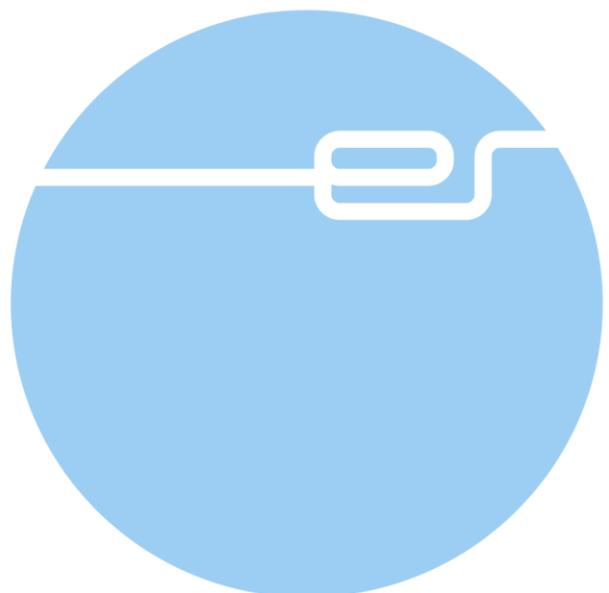


FAQS

Find answers here to frequently asked questions about Erbe emPOWER.
For further questions, please use the contact form [here](#)



Content

1	General Information and Prerequisites	3
1.1	What are the prerequisites to use Erbe emPOWER?	3
1.2	How do I sign up for Erbe emPOWER?	3
2	Technical Support and Login Issues	3
2.1	Where can I download the Erbe emPOWER application?	3
2.2	I don't have permission to access Erbe emPOWER.	3
2.3	What if I forget or lose my password?	3
3	Device and Procedure Data	3
3.1	How do I check the software version of my VIO 3 device?	3
3.2	Where can I find the procedure history?	4
3.3	Where can I see the average device settings for a specific procedure type?	4
3.4	Where can I view details about past procedures?	4
3.5	How do I add new cases/procedures to my Erbe emPOWER account?	4
3.6	What if I cannot scan the QR code?	4
3.7	What if I accidentally delete my case or specific data within my case?	4
3.8	What if I lose the encryption key for comments?	4
4	Contacting Erbe	5
4.1	How do I contact Erbe in my country?	5
4.2	During which hours can I contact Erbe in my country?	5

1 General Information and Prerequisites

1.1 What are the prerequisites to use Erbe emPOWER?

To fully utilize Erbe emPOWER, you need an Erbe VIO 3 device with the corresponding software version. (VIO 3 SW version 1.5.0) Additionally, the hospital must agree to the Terms of Use regarding data usage from the VIO 3 device. For further information, please contact us [here](#) or your local Erbe sales representative. The current version of Erbe emPOWER is primarily designed for mobile devices (iOS and Android). And currently, the app is only available in these countries: Germany, Italy, India, the Netherlands, and Singapore.

1.2 How do I sign up for Erbe emPOWER?

Register through the application, and the Erbe Team will provide access afterwards. Please note that during this phase, the app is available only in Germany, Italy, India, the Netherlands, and Singapore. Access will be granted only if a data cooperation agreement has been established with your hospital. If your hospital has not yet signed the data cooperation agreement, our support team will contact you with the necessary steps to obtain access.

2 Technical Support and Login Issues

2.1 Where can I download the Erbe emPOWER application?

Erbe emPOWER can be downloaded for iOS from the Apple App Store [here](#) and the Google Play Store [here](#).

2.2 I don't have permission to access Erbe emPOWER.

Please note that during this phase, the app is available only in Germany, Italy, India, the Netherlands, and Singapore. Access will be granted only if a data cooperation agreement has been established with your hospital. If your hospital has not yet signed the data cooperation agreement, our support team will contact you with the necessary steps to obtain access.

2.3 What if I forget or lose my password?

Click the **Forgot Password**-button on the login screen and enter your email address. You will receive a 6-digit verification code, which will be entered in the next step. Check your spam folder if you do not see the email.

3 Device and Procedure Data

3.1 How do I check the software version of my VIO 3 device?

First, start your VIO 3 and then open the menu and select the **System Information** option. The software version will be displayed here in the format X.X.X.

3.2 Where can I find the procedure history?

The **Performance** tab provides a summary of your procedure history. Additionally, the **Logbook** tab offers a chronological list of all the procedures performed, enabling you to filter the data by procedure type or search for specific cases.

3.3 Where can I see the average device settings for a specific procedure type?

The **Performance** tab provides detailed insights into instrument usage by procedure type, including average effect settings and total energy delivered per instrument.

3.4 Where can I view details about past procedures?

In the **Logbook** tab, search for a procedure of interest. When a search result is selected, it will open the **Case Detail** page, which includes non-identifiable patient data, procedure insights, device settings, and instrument usage.

3.5 How do I add new cases/procedures to my Erbe emPOWER account?

New cases can be added via the **Add Case** tab. The users can create new cases manually or by scanning a QR code that is generated on the VIO 3 after procedures. The app also allows for QR code uploads from stored images. For procedures that are performed without a VIO 3, users must manually input all relevant details.

3.6 What if I cannot scan the QR code?

If the camera is not functional, you can also use a saved image of the QR code from your photo library. If device data is unavailable, you can create the case manually, but data specifically from the device is only retrievable with the QR code. Therefore, if scanning does not work, we recommend taking a photo of the QR code and uploading it via the photo gallery. If this also fails, please contact us [here](#) for further assistance.

3.7 What if I accidentally delete my case or specific data within my case?

Deleted cases or specific data cannot be restored. However, you can recreate the case by rescanning the QR code or by adding the QR code from the image gallery, which will retrieve the original data, but without any previously added comments. Please note that once the QR code generated on the VIO 3 screen is closed, it cannot be retrieved. If scanning does not work, we recommend taking a photo of the QR code and uploading it via the photo gallery. If this also fails, please contact us [here](#) for further assistance.

3.8 What if I lose the encryption key for comments?

Your comments in the logbook are encrypted and can only be accessed with your personal encryption key. To avoid losing your data, please copy your encryption key from the Security section (under your profile icon) and store it safely in a separate location.

Important: If you lose your phone or switch to a new device without transferring the encryption key from your old device, Erbe cannot help you recover your previous comments or logbook entries.

4 Contacting Erbe

4.1 How do I contact Erbe in my country?

You can contact us through the main contact form [here](#) or your account manager. Currently, the app is only available in these countries: Germany, Italy, India, Netherlands, and Singapore.

4.2 During which hours can I contact Erbe in my country?

You can contact Erbe via the contact form [here](#) at any time. The Erbe Team will respond as soon as possible. In urgent matters, contact your sales representative