



THE COVVI HAND

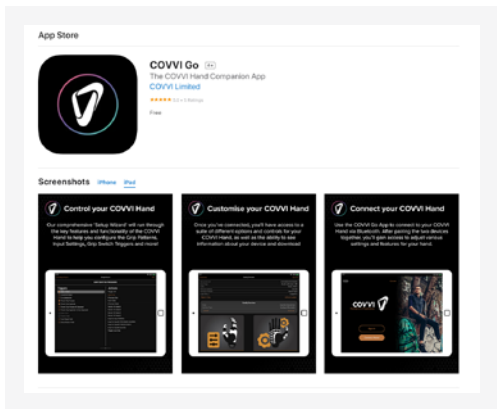
COVVI Go App

12.0 COVVI Go App

12.1 COVVI Go

Everything you need to configure a COVVI Hand is within the COVVI Go App, which is compatible with iOS version 12.0+ and Android version 8.0+. The App has been designed to support you and your patient every step of the way on their journey with the COVVI Hand. It is easy to use and follow so you can easily configure your patient's hand so they can get the most out of it. For those users who have experience with prosthetics, the COVVI Hand has a default setup combining the functionality of other prosthetic devices on the market for efficient interchangeability. For new users, as they become more familiar with their hand, they can test out different setups and make any changes in the App to best suit their daily activities and lifestyle.

To download the COVVI Go App, go to our website www.covvi.com, click on the 'COVVI GO APP' drop down section in the side menu and links to the Apple Store (for iOS) and Google Play Store (for Android) will appear where you can download the App. You can also search for the App in both stores by typing in COVVI Go. When the App has downloaded and installed, the icon will appear on your device's home screen.



12.0 COVVI Go App

12.2 Registration

To access all the features in the App, you first need to register an account with COVVI. On our website www.covvi.com, in the 'COVVI GO APP' drop down section in the side menu, click on Register Your Interest. Fill out the registration form with all the information requested and click on Submit Request.

You will receive an email within 24 hours with an activation link and a temporary password. Click on the link to verify your email. This will then take you to the log in page for our Web Portal. Use your email and temporary password to log in. You will then be asked to verify your details and create a new password. After entering your new password and pressing submit, your account will be activated, and you can then use your email address and new password to log into the COVVI Go App on your phone or tablet.

The COVVI Web Portal operates on an invite only basis. You need to add your patients for them to be able to create an account. Go to our Web Portal portal.covvi.com, on the left-hand side there is an option that says Users, which only appears if you have clinician or distributor access. Click on Users and a list of all the users you have added so far will appear.

Click on the '+' button near the top of the page and you will be taken to a screen where you can add a new user. Fill out and submit the form and an email invitation with the activation link and temporary password will be sent to your patient. You can choose what access level to give to your patient, which determines what changes they can make. The App can be accessed without an account but only to view settings, update the firmware and report bugs. No changes can be made to the setup without an account.

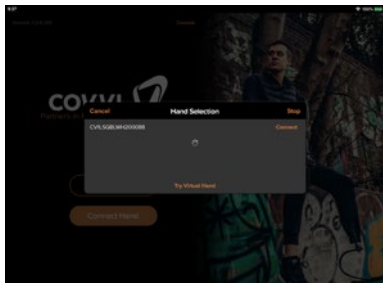


12.0 COVVI Go App

12.3 Hand Selection

When you open the App, the initial screen shows you two options, Login and Connect Hand. First click on Login to login to your account. If you have forgotten your password, click on Forgot Password, put in your email address, and click on Send Link. Follow the instructions in your email to reset your password.

If you do not currently have a COVVI Hand or account and would like to try out the App to have an idea of the functionality you can use the Virtual Hand option. This feature allows you to go through the App and make changes to a configuration as if you were connected to a hand. Click on Connect Hand then on Try Virtual Hand.



Once you have logged in, click on Connect Hand. The Hand Selection box will appear automatically searching for your hand. The COVVI Hand communicates with your device via Bluetooth. Make sure Bluetooth is enabled on both the COVVI Hand and your device. If Bluetooth isn't enabled on your device, the App will notify you.

