



HFXiQ™

HFX App

Quick Start Guide



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iQ Mode

How to download the HFX App

1. Click your App Store icon 
2. Tap the **Search** icon on the bottom right side of your screen.
3. In the search bar type, "**HFX**" and then tap **Search**.
4. Tap on the **HFX App** and tap **GET** to download the app.

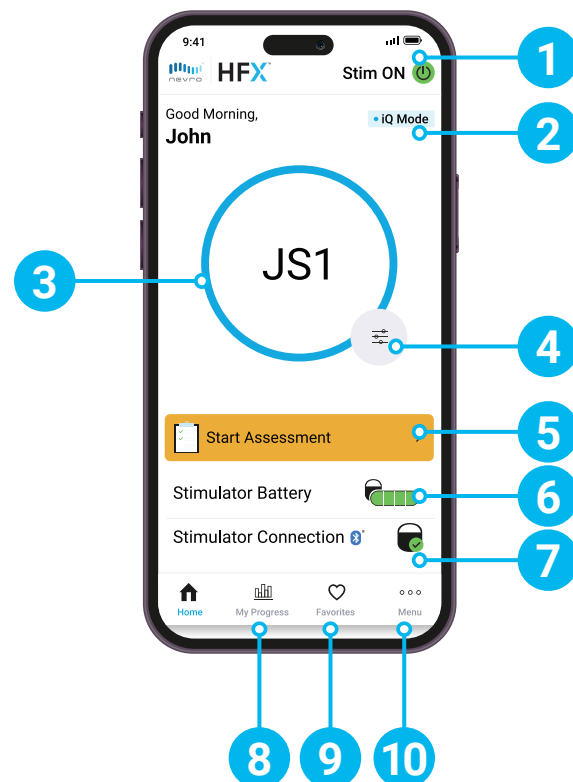
You will need to know your existing Apple ID and password to download the HFX App from the Apple App Store.



Or scan this code to go to the Apple App Store.

Get familiar with your iQ Mode Home screen

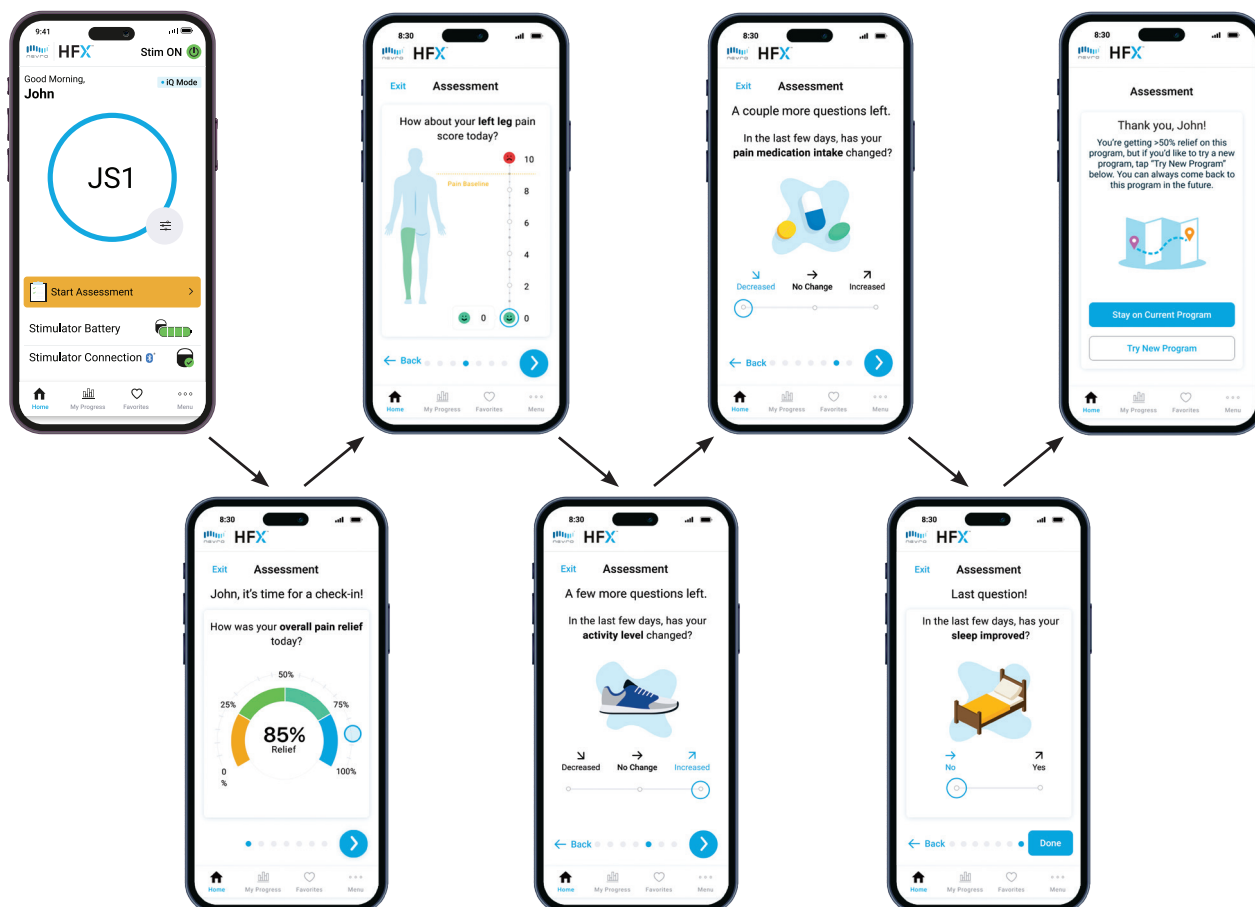
1. Stim ON/OFF Button
2. When your device is in iQ Mode, you will see the iQ Mode.
3. Current Program Setting
4. Change Program Button
5. Start Assessment
6. Battery Status
7. Bluetooth Connection Status
8. My Progress Tab
9. Favourites Tab
10. Menu Tab



