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: UPDATING AGENT TO HUB

Medtronic applications can be updated using the Hub app, which replaced Agent. If you see the Agent app, please follow these instructions to update to Hub.

1. Navigate to Google Play Store app.
2. Tap menu icon.
3. Select My Apps & Games.
4. Update Intelligent Hub app.
5. Only update therapy apps that you are educated on how to use.
6. Determine which therapy apps need updating.
7. Maintain up-to-date supporting applications. Check for updates for:
   PDSApplication. This is the Patient Data Services Application that supports reporting.
   CommManager. This software supports the communicator. Updates to the communicator require use of the communicator cable. See further instructions on second page.

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

STEP 3: 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.

Proceed to step 4.

STEP 4: APPLICATION UPDATE PLANNING

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

STEP 5: 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.

1. To check for installation completion, go to Managed Apps in Hub.
2. Once installation completes, confirm the correct software version in Managed Apps.

STEP 6: 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.
UPDATING COMMUNICATOR AND COMM 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 Comm 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 Digital Connectivity.

SPECIALIZED IT SUPPORT

Medtronic Digital Connectivity handles non-therapy IT-related questions such as:

- Password resets
- Lost/Stolen reports
- Connectivity issues
- Cellular/Wi-Fi
- Bluetooth
- Printing issues (not related to Model 8840)
- Software updates
- Unresponsive Samsung device programmer issues (e.g., not powering up)
- Unable to download therapy app

HOW TO CONTACT DIGITAL CONNECTIVITY SUPPORT:

- **1-800-707-0933**, Press option for Samsung device
- Provides on-call support 24/7, with live support from 7 a.m. to 7 p.m. CST

USER ID CARD

Use the user ID card that came with the clinician programmer when calling Digital Connectivity.

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