



HFX™

Remote Control Quick Start Guide



Remote Control Quick Start Guide



How to Use Your Trial Device

Page 3



How to Use Your Remote Control for the Implant

Page 9.....Remote Control Instructions

Page 13.....MRI: Impedance Check Instructions

Page 16.....Post MRI Instructions

Page 17.....Changing Group Instruction (PTRC2500/PTRC3000 Users Only)



Patient MRI Checklist

Page 19



How to Use Your Charger

Page 21



This quick start guide is for patients who are using a remote control.

For Trial Patients

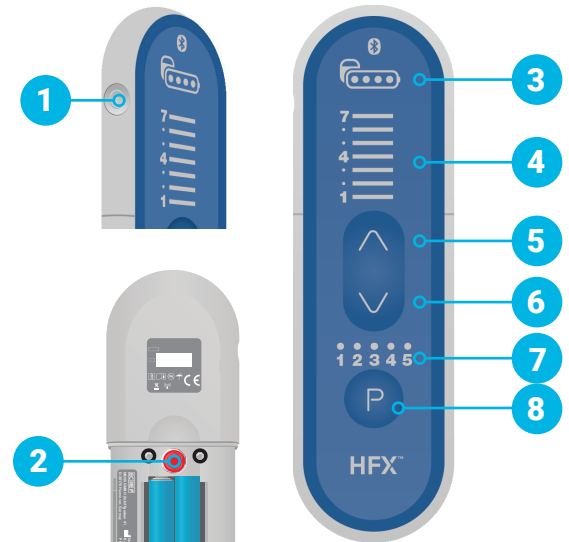
How to Use Your Trial Device

(TSM3000/TSM3500)

Your Nevro HFX Care Team will provide guidance on how and when to use your remote control.

Get familiar with your remote control

1. Remote Control ON/OFF Button
2. Stimulation OFF Button
3. Battery Level Indicator
4. Stimulation Level Indicator (“Ladder Lights”)
5. Stimulation Start/Increase Button
6. Stimulation Decrease Button
7. Program Indicator
8. Program Selection Button



Trial guidelines

- You will be using your remote control to make all changes during your trial.
- Keep your remote control within close distance of your trial device because the two will communicate and your remote control will beep repeatedly if there is an open lead.
- Check the Stimulation Level Indicator (“Ladder Lights”) on your remote control twice a day to confirm your trial device is ON.

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

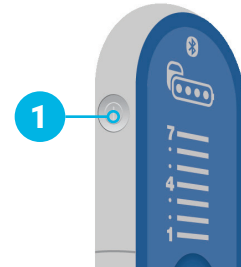


How to Use Your Trial Device

(TSM3000/TSM3500)

How to turn your remote control ON

1. Press and hold the **Remote Control ON/OFF Button** until you hear a long beep.
- You may need to press the Remote Control ON/OFF Button for up to 5 seconds.



How to turn your remote control OFF

1. Press the **Remote Control ON/OFF Button** to turn OFF your remote control.
- Stimulation continues even when your remote control is OFF.
 - Your remote control will turn OFF by itself after 2 minutes of inactivity.

Tips

- If your remote control syncs with your trial device, at least 1 LED light on your remote control will light up and you'll hear 1 beep.
- If your remote control can't sync with your trial device, you will hear 3 beeps and the lights on your remote control will turn OFF.
- Repeat these steps until you have a connection with your trial device. Moving your remote control closer to your trial device may help.
- Other buttons on your remote control will respond only when your remote control is ON and connected to your trial device.

