FRESENIUS MEDICAL CARE

Home Hemodialysis

Nx2me Connected Health® Nx2me® App User Guide

Nx2me App Software Version 3.0 and 3.1

NxSTAGE®

Notices

About this user guide

This guide describes how to use the Nx2me ®app, which is part of Nx2me Connected Health ®.

Read this user guide before using the app. Follow all the instructions and safety precautions in this user guide. Keep this user guide in a safe location for future reference. This guide does not replace the cycler user guide, which specifies the instructions for use of the cycler.

Who should use this guide

This guide is intended for patients and their care partners who perform dialysis treatments at home and use Nx2me Connected Health to record their treatment information

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Customer Service and Technical Support

In the United States and Canada

Technical support

1-866-NXSTAGE (1-866-697-8243)

techsupport@fmc-na.com

When calling Technical Support, have the following information available:

- Dialysis center name, city, and state
- Patient name and treatment date

Customer service

For ordering supplies in the United States and Canada:

1-866-NXSTAGE (1-866-697-8243)

1-978-687-4809 (fax)

customerservicenxs@fmc-na.com

Returning your product

To return a product to NxStage, you need a return authorization (RA) number. Contact Customer Service or Technical Support to receive an RA number and a returns kit with instructions for packing, labeling, and shipping the product.

RA number _____

Address for returns

NxStage Medical, Inc.

Attn: Customer Service

350 Merrimack Street Lawrence, MA 01843 USA

Outside the United States and Canada, contact your local distributor.

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Contents

1 Preface 1-1

Product description 1-2

Indications for use 1-2

Warnings 1-3

Cautions 1-5

Symbols and conventions 1-6

Symbols 1-6

Conventions used in this guide 1-6

iPad damage or malfunction 1-7

Setting up network connectivity 1-7

Abbreviations 1-8

2 About the iPad 2-1

Parts of the iPad 2-2

Charging the iPad battery 2-3

Monitoring the iPad battery level 2-5

Powering on the iPad 2-6

Putting the iPad in sleep mode 2-6

Unlocking the iPad 2-7

Setting up Touch ID 2-8

Using the iPad touchscreen 2-9

Touchscreen controls 2-9

Status bar 2-10

Status icons 2-10

Using Split View on your iPad 2-11

Accessing the iPad User Guide 2-12

Connecting to a wireless (Wi-Fi) network 2-14

3 About the Nx2me App 3-1

About the Nx2me app 3-2

Features of the Nx2me app 3-3

Installing the Nx2me app 3-4

Updating the Nx2me app 3-5

Starting the Nx2me app. 3-6

4 Getting started 4-1

Creating a Nx2me user account. 4-2

Setting up a Nx2me app account 4-2

Reviewing the software license (EULA) 4-3

Setting up your Nx2me app account 4-4

Creating an username and password. 4-5

Logging into the Nx2me app. 4-6

About the app Home screen 4-10

Menu button. 4-11

Navigation bar 4-12

Status bar 4-12

5 Using a Bluetooth device with your app 5-1

About Bluetooth LE devices 5-2

Which iPad models support Bluetooth LE? 5-2

Which Bluetooth LE devices have been tested with the Nx2me app? . 5-2

Turning on the iPad Bluetooth setting 5-3

Pairing your iPad with a Bluetooth-enabled device 5-4

Removing a Bluetooth device. 5-7

6 Treatment with the Nx2me App 6-1

Starting a new treatment session 6-2

Verifying your connections. 6-3

Treatment session steps 6-4

The Pre-Treatment screen 6-4

Nx2me settings updates 6-5

Acknowledging updated Patient Prescription settings. 6-6

Completing the pre-treatment information. 6-8

The Monitor Treatment screen 6-10

Adding notes, medications, and vital signs 6-11

Choosing your view 6-12

Treatment status area 6-14

Missing treatment status values. 6-15

The Post-Treatment screen 6-16

Completing the post-treatment information. 6-16

Confirming a flowsheet 6-17
Submitting a flowsheet from the Home screen 6-19

7 Adding notes and medications 7-1

Adding a note to a flowsheet 7-2
Adding or Editing a note on a flowsheet 7-3
Adding a picture to a note 7-4
Adding a picture using the iPad camera 7-5
Attaching a picture you took previously 7-6
Attaching a picture from the iPad Photos library 7-7
Removing a picture from a note 7-8
Entering medication 7-9

8 Cycler alarms and cautions 8-1

About cycler alarms and cautions 8-2
Alarm and caution sounds 8-2
Alarm and caution notifications 8-2
Addressing alarm and caution alerts 8-4
Dismissing the alert 8-4
Viewing troubleshooting for the current alarm/caution 8-4
Calling technical support or your center during an alarm 8-5

9 Measuring your weight and vital signs 9-1

Measuring your weight 9-2
Entering your weight manually with a standard scale 9-3
Entering your weight with a paired Bluetooth scale 9-5
Changing a weight measurement 9-7
Changing the weight to remove during a treatment 9-9
Measuring your vital signs 9-10
On the Pre-Treatment screen 9-10
On the Monitor Treatment screen 9-10
On the Post Treatment screen 9-11
Entering your blood pressure and pulse manually with a standard cuff 9-12
Entering your blood pressure and pulse with a paired Bluetooth blood pressure cuff 9-14
Entering your temperature manually with a standard thermometer . . . 9-15
Entering your temperature with a paired Bluetooth thermometer 9-16

10 Reference information for your cycler 10-1
Accessing your cycler's user guide 10-2
Opening the troubleshooting chapter in the cycler user guide 10-4
Searching your cycler's user guide 10-6
11 Messaging with your center 11-1
Introduction to messaging 11-2
Choosing whether to use a message or a note 11-2
Accessing messages 11-3
New messages 11-4
About the message screen 11-5
Creating a new message 11-6
Reading a message 11-7
Replying to a message 11-8
12 Nx2me App settings 12-1
About Nx2me app settings 12-2
Accessing the Nx2me app settings 12-3
Editing the Nx2me app settings 12-4
13 Flowsheet calendar 13-1
About the flowsheet calendar 13-2
Accessing the flowsheet calendar 13-2
Using the flowsheet calendar 13-3
14 Remote View sessions 14-1
About Remote View sessions 14-2
Remote View session requirements 14-2
Data available during treatment 14-3
15 Support during treatment 15-1
Calling technical support or dialysis center from the app 15-2
Nx2me app call requirements 15-2
Starting telephone calls in the app 15-3
About Virtual Sessions 15-5
Virtual Session requirements 15-5
Starting a Virtual Session 15-6
About video calls and video conferences 15-7

Video call requirements 15-7
Adding video to a Technical Support call 15-7
What is a dialysis center video call? 15-9
What is a video conference? 15-9
Starting a video call or video conference session 15-10
Controls in a video call 15-11
Data available during treatment 15-12

16 Cleaning and disinfecting equipment 16-1

NxStage recommendations for cleaning your iPad 16-2
Safety measures 16-3
Cleaning your iPad and accessories 16-4
Disinfecting your iPad and accessories 16-5

17 Traveling with the Nx2me app 17-1

Treatments while traveling 17-2
Performing a treatment using the hotspot when traveling 17-2
Performing a treatment using the internet package when traveling 17-5
Uploading flowsheets when traveling 17-8

18 Troubleshooting 18-1

Connection troubleshooting messages 18-2
Message: Looking for Cycler (Serial Number) 18-3
Message: Connected, no Cycler data 18-6
Message: Unsupported Cycler Software 18-7
Message: Cycler not configured for use with Nx2me 18-8
Message: Checking connection.... 18-9
Message: You have been unenrolled from Nx2me 18-9
Message: The NxStage server is not available 18-10
Message: User Guide Download in Progress 18-10
Message: No Troubleshooting Content Downloaded 18-11
General troubleshooting 18-12
The iPad asks for a password to connect to the NxStageRouter network . . 18-13
Sync was not Successful 18-15
You cannot create a Nx2me app account 18-18
You have forgotten your username or password 18-19
You cannot use the iPad camera, microphone, Bluetooth or connect to

your local network 18-20
Deleting the Nx2me app 18-21
Removing the Nx2me app from the iPad 18-22
You cannot attach a photo from Photo Stream 18-23
The iPad power fails during a treatment 18-23
A Bluetooth device stops sending values to the Nx2me app 18-24
Changing the cycler serial number 18-26
Reviewing System Setting 44 on the cycler 18-27

19 Nx2me Settings reference 19-1

Nx2me Settings 19-2
Login information 19-2
Connection information 19-2
NxStage equipment 19-3
About Nx2me 19-5

Chapter 1 Preface

Product description 1-2
Indications for use 1-2
Warnings 1-3
Cautions 1-5
Symbols and conventions 1-6
iPad damage or malfunction 1-7
Setting up network connectivity 1-7
Abbreviations 1-8

Product description

Nx2me Connected Health automates the collection of dialysis treatment flowsheet information so that it can be transmitted after treatment to a server for clinical evaluation.

Indications for use

The Nx2me Connected Health® System is for use by chronic hemodialysis patients remotely in combination with the NxStage cycler and a variety of devices such as blood pressure monitor and weight scale upon the prescription of a licensed physician or healthcare practitioner. The Connected Health System serves as the data repository and communication link to the server software which is utilized by the healthcare facility. The healthcare facility may include the physician or licensed healthcare practitioner, other clinicians, or a disease management center.

The purpose of the system is to collect, accumulate, store and transmit medical information such as flowsheet data, vital signs, blood pressure, weight and dialysis data from the patient and transmit these results to their healthcare practitioner at another facility. The system also provides online labeling, treatment status, trending and supports education and messaging.

The device is not intended to provide time sensitive data or alarms and does not control the NxStage cycler. This system may not be used as a substitute for direct medical intervention or emergency care.

Interpretation of the information collected and transmitted requires clinical judgment by an experienced medical professional.

Warnings

A warning alerts the user to the possibility of serious injury, other adverse reactions, or death associated with the use or misuse of the device.

Cycler display vs. Nx2me app display

⚠ **Warning:** Always consider the information displayed on the cycler as the correct information if it differs from the information shown on the Nx2me app. Risk of patient injury or poor therapy outcomes.

Relying on incorrect information can cause the following:

- Incorrect response to alarms
- Incorrect response to harmful conditions

Refer to cycler for alarms

⚠ **Warning:** Do not only rely upon the Nx2me app to display alarms and cautions. Always refer to the cycler's display. Risk of serious injury or death.

Trained observer required

⚠ **Warning:** Always have a trained and qualified person observe treatment, even when using the Nx2Me app. Never use the Nx2me app to make therapy decisions that rely on time-sensitive data. Risk of serious injury or death.

Nx2Me Connected Health does not replace a trained and qualified person who can make therapy decisions and react to alarms. If you experience medical symptoms that concern you, consult your doctor or nurse right away or call 911.

Keep user guide available

⚠ **Warning:** Always keep a printed version of the NxStage cycler user guide available for reference during treatment. Risk of patient injury or poor therapy outcomes.

iPad universal precautions

⚠ **Warning:** Always follow universal precautions when using the iPad. Risk of infection.

Follow these steps when using the iPad:

- Make sure the iPad is clean and disinfected before treatment.
- Clean and disinfect the iPad after each treatment.

Nx2me does not control cycler

⚠ **Warning:** Always use the cycler's control panel to operate the cycler because the Nx2me app does not control the cycler. Risk of poor therapy outcomes.

Charging iPad

⚠ **Warning:** Patients must not touch the iPad during treatment if it is being charged. Do not charge the iPad in the treatment area. Risk of electric shock.

Manually adjust cycler settings

⚠ **Warning:** Changes to settings on the Nx2me app do not update settings on the cycler. You must manually adjust settings on the cycler. Risk of poor therapy outcomes.

Confirming accurate flowsheet

⚠ **Warning:** Always make sure the information you entered in the Nx2me app is accurate before confirming a flowsheet. Flowsheet information is used by the dialysis center to make therapy decisions. Risk of poor therapy outcomes due to inaccurate data.

Review iPad user guide

⚠ **Warning:** Review the safety information in the iPad user guide before using the Nx2me app. Risk of electrical interference.

Before using the iPad be aware of the following:

- Potential interactions between the iPad and other medical devices such as implantable cardiac defibrillators.
- Other safety information that may affect patient safety.

Bluetooth-enabled devices

⚠ **Warning:** Always read the instructions and follow the safety information of the manufacturer for the proper use of Bluetooth-enabled devices used with the Nx2me app. Risk of poor therapy outcomes.

Deleting Nx2me app

⚠ **Warning:** Always confirm and sync all flowsheets before deleting the Nx2me app from your iPad. Risk of improper therapy if the center does not have all treatment information.

Deleting the Nx2me app delete any flowsheets on your iPad, including those that have not been sent to the center.

Time-sensitive information

⚠ **Warning:** Do not use the Nx2me app to send time-sensitive information. Risk of patient injury or poor therapy outcomes.

Cautions

A precaution or caution alerts the user to the possibility of a problem with the device associated with its use of misuse. Possible problems include device malfunctions, device failure, damage to the device, or damage to other property.

⚠ **Caution:** Make sure the Nx2me app is receiving information from the cycler. If the Nx2me app is not receiving cycler information, it not be included in the flowsheet. The Nx2me app display "Looking for Cycler" when it is not receiving cycler information.

⚠ **Caution:** Make sure the iPad is connected to the Internet. If the iPad is not connected, the Nx2me app cannot send flowsheets to or receive information from the center.

⚠ **Caution:** The Nx2me app does not work if it is closed, the iPad is turned off or the **Home** button on the iPad is pressed during treatment.

⚠ **Caution:** Keep the iPad away from liquids. Liquids may damage the iPad.

⚠ **Caution:** Make sure the cycler serial number displayed in the Nx2me app matches the serial number on the cycler. The cycler cannot communicate with the Nx2me app if the serial numbers are different.

⚠ **Caution:** Streaming music, movies, or other data on your home network during treatment may interfere with the connection to the cycler. You may need to stop streaming data during treatment.

⚠ **Caution:** Do not update the iOS software on the iPad until your center or NxStage notifies you. Updating the iOS software on the iPad may prevent the Nx2me app from performing properly.

Symbols and conventions

Symbols

This user guide uses a standard set of symbols and formatting conventions.

Symbol	Description
⚠	Warning
⚠	Caution
	Manufacturer
	This symbol indicates that separate waste collection is required for electrical and electronic equipment.

Conventions used in this guide

User interface elements	This formatting convention is used to identify user interface elements such as fields, buttons, tabs, options, and dialog boxes. For example, click **OK** in the **User Assistance** dialog box.
`Product message` `User input`	This formatting convention is used for a message that appears on the screen. It can also represent text you have to enter in a field on the screen. For example, type `http://www.company.com` in the browser's address bar.

iPad damage or malfunction

If your iPad is damaged or malfunctioning, contact your center.

Setting up network connectivity

The iPad communicates with the ConNxBox™ on your cycler using the NxStage Wi-Fi (wireless) network.

Before using the Nx2me app, follow the instructions in the *Setting up Nx2me Connected Heath at Home* guide in your Connectivity Package to set up your home network to support the app.

Abbreviations

AP	arterial pressure
BFR	blood flow rate
BH	BH button hole, as in BH fistula (button hole fistula)
BLD	blood leak detector
BP	blood pressure
bpm	beats per minute
°C	degrees Celsius
DFR	dialysate flow rate
DFV	dialysate flow volume
dia	diastolic blood pressure
EP	effluent pressure
ESA	erythropoiesis-stimulating agent
°F	degrees Fahrenheit
iOS Ver	version of the iOS on the iPad
kg	kilograms
L	liters
L/hr	liters per hour
min	minute
ml	milliliters
ml/min	milliliters per minute
mmHg	millimeters of mercury (pressure)
SW Ver	software version
sys	systolic blood pressure
Tx	treatment
UF	ultrafiltration
UFR	ultrafiltration flow rate
UFV	ultrafiltration volume
VP	venous pressure

Chapter 2 About the iPad

Parts of the iPad 2-2
Charging the iPad battery 2-3
Powering on the iPad 2-6
Putting the iPad in sleep mode 2-6
Unlocking the iPad 2-7
Using the iPad touchscreen 2-9
Accessing the iPad User Guide 2-12
Connecting to a wireless (Wi-Fi) network 2-14

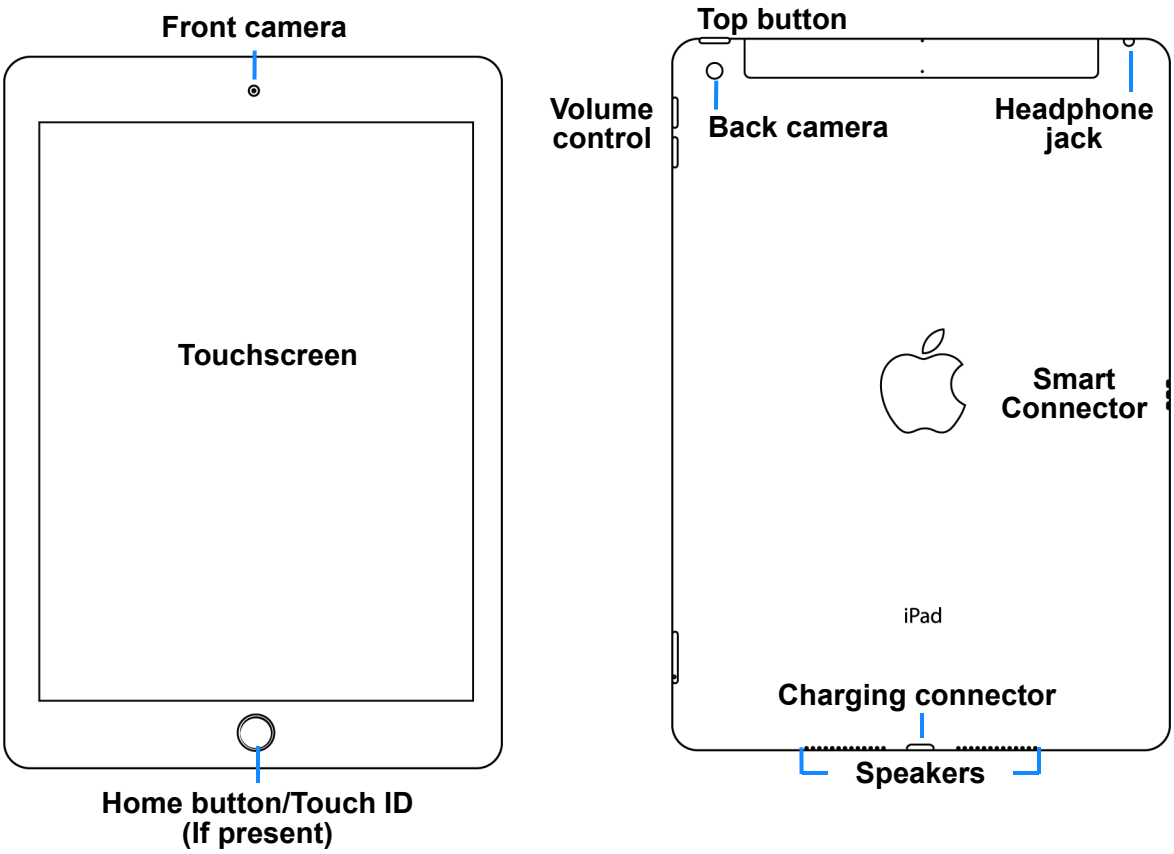
Parts of the iPad

The iPad is a tablet computer that runs the Nx2me app. The iPad communicates with the ConNxBox on your cycler using the NxStage Wi-Fi (wireless) network.

This section provides an overview of the iPad. The features on your iPad may vary depending on which model you have, your location, language, and carrier.

⚠ **Caution:** Do not update the iOS software on the iPad until your center or NxStage notifies you. Updating the iOS software on the iPad may prevent the Nx2me app from performing properly.

⚠ **Caution:** Streaming music, movies, or other data on your home network during treatment may interfere with the connection to the cycler. You may need to stop streaming data during treatment.



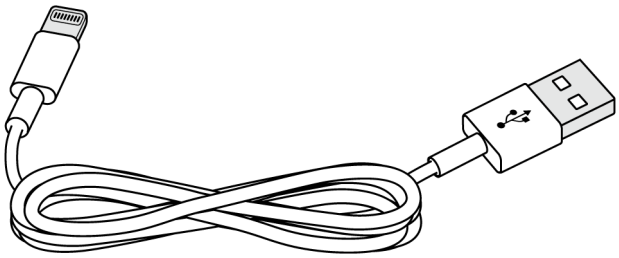
Charging the iPad battery

The iPad has an internal, rechargeable battery. Make sure that the iPad is fully charged before each treatment. If the iPad shuts down due to a low battery during treatment, it does not record a complete flowsheet.

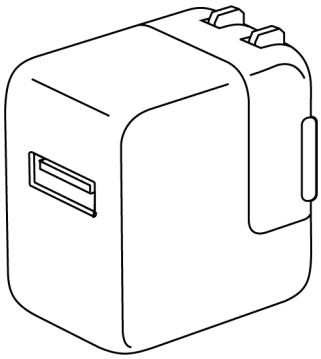
Charging iPad

⚠ **Warning:** Patients must not touch the iPad during treatment if it is being charged. Do not charge the iPad in the treatment area. Risk of electric shock.

ⓘ **Note:** Do not plug the iPad into the cycler to recharge the battery.



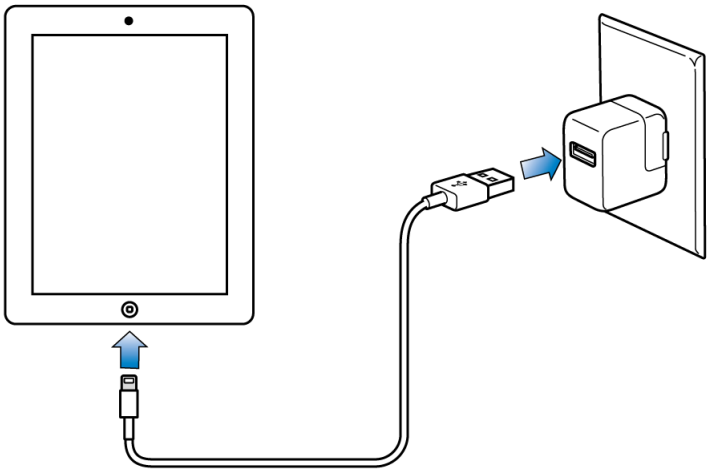
Charging cable



Power adapter

Connect the iPad to a power outlet using the included charging cable and USB power adapter.

To charge the iPad battery



1. Insert the charging cable into the power adapter.
2. Connect the iPad to the charging cable.
3. Plug the power adapter into an electrical outlet.
4. Monitor the iPad battery status.
5. Unplug the iPad from the power adapter before bringing it into the treatment area.

   Note: If the iPad needs to be charged during a treatment, have another person charge it outside the treatment area.

Monitoring the iPad battery level

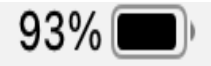
The battery icon in the upper-right corner of the iPad status bar shows the battery level and charging status.

If you want to see a number that indicates the percentage of the remaining battery charge, you must enable the **Battery Percentage** setting.

To show the percentage of battery charge in the status bar

1. Tap the **Settings** icon on the iPad to open the **Settings** screen.
2. In the left column, tap **Battery**.
3. In the right column, move the slider right to switch **Battery Percentage** on (green).

The percentage of available battery now appears to the left of the battery icon.



Powering on the iPad

Turn the iPad off when you do not plan to use it for a long time. The On/Off button is located on the side of the device, see *Parts of the iPad*, page 2-2.

If you want to	Then
Turn **on** the iPad	Hold down the **On/Off** button on the top of the iPad until the Apple logo appears on the screen.
Turn **off** the iPad	1. Hold down the **On/Off** button until the slider appears on the screen. 2. Drag the slider to turn the iPad off.

Putting the iPad in sleep mode

If the screen of the iPad is dark, it is either turned off or in sleep mode. Sleep mode saves the battery and prevents anything from happening when you touch the screen.

If you want to	Then
Start sleep mode	Press the **On/Off** button briefly. If you don't touch the screen for two minutes, the iPad locks itself.
End sleep mode	Press the **Home** button on the iPad until the screen lights up or press the **On/Off** button briefly.

Unlocking the iPad

How to unlock your iPad depends on the software version and if you have set up a passcode. Once the iPad is active, follow the prompts on the screen to unlock it.

To unlock the iPad

1. Briefly press the **Home** button or press the **On/Off** button.
2. If prompted, enter the iPad passcode on the **Enter Passcode** screen.
   - A passcode protects the data stored on your iPad.
   - If you have set up a passcode, you must enter the passcode each time you turn on or wake up the iPad.
   - Once you have a passcode, you can set up Touch ID to use your fingerprint to unlock the iPad if this feature is available on your iPad.
     - See *Setting up Touch ID*, page 2-8.

Setting up Touch ID

Touch ID is a fingerprint identity sensor that makes it easy for you to get into your device. If your iPad has this capability, you must first create a passcode before you can set up Touch ID.

To set up Touch ID

1. Tap the iPad **Settings** icon .

   The **Settings** screen opens.
2. In the left column, tap **Touch ID & Passcode**, then enter your passcode.
3. Tap **Add a Fingerprint**.
4. Hold your device as you normally would and touch the **Home** button until the screen prompts you to lift your finger.
5. Lift and rest your finger each time the screen prompts you, changing the position slightly.

To unlock your iPad using Touch ID

- Lightly press the Home button using the finger you registered with Touch ID.

To turn off Touch ID

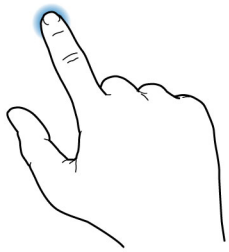
1. In the app, tap **Menu** Menu > **Settings** > **Login information.**
2. Set **Use Touch ID?** to **No**. See *Login information*, page 19-2.

Using the iPad touchscreen

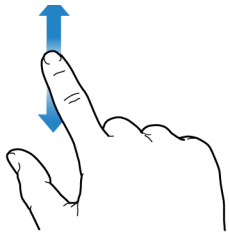
The iPad uses a touchscreen display that is also an input device. See the drawings below for more information on navigating the screens and menus using the touchscreen.

Touchscreen controls

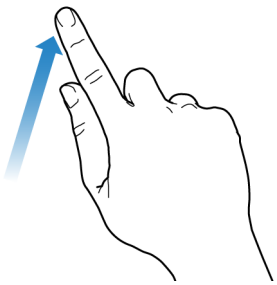
Here are a few tips about using the touchscreen.



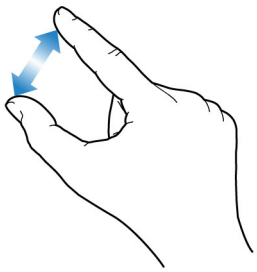
- **Tap:** To choose items in menus and touch buttons on the screen, you tap. Using the tip of your finger, lightly press the menu item or button and then immediately lift your finger.



- **Flick:** To make lists menus scroll in the direction you choose, lightly and quickly slide your finger up or down.



- **Swipe:** To turn pages forward, move your finger to the left. To turn the page backwards, move your finger to the right.



- **Pinch:** Put your thumb and index finger together and place them on the screen.
- **To zoom in or to make text larger,** move your fingers apart.
- **To zoom out or make the text smaller,** pinch your fingers together.

Status bar

The status bar is located across the top of iPad screen. Small icons in this area provide useful information, such as the current time, battery status, and wireless (Wi-Fi) connection status.

Status icons

The icons in the status bar at the top of the screen give information about the iPad.

Status icon	What it means
Wi-Fi	The iPad has a Wi-Fi internet connection. The more bars that are fully lit in the icon (up to three), the stronger the connection.
Bluetooth	**White icon:** Bluetooth is on and paired with a device, such as a headset or keyboard. **Gray icon:** Bluetooth is on but a paired device is not nearby or is turned off. **No icon:** Bluetooth is off.

Status icon	What it means
Battery status	The level of charge in the iPad's battery and if it is currently being charged. When the icon is completely filled, the battery is fully charged. It then empties as the battery is depleted.
Lightning bolt	The iPad is connected to power and the battery is being charged.
Airplane Mode	Airplane mode is on. You cannot access the internet, or use Bluetooth devices.

