

# HFX App Set Up Guide





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# 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.

### Note Note

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

 To view which iOS version is compatible with the HFX App, check the HFX App Compatibility List at <u>www.NevroHFX.com/resources</u>.



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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.

 Open your iPhone from your Home screen. Tap the blue icon that says App Store.

# Note Note

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



# **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.







# **Mobile Phone Settings**

# How to confirm your notification settings

- To confirm notifications are turned ON go to your **Settings.**
- 2. Tap Notifications.
- 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 Note

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



### **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**.

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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.



### **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.



### **Creating Your Account**

 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**

 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.

# 

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





### 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**

For video instructions on how to set up your HFX App, visit <u>NevroHFX.com/resources</u>.

#### **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 <u>www.NevroHFX.com/safety</u> for complete safety, indications for use, and contraindications information.

Nevro Corp.

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