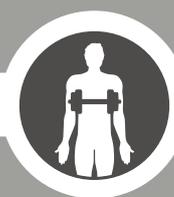


Product catalog SportMed A.G. SA

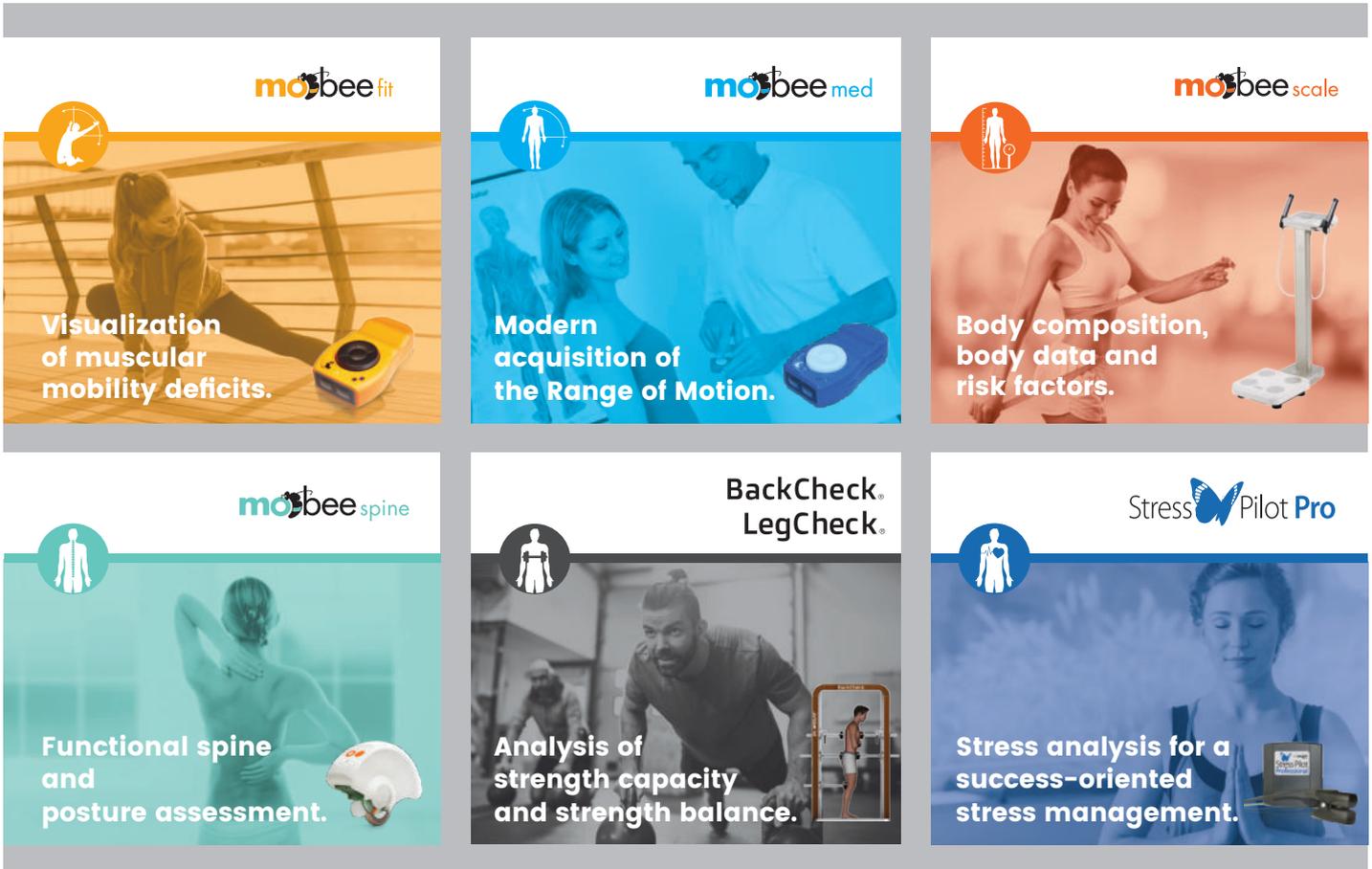
# mobee 360

Digital assessments for health professionals



## Product Overview

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- + State-of-the-art technology
- + Intuitive operation
- + Modular structure
- + Appealing presentations



Sports & Fitness



Companies & Institutions



Therapy & Medicine

## Digital Assessments for Health Professionals

The portfolio comprises everything health professionals, health managers and health promoters need for modern, customer-oriented health assessments. The various devices can be integrated as modules into a one-stop-software solution and allow comprehensive evaluations - for a **preventative or therapeutic "360 view"**.

