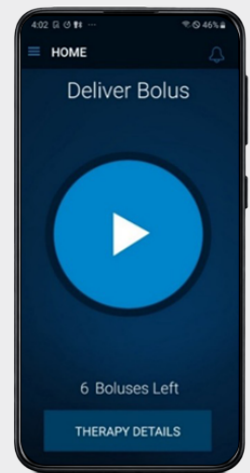


Medtronic

Updating handset software using Wi-Fi



Preparation

Power: Ensure that your handset is plugged in or has more than 35 percent battery power and your communicator is available and charged prior to installing any updates.

Wi-Fi: Make sure to use a trusted Wi-Fi network such as your home provider. Have the Wi-Fi network name and password available before beginning.

Time: Depending on your network strength, this process could take up to 30 minutes.

Handset model: Determine which handset model you have using the pictures below. The Samsung J3 handset has a physical home button in the bottom center.



Samsung A10e

If you have a Samsung A10e handset, refer to the instructions on Page 3.

[Click here for Samsung A10e](#)



Physical Home Button

Samsung J3

If you have a Samsung J3 handset, refer to the instructions on Page 10.

[Click here for Samsung J3](#)

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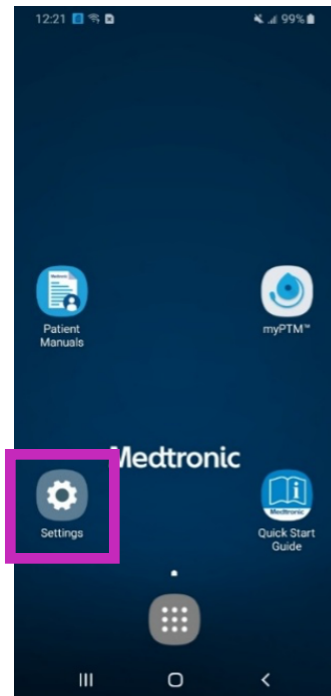
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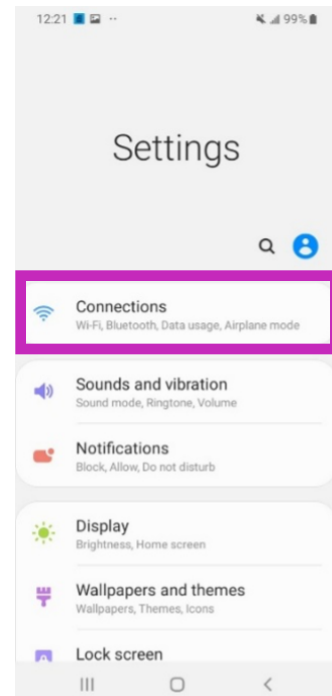


Part 1: Connect to Wi-Fi

1 Tap **Settings** icon on your handset's home screen.



2 Tap **Connections**

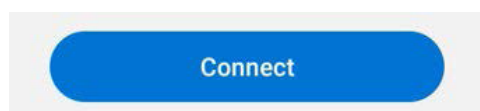


3 Find **Wi-Fi** and tap the switch so it turn ON and is blue



4 Tap the wireless network you would like to use.

5 Tap **Connect**



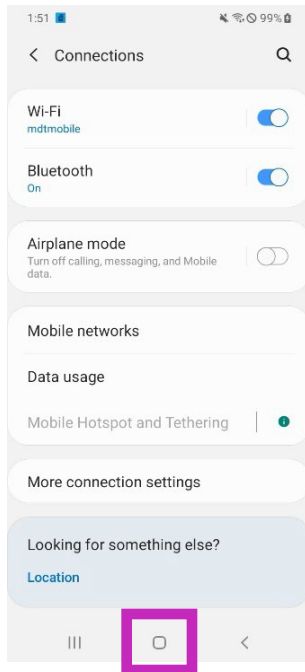
Instructions for Samsung A10e handset



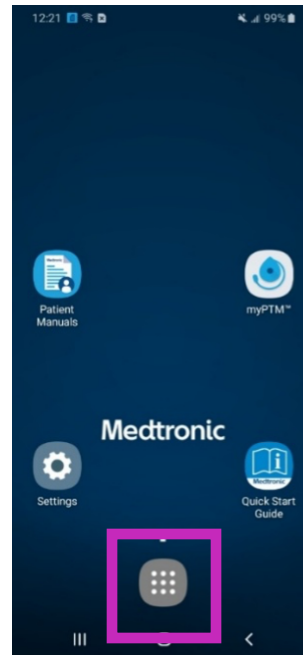
**** Instructions MUST be followed in this order ****