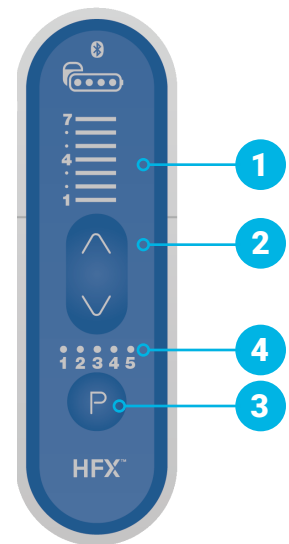
How to Use Your Trial Device

(TSM3000/TSM3500)

How to turn stimulation ON and change programs

To turn stimulation ON, make sure your remote control is ON. Stimulation is ON unless it has been turned OFF.

1. If the **Simulator Level Indicator** isn't illuminated, stimulation is OFF.
2. Press the **Stimulation Start/Increase Button** once to turn stimulation ON to predetermined level.
 - When stimulation is turned ON (after it was turned OFF), your device will be on the starting level for the last active program you used.
3. To change the program, press the **Program Selection Button**. Press the **Program Selection Button** repeatedly until the light is at the desired program number.
 - Once your desired program is selected, don't press any buttons until the light stops blinking. You will hear 1 beep from your remote control, confirming your new program setting.
4. Make sure the light above your program number is brightly illuminated.



Note

If your remote control beeps 3 times and the program indicator goes back to the previous program, then your program wasn't successfully changed.

Place your remote control closer to your trial device and repeat the previous steps.

How to Use Your Trial Device

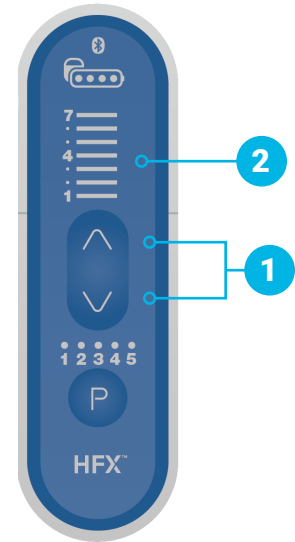
(TSM3000/TSM3500)

How to change your stimulation level

Your remote control should be turned ON before adjusting your stimulation level.

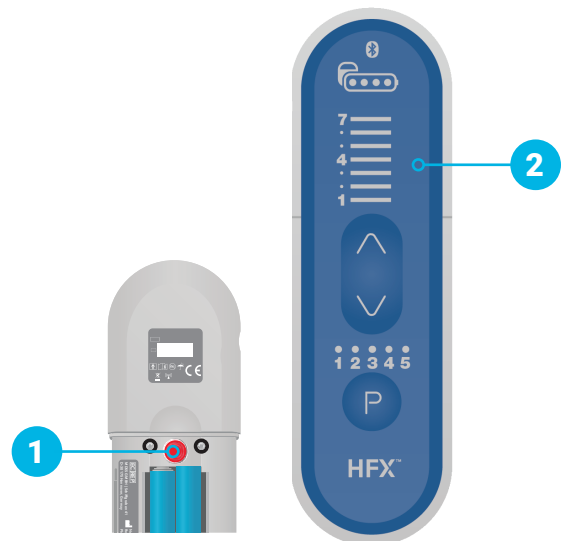
Press ▲ to increase stimulation level.
Press ▼ to decrease stimulation level.

1. For each ▲ or ▼, you'll hear 1 beep.
2. The level of stimulation can be seen in the **Stimulation Level Indicator**.
 - When your stimulation level for your selected program is at the maximum or minimum level AND you try to go one level up or down, you'll hear 2 beeps, indicating that you're at the currently programmed limit.



How to turn stimulation OFF

1. Once your remote control is ON, press the **Stimulation OFF Button** under the battery door to turn stimulation OFF.
 2. The lights on the **Stimulation Level Indicator** will be OFF when stimulation is OFF.
- The Stimulation OFF Button only turns stimulation OFF. It doesn't turn stimulation ON.



