

DBS APP UPDATE USING HUB


Medtronic

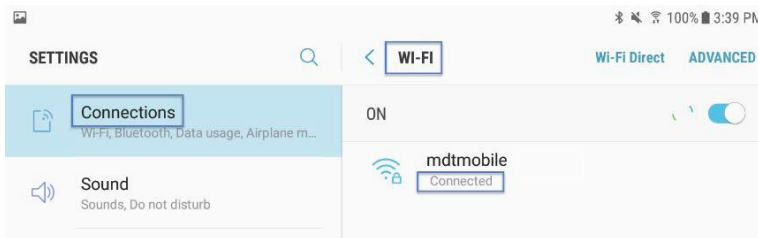
Medtronic controlled applications can be updated using the Hub app. Airwatch has been rebranded to be called Hub. If you have further questions not answered below, please contact +31 (0)45-5668844 (option 2).



The following instructions will guide you through updating the Hub app as well as any available app updates:

1. Connect the tablet to Wi-Fi

- Navigate to  Settings
- Tap Connections > Wi-Fi > and select the desired Wi-Fi Network
- Verify it says "Connected"



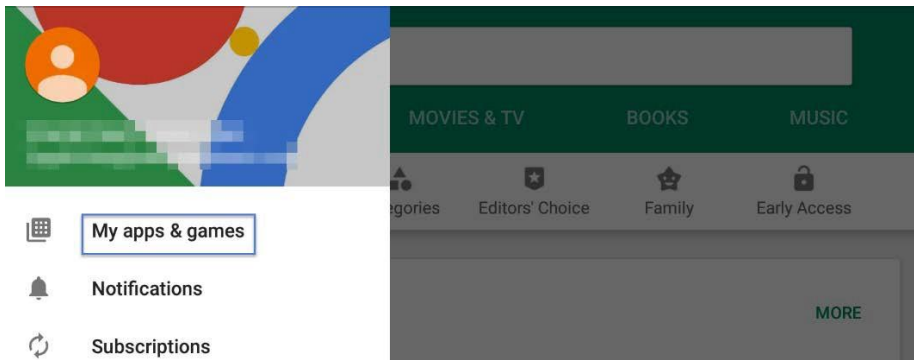
- Press the home button to return to the home screen

2. Navigate to the Google Play Store app

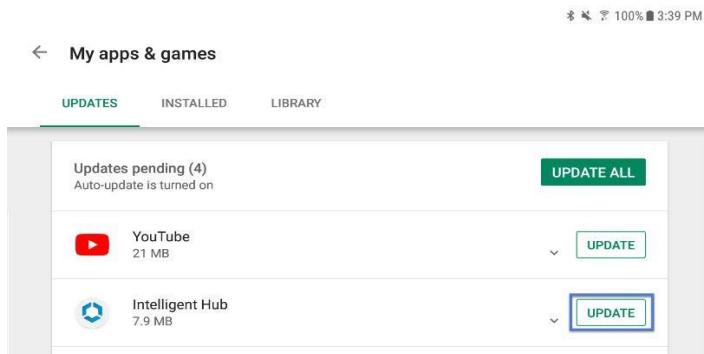
- Tap the menu icon next to the search bar



- From the pop-out menu, select "My Apps & Games"



- c. Available updates will display. Update the "Intelligent Hub" app. This is the only necessary update and other apps can be updated later