When you turn the COVVI Hand on Bluetooth is enabled for 60 seconds and then it turns off to save battery life. To reactivate Bluetooth, you will need to turn power to the hand off and on again. If you experience connectivity issues you can reset the Bluetooth communication by erasing the data in the BLE module and resetting it. This will set the communication channel back to default and fix all damaged connections. This can be done in the App through the console button in the top right of the initial screen when you open the App. In addition to this, the settings need to be reset on the hand which can be done by pressing and holding the dorsal button on the back of the hand for 10 seconds. The E-Paper screen will display 'RESET?'. Keep pressing the dorsal button until you hear the start-up beep. This will have cleared the memory and reset the communication channels. If you still have issues connecting to the hand after trying this, please get in contact with COVVI Customer Services.

12.0 COVVI Go App

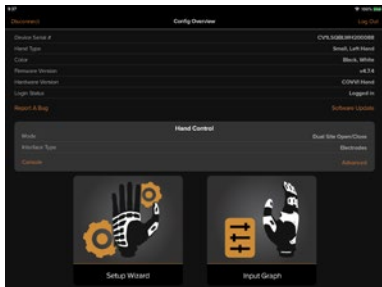
The hand's serial number will appear as show in the image to the right. You can also locate the hand's serial number on the face of the EQD wrist.

Click on Connect, a box will appear saying Connecting to COVVI Hand before it takes you to the Config Overview screen which is shown in the image below. The Config Overview shows you a summary of the hand as well as the Report a Bug, Software Update, Advanced Configuration and Console options and the Input Graph and Setup Wizard.

If you or your patient experiences an issue with their hand, you can click on Report a Bug and fill out the form which will be sent to us along with the hand's serial number so we can assist them.

Software Update is to perform the remote updates

to the Firmware and Gateware on the hand. The Console option can be used to reset the hands parameters to default; you can choose which parameters if not all of them. The Input Graph allows the user to test their signals to make any changes to the thresholds to map the speed of the hand to the signals they produce. The Setup Wizard is a step-by-step guide for setting up a new hand and the Advanced Configuration is a detailed overview of the hand's configuration where changes can be made in real time to a particular part of the hand's configuration. You can also save configurations to the cloud and restore them whenever you would like.



12.0 COVVI Go App

12.4 Input Graph

We advise that you start to configure your patient's hand in the Input Graph to ensure your patient can first comfortably operate the hand without fatiguing themselves before programming the grip tables and grip switch triggers.

There are six adjustable thresholds, the On and Max thresholds and the Input Gain for both input A and B. The On threshold shows the signal strength needed for the hand to move. The Max threshold shows the signal strength needed for the hand to move at full speed. If you were to map the Co-contraction grip switch trigger in the Setup Wizard or Advanced Configuration, an additional threshold will appear on the Input Graph so you can determine the signal needed for Co-contraction to be triggered.

Commonly, prosthetic users have background noise also known as baseline interference which are low level signals detected from the electrodes as they are highly sensitive sensors. Adjusting the On threshold to just above the background noise signals will avoid inadvertent hand movements. If your patient were to send a signal and only reach 50%, the Max threshold can be adjusted to 50% so that they can still move the hand at full speed. If they were to have cross talk where they send input A but show artefacts of input B, this would indicate that their muscle for input B is stronger and has more control, so you can move the On and Max thresholds for input B out of the realm of input A so they have two clean readings.



Example Input Graph




12.0 COVVI Go App

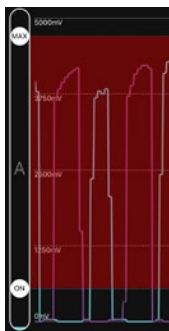
Two typical threshold setups are High Control and Easy Speed, both allow the user to exceed the Max threshold without excessive strain.

High Control has a large difference between the On and Max thresholds and offers great control over a wide speed range, but it does require the user to be able to achieve high magnitude signals without fatigue.