Part 2: Update apps

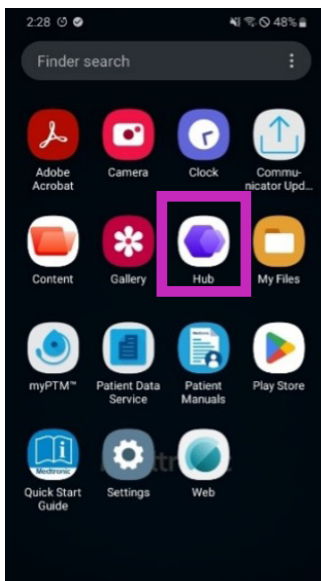
1 Return to the home screen



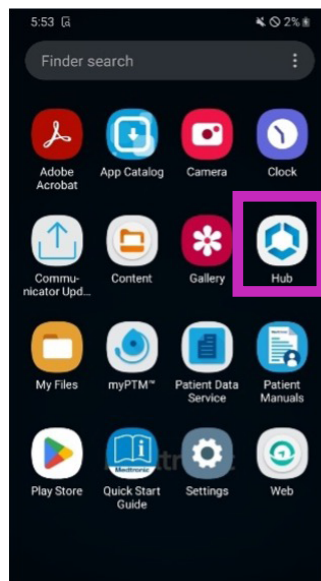
2 Go to the app drawer from the home screen.



3 Tap on the **Hub** app.
(Hub app icon might be different depending on the age of your handset.)



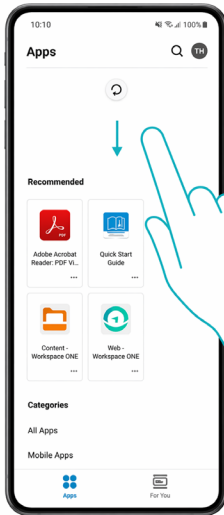
OR



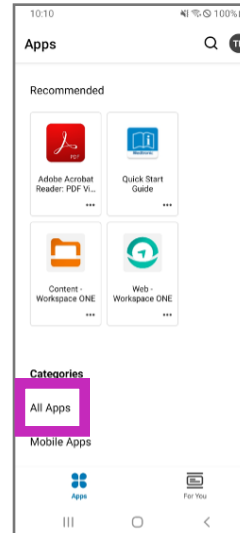
Instructions for Samsung A10e handset



- 4 Refresh the apps listed in Hub by swiping down on the Apps screen.



- 5 Select **All Apps** under Categories. You may need to scroll down to the bottom of the screen.



- 6 Find the **Patient Data Service** app and tap **UPDATE**.
(Do not tap **OPEN** afterwards or the previous version of the app will open.)



- 7 Find the **Medtronic Communication Manager** app and tap **UPDATE**.
(Do not tap **OPEN** afterwards or the previous version of the app will open.)



- 8 Find the **myPTM** app and tap **UPDATE**.
(Do not tap **OPEN** afterwards or the previous version of the app will open.)

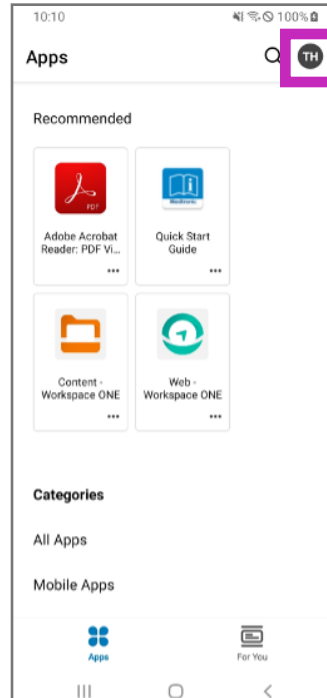
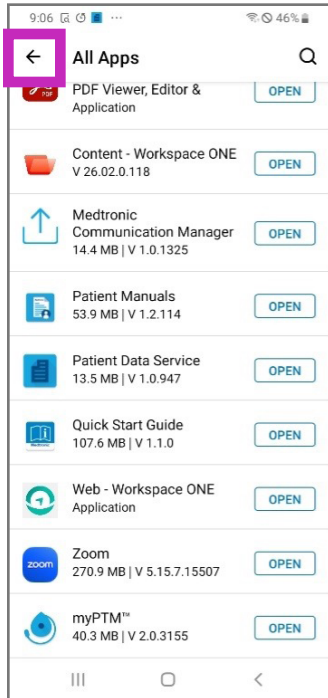


- 9 Wait 2 minutes for the updates to complete.

