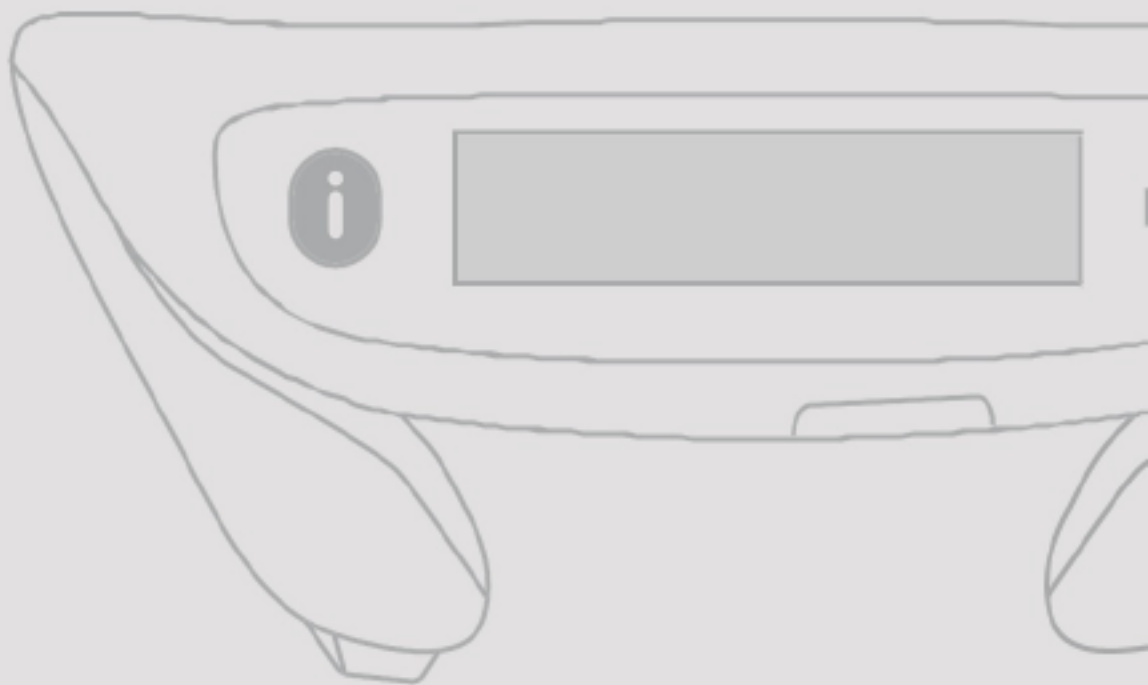




Portable Neuromodulation
Stimulator

PoNS Software User Guide



Rx Only

 **Bioness Medical, Inc.**
25103 Rye Canyon Loop
Valencia, CA 91355
www.ponstreatment.ca
www.ponstherapy.com
Manufactured in the USA
Issued: June 2026

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602-00827-001 Rev. A
06/2026

INTRODUCTION

Welcome to the PoNS Software User Guide.

The PoNS Software is to be used alongside the Portable Neuromodulation Stimulator (PoNS) Controller designed by Bioness Medical, Inc

The PoNS Software is to be used by PoNS therapists to manage a patient's PoNS treatment.

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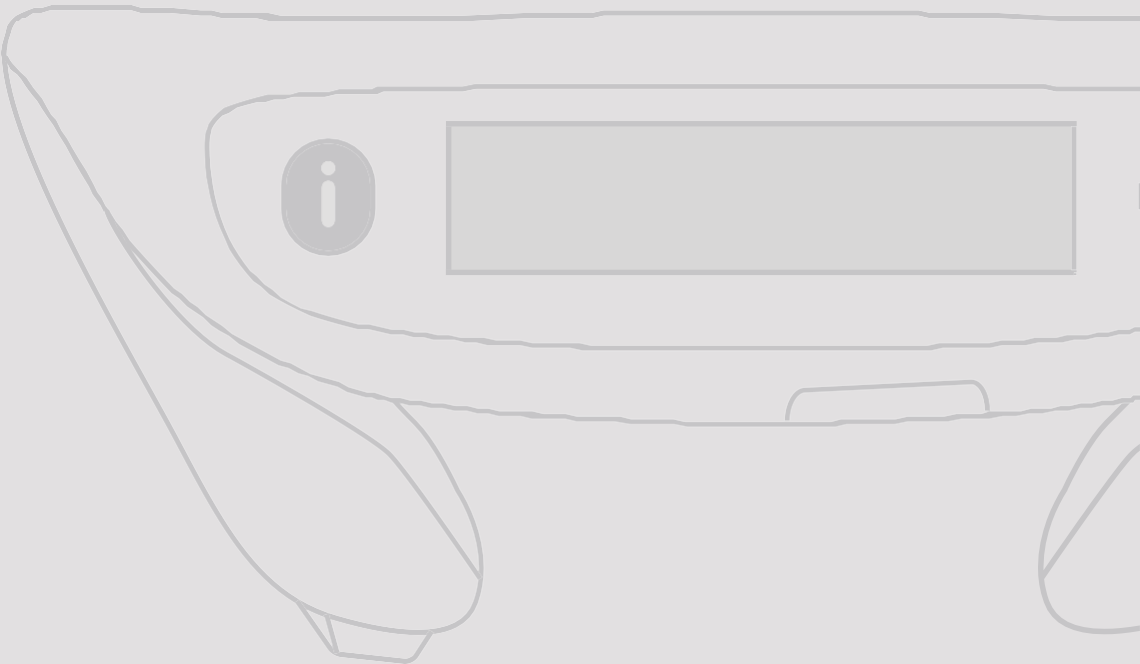
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CREATE AN ACCOUNT



CREATE AN ACCOUNT

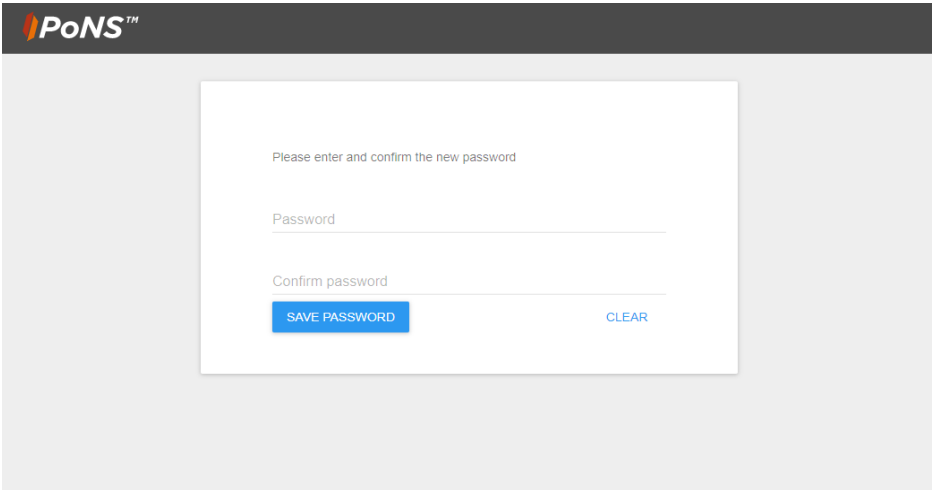
Once you have received the "create account" email, complete these steps to create your account.

Download & Install PoNS Software

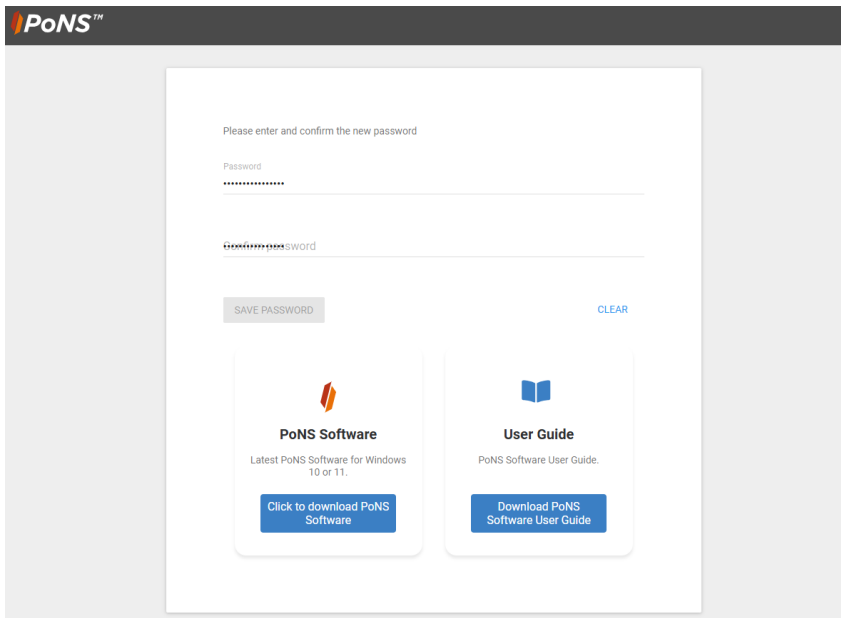
Click on the link under **STEP 1** in the create account email and set a password. It will then display the icon to download the PoNS software as well as the User Guide. Click on **PoNS Software download icon**. Once the download has completed, open the downloaded file and follow the instructions within the setup wizard to complete.

Note: Once your password is saved, keep it in a secure location (such as a password vault). Do not share this password with others.

Note: The software is intended for use on Windows 10 64-bit or Windows 11 64 bit, preferably on a clean computer to avoid conflicts with plugins or other software.



The screenshot shows the PoNS logo at the top left. Below it is a white box with the text "Please enter and confirm the new password". There are two input fields: "Password" and "Confirm password". Below the "Confirm password" field are two buttons: "SAVE PASSWORD" (blue) and "CLEAR" (blue text).



