

theranica

Nerivio[®]

A wireless non-invasive neuromodulation device for the acute and/or preventive treatment of migraine

USER MANUAL



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1. INTRODUCTION

1.1. ABOUT THIS MANUAL

This manual provides the information necessary for the user to effectively use the Nerivio® device.

- Do not attempt to perform any procedure before carefully reading all instructions.
- Always follow product labeling and the manufacturer recommendations.
- For any inquiry, please contact customer support.

1.2. PRODUCT OVERVIEW

Nerivio is a wearable, battery-powered medical device for the acute and/or preventive treatment of migraine with or without aura in patients 12 years of age or older. Nerivio is controlled by a mobile application. The Nerivio is intended for self-administration at home healthcare environment.

The device is worn on the upper arm and transmits transcutaneous remote electrical nerve stimulation by applying weak electrical pulses that invoke conditioned pain modulation (CPM) to inhibit migraine pain. Nerivio is intended for self-administration at the onset of a migraine episode.

The Nerivio system includes several main components:

1. The Nerivio device. The device is placed on the arm and produces electrical signals.
2. Armband and extension. The armband should be wrapped around the device on the arm to improve the contact between the device and the skin, to secure its location on the arm and to conceal the device for treatment discretion.
3. Software application (app)
4. Carrying bag

The external side of the Nerivio device includes a power button and a LED indicator that signals various modes of operation. The internal side includes the electrodes that deliver neurostimulation signals. The armband secures the device in its location.

The device is controlled by an application which is installed on a smartphone. The application controls the device, retrieves operational records from the device and stores the data for further retrospective processing/reviewing.

The application enables the user to activate the stimulation, control the stimulation intensity, monitor the treatment duration and pause or stop the stimulation. The application also provides notifications and indications on the connection status and on the remaining number of treatments. It also offers a migraine diary feature which enables to track information about your migraine attacks. The device is good for 18 treatments of 45 minutes, provided average stimulation intensity is under 85%.

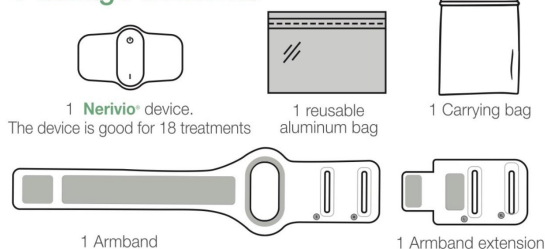
1.3. PRODUCT FUNCTIONS

- The device is battery-powered; the battery is internal, integrated, and non-rechargeable.
- The device includes integrated electrodes, providing electrical stimulation to the skin.
- The device is activated by a power button.
- Armband which should be wrapped around the device on the arm to improve the contact between the device and the skin, to secure its location on the arm and to conceal the device to enable discreet treatment. An extension is also provided for larger arm sizes.
- An application (app) installed on a smartphone to control and monitor the treatment (as well as provide other features).

1.4. PACKAGE CONTENT

- 1 Nerivio® device in an aluminum bag
- 1 Armband
- 1 Armband extension
- 1 Carrying bag
- 1 QuickStart guide
- 1 Leaflet

Package Contents



2. GLOSSARY

App: Mobile application running on smartphone

LED: Light-Emitting Diode

EMC: Electromagnetic compatibility

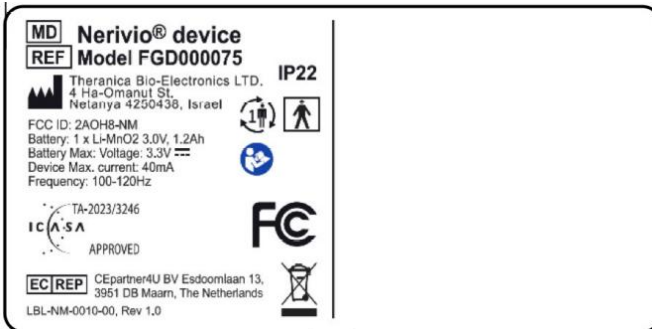
TENS: Transcutaneous electrical nerve stimulation

FDA: The Food and Drug Administration













FCC: The Federal Communications Commission








3. LABELS AND SYMBOLS

Device Labeling Template



Symbol	Description
	Read and fully understand user manual before using this device.
 www.nerivio.com	Electronic instructions for use are available at www.nerivio.com .
	Compliance with FCC Federal Communications Commission Class B – certified for home use FCC identifier: 2A0H8-NM
	Manufacturer
 YYYY-MM-DD	Country code (CC) and date of manufacture (optional)
	Type BF applied part (IEC60601-1)

	Catalog number
	Serial number
IP22	Ingress protection rating
	Use by date - indicates the date after which the device is not to be used
	Keep dry
	Temperature limits
	Humidity limitation
	Atmospheric pressure limitation
	Caution
	Keep away from sunlight
	Special requirements for waste of electrical and electronic equipment (WEEE Directive). This product must not be disposed of via municipal waste collection. Separate collection for electrical and electronic equipment waste per Directive 2012/19/EC in the European Union is required. Contact the manufacturer for details.
	Fragile, handle with care
	Unique Device Identification. A series of numeric or alphanumeric characters that allows unambiguous identification of specific devices on the market

	Authorized Representative in the European Union
	Medical device
	The device may be used multiple times on a single patient
	The device is in conformity with the applicable requirements set out in with European Union Medical Device Regulation (EU) 2017/745 and other applicable Union harmonization legislation
	information about distributor
	information about importer
	ICASA—Tested to requirements of Independent Communications Authority of South Africa

4. SAFETY

4.1. CONDITIONS FOR USE

4.1.1. INDICATION FOR USE

Nerivio is indicated for acute and/or preventive treatment of migraine with or without aura in patients 12 years of age or older. It is a self-administered device for use in the home environment at the onset of migraine headache or aura for acute treatment, or every other day for preventive treatment.

4.1.2. CONTRAINDICATIONS

- I. The device should not be used by people with uncontrolled epilepsy.
- II. The device should not be used by people with an active implantable medical device, such as a pacemaker, hearing aid implant, or any implanted electronic device. Such use could cause electric shock, electrical interference or serious injuries or medical conditions.

4.2. WARNINGS, PRECAUTIONS AND ADVERSE EVENTS

The following icons are used throughout this user manual:



Warning: Indicates a potentially hazardous situation which, if not avoided, could result in serious injury or death.



Precaution: Indicates a potentially hazardous situation which, if not avoided, may result in minor or moderate injury to the user or patient or damage to the equipment or other property.



Note: indicates important information regarding the use of the system

Warnings



Do not attempt to perform any procedure before carefully reading all the instructions



Do not use the device on the heart, chest, neck, head or any other body location other than the upper arm, because this could cause severe muscle spasms resulting in closure of your airway, difficulty in breathing, or adverse effects on heart rhythm or blood pressure



Do not use the device over skin conditions, such as open wounds or rashes, or

over swollen, red, infected or inflamed areas or skin eruptions or fragile skin on your upper arm at the treatment location



Do not share the device with other people. The device is intended to be used by a single person to avoid skin disease or any transmissible disease



Do not disassemble, crush, incinerate or short-circuit the battery. This could cause a fire, injury, burns, or other hazards

Precautions



The device has not been evaluated for use in people with congestive heart failure (CHF), severe cardiac or cerebrovascular disease



Federal Law restricts this device to sale by or on the order of a physician



The device should not be applied over areas of skin that lack normal sensation. If one upper arm is insensitive to physical sensation, use the other upper arm



Do not use the device over or in proximity to cancerous lesions



Do not use the device on an arm with a metallic implant. In such cases, consider using it on the other upper arm



Do not use the device simultaneously with another electrical stimulation device



Do not use the device while driving, cycling, or operating any vehicle or machinery



Do not use the device on wet skin or when bathing, showering, during exercise, while sweating or in high humidity



Do not use the device in the presence of electronic monitoring equipment (e.g., cardiac monitors, ECG alarms)



Do not use the device in a magnetic resonance imaging (MRI) environment



The long-term effects of chronic use of the device are unknown



The device has not been evaluated for use in pregnant women and people less than 12 years of age



















