

HF*X*iQ™

HF*X* App Quick Start Guide.



HFX App Quick Start Guide



Getting Started with Your HFX App

Page 3



How to Use Your HFX App for the Trial

Page 11



How to Use Your HFX App for the Implant

Page 13.....iQ Mode
Page 15.....Manual Mode
Page 18.....Favorites
Page 19.....MRI Mode



Patient MRI Checklist

Page 22



How to Use Your Charger

Page 24



This quick start guide is for patients who are using the HFX App.

Getting Started with Your HFX App

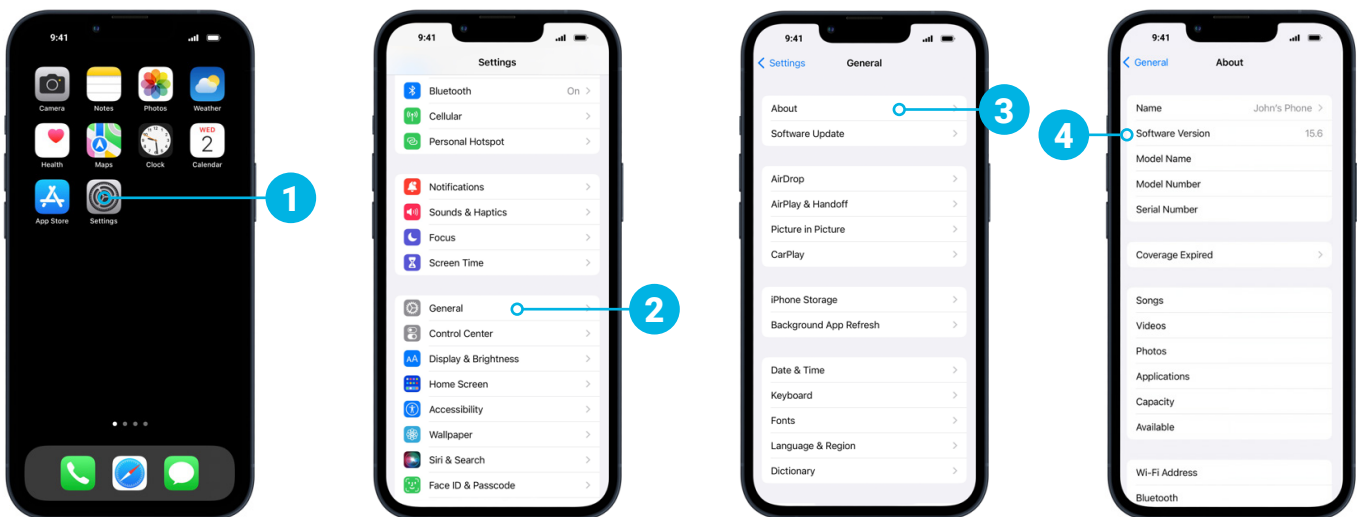
Compatibility

How to check your iPhone compatibility

1. Confirm your current iOS version by going into your **Settings**.
2. Tap **General**.
3. Tap **About**.
4. Under **Software Version (or iOS Version)**, you'll see your current iOS version.
5. To view which iOS version is compatible with the HFX App, check the HFX App Compatibility List at NevroHFX.com/resources.

Note

Going forward we would appreciate you waiting to update to future iOS versions to make sure it's compatible with the HFX App.



Depending on your software version, this screen may say "iOS Version".

Downloading the HFX App

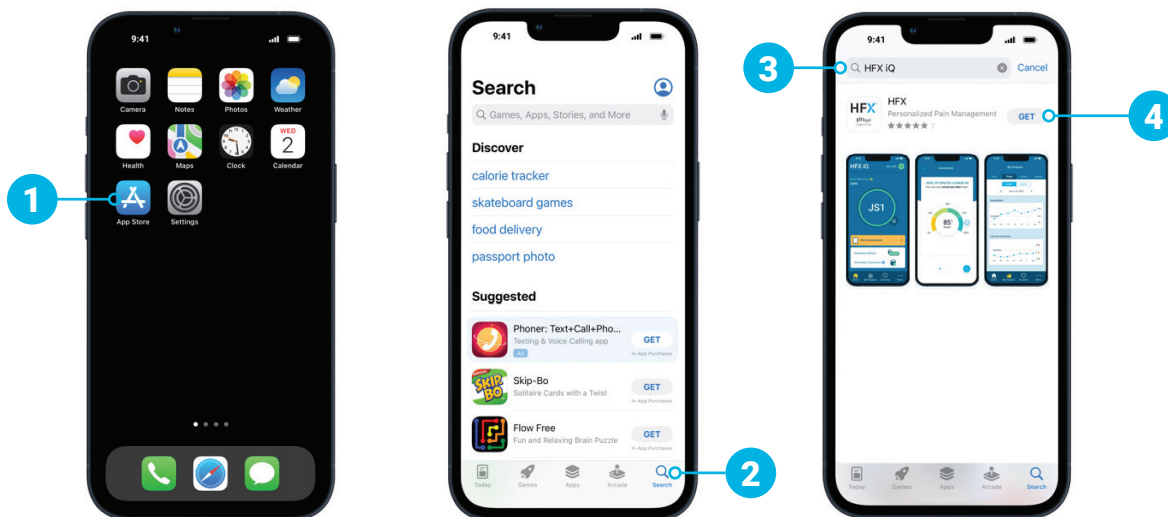
How to download the HFX App

The HFX App is available from the Apple App Store to download and install on your compatible mobile phone.

