



HFXiQ™

Quick Start Guide: HFX App Patients



Contents

For Trial Patients



Introduction	4
How to Use Your HFX App	6
How to download the HFX App.....	6
Get familiar with your Home screen	6
How to change programs	7
How to complete an assessment	7

For Implanted Patients



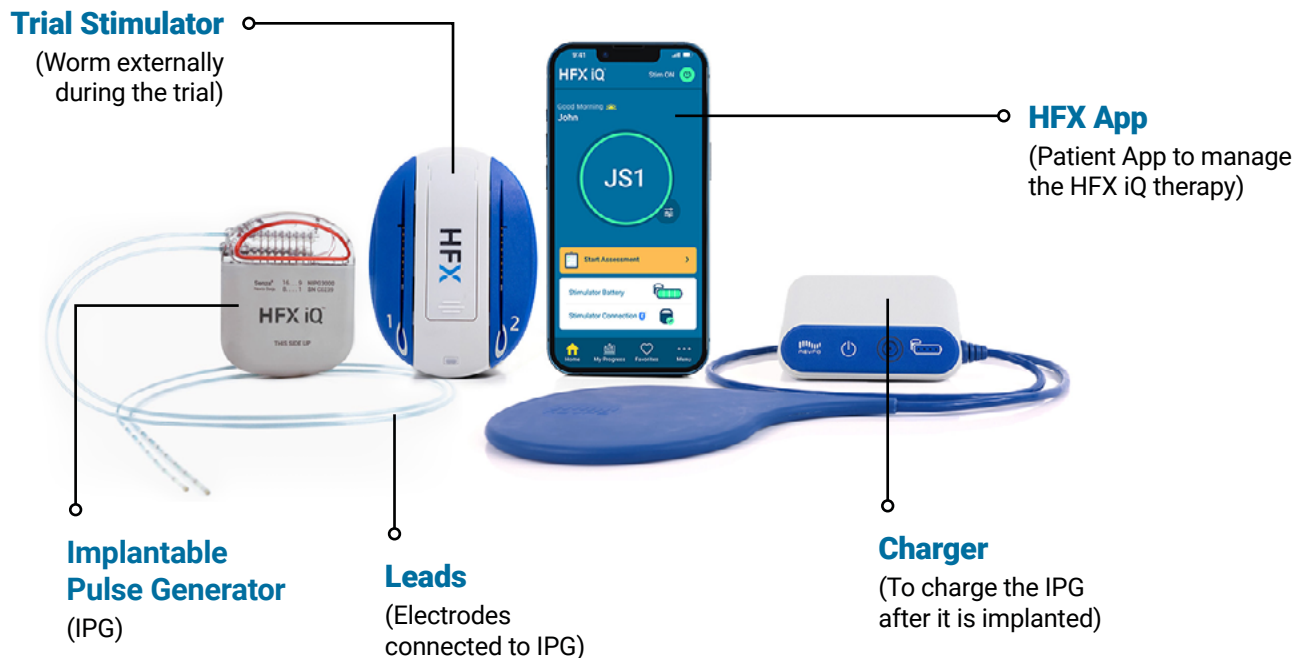
How to Use Your HFX App	8
iQ Mode	8
Get familiar with your iQ Mode Home screen	8
How to complete an assessment	9
Manual Mode	10
Get familiar with your Manual Mode Home screen	10
How to change programs	11
How to change group settings	12
Favorites	13
Get familiar with your Favorites screens	13
MRI Mode	14
How to enter MRI Mode	14
How to exit MRI Mode and turn your stimulation back ON	16
Patient MRI Checklist	17
How to Use Your Charger	19
Important Information	23
Notes	24

Introduction

Just as people are unique, so is their pain. Pain impacts everyone in infinitely different and profound ways—every day. Pain takes away the ability to pursue a passion and tarnishes precious time with loved ones. It's relentless, indiscriminate, and personal.

That's why at Nevro, we take a more intelligent, individualised approach to treating pain.

HFX iQ™ analyses your inputs, preferences, and pain experience delivering personalised recommendations based on a database of more than 80,000 patients. By listening to patients as individuals, HFX iQ is able to hear and respond to what they need.

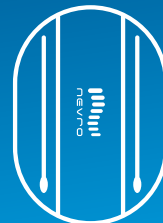


Introduction

With HFX iQ™, patients control their pain relief by providing inputs into the HFX App, which enable direct programming adjustments to the IPG.

After answering four quick questions about their current pain, medication, and activity levels on a phone, patients receive a personalised programming recommendation. Once it's accepted in the HFX App, therapy is adjusted in real-time, directly to the IPG.

