



User Manual – GripAble Home 2.4.1 **(for individual / home users)**

Therapeutic guide to the device

GripAble is an assessment and treatment instrument for people with upper limb needs. It is intended for use by people with a wide variety of clinical presentations and aims to:

- provide assessment of grip and release
- provide assessment of wrist and forearm movements
- optimise dose and intensity of upper limb training
- provide real time feedback during use
- track and monitor all training

GripAble complements other assessments used by therapists and other treatments advised for home management. GripAble is an adjunct to other instruments and rehabilitation modalities.

Ideally, your therapist will assess you and set up a tailor-made programme for you to ensure that GripAble is used to the maximum therapeutic effect.

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What does GripAble do?

GripAble enables you, as a user, to create yourself a profile with a unique log in. You then assess your ability in grip and release and three wrist movements to set a baseline. Your therapist can work with you to set treatment goals and review your progress.

Assessment

GripAble assesses:

- Grip strength
- Release of grip
- Wrist extension and flexion
- Wrist radial and ulnar deviation
- Pronation and supination

The assessment of strength is sensitive to 0.1 Kg and therefore is able to detect flickers of movement. The minimum and maximum strengths recordable are 0.3 Kg to 90 K. Assessment of ability to release is represented as a percentage of total release.

Training

GripAble can be used to address goals including:

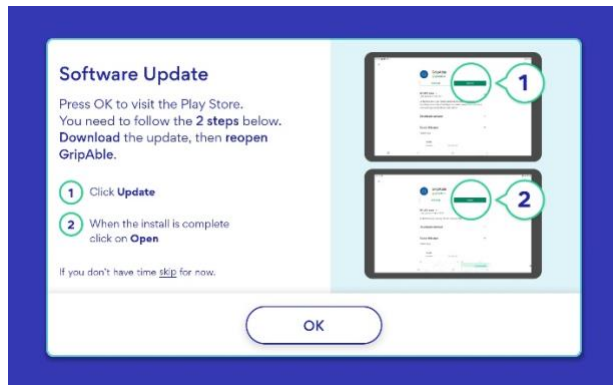
- to gain control of grip and release
- to strengthen forearm and hand muscles
- to improve concentration
- improve coordination
- to improve intentional release of grip
- to strengthen pinch grips
- encourage movements of the wrist and forearm
- encourage grip and pinch strength endurance
- provide motivating and engaging activities

GripAble is developing fast and therefore software upgrades will be regularly applied to the GripAble App. Awareness of the updates will be provided both online on the GripAble website and via newsletters. Should you need any further help, please contact customer services.

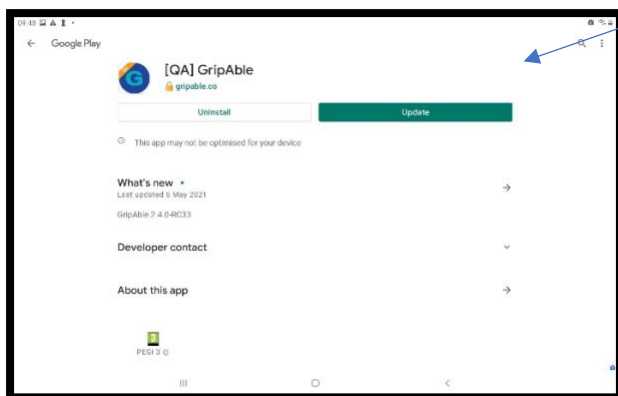
Updating software

Occasionally your tablet will tell you it needs an update. Follow the instructions to update at the time or schedule an update at a later time.

The GripAble software will also be updated regularly providing further functionality. When you click into the GripAble app, the following screen will appear:



Follow the instructions. By pressing “OK” you will be taken automatically to the Play Store.

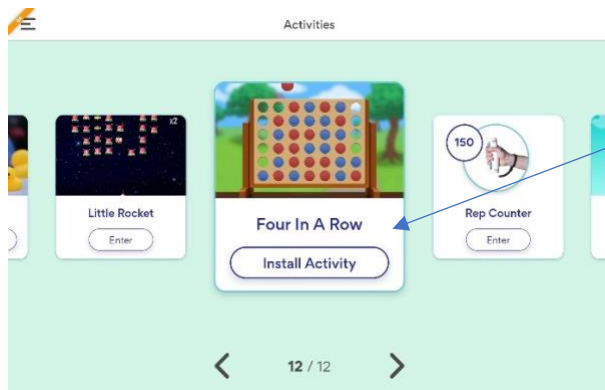


- Click “Update”

When the update has completed:

- Click “Open”

Now when you enter the activity carousel, all those activities which need to be installed or updated will be indicated. Click on each one and follow the instructions as follows:



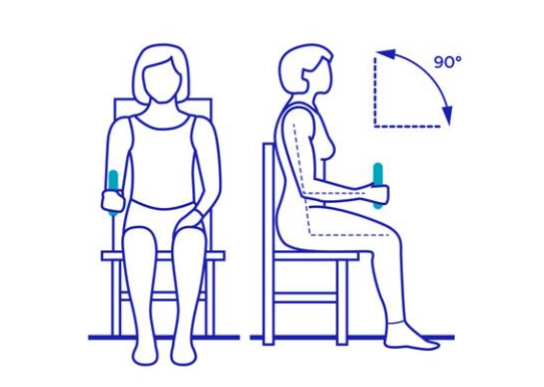
Install activity



Activity being updated

Positioning during use

For all use, the recommended position is seated in an upright posture with the shoulder at your side, elbow bent to 90°, forearm horizontal to the ground and unsupported as shown here.

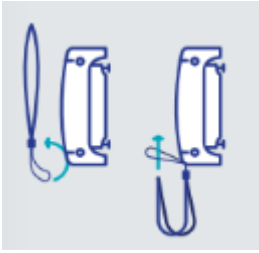


In some situations, this will not be possible. Your therapist will advise you of the position you should adopt for your training on GripAble. Place the black wrist lanyard around the wrist to prevent accidental dropping of GripAble.

