

Meet Motive.



User's Manual



■ Table of Contents

■ Intro

What is it? How does it help?	2
Safety	2
Intended Use	2
Contraindication	2
Purpose of the Device	2
Receiving and Inspection	2
Symbols Glossary	2-3
Safety information	3
Warnings	3
Risks and Precautions	3-4
Adverse Reactions	4
Battery Handling	4

■ How Motive Works

How Motive Reduces Knee Pain	4
Recommended Therapy Time	4

■ Know Your Motive

Motive Components	5
-------------------	---

■ How to Use the MyMotive App

About the MyMotive App	6
MyMotive App SetUp	6
Download the MyMotive App	6
First-time Setup	6
Completing Therapy Using the MyMotive App	6
Tracking Progress with the MyMotive App	7

■ Surveys

Rate Pain	7
Mobility Survey	7
Knee Health Condition Survey	7
Progress Stats	7

■ App Notifications and Reminders

MyMotive App Actions	7-8
----------------------	-----

■ Phone Requirements and Settings

For iOS (iPhones or iPads) Phones	8
For Android (e.g. Samsung & Google) Phones	8
Recommended Phone Settings	8
App Updates	8

■ App Data Security Measures

Security Tips	8
---------------	---

■ How to Use the Motive Device

About the Motive Device	9
Motive Device Initial Activation	9
Pairing the Motive Device	9
Charging the Motive Device	9
Waking the Motive Device	9
Motive Device Battery Life	9
Motive Device Indicator Lights	10
Motive Device Firmware Updates	10

■ How to Use the Therapy Pads

About Therapy Pads	10
Therapy Pad Registration	10
Registering a Therapy Pad for the Opposite Knee	10
Therapy Pad Life	10-11
Therapy Pad Replacement	11

■ Positioning Your Motive

Right or Left Knee Therapy	11
Steps to Position your Motive	11-12

■ Therapy

Operating Conditions	12
Get Started with Therapy	13
Rate Knee Pain	13
Set Therapy Levels	13
What is the Correct Level?	13
You are Ready to Begin	13
During Therapy	14
Therapy Frequency	14

■ Removal and Storage

Steps to Remove your Motive	14-15
Transportation and Storage Conditions	15

■ Maintenance

Cleaning	16
Repair	16
Disposal	16
Expected Service Life	16

■ Troubleshooting

Error Messages	16-17
Wireless Connections Troubleshooting	17
Internet Connection Troubleshooting	18

■ Customer Support

Ordering Essentials	18
Returns	18

■ Technical Specs

MyMotive App and Data Security Precautions	18
Waveform Information	19
Rated Outputs	19
Compliance Declarations	20

■ Guidance and Manufacturers Declaration

■ FCC Statement

■ Wireless Quality of Service and Coexistence

■ Recommendations for Safe Wireless Connections

■ Materials Specifications

■ Limited Warranty

■ Glossary

■ Contact

Intro

Less Pain. Increased Strength. Better Mobility

Motive works with the MyMotive App to start your journey to longer-lasting knee pain relief. Motive muscle strengthening therapy puts your body to work, activating your quad muscle to reduce pressure on the knee joint and alleviate pain. Complete therapy daily to reduce knee pain, improve mobility, and get back to life without limits

The more you use Motive,
the better you'll feel.

Safety

This User's Manual explains how Motive works and how to use it on your journey to knee pain relief. Read and understand all of the instructions in the User's Manual before using Motive. If you have questions or do not understand the instructions, visit: support.mymotive.com

Intended Use

Motive device is intended to strengthen the quadriceps muscle using powered muscle stimulation to provide symptomatic temporary pain relief associated with knee arthritis.

Motive device is indicated for adults of 22 years of age and older.

Contraindication

DO NOT purchase or use this product if you have a cardiac pacemaker, implanted defibrillator, or other implanted electronic devices. Such use could cause electric shock, burns, electrical interference, or death.

DO NOT purchase or use this product if you are pregnant, or if you are younger than 22 years of age.

Purpose of the Device

The Motive device uses muscle stimulation to make the knee and thigh muscles stronger. The therapy offers short-term knee pain relief and improved knee motion. The Motive device can also be used to delay or prevent quadriceps muscle weakness caused by underuse.

Receiving and Inspection

Inspect all components of your Motive for damage. If any component is damaged, DO NOT USE and contact Customer Support at support@mymotive.com or 1-877-MOTIVE8.

Symbols Glossary

The following symbols are used in this User's Manual, and on the device packaging, or on the device or accessory labeling.

	Lot Number ISO 15223-1:2012(E) 5.1.5		Reference/Part Number ISO 15223-1:2012(E) 5.1.6
	Serial Number ISO 7000:2014-2498		Manufacturing Date ISO 15223-1:2012(E) 5.1.3
	Follow Instructions for Use ISO 7010:2011-M002		Legal Manufacturer Name and Address ISO 15223-1:2012(E) 5.1.1
	Consult Instructions for Use ISO 7000 Reg No. 1641		Expiration Date ISO 15223-1:2012(E) 5.1.4
	The System is Provided Non-Sterile ISO 15223-1:2012(E) 5.2.7		Humidity Limitation ISO 7000:2014-2620
	Keep Device Away from Sunlight ISO 15223-1:2012(E) 5.3.2		Minimum & Maximum Operating Temperature Range ISO 15223-1:2012(E) 5.3.7
	Attention - Consult Instructions for Use ISO 15223-1:2012(E)		Pressure Limitation ISO 7000:2014-2621
	Type BF Applied Parts IEC 60417:1-2004-5333		Caution ISO 15223-1:2012(E) 5.4.4
	Bluetooth Low Energy IEEE 802.15.1-2005		Wireless ISO 7000:2014-3600
	Product contains electrical and electronic equipment. User should not discard this product along with other household waste; it must be collected and treated separately. IEC 60417-6414		
	Protection against medium-sized foreign bodies with a diameter > 12 mm; Protection against vertically falling water drops when enclosure tilted up to 15° IEC 60529 Edition 2.1 2001-02		

Symbols Glossary (continued)



Wash by Hand
ISO 7000:2014-3125



Do Not Use Bleach
to Clean Device
ISO 7000:2014-3124



Do Not Iron Device
ISO 7000:2014-3113



Do Not Tumble Dry
ISO 7000:2014-3109



Do Not Machine
Wash Device
ISO 7000:2014-3123



Do Not Dry Clean
ISO 7000:2014-3114

Safety Information

Read all Safety Information before using Motive.
Follow the instructions thoroughly for your safety.

Warnings

1. **DO NOT** use this device if you use any of the items listed below:
 - cardiac pacemaker
 - implanted defibrillator
 - other implanted electronic devices.
2. **DO NOT** use this device if you are younger than age 22.
3. **DO NOT** use this device if you are pregnant.
4. **DO NOT** place the Therapy Pads of this device over fresh surgical stitches.
5. **DO NOT** use dry or damaged Therapy Pads.
6. **DO NOT** use any Therapy Pads except those from Motive Health.
7. **DO NOT** use this device on freshly shaved skin.
8. **DO NOT** use this device over or near a cancerous area.
9. **DO NOT** use this device when in the bath or shower.
10. It is important to apply Conductive Gel on your thigh skin to prevent the risk of skin burn.
11. **DO NOT** use this device while sleeping.
12. **DO NOT** use this device across the chest, head, or mouth.
13. **DO NOT** apply this device over the carotid sinus nerves (side of neck).
14. **DO NOT** apply this device over swollen, infected, or inflamed areas or skin eruptions.
15. **DO NOT** use this device near electronic monitors.
16. **DO NOT** use this device within 1 meter or 3.3 feet of shortwave or microwave equipment.
17. **DO NOT** service or perform any maintenance on the device while using it.
18. **DO NOT** operate this device while charging the Motive Device.

19. **DO NOT** apply device near metal objects such as:
 - jewelry
 - body piercings
 - buckles
 - metallic device
 - any other removable metallic products
20. **DO NOT** allow soil, water, metal, or other debris to enter the Motive Device compartment.
21. **DO NOT** use the device near fire or excessive heat sources.
22. **DO NOT** use this device while doing the following activities:
 - driving
 - operating machinery
 - any activity that would put you at risk during therapy
23. **DO NOT** make changes to this device.
24. **DO NOT** use the device or accessories if they appear to be damaged.
25. **DO NOT** use the device when connected simultaneously to the stimulator and a high frequency surgical equipment. This may result in burns and possible damage to the stimulator.
26. **DO NOT** place electrodes near the thorax as it may increase the risk of cardiac fibrillation.

Risks and Precautions

1. The long-term effects of chronic electrical stimulation are not known.
2. The device does not work for pain of central origin, including headaches.
3. The device should not be used in place of pain medicine or other pain therapies.
4. The device does not cure arthritis.
5. The device suppresses the feeling of pain that would otherwise be a protective mechanism.
6. Skin irritation or hypersensitivity may occur at the treatment site.
7. Hair may be trimmed in the area where Therapy Pads will contact skin for additional comfort.
8. Caution should be used for persons with suspected or diagnosed heart problems.
9. Caution should be used for persons with suspected or diagnosed epilepsy.
10. Caution should be used if you have any of the following:
 - Bleeding after trauma or fracture
 - Recent surgery
 - Over a menstruating or pregnant uterus
 - Over areas of the skin which lack normal sensation
11. This device contains small parts, which can be a choking hazard. Keep this device out of the reach of children.

