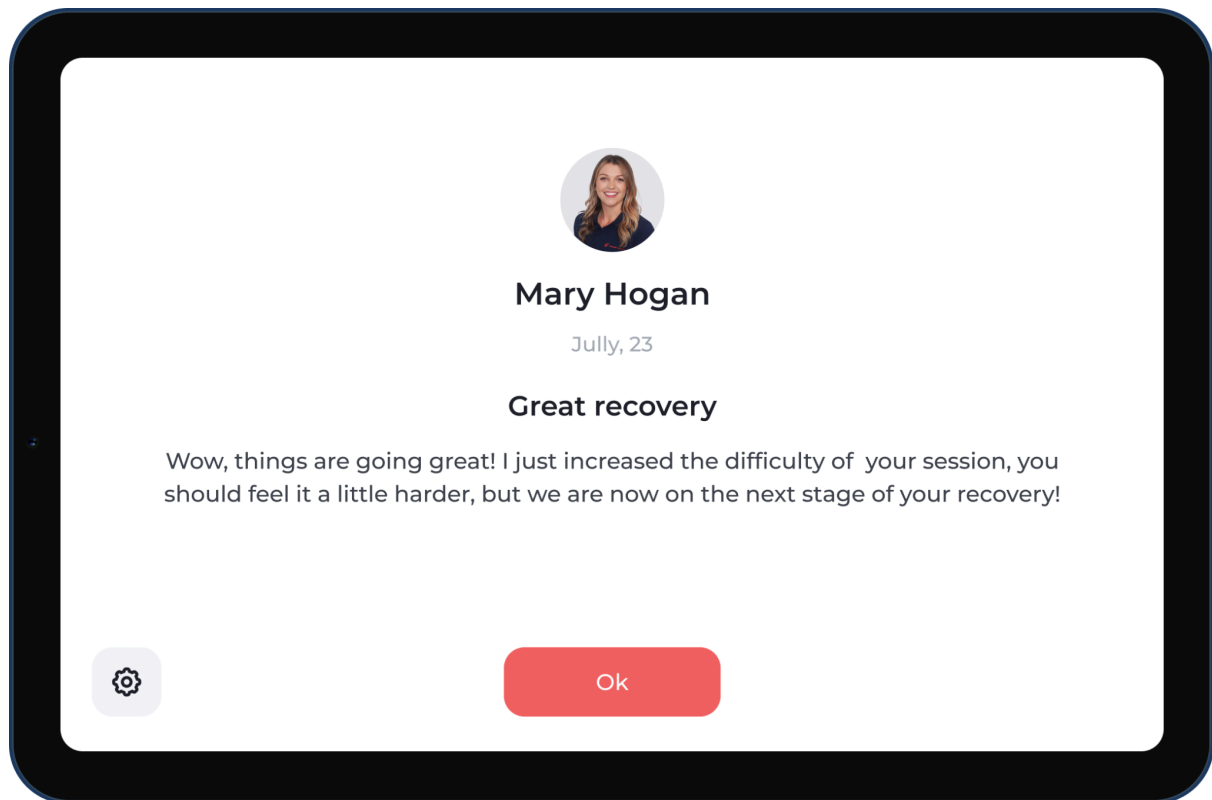
Login

Action: Enter your email and password, then tap "Login". Use the email and password you choose while filling out the form to start your therapy with Sword. You can also use the Sword Health mobile app to log in.

Read Physical Therapist message

Mary Hogan

Jully, 23

Great recovery

Wow, things are going great! I just increased the difficulty of your session, you should feel it a little harder, but we are now on the next stage of your recovery!

Ok

Action: Your Physical Therapist can send you messages. When they do, the Device will display them on-screen before your next session begins.
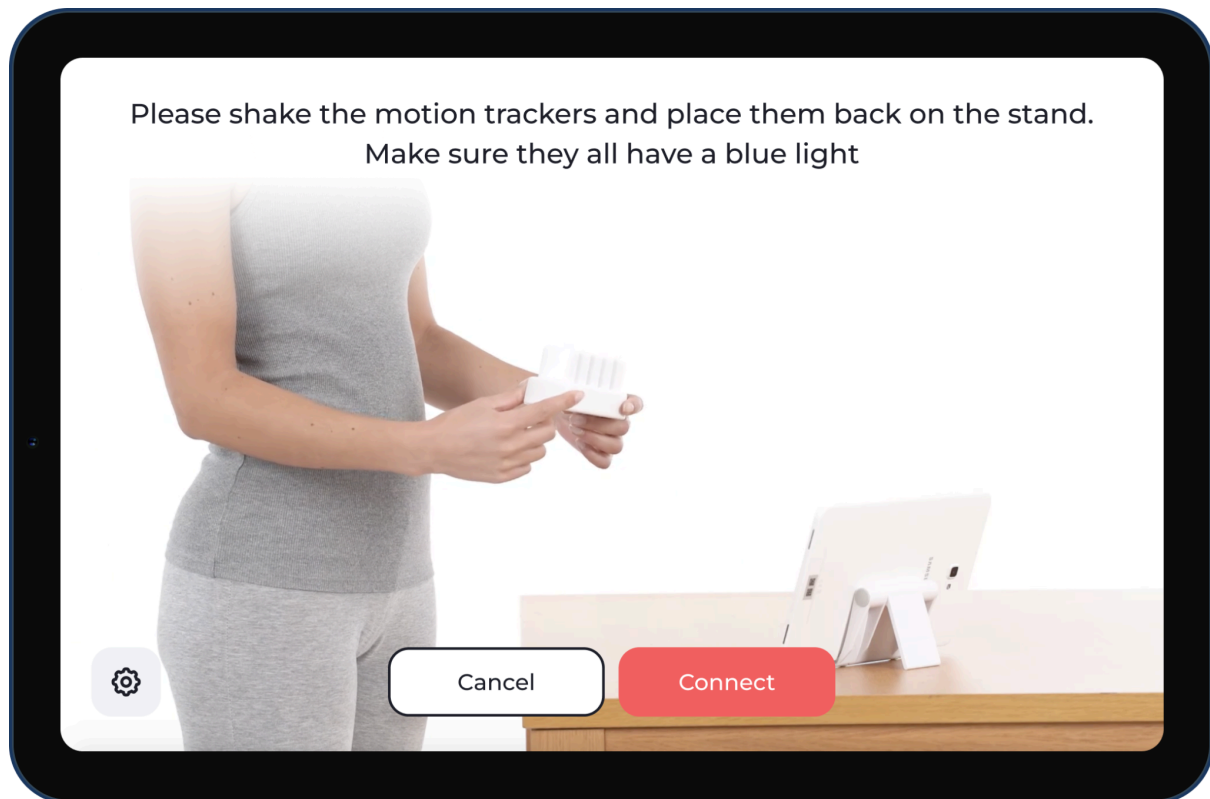
Start a session
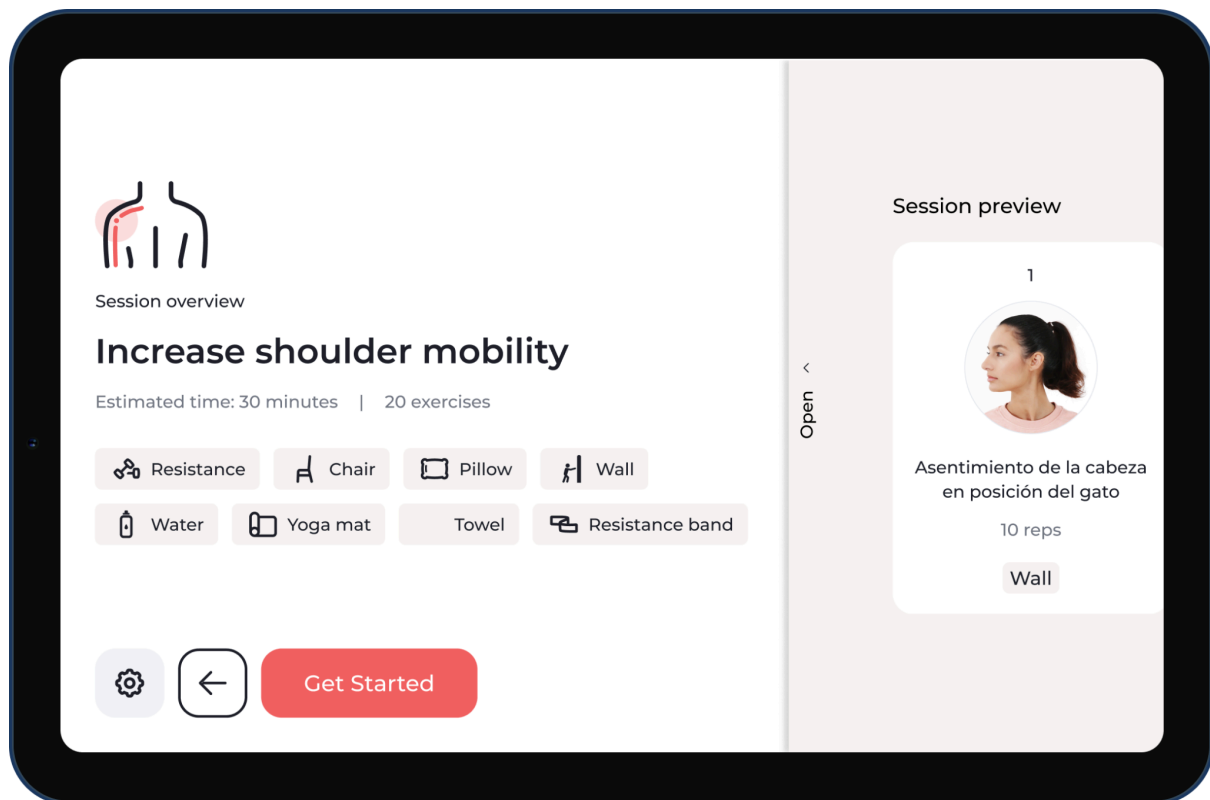
Action: Before starting your session, the Digital Therapist shows you an overview of it with an estimated time, number of exercises and the material you will need to do your session.

