C-Brace Setup 560X17-ANDR=*

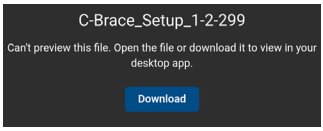
The C-Brace Setup adjustment app enables certified C-Brace orthotists to configure and optimise product settings for patients. The app provides step-by-step guidance throughout the adjustment process. After configuration is complete, the settings data can be exported as a PDF file. The app is also used to configure the Cockpit app.

How to install the app on your Android device

1. Download the app

1. Open the link on your device using a web browser (for example, Chrome): https://manual.ottobock.com/files/apps/c-brace/C-Brace_Setup_1-2-299.apk
   Alternatively, scan the QR code with your device's camera app and open the displayed link.

2. Tap the **Download** button or link.

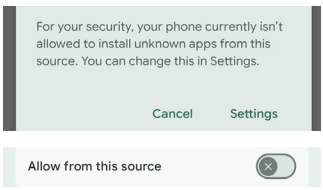


3. If a message appears asking whether you want to download the file **C-Brace_Setup_1-2-299.apk**, tap **Download** or **OK**.

Tip: Android may display a warning that the file could be harmful because the app is not downloaded from the Google Play Store. This is expected. Please download it anyway.

2. Install the file C-Brace_Setup_1-2-299.apk

1. Once the download is complete, tap the downloaded file from the notification area, or open it from your **Downloads** folder.



2. The first time you install an app from a website, Android will ask you to allow your browser or file manager to install unknown apps.
3. When prompted, tap **Settings**.
4. Enable **Allow from this source**.
5. Return to the installation screen using the **Back button** or **gesture**.

3. Open and use the app C-Brace Setup

1. Find the app on your home screen or in your app list.
2. Tap the app icon to open it.
3. If the app requests permissions, such as Bluetooth access, review and allow them as needed

4. Revoke installation permissions

After the app has been installed successfully, revoke the permission to install apps from unknown sources.

1. Open **Settings** on your Android device.
2. Search for **Install unknown apps** in **Settings**.
3. Select the app that was used to download the APK file.
4. Turn off **Allow from this source**.

Troubleshooting

I can‘t install the app

Try the following:

- Make sure that the download completed successfully.
- Check that your device has enough free storage space.
- Remove any previous version of the app and try again.
- Restart your device and repeat the installation.

The installation is blocked

1. Open **Settings** on your device.
2. Search for **Install unknown apps**.
3. Select the app you used to download the APK file.
4. Turn on **Allow from this source**.



Read the instructions for use of C-Brace Set-up, enclosed in the IFU for C-Brace Joint Unit.



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ottobock.

FAQs.

If I already have the app downloaded on my phone and my phone updates to Android 15, 16 or 17, will the apps remain installed on my phone and be used normally?

Yes, if you have one of the apps already installed on your phone and the phone updates to Android 15, 16 or 17 after Nov. 1st, the apps will remain on the mobile device and you can keep using them. Note: When you open the app for the first time after the device update, you might receive a message that the app was designed for an older Android version.

If I need uninstall or reinstall either app on my Android 15, 16 or 17 device (i.e. for Bluetooth shooting purposes), will the apps still be available to download from the Google Play Store versus using the app download link from our website?

Yes, if you have installed one of the apps before Nov. 1st, you should still be able to uninstall and re-install the app from Google Play, after you updated to these newer Android versions or switched from an older Android device to a new Android device with these newer versions, since the right to use the app should remain stored in their Google account. When you open the app for the first time after the device update, you might receive a message that the app was designed for an older Android version.

I'm searching for the C-Brace Setup app on the Google Play store but can't find it. What do I do?

Both apps are now available for download directly from the Ottobock website now that they are not available in the Google Play store.

Why can't I download the apps from the Google Play store now?

Due to changes in the Google Play regulations, our apps were removed from the store as of Nov. 1st. This is a change dictated by the Google Play Store and was not Ottobock's decision.

If my customer needs help with the download process, who can they call for support?

They can reach out to the Product Support team at NAproductsupport@ottobock.com

If the person uses a company phone with security settings blocking the installation of apps from other sources than Google Play, who can they call for support?

They should reach out to their employer's IT support team, who might be able to grant an exemption and allow the installation of the Ottobock app via the download link provided. Our Ottobock Product Support team will not be able to assist with this specific request.

www.ottobock.com
US: P 800 328 4058 | F 800 962 2549
CA: P 800 665 3327 | F 800 463 3659