Do not use the device past expiration date



Check the device for damage, debris, and contamination. If the device is damaged, dirty or has any debris, please do not use it, and contact the

manufacturer's customer support

-  If the device was damaged, do not touch exposed electronics
-  Do not use the device if the electrodes become significantly dirty or damaged
-  Keep the device under the recommended environmental conditions specified in user manual to avoid any damage to the device
-  Do not start a treatment before placing the device on your arm
-  In case of device malfunction, remove the device from your arm and contact customer support
-  It is recommended that your smartphone will be protected by a password (or other security mechanism) to refrain from unwanted people to activate the device
-  Interference to the Bluetooth connectivity may occur in the vicinity of equipment emitting RF (e.g., microwave, routers, Wi-Fi devices)
-  To minimize moisture loss, when unused, the electrodes should be covered with the provided protective film and the device should be stored in its original package
-  Do not expose the device to moisture and/or high humidity. If exposed, dry the device as soon as possible
-  Before or after a treatment, rub the electrodes with your finger using a drop of water to improve their adhesiveness
-  Do not clean the device with soap, alcohol, submerge in water, or scrub with abrasive material
-  Do not disassemble or modify the device by yourself
-  Do not attempt to recharge or detach the battery
-  Keep the device out of the reach of infants, toddlers, children and pets
-  The device uses Bluetooth technology; it may therefore be interfered by other equipment utilizing RF technology, even if the other equipment complies with CISPR emission requirements
-  The device should not be used adjacent to or stacked with other equipment and

if adjacent or stacked use is necessary, the Nerivio should be observed to verify normal operation in the configuration in which it will be used



Do not use devices which generate strong electrical or electromagnetic fields, near the Nerivio device. This may result in incorrect operation of the device and create a potentially unsafe situation. In order to reduce the risk of EM interference, it is recommended to keep a minimum distance of 30 cm (12 inches) between the device and other electromagnetically radiating devices. Verify correct operation of the device in case the distance is shorter. During the immunity tests the device operated normally

Adverse reactions

During the treatment you might experience a temporary sensation of warmth, local tingling, numbness in the arm, pain in the arm, redness of the skin or muscle spasm, which should disappear shortly after the end of the treatment.

Consult with your healthcare professional if these reactions persist, if the migraine headache worsens, if an allergic reaction occurs, or if there are any other concerns. If a serious incident that is related to the device has occurred, please report it to the manufacturer and the competent authority of the Member State in which you are established.



Refer to Nerivio's website at <http://www.nerivio.com/science/clinical-trials> for a complete listing of clinical data and adverse events information

5. WHAT DOES THE TREATMENT FEEL LIKE?

The device transmits electrical pulses. You may feel a strong sensation at first, but it will typically fade to a comfortable level after a couple of seconds. You will then need to set the treatment intensity level by increasing it to the highest level that feels strong yet comfortable and not painful (see instructions below). If the sensation is uncomfortable or painful, you should decrease the intensity. If you experience hand numbness and/or muscle twitching, try changing the location of the electrodes on the arm.

If a serious incident that is related to the device has occurred, please report it to the manufacturer and the competent authority of the Member State in which you are established.

6. USING THE DEVICE

6.1. STARTING FOR THE FIRST TIME

Before using the device for the first time, the Nerivio app must be installed, and the device should be connected to the app. ***Make sure that Bluetooth connection on your smartphone is enabled.***


Note - Children should be guided by their parents at the first time they use the device.





Do not attempt to perform any procedure before carefully reading all the instructions

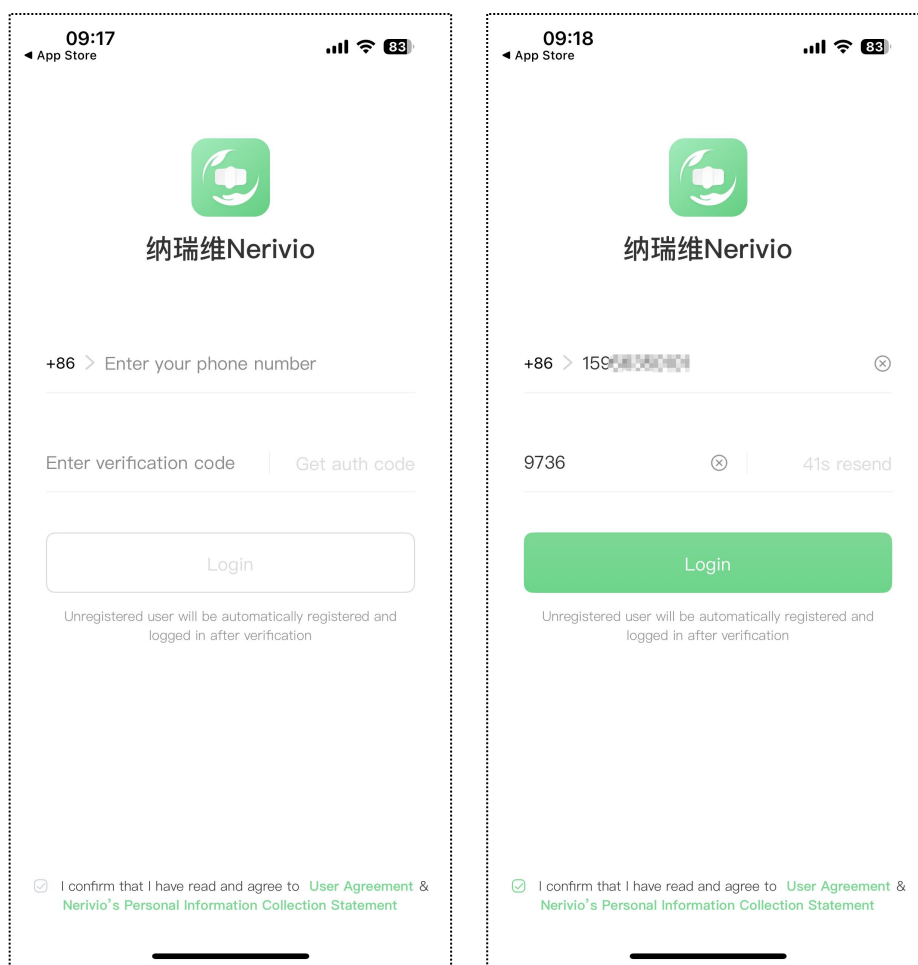
6.1.1. DOWNLOADING AND INSTALLING THE APPLICATION

Step 1: Verify that your smartphone is compatible with the Nerivio app (For the most updated smartphone requirements, please contact the LRP (Local ResponsiblePerson) listed on the packaging for assistance).

Step 2: Download and install the Nerivio app  via Android Store or App store (depending on your operating system).

Android Users: The app is now available on Huawei, OPPO, vivo, Xiaomi, and Meizu app stores. Simply search for " 納瑞維 Nerivio" to download,or scan the QR code via Tencent MyApp for quick installation.	
Apple Users: Search for "納瑞維 Nerivio" in the App Store and download it	

Step 3: You will be asked to create an account. Follow the app instructions. During the sign-up process, you will need to confirm the end-user license agreement and privacy policy (EULA). The EULA confirmation is only required when the app is opened for the first time or when the EULA was changed. For safety reasons, you are advised to lock your smartphone with a password or any other means (biometric, etc.).



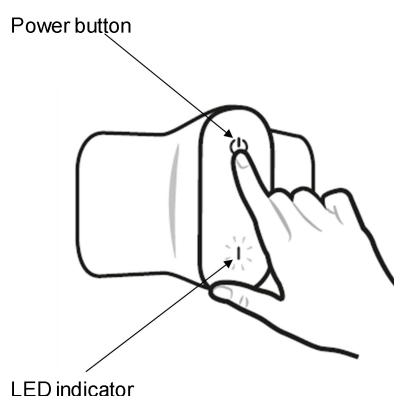
The app will prompt you to enter your phone number and then input the received 4-digit verification code. After successful verification:

- For first-time users, the system will automatically create an account.
- Existing users will be logged into their registered account.

Adolescents may create accounts, but the process must be initiated by an adult guardian who first establishes their own account following the above procedure.

