

OmniVR[®]&OmniVR[®] ELITE

Virtual Reality Augmented Therapy System Equipment User Manual

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mniVR II n by ACP by ACP **OmniVR[®] Elite OmniVR**[®]

ACP manufactures a premier line of rehabilitation technologies to assist health care professionals with improved outcomes and quality-of-life for patients. The ACP product line includes Pain Control Systems, Muscle Stimulators, Interferential Therapy, Therapeutic Ultrasound, Pulsed Shortwave Diathermy devices, and advanced Therapeutic Exercise Systems. Our MEGAPULSE[®], NEUROPROBE, OMNISTIM[®], OMNISOUND[®], OMNITEST[®], OMNICYCLE[®], OMNISTANDTM and OMNIVR[®] & OMNIVR[®] ELITE represent the most recent worldwide advances available for therapeutic application of electro medical devices and other rehabilitation technology.

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Symbol	Used for	Symbol	Used for
SN	Serial number	REF	Product Number
\sim	Date of manufacture		Manufacturer
$\underline{\wedge}$	Caution, consult accompanying documents		Remote Control connection
	Observe the user manual		Consult instructions for use
Ť	Protect the product from humidity		ON / OFF push button

SYMBOLS ON THE PRODUCT

INDICATIONS & PRECAUTIONS

INDICATIONS

The OmniVR & OmniVR Elite are indicated for:

- Post-stroke rehabilitation
- General debility
- Muscle weakness
- Imbalance (static and dynamic)
- Gait training
- Sitting balance and posture
- Cognitive impairment
- Neurodegenerative conditions
- Wheelchair immobility

PRECAUTIONS

The OmniVR & OmniVR Elite are a professional rehabilitation tool intended for aging adults and others with physical, neurological, and/or cognitive limitations. The system requires the skills, knowledge and judgment of a qualified practitioner such as a Physical Therapist, Occupational Therapist or Speech-Language Pathologist. Their guidance and supervision is required for the safe and efficacious use of the OmniVR & OmniVR Elite with patients.

The system cannot monitor nor guarantee patient safety. The practitioner should judge whether a particular individual is able to perform a specific OmniVR & OmniVR Elite exercise or activity, and monitor the patient's performance and safety during the exercise session.

SUBJECT	DESCRIPTION	PRECAUTION
Patient Instruction	Demonstrate an exercise to patients performing that exercise for the first time. This will insure each patient understands the purpose of the exercise and how to perform it.	Р
Impaired Cognition	Patients with cognitive impairment require close monitoring and cueing for safe and effective use.	Р
Cardio Pulmonary Conditions	Caution should be used for patients with suspected or diagnosed cardio pulmonary conditions. Closely monitor vital signs and patient responses to the exercises.	Р
Healing Bones, Tissue	Caution should be used in the presence of recent surgical procedures, fractures or healing bone and soft tissue when muscle contraction may disrupt the healing process. Ensure that R.O.M. and load limits are respected.	Р
Imbalance	Patients with impaired static and/or dynamic balance require close monitoring. Be prepared to provide physical assist in case of a loss of balance.	Р
Hypersensitivity	Although rare, a patient may demonstrate anxiety, nausea, imbalance, or other problems in response to exercising in a virtual reality environment. All therapy treatments should be attended with the provision of physical assist and patient cues as needed.	Ρ
Exercise Area	Safe use of the OmniVR & OmniVR Elite requires that the exercise area be open and unobstructed with the flooring in good repair.	Р
Equipment Hazards	If the OmniVR & OmniVR Elite is damaged/faulty or if error messages appear on the screen or the screen goes blank, attempt to power-down the unit normally or if necessary, unplug the power cord and contact ACP Customer Support.	Р
Power Cords	Only connect the OmniVR & OmniVR Elite to a properly grounded power outlet using a hospital grade cable.	Ρ

Specific "Contraindications, Warnings, and Precautions" are noted below and on the following page.

EXERCISE TERMINATION CRITERIA

Patients should be monitored for any of the following conditions, which should lead to terminating or a reason to pause the exercise.

- Chest pain
- Severe shortness of breath
- Significant blood pressure changes
- BP > 200/110
- Lightheadedness; BP drops > 20mmHg
- Oxygen saturation < 90%
- Severe headache
- Sudden onset of numbness or weakness
- Onset of confusion
- Ataxia
- Pallor
- Cyanosis
- Cold and clammy skin
- Noticeable changes in heart rhythm
- Patient request to stop

THE OMNIVR & OMNIVR ELITE

INTRODUCTION

The OmniVR & OmniVR Elite are a virtual reality augmented rehabilitation system designed specifically to accommodate patients with physical and/or cognitive limitations, as well as other lower functioning individuals, including aging adults. Virtual reality creates a simulated environment that is generated through computer software and is experienced by the user through a human-machine interface. Research supports the use of virtual reality augmented rehabilitation in conjunction with traditional therapy techniques. Specifically, patients appear to benefit from what is referred to as the "virtuous cycle," where patients perform more exercise repetitions when they are motivated by the positive feedback provided in an interactive "virtual" environment. The OmniVR & OmniVR Elite provide a variety of therapeutic exercise programs offering pre-set and adjustable parameters that can be modified to match the patient's individual capabilities, from higher functioning to severely impaired. The OmniVR & OmniVR Elite also offer three virtual reality-assisted Objective Tests and Measures, including Functional Reach, Sit to Stand, and Timed Up and Go (TUG).

Therapeutic Exercises and Activities:

- Exercises while seated
- Walking exercises
- Balance exercises
- Wheelchair control exercises
- Upper extremity exercises
- Cognitive exercises
- Objective tests and measures

DELIVERY OF THE OMNIVR & OMNIVR ELITE

Upon receipt of your OmniVR or OmniVR Elite, inspect the shipping container and contents for any obvious or concealed damage. All ACP products are packaged carefully for rapid, safe delivery. We guarantee delivery in perfect condition to the postal or delivery services. However, any damage or loss incurred during transportation or delivery is the postal or Delivery Company's responsibility. If damage or loss to the product and/or container is obvious or suspected, appropriate notation must be made on the signed freight bill at the time of delivery. All damage claims should be promptly filed with the delivering carrier and must be initiated by the addressee where the package was to be delivered. Retain the original shipping container and inserts for validation of damage claim or use at a later date. Please contact your ACP Clinical Program Consultant or call ACP Customer Support at 800-350-1100 to report any damage.

As part of your installation process, an ACP Clinical Program Consultant or other ACP Representative will be onsite to unpack and install your new OmniVR & OmniVR Elite. They will verify that all equipment and accessories are present and working properly. A list of enclosed accessories is provided with each unit to assist you in identification of the type and number of accessories provided.