iQ Mode

How to complete an assessment

In iQ Mode, you'll complete your daily assessments during your assessment window, and based on your inputs, HFX iQ™ will provide a personalised recommendation to optimise or maintain your pain relief.



Implant guidelines

- When you're within your window for receiving a personalised therapy recommendation, the Start Assessment button will turn yellow.
- Regularly charge your mobile phone so you can monitor your pain relief.
- Turn on HFX App notifications to make sure you receive important information about your device.
- When in iQ Mode, to achieve optimal relief, take your pain relief assessment when prompted and connected to Bluetooth.

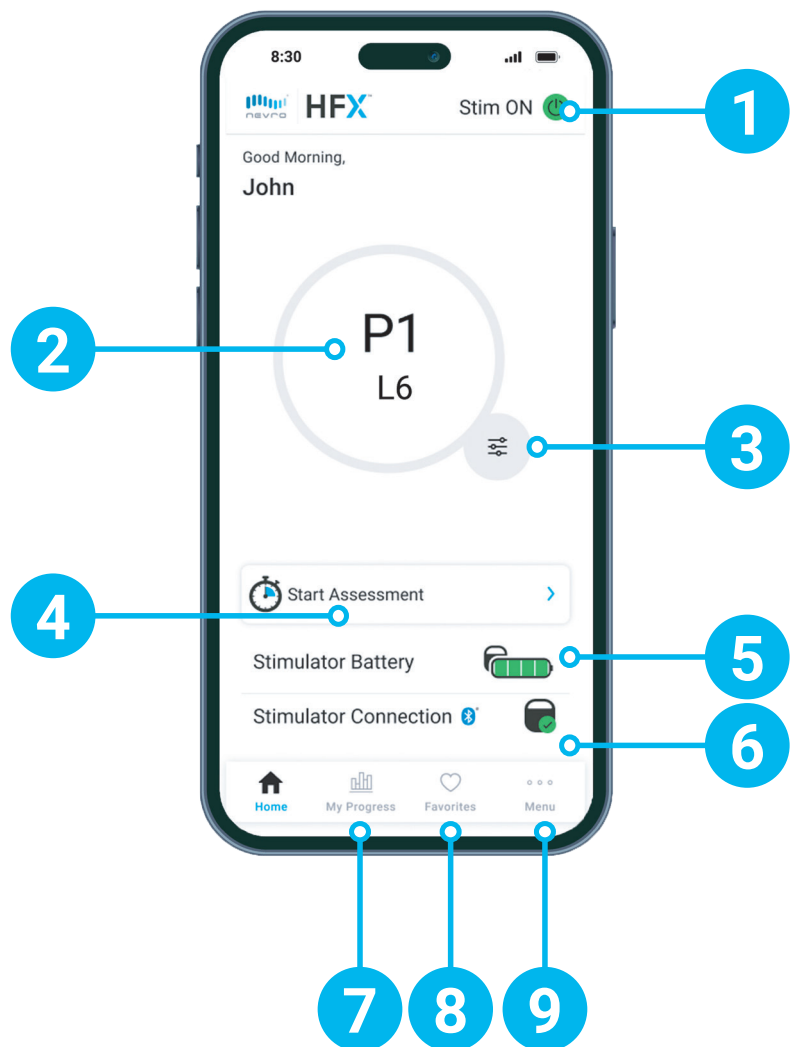
Manual Mode

Manual Mode

- You will work with your Nevro Care Team in this mode to optimise your program settings.
- To access Manual Mode, you'll need a six-digit pin from your Nevro Care Team. Once in Manual Mode, you can adjust your settings by tapping the Change Program button.

