



Tablet Training Guide

Initial Setup (2-10)

Before using the Tablet for the first time	2
Samsung Tablet Setup and adding the Patient Portal	3
How to add patients to the Ergo-Flex Portal	4-6
Downloading and logging in to the Ergo-Flex App	7-8
Setting up your equipment for the first time	9-10

Patient Setup (11-17)

Setting up a patient	11
Searching for and selecting the patient	12-13
Configuring the equipment for your patient	14
Setting extension length and time	15-16
Adding heat and vibrational massage	17

Additional Treatment Options (18-26)

Pausing/Editing treatments	18
Patient Notes Section	19-20
Re-Running protocols	21-22
Stacking Protocols	23-25
Running Multiple units with one tablet	26

Troubleshooting (27-32)

Accessing Settings for troubleshooting	27
Disconnecting a unit	28
Calibrating your Back On Trac	29
Returning your Back On Trac to the home position	30
Overriding the Mid-Point	31-32

Initial Set up: ***Before using the tablet for the first time***

Some items to note about using the tablet:

1. Ensure the Back On Trac is turned on.
2. Make sure your tablet is connected to your Wi-Fi in your clinic.
3. **DO NOT PAIR** the tablet via Bluetooth to your Back On Trac. Please follow the prompts from the Ergo-Flex Technologies Application to connect your device to the tablet.
4. The Back On Trac can only run (tablet version) if there is a patient “loaded” into the portal.
5. Adding your Back On Trac patients into the software can be accomplished in two ways:
 - a. On a desktop computer: Your tablet shipped with a list of QR Setup codes to access the portal, or you can search this URL:
<https://ergoflexportal.com/ergoflex>
 - b. On the tablet once the Patient Portal is added: This guide will walk you through adding everything you need to operate your machine. Once you have added the Ergo-Flex Portal to your tablet, you then can add or remove patients from the tablet itself if you choose to.

See next section on how to set up your tablet and add patients to the Ergo-Flex Portal

Initial Set up: ***Samsung Tablet Setup***

1. Hold the power button (most upper right-hand button) for 3-5 seconds
 - a) On the “Welcome!” screen, tap start
 - b) On the “For your review” screen, tap “agree to all” and select “agree”
 - c) On the “Easy Setup” screen, tap “set up manually”
 - d) Connect to your clinic Wi-Fi, or hotspot
 - e) On the “Copy apps & data” screen, tap “don't copy”
 - f) On the “Protect your tablet” screen tap “skip” and “skip anyway”
 - g) On the “Get recommended apps” screen, tap “next”
 - h) On the “Samsung Account” screen, tap “Forgot password or don't have an account,” on the following page, tap “Setup later in settings” at the bottom, and tap “Skip” when the final Samsung page appears
 - i) Choose between light or dark for backlighting options
 - j) You have now completed the initial setup of your Samsung tablet

Initial Set up: ***Adding the Patient Portal to the tablet***

1. Tap on the google search bar on the home screen of the tablet
 - a) In the address bar type “ergoflexportal.com/ergoflex”
 - b) Refresh page
 - c) Log in using Ergo-Flex app login
Username: doctoremailhere@gmail.com (this will be the email of the doctor who purchased the machine.)
Password: ergoflex
 - d) Tap the 3 dots in upper right corner (may appear as red arrow)
 - e) Select add to home screen
 - f) Change name of page to Ergo-Flex Portal
 - g) Once the portal is added, scroll up on the home screen of the tablet
 - h) Locate and hold your finger down on the Ergo-Flex Portal icon
 - i) Drag to preferred position(preferably the home screen of tablet)
 - j) Now tap on the Ergo-Flex Portal icon you just added
 - k) Once opened follow these steps below to add/remove patients

Initial Set up: ***How to add patients to the Ergo-Flex Portal***

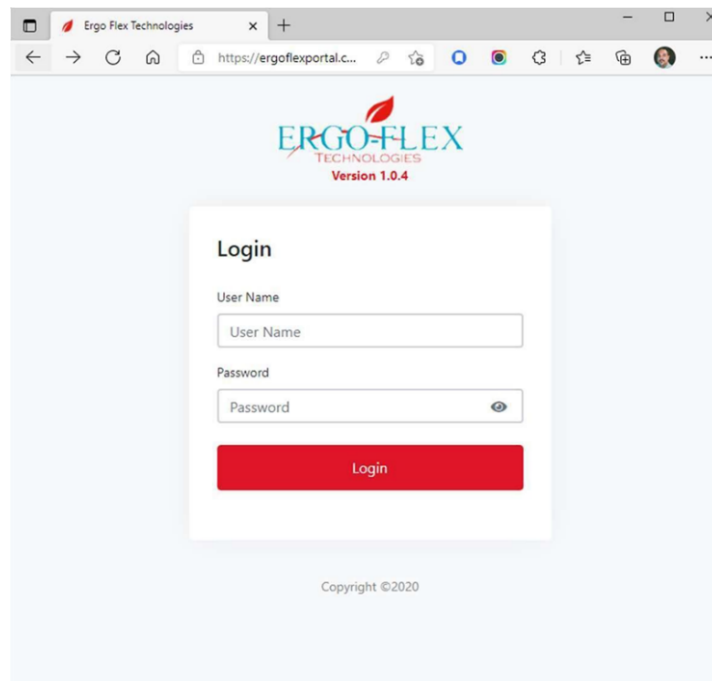
Adding your Back On Trac patients into the software can be accomplished in two ways:

- a. On a desktop computer: Your tablet shipped with a QR Code for accessing the portal, or search this URL:
<https://ergoflexportal.com/ErgoFlex/>
- b. On the tablet: This guide will walk you through adding everything you need to operate your machine. Once you have added the Ergo-Flex Portal to your tablet, you then can add or remove patients from the tablet itself.

Enter the login information using the doctors email address as the Username and ergoflex as the Password. *Please note this login is case sensitive. Make sure everything is spelled correctly and there are no spaces before or after the email or password.

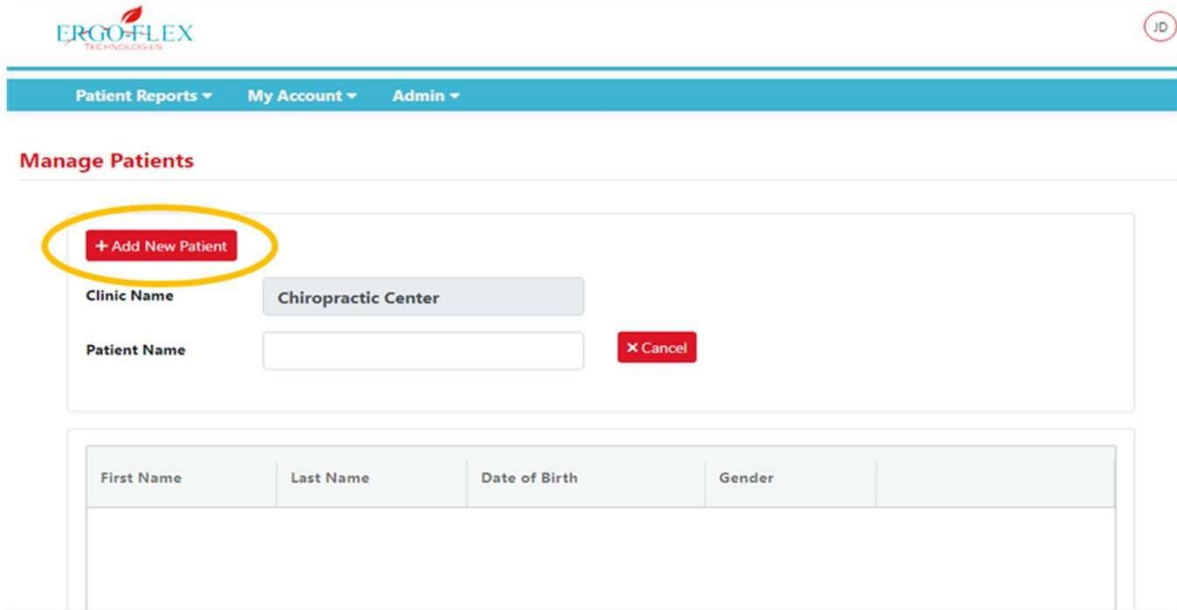
Username: doctorsemailhere@gmail.com (this will be the email of the doctor who purchased the machine).