NOTE: The purpose of this manual is to acquaint medical professionals with the OmniVR & OmniVR Elite. Please read the manual carefully before attempting to operate the OmniVR & OmniVR Elite. If questions remain unanswered, contact your ACP Clinical Program Consultant or call ACP Customer Support at 800-350-1100. Outside the USA call 1-775-685-4000.

OPERATION OF THE OMNIVR & OMNIVR ELITE

SPACE REQUIREMENTS

The space required for optimal operation of the OmniVR & OmniVR Elite is approximately $6' \times 9'$ (a 8' x 15' area is required for the Timed Up and Go objective measures test). The area should be accessible and not cluttered by equipment, patients or staff that can inhibit patient motion.

ENVIRONMENTAL FACTORS

Placement of the OmniVR & OmniVR Elite in locations with the conditions listed below may result in camera instability:

- In front of stairs
- Below or near windows with direct sunlight, or below skylights with direct sunlight, or in front of mirrors
- Shiny floors such as linoleum or high gloss wood laminate
- Infrared lamps in the same room
- Close to a bright wall, when the camera is looking parallel to the wall
- When camera is pointed directly at a wall within 9 to 12 feet away
- When the camera is pointed directly into an area with shiny surfaces (e.g. microwave, refrigerator, oven, etc.)

NOTE: Many camera stability or view issues can be eliminated or moderated with proper calibration and adjustment. *Please call ACP Customer Support at (800) 350-1100 for assistance.*

To Turn ON the OmniVR & OmniVR Elite

- 1. Plug in the cord from the power strip into a wall outlet.
- 2. Turn on the computer by pressing the green power button on the front of the computer module located on the back of the monitor stand, or in the tray below the Monitor on the OmniVR Elite.
- 3. Turn the monitor on by pressing the power button on the top back of the monitor.
- 4. The Therapy Discipline screen will appear automatically after a series of start-up screens load.

To Turn OFF the OmniVR & OmniVR Elite

- 1. Left click the 'Shutdown' button Screen.
- 2. Message appears asking you to confirm. Left click the mouse button again to confirm exiting the program and turning off the computer.
- 3. Turn the monitor off by pressing the power button on the remote or on the top back of the monitor.
- 4. Remove the power strip plug from the wall outlet.

NOTE: Do not remove power cord from the wall outlet before the OmniVR & OmniVR Elite is powered "OFF" using the procedure above. The OmniVR & OmniVR Elite system may remain "on" for extended periods, including overnight without harming it or reducing the unit's longevity.

USING THE ACP MOUSE

With mouse-like buttons and user-friendly motion control, you can point and click, or navigate to any menu button with ease. The Gyration mouse is simple to use in that all you have to do is guide the cursor naturally with gentle movements of the wrist. There is no need to point at the screen, and no software required to install. Please refer to the diagram below for a description of each button's functionality:



NOTE: The mouse only uses alkaline batteries. When unused, the mouse will change to a sleep mode to prolong battery life. It will awaken when any button is pressed.

Laser Safety Warning CAUTION: Use of controls or adjustments or performance of procedures other than those specified herein may result in hazardous radiation exposure. The laser is activated by pressing the laser button identified in the user guide. Do not stare into the laser beam, or shine the laser at others. Do not allow minors to use the laser unsupervised. Avoid pointing the laser pointer at any reflective surface. Do not disassemble the device, it has no serviceable parts. Do not immerse in any liquid or expose to heat or moisture. Use only within the designed operating temperature range of 0-40 degrees C.

NAVIGATING THE OMNIVR EXERCISE PROGRAM MENU - CLASSIC VIEW



The THERAPY DISCIPLINE MENU screen allows the Therapist to select their discipline prior to the start of the patient's therapy session.

Once selected, the next screen to appear is the MAIN MENU.

The MAIN MENU screen allows the Therapist to select one of six EXERCISE CATEGORIES, as well as three OBJECTIVE MEASURES tests. Once the EXERCISE CATEGORY has been selected, the next screen to appear shows the various activities that can be performed within each specific exercise category. EXERCISE PARAMETERS may be adjusted before beginning each program, including LEVEL OF DIFFICULTY. All exercise program option selections use the same format and operation.

SOFTWARE NAVIGATION

When entering into an exercise, software tool bars will be displayed on the right side of the screen that will assist you with patient and therapist positioning, simplify navigation and allow you to display useful biofeedback bars to help you understand patient motion patterns.

F



- Exercise motion reminder: An icon to remind the clinician that the patient motion pattern will be visible during the first 2 repetitions.
- **Biofeedback toolbar**: Click on this icon to turn biofeedback bars on and off.
- Camera view toolbar: Click on this icon to activate the camera view.
- **Pause exercise**: Click on this icon to pause and then again to restart an exercise.
- Go back a screen: Click on this icon to go back a screen.
- **Toolbars**: position the white mouse pointer on the right side of the screen to activate the toolbars.





From the MAIN MENU select the desired Exercise Category by left-clicking on the appropriate icon. From left to right the options include Seated Exercises, Balance Exercises, Gait Training Exercises, Upper Extremity Exercises, Wheelchair Mobility Exercises and Cognitive Exercises.



Reviewing Embedded Manual Information





Key information from the equipment user manual has been embedded in the system for all exercise programs and objective measurement tests. This information overviews the goal of each exercise or test, as well as related indications and Also provided is an exercise description, precautions. orientation to the exercise screen, motion requirements, and a review of the exercise performance summary report information. This information is provided for therapist instruction and can be printed as reference material. To review the embedded manual information, select the "Manual" icon located in the lower right hand corner of the screen.



Select the desired Level of Difficulty by left-clicking on the appropriate icon.

Reviewing Adjustable Parameters and Starting an Exercise

Movement Patient leans left and right to maneuver towards or away from visual cues such as grapes, sticks and chickens.	· · · · · · · · · · · · · · · · · · ·	Range of motion: 4	Minimal difficulty
Exercise difficulty	·•••••••	Object speed: 2	Moderate difficulty
	& Smill	Adapts to patient performance	Moderate difficulty with overhead reach
		Your patient will raise arms overhead to get chickens for extra points	Maximum difficulty
		Your patient must move to avoid branches	
Graphics		Maximum visual stimuli	
Treatment time		Treatment time: 01:30	

After you select an exercise level of difficulty, the Preset Exercise Parameters will be displayed. All exercise parameters displayed can be adjusted to suit the patient's individual capabilities and treatment plan. When the exercise session has been completed, all exercise parameters will default back to the preset settings.

Once parameters have been adjusted, left-click the START icon to begin the exercise or to return to the previous screen leftclick the Back icon or right-click the mouse, both functions will return you to the previous screen.

START

Proper Patient Positioning



After the Pre-Set Exercise Difficulty Level or Adjustable Parameters have been selected, and the START icon has been selected, the next screen will provide guidance on proper patient positioning.

Position your patient in the green highlighted box following the instructions shown on the screen.

When the patient is properly positioned, press the left mouse button to proceed.