All systems are modern, intuitive in use and easy to learn. Particular importance is attached to the **effective communication of the results** to the customer or patient. Among other things, appealing visualizations and consumer-friendly texts serve this purpose. Thanks to **numerous interfaces**, there are also extensive exchange possibilities with third-party systems.

**Dr. Andrew Welsh**  
Registered Osteopath  
Managing Director, OsteoPro Clinic  
Melbourne (Australia)



I'm a course presenter for Sports Medicine Australia (SMA), the peak national multi-disciplinary member organisation that provides leadership in the areas of sports exercise and medicine, sports injury, physical activity, sports exercise and science in Australia.

I was asked by SMA to present at workshop sessions by Swimming Australia, the governing body for swimming with nearly 1,000 clubs and 90,000 registered members nationally. The presentations to the State and National coaches covered general injury prevention, as well as specific key swimming injuries such as rotator cuff injuries, plus injury recovery strategies. Following the presentations, I began providing this Range of Motion screening services for a Swimming Australia coach and his squad, using the mobee® 360 platform's products.



**“In 10 to 15 minutes, I can accurately examine and assess each athlete, displayed on-screen, following the organization’s specific protocol, and have a detailed report generated automatically by the mobee® 360 software.”**



In addition to the specific Swimming Australia protocol, I included extra peripheral joint and spinal ranges of motion in each examination that were identified by either the coach or the strength & conditioning consultant as being of additional importance to performance.

Under the mobee® 360 platform, I utilise mobee® med to measure spinal and peripheral joint Range of Motion, mobee® fit to measure muscle-length tests and the mobee® spine module to incorporate spinal measurements.

Then, at the click of a button, I can generate a very comprehensive report of each physical examination instantly.

In the mobee® med settings, I was able to edit the built-in “general population” Range of Motion reference ranges so that each test performed for every athlete is automatically compared to the target “elite swimmer’s” RoM reference ranges. Mobility deficits are then able to be addressed quickly with the help of the mobee® fit software’s built-in exercise recommendations, including from exercise partner company BLACKROLL®.

**“The measurements and exercise recommendations from the instantly generated report assist in forming an action plan for each range of motion deficit. The athlete may then work with a consultant in an individualised program, or with a physical therapist.”**

Kraus et al.\* reported the mobee® med inertial goniometer to be an effective and efficient approach to measuring range of motion due to its high concurrent validity, ease of use, and efficiency concerning time and personnel requirements (2019). In addition to these features, the automatic documentation, quick reassessment capabilities, exercise recommendations and report generation, compared with other measurement instruments such as universal goniometers and inclinometers, make these mobee® 360 systems stand-outs.

\*Kraus, K., Kraus, E., Gojanovic, B., & Fourchet, F. (2019). Concurrent Validity of 2D and Inertial Goniometer Motion Assessment, *International Journal of Athletic Therapy and Training*, 1-6. Retrieved February 19, 2020, from <https://journals.human kinetics.com/view/journals/ijatt/aop/article-10.1123-ijatt.2016-0056/article-10.1123-ijatt.2016-0056.xml>

**Dr. Elmar Trunz-Carlisi**   
Doctor of Sports Science  
Founder and managing partner of IPN ([www.ipn.eu](http://www.ipn.eu))  
Cologne (Germany)



IPN was founded in 1992 and is a full-service corporate health provider.

We see ourselves as a partner for companies and institutions who are looking to improve their employees' health with a mutual benefit for both employer and employees. IPN acts as an interface between science, companies and health-conscious clients. As a concept developer and hands-on service provider, IPN offers tailor-made and success-oriented solutions with a high level of quality and the aim to promote health and life quality.



**“At IPN, assessments with mobee® 360 are an integral part of our corporate health service portfolio. Reports on muscular mobility or spinal health are a “must” in many companies.”**



One of our most frequently booked services is a “health day” in companies. For this purpose, we cover a great variety of health-related topics such as mobility, stress regulation and nutrition.

All topics can be combined as modules of a “health day” based on the requirements and goals of the company.

It is then essential to assess the clients' health in the selected areas, report back to the company's management (mostly using anonymized data) and suggest targeted measures for health improvement and absence reduction.

Within this context, the products of the mobee® 360 platform have proven ideal for fast, accurate and significant assessments.

**“Thanks to their easy handling and efficiency in use, the tools of the mobee® 360 platform are ideal for our purposes.”**

All modules covered in the platform are easy to handle and to implement in corporate health service processes. The reports generated for both the employees and the employer convince with a high level of visualization and appealing graphics. Reference values help to assess where the employees stand and what the particular needs of the company are in order to achieve their goals.

## Software solution for flexible integration of diagnostic devices

When you purchase one or more of the systems outlined on the following pages, a basic version of the mobee® 360 software is included free of charge.

