truvaga®



Truvaga Plus User Manual

Congratulations on choosing Truvaga Plus

You've taken an important step toward supporting your nervous system and overall well-being, and we're here to guide you every step of the way.

Truvaga Plus is an app-enabled vagus nerve stimulation device built on established neuromodulation technology. It delivers gentle electrical signals to the side of the neck to help your body regulate stress through quick and convenient sessions.

The Truvaga Plus app guides each session, allowing you to control intensity and track your progress. When used consistently, at least twice a day, these sessions are intended to support long-term wellness.

This user manual will walk you through setup, daily use, and best practices so you can feel confident using your device from your very first session.

Now, let's get started!

1 Download the free Truvaga Plus app *Page 3*

2 Schedule your complimentary training session *Page 9*

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What's in the Box

Quick Start Guide



Free Truvaga Plus Mobile App*





USB-C Charging Cord

Truvaga Plus Device

Electrode Solution

*Mobile app is required for use.

Get to Know Your Device



Before You Begin

Truvaga Plus App

The Truvaga Plus app works alongside your device to guide each session and give you full control over your experience.

The app is required to use Truvaga Plus and allows you to adjust intensity, start and stop sessions, and track your usage over time.

Truvaga Plus connects to the app via Bluetooth® and communicates with your device in real time throughout each session.

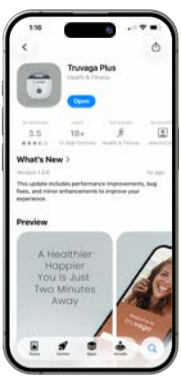


Download the App

Before your first use, download the free Truvaga Plus app from the Apple App Store or Google Play Store.

Download on the App Store

GET IT ON Google Play



Before You Begin

Bluetooth Connection

An active Bluetooth connection is required during each session. If the connection is temporarily interrupted, the app will guide you through reconnecting your device.

For best performance, keep your mobile device nearby during use.

Create Your Account

After downloading the app, you will be prompted to create an account.

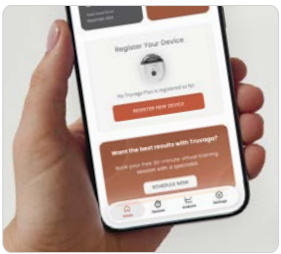
Creating an account allows you to access guided sessions, connect your Truvaga Plus device, and view your session history. Follow the on-screen instructions to complete setup.



Pairing Your Device



1. Press and hold the power button until the indicator light turns green, then release. When the light flashes blue, you're in pairing mode.

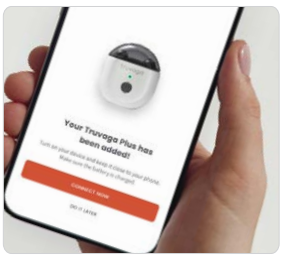


2. Open the Truvaga Plus app and tap "Connect Device".

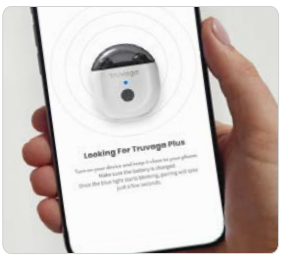


3. Register your device by scanning or entering the S/N located on the bottom of your device.

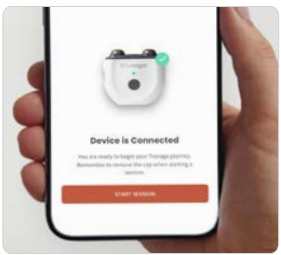
Pairing Your Device



4. When your device has been located, tap "Connect Now".



5. Bluetooth pairing will automatically begin and your device will connect.



6. When pairing is successful, the app will confirm that your Truvaga Plus is connected and ready for your first session.

Need More Help?
Schedule Your Training
Scan code or visit:
calendly.com/truvaga/truvaga-training