Risks and Precautions (continued)

12. Only manufacturer-approved Therapy Pads should be used with this device.
13. **DO NOT** use radio frequency equipment closer than 30 cm (12 inches) to the Motive device.
14. Avoid the following equipment or environments that can interfere with your device:
 - Antennas of citizen band (CB) or ham radios
 - Electric arc welding equipment
 - Electric induction heaters
 - Electric steel furnaces
 - High-voltage areas (safe if outside the fenced area)
 - Large stereo speakers
 - Magnets or other equipment that make strong magnetic fields
 - Microwave communication transmitters (safe if outside the fenced area)
 - Power lines or power generators
 - Television and radio transmitting towers (safe if outside the fenced area)
 - Diathermy, electrocautery, RFID, and security systems (e.g., electromagnetic anti-theft systems and metal detectors)
15. Pollutants can impact the performance of the Motive device. Before each use, inspect the device for the following:
 - Dust, dirt, lint, or pet hair on the face of the Therapy Pad(s)
 - Damage to the Motive Device or Therapy PadsIf there is evidence of damage, return the device to Motive Health.

Adverse Reactions

Skin irritation and burns beneath the Therapy Pads have been reported with the use of muscle stimulators.

Battery Handling

To prevent the risk of overheating, fire or explosion:

- **DO NOT** puncture, crush, disassemble, or modify the device.
- **DO NOT** throw the device into a fire.
- **DO NOT** recharge, use, or leave the device in high temperature locations near a fire or in direct sunlight.

The device contains a built-in rechargeable lithium-ion battery which must be disposed of properly. Dispose of the device according to applicable local government regulations.

■ How Motive Works

Quadriceps weakness is a primary condition associated with knee pain.

The quadriceps muscles play an important role in managing knee joint function. Acting as shock absorbers, the quadriceps muscles help reduce the strain on your knee during daily activities.

But when quadriceps muscles are weak, and knee pain sets in, it's likely you want to avoid movement. The problem? This creates a vicious cycle where the less you move, the weaker your quadriceps muscles become—and your knee pain gets worse.

Motive is a muscle strengthening therapy designed to help break this vicious cycle.

Motive is FDA-cleared to reduce knee pain by improving your strength.

Motive uses a proprietary form of neuromuscular electrical stimulation (NMES) to strengthen your quadriceps muscles over time. By targeting the motor nerves with an electrical impulse, Motive stimulation therapy activates your quadriceps muscles, which causes the muscles to flex and strengthen. Stronger quadriceps muscles help relieve pressure on the knee joint, which leads to less pain and improved mobility.

That's why Motive doesn't wrap around your knee; it wraps around your thigh. By building up your quadriceps muscles—as you would while exercising—your quadriceps can better support your knee and reduce stress on the joint.

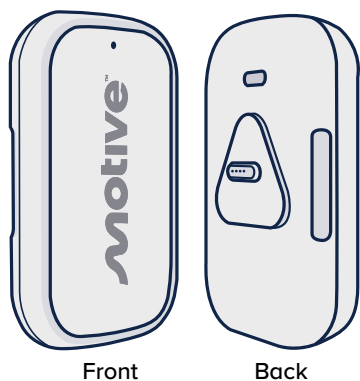
Recommended Therapy Time

For best results, complete 30 minutes of therapy per day.

While we recommend 30 minutes daily, you may choose to do more. If completing more than 30 minutes of therapy in one day, allow a few hours of rest between sessions to prevent muscle soreness.

The more you use Motive, the better you'll feel.

■ Know Your Motive

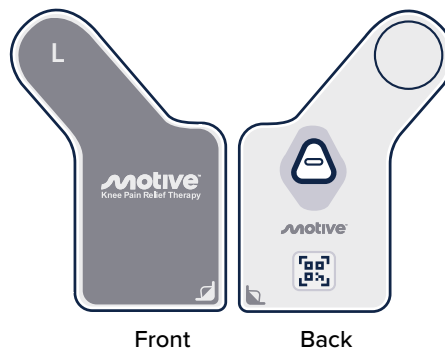


Front

Back

Motive Device

The Motive Device's indicator light is located on the front of the Device. The MyMotive App will keep track of your Battery life and connectivity status.



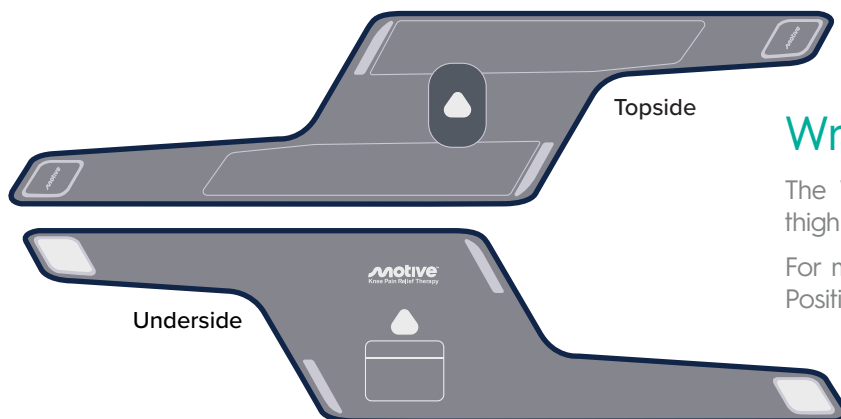
Front

Back

Therapy Pad

Therapy Pads are reusable and last approximately 14 therapy sessions. The MyMotive App will keep track of your Therapy Pad life.

Each Therapy Pad includes a reusable cover that must be removed before therapy. Use the cover to store your Therapy Pad while not in use.



Topside

Underside

Wrap

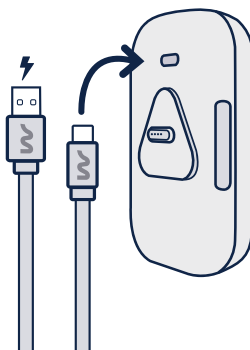
The Wrap secures the Therapy Pad to your thigh and keeps it in place during therapy.

For more information on positioning, see Positioning Your Motive



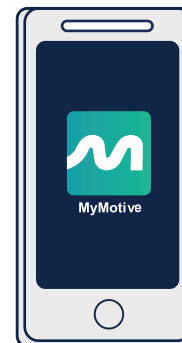
Conductive Gel

Conductive Gel is optional but beneficial, especially if you have dry skin or your Therapy Pads are starting to dry out.



Charging Cable

Charge your Motive Device daily. Your App will display the battery life of the Motive Device.



MyMotive App

The MyMotive App pairs to your Motive Device to start and stop therapy sessions and manage your progress.

■ How to Use the MyMotive App

About the MyMotive App

Motive works with the MyMotive App, which pairs to your Motive Device to control therapy and keep track of your progress as you reduce knee pain and improve mobility. You will use the MyMotive App to:

- Get started with initial setup steps.
- Start and stop therapy sessions.
- Keep track of Therapy Pad life and Motive Device battery life.
- Track your progress over time with detailed charts.
- Earn points by completing therapy and surveys.

[Note] The MyMotive App requires your phone to have internet access through cellular data or WiFi connection for initial setup. In addition, the Bluetooth connection must be enabled on your phone for continued use of the Device.

MyMotive App SetUp

It's time to get started! The MyMotive App will guide you with step-by-step instructions to complete your profile, set up your Motive Device, and get started with your first therapy session. Instructions for getting started with the MyMotive App are below.

Download the MyMotive App

Download the MyMotive App from the App Store or Google Play. There are a few ways to find the app:



Search "MyMotive"

In your app store locate the MyMotive App icon.

OR



Scan QR Code

- Open the camera app on your phone.
- Aim the camera at the QR Code.
- Tap the link that appears on the screen.



[Note] If you are using the QR code to find the MyMotive App, be sure to only scan the MyMotive App QR code provided in this document, on the box packaging, or in the Quick Start Guide to download the App. Do not download suspicious apps that look like the MyMotive App. If you see a suspicious app or are not sure which app to download, email Motive Customer Support at support@mymotive.com.

First-time Setup (Expected Time: 15 Minutes)

1. Launch the MyMotive App by clicking the icon on your phone. The App will take you through the below setup steps.
2. Read and accept the Warnings.
3. Read and accept the Terms and Conditions.
4. Activate and pair your Motive Device. Your Motive Device must be paired with the MyMotive App using a Bluetooth connection.

Activate the Device.

Your Motive Device requires activation. Although it arrives charged, use the Motive Charging Cable and standard wall adapter to connect the Device to an outlet for one minute to activate. (See **Charging the Motive Device** for charging instructions.) A blinking amber light will appear once activated.

Pair the Device to your phone using Bluetooth.

- Pair the Device to your phone using Bluetooth. (See **Pairing the Motive Device** for more details.)
 - Click "Allow" when prompted, and the App will establish the Bluetooth connection.
 - Be sure the phone and Motive Device are no more than 3 feet or 1 meter apart for pairing and therapy.
5. Create a profile.
 - Enter your email address. For quicker setup, use the same email you used when you purchased your Motive.
 - Enter the one-time sign in code that will be sent to your email.
 - Enter your profile details.