The screenshot shows the PoNS logo at the top left. Below it is a white box with the text "Please enter and confirm the new password". There are two input fields: "Password" and "Confirm password". Below the "Confirm password" field are two buttons: "SAVE PASSWORD" (grey) and "CLEAR" (blue text). Below these are two cards. The left card is titled "PoNS Software" and shows the PoNS logo, with the text "Latest PoNS Software for Windows 10 or 11." and a button "Click to download PoNS Software". The right card is titled "User Guide" and shows a book icon, with the text "PoNS Software User Guide." and a button "Download PoNS Software User Guide".

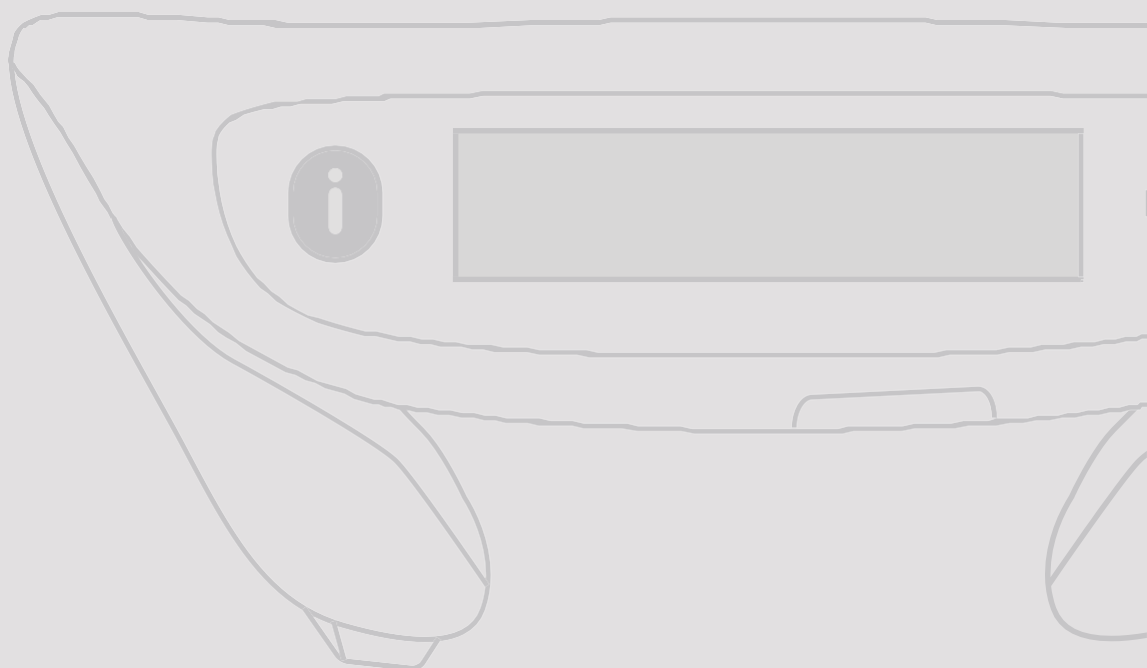
Start PoNS Software

The PoNS software should start automatically after it has been installed.

If the PoNS Software does not start automatically, click on PoNS Software icon on your desktop to start the PoNS Software.



ASSIGN NEW CONTROLLER TO NEW PATIENT



ASSIGN NEW CONTROLLER TO NEW PATIENT

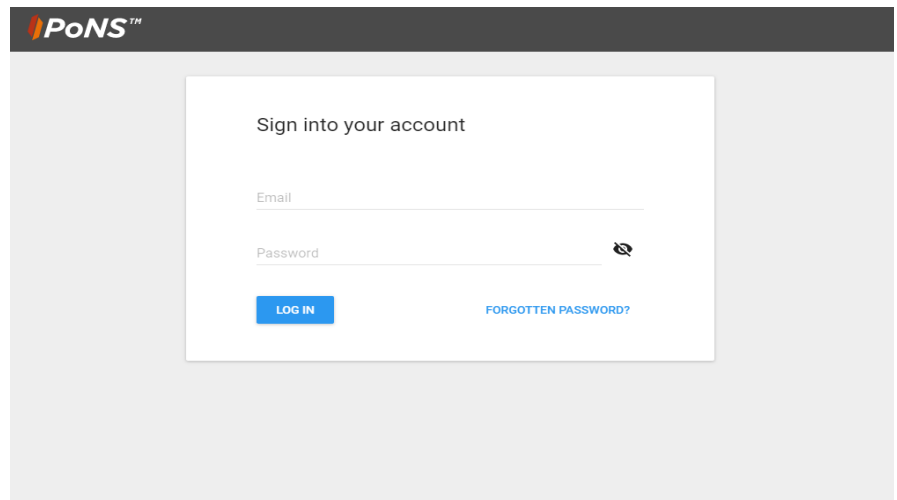
Login

Click on the PoNS Software icon on your desktop to start the PoNS Software



Ensure that you have a working internet connection before attempting to Log In.

Enter your Email address and Password then click LOG IN to continue.

A screenshot of the PoNS Software login interface. At the top, there is a dark grey header bar with the 'PoNS™' logo on the left. The main content area is light grey and contains a white rectangular box with the title 'Sign into your account'. Inside this box, there are two input fields: 'Email' and 'Password'. The 'Password' field has a small eye icon to its right for toggling visibility. Below the input fields, there is a blue 'LOG IN' button and a blue link that says 'FORGOTTEN PASSWORD?'.

PoNS™

Sign into your account

Email

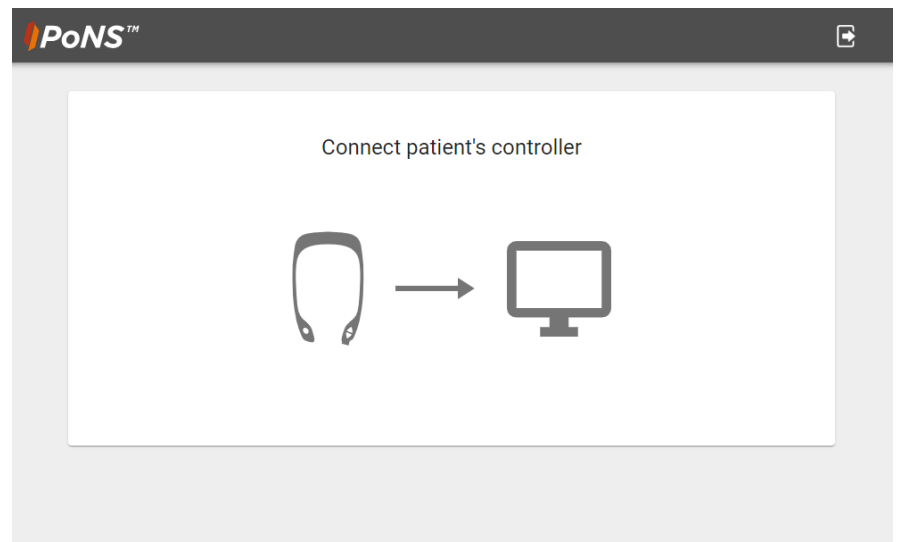
Password

LOG IN

FORGOTTEN PASSWORD?

Connect new Controller

Connect a new PoNS Controller to your computer using the USB cable provided.



ASSIGN NEW CONTROLLER TO NEW PATIENT

Connect new Controller

The PoNS software will detect that a new Controller has been connected to your computer.

As this Controller is for a new patient, select “This is a new patient with a new controller” to continue.

PoNS™

The connected controller has no patient

Choose an option to continue

This is a new patient with a new controller
Use this option to add a new patient and controller onto the system

This is a return patient with a replacement controller
Use this option to link this controller with an existing patient

Add new patient information

Enter the First name, Last name, Date of birth, Timezone, Patient reference, and Patient diagnosis for the new patient. Ensure the Timezone entered is the patient's timezone.

Note: ‘Patient reference’ is a unique code assigned to each patient. It may be helpful to use the same reference used in your patient records as this will be shown on reports generated by the PoNS software.

When this information has been entered, click ADD to continue to the Create regimen screen.

PoNS™

Add new patient

This patient will be associated with the controller that is currently connected. Any activity data recorded on this controller will be associated with this patient.

* Required field

First name *

Last name *

Date of birth YYYY/MM/DD *

Timezone *
Timezone the patient lives in, used for activity reports

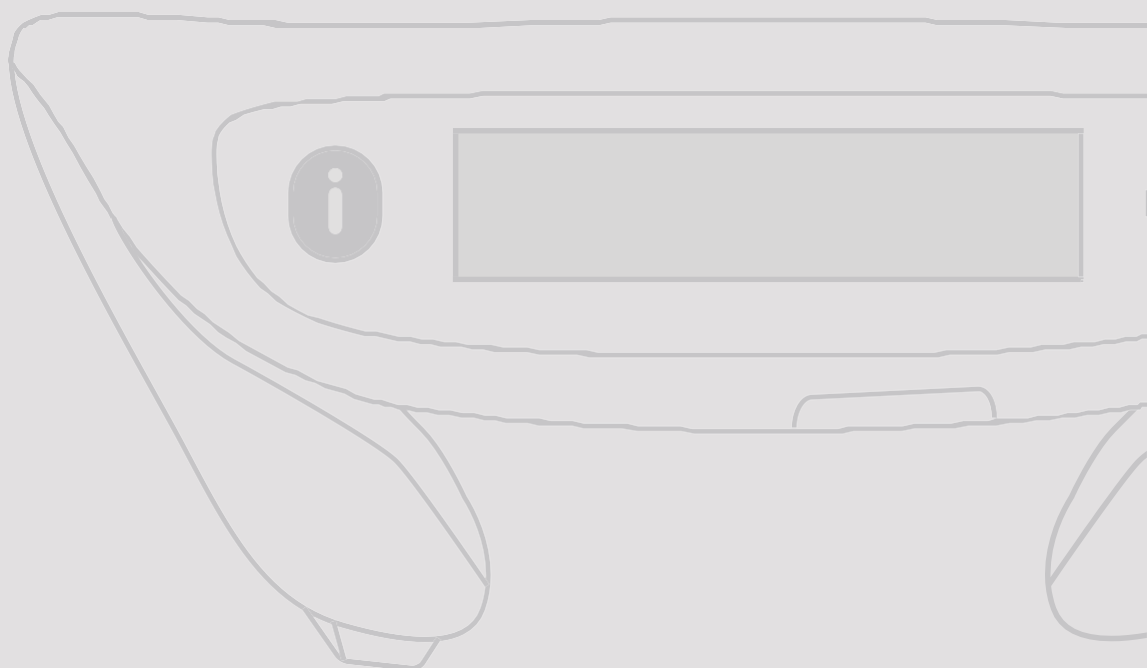
Patient reference *

It is helpful to use the same reference number here as used in your patient records. This will be used on reports from the system.