Before You Begin

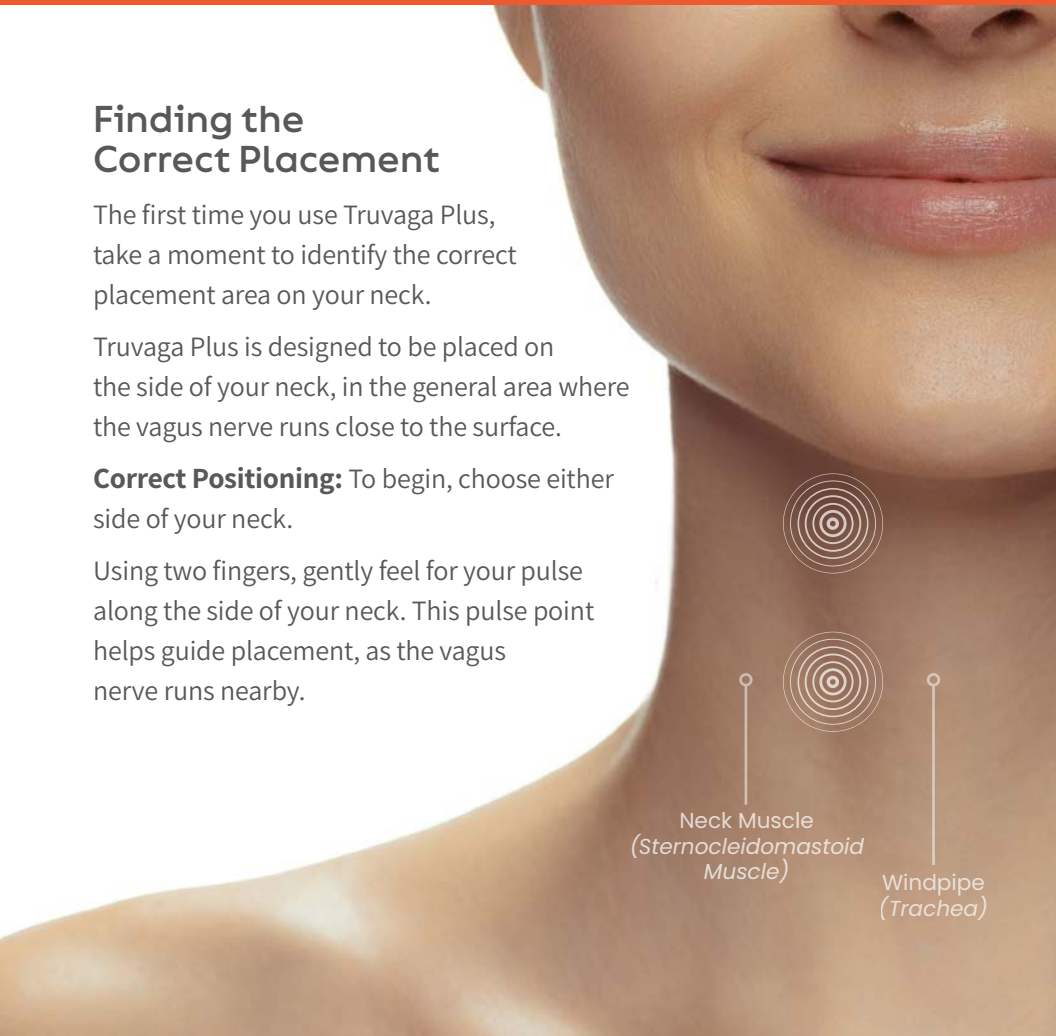
Finding the Correct Placement

The first time you use Truvaga Plus, take a moment to identify the correct placement area on your neck.

Truvaga Plus is designed to be placed on the side of your neck, in the general area where the vagus nerve runs close to the surface.

Correct Positioning: To begin, choose either side of your neck.

Using two fingers, gently feel for your pulse along the side of your neck. This pulse point helps guide placement, as the vagus nerve runs nearby.



Before You Begin

Practice the placement (Device off): With Truvaga Plus turned off, remove the cap and practice positioning the device vertically at the pulse point. This step is only to help you become familiar with placement—no stimulation will occur.

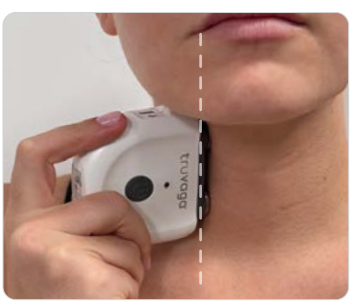


Both electrodes should rest flat against your skin, one positioned above the other.

Refine the position: As you practice, adjust the device slightly until it sits comfortably within the placement area:

- Just below the lower jaw
- Over the pulse point
- Between the windpipe and the large neck muscle

Small adjustments are normal, and it may take a few tries to find a comfortable position. This is simply practice.



PRO TIP: As a visual guide, imagine a vertical line from the corner of your mouth down your neck. Placement should fall within this general area.

Complimentary Training

Many users find training especially helpful for getting comfortable with placement and use early on.

We strongly recommend taking advantage of the complimentary one-on-one training included with your Truvaga Plus. Proper placement and comfortable intensity are essential for an effective and positive experience, and placement can feel unfamiliar at first.

During your virtual training session, a Truvaga specialist will help you:

- Identify proper placement on the neck
- Adjust intensity comfortably and confidently
- Answer common questions about use
- Feel supported as you begin using your device

Training can be scheduled before your first session or at any time as you continue using Truvaga Plus.