How to Use Your Trial Device

(TSM3000/TSM3500)

Replacing your batteries information

- When to replace your remote control batteries:
 - Your remote control beeps 6 times when turned on.
 - Your remote control will not turn on.
- When your Battery Level Indicator shows 2 dots or fewer, the batteries in your trial device are running low. Contact your Nevro HFX Care Team to schedule an appointment to change your batteries.
- If your remote control beeps 10 times when you turn it ON, your trial device batteries are completely empty, and the stimulation has been turned OFF. Contact your Nevro HFX Care Team to schedule an appointment to change your batteries.



Note

Your remote control uses 2 AAA batteries, alkaline only.



DO NOT USE lithium or rechargeable batteries.

For Trial Patients

How to Use Your Trial Device

(TSM3000/TSM3500)

Troubleshooting quick guide

What you hear	What you see	What it means	What to do
Continuous beeping for 60 seconds.	All the Stimulation Level Indicator lights are blinking. 	There may be a loose connection between a lead and your trial device.	Dismiss the beeping and blinking by pressing and holding the ON/OFF Button for up to 5 seconds. Contact your Nevro HFX Care Team.
Continuous beeping for 60 seconds.	All the Battery Level lights are blinking. 	Your trial device battery is low or completely empty.	Dismiss the beeping by pressing and holding the ON/OFF Button for up to 5 seconds. The battery lights will continue to flash. Contact your Nevro HFX Care Team.



Your Nevro HFX Care Team Contact Information

Please call 1-844-331-1001

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

For Implanted Patients

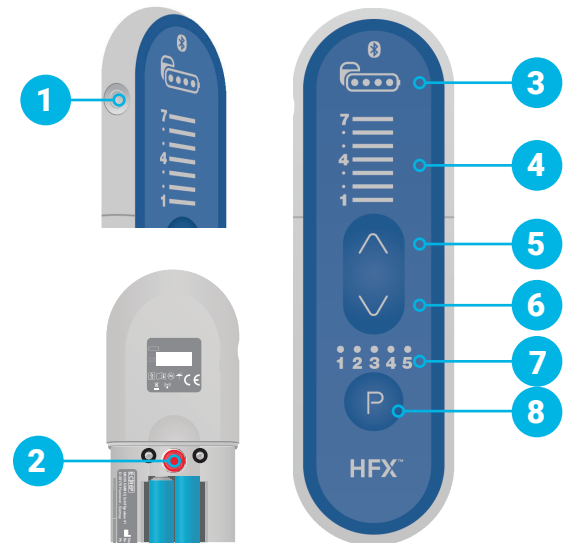
How to Use Your Remote Control

(PTRC2300/PTRC2500/PTRC3000)

Your Nevro HFX Care Team will provide guidance on how and when to use your remote control.

Get familiar with your remote control

1. Remote Control ON/OFF Button
2. Stimulation OFF Button
3. Battery Level Indicator
4. Stimulation Level Indicator (“Ladder Lights”)
5. Stimulation Start/Increase Button
6. Stimulation Decrease Button
7. Program Indicator
8. Program Selection Button



If you're using a PTRC2300 remote control, you will see 3 Programs above the Program Selection Button.

Implant guidelines

- When to replace your remote control batteries:
 - Your remote control beeps 6 times when turned on.
 - Your remote control will not turn on.
 - It's been 3 months since your last battery change.
- When your Battery Level Indicator shows 2 dots or fewer, your battery needs to be recharged using your charger.
- To achieve the best pain relief possible, make sure you work closely with your Nevro HFX Care Team to find which programs work best for you.

Note

Your remote control uses 2 AAA batteries, alkaline only.

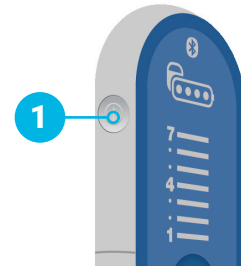
DO NOT USE lithium or rechargeable batteries.

How to Use Your Remote Control

(PTRC2300/PTRC2500/PTRC3000)

How to turn your remote control ON

1. Press and hold the **Remote Control ON/OFF Button** until you hear a long beep.
- You may need to press the Remote Control ON/OFF Button for up to 5 seconds.