Read only if your kit contains motion trackers:

Connecting the trackers

Action: You will need to shake the motion trackers so they will show a blue light and be able to start the connection with the tablet. If the trackers show a red light or yellow light, please place charge before use.

Note: The first time you start a session the trackers will be on a status called "deep sleep". In this particular instance, you will need to place them into the charger and charge before use.

Place the straps and trackers
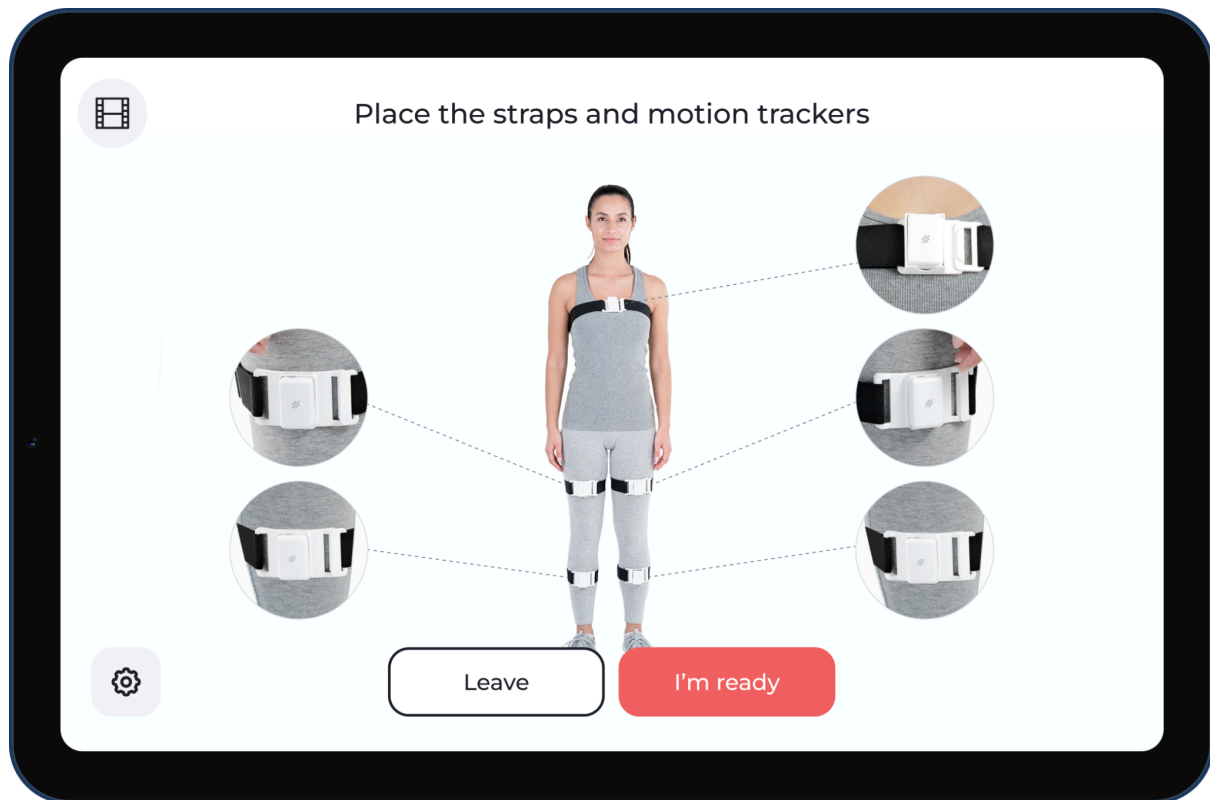
Action: Before starting your first session, you'll be given instructions on how to place the straps and motion trackers. You can rewatch the instructions anytime by tapping the button in the top left corner of this screen. After placing the straps and trackers correctly, tap "I'm ready" to proceed.

