



USER GUIDE

Prevent iMG v2.0



TABLE OF CONTENTS

03

Overview of Prevent System

04

Setting Up the Prevent System

05-07

Running A Session

08

Charging Process

09

iMG Shutdown

10

iMG Deployment

11

Data Syncing

12

Viewing Data: Prevent App

13

Viewing Data: Online Portal

14

Customer Support





OVERVIEW OF PREVENT SYSTEM



iMG

Instrumented mouthguard (iMG) to collect accurate and real-time head impact data



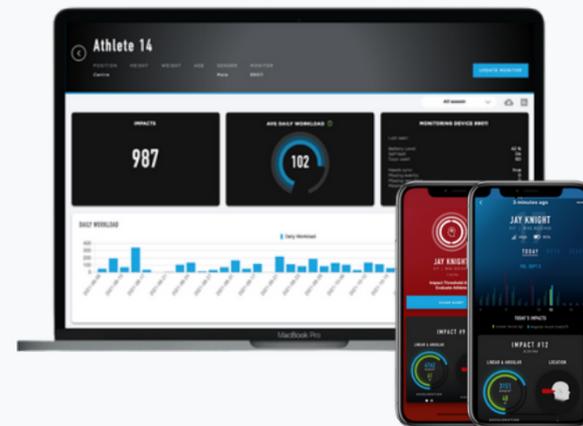
Team Case

Rugged, lockable team case offers centralised storage and charging for up to 27 solo cases.



Solo Case

Stores and charges each iMG. Includes integrated micro-USB port to connect to a power source (team case or individual cable)



Portal & App

Web-based and iOS app versions of Prevent software used to sync, view, and analyse head impact data



SETTING UP THE PREVENT SYSTEM

CREATING A PREVENT ACCOUNT

To begin using the Prevent system, you must create an account through either the Prevent Portal or App. After your account is created, the same login credentials will grant you access to both platforms.

Please contact Prevent Support to request that your credentials are granted access to your team's data.

PREVENT APP

The iOS Prevent App is used to connect to your iMGs and for data syncing to the cloud. Head impact data collected from iMGs can be viewed and analysed in real-time using this app.

To download, please visit the [iOS App Store](#).



ONLINE PORTAL

The online Portal is a web-based software used to manage your Prevent system. To access the Portal, click [here](#).

This is used to view, analyse, and export all data collected from your iMGs. Learn more [here](#).



For further guidance on getting started with the Prevent System, please visit our online [Help Centre](#).



RUNNING A SESSION

STEP 1: CHARGING

01 > Align iMG

Insert each iMG into a solo case and connect to a power source; either using a team case or individual micro-USB cable. Ensure the iMG is correctly aligned within the solo case. Learn more [here](#)

02 > Confirm LED

The solo case LED light will indicate the charging status of the device. Once correctly aligned and charging, a yellow LED light will be displayed.

03 > Charge

Allow 90 minutes for an iMG to fully-charge. This will be indicated by a green LED light. Once removed from power, the iMG will have a battery lifespan of 6-8 hours.

For further charging guidance and troubleshooting, please refer to the following articles:

- [How To Charge a Prevent iMG?](#)
- [What Do I Do If The Solo Case Is Displaying A Red Light?](#)
- [How Do I Shutdown the iMGs to Preserve Battery Life?](#)



RUNNING A SESSION



STEP 2: IMG DEPLOYMENT

01 > Pre-Session Sync

Open the Prevent App.
Allow 2 minutes for all iMGs to establish a connection.

It is essential to connect each iMG before a session to ensure impact data is recorded with accurate date and time stamps.

02 > Deployment

Disconnect each iMG from power and remove from solo case. These can be distributed to each athlete and worn as normal throughout the session.

> *Note: Once disconnected from power, the iMG is turned on and ready to collect data. The battery duration is 6-8 hours. To learn more about how to preserve battery life, [see here](#).*

03 > Data Collection

To view data during the session, open the Prevent App within close proximity (10-15m) of the iMGs to maintain Bluetooth connection.