6.1.2. CONNECTING THE DEVICE TO THE APP FOR THE FIRST TIME

Step 1: Turn on the device using the power button located at the external part of the device. A slow flashing (mostly on) green light indicates the device is on.

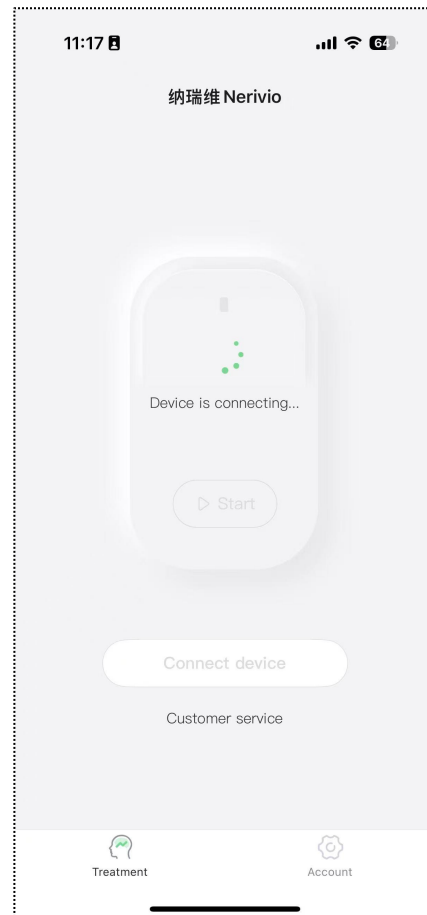




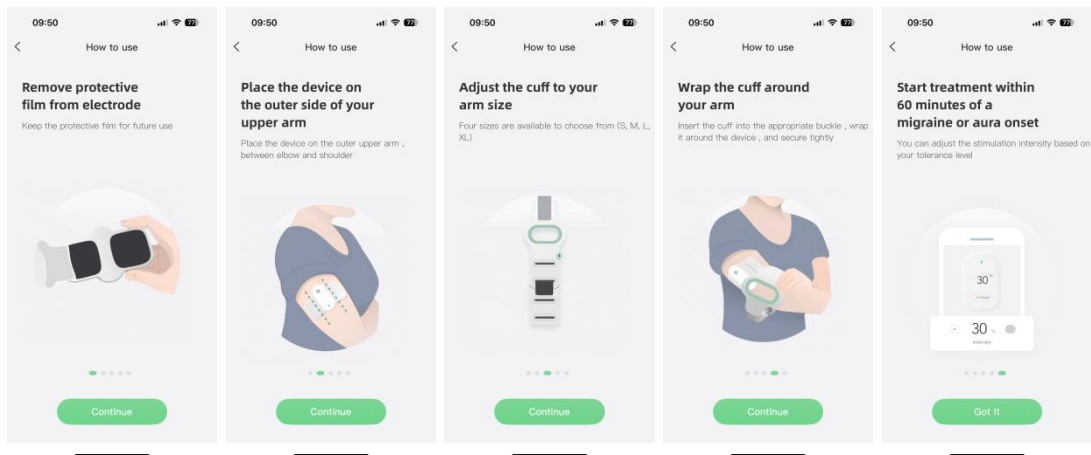
Check the device for damages. If the device is damaged return it to the manufacturer or contact customer support

Step 2: Enable Bluetooth on your smartphone. Then, open the app and connect the Nerivio device to the app using the app instructions. The device and the smartphone should be in proximity of 1 inch (~2.5 cm) or less. It is recommended not to place the device on the arm during the first connection to ensure the close proximity to the phone. As you begin using the app, it may ask for permissions. Please allow these permissions so that the app works properly. You will be notified when a connection has been established. A fast-flashing green light indicates the device is connected to the app.

Note that each device can only be associated with one user.



Step 3: Instruction how to treat a migraine headache with Nerivio will be presented. You can skip it by touching “Skip” or “Continue”.

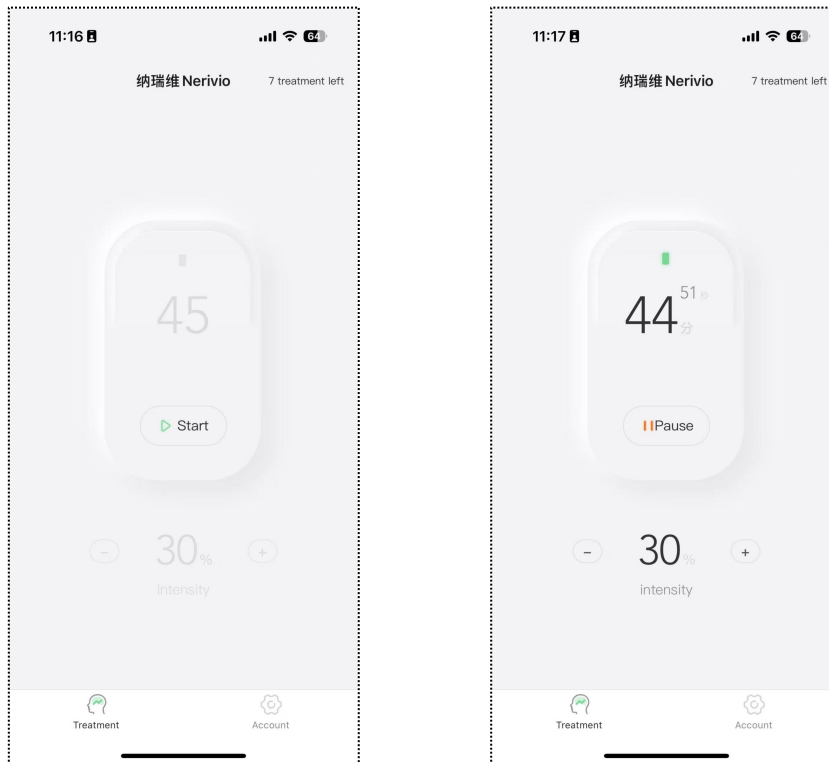


Step 4: Place the device in its original package or in the travel bag to store it for next use or start a treatment following the instructions below. If the device was on for over 10 minutes when no treatment was initiated, it automatically shuts down. Turn it back on to start a treatment.

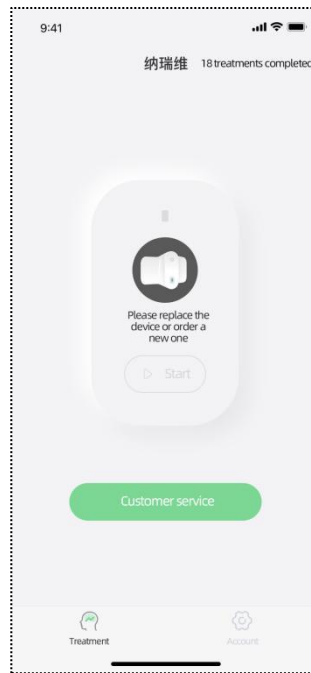
6.1.3. THE APP SCREENS

The app includes a *treatment screen (home screen)*, and a *Account screen*.

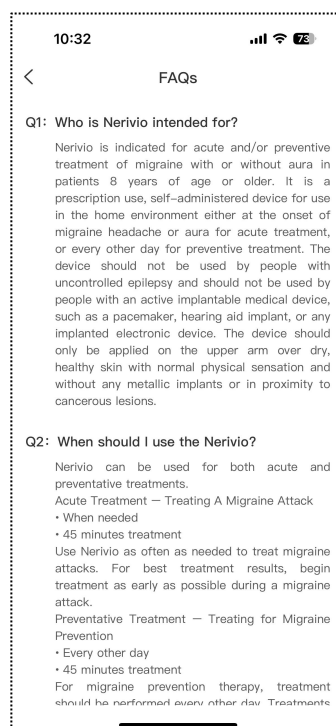
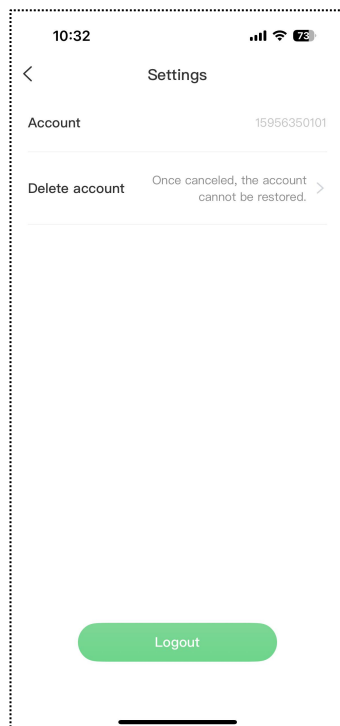
Treatment screen – This screen enables to initiate, control, monitor, pause and stop a treatment session.