[Note] As a security measure, you are required to enter a valid email address and an authentication code to create your account.]

6. Register your Therapy Pad. See **Therapy Pad Registration** for registration instructions.

Completing Therapy Using the MyMotive App

The MyMotive App will guide you through how to position Motive on your thigh for therapy (see **Positioning Your Motive**), and store it when therapy is complete (see **Removal and Storage**). You will use the MyMotive App to complete therapy (see **Get Started with Therapy**).

Tracking Progress with the MyMotive App

The MyMotive App regularly asks you to rate your pain and mobility levels, making it easy to see improvement over time.

■ Surveys

Rate Pain. Daily

The App will prompt you to rate your pain before each therapy session. This helps track knee pain improvement over time.

Mobility Survey. Every Two Weeks

The App will prompt you to take a mobility survey every two weeks. This can be completed during therapy. The mobility survey is based on the accredited KOOS JR survey.

Knee Health Condition Survey. One Time

This survey is completed once and the questions assess your current knee health. You can change the selections at any time by updating the survey under "Surveys," found under "More" in the navigation bar.

[Note] The MyMotive App will prompt you to rate your pain and take the Mobility Survey at the proper intervals. However, you may also complete the surveys at any time under "Surveys," found under "More" in the navigation bar.

Progress Stats

The MyMotive App tracks therapy and surveys to offer insights and show progress over time. You can see your progress under "Progress" on the navigation bar.













- See Progress by week, month, and year.
- View weekly and monthly insights showing how much therapy you've completed, your pain improvement, and step count comparisons.
- Over time, the App tracks and charts your pain level, minutes of therapy completed and intensity levels of therapy, and steps taken (if connected to the Health app).

■ App Notifications and Reminders

The MyMotive App will remind you to complete therapy and replace your Therapy Pads. You can adjust the reminder settings in the MyMotive App under "Notifications," found under "More" in the navigation bar.

MyMotive App Actions

This quick reference guide shows where to perform common actions in the MyMotive App.

Topic	Action	Navigation Bar Button Title
Customer Support	Contact Customer Support	 More "Help"
Motive Device	Firmware Update	None — You will be prompted in a pop-up if new firmware is available
	Pair a New Motive Device	 More "Settings"
	See Motive Device Battery Life	 Home Listed as a % of life remaining.
	See Motive Device ID Number	 Motive Listed under "Motive Device"
	Check Motive Device Bluetooth Connection	 Motive If connected, listed as "Connected" under Motive Device
Positioning Instructions	Turn Positioning Instructions On or Off	 More "Settings"
Profile	Change Profile Information	 More "My Profile"
	Delete Profile	 More "Account and Security"
	Change Profile Email Address	 More "Account and Security"
Storage Instructions	Turn Storage Instructions On or Off	 More "Storage Instructions"
Surveys	Complete Surveys	 More "Surveys"
Therapy	Start Therapy	 Home "Start Therapy"

MyMotive App Actions (continued)

Topic	Action	Navigation Bar Button Title
Therapy	See Daily Completed Minutes	 Home Listed as a minute goal out of 30 minutes
Therapy Reminders	Change Frequency of Reminders	 More "Notifications"
Therapy Pad	See Therapy Pad Life	 Home Listed as % of life remaining. Will say "Dry" if it is time to replace.
	Register Register Opposite Knee	 Motive "Register a New Therapy Pad"
	Reorder	 Motive "Order New Therapy Pads"
Therapy Pad Reminders	Turn Reorder Reminders On or Off	 More "Notifications"

Phone Requirements and Settings

For iOS (iPhones or iPads) Phones

The minimum device requirements include:

- OS Level: operating system (OS) level revision 13.0 or higher
- Bluetooth: Bluetooth with revision 4.0 or higher
- Storage: At least 200MB of free storage space

For Android (e.g., Samsung & Google) Phones

The minimum device requirements include:

- OS Level: operating system (OS) level revision 9.0 or higher
- Bluetooth: Bluetooth with revision 4.0 or higher
- Storage: At least 200MB of free storage space

Recommended Phone Settings

MyMotive App requires the following settings for all App features to function properly so you can get the most out of your Motive.

iOS (iPhones):

- Bluetooth access (required)
- Camera access (required) to pair your Motive Device with your phone
- Notifications access (recommended)
- Healthkit Access (recommended) for tracking your daily steps

Android (e.g., Samsung & Google Phones):

- Bluetooth access (required)
- Location Services enabled (required)
- Camera access (required) to pair your Motive Device with your phone
- Notifications access (recommended)
- Google Fit access (recommended) for tracking your daily steps

App Updates

Updates to the MyMotive App are made automatically using the Apple or Android store App update function.

App Data Security Measures

The MyMotive App does not store your data on the local storage of your phone. The data is only stored temporarily in volatile memory and on screens. The memory and screen are cleared of your data when you are done editing or viewing your profile information.

Additional Data Security Tips:

- Make sure you use a reliable WiFi network for internet connectivity.
- Don't open suspicious email attachments that appear to be from Motive Health. Contact Motive Customer Support at support@mymotive.com to confirm the validity of the email.
- Make sure you follow the best practices for hardening your mobile device such as setting a passcode or Face ID (for iOS users) to access your phone that includes the MyMotive App.
- While security features are built into the MyMotive App to protect your data in the App, you are also responsible for maintaining the confidentiality of your data including the email, password, and your Motive Device ID. You must contact Motive Health immediately if you believe an unauthorized third party may be using this information on your MyMotive App.

■ How to Use the Motive Device

About the Motive Device

The Motive Device is controlled using the MyMotive App. The Device connects to the Therapy Pad to deliver therapy. The Motive Device is battery-operated and requires a charge.

[Note] Before using the Device or Charging Cable, inspect to be sure there is no damage.

Motive Device Initial Activation

Your Motive Device requires activation. Use the Motive Charging Cable and standard wall adapter to connect the Device to an outlet for one minute to activate. Make sure it is plugged in for 1 minute to activate your Device.

- A blinking amber light will appear once activated. The light will blink white when you disconnect from power.

Pairing the Motive Device

The Motive Device must be paired with the MyMotive App using Bluetooth. This connection allows the MyMotive App to control the Motive Device for therapy.

- The MyMotive App will ask you to allow the Bluetooth connection during initial setup.
- Be sure your phone is close to the Motive Device for pairing and therapy.
- Only one Motive Device may be paired to an account at a time.
- You can pair a new Motive Device in MyMotive App settings, found under "More" in the navigation bar.

[Note] Bluetooth must be enabled on your phone. When the App prompts you, click "Allow" to enable the Bluetooth connection.

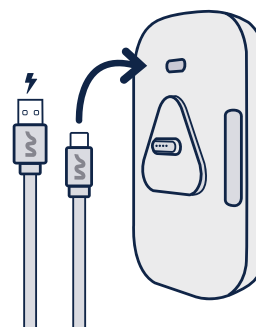
Charging the Motive Device

- Use the provided Charging Cable to charge the Device.
- You will need to provide your own USB power adapter.
- The estimated charging time for the Motive Device is 4 hours or less.
- The Motive Device cannot be used or seated on the Therapy Pad during charging.

To charge your Motive Device, you will need the provided Charging Cable and a USB power adapter.

1. Connect the Charging Cable to the Motive Device.

Insert the smaller end of the Charging Cable into the Motive Device. The port (the connection point) on the Motive Device is located above the triangle connector.



2. Connect the Charging Cable to a power adapter.

Insert the USB end of the charging cable into your USB power adapter.

3. Plug it in.

Plug the power adapter into an electrical outlet.

[Note] A blinking amber light will display on the Motive Device when charging. When fully charged, a solid amber light will appear.



Waking the Motive Device

To save the battery life of your Motive Device, it is designed to go into a sleep mode when not moved. The light will be off in this sleep mode. To wake it up, tap on your Motive Device.

Motive Device Battery Life

When fully charged, the Motive Device can deliver at least three 30-minute therapy sessions before it needs to be recharged. Battery life depends on usage, your therapy intensity levels, and dryness of your Therapy Pads. We recommend charging daily to ensure Motive is always ready for therapy when you are.

The MyMotive App displays the battery life of the Motive Device.

Motive Device Indicator Lights

The Motive Device indicator lights change color based on the status of the Device. See the reference below to understand what the light means.

Motive Device Light Color	Action
Amber (Blinking)	Your Motive Device is charging.
Amber (Solid)	Your Motive Device is completely charged.
Red (Solid)	Your Motive Device's charge is nearly depleted. Charge immediately.
Teal (Solid)	Your Motive Device is on and seated on your Therapy Pad.
White (Solid)	Your Motive Device is on, but not seated on your Therapy Pad.
White (Blinking)	Your Motive Device is not connected to Bluetooth. Go to your phone setting and make sure Bluetooth is on.
White (Fading)	Your Motive Device is powering off.
No Light	Your Motive Device is completely off. Tap on it to wake it up.

Motive Device Firmware Updates

Occasionally firmware updates may become available on the Motive Device. When this happens, the MyMotive App will prompt you to update your firmware and walk you through the update step-by-step.

- Keep your Bluetooth turned on during the entire update.
- Ensure the phone remains within 3 feet or 1 meter of the Motive Device throughout the update.