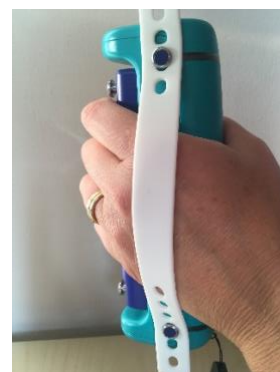
<ul style="list-style-type: none">• Grip and release activities are designed with GripAble placed in the hand with the forearm in the position shown above with the thumb uppermost.	
<ul style="list-style-type: none">• Wrist flexion/extension activities are designed with GripAble placed in the hand with the palm facing downwards. Where possible, the starting position is in neutral.	
<ul style="list-style-type: none">• Wrist radial/ulnar deviation activities are designed with GripAble placed in the hand with the forearm in the position shown above with the thumb uppermost. Where possible, the starting position is in neutral.	
<ul style="list-style-type: none">• Supination/pronation activities are designed to have GripAble in the hand with the forearm starting in the position shown above with the thumb uppermost.	

Strapping

GripAble is supplied with one black lanyard strap which fixes to the base of the device. This should be placed around your wrist during use to prevent accidental dropping.



GripAble is also supplied with several white silicone straps. These are intended for use if it is difficult for you to retain a hold on GripAble. They have multiple holes along their length which fit onto the hooks each end of GripAble. If straps are needed, attach to the hooks on the main part of GripAble and not on the fingerplate. If straps are needed on the fingerplate GripAble must be in locked mode. The straps have a small element of stretch in them to aid fixation but it is important that the straps are not fixed too tight. Some examples of strap fixation are shown below:



Locked and Unlocked Mode

Unlock Mode: The fingerplate moves as GripAble is squeezed and provides a small amount of resistance.

Lock Mode: The fingerplate does not move when GripAble is squeezed. Locked mode is to allow GripAble to be used 'isometrically'.

To lock: Squeeze GripAble and press the locking button completely in.

To unlock: Squeeze GripAble and press the locking button completely in, let go, and the button will pop back out to be flush with the top of the device.

Should you be in locked mode at a time when it is not usually used, the GripAble software will give you a warning that it is in locked mode.

GripAble Rehabilitation Goal Setting and Tracking

Daily targets for grip and release and/or wrist and forearm movements can be set in terms of repetitions and minutes of training of each. Your therapist will be able to set this for you depending on your goals.

After each level on each activity, a summary of the repetitions performed, and minutes trained that day will be displayed with the number that were added during that level of that activity as a +. See below.



On the Level menu you will see one, two or three stars. This represents how well you have performed on the activity.

Repetition calculations

Grip and release:

All squeezes and releases performed during the day will be recorded by the software and a cumulative score achieved. Each squeeze and release sequence is one repetition. This can be benchmarked against your daily goal.

Wrist flexion/extension:

Each cycle of movement from neutral to wrist flexion through to wrist extension and back to neutral (vice versa) will count as one. Each full cycle performed during the day will be recorded by the software and a cumulative score achieved. This can be benchmarked against your daily goal.

Wrist radial/ulnar deviation:

Each cycle of movement from neutral to wrist radial deviation through to wrist ulnar deviation and back to neutral (or vice versa) will count as one. Each full cycle performed during the day will be recorded by the software and a cumulative score achieved. This can be benchmarked against your daily goal.

Pronation/supination:

Each cycle of movement from neutral to pronation through to supination and back to neutral (or vice versa) will count as one. Each full revolution performed during the day will be recorded by the software and a cumulative score achieved. This can be benchmarked against your daily goal.

Neutral is the starting position.

Time calculations

The GripAble software will record all time spent on each specific movement each day in minutes. Total time spent will be shown between each level of each activity. Detail can be tracked in “Achievements” (see below).

Tracking and monitoring training

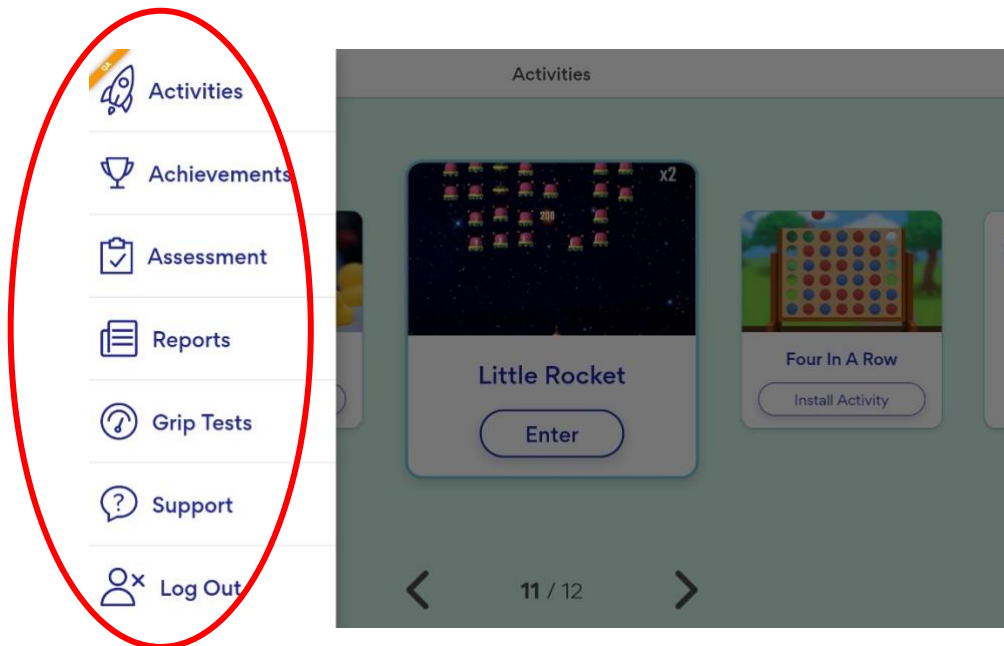
Considerable data is available for review of training by looking under “Achievements” on the menu bar as listed below.