Password: ergoflex



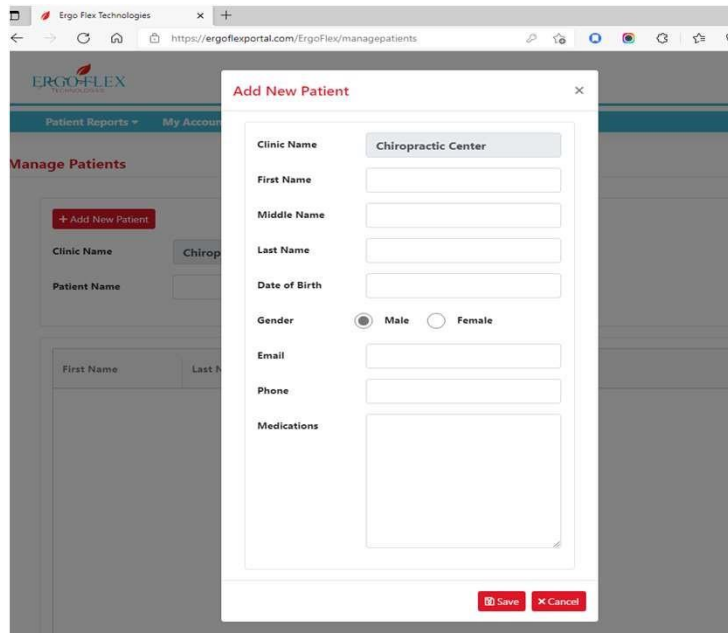
Initial Set up: *How to add patients to the Ergo-Flex Portal (Continued)*

Once logged in you will see this screen:
Now, Click on “Add New Patient”



The screenshot shows the Ergo-Flex Technologies portal interface. At the top, there is a navigation bar with 'Patient Reports', 'My Account', and 'Admin' menus. The main heading is 'Manage Patients'. A red button labeled '+ Add New Patient' is highlighted with a yellow circle. Below this, there is a form with 'Clinic Name' set to 'Chiropractic Center' and 'Patient Name' as an empty input field. A red 'Cancel' button is visible. Below the form is a table with columns for 'First Name', 'Last Name', 'Date of Birth', and 'Gender'.

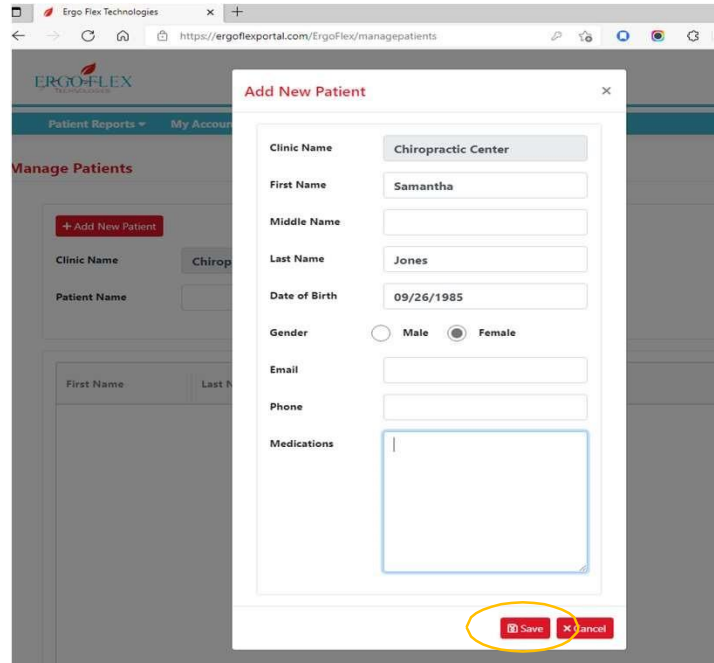
You will now see this pop-up. The mandatory fields are First Name, Last Name, Birthdate, and select Gender.



The screenshot shows a browser window with the URL 'https://ergoflexportal.com/ErgoFlex/managepatients'. A pop-up window titled 'Add New Patient' is open. The form contains the following fields: 'Clinic Name' (Chiropractic Center), 'First Name', 'Middle Name', 'Last Name', 'Date of Birth', 'Gender' (radio buttons for Male and Female), 'Email', 'Phone', and 'Medications'. At the bottom of the pop-up are 'Save' and 'Cancel' buttons.

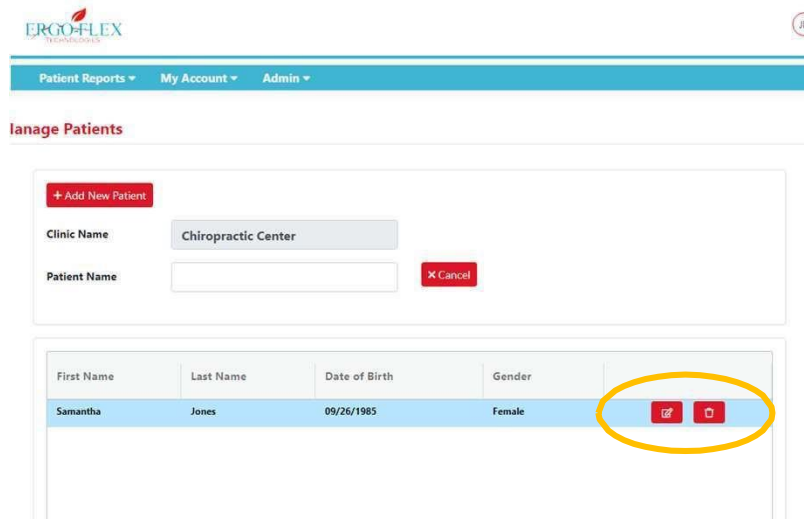
Initial Set up: **How to add patients to the Ergo-Flex Portal (Continued)**

Once you have entered the patient information, Click “Save”





The screenshot shows a web browser window with the URL <https://ergoflexportal.com/ErgoFlex/managepatients>. The page title is "ERGO-FLEX" and the main heading is "Manage Patients". A modal window titled "Add New Patient" is open, containing the following fields: Clinic Name (Chiropractic Center), First Name (Samantha), Middle Name (empty), Last Name (Jones), Date of Birth (09/26/1985), Gender (Female selected), Email (empty), Phone (empty), and Medications (empty text area). At the bottom of the modal, there are two buttons: "Save" and "Cancel", both of which are circled in yellow.

You will now see your patient has been added. Repeat the same process to add more patients. You can also click the icons indicated below to edit patient information or delete the record.



The screenshot shows the "Manage Patients" page in the Ergo-Flex portal. The page has a navigation bar with "Patient Reports", "My Account", and "Admin". Below the navigation bar, there is a section titled "Manage Patients" with a "+ Add New Patient" button. The "Add New Patient" form is partially filled out with "Chiropractic Center" for Clinic Name and "Samantha" for Patient Name. A "Cancel" button is visible next to the Patient Name field. Below the form is a table with the following columns: First Name, Last Name, Date of Birth, Gender, and two action icons. The table contains one row with the following data: Samantha, Jones, 09/26/1985, Female. The two action icons (edit and delete) are circled in yellow.