Using Split View on your iPad

You may use the Nx2me app in Split View, if it is available on your iPad.

When using Split View, be aware of the following recommendations:

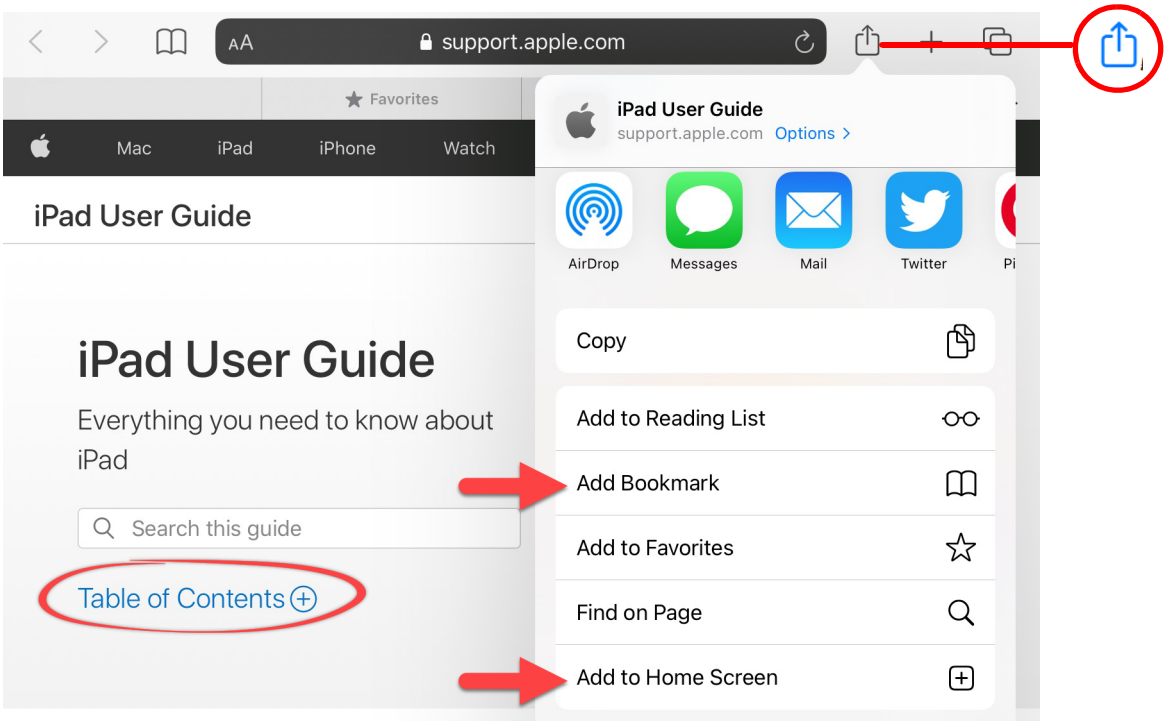
- Hold your iPad sideways (landscape orientation).
- Drag the divider to the center of the screen to give Nx2me and the other app equal space on the screen (50:50 view).
- To best view your cycler's user guide, make sure that the Nx2me window is at least 70% of the screen.
- The iPad's camera is not available in Split View.

Accessing the *iPad User Guide*

The iPad has an online help guide you can access through the Safari browser as a bookmarked site.

To use the iPad user guide

1. Tap the **Safari** icon to open a browser window.
2. Type `https://support.apple.com/guide/ipad` in the browser's address bar.
3. For quick access of the user guide at any time, tap the **Share** icon ion the browser window and select one of the following:
   - **Add Bookmark**: The bookmark appears when you tap the **Bookmarks** button in Safari.
   - **Add to Home screen**: The shortcut appears as a new icon on the Home screen.



4. Tap **Table of Contents** link to open the table of contents.
   a. Tap the topics **Set up and get started** and **Basics**.
   b. Review the information in these topics.

   Note: If you want to review additional topics, tap any link in the table of contents to access them.

5. Exit the browser when you are done.

Connecting to a wireless (Wi-Fi) network

Your iPad must connect to the internet through a wireless (Wi-Fi) network to do any of the following:

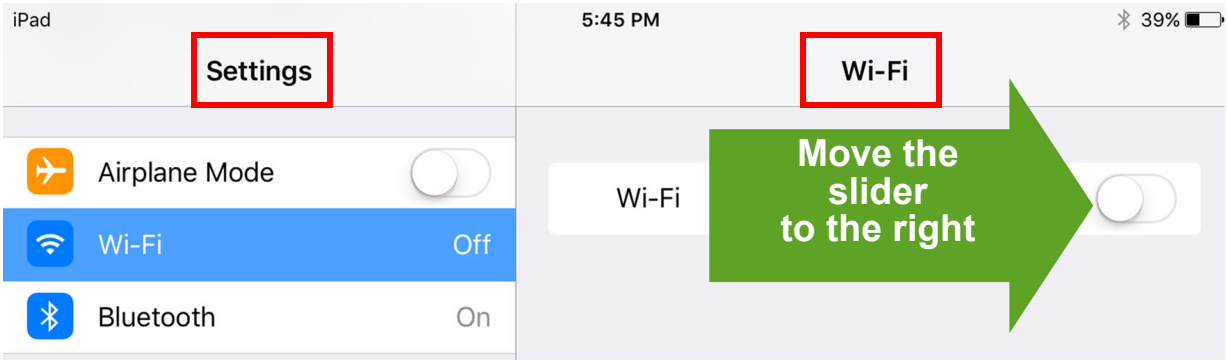
- Download an app.
- Log into your Nx2me account.
- Send or receive data.
- Download cycler user guide and troubleshooting files.

To connect to a wireless network

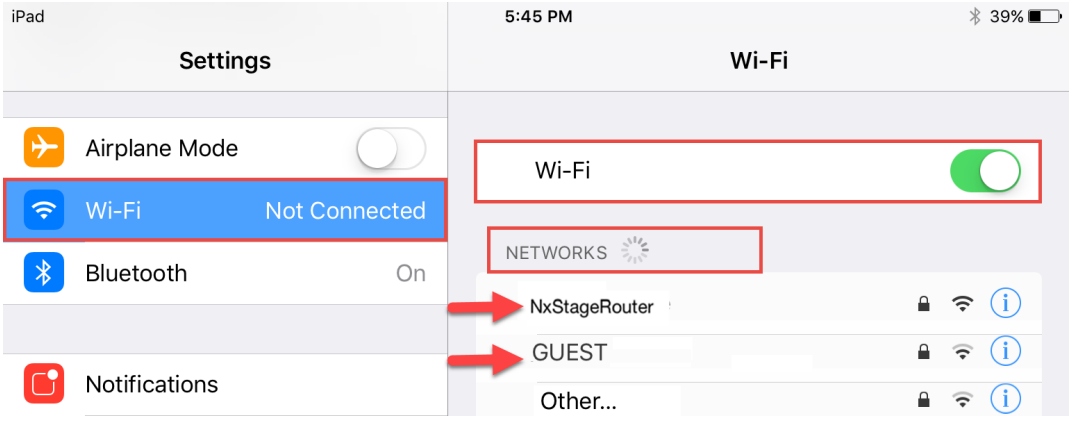
1. Tap the iPad **Settings** icon .

   The **Settings** screen opens.
2. In the left column, tap **Wi-Fi** to select it.
3. In the **Wi-Fi** column, move the slider to the right to switch **Wi-Fi** on.

   The slider is green when Wi-Fi is on.



4. Tap a network name under **Networks** to select a Wi-Fi network.



5. Enter the password if required.
   - Public Wi-Fi access points may require additional steps to connect.
   - A Wi-Fi icon appears in the status bar

Wi-Fi icon - The more bars that light up, the stronger the connection.

6. Exit **Settings** and return to the iPad **Home** screen.

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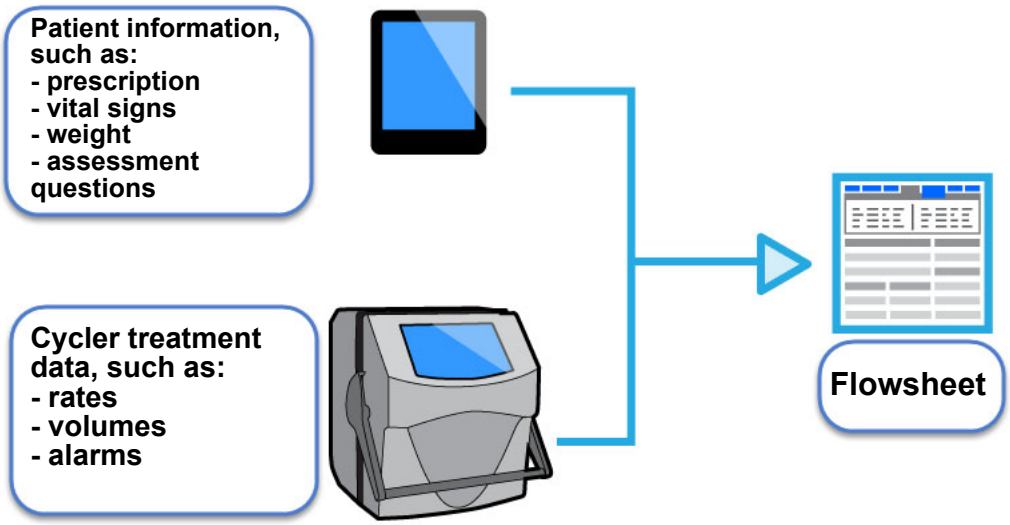
Chapter 3 About the Nx2me App

About the Nx2me app 3-2
Features of the Nx2me app 3-3
Installing the Nx2me app 3-4
Updating the Nx2me app 3-5
Starting the Nx2me app 3-6

About the Nx2me app

The Nx2me app is a tool that runs on the iPad and collects treatment information when you are performing a treatment on the NxStage cycler.



Where does this treatment information come from?

Treatment information comes from the cycler's computer, the ConNxBox. The iPad communicates with the computer using a wireless (Wi-Fi) connection.

Additionally, the app prompts you to enter treatment information such as weight and vital signs, medications administered, notes, and patient assessment questions before and during treatment.

What happens to this treatment information?

This treatment information is combined into a flowsheet. After the treatment is complete, the app transmits the flowsheet over the internet to your center. Your center clinician logs into their Nx2me Clinician Portal to review the flowsheet.

Do I need to use the Nx2me app to use the cycler?

This optional app is not required to perform a treatment with the cycler. If the app or the iPad stop functioning or if you and your care partner are unwilling or unable to use the app for any reason, continue to follow the instructions from your dialysis center for performing treatment with the cycler.

Features of the Nx2me app

Some of these features may not be available depending on your center's settings.

- **Additional cycler heads-up display** – During treatment, the app shows your arterial, venous and effluent pressures at all times. Additional treatment information is shown at the bottom of the screen.
- **Context-sensitive help** – If the cycler has an alarm during treatment, the troubleshooting for that alarm appears in a pop-up in the app.
- **Data tracking session for center support** – Your center's staff can request to track data during a treatment to help troubleshoot technical issues.
- **Flowsheet calendar** – A calendar view of the all the treatments performed in the last five weeks to help you track your treatment goals.
- **Messages -** The app allows you to send messages to the center and receive messages from the center. Messages are for general non-emergency communication not related to a specific flowsheet or treatment.
- **Phone call** - Start a call to Technical Support or your clinic using the Nx2me app.
- **Video call** - You can ask to add video to a phone call with Technical Support, which allows technical support to see what you see. In addition, video calls can be initiated by your nurse or clinician to your iPad.

Installing the Nx2me app

- If your iPad is owned by your center, the Nx2me app should be installed when you get the iPad.
- If you are using your own iPad, install the app from the Apple App Store.

Before you begin:

The iPad needs a wireless internet connection to download the app. Make sure the Wi-Fi icon is in the status bar at the top of the iPad screen. For more information, see *Connecting to a wireless (Wi-Fi) network*, page 2-14.

To install the Nx2me app on the iPad

1. Tap the **App Store** icon on your iPad screen to open the App Store.
2. Tap Search then type `Nx2me` in the search bar.

   The search results page opens.
3. Tap **Get** next to the Nx2me app.

   The **Install** button appears.
4. Tap **Install**.

   You may be prompted to enter or create an Apple ID.
5. Enter your Apple ID password, and then tap **OK**.

   The app installs on your iPad.

Updating the Nx2me app

When a new version of the app is available, contact your center about when to update the app. Updates to the app enhance current features or add new features.

To update the Nx2me app version

1. Tap the **App Store** icon on your iPad screen to open the App Store.
2. Tap your profile icon at the top of the screen.
3. Scroll to see pending updates and release notes.

   If an update is available, the Nx2me app appears in the list of pending updates.
4. Tap **Update** in the Nx2me app line.

   The Nx2me app updates.

   When you launch the app, the Nx2me version on the **Login** screen is updated to the current release.

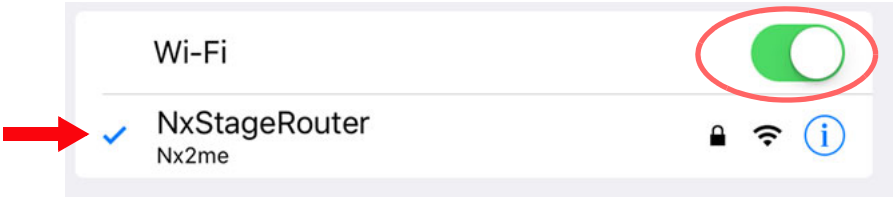
Starting the Nx2me app

Start the app on the iPad before beginning a treatment.

To start the Nx2me app

1. Turn on or wake up the iPad.
   - See *Powering on the iPad*, page 2-6.
   - Enter the iPad passcode, if necessary.
2. Make sure the **Wi-Fi** setting on the iPad is on.
   - See *Connecting to a wireless (Wi-Fi) network*, page 2-14.
   - If the Wi-Fi is turned off, move the slider to the right until it shows green.
3. Tap the Wi-Fi network named **NxStageRouter** select it.

   Your iPad is connected when the blue check mark appears beside the network name.



4. Tap the **Nx2me** icon on the iPad screen to start the app.

Chapter 4 Getting started

Creating a Nx2me user account 4-2
Setting up a Nx2me app account 4-2
About the app Home screen 4-10
Status bar 4-12

Creating a Nx2me user account

Before you begin, check the following:

- *The Nx2me Account Info Form (TM1012) is completed.* This form contains information required for you to set up and access your Nx2me account.
- *The iPad is connected to a Wi-Fi network.* The app sends the account information you enter to the Clinician Portal to verify that it is correct.

Setting up a Nx2me app account

The first time you open the app, you are asked to set up a Nx2me user account.

Open the Nx2me app.

Review and accept the software license (EULA).

Enter your identification information on the Account Setup screen.

Create your username, password, and security questions on the Create Account screen.

Log into the Nx2me app.

Reviewing the software license (EULA)

The first time that you open the Nx2me app, the **Welcome** screen opens. On this screen you must review and accept the software license (EULA).

Note: You can download the EULA from the App Store or access it in the app from **Menu > Settings >About Nx2me**.

To review the EULA

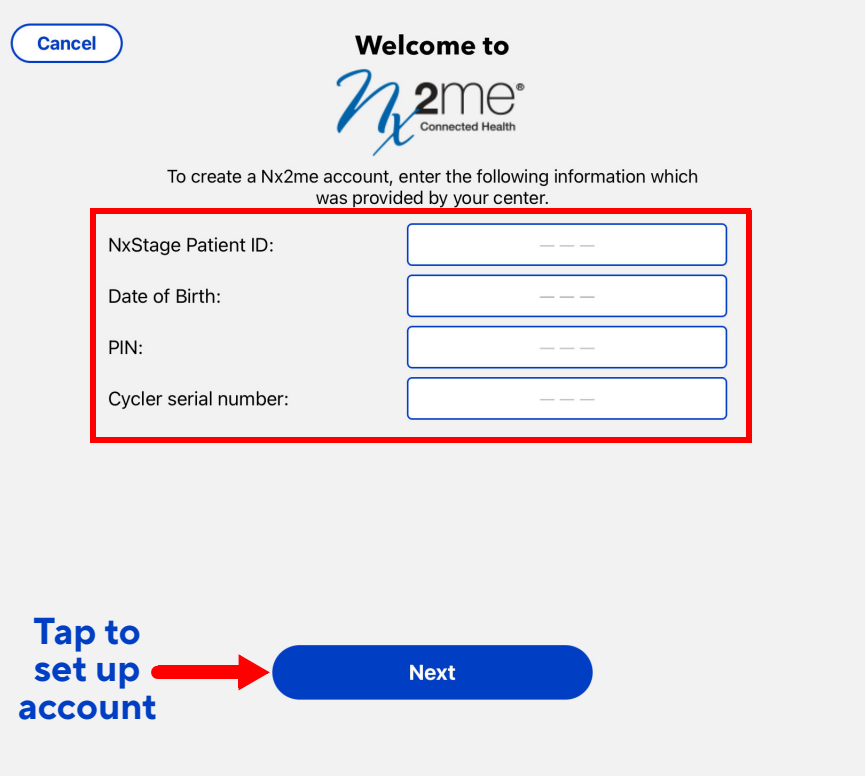
1. Make sure your iPad is connected to a Wi-Fi network.
   - For more information, see *Connecting to a wireless (Wi-Fi) network,* page 2-14.
2. Tap the **Nx2me** icon to open the app.

   The **Welcome** screen opens, showing the EULA.
3. Read the EULA and tap **I Accept**.

   The **Account Setup** screen opens.

Setting up your Nx2me app account

To set up a Nx2me app account, do the following



1. Enter the identification information that your center provided.
   - **NxStage Patient ID** - Your NxStage patient ID given to you by your center.
   - **Date of birth** - your date of birth.
   - **PIN** - Your personal identification number given to you by your center.
   - **Cycler serial number** - The 4- or 5-digit serial number of your cycler. This data is required for the iPad to communicate with your cycler.
2. Tap **Next**.

   The app proceeds to the **Create Account** screen.

Creating an username and password

Choose an username and password that are easy to remember, because you use these every time you login to the app.

The password must contain:

- Between 6 and 40 characters
- At least one number
- At least one letter

To create a Nx2me username and password

1. Create your username and password.

Field	Requirement
Username	Choose a username that you can remember easily.
Password	Enter a password.
Verify Password	Re-enter the password you created.

2. Next, choose two security questions and provide answers for them.

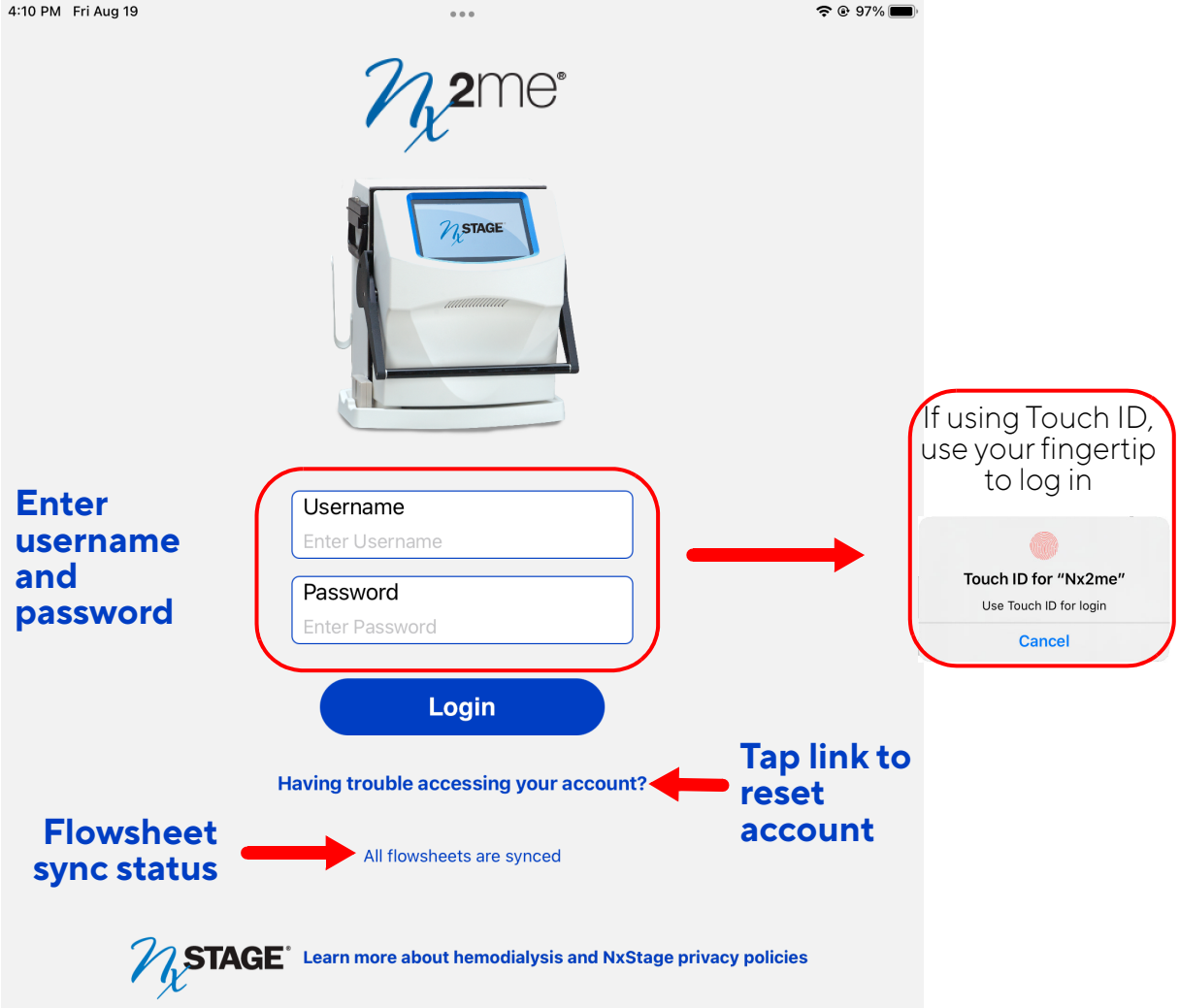
Field	Requirement
Security question 1	a. Tap in the **Security question 1** field. b. Select a security question. c. Tap **Save**.
Answer	Enter the answer to the security question
Security question 2	a. Tap in the **Security question 2** field. b. Select a security question. c. Tap **Save**.
Answer	Enter the answer to the security question

3. Tap **Create Account**.
   - Your Nx2me app account is created.
   - The app opens the **Login** page.

Logging into the Nx2me app

Log into the app to view and manage settings, check if flowsheets are synced, read and send messages, or to begin a treatment.

Note: If you forget your username and password, answer the security questions to reset your account. See *To reset your Nx2me app account*, page 18-19.



To log into the Nx2me app

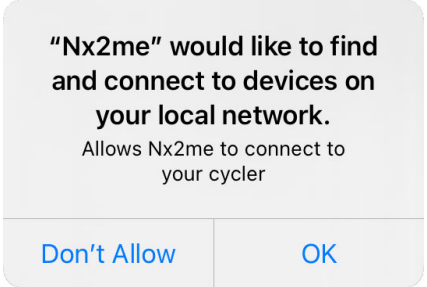
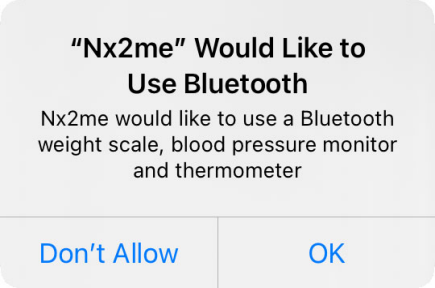
1. Enter your username in the **Username** field.
2. Enter your password in the **Password** field.
3. Tap **Login**.

   One of the following occurs:

If you	Then
Enter the correct username and password	The Home screen opens.
Get a message that your username or password is incorrect	Enter your username and password again.
Cannot log in after multiple attempts.	• Tap the **Having trouble accessing your account?** link below the **Login** button. • For more information, see *To reset your Nx2me app account*, page 18-19.

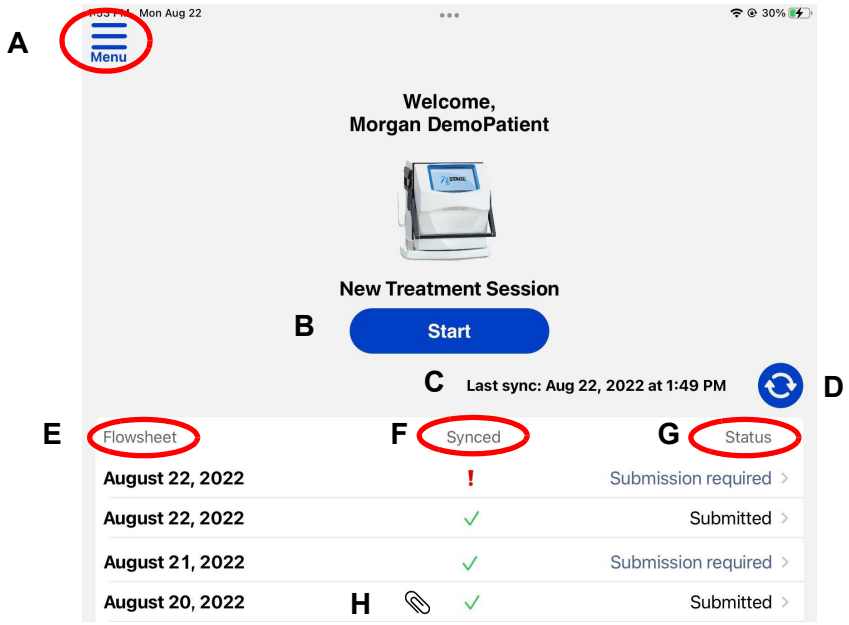
The first time you log into the app the following pop-up alerts are shown:

Pop-up alert	Select one of the following:
The app microphone permissions pop-up dialog opens. **"Nx2me" Would Like to Access the Microphone** Allows you to speak with your care team Don't Allow | OK	• **OK** - Let the app use the microphone on the iPad for communication features, such as using the "Speak to Text" function when adding a note for your care team • **Don't Allow** - Prevent the app from using the microphone on your iPad.
The app camera permissions pop-up dialog opens. **"Nx2me" Would Like to Access the Camera** Allows technical support access to your camera for troubleshooting Don't Allow | OK	• **Don't Allow** - Prevent the app from using the cameras on your iPad. • **OK -** Let the app use the cameras on your iPad.
The app photo permissions pop-up dialog opens. **"Nx2me" Would Like to Access Your Photos** Allows you to add pictures to your flowsheet Select Photos... Allow Access to All Photos Don't Allow	• **Select Photos** - Let the app use specific photos on your iPad. • **Allow Access to All Photos** - Let the app use any photos on your iPad. • **Don't Allow** - Prevent the app from using the photos on your iPad.

Pop-up alert	Select one of the following:
The app connection permissions pop-up dialog opens.  	• **Don't Allow** - Prevent the app from connecting to the cycler. • **OK -** Let the app connect to the cycler and be used during your treatment.
The app Bluetooth permissions pop-up dialog opens.  	• **Don't Allow** - Prevent the app from using Bluetooth. • **OK** - Let the app connect to Bluetooth-enabled devices such as a weight scale, blood pressure monitor or thermometer.

About the app Home screen

The app **Home** screen opens when you log into the Nx2me app. This screen shows flowsheet history and is the starting place for navigation.

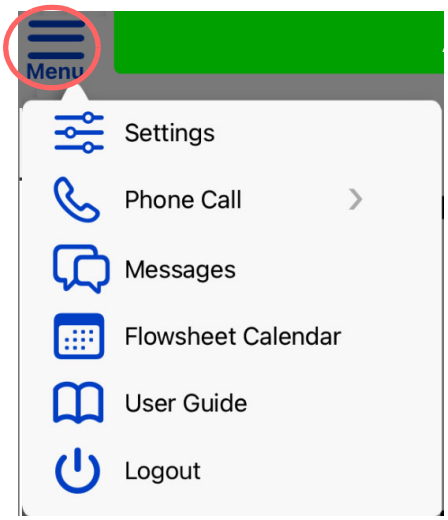


A	**Menu**	.Access the following from here: **Settings**, **Phone Call**, **Messages**, **Flowsheet Calendar, User Guide, Logout.**
B	**Start**	Start a new treatment session, see page 6-2.
C	Last sync	Indicates the last time the app synced with the center.
D	**Sync** button	Synchronize the app with your center. Checks for new Nx2me Settings Updates and messages. Uploads undelivered flowsheets.
E	**Flowsheets**	Shows the dates for which a flowsheet was recorded.
F	**Synced**	✓ Indicates flowsheet sync was successful ! Indicates flowsheet sync was not successful
G	**Status**	**Submitted** - Completed, flowsheet cannot be edited. **Submission required** - Not completed, flowsheet can be edited.
H	**Attachment** icon	Indicates flowsheet notes have one or more picture attachments.