How to turn your remote control OFF

1. Press the **Remote Control ON/OFF Button** to turn OFF your remote control.
- Stimulation continues even when your remote control is OFF.
 - Your remote control will turn OFF by itself after 2 minutes of inactivity.

Tips

- If your remote control connects with your device, at least 1 LED light on your remote control will light up.
- If your remote control can't connect with your device, you will hear 3 beeps and the lights on your remote control will turn OFF.
- Repeat these steps until you have a connection with your device. Moving your remote control closer to your device may help.
- Other buttons on your remote control will respond only when your remote control is ON and connected to your device.

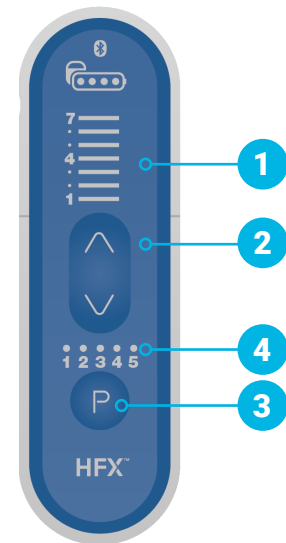
How to Use Your Remote Control

(PTRC2300/PTRC2500/PTRC3000)

How to turn stimulation ON and change programs

To turn stimulation ON, make sure your remote control is ON. Stimulation is ON unless it has been turned OFF.

1. If the **Simulator Level Indicator** isn't illuminated, stimulation is OFF.
2. Press the **Stimulation Start/Increase Button** once to turn stimulation ON to predetermined level.
 - When stimulation is turned ON (after it was turned OFF), your device will be on the starting level for the last active program you used.
3. To change the program, press the **Program Selection Button**. Press the **Program Selection Button** repeatedly until the light is at your desired program number.
 - Once your desired program is selected, don't press any buttons until the light stops blinking. You will hear 1 beep from your remote control, confirming your new program setting.
4. Make sure the light above your program number is brightly illuminated.



If you're using a PTRC2300 remote control, you will see 3 Programs above the Program Selection Button.

Note

If your remote control beeps 3 times and the program indicator goes back to the previous program, then your program wasn't successfully changed.

Place your remote control closer to your device and repeat the previous steps.

For Implanted Patients

How to Use Your Remote Control

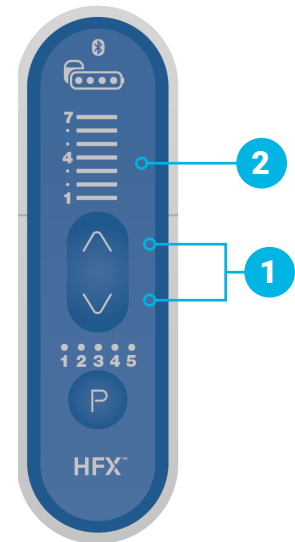
(PTRC2300/PTRC2500/PTRC3000)

How to change your stimulation level

Your remote control should be turned ON before adjusting your stimulation level.

Press ▲ to increase stimulation level.
Press ▼ to decrease stimulation level.

1. For each ▲ or ▼, you'll hear 1 beep.
 2. The level of stimulation can be seen in the **Stimulation Level Indicator**.
- When your stimulation level for your selected program is at the maximum or minimum level AND you try to go one level up or down, you'll hear 2 beeps, indicating that you're at the currently programmed limit.



For Implanted Patients

MRI: Impedance Check Instructions

(PTRC2300/PTRC2500/PTRC3000)

- Contact your Nevro HFX Care Team before starting an impedance check on your device.
- An impedance check for your device is required before you get your MRI scan.
- The next page lists step-by-step instructions on how to perform the impedance check under your Nevro HFX Care Team's guidance.
- Not all remote controls will have this functionality.

Note

Before starting an impedance check, make sure to note the program and number of levels you're on to confirm there aren't any changes to your settings made during the process.