How to Use the Therapy Pads

About Therapy Pads

The Therapy Pad is positioned on the thigh and knee muscles during therapy (See **Position the Therapy Pad** for positioning guidance). It contains conductive traces and gel that are activated by the Motive Device to deliver muscle stimulation therapy.

Therapy Pad Registration

When using a new Therapy Pad, you must register the Pad in the MyMotive App. This allows you to monitor the

[life of your Therapy Pad from the home or Motive screen within the App.

[Note] The MyMotive App will send reminders when the Therapy Pad needs to be replaced.

To register a new Therapy Pad, navigate to "Motive" at the bottom of the MyMotive App dashboard. Click "Register a New Therapy Pad."

1. Locate the QR code found on the Therapy Pad.



2. Tap "Allow Camera Access" so you can scan the code from within the app.

3. Scan the QR code on your Therapy Pad.

- Center the QR code on the screen.
- Try to hold the camera about 6 inches from the code.
- The MyMotive App will scan the code and register the Therapy Pad.

Registering a Therapy Pad for the Opposite Knee

Motive can be used for treatment of both knees. If you did not purchase Motive for treatment of both knees, you can still purchase Therapy Pads for your opposite knee at www.mymotive.com. Follow the steps above to register the opposite Therapy Pad. The MyMotive App will automatically identify that the new Therapy Pad is indicated for the opposite side, and your App will update accordingly.

Therapy Pad Life

Therapy Pads are reusable and must be replaced after every 14 therapy sessions. The MyMotive App displays the Therapy Pad life.

The Pad is reusable as long as it is:

- Still tacky and not dry
- Not damaged
- Clean

[Warning] Dry or damaged Therapy Pads could increase the risk of skin irritation and burn. Additionally, dry or damaged Therapy Pads reduce stimulation comfort.

The MyMotive App will remind you when your Therapy Pad needs to be replaced. For cleaning instructions, see **Maintenance**.

[Note] Protect the life of your Therapy Pad by using the cover when not in use. If you keep your Therapy Pad exposed, it will turn dry.

Therapy Pad Replacement

Ordering replacement Therapy Pads is easy and can be completed at mymotive.com/collections/essentials.

To order new Therapy Pads on the MyMotive App:

1. Navigate to “Motive” at the bottom of the screen.
2. Then click “Order New Therapy Pads” to be taken to the online store.

■ Positioning your Motive

The MyMotive App will guide you through how to position your Motive on your thigh for therapy. After therapy, the App will show you how to store your Motive.

[Note] Motive is designed to strengthen specific quadriceps muscles. For best results, you must correctly position Motive.

Right or Left Knee Therapy

Each Motive Therapy Pad is designed for treatment of a specific knee (right or left). If you did not purchase Motive for treatment of both knees, you can still purchase Therapy Pads for your opposite knee at mymotive.com/collections/essentials. Follow the steps to register the new Therapy Pad in your App. (See **Therapy Pad Registration** on how to register.)

Steps to Position your Motive

The MyMotive App will take you through the following steps at the beginning of each therapy. Once you are familiar with how to position Motive, you can turn this guide off in MyMotive App “Settings”, found under “More” in the navigation bar.

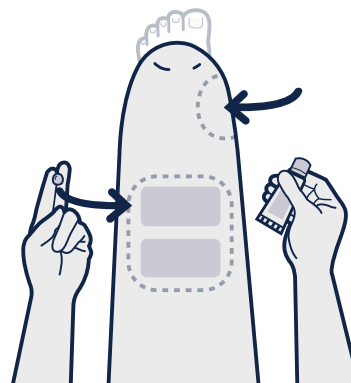
- We recommend that you remain seated on a chair for therapy.
- Motive is to be placed on bare skin directly. Be sure your skin is clean and dry before you begin therapy.
- To position your Motive, you will need the Conductive Gel, one Therapy Pad, Wrap, and Motive Device. See **Know Your Device** for item illustrations and descriptions.

[Note] Stronger knees start with stronger quadriceps. That’s why Motive doesn’t wrap around your knee; it wraps around your thigh. By building up your quad muscles—as you would while exercising—your quad is able to better support your knee and reduce stress on the joint.

1. Apply Conductive Gel.

Conductive Gel is optional but beneficial, especially if you have dry skin. The gel improves hydration, reduces skin irritation, prevents skin burn, and provides added comfort. Apply a dime-sized amount on the inside of the knee and on top of the thigh, as shown.

[Note] Learn more about re-ordering Conductive Gel in **Ordering Essentials**.



2. Prepare Therapy Pad.

Therapy Pads are reusable and last approximately 14 therapy sessions. The MyMotive App will keep track of your Therapy Pad life. Learn more about Therapy Pad maintenance and replacement in **Maintenance**.

- **Register your Therapy Pad.** When using a new Therapy Pad, you must register the Pad to track its life in the MyMotive App. See **Therapy Pad Registration** for registration instructions.
- **Remove the Therapy Pad cover.** Each Therapy Pad includes a reusable cover that must be removed before therapy. You will use the cover to store your Therapy Pad while not in use.
 - Gently peel off the cover from the Therapy Pad.
 - Save the cover in a safe place to reapply after therapy is complete.



3. Position the Therapy Pad.

- Align the Therapy Pad as shown in the illustration.
- Face the side with the Motive logo upward.
- Align the circle with the muscle on the inside upper area of your knee.
- Place the rectangular section on the top of your thigh as shown. The triangle should point toward your knee.

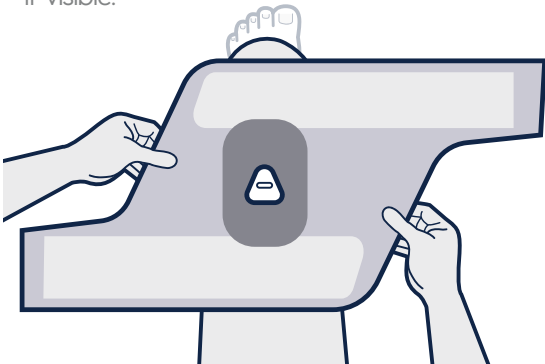


4. Secure using the Wrap.

The Wrap secures the Therapy Pad on your thigh and keeps it in place during therapy.

- **Position Wrap and align triangle.** While seated on the edge of a chair, place the Wrap over the Therapy Pad, aligning the triangle opening on the Wrap over the triangle connector on the Therapy Pad.

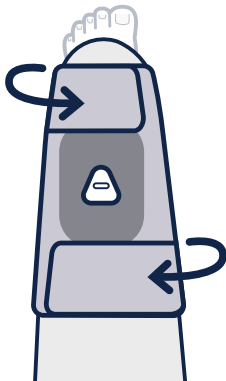
[Note] Ensure the Wrap's triangle opening is pressed onto the triangle connector from the edges, making it visible.



5. Tighten the straps.

Tighten the straps securely, but comfortably.

[Note] Some bunching on the Wrap is normal.



6. Connect the Motive Device.

The Motive Device connects to the Therapy Pad at the triangle connector.

[Note] Ensure the Motive Device is seated securely.



- **Activation and pairing.** Before you begin, ensure you have activated the Device (**See Motive Device Initial Activation**) and paired it with your phone (**See Pairing the Motive Device**).
- **Connect Motive Device.** Connect the Motive Device firmly to the Therapy Pad at the triangle connector. The light will turn to teal indicating a proper connection. If the light is white, the connection is not secure.
 - **Align triangles.** When the Motive Device is held in a vertical position, the top of the triangle points toward your knee.
 - **Connect.** Secure the Motive Device to the Therapy Pad at the triangle connector.
 - **Wake the Device.** If Motive Device light isn't on, tap the Device to wake it.
 - **Ensure the connection.** You may have to firmly push the Device to connect it at the triangle connector. Once connected and seated on the Therapy Pad, the light will show solid teal.

Therapy

Motive, is Clinically Proven to Reduce Knee Pain.

Our FDA-cleared therapy puts your body to work, strengthening your quadriceps muscles by activation to reduce pressure on the knee joint and alleviate pain. For best results, complete 30 minutes of therapy daily.

[Note] When the Device is exposed to extreme environmental conditions, allow the Device to return to room temperature before attempting use. This will take about 45 minutes.

Operating Conditions

The Motive Device should be operated in the following conditions:

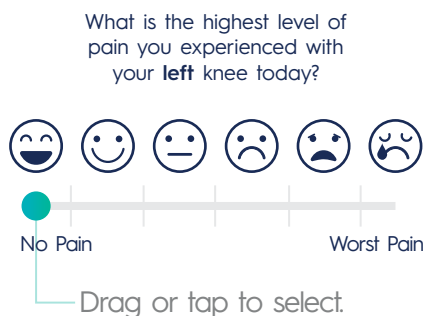
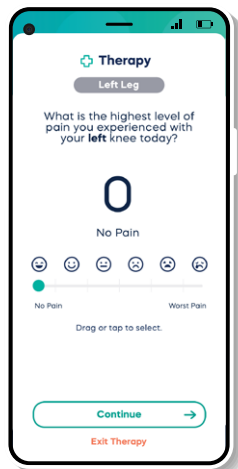
Condition	Specs
Temperature	50°F – 104°F 5°C – 40°C
Atmospheric Pressure	70 – 106 kPa
Relative Humidity	15% – 90%

Get Started with Therapy

[Note] Proper Motive positioning matters. See **Removal and Storage** for positioning instructions.