Note: This is an example. You may have a different therapy than the example image above and therefore you may see a different image.
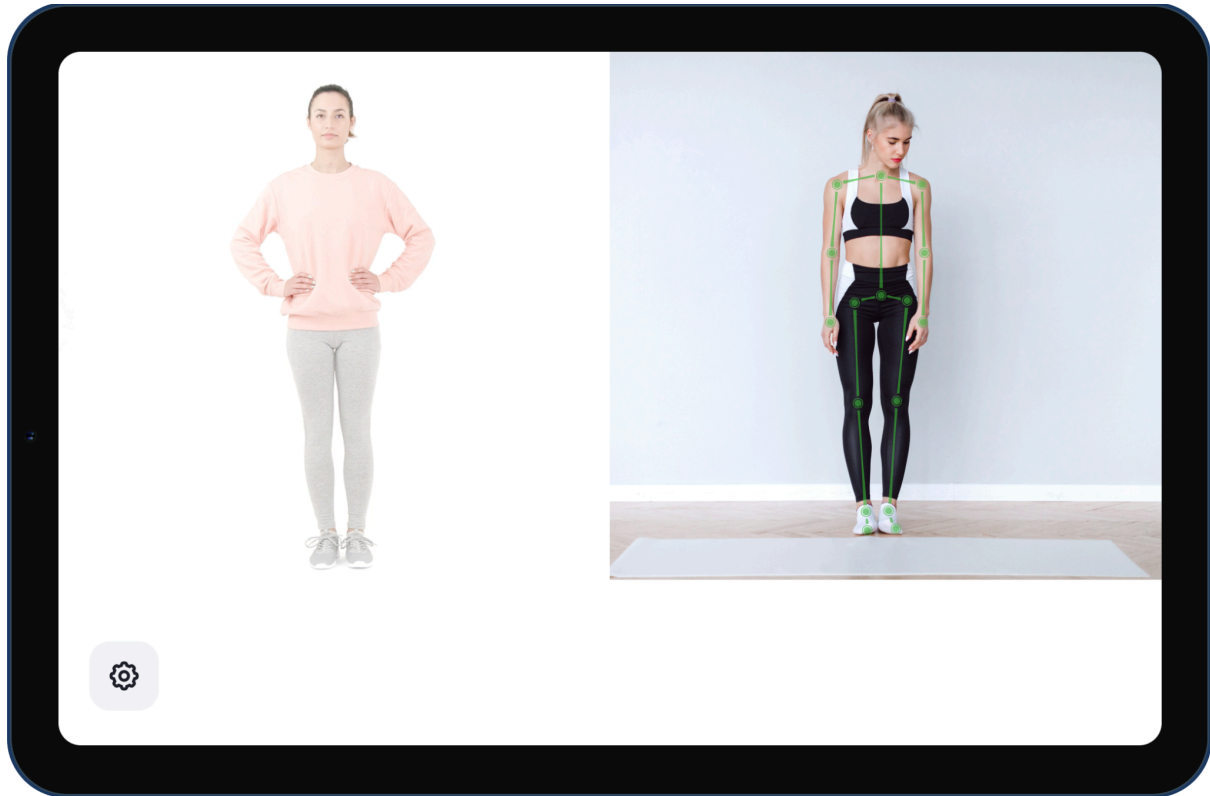
Trackers Calibration
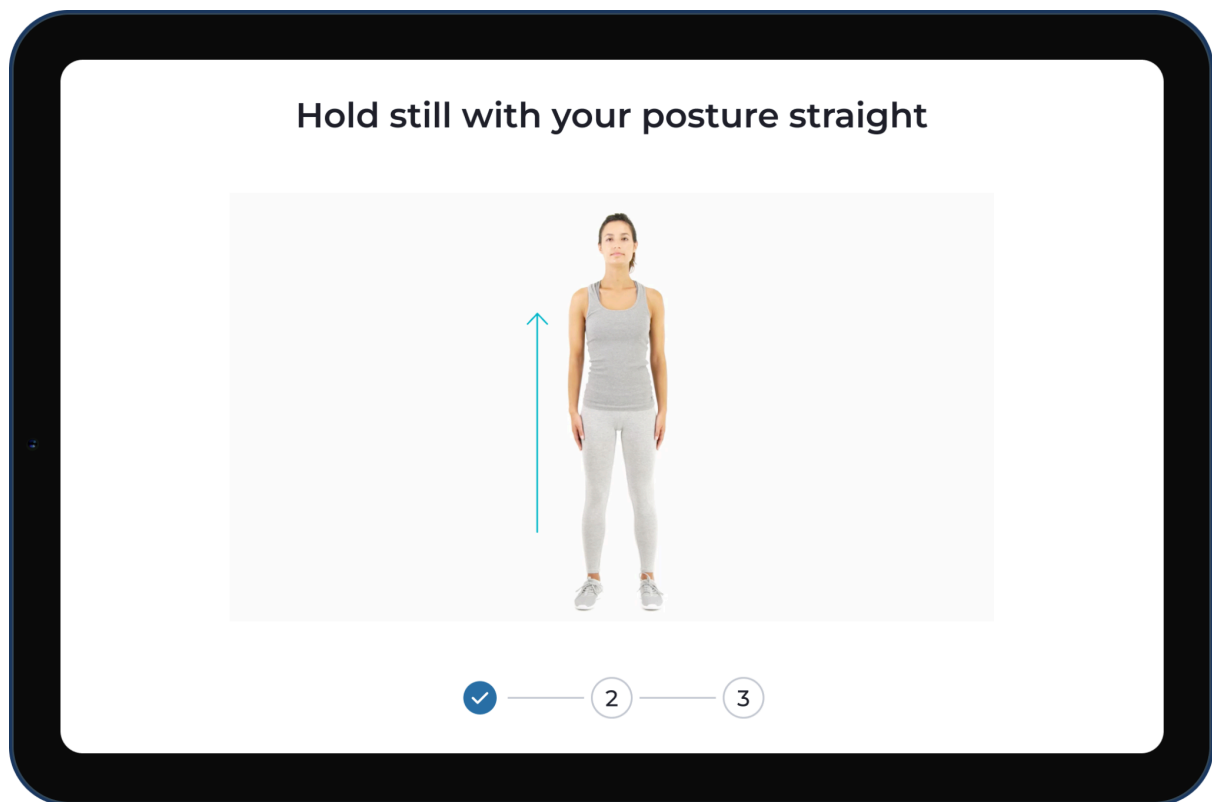
Action: The Device will guide you through a step-by-step process of where to place the trackers on your body. These positions are "saved" so the system ensures accuracy during movement detection and corrects real-time feedback during your exercises.

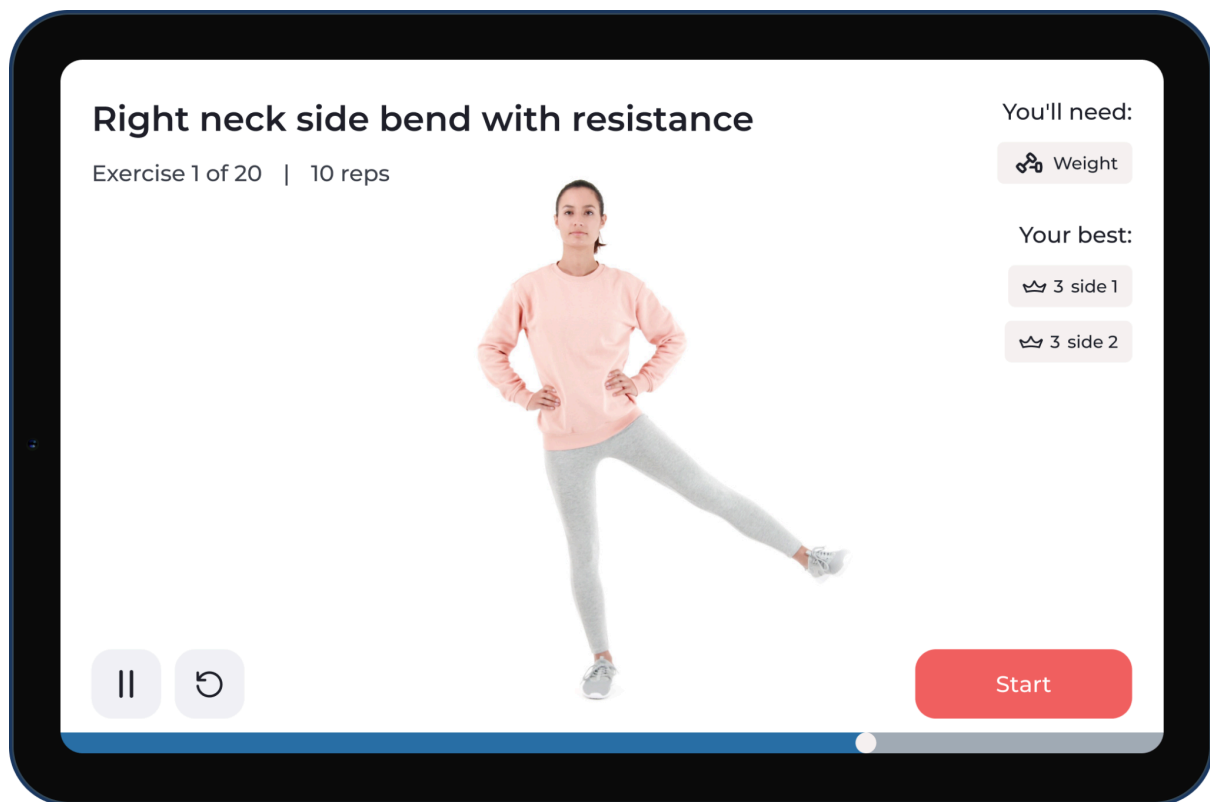Note: This is an example. Your setup may differ.

Framing

Action: The Device will ask you to frame yourself within the camera view before beginning your exercises. During your first session, you'll be shown a video explaining how to frame your body correctly for each exercise position. You can rewatch these videos anytime by accessing the pause menu in the bottom left corner.

Start an exercise

Right neck side bend with resistance

Exercise 1 of 20 | 10 reps

You'll need:

Weight

Your best:

3 side 1

3 side 2

Start

Action: Before each exercise, you will see a video explaining how to perform the exercise. You can then begin the exercise either by tapping on the "Start" button or by waiting for the video to end.
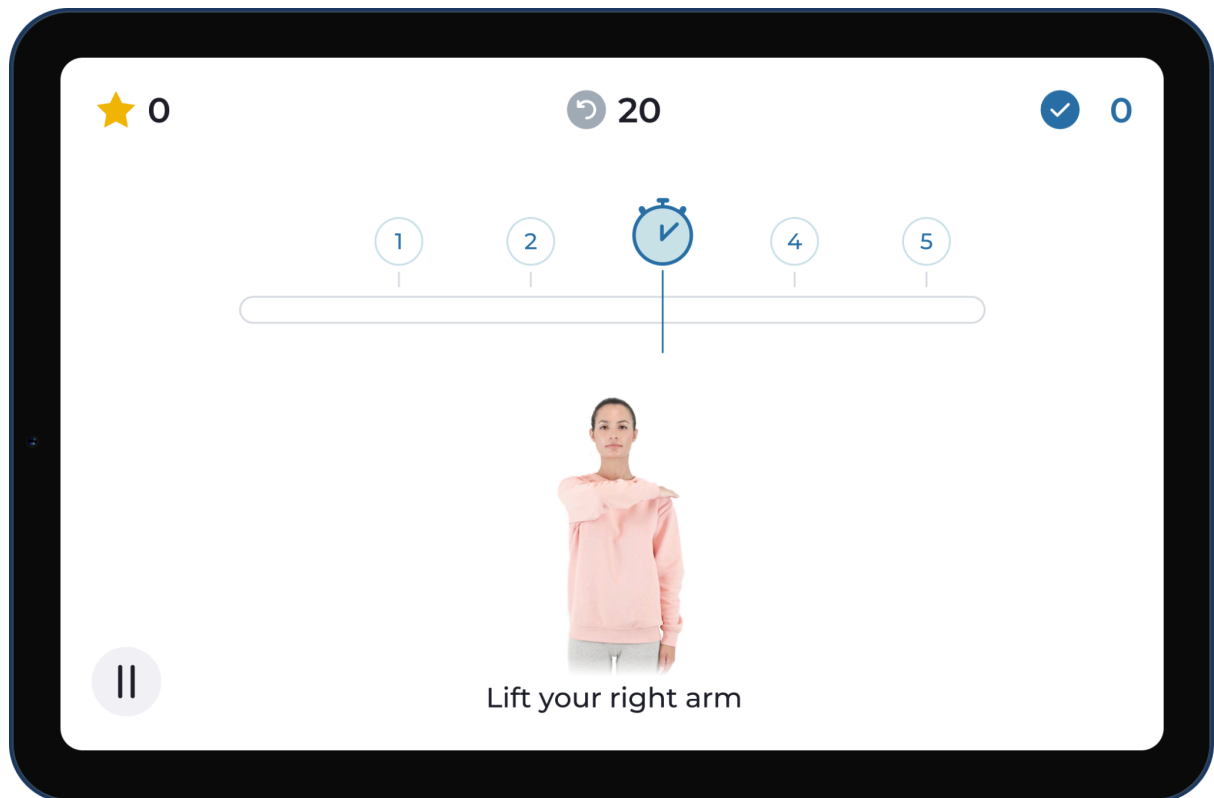
Do an exercise

During your sessions, you will have different exercises, depending on your therapy.

Action: Follow the Device audio and written instructions to perform the exercises. The system detects your movement and provides real time feedback.
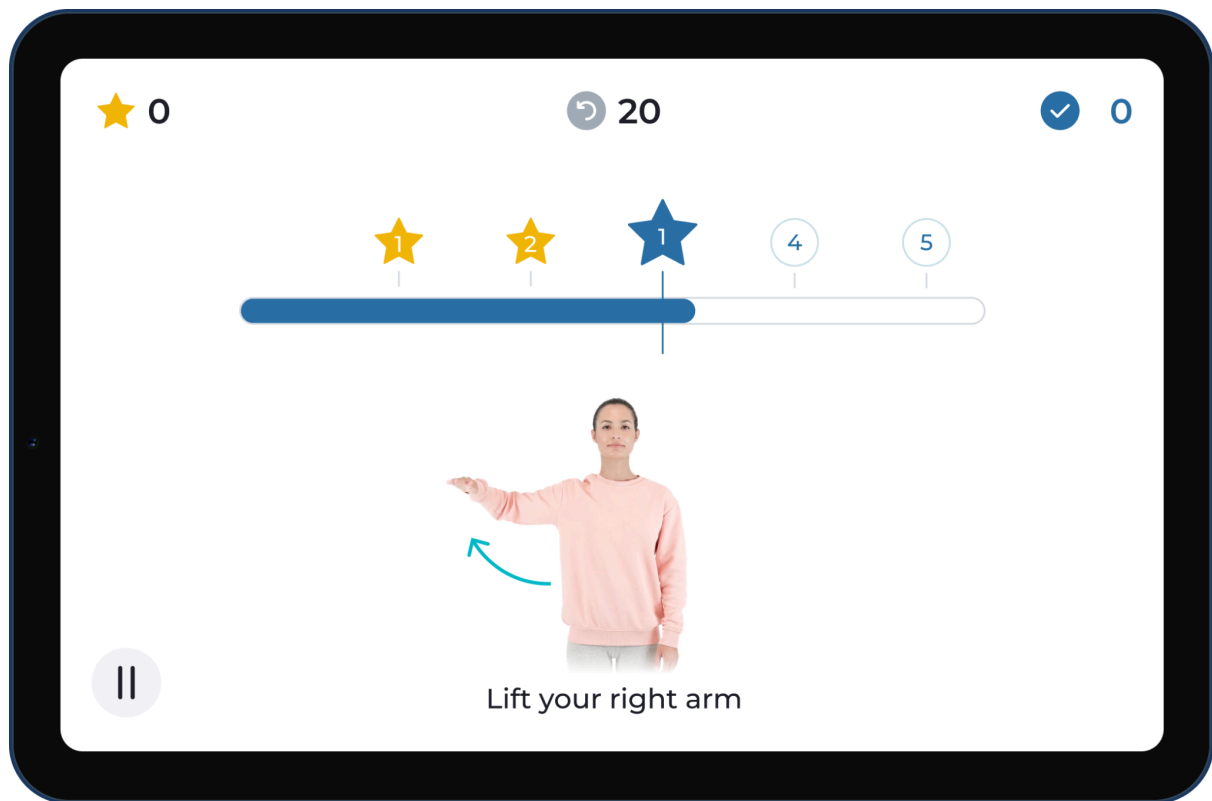
Description: Example of an exercise with levels using motion trackers.

⭐ 0   ↺ 20   ✓ 0

1   2   ⏱   4   5

Lift your right arm

Description: Example of an isometric exercise using motion trackers.
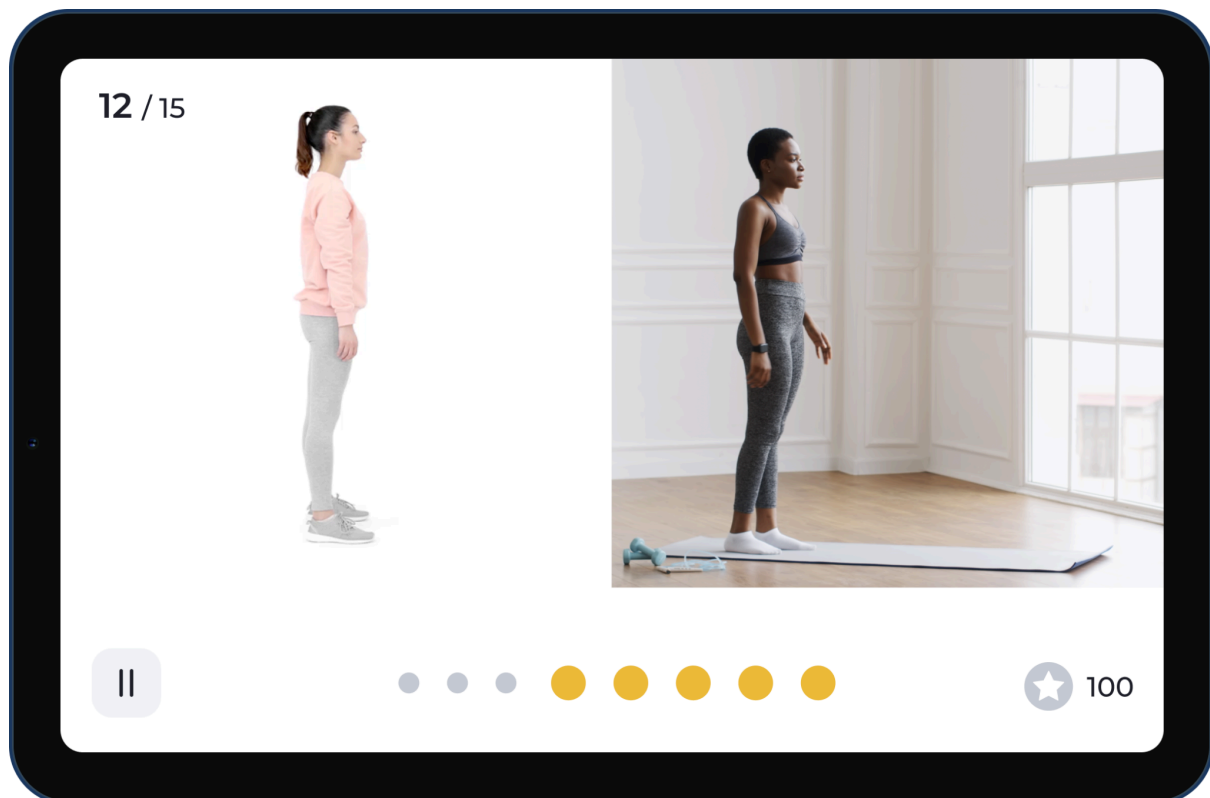
Description: Example of an exercise with levels in a system without motion trackers.