Impedance check resources



Video Instructions

Scan this code with your phone's camera or visit [NevroHFX.com/resources](https://www.NevroHFX.com/resources).

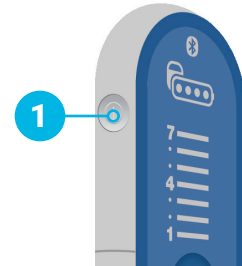
For Implanted Patients

MRI: Impedance Check Instructions

(PTRC2300/PTRC2500/PTRC3000)

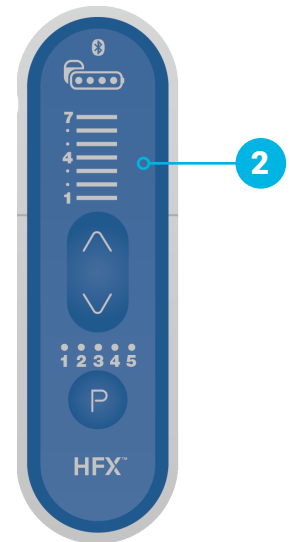
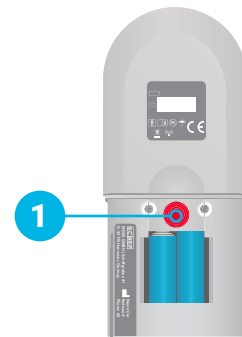
Turn ON your remote control

1. Press and hold the **Remote Control ON/OFF Button** on the side of your remote control for 5 seconds, or until you hear a long beep, indicating your remote control has connected to your device.



Turn OFF stimulation and start an impedance check

1. Once your remote control is ON, slide the battery cover on the back of your remote control open just enough to expose the **Stimulation OFF Button**. Press and hold the **Stimulation OFF Button** for at least 10 seconds.
2. Continue to hold down the **Stimulation OFF Button (1)** even after your remote control beeps and you see illuminated numbered levels turn OFF, confirming the **Stimulation Level Indicator** (“Ladder Lights”) has been turned OFF.
3. While you continue to hold down the **Stimulation OFF Button (1)**, the illuminated **Stimulation Level Indicator (2)** (“Ladder Lights”) will begin to light up from bottom to top. This indicates the impedance check is in process.
4. Your remote control will then beep when the impedance check is complete. Once you hear another beep or series of beeps, you can release the **Stimulation OFF Button (1)**. These beeps (described on the next page) indicate whether your impedance check was successful or unsuccessful.



MRI: Impedance Check Instructions

(PTRC2300/PTRC2500/PTRC3000)

How to know your impedance check was successful

- To be cleared for an MRI scan, all your impedances need to be within an acceptable range.
- The impedances are within an acceptable range when you hear 1 long beep and see all numbered levels on your remote control, including all four battery lights, light up solid.

How to know your impedance check was unsuccessful

- If you hear 4 short beeps followed by one or more of the illuminated number levels or the battery light on your remote control blinking, this indicates one or more of the electrode impedances aren't within acceptable range and your MRI **CANNOT** be completed. Please contact your Nevro HFX Care Team for support at 1-844-331-1001.
- If none of the number levels on your remote control are lit up or blinking, and no beeps are heard, the impedance check wasn't performed. Follow the instructions listed above in "Turn OFF Stimulation and Start an Impedance Check" section – make sure to hold the Stimulation OFF Button for at least 10 seconds.
- If you hear 3 beeps, your device is not connected to your remote control and the impedance check wasn't completed. Move your remote control closer and follow the instructions listed above in "Turn OFF Stimulation and Start an Impedance Check" section again.