Exercise After you select

Using the Camera View Feature





Are you sure you want to end the exercise? Yes No It is strongly recommended that you use the Camera View feature to assure that the OmniVR & OmniVR Elite camera is focused only on the patient, and that no objects or other factors are inhibiting normal system operation.

To open the Camera View feature using your mouse, move the screen cursor to the Camera View icon located on the right side of the screen and left click on it. If the patient is not highlighted in green then the camera is not focused on the patient.

If anything other than the patient is highlighted in green this item will cause interference with the exercise performance. In this example the patient is highlighted in green but, the therapist could be in a position that may interfere with the exercise. The Camera View feature is available during the exercise and should be used if you suspect something is interfering with the exercise.

The next screen will allow you to demonstrate the exercise activity selected without starting the exercise. After providing proper patient instruction, press the left mouse button to begin the exercise.

After you "Click to start exercise" the screen will count down 3-2-1 and the exercise will begin.

Pausing an Exercise

To "Pause" an exercise program for any reason, you either move white screen cursor over the "Pause" icon or press

the left mouse button and the program will be paused until you decide to continue. To un-pause the program, press the "Pause" icon again or press the left mouse button again.

Printing Exercise Program Reports

ate	9/3/2013	9/3/2013
Treatment time	o min, 10.0 sec	o min, 7.0 sec
Points		
Objects correctly selected (Grapes, chickens)		
Number of grapes caught		
Number of grapes missed		
Number of branches hit	o/o	o/o
Errors		
Accuracy index	100.0%	100.0%
Accuracy left side	0.0%	100.0%
Accuracy right side	100.0%	0.0%
Left click	to start	

When the exercise program is complete, the patient's "Performance Summary" report will appear on the screen. If you would like to print the performance summary of this exercise, left click on the "Print" icon to produce a hardcopy for patient records and/or documentation purposes.



If the patient will be performing multiple exercises or activities, the "Patient Summary" Report can be printed at the conclusion of the session.



Repeating the Same Exercise

Should you wish to repeat the same exercise for the patient, move the screen cursor to the "Repeat Exercise" icon, and left click on the icon.



OmniVR ° Virtual rehabilitation system		
Minimal Moderate difficulty difficulty	Moderate difficulty with overhead reach	
0	Therapy session ended after 00:01:53 Would you like to print the reports for the previous session.	
Seated exe	Yes No	
		\frown

To exit an exercise you can either left click on the "Exit Exercise" icon located in the toolbar set on the right side of the screen or right click on your mouse. You will be asked, "Are You Sure You Want to End the Exercise Yes or No" Use your mouse to select the answer. To end a patient session and print all the "Performance Summary Reports," return to the exercise category menu and click on the icon shown here, which appears to the right of the screen. This will end the session for the patient and enable the user to print the report.





Group Therapy

Two patients can participate in many of the exercise programs. For Group Therapy, two patients may participate in an exercise program simultaneously by following the instructions below:

Select the "Group therapy" icon from the exercise intensity screen. Two patients can participate simultaneously in an exercise activity when the "Group Therapy" icon is shown.

Follow screen prompts to move patients into position.

After providing patient instructions on the exercise program, click the left mouse button to begin.

reatment time Pointe orrect number selection ncorrect number selection ailed to select number rross

rrors umber of full or partial sit to stands racy inde

Treatment time Points Correct number selection Incorrect number selection Failed to select number Errors

-Q Number of full or partial sit to stands Ð

Left click to start

uracy inde



At the end of the exercise program, a summary of the patient's performance is shown. You can print the Performance Summary Report by clicking on the printer icon in the right side of the screen. You MUST print at this time or the data will be lost.



EXERCISE DESCRIPTIONS

The following excerpt from the *OmniVR & OmniVR Elite Virtual Rehabilitation System Exercise Reference Guide* provides a description of each exercise program, as well as related exercise goals, indications, general precautions, editable parameters and performance summary results (for patient notes and documentation).

Exercise	Exercise Description	Goal	Indications	Precautions	Editable Parameters	Exercise Summary
SEATED EXERCISES						
Seated Exercises: FOX	While seated, Patient reaches with their arms and/or leans left and right to maneuver toward or away from visual cues such as grapes, chickens or sticks. When selected objects (grapes etc.) appear, the Patient leans left or right and or reaches up to catch them. When avoidance obstacles (branches etc.) appear, the Patient leans away. As the difficulty increases, the number of objects to collect or avoid increases.	This exercise focuses on static and dynamic seated balance, functional reach and cognitive re-education.	 Hemiparesis Progressive neurodegenerative conditions Trunk weakness Balance impairments Poor sitting posture 	To fully participate, a Patient should demonstrate 3/5 trunk strength. Patients with more pronounced weakness will require therapist assistance.	 Distance (amount of trunk motion): Moderate – Maximum Difficulty: Minimal 1 grape - Maximum Grapes Adapt to Patient Exercise Options: Turn off the chicken Turn off the branch 	Exercise: Seated Fox Category: Seated Exercise Exercise estings: Preset Preset name: Minimal difficulty Exercise description Treatment Time # of grapes caught: x/x # of prapes caught: x/x # of pranches hit: x/x Accuracy index: x/% Accuracy index: x/% Accuracy index: x/% Obstacles avoided: x/%

This information can be accessed on the OmniVR & OmniVR Elite by selecting the "Manual" icon located on the Exercise Category menu screens, Seated Exercises, Gait Training Exercise, Balance Exercises, Wheelchair Mobility Exercises, Upper Extremity Exercises, Cognitive Exercises and Objective Measures.



WORKING WITH THE PATIENT AND POSITIONING



Directing the Patient from Behind - When providing a physical "assist," brace or touch for the patient, the therapist must stand or sit directly <u>behind</u> the patient at all times to avoid camera disruption. If the therapist stands closely behind a "sitting" person, the camera may interpret the therapist as the upper body and the patient as the lower body. By shifting somewhat to the side or back, or sitting down behind the patient, the therapist can minimize the disturbance.



Directing the Patient from the Side - The therapist may also provide patient direction and guidance from the side, out of the camera's view.



Walkers/Parallel Bars – The system is compliant for use with standard walkers and canes as need for the patient to maintain balance.



Explaining the Exercise - It may be necessary to explain an exercise by sitting next to the patient. However, before starting the exercise, the therapist should move directly behind the patient or to the side, out of the camera's view. If not, the camera may detect the therapist instead of the patient.

Active Assistive Exercise - Therapists may provide a patient with active-assistance during exercise. When performed correctly, the camera will detect the combined movement of both the patient and the therapist.