First Name	Last Name	Date of Birth	Gender		
Samantha	Jones	09/26/1985	Female		

The patients added to the portal will show up on the tablet for your Back On Trac.

Initial Set up: ***Downloading the Ergo-Flex Technologies Application through the Google Play Store***

1. On the tablets home page, please select the “Play Store” icon
 - a) Select the “Sign in” option (Please note this is a google account login, not your Ergo-Flex Technologies Portal account)
2. If your clinic already has a Gmail account, please sign in
3. **If your clinic does not have a Gmail account ready to use, please follow the account creation instructions after tapping “Create Account”**
 - A. Once signed into your clinic Gmail, please reopen the Play Store
 - a) Once in the Play Store, type “Ergo-Flex Technologies” in the search bar
 - b) Search for the “Ergo-Flex Technologies” application which should be populated near the top of the screen
 - c) Select the application and then tap “install”
 - d) There will be a pop up asking if you would like to save any payment information for the Play Store, please select “skip”
 - e) Once the application is installed, please select “open”

Initial Set up: ***Logging in to the Ergo-Flex Technologies Application***

Once the Ergo-Flex Technologies application begins its initial loading, a pop up will request permission to “find, connect to, and determine relative position of nearby devices,” selecting “Allow” is required for the application to communicate with your machine *Please note this login is case sensitive, make sure everything is spelled correctly and there are no spaces before or after the email and password.

- a) After you have selected allow, you will be asked to use your Ergo-Flex Technologies Patient Portal login (Doctors email for the username, “ergoflex” will be your initial password, which we advise changing through the Patient Portal at your earliest convenience)
- b) Once logged in, please select “Default” location
- c) After selecting default location, a pop up will request permission to access the device location, select “While using this app”
- d) You are now ready to pair with and use your machine.

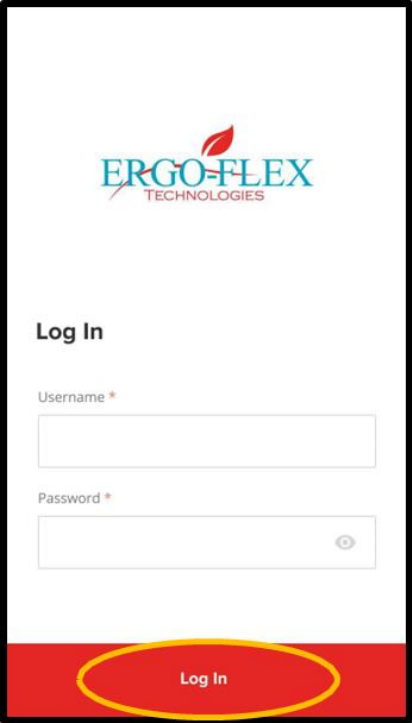
Initial Set up: **Logging in to the Ergo-Flex Technologies Application (Continued)**

Please ensure your Back On Trac is powered on and you have connected your tablet to your Wi-Fi signal.

Input your Username and password

Username: doctorsemailhere@gmail.com (email of the doctor who purchased the unit)

Password: ergoflex



ERGO-FLEX
TECHNOLOGIES

Log In

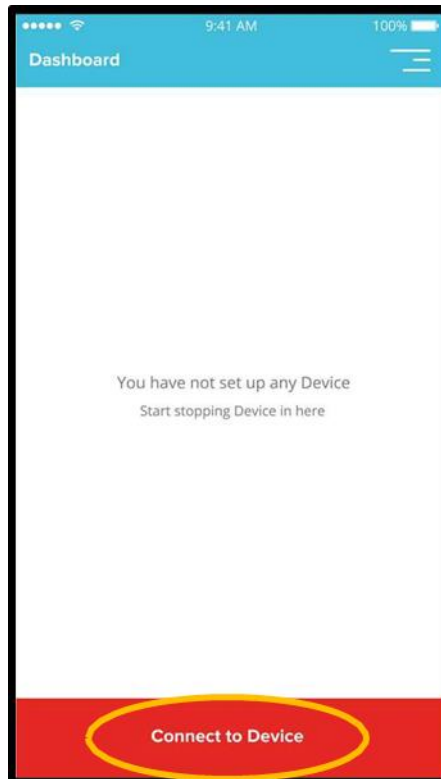
Username *

Password *

Log In

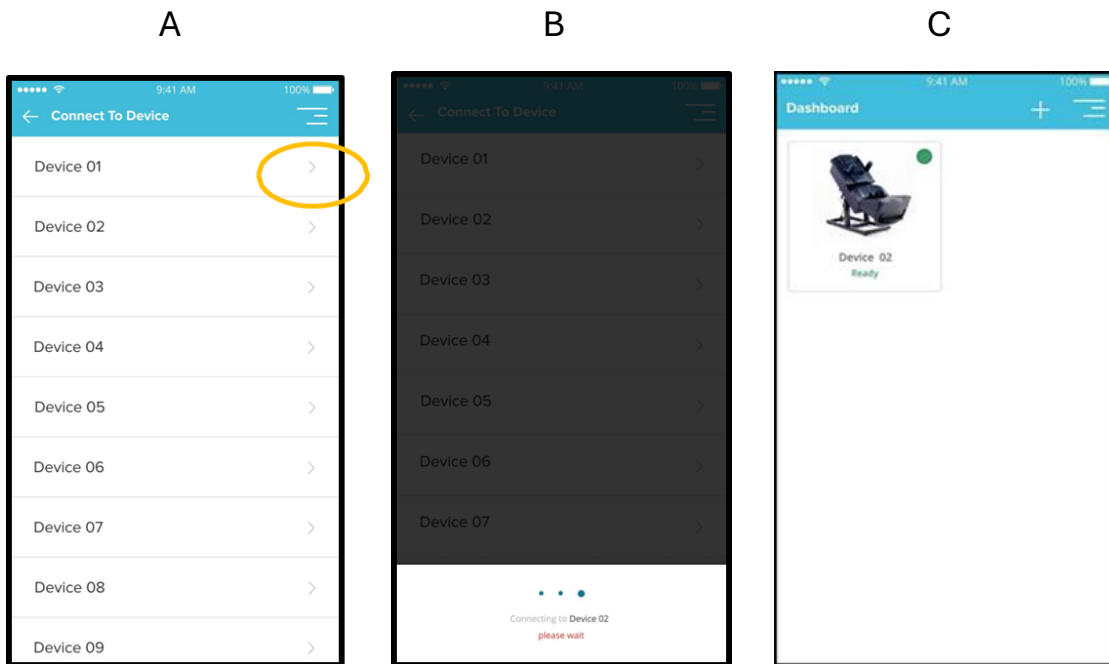
Initial Set up: ***Setting up your equipment for the first time***

After logging in, you will see this screen. Click on “Connect to Device” to add your Back On Trac.



Initial Set up: **Setting up your equipment for the first time (Continued)**

- A. Select the device you would like to add and click on the “>”, next to the device. NOTE, you will only see the number of units you have, which may look different depending on your location.
- B. You will see the following screen as your device is being connected:
- C. Once the device has been connected, you will see the following screen.