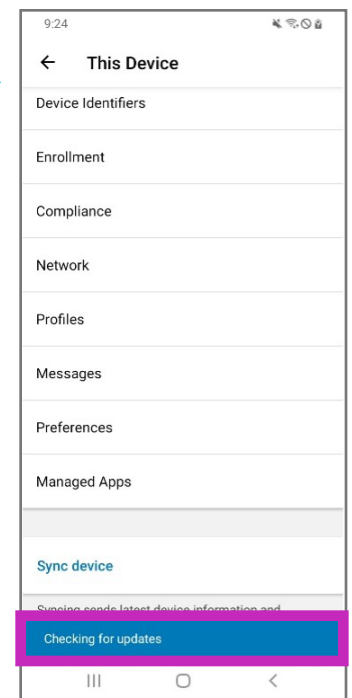
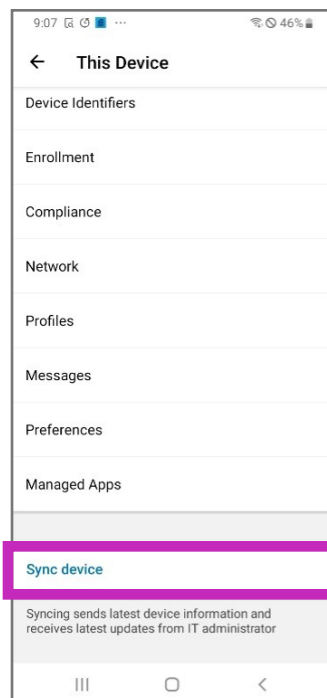
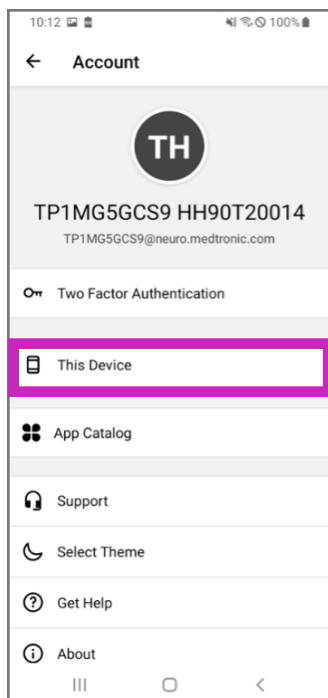
Instructions for Samsung A10e handset



- 10 Tap the back arrow in the top left corner.
- 11 Tap the account icon in the top right corner. The letters in the account icon may differ for your handset.



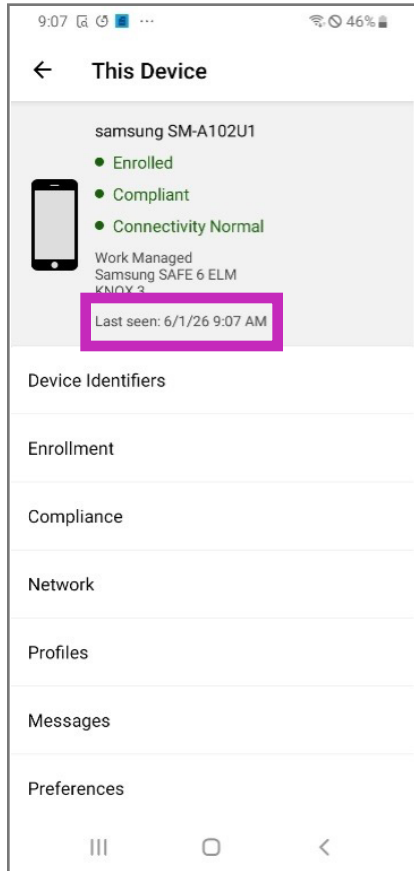
- 12 Tap **This Device**.
- 13 Scroll down to the bottom of the screen and tap **Sync device**. "Checking for updates" will appear at the bottom of the screen.



Instructions for Samsung A10e handset



- 14 Scroll back up to the top of the screen and confirm that the **Last seen** date and time have updated to the current date and time. If they have not updated, repeat step 13.