Rate Knee Pain

Before each therapy session, you will rate your knee pain. This allows the MyMotive App to track your progress over time. With knee pain, every day your pain levels can vary. Pain is rated on a sliding scale from 0-10. Drag or tap to select.



Set Therapy Levels

Before you begin each therapy session, you will set your levels of stimulation intensity. You will set a level for your knee muscle and a level for your thigh muscle. For every session, the therapy level will begin at zero. Increase the therapy levels to a strong, comfortable flexing of your muscles. Levels range from 1-100, and everyone's level is unique.

During your first therapy you will set the level for your knee muscle. Then you will set the level for your thigh muscle.



To increase or decrease therapy intensity levels, tap the + or - buttons. The + increases the level of the stimulation. The - decreases the level.

[Note] You may have different levels for your knee and thigh, and the levels may change with each therapy.

What is the Correct Level?

Increase the levels until you feel and see movement as your knee and thigh muscles flex. The muscle contraction will feel like flexing and should not cause discomfort or pain. You will be able to adjust your therapy intensity levels throughout the session.

- Levels range from 1-100. There is no stimulation at Level 0.
- Intensity should be at the highest level that does not cause discomfort.
- Everyone's level is unique. Your level is affected by:
 - Level of muscle weakness
 - Body type and weight
 - Gender
- You may not feel or see any muscle movement at lower intensities of 1 to 20. Continue to increase the intensity until you feel and see movement in the knee and thigh.
- You may need different intensity levels for the knee and thigh muscles.
- You may feel a sensation of pins and needles or vibrations in your muscles. This sensation is normal. The feeling will change to muscle movement as the intensities increase.
- Motive stimulates the quadriceps muscles around and above your knee joint. You may not feel stimulation under the center rectangle section of your Therapy Pad.

You Are Ready to Begin

Once you have found the right therapy intensity levels, you are ready to begin your therapy. Click "Begin Therapy" to launch your therapy session.

[Note] As you are adjusting your intensity levels before therapy, your muscles are flexing but therapy has not officially started. Your therapy session will automatically begin after 30 seconds of setup. You can pause or stop therapy at any time. See **During Therapy** for how to pause or stop therapy.

During Therapy:

Therapy Timer

Therapy is pre-set to run for 30 minutes. The timer at the top of the screen counts downward.

Pausing Therapy

The MyMotive App allows you to easily pause or stop therapy at any time. To pause therapy, tap the pause button at the bottom of the screen.



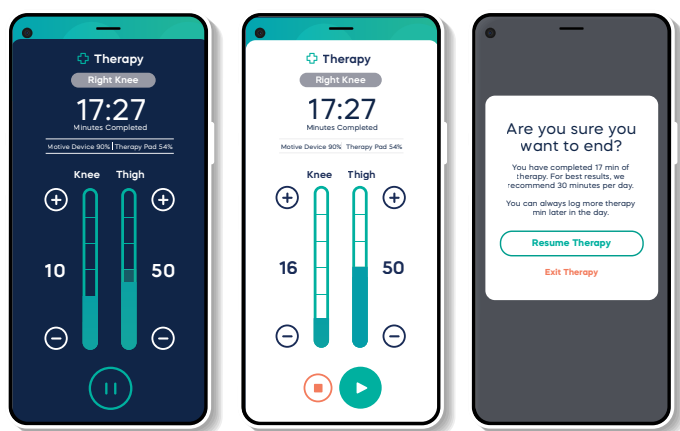
Resuming Therapy

Tap the "Play" button to resume your therapy session when you are ready.



Stopping Therapy

You may end your session at any time by tapping the pause button and then tapping the stop button on the next screen. Then press "Exit Therapy" when prompted. Otherwise, therapy automatically stops after 30 minutes. Therapy will stop if you disconnect the Motive Device from the Therapy Pad during the session.



The Device will automatically turn off if:

- A 30 minute therapy session is complete.
- The battery is depleted. (The battery light indicator will turn red, then the power immediately turns off. Charge the battery fully.)
- The Therapy Pad or Device is removed from your knee during the session.
- Therapy has paused for more than 3 minutes.

Adjusting Therapy Levels

You can adjust therapy intensity levels for your knee and thigh during the therapy session using the MyMotive App.

To increase or decrease therapy levels, tap the **+** or **-** buttons. The **+** increases the level of stimulation. The **-** decreases the level. You adjust the level for the knee and thigh separately. See **Set Therapy Levels** to understand therapy levels.

[Note] After each therapy, properly store your Motive. Clean if necessary. For storage and cleaning instructions, see **Removal and Storage**.

Therapy Frequency:

Complete 30 Minutes Daily

Stronger quadriceps muscles help relieve pressure on the knee joint, which leads to less pain and improved mobility. For best results, use 30 minutes per day.

The more you use Motive,
the better you'll feel.

Additional Therapy Sessions

You may choose to do more sessions each day. If completing more than 30 minutes of therapy in one day, allow a minimum of two hours of rest between sessions to prevent muscle soreness and fatigue.

Continued Use Over Time

Expect knee pain relief and improved mobility with regular use. Commit to using daily for at least 30 days. For best knee pain relief results, complete daily therapy for at least 90 days. Then, continue to use Motive to maintain healthy joint function and knee pain relief. To learn more about what to expect over time, visit mymotive.com/journey.

■ Removal and Storage

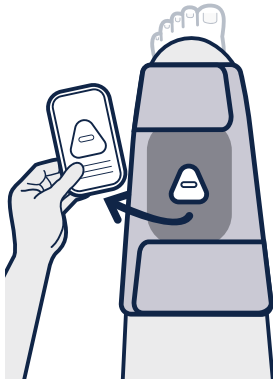
When therapy is complete, follow the steps to properly store your Motive. The MyMotive App will offer step-by-step instructions after each therapy session.

[Note] You can bypass instructions in the MyMotive App by tapping "Go to Home" at any time during storage instructions. Also, once you are familiar with how to store Motive, you can turn this guide off in MyMotive App settings, found under "More" in the navigation bar.

To store, you will need your Therapy Pad cover and Charging Cable.

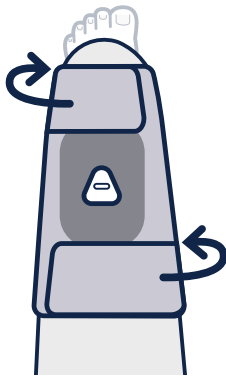
1. Remove Motive Device.

Lift the Device from the triangle connector.



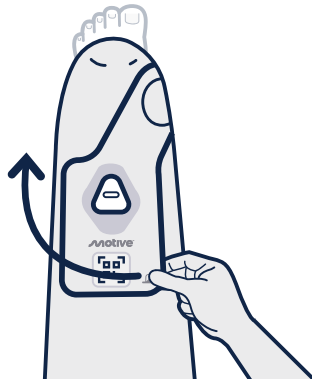
2. Remove Wrap.

Open the straps and set aside.



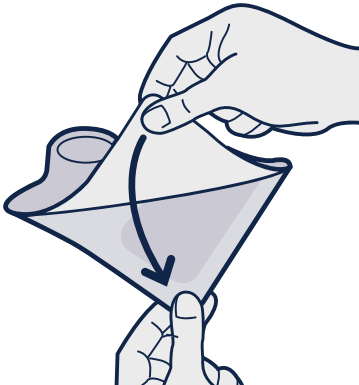
3. Remove Therapy Pad.

Peel the Therapy Pad gently from your thigh.



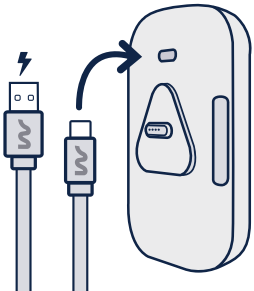
4. Cover Therapy Pad.

Place the cover on your Therapy Pad and store it in its original bag in a cool dry place.



5. Charge the Motive Device.

Connect the Charging Cable to the Motive Device and plug into an outlet. We recommend charging Motive nightly. For charging instructions, see **Charging the Motive Device**.



Transportation and Storage Conditions

The Motive Device should be transported and stored in the following conditions:

Condition	Specs
Temperature	-13°F - 158°F -25°C - 70°C
Atmospheric Pressure	50 - 106 kPa
Relative Humidity	10% - 90%

Do not keep the Device in areas subject to direct sunlight, high or low temperatures, humid areas, near fire, vibration, or shock.

[Warning] Keep Motive out of the reach of infants, toddlers, and children.

Maintenance

Cleaning

Taking care of your Motive is easy. You can machine wash the Wrap (instructions below) and surface clean the Motive Device when needed.

Wrap Cleaning

Only the Wrap can be washed. To wash the Wrap:

1. Machine wash on delicate cycle using cold water.
2. Lay flat to air dry. **DO NOT** tumble dry.

Motive Device Cleaning

If the Motive Device picks up debris or dirt, surface clean only:

1. Clean the outside surface of the Device gently using a damp, soft cloth.
2. **DO NOT** sterilize the Motive Device.
3. **DO NOT** submerge the Motive Device in liquids.