### Data, data exchange and data backup

- Management of personal data
- Interfaces with various administration and accounting systems
- Export of statistical data
- Central database for client-server networks
- Automated backups
- Conformity with GDPR and support in fulfilling data protection requirements (e.g. data information sheet)
- Possibility of creating anonymous clients.

### Communication, help and up-to-datedness

- Online update service with notification of new software versions
- Activation assistant for all integratable modules
- Remote maintenance client for technical support
- Digital help documents, FAQ
- Report sharing via print or e-mail
- Optional modules available, e.g. syn.core, Back Radar (see description on the following pages)

### Integratable systems

All integratable systems have the following primary characteristics:

- Uniform, intuitive operation and high degree of user-friendliness
- Suitable to create customer awareness to health deficits without “problematizing”
- Suitable for generating motivation and compliance thanks to comprehensibility, visualisation and positive wording
- Suitable for documentation, quality and process control.

mobee® 360 unites numerous digital assessments under one roof. The various topics covered allow for a 360 view in **prevention and health management**.



## Extended functions for cross-thematic 360 ° diagnostics

The extended functions of mobee® 360 are available as part of our premium tariff.



### Timeline: Chronological display of measurement results

- Quick overview of all relevant health data of a person
- Maximum time efficiency of viewing and discussing results
- Compressed information for better comprehensibility



### Reporting: All relevant results in one document

- Compact standard report on all current results of one person
- Configurable own reports with freely selectable components of existing products
- Send results by email with just one click



### File archive: All documents in one central place

- Quick overview of all existing reports for one person
- Clear and efficient document management
- Provision of anonymized reports directly via QR code on the customer's mobile phone



The 360° functions available as part of mobee® 360 Premium enable maximally efficient work with existing diagnostic products without unnecessary intermediate steps or redundant processes.



## System for muscular mobility analysis

Consisting of

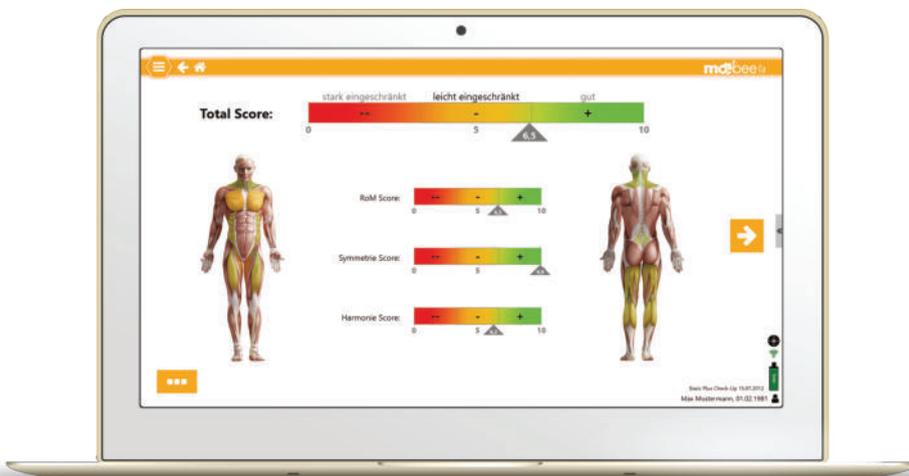
- analysis device
- "mobee com" radio stick
- 3 fastening straps
- charger (220V)
- USB cable (micro)
- carrying case
- software
- licence for 1 PC/laptop



mobee® fit assesses the mobility of relevant muscle groups and identifies deficits as well as asymmetries. Whether used in **gyms, sports clubs or corporate health** – mobee® fit is the right choice for professional mobility assessments.

- 11 functional mobility tests in sport specific and general measurement profiles
- Creation of customized measuring profiles
- Interactive Teach-in for standardization
- Operation of the software with analysis device, live animation of the movement, live comparison with reference values
- Customizable mobility report with age- and gender-specific reference values, information on the muscles and on everyday relevance
- Selection of progress displays with animation
- Exercise recommendations for different, selectable training concepts
- Interfaces to various training systems.

The preservation of muscular mobility represents a crucial aspect in healthy ageing and injury prevention.



**mobee fit**



## Useful information for importers/distributors

**1. Customs tariff code**

TARIC/HS: 90318080

Description: mobee® fit analysis device for fitness and prevention

**2. Weight and dimensions**

- product in carrying case:  
L240 x W265 x H80 mm      780g
- standard packaging
 

L30,0 x W30,0 x H10 cm	1,05 kg (1 device)
L33,5 x W25,0 x H17 cm	1,96 kg (2 devices)
L38,5 x W28,5 x H25 cm	2,78 kg (3 devices)

**3. Special transportation requirements:**

- declaration: dangerous goods (lithium ion batteries):  
"UN3481, Lithium ion batteries contained in equipment, Class 9, PI 967 Section II"
- padded/shock proof packaging
- insured delivery only

**4. Minimum order quantity (MOQ)**

EU: 1

outside EU: 3

**5. INCOTERMS: EXW, CPT****6. Lead time**

1 week from receipt of advance payment

Transportation runtime

EU: 4-5 days;

outside EU: 7-14 days

express services available upon request

**7. Medical product (EU): no**

Class: n.a.