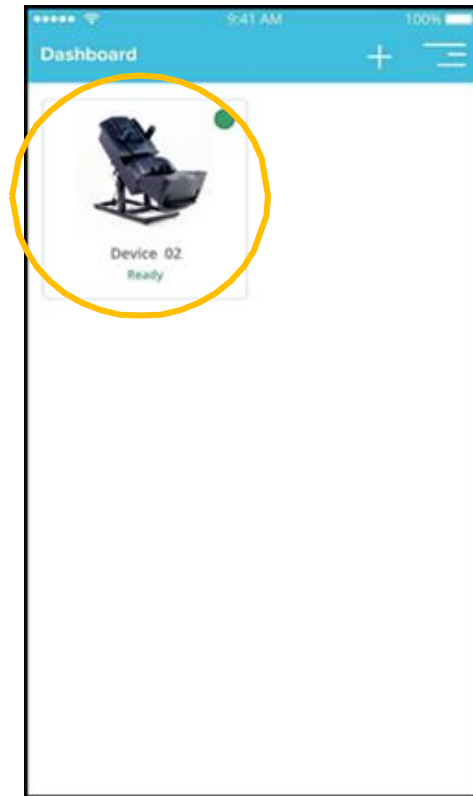


NOTE: After setting up your equipment and before setting up a patient. You MUST calibrate your Back On Trac for your machine to function properly. Anytime you turn the power off and on to the machine it must be re-calibrated each time.

Please refer to Page 28 for calibration instructions.

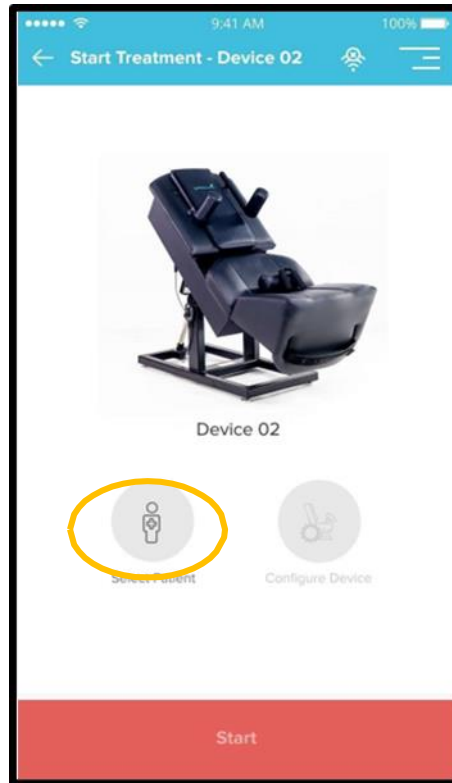
Patient Set up: ***Setting up a Patient***

When you're ready to begin a treatment, you'll start at this screen where you will click on your device.



Patient Set up: ***Searching for and selecting the patient***

You will now select your patient by clicking on the “Select Patient” icon.

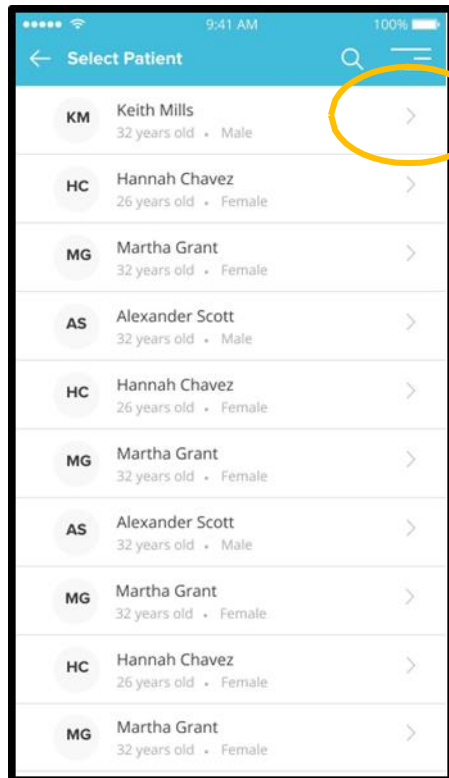


Patient Setup: **Searching for and selecting the patient (Continued)**


This screen will show a list of patients, just select the patient you are treating. Click on the “>” icon to select a patient that has already been added to the “Patient Portal”.

NOTE: Clicking directly on the patient’s name will bring up their treatment history.

*This will not show any information if the patient is new. (If you open by mistake, just click on the “x” to come back to this screen.)

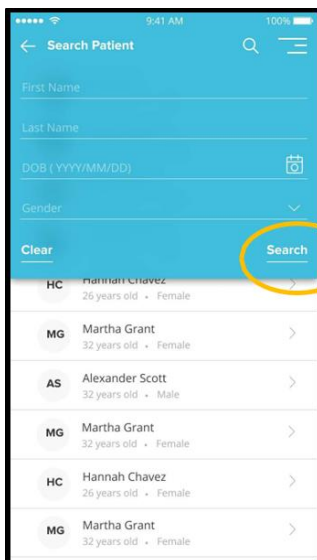


Patient Set up: **Configuring the equipment for your patient**

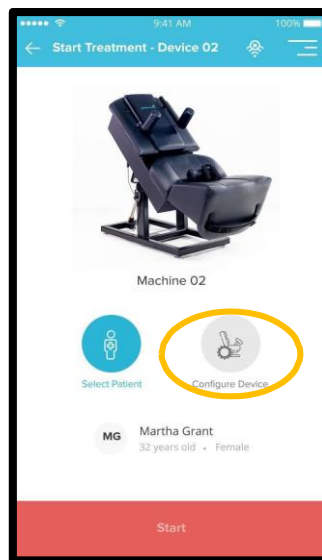
You can also search for a patient, by clicking on the search icon . Please see below.

- A. Once you click on the search icon you will see the following screen: Just enter any information to search, last name is recommended. Then click on “Search” to filter your results, once the desired patient is found click on the “>” to select them for the session.
- B. Now that your patient has been added to the session, you will click on the “Select Therapy/Configure Device” icon to set up desired protocol.
- C. Now you will scroll through the protocol choices and select your desired protocol.

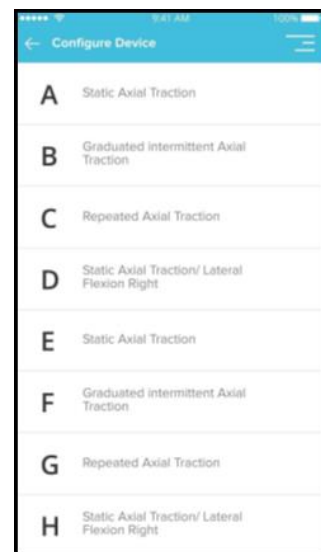
A.



B.



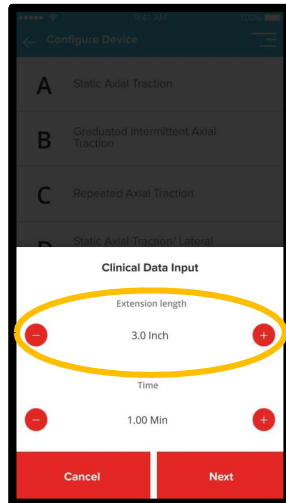
C.



Patient Setup: **Setting extension length and time**

Once the protocol has been selected, you will now select the “Extension length”. Each tap of the “+” icon will add 0.5 inches until you reach the desired length. Clicking the “-” icon will subtract 0.5 inches from the desired length.