Post MRI Instructions

(PTRC2300/PTRC2500/PTRC3000)

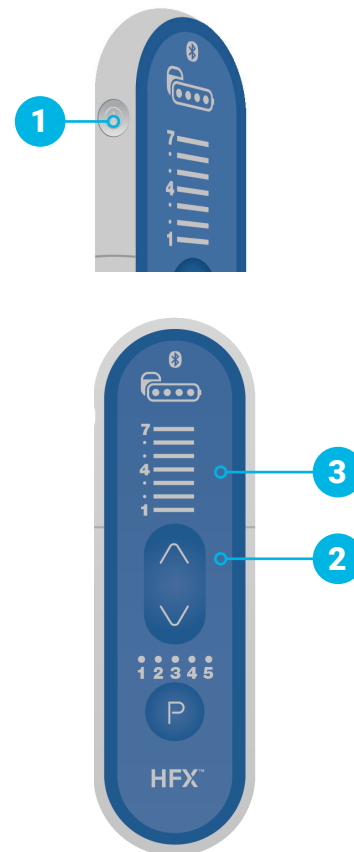
Only turn stimulation back ON after your MRI is complete. Your stimulation needs to stay OFF until after your MRI.

How to turn stim ON after your MRI

1. To exit Impedance Check Mode, press the **Remote Control ON/OFF Button** on the side of your remote control for 5 seconds until all lights on your remote control turn OFF.
 - When your remote control is turned ON next, it will return to the normal mode.
2. To turn stimulation back ON, first turn your remote control ON using the **Remote Control ON/OFF Button (1)** on the side of your remote control, then press the **Stimulation Start/Increase Button (2)** once.
3. You will now see illuminated number levels indicating stimulation is ON and you can adjust your program settings as needed.

Note

Do not turn stimulation back ON until you've completed your MRI. Your stimulation needs to stay OFF until after your MRI.





If you're using a PTRC2300 remote control, you will see 3 Programs above the Program Selection Button.

How to Use Your Remote Control

(For PTRC2500/PTRC3000 - 5 Program Remote Control Users Only)

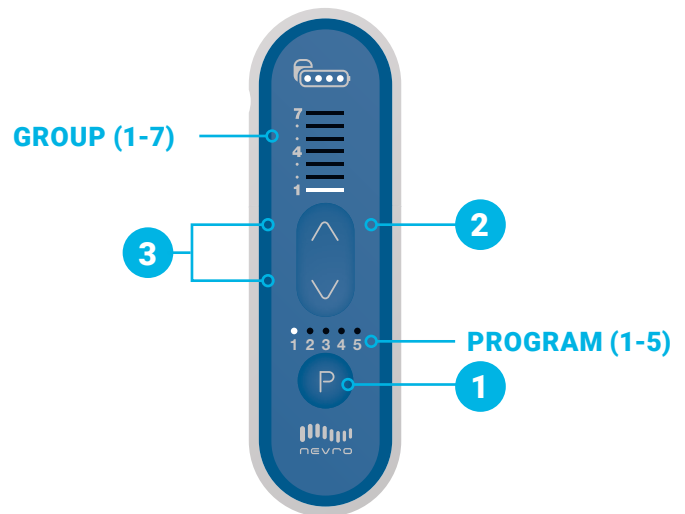
These changing group instructions are for PTRC2500/PTRC3000 5 Program remote control users only.

How to change groups

1. To enter Group Change Mode, press and hold the **Program Selection Button** for at least 3 seconds. You will hear 1 long beep which confirms you successfully entered Group Change Mode.
 2. You will see 1 blinking light above the **Stimulation Start/Increase Button** that indicates what group number you're currently on.
 3. Use the  or  to move to your desired group number.
 4. To confirm the change to your new group, press and hold **Program Selection Button (1)** again for at least 3 seconds.
 5. You will hear 1 long beep which confirms the change has been made. Your remote control will then automatically exit Change Group Mode.
- If you don't confirm the group number change within 60 seconds, your changes won't be saved.
 - Your remote control will show what group number you're currently on any time you change programs.
 - To activate a program change, press Program Selection Button (1) once. You will then see one number level illuminated indicating your current group number. Press the Program Selection Button (1) a second time to move to the next program.