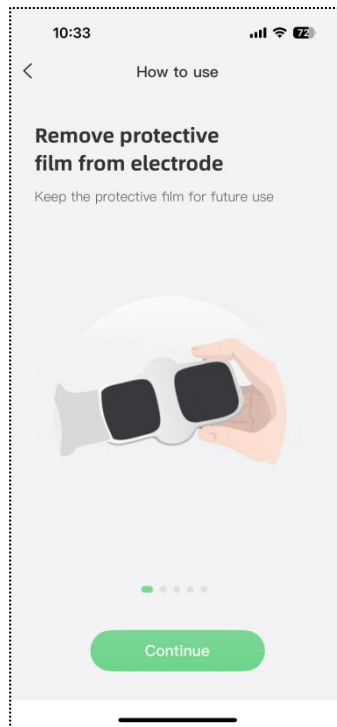


The treatment interface also provides a customer support contact option, which appears after all treatment sessions are used up.



Account screen





The available options are:

- View Profile: Select this option to view or edit your account details and log out.
- How to Use
- FAQs
- PICS
- User Agreement
- About Us.

6.2. TREATING AN ACUTE MIGRAINE HEADACHE

The treatment should be performed at the onset of a migraine headache. For effective results, you should start the treatment as soon as you feel the first symptoms of the migraine and within the first hour (60 minutes) of the migraine symptoms onset (headache and/or aura). The treatment duration is 45 minutes.

6.3. TREATING FOR MIGRAINE PREVENTION

For migraine prevention therapy, the treatment should be performed every other day, regardless of your migraine status (e.g., whether you have a migraine or not on the day of the treatment).

Treatments can be performed at any time during the day; the most important thing is to pick a time that is convenient for you and stick to it. The Nerivio app offers treatment reminders, so you never miss a treatment.

6.4. COMBINING ACUTE AND PREVENTATIVE TREATMENTS

Nerivio can be used to prevent migraines and treat migraine attacks as follows: use Nerivio every other day to prevent migraine and as needed to treat every migraine.

For example, if you choose to perform a preventative treatment every Monday, Wednesday, Friday, and Saturday:

- And you get a migraine attack on one of the days you are performing preventative treatments (e.g., Monday) - you can perform the usual preventative treatment and an acute treatment on the same day. Then continue with your preventative treatment on Monday, Wednesday, Friday, and Saturday as usual.
- And you got a migraine attack on one of the days you are NOT performing preventative treatments (e.g., Sunday) – perform a 45-minute treatment when the migraine attack starts. Then continue with your preventative treatment on Monday, Wednesday, Friday, and Saturday as usual.

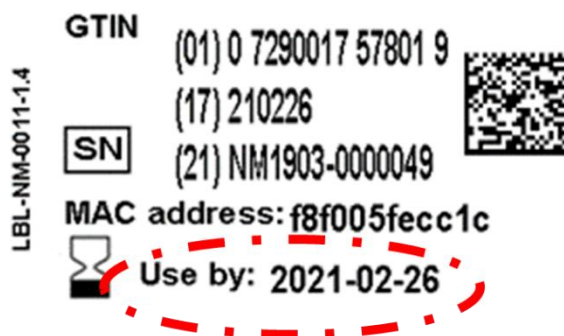
6.5. START A TREATMENT

Before you begin, make sure the smartphone Bluetooth connection is enabled.



Do not share the device. The device is intended for a single user.

Step 1: Check the device expiration date on the label located on the protective film and on the package.

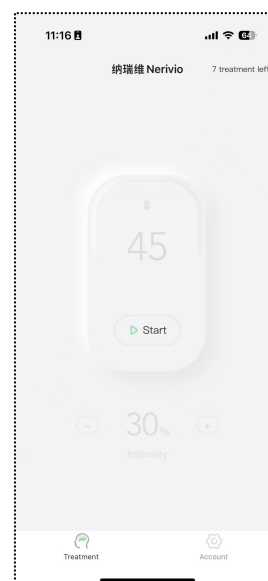
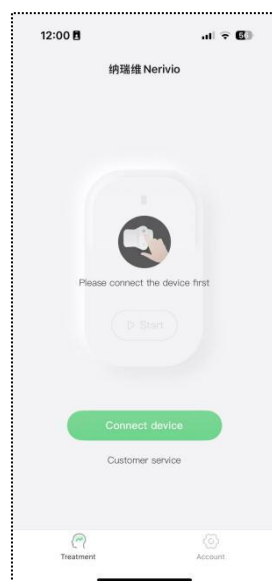


Do not use the device past expiration date

Step 2: Make sure that your arm skin is clean, dry, and free from lotion.

Step 3: Turn on the device. A slow flashing (mostly on) green light indicates the device is on. If the LED is still off or is solid green, please contact customer support.

Step 4: Open the app and confirm the device is connected successfully. The connection status can be viewed in the app on the top of the treatment screen. Also verify that there is at least one remaining treatment.



Step 5: Carefully remove the protective film from the electrodes and save it for storing the device and maintaining the electrode adhesiveness between uses.



Step 6: Place the device on your upper arm so that the electrodes are in contact with your skin and the LED indicator is facing outwards. The device should be located midway between the elbow and the shoulder. Place the device directly on the skin and



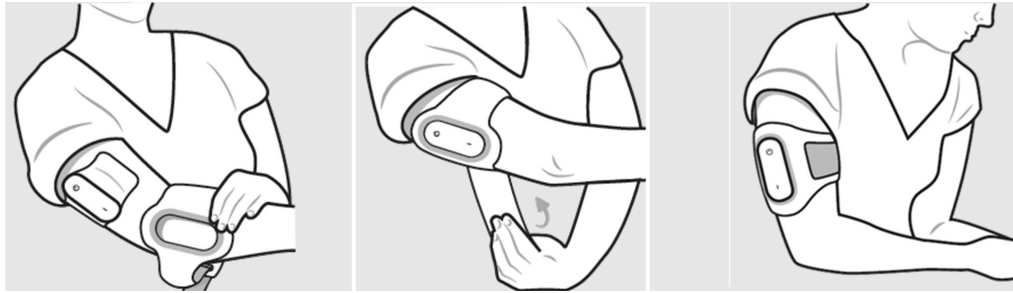
not on your shirt.

Step 7: Adjust the armband to your size. There are 4 sizes you can choose from (S, M, L, XL). Attach the extension to the armband for L and XL sizes.



Step 8: Insert the strap to the buckle of your size.

Step 9: Wrap the armband around the device on your arm and fasten the strap. The armband will secure the device on its location and improve the contact between the device and your skin.



Do not use the device on the heart, chest, neck, head or any other body location other than the upper arm



Do not use the device over skin conditions, such as open wounds or rashes, or over swollen, red, infected or inflamed areas or skin eruptions or fragile skin on your upper arm at the treatment location



It is important to use the device only when positioned correctly on the arm. The device should be located midway between the elbow and the shoulder, on the outer side of the arm.

Step 10: To start the treatment, touch 'Start' in the treatment screen. The treatment has now begun and will stop automatically after 45 minutes. A slow flashing (mostly off) green light indicates the device is stimulating.