Patient diagnosis

ADD CANCEL

CREATE TREATMENT REGIMEN



CREATE TREATMENT REGIMEN

Create a daily treatment regimen for your patient by completing the following steps.

Set Therapy Protocol 14 week

Select 14 weeks.

Note: For 14 weeks therapy rest days are fixed as 1.

Select Daily Activity Sessions

Set the number of Gait, Balance, and BAT activities to be completed by the patient each day.

Note: Patients may perform up to a total of 10 activity sessions each day split across the following activities:

Gait, Balance, and BAT. Each session will last for 20 minutes.

Select the type of Controller feedback the patient will receive to signal the end of a session.

This can be an Audible beep and/or Vibration.

Select the appropriate Controller language to be displayed on the patient's controller.

When this information has been entered, click SET DAILY REGIMEN to continue.

PoNS™

Patient: Jane Archer Ref: TP-005

[VIEW SUMMARY](#)

Controller SN: 0227190270180 | Controller expires in 83 days: May 21, 2026

[EXTEND CONTROLLER EXPIRATION](#)

NO REGIMEN WAS CREATED FOR PATIENT. PLEASE ASSIGN A REGIMEN AND UPLOAD RECORDS.

Create regimen

Prior to selecting a regimen, consult the PoNS Therapy Training Program for guidance on the recommended treatment protocol for your PoNS patient.

For a 14 week regimen, there is 1 rest day for every 7 calendar days.

Therapy protocol

Weeks of therapy

14 Weeks

Rest days

1

It is recommended that patients do a set number of sessions for each activity every day. Patients may do a maximum total of 10 activity sessions each day. Each session is 20 minutes duration.

Daily activities

Gait activity

Select

Balance activity

Select

BAT activity

Select

Controller feedback options

☒ Audible beep

☒ Vibration

Controller language

English

SET DAILY REGIMEN

PoNS™

Patient: Jane Archer Ref: TP-005

[VIEW SUMMARY](#)

Controller SN: 0227190270180 | Controller expires in 83 days: May 21, 2026

[EXTEND CONTROLLER EXPIRATION](#)

NO REGIMEN WAS CREATED FOR PATIENT. PLEASE ASSIGN A REGIMEN AND UPLOAD RECORDS.

Create regimen

Prior to selecting a regimen, consult the PoNS Therapy Training Program for guidance on the recommended treatment protocol for your PoNS patient.

For a 14 week regimen, there is 1 rest day for every 7 calendar days.

Therapy protocol

Weeks of therapy

14 Weeks

Rest days

1

It is recommended that patients do a set number of sessions for each activity every day. Patients may do a maximum total of 10 activity sessions each day. Each session is 20 minutes duration.

Daily activities

Gait activity

2 sessions

Balance activity

3 sessions

BAT activity

4 sessions

Controller feedback options

☒ Audible beep

☒ Vibration

Controller language

English

SET DAILY REGIMEN

Set Therapy Protocol-12 weeks

Select 12 weeks.

Select Rest days.

Note: For 12 weeks therapy, choose rest days between 1 and 4.

Select Daily Activity Sessions

Set the number of Gait, Balance, and BAT activities to be completed by the patient each day.

Note: Patients may perform up to a total of 10 activity sessions each day split across the following activities: Gait, Balance, and BAT. Each session will last for 20 minutes.

Select the type of Controller feedback the patient will receive to signal the end of a session.

This can be an Audible beep and/or Vibration.

Select the appropriate Controller language to be displayed on the patient's controller.

When this information has been entered, click SET DAILY REGIMEN to continue.

Disconnect Controller

Disconnect the controller by removing the USB cable from your computer.

The PoNS software will confirm the controller has been disconnected.

Once the controller has been disconnected, it is ready for use by the patient for their treatment sessions.

The Controller records the patient's use of the PoNS, i.e. the number of sessions attempted and the duration of each session.

The next time the controller is connected to your computer, the sessions data will be displayed.

PoNS™

Patient: Jane Archer Ref: TP-005 [VIEW SUMMARY](#)

Controller SN: 0227190270180 | Controller expires in 83 days: May 21, 2026 [EXTEND CONTROLLER EXPIRATION](#)

NO REGIMEN WAS CREATED FOR PATIENT. PLEASE ASSIGN A REGIMEN AND UPLOAD RECORDS.

Create regimen

Prior to selecting a regimen, consult the PoNS Therapy Training Program for guidance on the recommended treatment protocol for your PoNS patient.

For a 12 week regimen, between 1-4 rest days may be selected for every 7 calendar days.

Therapy protocol

Weeks of therapy
12 Weeks

Rest days
1
2
3
4

It is recommended that patients do a set number of sessions for each activity every day. Patients may do a maximum total of 10 activity sessions each day. Each session is 20 minutes duration.

Daily activities

Gait activity
Select

Balance activity
Select

BAT activity
Select

Controller feedback options

☒ Audible beep

☒ Vibration

Controller language
English

SET DAILY REGIMEN

PoNS™

Patient: Jane Archer Ref: TP-005 [VIEW SUMMARY](#)

Controller SN: 0227190270180 | Controller expires in 83 days: May 21, 2026 [EXTEND CONTROLLER EXPIRATION](#)

NO REGIMEN WAS CREATED FOR PATIENT. PLEASE ASSIGN A REGIMEN AND UPLOAD RECORDS.

Create regimen

Prior to selecting a regimen, consult the PoNS Therapy Training Program for guidance on the recommended treatment protocol for your PoNS patient.

For a 12 week regimen, between 1-4 rest days may be selected for every 7 calendar days.

Therapy protocol

Weeks of therapy
12 Weeks

Rest days
4

It is recommended that patients do a set number of sessions for each activity every day. Patients may do a maximum total of 10 activity sessions each day. Each session is 20 minutes duration.

Daily activities

Gait activity
1 session

Balance activity
2 sessions

BAT activity
1 session

Controller feedback options

☒ Audible beep

☒ Vibration

Controller language
English

SET DAILY REGIMEN

PoNS™

Patient: Jane Archer Ref: TP-005 [CHANGE REGIMEN](#)

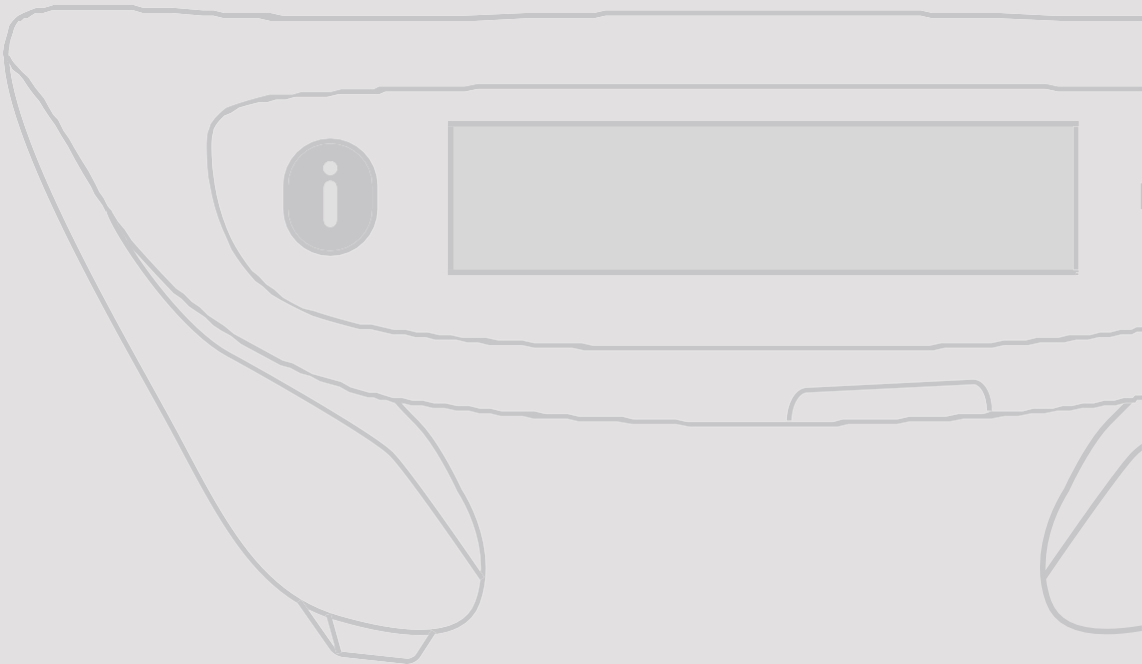
Controller SN: 0227190270180 | Controller expires in 97 days: Jun 4, 2026 [EXTEND CONTROLLER EXPIRATION](#)

The controller can be disconnected

Once the controller has been disconnected the patient can begin using it during activity for their treatment.

Next time the controller is connected to this computer you will see a display of the activity data that has been recorded.