Cleaning the device

Any alcohol-based wipe can be used to clean the device. The antiseptic products in the wipe will not affect the device. Alternatively, use soap on a damp piece of dressing gauze / J-cloth or equivalent. The device is splash proof but not waterproof. Do not immerse in water.

Main Menu – App Navigation

☰ Click on the three-line button top left corner of the app



Activities

To access the activities carousel. See separate appendix for a summary of each activity.

Achievements

To review daily progress. Data is available on eight screens:

1. **Daily overview** minutes trained, repetitions completed and total work accumulated.
2. **Minutes** spent on each activity.
3. **Minutes trained today** and comparison to daily goal.
 - a. Goals can be set and reset here.
4. **Repetitions trained today** and comparison to daily goal.
 - a. Goals can be set and reset here.
5. **Grip and Release trained today** and comparison to daily goal.
 - a. History of grip and release activities over 7, 30, 60 and 90 days can be tracked here
 - b. History can be tracked with and without the goal line included.
6. **Pronation / Supination trained today** and comparison to daily goal.
 - a. History of pronation / supination activities over 7, 30, 60 and 90 days can be tracked here
 - b. History can be tracked with and without the goal line included.
7. **Wrist Radial/Ulnar Deviation trained today** and comparison to daily goal.

- a. History of wrist radial / ulnar deviation activities over 7, 30, 60 and 90 days can be tracked here
 - b. History can be tracked with and without the goal line included.
8. **Wrist Extension/Flexion trained today** and comparison to daily goal.
 - a. History of wrist extension / flexion activities over 7, 30, 60 and 90 days can be tracked here
 - b. History can be tracked with and without the goal line included

Assessment

For review and reassessment of grip strength and release and all movements used as calibration for the activities.

On this screen you can also change the Reminder Period.

Reports

Select between two reports:



1. Daily Activity Report

- a. Select the date you wish to see (those when training occurred will be highlighted)
- b. Report will include results from calibration assessments, overview of training, minutes and repetitions for each motion and which activities were used. If you have done the Single Maximum Grip Test on that day, this result will also carry through.
- c. This report can be emailed to any account you choose

2. Grip Tests Report

- a. Select the date you wish to see (those when assessment occurred will be highlighted)
- b. Results from all the grip tests completed on that day will be listed including all the parameters you chose for the test and any associated results and graphs
- c. This report can be emailed to any account you choose

Grip Tests

It is recommended that these tests are done under the supervision of a healthcare professional. See below for details

Support

1. Activity Purpose – Quick guide to the purpose of our current activities
2. GripAble Device – This leads to a menu



- a) Instructions – diagram showing all the parts of the device
 - b) Pair New GripAble
 - c) Unpair GripAble
3. FAQs
 4. Your Profile – a summary of the users' personal settings
 5. Terms & Conditions
 6. Contact Us


Log Out

Log out to access the demo user or to build yourself a profile for your other hand.

Switching GripAble off

To preserve the battery it is vital that when the activity session has been completed, the app is swiped away on the tablet otherwise the app is constantly searching for the device and the device battery will drain quickly. See online video if further instructions are needed.

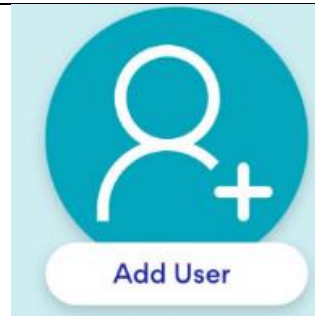
Initial set up instructions for user

1.	Sit in an upright position - ideally in a comfortable and supportive chair. See above for recommendations regarding positioning.
2.	Place the tablet on a tabletop or on a tablet stand in front of you. It is important that the tablet is facing you.
3.	<p>Turn on the Tablet. Click into the GripAble app on the screen.</p>  <p>Ensure GripAble is in the unlocked isotonic mode (where the front fingerplate moves as GripAble is squeezed).</p>
4.	<p>Turn on GripAble</p> <p>GripAble is turned on by squeezing the fingerplate on the device for three seconds. The device will vibrate and the blue light will come on when you have correctly turned it on.</p> <p>Make sure the device and tablet are sufficiently charged.</p> <p>GripAble shows its <u>connective status</u> via the blue LED light at the top end of the device. If this light is off, the device is asleep. When flashing blue, it is in pairing mode to allow you to connect the GripAble App. When solid blue, the connection is established.</p> <p><u>Connection indicator</u></p> <ul style="list-style-type: none"> • Off: Device is asleep • Blue (flashing): Pairing mode, device is ready to connect • Blue (solid): Connection established <p>GripAble shows its <u>battery status</u> via the LED light at the base of the device. This light will display when in pairing mode.</p> <ul style="list-style-type: none"> • Red: Battery is critically low • Yellow: Battery is low • Green: Battery is okay <p><u>Battery indicator (Charging LED)</u></p> <ul style="list-style-type: none"> • Orange: Battery is charging • Green: Battery is fully charged, remove charging cable

5.	<p>If it is your first time use of GripAble, set up as a new user by navigating to Add User. Follow the process described below to set your baseline measurements for your activities.</p> <p>Only use this profile for your affected side (hand/arm). If you wish to swap hands or if a relative/friend/carer wishes to use GripAble, please use the DEMO USER profile. Please select DEMO USER right or DEMO USER left.</p> <p>If you wish to train both hands (or one hand with grip and pinch), please set up two separate profiles. This will require a single use of a second mobile number so use one belonging to a relative or friend (or use the skip option for your second account).</p> <p>The mobile phone number is only used at the initial set up. Providing this information ensures that should you need to call customer services, GripAble can accurately verify who you are. If setting up dual profiles, ensure you add “left” and “right” or “grip” and “pinch” for ease of identification to ensure you log into the correct profile.</p> <p>Returning Users – select your profile and enter using your PIN number.</p>
6.	Pick an activity from the carousel and begin training.
7.	<p>When training has finished remember to shut down the GripAble App. Swipe up on the bottom of your tablet screen (on the ≡ icon) and swipe the GripAble App closed. This will automatically disconnect the GripAble device which will go into sleep mode after one minute and deep sleep after ten minutes.</p>
8.	<p>Plug in GripAble and the tablet to charge when charging is required. Both the tablet and GripAble device are supplied with power cables which connect into a USB plug. The GripAble device charger can be managed with one hand using the magnetic connector</p>

New User Set Up

1. Select "Add User" from the carousel



2. Enter your mobile phone number. Use the correct country code (e.g. +44). Click "Next".

Review the terms of use here. Entering your mobile number ensures a unique identifier so your data is never mistaken for another and is a compliance requirement for data protection.