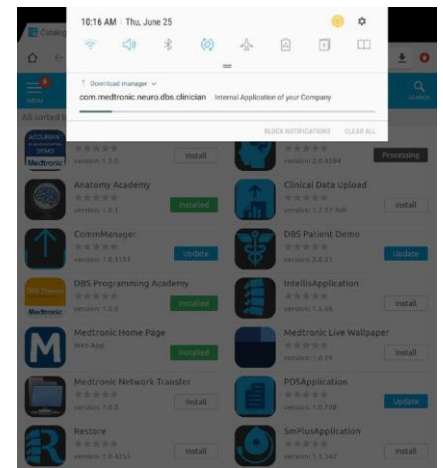
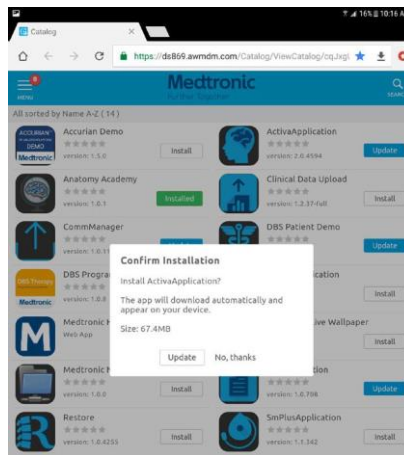
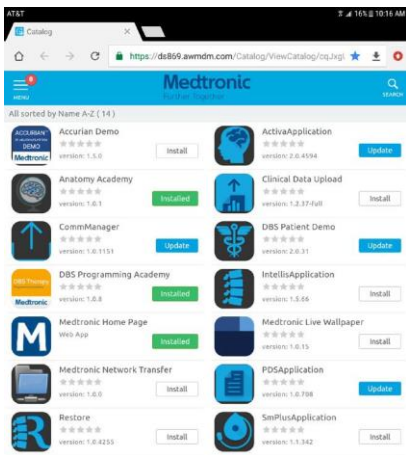
- d. Press the Home button to return to the home screen

3. Navigate to the Hub app

- a. The one-time welcome screen will display
- b. Notice that the tablet's unique ID is in a different spot than it was in Agent
- c. Go to Hub and under This Device select Sync device. Wait approximately 1 minute to allow any changes to take place.
- d. Open "App Catalog"



4. Request any available updates



5. App version and feature code can be verified on the about screen.

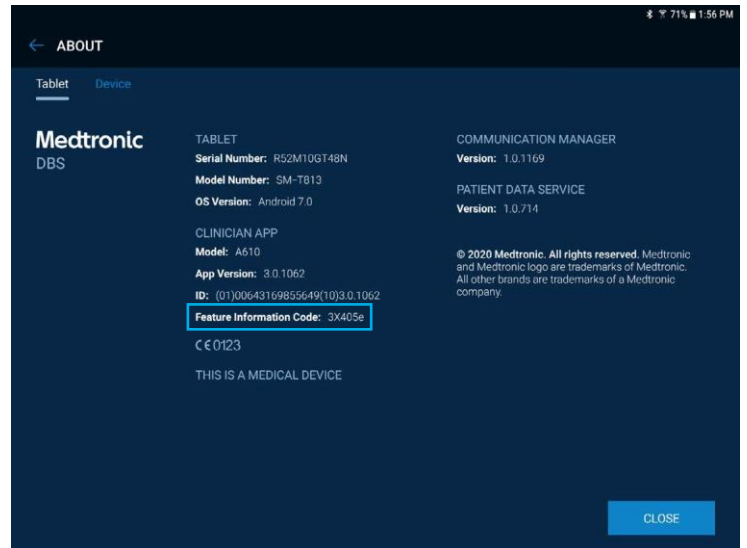
ABOUT SCREEN

- Open the therapy application
- Tap the settings icon in the upper right and select "About"
- The version number will be displayed under "Clinician App"
- Important: Confirm feature code corresponds correctly with geography in the chart below.**

Code	Geographies	MRI	aDBS*	Digital Health
3x405f	US	Y	N	Y
3x40de	Japan	Y	Y	N
3x405e	All Other Geographies	Y	N	N