Note

Please contact your Nevro HFX Care Team before accessing these settings in your remote control.



Example: remote control showing Group 1 - Program 1

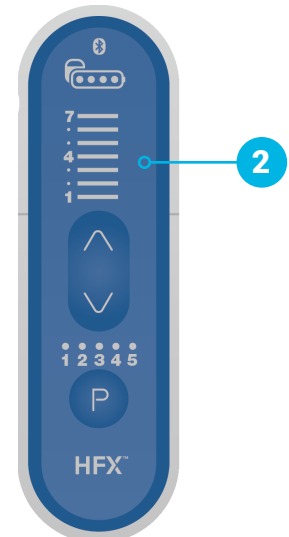
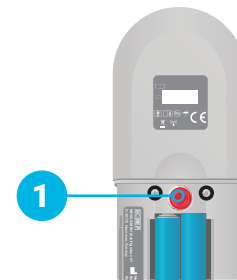
For Implanted Patients

How to Use Your Remote Control

(For PTRC2500/PTRC3000 - 5 Program Remote Control Users Only)

How to turn stimulation OFF

1. Once your remote control is ON, press the **Stimulation OFF Button** under the battery door to turn stimulation OFF.
 2. The lights on the **Stimulation Level Indicator** will be OFF when stimulation is OFF.
- The Stimulation OFF Button only turns stimulation OFF. It doesn't turn stimulation ON.



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))

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 prepare your device by conducting an impedance check.
 - Please refer to pages 13-15 or [NevroHFX.com/resources](https://www.nevrohfx.com/resources) for step-by-step instructions.



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

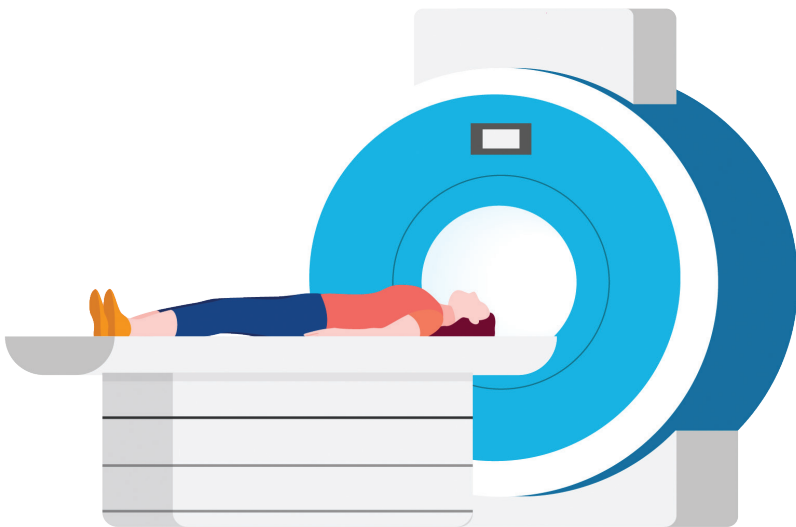
Patient MRI Checklist

At your MRI appointment:

- ✓ Bring your patient ID card and remote control to your MRI appointment.
- ✓ Your MRI Tech will confirm your impedance check results before your MRI scan.
- ✓ Turn your stimulation OFF using your remote control.

After your MRI appointment:

- ✓ After your MRI scan, turn your stimulation back ON by pressing the Stimulation Start/Increase Button after turning your remote control ON (page 16).
- ✓ 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.

How to Use Your Charger

(CHRG2500)

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. 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 remote control.
- You will know stimulation is ON when you turn your remote control ON and you see the lights illuminated above the Stimulation Start/Increase Button.