CE marking: yes

Declaration of conformity: n.a.

**8. Maintenance required for device: no**

Maintenance required for software: yes (optional)

Calibration required for device: no

**9. Communication type**

proprietary radio (2,4 GHz radio) via "mobeecom" radio stick

**10. Origin/place of production:**

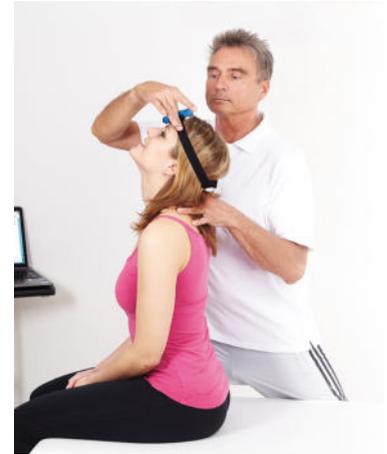
Luxembourg



## System for the analysis of trunk and joint mobility

Consisting of

- analysis device
- "mobee com" radio stick
- 3 fastening straps
- charger (220V)
- USB cable (micro)
- carrying case
- software
- licence for 1 PC/laptop



mobee® med supports you in recording joint and trunk mobility and makes even small successes visible. Goniometer was yesterday's solution – mobee® med is the technology of today for **doctors, medical physical therapists and rehabilitation centers.**

- 142 Mobility tests according to the neutral-zero method
- Extensive measurement catalogue, active/passive measurement, measurement in upright/lying position, default and customized measurement profiles
- Editable reference values
- Teach-in for standardization
- Operation of software with analysis device
- Animation of the angle reached
- Documentation of pain and end feeling in real time
- Display of the results in neutral-zero notation and as total range of motion, comment feature, various visualization options
- Customizable result report that can be used as base for expert opinion
- Display of progress in expert and patient mode.

Individual therapy progress can be easily displayed and used for the enhancement of patient compliance.



mobee med



Useful information for importers/distributors

**1. Customs tariff code**

TARIC/HS: 90189084

Description: mobee® med analysis device for angular degrees

**2. Weight and dimensions**

- product in carrying case:  
L240 x W265 x H80 mm      780g
- standard packaging
  - L30,0 x W30,0 x H10 cm      1,05 kg (1 device)
  - L33,5 x W25,0 x H17 cm      1,96 kg (2 devices)
  - L38,5 x W28,5 x H25 cm      2,78 kg (3 devices)

**3. Special transportation requirements:**

- declaration: dangerous goods (lithium ion batteries):  
“UN3481, Lithium ion batteries contained in equipment, Class 9, PI 967 Section II”
- padded/shock proof packaging
- insured delivery only

**4. Minimum order quantity (MOQ)**

EU: 1

outside EU: 3

**5. INCOTERMS: EXW, CPT**

**6. Lead time**

1 week from receipt of advance payment

Transportation runtime

EU: 4-5 days

outside EU: 7-14 days

express services available upon request

**7. Medical product (EU): yes**

Class: I

CE marking: yes

Declaration of conformity: available upon request

**8. Maintenance required for device: no**

Maintenance required for software: yes (optional)

Calibration required for device: no

**9. Communication type**

proprietary radio (2,4 GHz radio) via “mobee com” radio stick

**10. Origin/place of production:**

Luxembourg



### System for a multi-dimensional and functional spine analysis

Consisting of

- analysis device (idiag M360)
- Bluetooth dongle
- parking station
- storage box
- software
- licence for 1 PC/laptop
- 2 AA Batteries included



mobee® spine allows a unique, functional screening of the spine and a well-founded analysis of the back for use in **therapy, fitness and prevention.**

- Sagittal, frontal and dual measurement
- Assessment of the spine with regard to inclination, basic shape, hyper- and hypomobilities as well as behavior under load
- Analysis and display of progress of scoliotic tendencies
- SpineCheck Score (examination of the thoracic and lumbar spine and hip with regard to posture, mobility and postural competence)
- Default & custom measurement profiles
- 3-D animation, X-ray-mode
- Progression display
- Customizable result reports
- Interpretation of measurement data relevant for training, automated exercise recommendations, planning of trainings
- Reference values for children.