OBJECTIVE MEASURES

Starting the Test – Functional Reach







Using the Camera View Feature

It is strongly recommended that you use the Camera View feature to assure that the OmniVR & OmniVR Elite camera is focused only on the patient. To open the Camera View feature using your mouse, move the screen cursor to the Camera View icon located on the right side of the screen and left click on it. If the patient is not highlighted in green then the camera is not focused on the patient. If anything other than the patient is highlighted in green this will cause disruption to the test. The Camera View feature is available during the Objective Measurement test and should be used if you suspect something is interfering with the test.

Instruct the patient to stretch their arm horizontally with their hand in a fisted position.

Instruct the patient to reach forward and the test will automatically begin. It is important that the patient hold this position for approximately three seconds or until the results are shown on the screen.

The screen will display a message to redirect the patient if the patient's arm does not stay horizontal with the ground

If the patient's arm falls below horizontal and the patient flexes at the hips during the functional reach test an error message will be displayed to prompt you to have the patient perform the test correctly.

To re-do a Functional Reach Trial

If you need to re-do any of the 3 trial functional reach trials, use your mouse to hover over and left click the "Redo" icon.

Follow the on-screen instructions to complete a new test.

The final results of the test will be displayed and can be printed by selecting the Print icon or exiting the patient session and printing all patient performance summaries.

Starting the Test – Sit to Stand



Using the Camera View Feature



It is strongly recommended that you use the Camera View feature to assure that the OmniVR & OmniVR Elite camera is focused only on the patient. To open the Camera View feature using your mouse, move the screen cursor to the Camera View icon located on the right side of the screen and left click on it. If the patient is not highlighted in green then the camera is not focused on the patient. If anything other than the patient is highlighted in green this will cause disruption to the test.

The Camera View feature is available during the Objective Measurement test and should be used if you suspect something is interfering with the test.

Sit t	o Stan	d			indica
Pleas arms i	se indicate w n standing u	/hether t ıp, by clic belo	he patient used his/ king one of the but w	'her tons	achie
				_	
_					То со
Sit t	o Stan	d			To co click
<mark>Sit t</mark> Test r	o Stane esults (5-r	d epetiti	on test):		To co click
<mark>Sit t</mark> Test r _{Time:}	o Stane esults (5-r 16.9 s	d epetiti	on test):		To co click The f
Sit t Test r ^{Time:} Sit to Sta	o Stan esults (5-r 16.9 s nds: 5 time	d epetiti	on test):		To co click The f printe
Sit t Test r Time: Sit to Sta Patient d	o Stane esults (5-r 16.9 s nds: 5 time id not use arm:	d epetiti	on test):		To co click The f printe sessio
Sit t Test r Time: Sit to Sta Patient d Patients who:	O Stane esults (5-r 16.9 s inds: 5 time id not use arm: e test results exceed to an average performan	d repetitie ec. es s	on test): heir age group values can be considered		To co click The f printe sessio
Sit t Test r Time: Sit to Sta Patients who have worse th Age:	o Stane esults (5-r n6.9 s nds: 5 tim id not use arm: etest results exceed th a average performate [20-69	d ec. es s e upper limit of th e. 70-79	on test): helr age group values can be considere	ed to	To co click The f printe sessio

At the conclusion of the test, click on the appropriate icon to indicate whether the patient used the armrests of the chair to achieve the Sit to Stand or not.

To compare the patient's results with normative data, leftclick on the bell-curve icon to the right of the screen.

The final results of the test will be displayed and can be printed by selecting the Print icon or exiting the patient session and printing all patient performance summaries.



After reviewing the overview and test procedures, left-click to proceed.



22

To compare the patient's results with normative data, leftclick on the bell-curve icon to the right of the screen.

The final results of the test will be displayed and can be printed by selecting the Print icon or exiting the patient session and printing all patient performance summaries.

NAVIGATING THE OMNIVR II EXERCISE PROGRAM MENU – NEW VIEW

OMNIVR II MAIN MENU

• This image represents the new OmniVR II main menu.

- A. Functional Impairment This navigational option allows the user to navigate to an exercise through 3 channels:
 - i. CARE Tool Self-Care
 - ii. CARE Tool Mobility
 - iii. Balance
- B. Body Part This navigational option allows the user to navigate to a list of recommended exercises by selecting the Body Part in which they want to exercise. The user will answer a series of questions to identify the list of recommended exercises and difficulties.
- C. Cognition This navigational option allows the user to view all of the Cognitive exercises that the software offers.
- D. Therapy Tests & Measures This navigational option allows the user to select any of the following Therapy Tests & Measures:
 - i. Functional Reach
 - ii. Sit to Stand
 - iii. Timed Up & Go
- E. All Exercises This navigational option allows the user to select from a menu of all of the exercises available on the OmniVR II.
- F. Classic Menu This option allows the user to change back the software to the look and feel of the original OmniVR software
- G. Settings This option allows the user to change certain setting within the software, such as volume levels.
- H. Help Menu This option allows the user to browse the entire embedded help manual for the OmniVR II.
- I. Shutdown This option allows the user to completely turn off the system, including the CPU.
- J. F3 Menu (ACP Logo) By double clicking this option, and entering the correct passcode, the user can access the F3 menu.

HISTORY MENU & CARE TOOL 'Information' button:

• This image represents the history menu ("A" – outlined in the red box) and the CARE Tool information button ("B").

A	OmniVR II Virtual Rehabilitation System by ACP	Oral Hygiene
	Home	Care Tool Rating:
	Functional Impairment	01-02. Dependent/ substantial assistance
	Self-Care Item	03-04. Partial/moderate assistance B
	Oral Hygiene	05-06. Setup assistance/
	Classic menu	
	Settings	
	Help menu	
	O Shutdown	

- A. History Menu As the user selects different navigational paths throughout the software, the History menu tracks the path by listing the choices in the menu in the left hand column.
 - i. The user can use the History menu to select different points in the navigational history if they only want to go back one or two selections, instead of choosing "Home", which would take them back to the Main Menu.
 - ii. The user can also step backwards through the History menu by using the 'right-click' function on the OmniVR mouse.
- B. CARE Tool Information button If the user navigates through the Functional Impairment pathway, they will have the option to use the CARE Tool path. Through the CARE Tool path, the user can learn about what each CARE Tool Rating means, as well as the educational content specific to their

navigational choice. By selecting the icon, the user will bring up the information menu that explains the specific CARE Tool item, and its applicable rating.

CARE TOOL EXPLANATION & RATING MENU

• This image represent the CARE Tool information and rating menu.

- A. CARE Tool information The CARE Tool information menu breaks down the CARE Tool item into two categories:
 - i. Task The task portion of the menu explains the specific CARE Tool item chosen. The information/text supplied in the Task explanation has been copied verbatim from Section GG of the MDS.
 - Rating The ratings area offers an explanation of the differences in abilities of the patient. The user can reference these rating levels if they need assistance choosing the correct rating level pathway. The information/text supplied in the Ratings explanations have been copied verbatim from Section GG of the MDS.