1. Open your iPhone from your Home screen. Tap the blue icon that says **App Store**.
 2. Tap the **Search** icon on the bottom right side of your screen.
 3. In the search bar type, "**HFX iQ**" and then tap **Search**.
 4. Tap on the **HFX App** and tap **GET** to download the app.
 5. You will then be prompted to install the app.
- If prompted, sign into the Apple App Store with your Apple ID and password to complete the install.

★ Note

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



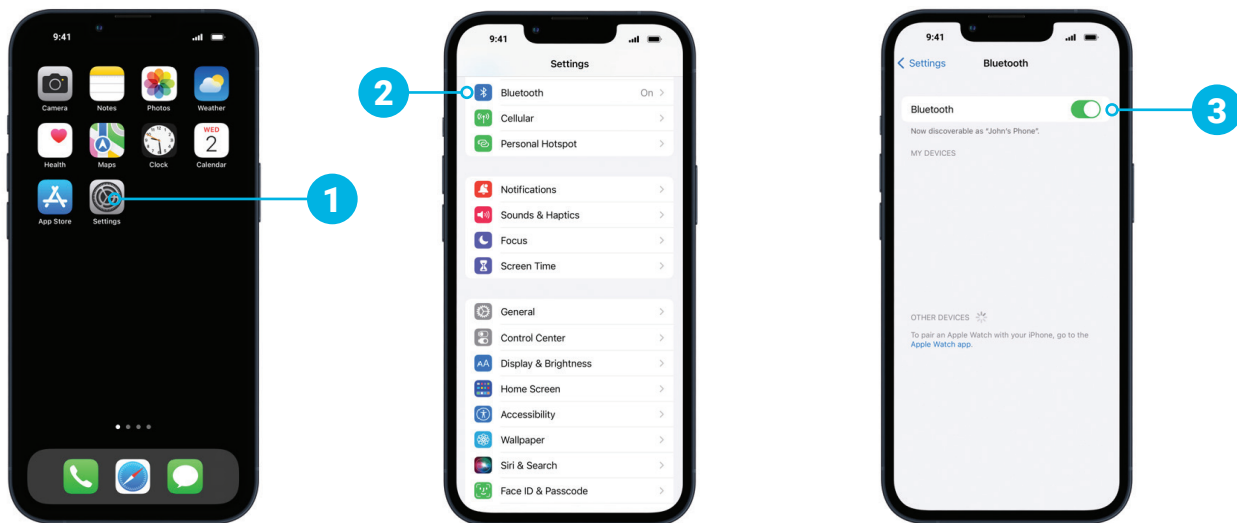
Getting Started with Your HFX App

Mobile Phone Settings

Before you start using your HFX App, you must first make sure your Bluetooth® setting is ON, your settings Allow Notifications for the HFX App, and your Background App Refresh setting is ON.

How to confirm your Bluetooth settings

1. To confirm your Bluetooth is ON go to your **Settings**.
2. Tap **Bluetooth**.
3. Toggle Bluetooth to **ON**.



Getting Started with Your HFX App

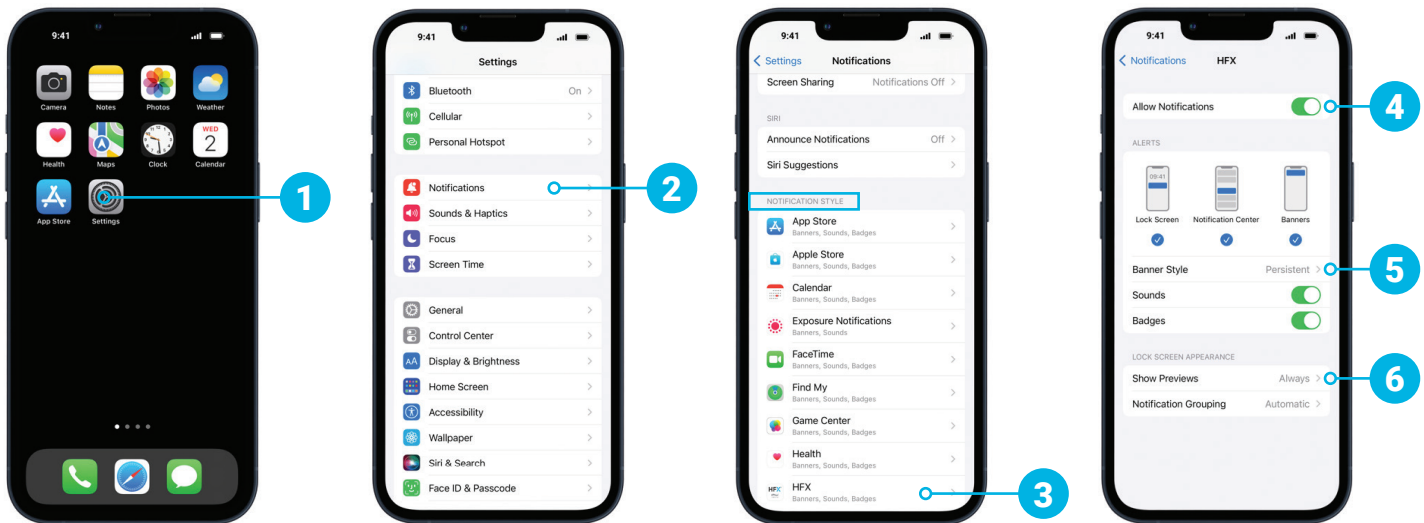
Mobile Phone Settings

How to confirm your notification settings

1. To confirm notifications are turned ON go to your **Settings**.
2. Tap **Notifications**.
3. Scroll to the **Notification Style** area. Tap **HFX App**.
4. Toggle **Allow Notifications** to **ON**.
5. Tap **Banner Style** and choose **"Persistent"**.
6. Tap **Show Previews** and choose **"Always"**.