0:08s

100
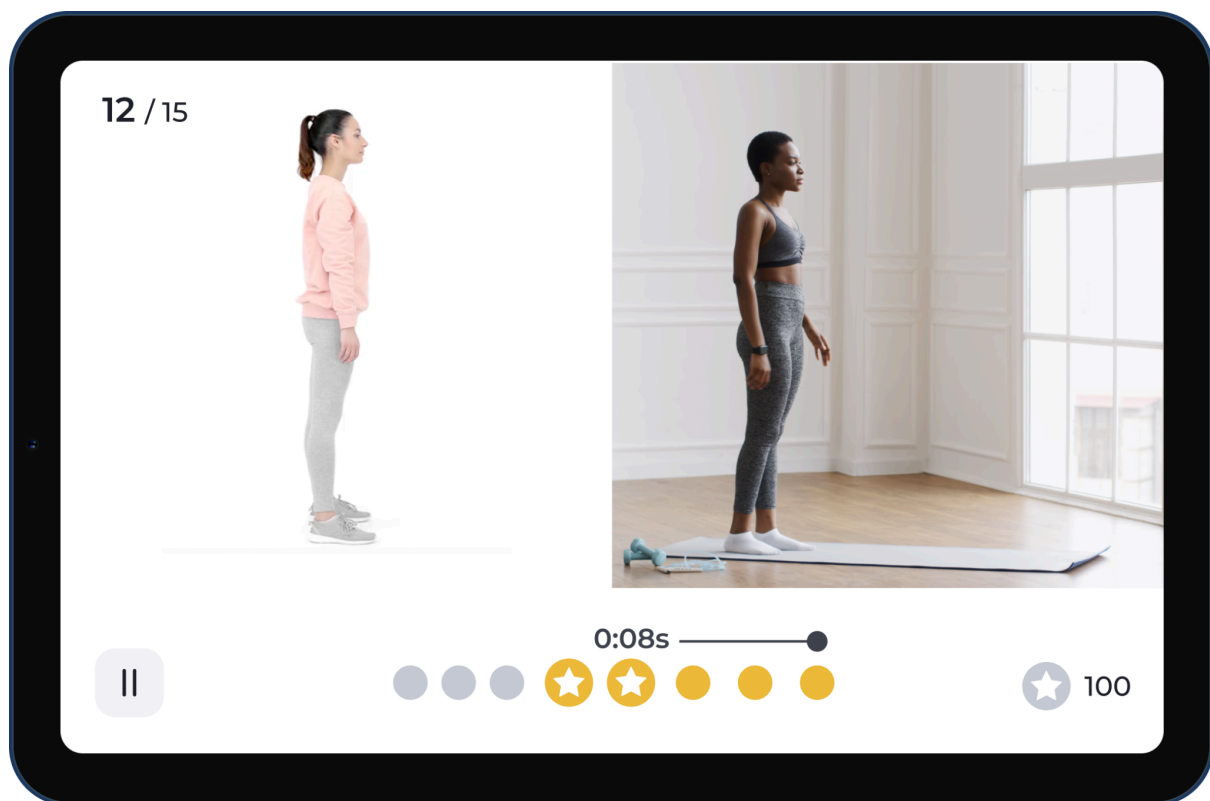
Description: Example of an isometric exercise in a system without motion trackers.

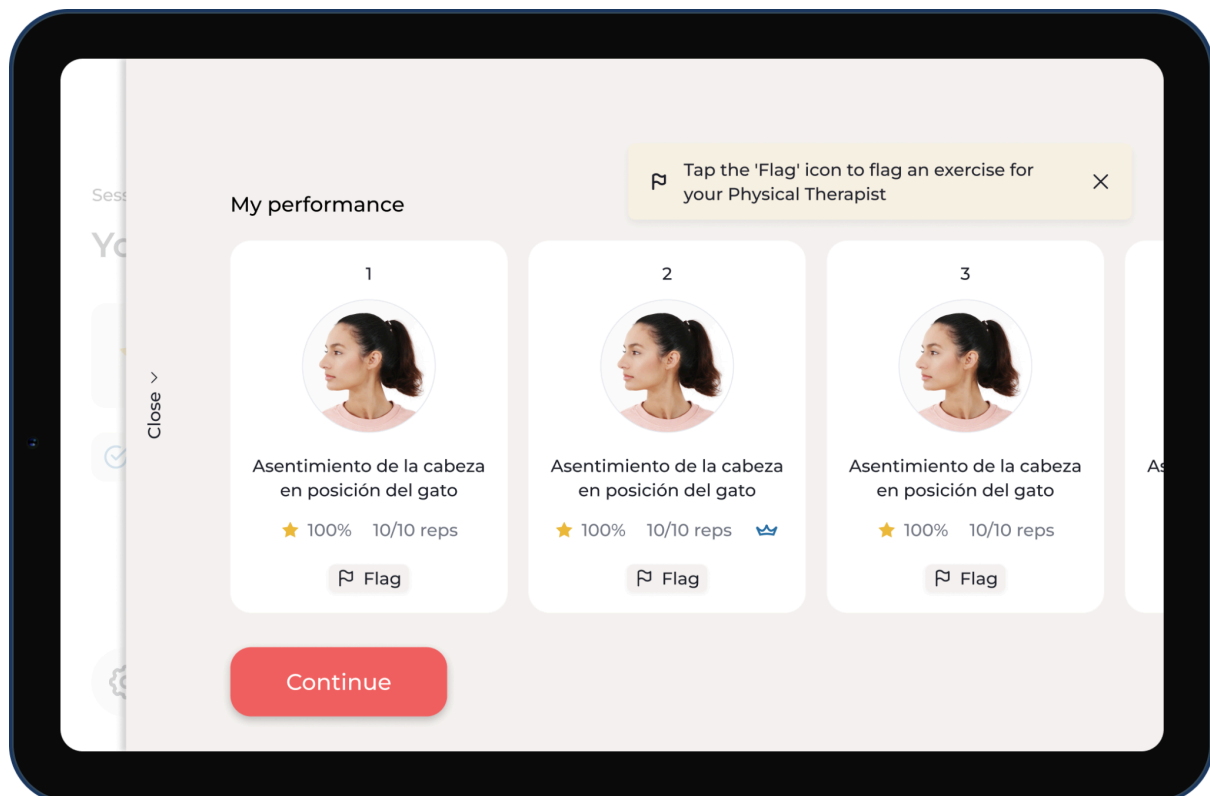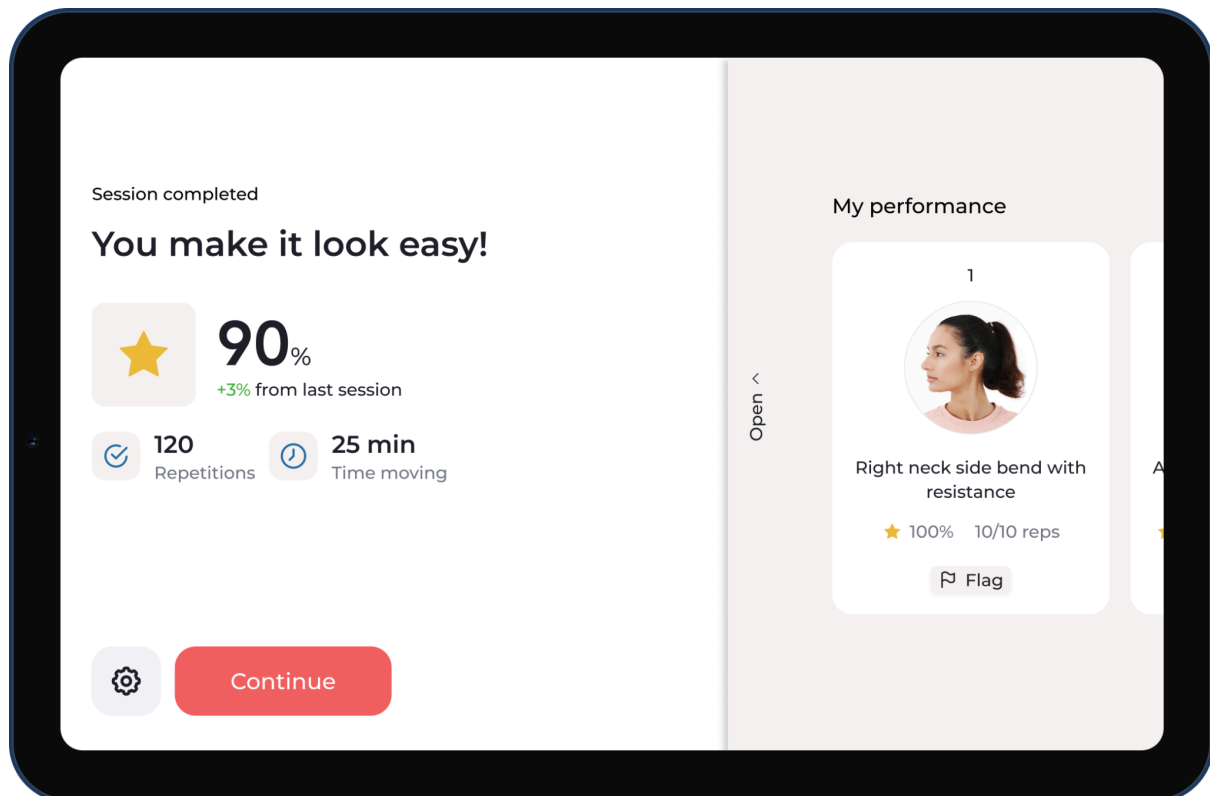## Warp-ups & Stretches (recommended exercises)