Get familiar with your Manual Mode Home screen

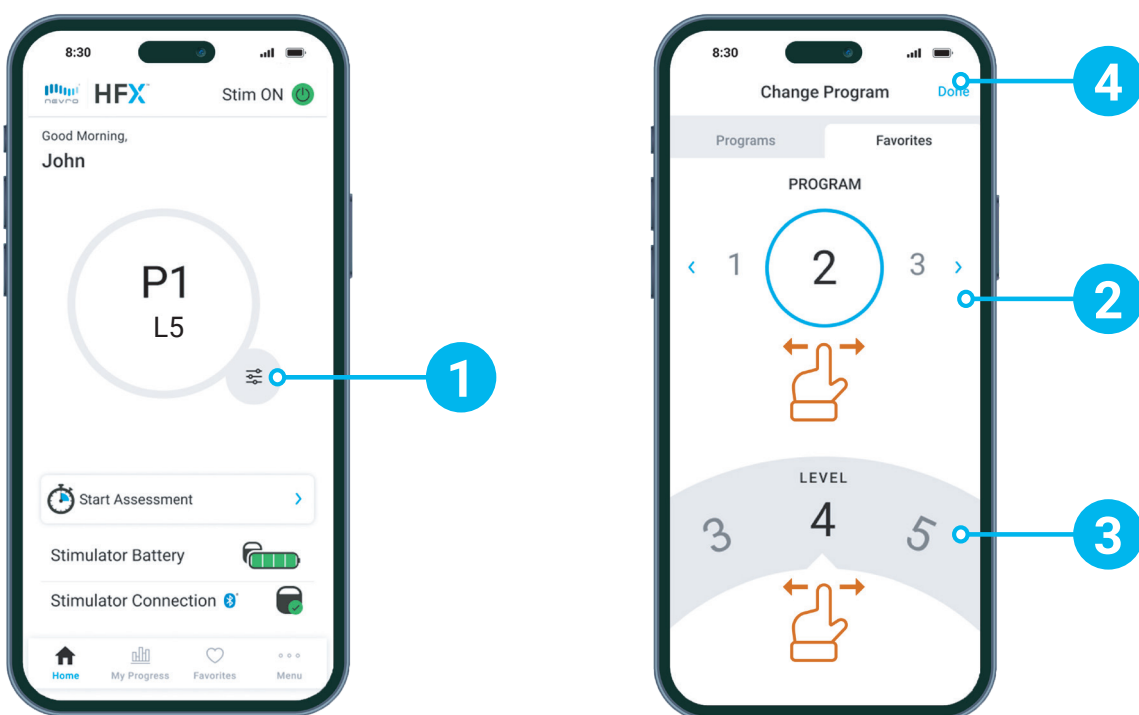
1. Stim ON/OFF Button
2. Current Program Setting
3. Change Program Button
4. Start Assessment
5. Battery Status
6. Bluetooth Connection Status
7. My Progress Tab
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9. Menu Tab



Manual Mode

How to adjust your program settings

1. Tap the **Change Program Button** on the lower right of the circle.
2. To change your program setting, scroll through the program carousel until the circle is over the program you want.
3. To change your level setting, scroll through each level on the level wheel until the level you want is selected.
4. Tap **Done** to save your changes.



Manual Mode

In Manual Mode you have the ability to access additional programming set up by your Nevro Care Team