Note

It's important to turn notifications **ON** so you receive important alerts and reminders about your device.



Getting Started with Your HFX App

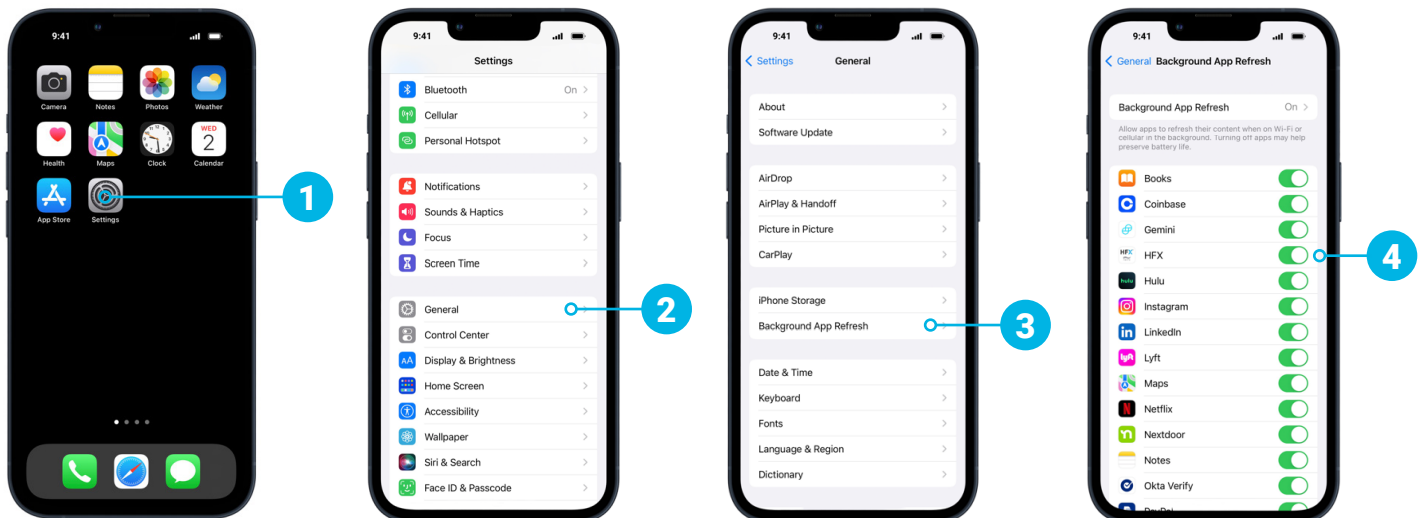
Mobile Phone Settings

How to turn background app refresh settings ON

1. Go to **Settings**.
2. Tap **General**.
3. Tap **Background App Refresh**.
4. Go to the **HFX App** and make sure the toggle is **ON**.

Note

You should keep the background app refresh ON for your HFX App, so your app can update whenever a new version is available automatically and seamlessly.



Getting Started with Your HFX App

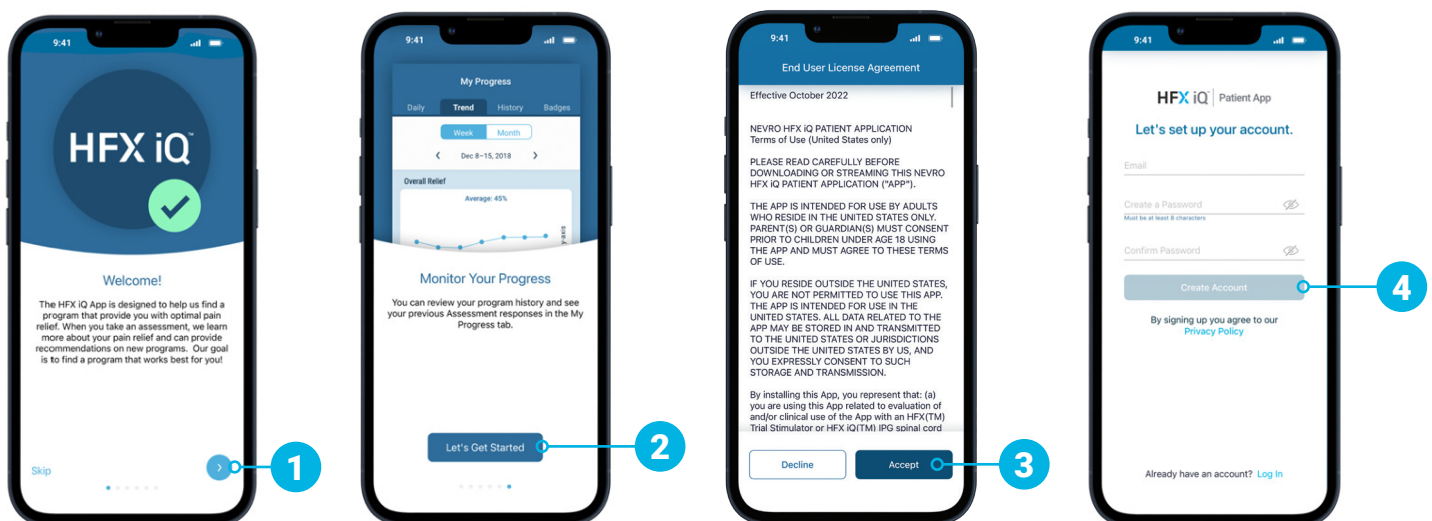
Creating Your Account

How to set up your HFX App

1. Open your HFX App. You will see the Welcome screen, followed by several screens that give you a quick overview of your HFX App.