Need More Help?
Schedule Your Training
Scan code or visit:
calendly.com/truvaga/truvaga-training

Before Your First Session

Before beginning your Truvaga Plus session, take a moment to make sure everything is ready:

- ☐ Your Truvaga Plus device is charged and ready for use.
- ☐ The Truvaga Plus app is downloaded and connected.
- ☐ You have the electrode solution available.
- ☐ The skin on your neck is clean and dry.
- ☐ You are seated or in a comfortable, safe environment.

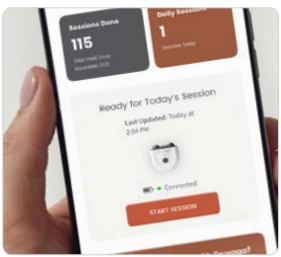
Preparing for Your First Session

Truvaga Plus sessions last up to 2 or 4 minutes, depending on the duration you select. For lasting benefits, we recommend completing at least two sessions per day, such as morning and evening.

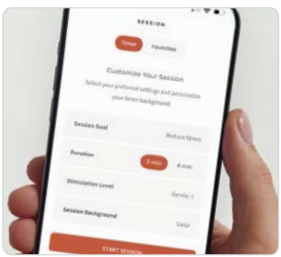
Step 1: Set Up Device and App: Before applying the electrode solution, prepare your device and ensure your device is connected to the app.



1. Press and hold the power button until the indicator light turns green, then remove the cap.



2. Open the Truvaga Plus app on your mobile device and tap "Connect Device".



3. Once connected, tap "Start Session" and customize your session so everything is ready to begin.

Using Truvaga Plus

Step 2: Place Your Device: Conductive electrode solution is required for Truvaga Plus to deliver effective stimulation. The solution allows the electrical energy to pass through the skin and ensures proper contact between the electrodes and your neck.



1. Apply 2–3 pumps of the provided Truvaga electrode solution directly to the placement area on your neck.

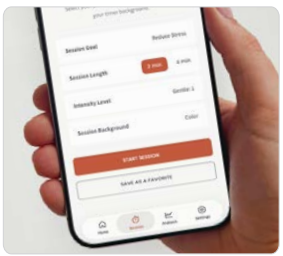
The skin should feel lightly damp, not dry.

Only use the electrode solution provided with your Truvaga Plus.



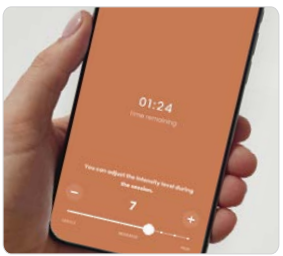
2. Place the device on your neck at your vagus nerve location, with both electrodes in full contact with your skin.

Step 3: Start Your Session



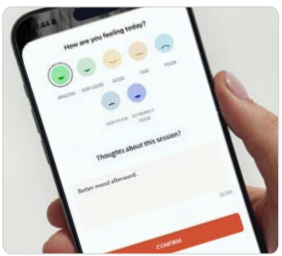
1. Open the app and tap "Start Session" to begin.

If the solution on your neck has dried, apply 2–3 more pumps before proceeding.



2. Slowly increase the intensity until you feel a strong but comfortable sensation—tingling or a slight lip pull is common.

Most users find the ideal intensity between levels 4 and 7.



3. Hold until you hear two beeps indicating the session is done. The device will power off automatically.

The app will prompt you to rate your session and track your progress.

PRO TIP: If you don't feel a strong but comfortable sensation or if it feels inconsistent, gently adjust the pressure against your neck or reposition the device. Ensure both electrodes maintain full contact with your skin at all times.

Finding the Best Placement

Correct placement may take a few tries at first. The following tips will help you find the best contact and sensation.



Remove Cap:
Be sure the protective cap is removed before starting your session. The electrodes must make direct contact with your skin.



Move Forward:
If the device is sitting under your ear or by the end of your jawbone, move it slightly forward toward the front of your neck.



Tilt Toward Your Lip:
If the top electrode is angled back toward the ear, reposition it so one electrode is above the other, closer to your windpipe. A slight tilt toward your lip is fine.

Finding the Best Placement

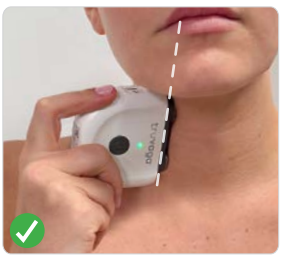
If you're still unsure about placement or would like personalized guidance, complimentary one-on-one training is available.