Your Physical Therapist can prescribe you optional exercises to perform during your sessions.

Here is an example:
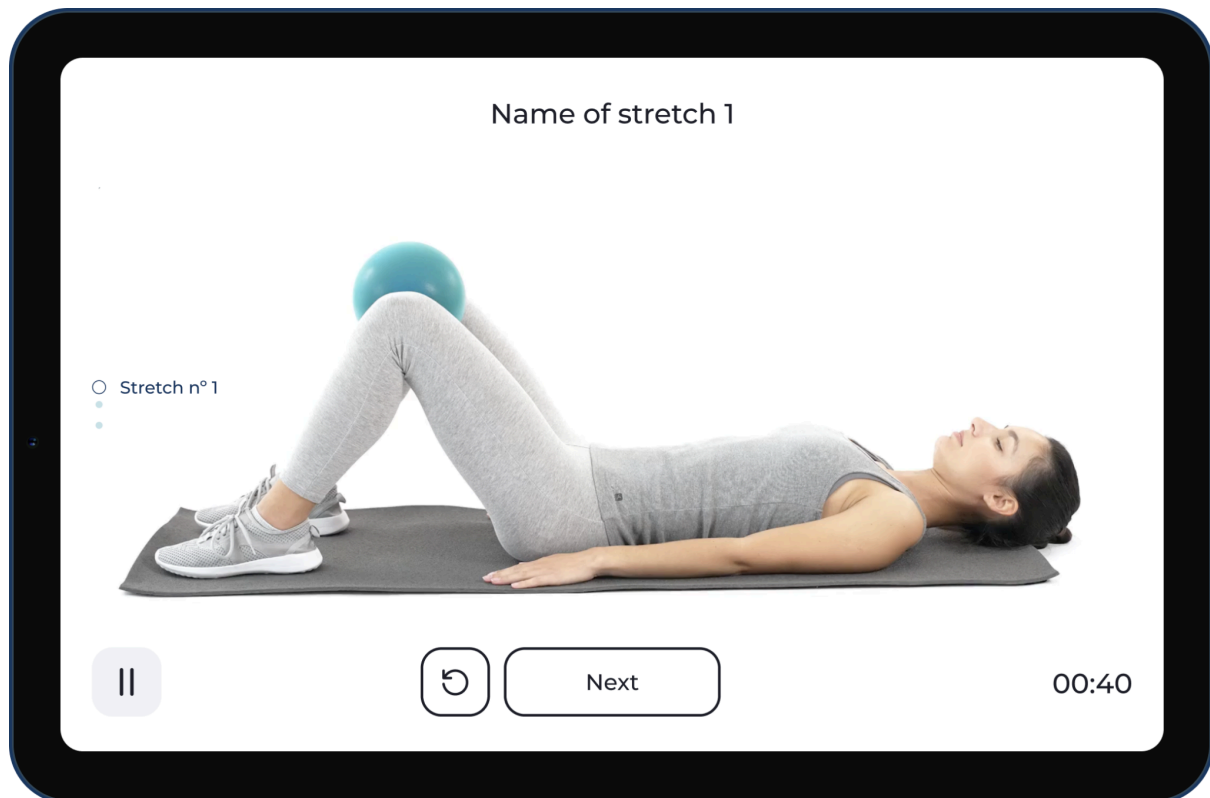
Action: Follow the instructions in the video to do the exercises recommended by your Physical Therapist as warm-ups (before starting a session) and stretches (after your session ends).

Session recap

Screen 1

Session completed

You make it look easy!

⭐ **90**%
+3% from last session

✓ **120** Repetitions
🕐 **25 min** Time moving

⚙️ **Continue**

Open ‹

My performance

1

Right neck side bend with resistance

⭐ 100%   10/10 reps

🚩 Flag

Screen 2

Sess...
Yo...

Close ›

My performance

Tap the 'Flag' icon to flag an exercise for your Physical Therapist   ✕

1	2	3
Asentimiento de la cabeza en posición del gato	Asentimiento de la cabeza en posición del gato	Asentimiento de la cabeza en posición del gato
⭐ 100% 10/10 reps	⭐ 100% 10/10 reps 👑	⭐ 100% 10/10 reps
🚩 Flag	🚩 Flag	🚩 Flag

Continue

Action: After completing your session, you will see a screen showing your performance, including the time you spent moving and the number of correct repetitions, both overall and per exercise. On this screen, you can also flag any troublesome exercises so that your Physical Therapist can adjust your program accordingly, or discuss it with you later.

Rate your pain/fatigue after each session

Action: Please rate your pain/fatigue level after each session so that your Physical Therapist can adjust your program accordingly. Please select the pain and fatigue rating that best describes how you felt during the session. Then tap Continue.

Rate your session experience

What affected your experience today?

Exercises Movement_detection Tablet and/or motion trackers

Myself / personal Session speed Ease of use Other

Anything else? 💬 Let us know

Continue

What affected your experience today?

What affected your experience, specifically?

Too challenging Too easy Too repetitive

Not adjusted following my feedback Causes me pain Poor explanation

Close Continue

Continue

Action: Please rate your session experience. Select the rating that best describes how you felt about your overall experience with the Device. If you select a rating less than 5, you will be asked to select your reasons.
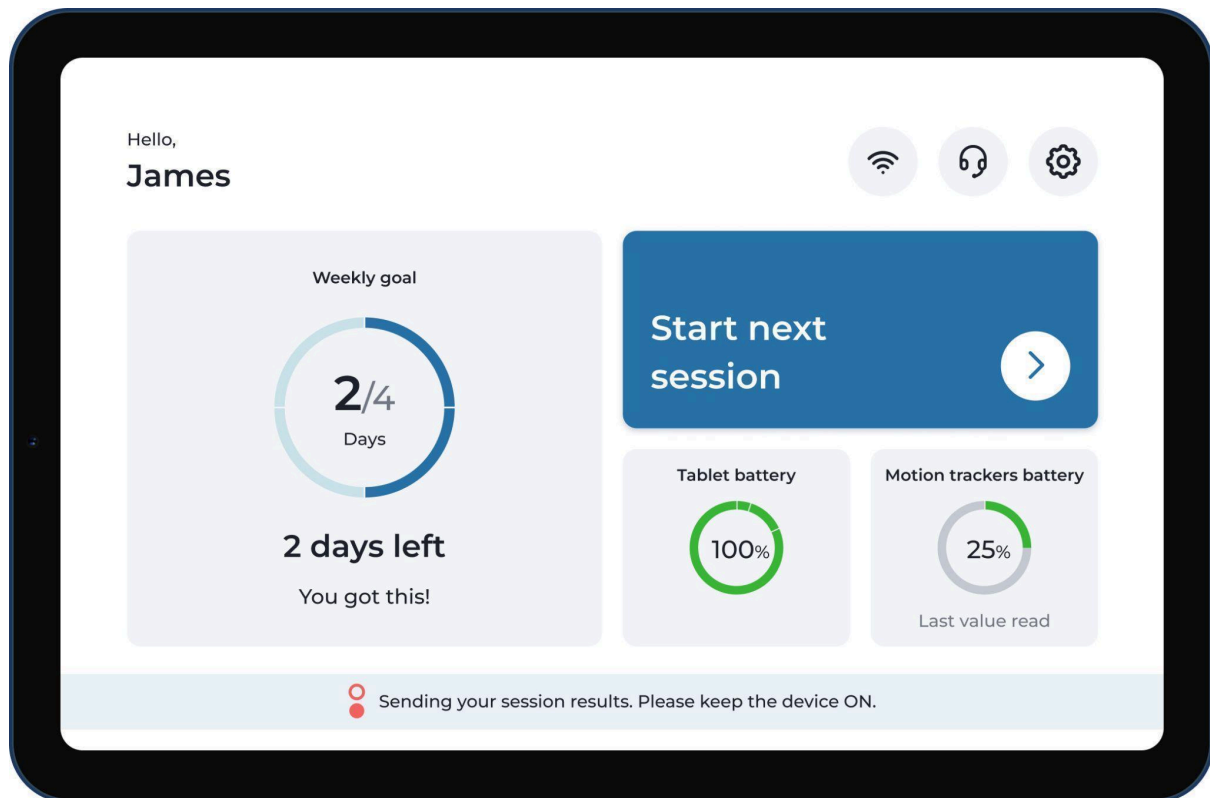
App update

