MOBILITY SUPPORT FAQ
For Clinician Programmer Tablets

TECHNOLOGIES THAT WORK FOR YOU

Mobility Support provides specialized IT support for Medtronic Neuroscience clinician programmers, handsets, and cloud-based software.

Mobility Support is available at 1-800-707-0933, 7 a.m. to 7 p.m. CST. On-call support is provided 24/7/365.

IT Topics Supported

<table>
<thead>
<tr>
<th>Connectivity</th>
<th>Reporting</th>
<th>Hardware/Software</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wi-Fi connectivity</td>
<td>Printer connectivity</td>
<td>Password</td>
</tr>
<tr>
<td>Bluetooth connectivity</td>
<td>Report creation</td>
<td>Software installation and updates</td>
</tr>
<tr>
<td>USB connection</td>
<td>Report transfer</td>
<td>System message</td>
</tr>
<tr>
<td>Digital health/NPU</td>
<td>Report naming</td>
<td>Power management and charging</td>
</tr>
<tr>
<td>Account management</td>
<td></td>
<td>Screen diagnostics</td>
</tr>
<tr>
<td>Server</td>
<td></td>
<td>Power/Home/Volume buttons</td>
</tr>
</tbody>
</table>

HELPFUL TIPS

Bring ALL Accessories to EVERY Case

- The communicator and clinician programmer pairing cable is necessary if the security key has expired and the connection needs to be re-established.
- The USB cable that connects the clinician programmer to a computer is necessary when exporting reports and charging the tablet.
- Always carry extra batteries for the communicator.

Passwords

- Remember your password and keep it private. To protect patient data, do NOT tape a password onto the tablet.
- For password resets, contact Mobility Support. Mobility Support will ask for the unique identifier, located on the tablet ID card, if you need a password reset.
- To change a password:
  » Navigate to: Settings > Lock Screen and Security.
  » Tap Screen Lock Type.
  » Enter current password and select Continue.
  » Select Password and create new password.

Connect Clinician Programmer to a Secure Wi-Fi Network to:

- Enable easier access to internal networked printers.
- Ensure your clinician programmer and software have access to mobile device management.
- Allow wireless transfer of reports to your computers or EMR endpoints.
- Provide the most secure connection.
Connecting to Wi-Fi

1. Navigate to: Settings > Connections.
2. Make sure Wi-Fi is turned on.
3. Click on Wi-Fi (a new screen will open displaying any available Wi-Fi networks).
4. Connect to the appropriate network.
   a. If displayed, select the Wi-Fi network you want to connect to:
      i. Enter username and/or password if required.
      ii. Click Connect.
   b. If the network you want to connect to is not displayed:
      i. Scroll to the bottom of the list and click Add Network.
      ii. Enter the SSID (i.e., network name) you want to connect to.
         
         Note: There may be a sticker on the bottom of the router with this info.
      iii. Select the security type that the router is set to.
      iv. Enter password, if applicable.
         
         Note: It’s possible (but not likely) that the security on the router may not be set up.
      v. Click Connect. At this point, the clinician programmer should connect.
         
         Note: If there is an issue, work through these same steps again to ensure everything is entered correctly, especially the security type.

ANDROID

Power Options

- **Power Off**
  Hold down Power button > Select Power Off

- **Restart**
  Hold down Power button > Select Restart

- **Lock**
  Press Power button

Unlock

1. Press Power or Home to wake device
2. Swipe up from the bottom of the screen (and enter password if prompted)
USEFUL TIPS

Take a Screenshot
Press and hold Power + Home until screen flashes.

Force Close Application
- Press Apps Overview button.
- Select Close All to close all open applications.

Settings
Settings App
- Opening settings displays full view of device settings.
- For example: Wi-Fi, Bluetooth, password, device language, etc.

Quick Settings Menu
- Swipe down from the top of the screen.
- Turn settings on or off by tapping the corresponding setting icon.
- Pull down on the horizontal bars to expand the menu and display more icons, as well as display the brightness slider.

Change Device Language
- Navigate to: Settings > General Management > Language and Input > Language.
- Select desired language or tap + to add one.

PRINTING AND TRANSFERING REPORTS

USB File Transfer
- Connect the tablet to the computer via USB with the default tablet charging cable.
- Tablet will prompt to allow connect, tap Allow.
- Computer may prompt to select how to interact with the table — select Open to View Files.

Navigating to Reports Folder
- Open windows explorer (manila folder icon) on the PC.
- Navigate to: This PC or My Computer.
- The tablet should appear as an option in this view.
- Click into the tablet and then the Reports folder or wherever reports were saved in the tablet.
- Once reports have been located, they are ready for viewing, transfer, or printing.

Connecting Tablet to a Printer

Important Starting Notes
- Ensure desired printer is powered on.
- Ensure printer connection type is enabled (Wi-Fi Direct).
- Make a note of printer password (if any).

Wi-Fi Direct
- Navigate to: Settings > Connections > Wi-Fi.
- Select Wi-Fi Direct on top right of the screen.
- Tap on the desired Wi-Fi Direct printer.
- If the tablet states, “Waiting for other device,” go to the printer and press the prompted Accept key.

Printing a Report

Shared Report
- When sharing a report from the therapy app for the first time, you will be prompted to select a default app.
- Select Epson iPrint.
  » iPrint allows the selection of one range for printing (for example, pages 1-3 or pages 2-7).

Downloaded/Saved Report
- Navigate to: My Files app > Internal Storage > Reports folder.
- Open the report in Adobe Acrobat or Epson iPrint.
- Follow directions below for preferred method.

Adobe Acrobat
- Once in Adobe Acrobat, you can choose to print the entire report or a select portion of the report.
- Tap on the three dots in the top right corner of the screen and select Print.
- If prompted for an app, select Epson iPrint.

Epson iPrint
- To print the entire document, tap the print icon at the bottom right of the screen.
- To print a range of the report, tap on the gear in the top right corner of the screen.
- Select Printing Range and toggle Print All.
- Enter desired range, and hit Done until returned to preview.
- Tap the print icon at the bottom right of the screen.