**REVIEW PATIENT
TREATMENT SESSIONS**

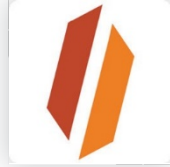


REVIEW PATIENT TREATMENT SESSIONS

Login

Click on the PoNS Software icon on your desktop to start the PoNS Software.

Ensure that you have a working internet connection before attempting to Log In.



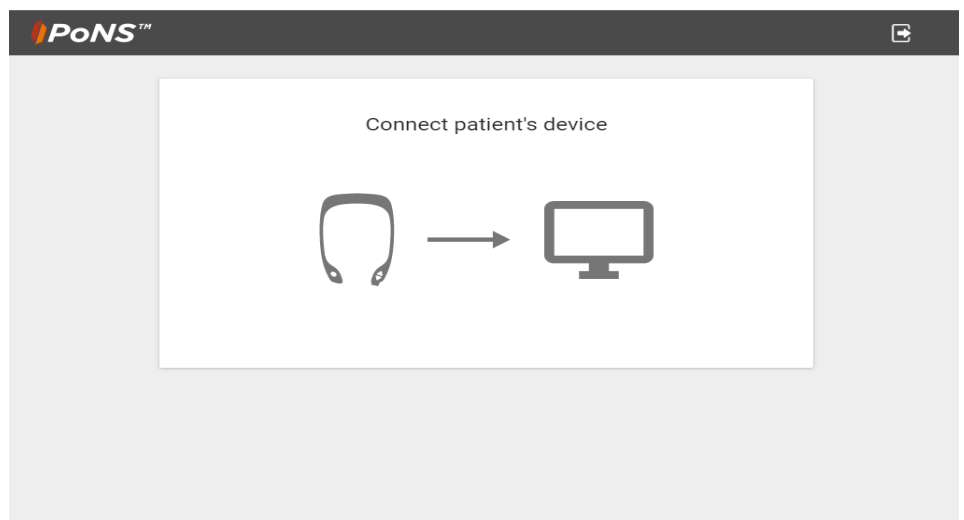
Enter your Email address and Password then click **LOG IN** to continue.

Please log off if you will have **30 minutes** or more of not using the software. The software may not allow any new Controller connections until a log off and log in is completed for a new session.

A screenshot of the PoNS Software login interface. At the top is a dark grey header bar with the PoNS logo on the left. The main content area is light grey and contains a white rectangular box. Inside this box, the text "Sign into your account" is centered. Below this text are two input fields: "Email" and "Password". The "Password" field has a small eye icon to its right. At the bottom of the box are two buttons: a blue "LOG IN" button and a blue "FORGOTTEN PASSWORD?" link.

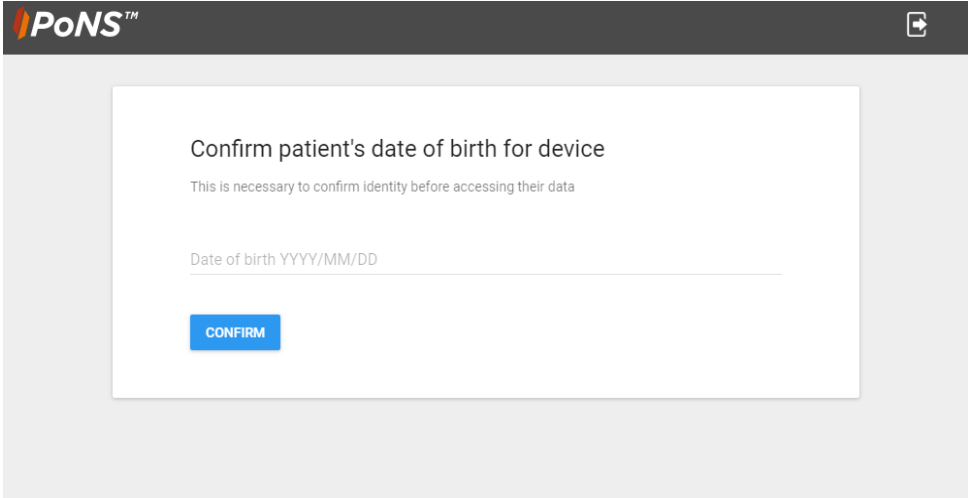
Connect patient Controller

Connect patient's PoNS Controller to your computer using the USB cable provided.



Confirm patient

To confirm the identity of the patient, enter their Date of birth then press **CONFIRM** to continue.



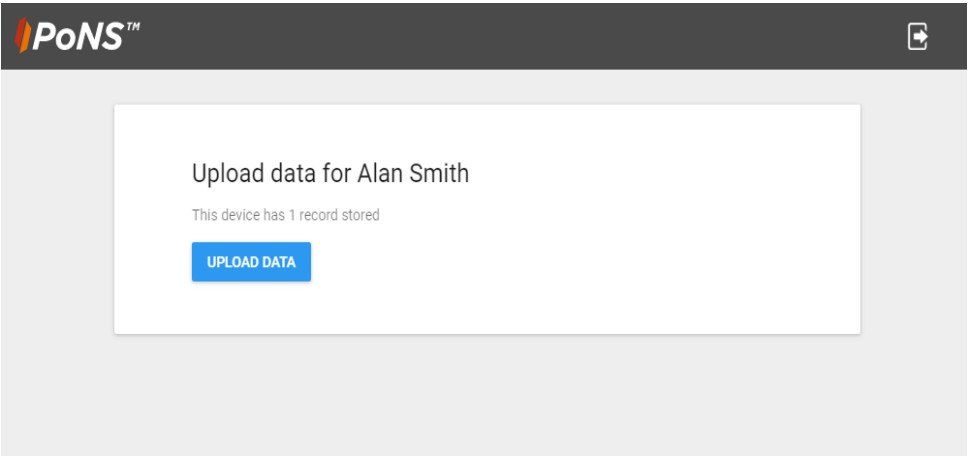
The screenshot shows the PoNS™ software interface. At the top is a dark header with the PoNS™ logo on the left and a share icon on the right. The main content area is light gray and contains a white rectangular box. Inside this box, the text reads: "Confirm patient's date of birth for device" followed by "This is necessary to confirm identity before accessing their data". Below this is a text input field with the placeholder "Date of birth YYYY/MM/DD". At the bottom of the box is a blue button labeled "CONFIRM".

Upload patient sessions data

After the patient's identity is confirmed, the PoNS software will display the number of activity sessions stored on the Controller.

Click UPLOAD DATA to begin retrieving session data from the patient's Controller.

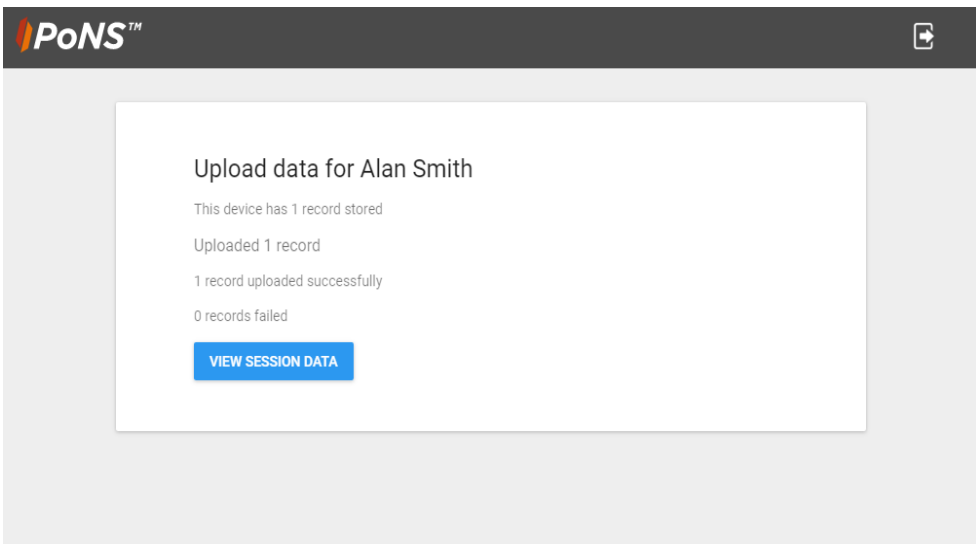
DO NOT disconnect the Controller while the data is uploading.



The screenshot shows the PoNS™ software interface. At the top is a dark header with the PoNS™ logo on the left and a share icon on the right. The main content area is light gray and contains a white rectangular box. Inside this box, the text reads: "Upload data for Alan Smith" followed by "This device has 1 record stored". Below this is a blue button labeled "UPLOAD DATA".

This screen will be displayed when the sessions data has been uploaded.

When the records have been uploaded click VIEW SESSION DATA to review the patient sessions data.



The screenshot shows the PoNS™ software interface. At the top is a dark header with the PoNS™ logo on the left and a share icon on the right. The main content area is light gray and contains a white rectangular box. Inside this box, the text reads: "Upload data for Alan Smith" followed by "This device has 1 record stored". Below this, it says "Uploaded 1 record", "1 record uploaded successfully", and "0 records failed". At the bottom of the box is a blue button labeled "VIEW SESSION DATA".

REGIMEN SUMMARY PAGE

This page provides an overview of patients' sessions data. It is split into the following sections:

Sessions recorded

Displays the number of sessions recorded over the summary date range. The percentage shown indicates the number of the sessions recorded compared to the number expected, assuming one rest day per week.

Note: The target numbers do not include the first or last day of the period. This may lead to the percentages for the first few days showing as significantly over 100%.

Current period & Regimen

Displays the period for which the data is shown and the patient's assigned daily treatment regimen.

