User Manual

The User Manual contains the following information for using the Raccoon.Recovery Software (including Raccoon.Recovery.Light desktop application and Racoon.Recovery.Light-Mobile application) applicable to rehabilitation of all parts of the body:

1. Intended use and a short general description of the Raccoon.Recovery Solution;
2. Symbols in the User Manual;
3. A short description of the access rights of Software users and their functionality in Software;
4. System requirements for using the Solution;
5. Contraindication;
6. Detailed step-by-step User Manual with a description of the functionality of each user and visualization of the applications screens;
7. Improper events and system fails management;
8. Warnings (general);
9. Support and Maintenance;
10. Contact information.

Intended use and general description

This user guide is intended for use by the Specialist (and/or other representative in the Center), as well as by the Client (patient) for using both in the rehabilitation centre and in any other location convenient for the user (telerehabilitation), including at home settings.
A Specialist (and/or another representative of the Center) will be able to help the Client in using the Solution.

A Specialist (and/or another representative of the Center) is trained to use the Solution before starting to use it and training Clients to use the Solution.

Raccoon.Recovery is a physical rehabilitation tool based on video gaming.The tool is intended for recovering motor skills of any body part, as well as for monitoring the general condition of the Client. The product is used whenever physical exercises are prescribed to treat impairment of any body part, e.g. after stroke, trauma, etc.

Solution includes:
1. Raccoon.Recovery.Light PC application (required, for all types of users);
2. Raccoon.Recovery.Light-Mobile application (optional, only for Clients).

Symbols in the User Manual

Warning! Information requires your highest attention.

Information! Check the User Manual before use.

Types of Users and access rights:

PC App Raccoon.Recovery.Light has 3 dashboards with different functionalities and access rights:

Center: settings of the Center account, adding and deleting accounts of Specialists, access to general data from accounts of Specialists and Clients that are associated with the Center.

Specialist: settings of the Specialist account, adding and discharging Clients, seeing list of own Clients, editing Clients' profiles, executing digitized physiotherapy tests and seeing their results according to the chosen period, recommending exercises, sending test results to own Clients, adding comments and seeing log of Client recovery story including tests, exercises and comments.

Client: settings of the Client account, seeing the list of exercise prescribed by the Specialist, seeing video lessons on the prescribed exercise, seeing achievements, seeing the progress of recovery process (sent by a Specialist), using the mobile phone as an automatic counter of movements while doing exercises.

The Clients and Specialist, as well as Center, receive the link to the application on the email. It happens automatically right after the Specialist account is added by Center and and Client account is added by the Specialist. Adding a Specialist/Client account is done is three steps:

- Center sends to a Specialist (or Specialist sends to a Client) an invitation to join the rehabilitation platform;
- Specialist/Client receives the link to a registration form on the email, fills it and submits;
- Specialist/Client receives the link to the application once the account is created in the system.

Raccoon.Recovery.Light Mobile is intended to be used by Clients only. The clients are provided with the QR code in the PC App to download the mobile application from App Store/Google Play. Raccoon.Recovery.Light-Mobile allows to use the phone as an automatic motion counter. It registers the angle of motions when the Client is performing exercise with the phone put on the part of the body involved in the exercise. To use this functionality, the mobile application should be installed on the Client's smartphone, opened and calibrated to exchange information with the desktop application while the exercise is performed.

⚠

Warning! All the personal data received both from the mobile phone and inserted manually by the users is stored on a remote server in Germany with the compliance with GDPR.

System requirements for using the PC App Raccoon.Recovery.Light:

Windows 7 and newer versions
Processor with a minimum frequency of 2 GHz;
RAM - at least 2 GB;
Free hard disk space - at least 1 GB;
Color graphic display (reSolution 1024 x 768 or higher);
The mouse and keyboard;
Internet access

System requirements for using Raccoon.Recovery.Light-Mobile:

iOS (10.0 and newer versions) or Android (4.4W and newer versions);
Free memory space - at least 67.3 MB for iOS application, and at least 30 MB for Android.
iOS 10.0 or later

Information! Please, Read the User Manual carefully.

Contraindication

Warning! The possibility of using Raccoon.Recovery should be discussed with a Specialist in the Center where the Client is undergoing rehabilitation. Only a Specialist is able to comprehensively assess the condition of the Client and take into account all the nuances of his condition and characteristics of his body.

Warning! Please restrict the use of the Solution if you cannot read the User Manual or if you have problems with the perception of colors.

Warning! The Solution is not intended for use by people with a lack of vision or lack of organs of vision.

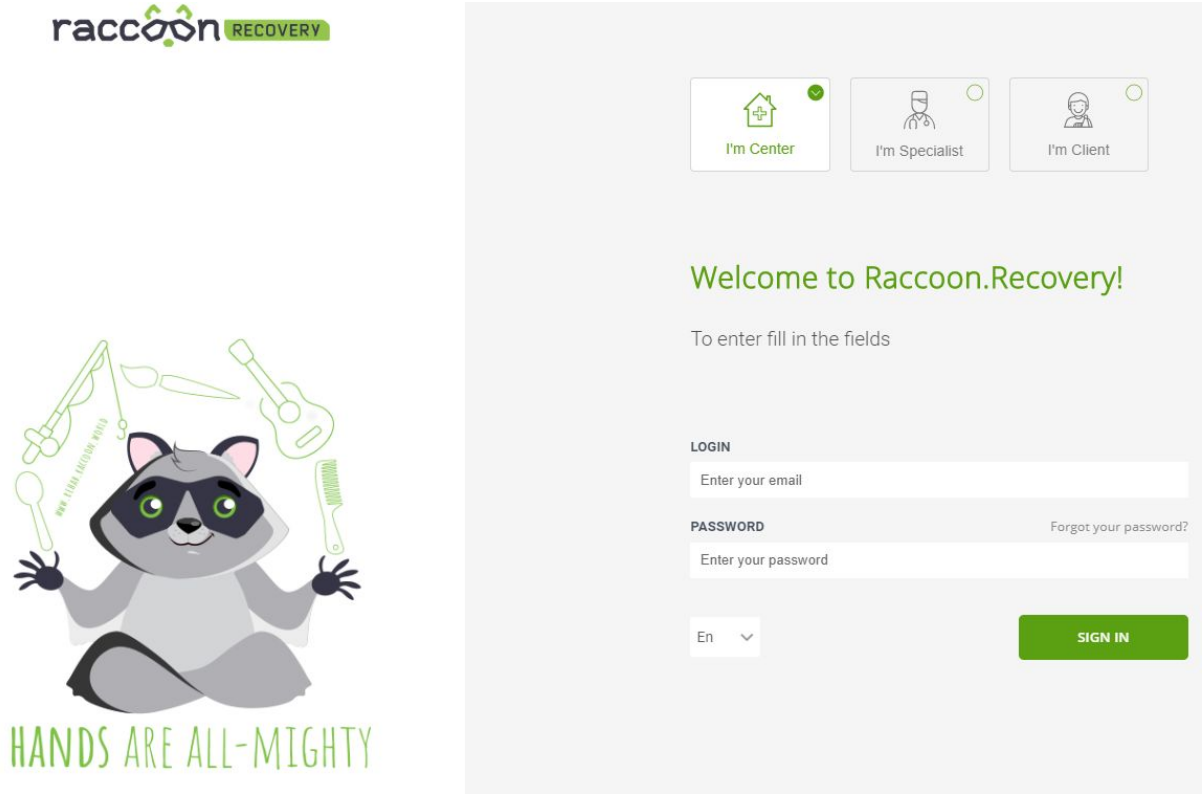
Warning! Please limit your use of the Solution if you have ever experienced epileptic seizures or if you have noticed at least one of the following symptoms while working in front of the monitor: loss of consciousness, loss of orientation, blurry vision, muscle twitching, any involuntary movements and/or convulsions.

User Guide and Functionality (including warnings and system errors)

Role “Center”

General Provisions

After starting the program on a computer/tablet, the user is directed to the system login page (Pic.1)

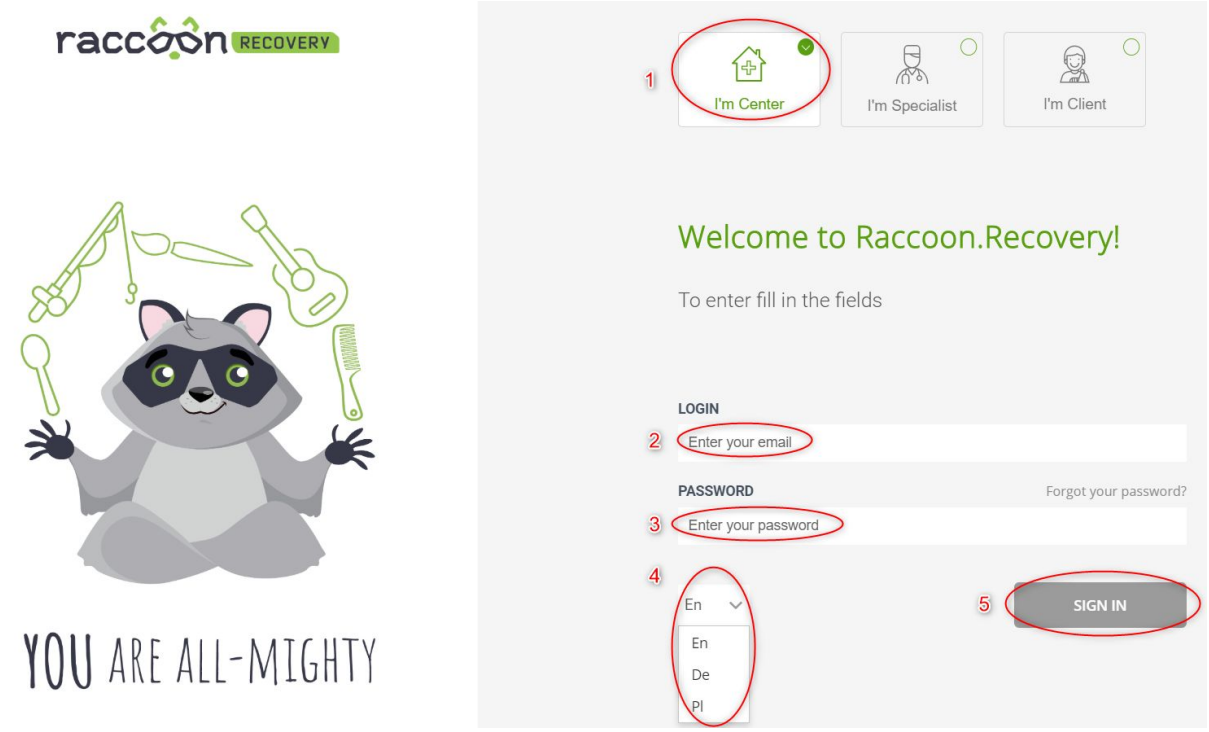


Pic.1.System login page. Center

Login the System

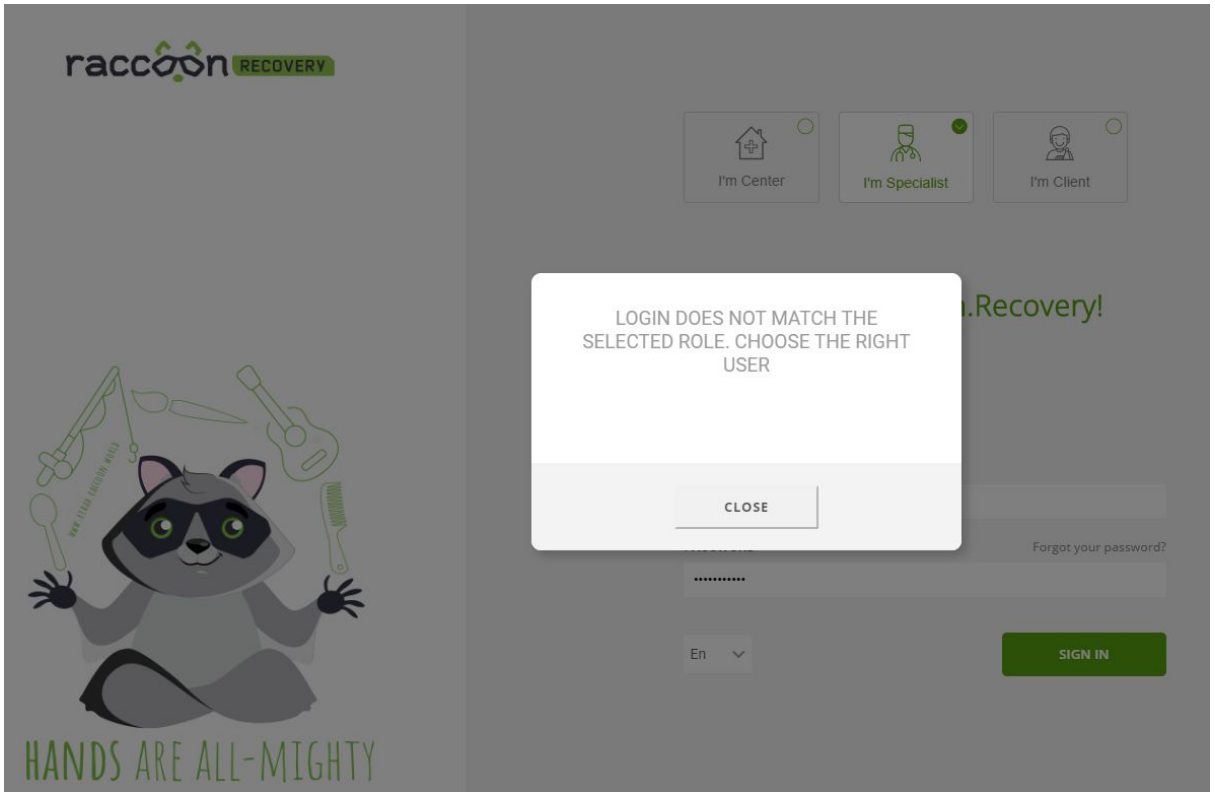
User’s actions to enter the system :

1. Choose the role “Center”;
2. Enter email, to which the system access data were sent;
3. Enter the password, which was emailed within the registration of the account;
4. Choose the convenient language from the drop-down list;
5. Press the button “SIGN IN” (Pic.2).



Pic.2.Fields filled up by the user to enter the system

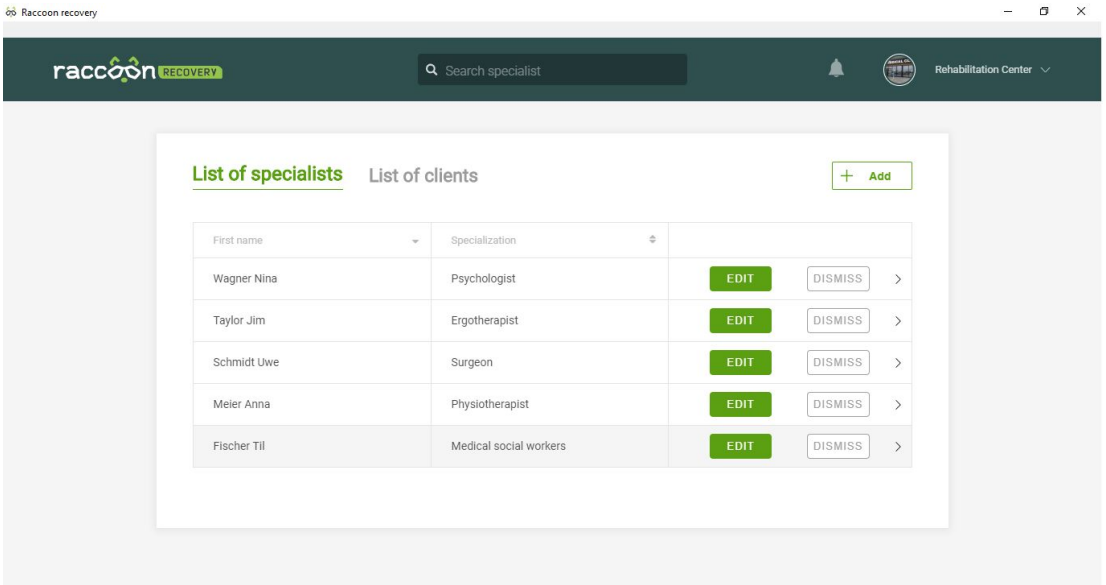
If the role was selected incorrectly the system reports it (Pic.3):



Pic.3. Incorrect selection of the user role

Main Screen "List of Specialists".

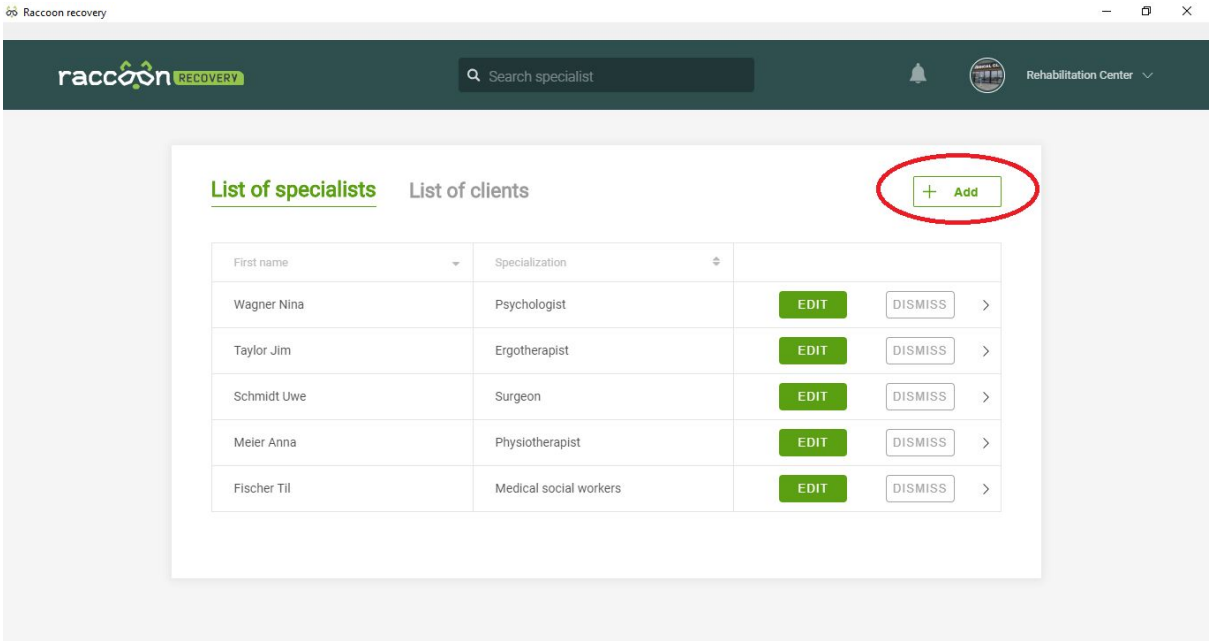
Main screen of the Center with the list of Specialists is below (Pic.4)



Pic.4.Main screen of the Center, list of Specialists

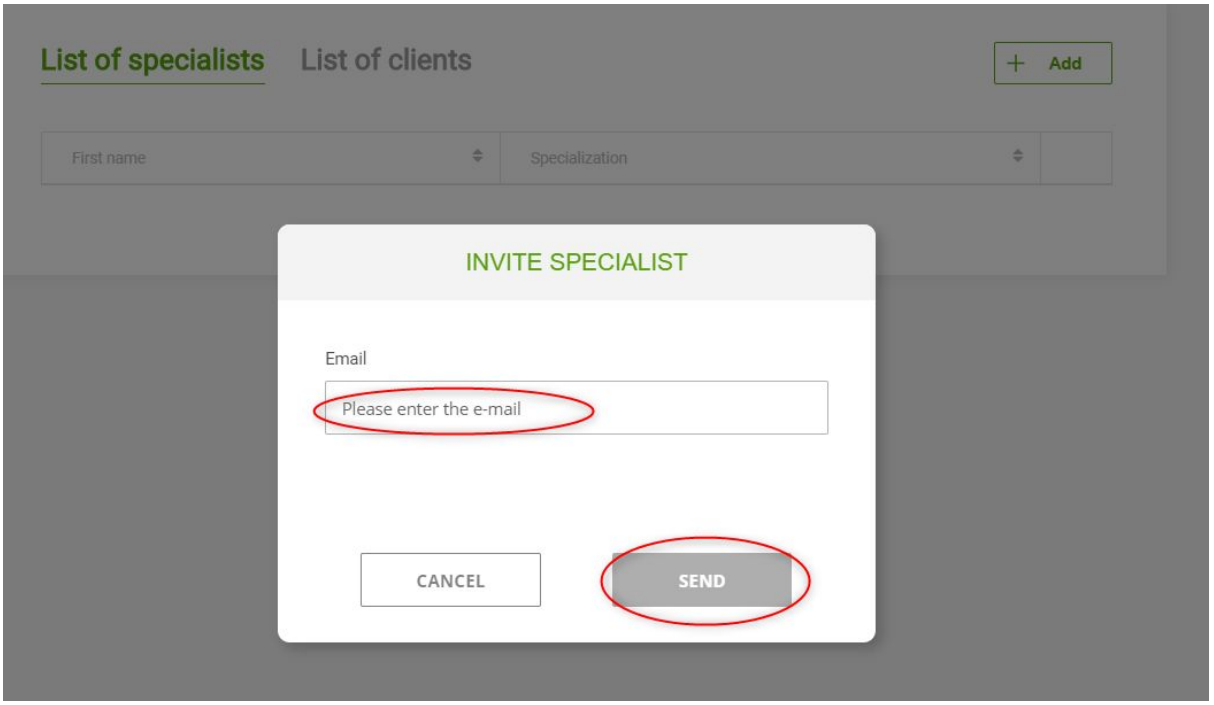
Adding a Specialist feature

To create an account for a new Specialist:
Step 1: click on the “Add” button (Pic. 5);



Pic.5. Button to “Add” a Specialist

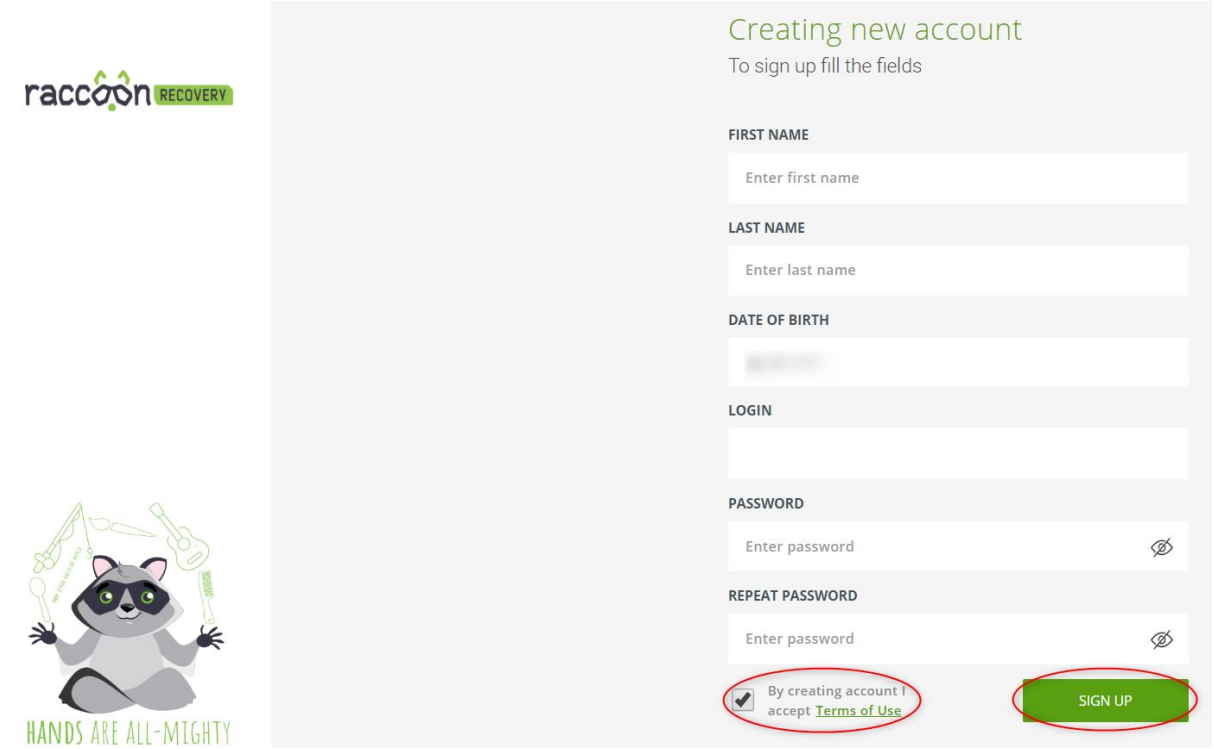
Step 2: In the popup, fill an email of a Specialist and click the “Send” button (Pic.6).



Pic.6.Popup "Invite Specialist"

Step 3: The Specialist will receive an email with the link to the registration form.
Step 4: To complete the registration process, the Specialist has to open the link in the email and fill out the following fields:

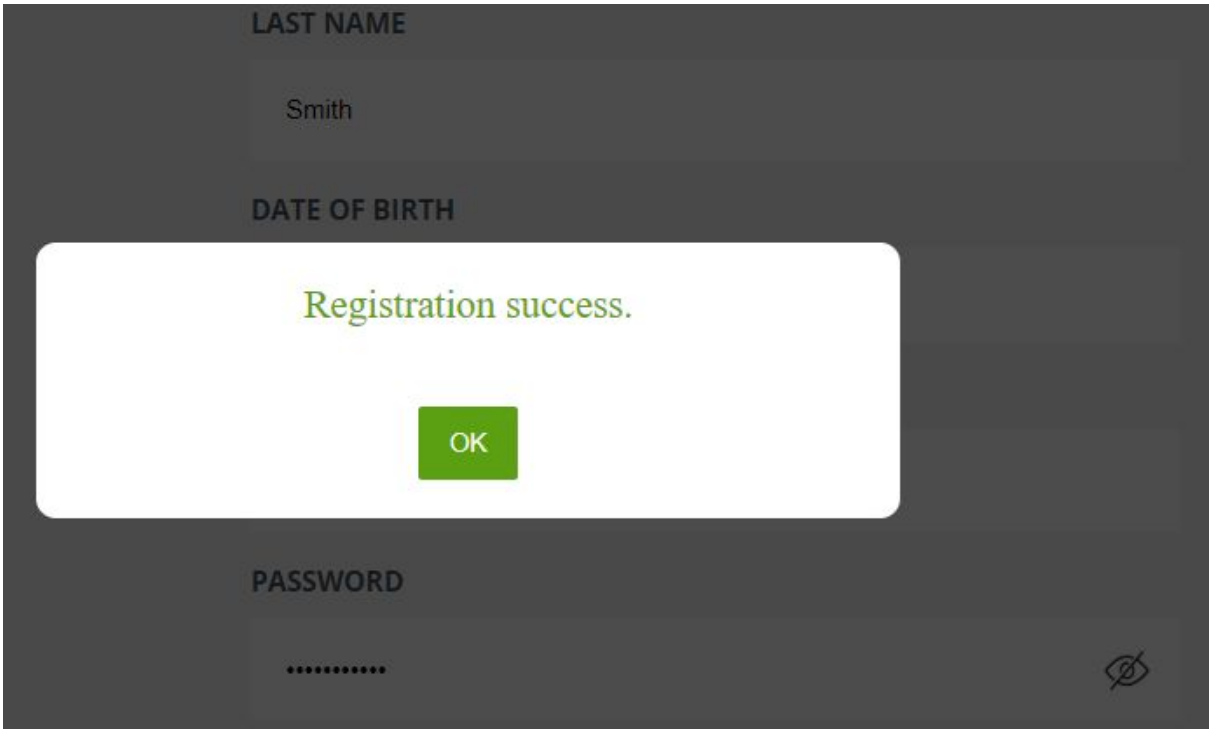
1. Specialist's name;
2. Specialist's surname;
3. Select the date of birth in the calendar;
4. Login - Specialist's email;
5. Password (twice);
6. Tick the checkbox to accept Terms of Use;
7. Click the "SIgn Up" button (Pic. 7).



Pic.7. "Creating new account" form (Specialist)

Step 5: If all fields have been filled correctly:

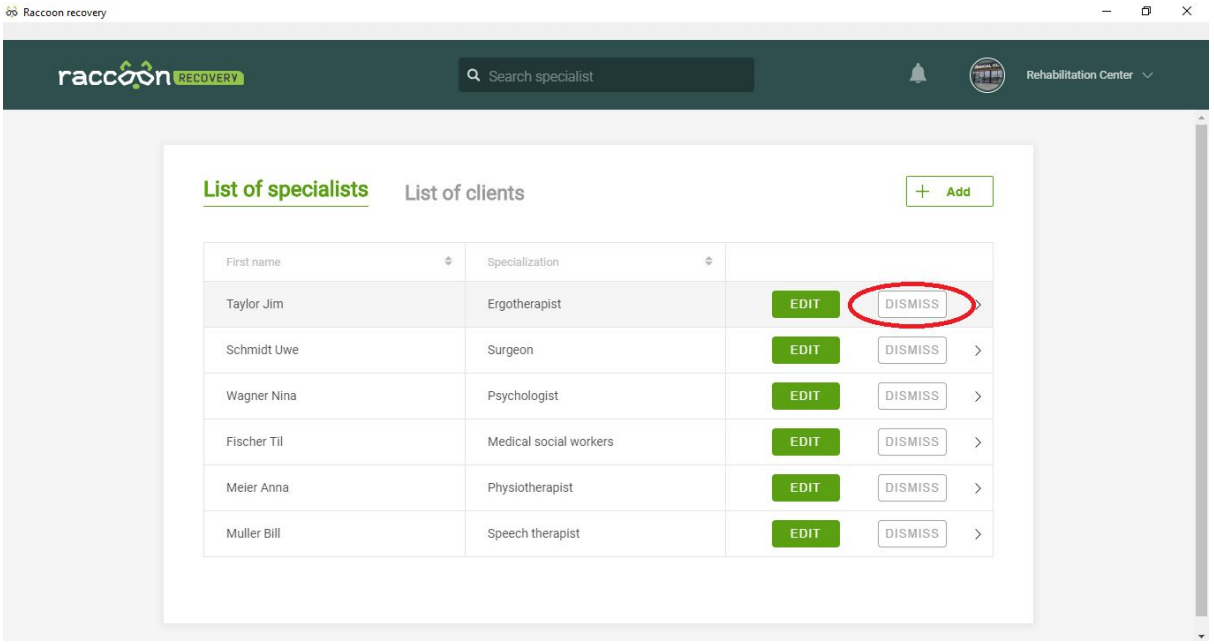
- the "Registration success" popup is displayed once the form is submitted by the Specialist (Pic.8),
- the Specialist receives an email with the link to download the application;
- the Center receives an email with confirmation of the Specialist's successful registration;
- the newly registered Specialist appears in the List of Specialists on the Center main screen (Pic.4).