A frontal spinal assessment can support early scoliosis detection and prevention in children.



mobee spine



Useful information for importers/distributors

**1. Customs tariff code**

TARIC/HS: 90189084

Description: mobee® spine: device for functional spine analysis

**2. Weight and dimensions**

- product in carrying case:  
L235 x W165 x H85 mm      595g
- standard packaging
 

L30,0 x W30,0 x H10 cm	0,8 kg	(1 device)
L33,5 x W25,0 x H17 cm	1,6 kg	(2 devices)
L38,5 x W28,5 x H25 cm	2,4 kg	(3 devices)

**3. Special transportation requirements:**

- padded/shock proof packaging
- insured delivery only

**4. Minimum order quantity (MOQ)**

EU: 1

outside EU: 3

**5. INCOTERMS: EXW, CPT**

**6. Lead time**

1 week from receipt of advance payment

Transportation runtime

4-5 days (EU)

7-14 days (outside EU)

**7. Medical product (EU): yes**

Class: I

CE marking: yes

Declaration of conformity: available upon request

**8. Maintenance required for device: no**

Maintenance required for software: yes (optional)

Calibration required for device: no

**9. Communication type**

Bluetooth

**10. Origin/place of production:**

Luxembourg (software) 

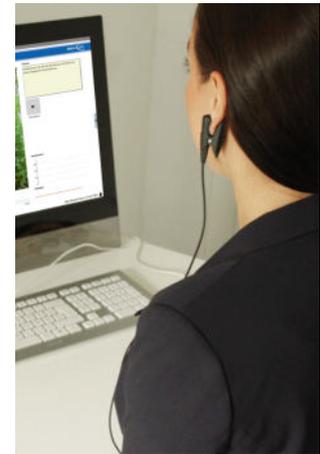
Switzerland (device) 



## System for an individual stress analysis

Consisting of

- analysis device
- carrying bag
- software
- license for 1 PC/laptop
- connection cable



StressPilot® Pro is a holistic tool for individual stress analysis for a targeted, demand-oriented stress management in **corporate health and prevention**.

- Psychosocial analysis (stressors, resilience, etc.) using questionnaires, calculation of Work Ability Index
- HRV-analysis based a pulseoxymetric test (ear clip)
- Inclusion of subjective factors in the analysis (e.g. sleep)
- Determination and evaluation of the resting pulse
- Display of results as overview and as individual stress radar
- Individual result reports, anonymous group reports
- Adaptive biofeedback training with success and progress control.

Stress regulation is an important factor within one's personal work ability, the stability to concentrate better and general health. A targeted stress management may reduce employees' sick days.



Stress  Pilot Pro



## Useful information for importers/distributors

**1. Customs tariff code**

TARIC/HS: 90314990

Description: StressPilot® Pro device for stress regulation analysis

**2. Weight and dimensions**

- product in carrying case:
 

L15 x W11 x H2,5 cm	130g
---------------------	------
- standard packaging
 

L30 x W17,5 x H3,5 cm	250 g (1 device)
L30 x W17,5 x H3,5 cm	370 g (2 devices)
L30 x W17,5 x H6,5 cm	480 g (3 devices)

**3. Special transportation requirements:**

- padded/shock proof packaging
- insured delivery only

**4. Minimum order quantity (MOQ)**

EU: 1

outside EU: 3

**5. INCOTERMS: EXW, CPT****6. Lead time**

1 week from receipt of advance payment

Transportation runtime

EU: 4-5 days

outside EU: 7-14 days

express services available upon request

**7. Medical product (EU): no**

Class: n.a.

CE marking: yes

Declaration of conformity: n.a.

**8. Maintenance required for device: no**

Maintenance required for software: yes (optional)

Calibration required for device: no

**9. Communication type**

USB connection cable

**10. Origin/place of production:**Luxembourg (software)  Germany (device) 

Module for acquisition and evaluation of body data

The basic version of the mobee® scale software module allows you to manually record a wide range of body data for the purpose of displaying basic nutritional and exercise-related aspects. The basic version is included in all service contract tariffs.

In the premium version, it is also possible to enter blood lipids, cholesterol and blood sugar. In combination with questionnaires on genetic disposition and current lifestyle, mobee® scale determines the individual risk of developing diabetes or cardiovascular diseases in the next 10 years.