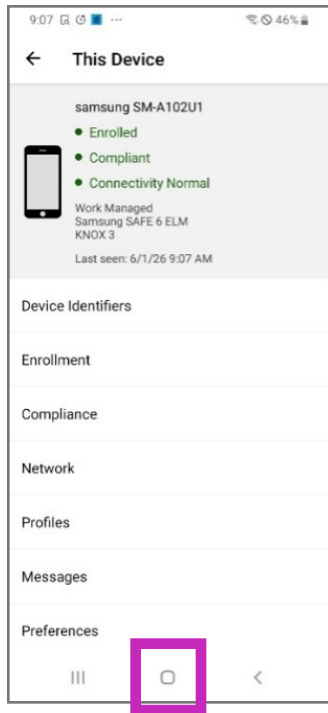


Instructions for Samsung A10e handset



Part 3: Confirm apps are updated

- 1 Return to the home screen



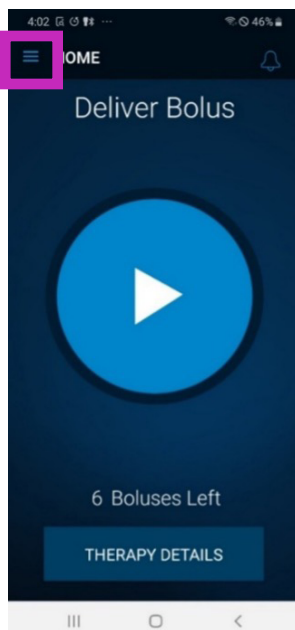
- 2 Tap on the **myPTM** app.



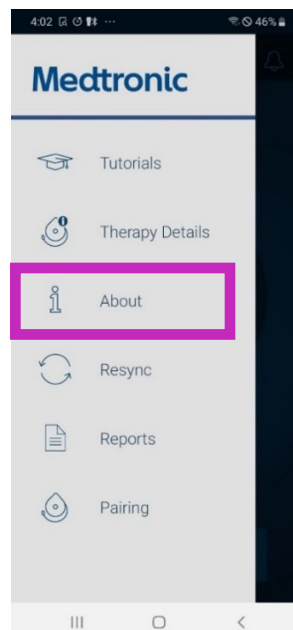
- 3 Follow the instructions on the screen to connect to the pump until you reach the Home screen.

Make sure that your communicator is turned on and placed directly over the pump.

- 4 Tap the menu icon in the top left corner of the screen.



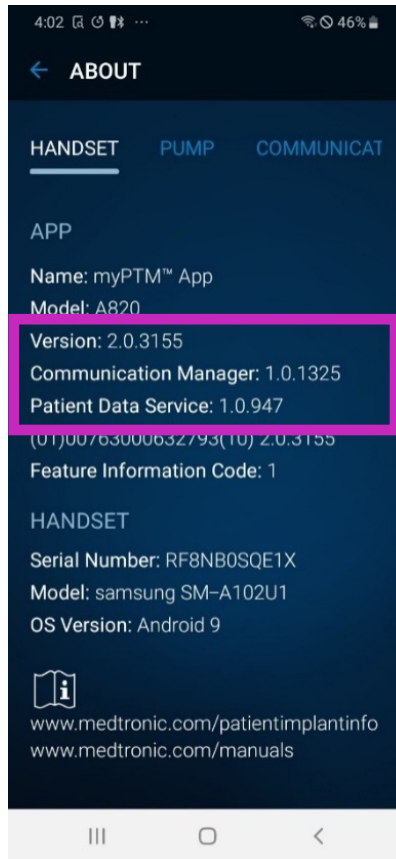
- 5 Tap **About**



Instructions for Samsung A10e handset



- 6 Confirm that it shows:
- a. **Version:** 2.0.3155
 - b. **Communication Manager:** 1.0.1325
 - c. **Patient Data Service:** 1.0.947



- 7 If the version numbers match, the update has been completed successfully, and you can use your handset as you normally would.

If any of the version numbers do not match, return to **Part 2: Update Apps** and update the application versions again as needed.