Do not start a treatment before placing the device on your arm



Do not use the device on wet skin or when bathing, showering, during exercise, while sweating or in high humidity



Do not use the device while driving, cycling, or operating any vehicle or machinery



Do not use the device if the electrodes become significantly dirty or damaged



If the device was damaged, do not touch exposed electronics



Do not use the device in the presence of electronic monitoring equipment (e.g., cardiac monitors, ECG alarms)



Keep the device in a dry environment. Moisture may damage the device



Do not use the device in a magnetic resonance imaging (MRI) environment



The long-term effects of chronic use of the device are unknown

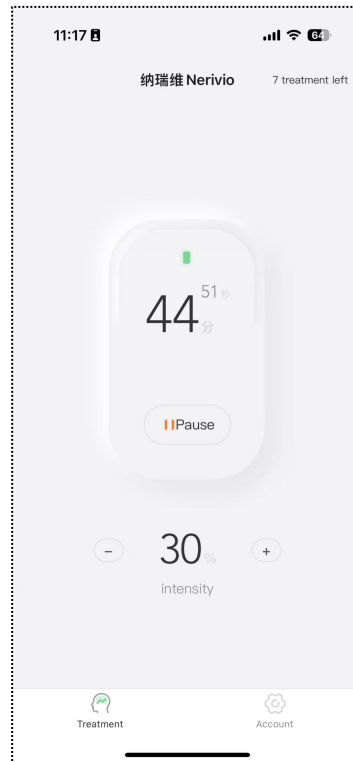


In case of device malfunction, remove the device from your arm and contact customer support



In case the device fails to properly adhere to the skin, rub the electrodes using a drop of water to improve their adhesiveness. If needed, contact customer support

Step 11: Set the treatment intensity level, so it feels strong yet comfortable and not painful. The treatment starts at a default intensity of 12%. Gradually increase the intensity as described below.



Setting intensity level:

- Start increasing the stimulation intensity using the "+" button. Each press will increase the intensity by 1 unit.
- When the stimulation is painful and/or uncomfortable, reduce the intensity to the previous level using the "-" button. Each press will decrease the intensity by 1 unit.
- Increase and/or decrease the stimulation intensity until you find the highest intensity that feels strong but not painful.



For effective and convenient treatment, the intensity level is individually set so it feels strong yet comfortable and not painful



You should monitor the activity of the device throughout its operation

Once you find the strongest and convenient stimulation intensity level, relax and continue with the treatment. If during the treatment the sensation is not strong, if it feels uncomfortable or painful, adjust the intensity level using the "+" and "-" buttons.

- The default starting intensity level is 12%.

- Note that long/continuous presses should be avoided.
- If you have significantly increased the intensity and still do not feel the stimulation, please refer to troubleshooting or contact customer support.

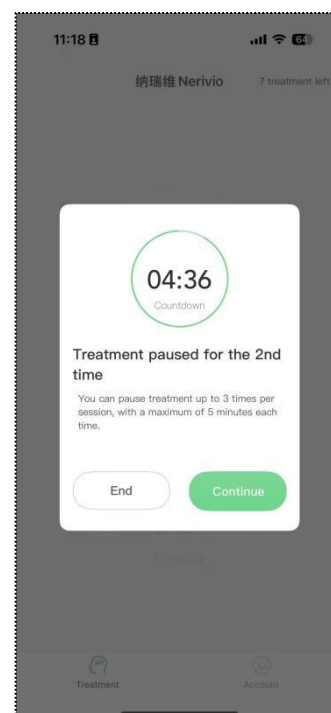
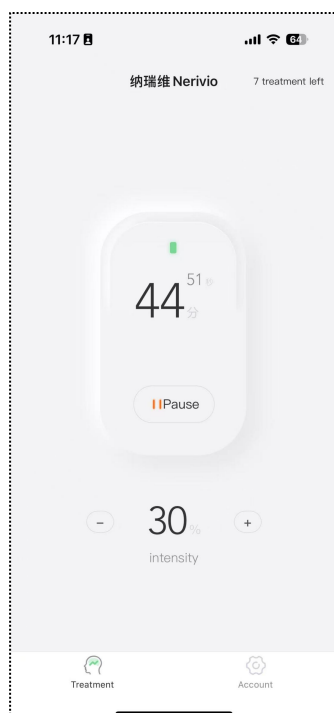
For your safety, the intensity will increase slowly. This gradual increase will be presented in the app by a flashing “increasing” indication that will stop once the desired intensity is reached.

6.5.1. TREATMENT IN PROGRESS

The progress of the treatment can be monitored by the specified time remaining of the total treatment duration time (45 minutes).

You can pause the treatment session for up to 5 minutes by touching the pause button. Press ‘Resume treatment’ to resume the treatment. Each session can be paused up to 3 times. If a treatment is not resumed within 5 minutes, it will be stopped automatically. When the treatment is resumed, the stimulation intensity will gradually increase to the level used before pausing the treatment. This gradual increase will be presented in the app by a flashing “increasing” indication that will stop once the desired intensity is reached.

The treatment can be stopped early at any time by touching the pause button and then “Stop treatment”. Do not remove the device from your arm before the treatment has ended or has been stopped, unless the treatment cannot be stopped in the app.



During the treatment, you may experience slight muscle spasm, numbness of the hand and irritation of the skin. These sensations should resolve soon after the end of treatment.

If you experience an uncomfortable or painful sensation that does not resolve by decreasing the intensity, stop the treatment in the app and remove the device from the arm.



It is recommended that your smartphone will be protected by a password (or other security mechanism) to refrain from unwanted people to activate the device



Interference to the Bluetooth connectivity may occur in the vicinity of equipment emitting RF (e.g. microwave, routers, WIFI devices)



For effective results, it is recommended to avoid using other electrical devices during treatment



If the device was on for over 3 minutes when no treatment was in progress, it automatically shuts down. Turn the device back on to start a treatment.



If the “Stop” button does not respond, you can carefully remove the device from your arm

6.5.2. TREATMENT COMPLETED

Step 1: When the treatment is completed, remove the armband and the device from your arm. The device will turn off automatically one minute after the treatment session has ended (the green light will turn off).

Step 2: Apply the protective film on the electrodes (the protective film is reusable).

Step 3: Place the device in its original package or in the travel bag to store it for next use.

Step 4: Close the app.



If your migraine headache is not aborted 30 minutes following treatment, you may administer additional treatments.



Tips for Consecutive Treatments

At the end of an **acute treatment**, if you feel that additional treatment is required, wait at least 30 minutes before the next treatment. If you administer subsequent treatments, it is recommended to switch arms in between adjacent treatments, to reduce the likelihood of skin redness/rash or heat sensation on the skin. There is no need nor value in administering a total of more than 6 treatments on the same day.

6.6. STORING THE DEVICE FOR NEXT USE

Once the treatment has been completed, the device needs to be stored until the next treatment.

Step 1: Verify that the electrodes are covered with the protective film.

Step 2: Store the device in its original package or in the travel bag in an indoor environment, away from direct sunlight and according to storage environmental conditions specified in this user manual.



To minimize moisture loss, when unused, the electrodes should be covered with the provided protective film and the device should be stored in its original package



Do not expose the device to moisture and/or high humidity. If exposed, dry the device as soon as possible



The device should be stored and cleaned according to the recommended conditions describe in the user manual

7. CLEANING, MAINTENANCE AND DISPOSAL

7.1. CLEANING AND MAINTENANCE

- The device can be cleaned with a dry cloth (except for the electrodes).
- If the electrodes begin losing adhesion, gently rubbing one or two drops of water onto the gel surface may extend usage. Wait for about 30 minutes before placing the protective liner. The refresh process can be repeated multiple times if adhesion is not resorted.
- The armband can be washed with water and soap only. No bleach products should be used. Do not tumble dry. Do not iron.
- To minimize moisture loss, when unused, the electrodes should be covered with the provided protective film and the device should be stored in its original package (sealed aluminum bag).
- Contact customer support if the package and/or device labeling are damaged.
- The lifetime of the electrodes varies depending on skin conditions, skin preparation, storage and climate.
- The app can be updated using the standard update procedure of the mobile operating system.



Before or after a treatment, rub the electrodes using a drop of water to improve their adhesiveness



After rubbing electrodes with water, wait for 30 minutes for water to absorb before next use or applying protective liner.



Do not clean the device with soap, alcohol, submerge in water, or scrub with abrasive material



Do not disassemble or modify the device by yourself

7.2. DISPOSAL



- This product should be disposed of in accordance with all applicable federal, state and local regulations related to the disposal of electronic equipment and batteries.
- If the battery has been fully discharged before use, before product expiration date or before 18 treatments have been performed, please contact customer support.
- Contact customer support for further information on the appropriate disposal of device components.