Pic.8. "Registration success" popup.

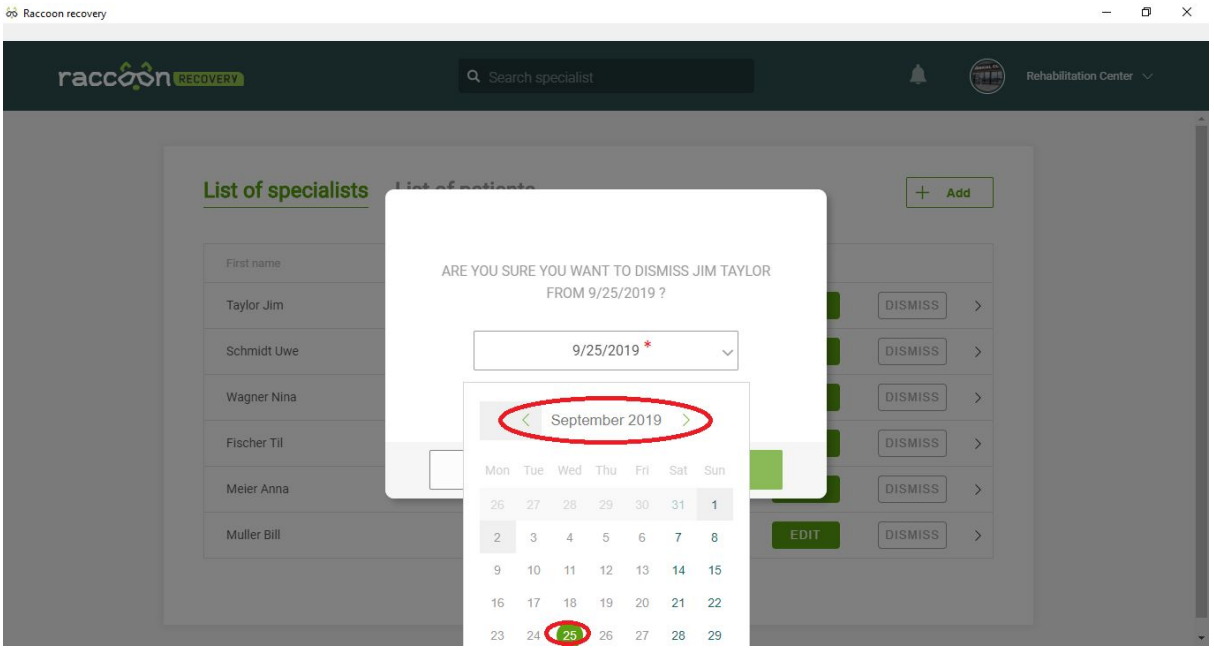
Dismissing a Specialist feature.

Step 1: On the screen “List of Specialists” press the “Dismiss” button in a line with Specialist data (Pic. 9).



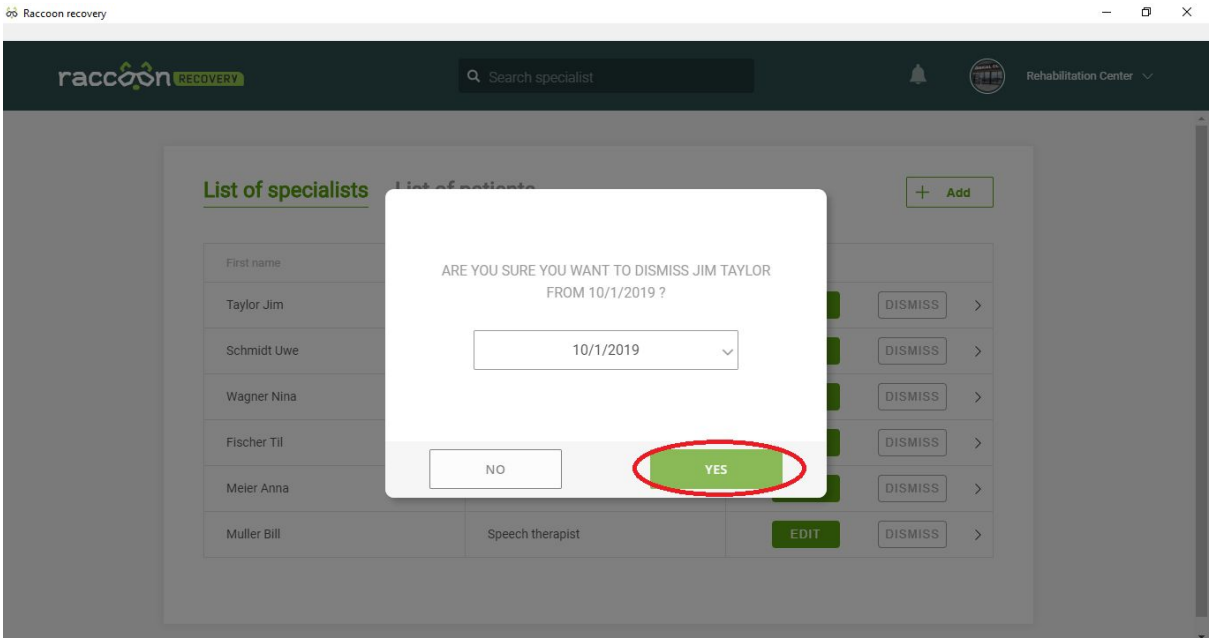
Pic.9.“Dismiss” button.

Step 2: Choose the date (month, year and day) of a Specialist dismissal (the calendar always shows current date) (Pic. 10).



Pic.10.Popup “Dismiss” a Specialist (indicating the required date)

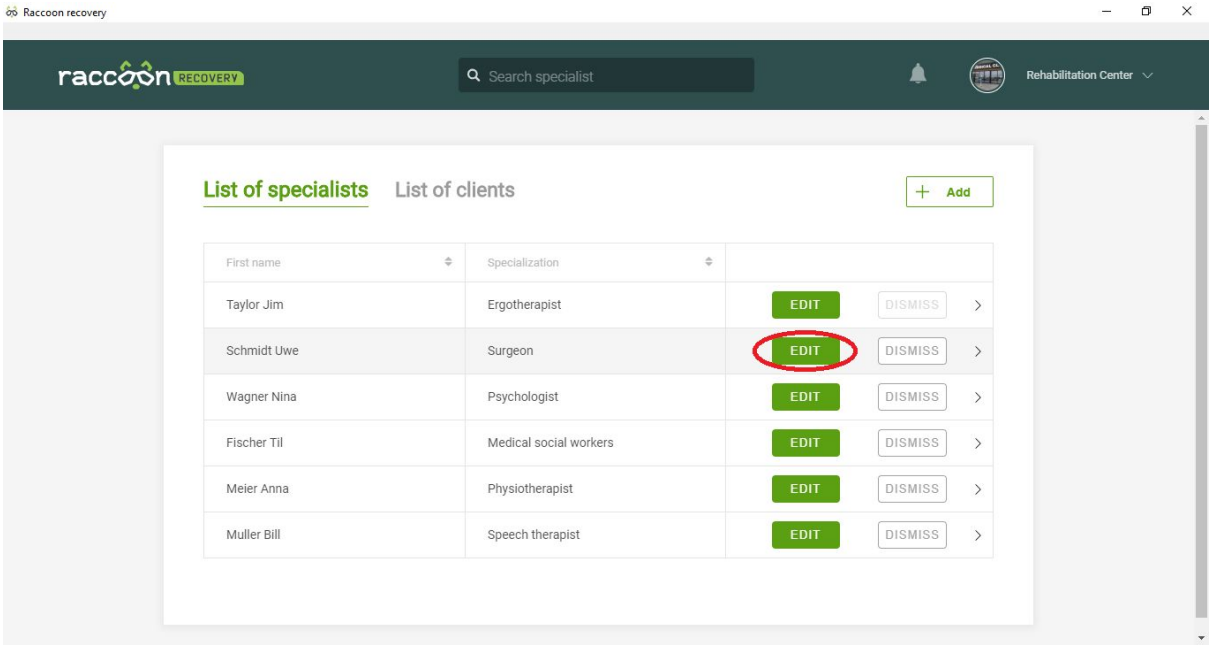
Step 3. Confirm the dismissal, press the “YES” button (Pic. 11).



Pic.11.Popup “Agree to dismiss the Specialist on the date indicated. The “YES” button

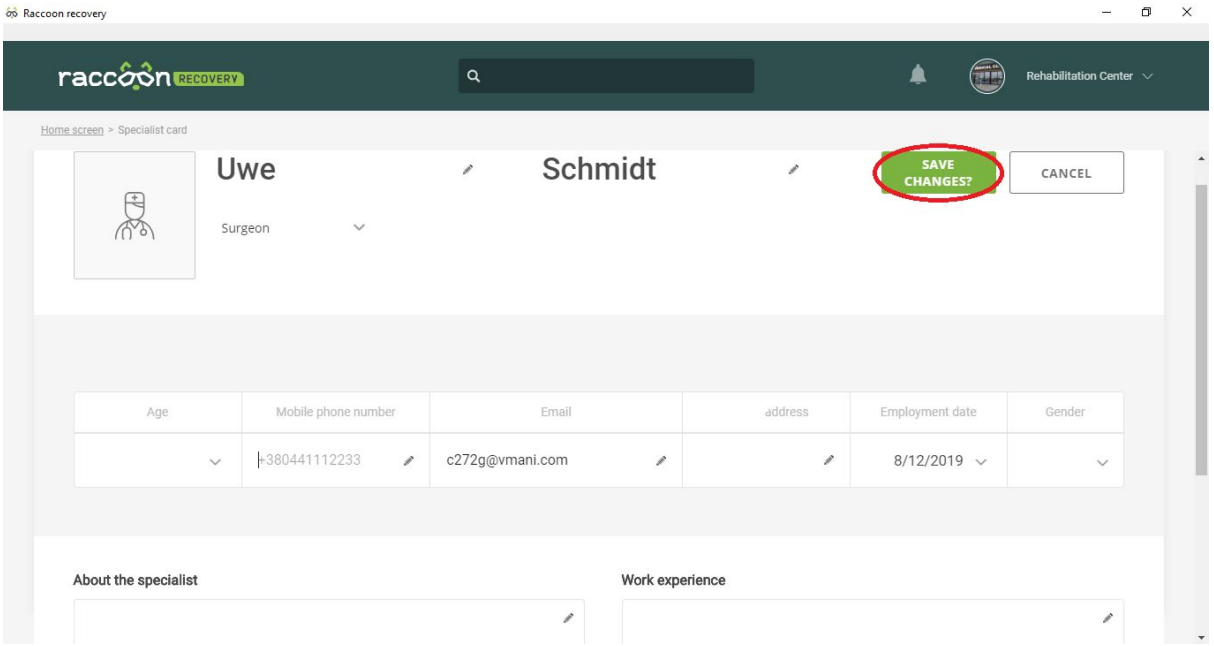
Editing the Specialist card feature

Step 1: On the screen “List of Specialists”, in the line of the Specialist, press the “Edit” button (Pic. 12).



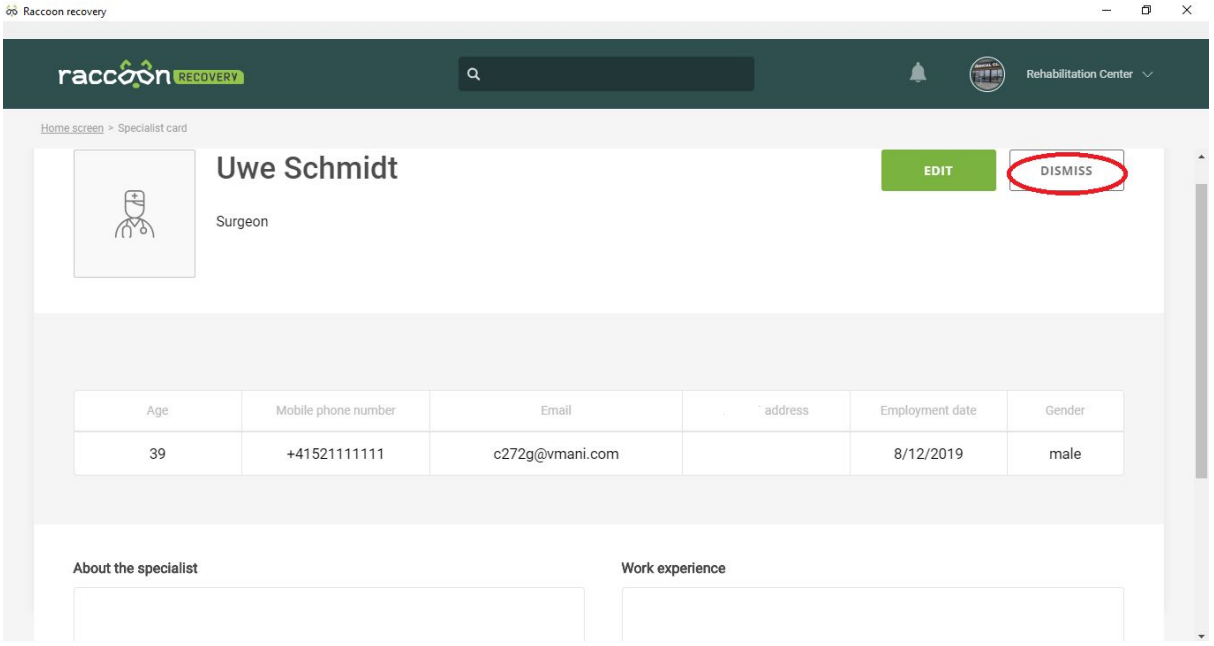
Pic.12. Button “Edit” in the Specialist card

Step 2: In the Specialist card, all fields can be edited (add/change information about the Specialist). After editing - press the “Save Changes” button (Pic. 13).



Pic.13.Editing the Specialist card. "Save changes" button

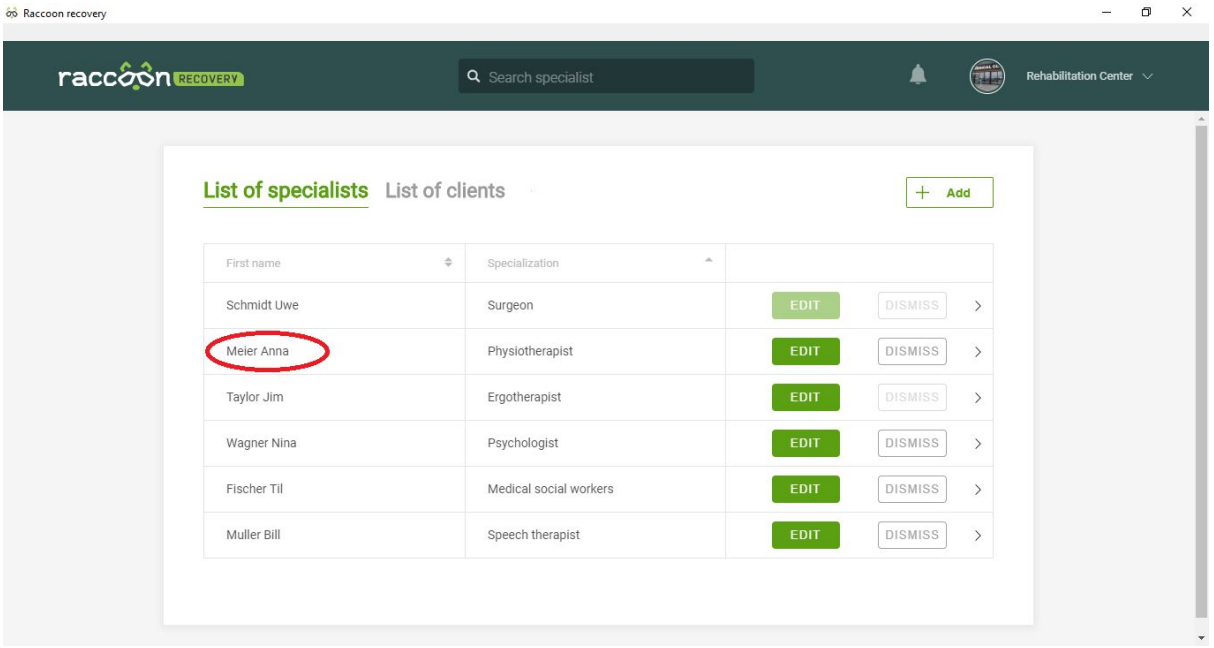
Step 3: After saving the edited information, switch to the Specialist card. Here it is possible to dismiss a Specialist by pressing the "Dismiss" button (Pic. 14).
After - check "Dismissing a Specialist feature".



Pic.14."Dismiss" button in the Specialist card

Access to the Specialist card

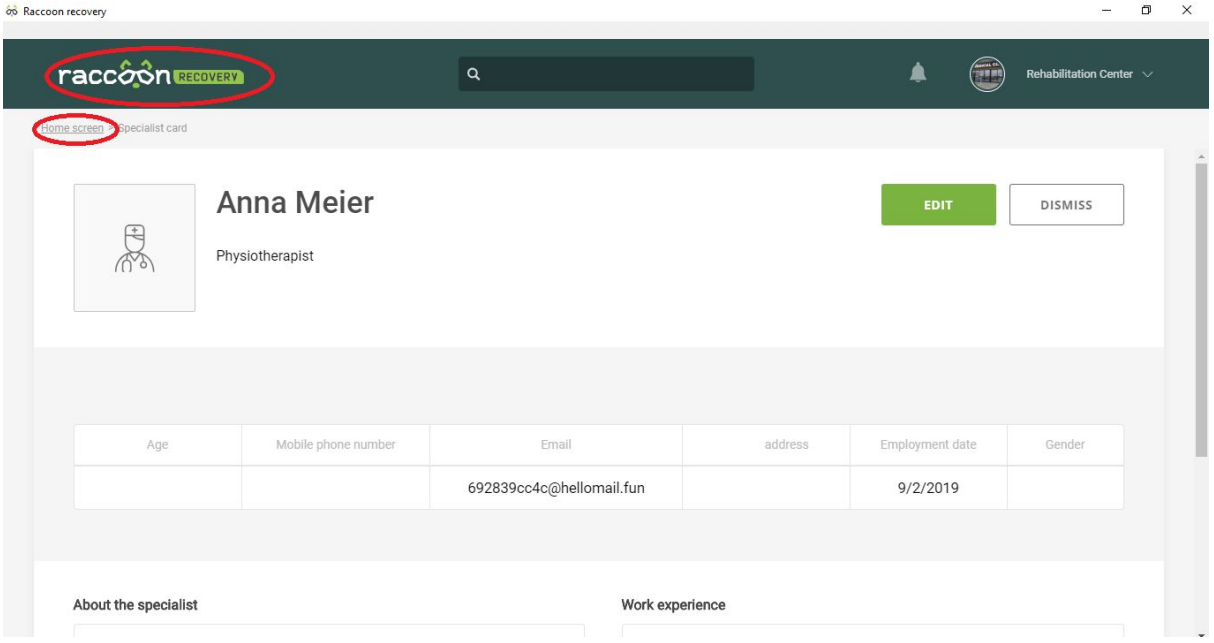
To enter the Specialist card, you need to click on the name on the "List of Specialists" screen (Pic. 15).



Pic.15. Switch to the Specialist card

Back to the home screen

To return to the home screen “List of Specialists” from the Specialist card, click on the “Raccoon.Recovery” logo or on the “Home screen” (Pic. 16).

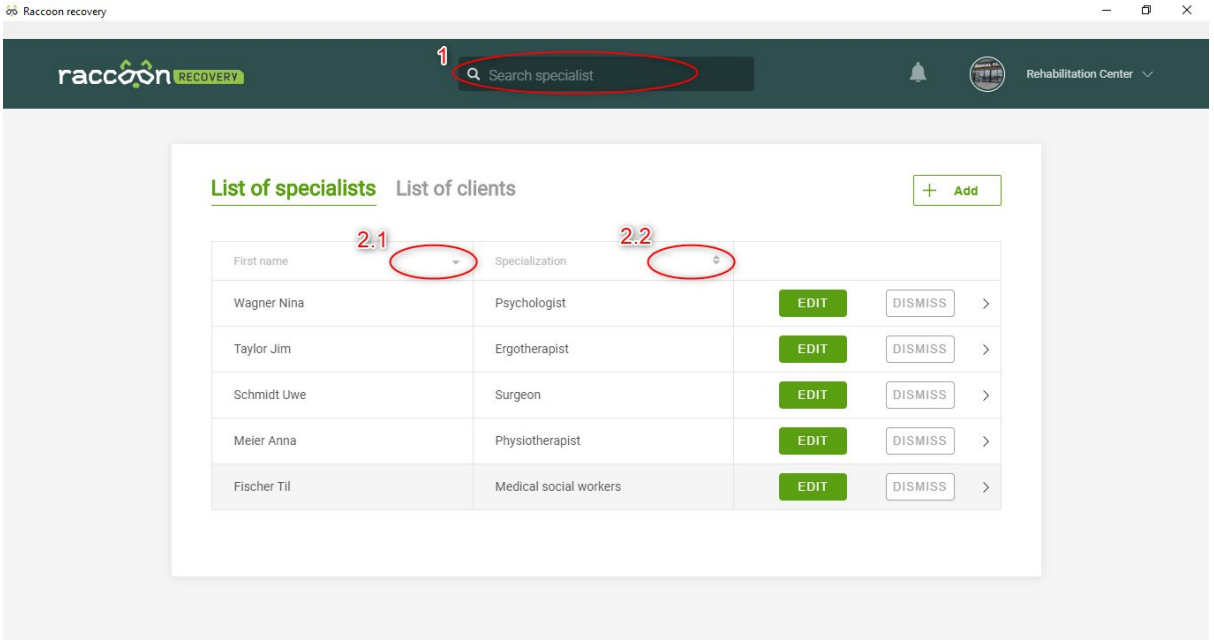


Pic.16.Buttons to return to the home screen

Description of search and sorting of Specialists

Searching and filtering are available on the main screen “List of Specialists”:

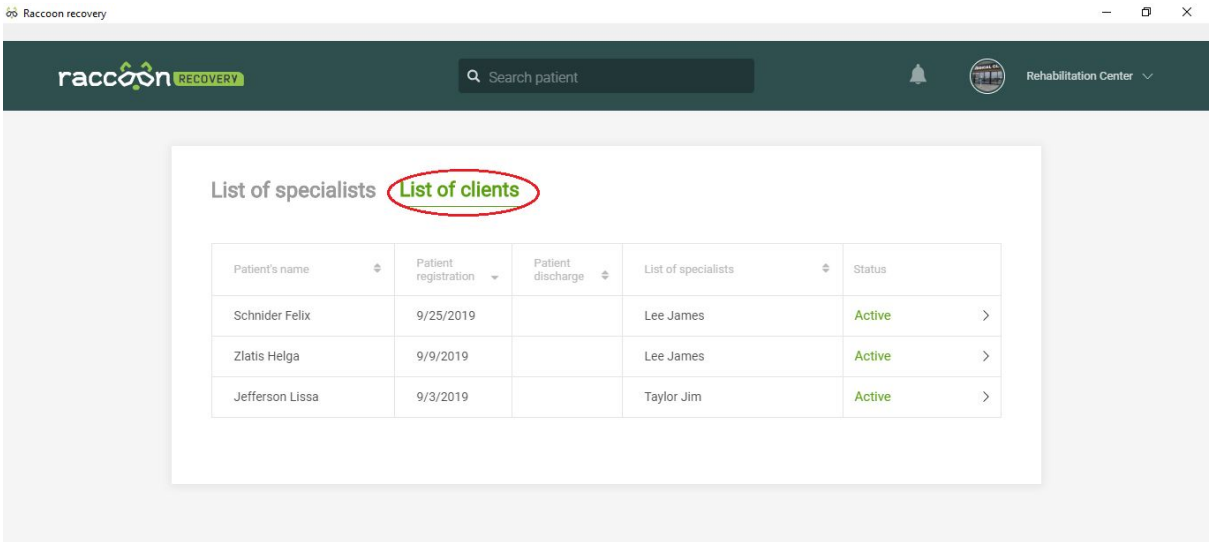
1. Search feature. To find a Specialist it is enough to enter the first letters of his/her name or surname in the search bar (section 1 on Pic. 17);
2. Sorting the Specialists by the last name in alphabetical order (section 2.1 on Pic. 17) and sorting by specialization (section 2.2 on Pic. 17).



Pic.17.Search and sort features on the main screen "List of Specialists"

List of Clients Screen

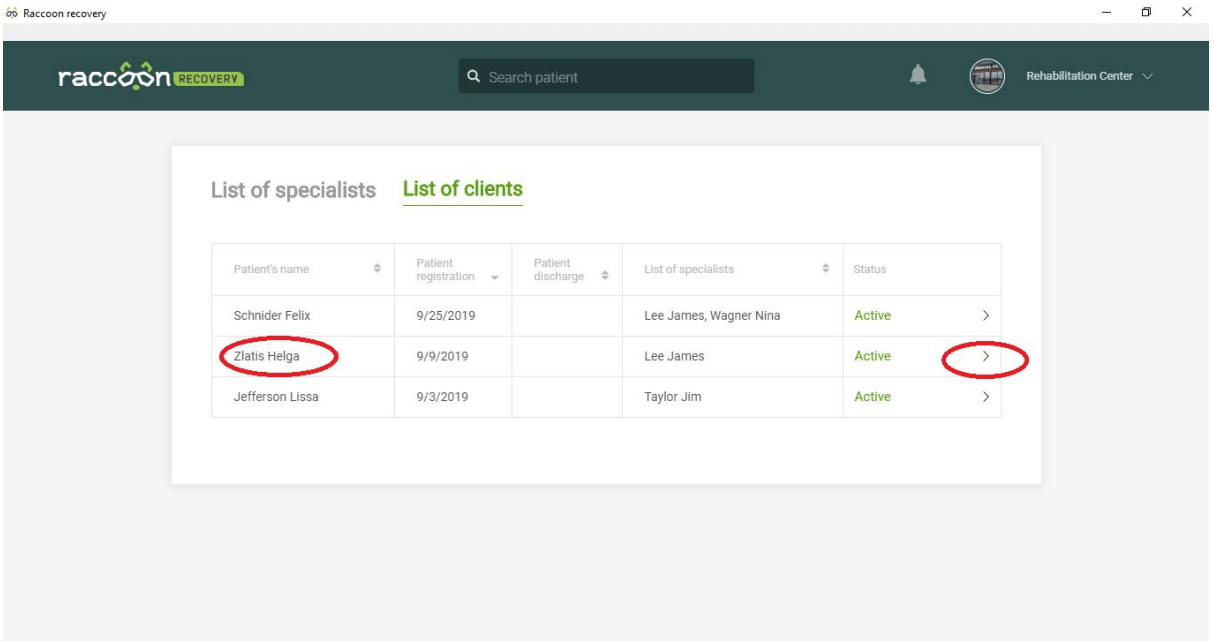
To start working with Clients of the Center, switch to the "List of Clients" screen (Pic. 18).



Pic.18."List of Clients" screen

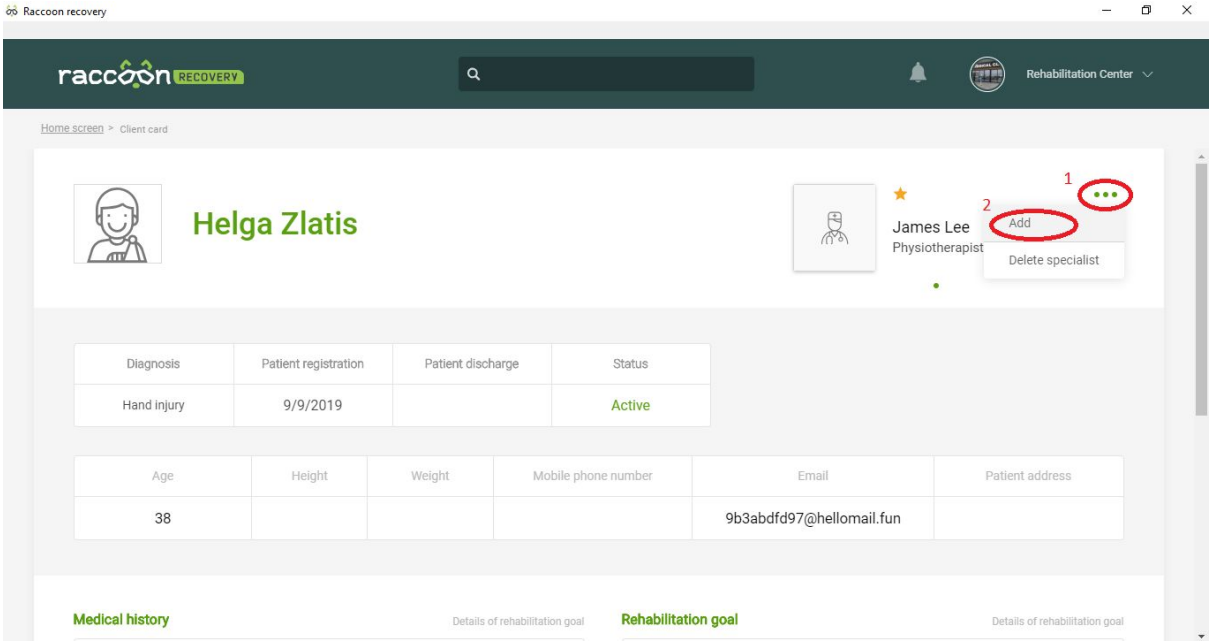
Feature of adding a doctor to a Client

Add a Specialist to a Client:
Step 1: Switch to the Client card by clicking on the Client name or on the arrow at the end of the line (Pic. 17).