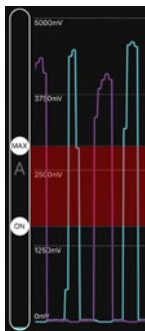
Easy Speed has a small difference between the On and Max thresholds and offers high speed without the need for high magnitude signals, but this setup can make it more challenging to get fine control of the hand at lower speeds. The closer the On and Max thresholds are, the less speed control the user will have of their hand.

There are two layouts in the Input Graph, bars or a line graph. When you first go into the Input Graph, the default Input Graph Layout is with the bars. At the top of the screen, there are two options: Thresholds and Input Gain. Whichever option is highlighted in orange is the one you are making changes to.

-  **AWAITING TRIGGER**
-  **SUCCESSFUL TRIGGER**
-  **TRIGGER NOT ACTIVE**



High Control



Easy Speed

12.0 COVVI Go App

In the Thresholds screen there are two bars representing the two inputs and underneath each bar there is a line with two circles saying ON and MAX. When your patient fires a signal, you will see the percentage signal strength they can comfortably achieve on the bar. Slide the circles to adjust the On and Max thresholds to match their signals. If the Co-contraction grip switch trigger is mapped, there will be another line for you to adjust the Co-contraction threshold.

To change the layout from bars to the line graph, click on Options in the top right of the Input Graph screen and then click on Line Graph. This layout is useful as it shows historic data. When your patient fires a signal, you will see what percentage signal strength they can comfortably achieve with a line on the graph. There are two bars either side of the graph. The left set of bars represent Input A and the right set of bars represent Input B. The inner set of bars closest to the graph have two circles saying ON and MAX, slide the circles left or right to adjust the On and Max thresholds to match their signals

If you click on Options again you can deselect the On Line, Co-Con Line and Max Line to remove the lines that indicate where on the line graph the thresholds are and you can change the Display Period between 5, 10 and 20 seconds..

At the bottom of the Input Graph screen there are three boxes designed as a training tool for the user to see they can successfully do the Open/Open, Long Hold Open and Co-contraction grip switch triggers. When the box turns green it indicates they have activated the grip switch trigger. If the box is grey, the grip switch trigger is not mapped in their configuration, so it will need to be mapped in the Setup Wizard or Advanced Configuration for them to see they can successfully do it. It is another way for you to determine if you need to adjust your patient's thresholds for easier control.

12.0 COVI Go App

12.5 Input Gain

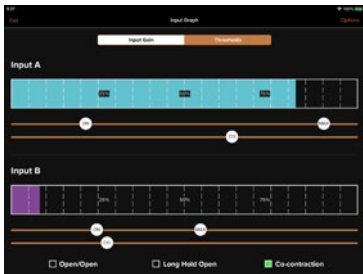
The Input Gain is to amplify weaker signals if your patient still finds it hard to open or close their hand after you adjust their On and Max thresholds. It should be used secondary to adjusting the thresholds if they still show muscle fatigue when trying to operate their hand. The Input Gain is also useful for the interchangeability between different hands as you can make a COVI Hand perform the same as other prosthetic devices without having to manually adjust the electrodes each time you swap the device.

In the bars layout, click on Input Gain at the top of the screen and the line underneath the two bars will change to have one circle that says GAIN. Slide the circle to the right to amplify whichever input signal is weaker so your patient isn't over exerting themselves trying to open or close the hand.

In the line graph layout, the outer set of orange bars have one circle saying GAIN. Slide the circle up to amplify whichever input signal is weaker so the patient isn't over exerting themselves trying to open or close the hand.

If after adjusting the Input Gain they still find it hard to use the hand, you will need to check the gain on the electrode itself to see if it needs to be manually increased.

Click on Config Overview to leave the Input Graph.



12.0 COVVI Go App

12.6 Setup Wizard

The Setup Wizard is a very simple and easy to follow guide to setup a new hand. The hand will have a default setup preloaded, but the Setup Wizard allows you to make changes to your patient's configuration to tailor it to their preferences. You need to choose the options that best follow your patient's limb build and daily requirements. If you click on Exit Setup Wizard in the top left of the Setup Wizard screen you can leave without making any changes. Changes are not made in real time; all changes will be reflected once you complete all the stages in the Setup Wizard.