You may receive an app update after a session ends. The update will look like the following:
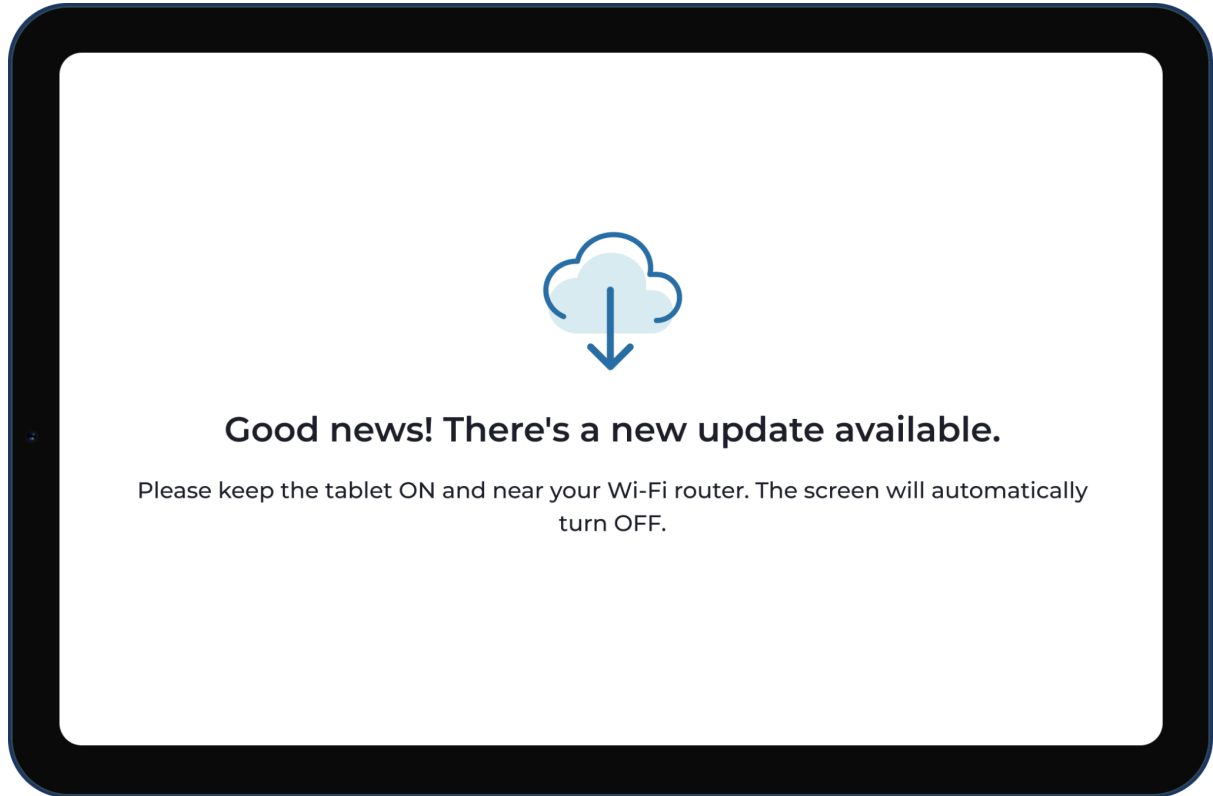
**Action:** No action needed. The update will occur automatically.

Home screen

Action: On the Home screen, you can choose to start your next session. You will see information about your device battery level and the most recent battery level of your motion trackers (if your system contains motion trackers).

Please keep in mind:

1. If you see a warning at the bottom of the screen asking to keep the Device ON, then your session results are being synchronised. This allows your Physical Therapist to assess your session results real-time and adjust your program accordingly.
2. On the other hand, you may see an alternative message at the bottom of the screen asking to connect the Device to the internet, so that your Physical Therapist can track your progress. This means that the App doesn't have access to the internet and needs to restore an internet connection.

Settings
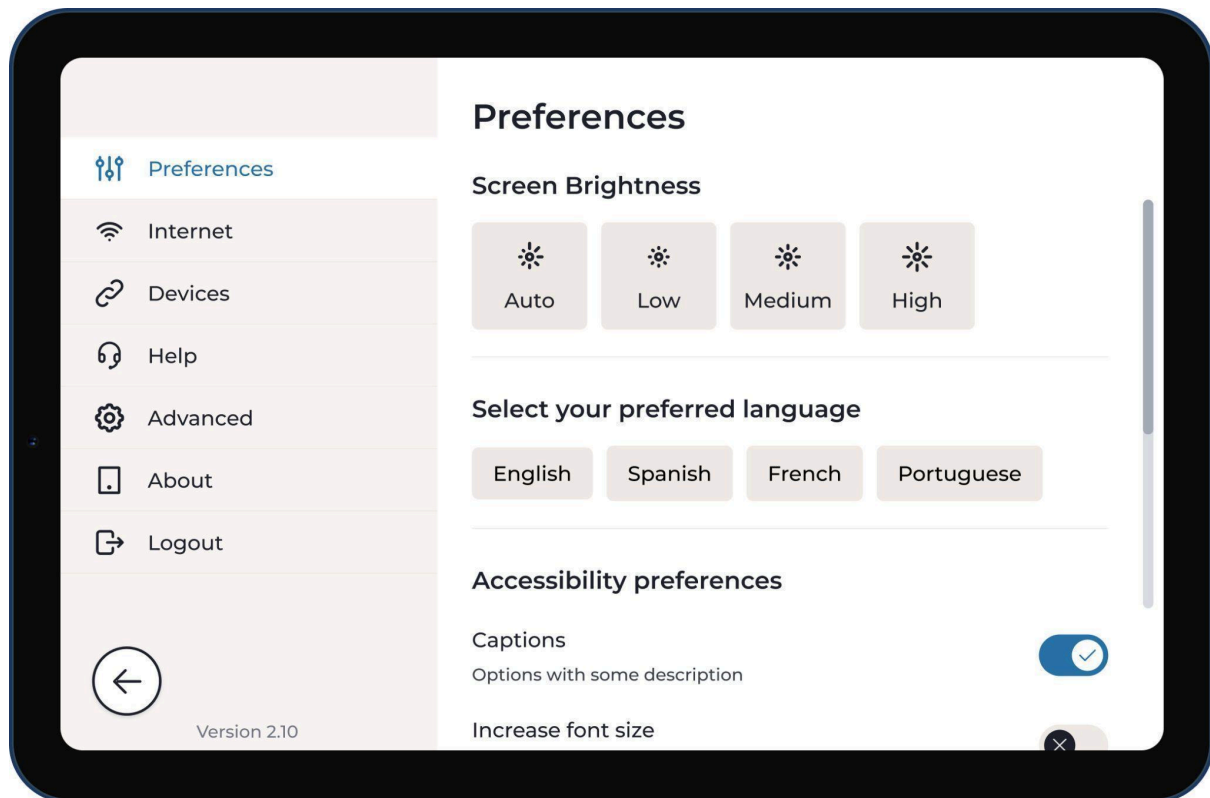
Action: By clicking on the Settings button (upper right corner on the screen) you will have access to this menu where you can find useful functions.