Read through each screen before progressing to the next by tapping the **Blue Arrow**.

2. Once you get to the Monitor Your Progress screen you'll tap **Let's Get Started**.
3. Review and **Accept** the End User License Agreement.
4. Enter your email address and case-sensitive password. Tap **Create Account**.



Getting Started with Your HFX App

Creating Your Account

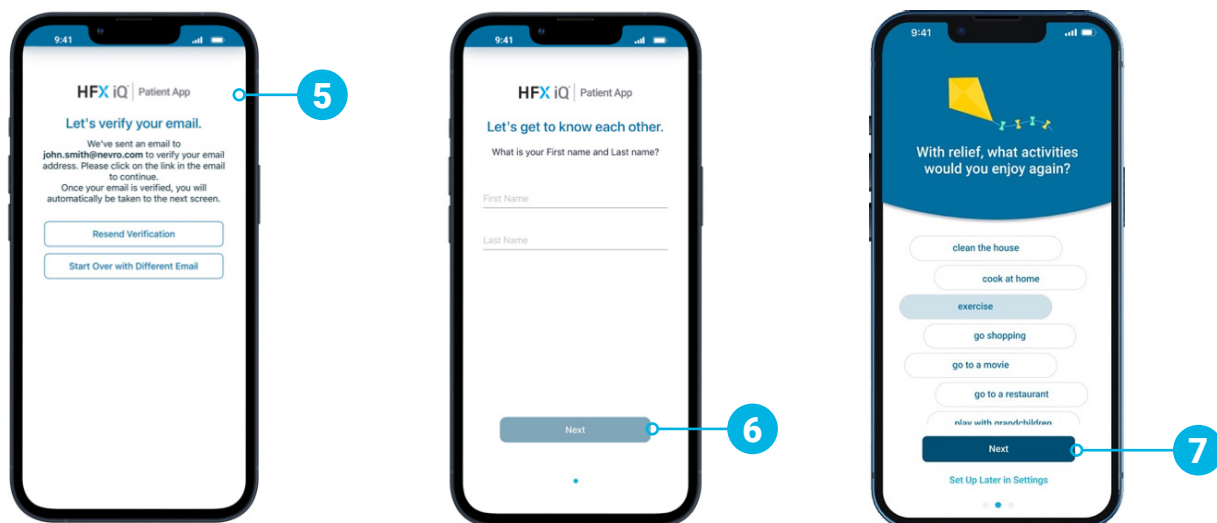
5. To activate your account, a confirmation email will be sent to the email address you used to create your account.

Follow the instructions in the email to continue. It may take a few minutes to receive the email and verify your account.

6. By clicking the email link, you're verifying your account and you will automatically be taken to the next screen on your HFX App.

Enter your first name and last name, and then tap **Next**.

7. Next, you'll be prompted to select activities, and these can be changed at any time. Select one or more activities you would enjoy again once you have pain relief. You can also choose to enter your own activity toward the end of the list. Tap **Next**.



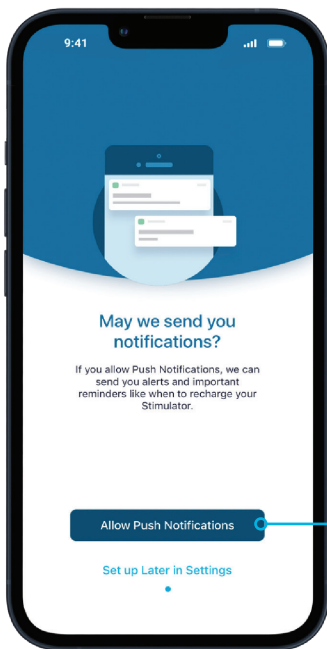
Creating Your Account

8. The last screen is asking for permission to send push notifications.

Tap **Allow Push Notifications** to allow your HFX App to send important notifications to you, including low-battery alerts.

★ Note

It's very important that you tap **Allow Push Notifications** so you receive important information about your device.



For Trial Patients

How to Use Your HFX App

Get familiar with your Home screen

1. Stim ON/OFF Button
2. Therapy Settings
3. Change Program Button
4. Start Assessment
5. Battery Indicator
6. Connection Status
7. Menu Tab

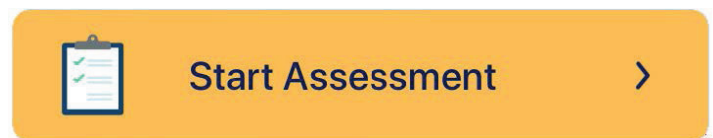


Trial guidelines

- Keep your mobile phone within close distance of your trial device because the two will communicate.
- You will make all changes using your HFX App.
- Check the Stim ON/OFF Button on your HFX App twice a day to confirm your trial device is ON.