**mobee® scale** analyses and documents body composition, body proportions and cardiovascular condition as an ideal basis for individual training planning and nutritional advice in **fitness, prevention and health management.**

mobee® 360 **BASIC** functions

**BODY PROPORTIONS**

- height
- weight and ideal weight
- BMI
- basal metabolic rate
- waist-to-hip ratio

**BODY COMPOSITION**

- fat percentage
- water content

**CARDIOVASCULA**

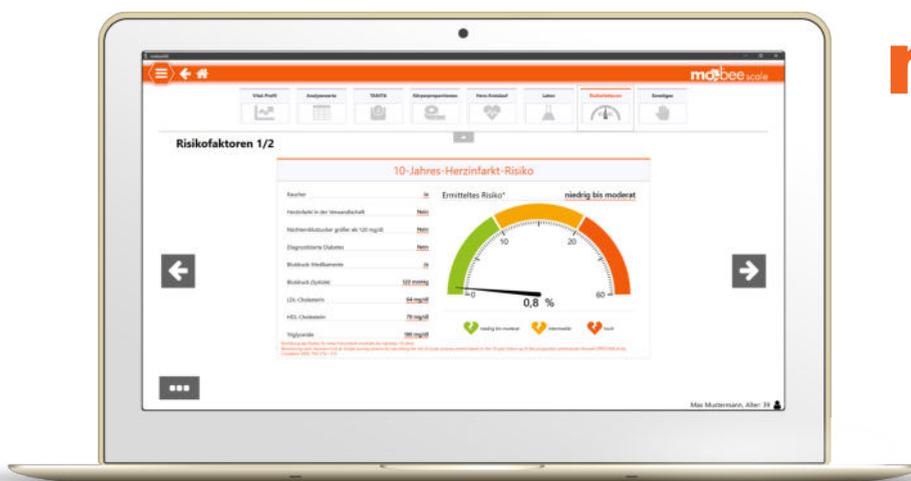
- resting heart rate
- blood pressure (systole, diastole)



mobee® 360 **PREMIUM** functions

**LABORATORY, LIFESTYLE & RISKS**

- blood lipids
- blood sugar
- 10-year diabetes risk
- 10-year heart attack risk



## Module for acquisition and evaluation of body data

We would be happy to equip you with a professional scale from TANITA that matches mobee® scale.  
Optionally usable with existing FUTREX measuring device;  
FUTREX Software version 4.0.397 required.

Components/scope of delivery (TANITA scale):

- analytical scale (MC-780, selectable with or without tripod)
- operating unit
- USB connection cable
- transport case (available for a surcharge for mobile models)



### ★ mobee® 360 PREMIUM functions

#### ADDITIONAL AREAS ANALYZED WITH BIA PROFESSIONAL SCALE

- Fat, muscle, bone mass
- Body water: ICW/ECW
- Visceral fat
- Physique value
- Basal metabolism
- Metabolic age
- Segment analysis fat and muscles (arms, legs, torso)
- Fat free mass index
- Sarcopenia index
- Phase angle
- and many other aspects

- Analysis in seconds
- Easy connection to mobee® scale via USB cable
- Weighing capacity: 270kg with 100g precision
- Mobile version with low weight (14kg)
- Ideal for use in Corporate Health Management

With the help of a bioimpedance analysis (BIA), compared to using a conventional scale a significantly more accurate and comprehensive interpretation of body composition can be made.




## Useful information for importers/distributors

**1. Customs tariff code**

TARIC/HS: 84231090

Description: TANITA body analysis scale

**2. Weight and dimensions (with stand)**

- standard packaging  
L106 x W49,7 x H29,0 cm      21 kg    (1 device)

**Weight and dimensions (portable, without stand)**

- standard packaging  
L78 x W53 x H25 cm              15 kg    (1 device)

**3. Special transportation requirements:**

- padded/shock proof packaging
- insured delivery only

**4. Minimum order quantity (MOQ)**

EU: 1

outside EU: restricted availability, please check with us

**5. INCOTERMS: EXW, CPT****6. Lead time**

1 week from receipt of advance payment

Transportation runtime

EU: 5-7 days

**7. Medical product (EU): yes**

Class: IIa

CE marking: yes

Declaration of conformity: available upon request

**8. Maintenance required for device: no**

Maintenance required for software: yes (optional)

Calibration required for device: no

**9. Communication type**

USB cable (USB Type-A to USB Type-B) (not included)

**10. Origin/place of production:**

Luxembourg (mobeer® scale software)



Japan (TANITA scale)



Please note: Use of these software modules requires existing devices & software!

## mobeer® fit software add-on

Extend your existing mobeer® med system with our mobeer® fit software to be optimally equipped for training, prevention and applications in promotion of workplace health!

- 11 functional mobility tests in sport specific and general measurement profiles
- Creation of custom measuring profiles
- Interactive teach-in for standardization
- Operation of the software with analysis device, live animation of the movement, live comparison with reference values
- Customizable mobility report with age- and gender-specific reference values, information on the muscles and on everyday relevance
- Selection of progress displays with animation
- Exercise recommendations for different, selectable training concepts
- Interfaces to various training systems.