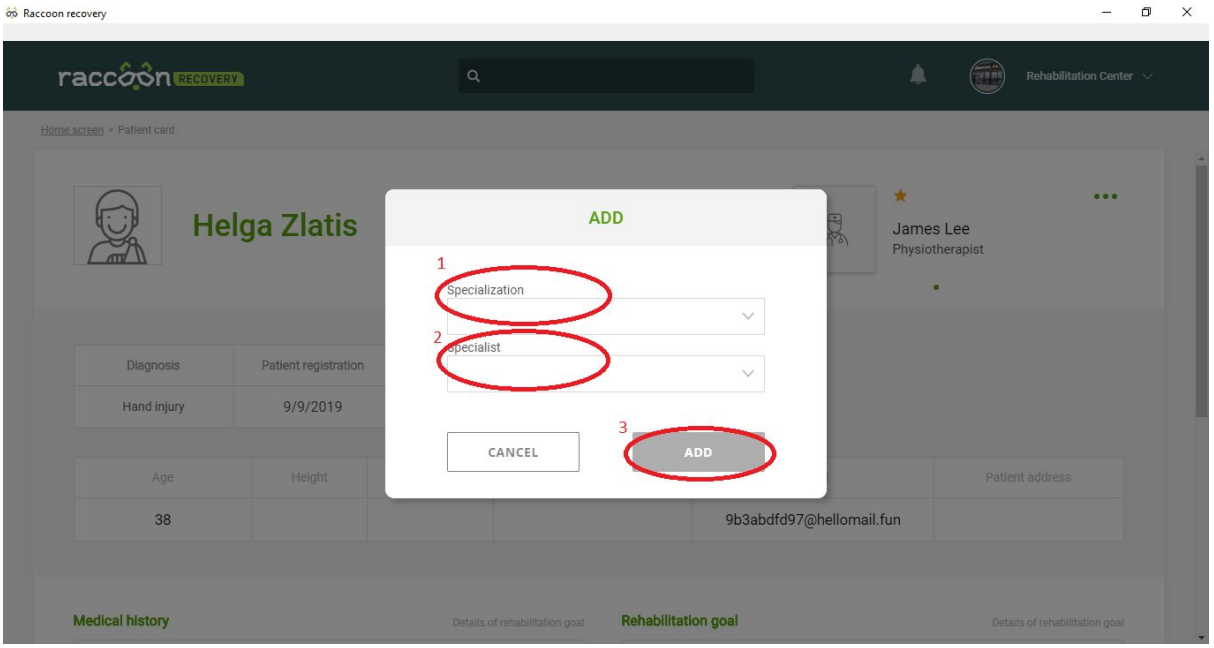
Pic.17.Switch to the Client card

Step 2: Click on “breadcrumbs” in the Client card (1), then press the “Add” button (2) (Pic. 18).



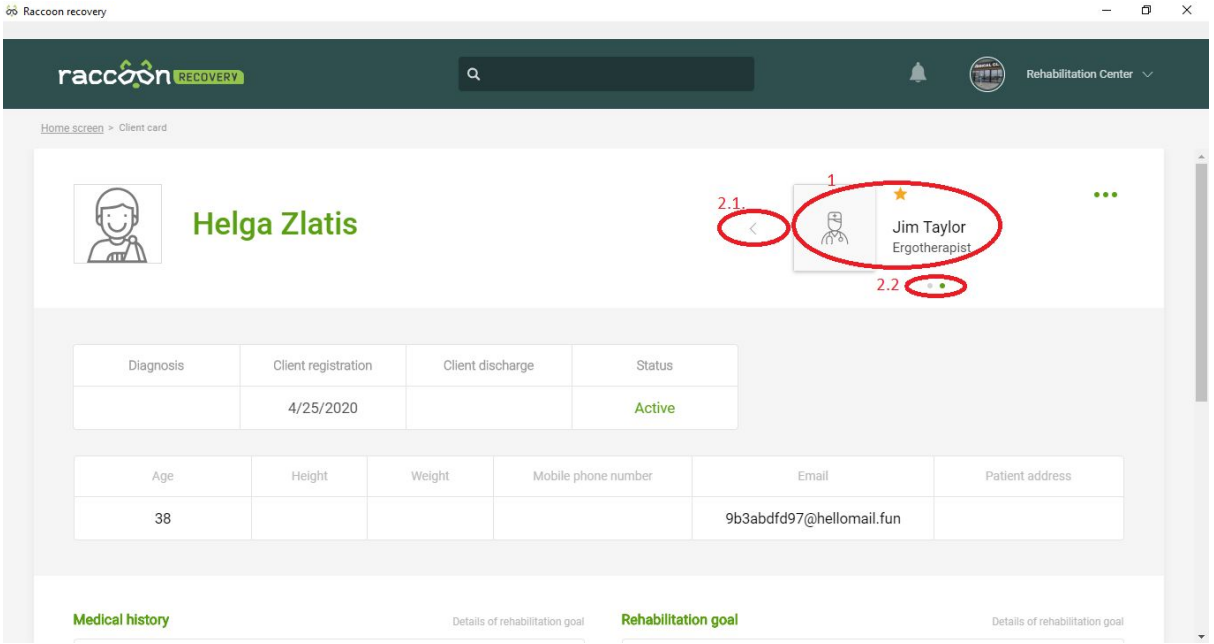
Pic.18.Add a Specialist to the Client (“breadcrumbs”, “Add” button)

Step 3: In the popup, select from the drop-down lists the specialization (1), the Specialist (2), press the “Add” button (3) (Pic.19)

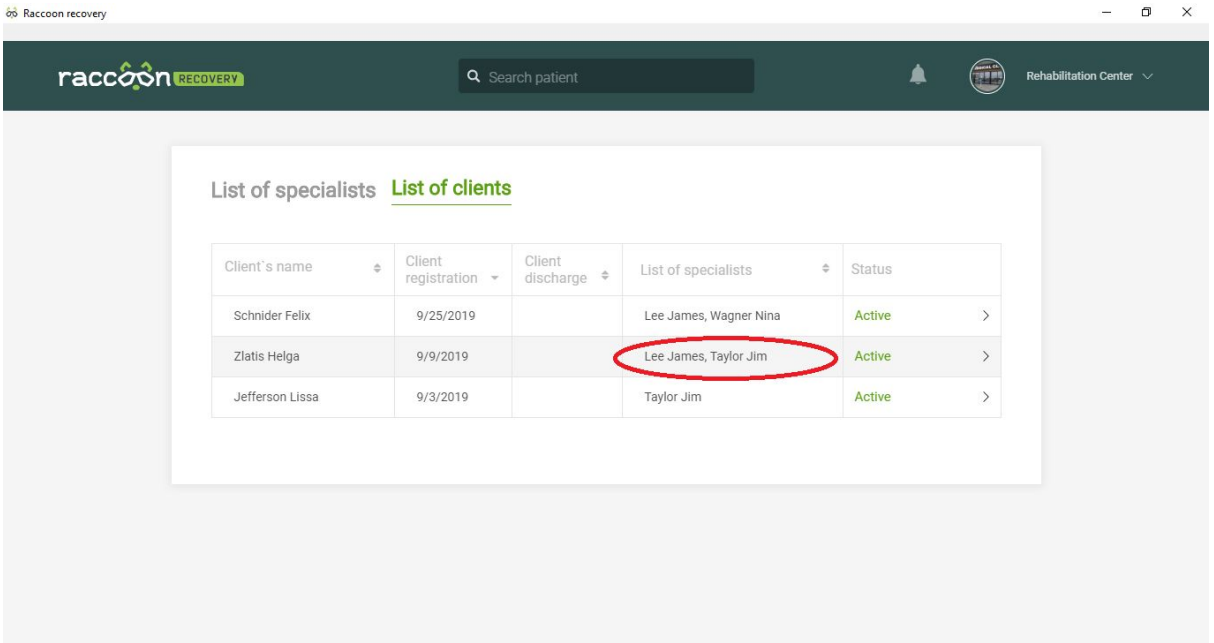


Pic.19.Popup "Add a Specialist"

The added Specialist will be displayed in the Client card (1), where one can also see all the Specialists who work with the Client by clicking on the arrow (2.1) or breadcrumbs (2.2) (Pic. 20) and on the "List of Clients" screen (Pic. 21).



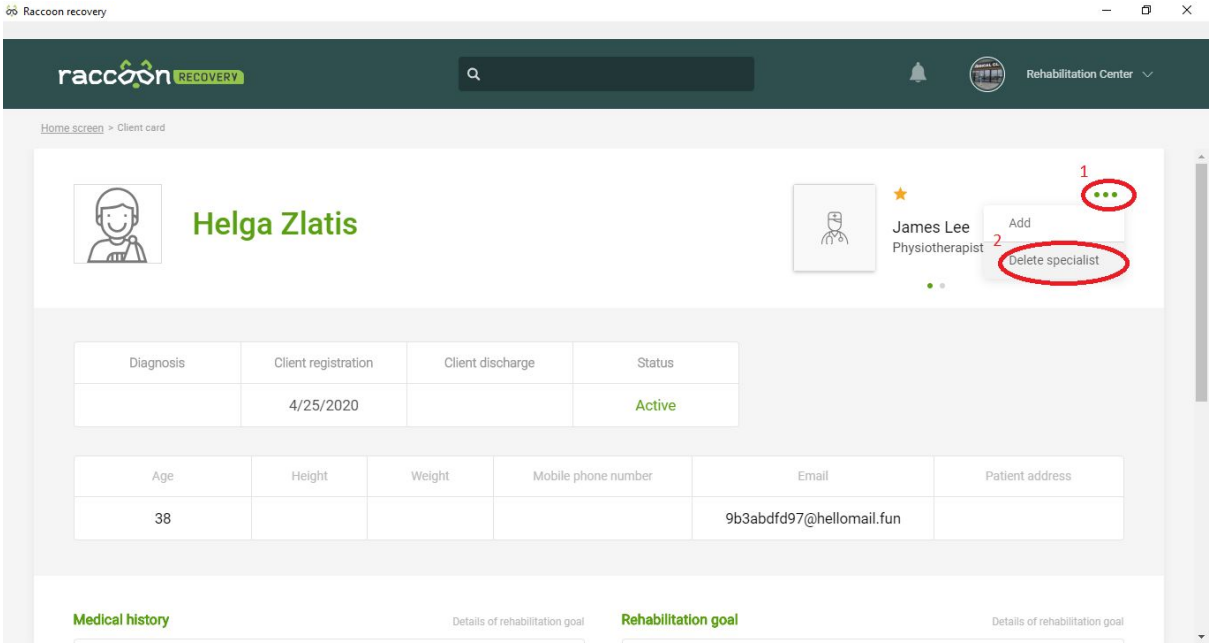
Pic.20.New Specialist for the Client; check all the Specialists in the Client card



Pic.21.All the Specialists of the Client in the field "List of Specialists" on the screen "List of Clients"

Feature of removal of a Specialist from a Client

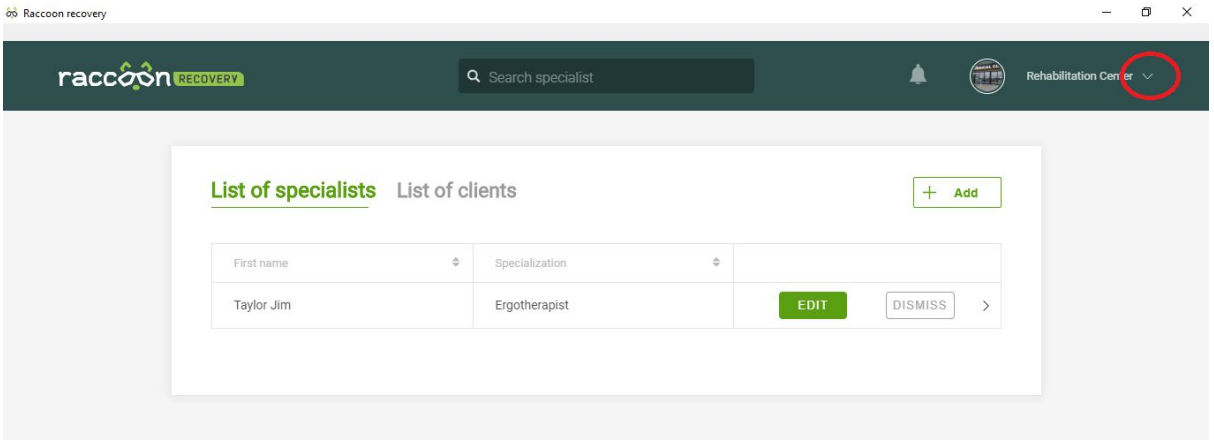
Step 1: Switch to the Client card.
Step 2: Click on the "breadcrumbs" in the Client card (1), then press the "Delete Specialist" button (2) (Pic. 22).



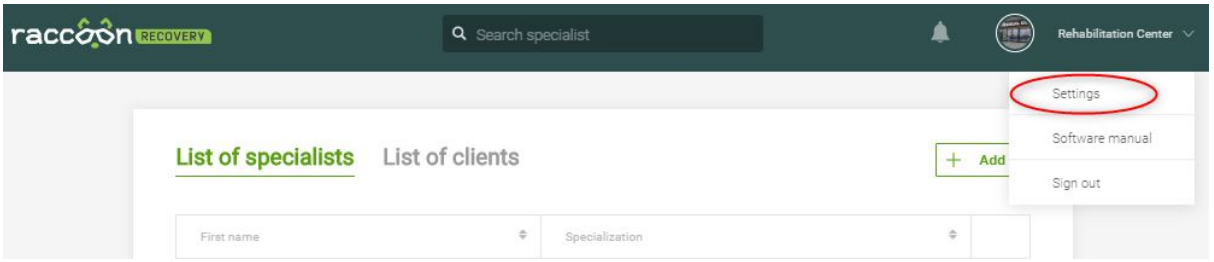
Pic.22.Delete a Specialist from a Client ("breadcrumbs", "Delete Specialist" button)

Account Settings

Step 1: Click on the checkmark next to the name of the Center on any screen (Pic. 23)
Step 2: In the drop-down list, click on "Settings" line (Pic.24)



Pic.23.Drop-down list near the name of the Center on any screen (Settings, Software manual, Sign out).

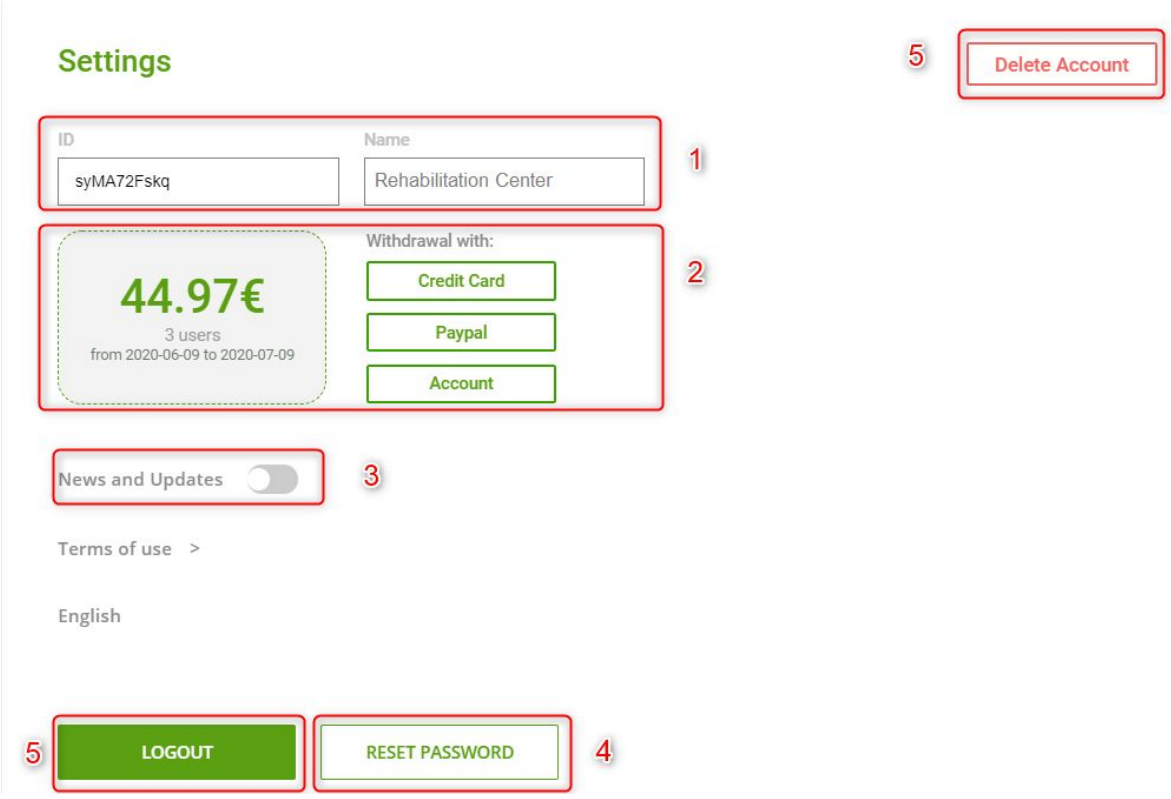


Pic.24.Settings line

On the settings screen you can perform the following actions (Pic.25):
Step 3: View the personal ID and name (1);
Step 4: Unsubscribe from the newsletter and optional letters from the developer (3);
Step 5: View the account balance calculated based on the number of users associated with this Center and to pay the outstanding amount in either of the three ways:

- via credit card;
- via PayPal;
- via bank transfer.

Step 6: Reset the password (4);
Step 7: Delete account (5).
Within 7 days upon deletion the account can be restored in the system by pressing "Restore account" button that will appear on the Account Settings screen.

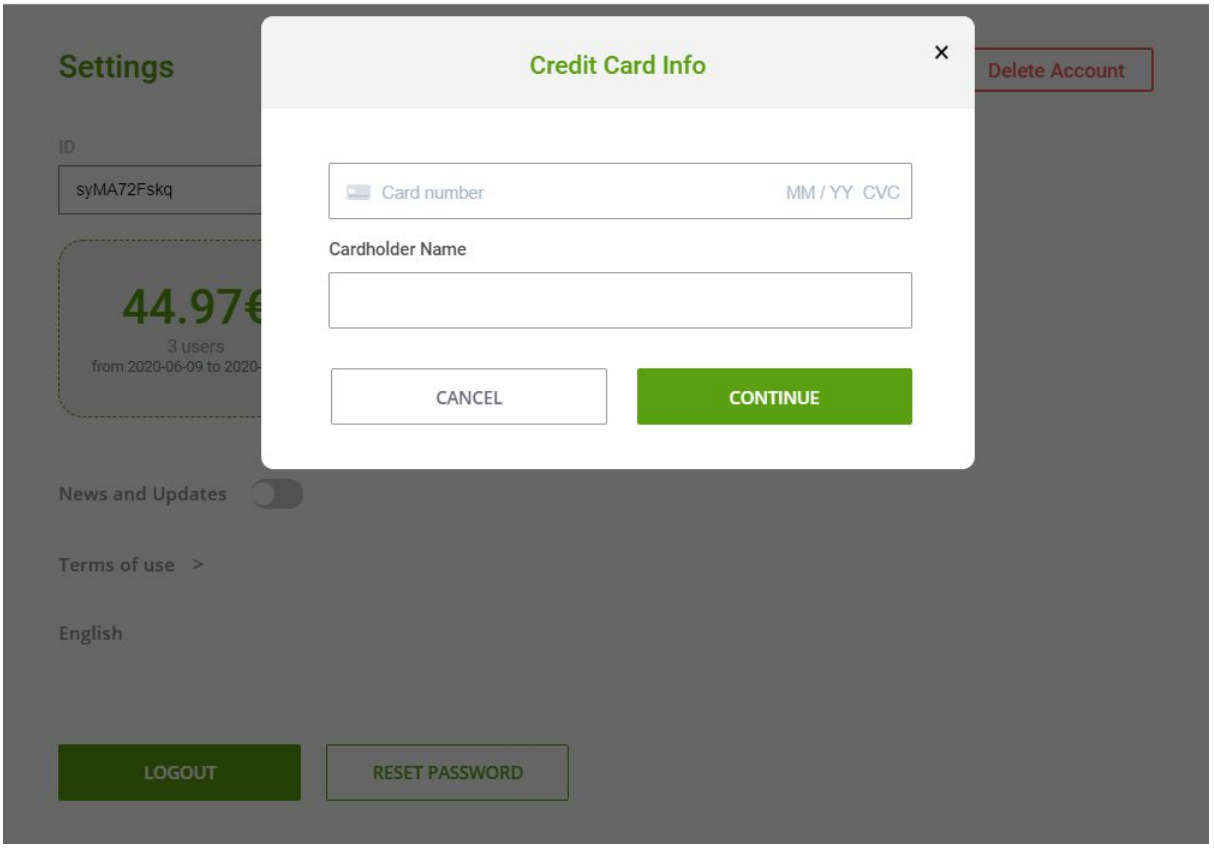


Pic.25. Center account settings options

Payment details

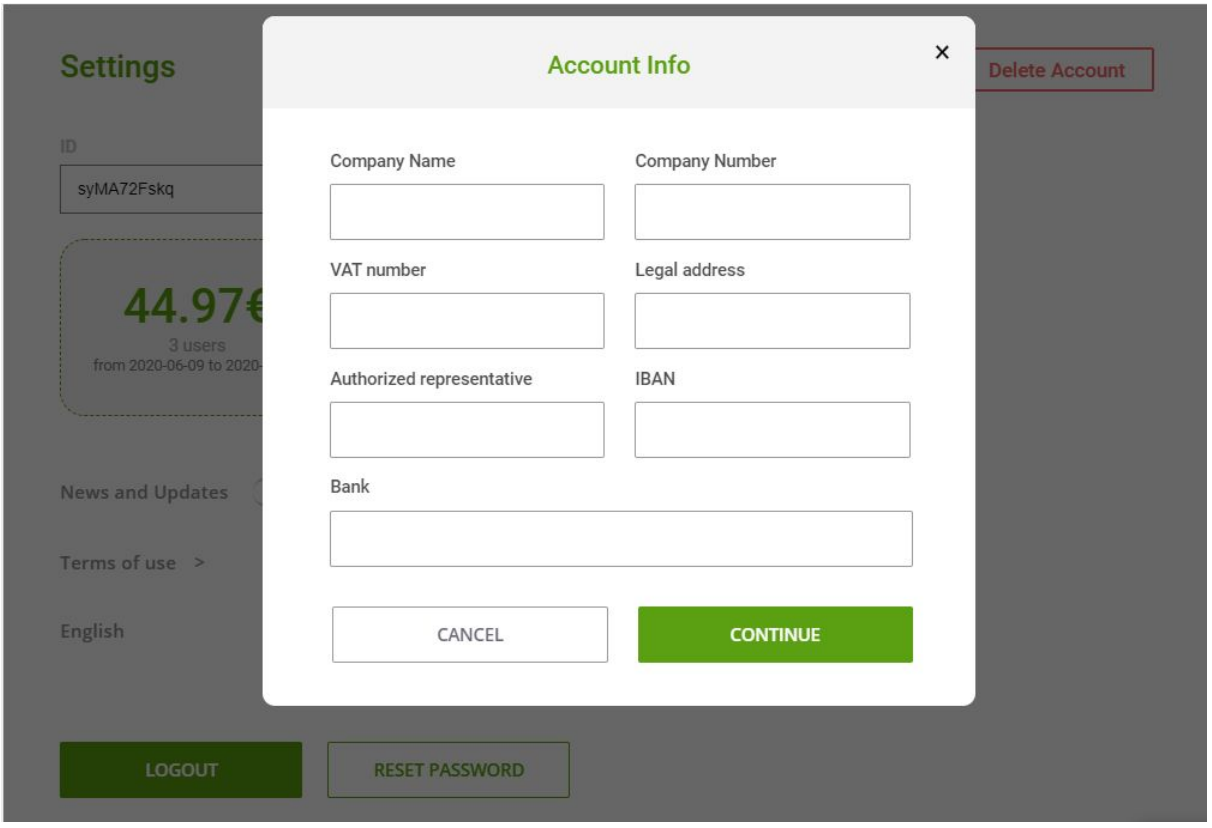
On account settings screen, the Center can select one of the following options to enter payment details and process payment:

1) To pay with the credit card, press “Credit Card” button on the account settings page (Pic.25, 2) and enter the credit cards details (Pic. 26);



Pic.26. Credit card information

2) To pay via bank transfer, press “Account” button on the account settings page (Pic.25, 2) and enter the company legal and banking details (Pic. 27).

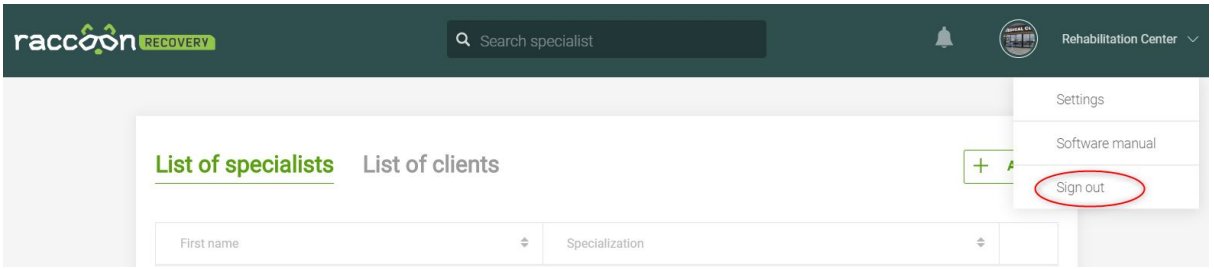


Pic.27. Center account legal and banking information

Log Out

To sign out of the account, the User can use one of the following options:

1) Sign out using dropdown menu:
   - click on the checkmark next to the name of the Center on any screen;
   - in the drop-down list, click on “Sign out” line (Pic. 28).
2) Sign out on the account settings screen (Pic.25) by pressing “Logout” button (5).



Pic.28.Log out of the account

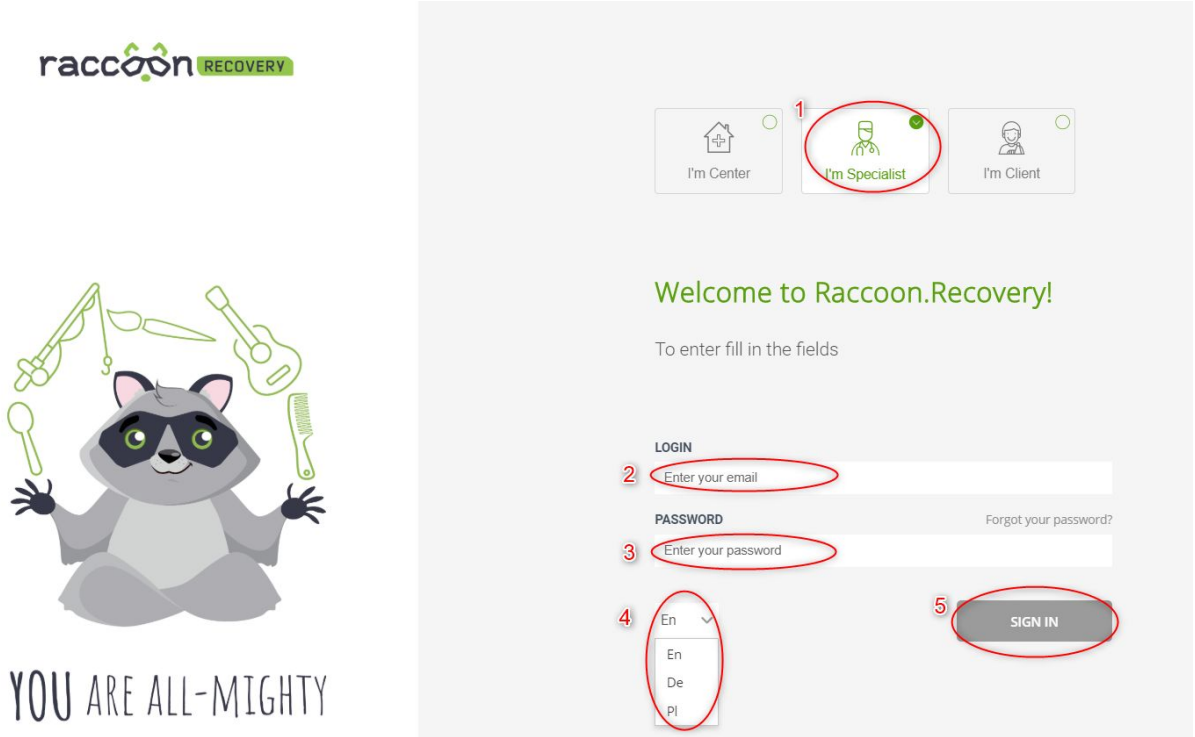
Role “Specialist”

General Provisions

Login the System

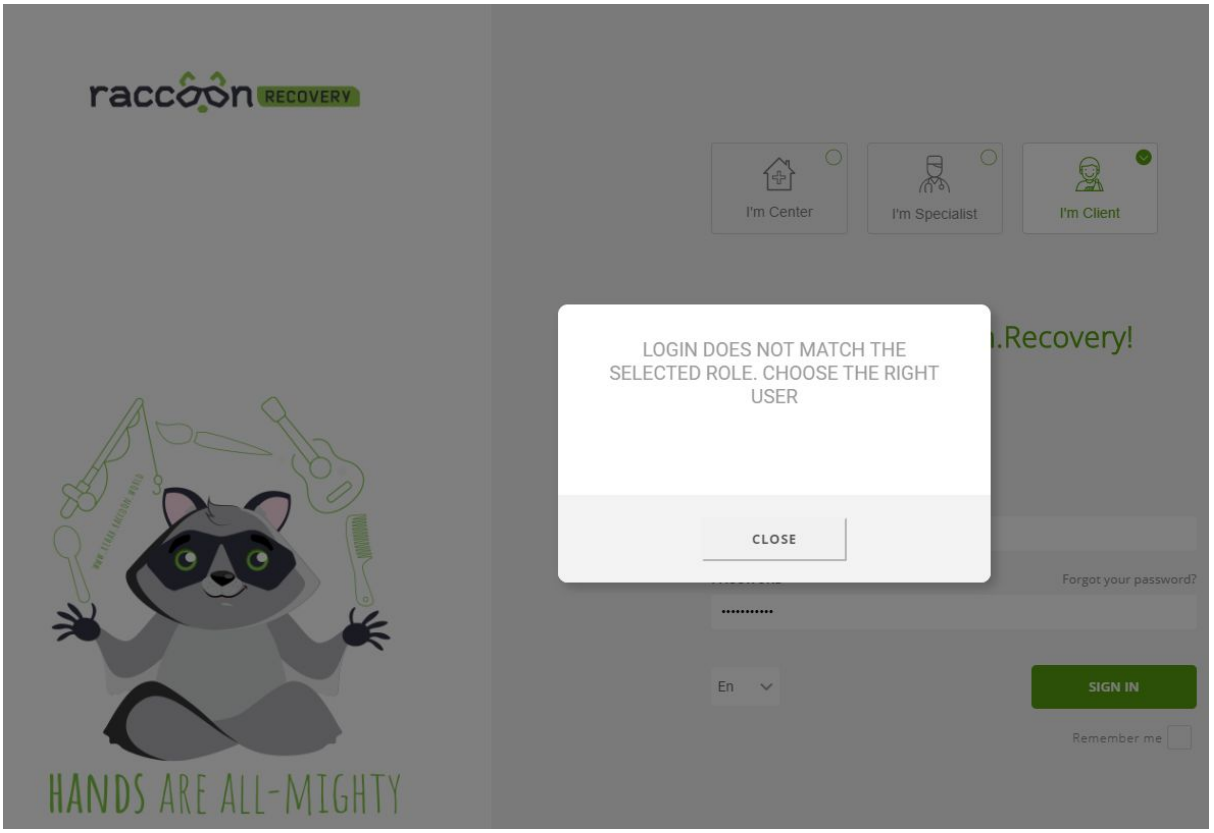
User actions to log in to the system (Pic.29):

1. Select the role “Specialist”;
2. Enter the email that was used to register the account;
3. Enter the password set within the registration process;
4. Choose the convenient language from the drop-down list;
5. Press the button “SIGN IN”



Pic.29. System login screen. Specialist.