8. TROUBLESHOOTING

This section lists problems or observations that you may have, the possible cause(s) and recommended actions. Before addressing the troubleshooting table, please check and confirm the following:

1. Make sure that Bluetooth connection is enabled in your phone.
2. Make sure that there are treatments left in your device.

8.1. GENERAL

Problem	What it may mean	What to do
The device does not power on	The device is not working	Contact customer support in your region. See section 8.4.
	The power button was not held long enough	Press the power button continuously for 2-3 seconds
The device does not turn off	Nerivio has automatic shut off features	<ul style="list-style-type: none"> • The first time the device is turned on to pair and set up, the device will shut off automatically after 10 minutes. • For all subsequent treatments, the device will give you 3 minutes to start the treatment. • If you pause the device during a treatment, the device will automatically shut off after 5 minutes if treatment is not restarted. • At the end of any treatment the device will automatically turn off after one minute. <p>These built-in timers will not impact the device's ability to provide twelve 45-minute treatments.</p>
The LED is flashing very	There is an error message on the screen	Connect the app to the device. View the error message in the app and follow the

rapidly (5 times per second)		instructions. If the error does not appear on the screen, wait for the device to automatically turn off and then turn it back on
	There are no treatments left in the device	Connect the app to the device. Check in the app how many treatments you have left. The device is good for 18 treatments of 45 minutes, provided average stimulation intensity is under 85%. If there are no treatments left, dispose of the device.
The LED is solid green	Device malfunction	Contact customer support in your region. See section 8.4.
The device does not connect to the app	The device is turned off	If the LED is off, turn on the device
	Bluetooth connection is disabled on the phone	Enable the Bluetooth feature on your phone and try to reconnect
	The phone and the device are not close enough	Remove the device from your arm. Bring the phone closer to the device, to a range of 1 inch (2.5 cm)
	The device was automatically shut down since the treatment ended or has not been initiated for a prolonged duration of time.	If the LED is off, turn on the device
	The smartphone has been previously paired with a different device	<p>Here are some steps you can try to resolve the connectivity issue.</p> <ol style="list-style-type: none"> 1. Go to the Bluetooth settings on your phone and remove the device (on iPhone click info icon then forget device / on Android click gear icon then unpair). 2. Then turn on the device and the Bluetooth on your phone and pair (please be sure the phone and the device are side by side when you pair). 3. If the device does not connect go to the More menu at the bottom of the Nerivio App, select Nerivio device and then select Connect a new Nerivio device. 4. If you still cannot pair, do a total shutdown of your phone, restart your phone and try to pair.
	General issues related to the Bluetooth on your smartphone	<p>Here are some steps you can try to resolve the connectivity issue. Please do not skip any steps:</p> <ol style="list-style-type: none"> 1. Turn your phone off, turn your phone back on.

		<ol style="list-style-type: none"> 2. Turn Bluetooth off and back on again in the settings menu. Do not try to pair the device from the Bluetooth menu. 3. Turn on the device and pair (please be sure the phone and the device are side by side when you pair). 4. If the device does not connect go to the More menu at the bottom of the Nerivio App, select Nerivio device and then select Connect a new Nerivio device. <p>If you still cannot pair, reset network settings on your smartphone</p>
The stimulation is not felt	The treatment has not started yet or has been stopped or paused	Touch "Start" or "Resume treatment" in the "Treatment" screen
	The stimulation intensity is too low	Increase the stimulation using the "+" button in the treatment screen, until you feel the stimulation
	The protective film was not removed	Remove the protective film from the electrodes
	The electrodes begin losing adhesion	Gently rub with your finger one or two drops of water onto the gel surface of the electrodes. Wait for 10 minutes for better effect. You can repeat this process several times to improve dry electrodes adhesion.
	The adhesive surface of the device is damaged	Replace the device

8.2. MAIN ERRORS AND MESSAGES

Errors and messages displayed on the screen	What it may mean	What to do
Nerivio is not properly placed. Make sure that the protective film was removed and that the electrodes are in contact with your skin	The device is not properly placed on the arm and/or the electrodes are not in contact with your skin	Make sure the protective film was removed from the electrodes. The device should be placed directly on the skin of the arm
No treatments left	No remaining treatments	The device cannot be used. Replace the device or order a new device.
Nerivio is shutting down since no treatment is performed. Turn it back on to start a treatment	The device was on for a specific duration of time and no treatment was performed	Turn on the device
No Nerivio devices were found	Bluetooth is off	Enable Bluetooth on your smartphone
	The device is turned off	Turn on the device
	The device is too far from the smartphone	Bring the phone closer to the device, to a range of 1 inch (~2.5 cm)
Authentication failed	The device has already been associated with a different user	Connect to a different Nerivio

8.3. LED STATUS

LED indication	Status
Flashing very rapidly (5 times per second)	The device is shutting down or an error occurred or there are no treatments left in the device
Solid green	Device malfunction
Flashing slowly (mostly on)	The device is ready to be connected to the app
Flashing rapidly	The device is connected to a smartphone

LED indication	Status
Flashing slowly (mostly off)	The device is in a treatment process

8.4. CUSTOMER SUPPORT

Customer support is available to answer any questions you may have about your Nerivio device.

The service lifetime of the Nerivio is until product expiration date.



The battery operation time is 810 minutes (i.e., 18 treatments of 45 minutes) if stored at ambient temperature of $23\pm 2^{\circ}\text{C}$, provided average stimulation intensity is under 85%

Local support in the region can be obtained according to the following table. For any territory that is not listed, please use Global Inquiries.

USA	Global Inquiries
Theranica USA Inc. Address: 100 Somerset Corporate Boulevard 2nd Floor – Suite 160 Bridgewater, NJ 08807 USA Nerivio Cares Customer Support: Phone: 1-937-637-4846 Email: support@nerivio.com Web: https://nerivio.com/	Theranica Bio-Electronics LTD. Address: 4 Ha-Omanut St. Netanya 4250438, Israel Email: info@theranica.com Web: www.theranica.com Fax: +972-72-390-9762
Israel	India
DaphneMed Agencies LTD. Phone: +972- 54-5996029 +972-77-3630400 Web: https://www.nerivio-il.co.il Email: info@daphnemed.com	Dr. Reddy's Labs India, and Portea Phone: 1800-123-2360 Email: neriviodrl@porteamedical.com Web: www.nerivio.in
Germany	Spain
betapharm Email: kontakt@nerivio.de Phone: 0800 589 26 38	Reddy Pharma Iberia S.A. Email: soportepacientes@nerivio.es Phone: 93-355-49-16

Web: www.nerivio.de	Web: www.nerivio.es
South Africa	United Kingdom
Dr. Reddy's Laboratories (Pty) Ltd. Phone: 018 011 5205 Email: support@nerivio.co.za Web: www.nerivio.co.za	Dr. Reddy's Laboratories (UK) LTD Email: info@nerivio.co.uk Web: www.nerivio.co.uk
Hong Kong and Macau, China	/
PIER 88 HEALTH HONG KONG LIMITED Local Responsible Person (LRP) Phone: +852 60548188 Email: nerivio@pier88health.com	/

Support information for your local region may be updated from time to time. For the most up to date listings, please contact your Local Responsible Person (LRP).

9. OPERATION SPECIFICATION

9.1. ENVIRONMENT OPERATING CONDITIONS

Operating temperature range: +5° to +40° C (41°F-104°F)
Relative humidity range: 35%-70% RH, with no condensing
Atmospheric pressure: 70-106 kPa

9.2. ENVIRONMENTAL STORAGE AND TRANSPORTATION CONDITIONS BETWEEN USES

Temperature range: +10° to +27° C (50°F-80.6°F)
Relative humidity range: 40%-70% RH, with no condensing
Atmospheric pressure: 70-106 kPa

9.3. ENVIRONMENTAL TRANSPORTATION AND STORAGE CONDITIONS

Temperature range: +10° to +27° C (50°F-80.6°F)
Relative humidity range: 40%-70% RH, with no condensing
Atmospheric pressure: 70-106 kPa

9.4. ELECTRICAL PROPERTIES

Battery type: Primary cell Li-MnO₂, 3.0 V, 1.2 Ah
Maximum Voltage: 3.3V

Maximum Current	40mA
Frequency	100-120Hz
Charger Input:	N/A – the battery is not rechargeable in the device.
Charger output:	N/A – the battery is not rechargeable in the device.
Battery lifetime	810 minutes if stored at ambient temperature of $23\pm 2^{\circ}\text{C}$.