PRESET EXERCISE PARAMETER SCREEN

• This image represents the final screen that the user will see before launching an exercise. Regardless of the selections the user chose to navigate through the software, they will always end up on the final landing screen.

OmniVR II Virtual Rehabilitation System by ACP	Shoulder 🛃			
Home	Recommended Exercise:	Movement In sitting or standing the	·?.	Clams are placed in a work-rest cycle pattern
Functional Impairment Self-Care Item	Carnival (Sitting)	patient stretches the resistance band to guide the creature to collect as many pearl-filled shells		Sets: 3
Oral Hygiene	Swimming (Sitting)	as possible		Rest period: 5 seconds
Level 05-06.	1			Work period: 5 seconds
	A	Range of motion		
		Exercise difficulty		Swim speed of diver: 3
Settings				Adapts to patient performance
Help menu	ACP	Instructions	How-to-Video	Start
Shutdown	A nanger company	↑ B	↑ C	

- A. Recommended Exercises –This section of the final landing screen will list a minimum of three and a maximum of six exercises that the user can choose from. The recommended exercises are arranged in an order so that the user can progress their patient through a sequence of exercises without having to re-navigate through the menu's to continue with their therapy plan.
- B. Instructions Button By selecting the "Instructions" button, the user will be taken to the embedded help menu for the specific exercise that they have selected.
- C. How-to-Video By selecting the "How-to-Video" button, the user can see a short video of the motion that the patient will be expected to perform in the exercise.

D. Start Button – Once the user is happy with the exercise chosen, the parameter settings, and the motion that the patient will be performing, they can launch the exercise by selecting the "Start" button. Once clicked, the "How-to-Video" will automatically launch again, accompanied by the verbal cue, "This is how you perform the exercise". The user can by-pass the video by 'left-clicking' the OmniVR mouse, or simply by touching the touchscreen monitor (if monitor is equipped with Touchscreen capabilities).

NAVIGATING BY BODY PART

• This image represents the Body Part navigation menu. If the user chooses to navigate to an exercise by using this pathway, they will be prompted with a question that asks them, "What anatomical location would you like to exercise?"

OmniVR II TM Virtual Rehabilitation System by ACP	Body Part
Home	What anatomical location would you like to exercise?
Body Part	Shoulder
	Elbow
	Trunk
	Hip
	Knee
	Ankle - Foot
Classic menu	
Settings	
Help menu	(ACD)
O Shutdown	A Hanger Company

After the user selects an anatomical location, the software will ask them how the patient will be performing the exercise – Sitting (Chair or Wheelchair), Standing, Walking (Gait). Depending on their selection, the software will present a list of recommended exercises as seen below:

OmniVR II Virtual Rehabilitation System by ACP	Standing
Home	Please select exercise:
Body Part	Bingo (Sit-to-Stand)
Knee	Object-to-Object Recognition
Standing	(Standing)
	Pattern Recognition (Standing)
	The Mole (Standing)
	E Mental Math (Standing)
Classic menu	
Settings	
Help menu	
O Shutdown	A Hanger Company

Once the user selects an exercise, they will be prompted with the final landing screen (parameter screen) where they will still need to select the exercise level of difficulty:

NOTE: When the user navigates through the Body Part pathway, the exercise parameters will be preset by level of difficulty. If the user navigates via Functional Impairment, the exercise parameters will be set in accordance to the CARE Tool Rating levels.

OmniVRII TM Virtual Rehabilitation System by ACP	🗐 Bingo (Sit-to-Sta	and)			
Home	Please select level of difficulty:	Number of	1 A.A.	Single patient therapy	
Body Part	Minimal	patients			
Knee	Moderate	Movement Patients practice sit-to- stand transfer exercises		Partial sit to stand	
Standing	Maximum	in response to repetitive screen based visual cues.			
Bingo (Sit-to-Stand)	(1.0.0.0.0)	performed correctly.			
		Exercise difficulty		Bingo card size 4x4- moderate difficulty	
			12 24 34	Numbers in orderly sequence	
Classic menu			— 0—	Reaction time: 00:18	×.
Settings				Ball drawing time 00:02	
Nelp menu	MACP				Ctort
Shutdown	A Hanger Company	Instructions	How-to-Video		Start

COGNITION MENU

• This image represents the Cognition menu. The cognition menu offers the user an efficient pathway to choose a cognitive exercise. Once the user selects the 'Cognition' button from the Main Menu, they will be presented with a list of the Cognitive exercises that the OmniVR II offers.

OmniVR II	Cognition
🛉 Home	Please select a Cognition Exercise below:
Cognition	ADL Sequences
	Object-to-Object Recognition
	A b Word-to-Object Recognition
	Pattern Recognition
	Sound Recognition
	Memory Training
Classic menu	
🔯 Settings	Mental Math
W Help menu	(D) ACP
U Shutdown	A Hanger Company

Once the user selects a Cognitive exercise, they will be asked the same anatomical and level of difficulty questions as seen in the Body Part navigational pathway.

THERAPY TESTS & MEASURES MENU

• This image represents the Timed Up & Go therapy test. As with all therapy tests, the user can read about how the test is performed before they launch the test by selecting the 'Start' button. As with all final landing screens, the user has the option to read more detail about the exercise, or in this case Therapy test, by selecting the "Instructions" button.

OmniVR II TM Virtual Rehabilitation System by ACP	☞ Timed Up & Go
Home Therapy Tests & Measures	Ir No assistive device
Timed Up & Go	H → ∰ Walker
	Image: Barborn and Cane Image: Barborn and Cane The Timed Up & Go test measures the time taken by an individual to stand up from a chair, walk a
	H- Quad cane distance of 9.84 feet (3 meters), turn, walk back to the chair and sit down again. It is used to assess a person's mobility.
Classic menu	
Settings	Start
O Shutdown	A Hanger Company

ALL EXERCISES MENU

• This image represents the All Exercises Menu. This menu is designed to give the user a quick and efficient way to navigate to an exercise. The All Exercises menu will guide the user through a quick pathway by asking the same anatomical and level of difficulty questions as seen in the Body Part navigation menu.

CLASSIC VIEW MENU

• This image represents the Classic view menu. This menu is a duplicate of the original OmniVR software. The navigational functionality remains the same as the original OmniVR software menu, but also includes the 5 new exercises introduced in the OmniVR II software. The user can flip back to the OmniVR II menu by choosing the Green colored 'Back' button located on the bottom right of the menu.

EMBEDDED HELP MENU

• This image represents the Table of Contents within the Embedded Help menu. The embedded help menu can be accessed by selecting the "Help Menu" button on the OmniVR II Main Menu, or by selecting the "Instructions" button in any of the exercise or therapy test final landing screens.