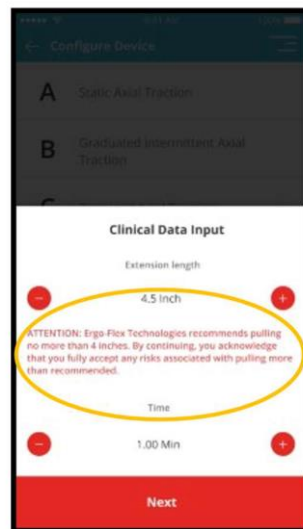
Inches to pounds to kilograms Equivalency Chart



Inches	Lbs	Kgs
1.0	10.5	4.8
1.5	19.0	8.6
2.0	27.0	12.2
2.5	34.5	15.6
3.0	42.5	19.3
3.5	51.0	23.1
4.0	58.5	26.5
4.5	67.0	30.4
5.0	75.5	34.2
5.5	91.0	41.3

The **recommended** maximum extension length is 4 inches. If you choose to pull beyond 4 inches, you will receive a pop-up notice that you are exceeding the manufacturer’s recommendation.

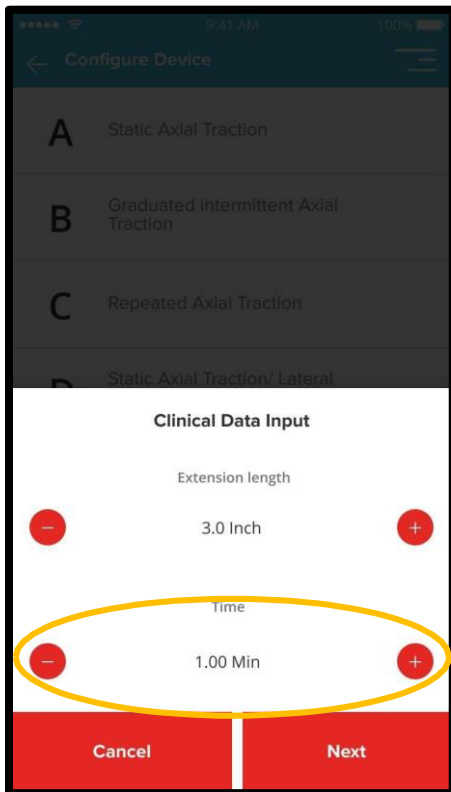
Maximum extension length for the Back On Trac is 5.5 inches.



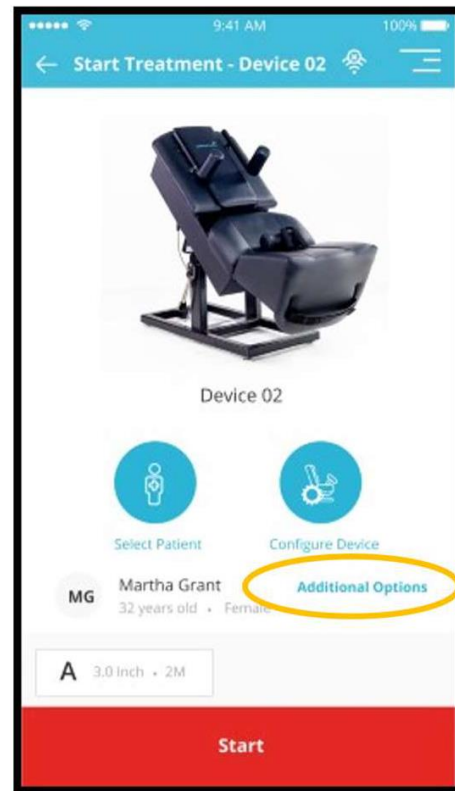
Patient Setup: **Setting extension length and time (Continued)**

- A. Once you have selected the Extension length, you will now set the amount of time for the treatment. As before, each tap of the “+” icon will add 1 minute until you reach the desired time. Clicking the “-” icon will subtract 1 minute from the desired time.
- B. Once you have selected your patient, protocol, extension length, and treatment time, you will see that your session is ready to start. If you would like to include additional options such as heat or vibrational massage, click on “Additional Options”

A.



B.

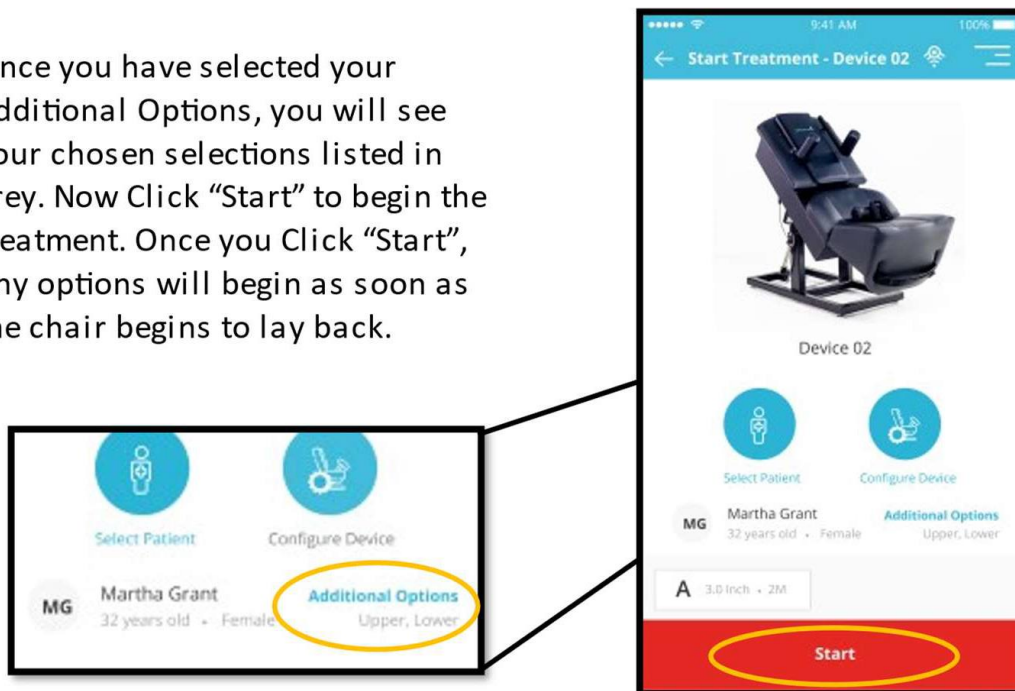


Patient Setup: **Adding Heat and Vibration**

Once you see this screen: you can add Upper Vibration, Lower Vibration (although heat is shown, that functionality has been removed). Click each icon to add them to the treatment, for each one selected, the word under each icon will show up in blue. Once options are selected, Click "Next"



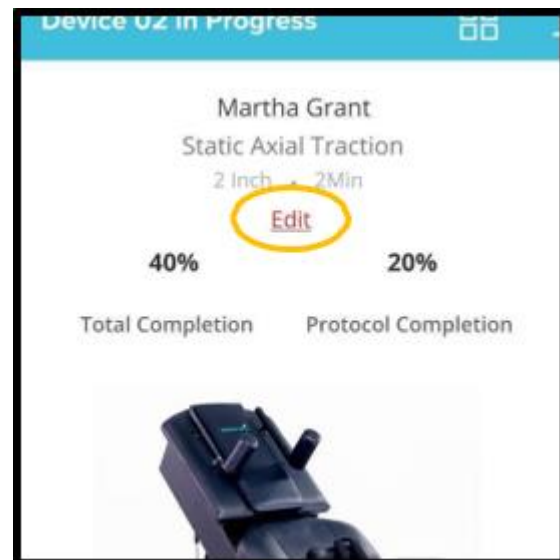
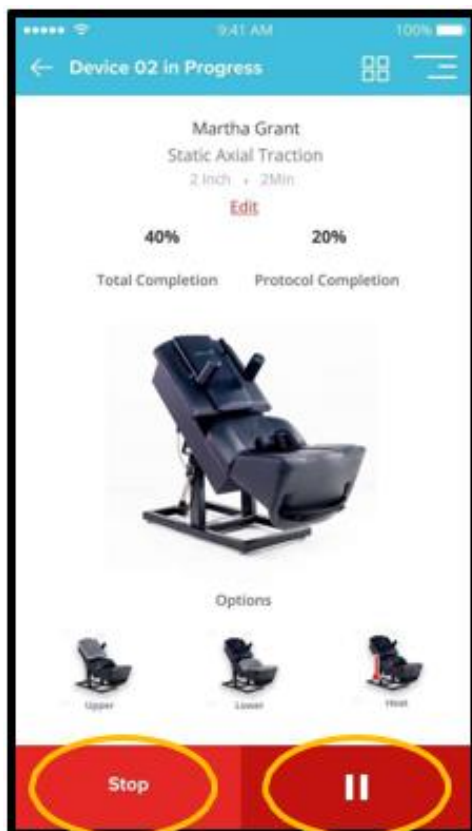
Once you have selected your Additional Options, you will see your chosen selections listed in grey. Now Click "Start" to begin the treatment. Once you Click "Start", any options will begin as soon as the chair begins to lay back.