How to complete an assessment

- When you're within your assessment window, the Start Assessment button will turn yellow.

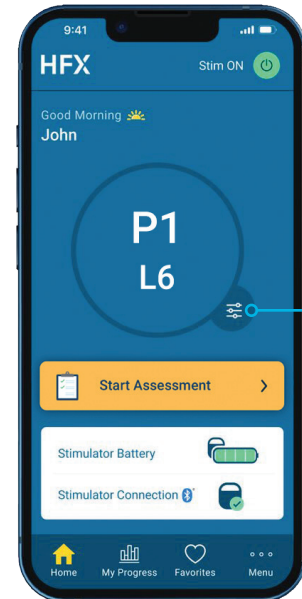


For Trial Patients

How to Use Your HFX App

How to change programs

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.



You are in the trial phase if you're using this external device:



**Your Nevro
HFX Care Team
Contact Information**

Please call 1-844-331-1001

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



For Implanted Patients | How to Use Your HFX App

iQ Mode

iQ Mode

- In iQ Mode, you won't need to adjust your program or level settings yourself.
- Instead, you'll complete daily pain assessments during your assessment window, and based on your inputs, HFX iQ™ will provide a personalized recommendation to optimize or maintain your pain relief.

Note

There are two different therapy modes your HFX App could be in iQ Mode and Manual Mode. Your Nevro HFX Care Team will work with you to determine which mode is best for you.

Get familiar with your iQ Mode Home Screen

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



For Implanted Patients | How to Use Your HFX App

iQ Mode

How to complete an assessment

- When you're within your window for receiving a personalized therapy recommendation, the Start Assessment button will turn yellow.



Implant guidelines

- 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.

For Implanted Patients | How to Use Your HFX App

Manual Mode

Manual Mode

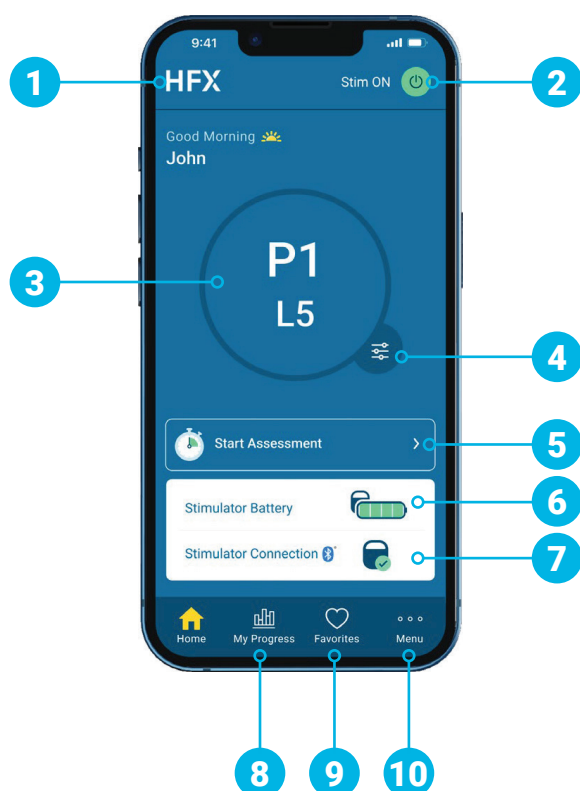
- You will work with your Nevro HFX Care Team in this mode to change your programs.
- In Manual Mode, you can change your settings from the program settings screen. To access Manual Mode, you'll need a six-digit pin from your Nevro HFX Care Team.
- You can change your program setting, level setting, or both settings.

Note

There are two different therapy modes your HFX App could be in iQ Mode and Manual Mode. Your Nevro HFX Care Team will work with you to determine which mode is best for you.

Get familiar with your Manual Mode Home screen

1. If your device is in Manual Mode, you'll see the HFX logo.
2. Stim ON/OFF Button
3. Current Program Setting
4. Change Program Button
5. Start Assessment
6. Battery Status
7. Connection Status
8. My Progress Tab
9. Favorites Tab
10. Menu Tab

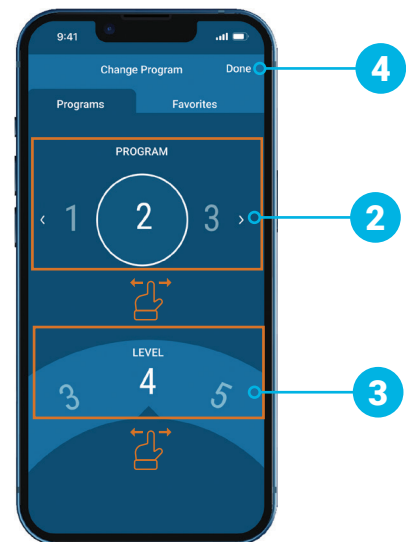


For Implanted Patients | How to Use Your HFX App

Manual Mode

How to change programs

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.