*aDBS for Parkinson's Disease diagnosis only

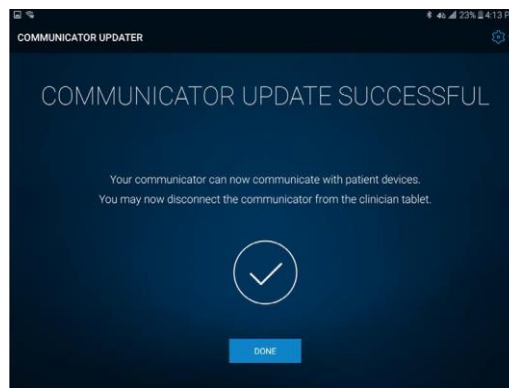
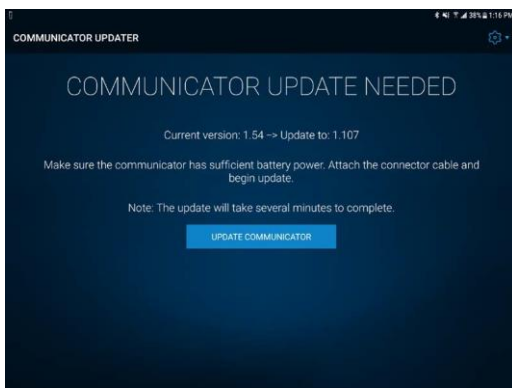
IMPORTANT: Always update A610 to at least version 3.0 prior to setting up or programming a SenSight™ Directional Lead System



Updating the CTM firmware

You may be prompted to update the firmware of the communicator the first time you try to connect.

- Connect Communicator to the Tablet via USB cable**
- Select "Update Communicator"**
 - The update will begin and take several minutes to complete.
- Select "Done" on communicator update successful screen.**



IMPORTANT! DO NOT disconnect USB cable to power off the Tablet of the Communicator, until update progress is completed and "Communicator update successful" screen appears. During the update the LEDs of the Communicator will **NOT** be lit and the unit may appear non-functional.

Troubleshooting

If issues are encountered following the above steps, below are more steps that could resolve the problem. If the below steps do not resolve the problem, contact Medtronic Technical Services.

Problem	Possible Solutions
Application is not installed	<ol style="list-style-type: none">1. Confirm Wi-Fi is connected, and HUB is at the latest version available. Using HUB under THIS DEVICE select SYNC DEVICE2. Using HUB, under THIS DEVICE select PROFILES, and choose REAPPLY PROFILE for these items:<ul style="list-style-type: none">▪ Blacklist▪ Whitelist
Application version is not updated	<ol style="list-style-type: none">1. Confirm Wi-Fi is connected, and HUB is at the latest version available. Using HUB under THIS DEVICE select SYNC DEVICE2. Using HUB, under THIS DEVICE select PROFILES, and choose REAPPLY PROFILE for these items:<ul style="list-style-type: none">▪ Blacklist▪ Whitelist
Application shows as "Processing" and does not seem to be installed after waiting several minutes.	<ol style="list-style-type: none">1. Refresh the APP CATALOG page.2. Confirm Wi-Fi is connected, and HUB is at the latest version available. Using HUB under THIS DEVICE select SYNC DEVICE3. Using HUB, under THIS DEVICE select PROFILES, and choose REAPPLY PROFILE for these items:<ul style="list-style-type: none">▪ Blacklist▪ Whitelist
Initialization Error is present the first time the DBS application is opened, or Feature Code is "--"	<ol style="list-style-type: none">1. Open the DBS application. On the home screen, select the GEAR DROP-DOWN, then ABOUT, then CLOSE, and the message might be dismissed.2. Confirm Wi-Fi is connected, and HUB is at the latest version available. Using HUB under THIS DEVICE select SYNC DEVICE3. Using HUB, under THIS DEVICE select PROFILES, and choose REAPPLY PROFILE for these items:<ul style="list-style-type: none">▪ Feature Flag
Feature Code is not correct	<ol style="list-style-type: none">1. Confirm Wi-Fi is connected, and HUB is at the latest version available. Using HUB under THIS DEVICE select SYNC DEVICE2. Using HUB, under THIS DEVICE select PROFILES, and choose REAPPLY PROFILE for these items:<ul style="list-style-type: none">▪ Feature Flag3. If the Feature Flag profile noted above is not present, perform the following steps:<ul style="list-style-type: none">▪ Close the DBS or PDS applications or reboot the tablet.▪ Using HUB, select the APP CATALOG and choose INSTALL for PDS, even if it is already noted as INSTALLED. This will force the feature flag profile to be re-downloaded to the tablet.▪ After this is completed, using HUB, under THIS DEVICE select PROFILES, and choose REAPPLY PROFILE for these items:<ul style="list-style-type: none">- Feature Flag▪ Finally, using HUB under THIS DEVICE select SYNC DEVICE, and check the feature flag setting on the application.