

# truvaga™

## Truvaga Plus | User Manual



# Meet your Truvaga

Truvaga is your stress-relief companion. This handheld vagus nerve stimulator is designed to quickly and gently activate your vagus nerve using proven technology. By working harmoniously with your body, Truvaga helps balance your nervous system, reducing stress for a calmer mind, clearer thinking, and better sleep.

Truvaga is not only portable but also easy to use—just a 2-minute session in the morning and at night is recommended for optimal results. It utilizes patented energy signals to gently activate your vagus nerve via the side of your neck. You're in control during these brief 2-minute sessions, adjusting the intensity to your preference using the free Truvaga Plus app.

This rechargeable device is app-enabled and provides an unlimited\* number of sessions. Experience the benefits of Truvaga and take charge of your stress levels with simplicity and ease.

What comes in the box



## Get to know your Truvaga Plus



\*Truvaga effectively operates in an unlimited capacity within the recommended usage guidelines. Each device is programmed to deliver a generous but finite number of stimulations, resulting in increased sustainability.

## Download the Truvaga Plus app

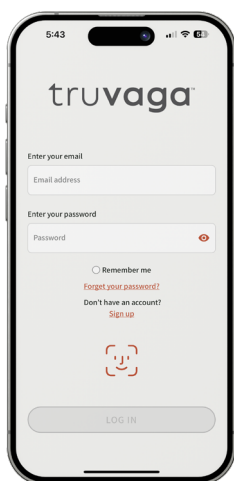


Download the free Truvaga app before your first session. It is available in the Apple App Store and Google Play Store.

- You will need to use the Truvaga app during your Truvaga Plus sessions.
- The app controls the intensity of your session and conveniently tracks your progress.



## Pair your device to the Truvaga Plus app



1. Create your account in the app.



2. Scan or enter the product code located on the bottom of your device.



3. To pair, turn on your Truvaga Plus by pressing the power button until the green light activates. Tap "FIND YOUR TRUVAGA," select your device then await connection.

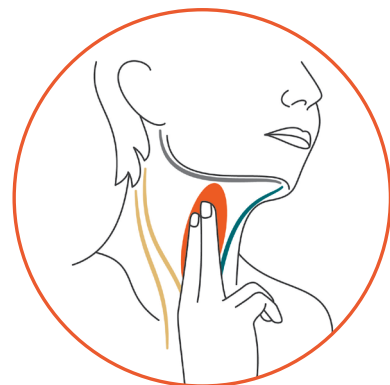
# Using Truvaga Plus

We suggest using Truvaga two times a day or as often as needed. To assist you in getting started, we provide complimentary training sessions. Visit [Truvaga.com/support](https://Truvaga.com/support) to schedule your training session.



## Step 1: Find your vagus nerve

- You can find your vagus nerve on either side of your neck.
- Before you locate your nerve, clear the side of your neck from any obstructions and ensure it is clean.
- With two fingers, feel where your pulse is located on your neck, your vagus nerve is in the same area.

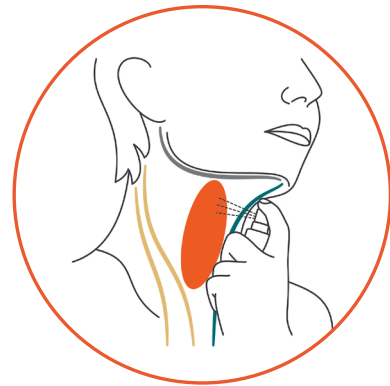


## Step 2: Prepare your Truvaga Plus

- To begin, turn on your Truvaga Plus and open the app.
- Tap on “Start a Session.” If you haven’t already, make sure to connect your app to your Truvaga Plus. Once connected, choose your desired session type.
- Next, spray 1-2 pumps of the provided spray gel where you located your vagus nerve earlier. Make sure only to use the spray gel that comes with your Truvaga Plus.

**Note:** Be sure to use enough spray gel—not applying enough spray gel may cause the session to be uncomfortable or less effective.