Menu button

The Menu button

is located in the same position in the navigation bar of the app on all of the main screens.



Tap Menu to open a drop-down list to access the following:

- **Settings** - View all of the Nx2me app settings. For more information, see Chapter 12, **Nx2me App settings**.
- **Phone Call** - Start a call from your iPad. Only available in version 2.6 or higher of the Nx2me app. For more information, see Chapter 15, **Support during treatment**.
- **Messages** - Write messages to your center and read messages. For more information, see Chapter 11, **Messaging with your center**.
- **Flowsheet Calendar** - Look at a calendar view of your flowsheets and the percentage of dialysate processed as compared to your prescription. For more information, see Chapter 4, **Getting started**.
- **User Guide** - Access an electronic version of your cycler's user guide. Depending on the NxStage cycler model, users may see both an Instructional and Informational Guide in the app menu. For more information, see Chapter 10, **Reference information for your cycler**.
- **Logout** - Allows you to log out of the app and return to the **Login** screen.

Navigation bar

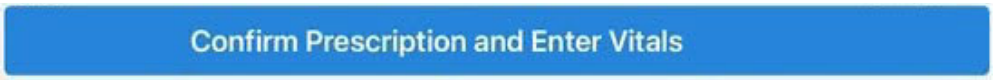
The navigation bar is located below the Nx2me app header for each treatment step in the Nx2me app. It displays a link to the four screens required for completing a treatment. During a treatment, the step you are on is highlighted blue to help guide you. You can also tap the steps to move to the next step of the treatment.

Status bar

The status bar is located below the navigation bar. The color of the status bar changes depending on the kind of message it is showing.

Informational status

When you need to enter information for your treatment, the status is indicated by a blue status bar with treatment messages.



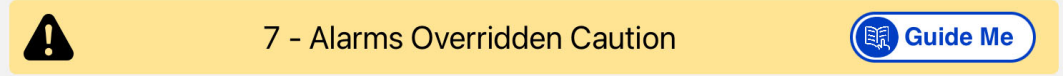
Normal status

A normal status is indicated by a green status bar with a message about the status your cycler.

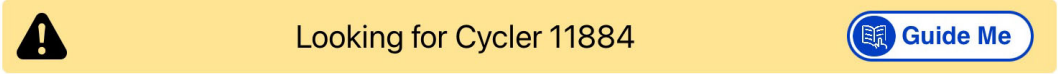
Caution or troubleshooting status

A yellow status bar shows either a caution from your cycler or a connection problem with the Nx2me app.

- **Cycler caution messages** - A caution status on the cycler is indicated by a yellow status bar with a caution message from your cycler .



- **Connection troubleshooting messages** - If there is a connection problem or problem communicating with the cycler, the yellow status bar can show a connection troubleshooting message.



For information these messages, see *Connection troubleshooting messages*, page 18-2.

Alarm status

A red status bar with an alarm message indicates an alarm status on the cycler.

For more information about alarms and cautions, see Chapter 8, **Cycler alarms and cautions**.

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Chapter 5 Using a Bluetooth device with your app

About Bluetooth LE devices 5-2
Turning on the iPad Bluetooth setting 5-3
Pairing your iPad with a Bluetooth-enabled device 5-4
Removing a Bluetooth device 5-7

About Bluetooth LE devices

On certain iPad models, you can use Bluetooth LE to communicate wirelessly with compatible devices to record your blood pressure, pulse, temperature, and weight in the Nx2me app.

Which iPad models support Bluetooth LE?

Bluetooth LE is available on the following iPad models:

- iPad, 3rd generation and later
- iPad Mini, all models

Which Bluetooth LE devices have been tested with the Nx2me app?

The following devices have been tested for use with the Nx2me app.

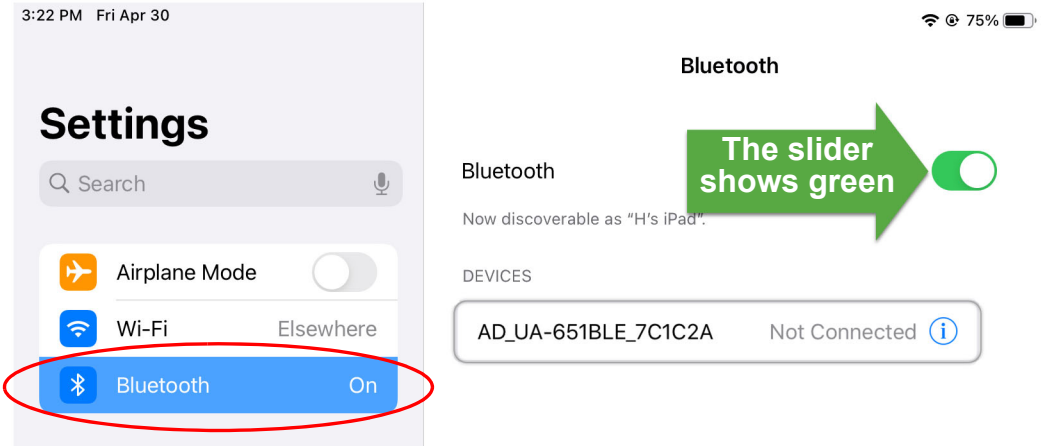
Use:	To measure:	Made by:	Model #
Deluxe Connected Blood Pressure Monitor	Blood pressure	A&D Medical Products	A&D UA-651BLE
Deluxe Connected Weight Scale	Body weight	A&D Medical Products	A&D UC-352BLE
Connected Ear Thermometer	Temperature	Phillips	DL8740
Smart Ear Thermometer	Temperature	Motorola	MBP69SN
Fora Ear Thermometer	Temperature	ForaCare	IR20b

Turning on the iPad Bluetooth setting

Turn on Bluetooth in the iPad settings.

To turn on the iPad Bluetooth setting

1. Tap the iPad **Settings** icon .
   The **Settings** screen opens.
2. In the left column, tap **Bluetooth** .
3. In the right column, move the slider to switch on the **Bluetooth** setting.
   The slider is green when Bluetooth is on.

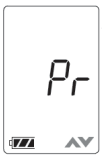


Pairing your iPad with a Bluetooth-enabled device

To use a Bluetooth device, first make a connection between the device and your iPad so the device can work with the Nx2me app. This process is called *pairing* the device.

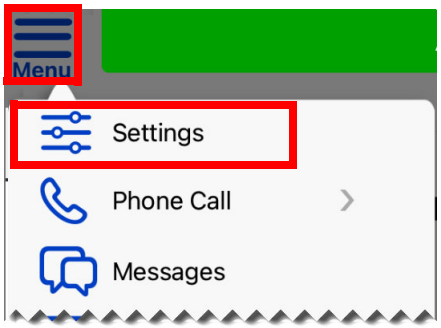
To pair a Bluetooth device with the Nx2me app

1. Check for the iPad Bluetooth is on. If it is not, see *Turning on the iPad Bluetooth setting*, page 5-3.
2. Put the device in pairing mode.

For the device:	Do the following:
A&D Medical Deluxe Connected Blood Pressure Monitor	a. Press and hold the **Start** button on the blood pressure monitor until `Pr` appears on the display.  b. Release the **Start** button.
A&D Medical Deluxe Connected Weight Scale	a. Press and hold the button on the bottom of the scale until `Pr` and the Bluetooth icon appear on the display. b. Release the button when the scale beeps.
Fora Ear Thermometer	a. Turn on the thermometer. b. Take a reading. c. Tap **Pair** in the app.
Any other compatible thermometer	Turn on the thermometer.

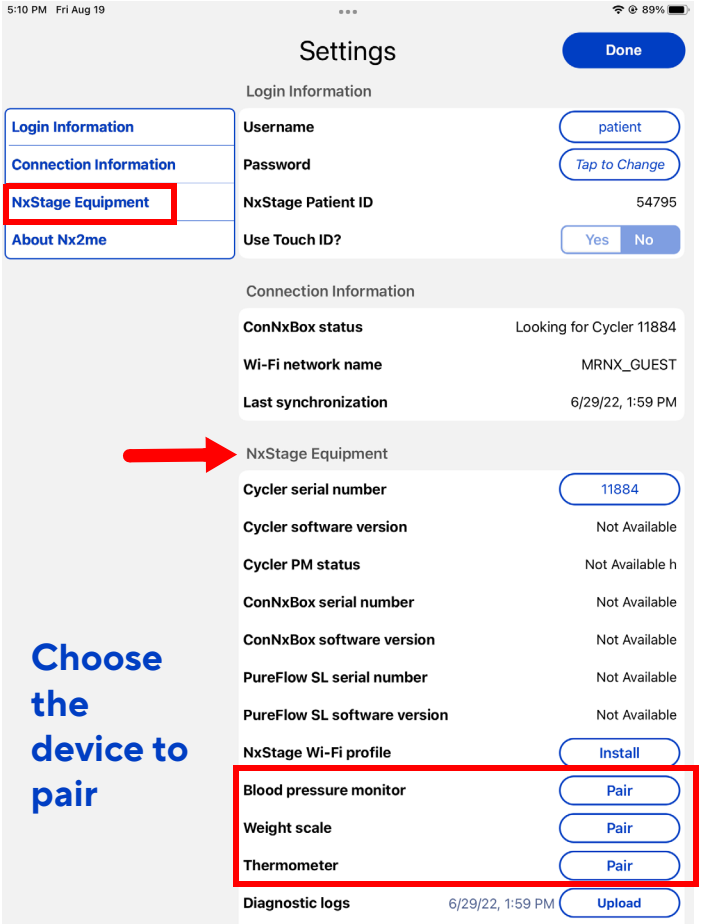
3. Tap the **Nx2me** icon and log into the app.
4. In the navigation bar of the app, tap **Menu** > **Settings** .

   The app **Settings** screen opens.



5. Tap **NxStage Equipment** in the left panel menu.

   The right panel menu scrolls to the **NxStage Equipment** list.

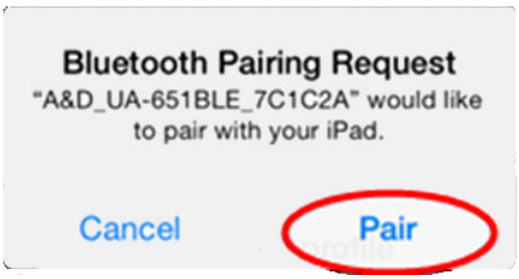


6. Tap **Pair** next to **Blood pressure monitor**, **Weight scale**, or **Thermometer**.

   The app searches for the device.

7. When the pair request opens, tap **Pair**.

   Note: This message does not appear when you are pairing with the thermometer. For the other devices, you see this message only the first time a Bluetooth device is paired or if you asked the iPad to forget the device after unpairing in the app. If you unpair a device from the app only, and then pair it again later, this message is skipped.



   When the device is paired, the device ID appears next to the setting.

   Blood pressure monitor A&D_UA-651BLE_E3BA96

8. Tap the **Done** to close the **Settings** screen.

Removing a Bluetooth device

You can remove a Bluetooth device from the iPad if you want to use only manual readings.

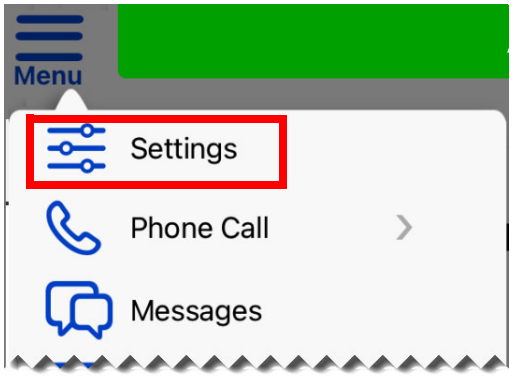
This procedure has two parts:

1. **Unpair the device from the app**. See page 5-7.
2. **Forget the device from the iPad settings**. See page 5-8.

To unpair the Bluetooth device from the app

1. Tap the **Nx2me** icon and log into the app.
2. In the navigation bar of the app, tap **Menu** > **Settings** .

   The app **Settings** screen opens.



3. Tap **NxStage Equipment** in the left panel menu.

   The right panel menu scrolls to the **NxStage Equipment** list.

4. In the **NxStage Equipment** list find the device you want to unpair.

5. Tap the device identification number.

6. When the unpair device dialog opens, tap **Yes**.

   The device is removed and can no longer send information to the app.

To forget the device in the iPad Settings

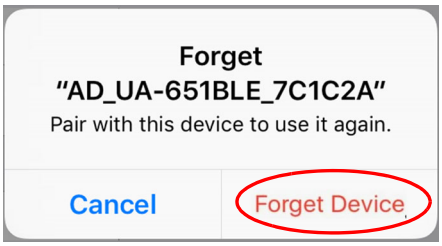
1. Tap the iPad **Settings** icon .

   The **Settings** screen opens.
2. In the left column, tap **Bluetooth** to select it.
3. In the right column, move the slider to switch on the **Bluetooth** setting.
4. Make sure the Bluetooth is on.

   The slider is green when Bluetooth is on
5. From the **My Devices** list tap the blue "i" next to the Bluetooth device you want to unpaired from the app.
6. Tap **Forget This Device**.

   Note: If the **Forget This Device** option is gray use the Bluetooth slider to turn the setting off then on again.
7. When the dialog opens, tap **Forget Device**.

   The device is unpaired from the iPad.



8. Exit **Settings** and return to the iPad's **Home** screen.
   - To return to the app, tap the **Nx2me** icon then log into the app.

Chapter 6 Treatment with the Nx2me App

Starting a new treatment session 6-2
Treatment session steps 6-4
The Pre-Treatment screen 6-4
Nx2me settings updates 6-5
Completing the pre-treatment information 6-8
The Monitor Treatment screen 6-10
The Post-Treatment screen 6-16
Confirming a flowsheet 6-17
Submitting a flowsheet from the Home screen 6-19

Starting a new treatment session

When you start a treatment session, the Nx2me app moves through predefined steps.

Open the Nx2me app.

Verify your connections.

Log into the Nx2me app.

Start a new treatment.

Review any prescription updates.

Complete the pre-treatment activities.

Monitor the treatment.

Complete the post-treatment activities.

Confirm the flowsheet.

Send the flowsheet to the Clinician

Verifying your connections

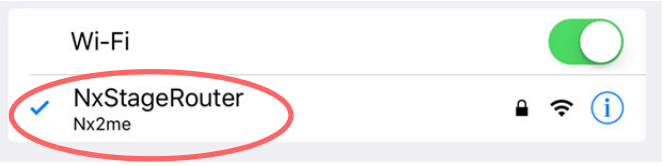
Before treatment, make sure that the iPad is on the NxStageRouter network and that the iPad shows that it is connected to the cycler with the correct serial number.

To make sure your iPad is connected

1. Tap **Settings** > **Wi-Fi**.
   The **Settings** screen opens.

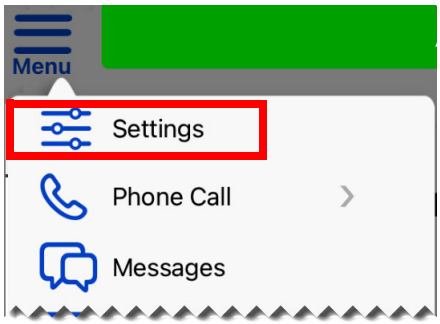
2. Make sure that the Wi-Fi network **NxStageRouter** has a check mark next to it.

   - If there is not a check mark next to it, tap **NxStageRouter** to select it from the list of available networks.



3. Tap the **Nx2me** icon and log into the app.
   - Verify that the **Last Sync** date and time is current.

4. In the navigation bar of the app, tap **Menu** > **Settings**.
   - The **Settings** screen opens.



5. In the left menu, tap **Connection information**.

6. Check the following settings:

   - The ConNxBox status is **Connected**.
   - The cycler serial number is correct.

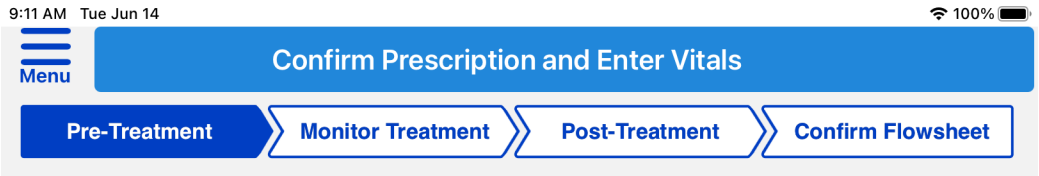
Treatment session steps

A treatment session consists of the following steps:

- **Pre-Treatment:** Gather information and prepare for the treatment.
- **Monitor Treatment**: Ongoing display of the treatment information.
- **Post-Treatment:** Collect post-treatment data and information.
- **Confirm flowsheet:** Review and verify the treatment data and information.

Note: All data entered and collected during these steps are combined to create the flowsheet. The flowsheet is sent to your center after the treatment is complete. Your center cannot view the flowsheet until it has been transmitted and your clinician logs in to review this information.

The Pre-Treatment screen



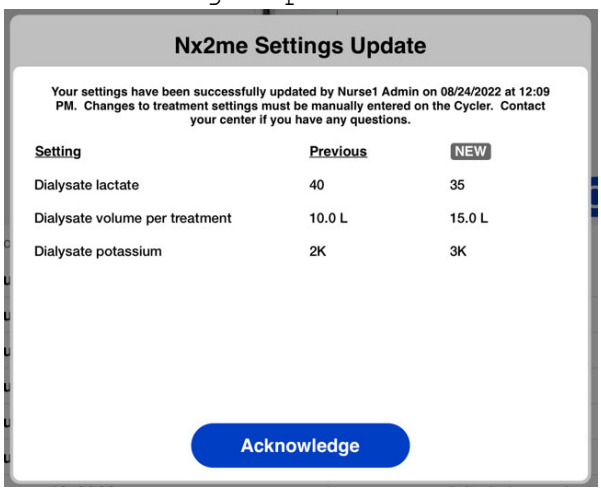
When you begin a new treatment, the **Pre-Treatment** screen opens. On the **Pre-Treatment** screen, the navigation bar highlights the **Pre-Treatment** segment in blue.

Manually adjust cycler settings

Warning: Changes to settings on the Nx2me app do not update settings on the cycler. You must manually adjust settings on the cycler. Risk of poor therapy outcomes.

Nx2me settings updates

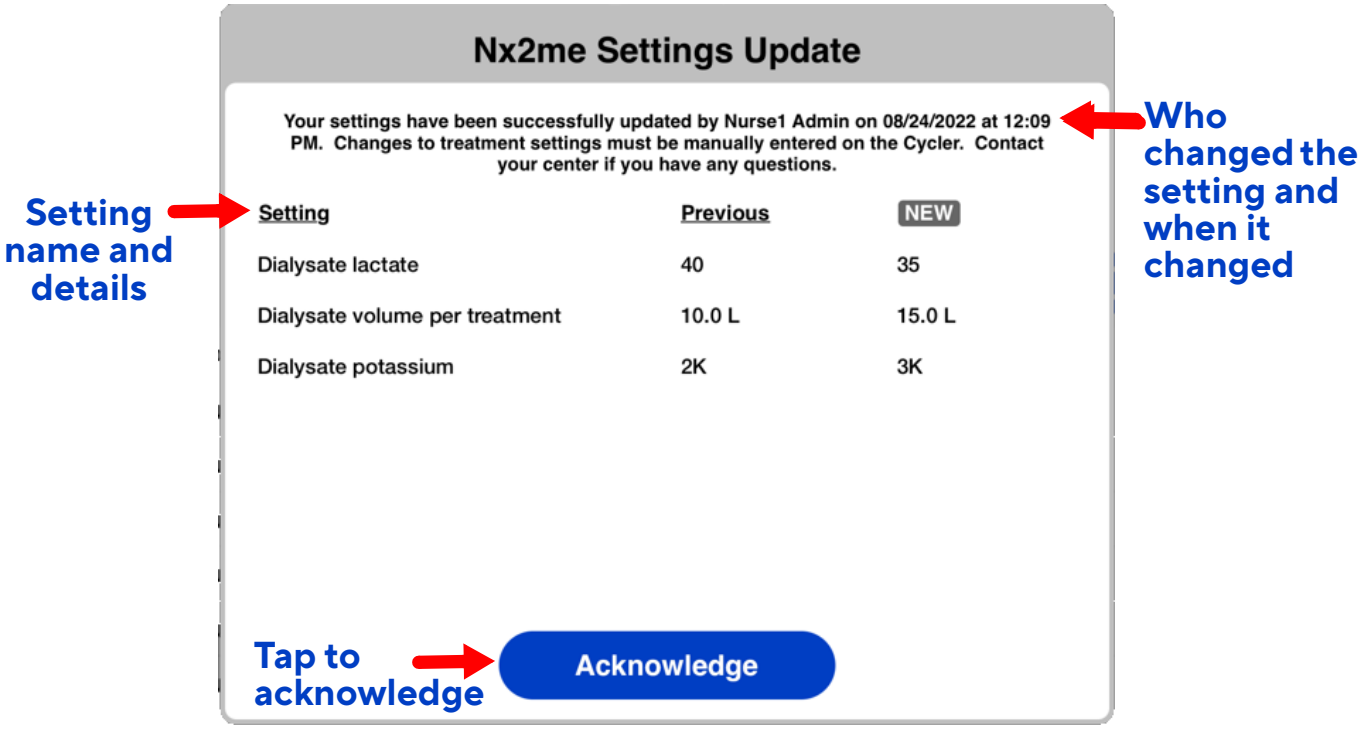
When you begin a new treatment session, one of the following occurs:

If you see	Then
No message.	You do not have any **Patient Prescription** setting updates.
`Nx2me Settings Update`  	• Your center has updated **Patient Prescription** settings since your last treatment. • See *Acknowledging updated Patient Prescription settings,* page 6-6.
`Sync was Not Successful` 	• If the app shows `Sync was Not Successful`, you are not connected to the internet and cannot get updated **Patient Prescription** settings. • For troubleshooting information, see *Sync was not Successful,* page 18-15.

Acknowledging updated Patient Prescription settings

Review the new settings and acknowledge them. The **Nx2me Settings Update** pop-up dialog shows the following information:

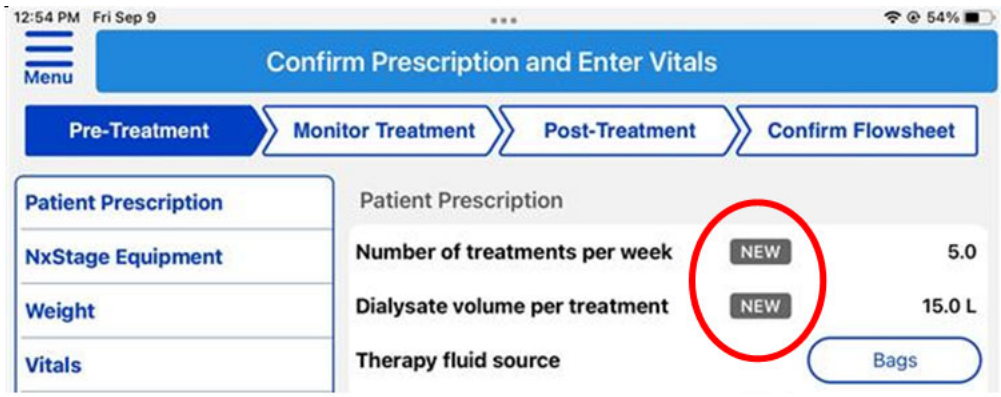
- Which settings were changed.
- How the setting values were changed.
- Who from your center updated the setting.
- When the update was made.



To acknowledge updated treatment settings

1. Review the new treatment settings.
2. Tap **Acknowledge**.

   The updated settings are applied for your next treatment session.
   - The settings are updated automatically on the **Pre-Treatment** screen.
   - Updated settings are shown with **NEW** NEW.



ⓘ **Note:** Remember that any treatment settings changes that affect the cycler must be entered manually on the cycler before your next treatment.

Completing the pre-treatment information

Complete the pre-treatment information in the app.

This involves confirming your prescription, measuring your pre-treatment weight and vitals, and answering assessment questions (if applicable).

To complete your pre-treatment information

1. Tap **Start** under **New Treatment Session** on the app **Home** screen.

   The **Pre-Treatment** screen opens.

2. Review and confirm the required values on the **Pre-Treatment** screen:

Category	Review the following fields
Patient Prescription	• Verify your dialysis orders and setup. • For more information, see *Acknowledging updated Patient Prescription settings*, page 6-6.
NxStage Equipment	• Enter your NxStage equipment and supplies information. • Answer ancillary device questions (if shown)
Weight	a. Enter your weight in kilograms (kg) in the **Pre-treatment weight** field. For more information, see *Measuring your weight*, page 9-2. b. Confirm or edit the **Weight to remove** field, based on the weight in the following fields: • **Previous post weight** • **Dry weight** • **Weight gain** For more information, see *Changing the weight to remove during a treatment*, page 9-9.

Category	Review the following fields
Vital Signs	Enter your blood pressure (mmHg) and pulse (bpm) for the following fields: • **Sitting blood pressures and pulse** • **Standing blood pressures and pulse** • **Temperature** (in °F or °C as defined in your Nx2me Settings). For more information, see *Measuring your vital signs*, page 9-10.
Assessment	If your prescription includes a pre-treatment assessment, answer the questions.

3. Do either of the following:
   - Add a note for your clinician, see *Adding a note to a flowsheet*, page 7-2.
   - Enter any pre-treatment medications, see *Entering medication*, page 7-9.

   Note: Adding medications may not be available, depending on your center's settings.

4. Tap **Monitor Treatment** when you are ready to begin your treatment.

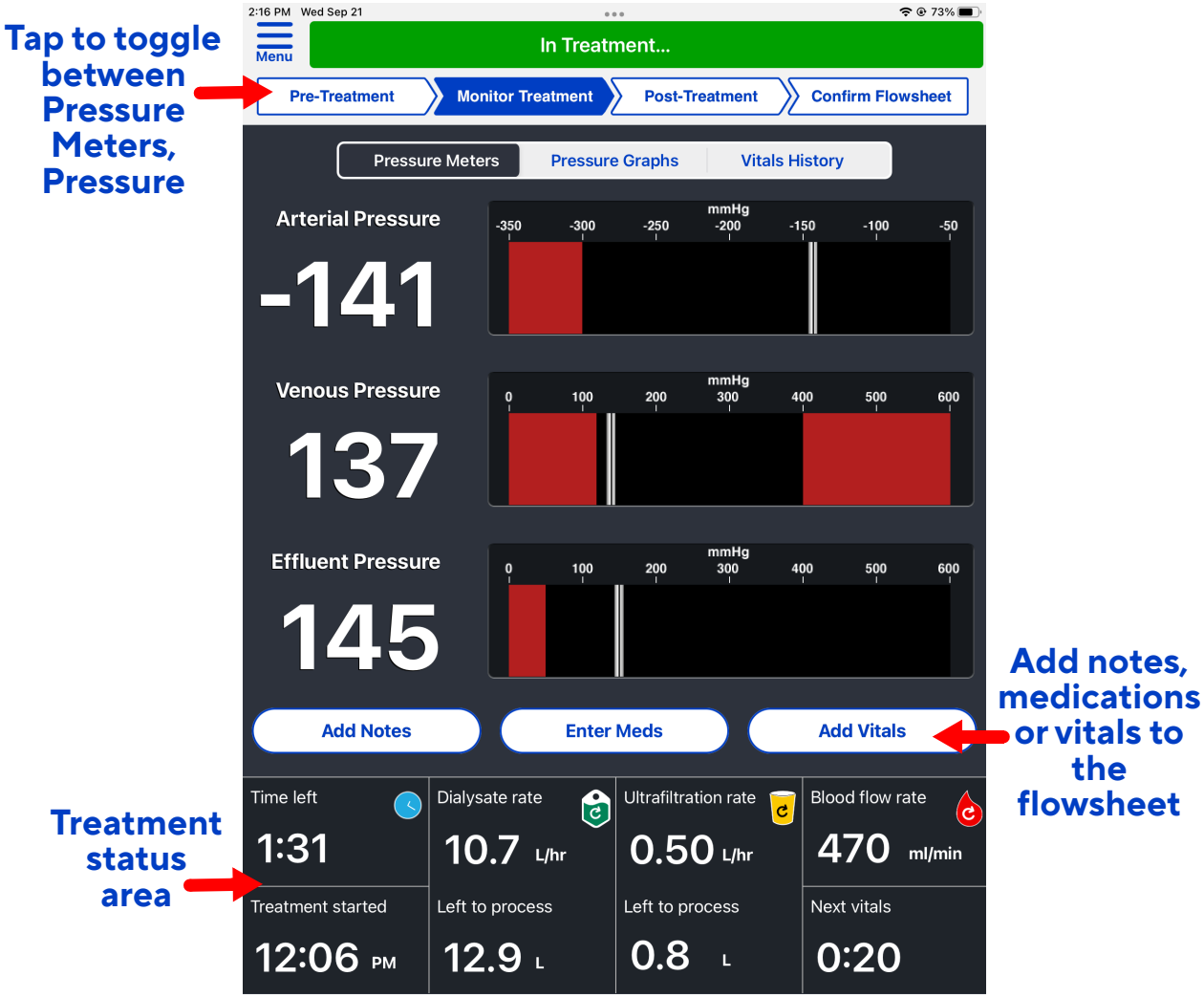
   Note: Tap **Cancel** to delete the flowsheet without saving any changes before you start a treatment. Once you start treatment on the cycler, you will no longer cancel the flowsheet.