Therapy Pad Cleaning

The Therapy Pad is intended for single person-use only. Therapy Pads are reusable and must be replaced after every 14 therapy sessions. Therapy Pads should **NOT** be used if any of the following conditions are true:

- Gel is dry and has no adhesion left.
- Gel or Therapy Pad is damaged.
- Gel is peeling or removed from the Therapy Pad.

If a Therapy Pad picks up small amounts of debris: Use a drop of water or the provided Conductive Gel to gently rub the debris off the Therapy Pad. Make sure you do not puncture or damage the gel with your nails or fingers. See **Therapy Pad Life** for more information on Therapy Pads.

Repair

Please contact Motive Support if your Motive Device appears to be damaged or non-functional.

Do not attempt to repair any part of the Motive Device or Therapy Pad. The Motive Device and Therapy Pad are not field-serviceable. There are no user-serviceable parts inside the Motive Device or Therapy Pad.

Never dismantle the Motive Device due to risk of electric shock.

Motive Health is not responsible for any damages or consequences resulting from unauthorized attempts to open, modify, or repair the Motive Device.

Disposal

The Motive Device is a piece of electronics. It may include substances that can damage the environment.

DO NOT dispose of the Motive Device in regular waste. Take the Device to an electronics recycling center for proper disposal.

Dispose the Wrap, Motive Device, and Therapy Pads according to local government regulations.

Expected Service Life

Use-by-Date Information: The Therapy Pads and Conductive Gel are the only Motive parts with a shelf life. The package labels of the Therapy Pads and Conductive Gel display the Use by Date.

Therapy Pad Service Life

Therapy Pad life expectancy is affected by many conditions. Therapy Pads will last longer when used and stored according to the instructions in **Removal and Storage**. Replace Therapy Pads when they begin to dry out, deteriorate, or lose adhesion. See **Therapy Pad Life** for more information.

Expected Motive Device Service Life

The estimated life expectancy of the Motive Device is two (2) years in normal use conditions. The Device will continue to perform without risk of unacceptable hazards throughout the life expectancy of the Device when operated under normal conditions for use.

Troubleshooting

If any of the below problems occur, refer to the table below to understand the possible cause and solution. For further assistance, visit Customer Support at support.mymotive.com.

Troubleshooting Motive Problems

Problem	Possible Cause	Solution
The Motive Device is not responding	Loose Connection	Check the Motive Device connection to the Therapy Pad. Make sure the Motive Device is securely connected to the Therapy Pad. See Positioning your Device .
	Motive Device is not charged.	Charge the Motive Device. See Charging the Motive Device .
	Motive Device is in sleep mode.	Tap on the Motive Device to wake it from sleep mode. See Wake the Device .

Troubleshooting (continued)

Problem	Possible Cause	Solution
Weak stimulation, or not feeling the stimulation on the skin	Improper Therapy Pad placement	Make sure the Therapy Pad is positioned correctly. See Positioning the Therapy Pad .
	Therapy Pad cover has not been removed	Remove Therapy Pad cover before therapy. See Remove the Therapy Pad Cover .
	Therapy Pad is placed over your clothes	Place the Therapy Pad directly on your skin.
Stimulation stops during therapy	Poor Therapy Pad contact	Replace Therapy Pad. See Therapy Pad Replacement .
	Damaged or worn Therapy Pad	Replace Therapy Pad. See Therapy Pad Replacement .
	Motive Device battery too low	Charge the Motive Device. See Charging the Motive Device .
Stimulation weakens during therapy	This is a normal body adaptive process	Increase the intensity level of the therapy using the MyMotive App. See Set Therapy Levels .
Stimulation is uncomfortable	Therapy intensity is too high	Decrease the intensity level of the therapy using the MyMotive App. See Set Therapy Levels .
	You have shaved your legs recently.	Do not shave your thigh before therapy. Allow a day or two after shaving before using Motive.
	Dry, damaged, or worn Therapy Pad	Replace the Therapy Pad. See Therapy Pad Replacement .
	Dry Skin	Apply the provided Conductive Gel to the Therapy Pad contact area of the skin. See Apply Conductive Gel . Do not shave your thigh before therapy.
Stimulation only felt on one muscle (knee or thigh)	Therapy Pad is not positioned correctly	Make sure the circle section and rectangle section of the Therapy Pad are positioned correctly. See Positioning the Therapy Pad .
	Damaged or worn Therapy Pad	Replace the Therapy Pad See Therapy Pad Replacement .

Problem	Possible Cause	Solution
Intermittent Output	Damaged, dry, or worn Therapy Pad	Replace the Therapy Pad See Therapy Pad Replacement .
Stimulation is not producing the usual sensation	Damaged or worn Therapy Pad	Make sure the Therapy Pad is positioned correctly. See Positioning the Therapy Pad .
	You shaved your legs recently	Do not shave your thigh before therapy. Allow a day or two after shaving before using Motive.
	Therapy Pad is not positioned correctly	Make sure the circle section and rectangle section of the Therapy Pad are positioned correctly. See Positioning the Therapy Pad .
	Dry Skin	Apply Conductive Gel to the Therapy Pad contact area of the skin. See Apply Conductive Gel . Do not shave your thigh before therapy.

MyMotive App Error Messages

To review the App error messages and solutions, visit support.mymotive.com. For further assistance, contact Customer Support at support.mymotive.com.

Wireless Connections Troubleshooting

Bluetooth Connection Troubleshooting

If your Motive Device is not connecting to your phone via Bluetooth, take the following steps:

1. Ensure that your Bluetooth is enabled in your mobile device settings. You will not see the Motive Device listed in your Bluetooth connected device list.
2. Ensure that your phone is on, has sufficient battery, and that you have opened the MyMotive App.
3. Ensure that your Motive Device is powered on and you have paired the Motive Device to your phone. Tap on the Device if the light is off.

4. If the Motive Device's light is stable white, this indicates that your phone is connected to Bluetooth. Motive Device shows as Connected on the App Home screen.
5. If the Motive Device and mobile device are still not connected via Bluetooth, reconnect the Motive Device on your mobile device by doing the following:
 - In the MyMotive App, from the Home screen, select "Settings"
 - Then tap "Bluetooth Pairing." The App will walk you through connecting your Motive Device to your phone

Internet Connection Troubleshooting

In the event that the MyMotive App is not connecting to the internet, take the following steps:

1. Ensure that your Wi-Fi is enabled in your device settings, and you are connected to a valid Wi-Fi connection. If a Wi-Fi connection is not available, ensure that your cellular data is turned on and that you have authorized the MyMotive App to use cellular data.
2. Open your MyMotive App.
3. If you are still experiencing wireless connection issues, verify that your device is compatible per **Phone Requirements and Settings**.
4. Verify that you have installed the latest phone operating system updates.
5. Verify that you have installed the latest MyMotive App from the app store.
6. If you are still experiencing difficulties, contact Motive Support at support@mymotive.com or 1-877-MOTIVE8.

[Note] An internet connection via Wi-Fi or cellular data is not required to operate Motive but is required to create and access your profile information.

[Note] Android devices require Location Services to be enabled for proper connection to the Motive Device.

Customer Support

The Motive team is here to help you get the most out of your Motive. Contact Customer Support if you need assistance setting up, using, or maintaining your Motive or to report any unexpected operation or events. You can reach us at:

Website. support.mymotive.com

Phone. 1-877-MOTIVE8

Email. support@mymotive.com

Ordering Essentials

Please visit the online store at mymotive.com/collections/essentials to order replacement Therapy Pads, Conductive Gel and other essentials.

If you have any questions about online ordering, contact Motive Support: 1-877-Motive8 or 1-877-668-4838

You can also order new Therapy Pads from the MyMotive App. Navigate to "Motive" in the navigation bar. Then tap "Order New Therapy Pads" to be redirected to the online store.

Returns

Motive Customer Support may authorize a return under specific circumstances. In order to request a return, visit www.mymotive.com and complete the return request form. Returns are subject to approval.

Once your return is approved, when returning any products, please include the name, address, phone number, and Return Material Authorization (RMA) number provided by Customer Support.

All product returns should be mailed to:

Motive Health, Inc.

2120 East 6th Street, Suite 8

Tempe, AZ 85288 USA

Technical Specs

MyMotive App and Data Security Precautions

App Updates: Updates to your MyMotive App are made automatically using the Apple or Android store App update function.

Additional App Security Measures

When you create a profile in the App you are required to enter a valid email address and an authentication code to create your account.

The App does not store your data on the local storage of your phone, the data is only stored temporarily in volatile memory and on screens. The memory and screen are cleared of your data when you are done editing or viewing your profile information.

Data Security Precautions

Only scan the MyMotive App QR code provided in this document, device box, and Quick Start Guide to download the App. Do not download suspicious Apps that look like the MyMotive App. If you see a suspicious App or are not sure which App to download, contact Motive Support.

1. Make sure you use a reliable Wi-Fi network for internet connectivity.
2. Don't open suspicious email attachments that appear to be from Motive Health. Contact Motive Support at support@mymotive.com to confirm the validity of the email.