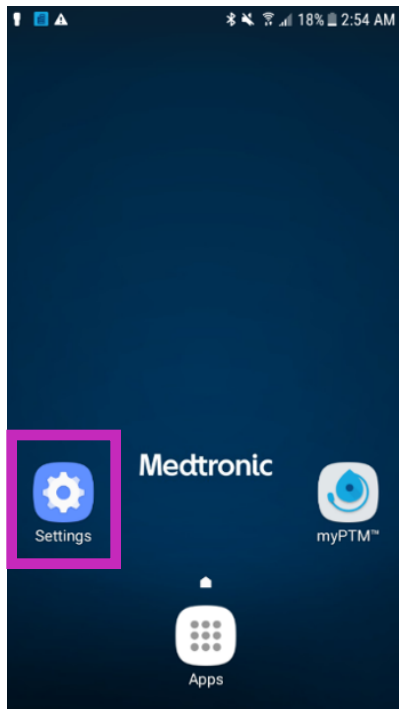
Update Complete

Instructions for Samsung J3 handset

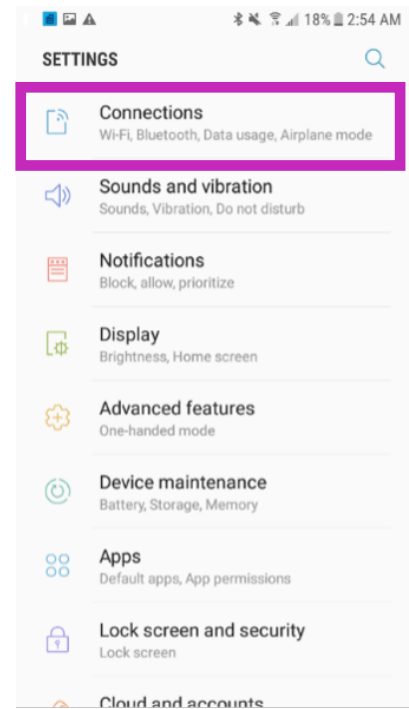


Part 1: Connect to Wi-Fi

1 Tap **Settings** icon on your handset's home screen.



2 Tap **Connections**

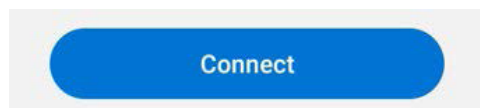


3 Find **Wi-Fi** and tap the switch so it turn ON and is blue



4 Tap the wireless network you would like to use.

5 Tap **Connect**



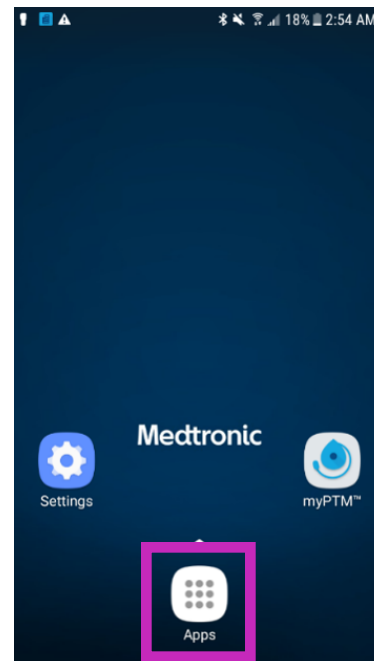
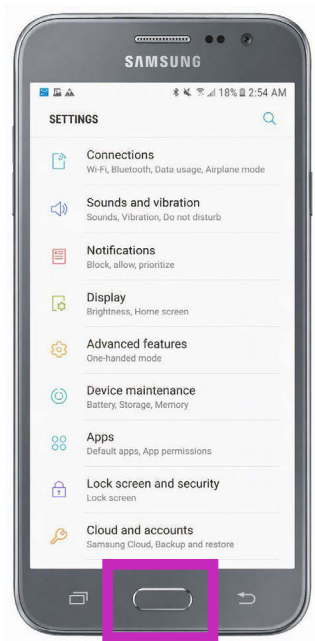
Instructions for Samsung J3 handset



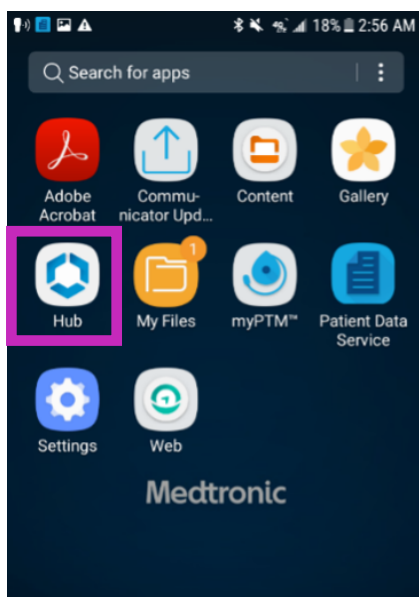
**** Instructions MUST be followed in this order ****

Part 2: Update apps

- 1 Return to the home screen by pressing the home button.
- 2 Go to the app drawer from the home screen.