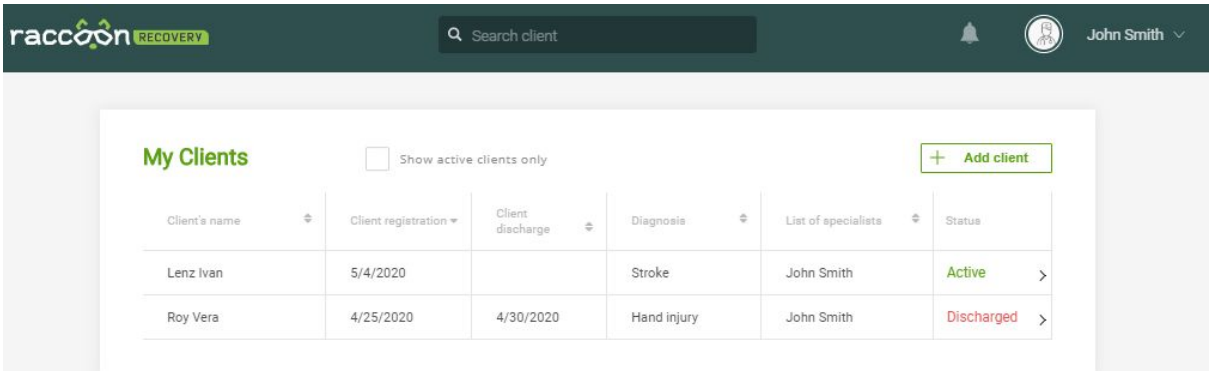
If the role was selected incorrectly the system reports it (Pic.30).



Pic.30. Incorrect selection of the user role

Main screen "My Clients"

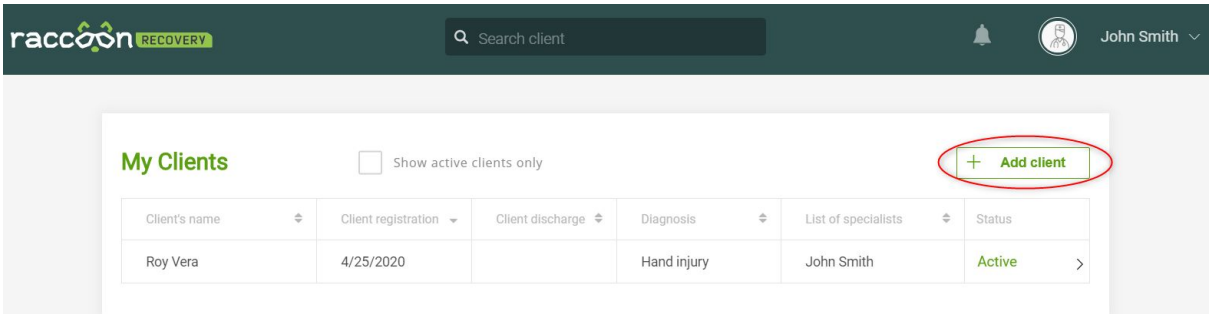
The Specialist's main screen with a list of Clients he/she works with (Pic. 31)



Pic.31. Specialist's main screen "My Clients"

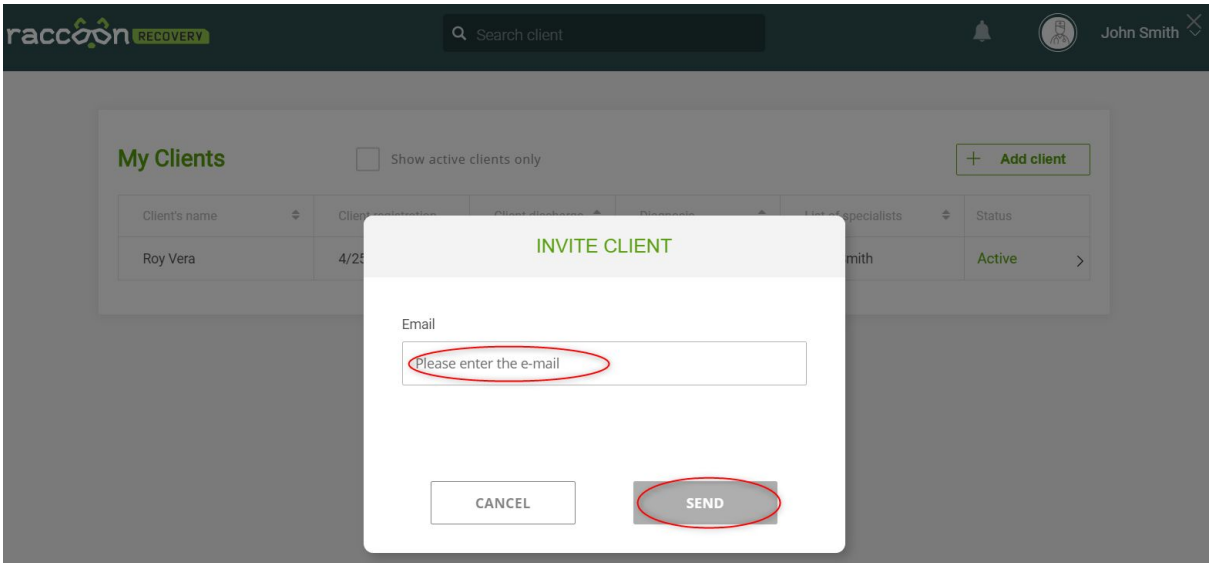
Add Client feature

Step 1: On the main screen, press the "Add Client" button (Pic. 32).



Pic.32. Main screen "My Clients", "Add Client" button

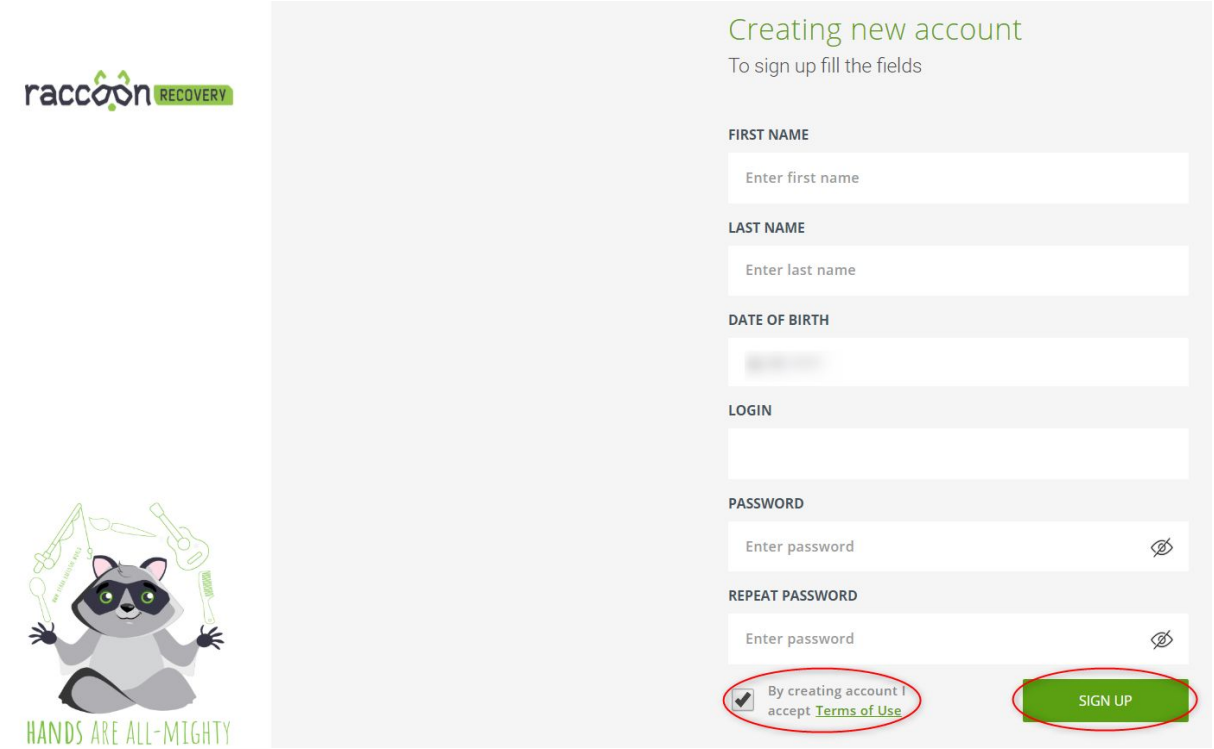
Step 2: In the popup, fill an email of a Client and click the "Send" button (Pic.33).



Pic 33. "Invite Client" popup

Step 3: The Client will receive an email with with the link to the registration form.
Step 4: To complete the registration process, the Client has to open the link in the email and fill out the following fields:

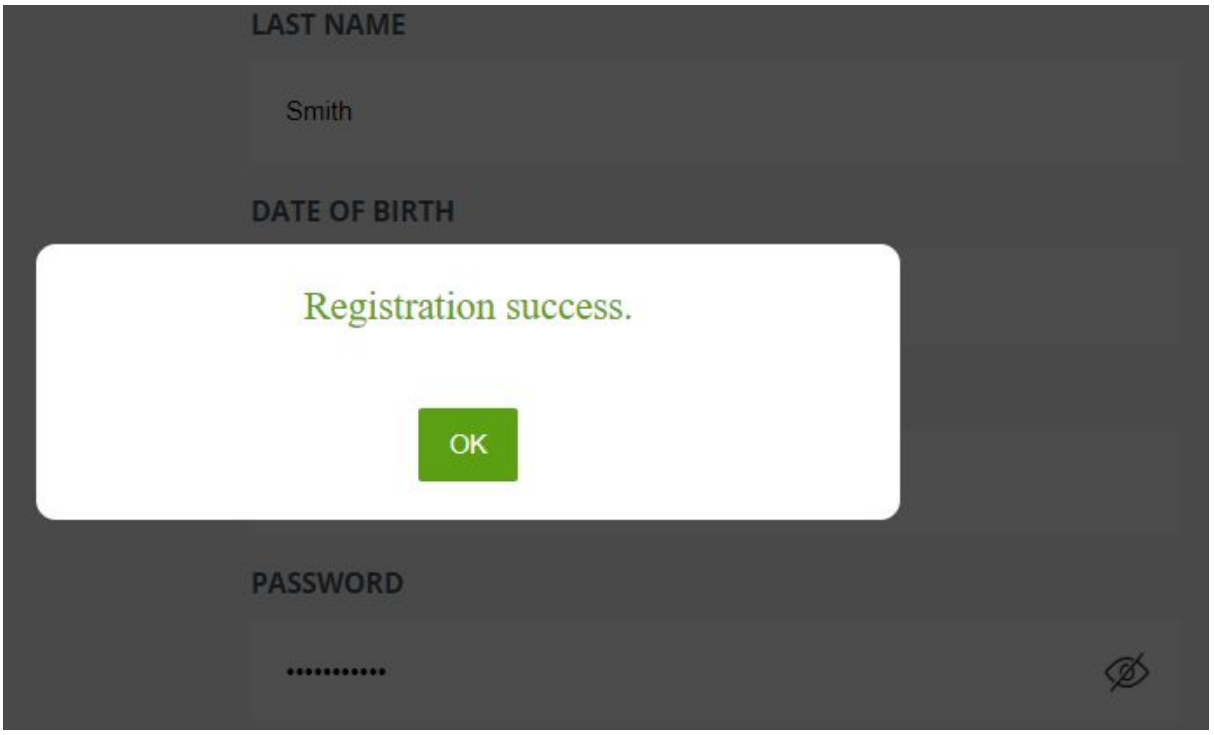
1. Client's name;
2. Client's surname;
3. Select the date of birth in the calendar;
4. Login - Client's email;
5. Password (two times);
6. Tick the checkbox to accept Terms of Use;
7. Click the "SIgn Up" button (Pic.34).



Pic. 34. "Creating new account" form (Client)

Step 5: If all fields have been filled correctly:

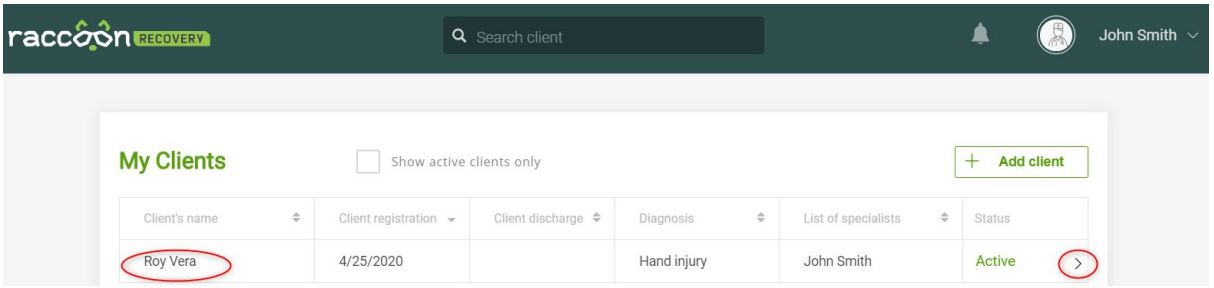
- the "Registration success" popup is displayed once the form is submitted by the Client (Pic.35),
- the Client receives an email with the link to upload the application;
- the Specialist receives an email with confirmation of the Client's successful registration;
- the newly registered Client appears in the List of Client on the Specialist main screen (Pic.32).



Pic.35. "Registration success" popup.

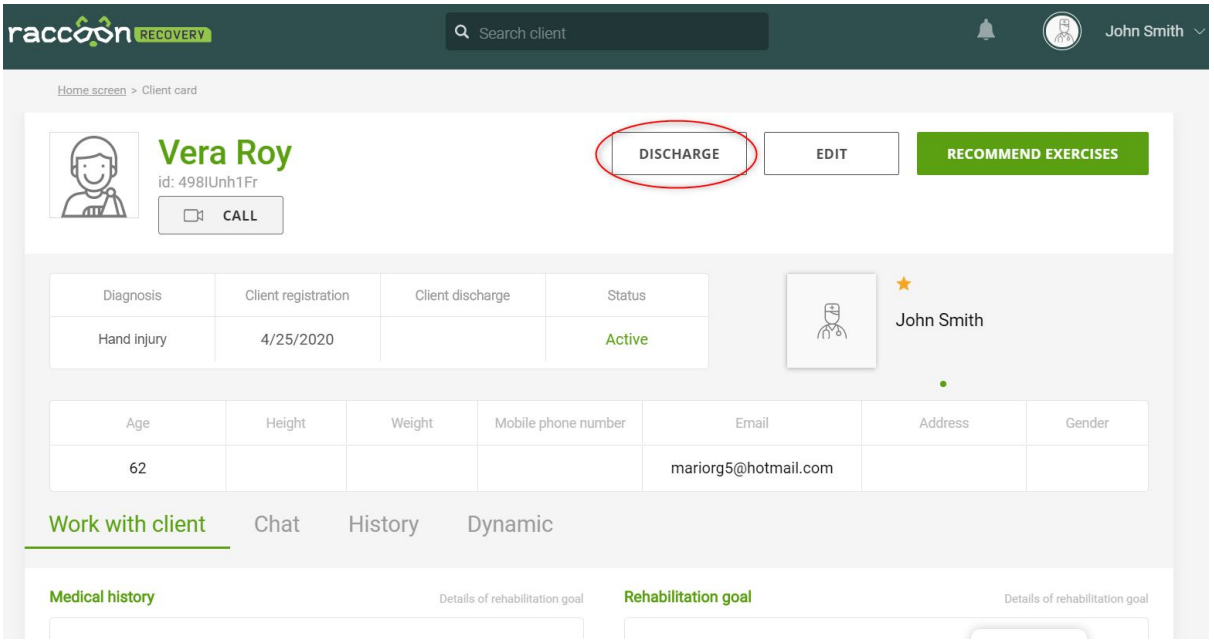
Client Discharge Feature

Step 1: Switch to the Client card: click on the Client's name or on the arrow at the end of the line on the "My Clients" screen (Pic. 36).



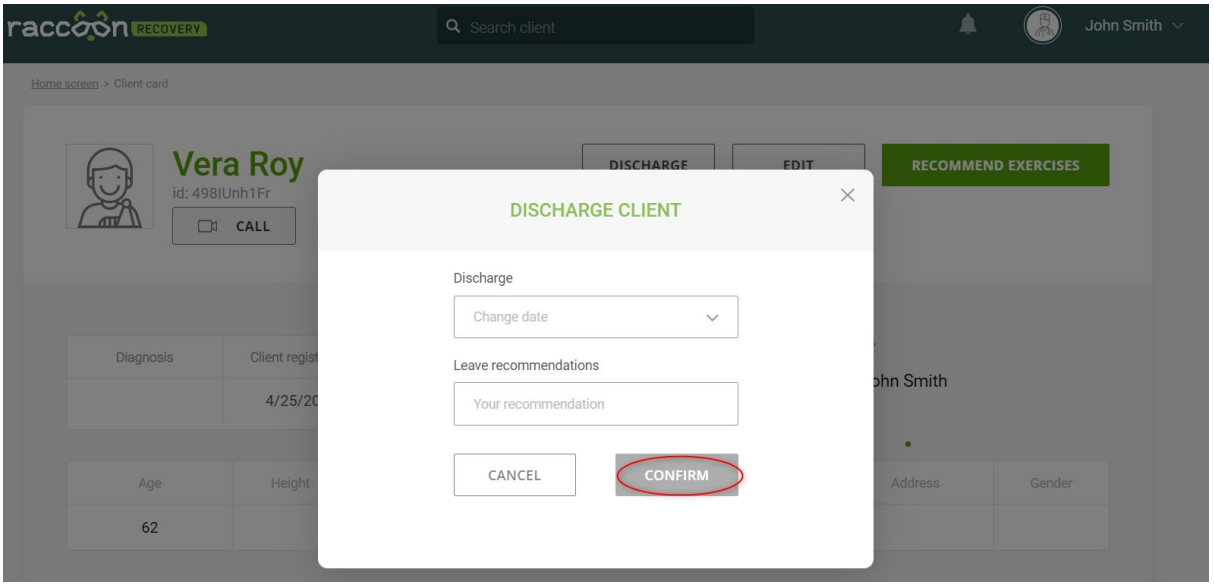
Pic. 36. Switch to the Client card

Step 2: On the "Client card" screen, press the "Discharge" button (Pic. 37).



Pic.37. "Discharge" button in the Client card

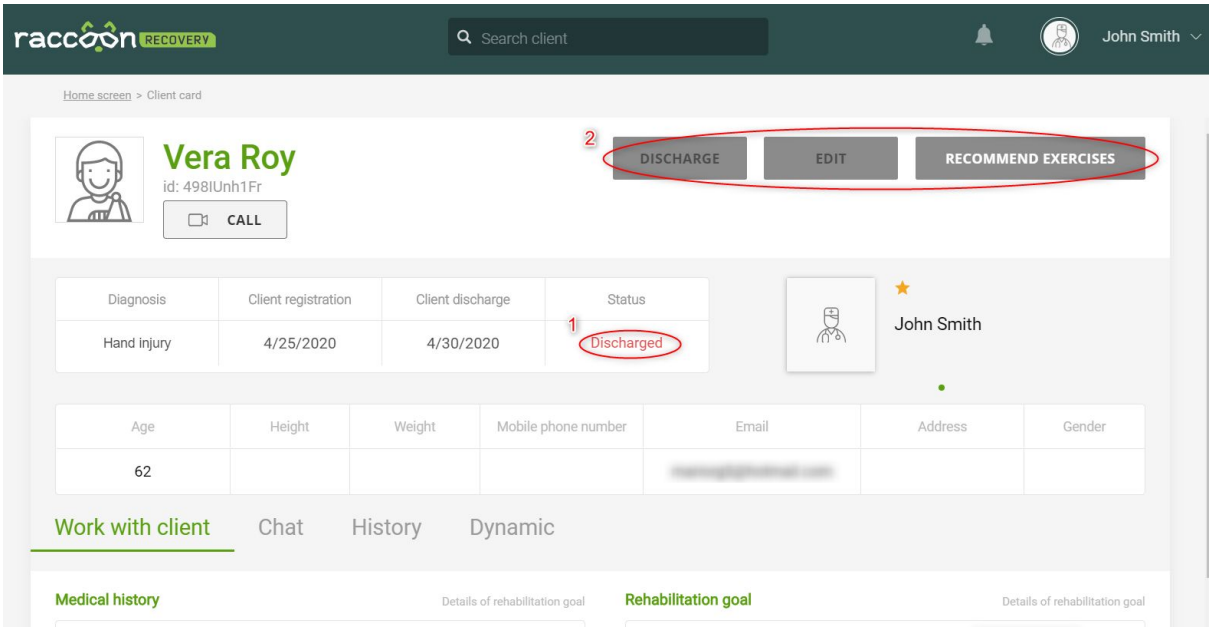
Step 3: In the popup, select the date of the Client's discharge, if necessary, leave recommendations. Current date is always stated by default (month, year and day). Press the "Confirm" button (Pic. 38).



Pic.38. Popup "Discharge Client"

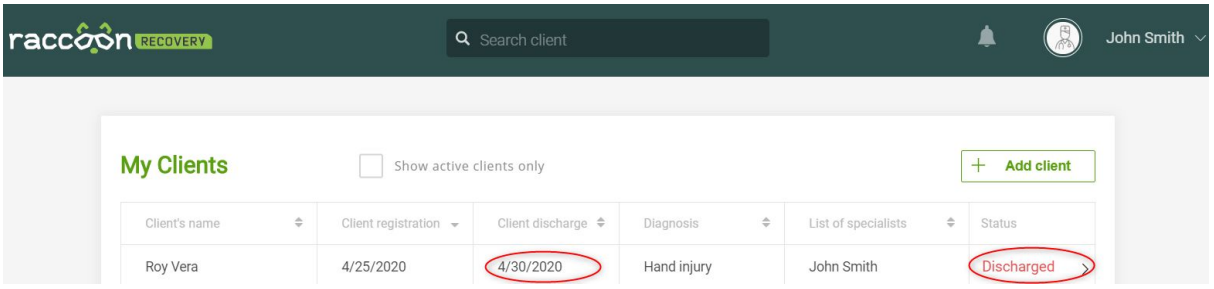
Step 4: Checking the status of the Client after discharge:

1. In the Client card, the Client status was changed to "Discharged" (1), the "Discharge", "Edit" and "Recommend exercises" buttons are inactive (2) (Pic. 39).



Pic.39. Change of the status in the Client card after discharge

2. On the main screen the status has changed to “Discharged” (1), the date of the discharge stated in the column (2) (Pic.40).

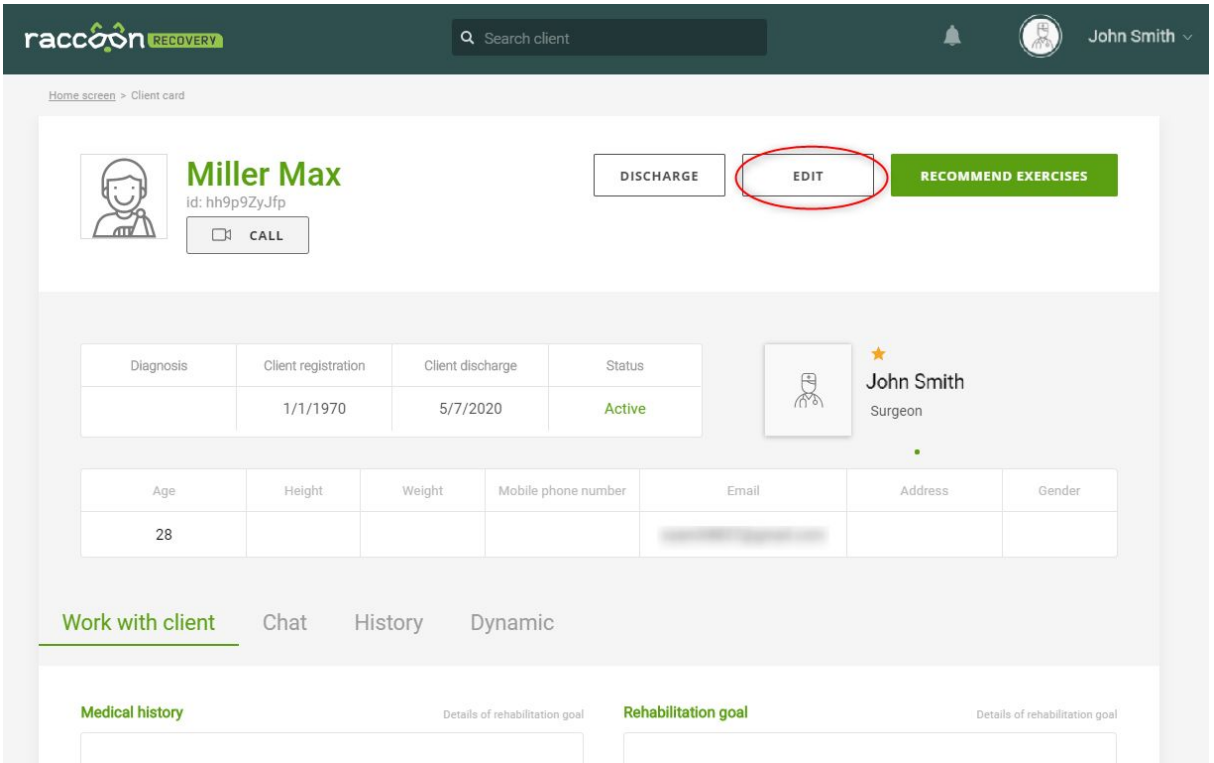


Pic. 40. Change of status after discharge on the main screen

Client Card Editing Feature

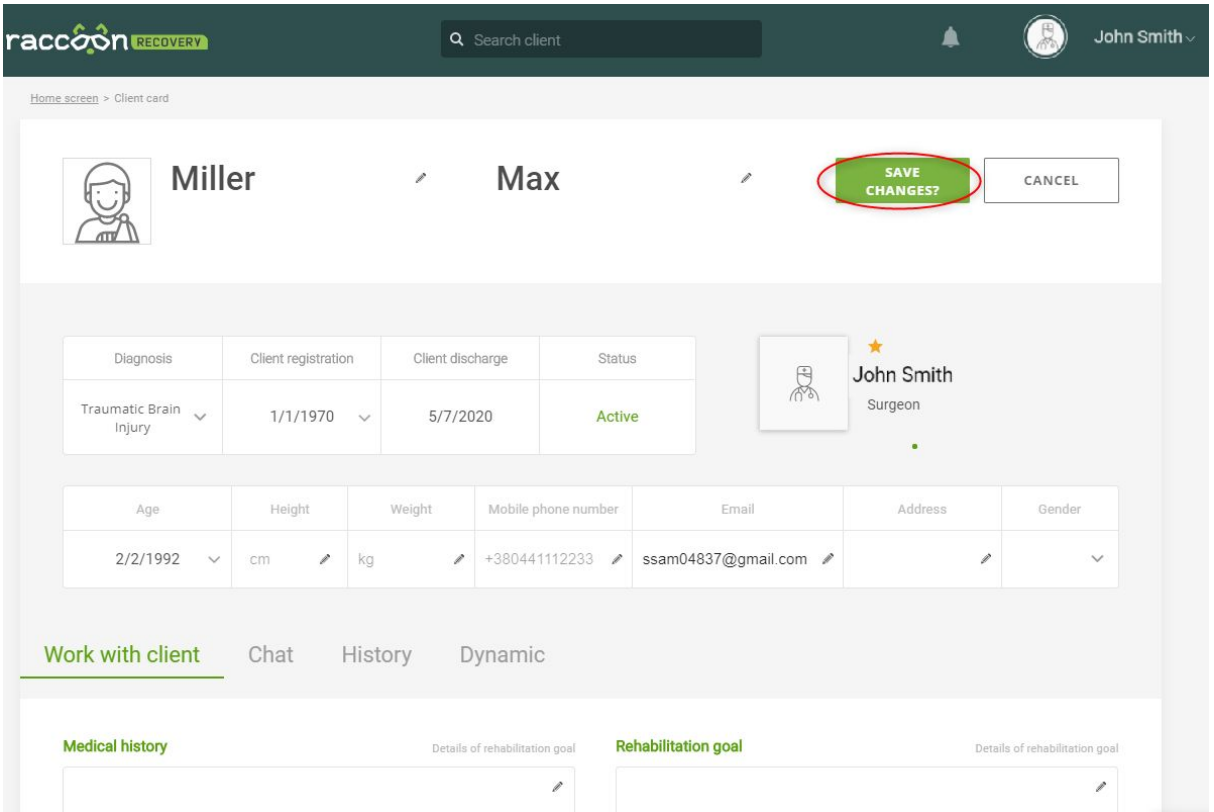
Step 1: Switch to the Client card: click on the Client’s name or on the arrow at the end of the line.

Step 2: In the Client card, press the “Edit” button (Pic. 41).



Pic. 41. "Edit" button in the Client card

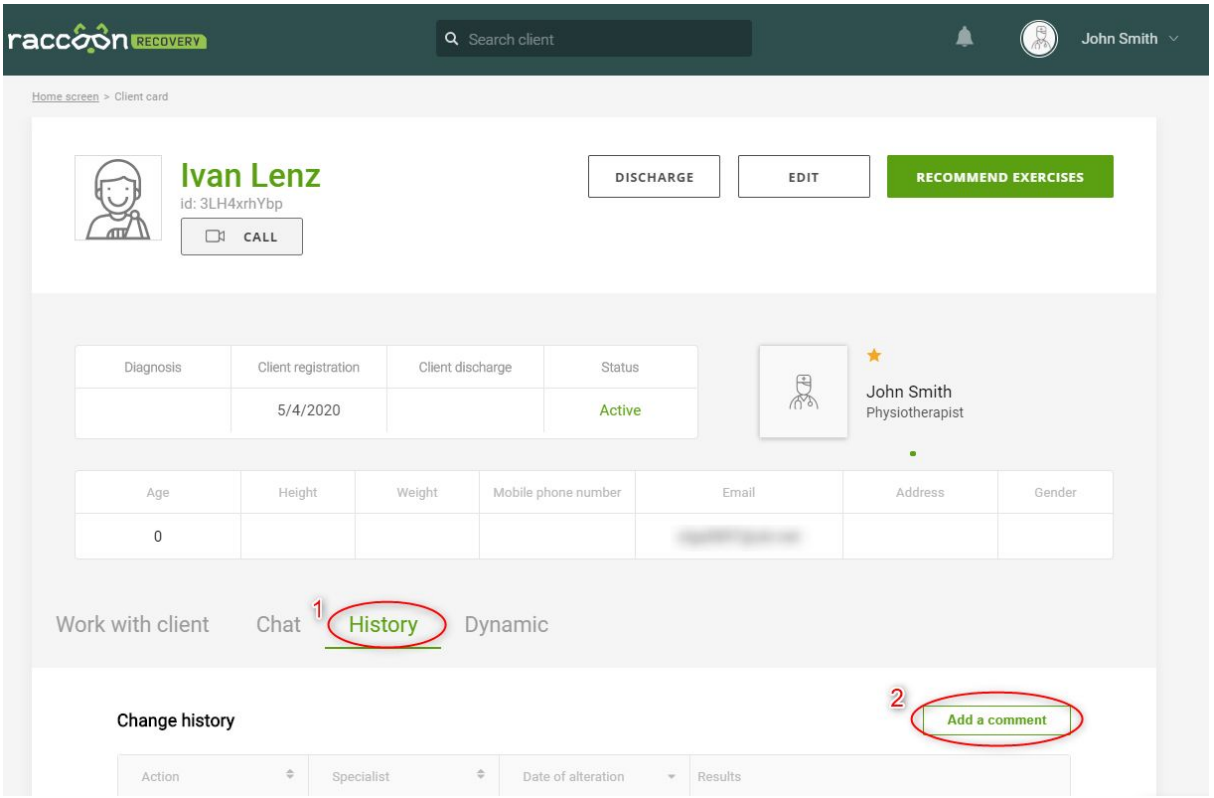
Step 3: In the Client card, all fields can be edited (add/change Client information).
After editing - press the "Save Changes" button (Pic. 42).