Sessions by duration

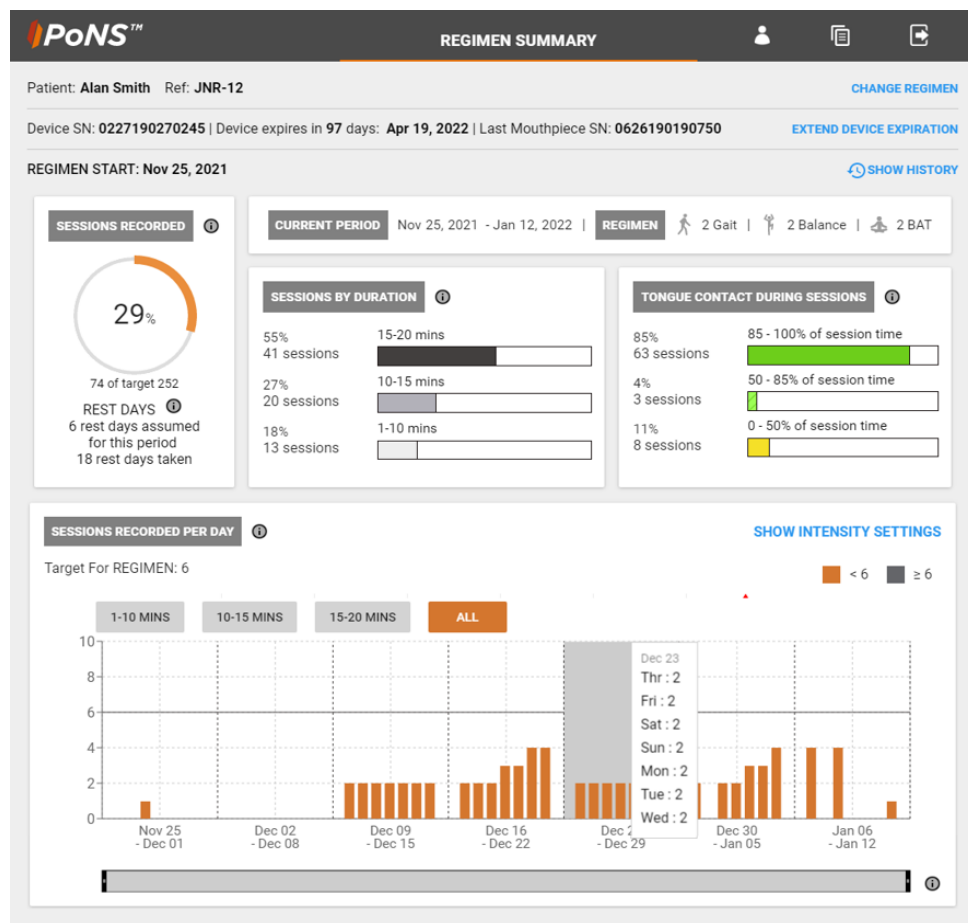
Displays the breakdown of recorded sessions based on the duration of each session performed. Sessions are grouped as follows:

- 15—20 minutes
- 10—15 minutes
- 1—10 minutes

Tongue contact during sessions

Displays the percentage of the session time that the controller detects contact with the patient's tongue. Sessions are grouped as follows:

- 85—100 % session time
- 50—85 % session time
- 0—50 % session time



VIEWING HISTORICAL DATA

To navigate to the historical data, click **Show History** on the right. This page shows the patient's full historical data for all previous and current regimens, grouped by upload event. It is split into the following sections:

Sessions recorded

Displays the number of sessions recorded over the summary date range. The percentage shown indicates the number of the sessions recorded compared to the number expected, assuming one rest day per week.

Note: The target numbers do not include the first or last day of the period. This may lead to the percentages for the first few days showing as significantly over 100%.

Current period & Regimen

Displays the period for which the data is shown and the patient's assigned daily treatment regimen.

Sessions by duration

Displays the breakdown of recorded sessions based on the duration of each session performed. Sessions are grouped as follows:

15-20 minutes

10-15 minutes

1-10 minutes

Tongue contact during sessions

Displays the percentage of the session time that the controller detects contact with the patient's tongue. Sessions are grouped as follows:

85-100 % session time

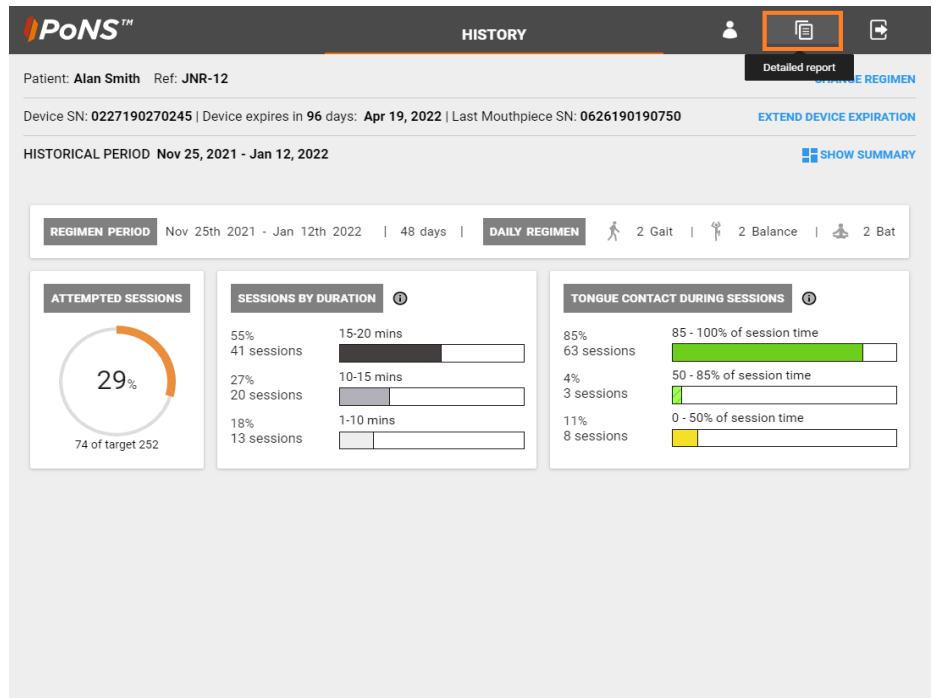
50-85 % session time

0-50 % session time

Create detailed report

After reviewing a patient's session data you may create a report, change the patient's daily regimen or extend the controller expiration.

Click **REPORTS** and follow the on- screen instructions to save a copy of the patient's summary as a PDF document.