Devices without connection to the app will continue to collect and store data on the device until they are fully synced post-session.

For further syncing guidance and troubleshooting, please refer to the following articles:

- [Pre-Session Syncing and iMG Deployment](#)
- [What To Do If An iMG Is Not Connecting To The Prevent App?](#)



RUNNING A SESSION

STEP 3: DATA SYNCING

01 Return iMG

Following a session, return each iMG to its solo case and connect to power.

 *Note: It is not essential for an iMG to be in a solo case for data syncing, however this step is best practice.*

02 Prevent App

Open the Prevent App within close Bluetooth range to the iMGs. Allow 30 seconds for all iMGs to establish a connection.

03 Internet

To fully sync data, the device must have an active internet connection. If offline, data is stored locally and will sync to the cloud and Portal once the connection is restored.

04 Syncing

The app will automatically initiate the syncing process. Leave the Prevent App open throughout the syncing process. This will take 10 minutes for a full team's data.

For further data syncing guidance and troubleshooting, please refer to the following articles:

- [How to Sync Data from Prevent iMGs?](#)
- [How To Check That All iMG Data is Synced?](#)
- [What To Do If the Prevent App Isn't Syncing Data?](#)



CHARGING PROCESS

SOLO LIGHT DISPLAYING A RED LIGHT?

A prolonged solid or blinking red LED light on the solo case indicates that the iMG has not established a charging connection.

It is important to ensure the iMG is correctly aligned within the solo case, so that the charging coils are in contact. Please refer to the image below.



Correct iMG Alignment



Incorrect iMG Alignment



> *Note: Allow 90 minutes to fully-charge an iMG, as indicated by a green LED light. Use the Prevent App to monitor the current battery percentage for each device*

Once taken off-charge, each iMG has a battery duration of 6-8 hours, depending on how frequently it is actively collecting data.



For further troubleshooting steps for a red light, please [see here](#). If the issues persists, contact Prevent Support for further assistance.



iMG SHUTDOWN

Prevent iMGs can be manually shutdown to preserve battery life.

While the iMG(s) are on charge, open the Prevent App and allow iMG to connect.

Click on the 'Options' menu. Select the 'Shutdown All Monitors' button.

Once the shutdown process is initiated, the iMG(s) will display a blue LED light on the solo case to indicate they are shutdown. Please allow 20 to 30 seconds for each device to complete the shutdown.

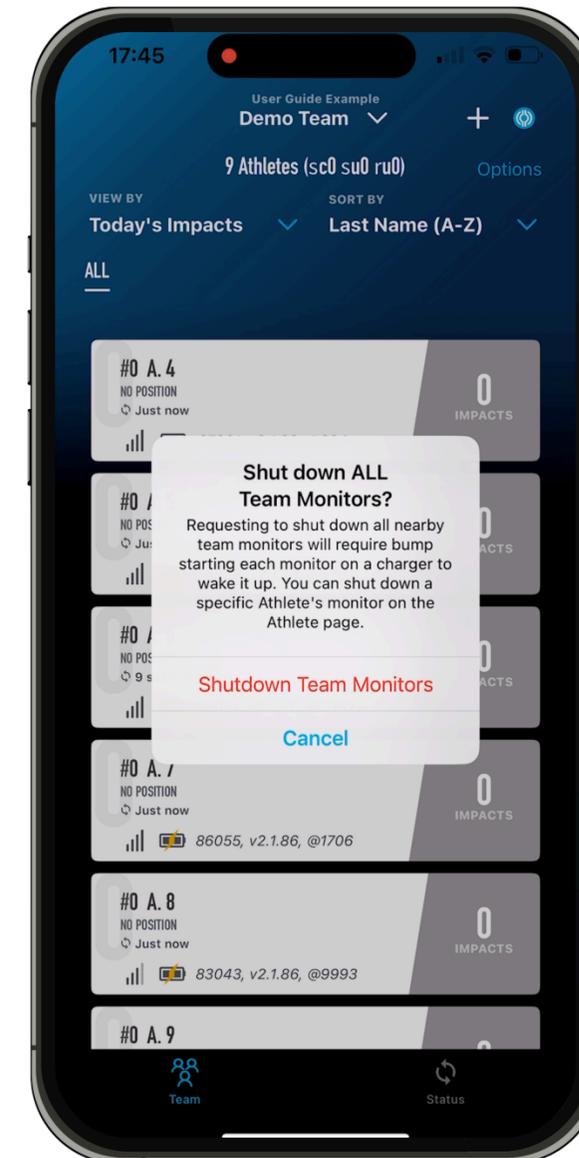
- > *Note: An iMG does not need to be within a solo case to be shutdown. Any iMGs within Bluetooth range when the shutdown command is sent will be turned off*

