

connectgo.pro FAQ.



What is connectgo.pro?

connectgo.pro is the set-up app for O&P professionals to quickly and conveniently program Ottobock microprocessor-controlled lower limb products.

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

The app works with current **Genium X4**, **Genium X3**, **Genium**, **C-Leg** and **Kenevo** prostheses. Other Ottobock products and additional features will be added through regular app updates expected every few months.

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 **connectgo.pro** app and log in with your Ottobock ID account. If you have been using a MyOttobock account, please use the same email address and password to sign-in and then, accept the terms of use of Ottobock ID. If you have neither account, please register an Ottobock ID account via the "Sign up now" link on the sign-in screen.

IMPORTANT: If you already have a myLearning account, please use the same email address to set up the Ottobock ID account, so that the accounts are automatically connected. You can change the email address in myLearning for the Ottobock ID once it is set up.

2. Lower Limb product certifications stored in myLearning will be added automatically. If not, **connectgo.pro** will ask you to add a certification to your Ottobock ID account. Select a product and follow the on-screen instructions.
3. After a certification is added to your Ottobock ID account, you can connect to prostheses.

Why do I need to create an Ottobock ID account?

Your Ottobock ID 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 credentials for all applications that use MyOttobock or the new Ottobock ID.

What is the difference between an Ottobock ID and a MyOttobock or MyOttobock Pro account?

The Ottobock ID account is the successor of the MyOttobock and MyOttobock Pro accounts. Step by step, Ottobock applications like **connectgo.pro** will switch to Ottobock ID. You can log in with the same email address and password, and only have to accept the new terms of use. There is only one type of Ottobock ID account for professionals and patients.

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 an Ottobock ID account to set up or adjust a prosthesis?

Yes, only healthcare professionals with an Ottobock ID account and at least one product certification stored in that account can connect to products for which they are certified.

Where can I register for an Ottobock ID account?

Open **connectgo.pro** and tap "Log in". At the bottom of the login screen select "Sign up now" and follow the instructions or go to <https://id.ottobock.com> and register an Ottobock ID account. If you already have a myLearning account, please use the same email address to set up the Ottobock ID account, so that the accounts are automatically connected.

What if I forget the password of the Ottobock ID account?

When you are asked to log in with the Ottobock ID account, select “Forgot your password” and follow the instructions on screen.

How can I add a product certification to the Ottobock ID account?

Open the app and login or register an Ottobock ID account. From the bottom menu in **connectgo.pro** select “More” and then “Certification”. Depending on your qualification, make sure the O&P professional or the therapist tab is selected. Select a product by tapping “Add” and follow the instructions on the screen.

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

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

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.

Which Kenevo versions can I set up with the app?

The current **Kenevo** version launched in May 2024 and the previous **Kenevo** version launched beginning of 2021 can be set up with **connectgo.pro**. If a **Kenevo** sold before 2021 was not serviced after January 2021, it will require a software update in the Ottobock Service Center to make it compatible with **connectgo.pro**. The app will show such knees in the search and inform the O&P professional if they try to connect to such a knee.

Which Genium and Genium X3 versions can I set up with the app?

Current **Genium** and **Genium X3** can be set up with **connectgo.pro**. If a **Genium** or **Genium X3** sold before 2020 was never serviced after that date, it will require a software update in the Ottobock Service Center to make it compatible with **connectgo.pro**.

How does the prosthesis or orthosis pair with the app?

The app connects wirelessly over Bluetooth® to the component – no dongle required. On the “Home” screen tap “Connect component”. The app automatically

searches for compatible products within reach to establish a connection.

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

Please contact your local Ottobock team.

Can I still use Data Station to program my Genium X3, Genium, C-Leg or Kenevo?

Yes, you can keep using Data Station to program the **Genium X3**, **Genium**, **C-Leg** or **Kenevo** or use it alternatively with **connectgo.pro**. After a transition period, the Data Station will be phased out. New features of our prostheses will only be available through **connectgo.pro**.

I can not connect to the component.

What do I do?

To enable Bluetooth®, connect the component 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:

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.

Does Ottobock 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 also supports the development of new features and improved products.



*available in selected markets

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