**REQUIRED:** mobeer® med system  (device & current software)

## mobeer® spine software upgrade

For existing users of MediMouse® G6 software

- Sagittal, frontal and dual measurement
- Examination of the spine with regard to inclination, basic shape, hyper- and hypomobilities as well as behaviour under load
- Analysis and display of progress of scoliotic tendencies
- SpineCheck Score (examination of the thoracic and lumbar spine and hip with regard to posture, mobility and postural competence)
- Default & custom measurement profiles
- 3-D animation, X-ray-mode
- Progression display
- Customizable result report
- Interpretation of measurement data relevant for training, automated exercise recommendations, planning of trainings
- Reference values for children.
- **Transfer of historical data possible.**

The mobeer® spine software is an officially approved alternative to the original iddiag software (manufacturer). An integration of the product into the mobeer® 360 platform is only possible with the mobeer® spine software.

**REQUIRED:**

- SpinalMouse® with Bluetooth connection
- BackScan®, iddiag M360 or similar device  (device only)

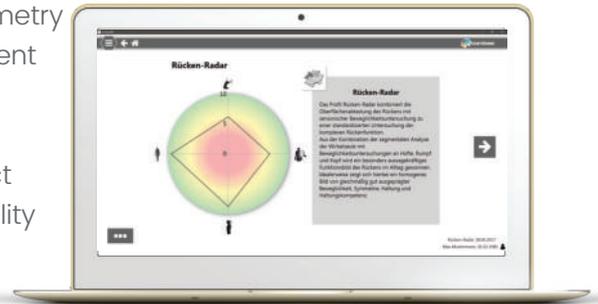


## mobeec® 360 extension “Back Radar”

Comprehensive digital back analysis – additional module for users of mobee® fit und mobee® spine

**REQUIRED:** mobee® fit + mobee® spine Systems

- Analysis of mobility, posture, postural competence and symmetry
- Possibility to link analysis results from the reliable measurement profiles “SpineCheck Score” (in mobee® spine) and “Back Check-Up” (in mobee® fit)
- Aggregation of the related topics and processing in compact and understandable presentations with a focus on functionality
- Individual evaluations and progress displays
- Output of mobility reports



## “BackCheck by Dr. WOLFF®” software upgrade

For users of all common BackCheck® models

**REQUIRED:** Dr. WOLFF® BackCheck station (all models)

- Evaluation of strength and strength ratios
- Identification of functional deficits
- Revealing muscular imbalances
- Available tests: core extension-flexion, core lateral flexion, cervical extension-flexion, cervical lateral flexion, upper body push-pull, shoulder abduction, leg adduction-abduction, hip extension
- Step-by-step instructions (teach-in) for easier handling and standardization
- In conjunction with new electronics (also available separately): live instructions and live analysis with interactive strength-time curve
- Updated and absolute reference values for all tests
- Evaluation of the strength ability of each direction of movement as traffic light rating and score
- Evaluation of the strength ratios of antagonistic directions of movement as traffic light rating and score
- Merging with LegCheck data and aggregation to regional scores (e.g. Core Score) possible
- Output of mobility reports.

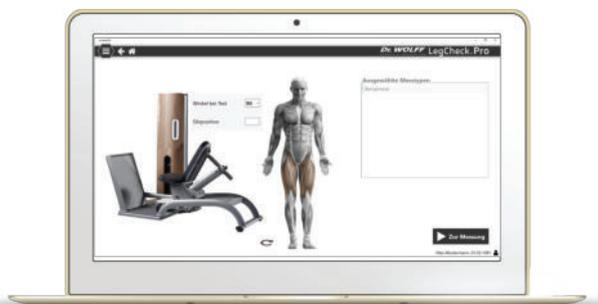


## “LegCheck by Dr. WOLFF®” software upgrade

For users of all common LegCheck® models

**REQUIRED:** Dr. WOLFF® LegCheck station (all models)

- Exact analysis of leg strength in two-legged, side-independent mode
- Evaluation of strength and strength ability as traffic light rating and score
- Different load settings for right and left leg during LegCheck training
- Merging with BackCheck data and aggregation to regional scores (e.g. Lower Body Score) possible
- Output of mobility reports.



TARIFFS:		BASIC	PREMIUM 
Basic fee per year		€ 0,-	€ 190,-
Fee per system and year		€ 250,-	€ 200,-
Support	Setup assistance	✓	✓
	Software updates	✓	✓
	Technical support	✓	✓
	Specified contact person	X	✓
	Special services included	X	✓
	Personalized online training	X	✓
	Additional software licenses	0	1
Software	mobee® 360 platform BASIC version	✓	✓
	mobee® scale BASIC version	✓	✓
	mobee® 360 platform PREMIUM version	X	✓
	mobee® scale PREMIUM version	X	✓
	Module syn.core for data synchronization	X	✓

Automatic prolongation for 12 months if not cancelled 2 months prior to ending date.

Components and explanations for the services listed above can be found on the following pages.