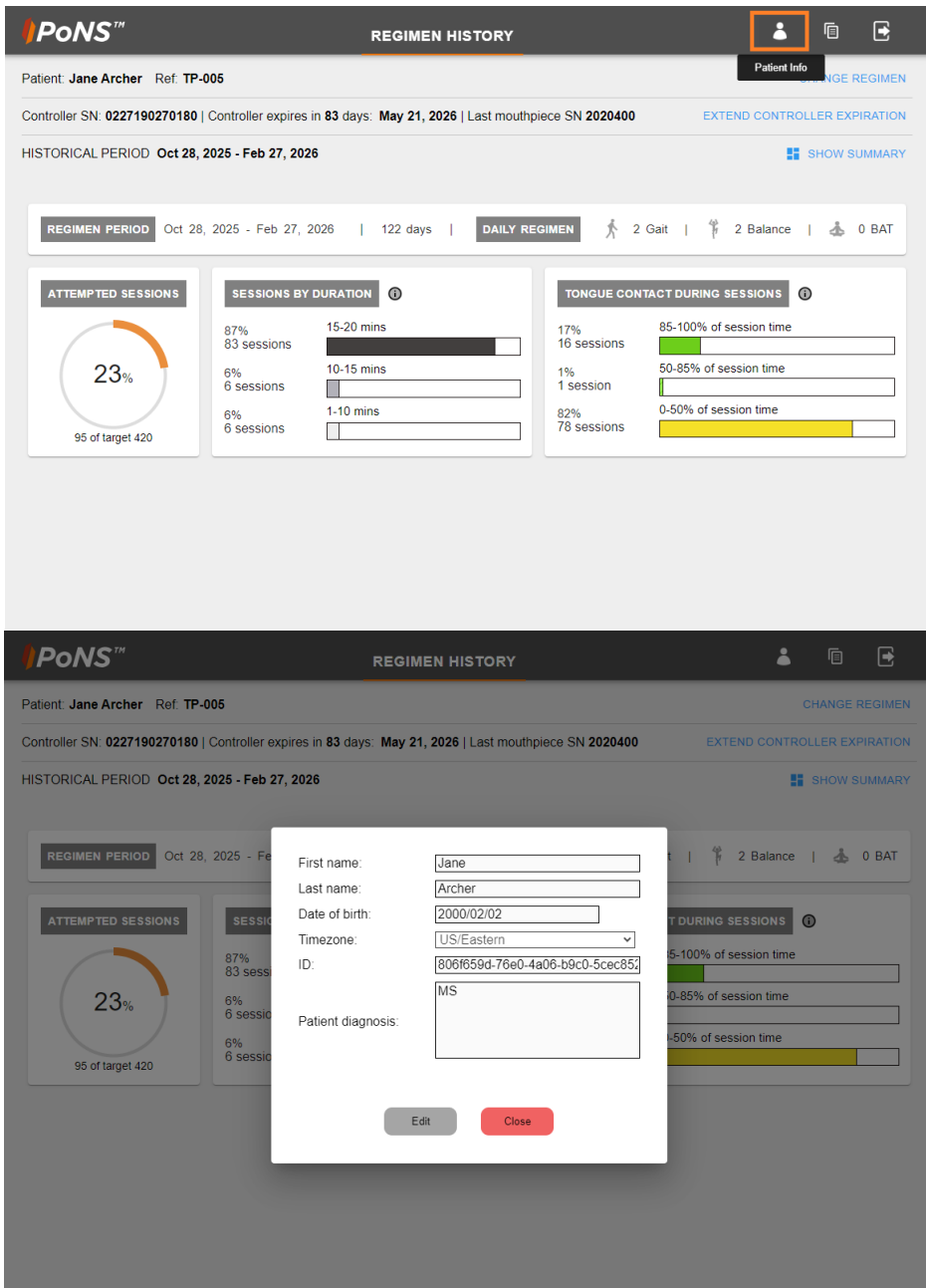


Update patient information

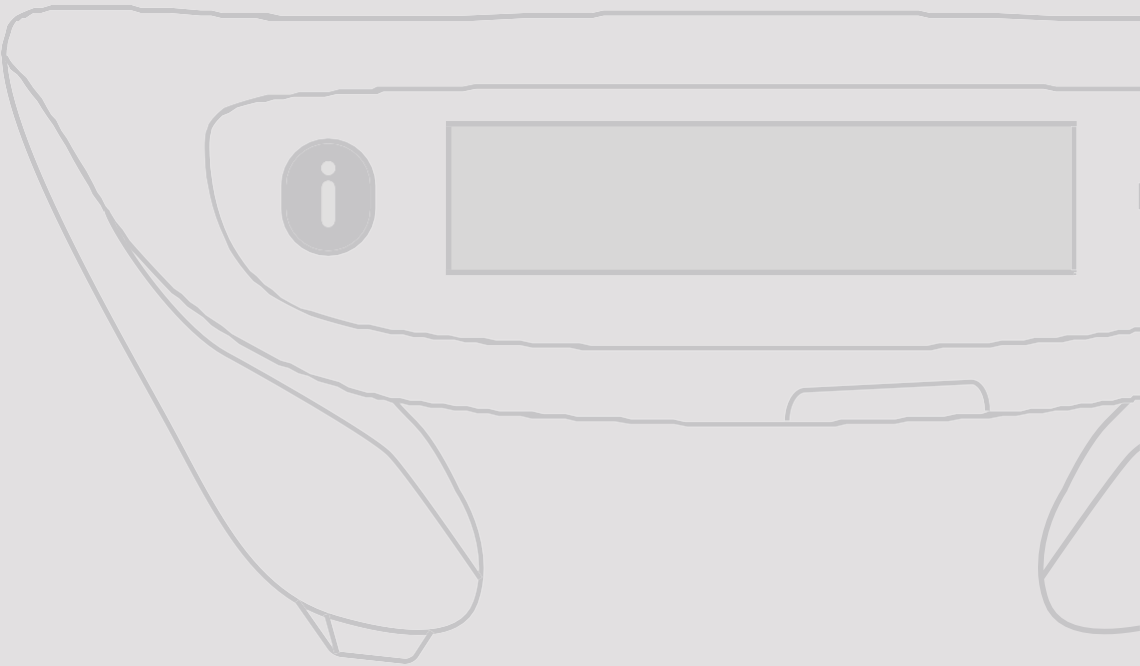
When viewing the Patient Summary or Patient History pages, you may update the patient's information via the button on the toolbar. A second window will appear, summarizing the following information:

- First name
- Last name
- Date of birth
- Time zone
- Patient ID
- Patient diagnosis

Select Edit to modify. Only the Date of Birth and Time Zone are editable fields. Select Save to make the changes.



SET NEXT STEPS



SET NEXT STEPS

Set new daily treatment regimen

Click **CHANGE REGIMEN** to change the patient's daily treatment regimen.

This will open up the Create regimen page where a patient's daily regimen can be modified. Refer to **CREATE TREATMENT REGIMEN** on page 10 for more information on setting up a treatment regimen for a patient.

Note: Setting the regimen will reset the Controller's intensity to zero. The patient will need to increase the intensity when they next use the controller.

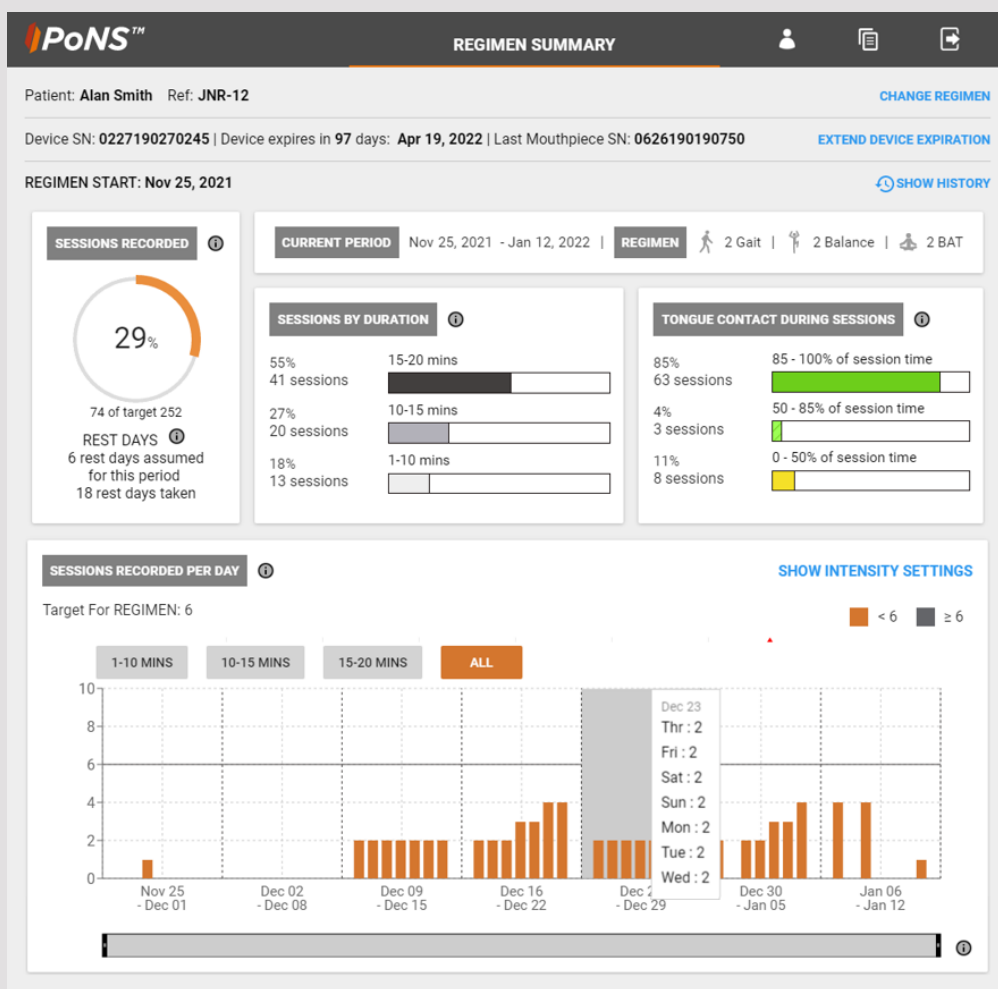
Extend Controller Expiration

The controller expiration date can be extended by clicking **EXTEND CONTROLLER EXPIRATION**. This will allow it to be used for another therapy period with the same previously selected duration (14 weeks or 12 weeks).

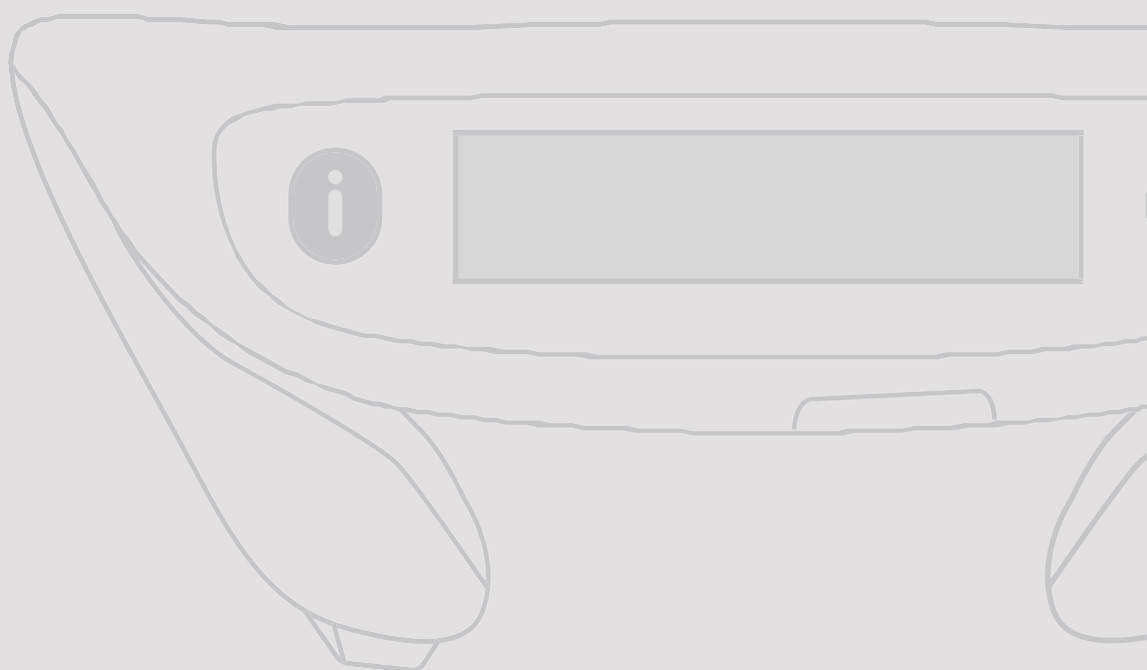
Note: Extending the expiration date will reset the Controller's intensity to zero. The patient will need to increase the intensity when they next use the controller.

Disconnect Controller

When you have finished, disconnect the Controller by removing the USB cable from your computer.



ASSIGN NEW CONTROLLER TO EXISTING PATIENT



ASSIGN NEW CONTROLLER TO EXISTING PATIENT

Login

Click on the PoNS Software icon on your desktop to start the PoNS Software.