How to Use Your HFX App



How to download the HFX App

1. Open your mobile device 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.

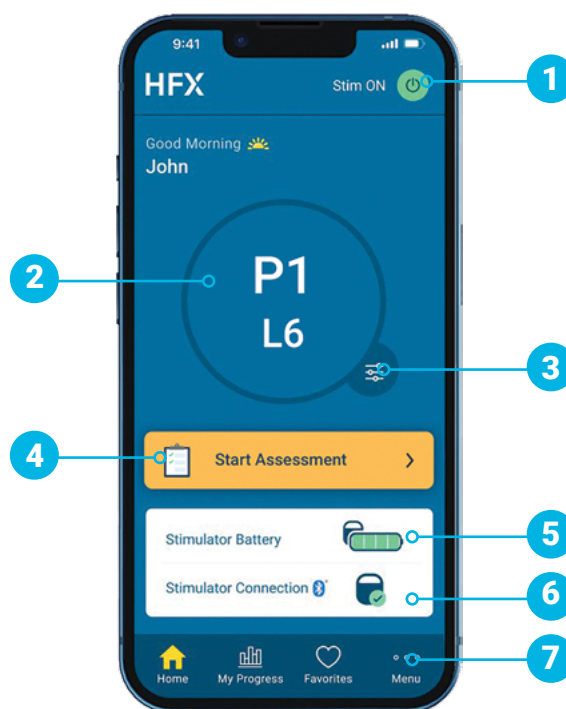
You will need to know your existing Apple ID and password to download the HFX App from the Apple App Store.



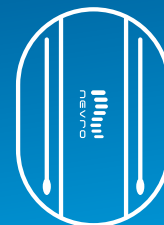
Or scan this code to go to the Apple App Store.

Get familiar with your 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



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.

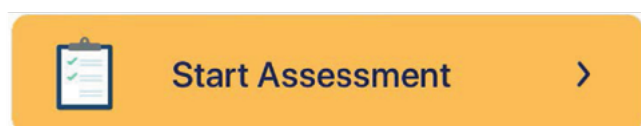


Trial guidelines

- Keep your mobile phone within close distance to 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.
- Use the Favorites feature (page 13) to save the programs you feel the best relief with or ones you may want to come back to.

How to complete an assessment

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



For support please contact your local HFX Care Team or doctor.

Note

The HFX Trial Stimulator is unsafe for an MRI. Please refer to the Nevro MRI Guidelines Manual for detailed information on MRI safety and conditions for MRI scanning of patients implanted with Nevro products, available at www.nevro.com/manuals.

How to Use Your HFX App



iQ Mode

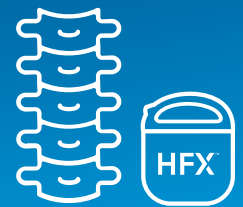
- In iQ Mode, you won't need to adjust your program or level settings yourself.
- Instead, you'll complete daily pain assessments during your assessment window, and based on your inputs, HFX iQ™ will provide a personalised recommendation to optimise or maintain your pain relief.

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

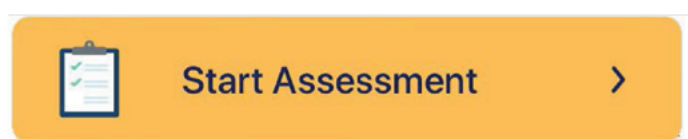


1. When your device is in iQ Mode, you will see an HFX iQ icon
2. Stim ON/OFF Button
3. Current Program Setting
4. Change Program Button
5. Start Assessment
6. Battery Status
7. Connection Status
8. My Progress Tab
9. Favorites Tab
10. Menu Tab



How to complete an assessment

- When you're within your window for receiving a personalised 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.
- Make sure you are connected to Bluetooth® when using the HFX app to complete your assessment.



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.

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

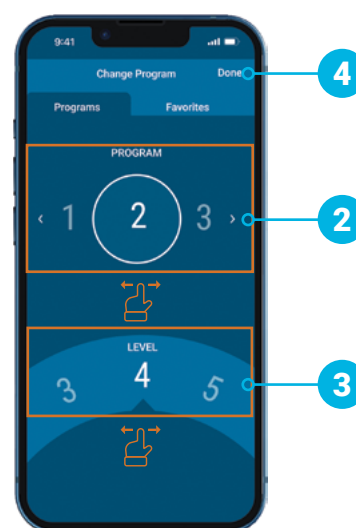
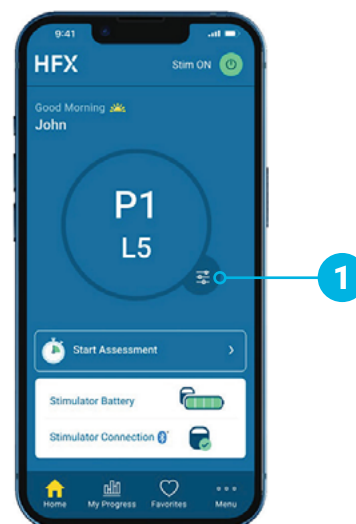


How to Use Your HFX App



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.