The Monitor Treatment screen

During your treatment, information from your cycler is shown on the **Monitor Treatment** screen.

This includes pressure meters, pressure graphs, and your vital signs history.

⚠ **Caution:** The Nx2me app does not work if it is closed, the iPad is turned off or the **Home** button on the iPad is pressed during treatment.



ⓘ **Note:** In the app, arterial pressure is indicated correctly as a negative value.

To access the Monitor Treatment screen

1. Do one of the following when you are ready to start a treatment with the cycler:
   - Tap **Monitor Treatment** at the bottom of the **Pre-Treatment** screen.
   - Tap **Monitor Treatment** in the navigation bar.

   The **Monitor Treatment** screen opens.
2. Press **Treatment** on the cycler.
3. Observe your treatment progress information.

Adding notes, medications, and vital signs

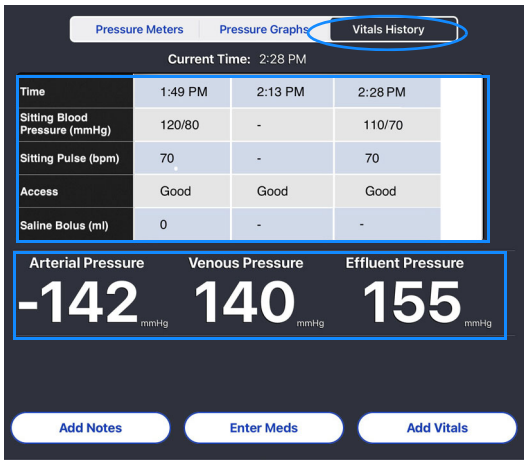
From any view of the treatment screen, you can add notes and vitals.

Tap	To do the following	For more information, see
Add Notes	Add a note for your clinician.	*Adding a note to a flowsheet*, page 7-2.
Enter Meds	Enter any medications given during treatment.	*Entering medication*, page 7-9.
Add Vitals	Enter vital signs as needed, or when prompted by the app to do so.	*Measuring your vital signs*, page 9-10.

Choosing your view

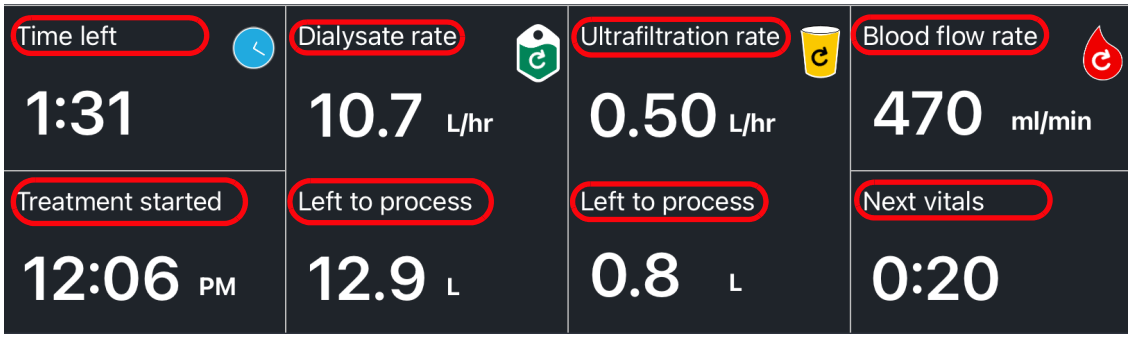
The three buttons across the top of the **Monitor Treatment** screen change the treatment information view.

Tap	To see this view:	Treatment information:
Pressure Meters		The current arterial, venous and effluent pressures in mmHg. • Gray line indicates actual pressure. • Red bars indicate alarm limits.
Pressure Graphs		Two minutes of the cycler arterial, venous and effluent pressure values, in mmHg. • The values advance during treatment.

Tap	To see this view:	Treatment information:
Vitals History		Any vitals entered in the **Monitor Treatment** screen. Additionally you can: • View current pressures • Swipe left or right to view the values. • Enter the current status of your vascular access. • Enter saline bolus volume (in ml).

Treatment status area

The treatment status area of the **Monitor Treatment** screen shows treatment information.



The treatment status area is divided into six sections:

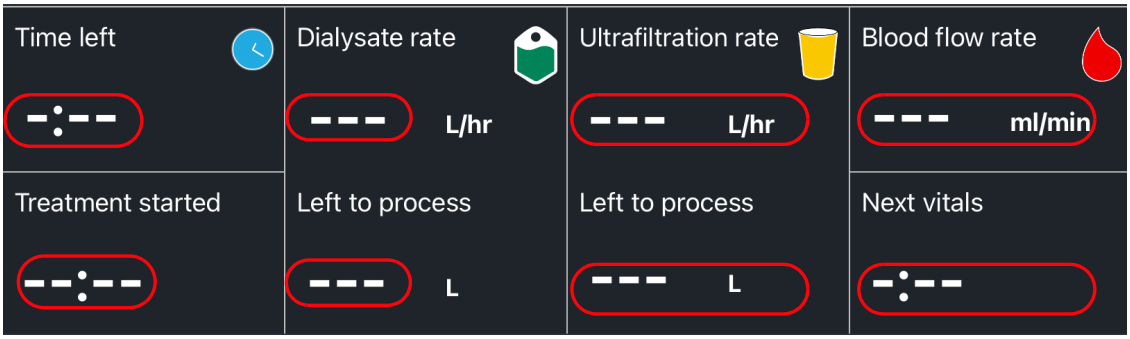
- **Time left**: How much time remains until your treatment is finished, based on the current flow rates and volumes on the cycler.
- **Treatment started**: The time (AM or PM) when **Treatment** was pressed on the cycler and the treatment began.
- **Dialysate rate**: The speed that the cycler dialysate pump is set to, in L/hr. The pump icon turns when the dialysate pump is active.
  - **Dialysate left to process**: The dialysate volume, in liters (L), remaining for the treatment appears below the dialysate rate.
- **Ultrafiltration rate**: The speed that the cycler ultrafiltration pump is set to, in L/hr. The pump icon turns when the ultrafiltration pump is active.
  - **Ultrafiltration left to process**: The ultrafiltration volume, in liters (L), remaining for the treatment appears below the ultrafiltration rate.
- **Blood flow rate**: The speed that the cycler blood pump is set to, in ml/min. The pump icon turns when the blood pump is active.
- **Next vitals**: Time remaining until the app asks you to record your vital signs. The interval is set by your center.

Note: If you start a new treatment session in the Nx2me app after the treatment begins, the app records the treatment start time as the time of the first communication with the ConNxBox on the cycler.

Missing treatment status values

If the treatment status area displays dashes (---), this means that either:

- **Treatment** has not been pressed on the cycler.
- The ConNxBox cannot communicate with the app.



The app must be connected through a Wi-Fi network to the cycler to receive information.

- If the ConNxBox loses connectivity during a treatment, the status bar shows the `Looking for Cycler (Serial Number)` message.
- For information of how to resolve this problem, see *Message: Looking for Cycler (Serial Number)*, page 18-3.

The Post-Treatment screen

The Nx2me app advances to the **Post-Treatment** screen when either of the following occurs:

- The cycler completes treatment
- You tap **Post-Treatment** in the navigation bar.

Completing the post-treatment information

Enter the post-treatment flowsheet information after a treatment ends.

To complete the post-treatment information

1. Review and confirm the required values on the **Post-Treatment** screen:

Category	Review the following fields:
Vitals and Weight	a. Enter your blood pressure (mmHg) and pulse (bpm) for the following fields: • **Sitting blood pressures and pulse** • **Standing blood pressures and pulse** • **Temperature** (in-degrees °F or °C as defined in your Nx2me Settings). • For more information, see *Measuring your vital signs*, page 9-10. b. Enter your weight in kilograms (kg) in the **Post-treatment weight** field. For more information, see *Measuring your weight*, page 9-2.
Assessment	Answer the questions in the **Assessment** field.
Maintenance	Tap **Yes** or **No** to record if you completed the required equipment maintenance and cleaning.
Add Notes	• To add a note for your clinician, see 7-2.
Enter Meds	• Enter any pre-treatment medications, see 7-9.

2. Tap **Next** when all the fields are completed.

   The **Confirm Treatment** screen opens.

Confirming a flowsheet

Before submitting a flowsheet, you must do the following:

- Complete your treatment.
- Finish your post-treatment assessment.
- Review the treatment information to confirm it is true and accurate.

To confirm a treatment flowsheet

1. If you are not on the confirmation screen, tap **Confirm Flowsheet** in the navigation bar.

   The **Confirm Flowsheet** screen opens.

2. Check each section.
   - The app automatically records treatment values at times specified by your center.

   Note: If cycler pressures are not locked and the app is scheduled to record the sampled treatment values from the cycler, the recording may be delayed

3. If any information in the flowsheet fields must be changed, do the following:

   a. Tap **Edit** (Edit) to make the flowsheet fields editable.

   b. Tap the field you wish to change and do one of the following:
      - Enter the correct information then tap **Save.**
      - Tap the toggle to select **Yes** or **No** as needed.

   c. Tap **Done** (Done) to save changes.

   Note: You cannot edit some flowsheet values, such as patient prescription, cycler values, pressures, treatment times, and post-treatment data.

4. Scroll to the bottom of the screen and do one of the following:

Tap	The following occurs
Submit	• The app sends the flowsheet to your center electronically. • You cannot edit the flowsheet.
Submit later	• The app returns to the **Home** screen. • You can edit the flowsheet later. • The flowsheet status appears as **Submission required** on the **Home** screen. • You must submit your flowsheet at a later time, see *Submitting a flowsheet from the Home screen*, page 6-19.

5. Check the status of your flowsheet on the **Home** screen.

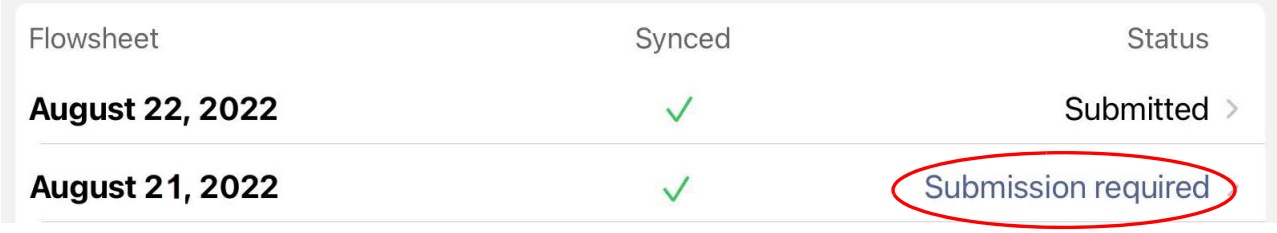
   For more information, see *About the app Home screen*, page 4-10.

Note: If the loading indicator

is on the iPad screen for a long time after you tap **Submit** or **Submit later**, check your internet connection. See *Sync was not Successful*, page 18-15.

Submitting a flowsheet from the Home screen

You can submit a flowsheet with the status of **Submission Required** from the app's **Home** screen.



To submit a flowsheet from a previous treatment

1. Review the list of flowsheets on the Home screen.
2. Tap the row to select a flowsheet with the status **Submission Required**. The **Confirm Treatment Information** screen opens.
3. Check each section.
   - Make sure the information in each section is true and accurate.
   - You cannot edit the flowsheet after you submit it.
4. If any information in the flowsheet fields must be changed, do the following:
   a. Tap **Edit** (Edit) to make the certain flowsheet fields editable.
   b. Tap the field you wish to change and do one of the following:
      - Enter the correct information then tap **Save.**
      - Tap the toggle to select **Yes** or **No** as needed.
   c. Tap **Done** (Done) to save changes.
5. Scroll to the bottom of the screen and tap **Submit**.

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Chapter 7 Adding notes and medications

Adding a note to a flowsheet 7-2
Adding a picture to a note 7-4
Entering medication 7-9

Adding a note to a flowsheet

Use notes to add information that is relevant to the current treatment flowsheet, for example, "`I forgot to draw my labs today.`"

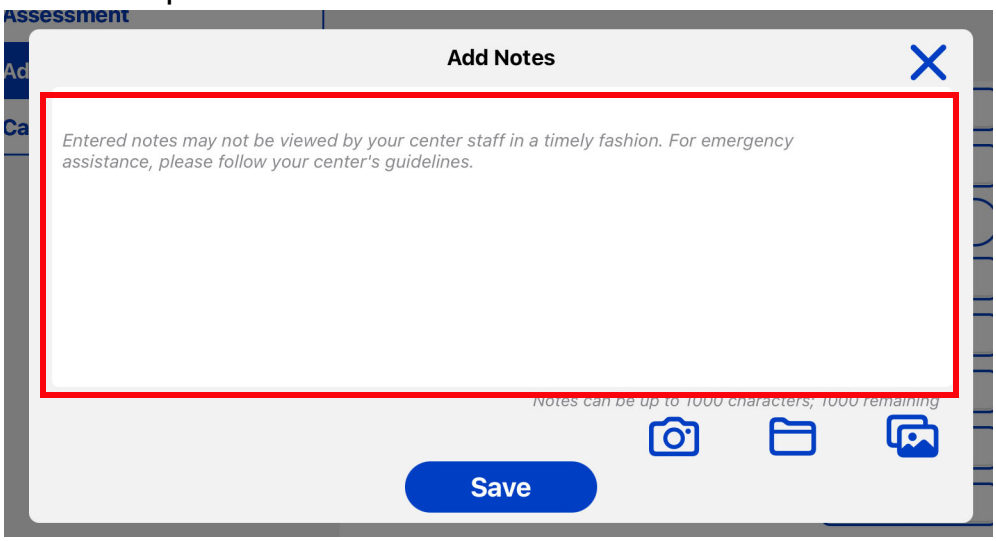
You can add a note for your clinician to your flowsheet on the **Pre-Treatment**, **Monitor Treatment**, **Post-Treatment** screens.

To add a note to a flowsheet:

1. Tap **Add Notes**.

   A pop-up dialog opens.

2. Tap the white space under **Add Notes**.



   The on-screen keyboard opens.

3. Type a note to your center.

   Notes should include information that is specific to that flowsheet. For example, "`I felt thirsty so I drank 100 ml of water.`"

4. Tap **Save**.

Adding or Editing a note on a flowsheet

You can add or edit Pre-Treatment and Post-Treatment notes on the Confirm Flowsheet screen before confirming the flowsheet.

To add or edit a note before confirming a flowsheet

1. Tap **Confirm Flowsheet** in the navigation bar.

   The **Confirm Flowsheet** screen opens.
2. Tap **Edit** Edit to make the flowsheet fields editable.
3. Tap the blue plus ⊕ to open the note you wish to change.
4. Review the note text. or add, change or delete a picture.
5. Tap **Save** then tap **Done** Done.

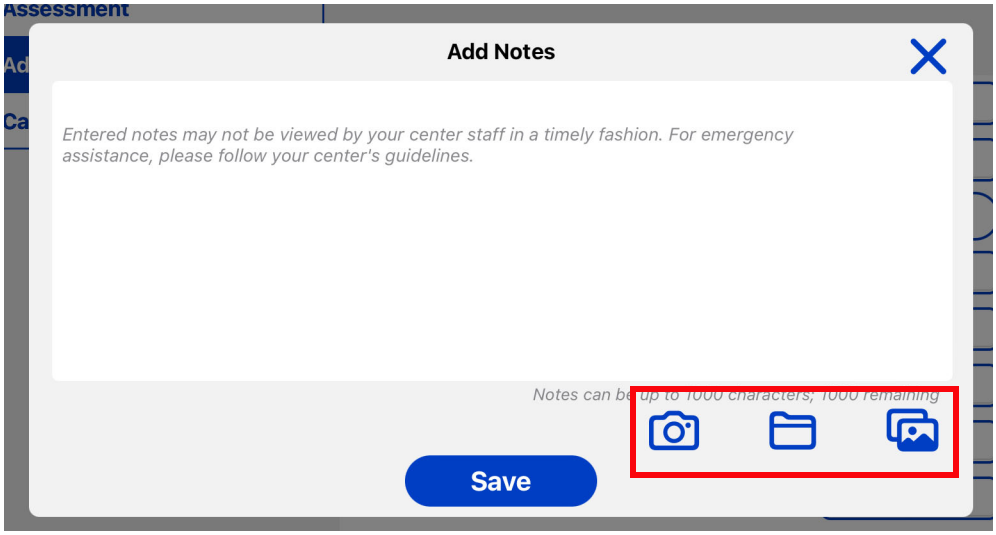
Adding a picture to a note

You can add pictures to your notes to help your center see an issue related to your treatment or equipment.

To add a picture to a note

1. Tap **Add Notes**.

   A pop-up dialog opens.



2. There are three ways to add a picture to a note. Do one of the following:

To	Tap	See
Take a picture to attach to the notes.	The **Camera** button .	*Adding a picture using the iPad camera*, page 7-5.
Attach a picture previously taken in the app.	The **Nx2me Photos** button .	*Adding a picture using the iPad camera*, page 7-5
Attach a picture from your iPad **Photos** library.	The **Photo Library** button .	*Attaching a picture from the iPad Photos library*, page 7-7.

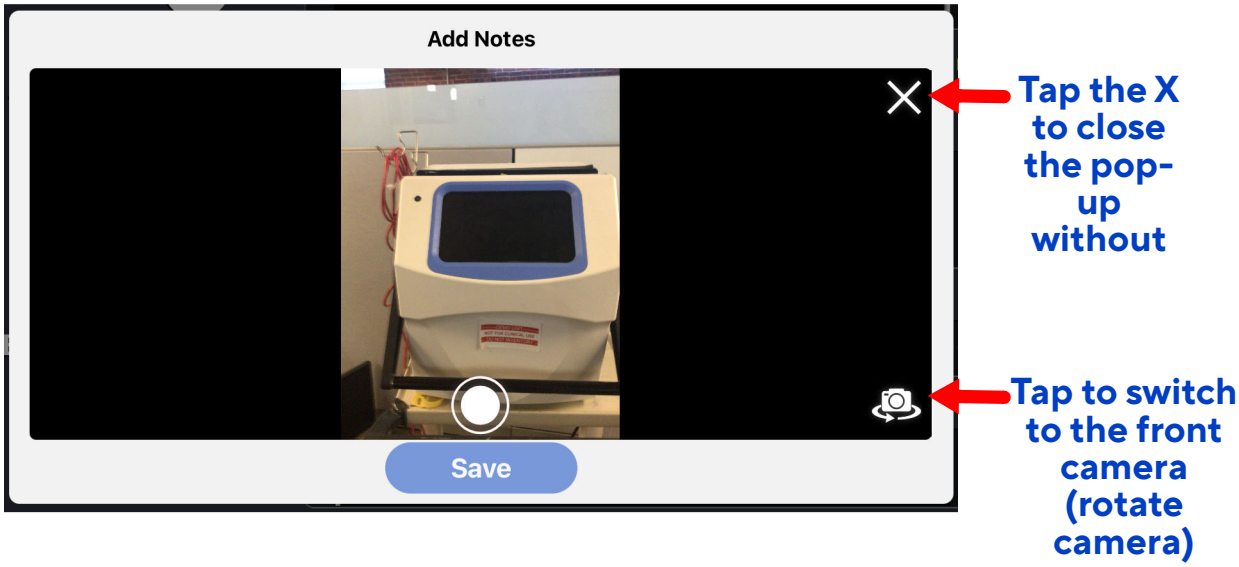
Adding a picture using the iPad camera

The iPad has a front camera and a back camera. The notes camera defaults to the back camera.

To take a picture using the iPad camera

1. Tap the **Camera** button .

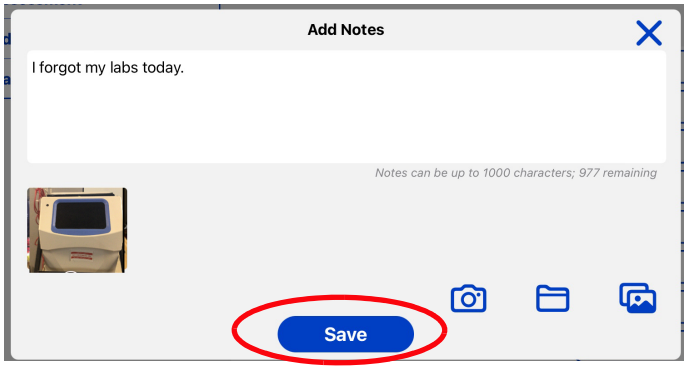
   The camera view opens.



2. Point the camera at the object you want to photograph, then tap the **Shutter** button .

   - A small version (thumbnail) of the photo is added to the note.
   - The screen returns to the notes dialog.

3. Tap **Save**.



Attaching a picture you took previously

You can add pictures to a note that you took with the app previously. Pictures may be added from either of the following libraries:

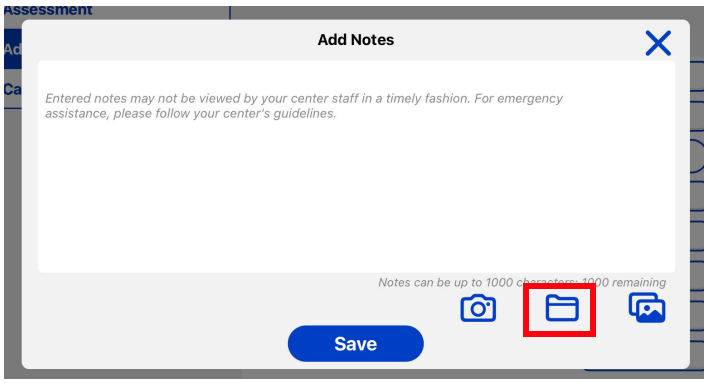
- The Nx2me photos library for picture you took in the app.
- The iPad **Photos** library for picture you took with the iPad, but not in the app.

To attach a picture from the Nx2me photos library to a note

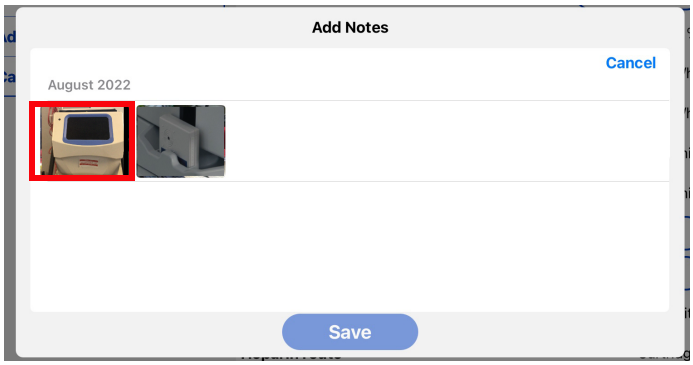
1. Tap **Add Notes**.

   A pop-up dialog opens.

2. Tap the **Nx2me Photos** button .



   The folder opens, showing small versions (thumbnails) of the photos taken in the app and attached to previous flowsheet notes.



3. Tap the photo(s) that you want to add to the note.
   - A small version (thumbnail) of the photo is added to the note.
4. Tap **Save.**
   - The screen returns to the notes dialog.

Attaching a picture from the iPad Photos library

You can add pictures from the iPad **Photos** library to a note. This includes screen shots and photos that you took with the iPad camera while not in the Nx2me app.

If an image is deleted from the **Photos** library before the flowsheet is synced, the attachment is also removed from any note.

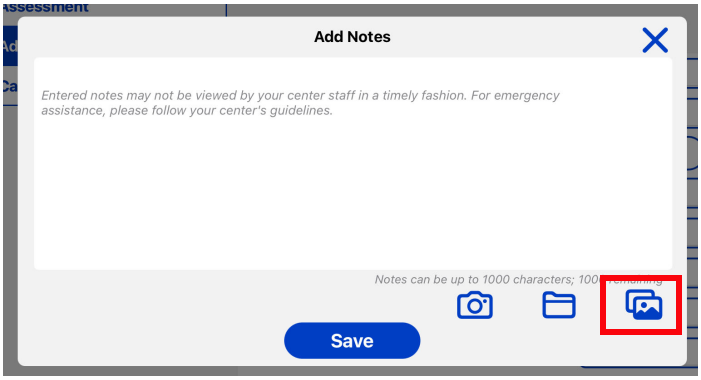
To attach a picture from the iPad Photos library to a note

1. Tap **Add Notes**.

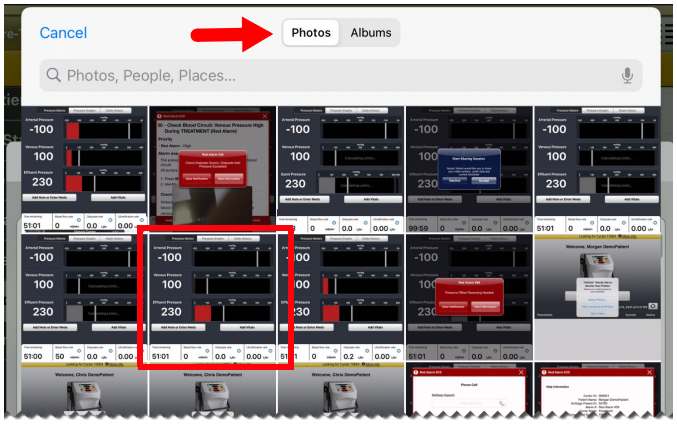
   A pop-up dialog opens.

2. Tap the **Photo Library** button .

   The photos library opens, showing small versions (thumbnails) of all the photos.



3. Toggle between view to search for photos.
4. Tap the photo(s) that you want to add to the note.
   - A small version (thumbnail) of the photo is added to the note.
5. Tap **Save.**
   - The screen returns to the notes dialog.



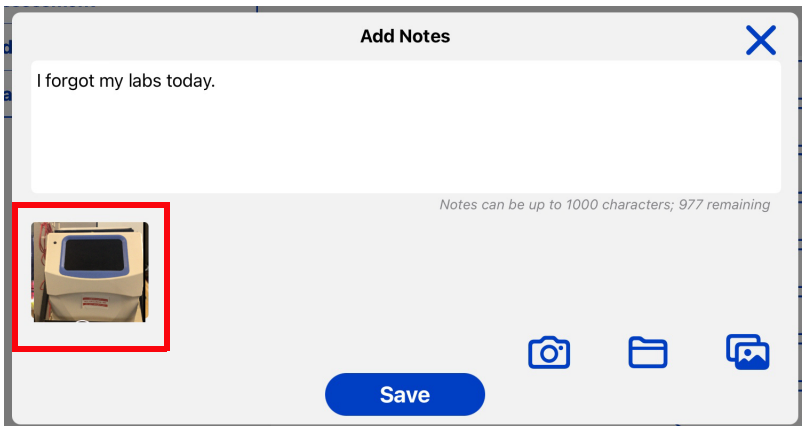
Removing a picture from a note

To remove a picture from a note

1. Tap **Add Notes**.

   The notes entry pop-up dialog opens.

