

CyMedica e-vive™ System Help / FAQ's



The topics in the below tables are all contained within the e-vive mobile application Help Menu or Help Screens

e-vive System

e-vive System Overview

The CyMedica Orthopedics e-vive™ system with CyMotion technology is an electrotherapy device with two treatment modes: neuromuscular electrical stimulation (NMES) and transcutaneous electrical nerve stimulation (TENS). The e-vive system is a prescription device in the USA and is intended for use under the direction of a medical provider. The device may be used in a health care facility setting or by a patient at home. Please refer to the patient instructions for use for more information or visit www.cymedicaortho.com

Garment Setup

Garment Setup Overview

The Garment is positioned and applied by sitting with the injured leg extended, either on the floor, bed or chair. Place the garment underneath your leg, with the round hole positioned directly behind your knee and the blue surface on the inside of your thigh. To secure the garment, wrap the blue electrode panel on the inside of your leg around the top of your thigh. The Garment should be comfortable and snug against your leg. Tighten the outer garment flaps, beginning with the flap just above your knee. Pull flap tight and firmly attach to the garment panel.

Refer to CyMedica Orthopedics website, www.cymedicaortho.com for instructions related to the use of e-vive post-operative knee brace, if your device is provided with a brace in addition to a garment.

How do I dock the Controller into the garment?

Insert the Controller into the rubberized garment dock with the power button oriented down, so that the metal contacts on the back make contact with the dock contacts. Firmly press the controller until you feel or hear a snap to know that the controller is firmly seated. The ridge around the edge of the controller should be flush with the edge of the dock when fully seated.

Where is my QR barcode?

The QR barcode is a square barcode on the label on the back of the e-vive Controller. The app will guide you through the process of scanning this barcode to pair the app to the garment.

Where is my Device ID?

The Device ID is indicated on the label on the back of the e-vive Controller. It is a 5 digit number after Device ID: XXXX. Enter this number and hit Connect.

My device is not connecting

- Make sure that the Controller is powered on, the power button light is on, and the Controller is securely docked into the garment
- Make sure that Bluetooth is on and enabled on your mobile device
- If after multiple attempts you are still having trouble, contact CyMedica Customer Service per the contact information on the last page of this document.

Stimulation

Stimulation Overview

The e-vive system with CyMotion technology lies in its ability to comfortably stimulate and strengthen your weakened thigh muscles. To achieve optimal results, it is recommended to perform muscle activation sessions three-times-a-day, for 20-minutes, 6-days-per-week. Sessions should be performed daily throughout your rehab protocol. The video link in the app will demonstrate how to perform a NMES muscle stimulation treatment session in detail. Please refer to the patient instructions for use for more information or visit www.cymedicaortho.com

How do I know what program to use?

Follow the advice of your healthcare provider. Typically the Post-Op program is used after injury until the patient can voluntarily flex their muscle and then the Strength program is used after that. However, either program may be utilized as desired.

What is Strength?

Strength is a NeuroMuscular Electrical Stimulation (NMES) program that is typically used in order to strengthen and/or reduce muscle atrophy after an injury or surgery. Strength has 1 second contractions which oscillate focus between the Knee and Thigh Zones for ~12 seconds with a 10 second rest period.

What is Post-Op?

Post-Op is a NeuroMuscular Electrical Stimulation (NMES) program that is typically used for early rehabilitation after an injury or surgery in order to strengthen and/or restore the ability to activate your muscle. Post-Op has 3 second contractions which oscillate focus between the Knee and Thigh Zones for ~13 seconds with a 10 second rest period.

What is TENS?

TENS is transcutaneous Electrical Nerve Stimulator and is used for treatment of post-surgical pain or management of chronic intractable pain.

Why can't I select TENS?

The e-vive app only presents stimulation options that are available for the garment into which the Controller is docked. To select TENS, connect the e-vive Controller into a Pain Control Pod or other TENS garment.

How high does the stimulator power level go?

The + and - buttons may be used to increase the stimulation power level from 0 to 100 in single digit increments.

Stimulation is uncomfortable

If you feel a burning sensation or sharp, pin-prick style sensations, then you may want to check the integrity of the electrodes. The electrodes should be sufficiently tacky and not have any cuts in the hydrogel. Contact CyMedica to reorder electrodes. Additionally, you may want to move the electrode position slightly to avoid painful areas or nerves – if the treatment is still uncomfortable, contact CyMedica Customer Service per the contact information on the last page of this document.

What do the circles mean on the calendar?

The circles give an indication of your progress for those days. A light grey circle means no treatments were fully completed, a 1/3 blue circle indicates 1/3 treatments, 2/3 circle indicates 2/3 treatments, and a full blue circle indicates the all 3 treatments were completed for that day. Select the day of interest on the calendar and you will see a full list of your completed and incomplete treatments for that day.

Electrodes

Electrodes Overview

The e-vive system garment integrates three electrodes into the Conductive Garment on the inside thigh panel. These electrodes are pre-positioned for the size of your garment, with proper sizing and application of the Garment, the e-vive electrodes should be correctly positioned over your thigh muscles to comfortably and effectively deliver the activation signal to the correct muscles. For more detailed information on electrode placement; please refer to the printed instructions for use provided with your e-vive system, or see the Contact Information on the last page.