Additional Treatment Options: *Pausing/Editing treatments*

Few things to note with regards to stopping or pausing a session:

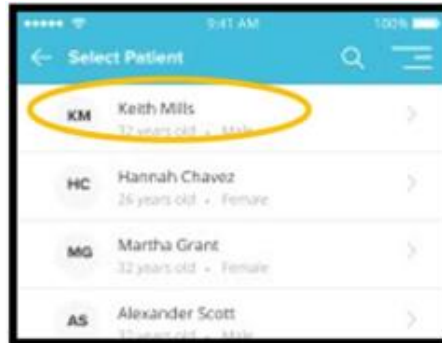
1. If you just need to “pause” a session, you can simply pause and then continue when ready to resume.
2. If you need to completely stop the session due to a patient issue. Click on “Stop”. This will **completely stop the machine**, and it will return to the “Home” position. This will end all settings currently running or scheduled to run.
3. If you would like to edit any of the protocols, while treatment is in progress, click on “Edit”



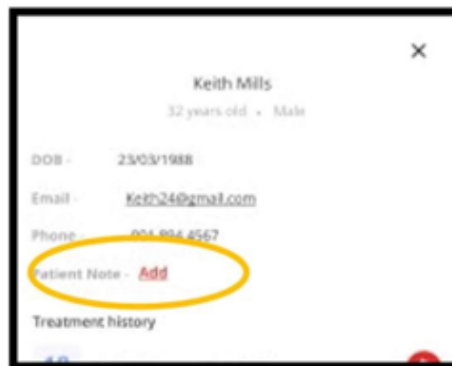
Additional Treatment Options: **Patient Notes Section**

When working with patient options, there are a few additional features available:

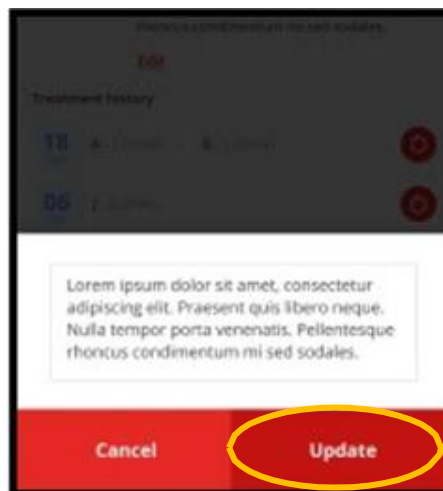
Patient Notes: There is a notes section in select patient screen. To enter this section, click on the patient's name (not the ">" icon)



Then click on "Add" to enter any notes you may have for the patient.



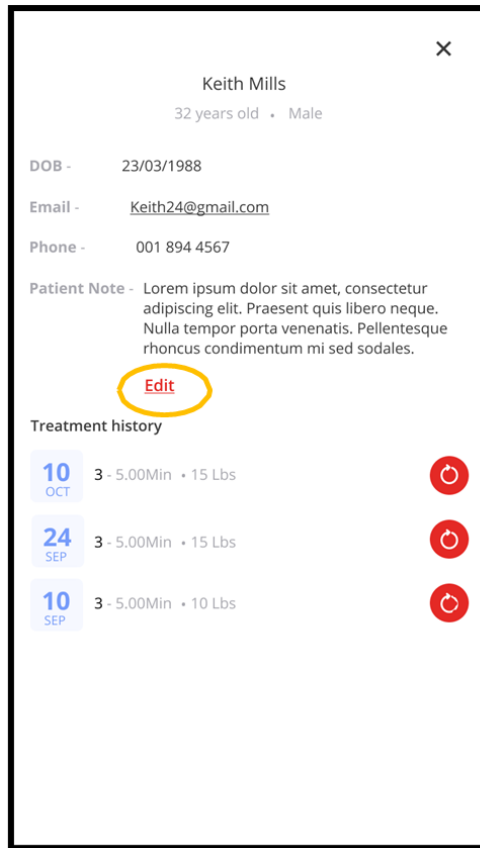
Now you can enter any notes for this patient up to 500 character maximum. When you click into the text box, a keyboard will pop-up to allow for typing. Click "Update" when your edits have been completed.



Additional Treatment Options: **Patient Notes Section (Continued)**

Once completed, you will see the updated notes in the patient information section.

To make additional notes, click on “Edit” again to make changes

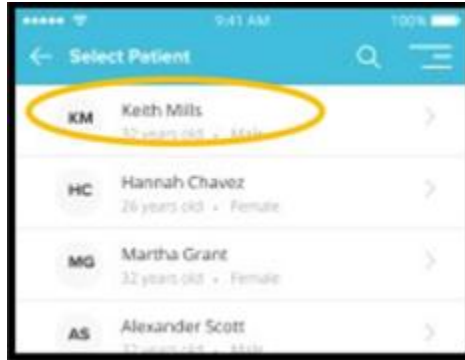



Additional Treatment Options: **Re-Running Protocols**

When working with patient options, there are a few other additional features available:

Re-Running Protocols

There is a function set to re-run a protocol in the patient screen. To enter this section, click on the patient's name (not the ">" icon)



Then you can look at the treatment history section, here you will see the date, protocol, and treatment time. Click on the  to re-run that protocol.



Additional Treatment Options: ***Re-Running Protocols (Continued)***

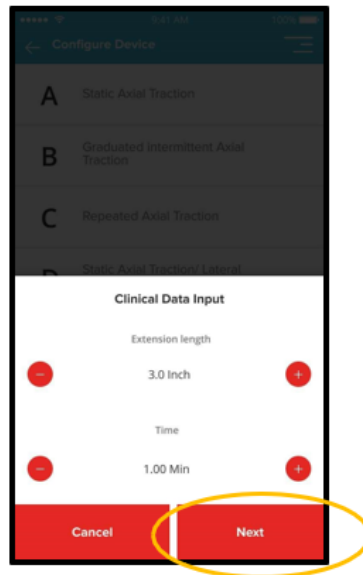
You will then receive a pop-up to confirm that us the protocol you want to run again. If so, click on “Yes”, if not click on “Cancel” to choose another protocol.

Once you click “Yes”, you will be taken to the Run Protocol screen where you can start the therapy.

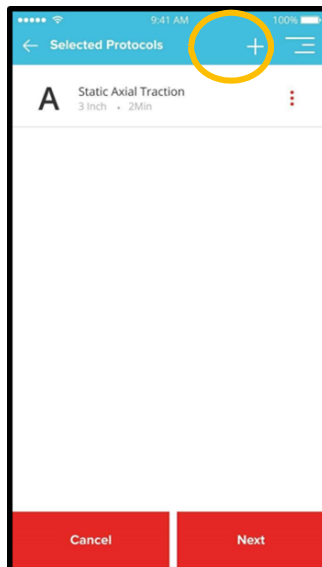


Additional Treatment Options: **Stacked Protocols**

If you would like to add or “stack” another protocol after adjusting the Time and Extension length, click on “Next”.