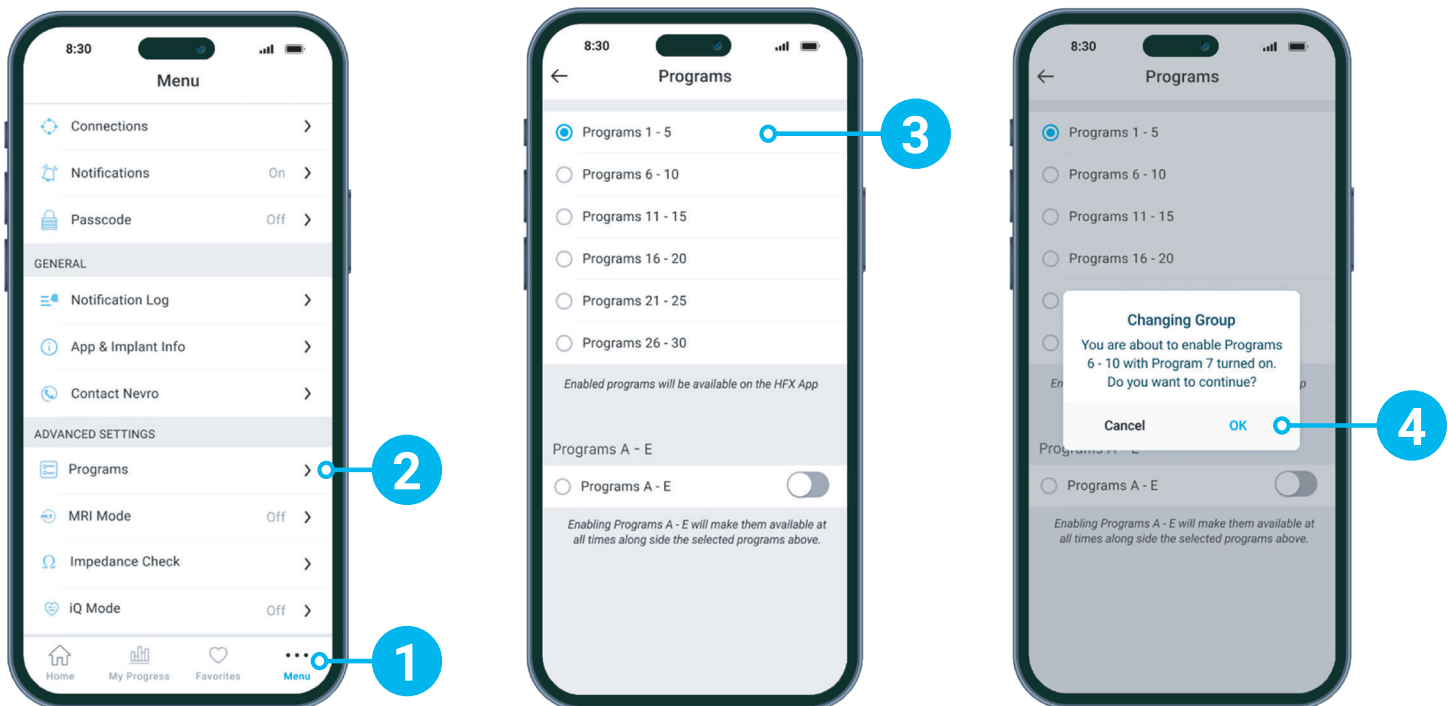
How to change group settings

1. At the bottom of the Home screen, tap **Menu**.
2. Tap **Programs**.
3. Select the desired group of programs.
4. By tapping **OK**, you now have access to a new group of programs.



Note

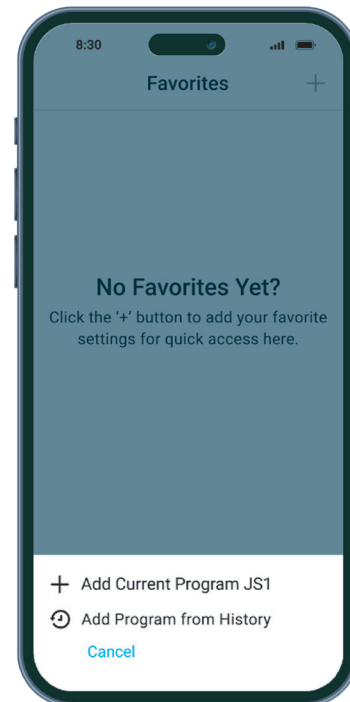
These additional programs should only be accessed under your Nevro Care Team's guidance.



Favourites

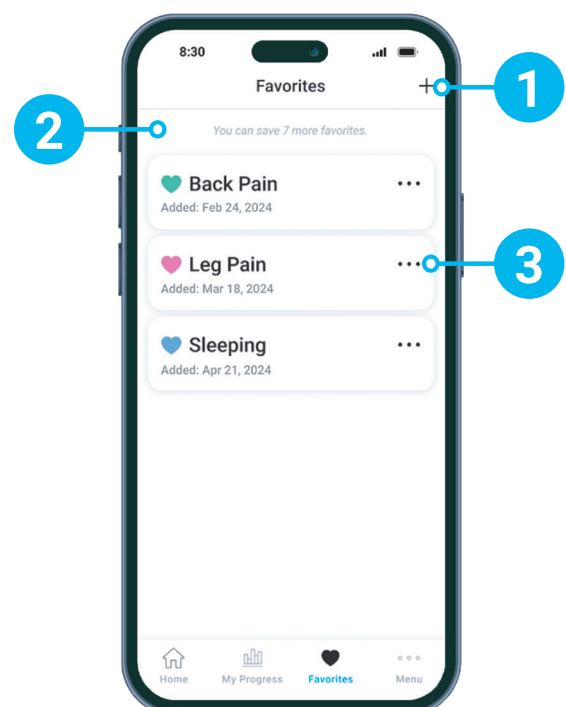
How to use Favourites

- Favourites can be used to bookmark programs and settings that you frequently use or want to easily return to.
- Favourites can be created through your current program, manual mode, or past programs through your my progress tab
- You can personalise your Favourites by naming the program and selecting a color.



Get familiar with your Favourites screen

1. Tap + to Add Favourite
2. Number of available Favourites remaining
3. Name and date of Favourite



MRI Mode

If your device is eligible, MRI Mode lets you safely get an MRI scan under certain conditions.