12.7 Sensor Interface

The first screen in the Setup Wizard is the Sensor Interface screen. Whichever option has the orange border is the option you are selecting.

Interface Type: There are three interface types.

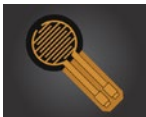
Electrodes:

These are sensors that detect the user's muscle contractions. A proportional voltage controls the opening and closing of the hand with variable speed and force.



Force Sensitive Resistors:

These are resistive devices that vary their electrical signal with the applied force and are useful when you are short on space in the prosthetic socket.



12.0 COVVI Go App

Linear Transducer:

These devices offer proportional control of myoelectric components for users with little or no myoelectric signals. These would normally be coupled to a harness and provide an electrical output in response to a linear extension of the device.

Electrodes are the most commonly used interface type.

Swipe up to choose the number of inputs and input layout.



Number of Inputs:

The COVVI hand can be controlled by single or dual site strategies.



Input Layout:

With dual site control, the default setup is Input A for the open signal and Input B for the close signal, but this can be inverted wired the other way around.



12.0 COVVI Go App

12.8 Operating Modes

Swipe left to choose the Operating Modes. Whichever option has the orange border is the option you are selecting. The COVVI Hand can be controlled using three different operating modes. The modes available will depend on your selection in the Interface Sensor screen.

If your patient has single site control, a strategy is required to open and close the hand. There are two available methods.

Fast Open/Slow Close:

Fast Open/Slow Close is a signal sent and whether that signal crosses the On threshold before or after the Fast Open/Slow Close Time (a time parameter customisable by the user) determines if it is interpreted as an open or close action. A signal sent before the time parameter is considered a 'fast signal' and interpreted as an open action. A signal sent after the time parameter is considered a 'slow signal' and interpreted as a close action. Once the On threshold is exceeded, the direction is locked and the speed is proportional to the magnitude of the input signal, which works the same as with dual site control.



Single Site Alternating:

Single Site Alternating is an initial signal sent which from powering on the hand is interpreted as a close action and the hand therefore starts to close. When this signal is released, the Direction Change Time (a timer customisable by the user) starts and whether the next signal crosses the On threshold before or after the timer determines whether it will be interpreted as an open or close action. If the second signal crosses the On threshold before the timer it will continue the direction of the hand and so is interpreted as a close signal. If the second signal crosses the On threshold after the timer it will change the direction of the hand and so is interpreted as an open signal. The Direction Change Time only starts once the signal has been released. Therefore, to change grips the user must send a signal after the Direction Change Time to change the direction of the hand from closing to opening, maintain that signal until the hand is fully open and either keep it maintained to activate a Long Hold Open grip switch trigger, or release the signal and reapply another signal before the Direction Change Time, so it is interpreted as another open signal to activate the Open/Open grip switch trigger.



12.0 COVI Go App

If your patient has dual site control, independent signals open and close the hand. There is one method available.

Dual Site Open/Close:

This is the most common operating mode used with the COVI Hand. It has two input sites, the default setup is Input A for an open signal and Input B for a close signal. All grip switch triggers work in this mode and give the user the most flexibility.

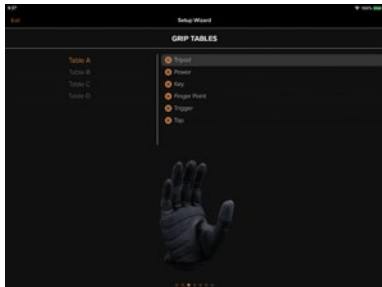


12.9 Grip Tables

Swipe left to populate the Grip Tables. You can populate up to four tables with up to six grips in each. Tables B, C and D can be empty, but Table A must contain at least one grip, so the hand always has a grip to go into. This grip is called the primary grip.

For new users, it's recommendable to start with one or two grips in either one or two tables. For advanced users, all the tables can be populated with grips for daily activities, for example one table for grips used at home, another for grips used when at work.