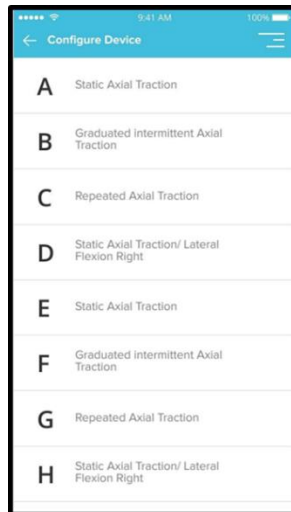


Now you will see the first protocol you set. To add another protocol, click on the “+” icon to add another.

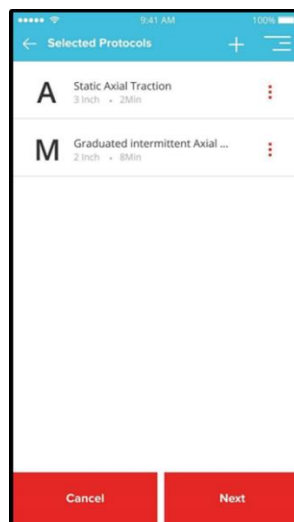


Additional Treatment Options: **Stacked Protocols (Continued)**

Just as before, you will scroll through the protocol choices. Once you have found the desired protocol, click on it.



Now that you have both protocols that are “stacked”. If you are ready to proceed with these protocols, click on “Next” to start the treatment.



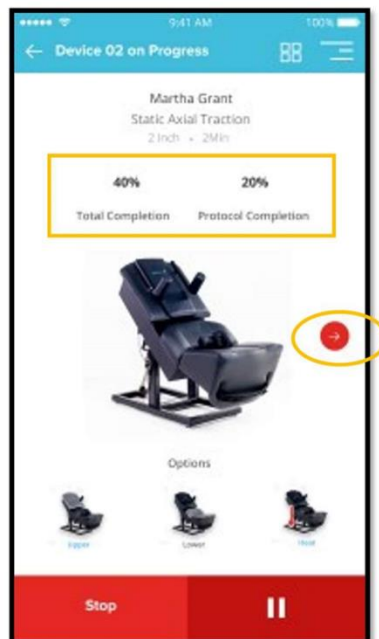
If you would like to add additional protocols to your stack, you can add up to 8 stacked protocols by clicking the “+” icon.

Additional Treatment Options: **Stacked Protocols (Continued)**

As you are progressing through each protocol, you can click on the arrow icon to see the next protocol in the stack.

You will also notice the Total Completion and Protocol Completion percentages.

In this example the total treatment time is 40% complete and the second protocol is 20% complete.



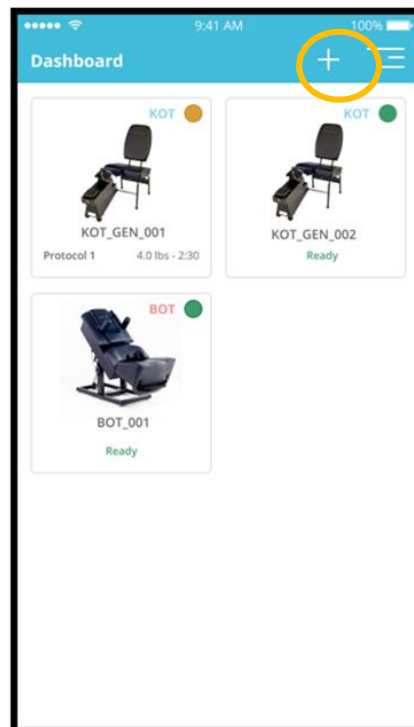
Additional Treatment Options: ***Running multiple units with one tablet***

Should you have multiple units in your office, you will click on the “+” icon from the Dashboard and can add up to 6 devices on one tablet. Simply, run each Back On Trac in the same manner as before.


Although not shown on the screen in this example, you will see progress indicators for each unit, so you can monitor all patients currently under treatment.

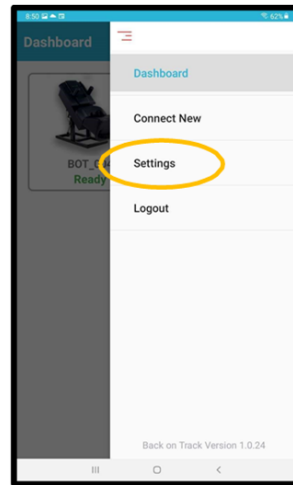
NOTE: Some offices may choose to have one tablet for each Back On Trac/Knee On Trac. Feel free to use whichever process works best for your office.

***REMINDER: Your Back On Trac can only be paired(connected) to one tablet at a time. If your Back On Trac/Knee On Trac is connected to one tablet then it will not be able to connect to another tablet at the same time. If you want to pair it to a different tablet then you must Disconnect the device from the tablet through the settings in the app, which we will go over later in this guide.**

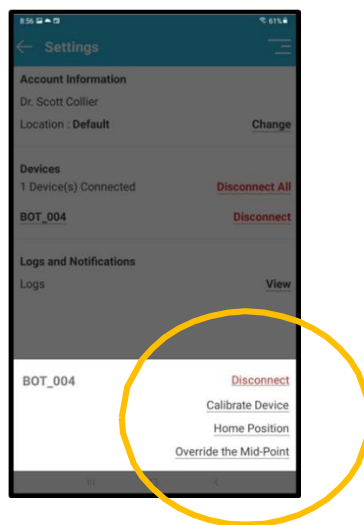
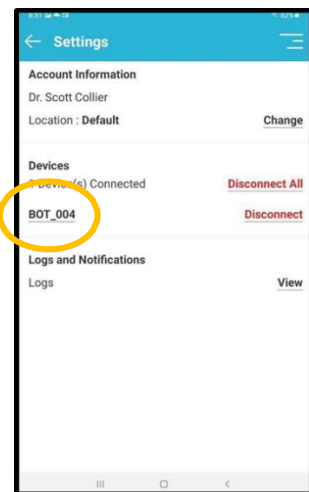


Troubleshooting: **Accessing Settings**

In order to troubleshoot your Back On Trac, from the Dashboard, click on the  icon, in order to access Settings.