Pic.42. Editing the Client card. "Save changes" button

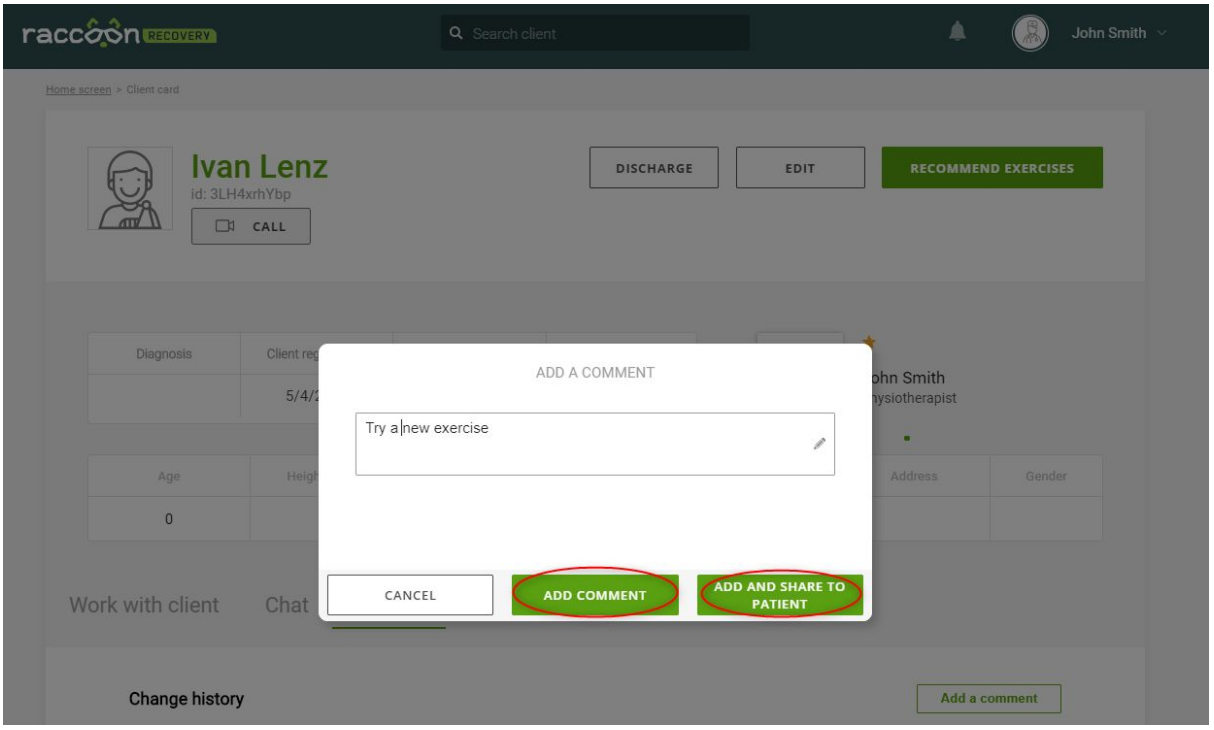
Feature “Add a comment” in the Client card

To add a comment about a Client - open “History” tab (1) on the Client card and press the “Add a Comment” button (2); if such a button is not visible on the screen, use the scroll (Pic. 43).



Pic.43. “Add a comment” button in the Client card

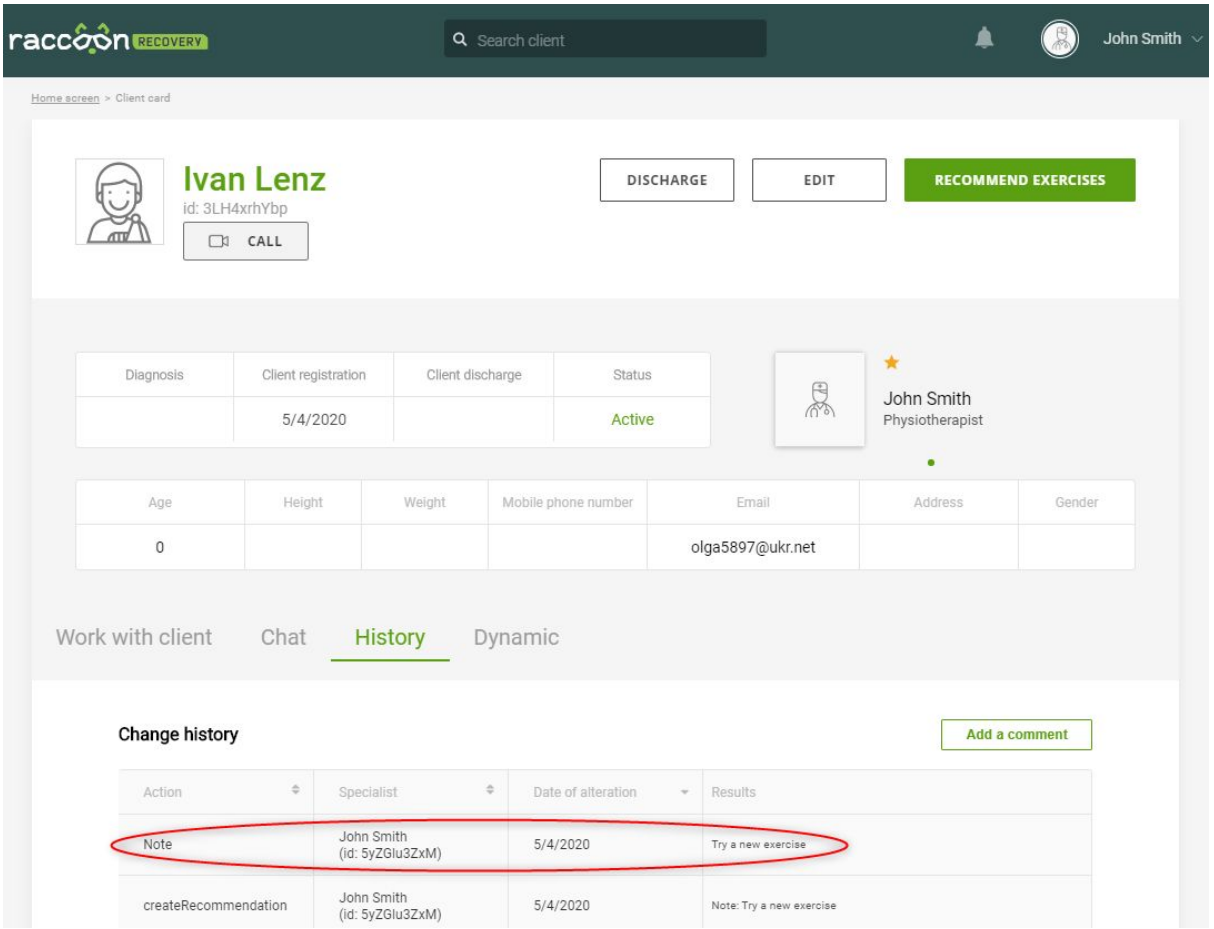
The specialist can share the comment with a Client (make a recommendation) by pressing “Add and share to patient” button on “Add a comment” popup (Pic.44).



Pic.44. “Add a comment” popup

History of Changes

The “Change history” displays all actions in respect with the Client and his data (Pic.45).

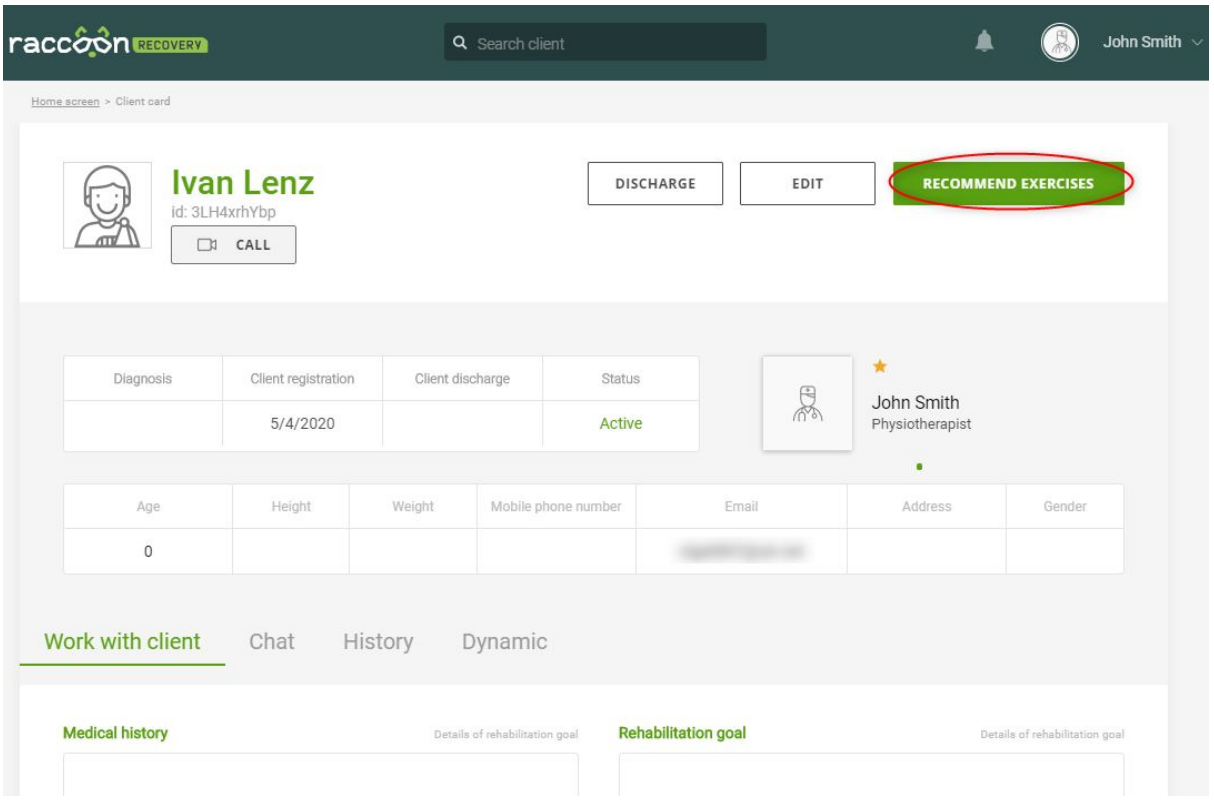


Pic.45. History of changes (a note added)

Feature of exercises assignment to the Client with notifications description

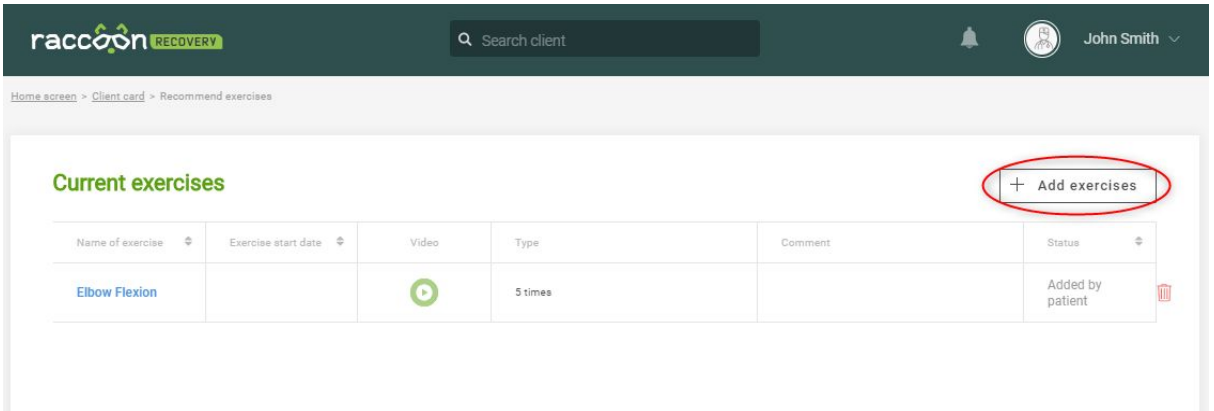
Step 1: Switch to the Client card: click on the Client’s name or on the arrow at the end of the line .

Step 2: In the Client’s card, click on the “Recommend Exercises” button (Pic. 46), switch to the “Current Exercises” screen.



Pic.46. "Recommend Exercises" button in the Client card

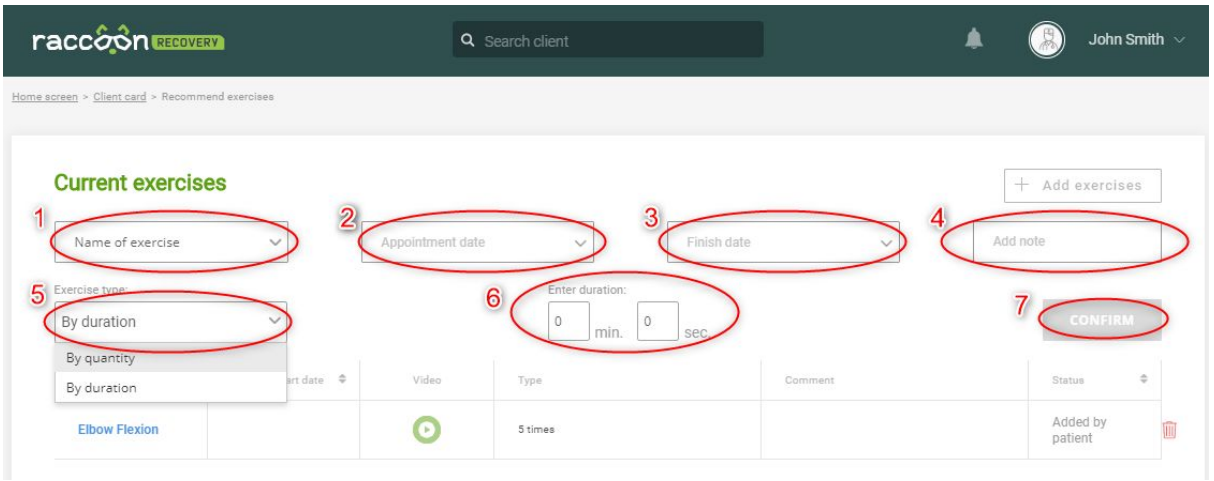
Step 3. On the "Current Exercises" screen, press the "Add Exercises" button (Pic. 47).



Pic.47. "Add Exercises" button on the "Current Exercises" screen

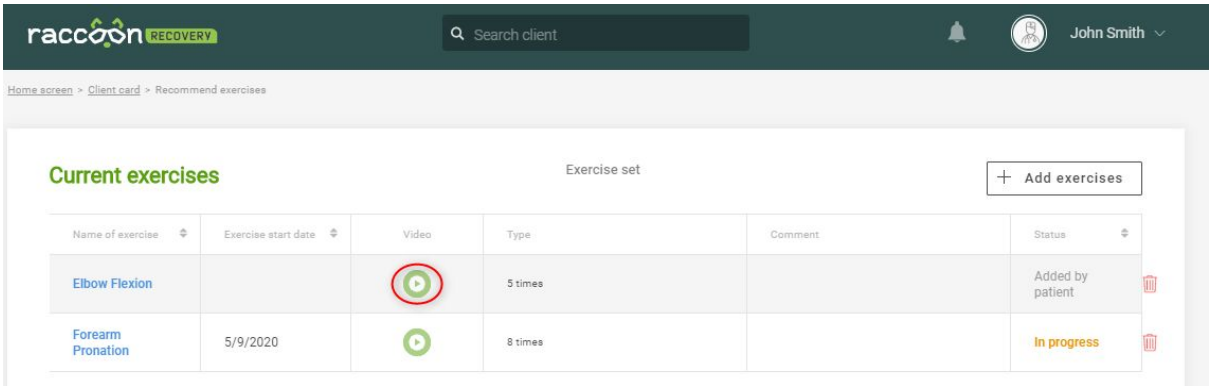
Step 4: Fill in the empty fields:

1. Select an exercise from the drop-down list (1);
2. Set a start date for the exercise in the calendar (2);
3. Set an end date for the exercise (3);
4. Add a comment if necessary (optional) (4);
5. Select the exercise type (by duration/by quantity) (5);
6. Enter duration in minutes and seconds or the number of repetitions of the exercise (quantity) (6)
7. Press "Confirm" button (7) (Pic. 48).



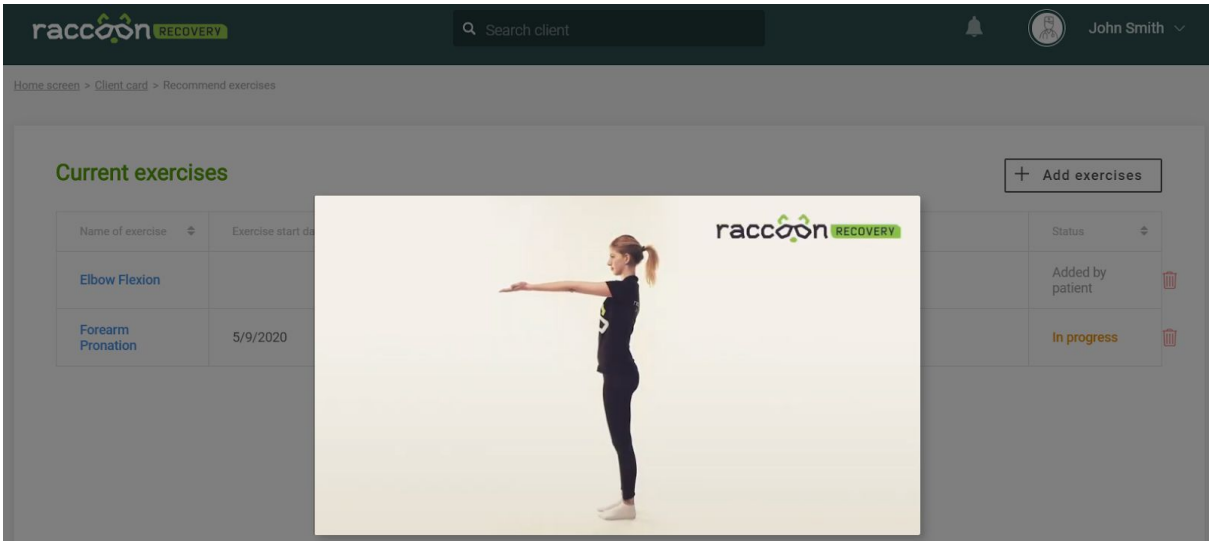
Pic.48. Adding an exercise, fields to fill in, "Confirm" button

Step 5: Press the button "Play" a video (Pic.49).



Pic. 49. "Play" a video button

Step 6. Watch the video demonstrating an exercise, close the window with the demonstration (Pic. 50).



Pic. 50. A window with en exercise demonstration.

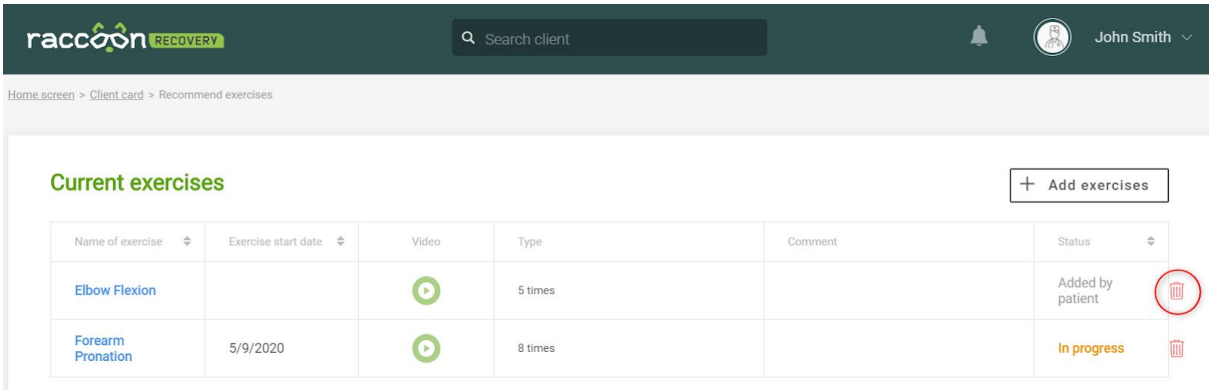
Return to the "Recommended Exercises" screen.

Full list of the Exercises:

1. *Forearm Supination*
2. *Forearm Pronation*
3. *Wrist Flexion*
4. *Elbow Flexion*
5. *Wrist Extension*
6. *Wrist Radial Deviation*
7. *Wrist Ulnar Deviation*
8. *Thumb Strengthening*
9. *Elbow Extension*
10. *Hip Abduction*
11. *Hip Adduction*
12. *Hip Extension (strengthening)*
13. *Hip Flexion (strengthening)*
14. *Hip Lateral (External) Rotation*
15. *Hip Medial (Internal) Rotation*
16. *Thoraco - Lumbar side bending (Rotation)*
17. *Knee Flexion*
18. *Knee Extension*
19. *Thoraco-Lumbar forward bending (Flexion)*
20. *Thoraco-Lumbar backward bending (Extension)*
21. *Thoraco-Lumbar side bending (Lateral Flexion)*
22. *Side banding*
23. *Shoulder Extension*
24. *Shoulder Abduction*
25. *Shoulder Adduction*
26. *Shoulder Medial (Internal) Rotation*
27. *Shoulder Lateral (External) Rotation*
28. *Grip Strengthening*
29. *Shoulder Flexion*

Client Exercises Cancellation Feature

To cancel the exercise for the Client, press the “Delete” icon (Pic. 51)



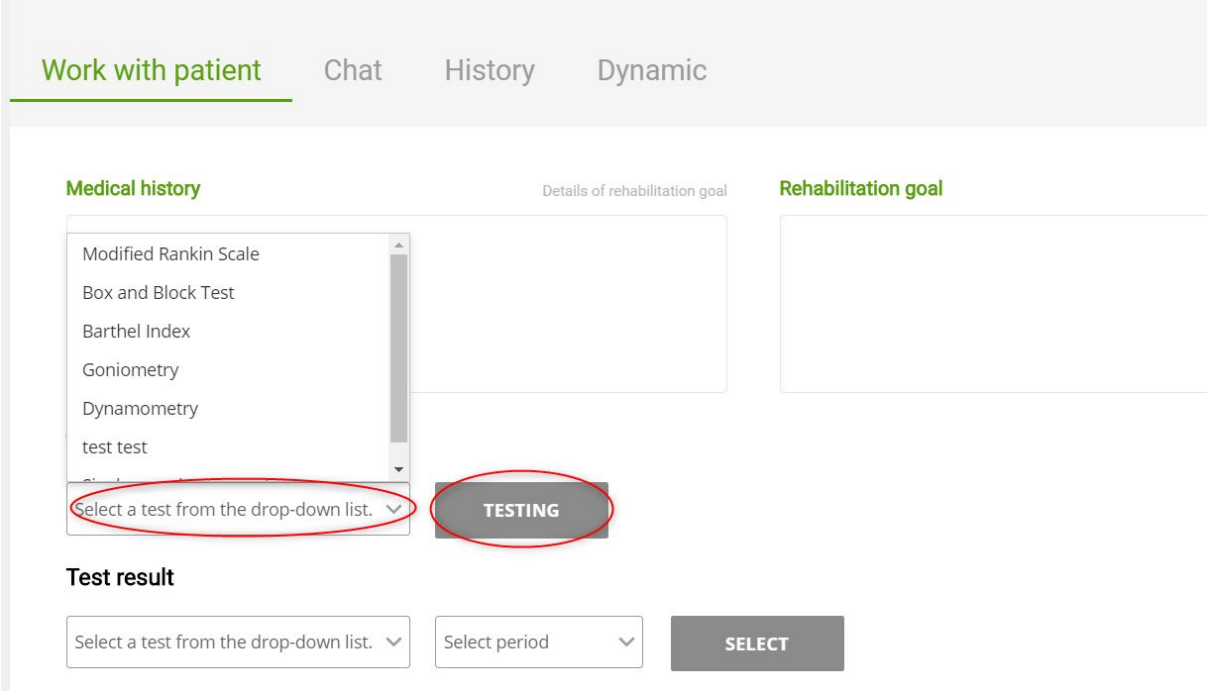
Pic.51. “Cancel” an exercise icon

Client testing feature (selection, conduct)

Use the scroll on the “Client Card” screen.

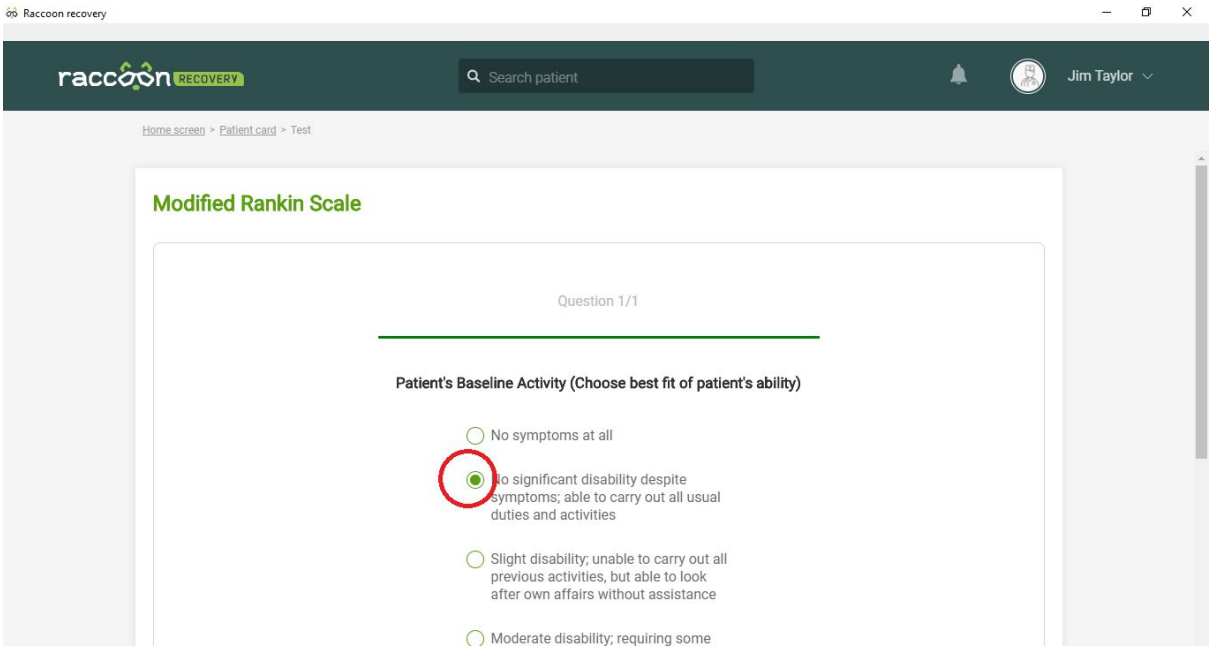
The ability to scroll is available on all screens with a large amount of information.

Step 1: In “Work with client” tab, select a test from the drop-down list, press the “Testing” button (Pic. 52).



Pic.52. Test selection in the Client card. “Testing” button

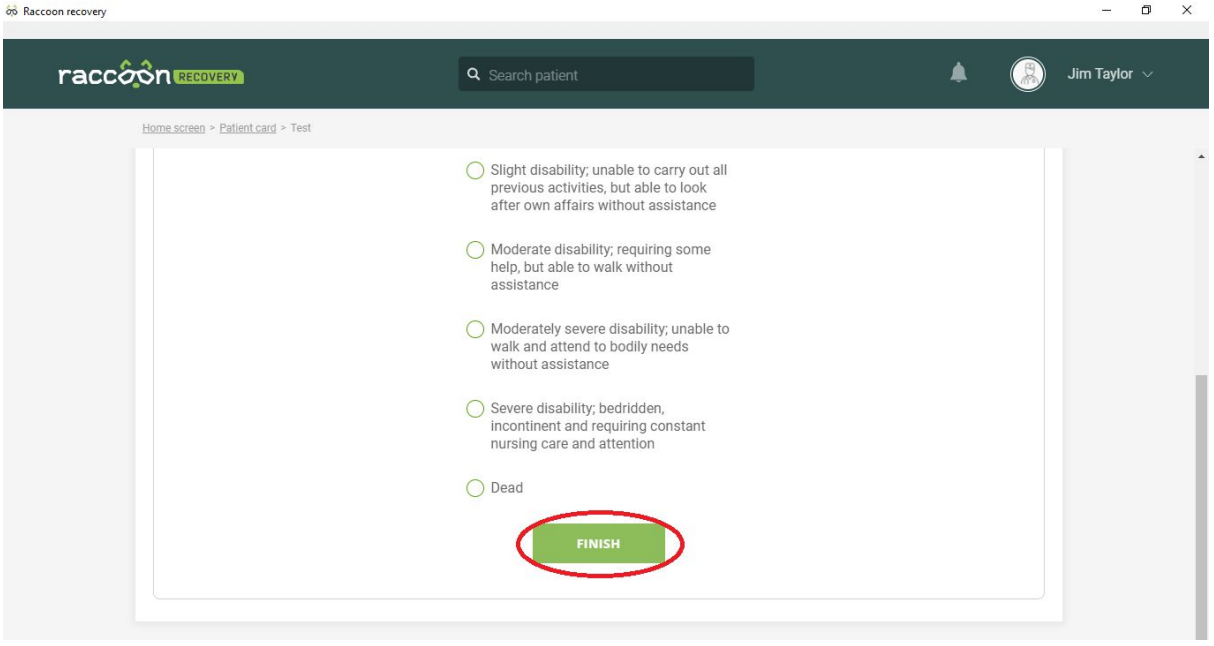
Step 2: Choose the actual answers to the test questions (Pic. 53). Answer all the test questions.