2. Tap the photo thumbnail in the **Enter Notes** field.



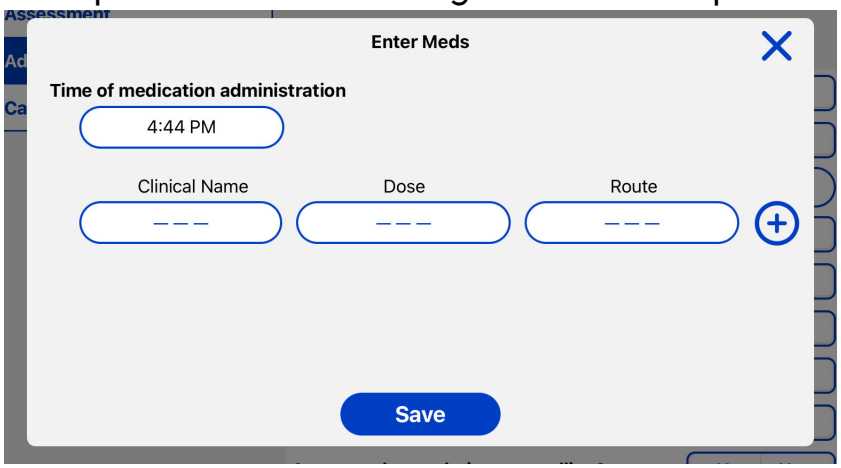
   A full-size version of the photos opens in a new pop-up dialog.

3. Review the photo and do one of the following:

   - Tap **Done** to return to the notes entry pop-up dialog, leaving the picture in the note.
   - Tap the **Trash** button to remove the photo from the note.

Entering medication

Medications require that the following fields are completed:



- **Time of medication administration** - When the medication was given.
- **Clinical Name** - The name of the medication.
- **Dose** - How much medication was given.
- **Route** - How the medication was given.

Note: Tap the blue **X** to close any pop-up dialog without saving a value.

To enter a medication administered during treatment

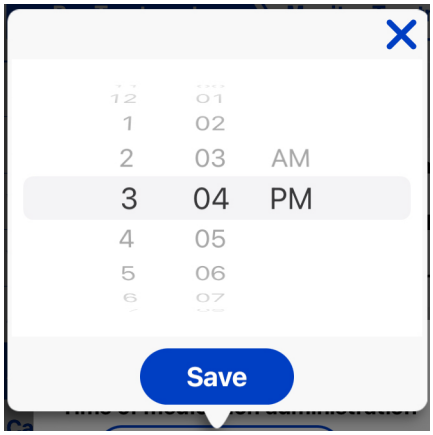
1. Tap **Enter Meds**.

   The **Enter Meds** pop-up dialog opens.

2. Check the **Time of medication administration** field.

   - This field defaults to the current time.

3. If you actually gave the medication earlier or later, change the time as follows:
   a. Tap the **Time of medication administration** field.
      A pop-up dialog opens.
   b. Scroll to select the time from the list.
   c. Do one of the following:
      - Tap **Save** to keep the time you entered.
      - Tap **X** to close the pop-up dialog without changing the time.



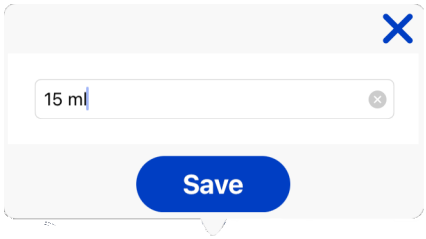
4. Tap the **Clinical Name** field.

   A pop-up dialog opens.
5. Select either **Heparin**, **ESA**, or **Other** then tap **Save**.

   If you select **Other**, enter a text description for the medication.
6. Tap the **Dose** field.

   A pop-up dialog opens.
7. Enter the amount of medication administered and the unit of measure then tap **Save**.

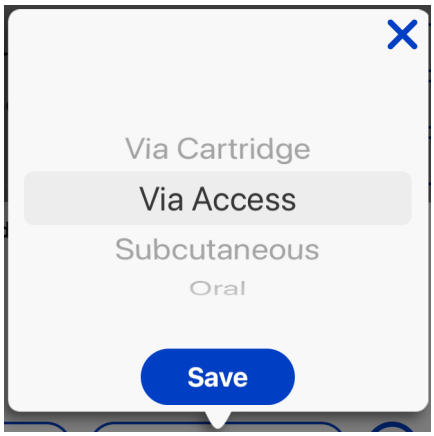
   Examples of units are milliliters (ml) or milligrams (mg).



8. Tap the **Route** field.

   A pop-up dialog opens.

9. Scroll to select the method of delivering the medication from the list then tap **Save**.



10. Do one of the following:
    - Tap the blue plus ⊕ to enter an additional medication.
    - Tap the red minus ⊖ to delete a medication.
11. Tap **Save** when you are done entering values in the pop-up dialog to keep your changes.

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Chapter 8 Cycler alarms and cautions

About cycler alarms and cautions 8-2
Addressing alarm and caution alerts 8-4

About cycler alarms and cautions

The cycler has features that monitor the device for safe operation. To help you safely perform treatments, alarms and cautions alert you of changes in the cycler's status or potential problems. The alarm system includes a red alarm and a yellow caution. All red alarms and yellow cautions produced by the cycler are related to the equipment or system only. The cycler does not produce any alarms or cautions related to the medical condition of the patient.

Alarm and caution sounds

Alert sounds play on the iPad when there is a red alarm or yellow caution in the app. If the iPad is set to mute or the volume is turned down, you do not hear the alert sounds. See *Parts of the iPad*, page 2-2 for the location of the iPad volume controls.

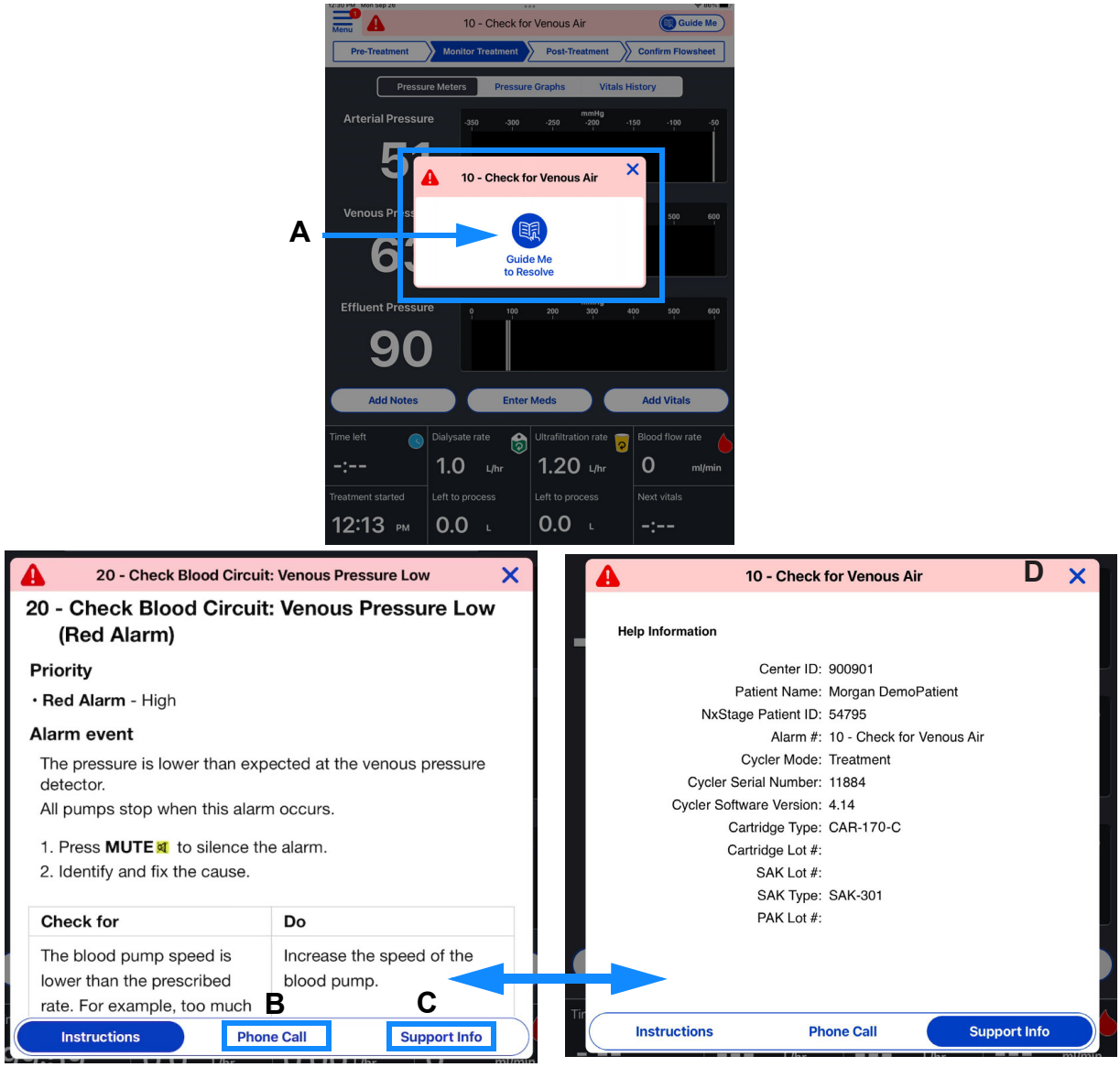
Alarm and caution notifications

The Nx2me app displays the cycler alarms and cautions in the following ways:

- **Status bar messages** - The app status bar shows a message with the alarm or caution number on a color-coded background.
- **Pop-up alert** - A red or yellow pop-up that has the name of the alarm or caution and a button to provide more information from your cycler's user guide.

Note: All treatment-related alarms and cautions must be addressed on the cycler.

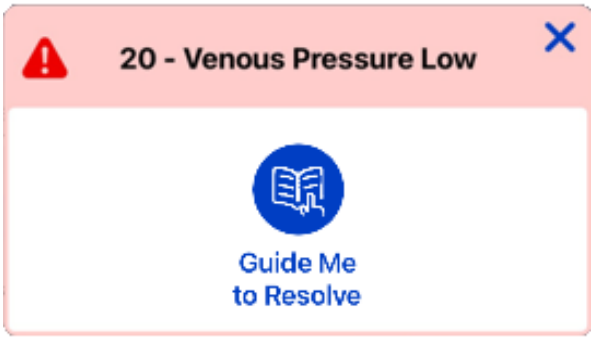
Viewing alarm or caution troubleshooting instructions



A	Alert pop-up	Tap **Guide Me to Resolve** to see troubleshooting instructions for the current alarm or caution.
B	Phone Call	Use the app to start a phone call with your center or NxStage Technical Support. See *Calling technical support or your center during an alarm*, page 8-5.
C	**Support Info** button	Tap to see the **Help Information**, to show details such as the cycler mode, and the equipment and disposables you are using, and alarm status.
D	X	Tap to close the alert or troubleshooting instructions. This button is available in all alarm screens.

Addressing alarm and caution alerts

When an alarm or caution occurs on the cycler, a pop-up alert also appears on the Nx2me app. This pop-up notifies you of the name of the alarm and allows you to see troubleshooting instructions.



Dismissing the alert

If you want to close the pop-up without looking at additional troubleshooting information, tap the blue **X** to close the alert or troubleshooting instructions or dismiss the alert. This action does not correct an alarm on the cycler.

Note: If you clear a notification and want to see more information about a caution or alarm, tap **Guide Me** in the app status bar.

Viewing troubleshooting for the current alarm/caution

From the pop-up alert, you can open a window in the app with troubleshooting instructions for the current alarm or caution.

To see troubleshooting information

1. Tap **Guide Me to Resolve** from the pop-up alert.

   A window showing instructions for the current alarm or caution opens.

2. Follow the instructions to resolve the alarm or caution on the cycler.

- More troubleshooting for red alarms or yellow cautions is available in the electronic cycler user guide provided in the app. See *Opening the troubleshooting chapter in the cycler user guide*, page 10-4.

Note: When the instructions are open, you can always use **Tap Support Info** to see more information about your cycler, disposables and alarm status.

If your app version and modem support calls, you can tap **Phone Call** to call your center or NxStage Technical Support.

Calling technical support or your center during an alarm

If you meet the following requirements, you can call Technical Support or your center directly from the app. This eliminates the need to find and dial a phone during treatment.

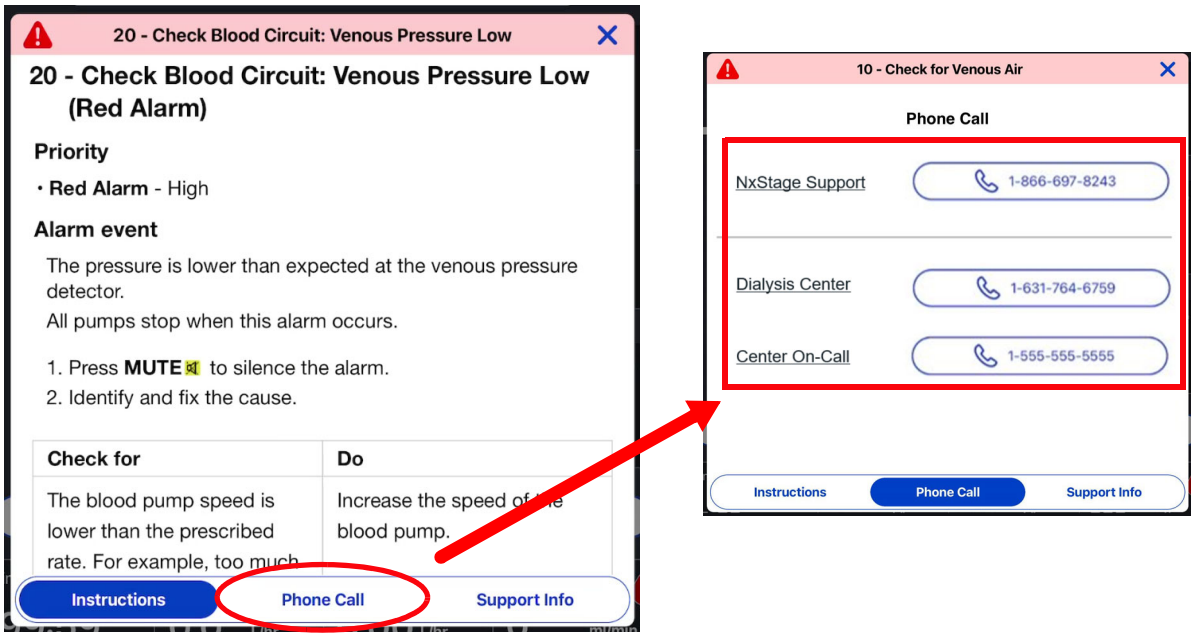
Nx2me app call requirements

- You are using the version 2.6 or higher of the Nx2me app.
- Cell modem patients cannot use this feature to begin a phone call.

To make a call from the troubleshooting instructions window:

1. Tap **Guide Me to Resolve** from the pop-up alert.

   A window showing instructions for the current alarm or caution opens.
2. Tap **Phone Call** to access the **Phone Call** screen.



3. Select one of the following:
    - Tap **NxStage Support** to call Technical Support.
    - Tap **Center** to call your center.
    - Tap **On-Call** to call the center's alternate number (If available).

For more information, see *About video calls and video conferences*, page 15-7.

Chapter 9 Measuring your weight and vital signs

Measuring your weight 9-2
Changing a weight measurement 9-7
Changing the weight to remove during a treatment 9-9
Measuring your vital signs 9-10

Measuring your weight

During a treatment, the Nx2me app asks you to weigh yourself and enter your weight in both the **Pre-Treatment** and **Post-Treatment** screens.

To get an accurate weight, always do the following:

- Weigh yourself just before treatment.
- Use a calibrated digital scale (medical-grade preferred).
- Place the scale on a firm, flat surface (on a bare floor, not on a carpet).
- Weigh yourself wearing clothing of similar weight each day.

To measure your weight

1. Do one of the following:
   - **Pre-Treatment** screen - Tap **Weight** in the left panel menu.
   - **Post-Treatment** screen - Tap **Vitals and Weight** in the left panel menu.
2. Enter your weight manually or use a paired Bluetooth scale to transmit your weight.
   - Standard scale, see *Entering your weight manually with a standard scale*, page 9-3.
   - Paired Bluetooth scale, see *Entering your weight with a paired Bluetooth scale*, page 9-5.

Entering your weight manually with a standard scale

If you use a standard scale, you can enter the weights into the app manually.

When weighing yourself, be aware of the following recommendations:

- Weigh yourself three times using a scale that measures weight in kilograms (kg). The app averages the weight measurements for accuracy.
- Weights should be within 0.1 kg of each other. For information on replacing a weight that is out of range, see *Changing a weight measurement*, page 9-7.

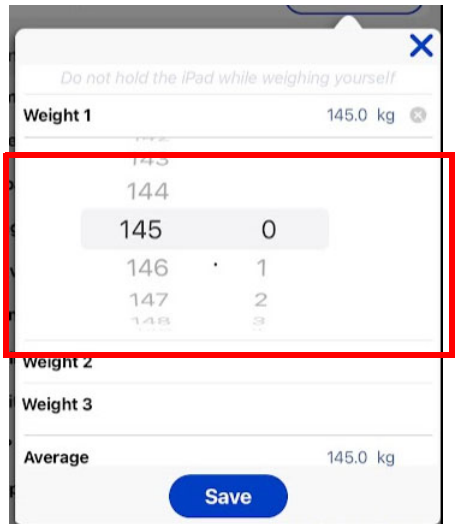
Note: Tap **Cancel** at any time to close the pop-up dialog without recording a value.

To enter weight manually

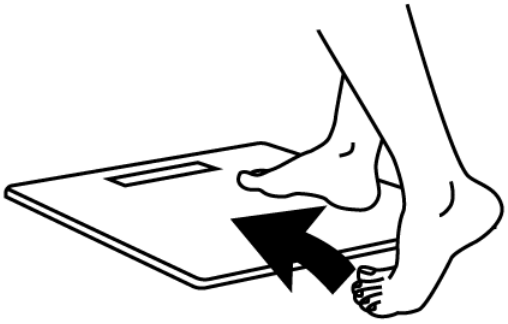
1. Tap the weight entry field.

   A pop-up dialog opens.

   The **Weight 1** field is selected by default.

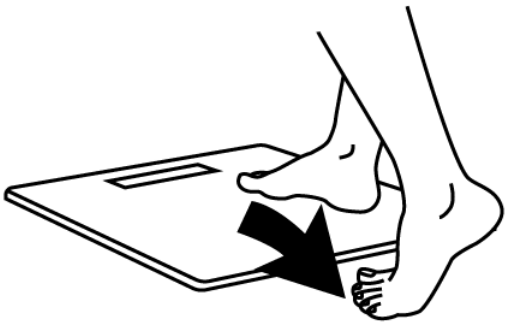


2. Set the iPad down safely.
3. Step on the scale.



4. Take note of your weight as you stand on the scale.

5. Step off the scale.



6. Drag your finger up or down to scroll through the list in the weight field
7. Select your weight in kilograms (kg).
8. Repeat Step 2 to Step 7 for **Weight 2** and **Weight 3**.
9. Tap **Save** to record the average of the weights in the flowsheet.

Entering your weight with a paired Bluetooth scale

If you are using a compatible Bluetooth scale paired with the Nx2me app, the weights are automatically recorded with the app when the weight entry pop-up dialog is open.

When weighing yourself, be aware of the following recommendations:

- Weigh yourself three times using a scale that measures weight in kilograms (kg). The app averages the weight measurements for accuracy.
- Weights should be within 0.1 kg of each other. For instructions to replace a weight that is out of range, see *Changing a weight measurement*, page 9-7.

Note: Tap **Cancel** at any time to close the pop-up dialog without recording a value.

To enter weight using a paired Bluetooth scale

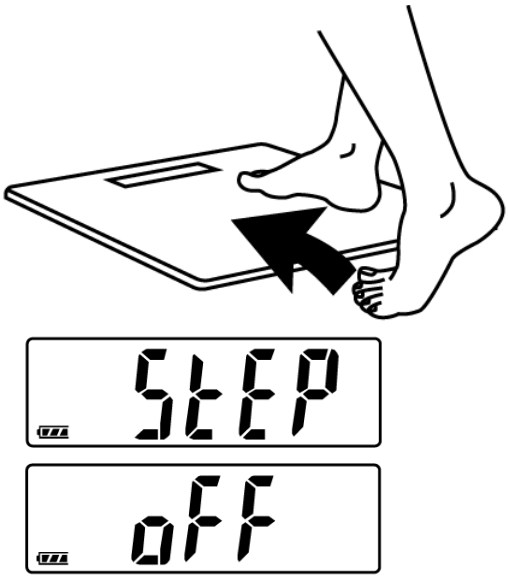
1. Tap the weight entry field.

   A pop-up dialog opens.

   The **Weight 1** field shows `Waiting for measurement...`

2. Set the iPad down safely.

3. Step on the scale.
   - The scale beeps three times.
   - The display shows
     `Step off`
     when weighing is complete.

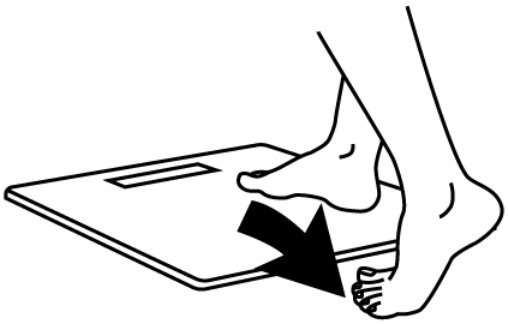


4. Step off the scale.

   Your weight is sent to the app.

   The **Weight 2** field shows

   `Waiting for measurement...`



5. Make sure that the weight on the scale matches the weight in the pop-up dialog.
6. Repeat Step 3 to Step 5 for **Weight 2** and **Weight 3**.

   Note: To not close the measurement pop-up dialog until you see that the value was received.

7. Tap **Save** to record the average of the weights in the flowsheet.

Changing a weight measurement

If you want to change a weight recorded in a weight entry field, delete the weight and replace it with a new weight. When the new weight is recorded in the app, the average is recalculated.

There are two ways to change the weight:

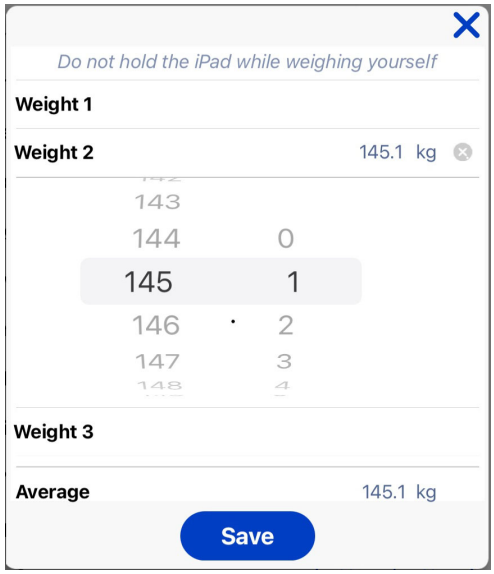
- *To change a weight measurement manually*, page 9-7
- *To change a weight measurement using a paired Bluetooth scale*, page 9-8

Note: Tap **Cancel** at any time to close the pop-up dialog without recording a value.

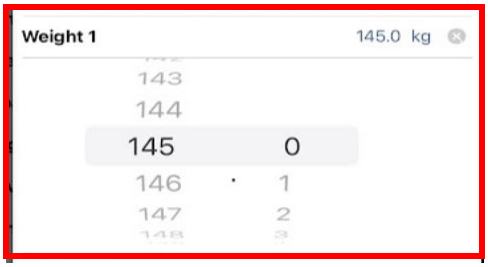
To change a weight measurement manually

1. Tap the weight entry field.

   A pop-up dialog opens.



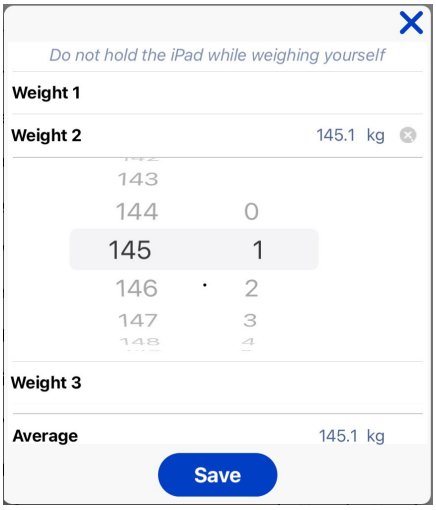
2. Weigh yourself as instructed
   Entering your weight manually with a standard scale, page 9-3.



3. Drag your finger up or down to scroll through the list.
4. Select your weight in kilograms (kg).
5. Tap **Save**.

To change a weight measurement using a paired Bluetooth scale

1. Tap the weight entry field.
   A pop-up dialog opens.
2. Tap the **X** icon ⊗ next to the weight that you want to delete.
   `Waiting for measurement` appears.



3. Put down the iPad.
4. Weigh yourself as instructed in *Entering your weight with a paired Bluetooth scale*, page 9-5.
5. Tap **Save**.

Changing the weight to remove during a treatment

How much weight to remove during your treatment is based on your dry weight. Before you begin your treatment, you can change the weight to remove on the **Pre-Treatment** screen if necessary. Any time you change the weight to remove, enter a comment explaining why in the **Reason to override** field.

ⓘ**Note:** Tap **Cancel** at any time to close the pop-up dialog without recording a value.

To change weight to remove

1. On the **Pre-Treatment** screen, tap **Weight** in the left panel menu.

   The **Weight** section scrolls to the top.

2. Tap the **Weight to Remove** field.

   The pop-up dialog opens.

3. Drag your finger up or down to scroll through the values.

4. Select the correct weight.

   The **Reason to override** field appears.

5. Tap the **Reason to override** field to enter a note.

   For example, if your weight to remove was 1.0 kg, you might increase this value to 1.3 kg if you plan to drink water during your treatment.
   State the reason to override as
   "`Plan to drink water during treatment.`"

6. When your note is complete, tap **Save**.

Measuring your vital signs

During a treatment, the Nx2me app asks you to enter your vital signs.

These can include:

- **Blood pressure** - Measured in millimeters mercury (mmHg).
- **Pulse rate** - Measured in beats per minute (bpm).
- **Temperature** - Measured in degrees Celsius or Fahrenheit (°C or °F), as set by your center.

You can enter these manually or use a paired Bluetooth device to transmit the values automatically. You can always manually change data entered from a Bluetooth device.

On the Pre-Treatment screen

To measure your vitals

1. **Tap Vitals** in the left panel menu.
2. Tap each field t o update:
   - **Standing BP and Pulse**
   - **Sitting BP and Pulse**
3. Enter your vitals manually or use a paired Bluetooth device.

On the Monitor Treatment screen

To measure your vitals

1. **Tap Add Vitals** to enter your vitals at any time during treatment.

   Also, a pop-up dialog appears when it is time to take your vital during treatment.
2. Tap the **Sitting BP and Pulse** field.
3. Enter your vitals manually or use a paired Bluetooth device.

On the Post Treatment screen

To measure your vitals

1. Tap **Vitals and Weight** in the left panel menu.
2. Tap the field you want to update:
   - **Standing BP and Pulse**
   - **Sitting BP and Pulse**
   - **Temperature**
3. Enter your vitals manually or use a paired Bluetooth device.