Indications and precautions	Volleyball
	The Fishing Boat
Introduction to the OmniVR® II	Deep Water Swimming
Basic use	Wheelchair exercises
	Flower Garden
Exercise overview	Stop the Wolf
Exercise descriptions	Cognitive exercises
	Mental Math
Seated exercises	Object-to-Object Recognition
Bingo	Word-to-Object Recognition
The Fox	Sound Recognition
Picnic	Pattern Recognition
Puzzle	Memory
Balance exercises	ADL exercises
The Mole	Sequences
Puzzle	
Vegetable Garden	Therapy Tests & Measures
	Timed Up and Go
Gait Training	Sit to Stand Test Battery
Flower Garden	Functional Reach
The Fox	
A Stroll	Troubleshooting
City Walk	
Stop the Wolf	
Upper Extremity	
Eggs	
Carnival	
Puzzle	

TROUBLESHOOTING

Service Center

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The following table lists problem symptoms and possible areas to check for the problem causes. If these suggested measures do not correct the problem, call your ACP Customer Support Representative.

General

PROBLEM	CAUSE	REMEDY
Does not recognize the Patient's upper body during an upper extremity exercise	If Patient is wearing "baggy pants" the camera may not be able to distinguish a left and right leg and thus, not be able to recognize marching in place. The OmniVR & OmniVR Elite camera could be out of alignment.	Use clothes pins to tighten up the pants so the camera can see left and right leg. Check the alignment of the OmniVR & OmniVR Elite camera. To assure that the camera is in proper alignment, the camera should be firmly secured to the camera mount (not loose) and the camera aligned with the "white" angle mark" on the side of the camera mount shaft.
or lower extremity exercise while involved in a sitting or standing activity.	If Patient is not marching in place (lifting feet from floor) but shuffling feet in place, the camera will not recognize leg motion.	Place a small "step-up" board in front of the Patient and request the Patient to alternately step up and down, left and right to simulate marching in place.
	Patient is wearing dark non-reflective clothes. Some non- reflective fabrics may not be recognized by the camera.	If you suspect this, have Patient sit down and check upper extremity & lower extremity motion yourself. If this is the case, advise Patient to wear lighter color clothing during the next rehabilitation session.
Camera does not recognize Patient in a seated position.	If the camera does not recognize the floor it will be unable to recognize a patient in a seated position. The OmniVR & OmniVR Elite camera could be out of alignment.	Call ACP Customer Support as the camera angle may be too high or too low, or a wall is too close to the camera view. Check the alignment of the OmniVR & OmniVR Elite camera. To assure that the camera is in proper alignment, the camera should be firmly secured to the camera mount (not loose) and the camera aligned with the "white" angle mark" on the side of the camera mount shaft.
Camera does not recognize one of the Patients in a Group Therapy program.	If the camera does not recognize the floor it will be unable to recognize a patient sitting in a chair or standing in a Group Therapy program. The OmniVR & OmniVR Elite camera could be out of alignment.	Call ACP Customer Support as the camera angle may be too high or too low, or a wall is too close to the camera view. Check the alignment of the OmniVR & OmniVR Elite camera. To assure that the camera is in proper alignment, the camera should be firmly secured to the camera mount (not loose) and the camera aligned with the "white" angle mark" on the side of the camera mount shaft.

Sitting Exercises - The Fox

PROBLEM	CAUSE	REMEDY
Unable to reach sides:	The system is not measuring the actual movement of the Patient during the exercise to determine how far he/she should move. Additional cause may be that the Therapist is sitting at the Patient's side and the camera recognizes them and not the Patient.	Check if the Patient is visible and highlighted in green in the camera view by activating the camera view feature or pressing the center scroll button on the mouse. The therapist could be in the camera view. The therapist or another object could be directing the camera focus from the patient. Reset the calibration by placing your hand over the camera lens for approximately 2 to 5 seconds and retry. Let the Patient lean left and right a few times to see if problem has resolved.
Fox off center:	The system will assume the Patient is in the center of the screen when "OK" is selected. If the Patient moves afterwards, the center will be off (e.g., moves his/her chair or walks to the chair), Additional cause may be that the Therapist is sitting at the Patient's side and the camera recognizes them and not the Patient.	Check if the Patient is visible and highlighted in green in the camera view by activating the camera view feature or pressing the center scroll button on the mouse. The therapist could be in the camera view. The therapist or another object could be directing the camera focus from the patient.

PROBLEM	CAUSE	REMEDY
Fox does not jump:	When the Patient reaches or raises arms over head, the fox does not jump.	To trigger jump, the Patient needs to reach further forward and overhead. Make sure that it is a "full" motion (don't start with arms already in the up position). The camera needs to see full range of motion.
Fox jumps too much:	The system is reacting to an upward movement of the hands, even if they are not fully raised.	Instruct the Patient to rest their hands completely to their lap when they do not want the fox to jump.
Playing area is very large and the fox is almost not moving:	The "walking" version of the fox exercise has been unintentionally selected.	Go back to the menu and select the sitting version.

Sitting Exercises - Puzzle

PROBLEM	CAUSE	REMEDY
Pieces move by themselves:		Make sure the Patient is sitting on a chair with as few objects around as possible.
	This may occur if the Patient is not well detected and the system is following another person or object.	Check if the Patient is visible in the camera view by activating the camera view feature or pressing the center scroll button on the mouse. If not, be sure the Patient and chair are the right distance away from the camera by verifying their position in the green highlighted box
Pieces do not move:	This may occur if the Patient is not well detected and the system is following another person or object. Movements are not correct for settings found in the "Adjustable Parameters."	Check if the Patient is visible and highlighted in green in the camera view by activating the camera view feature or pressing the center scroll button on the mouse. The therapist could be in the camera view. The therapist or another object could be directing the camera focus from the patient. Make sure the Patient is sitting on a chair with as few objects around as possible.
		Check if the settings in the detail menu correspond to the movement made.
		In the standard settings, the system reacts only to body movements and not to arm movements. If arm movements are selected in the "Adjustable Parameter" settings, the system will not react to body movements

Sitting Exercises – Picnic

PROBLEM	CAUSE	REMEDY
Feet are not recognized or too far backward or forward:		
Left click to start exercise	The system measures the "at rest" position of the feet at the start of the exercise. If the Patient is sitting with their feet too far forward or backward at that time, the measurement will not be valid.	Instruct the Patient to sit with their feet on the floor and knees bent to approximately 75 degrees during the setup. This will ensure an accurate measurement.

This is most commonly caused by other objects (e.g. bag on the floor next to the chair legs) near the Patient's legs or the legs of the chair. In addition, shiny floors may create camera interference with the system leading to jumpy or jittery feet.

Remove all clutter from the floor of the treatment area.

If shiny floors are a concern, place a thin non-reflective mat in front of the chair.