If the hand is to be used with a COAPT system, remove all grips from the tables except the primary grip and assign all grip switch triggers to trigger off. The setup can then be done within the COAPT software.



12.0 COVVI Go App

Default Grip Tables:

The default setup has two tables populated with the following grips. These are a mix of opposed and non-opposed grips. Tables C & D are empty and therefore disabled.

A	B	C	D
Tripod	Key	Empty	Empty
Power	Column	Empty	Empty
Key	Tripod	Empty	Empty
Column	Power	Empty	Empty
Empty	Empty	Empty	Empty
Empty	Empty	Empty	Empty

Adding Grips:

Choose which table you would like to populate from the list on the left side of the screen, whichever is highlighted in orange is the one being populated. On the right side of the screen, if there is space available in the table it will say No Grip. Click on the plus (+) symbol to the left of where it says No Grip and a list of grips will appear divided into different groups. If you are unsure of what a particular grip does, click on the eye to see a video showing the hand closing and opening in that grip. To exit the video, click on it. Choose the desired grip and click on Done. The grip will now appear in the next available position. Grips can only be added one by one.

Removing Grips:

To remove grips from a table, click on the cross (x) symbol to the left of the grip name. The symbol will be disabled for the primary grip.

12.0 COVVI Go App

12.10 User Defined Grips

In addition to the 14 standard grips available, your patient can request a custom grip for a specific task in mind by contacting the COVVI Customer Service. We can then incorporate it into our Grip Library so that it can then be downloaded from the cloud onto your patient's hand.

To install a User Defined Grip, the hand must have the firmware version 4.5.4 or higher. In the Grip Tables screen when list of grips divided into different groups appears, scroll down to the last group is User Defined Grips. You can store six User Defined Grips at once. Click on one of the spaces. If it doesn't have a grip assigned you only need to click it once, if it does have a grip already assigned you will need to double click it. This will bring up a list of all the available User Defined Grips in our library.

Choose the grip you would like to add to your configuration. If you have already assigned this grip, it will be faded in grey as you can only assign it once. All available grips are in white. If you are unsure of what a particular grip does, click on the eye to see a video showing the hand closing and opening in that grip. To exit the video, click on it. Click on Done and the grip will now appear in the first list of grips under User Defined Grips. Click on the grip you would like to add into the table you are populating, then click on Done.



12.0 COVVI Go App

12.11 Grip Switch Triggers

Swipe left to choose the Grip Switch Triggers to switch between the grips and tables. All triggers are shown on the left, all actions are shown on the right. Any trigger that has been assigned has a tick in the orange circle to the left of its name. Whichever trigger is highlighted in grey is the one you are assigning, whichever action highlighted in orange is the action you are assigning it to. Any trigger can be assigned to any action, you can only assign a grip switch trigger once, but you can assign the same action to multiple grip switch triggers. If you are unsure of what a particular trigger or action does, click on it and a box appears at the bottom of the screen explaining it.



The available Grip Switch Triggers are:

Open/Open - An Open/Open signal is an open signal to fully open the hand followed by another open signal. The second open signal must be sent before the Open/Open time.

Long Hold Open - A Long Hold Open signal is an open signal maintained. The hand can be closed, partially closed or fully open. The signal must be maintained for the Long Hold Open time once the hand is fully open.

Co-contraction - Co-contraction is when both inputs cross the Co-contraction thresholds within an amount of time from the On threshold being surpassed. The first input to cross the On threshold initiates the Co-contraction time (a timer customisable by the user) and if both inputs cross their Co-contraction thresholds before the Co-contraction time there will be a successful Co-contraction trigger. In the Input Graph the Co-contraction thresholds must be higher than the On thresholds. Co-contraction only works when the hand is fully open. Co-contraction can be assigned to any action, however, we would recommend that it is mapped to switching between devices, for example, an elbow to a wrist.

12.0 COVVI Go App

Thumb Tap Pronate - The thumb is tapped inwards and will move into an opposed position, unless assigned to switch to a non-opposed grip where it will remain in a non-opposed position. The hand must be fully open.