How to Use Your HFX App

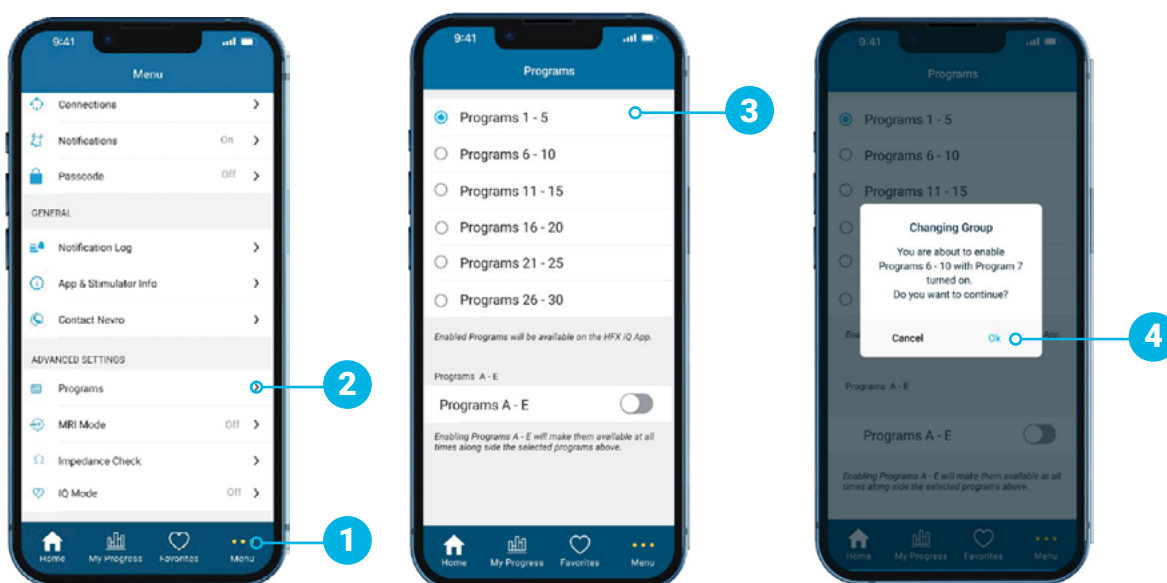


In Manual Mode, your HFX App may provide additional programs including a set of multi-frequency programs that can only be accessed and set up by your Nevro HFX Care Team.

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

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.

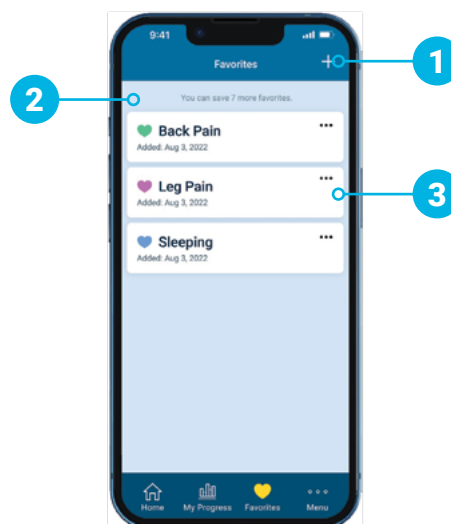




Favorites

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 progress tab.
- You can personalise your Favorites by naming the program and selecting a color.