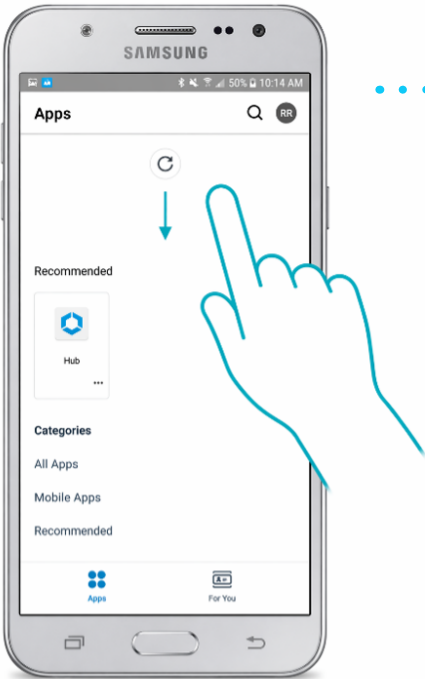
- 3 Tap on the **Hub** app.



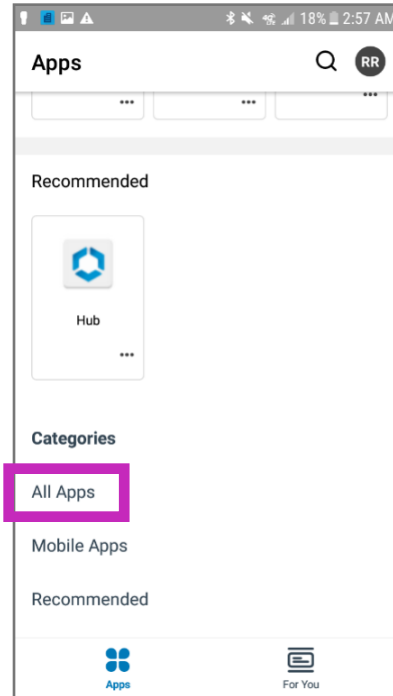
Instructions for Samsung J3 handset



- 4 Refresh the apps listed in Hub by swiping down on the Apps screen.



- 5 Select **All Apps** under Categories. You may need to scroll down to the bottom of the screen.



Instructions for Samsung J3 handset



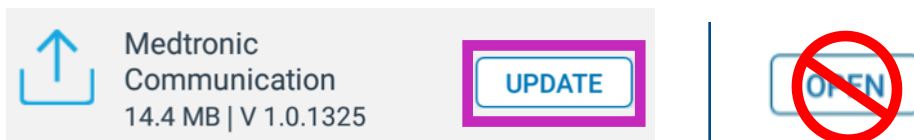
- 6 Find the **Intelligent Hub** app and tap **UPDATE**.
If you do not see this app in your list, no update is needed. Move to Step 7.
(Do not tap **OPEN** afterwards or the previous version of the app will open.)



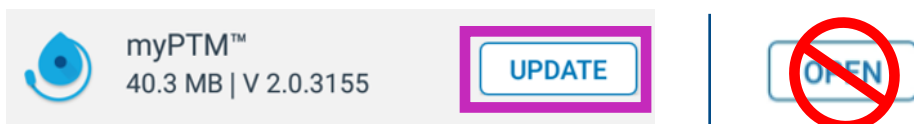
- 7 Find the **Patient Data Service** app and tap **UPDATE**.
(Do not tap **OPEN** afterwards or the previous version of the app will open.)



- 8 Find the **Medtronic Communication Manager** app and tap **UPDATE**.
(Do not tap **OPEN** afterwards or the previous version of the app will open.)



- 9 Find the **myPTM** app and tap **UPDATE**.
(Do not tap **OPEN** afterwards or the previous version of the app will open.)

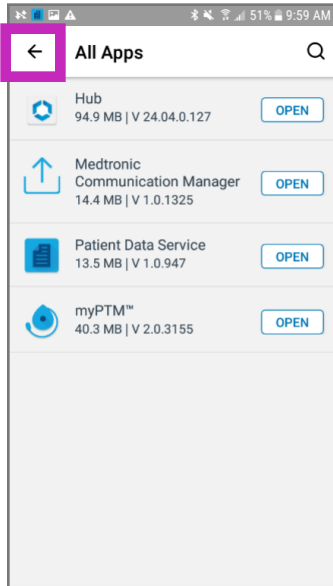


- 10 **Wait** 2 minutes for the updates to complete.