Pic.53. Option of the test answer

Use the scroll on the “Test” screen.

Step 3: Press the “Finish” button (Pic. 54).

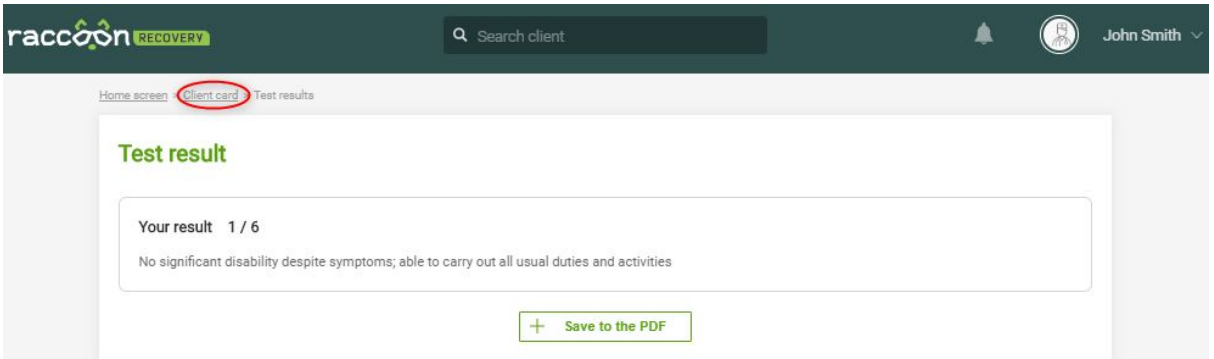


Pic.54. “Finish” button on the “Test” screen

Feature for viewing test results

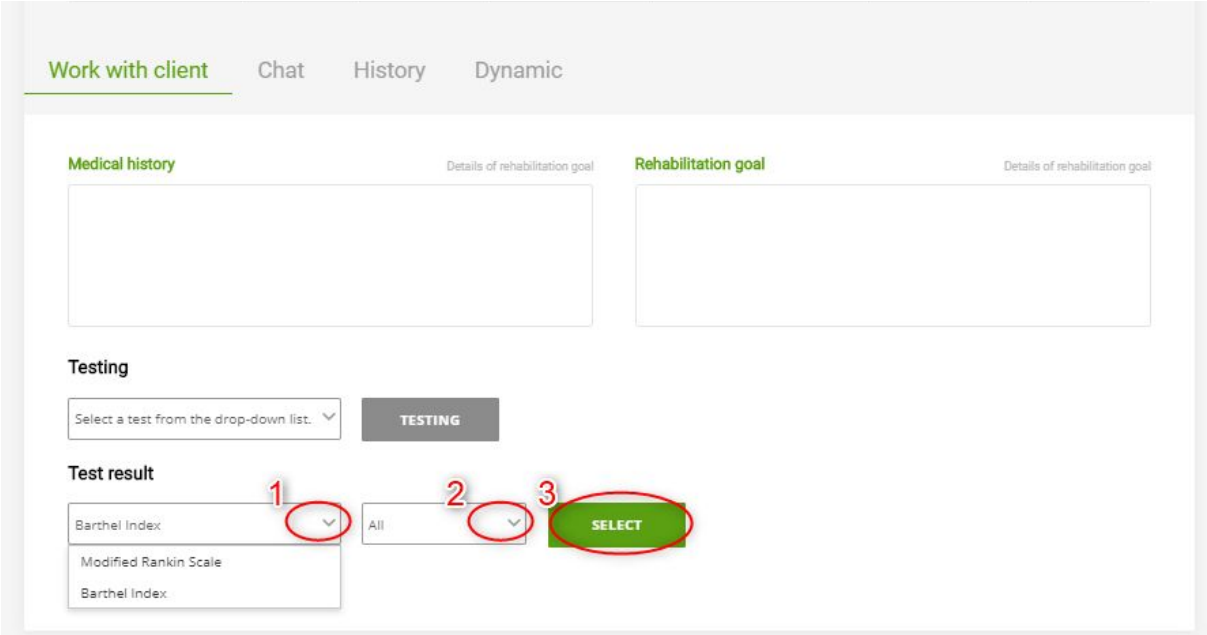
Step 1: Review the results on the “Test Result” screen.

Press the “Client Card” in breadcrumbs (Pic. 55).



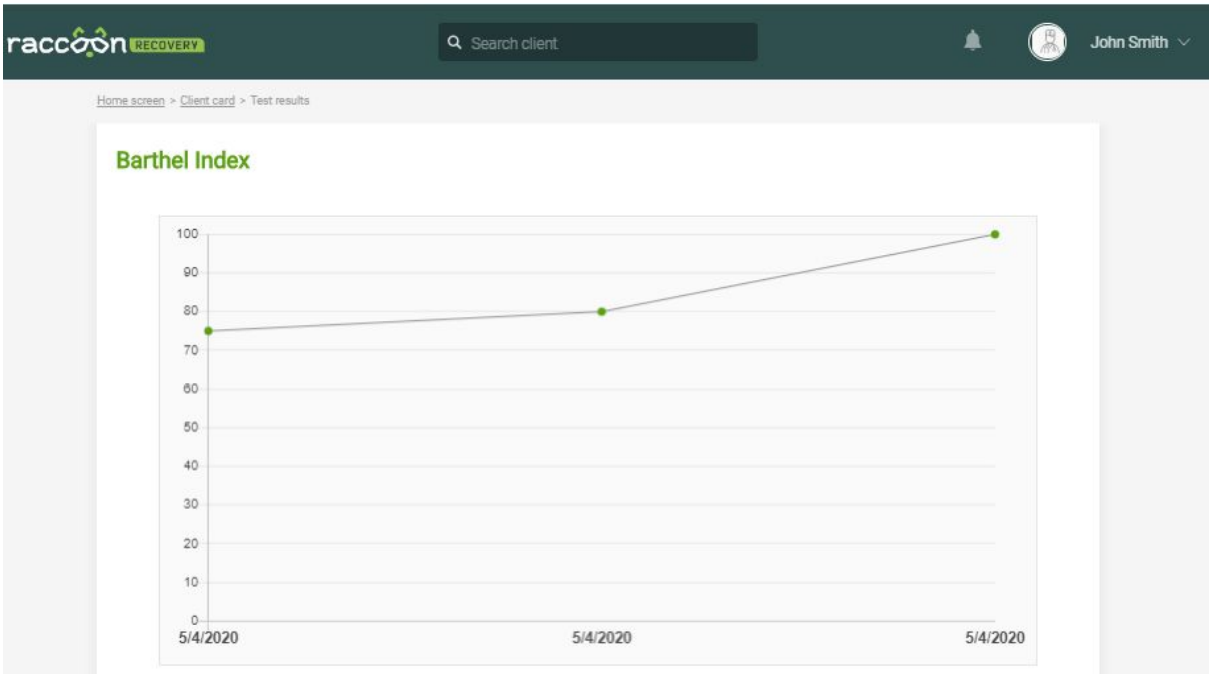
Pic.55. Testing results screen (upon the end of testing)

Step 2: In the Client card, **check the test results for the selected period**:
select the test from the drop-down list (1), select the period (2), press the “Select” button (Pic. 56).



Pic. 56. Fields to fill in in order to check the testing results for the selected period. "Select" button

Step 3. Get acquainted with the testing results, including the progress chart - progress chart is available after the third passing of the same test (Pic. 57)

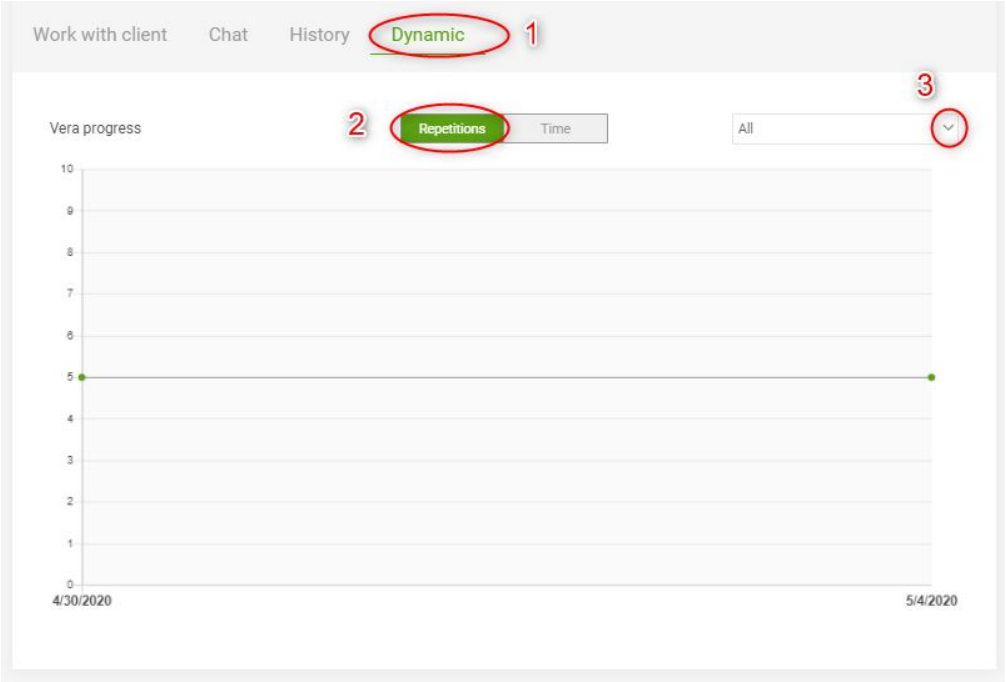


Pic. 57. Progress chart with testing results for the selected period

Feature of viewing dynamics by exercise

Get acquainted with the Client's progress with each prescribed exercise.
Open "Dynamic" tab on the Client's card (Pic.58). Select the criterium (Repetitions/Time) (2) and the exercise (3) from the dropdown list.

You will see the progress chart for the selected exercise.

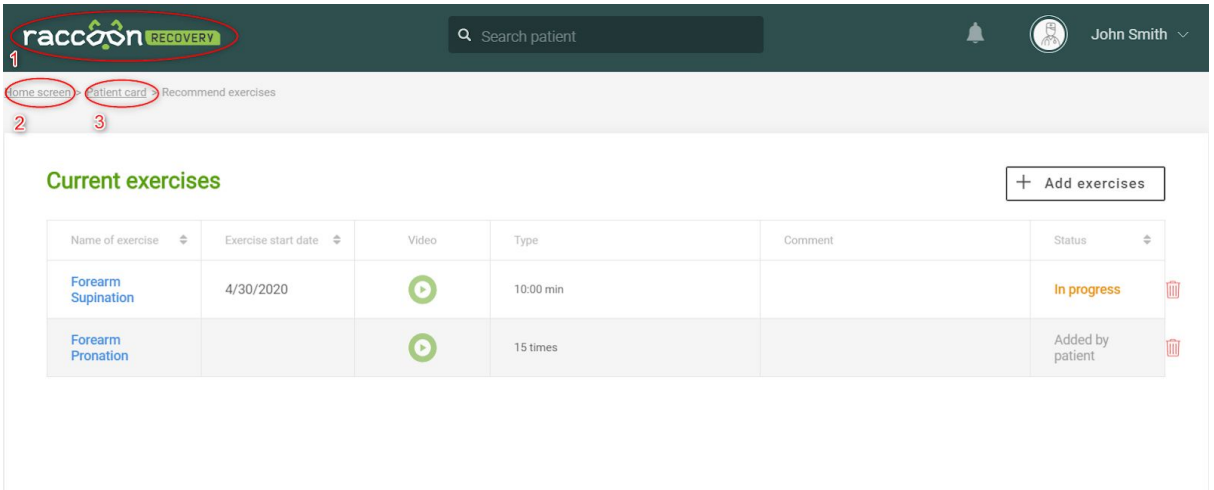


Pic.58. "Dynamic" tab on the Client card

Return to the Home screen

To return to the home screen, click on the "Raccoon.Recovery" logo (1) or on the "Home screen" (2).

To return to the Client card, click on the text "Client card" in "bread crumbs" (3) (Pic. 59).



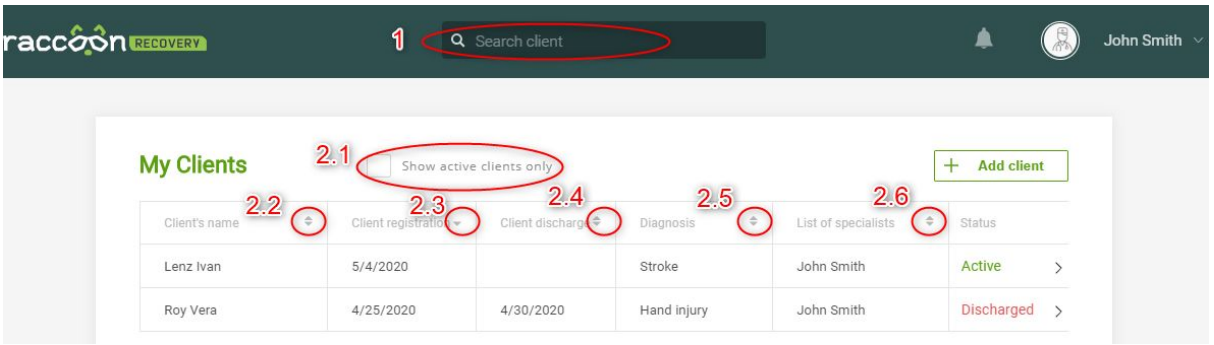
Pic. 59. Return to the "Home screen" or to the "Client card"

Description of searching and sorting Clients

Searching and filtering is available on the "My Clients" main screen:

1. Search feature. To find a Client, just enter the first letters of the name or surname in the search bar (1);

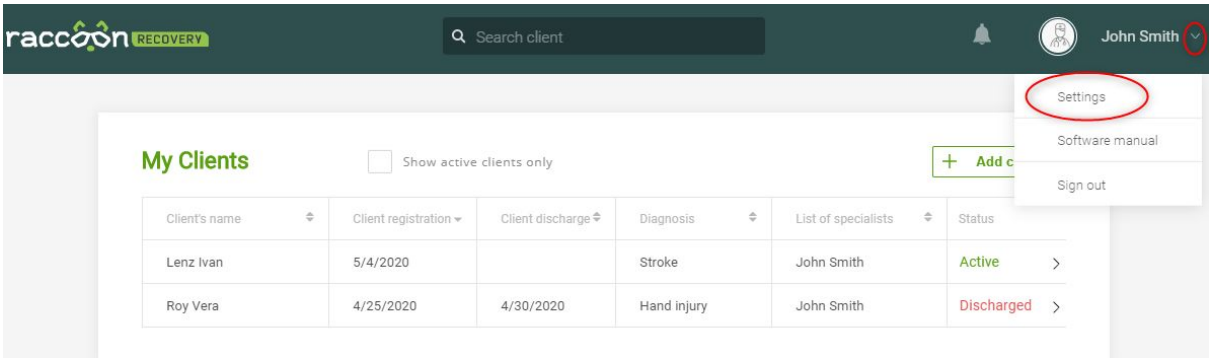
2. Sorts: to see only active Clients - check (2.1), filter for sorting Clients by last name in alphabetical order (2.2), by registration date, discharge date (2.3, 2.4), diagnosis (2.5), and the observance of the Client by the other Specialists (Pic. 60).



Pic. 60. Search and sorting on the "My Clients" main screen.

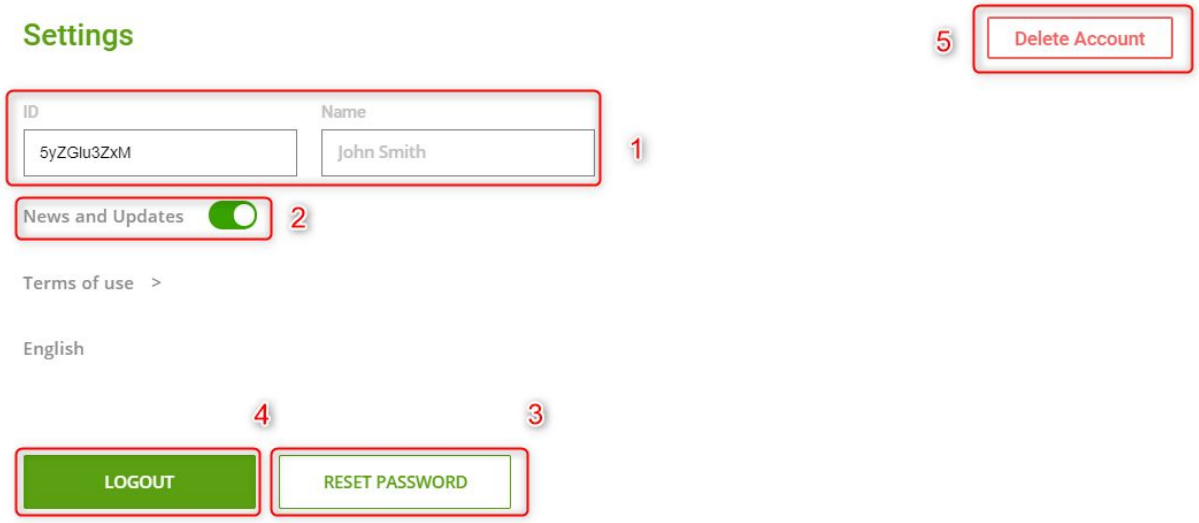
Account Settings

Step 1: Click on the checkmark next to the name of the Specialist on any screen (1);
Step 2: In the drop-down list, click on "Settings" line (2) (Pic.61).



Pic.61. Drop-down list near the name of the Specialist on any screen (Settings, Software manual, Sign out the account)

On the settings screen the Specialist can perform the following actions (Pic.62):
Step 3: View personal ID and name (1);
Step 4: Unsubscribe from the newsletter and optional letters from the developer (2);
Step 5: Reset the password;
Step 6: Delete the account (5);
Within 7 days upon deletion the account can be restored in the system by pressing "Restore account" button that will appear on the Account Settings screen.
Step 7: Sign out of the account (4).

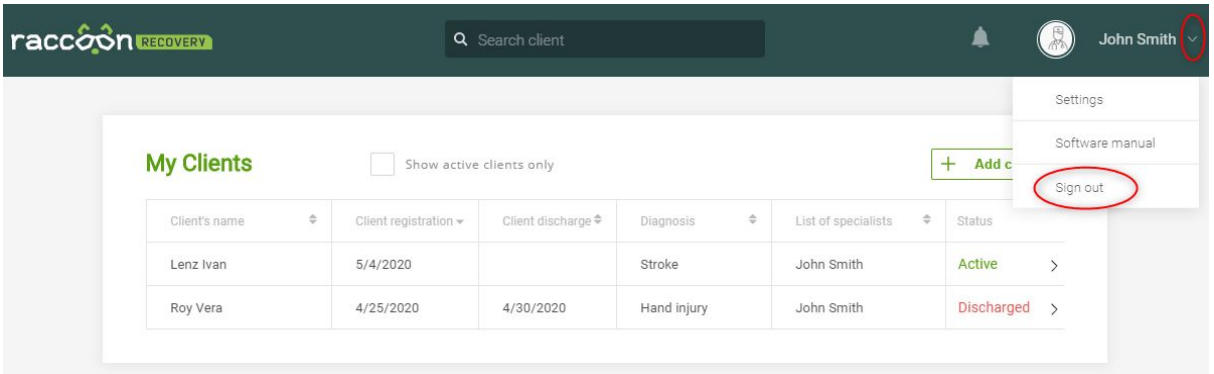


Pic.62. Specialist settings page

Log Out

To sign out of the account, the Specialist can use one of the following options:

1) Sign out using dropdown menu:
   - click on the checkmark next to the name of the Specialist on any screen;
   - in the drop-down list, click on “Sign out” line (Pic. 63).
2) Sign out from the account settings page (Pic.62) by pressing “Logout” button (4).



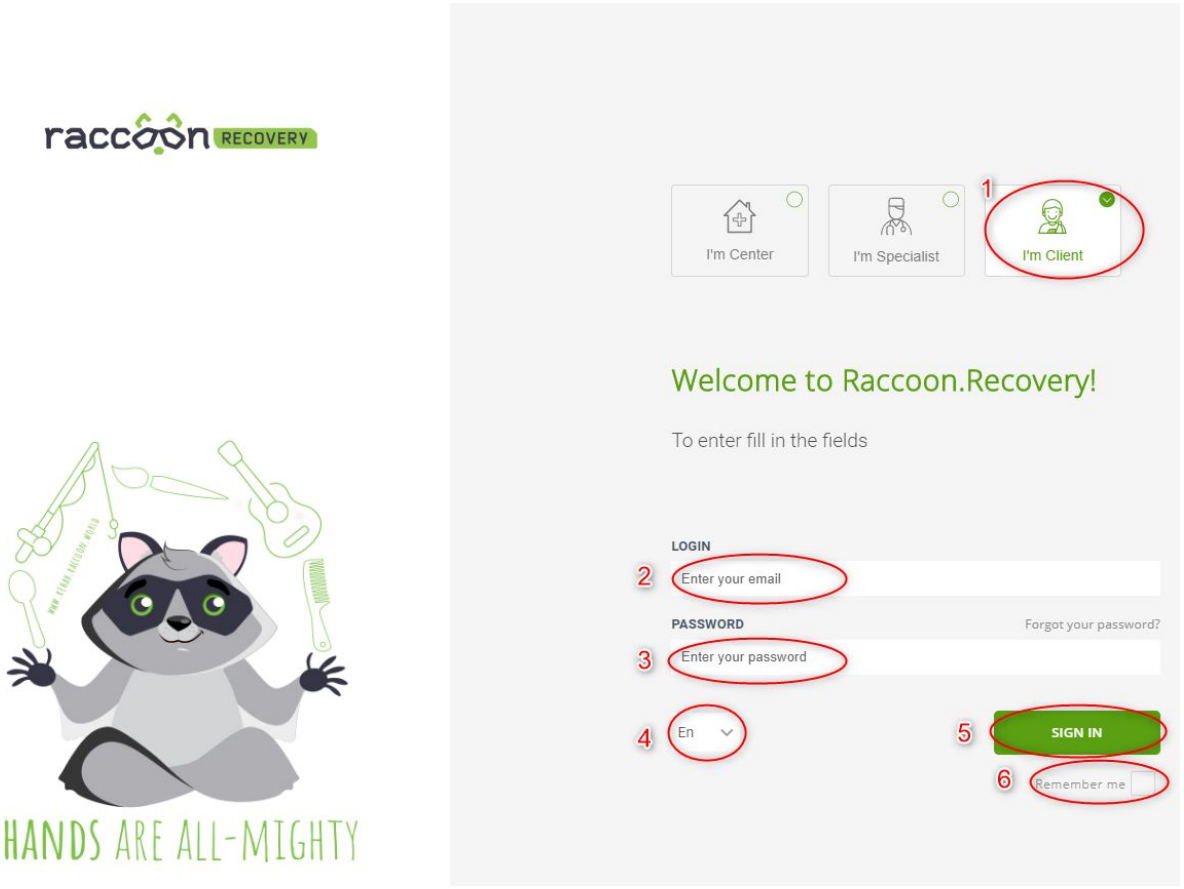
Pic.63. Log out of the account

Role “Client”

General Provisions

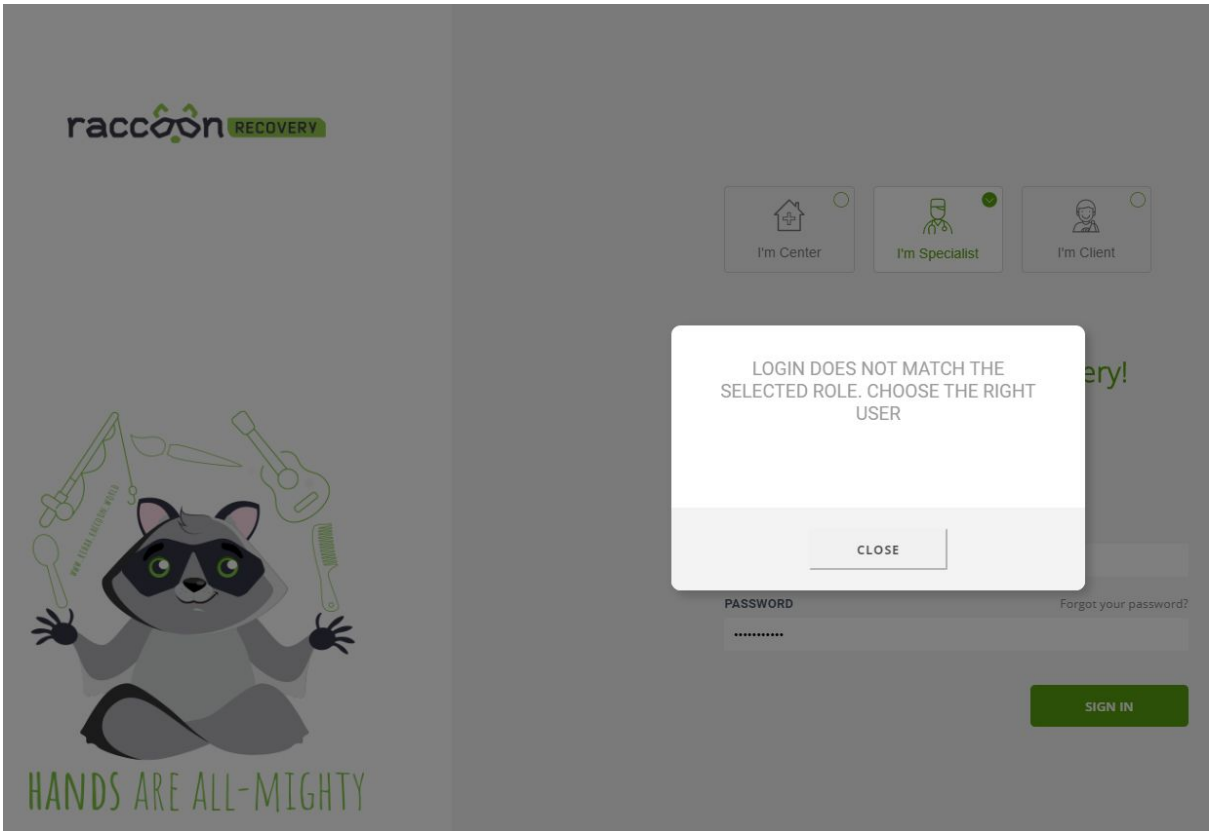
Log in to the system

1. Select the role “Client” (1);
2. Enter the email that was used to register the account;
3. Enter the password set within the registration process;
4. Choose the convenient language from the drop-down list(4);
5. Press the button “SIGN IN”(5) ;
6. Feature “Remember Me” (6).



Pic. 64. System login screen. Client

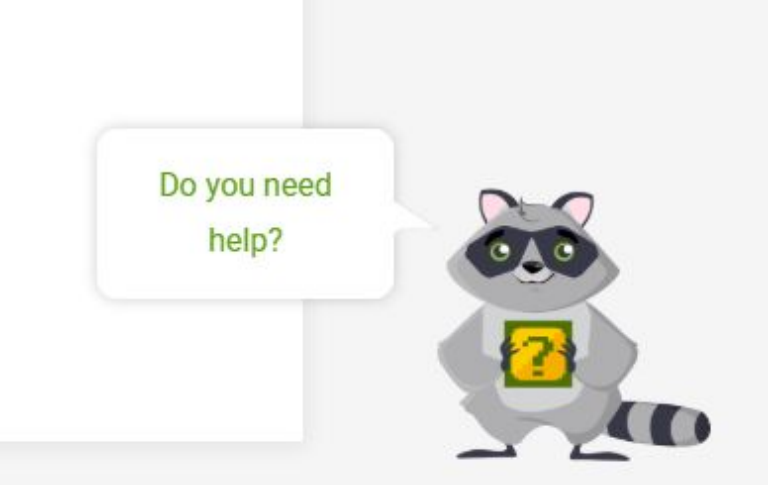
If the role was selected incorrectly, the system reports it (Pic.65).



Pic.65. Incorrect selection of the user role

Ronnie the Raccoon. First access (tutorial).

Ronnie the Raccoon - is a character that will be a guide for the user in the program (Pic. 66)

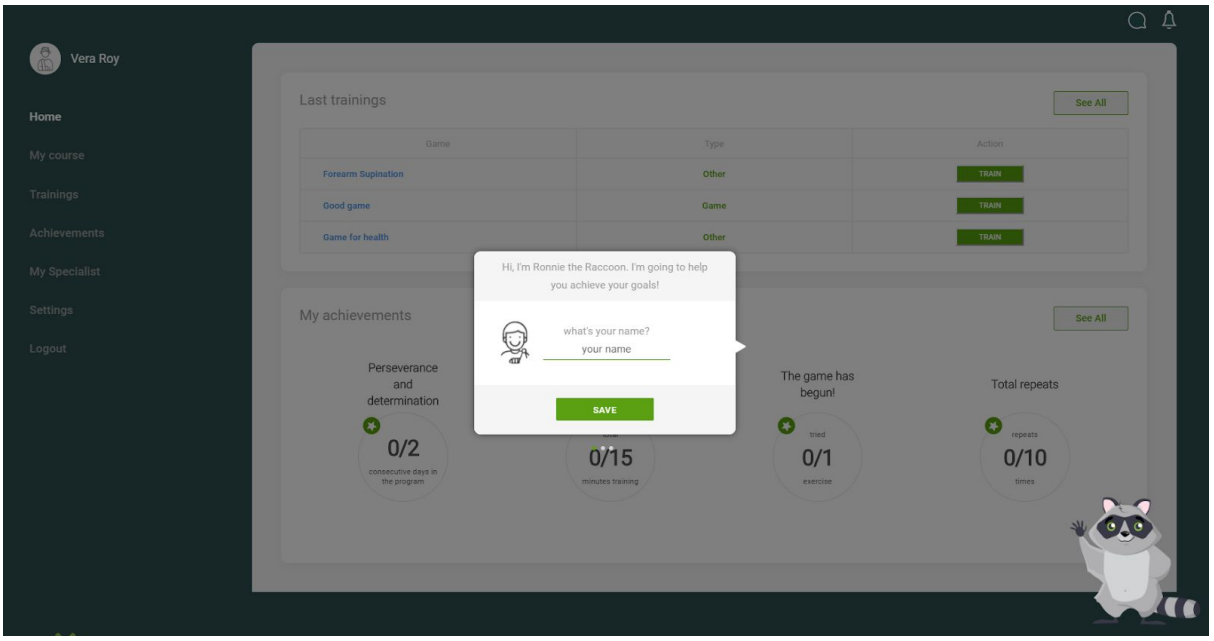


Pic. 66. Ronnie the Raccoon.

Within the first tutorial Ronnie conducts a tour on the main features of the program (pass the tutorial).