Do not disassemble, crush, incinerate or short-circuit the battery. This could cause a fire, injury, burns, or other hazards.



Do not attempt to recharge or detach the battery



Recycle or dispose the device in accordance with disposal instructions in the user manual

10. TECHNICAL SPECIFICATIONS

Number of channels	1
Waveform	Biphasic rectangular, modulated
Net charge (μC per pulse)	0 (charge is balanced by using a symmetrical, biphasic pulse)
Max output voltage	
500 Ω	20V
2K Ω	60V
10K Ω	60V
Max output current	
500 Ω	40mA
2K Ω	30mA
10K Ω	6mA
Maximum phase charge 500 Ω	8 μC
Maximum average current 500 Ω	1.76mA
Maximum current density (peak) 500 Ω	1.6 mA/cm ²

Maximum current density (r.m.s) 500Ω	0.34 mA/cm ²	
Maximum average current density (abs value) 500Ω	0.07 mA/cm ²	
Maximum average power density 500Ω	1.41mW/cm ²	
Frequency	100-120Hz, average 110Hz	
Primary phase duration [μSec]	200	
Pulse duration [μSec]	400	
Burst mode	No	
Program duration [min]	45	
Electrode area	25cm ²	
Electrode compliance with 21 CFR 898	Yes	
Electrode cable	No	
Indication display	Device LED	Via the mobile application, if connected
-On/off status	Yes	Yes
-Wireless connection	Yes	Yes
-Low battery	No	Yes (remaining number of treatments)
-Current level	No	Yes (stimulation intensity)
-Output mode	Yes	Yes (stimulation time indicator)
-Time to cut-off	No	Yes (stimulation time indicator)
Power source	<p>Integrated, non-rechargeable, primary cell Li-MnO₂ battery</p> <p>Operation time: 810 minutes (i.e. 18 treatments of 45 minutes), provided average stimulation intensity is under 85%*.</p> <p>*Usage at average intensity above 85% will reduce the number of treatments. The expected number of 45-minute treatments may be in the range from 15 to 18.</p>	
Processor control	Yes	
Wireless control	Yes	

Wireless communication	Frequency range: 2.400-2.4835 GHz Modulation: Gaussian frequency shift Output power: ≤0 dBm
Automatic overload trip	Yes, limiter for max current and voltage
Automatic no load trip	Yes, out-of-range load detection
Automatic shutdown	Yes, timer
Simulation intensity control	Yes, current amplitude is adjustable by the user

Wireless communication interference

This device operates in the 2.400-2.4835 GHz ISM band. In case this device is used around other wireless devices such as microwave and wireless LAN, which operate at the same frequency band as this device, interference between this device and such other devices may occur. If an interference occurs before the treatment has begun, the treatment may not start. Once the treatment has started, the device maintains the treatment parameters (shape and frequency of pulses during stimulation, intensity and duration) autonomically and does not require any further control. However, the app may not enable you to stop the treatment or adjust the intensity, which may result in an uncomfortable feeling. If such sensation occurs, please remove the device from your arm without touching the electrodes, stop the operation of the other devices or move away from the interfering source.

11. SMARTPHONE REQUIREMENTS

Please contact your Local Responsible Person (LRP) to obtain information about smartphone requirements.

12. CYBERSECURITY

The Nerivio system software is comprised of the Nerivio device embedded software ("Firmware"), an application backed service ("Backend") hosted on Alibaba Cloud and operated by the company, and an application frontend ("Client") hosted by Nerivio mobile application on the user's smartphone. The Nerivio is a closed system, which does not allow installation of additional external components, nor ability of the user to upgrade or modify the device Firmware or Backend. The Client software exposes only a user interface (UI).

The Backend is accessible only to authorized company personnel over a secure HTTPS communication channel. The company operates the Backend and assumes full responsibility for maintaining its cybersecurity, including patching, and securing the infrastructure and application code, as well as security incidents management.

The Client software runs on a mobile platform that is the responsibility of the user. The device Firmware and the Client software are not designed to detect or report on security

events. The company recommends selecting a strong user password when creating Nerivio account and protecting your mobile platform by a password (or other security mechanism) to refrain from unwanted people to activate the device or access your personal information. To verify user's account validity, the Nerivio system includes authentication and verification through the user's email.

Instructions for Security

The following cybersecurity controls are recommended to increase cybersecurity of the Client software and user's mobile platform:

- The mobile platform should require authenticated access via user credentials. You are advised to lock your smartphone with a password or any other means (e.g. biometric, pin code or other).
- Restrict unauthorized physical access to the mobile platform and Nerivio device.
- Keep the mobile operating system on the mobile platform up to date with the latest security updates.
- Download the Nerivio mobile application only from an official application store outlined in this user manual.
- Keep the Nerivio application software up to date. It is recommended to allow automatic upgrade of Nerivio mobile application on your mobile platform.



It is recommended that your smartphone will be protected by a password (or other security mechanism) to refrain from unwanted people to activate the device

For additional information on data protection and privacy refer to www.nerivio.com privacy policy.

13. POTENTIAL ADVERSE REACTIONS

- People with sensitive skin may experience a rash or redness of the skin under the electrodes.

14. CLASSIFICATION

- Internally powered ME Equipment
- Type BF applied part
- Enclosure IP22
- Continuous operation

15. EMC STATEMENT

With the increased number of electronic devices such as PC's and mobile (cellular) telephones, the Nerivio device may be susceptible to electromagnetic interference from other devices, even if they comply with CISPR emission requirements. Electromagnetic

interference may result in incorrect operation of the Nerivio device and create a potentially unsafe situation.

The Nerivio device should not interfere with other devices.

In order to regulate the requirements for EMC (Electro Magnetic Compatibility) with the aim to prevent unsafe product situations, the IEC60601-1-2 standard has been implemented. This standard defines the levels of immunity to electromagnetic interferences as well as maximum levels of electromagnetic emissions for medical devices.

The Nerivio medical device conforms with the IEC60601-1-2 standard for both immunity and emissions.

The Nerivio device requires special precautions regarding EMC and needs to be installed and used according to the EMC information provided in this manual:

- Do not use any unspecified accessories with the Nerivio device. This may result in increased emissions or decreased immunity of the device.
- The Nerivio device should not be used adjacent to or stacked with other equipment. In case adjacent or stacked use is necessary, the Nerivio device should be monitored to verify normal operation in the configuration in which it is used.
- Do not use devices which generate strong electrical or electromagnetic fields in proximity to the Nerivio device. This may result in incorrect operation of the device and create a potentially unsafe situation. In order to reduce the risk of EM interference, it is recommended to keep a minimum distance of 30 cm (12 inches) between the device and other electromagnetically radiating devices. Verify correct operation of the device if the distance is shorter.

The Nerivio device complies with immunity tests described below.

15.1. ELECTROMAGNETIC TEST RESULT SUMMARY

Test	Standard	Class / Severity level	Test result
Emission			
Radiated emission Frequency range: 30-1000 MHz	IEC 60601-1-2 section 7.1 / CISPR 11	Group 1 Class B	Complies
	ETSI EN 301 489-1 section 8.2; ETSI EN 301 489-17 section 7.1/ EN 55032	Class B	Complies
Radiated emission Frequency range: 1.0 GHz-6.0 GHz	ETSI EN 301 489-1 section 8.2; ETSI EN 301 489-17 section 7.1 EN 55032	Class B	Complies
Immunity			
Immunity from Electrostatic discharge (ESD)	IEC 60601-1-2 section 8, Table 4/ IEC 61000-4-2	8 kV contact & 15 kV air discharges	Complies
	ETSI EN 301 489-1 section 9.3; ETSI EN 301 489-17 section 7.2/ EN 61000-4-2	4 kV contact & 8 kV air discharges	Complies

Test	Standard	Class / Severity level	Test result
Immunity from radiated electromagnetic fields	IEC 60601-1-2 section 8, Table 4/ IEC 61000-4-3	10 V/m, 80 MHz ÷ 2.7 GHz, 80% AM, 1 kHz	Complies
Immunity from Proximity field from wireless communications equipment	IEC 60601-1-2 section 8, Table 9/ IEC 61000-4-3	List of frequencies, from 9 V/m up to 28 V/m, PM (18 Hz or 217 Hz), FM 1 kHz	Complies
Immunity from radiated electromagnetic fields	ETSI EN 301 489-1 section 9.2; ETSI EN 301 489-17 section 7.2/ EN 61000-4-3	3 V/m, 80 MHz - 6 GHz, AM 80% @ 1 kHz	Complies
Immunity from power frequency magnetic field	IEC 60601-1-2 section 8, Table 4/ IEC 61000-4-8	30 A/m @ 50 Hz & 60 Hz	Complies
Note: this table is formatted based on IEC60601-1-2.			