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

How to Use Your HFX App



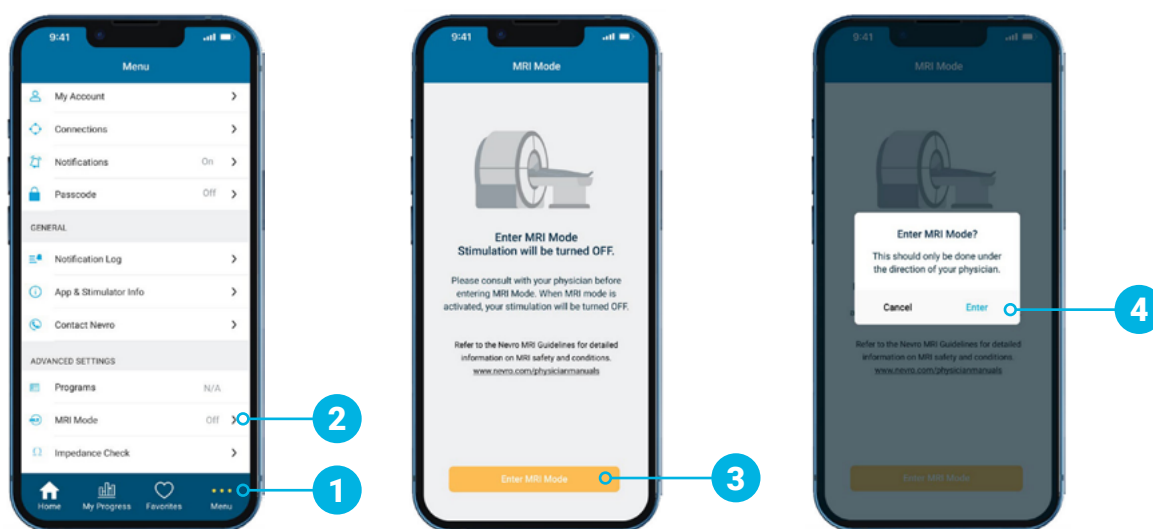
MRI Mode

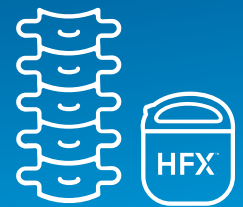
How to enter MRI Mode

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

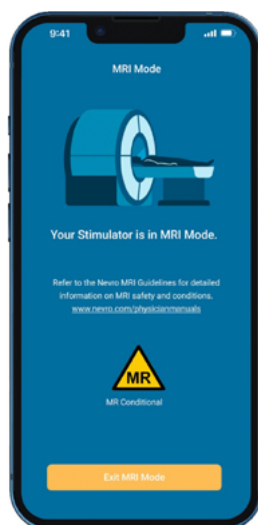
If your device is eligible, MRI Mode lets you safely get an MRI scan under certain conditions.





How to know you have successfully entered MRI Mode

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



Video Instructions



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

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 doctor or HFX Care Team.”**
- If this happens, please contact your Nevro HFX Care Team or your doctor.

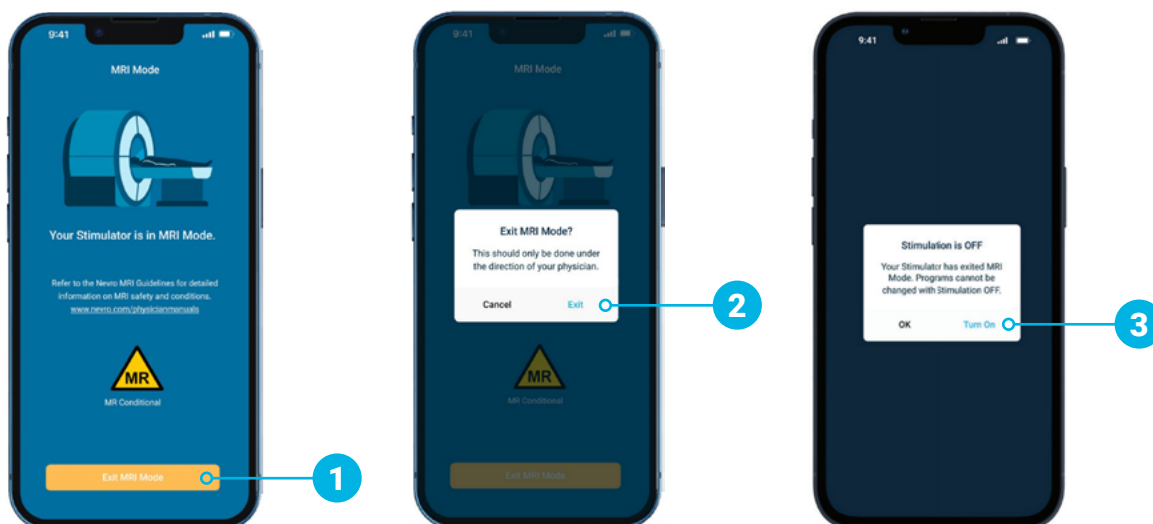




How to exit MRI Mode and turn your stimulation back ON

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 doctor 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 doctor who implanted your device
 - The Nevro HFX MRI Guidelines (available at [Nevro.com/manuals](https://www.nevro.com/manuals))
- ✓ This information will be used by your doctor and radiographer to determine if you can safely undergo an MRI scan.