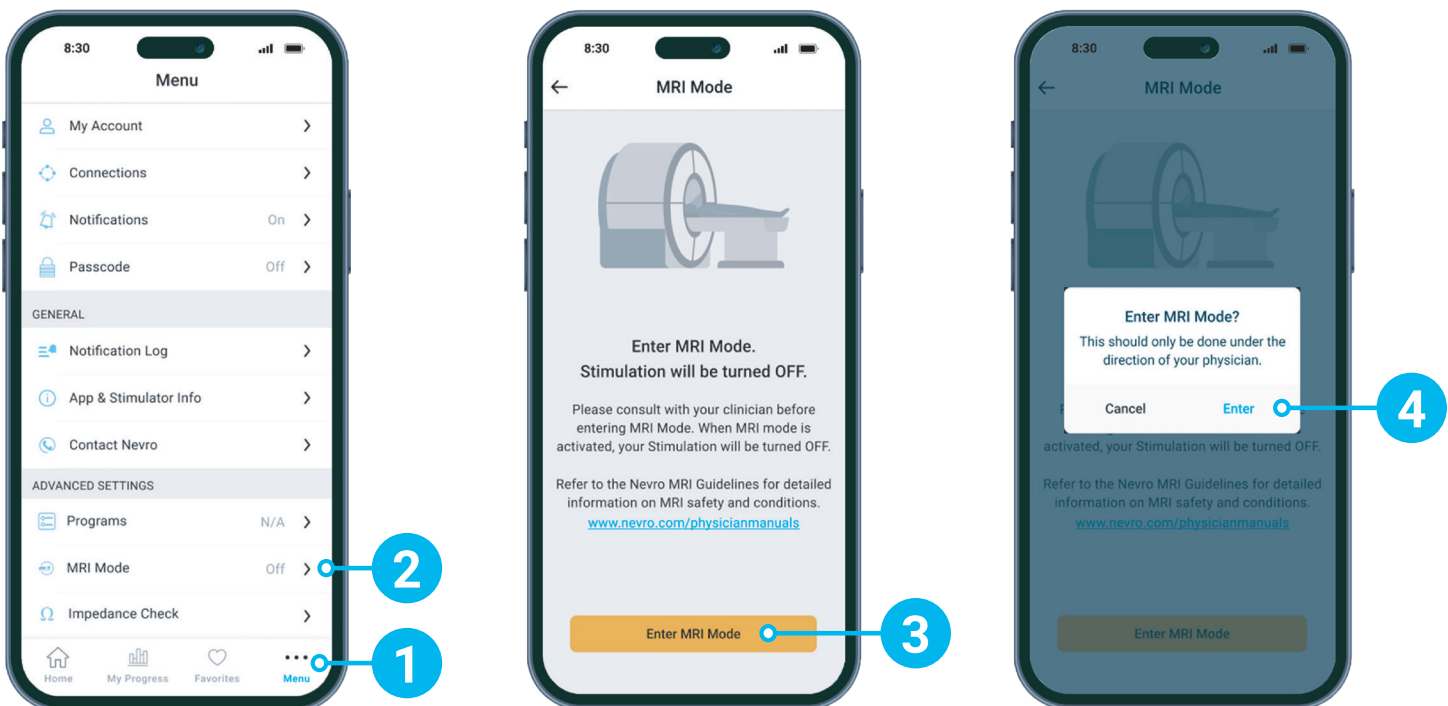
How to enter MRI Mode

1. To enter MRI Mode, go to the bottom of your Home screen and tap **Menu**.
2. Tap **MRI Mode**.
3. Tap the **Enter MRI Mode** button.
4. In the pop-up window, tap **Enter** to enter MRI Mode. This will turn OFF stimulation.



Note

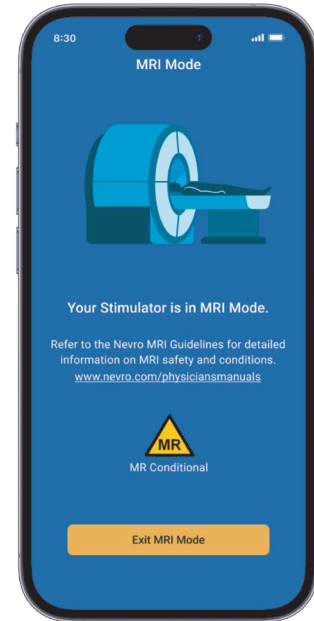
MRI Mode should only be used under your physician's guidance. Check with your Nevro Care Team before entering or exiting MRI Mode.



MRI Mode

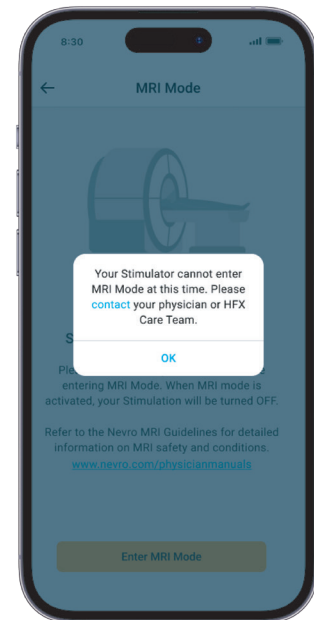
How to know you have successfully entered MRI Mode

- Your device is in MRI Mode if your screen states, **“Your Stimulator is in MRI Mode.”**



How to know you are unable to enter MRI Mode

- If you were unsuccessful in entering MRI Mode, a pop-up will appear stating, **“Your Stimulator cannot enter MRI Mode at this time. Please contact your physician or HFX Care Team.”**
- If this happens, please contact Nevro Technical Services at +61 488 845 285