For Implanted Patients

How to Use Your Charger

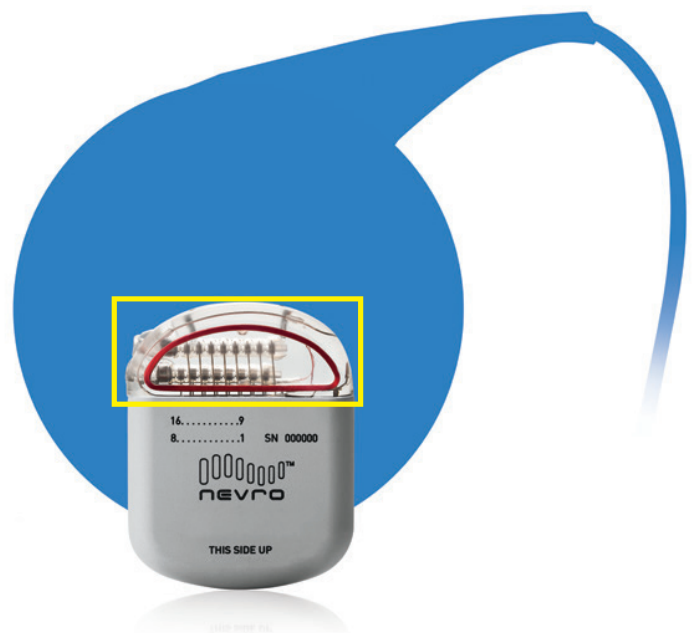
(CHRG2500)

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. Unplug the power adapter from the wall each time you use your charger.
- Once you're 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.



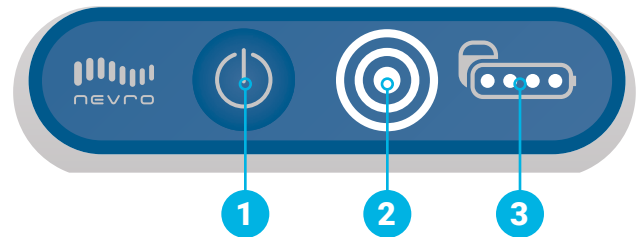
How to Use Your Charger

(CHRG2500)

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.



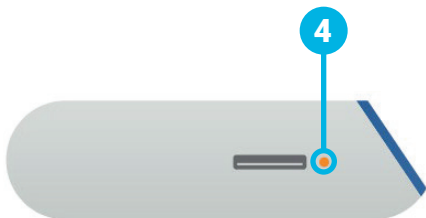
- Charging is in progress when you see the Battery Level Indicator and the circles on the Antenna Strength Indicator are lit. As charging progresses, the number of lit dots on the Battery Level Indicator will increase.
- If the connection is lost, your charger will beep. Reposition the Charging Coil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

(CHRG2500)

What to do when you're done charging

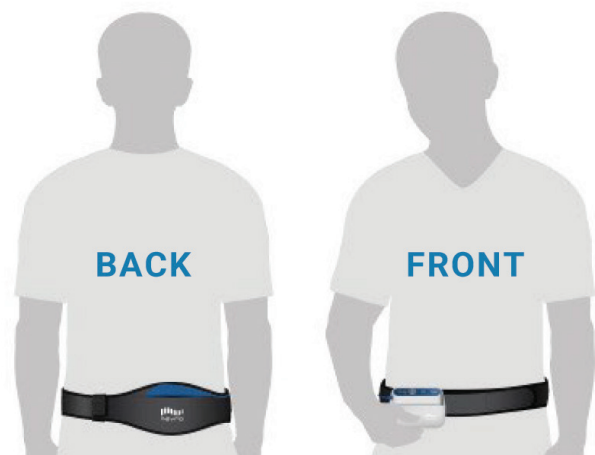
1. When you're done charging, you'll hear 1 long beep and your charger will turn itself OFF automatically. There is no OFF button on your charger. Check the device battery level to make sure the battery is fully charged (four dots).
2. Use your remote control to check that your device is turned ON.
3. 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](https://www.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](https://www.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.
S001237 V3.0
ML-00032 Rev. C