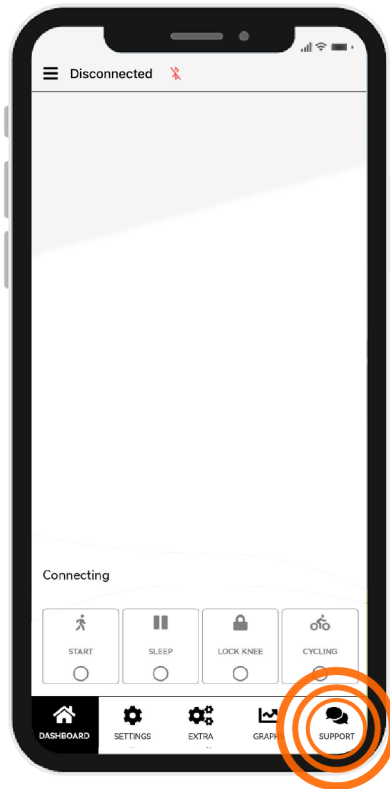


## When to Send Data?

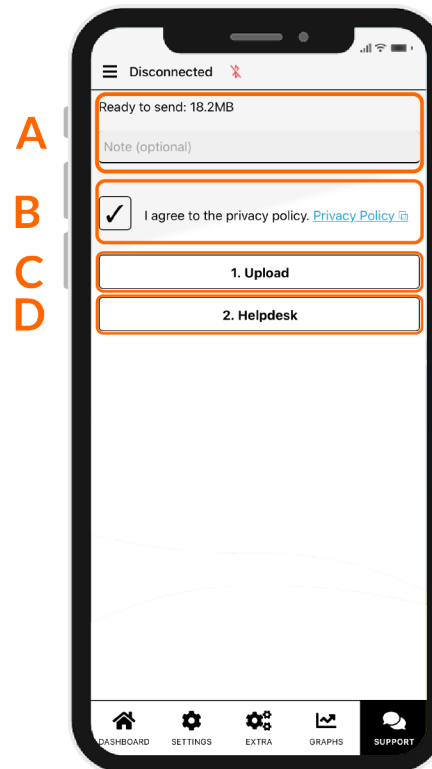
- When the knee does not work as intended.
- When there is an error or warning code on the app.

## How to Upload Data?

1  Open Support tab



2 Follow steps A to D




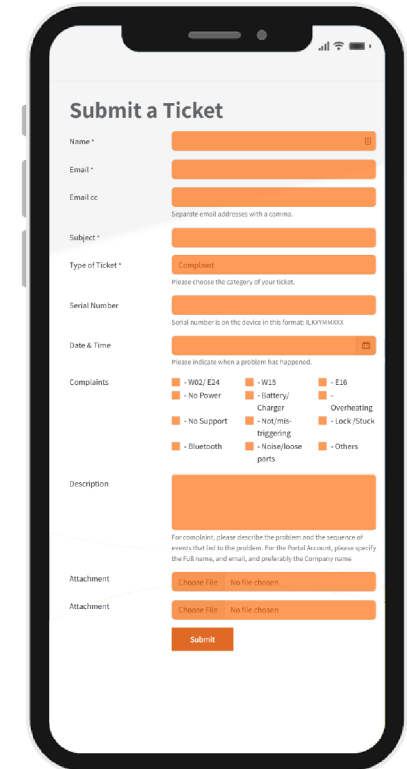
A - Fill in note (optional)

B - Check the box

C - Tap Upload

D - Open Helpdesk

3  Fill in the ticket



**Note:** Data will be collected only when the app is connected to the knee. If the app was not connected at the moment when the knee was malfunctioning, please connect the app and try to recreate the malfunction. Then upload data. If recreating the malfunction is not possible, connect the app anyway, at least the error code will be uploaded to our server.