Logout
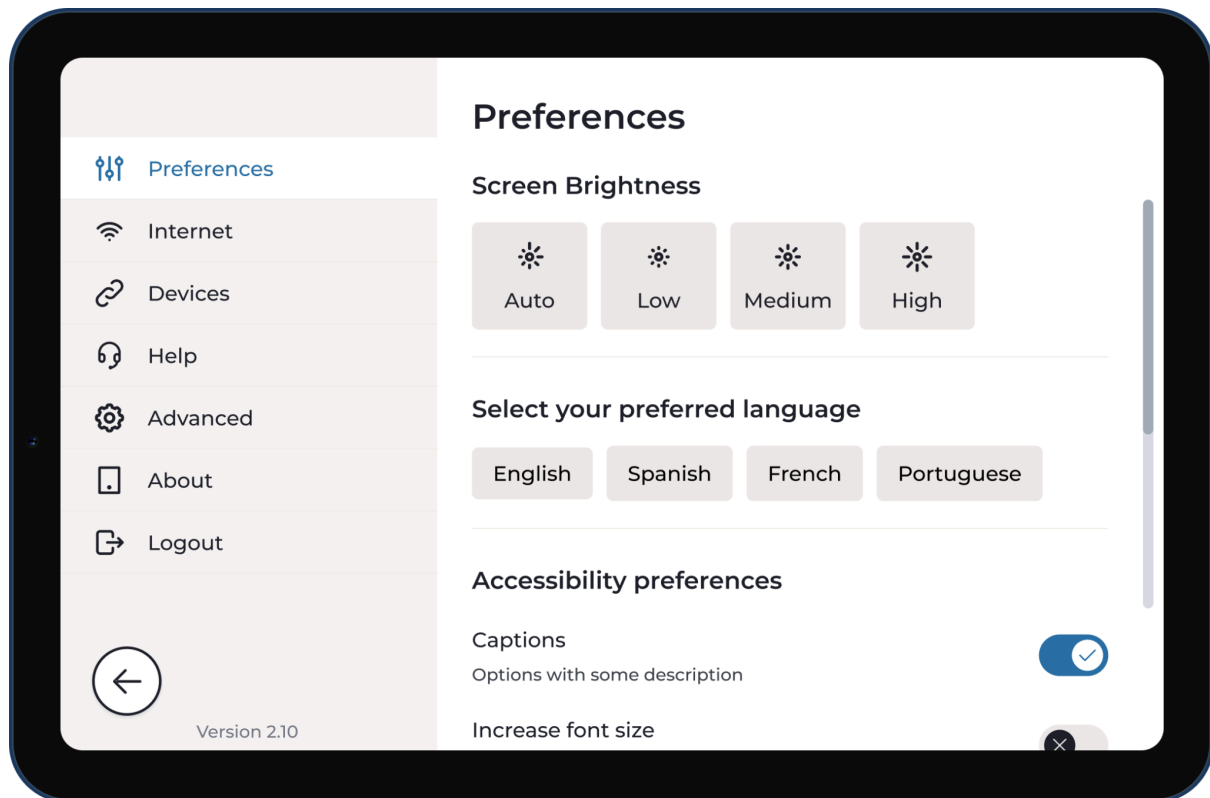
Action: You can choose to log out anytime by opening the Device Settings. Tap the "Logout" option and the system will delete your login information.

View your session results

You can access your session results on the Sword Health mobile app. If you haven't already done so, please download the app on your phone.

Review your completed sessions

You can find this information on the Sword Health mobile app.

Terms and conditions

The terms and conditions for the use of the Digital Therapist are agreed during the onboarding process to the rehabilitation program.

Troubleshooting

How do I install the Sword Health app on my phone?

1. Open the store (iOS: App store; Android: Play store)

2. Search the Sword Health app in the store

3. Tap the Install button

You can also scan the following QR with your phone code and install the app:
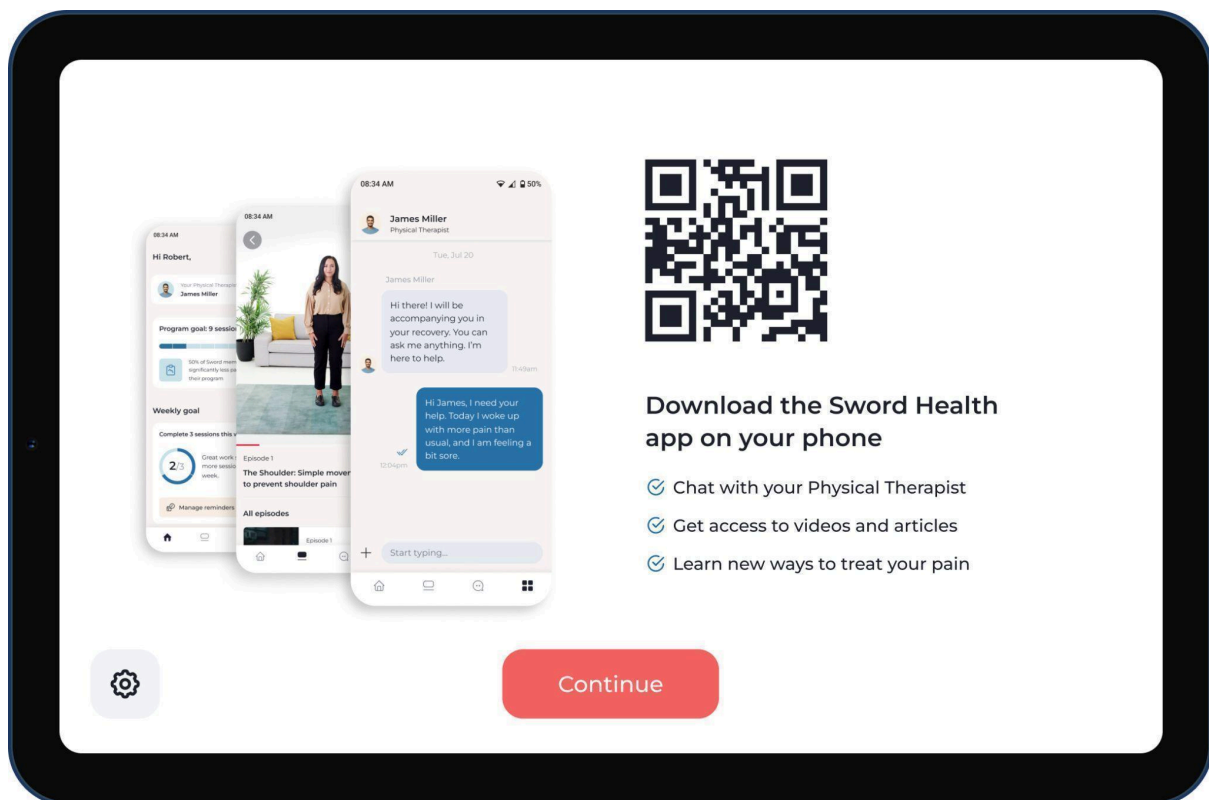
I can't see the results from my latest session in the Sword Health app

To ensure your session data is synchronised, follow the instructions and keep your device ON and connected to Wi-Fi after ending your session.

To make sure that everything is synchronised, you can choose the option to Sync data on the Support menu within the Device Settings.

I need to change the placement of trackers during a session

If you need to change where the motion trackers are placed on your body in the middle of a session, you will need to recalibrate. This option is available on the pause menu (while performing an exercise).

Calibrating the system "saves" the trackers' position on your body and ensures accurate movement detection, providing you with optimal, real-time feedback.

I can't perform an exercise

Please contact your Physical Therapist via the Sword Health mobile app. Your Physical Therapist will adjust your program and/or give you tips to perform the exercise correctly.

An app update is taking too long

Please confirm if you have a stable internet connection.

You can test your connection by opening the Internet menu in the Device Settings and choosing the *Run a speed test* option.

If you have a stable internet connection but the update is not working properly, please contact the Sword Health Support team.

If you don't have a stable internet connection in your home, please contact the Sword Health Support team.

My app is freezing

Please contact the Sword Health Support team.

My app shut down in the middle of a session

Please contact the Sword Health Support team.

My tablet/trackers lose battery too quickly

Please contact the Sword Health Support team. If your hardware is damaged, Sword Health will replace it.