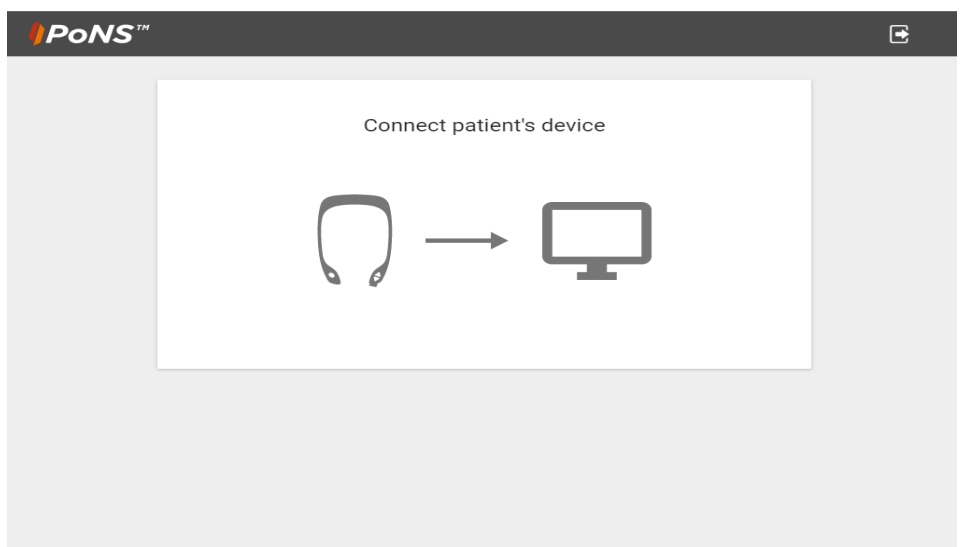
Ensure that you have a working internet connection before attempting to Log In.

Enter your Email address and Password then click **LOG IN** to continue.


A screenshot of the PoNS Software login interface. At the top is a dark grey header bar with the 'PoNS™' logo on the left. The main content area is light grey. In the center is a white rectangular box with the title 'Sign into your account'. Below the title are two input fields: 'Email' and 'Password'. The 'Password' field has a small eye icon to its right. Below the input fields is a blue 'LOG IN' button on the left and a blue link 'FORGOTTEN PASSWORD?' on the right.

Connect new Controller

Connect a new PoNS Controller to your computer using the USB cable provided.

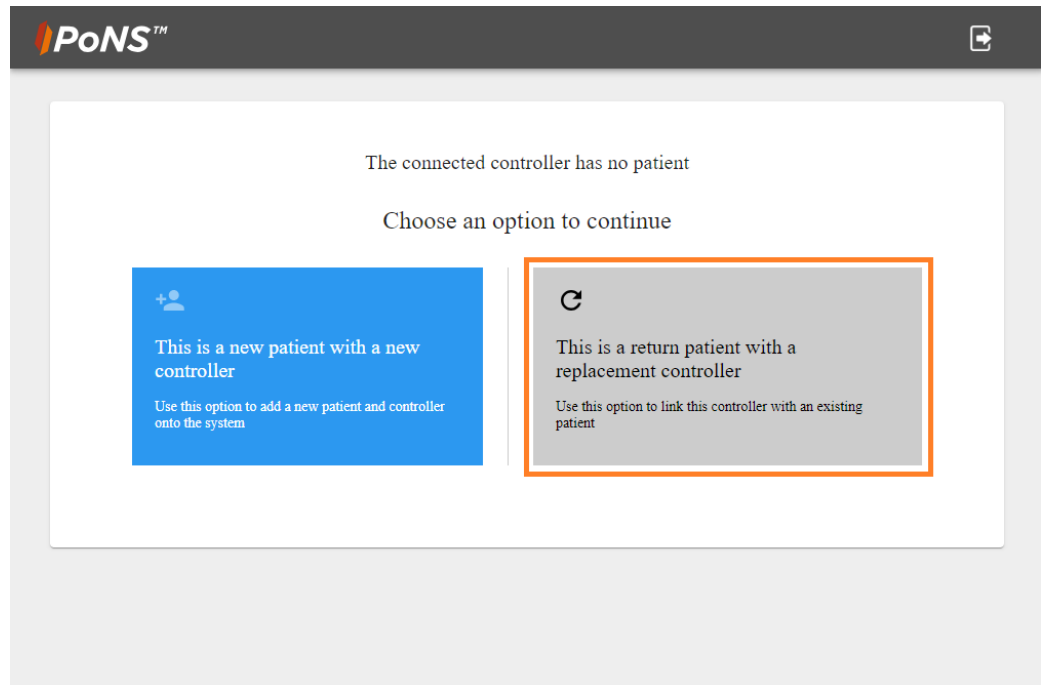


ASSIGN NEW CONTROLLER TO EXISTING PATIENT

Connect new Controller

The PoNS software will detect that a new controller has been connected to your computer.

As this controller is for an existing patient select “This is a return patient with a replacement controller” to continue.



PoNS™

The connected controller has no patient

Choose an option to continue

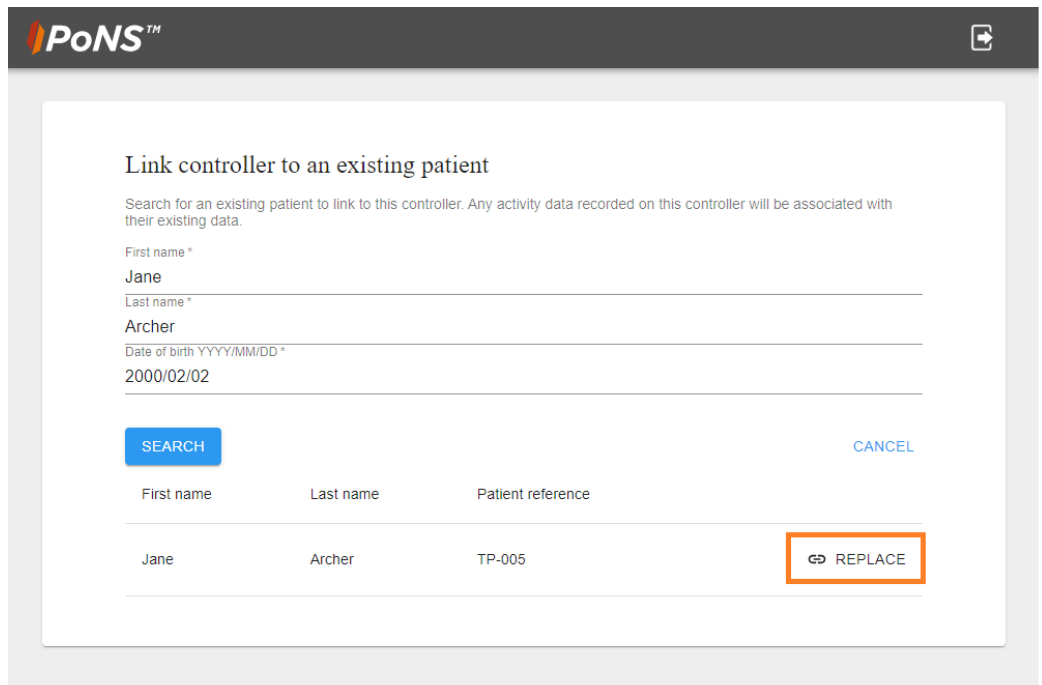
This is a new patient with a new controller
Use this option to add a new patient and controller onto the system

This is a return patient with a replacement controller
Use this option to link this controller with an existing patient

Link existing patient to new Controller

Search for the existing patient by entering their First name, Last name and Date of birth then clicking **SEARCH**.

Click the **REPLACE** button next to the correct patient in the list. This will open up the Create regimen page.



PoNS™

Link controller to an existing patient

Search for an existing patient to link to this controller. Any activity data recorded on this controller will be associated with their existing data.

First name *
Jane

Last name *
Archer

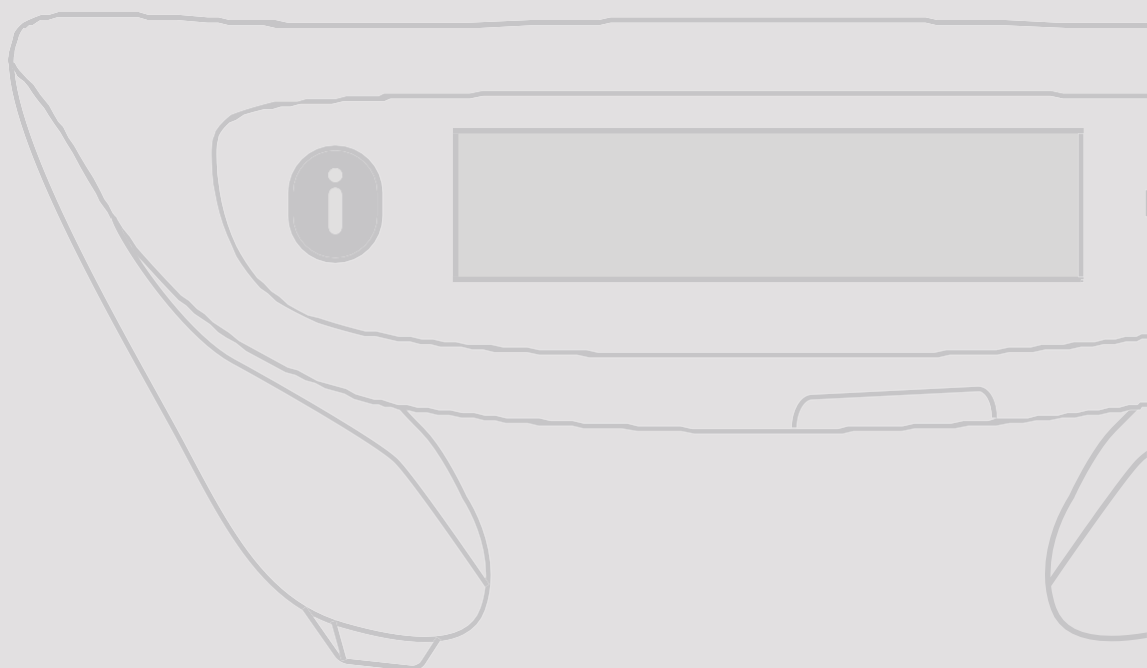
Date of birth YYYY/MM/DD *
2000/02/02

SEARCH [CANCEL](#)

First name	Last name	Patient reference	
Jane	Archer	TP-005	REPLACE

Create a daily treatment regimen for your patient by completing the steps outlined in the **CREATE TREATMENT REGIMEN** section.