Publication date: July 2020. Price information available upon request

## Software

### mobee® 360

The mobee® 360 software is included in the mandatory service contract when purchasing a new product and is required for the operation of all software modules.

The **BASIC** version is available in all tariffs. If you do not wish to continue the service contract after the initial term, the basic version will still be available. It includes the following functions:

- Management of personal data
  - Report sharing via e-mail or printout
  - Interfaces with various administration and accounting systems
  - Online update service with notification of new software versions
  - Digital help documents, FAQs
- (see p .03)**

In addition to the functions included in the basic version, mobee® 360 **PREMIUM** offers the following additional functions:

- **Timeline:** Chronological display of measurement results
  - **Reporting:** All relevant results in one document
  - **File archive:** All documents in one central place
  - Extended communication options, e.g. report sharing sent via QR code
- (see p. 04)**

### mobee® scale

The mobee® scale software is included in the mandatory service contract.

The **BASIC** version of the mobee® scale software module allows you to manually record body data (height, weight, blood pressure, waist/hip size, etc.) for the purpose of displaying basic nutritional and exercise-related aspects.

In the **PREMIUM** version, mobee® scale is optimised for use with the latest generation of TANITA professional scales and FUTREX devices and takes the results obtained to a new level. In addition to the extensive evaluation aspects of the TANITA scale, the module has the option of determining heart attack and diabetes risks using laboratory values and surveys.

### Module syn.core for data synchronization

**PREMIUM** 

The syn.core module is included in the service contract (only PREMIUM tariff).

With the help of syn.core, personal and measurement data can stay synchronized on different systems. Central functions are export of personal and measurement data to prepare for mobile use, import of personal and measurement data after mobile use and data merging of several systems from the mobee® 360 platform, which are used on different computers. No central network is required for synchronization, just a data carrier or an exchange by email. The personal and measurement data are encrypted during transport.

## Support

### Setup assistance

**BASIC & PREMIUM**

A remote maintenance tool allows our support team to help you get started with your software and to make relevant settings.

*Prerequisite:* Installed and licensed software, stable internet connection.

*Note:* Appointments must be made; available language: English

### Software updates

**BASIC & PREMIUM**

You always get the latest software versions of your products. You will not miss any technical improvements or content additions and your software is updated to the latest Windows® operating system

*Prerequisite:* Internet connection to use the online update option

*Note:* Please always make sure that you have the latest version of your operating system before carrying out software updates.

### Technical support

**BASIC & PREMIUM**

Competent assistance in solving technical questions and problems in connection with the use of the mobee® 360 platform.

*Prerequisite:* Internet connection to use the remote maintenance option, latest software versions installed

*Note:* Appointments must be made at regular support times (CET); available language: English

### Specified contact person

**PREMIUM**

You will be assigned a personal contact who is responsible for your support. This ensures particularly efficient and individual service.

*Note:* From time to time your personal contact person might be on vacation or sick. In this case we ask for your understanding that he/she will be represented by an equally competent colleague.

### Special services included

**PREMIUM**

For each system you can take advantage of the following special services free of charge once a year:

- Establishment of a central database in an existing client-server network
- Support with data transfer from old stocks, data backups, data mergers
- Support in setting up interfaces to third-party systems (on the mobee® 360 platform side)
- Assistance with the configuration of the e-mail dispatch

*Prerequisite:* Installed and functional software, stable internet connection, sufficient user rights to carry out the necessary steps

*Note:* Appointments must be made at regular support times (CET); available language: English

## Support

### Personalised online training

**PREMIUM**

You will receive 1 hour of personal online training per product. The training will be carried out with a standard conference software. You will be able to ask questions and receive individual advice.

*Prerequisite:* Stable internet connection, not possible on mobile phones

*Note:* Appointments must be made at regular support times (CET); available language: English

### Additional software licenses

**PREMIUM**

When purchasing a mobee® 360 assessment system, a license to use the software on a PC is included in the purchase price. With the help of an additional license, you can install the software on another PC and operate the associated device at several stations.

## General conditions mobee® 360 service

### **BASIC & PREMIUM**

- Mandatory for new purchases
- Runtime period: 12 months
- Automatic extension for a further 12 months, unless notice is given in writing 2 months prior to the end of the term.

## Support: hours of operation & hotline

mobee® fit                      StressPilot® Pro

mobee® med                    BackCheck®

mobee® scale                 LegCheck®

BackScan®

Support hotline: +49 (0) 6561 69 77 174  
Mo.-Fr. 8 a.m. to 12 p.m., 1 p.m. to 5 p.m. CET  
(except on Luxembourg public holidays and closing days)

E-mail: support@mobee.de

Please have your customer number (LiSSy-ID) ready when calling our support hotline. You can find the ID on all purchase receipts and in the mobee® 360 platform under Settings > mobee 360 > Licensing.