- Now you are ready to start your session.



## Step 3: Start your session

- Position Truvaga Plus on your neck, ensuring that both electrodes are in full contact with your skin.  
**Note:** Use mild to moderate pressure so the electrodes make good contact with the skin.
- Using the app, gradually increase your session intensity level until you feel a strong but comfortable tingling sensation or a downward pull on your lip. These are indications you have the right intensity level and location. Intensity levels range from 1 to 10. Most users find their optimal intensity between levels 4 to 7. Everyone is unique, so choose what feels right for you.
- If you don’t experience these sensations, gently reposition Truvaga Plus until you do, ensuring both electrodes remain in contact with your skin.
- After finding the right location and intensity, hold your Truvaga Plus in place until it beeps twice. This signals the end of your 2-minute session. Your Truvaga Plus will automatically turn off after 30 seconds.
- Clean your device and put away until next use.



**Note:** You will likely feel muscle contractions at the application site and may experience a lip pull. These are normal and should stop after the session is complete. If muscle contractions are too strong or uncomfortable, try:

- Lowering the intensity level.
- Repositioning the electrodes on your neck.

If the sensations are still too strong, stop the session and turn off the device by pressing holding down the power button for 3 seconds. Contact Customer Support for more assistance.

## How to charge your Truvaga Plus

Your device arrives partially charged, but we recommend fully charging it for at least one hour prior to first use.

- Connect Truvaga Plus to a power outlet using the charging cable (included) and a USB power adapter (not included).  
**Note:** Only use a Class B, 5V, 1A charger to charge.
- The indicator light will pulse **yellow** to show it is charging.
- The indicator light will turn off when fully charged.








## How to clean your Truvaga Plus

- Clean your device after each use by gently wiping the casing and the electrodes with a soft, dry cloth to remove leftover spray gel.
- Make sure to put the cap back on after each use to protect the stimulation surfaces from dirt, debris and damage.

**Note:** Do not use soap, hand sanitizer, detergents, or other cleansers when cleaning the product.

# Troubleshooting and indicator light meanings

Problem	Solution
The device does not turn on	<ul style="list-style-type: none"> <li>• Device may not be charged. Charge Truvaga Plus by plugging the charging cord into the side of device and connecting it to an electrical outlet. Please refer to the indicator light meanings section below to determine the operating level of the battery.</li> <li>• Restart your device by pressing and holding the power button for 3 seconds.</li> </ul>
The device does not charge	<ul style="list-style-type: none"> <li>• Ensure the charging cord is plugged into a live power source and into Truvaga Plus. Only use the provided charging cord.</li> </ul>
The indicator light flashes red	<ul style="list-style-type: none"> <li>• Contact Customer Support.</li> </ul>

Color	Behavior	Meaning
 green	Solid	Powered on and ready for use
 blue	Flashing	Connecting to Bluetooth
	Solid for 3 seconds	Bluetooth connected
 yellow	Solid	Low battery—1 session remaining
	Pulsing	Battery charging
 orange	Flashing	Battery too low—charge Truvaga
 red	Flashing for 3 seconds	Error—contact Customer Support

For more assistance, visit [truvaga.com](https://truvaga.com) or call **1 (800) 643-2036**

# Warnings and precautions

## Warnings

### Do not use Truvaga Plus if:

- You have an active implantable medical device, such as a pacemaker, hearing aid implant, or any implanted electronic product.
- You are using another product at the same time (e.g., TENS Unit, muscle stimulator).
- You are driving, operating machinery, or during any activity that may put the user at risk of injury.
- You are in the presence of strong electromagnetic fields, such as MRI scanners.
- You are in an explosive atmosphere or in the presence of flammable gas mixtures.
- You have an open wound, rash, infection, swelling, cut, sore, drug patch, or surgical scar(s) on the neck at the application site.
- You have wet skin, are in the water, or just stepped out of the water (e.g., shower, bath, pool).