TROUBLESHOOTING

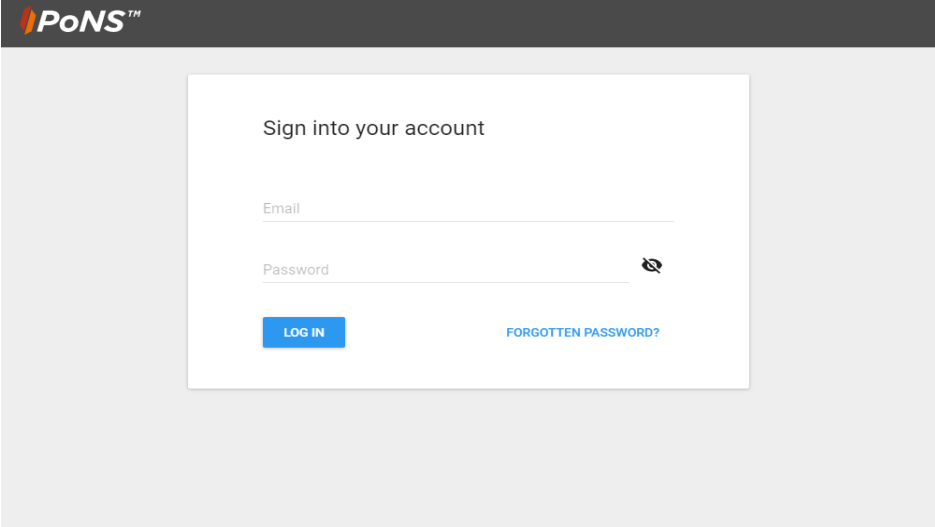


TROUBLESHOOTING

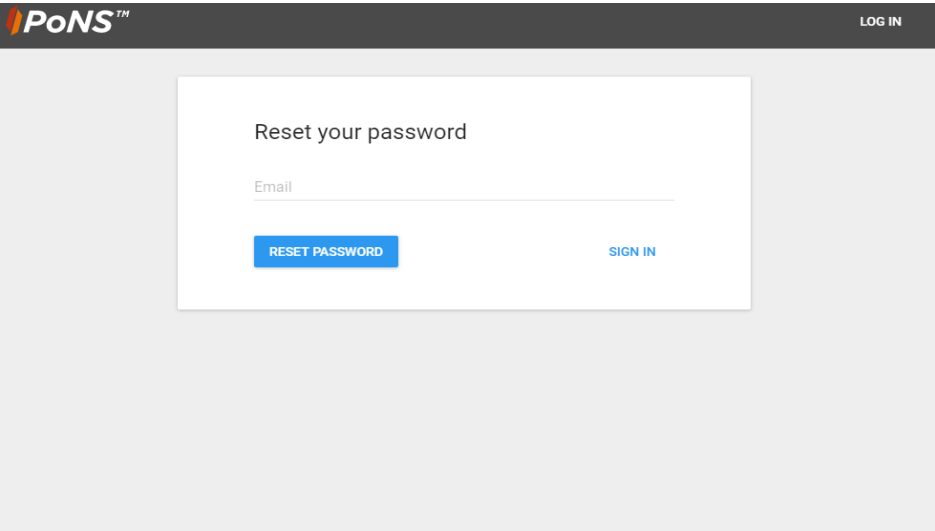
RESET PASSWORD

To reset a forgotten password click **FORGOTTEN PASSWORD?** on the Log In screen.

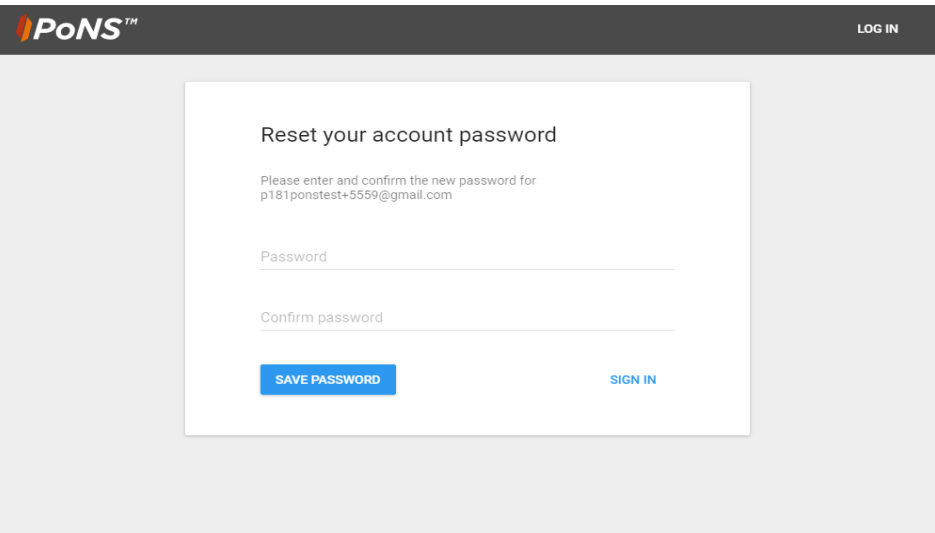
Enter your email address and click **RESET PASSWORD** and follow the on-screen instructions to create a new password.



The screenshot shows the PoNS login interface. At the top is the PoNS logo. Below it is a white box with the heading "Sign into your account". Inside this box are two input fields: "Email" and "Password". The "Password" field has a toggle icon on its right. Below the input fields are two buttons: a blue "LOG IN" button and a blue link "FORGOTTEN PASSWORD?".



The screenshot shows the PoNS password reset interface. At the top is the PoNS logo and a "LOG IN" link. Below is a white box with the heading "Reset your password". Inside this box is an "Email" input field. Below the input field are two buttons: a blue "RESET PASSWORD" button and a blue link "SIGN IN".

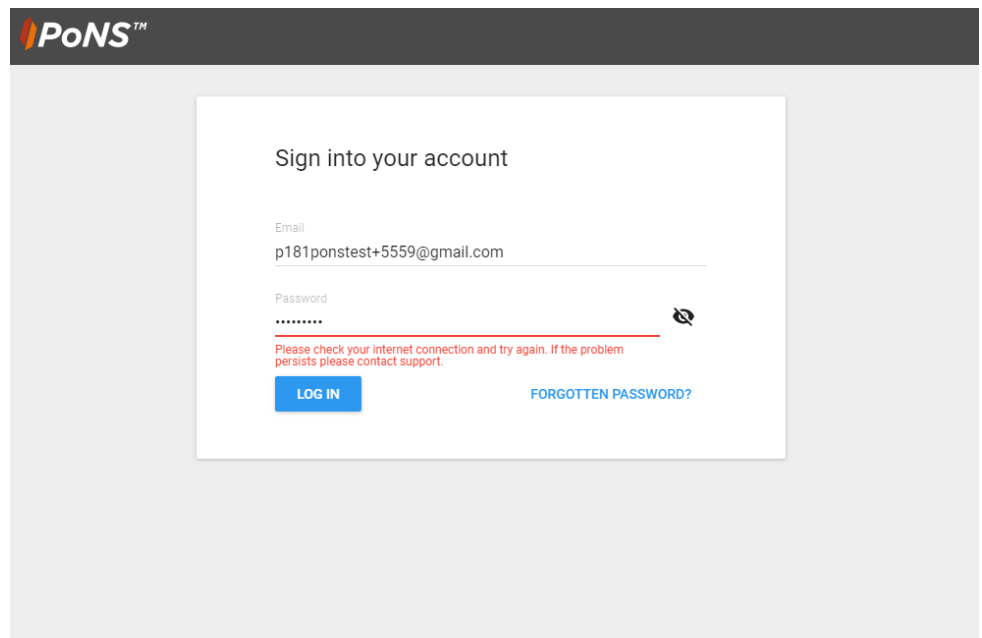


The screenshot shows the PoNS password confirmation interface. At the top is the PoNS logo and a "LOG IN" link. Below is a white box with the heading "Reset your account password". Inside this box is a message: "Please enter and confirm the new password for p181ponstest+5559@gmail.com". Below this message are two input fields: "Password" and "Confirm password". Below the input fields are two buttons: a blue "SAVE PASSWORD" button and a blue link "SIGN IN".

INTERNET CONNECTION ERROR

If you are receiving this error message when trying to log in complete the following steps:

- 1) Check that you have an internet connection.
- 2) Check with your IT Department that your firewall is allowing outgoing connections on port 443 (HTTPS).



SECURITY GUIDANCE

- 1) The PoNS Software is continuously monitored for security purposes (e.g. Cyber), notification will be made to the HCP users of the PoNS Software via email if a critical vulnerability is found that requires action.
- 2) Phishing emails as well as voicemails (vishing) and text messages (smishing) are used by cybercriminals to “phish” for information. This information is usually used in further schemes such as targeted (or spear) phishing attacks, credit card fraud, and account takeover fraud.
 - a. To spot a phishing email, check the sender’s email address for spelling errors. Hover over links to see the URL and do not click links or attachments unless you trust the sender. If in doubt, contact the alleged sender using a phone number or trusted email address.
- 3) HMI will never ask HCP users for financial or personal information (Such as social security number (SSN) or credit card info). Never share personal information over messages or emails.
- 4) If any suspicious activities are observed from a security perspective, contact Bioness Medical Technical Support at (800) 211-9136.