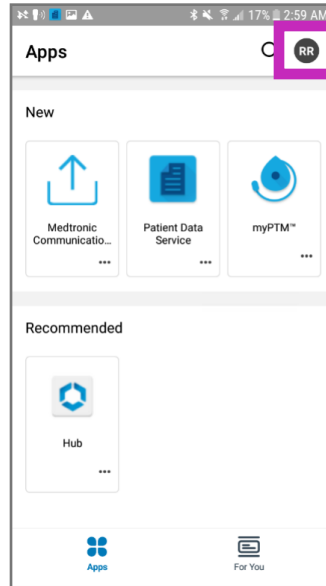
Instructions for Samsung J3 handset



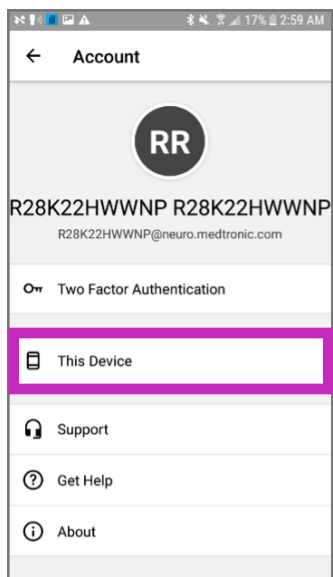
- 11 Tap the back arrow in the top left corner.



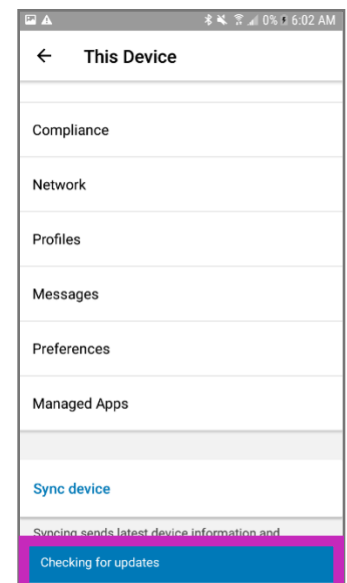
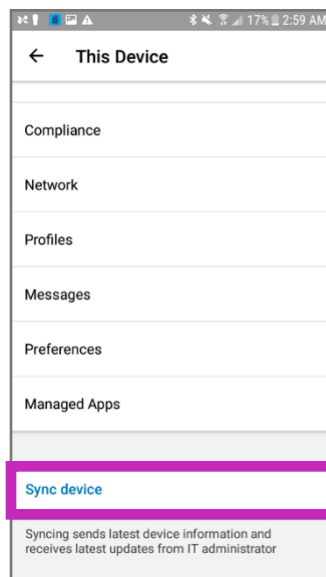
- 12 Tap the account icon in the top right corner. The letters in the account icon may differ for your handset.



- 13 Tap **This Device**.



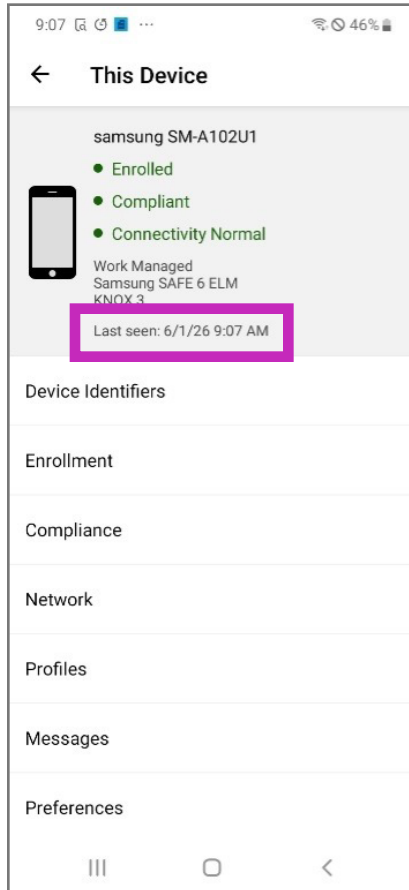
- 14 Scroll down to the bottom of the screen and tap **Sync device**. "Checking for updates" will appear at the bottom of the screen.



Instructions for Samsung J3 handset



- 15 Scroll back up to the top of the screen and confirm that the **Last seen** date and time have updated to the current date and time. If they have not updated, repeat step 14.