### It is not recommended to use Truvaga Plus:

- If you have had surgery to cut the vagus nerve at the neck as it may not be effective.
- If you are younger than 12.
- If you are pregnant or breastfeeding.

**Note:** This product is not intended for use by persons (including children) with reduced physical, sensory, or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning the use of the product by a person responsible for their safety. Children should not play with Truvaga Plus.

## Precautions

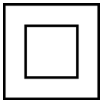





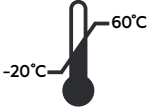
- Truvaga Plus should only be used as described in the User Manual.
- Only use a Truvaga-supplied conductive spray gel.
- Do not apply Truvaga Plus across or through the head, directly on the eyes, covering the mouth, on the chest, on the upper back, or over the heart.
- Do not use Truvaga Plus if there are signs of damage or defects.
- Do not use if there is an error and the indicator light flashes **red**.
- Do not submerge Truvaga Plus in water; it is not water resistant.
- Store in a safe location out of reach of children.



## Potential adverse reactions

Users with sensitive skin may experience application site discomfort, irritation and/or redness. If you experience light-headedness, dizziness, or chest pain, excessive skin irritation, local pain, face/head/neck area (including toothache), muscle twitching, tingling, contractions, or other adverse reactions, **DISCONTINUE USE**. These reactions typically resolve after the session is complete; however, if it persists after the session, consult your physician.

## Symbols and nomenclature description

	Class II Equipment		Follow operating instructions
	Lot number		Manufacturer
	Separate collection for waste of electrical and electronic equipment	<b>IP22</b>	Protection from solid foreign objects $\geq 12.5$ mm and ingress of water at 15°
	Serial number		Storage temperature

# Handling Truvaga Plus

## Operating conditions (Truvaga Plus product)

- Range: 41°F to 104°F (5°C to 40°C)
- Maximum Output: 18.7V (peak)
- IP22 Rated

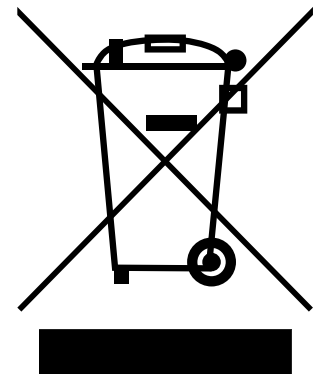
## Storage/transport conditions

- Truvaga Plus should be stored at room temperature away from moisture.
- Range: -20°F to 140°F (-29°C to 60°C)
- Replace the cap after each use.
- Store Truvaga Plus in such a way (e.g., drawer or shelf) the cap remains in place and is not accidentally removed.

# Truvaga Plus disposal

Regulations require that the disposal of electrical and electronic equipment is handled in a controlled manner. A product that may be contaminated after use or contain chemicals or elements that may present hazards to people, or the environment must be disposed of in accordance with the applicable government regulations. Contact Truvaga Customer Support if you have questions about the appropriate disposal of this product.

**Note:** Truvaga Plus contains lithium batteries that the user cannot remove. Please dispose of Truvaga Plus like a cell phone or other electronic product. Check with your local municipality to do this according to your local electronic waste regulations.



\*Truvaga Plus is designed with a safety feature to ensure voltage does not exceed 30V.

# Contact information

## Customer Support Team

E-mail: [support@truvaga.com](mailto:support@truvaga.com)

Telephone: **1 (800) 643-2036**

**electroCore, Inc.**

200 Forge Way, Suite 205

Rockaway, NJ 07866

United States

## Manufacturer

E-mail: [support@truvaga.com](mailto:support@truvaga.com)

**electroCore, Inc.**

200 Forge Way, Suite 205

Rockaway, NJ 07866

United States

**Product Complaint Reports and/or related issues may be submitted directly to electroCore, Inc.**

Telephone: **+1 (973) 355-6708**

E-mail: [complaints@electrocore.com](mailto:complaints@electrocore.com)

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