

60X5 DONGLE AND DYNAMICARM UPDATE:

We recently identified a compatibility issue with *NEW* 60X5 dongles when paired with our DynamicArm elbows only. This issue does not affect DynamicArm Plus or other Ottobock products that use the 60X5 dongle.

Our global team is working on a software patch for our ElbowSoft software. Unfortunately, due to the worldwide Bluetooth chip shortage and the necessity of using new chips, the software patch has been delayed.

Our hope is that the ElbowSoft software patch will be available within the next 6 months. I will communicate updates as I have them. In the meantime, please ensure to note the following:

ISSUE DESCRIPTION:

An error comes up during the connection process and the DynamicArm arm will not connect.

- The error is only coming up when connecting to a DynamicArm that has not been connected before. It will not occur if you open-up a job which was already once connected to a specific arm, and the button 'connect to last connected arm' is checked.

CORRECTION ACTIONS:

Customers of NEW DynamicArms must use an older generation dongle.

- The Ottobock customer service team has an internal alert in place to ask customers purchasing NEW 60X5 dongles if they plan to use it with a DynamicArm. If they are, they will then be directed to our PCS team to borrow an older, compliant dongle as necessary.
- If an order is submitted electronically – please provide Clinician contact information so we can ensure they have a proper dongle for programming
- We are in the process of acquiring older dongles to help support any new customers until the patch is available. If you are an existing DynamicArm customer, please take care and hold onto your dongles for future use.

HERE IS HOW TO IDENTIFY NEW VERSUS OLD 60X5 DONGLES UNTIL WE WILL HAVE A ELBOWSOFT PATCH AVAILABLE:

LEFT Image: OLD 60X5 = ElbowSoft compatible

RIGHT Image: NEW 60X5 = Currently NOT ElbowSoft compatible

- NEW dongles have the "11U" in the ID #s



Labeling old Bluetooth module

Labeling new Bluetooth module

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Thank you for your attention this matter.

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