This stage can be skipped but it is not recommended.


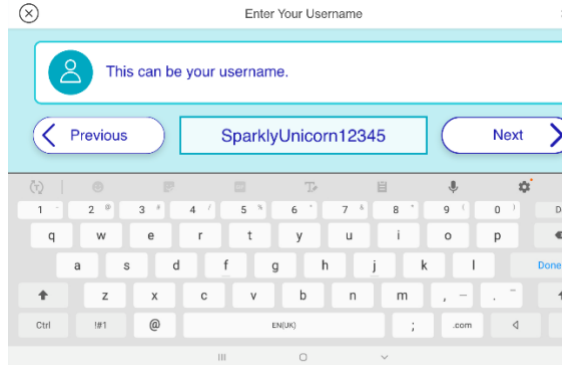


If you require **training for your right and left hands or for grip and pinch**, you will need to build yourself two user profiles and use a second mobile phone number at this stage (use the mobile number of a friend or relative).

A screenshot of the "Enter Your Mobile Phone Number" screen. At the top, it says "Enter Your Mobile Phone Number" and "1/2". Below this is a blue banner with a phone icon and text: "Your mobile phone number protects your data. Entering it means that you agree to our [Terms of Use](#)." Below the banner is a "Back" button, a text input field containing "07773 123456", and a "Next" button. At the bottom is a numeric keypad with digits 1-9, 0, and a "Go" button.

3. An SMS (text) six digit code will be sent to your mobile phone for verification. Enter this six digit code here

GripAble will confirm to you that this SMS number is correct.

A screenshot of the "Enter Your SMS Code" screen, labeled "2/10". It says "Copy the SMS code here, which we've just sent to your phone." Below this is a "Previous" button, a text input field containing "123456", and a numeric keypad with digits 1-9, 0, and a checkmark button.A screenshot of the "Enter Your SMS Code" screen, labeled "2/10". It shows a green checkmark icon and the word "Correct" in a green box. Below this is a "Previous" button, a text input field containing "123456", and a numeric keypad with digits 1-9, 0, and a checkmark button.

<p>Or not...</p>	
<p>4. Enter a unique “username”. This needs to be easily remembered but does not need to be your actual name. Such as “Super Sarah”, “Hugo left”</p>	
<p>5. Select a user image from the origami emojis</p>	
<p>6. Add your personal information:</p> <ul style="list-style-type: none"> • Select gender • Input date of birth • Select the hand to be trained • Select your dominant hand 	

7. Select all the diagnostic groups that apply. There are three pages of conditions to scroll through, namely:

- neurological
- musculo-skeletal
- miscellaneous

There is an “other” option on each page where you can enter other diagnoses.

Clinical Categorization

Neurological Disorders

<input type="checkbox"/> Stroke	<input type="checkbox"/> Motor Neurone Disease
<input type="checkbox"/> Traumatic Brain Injury (TBI)	<input type="checkbox"/> Multiple Sclerosis
<input type="checkbox"/> Spinal Cord Injury	<input type="checkbox"/> Cerebral Palsy
<input type="checkbox"/> Parkinson's Disease	<input type="checkbox"/> Other/s
<input type="checkbox"/> Huntington's Disease	

[< Previous](#) [Next >](#)

8. Now perform a baseline assessment to set GripAble to your ability. Ideally assess all four categories. This will enable you to use all the activities:

- Grip and release
- Wrist extension and flexion
- Pronation and supination
- Radial and ulnar deviation

Follow the instructions to complete this calibration. Remember to sit in the advised posture if possible (see above). At the end of the process the results will be displayed and will be saved under your profile. These categories can be reassessed at any point. You can also skip any that you are unable to perform. Remember that not assessing all four categories will restrict the number of activities available.

Any time you wish to reassess, head to the “Assessment” tab and follow the instructions. Again, any of the categories can be skipped.

Assessment

Activities need to **adjust (calibrate)** to your assessments regularly. Re-assess by pressing an image below or the "Assess All" button.

<p>Grip: 11.7 kg Release: 76%</p> <p>(27.03.2020 at 10:36)</p> <p>Reassess</p>	<p>Pronation: 43° Supination: 121°</p> <p>(27.03.2020 at 10:15)</p> <p>Reassess</p>	<p>Radial Deviation: - Ulnar Deviation: -</p> <p>(Never assessed)</p> <p>Assess</p>	<p>Wrist Extension: - Wrist Flexion: -</p> <p>(Never assessed)</p> <p>Assess</p>
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[Reminder Period](#) [Assess All >](#)

Activities

Achievements

Assessment

Reports

Support

Log Out

Activities

Balloon Buddies

Windowsill

1 / 9

9. Set a reminder period. This will automatically give you a reminder when you need to recalibrate. Set this according to the speed of change as advised by your therapist.

After e.g. every 14 days, **activities will offer to re-assess** your hand first (but you don't have to), to adjust (calibrate) again.

Previous 14 Days Next

1 2 3
4 5 6
7 8 9
0

10. Your setup is now complete, and a summary chart is displayed. Click on anything that you need to change or re-enter. You will now be taken to the Activity Carousel.