Place Vertically:
The device should be positioned vertically on the neck, with one electrode above the other and both in continuous contact with your skin.



PRO TIP:
Imagine drawing an invisible line from the corner of your lip straight down your neck. Placement should fall within this area.



PRO TIP:
A slight tilt toward your lip or windpipe is fine. If you're not feeling anything, move farther away from the ear.

How to Charge Your Truvaga Plus

- Your device arrives partially charged and ready to use. For optimal performance, we recommend fully charging it before first use.
- Connect Truvaga Plus to a power outlet using the charging cable provided and a USB power adapter (not included).
  Note: Only use a stand-alone USB power adapter to charge.
- The indicator light will pulse to show it is charging.
- Charge your device for 30-60 minutes or until the indicator light turns off.
- **When fully charged, the indicator light will turn off.**
- You cannot turn on or use the device while it is plugged in and charging.



Caring for Your Device

How to Clean Your Truvaga Plus

- After use, clean device electrodes by wiping with a soft dry cloth. Do not use soap, hand sanitizer, detergents or other cleansers.
- Replace the protective cap and store in a safe, dry place until next use.

Replacement Electrode Solution

Use only the Electrode Solution that comes with your Truvaga Plus. Other conductive gels may not work properly with your device.

When using Truvaga Plus daily, a 50ml bottle of solution typically lasts around 2 months. Available for purchase online at Truvaga.com.



Troubleshooting

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 — see 'Indicator light flashes red' for next steps.

Troubleshooting

Problem	Solution
The device does not turn on	1. Ensure it's fully charged. 2. Make sure device is not plugged into charger while trying to turn it on. 3. Only hold power button down until you see the green light, and then let go. If you don't see a blue flashing light after this step, contact Customer Support at 800-643-2036. 4. Please refer to the indicator light meanings in the table on the previous page.
The device does not charge	1. Ensure the charging cord is securely plugged into a live power source and into Truvaga Plus. 2. If the device is fully charged, the indicator light will not come on. 3. Check your battery level by connecting your device to the app. Once connected the battery icon will appear.
The indicator light flashes red	1. Option One: Device may need to be reset. Try connecting the device to the app as usual, even through the red flashing light. If you're able to connect and reach the intensity page, your device should be ready to use and you should not see a red light next time you turn it on. 2. Option Two: If the above steps do not work, your device may be experiencing an error. Contact Customer Support at 800-643-2036.

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.

Precautions:

- Truvaga Plus should only be used as described in the User Manual.
- Only use a Truvaga conductive electrode solution (spray or 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 submerge Truvaga Plus in water; it is not water resistant.
- Store in a safe location out of reach of children.

Potential Adverse Reactions

Users may experience local pain, face/head/neck area (including toothache), headache, and application site discomfort or irritation. Muscle twitching, tingling, and contractions can be common during a session. These reactions typically resolve after the session is complete.

Handling Truvaga Plus

Dimensions

- Width: 3.204"
- Height: 3.616"
- Depth: 1.078"
- Weight: ~3.7 oz

Operating conditions for Truvaga Plus product

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

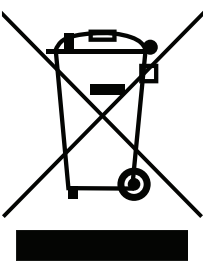
Storage/transport conditions

- Truvaga Plus should be stored at room temperature away from moisture.
- Range: -20°F to 140°F (-29°C to 60°C)
- Replace the protective 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.
- When transporting, place your Truvaga Plus in a padded case or protective carrying bag to prevent damage.

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

Schedule a Training Session:
www.truvaga.com/support
E-mail: 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

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

Symbols and Nomenclature

	Class II Equipment		Follow operating instructions
	Lot Number		Manufacturer
	Separate collection for waste of electrical and electronic equipment	IP22	Protection from solid foreign objects ≥12.5 mm and ingress of water at 15°
	Serial number		Storage temperature

Truvaga® products are general wellness products and as such, have not been evaluated by the US Food and Drug Administration. They are not intended to diagnose, treat, cure, or prevent any disease or condition.

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Customer Service Limited Warranty:
electroCore guarantees against any out-of-box failures and warrants that the Products shall meet the Product Standard. The warranty does not apply to any Product that: (i) has been subjected to abuse, misuse, neglect, negligence, accident, improper testing, improper installation, improper storage, improper handling, abnormal physical stress, abnormal environmental conditions, or use contrary to any instructions issued by electroCore; or (ii) has been reconstructed, repaired, or altered by persons other than electroCore or its authorized Representative. Customers shall not service, repair, modify, alter, replace, reverse engineer, or otherwise change any Products.

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