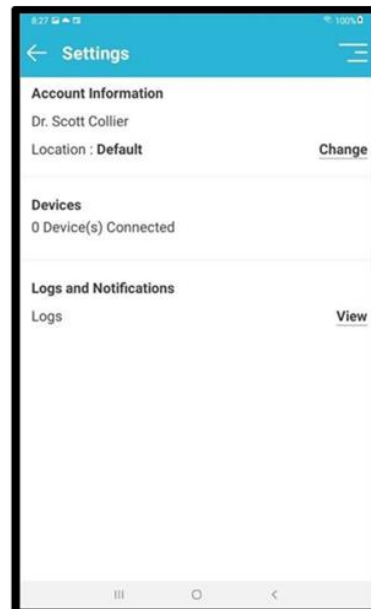
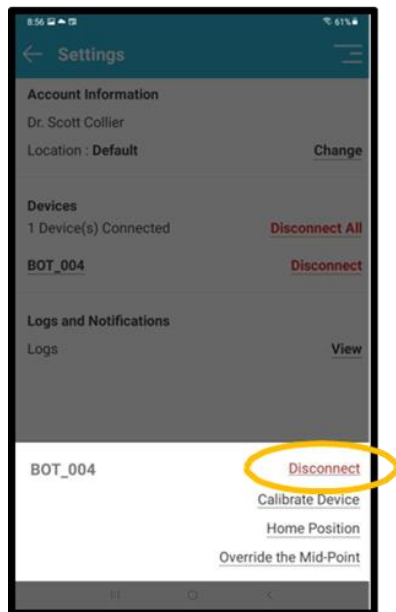


Here you will now click on the unit you would like to troubleshoot. You will then see a number of options to choose from:



Troubleshooting: *Disconnecting a Unit*

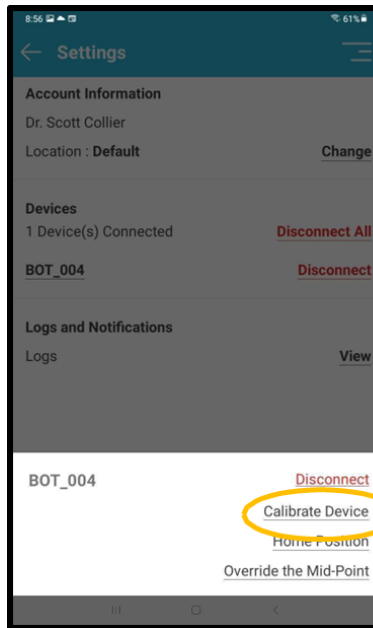
Should you need to disconnect your Back On Trac, just locate the unit you want to disconnect then click on “Disconnect”. Once completed, you will see the device has been removed.



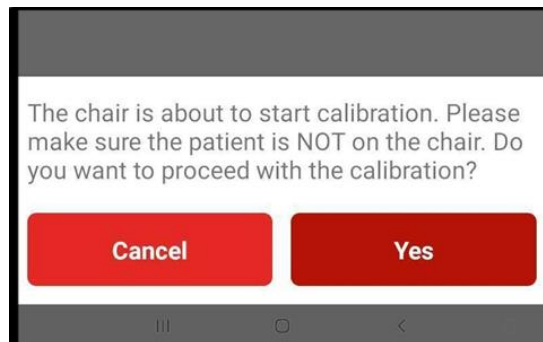
Troubleshooting: **Calibrating your Back On Trac**

*****ATTENTION: Calibration MUST be done anytime the power is turned off then back on in order for the Back On Trac to operate properly.**

From the pop-up menu (after clicking on the device name, click on Calibrate Device). (Calibration takes about 4 minutes).



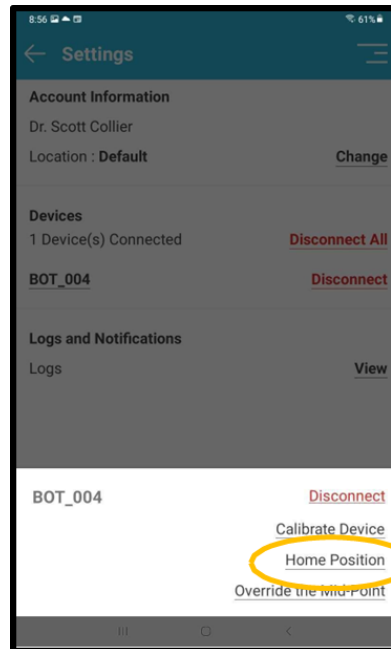
You will see the following pop-up, then make your selection:



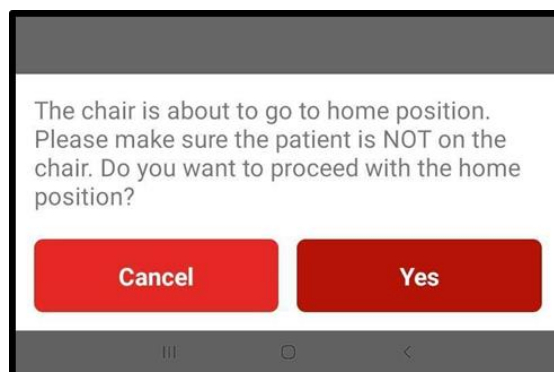
Once completed, after about 4 minutes, your Back On Trac will be ready for use.

Troubleshooting: *Returning your Back On Trac to the home position*

Should you need to return the Back On Trac to the home position, from Settings, click on Home Position.



You will see the following pop-up, then make your selection:

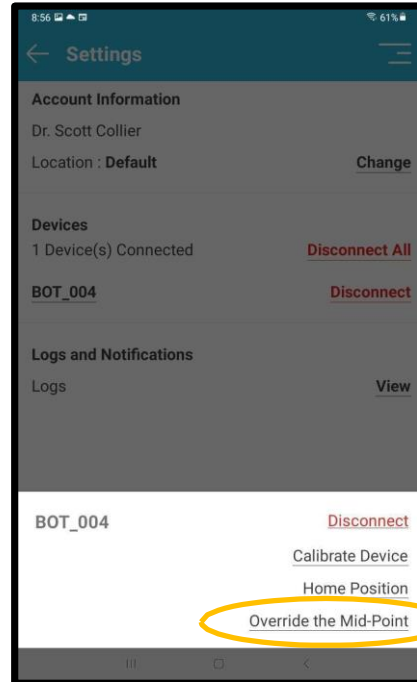


Once completed, after a few seconds, your Back On Trac will be ready for use.

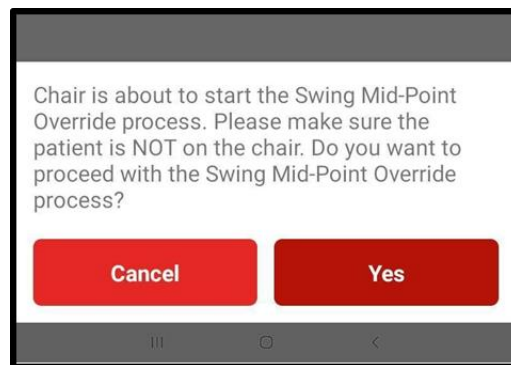
Troubleshooting: **Overriding the Midpoint**

There may be times after calibration or just using the Back On Trac over time, that you may need to adjust the “Midpoint” of the seat portion.

Here is what that might look like: To adjust this click on Override the Midpoint



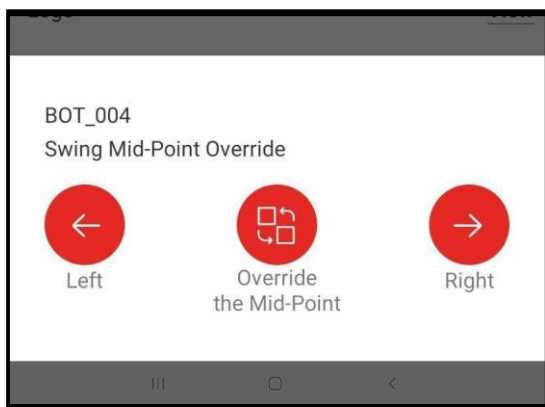
You will then see the following pop-up, then make your selection:



See next page for instructions on how to adjust this setting:

Troubleshooting: **Overriding the Midpoint (Continued)**

Once you select YES to continue, you will see these options. If you need to move the seat to the Left or Right, just hold down the icon until the seat begins to adjust. You can also tap the icon for a smaller incremental adjustment. You will continue to adjust until you are happy with the change. Once you are good with the adjustment, click on the middle icon to lock in your changes.



After you have completed the changes, just click anywhere outside of the above screen to continue using your Back On Trac.

Should you need any assistance, or any other questions please contact our service department by emailing service@ergoflextechnologies.com or calling the direct line at 936-339-0046