Thumb Tap Supinate - The thumb is tapped outwards and will move into a non-opposed position, unless assigned to switch to an opposed grip where it will remain in an opposed position. The hand must be fully open.

Thumb Tap Pronate at Opposed - The thumb is tapped inwards but will remain in an opposed position. If this trigger is assigned to switch to a non-opposed grip, the thumb will move to a non-opposed position. The hand must be fully open.

Thumb Tap Supinate at Non-Opposed - The thumb is tapped outwards but will remain in a non-opposed position. If this trigger is assigned to switch to an opposed grip, the thumb will move to an opposed position. The hand must be fully open.

Index Hold - Pressure is applied to the force sensitive resistor in the index finger for two seconds. The hand must be fully open.

Thumb Hold - Pressure is applied to the force sensitive resistor in the thumb for two seconds. The hand must be fully open.

Four Finger Hold - Pressure is applied to the force sensitive resistors in the four fingers for two seconds. The hand must be fully open.

Dorsal Button Hold - Hold the dorsal button next to the E-Paper screen for two seconds. The hand must be fully open.

12.0 COVVI Go App

The available actions are:

Trigger Off - No action is assigned.

Next Grip - The next grip in the table is selected.

Previous Grip - The previous grip in the table is selected.

Next Table - The first grip in the next table is selected.

Previous Table - The first grip in the previous table is selected.

Switch to Table A / B / C / D - The first grip in Table A, B, C or D is selected.

Map to Grip - This action allows you to assign the grip switch trigger to go into a specific grip. The grip does not need to be in the grip tables to be mapped.

Auto Grip - Auto Grip will be turned on and off.

12.0 COVVI Go App

12.12 Additional Setup

Swipe left to choose the Additional Setup options. If you are unsure of what a particular feature does, click on the question mark to the left of the name and a box appears at the bottom of the screen explaining it.

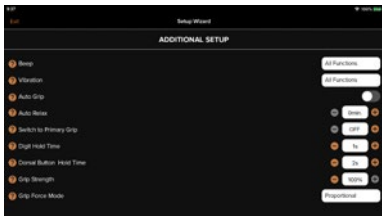
Beep - The beep is an audible alert to notify the user of any activity. It can be assigned to all functions, only power on and standby, only power on or it can be turned off.

Vibration - There is also the option to be alerted of activity with a vibration. Like with the beep, it can be assigned to all functions, only power on and standby, only power on or it can be turned off.

Auto Grip - Auto Grip works in power grip, tripod grip, precision open and precision closed. If the fingers sense an object is starting to slip, they reapply a small continuous force or pulse to gently grasp the object. It monitors the grip every half a second.

Auto Relax - After a certain period of inactivity, the hand moves into a relaxed position. The time parameter is user adjustable. If Auto Relax is off, it will say 0 min. Clicking on the plus (+) symbol will turn it on and set it to 1 minute, click on the plus (+) symbol to increase the time again to 2 minutes or click on the minus (-) symbol to decrease the time and turn Auto Relax off.

Switch to Primary Grip - After a certain period of inactivity, the current grip changes back into the primary grip in table A. The time parameter is user adjustable. If Switch to Primary Grip is off, it will say OFF. Clicking on the plus (+) symbol will turn it on and set it to 15 seconds. The time can be increased in 15 second intervals up to a minute. Click on the minus (-) symbol to decrease the time and turn Switch to Primary Grip off.



12.0 COVVI Go App

Digit Hold Time - This is the time you have to apply pressure on the FSR for the grip switch trigger to be activated. Click on the plus (+) or (-) symbol to increase or decrease the time.

Dorsal Button Hold Time - This is the time you have to hold the dorsal button down for the grip switch trigger to be activated. Click on the plus (+) or (-) symbol to increase or decrease the time.

Grip Strength - The Grip Strength is the strength at which the fingers grasp an object. It can be set between 20% and 100%. Click on the plus (+) or minus (-) symbol to adjust the percentage.