Sitting Exercises – Bingo

Sitting Exercises – Volleyball

PROBLEM	CAUSE	REMEDY
Patient hits too early:	Any upward or forward movement will trigger an action from the figure on the screen.	Patient should initiate the action only when the ball is very close to the avatar's hands. If the ball is still triggered too early, position the Patient closer to the camera and/or set the "movement" adjustment in the "Adjustable Parameter" settings to "larger movements."

Sitting Exercises – Carnival

PROBLEM	CAUSE	REMEDY
Unintended throws:	Any upward or forward movement will trigger an action from the figure on the screen.	Check if the Patient is visible and highlighted in green in the camera view by activating the camera view feature or pressing the center scroll button on the mouse. The therapist could be in the camera view. The therapist or another object could be directing the camera focus from the patient. Be sure the patient is making the appropriate throwing motion (upward-forward and downward throwing motion). Try moving the patient back 1 foot from their current position. Make sure to start the action only when the animal is very close. If the ball is still triggered too early, try sitting closer to the camera and/or setting the movement adjustment in the "Adjustable Parameters" to "large movements."

Not recognizing throws:	The Patient is sitting in a chair with a chair back height that is above their shoulders.	Check if the Patient is visible and highlighted in green in the camera view by activating the camera view feature or pressing the center scroll button on the mouse. The therapist could be in the camera view. The therapist or another object could be directing the camera focus from the patient.
	The Patient is positioned incorrectly in their chair and the camera cannot see the Patient perform the exercise. The Patient is only performing a shoulder internal and external rotation of the shoulder in an abducted position (not the motion pattern the camera is looking for).	Be sure the Patients chair back height does not extend above the height of their shoulders, use a chair that has a chair back height lower than the Patients shoulder height. Be sure the Patient is in a proper exercise position (as able). The Patient should be seated forward in their chair bearing weigh on their feet (as able), and should not be resting on the back of the chair (as able). The exercise motion pattern is a straight ahead, forward function and the seated straight and a does and
		functional reach incorporating trunk flexion as able and tolerated during which the Patient simulates throwing a ball at the animals on the screen."

Gait Exercises – Fox

PROBLEM	CAUSE	REMEDY
Fox makes small sudden moves to left and right:	This happens when the Patient comes close to an object, wall, or Therapist.	Check if the Patient is visible and highlighted in green in the camera view by activating the camera view feature or pressing the center scroll button on the mouse. The therapist could be in the camera view. The therapist or another object could be directing the camera focus from the patient. Reposition the Patient, making sure that they have sufficient room to perform the exercise.
PROBLEM	CAUSE	REMEDY
The playing area is small and the fox jumps around:	You have inadvertently selected the sitting version of the fox exercise.	Select the Gait Training version of the fox exercise instead from the main menu or choose the "1.5m" or "3m" settings in the "Adjustable Parameters."
Fox does not jump:	Out-stretching the hand to the side of the body will not typically trigger a jump.	Check if the Patient is visible and highlighted in green in the camera view by activating the camera view feature or pressing the center scroll button on the mouse. The therapist could be in the camera view. The therapist or another object could be directing the camera focus from the patient. To trigger the proper jumping movement for the fox, the Patient should be instructed to reach further forward and overhead.

Gait Exercises – Wolf

PROBLEM	CAUSE	REMEDY
Patient cannot move far enough backwards:	This activity requires a substantial amount of space in the Moderate and Maximum difficulty sections.	Ensure that the treatment area is of sufficient size and not too close to a wall at the back of the treatment area.

PROBLEM	CAUSE	REMEDY
Scissor makes unintended jumps:	The exercise requires the Patient to use a large area. This may bring the Patient close to walls or other objects that may interfere with the camera.	Check if the Patient is visible and highlighted in green in the camera view by activating the camera view feature or pressing the center scroll button on the mouse. The therapist could be in the camera view. The therapist or another object could be directing the camera focus from the patient. Remove the objects that are in the way, place the OmniVR & OmniVR Elite in a larger open space or, adjust the playing field in the "Adjustable Parameters."

Gait Exercises – Flower Garden

Gait Exercises – Vegetable Garden

PROBLEM	CAUSE	REMEDY
Tool makes unintended jumps:	The exercise requires the Patient to use a large area. This may bring the Patient close to walls or other objects that may interfere with the camera.	Check if the Patient is visible and highlighted in green in the camera view by activating the camera view feature or pressing the center scroll button on the mouse. The therapist could be in the camera view. The therapist or another object could be directing the camera focus from the patient. Move the objects that are in the way, place the OmniVR & OmniVR Elite in a larger open space or adjust the exercise field in the "Adjustable Parameters."
Squatting to get distant vegetables makes the shovel shake or is too hard to get:	In some cases, the shovel may jump or shake when trying to retrieve the vegetables at the very background of the screen causing the Patient to "miss" the task. This may happen particularly with shorter individuals and occurs because the camera momentarily loses sight of the Patient.	Issue can be resolved by squatting more quickly or using a slightly smaller playing area, which can be selected in the "Adjustable Parameters."

Balance Exercises – The Mole

PROBLEM	CAUSE	REMEDY
Feet are shaking making the activity difficult to perform:	The camera is detecting interference from a walker or from the floor and should be recalibrated. Open the Camera View mode to observe is there is conflict with the camera view of the patient	It is suggested that a walker not be used with this exercise. If the patient requires a walker please consider using the Flowerer Garden exercise as an alternative. Call ACP Customer Support if you have any questions or concerns.
No feet appear:	The Patient is not in the right position. The camera is following another person or object.	Clear the immediate area and instruct the Patient to move into the playing area. Ask the atient to move around until he/she is detected by the camera. Reset the camera by putting your hand in front of the camera for 2 to 5 seconds and retry.
Only one foot appears:	If the legs are not well detected, an object such as a chair may be creating a camera obstruction, or the Patient may be wearing non-reflective clothing.	Remove all objects from the treatment area and/or try the exercise program with another Patient. If appropriate, ask Patient to wear lighter colored clothes for their next exercise session.

PROBLEM	CAUSE	REMEDY
The feet sometimes suddenly "jump" out of the screen:	Some other object, or a wall, is interfering. When the Patient comes close, this object is interpreted by the camera as a leg.	Place the OmniVR & OmniVR Elite in a less constrained space if possible.

Wheelchair Exercises – Flower Garden

PROBLEM	CAUSE	REMEDY
Scissor makes strange jumps:	This exercise program requires a larger area, which may bring the Patient too close to walls or other objects that can interfere with the camera.	Move the objects that are in the way, place the OmniVR & OmniVR Elite in a larger open space, or adjust the playing field in the "Adjustable Parameters."
Turning the wheelchair leads to unintended jumps:	If the Patient uses a very large wheelchair, as shown to the left, the camera cannot interpret the difference between a front view and a side view. This leads to unintended "jumps" with the scissors whenever the wheelchair turns.	The exercise cannot be performed with this kind of wheelchair.