15.2. ELECTROMAGNETIC EMISSIONS

The Nerivio is intended for use in the electromagnetic environment specified below. Please assure that the device is used according to these specifications.

Note: the following tables is formatted based on IEC60601-1-2.

Electromagnetic emissions IEC 60601-1-2		
Emissions Test	Compliance	Electromagnetic Environment - Guidance
RF emissions CISPR 11	Group 1	The Nerivio 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 Nerivio 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	
Voltage fluctuations / Flicker emissions IEC 61000-3-3	Not applicable	


15.3. ELECTROMAGNETIC IMMUNITY

The Nerivio is intended for use in the electromagnetic environment specified below. Please assure that the device is used according to these specifications.

Electromagnetic immunity IEC 60601-1-2			
Immunity Test	IEC 60601-1-2 test level	Compliance Level	Electromagnetic Environment- Guidance
Electrostatic discharge, ESD (IEC 61000-4-2)	Contact discharge: ±8 kV Air discharge:	Contact discharge: ±8 kV Air discharge:	The relative humidity should be at least 5%

Electromagnetic immunity IEC 60601-1-2			
Immunity Test	IEC 60601-1-2 test level	Compliance Level	Electromagnetic Environment-Guidance
	±15 kV	±15 kV	
Electrical fast transient / burst (IEC 61000-4-4)	Power supply lines: ±2 kV Longer input / output lines: ±1 kV	Not Applicable Not Applicable	
Surge on AC mains lines (IEC 61000-4-5)	Common mode: ±2 kV Differential mode: ±1 kV	Not Applicable Not Applicable	
Voltage dips, short interruptions and voltage variations on power supply lines (IEC 61000-4-11)	0% UT for 0.5 cycle	Not Applicable	
	0% UT for 1 cycle	Not Applicable	
	70% UT for 25 cycles	Not Applicable	
	0% UT for 5 s	Not Applicable	
Power frequency (50/60 Hz) magnetic field (IEC 61000-4-8)	30 A/m	30 A/m	
Note: U _T is the A.C. mains voltage prior to application of the test level.			

Electromagnetic immunity IEC 60601-1-2			
Conducted RF (IEC 61000-4-6)	3 V rms 150 kHz to 80 MHz 6 V rms The ISM bands and the amateur radio bands between 150 kHz to 80 MHz	Not Applicable Not Applicable	<p>Portable and mobile RF communications equipment should be used no closer to any part of the Nerivio, including cables, than the recommended separation distance calculated from the equation applicable to the frequency of the transmitter.</p> <p>Recommended separation distance</p> <p>$d = 1.16 \sqrt{P}$ 150 kHz to 80 MHz</p> <p>$d = 0.58 \sqrt{P}$ 150 kHz to 80 MHz (The ISM bands and the amateur radio bands)</p>
Radiated RF (IEC 61000-4-3)	10 V/m 80 MHz to 2.7 GHz	10 V/m 80 MHz to 2.7 GHz	<p>$d = 0.35 \sqrt{P}$ 80 MHz to 800 MHz</p> <p>$d = 0.7 \sqrt{P}$ 800 MHz to 2.7 GHz</p>

Electromagnetic immunity IEC 60601-1-2			
	IEC 60601-1-2:2014 Table 9 (Up to 28 V/m at certain frequencies)	IEC 60601-1- 2:2014 Table 9 (Up to 28 V/m at certain frequencies)	
			<p>Where P is the maximum output power rating of the transmitter in watts (W) according to the transmitter manufacturer and d is the recommended separation Distance in meters (m).</p> <p>Field strengths from fixed RF transmitters, as determined by an electromagnetic site survey^a, should be less than the compliance level in each frequency range.</p> <p>Interference may occur in the vicinity of equipment marked with the following symbol: </p>
<p>Note 1: At 80 MHz and 800 MHz, the higher frequency range applies.</p> <p>Note 2: These guidelines may not apply in all situations. Electromagnetic propagation is affected by absorption and reflection from structures objects and people.</p> <p>^a Field 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 Nerivio is used exceeds the applicable RF compliance level above, the Nerivio should be observed to verify normal operation. If abnormal performance is observed, additional measures may be necessary, such as re-orienting or relocating the Nerivio.</p>			

15.4. RECOMMENDED SEPARATION DISTANCES

Recommended separation distance between portable and mobile RF communications equipment and the NM				
Nerivio is intended for use in an electromagnetic environment in which radiated RF disturbances are controlled. The customers or the users of Nerivio can help prevent electromagnetic interference by maintaining a minimum distance between portable and mobile RF communications equipment (transmitters) and Nerivio as recommended below, according to the maximum output power of the communications equipment.				
Output Power of Transmitter in Watt	Separation distance according to frequency of transmitter in meter			
	150 kHz to 80 MHz		80 MHz to 800 MHz	800 MHz to 2.7 GHz
	$d = 1.16 \sqrt{P}$	$d = 0.58 \sqrt{P}$	$d = 0.35 \sqrt{P}$	$d = 0.7 \sqrt{P}$
0.01	0.12	0.06	0.04	0.07
0.1	0.37	0.18	0.11	0.22
1	1.16	0.58	0.35	0.7
10	3.67	1.8	1.1	2.2
100	11.6	5.8	3.5	7.0
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: At 80 MHz and 800 MHz, the separation distance for the higher frequency range applies
Note: These guidelines may not apply in all situations. Electromagnetic propagation is affected by absorption and reflection from structures, objects, and people.

16. FCC RADIO FREQUENCY INTERFERENCE STATEMENT

FCC Registration Number (FRN): 0027054477.

This equipment has been tested and found to comply with the limits of 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 installation. If this equipment causes interference with other devices, which may 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 device receiving the interference
- Increase the separation between the equipment
- Connect the equipment into an outlet on a circuit different from that to which the device is connected.
- Consult the manufacturer or field service technician for help

Theranica Bio-Electronics LTD. is not responsible for any radio or communication interference caused by using other than specified or recommended cables and battery or by unauthorized changes or modifications to this equipment. Changes or modifications not expressly approved by the manufacturer could void the user's authority to operate the equipment.

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

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

17. APPLICABLE STANDARDS

- EN 60601-1:2006/A2:2021 / IEC 60601-1 edition 3.2 b:2020 Medical electrical equipment, part 1: General requirements for basic safety and essential performance.
- EN 60601-1-2:2015/A1:2021 / IEC 60601-1-2 edition 4.1 a:2020 Medical electrical equipment- Part 1-2: General requirements for safety – collateral standard: Electromagnetic compatibility –Requirements and tests.
- EN 60601-2-10:2015/A1:2016 / IEC 60601-2-10 edition 2.2 b:2023 Requirements for the safety of nerve and muscle stimulators
- ETSI EN 301 489-1 V2.2.3:2019 ElectroMagnetic Compatibility (EMC) standard for radio equipment and services; Part 1: Common technical requirements Harmonized Standard covering the essential requirements of article 3.1(b) of Directive 2014/53/EU and the essential requirements of article 6 of Directive 2014/30/EU
- ETSI EN 301 489-17 V3.2.4:2020 ElectroMagnetic Compatibility (EMC) standard for radio equipment and services; Part 17: Specific conditions for Broadband Data Transmission Systems; Harmonised Standard for ElectroMagnetic Compatibility

Nerivio®



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