Profile • Marie-Claire Van Velden

First Assessment	Profile Details
Grip: 12.5 kg Release: 80%	User Image SparklyUnicorn123
Pronation: 23° Supination: 7°	Female D.O.B: 06.04.1967
Wrist Extension: 3° Wrist Flexion: 34°	Right Hand 14 Day Reminder
Radial Deviation: 5° Ulnar Deviation: 1°	PIN 1212 07726402825

GripAble Activities

Each activity is designed to allow the therapist to address different therapeutic goals and utilise different combinations of grip, release and movement. The following chart summarises which movement can be trained by which activity. All activities require good vision and a level of attention, cognition and perception although this differs activity to activity. The level of grip strength, release and movement required to perform each activity will be calibrated individually to each user's ability, based on their current assessment measures. Each user will be prompted to update their assessment according to their reminder period but can additionally update it whenever they wish.

Software updates will deliver extensions to existing activities and new activities to your App.

Activity	Grip and Release	Wrist extension and flexion	Wrist radial and ulnar deviation	Pronation and supination
Balloon Buddies				
Circus Escape				
Concierge				
Four in a Row				
Little Rocket				
Plume				
Pigeon Hunter				
Rep Counter				
Space Shooter				
Pixelate				
Pufferfish				
Windowsill				

Primary function

Additional function

Full descriptions of each of these activities, their therapeutic application, therapeutic goals, levels and setting alterations can be found in the [Activity Guide](#).

Grip Test Menu

There are six different grip assessments available on the Grip Tests Menu which can be found when logged out of the user and by clicking into the menu from the top left corner. **These tests are only intended for use under supervision by a medical professional. Please ask your occupational therapist or physiotherapist if any of these are appropriate and if so to carry them out with you. Please show the therapist this part of the user manual.**

When you reach this screen, your username will be displayed. No PIN is required.

Make a choice between:

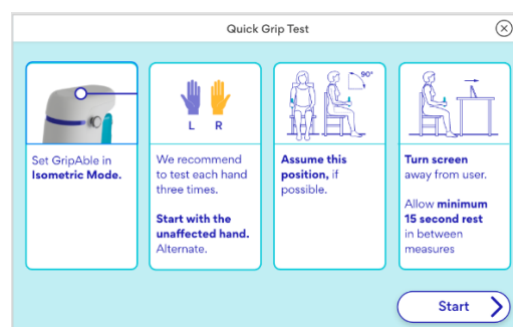
- Quick Grip Test
- Single Maximum Grip Test
- Multi-positional Grip Test
- Endurance Grip Test
- Sustained Grip Test
- Rapid Exchange Test

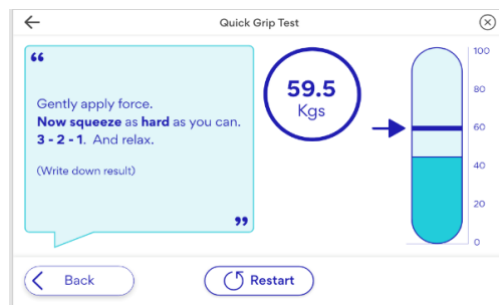
GripAble enables the therapist to carry out both isometric and isotonic assessment of grip strength. The isometric position (achieved by compressing the finger plate then using the lock button at the top of the device) mimics bar two of the Jamar® and other comparative dynamometers.

The software will guide the therapist through the grip strength assessment process.

Quick Grip Test

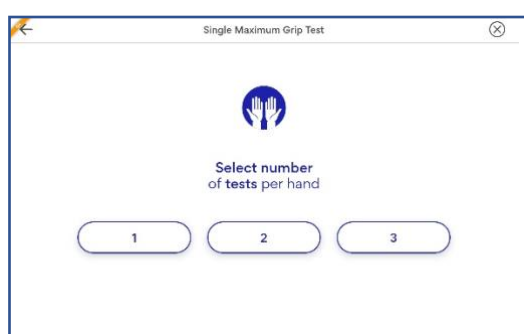
- Set GripAble in isometric mode
- Follow the instructions for positioning and alternating between hands
- Turn the screen away from the user
- Write down the result (as it is not retained in the app)
- Hand GripAble to the other hand to test again and click “Restart”
- Should a result in pounds (lbs) be required, press the circle with the Kgs indicated before you press “Restart” and this will display.





Single Maximum Grip Test

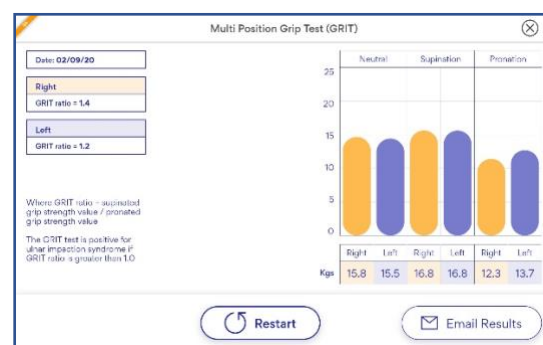
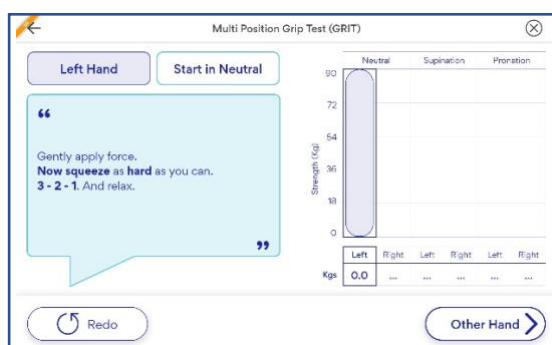
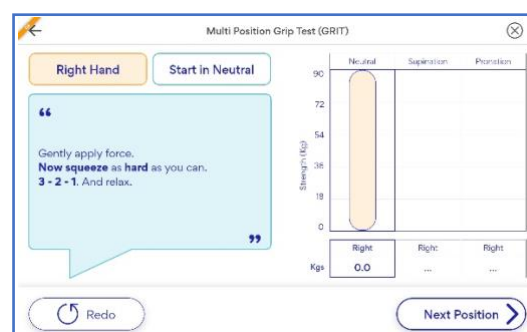
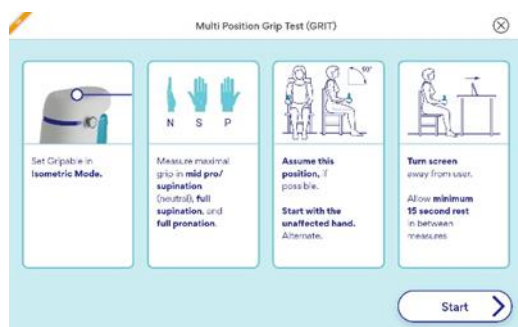
- Set GripAble in isometric mode
- Follow the instructions for positioning and alternating between hands
- Turn the screen away from the user
- Select the number of tests per hand and the starting hand
- Follow the narration as the instruction to your patient
- Click on “Other Hand” when ready to move on
- When each of the tests is complete click “Results”
- Results include
 - Mean
 - Standard deviation
 - Comparison
- You can email the results for placement into clinical records