To enter	See
Blood pressure and pulse with a standard cuff	*Entering your blood pressure and pulse manually with a standard cuff*, page 9-12.
Blood pressure and pulse with a paired Bluetooth cuff	*Entering your blood pressure and pulse with a paired Bluetooth blood pressure cuff*, page 9-14.
Temperature with a standard thermometer	*Entering your temperature manually with a standard thermometer*, page 9-15.
Temperature with a paired Bluetooth thermometer	*Entering your blood pressure and pulse with a paired Bluetooth blood pressure cuff*, page 9-14.

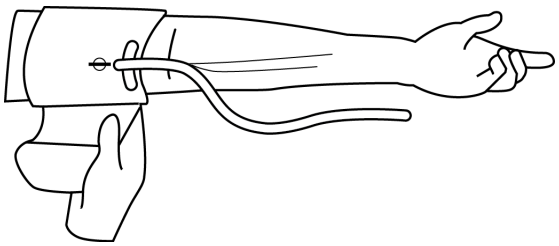
Entering your blood pressure and pulse manually with a standard cuff

Follow the manufacturer's instructions to use your blood pressure cuff to measure your blood pressure and pulse.

Note: Tap **Cancel** at any time to close the pop-up dialog without recording a value.

To enter blood pressure and pulse manually with a standard cuff

1. Use your blood pressure cuff as directed by the manufacturer's instructions for use.

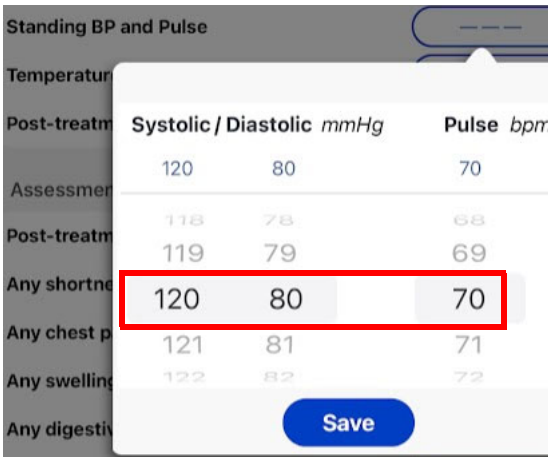


2. Open the blood pressure and pulse dialog to record the values in the Nx2me app.

From the Pre-Treatment screen	Tap the field you want to update: • **Standing BP and Pulse** • **Sitting BP and Pulse**
From the Monitor Treatment screen	Tap the **Sitting BP and Pulse** field.
From the Post-Treatment screen	Tap the field you want to update: • **Standing BP and Pulse** • **Sitting BP and Pulse**

A pop-up dialog opens.

3. In the dialog, drag your finger up or down to scroll through the list.



4. Select the appropriate blood pressure in mmHg and pulse in beats per minute (bpm).

5. Tap **Save**.

   The dialog closes and the blood pressure and pulse are recorded.

Entering your blood pressure and pulse with a paired Bluetooth blood pressure cuff

If you are using a compatible Bluetooth blood pressure cuff paired with the Nx2me app, the values are automatically recorded when the blood pressure and pulse dialog is open.

Note: Tap **Cancel** at any time to close the pop-up dialog without recording a value.

To enter blood pressure and pulse automatically with a paired Bluetooth cuff

1. Tap the blood pressure and pulse field.

   A pop-up dialog opens, showing the message: `Waiting for measurement...`

2. Take your blood pressure with the paired blood pressure cuff.

   The measurement appears in the pop-up dialog.

   Note: Do not close the measurement pop-up dialog until you see that the value is displayed in the field.

3. Tap **Save**.

Entering your temperature manually with a standard thermometer

Follow the manufacturer's instructions to use your thermometer to measure your temperature.

ⓘ**Note**: Tap **Cancel** at any time to close the pop-up dialog without recording a value.

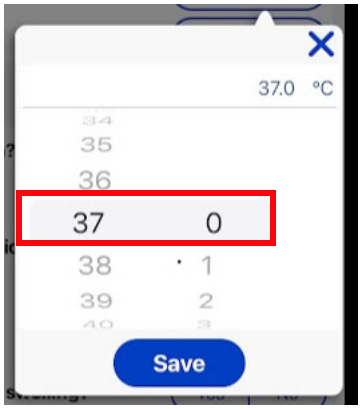
To enter temperature manually

1. Use your thermometer as directed by the manufacturer's instructions for use.
2. Open the temperature dialog to record the values in the Nx2me app.

From the Pre-Treatment screen:	Tap the **Temperature** field within the **Vitals** section.
From the Post-Treatment screen:	Tap the **Temperature** field within the **Vitals** section.

3. Tap the dashed lines in the temperature field.

   A pop-up dialog opens.



4. In the dialog, drag your finger up or down to scroll through the list.
5. Select the temperature.

6. Tap **Save**.

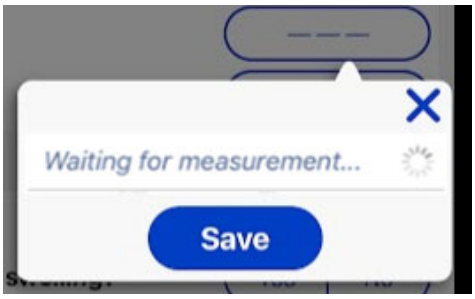
Entering your temperature with a paired Bluetooth thermometer

If you are using a compatible Bluetooth thermometer paired with the Nx2me app, the values are automatically recorded when the temperature dialog is open.

Note: Tap **Cancel** at any time to close the pop-up dialog without recording a value.

To enter temperature automatically, using a compatible thermometer

1. Turn on the Bluetooth thermometer.
2. Tap the **Temperature** field. A pop-up dialog opens, showing the message: `Waiting for measurement...`



3. Take your temperature as directed by the manufacturer's instructions for use.
   - Your temperature is transmitted to the app.

Note: Do not close the measurement pop-up dialog until you see that the value is displayed.

4. Compare the temperature on the thermometer's display to the temperature in the app measurement pop-up dialog.

Note: The temperature shown on the thermometer may be ± 0.1 °C or °F different from the temperature shown in the app.

5. Tap **Save**.

Chapter 10 Reference information for your cycler

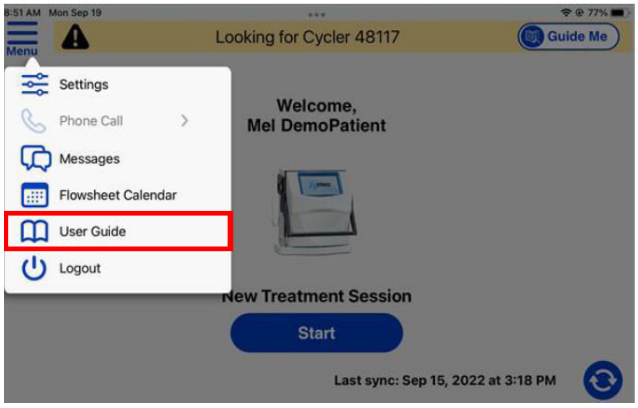
Accessing your cycler's user guide 10-2
Opening the troubleshooting chapter in the cycler user guide 10-4
Searching your cycler's user guide 10-6

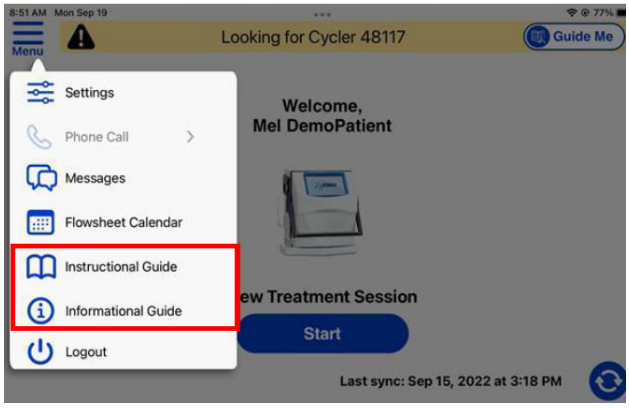
Accessing your cycler's user guide

Access the electronic version of the user guide for your cycler model in any Nx2me app screen, through the **Menu** button Menu on the navigation bar.

To access the electronic version of your cycler's user guide

1. Tap the **Nx2me** icon and log into the app.
2. Tap the **Menu** button Menu in the navigation bar, and then select **User Guide, Instructional Guide** or **Informational Guide**.



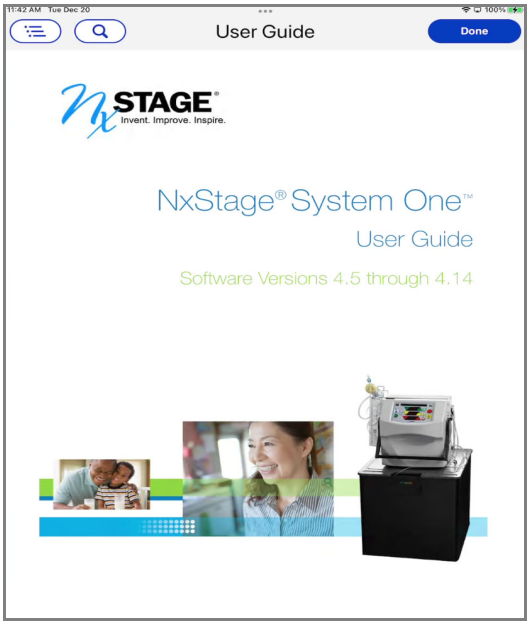


Note: Depending on the cycler you have, you will either see an **User Guide** or an **Instructional Guide** and **Informational Guide** in the menu.

The **Instructional Guide** contains the steps for operating the cycler and troubleshooting alarms and cautions.

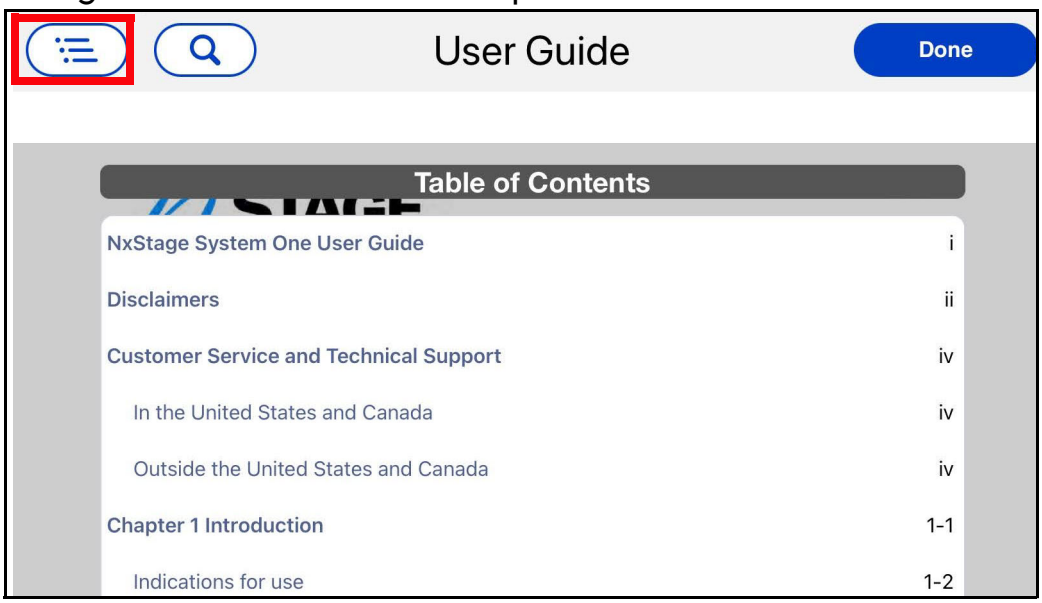
The **Informational Guide** contains safety information, such as warnings and lists settings and specifications for your cycler.

The electronic version of your cycler's user guide opens in the window.



3. Tap the **Table of Contents** button in the window header.

   The user guides table of contents opens.



4. Scroll to the topic that you want to read and tap the topic to open it.
5. Do one of the following:
   - To return to the table of contents to look for another topic, tap the **Table of Contents** button and scroll to the topic that you want to read.
   - To close the user guide tap **Done** to exit the window.

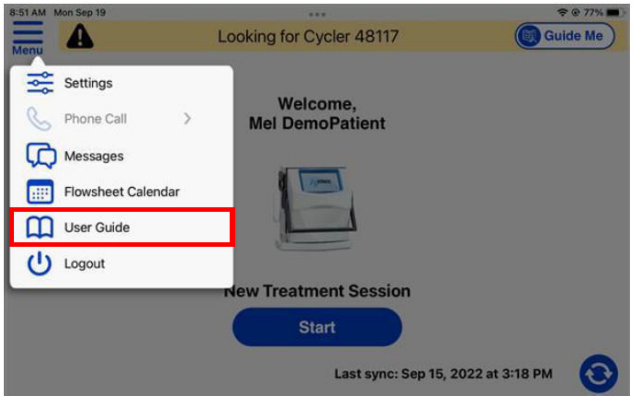
Opening the troubleshooting chapter in the cycler user guide

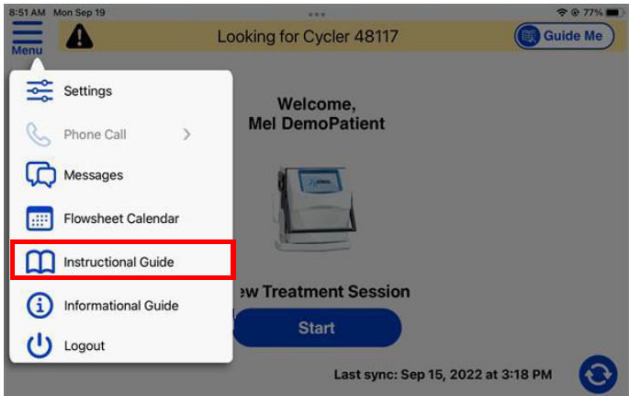
For more information about red alarms or yellow cautions, you can review the information in the electronic cycler user guide provided in the app.

To review the alarms and cautions in the electronic cycler user guide

1. Tap the **Menu** button in the navigation bar, and then select **User Guide** or **Instructional Guide**.

   The electronic version of the cycler user guide opens.

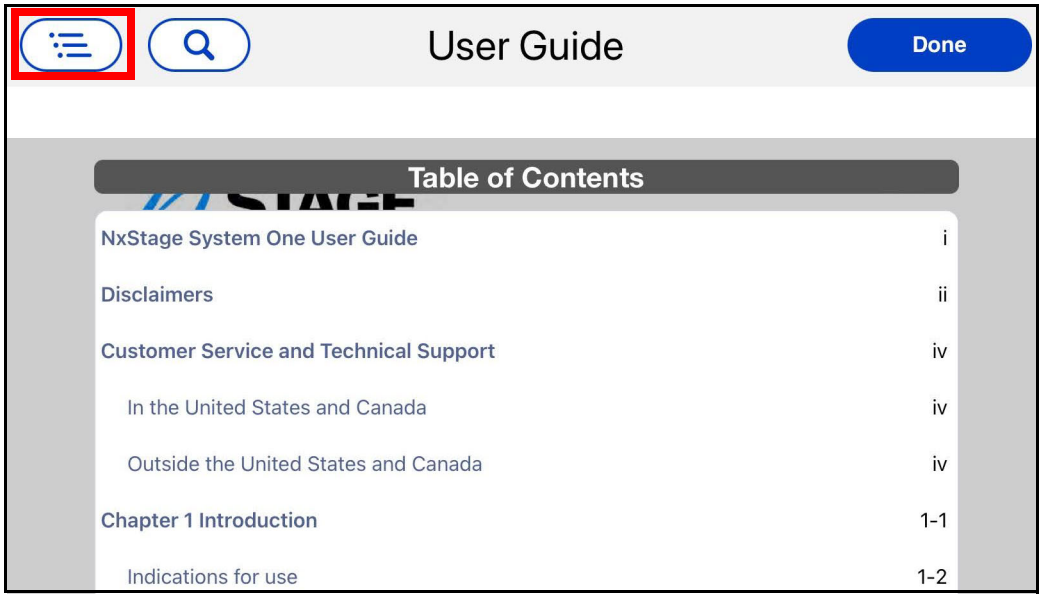




Note: Depending on the cycler you have, you will either see an **User Guide** or an **Instructional Guide** and **Informational Guide** in the menu.

2. Tap the **Table of Contents** button in the window header.

   The user guides table of contents opens.



3. Scroll down to **Chapter 5**.
4. Select the heading "List of alarms and cautions by number."

   The troubleshooting reference section opens.

To close the troubleshooting reference section

- Tap **Done** to exit the window.

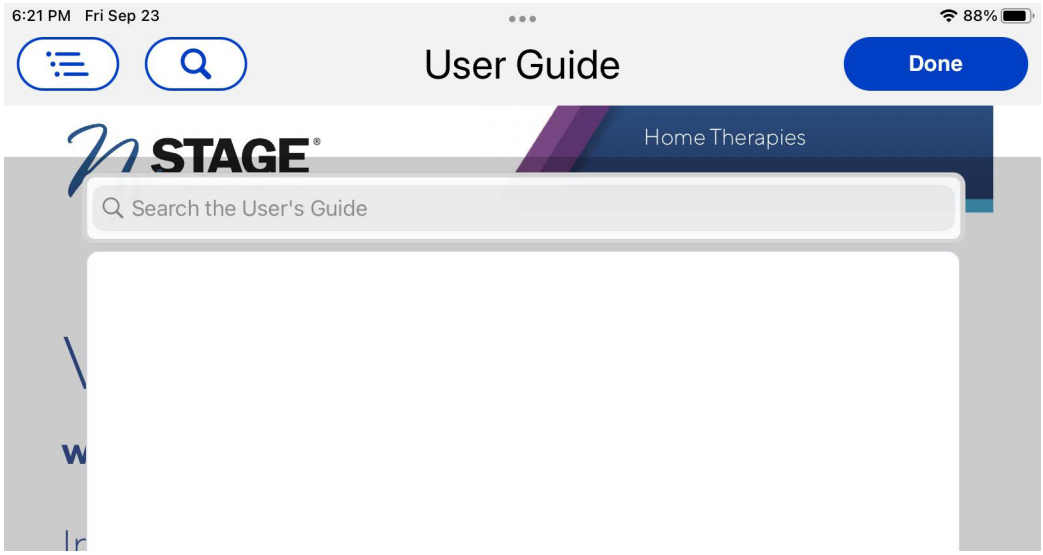
Searching your cycler's user guide

You can search the electronic version of your cycler's user guide for information on a specific topic.

To search your cycler's user guide

1. In the **Reference** window, tap the **Search** button .

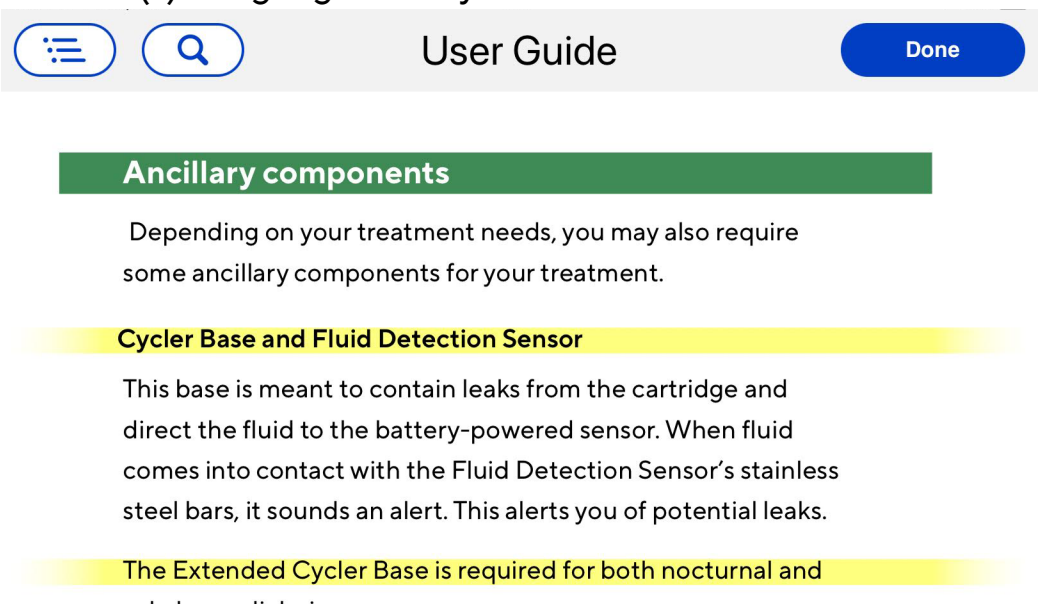
   The search window opens.



2. Tap the field **Search the User's Guide** to access the on-screen keyboard.
3. Type a word or phrase in the search field, then press **Search** on the keyboard.

   The search results appear.
4. In the list of search results, tap to select the one you want to read.

The corresponding page in the user guide opens. The line containing the search word(s) is highlighted in yellow.



5. Tap the **Search** button again to return to the list of results.
6. Decide if you want to select another result from your search, start a new search or close the user guide.

If you want to	Do the following
Select another result from your search	Tap the result you want to read.
Start a new search	1. Delete the existing search word(s). 2. Enter a search new word or phrase.
Close the user guide	Tap **Done** to exit the window.

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Chapter 11 Messaging with your center

Introduction to messaging 11-2
Choosing whether to use a message or a note 11-2
Accessing messages 11-3
About the message screen 11-5
Creating a new message 11-6

Introduction to messaging

Time-sensitive information

⚠ **Warning:** Do not use the Nx2me app to send time-sensitive information. Risk of patient injury or poor therapy outcomes.

If your center has enabled messaging in the Nx2me app, you can use this feature to communicate with your center. Messaging is similar to an internal email system, not a real-time chat or instant messaging application.

When the Nx2me app syncs, new messages that the you have written are sent to the Clinician Portal. You also receive any messages that the center has written since the last time you synced the app.

Choosing whether to use a message or a note

Connected Health provides two ways to communicate: flowsheet notes and messages. Decide which one to use based on the kind of information you are trying to communicate to your center.

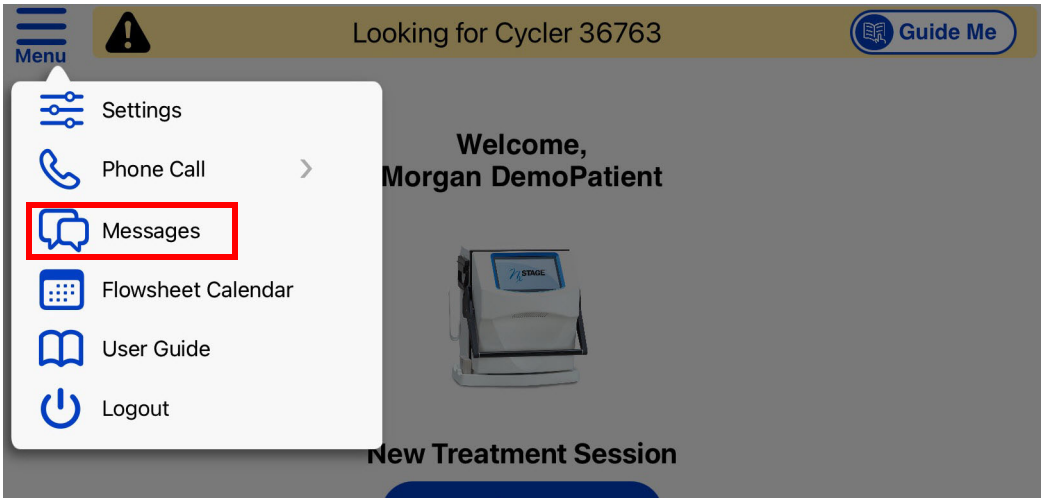
- **Notes are for specific information**. Add a note to a flowsheet if the information you want to communicate is specific to that flowsheet.
  For example: `"I felt thirsty so I drank 100 ml of water during this treatment."`
- **Messages are for general information**. Send a message if the information you want to communicate is more generic, and not specific to a flowsheet.
  For example: `"I cannot make my clinic visit this week. Would you please reschedule it?"`

Accessing messages

If messaging is available, the **Messages** screen is accessible through the **Menu** button Menu on the navigation bar.

To access your Nx2me app messages

1. Tap the **Nx2me** icon and log into the app.
2. In the navigation bar of the app, tap **Menu** Menu > **Messages**.



The **Messages** screen opens.

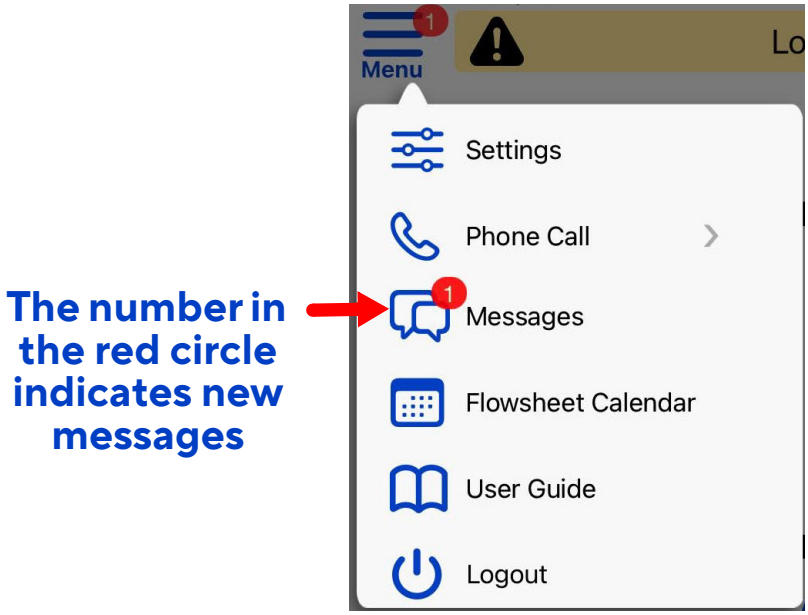
- The message list shows received message with the most recent on top.
- The top of each message shows who sent the message and subject on the left and date received on the right.

3. Tap **Done** to exit the **Messages** screen.

New messages

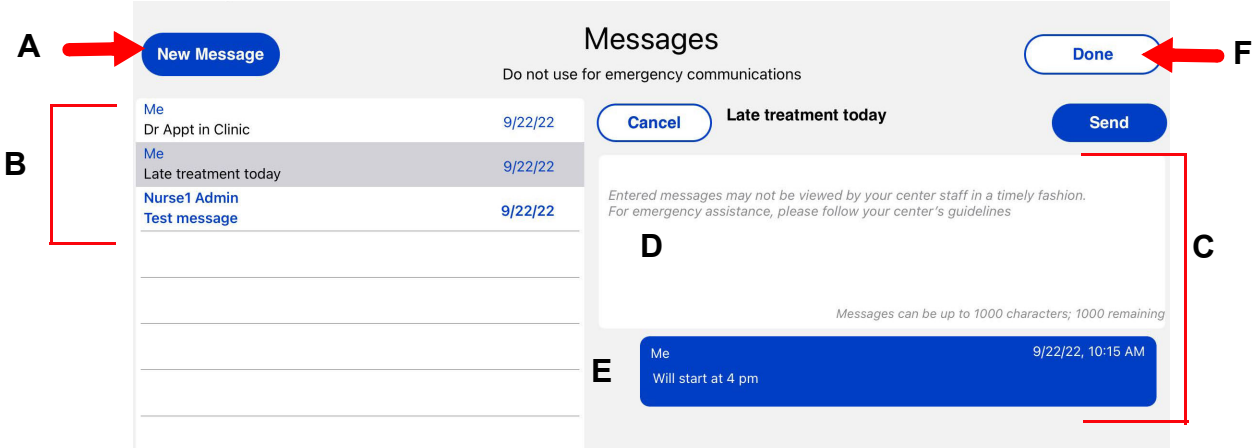
A red circle with a white number in it on the **Menu** button and the **Messages** icon indicates the number of new or unread messages.

- If you do not have any new messages, this icon is not present.
- When you log into the app, the number flashes five times to get your attention.



About the message screen

From the **Messages** screen you can read, reply to, and create new messages. Turn your iPad sideways (landscape) to get the best view of this screen.



A	**New Message**	Tap to create a new message
B	**Message List**	Tap a message to see it in the message panel. • The newest message is at the top of the list. • **Bold** subject lines indicate unread messages.
C	**Content Panel**	When you tap a message to read, it opens here.
D	**Message Entry field**	Enter text in the subject and message. • Tap **Cancel** to delete the message being written. • Tap **Send** to send a message to your center.