Step 1: When one first meets Ronnie, s/he can choose any name to communicate with him, or leave the name put in during registration.

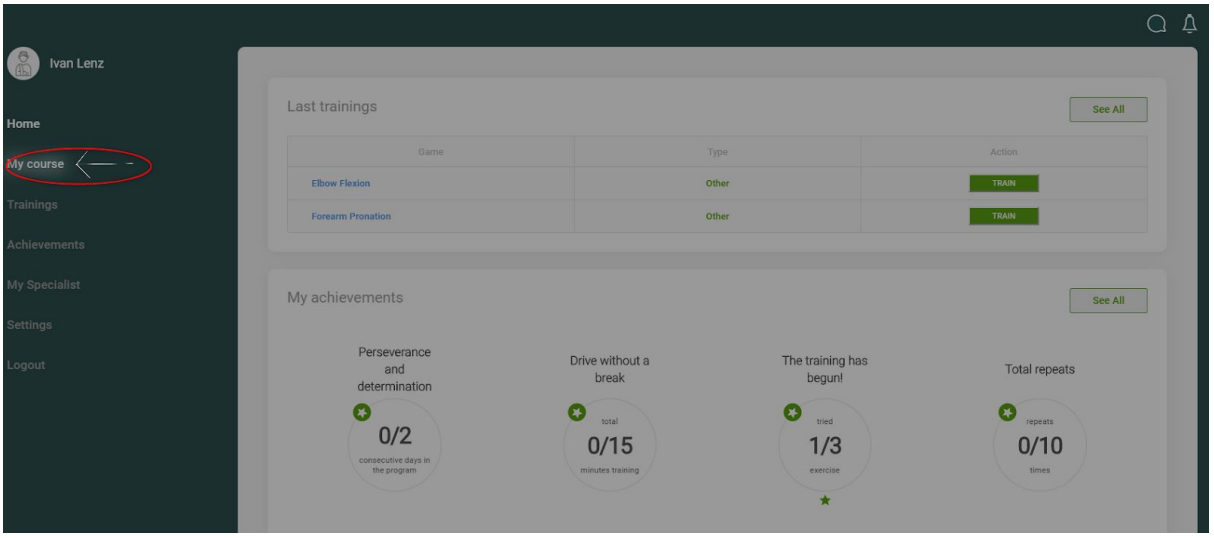
To leave the name put in during registration: press the “Save” button in the popup (Pic. 67).
To change the name: enter the name in the popup, press the “Save” button (Pic. 67).



Pic. 67. Popup “What’s your name?” Leave the name, put in during registration.

Step 2: Acquaintance with the program. Ronnie the Raccoon instructs on the use of the program.

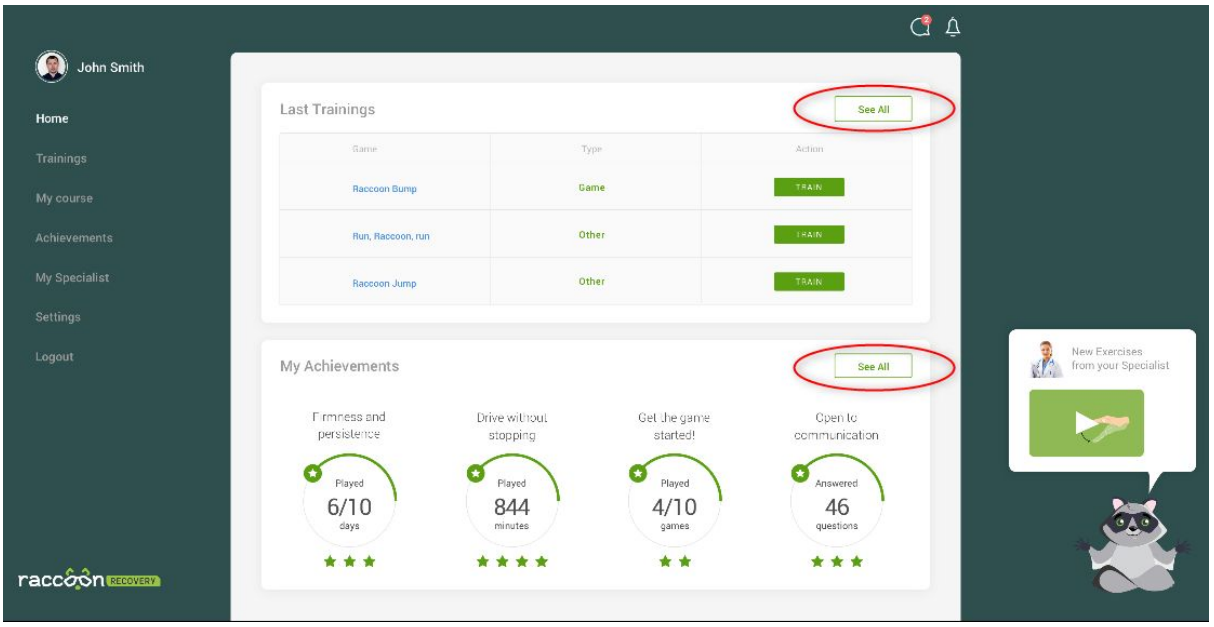
Continue acquaintance with the program - press the “Next” button.
Stop the further acquaintance with the program - press the “Skip” button (Pic. 68).



Pic. 68. “Home” screen. Acquaintance with the program. Example of the tutorial by Ronnie.

Client Home Screen

Home Screen of the Client contains two sections: “Last Trainings” and “Achievements”, and the sidebar menu (Pic. 69).



Pic. 69. Client's home screen. "See all" button.

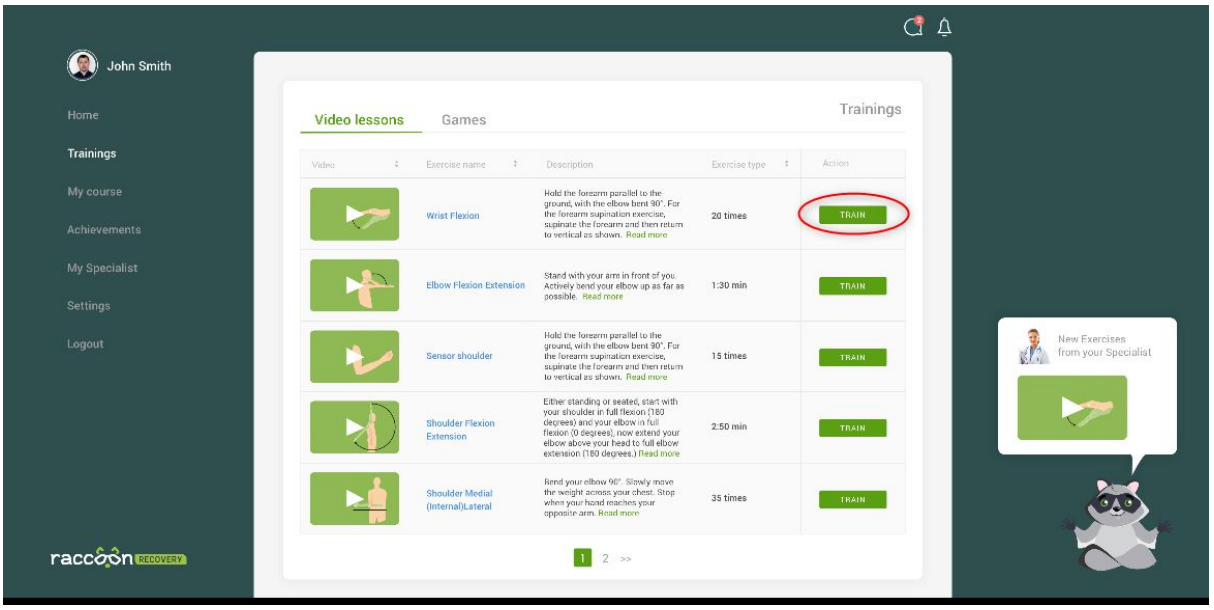
Trainings

To start training, switch to "Trainings" screen (Pic. 70) in either of the two ways:

- press "See all" button in Last Training section on the Home screen;
- click "Trainings" in the sidebar menu.

"Trainings" screen consists of two tabs: "Video lessons" and "Games".

- locate the necessary exercise or game and press "Train" button.



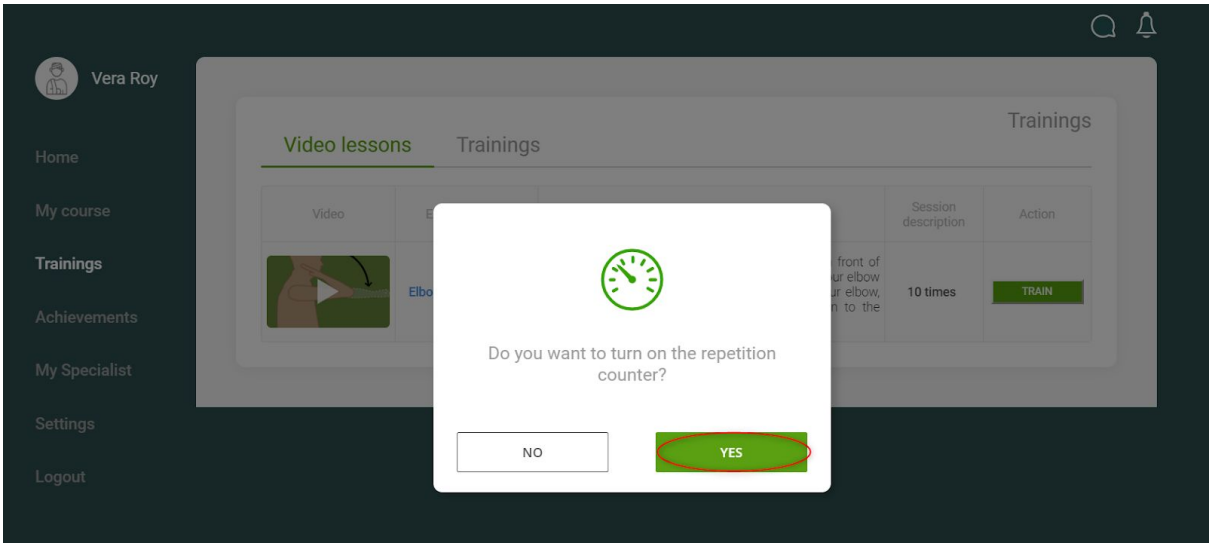
Pic 70. "Trainings" screen. "Train" button.

Automatic counter Feature

The Client can use his/her smartphone as an automatic counter of movements while doing the exercise or playing a game.

Automatic counter should be enabled and calibrated every time when the user starts training. To use this feature, it is necessary to install Raccoon.Recovery Light-Mobile on the smartphone and connect it to the desktop application:

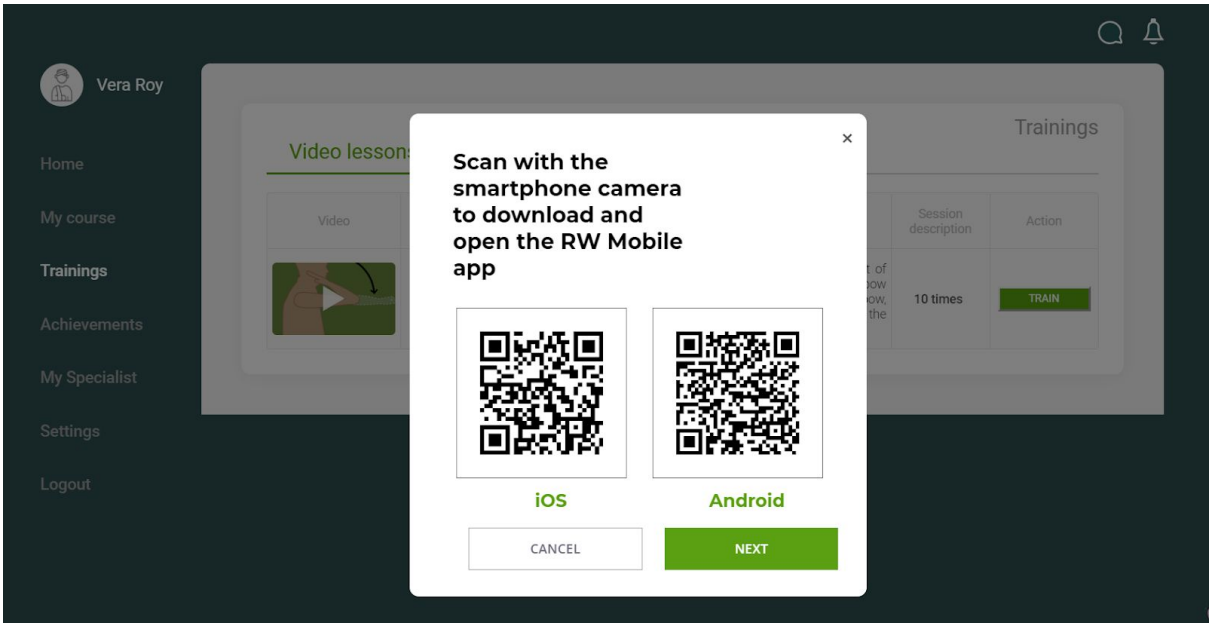
Step 1. To start using automatic counter, press “Yes” button on the popup that appear after “Train” button was pressed (Pic.71).



Pic. 71. “Do you want to turn on the repetition counter?” popup

You can opt not to turn on the repetition counter (Press “No” on the popup shown on Pic.71). In this case, you will switch to step 5 - getting started with the exercise right away.

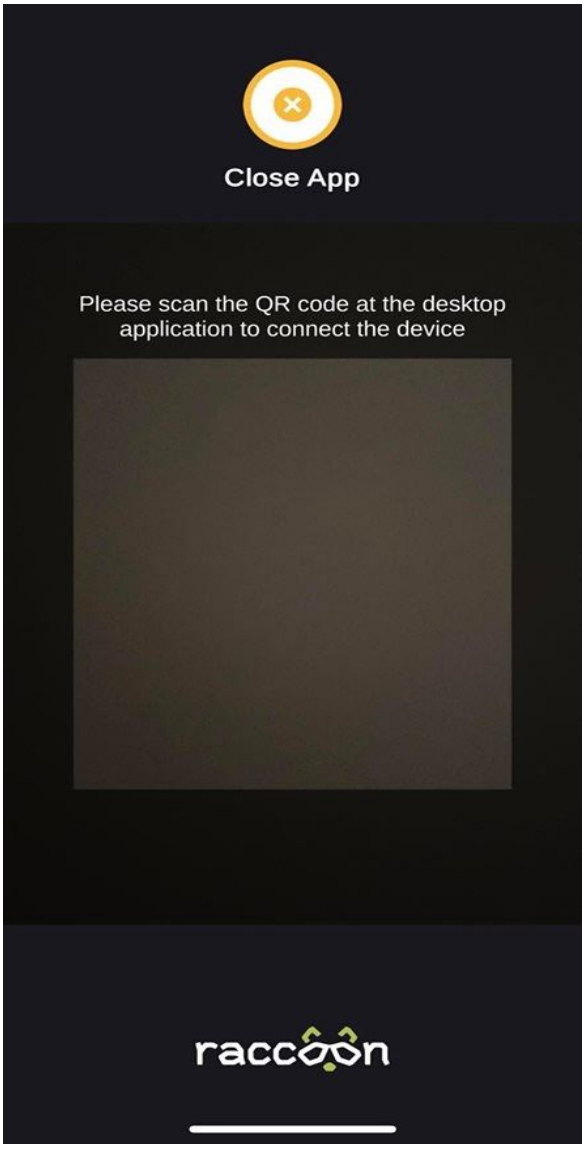
Step 2: Scan the QR code displayed on the “Download RW Mobile app” popup and install the Raccoon.Recovery Light-Mobile application. Press “Next” button (Pic.72).
If the application has been previously installed, this step should be skipped.



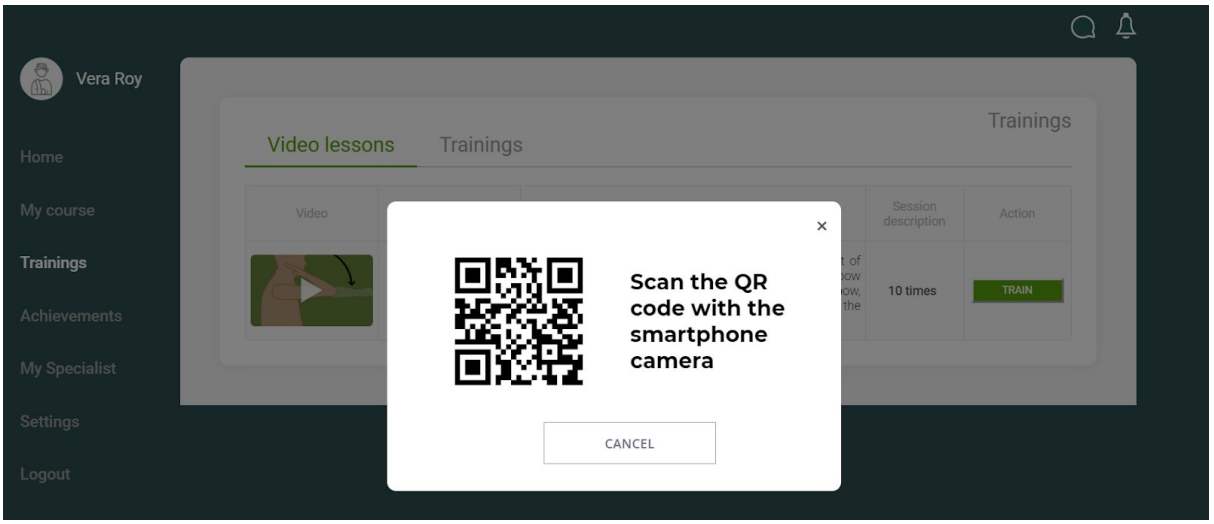
Pic.72. “Download RW Mobile app” popup

Step 3: Connect the mobile app with the desktop application:

- open the mobile app (Pic.73) and use the in app QR scanner to read the QR code displayed on the desktop application popup (Pic.74);

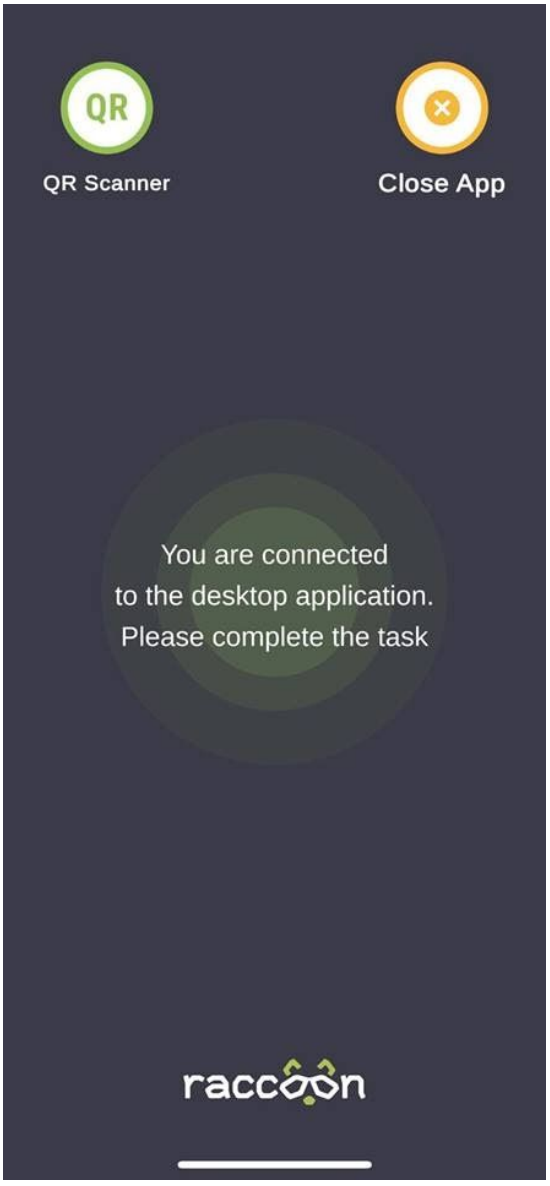


Pic. 73. Raccoon.Recovery Light-Mobile application starting screen



Pic.74. “Scan the QR code with the smartphone camera” popup

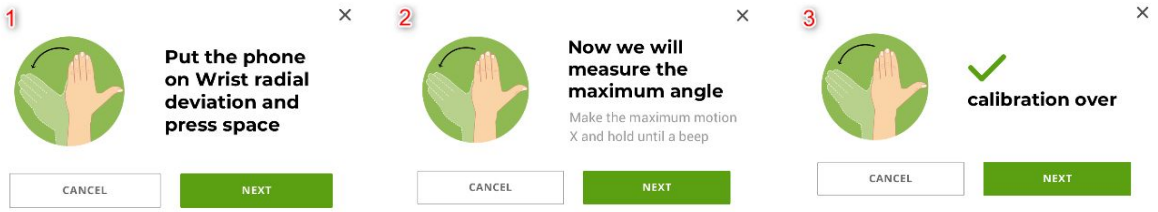
- make sure that your smartphone has connected to the desktop application (Pic.75);



Pic.75. Raccoon.Recovery Light-Mobile application second screen

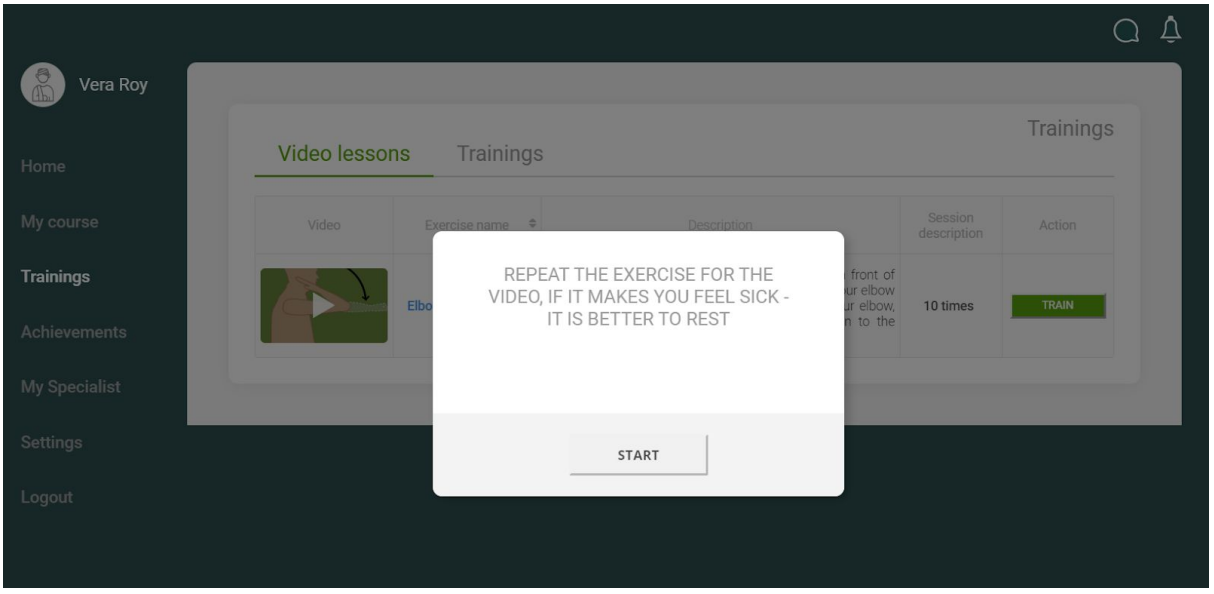
Step 4: Follow the instructions on the desktop application popups to calibrate the counter (Pic.76):

- put the phone on the part of the body shown on the popup and press “Next” button (1) ;
- make a motion shown on the popup with maximum possible angle, hold until you hear the sound signal and press “Next” button (2);
- switch to “calibration over” popup and terminate the calibration process by pressing “Next” (3).



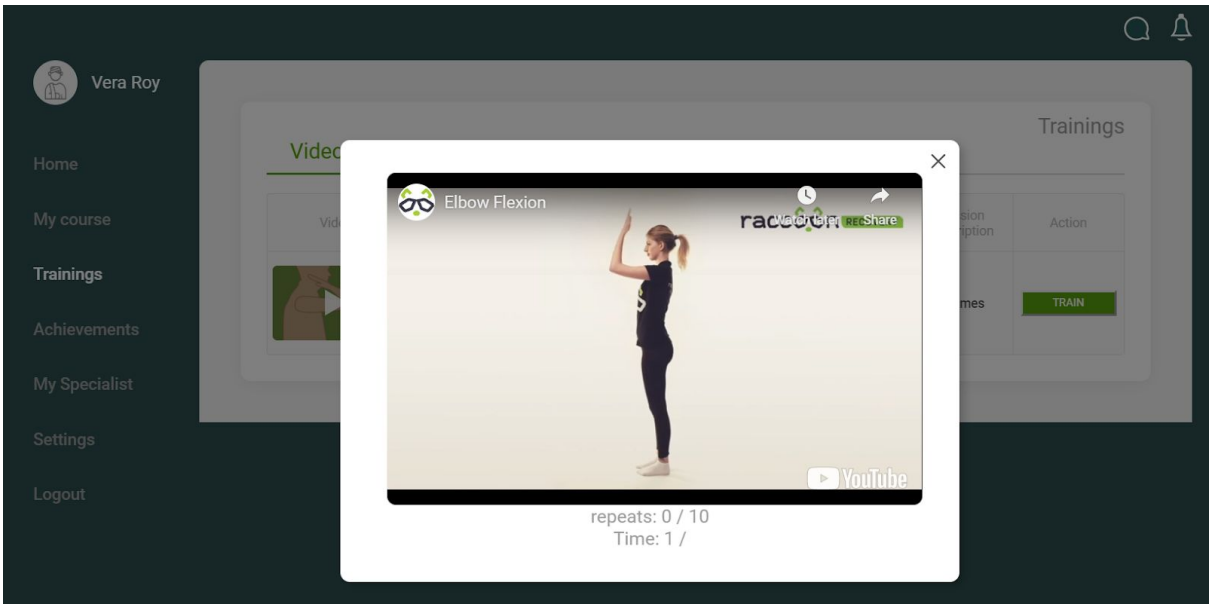
Pic.76. Smartphone calibration process (popups with instructions)

Step 5: Press “Start” to begin training (Pic.77).



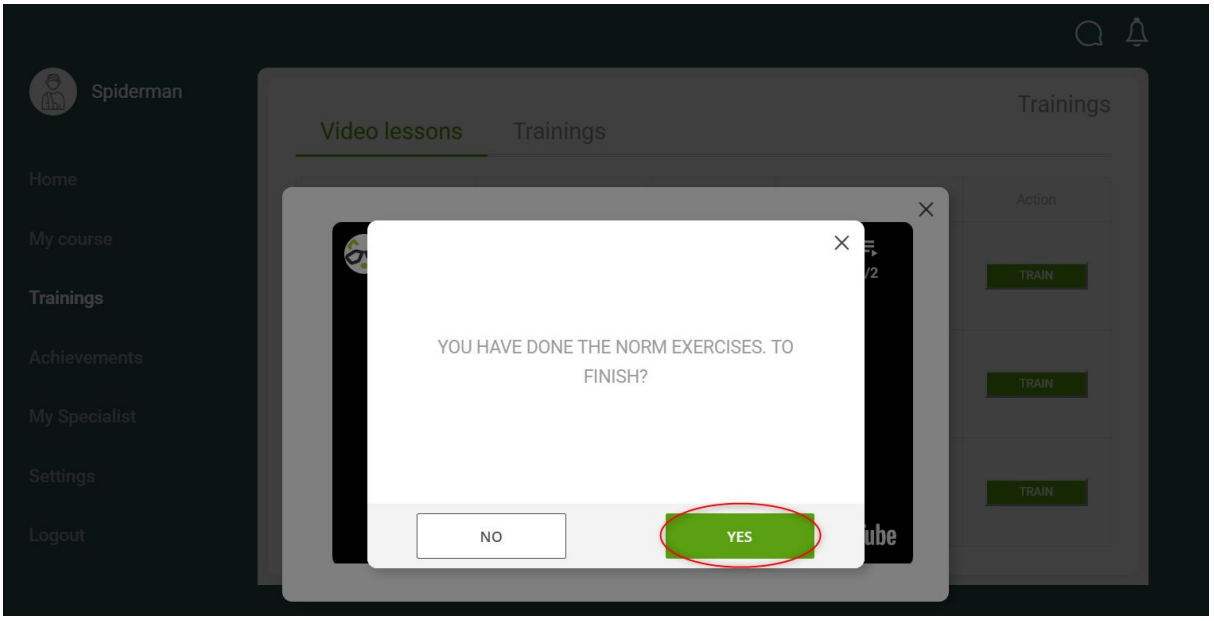
Pic. 77. Getting started with the exercise

Step 6: Watch the video and repeat the movements. You will see the total number of repetitions and time used under the video (Pic.78).



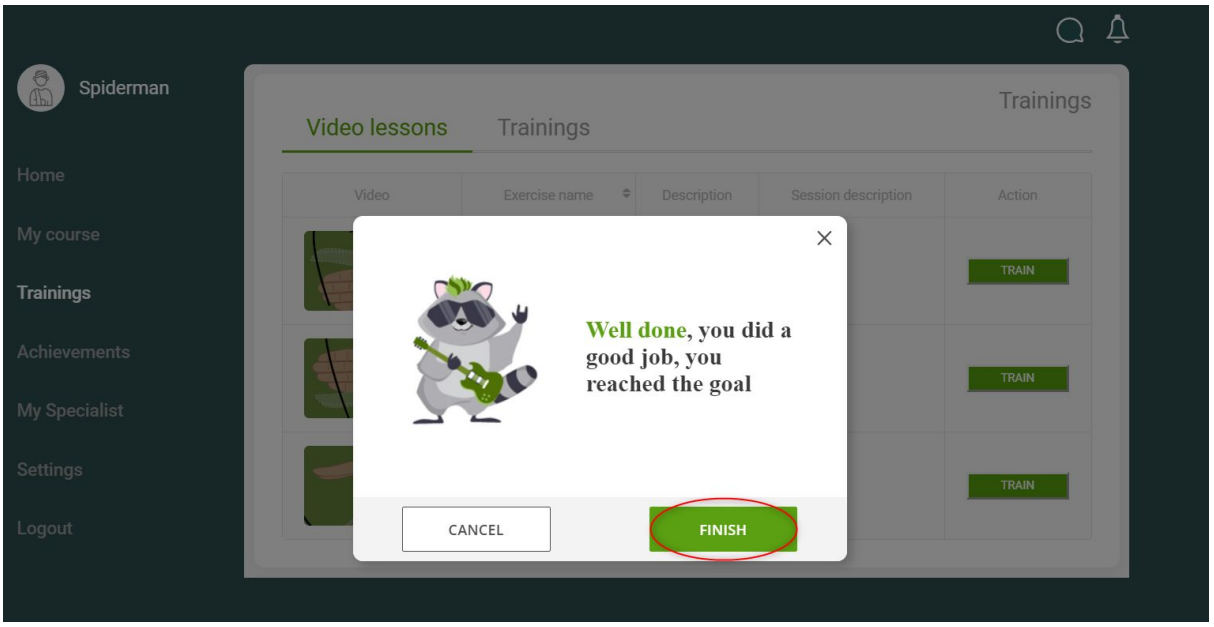
Pic. 78. Watch the video and repeat the movements

Step 7: When the norm of the exercise prescribed by the specialist (in duration or quantity) has been done, press “Yes” on the popup to finish the exercise (Pic.79).