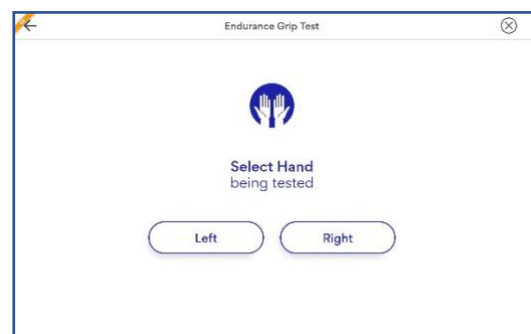
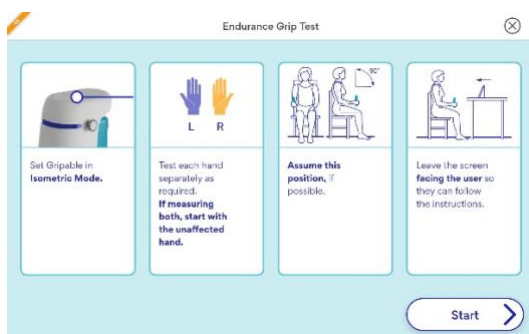
Multi-position Grip Test

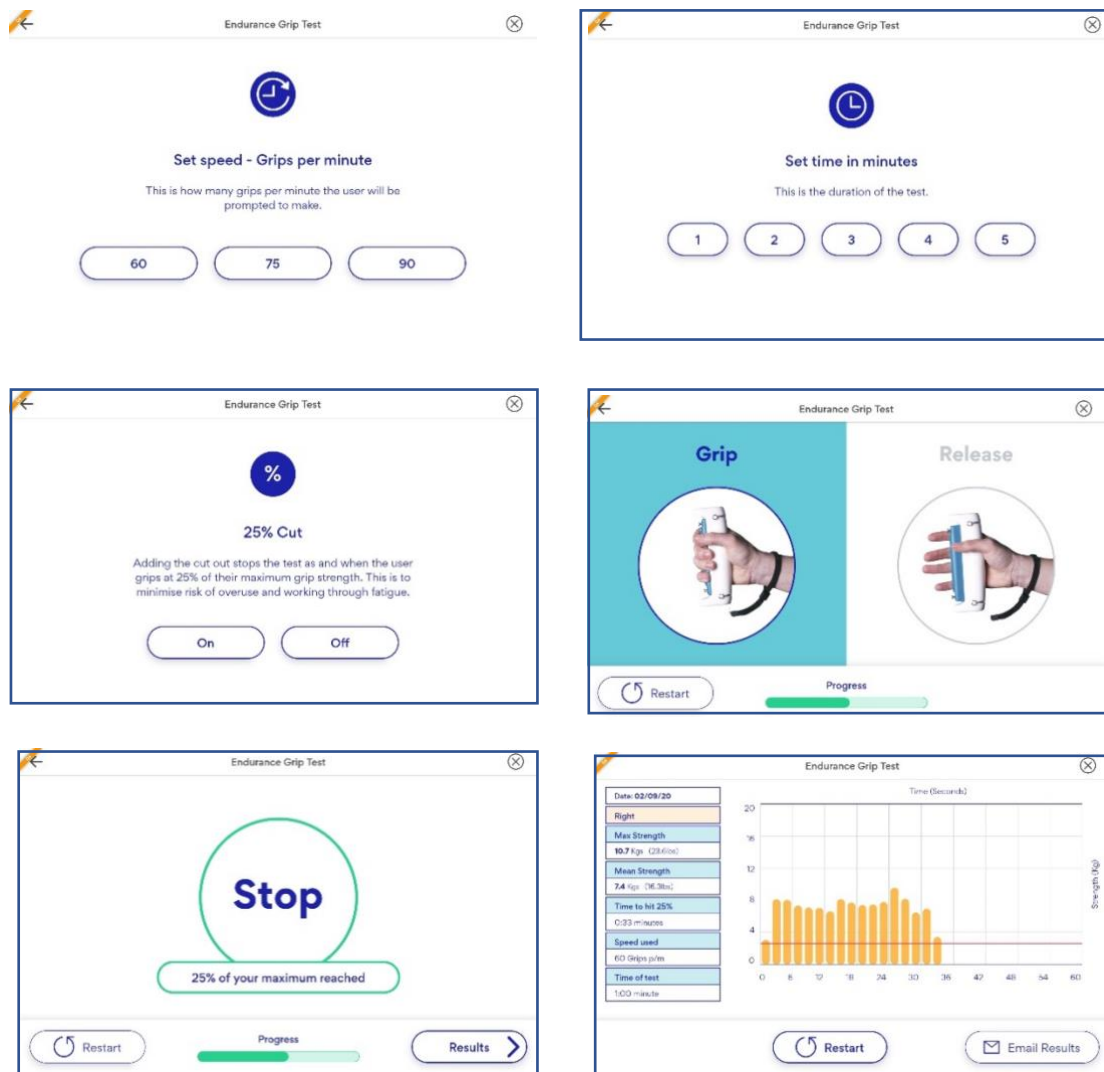
- Set GripAble in isometric mode
- Follow the instructions for positioning
- Turn the screen away from the user
- Select the number of tests per hand, left, right or both
- If measuring both hands, choose the starting hand
- Follow the narration as the instruction to your patient
- Click on “Other Hand” or “Next Position” when ready to move on
- When each of the tests is complete click “Results”
- Results include
 - Individual results for each position on each hand (on the testing page)
 - GRIT ratio for each measured hand (on the results page)
- You can email the results for placement into clinical records