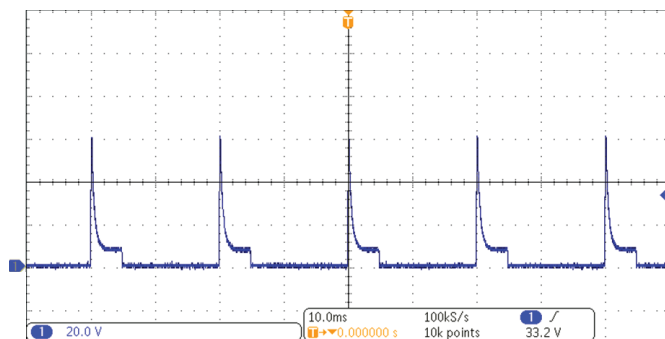
3. Make sure you follow the best practices for hardening your mobile device such as setting a passcode or Face ID (for iOS users) to access your phone that includes the MyMotive App.
4. While security features are built into the MyMotive App to protect your data in the App, you are also responsible for maintaining the confidentiality of your data including the email, password, and your Motive Device ID. You must contact Motive Health immediately if you believe an unauthorized third party may be using this information on your App.

Waveform Information

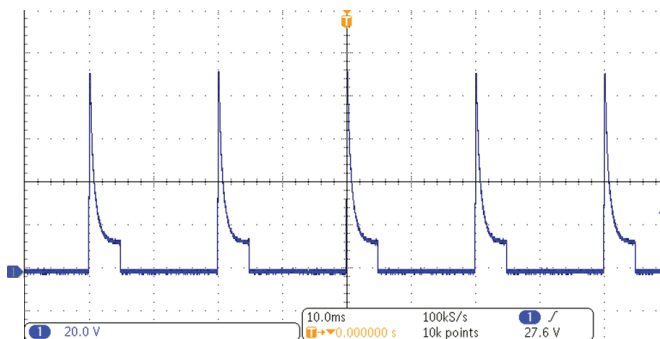
Treatment Program	Neuromuscular Electrical Stimulation or NMES: Motive Therapy
Pulse Shape	Monophasic
Treatment Duration	30 Minutes
Frequency	50 pps
Pulse Width	5 ms
Duty Cycle	25%
Work Cycle	12 s
Relaxation Time	10 s
Work Cycle: Consists of 5 cycles of oscillating contractions per muscle group. Relaxation time: 1.4s – rest period between work cycles.	

NMES Waveforms

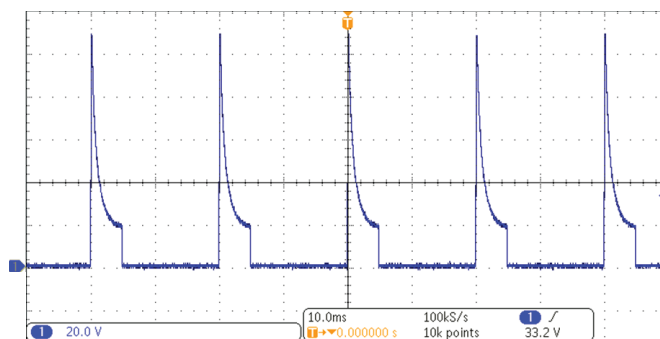
Full output, Voltage across 500Ω load



Full output, Voltage across 2,000Ω load



Full output, Voltage across 10,000Ω load



Rated Outputs – Motive Therapy

Parameter	500 Ω	2 kΩ	10 kΩ
Output Voltage (VRMS)	9.2 V	16.4 V	21.3 V
Output Voltage (VPEAK)	64 V	96 V	111 V
Output Current (IRMS)	18.3 mA	8.2 mA	2.1 mA
Output Current (IPEAK)	128 mA	48 mA	11 mA
Output Frequency	50 pps	50 pps	50 pps
DC Component	3.4 V	7.0 V	9.0 V
Positive Pulse Width	5 ms	5 ms	5 ms
Interphase Interval	15 ms	15 ms	15 ms
Duty Cycle	25%	25%	25%
Net Charge	366 μC	-	-

Compliance Declaration

IEC Reference Number	Description
IEC 60601-1:2014, 4th Edition	Medical electrical equipment - Part 1: General requirements for basic safety and essential performance
IEC 60601-1-2:2014, 4th Edition	Medical electrical equipment - Part 1-2: General requirements for basic safety and essential performance - Collateral Standard: Electromagnetic Compatibility - Requirements and Tests
IEC 60601-1-6:2013, 3rd Edition	Medical electrical equipment - Part 1-6: General requirements for safety - Collateral Standard: Usability
IEC 60601-1-11: 2015	Medical electrical equipment - Part 1-11: Collateral Standard: Requirements for medical electrical equipment and medical electrical equipment used in the home healthcare environment
IEC 60601-2-10:201, 2nd Edition	Medical electrical equipment - Part 2-10: Particular requirements for basic safety and essential performance of nerve and muscle stimulators
CENELEC EN60601-1:2006	Medical electrical equipment - Part 1: General requirements for basic safety and essential performance
AAMI ES60601-1:2005	Medical electrical equipment - Part 1: General requirements for basic safety and essential performance
CSA C22.2 60601-1: 2022, 3rd Edition	Medical electrical equipment - Part 1: General requirements for basic safety and essential performance

Guidance and Manufacturer's Declaration

Electromagnetic Emissions

1. The Motive device needs special EMC precautions and must be installed and started according to the EMC information supplied in this manual.
2. Warning: The use of accessories, other than those recommended by the manufacturer, may result in stronger emissions or reduce the immunity of the Motive device.
3. Warning: The Motive device should not be used beside or stacked on top of any other equipment. If you must use it side by side or on top of another system, you should check that the Motive device works properly in the chosen configuration.
4. Meeting the emissions levels shown in the first table is considered to be essential performance of the Motive System.
5. Maximum power cable length used in the Motive device testing was 40.0".

GUIDANCE AND MANUFACTURER'S DECLARATION ELECTROMAGNETIC EMISSIONS

Motive is intended for use in the electromagnetic environment specified below. The customer or user of the Motive System should assure that it is used in such an environment.

Emissions Test	Compliance	Electromagnetic Environment - Guide
RF Emissions CISPR 11	Group 1	The Motive System uses RF energy only for its internal function. Therefore, its RF emissions are very low and are not likely to cause any interference in nearby electronic equipment.
RF Emissions CISPR 11	Class B	The Motive System is suitable for use in all establishments, including domestic establishments and those directly connected to the public low-voltage power supply network that supplies buildings used for domestic purposes.
Harmonic Emissions IEC 61000-3-2	Not applicable, battery powered	
Harmonic Emissions IEC 61000-3-3	Not applicable, battery powered	


GUIDANCE AND MANUFACTURER'S DECLARATION ELECTROMAGNETIC IMMUNITY

Motive is intended for use in the electromagnetic environment specified below. The customer or user of the Motive System should assure that it is used in such an environment.

Immunity Test	Test Level IEC 60601	Compliance	Electromagnetic Environment Recommendations
(ESD) Electrostatic discharge IEC 61000-4-2	± 8 kV contact ± 2 kV, ± 4 kV, ± 8 kV, ± 15 kV air	± 8 kV contact ± 2 kV, ± 4 kV, ± 8 kV, ± 15 kV air	Floors should be wood, concrete or ceramic tile. If floors are covered with synthetic material, the relative humidity should be at least 30%.
Electrical fast transient/burst IEC 61000-4-4	± 2 kV 100 kHz repetition frequency	Not applicable, battery powered Not applicable, signal lines less than 3	Mains power quality should be that of a typical commercial or hospital environment.
Surge IEC 61000-4-5	± 0,5 kV, ± 1 kV line to line ± 0,5 kV, ± 1 kV, ± 2 kV	Not applicable, battery powered	Mains power quality should be that of a typical commercial or hospital environment.
Voltage dips, short interruptions and voltage variations on power supply input lines IEC 61000-4-11	Voltage dips 0% UT; 0,5 cycle At 0°, 45°, 90°, 135°, 180°, 225°, 270° and 315° 0% UT; 1 cycle and 70% UT; 25/30 cycles Single phase: 0° Voltage Interruptions 0% UT; 250/300 cycle	Not applicable, battery powered	Mains power quality should be that of a typical commercial or hospital environment. If the user of the Motive requires continued operation during power mains interruptions, it is recommended that the Motive be powered from an uninterruptible power supply or a battery.
Power frequency (50/60 Hz) magnetic field IEC 61000-4-8	30 A/m 50 Hz or 60 Hz	30 A/m 60 Hz	Power frequency magnetic fields should be at levels characteristic of a typical location in a typical commercial or hospital environment.

GUIDANCE AND MANUFACTURER'S DECLARATION ELECTROMAGNETIC IMMUNITY

Motive is intended for use in the electromagnetic environment specified below. The customer or user of the Motive System should assure that it is used in such an environment.

Immunity Test	Test Level IEC 60601	Compliance	Electromagnetic Environment Recommendations
Conducted RF IEC 61000-4-6	3 V 0, 15 MHz – 80MHz 6V in ISM and amateur radio bands between 0, 15 MHz and 80 MHz 80% AM at 1 kHz	3 Vrms	Recommended separation distances: Portable and mobile RF communication equipment should be used no closer to any part of the Motive System, including cables, than the recommended separation distance of 30cm (0,3m). Interference may occur in the vicinity of equipment marked with the following symbol: 
Radiated RF IEC 61000-4-3	10 V/m 80 MHz – 2,7 GHz 80% AM at 1 kHz	10 V/m	

NOTE 1: At 80 MHz and at 800 MHz, the higher frequency range applies.

