

Updating clinician programmer software



Step 1: Preparation

Power: Ensure the clinician programmer is plugged in or has more than 25 percent battery power prior to installing any updates.

Wi-Fi: Connect to Wi-Fi.

Close Apps: Close any open applications.

Time: Depending on the network bandwidth, this process could take up to 30 minutes.

Step 2: Sync device

- 1 Click on the **Hub** app.



- 2 Tap on **This Device**.

- 3 Select **Sync Device**. Device will indicate that it is checking for updates while it is performing the Sync process.

Step 3: Application update planning

- 1 Click on **Hub** app. Then select **App Catalog** to view apps available for installation or update.



- 2 Only update therapy apps that you are educated on how to use.
- 3 Determine which therapy apps need updating.
- 4 Maintain up-to-date supporting applications. Check for updates for:

Patient Data Service: This app supports reporting.

Medtronic Communication Manager: This software supports the communicator. Updates to the communicator require use of the communicator cable. See further instructions on second page.

Step 4: Application update process

- 1 While in **App Catalog**, click on **Update** (if an update is available) to update the apps you use.

- 2 Click on the **Confirm Installation** pop-up.

The screen will display **Processing** while the application is updating and will not change when installation is complete.

- 3 To check for installation completion, go to **Hub** app, tap on **This device**, and select **Managed Apps**.

- 4 Once installation completes, confirm the correct software version in **Managed Apps**.

Step 5: Final device sync

- 1 Click on the **Hub** app.

- 2 Tap on **This Device**.

- 3 Select **Sync Device**. Device will indicate that it is checking for updates while it is performing the Sync process.

Note: More than one application can update at the same time.

Updating communicator and Medtronic Communication Manager app

After updating the communicator software, it is **crucial** to pair the communicator to the clinician programmer because the original coupling is lost.

Steps for updating the communicator

- 1 Remove tablet cover and any accessories preventing USB connection of the communicator cable.
- 2 After updating the **Medtronic Communication Manager** in the **App Catalog**, open the **Communicator Updater** application.
- 3 Power the communicator on and connect it to the tablet with the pairing cord.
- 4 Select **Update (or Recover) Communicator**.



- While the communicator is updating, **Do not disconnect the communicator**.
 - The update will take several minutes to complete. Please wait until the **Update Successful** screen appears.
- 5 Once you have reached the **Update Successful** screen, select **Done** and proceed to communicator pairing.

Pairing the communicator

Ensure the communicator is powered on and connected to the tablet. An implantable device is not necessary for pairing the communicator.

- 1 Launch the therapy application and attempt to connect to an implantable device.
- 2 If the screen says, "Searching for Device" and not "Searching for Communicator," the communicator is now successfully paired.
 - The LED between the communicator and tablet icons will be solid green once connected.
 - If you encounter any issues, contact Medtronic Healthcare IT Support Services.

How to contact Medtronic Technical Services EMEA.

- Technical Services will provide live support during the hours of **9 AM to 5 PM CET**.
- **On-call support will be provided 24/7 (English only)**.
- **Contacts details: rs.tsneuro@Medtronic.com or +31 (0)45 566 88 44**

User ID card

Use the user ID card that came with the clinician programmer when calling Medtronic Healthcare IT Support Services.



Medtronic

Europe
Medtronic International Trading Sàrl.
Route du Molliau 31
Case postale
CH-1131 Tolochenaz
www.medtronic.eu
Tel: +41 (0)21 802 70 00
Fax: +41 (0)21 802 79 00

United Kingdom/Ireland
Medtronic Limited
Building 9
Croxley Park
Hatters Lane
Watford
Herts WD18 8WW
www.medtronic.co.uk
Tel: +44 (0)1923 212213
Fax: +44 (0)1923 241004

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