Endurance Grip Test

- Set GripAble in isometric mode
- Follow the instructions for positioning
- Leave the screen facing the user
- Select the hand being tested, right or left
- Set the time, in minutes, for this test.
 - Always start with a one minute test
- Set the speed, in grips per minute.
 - The most commonly used in the literature is 60 per minute therefore this is recommended. The other times are used in some studies.
- Decide whether you want the 25% cut off active or not. Enabling this cut off, ensures that the user does not work past a reasonable level of fatigue. It is recommended that you activate this.
- Follow the narration as the instruction to your patient
- Click on Begin when ready. The test will count down until the start and then the user needs to grip and release straight away. Do not worry if this takes a practice – just restart and try again. There is an auditory and a visual cue for the timing. Follow whichever works best for your user.
- When the test is complete click “Results”
- Results include
 - Maximum strength
 - Mean strength
 - Time to hit 25% (if activated)
 - Speed used
 - Duration of the test
- You can email the results for placement into clinical records



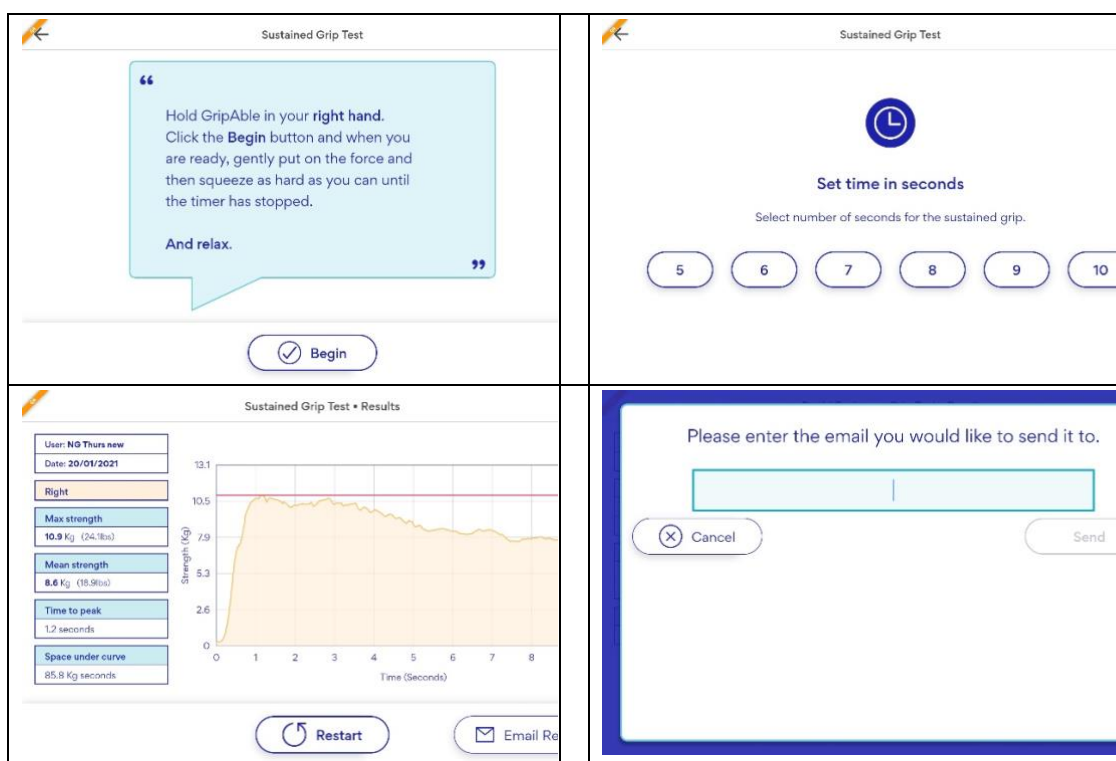


Sustained Grip Test

This test enables you to track the performance of grip over a more functional length of time (from 5 – 10 seconds). Potentially useful for all users who are working on endurance of their grip, increased functional independence and management of pain.

- Set GripAble in isometric mode
- Follow the instructions for positioning
- Leave the screen facing the user

- Select the time for the single sustained grip (from 5 to 10 seconds)
- Follow the narration as the instruction to your patient
- Click on Begin when ready. The test will only start when the device detects the beginning of the squeeze
- When the test is complete click “Results”
- Results include
 - Maximum strength
 - Mean strength
 - Time to peak
 - Space under curve
- You can email the results for placement into clinical records



Rapid Exchange Grip Test

- Set GripAble in isometric mode
- Follow the instructions for positioning
- Leave the screen facing the user
- Ensure GripAble is held in the midline position as per instructions and picture
- Choose the starting hand
- Follow the narration as the instruction to your patient
- You can choose to enable or disable the sound
- Click on Begin when ready. The test will count down five seconds and then start

- When the test is complete click “Results”
- Results include
 - Maximum strength for each side
 - Mean strength for each side
 - Standard deviation for each side
 - Comparison right to left
- You can email the results for placement into clinical records



Extra Help

There are numerous “GripAble Explained” videos available on the GripAble YouTube channel which explain many of the processes above. Follow this link to watch them.