NOTE 2: These guidelines may not apply in all situations. Electromagnetic propagation is affected by absorption and reflection from structures, objects and people.

^aField strengths from fixed transmitters, such as base stations for radio (cellular/cordless) telephones and land mobile radios, amateur radio, AM and FM radio broadcast and TV broadcast cannot be predicted theoretically with accuracy. To assess the electromagnetic environment due to fixed RF transmitters, an electromagnetic site survey should be considered. If the measured field strength in the location in which the MOTIVE device is used exceeds the applicable RF compliance level above, the Motive device should be observed to verify normal operation. If abnormal performance is observed, additional measures may be necessary, such as re orienting or relocating the Motive System.

^bOver the frequency range 150 kHz to 80 MHz, field strengths should be less than 1 V/m.

RECOMMENDED SEPARATION DISTANCES BETWEEN PORTABLE AND MOBILE RF COMMUNICATIONS EQUIPMENT AND THE MOTIVE

The Motive System is intended for use in an electromagnetic environment in which radiated RF disturbances are controlled. The customer or the user of the Motive can help prevent electromagnetic interference by maintaining a minimum distance between portable and mobile RF communications equipment (transmitters) and the Motive System recommended below, according to the maximum output power of the communications equipment.

Test Frequency (MHz)	Band ^(a) (MHz)	Service ^(a)	Modulation ^(b)	Maximum Power (W)	Distance (m)	Immunity Test Level (V/m)
385	380-390	TETRA 400	Pulse modulation ^(b) 18 Hz	1,8	0,3	27
450	430-470	GMRS 460 FRS 460	FM ^(c) ± 5 kHz deviation 1 kHz sine	2	0,3	28
710 745 780	704-787	LTE Band 13, 17	Pulse modulation ^(b) 217 Hz	0,2	0,3	9
810 870 930	800-960	GSM 800/900, TETRA 800, iDEN 820, CDMA 850 LTE Band 5	Pulse modulation ^(b) 18 Hz	2	0,3	28
1720 1845 1970	1700-1990	GSM 1800; CDMA 1900; GSM 1900; DECT; LTE Band 1,3,4, 25; UMTS	Pulse modulation ^(b) 217 Hz	2	0,3	28
2450	2400-2570	Bluetooth, WLAN 802.11 b/g/n, RFID 2450, LTE Band 7	Pulse modulation ^(b) 217 Hz	2	0,3	28
5240 5500 5785	5100-5800	WLAN 802.11 a/n	Pulse modulation ^(b) 217 Hz	0,2	0,3	9

^{a)} For some services, only the uplink frequencies are included.

^{b)} The carrier shall be modulated using a 50% duty cycle square wave signal.

RECOMMENDED SEPARATION DISTANCES BETWEEN PORTABLE AND MOBILE RF COMMUNICATIONS EQUIPMENT AND Motive

Motive is intended for use in an electromagnetic environment in which radiated RF disturbances are controlled. The customer or the user of Motive can help prevent electromagnetic interference by maintaining a minimum distance between portable and mobile RF communications equipment (transmitters) and Motive as recommended below, according to the maximum output power of the communications equipment.

Rated Maximum Output Power of the Transmitter W	Separation distances according to transmitter frequency		
	From 150 kHz to 80 MHz $d = 1.2 \sqrt{P}$	From 80 kHz to 800 MHz $d = 1.2 \sqrt{P}$	From 800 MHz to 2.5 GHz $d = 2.3 \sqrt{P}$
0.01	0.12	0.12	0.23
0.1	0.38	0.38	0.73
1	1.20	1.20	2.30
10	3.79	3.79	7.27
100	12.00	12.00	23.00

For transmitters rated at a maximum output power not listed above, the recommended separation distance d in meters (m) can be estimated using the equation applicable to the frequency of the transmitter, where P is the maximum output power rating of the transmitter in watts (W) according to the transmitter manufacturer.

NOTE 1: At 80 MHz and 800 MHz, the separation distance for the higher frequency range applies.

NOTE 2: These guidelines may not apply in all situations. Electro-magnetic propagation is modified by absorption and reflection from structures, objects, and people.

FCC Statement

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

- This device may not cause harmful interference, and
- This device must accept any interference received, including interference that may cause undesired operation.

FCC RF Radiation Exposure Statement
FCC ID: 2AU28-CY1000330
Model: Motive

The minimum distance of the radiating structure of this device, during normal operation, is 15mm from the body of the user (§2.1093).

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This transmitter meets both portable and mobile limits as demonstrated in the RF Exposure Analysis.

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Warning: Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment. (Part. 15.21)

Bluetooth

Communication between the Motive Device and your phone is via Bluetooth.

Bluetooth Specifications: Bluetooth Low Energy (BLE) modulation (as defined in the Bluetooth Core Specification) is Gaussian (shaped, binary). Frequency Shift Keying (FSK) with a modulation index of 0.5 using frequency hopping in bursts of 1 mega-symbols/second on 2 MHz spacing within the 2.402 to 2.440 GHz band. BLE employs both FDMA (frequency division) and TDMA (time division) multiple-access schemes.

The BLE maximum output power levels in Motive are -1.1dBm. The BLE links used in Motive have a range of up to 10 meters (between the mobile device and controller).

Bluetooth Module: Texas Instruments CC2640R2F MCU targeting Bluetooth® 4.2

Transmit Power: -1.1dBm (controller to mobile)

Receiver Sensitivity: -97 dBm

Frequency Regulations: ETSI EN 300 328 (Europe) EN 300 440 Class 2 (Europe) FCC CFR47 Part 15 (US) ARIB STD-T66 (Japan)

Frequency Range: 2,400 - 2,482 MHz

Output Watts: 0.7762 mW (-1.1 dBm)

■ Wireless Quality of Service and Coexistence

Motive utilizes Bluetooth data transmission between your Motive Device and your phone to perform the intended device function. All data sent over BLE is either acknowledged or transmitted often enough that transient data is regularly updated. The wireless Quality of Service in Motive is entirely managed by the Bluetooth Standard Technology and does not require you to configure any settings to perform device functions.

The coexistence of the Motive wireless system has been tested for up to forty wireless and microwave devices near the 2.4 GHz band, including 5 Motive systems operating simultaneously within a 50 meters radius.

■ Recommendations for Safe Wireless Connections

Motive utilizes encrypted Bluetooth wireless data transmission to protect information. Additionally, Motive uses Wi-Fi or cellular data connections to transmit information via web service data transmissions that are encrypted and decrypted, see security note for details.

[Note] Web service data transmissions use TLS 1.2 protocol with AES- 256 cipher encryption.

■ Materials Specifications

Motive Wrap: Skin contacting surface is made of Nylon and Spandex and tested for biocompatibility.

Therapy Pads: Skin contacting surface is made of Polyethylene Terephthalate (PET) liner and a medical-grade hydrogel and test for biocompatibility.

Note: Motive is not made with natural rubber latex.

■ Limited Warranty

For Warranty Information, visit www.mymotive.com.

■ Glossary

Applied Parts: Parts of the device that contact you. (Example: The Therapy Pads are an applied part.)

Arthritis: A disease that causes pain in your joint(s).

Bluetooth: A short range wireless radio communications method.

Cardiac pacemaker: An implanted device that helps control heartbeat.

Carotid sinus nerves: A bundle of nerves that is in front of the carotid artery (on side of neck) and affects heart rate and blood pressure.

Carotid sinus reflex: A slowing in heart rate or blood pressure that happens during carotid sinus massage.

Chronic: Continuing for a long time or returning often.

Defibrillator: Implanted device that can apply a shock to the heart.

Expiration: The ending of a fixed period of time.

Therapy Pads: Therapy Pads or electrodes that are placed on your thigh skin directly to deliver the electrical stimulation.

Knee arthritis: A disease that causes pain in your knee joint(s).

LED: Light-emitting diode.

Non-Sterile: Not free from germs.

Phlebitis: Inflammation of the walls of a vein.

QR code: A machine-readable code of black and white squares.

Thrombophlebitis: Inflammation of the walls of a vein caused by a blood clot.

■ Contact

Questions?
Contact us for help.

Website. support.mymotive.com

Phone. 1-877-MOTIVE8

Email. support@mymotive.com

Share your Motive Journey.

Track your progress and share your 90-day journey to knee pain relief and improved mobility.

Visit us on social media:



This product is covered by one or more U.S. Patents. See www.mymotive.com for details.



Treat your knee pain. Don't settle for temporary relief.



Drug-free, non-invasive pain relief

Strengthen your muscles to manage pain without drugs or surgery.



30-minute sessions

For optimal results, make Motive part of your daily routine.



Easy-to-use, at-home treatment

Treat your pain from the comfort of home on your own schedule.



Backed by science, born in medicine

Originally requiring a prescription, Motive is FDA-cleared to relieve knee pain.



Created by a physician

Co-founded by Dr. Struan Coleman, Sports Medicine Surgeon at HSS and team physician for the Mets.



Reduce pain and improve mobility

Clinically proven to get you back to better than before.

Motive Health, Inc. 2120 East 6th Street, Suite 8, Tempe, AZ 85288 USA
Website. www.mymotive.com Phone. 1-877-MOTIVE8 Email. support@mymotive.com