Video Instructions

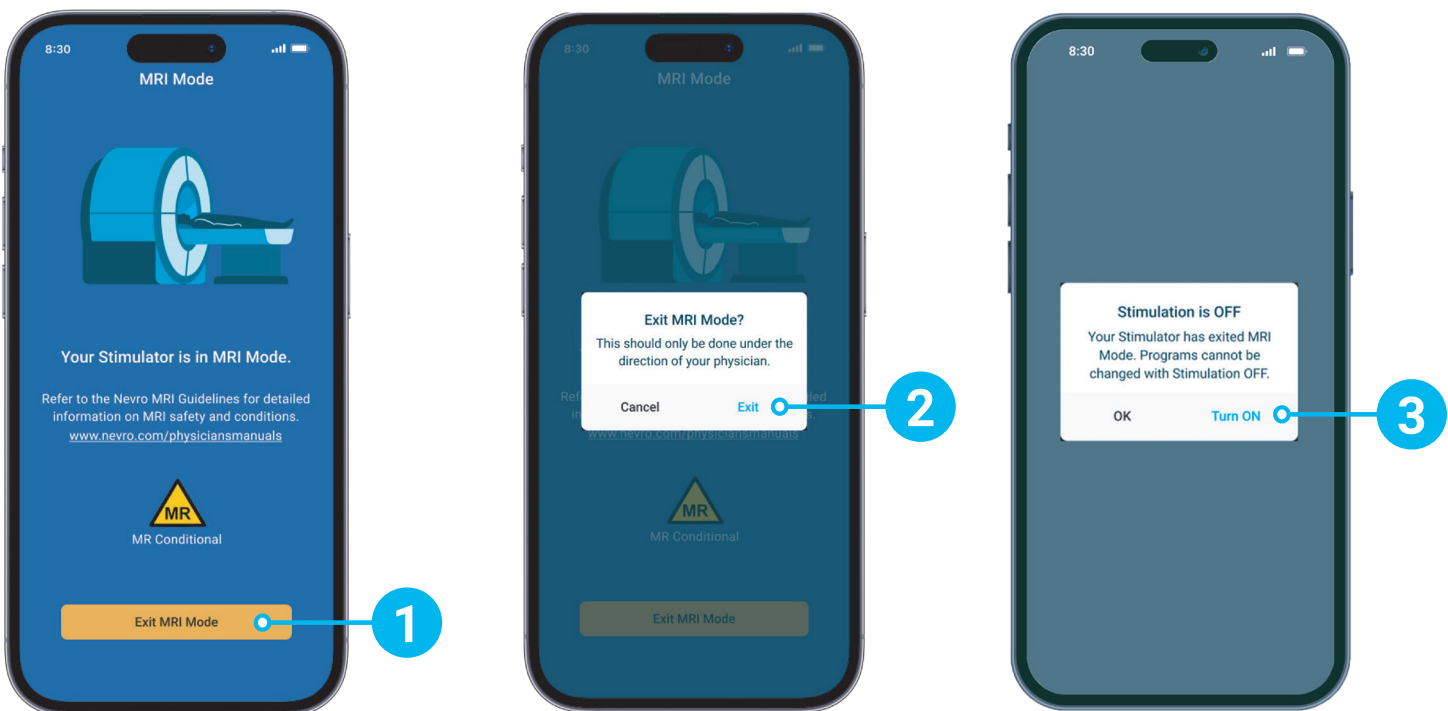
Scan this code with your phone's camera or visit NevroHFX.com/resources/en-au/hfx-app

MRI Mode

How to exit MRI Mode and turn your stimulation back ON

1. After your MRI is complete, from the MRI Mode screen, tap the **Exit MRI Mode** button.
2. In the pop-up window, tap **Exit** to exit MRI Mode.
3. After you've successfully exited MRI Mode, tap **Turn On** in the pop-up window to turn your stimulation back ON.

If you want to turn stimulation ON later, you can return to the Home screen of your HFX App and turn stimulation ON from there.



Patient MRI Checklist

When your doctor requests an MRI scan:

- ✓ Tell your physician who requested the MRI scan that you have an implanted spinal cord stimulator device.
- ✓ Find your patient ID card. If lost, please call your Nevro Care Team to request a replacement.

When making your MRI appointment:

- ✓ Provide the information below to the MRI facility when making your appointment:
 - You have a Nevro HFX spinal cord stimulator
 - If you have any other medical device implants
 - A detailed description of your device including the product number, leads, and other implant components (this information is found on your patient ID card)
 - The contact information of the physician who implanted your device
 - The Nevro HFX MRI Guidelines (available at [Nevro.com/manuals](https://www.nevro.com/manuals))

Preparing for your MRI appointment:

- ✓ Contact your Nevro Care Team to confirm you can safely have the MRI scan ordered.
- ✓ Before your MRI scan, your Nevro Care Team will help you place your device in MRI Mode with your HFX App.
 - Please refer to pages 10-11 or [NevroHFX.com/resources/en-au/hfx-app](https://www.NevroHFX.com/resources/en-au/hfx-app) for step-by-step instructions.

At your MRI appointment:

- ✓ Bring your patient ID card and HFX App to your MRI appointment.
- ✓ Your MRI Tech will confirm if you are in MRI Mode before your MRI scan.

After your MRI appointment:

- ✓ After your MRI scan, click “Exit MRI Mode” and follow the prompts on your HFX App to take your device out of MRI Mode and turn your stimulation back ON (page 11).
- ✓ If using Manual Mode, contact your Nevro Care Team to make sure your device is programmed to your pre-MRI settings.

Note: HFX and HFX iQ are approved for an MRI scan under certain conditions. Different models of implanted devices, including lead types, result in different approved scanning conditions. Please review the Nevro HFX MRI Guidelines carefully with your Nevro HFX Care Team before getting an MRI scan.