<https://www.youtube.com/c/gripable/>

- Unboxing and setting up your GripAble
- Get to know the GripAble app
- Get to know your tablet
- New user set up
- Charging your GripAble
- How to use the straps
- Quick Grip Test
- Setting goals
- How to track your achievements
- GripAble activities
- Achievement history
- How to turn on and off your GripAble

FAQs and Troubleshooting

1. My device is not connecting to the tablet

- a. Turn on GripAble device
- b. Turn on tablet
- c. On the home screen of the tablet, drag the top of the screen down to reveal the toolbar and the Bluetooth icon > click the Bluetooth icon to open up the Bluetooth manager (or go through Settings to Bluetooth manager)
- d. Turn on and off the Bluetooth adaptor
- e. There will be a list of all Bluetooth devices that the tablet is picking up, give it 5-10 seconds, you may not recognise the codes, just allow it to scan without clicking anything.
- f. After this come out of the Bluetooth manager and go to the GripAble icon, the device should now connect
- g. If it is connected the GripAble device will vibrate when it has connected. To double check this, go onto the Menu tab and select "Device", if it says "Disconnected" in a yellow box, the GripAble device has connected. If it still says "Connect" in a grey box, the GripAble device has not connected. Please press the "Connect" box if this is the case, the GripAble device should vibrate if it connects and the box will turn yellow with "Disconnect" written in it.
- h. If this still does not work, please turn off the tablet and GripAble device and repeat these steps.

2. How does my GripAble turn off?

Turning off while connected

- a) With the device connected indicated by a solid blue light, put the app into the background by (1) minimising the app or opening a new app, (2) turning the screen off i.e. pressing power button once, or (3) closing the tablet lid.
- b) After 15 seconds, your GripAble device will go to standby (the blue light will turn off).
- c) At this point, the device can be woken using the usual "squeeze to start" and will automatically reconnect i.e. solid blue light. If left for 15 seconds it will automatically disconnect again
- d) After ~10 minutes, your GripAble device will go to sleep and will require the usual "squeeze to start"
- e) It is best to place the device upright when performing this process

Turning off by unpairing

- a) When you swipe away the GripAble App, the GripAble device will automatically go into pairing mode (to enable you to reconnect easily). This is indicated by the blue flashing light.
- b) After three minutes, your GripAble device will go to standby (the blue light will turn off). At this point, the device can be woken up by movement

- c) After ~10 minutes, your GripAble device will go to sleep and will require the usual “squeeze to start”
- d) It is best to place the device upright when performing this process

3. How do I reset the device?

- a) Put the device into advertising mode (blue light flashing) – swipe away the GripAble App if necessary
- b) Press the locking button 3 or more times within a 5 sec period – device will reset and vibrate
- c) It is best to press the button halfway down and not too quickly I.e. once per second

4. Sending an email doesn't work

- a) Please check your wifi
- b) If you are working in an institution (such as the NHS) please ensure you are on the staff wifi rather than a public one. Public ones often block the sending of emails
- c) If you are still having problems sending an email, please check with your IT department that the internal wifi doesn't have any restrictions that might be blocking it

5. My WiFi is unstable

- a) Your interaction on GripAble should no longer be affected by a temporary loss of WiFi
- b) Version 2.3.0 of the software has additional functionality meaning that should your WiFi dip or go down in the middle of your training session or using the assessments, as soon as the WiFi is back on, your activity will still be recorded.
- c) To move between users will require WiFi

6. Some of my daily activity doesn't register on my daily reps of minutes

- a) If you complete an activity in under 30 seconds (such as Pixelate level 1) this will not register.
- b) An activity needs to last more than 30 seconds for it to add to your minutes counter

7. What if I want to assess strength in both hands?

- a. When doing the “Quick Grip test” the user selects which hand they are testing and therefore assessment of both hands is possible.
- b. When using the “Single Maximum Grip Test” you can set the test to left, right or both hands

8. What if I want to train left and right?

- a. Currently, patients requiring bilateral training will need to set up two profiles
- b. Name the profiles with “left” or “right” at the end for ease of use
- c. Two mobile numbers are recommended for two profiles to be set up

- d. The user should use their own mobile number for one hand and a family members number for the other hand - therapists should never use their own mobile number

9. What if my user does not have a mobile phone?

- a. We recommend that all users are registered using a mobile phone number. This means they will be able to log in to their account from a different tablet and be identified by the GripAble customer service team if they call in
- b. Any user who wishes to bypass this process can do so by pressing the “Skip” button
- c. Should a user not have a mobile number, that of a family member can be used as an alternative.
- d. No therapist should use their own mobile number for a user (other than themselves)
- e. Future versions will have the ability to swap an e-mail address for mobile number

10. What if the mobile number is not a UK number?

- a. Any mobile number will work. Ensure you input the + and country code correctly

11. What if I wanted to train individual fingers or specific pinch grips?

- a. We have a device called PinchAble that is placed on the GripAble and allows the patient to pinch and release with their fingers. This is currently going through a “proof of concept” process and will be more widely available in 2021
- b. The fingerplate can also be controlled using a pinch grip. GripAble will be best rested on a table for this. In 2021, we will have StAble, a stand for GripAble to sit into, available for purchase

12. What if the tablet gets lost or stolen?

- a. You are responsible for your tablet. If you are keeping it in a department. you need to ensure it is on the asset list and insured within your department.

13. What if the cables get lost or stolen?

- a. If the cable for GripAble gets lost, please contact us. If the USB-C cable for the tablet is lost, this is available commercially so you can replace it easily.

14. Is there any lycra or latex in the product?

- a. No. The white straps are made of silicone and the black lanyard strap is nylon.

15. How long does GripAble take to charge?

- a. A full charge should take approximately 1.5 hours. However, it is sensible to charge overnight. It is not possible to over charge GripAble as it has an automatic cut out feature (similar to mobile phones).