How do I re-order electrodes?

Contact CyMedica Customer Service per the contact information on the last page of this document.

Range of Motion

Range of Motion Overview

The e-vive system incorporates range of motion sensing technology. The range of motion test is easy to perform and will allow you and your healthcare provider to track your rehabilitation progress against your goals. Once daily you will be prompted to perform a range of motion test. The video link in the app will demonstrate how to perform a Range of Motion session. Please refer to the patient instructions for use for more information or visit www.cymedicaortho.com

What is Flexion, Extension, and Range of Motion?

These are key measurements that your physician may evaluate for your injury or surgery rehabilitation to understand the motion of your knee. Flexion refers to your ability to flex or bend your knee, Extension refers to your ability to extend or straighten your leg, and Range of Motion is essentially the total angle of movement of your knee.

Why is Extension negative?

This is the measurement convention typically used. A straight leg would indicate 0 degrees, however, a negative number means that your knee is slightly hyperextended, which is entirely normal.

How do I know what Range of Motion I should have?

Consult with your physician or healthcare provider for your particular condition.

My Range of Motion Test won't start

Verify that your e-vive Controller is adequately docked to the garment and that the Controller is powered on and flashing a blue light, indicating that it is connected to the app via Bluetooth. If solid blue or green, make sure that your Bluetooth is on/enabled on your mobile device. If needed, select the Menu ... button --> Settings --> Reconnect to go through the pairing sequence again for the e-vive device.

How often should I do a Range of Motion test?

It is recommended to do a Range of Motion evaluation once per day.

My device is not measuring Range of Motion

Verify that your e-vive Controller is adequately docked to the garment and that the Controller is powered on and flashing a blue light, indicating that it is connected to the app via Bluetooth. If solid blue or green, make sure that your Bluetooth is on/enabled on your mobile device. Move your leg to wake up the range of motion sensor and wait for a few seconds. The screen should say Starting...Connecting...Measuring when the sensor is awake and connected.

I get a Sensor Error

A sensor error may occur if the wireless sensor and Controller are not connected properly. Verify that the Controller is adequately docked in the garment and that the Sensor Pod is contained in the garment. Quit the app, power down the e-vive Controller, and restart the system to try again. The sensor may need to be woken up by moving your leg slightly.

I get an Alignment Error

The Range of Motion sensor will indicate an alignment error if the sensors are misaligned, if the garment is rotated on the leg, or if you are laying on your side. Make sure that the blue lines on the garment are aligned with the center of your thigh and leg and that you are standing up or sitting down normally in a chair to conduct the Range of Motion test. Refer to the User Manual or CyMedica website for more details.

Goals

Goals Overview

The e-vive system allows you to set Range of Motion and Pain reduction goals over the course of your rehabilitation. Consult with your healthcare provider to determine what goals should be set for your particular condition. To set your goals, select Goals from the Menu and follow the screen instructions to set your desired goals.

How are Goals used?

The e-vive app uses your goals as a measuring stick to evaluate your results. Consult your physician or healthcare provider to establish meaningful goals for your condition. It is important to indicate an injury date or surgery date in your Profile to measure your progress appropriately.

What are Pain values?

Pain is typically reported on a Visual Analog Scale (VAS) 0-10 and is a subjective measure reported by the patient. A value of 0 refers to no pain at all and a value of 10 typically refers to the worst pain imaginable. The e-vive system asks about pain levels once per day, before and after the first completed stimulation treatment.

How are Steps measured?

The e-vive app uses the Apple Health Kit (iOS) and Google Fit (Android) calculation of steps, which may include steps derived from your mobile device accelerometer, or any other sources such as Apple Watch, Samsung Gear, activity tracking bands, fitness bands, or fitness apps that you have enabled to connect to and write data to Health Kit / Google Fit. Accordingly, any steps not measured by your mobile device will not be shown in the e-vive app. If you do not have Google Fit, you can download, install, and set up from the Google Play store.

Why are pain levels measured?

Pain levels are an important measurement that your physician or healthcare provider may evaluate to understand how your rehabilitation is proceeding.

How do I know what Goals to set?

Follow the advice of your healthcare provider in setting your Range of Motion and Pain reduction goals for your particular condition.

[Do I need to report my Pain values?](#)

No, you may select to Skip the Survey, but it is recommended to complete the survey for a more comprehensive look at your rehabilitation.

[Do I have to set Goals?](#)

No, you do not have to set goals. However, the e-vive app uses Goals to award various Achievements within the app.

Profile

[Profile Overview](#)

The Profile helps manage key details about your rehabilitation with your healthcare provider and assists in account identification in case you are locked out, need to reset a PIN, etc. Your profile information is treated with the utmost privacy and security, similar to how your healthcare provider protects your health information. It is encouraged to accurately enter as much information as requested in the application, as these are the key pieces of information needed by your healthcare provider. This profile information can be shared with your healthcare professionals. The results information that can be seen on your app may be viewed by your healthcare provider(s) if you are connected to WiFi or cell data connection and if you have not restricted the data. You may further restrict visibility to your data by selecting a PIN in your Profile Setup and requiring the providers to enter your PIN. In the event you find that you are locked out of viewing your profile if you exceed the number of attempts allowed and cannot match your PIN or date of birth on record. You can wait about 30 minutes and retry or you may contact CyMedica to assist in resetting your PIN.