To shutdown a specific iMG, select the athlete's tile you wish to manage. Click the three dots located in the top right corner of the screen. Select the 'Shutdown Monitor' option.

Once shutdown, the iMG(s) can be removed from power. They will remain turned off and preserve their battery life.

- > *Caution: During shutdown mode, the iMG device will not collect data. To ensure data is recorded, make sure to power the iMG back on before using it.*

To turn an iMG back on, it must be plugged back into power. The solo case LED will display a yellow or green light.





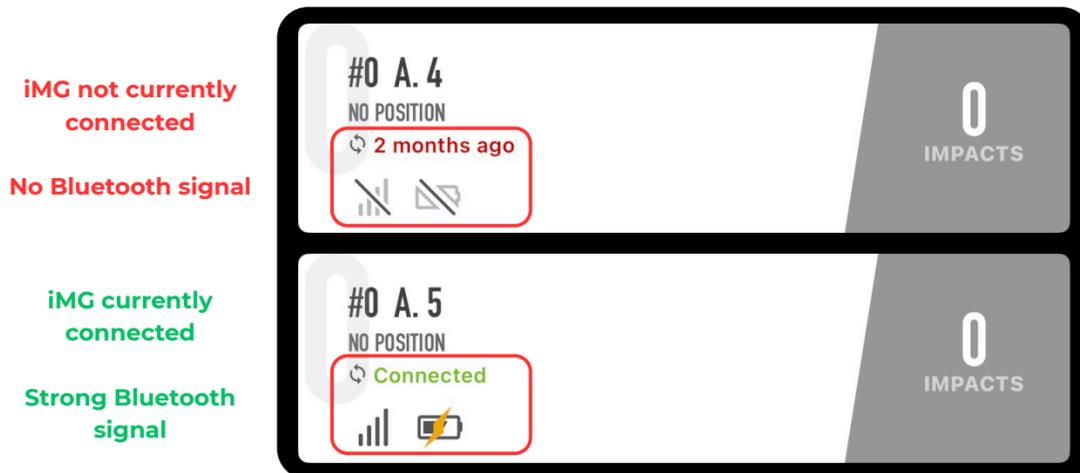
iMG DEPLOYMENT

PRE-SESSION SYNCING

Before each session, it is essential to connect the Prevent iMG to the Prevent App.

This connection is vital for accurate data collection, as it sets the correct date and time stamp on the device. Keep in mind that this timestamp resets when the iMG loses power, making it imperative to perform this step for every session.

Please refer to the image below to check that each iMG has successfully connected to the app pre-session.



REAL-TIME DATA COLLECTION

Prevent offers real-time head impact data and alerts using the Prevent App. This allows sideline personnel to monitor athletes during training or matches, and facilitates timely assessment and intervention.

To view data during a session, open the app within close proximity (10-15m) of the iMGs. Devices that establish and maintain a Bluetooth connection will sync summary data live.

For further information on viewing live data within the Prevent App, please [see here](#).

