

MyBiOM AppFrequently Asked Questions

1. How do I set up the MyBiOM App for the first time?

The app is compatible on Android 4.0 to 5.0. Perform the following steps before using the MyBiOM App:

- Open the 'Settings' menu on your Android Device. Navigate to the Bluetooth menu.
- Press 'Scan' to find surrounding devices. The BiOM Ankle may show up only as an address, without its "friendly name", in your list of radios (Android may not present the Bluetooth device name ("IW_ BIOM_1234567"), but only present a Bluetooth address like "CC:ae:12:32:56" on the screen.
- Click on the Bluetooth address. If the address is a BiOM Ankle, Android will then open a window with the device name ("IW_BIOM_1234567"). Android OS may ask you to pair with the device. If Android OS asks you to pair with the device, enter PIN '0000' to connect to the device.
- Exit the 'Settings' menu.
- Open the 'MyBiOM' app. The app should now see your BiOM Ankle.

2. How is the MyBiOM App counting my calories?

The MyBiOM App calculates all the calories you have burned today based on your height, birth year, sex, weight and how many steps the BiOM Ankle has recorded for the day. Even if you have not taken any steps today, the BiOM Ankle takes resting calories into account.

3. Why doesn't 'Power Boost Mode' give the BiOM Ankle any extra power?

The Power Boost Mode is limited by the total power of the BiOM Ankle. If the BiOM Ankle, as tuned by your clinician, is already providing maximum power possible, the Power Boost Mode will not be able to give you any additional temporary power.

4. What do I do when the Bluetooth connection times out?

Try reconnecting to your device by pressing the Bluetooth icon on the top menu bar in the app.

5. Why does my step count "jump"?

In order to preserve your Android device's battery life, the Bluetooth connection between your BiOM Ankle and mobile device is not constant. You should see your step count update at least once every 30 seconds.

6. What are some ways I can improve my BiOM Ankle's battery life?

- When possible, charge your battery before it becomes fully depleted. It may extend your battery life.
- Always charge the battery after use. Storing an empty battery can make it unusable in as little as 30 days.
- Do not store the battery in the BiOM Ankle when not in use. It can deplete its life.
- Before charging the battery, allow it to warm or cool to room temperature.
- After inserting the battery in the charger, watch the status light on the charger for 10 seconds to confirm the battery is actually charging.
- Remove batteries from the charger after they are full and the charger light turns solid green.
- Store and charge your battery in a climate-controlled, dry location out of direct sunlight. Avoid leaving batteries in your car where temperature extremes can permanently damage the battery. To view the entire battery management guide please visit our website,
 - http://www.bionxmed.com/optimize-your-power-maximize-your-performance/.

7. Can I reset my daily counts?

You cannot reset your daily counts. You can, however, choose what time each day the BiOM Ankle resets your step counts by clicking on the 'Target' menu icon and adjusting the time at the bottom of the menu. (Ex: If you want your day to start at 5AM, just set the "Reset Daily Step Count Time" to 5AM). Daily Step Count Reset Time will be automatically saved when you exit the menu and will remain in effect the next time you restart the MyBiOM App.



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