

# MyoPro 2x Troubleshooting Guide

**myopro 2x**  
motion g



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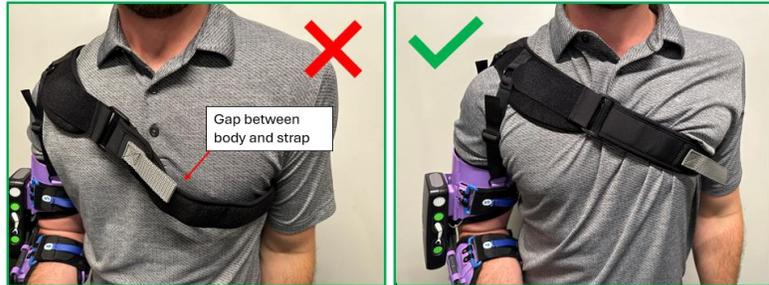
# MyoPro 2x Troubleshooting Guide

## Contents

Issues with the fit of the MyoPro on the arm: .....	4
Jerky or erratic movements .....	6
MyoPro is not moving/responding or is behaving different than expected .....	7
My MyoPro and/or Arm Feels Heavy .....	9
Device appears to fight or resist your movement .....	10
Clicking/grinding sound or frame of device appears “loose” when not in use .....	11

**If the solutions presented here do not fix your problem, please call Myomo Support: 617-996-9058**

Symptom	Solution
<p><b>Issues with the fit of the MyoPro on the arm:</b></p> <ul style="list-style-type: none"> <li>▪ Fingers falling out of the saddle</li> <li>▪ MyoPro sliding down the arm</li> <li>▪ Discomfort/pressure points</li> </ul>	<p>Make sure the MyoPro has been donned correctly and all joints are aligned, and cuffs/straps are snug. Refer to <i>the MyoPro 2x Donning Guides</i> and <i>MyoPro 2x User Manual</i> for detailed instructions.</p> <p><b>Hand position and hand strap routing:</b></p>  <p><b>Elbow and wrist:</b></p>  <p>Elbow and wrist joints should be aligned with MyoPro axis points (highlighted in green).</p> <p><b>Harness: Ensure the harness is effectively positioned and suspending the weight</b></p>



Contact your O&P provider or your Myomo Regional Manager to address discomfort and any necessary modifications

<p><b>Jerky or erratic movements</b></p>	<p><b>Check the fit of the MyoPro on the arm.</b> If the cuffs and straps are too loose, the sensors will lose contact with the skin, causing erratic motion.</p> <p><b>Jerky motion may occur at the start of the training program, especially when practicing muscle relaxation.</b> Consistent practice of proficiency drills and working with a therapist can improve this.</p> <p><b>Sensitivity is set too low or too high.</b> Settings in MyConfig may need to be adjusted by the therapist/Myomo Regional Manager/ O&amp;P provider.</p> <p><b>EMG settling time.</b> There may be noise from static. If jerkiness is noted when the MyoPro is turned on, return to stand-by mode and stay relaxed for 1 – 2min, then try again.</p>
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<p><b>MyoPro is not moving/responding or is behaving different than expected</b></p>	<ul style="list-style-type: none"> <li>▪ Check to see if the MyoPro is in <b>Standby mode</b>.</li> <li>▪ Check to see if the MyoPro <b>sensors are covered</b>:             <ul style="list-style-type: none"> <li>• Clothing and other material may block the sensor, preventing the MyoPro from getting a good signal</li> <li>• Make sure the sensors are not covered and are contacting skin</li> <li>• You'll know when proper sensor contact is being made, because when the MyoPro is taken off the sensors will leave a temporary mark</li> </ul> </li> <li>▪ Refer to the previous section "<b>Issues with the fit of the MyoPro on the Arm</b>" to check the fit of the MyoPro             <ul style="list-style-type: none"> <li>• If the MyoPro is not fit properly, the sensors may be out of position, affecting the signal</li> <li>• Ensure the motor is aligned with the elbow on the outside of the arm</li> </ul> </li> <li>▪ Sensors <b>need to be wiped</b> or cleaned (clean with alcohol prep pad)</li> <li>▪ <b>User is perspiring</b> (skin should be clean and dry) If perspiration is a frequent issue, Certain Dri can help. This is found in any drugstore in the deodorant section. Apply lightly, the night before.</li> <li>▪ The <b>user should be relaxed</b> when selecting modes.</li> <li>▪ Make sure the user is <b>activating the right muscle group(s) for the mode</b>.             <ul style="list-style-type: none"> <li>BICEP MODE: squeeze bicep to bend, relax to straighten</li> <li>TRICEP MODE: squeeze tricep to straighten, relax to bend</li> </ul> </li> </ul>
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DUAL MODE: squeeze bicep to bend,  
squeeze tricep to straighten  
CLOSE MODE: squeeze fingers or bend  
wrist to close, relax to open  
OPEN MODE: extend fingers or bend wrist  
back to open, relax to close  
DUAL MODE: squeeze fingers to close,  
extend fingers to open

- **Low battery:** indicated by



Push Here



Powered ON – Battery has greater than 15% charge remaining  
Powered ON – Battery has between 15% and 5% charge remaining  
Powered ON – Battery has less than 5% charge remaining

Color of Power  
Button

**If you are still experiencing issues with your MyoPro, turn off the device, clean the sensors, and leave to rest for approximately 10 minutes before turning back on and trying again**

### My MyoPro and/or Arm Feels Heavy

- When your MyoPro feels heavy, the issue is likely with the harness
- Check Proper Harness Fit:
  - Check Shoulder Strap Tightness



**Device appears to fight or resist your movement**

- The device battery may be low
- Check the battery levels by:



-  Powered ON – Battery has greater than 15% charge remaining
-  Powered ON – Battery has between 15% and 5% charge remaining
-  Powered ON – Battery has less than 5% charge remaining

Color of Power Button

- Recharge the battery by:



- Inappropriate sensitivity settings. Talk to your provider to adjust sensitivity settings.
- Incorrect use. Contact your provider for clarification on how to use the MyoPro 2x or consult the user manual.

<p><b>Clicking/grinding sound or frame of device appears “loose” when not in use</b></p>	<ul style="list-style-type: none"><li>• There may be a mechanical problem with your MyoPro. Contact your provider for assistance, or call the number in this troubleshooting guide.</li></ul>
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