E	**Message History**	Shows all replies to a message, with the most recent on top.
		• The first line shows who wrote the message and when.
		  • Blue messages are from you.
		  • Gray messages are from the center.

F	**Done**	Tap to close the **Messages** screen.
!	**Red exclamation mark**	Message was not sent

Creating a new message

You can create a new message and send it to your center any time you log into the Nx2me app. You do not need to be performing a treatment to create messages.

Messages go to your center, not to a specific nurse. Because there may be a delay before your message is read, do not use messages for emergency communications.

To create a new message

1. Go to the **Messages** screen, see *Accessing messages*, page 11-3.

2. Tap **New Message** New Message.

   A blank new message opens in the **Content Panel**.

3. Enter a subject using the on-screen keyboard.

   The subject must be between one and one hundred characters.

4. Tap the **Message Entry** field and type the message text.

   The message must be between one and one thousand characters.

   Note: If you begin a new subject or message and leave the **Messages** screen without canceling or sending, the message appears as a draft in the **Message List**.

5. Decide if you want to send or cancel the message.

   - Tap **Send** the message to the center the next time the app syncs.
   - Tap **Cancel** to discard the message

   Note: Messaging does not occur in real time. The app must sync to send and receive messages. Your center may not read or respond to messages in a timely manner.

Reading a message

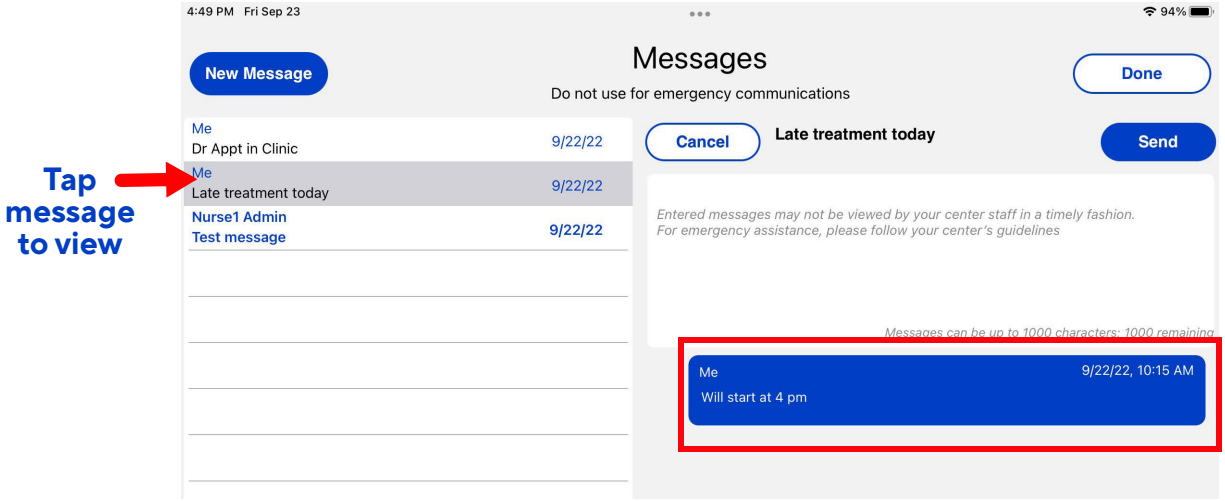
In the message list, unread messages are indicated by a subject in bold print. Messages stay on the iPad for 180 days (approximately six months). After this time, the message is deleted from the message list.

To read messages

- Tap the message in the **Message List**

  The message opens in the **Content Panel**

  Note: Turn your iPad sideways (landscape) to get the best view of this screen.



Replying to a message

You may reply to a message sent from your center or to a message you sent to the center.

To reply to a message

1. Tap the message in the **Message List** to which you want to reply.

   The message opens in the **Content Panel**.
2. Type your reply in the **Message Entry** field.
   - The message can be between one and one thousand characters.
   - Do not leave the message field blank.
   - You cannot change the subject of a reply.
3. Do one of the following:
   - Tap **Send** to send the reply to the center the next time the app syncs.

     Note: A red exclamation mark (**!**) next to a message means the app did not sync. The message has not been delivered to the center.
   - Tap **Cancel** to discard the reply permanently.

     Note: If you begin a new subject or message and navigate away from the Message screen without canceling or sending, the message appears as a draft in the message list. Unsent drafts are deleted after 180 days.

Chapter 12 Nx2me App settings

About Nx2me app settings 12-2
Accessing the Nx2me app settings 12-3
Editing the Nx2me app settings 12-4

About Nx2me app settings

When you log into your Nx2me app, you can review the Nx2me app settings. The **Settings** page displays information about your account, your internet connectivity, equipment and the Nx2me app.

The settings categories are described in the table below:

Category	Review the following fields:
Login Information	Values assigned in the Nx2me app • Username • Password • NxStage Patient ID • Turn the Touch ID feature on or off
Connection Information	Your connection details. • ConNxBox connection status. • Wi-Fi network name. • Last synchronization
NxStage Equipment	• Your equipment serial numbers. • Connect (pair) a Bluetooth device with your iPad. • Upload cycler diagnostic logs • Turn the auto-dimming feature on or off. • Equipment Software Versions

About Nx2me	• The Nx2me software version.
	• Access to the following documents:
	  • *End User License Agreement (EULA)*
	  • *Privacy Policy*
	  • *Authorization to Use and Disclose Healthcare Information*

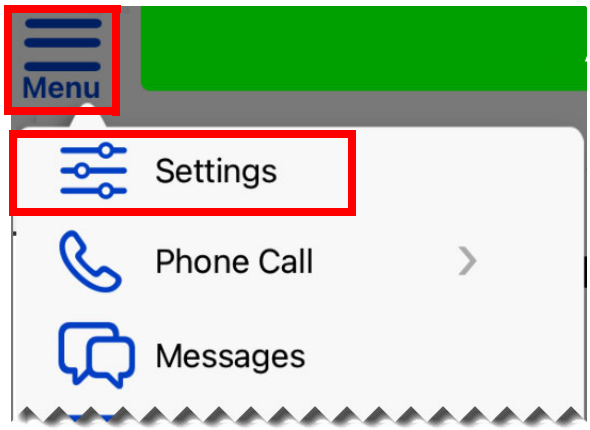
For complete information about each of the Nx2me app settings, see Chapter 19, **Nx2me Settings reference**.

Accessing the Nx2me app settings

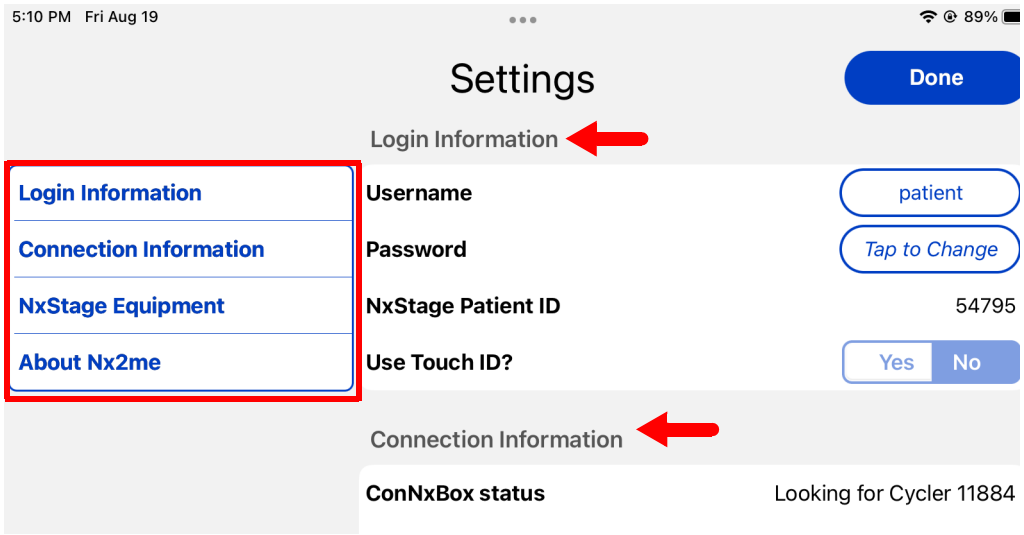
Access the Nx2me app settings in any Nx2me app screen, through the **Menu** Menu on the navigation bar.

To access your Nx2me app settings

1. Tap the **Nx2me** icon and log into the app.
2. In the navigation bar of the app, tap **Menu** Menu > **Settings** .



The **Settings** screen opens.



- The left panel menu lists the four categories of settings.
- The right panel menu lists all the settings in each category.

3. Tap a settings category in the left panel menu.

   The right panel menu scrolls to the settings in that category.

4. Scroll through the settings list to review their values.
   - To edit an app setting, see *Editing the Nx2me app settings*, page 12-4.

5. Tap **Done** to exit **Settings**.

Editing the Nx2me app settings

You can only change settings when the button or field that is blue or outlined in blue.

Some of the app settings that you can edit are:

- Username
- Password
- Cycler serial number

All other settings are assigned by your center. For more information about the app setting that you cannot edit, contact your center.

To edit an app setting

1. Select the field that you wish to edit.

2. Tap the value that you want to change.

   A pop-up dialog opens.

   Note: Some settings are changed by tapping a toggle to select **Yes** or **No**.

3. Enter the new value in the field then do one of the following:
   - Tap **Save** to save the changes.
   - Tap the blue **X** to close the pop-up without saving the change.

4. Tap **Done** to exit the screen.

Chapter 13 Flowsheet calendar

About the flowsheet calendar 13-2
Accessing the flowsheet calendar 13-2
Using the flowsheet calendar 13-3

About the flowsheet calendar

The flowsheet calendar helps you to keep track of your treatment goals.

This calendar shows a five-week snapshot of the following:

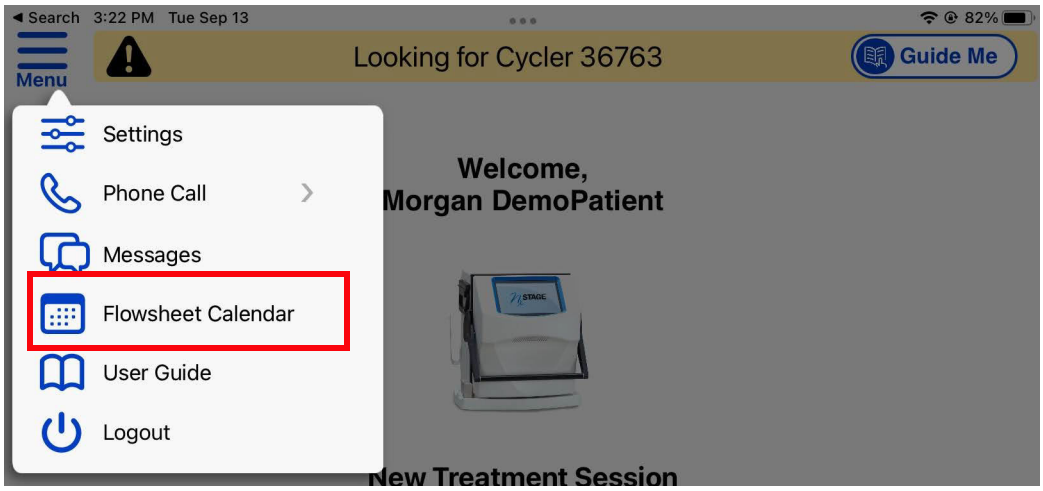
- All of the treatments performed.
- The number of flowsheets produced per treatment.
- The percentage of dialysate processed as compared to your prescription.

Accessing the flowsheet calendar

Access the flowsheet calendar in any Nx2me app screen through the **Menu** on the navigation bar.

To access the flowsheet calendar

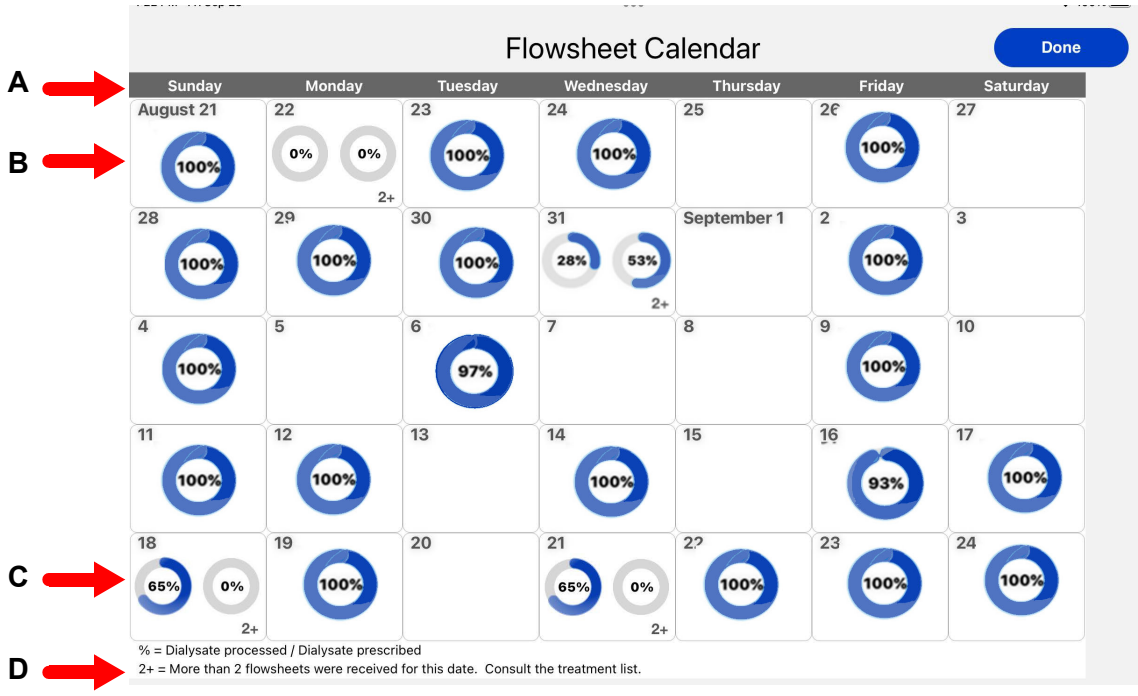
1. Tap the **Nx2me** icon and log into the app.
2. In the navigation bar of the app, tap **Menu** > **Flowsheet Calendar**.



   A calendar showing all the treatments for current week and previous four weeks opens in the **Flowsheet Calendar** screen.

3. Tap **Done** to exit the **Flowsheet Calendar** screen.

Using the flowsheet calendar



A	**Calendar week**	Calendar weeks start on Sunday and end on Saturday.

B	**Treatment icon**	• Represents the flowsheet recorded on a given day.
		• How much of the prescribed dialysate was processed during the treatment is shown in two ways:
		  • The blue color fills in the gray circle.
		  • The numeric percentage (%) value shown in the center.

C	**Multiple icons**	• Two treatment icons represent the first two flowsheets for that date. • The treatment icons are in order of the time the treatment started. • Each icon shows the percentage of dialysate processed in that flowsheet.
D	**2+**	• More than two flowsheets were received for this date. • Consult the list of flowsheets on your app **Home** screen.

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Chapter 14 Remote View sessions

About Remote View sessions 14-2
Data available during treatment 14-3

About Remote View sessions

Remote View allows your center to track data from your treatment as it is generated. For a list of the data that is displayed during a Remote View session, see *Data available during treatment*, page 14-3

Remote View session requirements

If your center has enabled Remote View, you must meet the following requirements to use this feature:

- You are enrolled in Remote View.
- You are using the version 2.5 or higher of the Nx2me app.

If you are enrolled in Remote View, when you begin a new treatment the streaming icon appears in the navigation bar.

The arrow within this icon moves up and down to indicate your treatment data is being shared with the center.

Data available during treatment

The following data can be tracked by your center during a treatment in a Remote View session:

Field	Description
Mode	Standby, Prime, Connect, Treatment, Disconnect, or Rinseback.
Status	The color indicates whether the cycler has an alarm or caution. • **Green** - The cycler is in active treatment with no alarm or caution. • **Yellow** - The cycler has an active caution. Click the description of the caution to open a troubleshooting page. • **Red** - The cycler has an active alarm. Click the description of the alarm to open a troubleshooting page.
Time in Alarm	The duration of the current alarm or caution.
Time in Treatment	The amount of time spent in treatment, excluding time spent in alarm status and system checks.
Time Remaining	The amount of time left in therapy.
DFV (L)	The current dialysate fluid volume in liters.
DFR (L/hr)	The current dialysate fluid rate in liters per hour.
UFV (L)	The current ultrafiltration volume in liters.
UFR (L/hr)	The current ultrafiltration rate in liters per hour.
BFR (ml/min)	The current blood flow rate in milliliters per minute.
AP (mmHg)	The current arterial pressure in millimeters of mercury.
VP (mmHg)	The current venous pressure in millimeters of mercury.
EP (mmHg)	The current effluent pressure in millimeters of mercury.

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Chapter 15 Support during treatment

Calling technical support or dialysis center from the app 15-2
Starting telephone calls in the app 15-3
About Virtual Sessions 15-5
About video calls and video conferences 15-7
Starting a video call or video conference session 15-10
Data available during treatment 15-12

Calling technical support or dialysis center from the app

If you meet the following requirements, you can call Technical Support or your dialysis center directly from the app. This eliminates the need to find and dial a phone during treatment.

Nx2me app call requirements

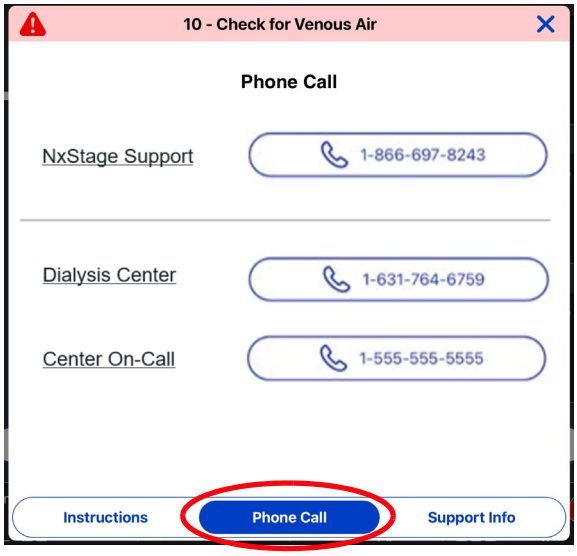
- You are using the version 2.6 or higher of the Nx2me app.
- Cell modem patients cannot use this feature to begin a phone call.
- Do not minimize or close the app during the phone call or the call will end. The Nx2me app must be displayed on the iPad and connected to the Cycler for treatment information to be recorded.

Starting telephone calls in the app

Use one of these options to start a telephone call:

- To start a call from the troubleshooting instruction window during an alarm or caution, see page 15-3.
- To start a call from the **Menu** button Menu at any time during treatment, see page 15-4.

To make a call from the troubleshooting instructions window:

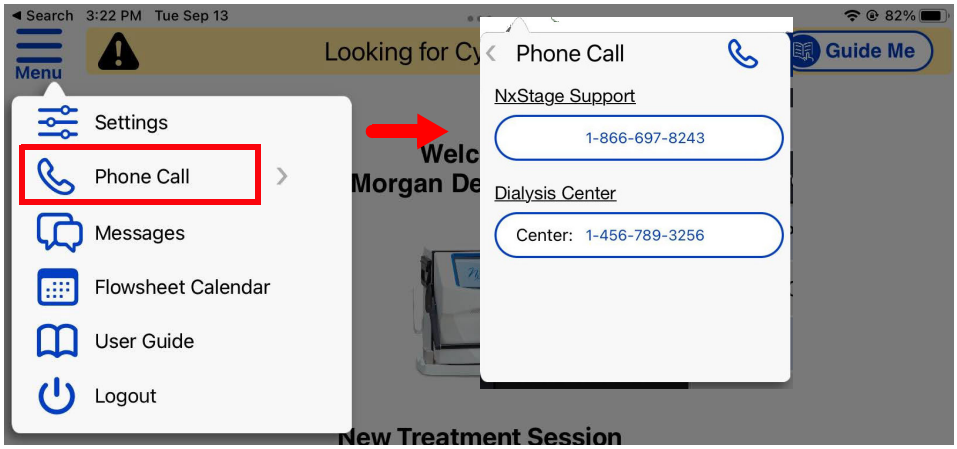


1. Tap **Phone Call** to access the Phone Call screen.

   The Phone Call window opens.
2. Select one of the following:
   - Tap **NxStage Support** to call Technical Support.
   - Tap **Center** to call your center.
   - Tap **On-Call** to call the center's alternate number (If available).

To make a call from the Menu button:

1. In the navigation bar of the app, tap **Menu** Menu > **Phone Call** .



2. Select one of the following options from the drop-down list:
   - Tap **NxStage Support** to call Technical Support.
   - Tap **Center** to call your center.
   - Tap **On-Call** to call the center's alternate number (If available).

About Virtual Sessions

A Virtual Session allows your center to track data as it is generated during a treatment to help with troubleshooting treatment issues. This data is updated in a “snapshot” every five seconds.

For example, after starting a Virtual Session, your center can view your arterial pressure as it changes during treatment. For a list of the data that is displayed during a Virtual Session, see *About video calls and video conferences*, page 15-7.

Virtual Session requirements

For your center to request an Virtual Session, you must meet the following requirements:

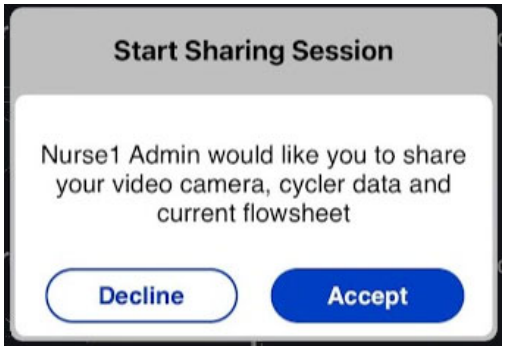
- You are using the version 2.5 of the Nx2me app.
- You are not already involved in a Virtual Session.
- You are not enrolled in Remote View.
- You are connected to the internet through a Wi-Fi network.

Starting a Virtual Session

The ability to use a Virtual Session is not available in all centers. If your center requests a Virtual Session, you must agree to the request before your data is shared in the Virtual Session.

To start a Virtual Session

When the **Sharing Session** pop-up opens on your iPad, do one of the following:



- Tap **Accept** to start sharing treatment data with you center.
- Tap **Decline** to close the request without sharing data.

If you accept the request, your data is streamed to the center. The streaming icon appears in the navigation bar.

The arrow withing this icon moves up and down to indicate your treatment data is being shared with the center.
The icon disappears when the center ends the session.

About video calls and video conferences

- **Tech Support video calls** - You can add video to a phone call with Technical Support.
- **Dialysis Center video calls** - If allowed by the center, a nurse can use virtual session to request a video call or video conference through the Nx2me app.

Video call requirements

To use video calling, you must meet the following requirements:

- Using the version 2.6 of the Nx2me app.
- Not already involved in a Virtual Session.
- Not enrolled in Remote View.
- You are connected to the internet through a Wi-Fi network.

Adding video to a Technical Support call

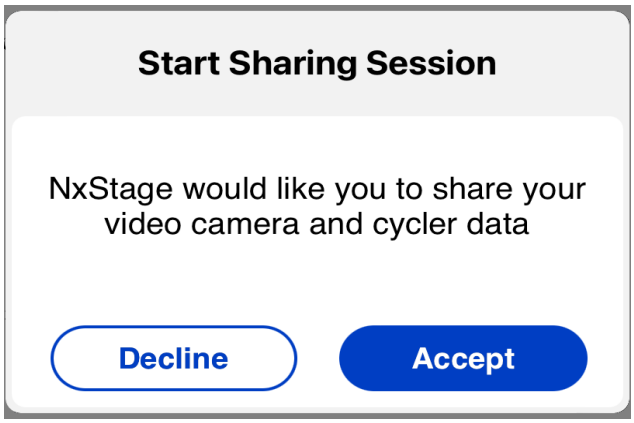
If you are already in an app voice call with Technical Support, you can ask the representative helping you to add video during the call.

To add video to a technical support call

1. Start a phone call with Technical Support.
    - For more information, see *Starting telephone calls in the app*, page 15-3.
2. Ask the Tech Support representative to add video to the call.

    The **Start Sharing Session** pop-up alert opens.

3. Do one of the following:
   - Tap **Accept** to begin a video call. Video is now shared with Technical Support.
   - Tap **Decline** to close the pop-up alert without sharing data.



Once you accept a video call, the representative can see you through the front-facing camera. You can use the controls on the screen to change the video to the rear-facing camera. For instance, this can be helpful if you have questions about an issue during treatment which is difficult to describe in a telephone call.

What is a dialysis center video call?

A Virtual Session started from your center nurse to your Nx2me app that uses the one-way video camera on your iPad.

Once you accept a video call, your nurse can see you or video from your iPad's camera. For instance, this can be helpful if you have questions about your access or an issue during treatment which is difficult to describe in a telephone call.

What is a video conference?

A call from your center nurse to your Nx2me app with two-way video. You can see the nurse and the nurse can see you. This can be helpful if the nurse needs to demonstrate a troubleshooting procedure or provide detailed instruction.

Video conference requirements

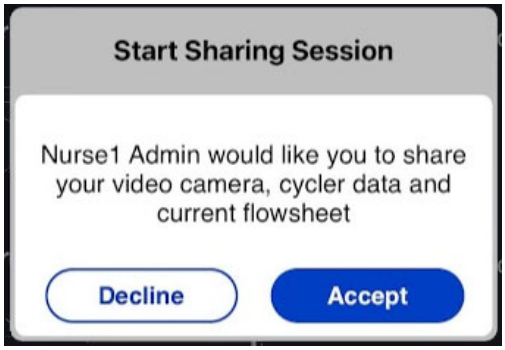
- All of the above video call requirements.
- You cannot already be in a video call.

Starting a video call or video conference session

Video call is not available in all centers. If your center requests a video session, you must agree to the request before your video camera. If you accept the request, your data and video is streamed to the center. Use keypad to mute or turn on sound.

To start a video call session

When the **Sharing Session** pop-up alert opens on your iPad, do one of the following:

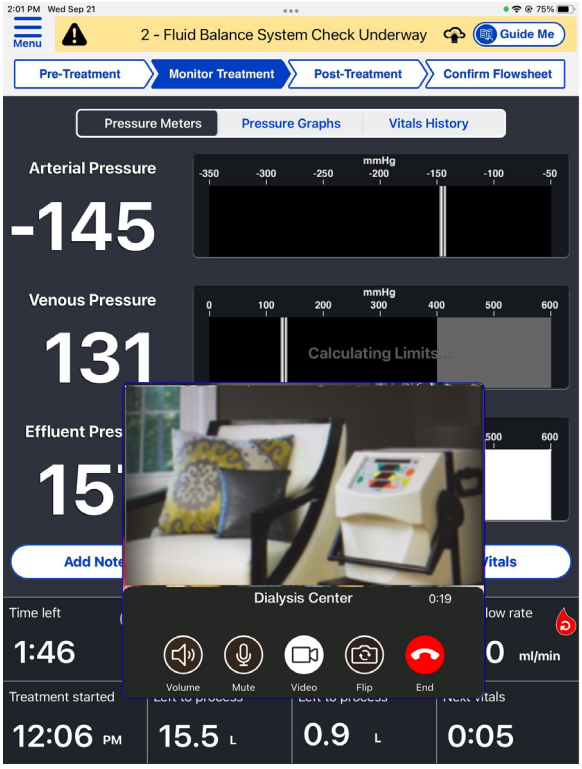


- Tap **Accept** to start sharing treatment data with you center.
- Tap **Decline** to close the request without sharing data.