Grip Force Mode - The Grip Force Mode allows the grip strength to be controlled by one of two modes: fixed or proportional. In fixed mode the hand uses the same grip strength regardless of the user's input signal. It moves the maximum grip force down. In proportional mode, the grip strength is proportional to the user's input signal. Their signal not only controls the force applied to the object but the speed at which the hand moves. It offsets the maximum grip force from their input signal.

Swipe left to choose the operating mode specific parameters.

Mode Specific Parameters

For Dual Site Open/Close the following parameters can be established:

Open/Open Time - This is the time in which a second open signal must be sent after the hand is fully opened or after the first open signal for the Open/Open grip switch trigger to work.

Long Hold Open Time - This is the time an open signal must be maintained once the hand is fully opened for the Long Hold Open grip switch trigger to work.

Co-Contraction Time - This is the time in which both inputs must pass the Co-contraction thresholds after the On threshold has been reached.

Input A and B Speed - The maximum speed of the fingers and thumb can be reduced. It can be set between 50% and 100%. If Input A is the open signal and Input B the close signal and you reduce the percentage for both inputs, the speed of opening and closing the hand will be reduced. If you just reduce the percentage for Input A, only the speed at which you open the hand will be reduced. This is a feature designed to aid new users who are still adapting to using a prosthetic device.

12.0 COVVI Go App

For Fast Open/Slow Close the following parameters can be established:

Fast Open / Slow Close Time - A signal sent within this time is interpreted as an open signal and a signal sent after this time is interpreted as a close signal.

Long Hold Open Time - This is the time an open signal must be maintained once the hand is fully opened for the Long Hold Open grip switch trigger to work.

Input A or B Speed - The maximum speed of the fingers and thumb can be reduced. It can be set between 50% and 100%. As the one input is used for both opening and closing the hand, if you reduce the percentage the speed of opening and closing the hand will be reduced. You cannot reduce the speed for just opening or just closing the hand. This is a feature designed to aid new users who are still adapting to using a prosthetic device.

For Single Site Alternating the following parameters can be defined:

Direction Change Time - A signal sent after this time will change the direction of the hand and a signal sent within this time will keep the direction of the hand the same.

Long Hold Open Time - This is the time an open signal must be maintained once the hand is fully opened for the Long Hold Open grip switch trigger to work.

Input A or B Speed - The maximum speed of the fingers and thumb can be reduced. It can be set between 50% and 100%. As the one input is used for both opening and closing the hand, if you reduce the percentage the speed of opening and closing the hand will be reduced. You cannot reduce the speed for just opening or just closing the hand. This is a feature designed to aid new users who are still adapting to using a prosthetic device.

12.0 COVVI Go App

12.13 Changes

The final screen in the Setup Wizard is the Changes screen, which shows you the before and after values of everything you are changing.

Click on Finish in the top right of the Changes screen and all changes will be saved and sent to the hand. There is a prompt to save your configuration to the Config History. It is advisable you save the config so that your patient always has a backup. Choose a name and click on Save.

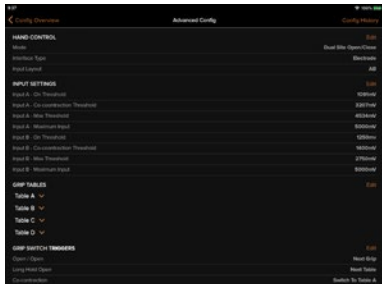


12.0 COVVI Go App

12.14 Advanced Configuration

The Advanced Configuration shows a detailed overview of the hand's configuration, but its primary purpose allows you to edit a specific part of the configuration bypassing all the stages of the Setup Wizard. Click on Advanced in the Config Overview screen.

There are five sections you can edit which follow the same order as the Setup Wizard. Click on Edit to right of the section you would like to make a change to, this will take you directly to that part of the setup for you to make changes. All changes are made in real time. Click on Advanced Config to exit the section you made changes to and then on Config Overview to go back to the Config Overview screen.