For Implanted Patients | How to Use Your HFX App

Manual Mode

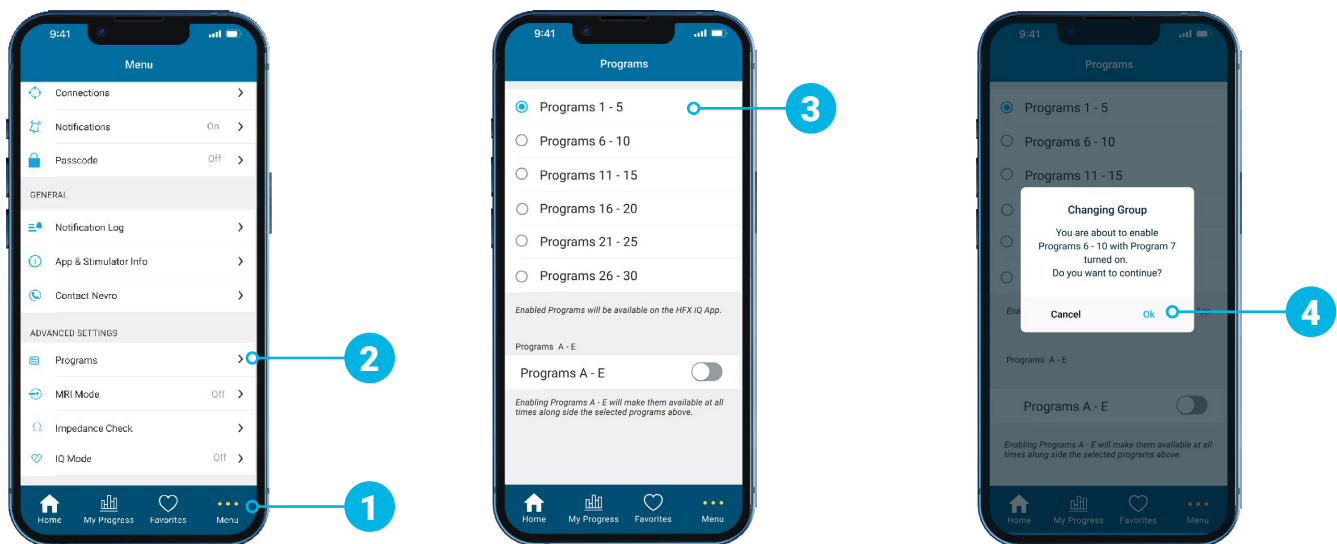
In Manual Mode, your HFX App may provide additional programs including a set of multi-frequency programs that can only be accessed and set up by your Nevro HFX Care Team.

How to change group settings

1. At the bottom of the Home screen, tap **Menu**.
2. Under **Advanced Settings**, tap **Programs**.
3. Tap a group of 5 programs from the 6 groups provided.
4. When you change the program group, a new program from the new group will be started. Tap **OK** to switch to the new group of programs.

Note

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

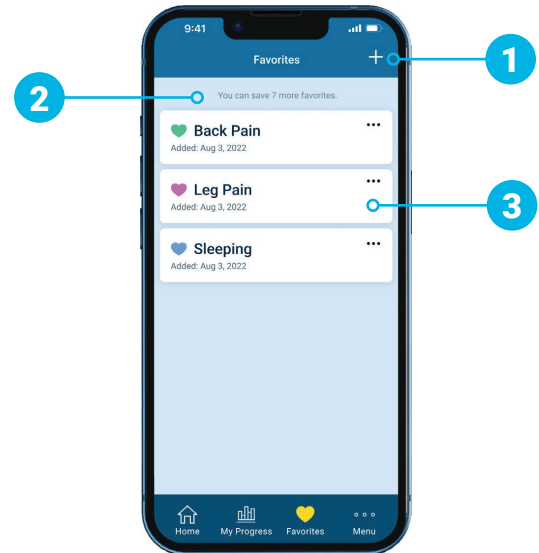


For Implanted Patients | How to Use Your HFX App

Favorites

Get familiar with your Favorites screen

1. Add Favorite
2. Number of available Favorites remaining
3. Name and date of Favorite



How to use Favorites

- Favorites can be used to bookmark programs and settings that you frequently use or want to easily return to.
- Favorites can be current programs or past programs accessed from your History screen.
- You can personalize your favorites by naming the program and selecting a color.



Reminder

Use the Favorite feature to save the programs you feel the best relief with or ones you may want to come back to.