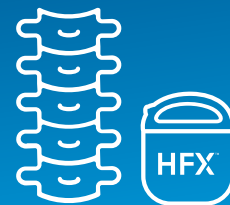
Preparing for your MRI appointment:

- ✓ Contact your Nevro HFX Care Team to confirm you can safely have the MRI scan scheduled.
- ✓ 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 14-16 or [NevroHFX.com/en/resources/hfx-app/](https://www.NevroHFX.com/en/resources/hfx-app/) 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 HFX App to your MRI appointment.
- ✓ Your radiographer 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.
- ✓ If using Manual Mode, contact your Nevro HFX Care Team to make sure your device is programmed to your pre-MRI settings.



Do you need help?

Please contact your local HFX Care Team.



MRI Guidelines for Your Radiographer

Scan the code for detailed MRI compatibility information or visit [Nevro.com/manuals](https://nevro.com/manuals).

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

(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 to 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 using 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.

How to Use Your Charger

(CHGR2500)

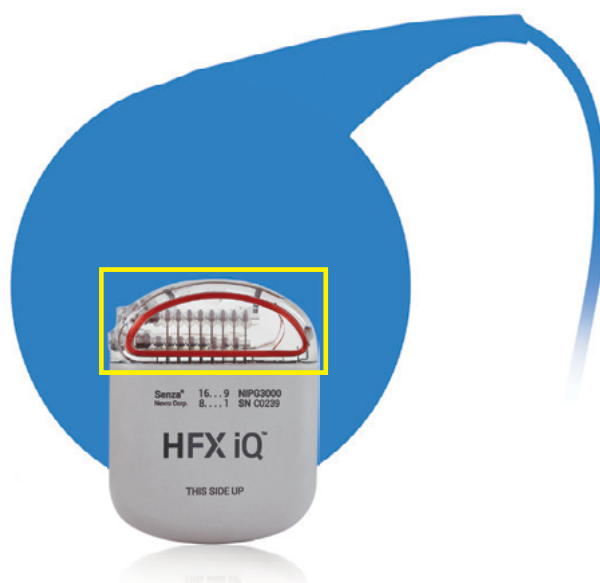


Charging reminders

- 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 or your doctor.
- If charging times dramatically increase, please contact your Nevro HFX Care Team or your doctor.

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.



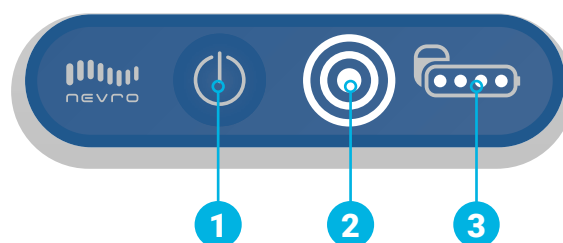
How to Use Your Charger

(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, 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.



How to Use Your Charger

(CHGR2500)



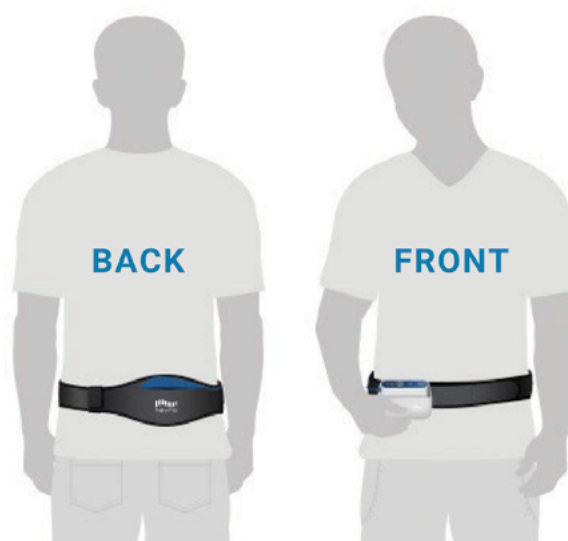
What to do when you're done charging

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.



Important Information

Video instructions are available at www.NevroHFX.com/en/resources/hfx-app.

For full instructions on the accessories, warnings, and precautions, please refer to the Patient Manual.



Rx Only. Patient experiences with the Senza® spinal cord stimulation (SCS) system may vary by individual, including the amount of pain relief. The occurrence of adverse effects associated with SCS implant surgery or use also varies by patient. Patients should consult a doctor to understand the benefits and risks of treatment with SCS. Please see the Senza Manual available at www.nevro.com/manuals for complete information including indications for use, contraindications, warnings/precautions, and adverse effects.

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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 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.
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Notes

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.