> *Note: There is no requirement to run the app during a session. Devices without connection to the app will continue to collect and store data on the device until they are fully synced post-session.*



DATA SYNCING

The online Portal and Prevent App can be used to check if there is any data remaining that requires syncing.

ONLINE PORTAL

Navigate to the 'System Status' tab within the online Portal. This page offers an overview of the data that still needs to be synced from the app to the cloud.

The Events, Raw Data, and Logs to Sync columns provide this information. If numbers are displayed in these columns, that indicates that the syncing process is not yet complete.

PLAYER NAME	CURRENT MONITOR	LAST SEEN	LAST USED	BATTERY	EVENTS TO SYNC	RAW DATA TO SYNC	LOGS TO SYNC	DAYS USED	MONITOR COUNT	SELF-TEST
1, Athlete	88078	2 hours ago	-	17%	-	-	No	-	2	
2, Athlete	89142	2 hours ago	-	30%	-	-	No	1	1	
3, Athlete	96364	2 hours ago	-	100%	-	-	No	-	3	
4, Athlete	97801	2 hours ago	-	100%	-	-	No	-	2	
5, Athlete	88989	2 hours ago	-	50%	-	-	No	-	2	
6, Athlete	98074	2 hours ago	-	43%	-	-	No	-	1	
7, Athlete	86055	2 hours ago	-	43%	-	-	No	-	1	
8, Athlete	83043	2 hours ago	-	37%	-	-	No	-	1	Self-Test failed
9, Athlete	97146	2 hours ago	-	41%	-	-	No	-	1	

PREVENT APP

Navigate to the 'Status' tab within the app.

This page will display information for all devices that currently have a Bluetooth connection to the app. If any data requires syncing, this will display in the columns for each athlete. Please refer to the image below.





VIEWING DATA: PREVENT APP

The Prevent App displays accurate head impact data in real-time.



Once summary data from an iMG has synced, the Prevent app will display the total number of impacts collected for each athlete.

Use the 'View By' dropdown to change the timeframe: Today, Week, Season. You can also choose to display total impacts or workload.

Use the 'Sort By' dropdown to customise your view: Highest, Jersey Number, Last Name, Monitor Id, Least Recently Seen Monitor, and Most Recently Seen Monitor.



From the 'Team' tab select an individual athlete's tile to display more detail information.

The top half of the page displays an overview of the number of impacts, workload, and alerts.

The bar chart shows the Peak Linear Acceleration (g) and Work (J) for each event collected that day.

Further details on the PAA, timestamp, and location of impact can be found below.

Scroll and click through the bar chart to view data for each event.

To learn more about viewing, reporting, and exporting data, please [see here](#).



VIEWING DATA: ONLINE PORTAL

The web-based Portal can be used to view, analyse, and export data that has been synced from your iMGs.

During the syncing process, data is uploaded to the online Portal in real-time from the Prevent iOS app. This is viewable immediately for any user, at any location.

The Portal provides detailed dashboards to view and analyse your team's iMG data. This includes easily accessible insights on the total number of head impacts for each athlete, and the distribution of these within a chosen timeframe.

Here you can also access detailed metrics for every head impact recorded by an iMG, and the cumulative workload for each athlete over time.

The Portal offers multiple options for creating summary reports and exporting your data for further analysis. These include:

- Daily Impact and On-Teeth Time Summary Reports
- Impact and On-Teeth Time CSV
- Impact XML Download

To learn more about viewing, reporting, and exporting data, please [see here](#).

For full guidance on managing your team using the online Portal, please [see here](#).





CUSTOMER SUPPORT

CONTACT DETAILS

For further guidance on how to operate and troubleshoot the Prevent system, please visit our online **Help Centre**.

If you wish to contact Prevent Biometrics, please see details below. Our dedicated customer support team will help answer your questions.

Email: support@preventbiometrics.com

Submit a Support Ticket Request:

<https://support.preventbiometrics.com/en/kb-tickets/new>

WhatsApp:

UK: +44 730 126 9543

US: +1 (332) 699-8095