For Implanted Patients | How to Use Your HFX App

MRI Mode

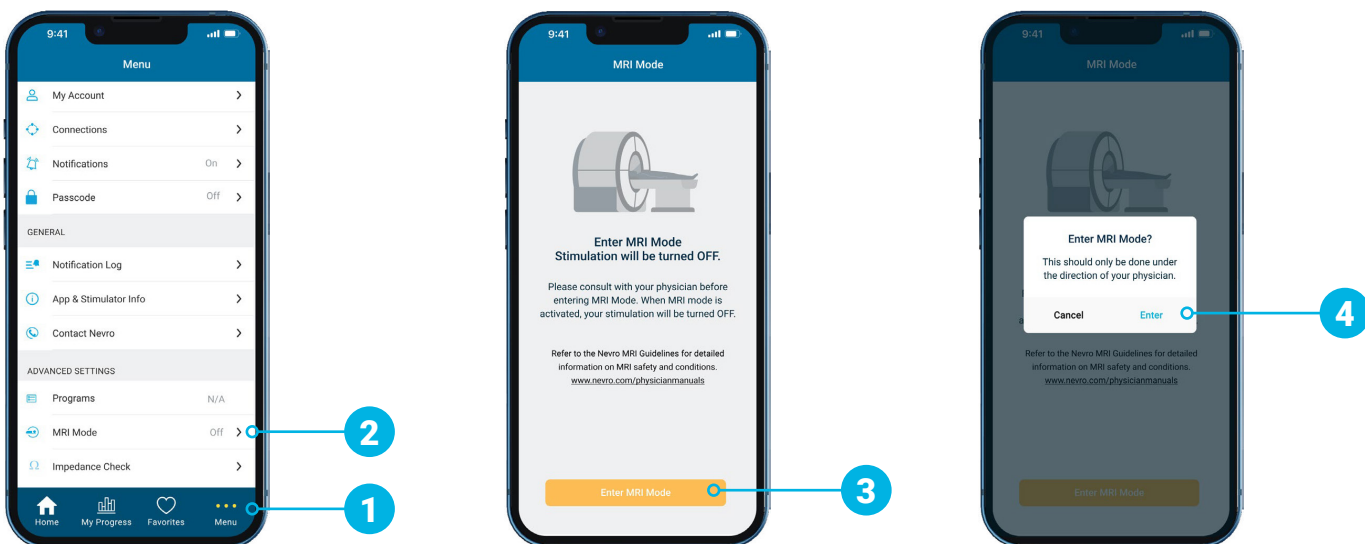
Note

MRI Mode should only be used under your Nevro HFX Care Team's guidance. Check with your care team before entering or exiting 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. Under **Advanced Settings**, 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.



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.”**

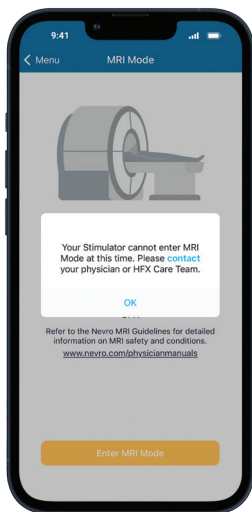
How to know you have unsuccessfully entered MRI Mode

- 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 your Nevro HFX Care Team at 1-844-331-1001.

Video Instructions



Scan this code with your phone's camera or visit NevroHFX.com/resources.

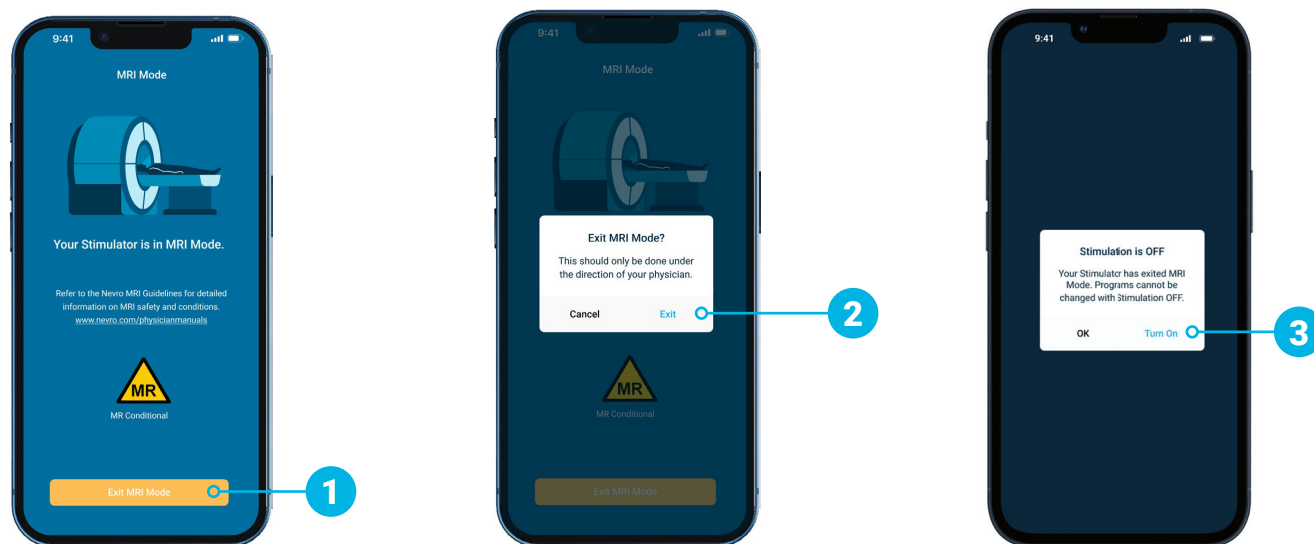


For Implanted Patients | How to Use Your HFX App

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 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 there.



For Implanted Patients

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 HFX 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))



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

Patient MRI Checklist

Preparing for your MRI appointment:

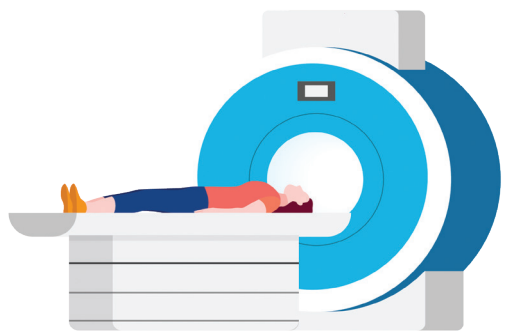
- ✓ Contact your Nevro HFX Care Team to confirm you can safely have the MRI scan ordered.
- ✓ Before your MRI scan, your Nevro HFX Care Team will help you place your device in MRI Mode with your HFX App.
 - Please refer to pages 19-20 or [NevroHFX.com/resources](https://www.nevro.com/resources) for step-by-step 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 21).
- ✓ If using Manual Mode, contact your Nevro HFX 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.