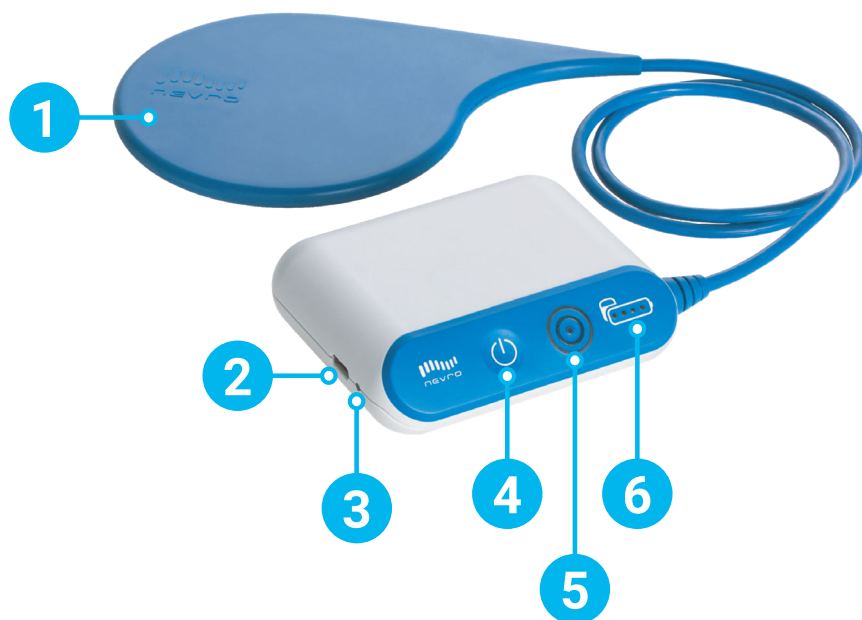
Make sure your device is fully charged before your MRI scan.

How to Use Your Charger


(CHGR2500)

Get familiar with your charger

1. Charging Coil
2. Power Adapter Port
3. Charger Battery Level Indicator
4. Charge Start Button
5. Antenna Strength Indicator
6. Device Battery Level Indicator



Charging tips

1. Charging times may vary for each session, depending on factors like how often you charge and your settings.
2. If the Charging Coil has an insufficient connection (shown by the Antenna Strength Indicator circle lights), reposition the Charging Coil slowly and wait 3 seconds. The Antenna Strength Indicator circle lights may take up to 3 seconds to update to the new Charging Coil position. Repeat as needed.
3. If charging time is shorter than expected, your device may have been turned OFF. Make sure your device is turned ON with your HFX App. You will know your device is ON if you see the Stim ON Button Stim ON  in the upper right hand corner of your Home screen.

How to Use Your Charger

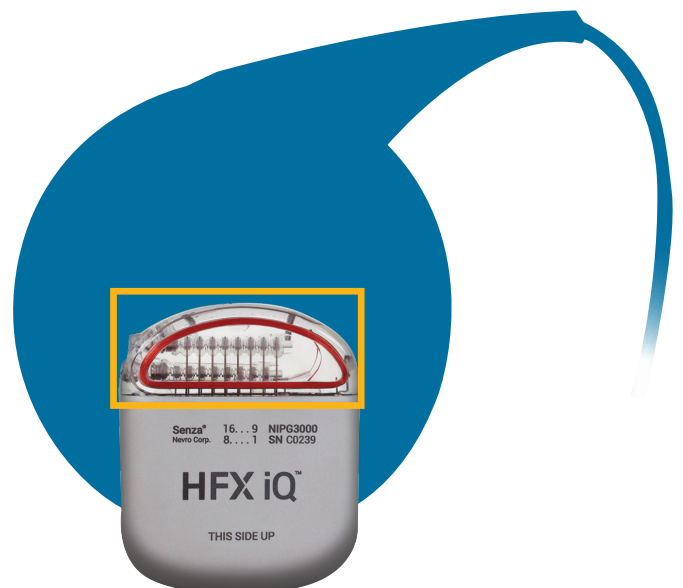
(CHGR2500)

Charging reminders

- You can still get stimulation from your device when you're charging.
- Don't charge your implant while the charger is plugged into the wall. Always remove the power adapter before pressing the Charge Start Button.
- Once you've finished charging, plug your charger back into the power adapter and then the power adapter into the wall so your charger will be ready for your next recharging session.
- Recharge your device regularly to develop an easy-to-remember routine like when you're watching TV at night.
- While charging, your device site may become warm. If you feel pain or discomfort, stop charging and contact your Nevro Care Team at +61 488 845 285.
- If charging times dramatically increase, please contact your Nevro Care Team at +61 488 845 285.

How to prepare for charging

1. Place the center of the circular Charging Coil over the top of your device.
- The figure to the right shows that the top of your device (in the yellow box) is at the center of the Charging Coil.

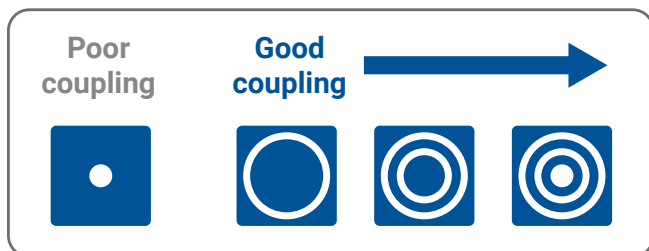


How to Use Your Charger

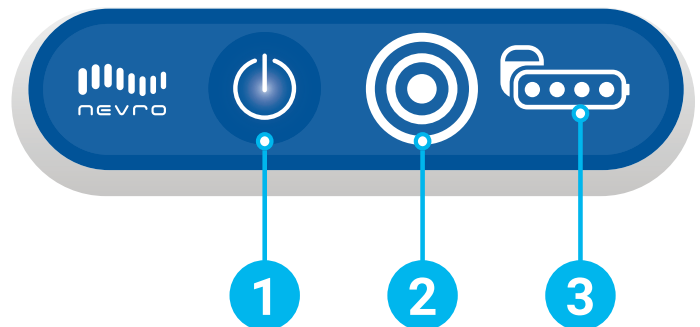
(CHGR2500)