[What information is shared with my healthcare provider\(s\)?](#)

The results information that can be seen on your app may be viewed by your healthcare provider(s) if you are connected to WiFi or cell data connection and if you have not restricted the data. You may further restrict visibility to your data by selecting a PIN in your Profile Setup and requiring the providers to enter your PIN.

[Why do I need a Profile?](#)

The Profile helps manage key details about your rehabilitation with your healthcare provider and assists in account identification in case you are locked out, need to reset a PIN, etc. Your profile information is treated with the utmost privacy and security, similar to how your healthcare provider protects your health information. It is encouraged to accurately enter as much information as requested in the application, as these are the key pieces of information needed by your healthcare provider.

[Why do I need to enter my PIN to view my Profile?](#)

CyMedica treats your Profile information with the utmost privacy and security and accordingly does not store any of this information on the phone in case your phone is lost or accessed by someone unintended.

[I am locked out and cannot view my Profile.](#)

You may be temporarily locked out from viewing your Profile if you exceed the number of attempts and cannot match your PIN or date of birth on record. You can wait about 30 minutes and retry or you may contact CyMedica to assist in resetting your PIN.

[I cannot view my Profile](#)

Make sure that you have correctly entered your PIN and / or date of birth that you created when setting up your account. Make sure as well to have an active WiFi or internet data connection to communicate with the CyMedica servers. For additional assistance, contact CyMedica Customer Service per the contact information on the last page of this document.

[Who can view my Profile?](#)

Your profile information is treated with the utmost privacy and security, similar to how your healthcare provider protects your health information. Your Profile information and e-vive system usage results may be viewed by your healthcare provider(s) if you are connected to WiFi or internet data connection and if you have not restricted the data. You may further restrict visibility to your data by selecting a PIN in your Profile Setup and requiring the provider(s) to enter your PIN. Only those providers that you share your PIN with will then have access to that information.

[What is a PIN?](#)

A PIN is a Personal Identification Number, which is a 4-8 numeric digit code. The e-vive app uses your PIN as a way to further control which healthcare providers you would like to access your information.

[How do I reset my PIN?](#)

Follow the PIN management screens to reset or change your PIN. You will need to confirm your account email address and date of birth that you originally entered in order to change your PIN. If you cannot remember these details, contact CyMedica Customer Service per the contact information on the last page of this document.

App General

[What is Daily Progress?](#)

Daily Progress shows your daily list of activities to complete. It is recommended that you do 3 stimulation sessions daily and 1 Range of Motion evaluation. The circles will fill in with blue once the activity is completed.

[What is my Dashboard?](#)

The dashboard shows your latest results for Stimulation, Range of Motion, Pain, and Steps in one glance. To view additional data, select the colored bar of interest to get more detail.

[How do I perform an NMES treatment?](#)

To perform a stimulation treatment press one of the 3 circles for Session 1, 2, or 3 in the Daily Progress area or press on the Stimulator icon on the menu bar at the bottom of the Home screen. For more details, view the stimulation video on the stimulator start screen.

[How do I perform a ROM test?](#)

To perform a range of motion assessment, press the ROM circle in the Daily Progress area or press on the Range of Motion icon on the menu bar at the bottom of the Home screen. For more details, view the Range of Motion video on the Range of Motion Test start screen.

[Bottom menu bar](#)

The menu bar at the bottom of the screen will be present during most of the e-vive mobile app screens to provide quick and easy access to the main functions of the system. Press Home icon to return to the Home / Dashboard screen. Press Stimulator icon to begin a Stimulation treatment. Press Range of Motion icon to begin a Range of Motion assessment. Press Menu ... to navigate to other functions of the e-vive app.

[What do the circles mean on the stimulation history calendar?](#)

The circles give an indication of your progress for those days. A light grey circle means no treatments were fully completed, a 1/3 blue circle indicates 1/3 treatments, 2/3 circle indicates 2/3 treatments, and a full blue circle indicates the all 3 treatments were completed for that day. Select the day of interest on the calendar and you will see a full list of your completed and incomplete treatments for that day.

[What is Knee Zone Level or Thigh Zone Level on stimulation history?](#)

Knee Zone Level refers to the average power level used during the treatment for the Knee Zone stimulation area, similarly for Thigh Zone. The Knee Zone primarily targets the Vastus Medialis Oblique (VMO) muscle and the Thigh Zone primarily targets the Rectus Femoris muscles in the quadriceps.

Contact Information:

CyMedica Orthopedics, Inc.
19120 N. Pima Rd. Suite 135
Scottsdale, AZ 85255
1-844-CYM-2014

customerservice@cymedicaortho.com
www.cymedicaorthopedics.com