Pic. 79. “You have done the norm exercises. To finish?” popup

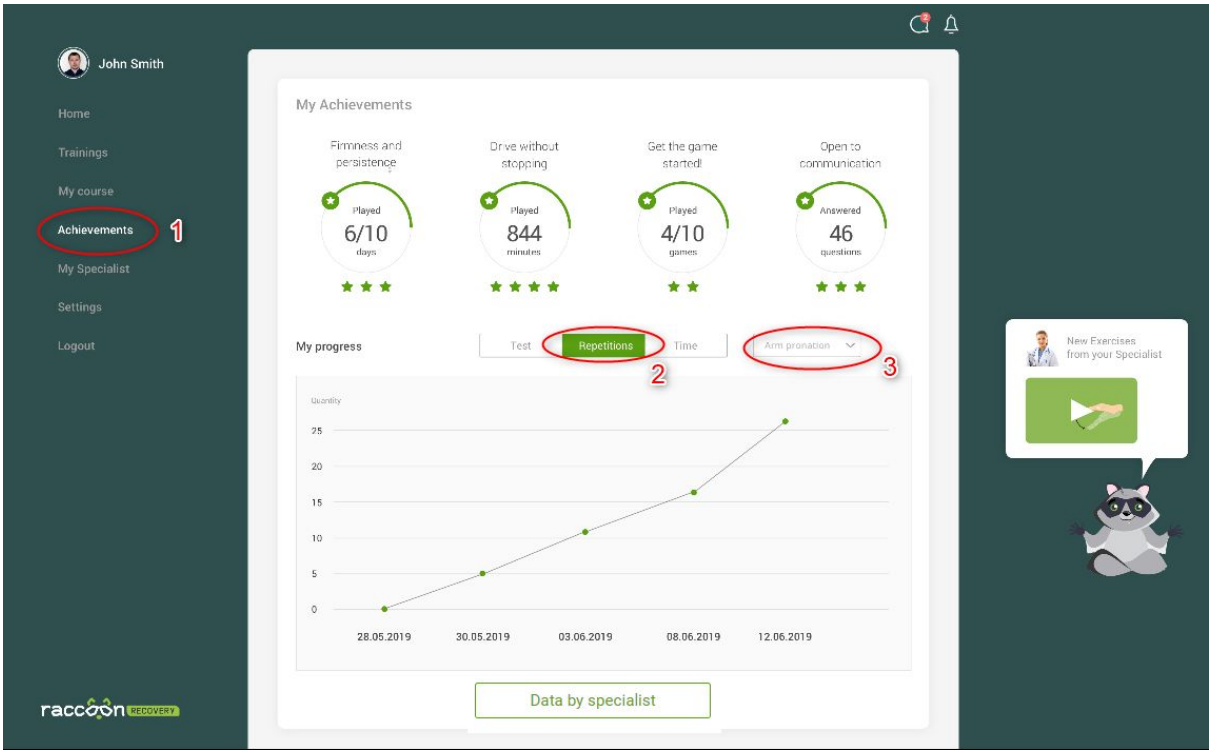
Press “Finish” on the next popup to terminate the exercise (Pic.80).



Pic. 80. “Well done” popup. “Finish” button

Achievements system

Open “Achievements” menu item (Pic. 81) or press “See all” button in “My Achievements” section on the Client home screen (Pic. 69).



Pic. 81. "My achievements" screen

Get acquainted with achievements in the program on the screen “My Achievements" (Pic.81). The screen contains two sections:

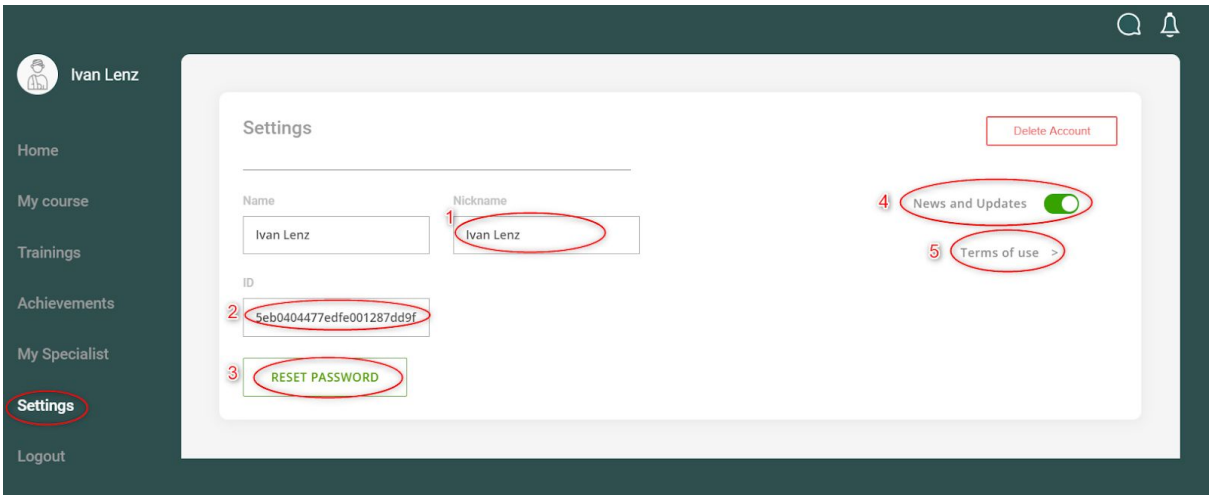
- achievements calculated based on the statistics of exercise repetitions and time spent on doing exercise. For each achievement, the user receives a reward in the form of “stars” that are accumulated.
- test results data provided by the Specialist (available only if shared by the specialist).

You can keep track of the progress in repetitions and time spent on doing each exercise (Pic.81):

- select criteria Test/Repetitions/Time (2);
- select the exercise from the dropdown list (3);
- the progress chart will appear on the screen. The chart is build only for the days when the exercise has been done by the Client.

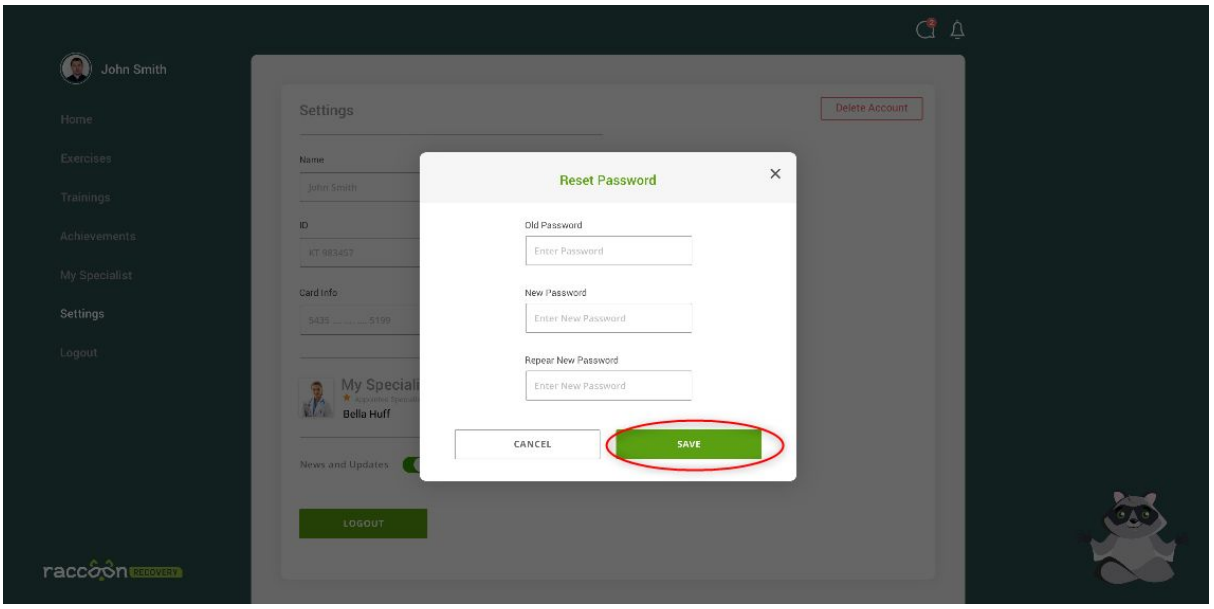
Account Settings

Click on “Settings” in the sidebar menu (Pic. 82) and switch to account settings screen to perform the following actions:
Step 1: Change your Nickname (1).
Step 2: View your personal ID (2).
Step 3: Unsubscribe from the newsletter and optional letters from the developer by disabling radio button (4).



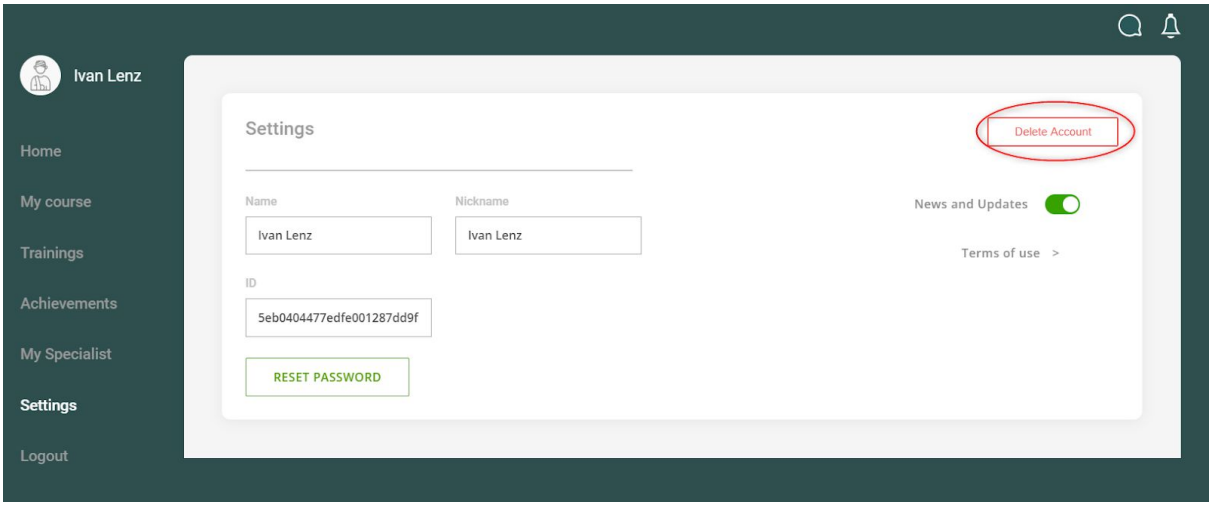
Pic.82. Client account setting screen

Step 4: Reset the password (Pic. 82).
Click “Reset Password” button (3) on the “Settings” screen (Pic.82), enter the old and new passwords in “Reset Password” popup and press “Save” button (Pic.83).

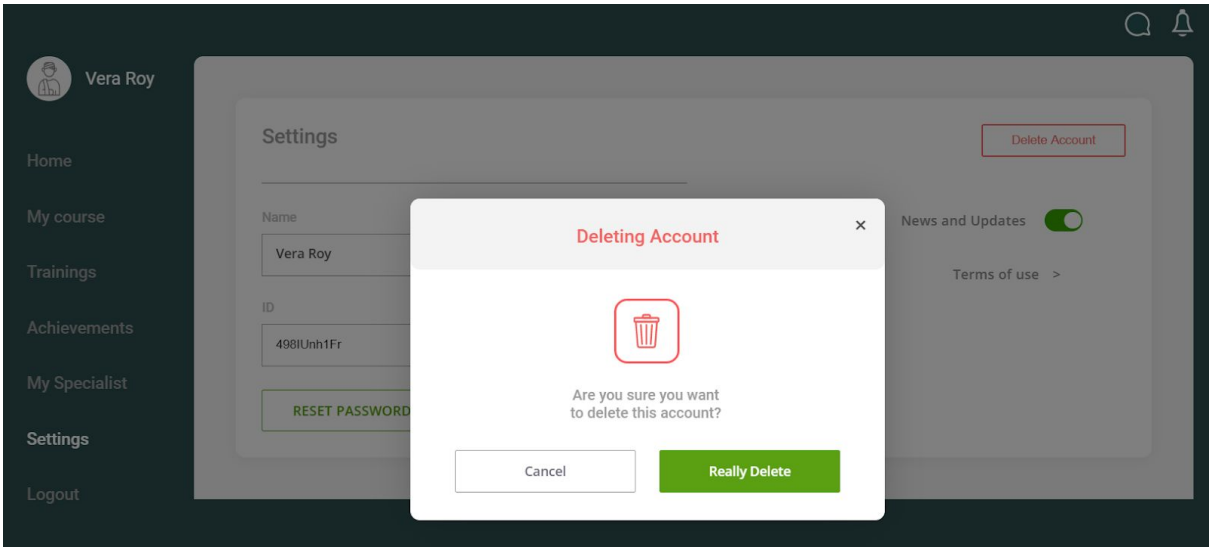


Pic. 83. "Reset Password" popup

Step 5: Delete account.
Click "Delete Account" button on the "Settings" screen (Pic.82). In the popup, press "Delete anyway" button (Pic.84).

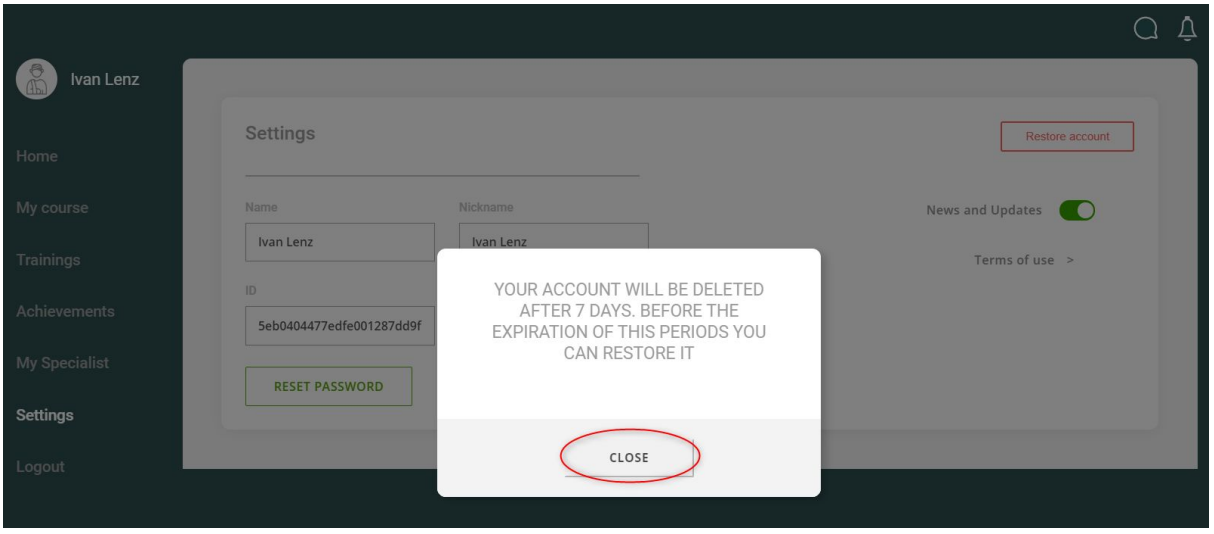


Pic.84. "Settings" screen. "Delete Account" button



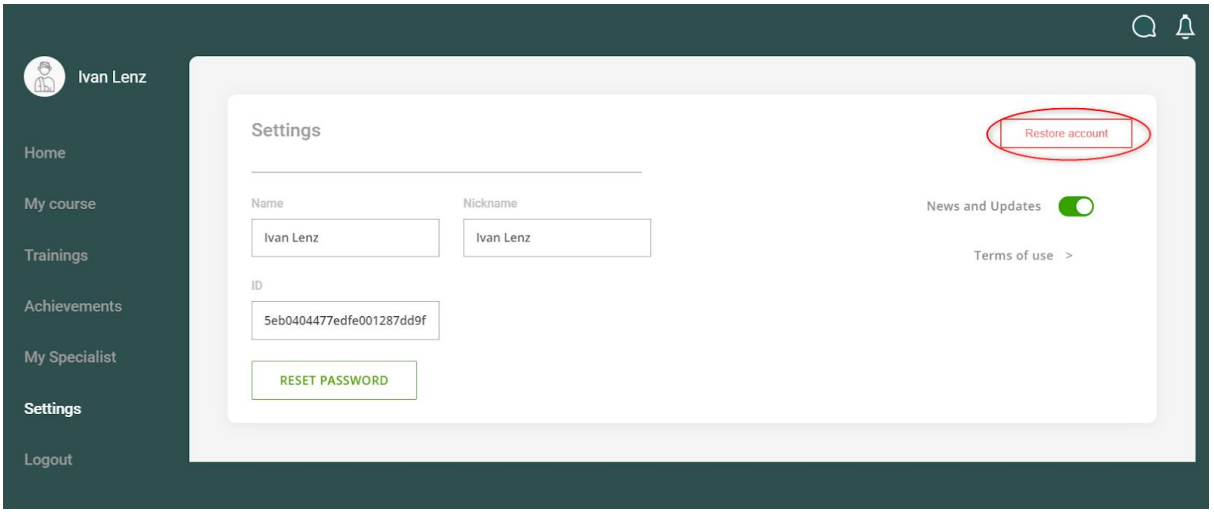
Pic 85. “Deleting Account” popup

Within 7 days upon deletion the account can be restored in the system.



Pic.86. “Your account will be deleted after 7 days” popup

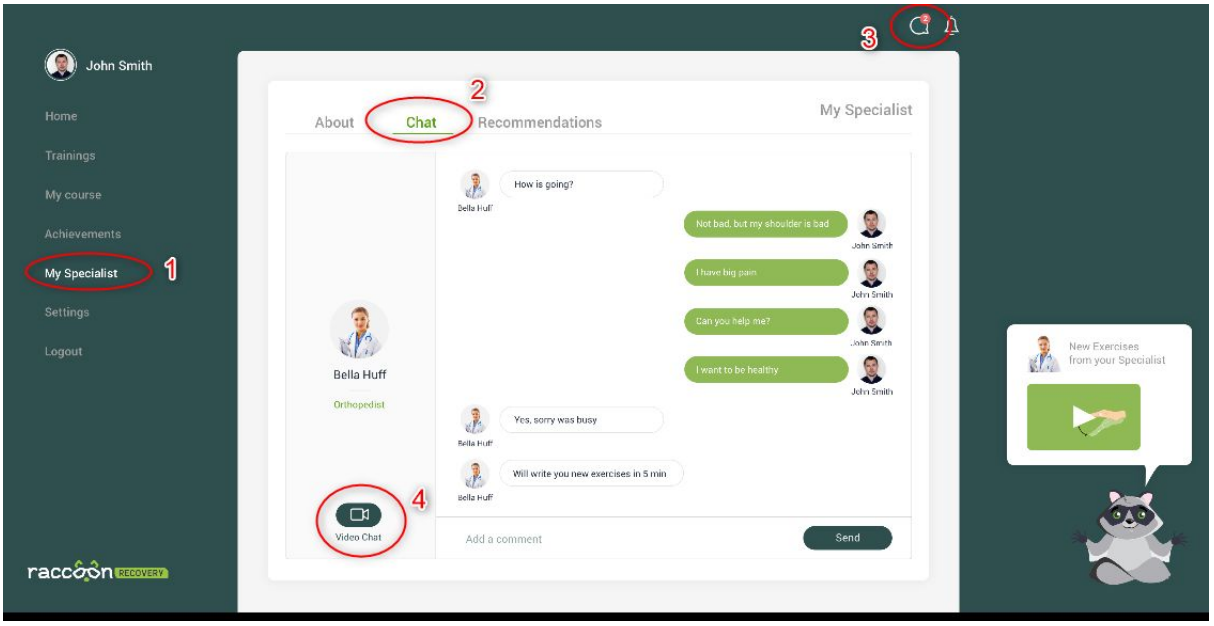
To restore the account, press “Restore account” button on the Settings screen (Pic.87).



Pic.87. “Settings” screen. “Restore account” button

Online chat with the specialist Feature

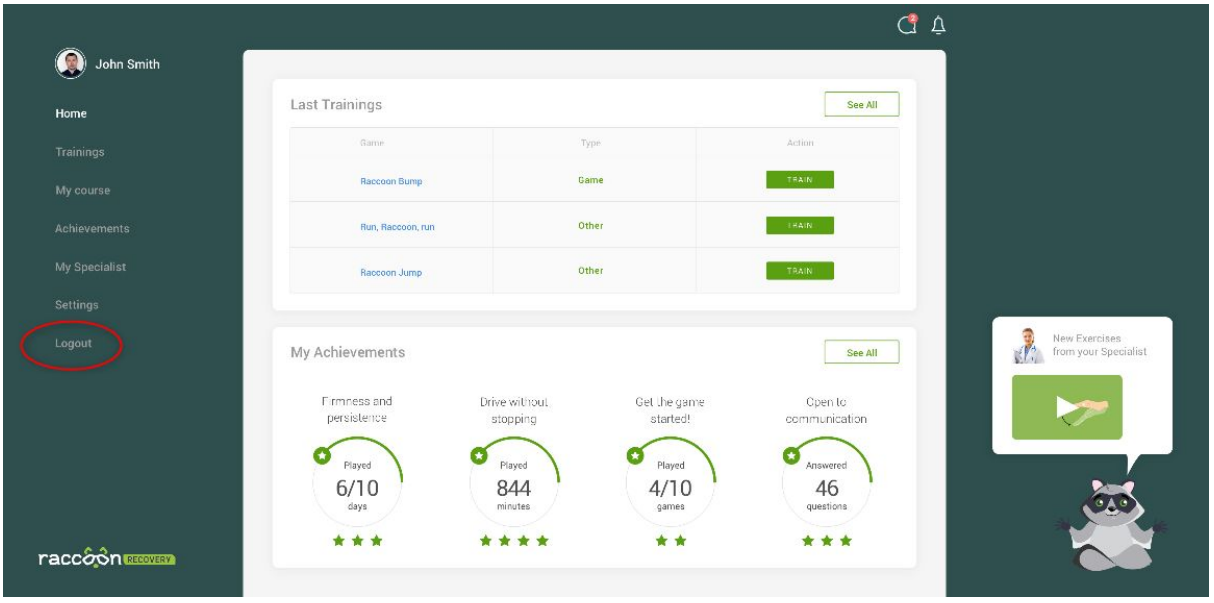
To open the chat with your specialist, click the “chat” icon (3) on any screen or open “Chat” tab (2) on “My Specialist” screen (1) (Pic.88).



Pic. 88. Chat with the Specialist screen
To start a video chat with your specialist, press “Video chat” icon (4) on the “Chat” tab (Pic. 80).

Log Out

To log out the account, the user shall:
Click “Logout” in the sidebar menu (Pic.89).

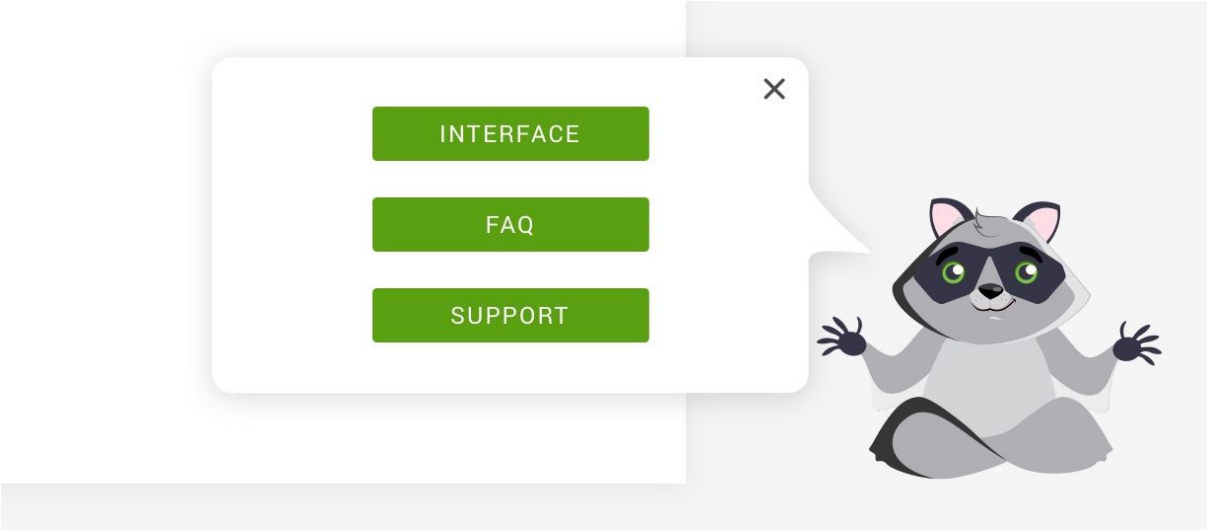


Pic.89. Log out the account

Function “Need Help" for all the users accounts:

Step 1: Click to the Raccoon bubble “Do you need help?”
Step 2: will appear the bubble with the three buttons (Pic.90) :

1. Interface;
2. FAQ;
3. Support.

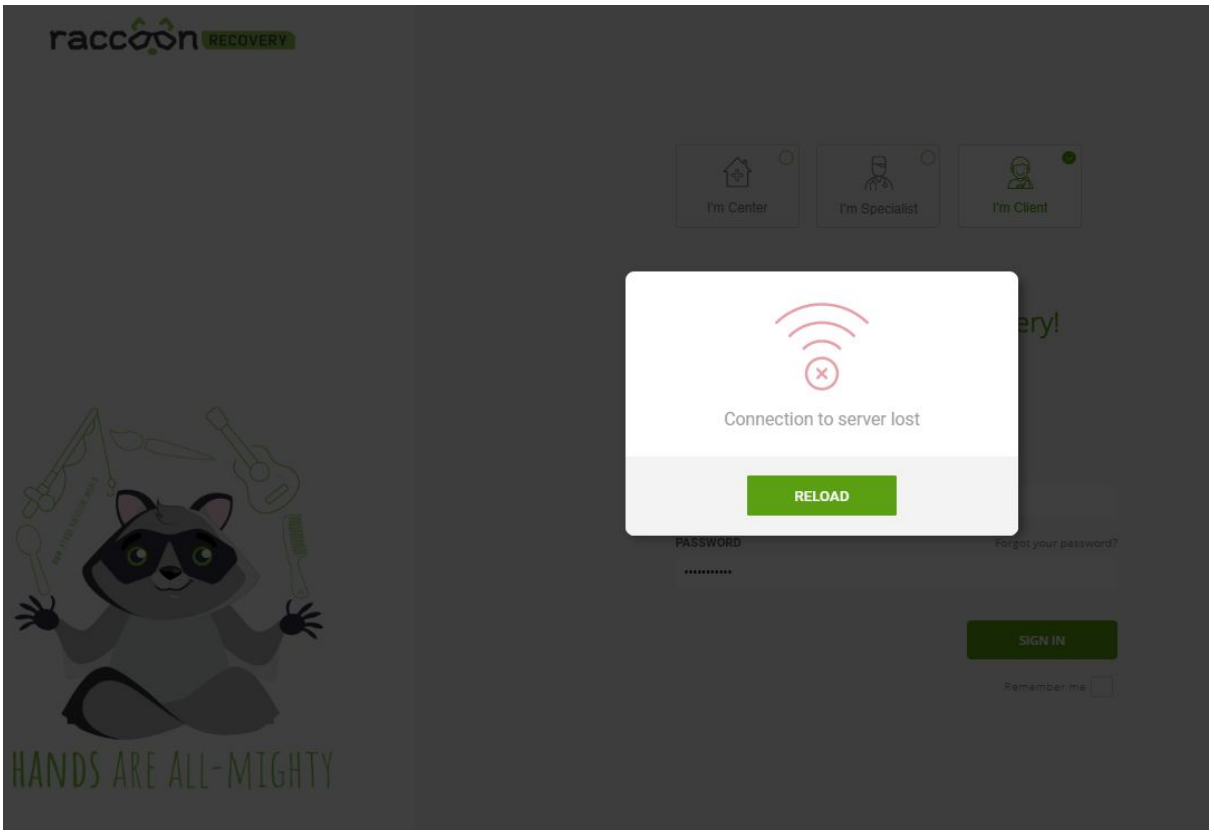


Pic.90. Raccoon’s bubble “Do you need help?”

Improper events and system fails management

1. No server connection (Pic.91)

Event / Failure Cause	Remedy recommendations
- connection to the network - Internet on the PC is interrupted; - the speed of data transmission over the Internet is critically reduced; - Internet cable disconnected	If the connection to the server is lost: - check the Internet connection on your PC (if connected via WiFi); - check if a network cable is connected to access the Internet; - if necessary, contact your provider of Internet services; - make sure that the Internet connection is restored; - click on the “Reload” button.



Pic.91. System event. Connection to server is lost.

⚠ Warnings (general)

1. **Warning!** Before start using Raccoon.Recovery Solution, the user must be trained to use it.
2. **Warning!** All the personal data received provided by the users is stored on a remote server in Germany with the compliance with GDPR.
3. **Warning!** The possibility of using Raccoon.Recovery should be discussed with a Specialist in the Center where the Client is undergoing rehabilitation. Only a Specialist is able to comprehensively assess the condition of the Client and take into account all the nuances of his condition and characteristics of his body.
4. **Warning!** Please restrict the use of the Solution if you cannot read the User Manual or if you have problems with the perception of colors.
5. **Warning!** The Solution is not intended for use by people with a lack of vision or lack of organs of vision.
6. **Warning!** Please limit your use of the Solution if you have ever experienced epileptic seizures or if you have noticed at least one of the following symptoms while working in front of the monitor: loss of consciousness, loss of orientation, blurry vision, muscle twitching, any involuntary movements and/or convulsions.
7. **Warning!** The Software always shows only those groups of movements that are prescribed to the Client by the Specialist in his dashboard.

Support and Maintenance

Warning! If you have any problems working with the Software, you should write to the developer's Client support by email: *service@raccoon.world*

Contact information

For any information or assistance, please contact us:

e-mail: service@raccoon.world
www.raccoon.world

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Poland, Kraków

Manufactured in Poland, EU

Effective Date: 22-06-2020
Version Light-Mobile

Raccoon.Recovery

code REF 2000-1305

Software > REF 2000-0001