How to start charging

1. Press the **Charge Start Button** to turn on your charger. The light on the side of your charger (Charger Battery Level Indicator) will light up to confirm your charger is ON. Your charger will start to beep and look for your device. The beeping will continue until your charger connects with your device.
 - If 10 seconds pass without a connection, you'll hear 1 long beep and your charger will shut OFF. Reposition the Charging Coil and press the Charge Start Button again.
2. When the outer ring of the circle appears on the **Antenna Strength Indicator**, a connection has been made. More circles mean a better connection and make it less likely that charging will be interrupted by movements. If only the middle dot is illuminated, this indicates poor connection and your device and charger will not connect.



3. When your charger is in the correct position, the **Battery Level Indicator** will light up.
 - If the connection isn't made, is insufficient, or is lost, reposition the blue Charging Coil slowly and repeat the steps under the "How to Start Charging" section.







- Charging is in progress when you see the Battery Level Indicator and the circles on the Antenna Strength Indicator are lit. As charging progresses, the number of lit dots on the Battery Level Indicator will increase.
- If the connection is lost, your charger will beep. Reposition the Charging Coil and repeat steps under the "How to Start Charging" section.
- If you only see the inner dot illuminated on the Antenna Strength Indicator you're not connected to the charger.

How to Use Your Charger

(CHGR2500)

What to do when you're done charging

1. When you're done charging, you'll hear 1 long beep and your charger will turn itself OFF automatically. There is no OFF button on your charger. Check the device battery level to make sure the battery is fully charged (four dots).
2. Use your HFX App to check that your device is turned ON.
3. Plug your charger into the wall socket to make sure your charger will be ready for your next charging session.
4. To plug your charger into the wall socket, connect the power adaptor into the charger's Power Adaptor Port, then plug the power adaptor into the wall socket. The orange light indicates your charger is being recharged. Recharging is complete when the orange light turns OFF.

	Light Indicator	State of Charger
	Off	Idle
	Orange	Charger battery charging (plugged in wall)
	White (solid)	Charger on and charging your device (in use)
	White (blinking - 10 seconds with long beep)	Charger battery too low to charge your device.

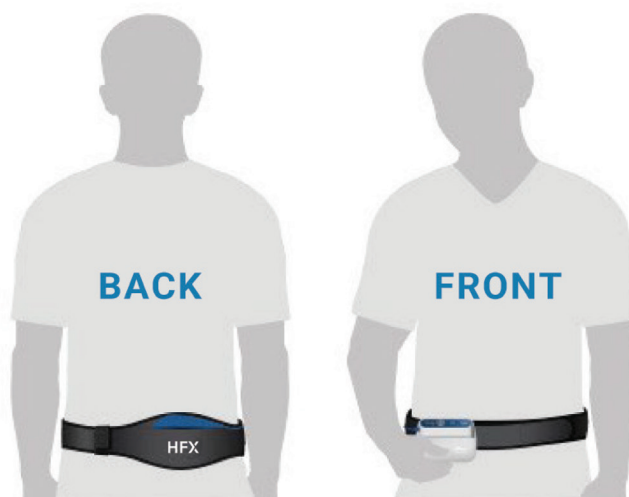
How to Use Your Charging Belt

(CHGR2500)

How to use the charging belt

Once you know where to place the Charging Coil to achieve a strong connection with your device, use your charger belt to secure the Charging Coil's location on your body before charging.

1. Place the blue Charging Coil in the pouch on your charger belt and securely attach the belt around your waist. Use the hook and loop near the pouch to secure the Charging Coil cable.
2. Start charging and move the Charging Coil until it connects with your device.
3. If you want to be able to move during charging, insert your charger into the holster, then clip the holster to your belt or pants.



Charging belt tips

- Locate which side your battery is implanted
- Place the blue paddle on top of the battery, making sure to have a thin layer between the paddle and your skin. Ideal placement of paddle is directly on top of rounded edge
- Turn your charger on using the power button located on the front blue panel of the charger
- Your charger will begin to emit a chirping sound - this means your charger is attempting to locate your battery
- Once you have made a connection your charger will have 1-2 rings lit up on the target icon and it will proceed to charge. Once finished your charger will let out a long beep meaning you're finished

Resources



Your Nevro Care Team Contact Information

Please call +61 488 845 285

Monday - Friday 9:00am - 5:00pm



Video Instructions

Scan this code with your phone's camera or visit NevroHFX.com/resources/en-au/hfx-app/.



MRI Guidelines for Your MRI Tech

Scan this code with your phone's camera for detailed MRI compatibility information or visit Nevro.com/manuals.

Important information:

Rx Only: Patient experiences with the Senza® spinal cord stimulation (SCS) system vary by individual, including the amount of pain relief. The occurrence of adverse events associated with SCS implant surgery or use also varies by patient. Please see www.NevroHFX.com/en-au/resources/safety-information for complete safety, indications for use, and contraindications information.



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