For Implanted Patients

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

- Charging times may vary for each session, depending on factors like how often you charge and your settings.
- 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 the new Charging Coil position. Repeat as needed.
- 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  in the upper right hand corner of your Home screen.

For Implanted Patients

How to Use Your Charger

(CHGR2500)

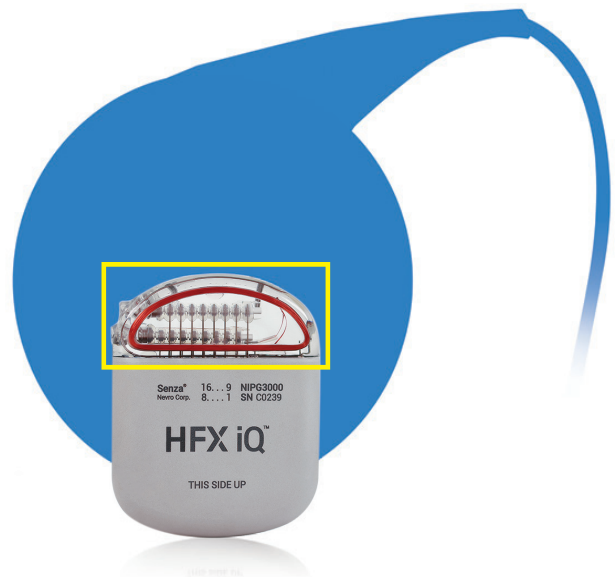


Charging reminders

- You can still get stimulation from your device when you're charging.
- Don't charge your device 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 HFX Care Team at 1-844-331-1001.
- If charging times dramatically increase, please contact your Nevro HFX Care Team at 1-844-331-1001.

How to prepare for charging

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

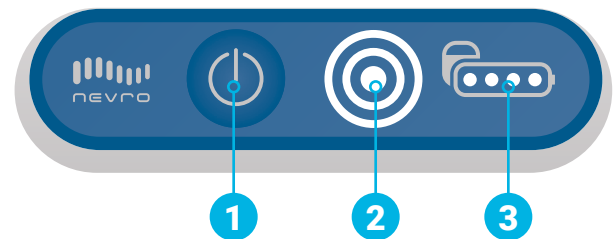


How to Use Your Charger

(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 at least 1 lighted 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.



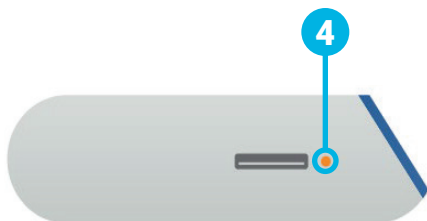
- Charging is in progress when you see the Battery Level Indicator and the circles on the Antenna Strength Indicator are lit. As charging progresses, the number of lit dots on the Battery Level Indicator will increase.
- If the connection is lost, your charger will beep. Reposition the Charging Coil 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

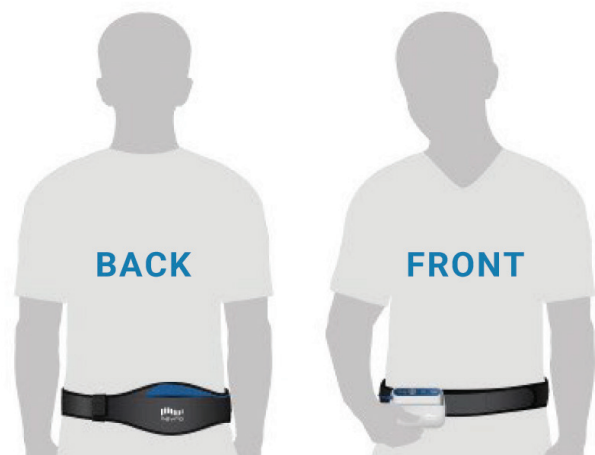
1. When you're done charging, you'll hear 1 long beep and your charger will turn itself OFF automatically. There is no OFF button on your charger. Check the device battery level to make sure the battery is fully charged (four dots).
2. Use your HFX App to check that your device is turned ON.
3. Plug 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.



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.



Resources



Your Nevro HFX Care Team Contact Information

We have a dedicated team to support you during each step and answer your questions.

Please call 1-844-331-1001

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



Video Instructions

Scan this code with your phone's camera or visit NevroHFX.com/resources.



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/safety for complete safety, indications for use, and contraindications information.

Nevro Corp.

1800 Bridge Parkway Redwood City, CA 94065
1.650.251.0005 • 1.888.956.3876
www.NevroHFX.com

SENZA, SENZA II, SENZA OMNIA, OMNIA, HF10, the HF10 logo, 10 kHz Therapy, HFX, the HFX logo, HFX iQ, the HFX iQ logo, HFX Algorithm, HFX CONNECT, the HFX Connect logo, HFX ACCESS, the HFX Access logo, HFX COACH, the HFX Coach logo, HFX CLOUD, the HFX Cloud logo, RELIEF MULTIPLIED, the X logo, NEVRO, and the NEVRO logo are trademarks or registered trademarks of Nevro Corp. © 2023 Nevro Corp. All Rights Reserved.

S001001 V3.0
ML-00023 Rev. C