UE Exercise Memory and Eggs

PROBLEM	CAUSE	REMEDY
The camera does not recognize the hand when moving it:	This may occur when the Patient's hand has been still for too long, is moving too slowly or has been laid momentarily in their lap, causing the camera to lose track of the required movement.	Have the Patient horizontally abduct/adduct his/her arm. Instruct the Patient to keep their hand moving during the activity. Therapeutic rest may be provided as needed by pressing the left mouse button to "pause" the exercise program.

Functional Reach Test

PROBLEM	CAUSE	REMEDY
Capturing the Patients Functional Reach position seems to take a long time:	The average Functional Reach Test measurement acquisition time is about 3 to 4 seconds. Times greater	First, be sure the Patient is performing a correct Forward Reach with hand in a "fisted position" and feet positioned
Functional Reach Reach forward	than this may occur if the Patient is swaying or oscillating on their feet while doing the test, as the OmniVR & OmniVR Elite is looking for the Patient to be in a stationary forward reach position for duration of 2- seconds.	so the Patient feels a secure base of support, if their base of support is too narrow there is a higher probability the Patient will sway or oscillate while reaching forward. Second inform the Patient to reach as far forward as possible without losing their balance or taking a step.

Timed Up and Go Test (TUG Test)

PROBLEM	CAUSE	REMEDY
The camera does not recognize the Patient as they do the Timed Up and Go test:	 There could be a few factors contributing to the camera not recognizing a Patient when performing the TUG test: 1. If the Patient's chair is positioned too close in proximity to a wall (directly behind or to the right of chair) the camera may not be able to capture the Patient's image consistently. Use the "Camera-view" option to view if the camera can clearly see the Patient. 2. If then Patient's chair or path of walking on the right side of the OmniVR & OmniVR Elite has an item that encroaches too close to the TUG path of motion. Use the "Camera-view" option while the Patient starts the TUG test and observe if any items encroach on the camera view during the first 10 feet of the test. 3. The TUG test is an unattended test and no contact guarding by the Therapist is recommended if you plan to compare the Patient's outcomes to the provided standardized normative data. If you need to stay on the LEFT side of the OmniVR & OmniVR & OmniVR Elite screen at all times and NOT in the path of the Patient test. 	 The following are solutions for the potential causes of camera disruptions to the Timed Up and Go test. Position the Patient's chair a minimum of 5 ft. from a wall behind or to the right of the chair. Always stand and observe the Patient's TUG test on the LEFT side of the OmniVR & OmniVR Elite screen as demonstrated on the final setup screen. If close contact monitoring of the Patient is required they are not a candidate for the TUG test as their results cannot be compared to the standardized normative data base.

ACCESSORIES

ITEM	ITEM NO.	DESCRIPTION
FI	51981	Walker, Adult, Black **Optional Accessory**
	64841	Cane, Quad, Black **Optional Accessory**
	54125	HP Laser Printer
	14931	Gyration Air Mouse
	39382 DOC# SPEC0216	Product Specification Sheet
	25040 DOC# 600-010-VR	Patient Brochure – Virtual Rehabilitation
	15698 DOC# MRK0159	Marketing Opportunities Flyer
	61899 DOC# MRK0154	Media Overview Flyer
8.00	14449 DOC# 290OMVRB	Equipment User Manual

STANDARD LIMITED PRODUCT WARRANTY

The warranty information provided in this section is applicable only to products purchased from ACP, directly or through an authorized dealer. This section does <u>not</u> apply to leased products. The terms of maintenance and repair of any leased products are detailed in the separately executed agreement between the parties.

Warranty Coverage

This warranty provides coverage, for Equipment purchased, against manufacturer's defects in material and workmanship, and extends to the original owner of the product during the warranty period for that product. Only those items returned to the ACP Service Center within the warranty period, and also within thirty (30) days after notification to ACP of the defect, shall be eligible for repair under the Standard Limited Product Warranty. Buyer is responsible for shipping cost associated with sending the Equipment to the ACP Service Center. ACP shall ship Equipment to Buyer after repair at no cost to the Buyer provided repair is deemed to be under warranty. ACP may, at its discretion and only for valid warranty claim, repair or replace any part(s) that prove to be defective during the warranty period.

Warranty Exclusion

Any and all warranty coverage will be void if any of the following have occurred:

- 1. The product contains repairs or replacement parts not furnished by ACP.
- 2. The product is damaged resulting from misuse or negligence.
- 3. The product has been tampered with and/or altered, including serial number alteration.

Note: Use of the Equipment with accessories and/or supplies not approved by ACPL for use with the Equipment may void the warranty if such accessory or supply item caused damage to the Equipment.

Warranty Period

The following coverage is provided at no additional cost to the Buyer:

New Equipment / Product. Products purchased as new from ACP are warranted against manufacturer's defects in material and workmanship for a period of one (1) year from the date of purchase.

Refurbished Equipment / Product. Products purchased specifically as Refurbished Equipment are warranted against manufacturer's defects in material and workmanship for a period of six (6) months from the date of purchase.

Accessories. All accessories for ACP equipment / products are warranted against manufacturer's defects in material and workmanship for a period of three (3) months from the date of purchase.

Warranty Validation

The following information needs to be provided to the ACP Customer Support representative prior to the product being returned under warranty coverage:

- 1. Buyer name or account number as it appears under the "Bill TO" on the ACP or recognized ACP Dealer invoice.
- 2. Invoice Date and Number.
- 3. Model number, description, and serial number of equipment.
- 4. Detailed description of the problem.

Service Center

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Return of Defective Equipment

Any Equipment returned to the ACP Service Center under warranty coverage must have the Warranty coverage validated and must receive authorization from ACP Customer Support prior to being received at the Service Center.

Shipping charges, insurance, and any other costs incurred in sending product to ACP Service Center is the responsibility of the customer and will not be refunded. ACP shall cover the shipping charges and related costs to return the unit to the customer, provided repair is deemed to be under warranty.

ACP is not responsible for any loss or damage to the Equipment prior to receipt at the ACP Service Center. Equipment returned for warranty service must be shipped complete with all accessories (except for manuals), in its original packing or equivalent so as not to be damaged while in transit.

<u>NOTE</u>: Any Equipment sent to the ACP Service Center that is not covered by the ACP Limited Product Warranty is subject to a minimum service and handling fee.

IMPORTANT:

DO NOT SHIP THE EQUIPMENT TO ACP SERVICE CENTER WITHOUT FIRST SECURING AUTHORIZATION TO DO SO. PLEASE CALL CUSTOMER SERVICE AT (800)-350-1100 FOR AUTHORIZATION. EQUIPMENT SENT IN WITHOUT AUTHORIZATION FROM ACP CUSTOMER SERVICE WILL NOT BE ACCEPTED.

Returned Materials Shipping Address:

Accelerated Care Plus Attn: ACP Service Center 4999 Aircenter Circle, Suite 103 Reno, NV 89502