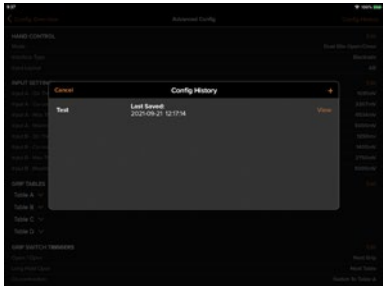


12.0 COVVI Go App

12.15 Config History

The Config History is a backup option which allows the user to save their configuration and revert to it later.

Click on Advanced in the Config Overview screen then click on Config History in the top right of the Advanced Configuration screen. This will bring up a list of all the configurations saved to your hand, with their names and the dates they were last saved. If you want to add a new configuration, click on the (+) symbol in the top right of the box and choose a name. Click on Save to add the new config to the config history. You must be connected to the internet to save a new config. If you want to view a configuration, click on View to the right of the name. Another box will appear showing all the details of that configuration including the config version and firmware version.



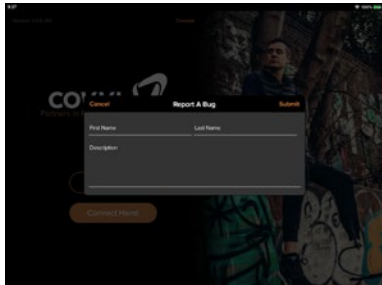
If you want to delete the configuration, click on Delete. If you want to restore the configuration, click on Restore which will send that configuration to the hand. If you click on Save, it will overwrite the configuration with the latest changes you have made in the Advanced Configuration and Input Graph. To see the specific changes in that config, click on See More to the right under firmware version. A box will appear with a list of all the details. When you have finished, click on Cancel in the top left of the Config History screen to leave the Config History.

12.0 COVVI Go App

12.16 Report a Bug

The Report a Bug feature enables the user to report any issues they may experience with their COVVI Hand.

Click on Report a Bug and a form will appear for the user to fill out and submit to COVVI. When submitting this form, their hand's configuration and serial number will automatically be sent as well.



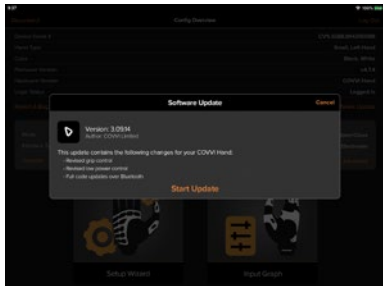
12.0 COVVI Go App

12.17 Software Update

To continuously improve the COVVI Hand, an integrated update feature runs on the device firmware. These updates include improvements, new features, bug fixes, etc. These updates do not require the user to send their hand into a COVVI office to be updated, they can be downloaded remotely from the cloud onto the hand.

Click Software Update in the Config Overview screen to check if an update is available; if no update is available, you will be notified. If an update is available, you will be shown the option to select one or more updates. Do the Firmware update first then the Gateway update.

To perform the update, click on it and a box will appear summarising the changes the update includes. Click on Start Update. The update first downloads from the app onto the hand, then it updates the hand. This process can take up to 30 minutes, we recommend keeping the hand close to the device to keep a strong Bluetooth connection as this will optimise the download speed. The E-Paper screen will change to indicate an update is taking place. The hand needs to remain connected to a power source until the update is complete. If it is disconnected from power, it will stop the update, so you will need to start again. It cannot be connected to a charger during the update because this will turn the hand off. Once the update is complete the hand will reboot.

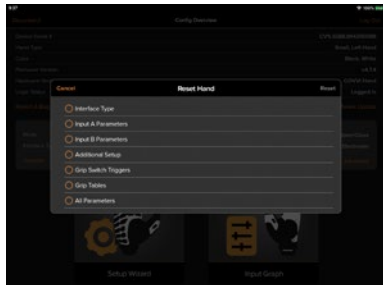


12.0 COVVI Go App

12.18 Reset Hand

Clicking on Console will bring up a list of actions, one of which is Reset Hand. This feature allows you to reset the hand's configuration to the default configuration.

There is the option to choose one, multiple or all parameter groups depending on which parameters need to be reset.





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