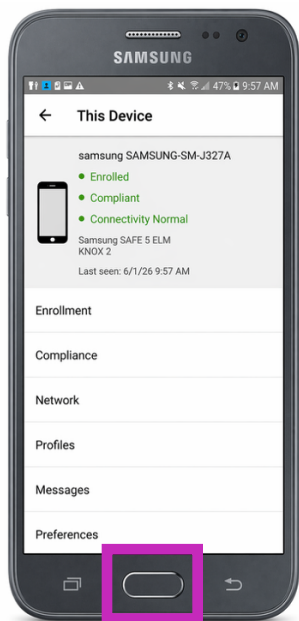


Instructions for Samsung J3 handset

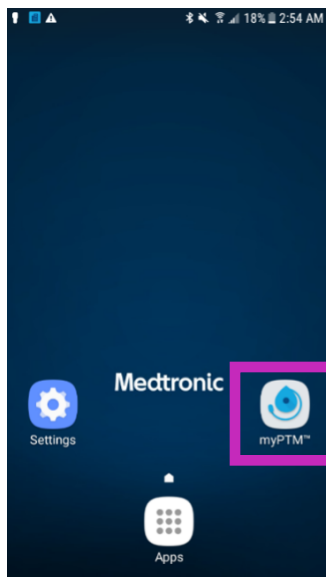


Part 3: Confirm apps are updated

- 1 Return home by pressing the home button.



- 2 Tap on the **myPTM** app.

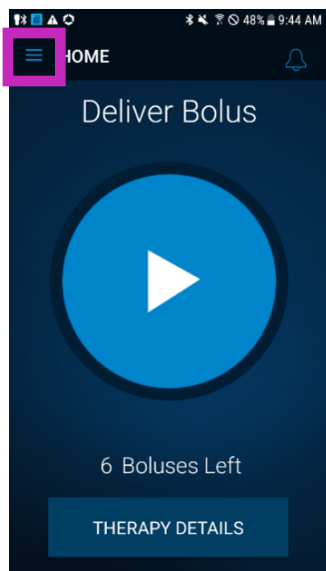


- 3 Follow the instructions on the screen to connect to the pump until you reach the Home screen.

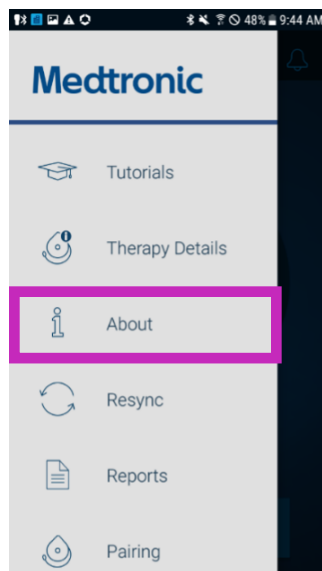
Make sure that your communicator is turned on and placed directly over the pump.

A communicator update may occur depending on the age of your communicator.

- 4 Tap the menu icon in the top left corner of the screen.



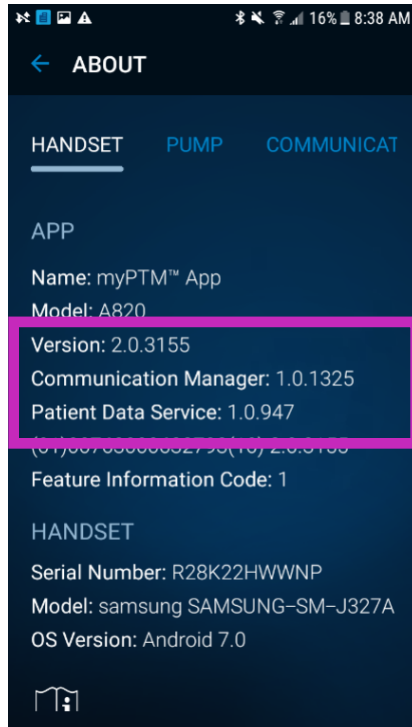
- 5 Tap **About**



Instructions for Samsung J3 handset



- 6 Confirm that it shows:
- Version:** 2.0.3155
 - Communication Manager:** 1.0.1325
 - Patient Data Service:** 1.0.947



- 7 If the version numbers match, the update has been completed successfully, and you can use your handset as you normally would.

If any of the version numbers do not match, return to **Part 2: Update Apps** and update the application versions again as needed.

Update Complete

Brief statement

Brief Statement:

This material should not be considered the exclusive source of information, it does not replace or supersede information contained in the device manual(s).

Please note that the intended use of a product may vary depending on geographical approvals.

See the device manual(s) for detailed information regarding the intended use, the (implant) procedure, indications, contraindications, warnings, precautions, and potential adverse events.

For a MRI compatible device(s), consult the MRI information in the device manual(s) before performing a MRI.

If a device is eligible for eIFU usage, instructions for use can be found at Medtronic's website manuals.medtronic.com.

Manuals can be viewed using a current version of any major internet browser. For best results, use Adobe Acrobat® Reader with the browser.

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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