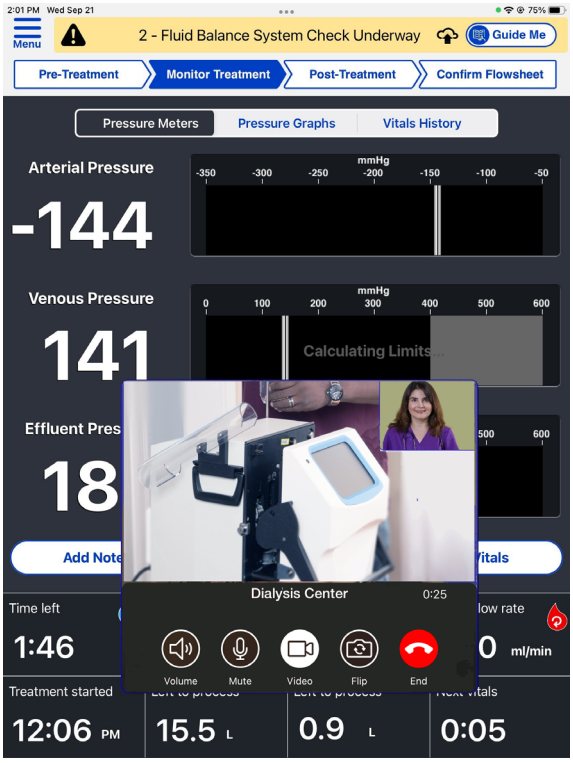
Controls in a video call

When in a video call or video conference, use the buttons in the video window to do the following:

Patient video only



Video conference



If you want to	Tap	Icon
Adjust the iPad volume	**Volume**	
Turn the microphone on/off	**Mute**	
Turn the camera on/off	**Video**	
Switch between the front and rear camera.	**Flip**	
End the call.	**End**	

Data available during treatment

The following data can be tracked by your center during a treatment in a Link or Video call session:

Field	Description
Mode	Standby, Prime, Connect, Treatment, Disconnect, or Rinseback.
Status	The color indicates whether the cycler has an alarm or caution. • **Green** - The cycler is in active treatment with no alarm or caution. • **Yellow** - The cycler has an active caution. Click the description of the caution to open a troubleshooting page. • **Red** - The cycler has an active alarm. Click the description of the alarm to open a troubleshooting page.
Time in Alarm	The duration of the current alarm or caution.
Time in Treatment	The amount of time spent in treatment, excluding time spent in alarm status and system checks.
Time Remaining	The amount of time left in therapy.
DFV (L)	The current dialysate fluid volume in liters.
DFR (L/hr)	The current dialysate fluid rate in liters per hour.
UFV (L)	The current ultrafiltration volume in liters.
UFR (L/hr)	The current ultrafiltration rate in liters per hour.
BFR (ml/min)	The current blood flow rate in milliliters per minute.
AP (mmHg)	The current arterial pressure in millimeters of mercury.
VP (mmHg)	The current venous pressure in millimeters of mercury.
EP (mmHg)	The current effluent pressure in millimeters of mercury.
Remaining DFV (L)	The amount of dialysate fluid that still needs to be delivered during the current treatment.
Remaining UFV (L)	The amount of ultrafiltration fluid that still needs to be removed during treatment.

Chapter 16 Cleaning and disinfecting equipment

NxStage recommendations for cleaning your iPad 16-2
Safety measures 16-3
Cleaning your iPad and accessories 16-4
Disinfecting your iPad and accessories 16-5

NxStage recommendations for cleaning your iPad

⚠ **Warning:** Patients and care partners must follow universal precautions when using the Nx2me app. Make sure the iPad is clean and disinfected prior to treatment. Always clean and disinfect the iPad after treatment. Failure to clean and disinfect the iPad may increase the risk of infection.

⚠ **Caution:** Keep the iPad away from liquids. Liquids may damage the iPad.

Correct cleaning and disinfection of equipment reduces the general risk of infection. Follow the manufacturer's instructions for products to use for cleaning and disinfecting the iPad. The following instructions for cleaning and disinfecting of NxStage equipment were developed in accordance with guidelines published by the U.S. Centers for Disease Control and Prevention (CDC) and the U.S. Centers for Medicare and Medicaid Services (CMS) - called "Conditions for Coverage for End-Stage Renal Disease Facilities."

By law, all applicable label instructions on Environmental Protection Agency (EPA) registered products must be followed. If you select exposure conditions different from those on the product's label, you assume liability from any injuries resulting from off-label use and are potentially subject to enforcement action under the Federal Insecticide, Fungicide, and Rodenticide Act (FIFRA).

Safety measures

Observe these safety measures to prevent damaging the iPad when cleaning.

Do:	Don't:
✔ Make sure the iPad is turned off.	✘ Submerge the iPad or its accessories in liquid.
✔ Disconnect the iPad from the power supply before cleaning.	✘ Pour liquid directly onto the equipment.
✔ Apply liquids to a soft cloth, and then wipe the iPad with the cloth.	✘ Touch the internal iPad connections, such as the dock connector or the headphone jack.
	✘ Soak the cleaning cloth with liquid until the cloth is dripping.
	✘ Spray cleaners, bleach, or alcohol directly onto the item.

Cleaning your iPad and accessories

Clean the iPad and any accessories (cables, stylus or plugs) before they enter the treatment area.

To clean your iPad before each treatment

1. Put on any personal protective equipment, such as disposable gloves.
2. Dampen a soft cloth, such as a lens cloth, with clean water.
3. Turn the iPad's power off, see page 2-6.
4. Wipe the outside surfaces of all equipment with the cloth.
5. Dispose of all used cleaning and personal protective equipment appropriately.

Disinfecting your iPad and accessories

If the iPad or any accessories (cables, stylus or plugs) come in contact with blood, or suspected pathogens (bacteria, viruses, or fungi), disinfect them immediately.

Apple recommends using a 70% isopropyl alcohol wipe or commercial disinfecting wipes to gently wipe the hard, nonporous surfaces of your Apple product, such as the display or other exterior surfaces.

To disinfect your iPad and accessories

1. Put on any personal protective equipment, such as disposable gloves.
2. Turn the iPad's power off, see page 2-6.
3. Wipe all exposed surfaces of the iPad and accessories with a 70% isopropyl alcohol wipe or a disinfecting wipe recommended by the manufacturer.
4. Allow the iPad to air dry.
5. Repeat steps 3 -4 a second time if directed by your center nurse.
6. Dispose of all used disinfecting and personal protective equipment appropriately.

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Chapter 17 Traveling with the Nx2me app

Treatments while traveling 17-2
Performing a treatment using the hotspot when traveling 17-2
Performing a treatment using the internet package when traveling 17-5
Uploading flowsheets when traveling 17-8

Treatments while traveling

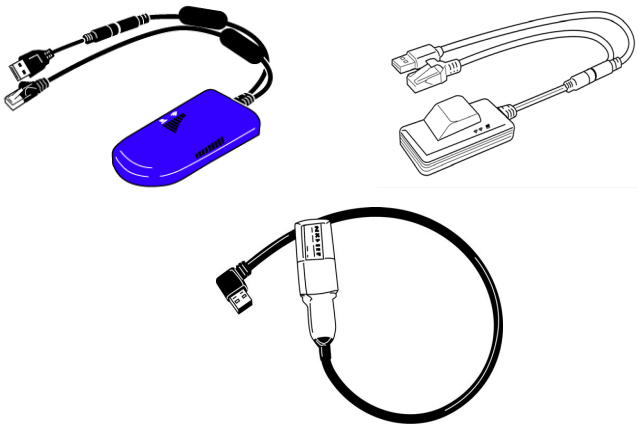
You can use the Nx2me app to perform treatments and record flowsheets when you are traveling.

Performing a treatment using the hotspot when traveling

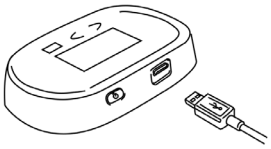
To use the app with the hotspot when traveling, pack the following items:

USB Wi-Fi adapter

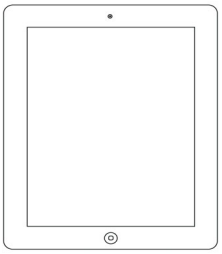
This may already be attached to the ConNxBox



Hotspot

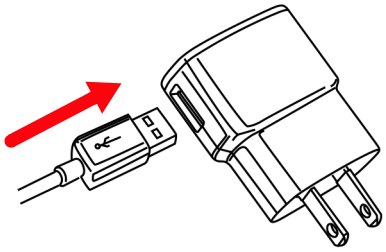


iPad

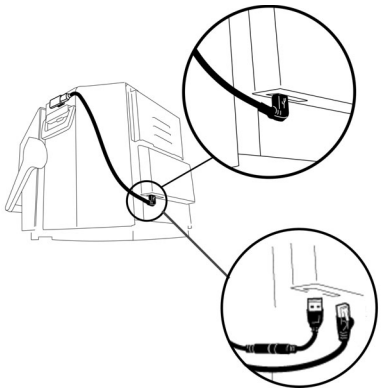


To perform a treatment using the hotspot

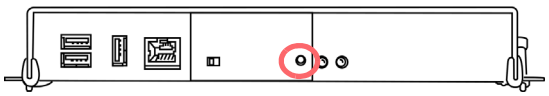
1. Connect the hotspot to the power adapter.



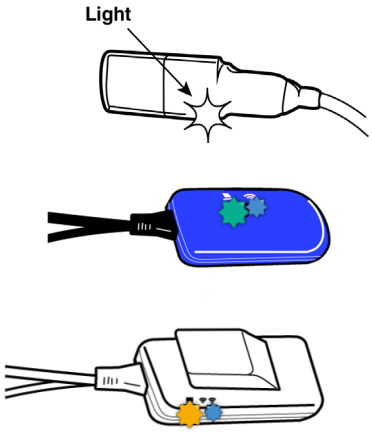
2. Plug the power adapter into an electrical outlet.
3. Plug in the cycler and turn on the power switch.
4. Connect the USB Wi-Fi adapter to one of the USB ports and the Ethernet port (if applicable) on the underside of the ConNxBox.



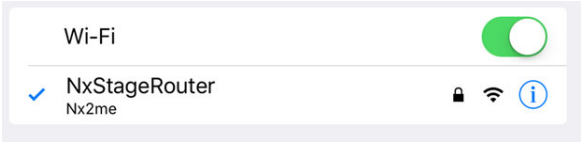
5. Attach the USB Wi-Fi adapter to the side of the cycler without the filter holder.
6. Press and immediately release the **Push to Restart** button on the ConNxBox.



7. Wait two minutes for the Wi-Fi adapter attached to the ConNxBox to start.
   - The light(s) on the Wi-Fi adapter flash(es) when the connection is established.



8. Check that the iPad is connected to the **NxStageRouter** network.
   - The **NxStageRouter** network must be used during treatment.
   - This network allows the ConNxBox to communicate and the iPad.



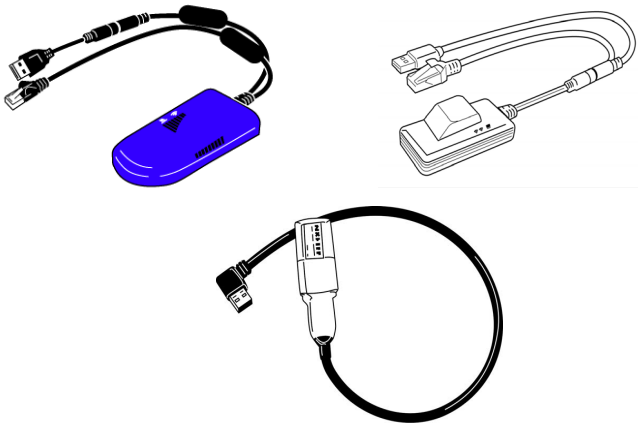
Note: When traveling, be aware of the following:
- Cell service may not be available in your location.
- If you do not have cell service, the iPad stores the treatment flowsheets until they can be synced.
- Hotspot are valid for use within the United States only.

Performing a treatment using the internet package when traveling

To use the app with the internet package when traveling, you need to pack the following items:

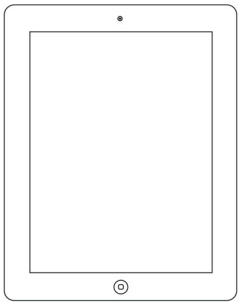
USB Wi-Fi adapter

This may already be attached to the ConNxBox



NxStage-provided router with AC adapter

iPad

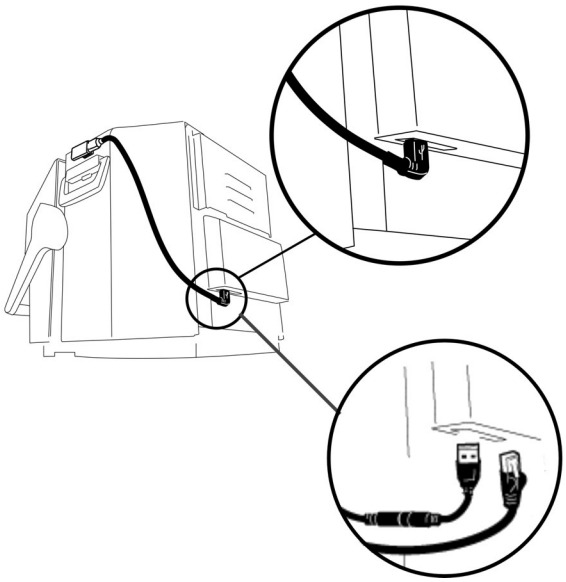


To perform a treatment using the internet package

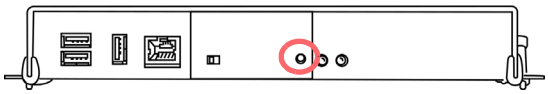
1. Connect the router to the power adapter.
2. Plug the power adapter into an electrical outlet.

   When the lights on the front of the router are lit, the router is ready.

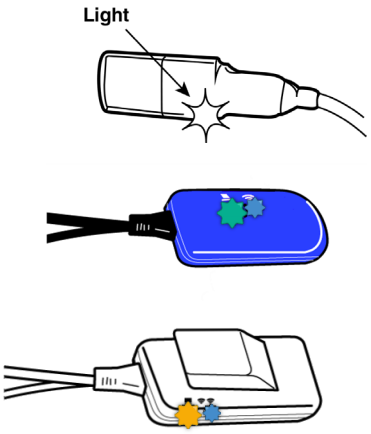
3. Plug in the cycler and turn on the power switch.
4. Connect the USB Wi-Fi adapter to one of the USB ports and the Ethernet port (if applicable) on the underside of the ConNxBox.



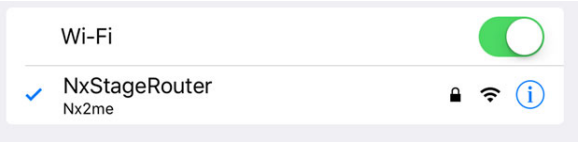
5. Attach the USB Wi-Fi adapter to the side of the cycler without the filter holder.
6. Press and immediately release the **Push to Restart** button on the ConNxBox.



7. Wait two minutes for the Wi-Fi adapter attached to the ConNxBox to start.
    - The light(s) on the Wi-Fi adapter flash(es) when the connection is established.



8. Check that the iPad is connected to the **NxStageRouter** network.
    - The **NxStageRouter** network must be used during treatment.
    - This network allows the ConNxBox to communicate and the iPad.



Uploading flowsheets when traveling

If you use the Nx2me app while traveling, you can upload your flowsheets over a public Wi-Fi network in a hotel, airport, or store, or a personal Wi-Fi hotspot.

This procedure has two parts:

- First, connect the iPad to the new Wi-Fi network, see *Connecting to a wireless (Wi-Fi) network*, page 2-14.
- Then upload the flowsheets, see *To upload the flowsheets*, page 17-8.

To upload the flowsheets

1. Tap the **Nx2me** icon and log into the app.
2. Check that the **Last Sync** date and time on the app **Home** screen is the current date and time.

   This indicates that the Nx2me app communicated with the center.

Note: Reconnect the iPad to the **NxStageRouter** Wi-Fi network before starting your next treatment.

Chapter 18 Troubleshooting

Connection troubleshooting messages 18-2
General troubleshooting 18-12

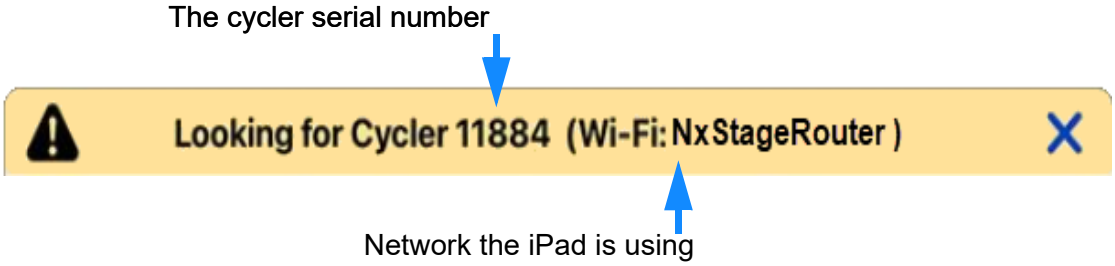
Connection troubleshooting messages

If there is an internet connection problem or problem communicating with the cycler, the status bar displays one of the following messages:

Message	Description	For more information, see
`Looking for Cycler (Serial Number)`	The app is not connected to your cycler.	*Message: Looking for Cycler (Serial Number)*, page 18-3
`Connected, no Cycler data`	The app is connected to your cycler, but is not receiving data.	*Message: Connected, no Cycler data*, page 18-6
`Unsupported Cycler software`	The Nx2me app is not compatible with the software on your cycler	*Message: Unsupported Cycler Software*, page 18-7 or call Technical Support
`Cycler not configured for use with Nx2me`	Parameter #44 (Alternate Ultrafiltration [UF] Units) on your cycler is not set to zero.	*Message: Cycler not configured for use with Nx2me*, page 18-8
`Checking connection....`	The app is trying to restore its connection to your cycler	*Message: Checking connection...*, page 18-9
`You have been unenrolled from Nx2me`	You have been unenrolled from Nx2me and no longer using the Nx2me app.	*Message: You have been unenrolled from Nx2me*, page 18-9 or contact your center.
`The NxStage server is not available`	The app cannot connect to the NxStage server.	*Message: The NxStage server is not available*, page 18-10 or contact your center.
`User Guide Download in Progress`	You pressed Guide Me during an alarm or caution while the app is actively downloading troubleshooting content.	*Message: User Guide Download in Progress*, page 18-10
`No Troubleshooting Content Downloaded`	The app does not have the troubleshooting content for your cycler	*Message: No Troubleshooting Content Downloaded*, page 18-11 or contact your center.

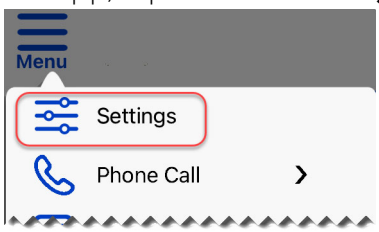
Message: Looking for Cycler (Serial Number)

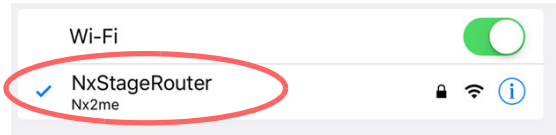
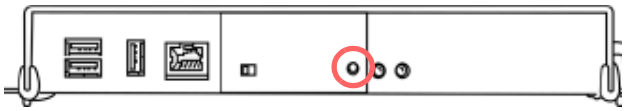
The yellow troubleshooting alert **"Looking for Cycler...(Serial Number)"** in the status bar indicates that the app is not connected to your cycler.

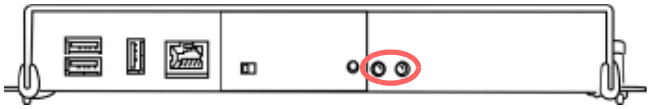


Check the table below for possible resolution.

- Check for possible solutions until the alert is resolved.
- If you still see the alert after completing this list, contact Tech Support.

Check for	Do
The cycler serial number shown in the alert window matches the serial number on the cycler.	If the serial number is incorrect, update the cycler serial number in the app to match the cycler. 1. In the app, tap **Menu** > **Settings**.  The **Settings** screen opens. 2. Tap **NxStage Equipment** in the left panel menu. The right panel menu scrolls to that category. 3. Tap the edit icon next to the **Cycler serial number** field. 4. Enter the new cycler serial number and then tap **Save** > **Done**.

Check for	Do
Check that the alert shows the following network name: Wi-Fi: **NxStageRouter**.	If another Wi-Fi network is shown, change the iPad to be on the **NxStageRouter** network. 1. On the iPad, tap **Settings > Wi-Fi**. 2. Tap the network named **NxStageRouter** to select it. When selected, the network has a check mark next to it.  **Note:** If the iPad asks for a password to connect to **NxStageRouter**, reboot the router. In the table below, see the instructions for *The NxStage router or hotspot needs to be restarted.*, page 18-5.
A flashing red light on the ConNxBox. If a flashing red light is seen, the ConNxBox on the cycler needs to be reset.	1. Ensure the Wi-Fi adapter USB and Ethernet cables (if applicable) are fully inserted into the ConNxBox. 2. Press and immediately release the **Push to Restart** button on the ConNxBox. **Note:** Do not hold the button for more than four seconds.  3. Wait two minutes for the ConNxBox to reconnect. The light(s) on the Wi-Fi adapter flash(es) when the connection is established. **Note:** The lights on the Wi-Fi adapter can be lit before or after the **Push to Restart** button is pressed.

Check for	Do
The NxStage router or hotspot needs to be restarted.	Do one of the following **If using a NxStage router:** • Unplug the NxStage router, then plug it back in. **If using a hotspot (US only):** a. Unplug the hotspot and remove battery. b. Wait 30 seconds, then reinsert battery. c. Plug the hotspot into an electrical outlet. Wait two minutes for the routers to reconnect.
The cycler has power.	Check for the following: 1. The cycler power cord is securely attached to the cycler and plugged into an outlet. 2. The power switch on the back of the cycler is in the **ON** position. 3. The ConNxBox has both lights lit. 

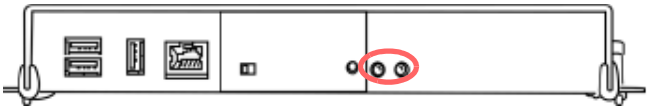
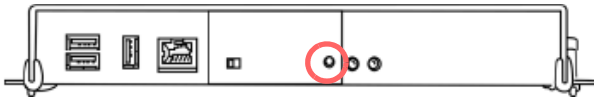
⚠ **Caution:** Streaming music, movies, or other data on your home network during treatment may interfere with the connection to the cycler. You may need to stop streaming data during treatment.

Message: Connected, no Cycler data

The app has found the ConNxBox but is not receiving cycler data.

Check the table below for possible resolution.

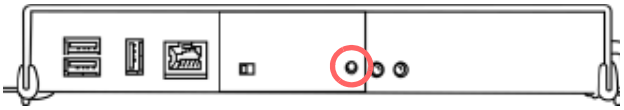
- Once the alert is resolved, continue treatment.
- If you still see the alert after completing this list, contact Tech Support.

Check for	Do
The cycler has power.	1. Check for the following: a. The cycler power cord is securely attached to the cycler and plugged into an outlet. b. The power switch on the back of the cycler is in the **ON** position. c. The ConNxBox has both lights lit.  2. After confirming the cycler has power, wait 30 seconds for the alert to resolve.
The ConNxBox on the cycler needs to be restarted.	1. Press hold the **Push to Restart** button on the ConNxBox for ten seconds.  2. Wait two minutes for the ConNxBox to restart and connect to the Wi-Fi. The light(s) on the Wi-Fi adapter flash(es) when the connection is established.
The ConNxBox needs to be re-installed or replaced.	Call Tech Support when no longer in treatment.

Message: Unsupported Cycler Software

Check the table below for possible resolution.

- Once the alert is resolved, continue treatment.
- If you still see the alert after completing this list, contact Tech Support.

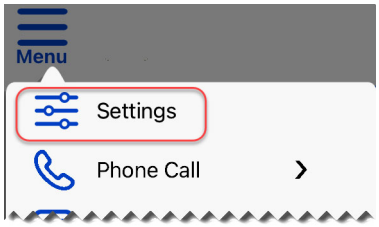
Check for	Do
The ConNxBox on the cycler needs to be reset.	1. Press and immediately release the **Push to Restart** button on the ConNxBox **Note:** Do not hold the button for more than four seconds.  2. Wait two minutes for the ConNxBox to reconnect. The light(s) on the Wi-Fi adapter flash(es) when the connection is established.
The cycler software version is not compatible with the Nx2me app.	Update the Nx2Me app. 1. Tap the **App Store** icon on your iPad screen. If the App Store is unavailable, contact your center. 2. Tap your profile icon at the top of the screen. 3. Scroll through the list of pending updates to find the Nx2me app. 4. Tap **Update** in the Nx2me app line. The Nx2me app updates.

Message: Cycler not configured for use with Nx2me

Check for	Do
Parameter# 44 is not set.	The system setting for **Parameter #44 (Alternate Ultrafiltration [UF] Units)** on your cycler must be set to zero (0) to work with the Nx2me app. Do one of the following: • For NxStage System One™ cyclers, see page 18-27. • For NxStage Versi® HD cyclers, see page 18-31. Contact Technical Support for help updating your system settings.

Message: Checking connection...

The app is trying to connect to your cycler.

Check for	Do
The ConNxBox is trying to connect to your cycler.	Check the ConNxBox status in the app. 1. In the navigation bar of the app, tap **Menu** > **Settings**.  The **Settings** screen opens. 2. Tap **Connection Information** in the left panel menu. The right panel menu scrolls to the settings in that category. 3. Make sure that the ConNxBox Status field shows **Connected**. This may take up to one minute.
There is a communication problem with the cycler.	If the ConNxBox Status field shows **Connected** and you still see this message, call Technical Support.

Message: You have been unenrolled from Nx2me

Check for	Do
You have been unenrolled from Nx2me at <Dialysis Center Name>.	Contact your center if you think this may have occurred in error or if you would like to continue using Nx2me.

Message: The NxStage server is not available

1. Tap the **Sync** icon in the app to begin the download.
2. If you receive this message again, contact Technical Support.

Message: User Guide Download in Progress

The app does not have any troubleshooting content installed and is actively downloading the cycler user guide and troubleshooting files.

Check for	Do
Guide Me was pressed in the app while troubleshooting instructions were downloading.	Wait for the download to complete. Troubleshooting instructions are not available until the download is complete.

Message: No Troubleshooting Content Downloaded

The download of the cycler user guide and troubleshooting files did not complete. Internet connectivity is not available or was interrupted.

Check for	Do
Poor or no internet connection.	Check your internet connectivity. 1. Make sure your Connectivity Package is set up correctly. 2. Refer to the set up instructions in the kit you received.
The iPad is not connected to a Wi-Fi network.	Connect to a wireless network. 1. On the iPad, tap **Settings** > **Wi-Fi**. 2. Make sure the **Wi-Fi** setting is on. The slider should be green . 3. Under **Networks**, tap a Wi-Fi network name to select it. 4. Enter the password if required. • A Wi-Fi icon appears in the status bar. • The more bars that light up, the stronger the connection. 5. Exit **Settings**.
The app needs to be synchronized.	1. Tap the **Sync** icon in the app to begin the download. 2. If you receive this message again, contact Technical Support.

Note: If troubleshooting content can not be downloaded, refer to your cycler user guide during treatment.

General troubleshooting

This section provides troubleshooting instructions for problems with the Nx2me app, iPad, and cycler.

Problem

- *The iPad asks for a password to connect to the NxStageRouter network*, page 18-13
- *Sync was not Successful*, page 18-15
- *You cannot create a Nx2me app account*, page 18-18
- *You have forgotten your username or password*, page 18-19
- *You cannot use the iPad camera, microphone, Bluetooth or connect to your local network*, page 18-20
- *Deleting the Nx2me app*, page 18-21
- *Removing the Nx2me app from the iPad*, page 18-22
- *You cannot attach a photo from Photo Stream*, page 18-23
- *The iPad power fails during a treatment*, page 18-23
- *A Bluetooth device stops sending values to the Nx2me app*, page 18-24
- *Changing the cycler serial number*, page 18-26
- *Reviewing System Setting 44 on the cycler*, page 18-27

The iPad asks for a password to connect to the NxStageRouter network

The **NxStageRouter** network allows the ConNxBox to communicate with the iPad and must be used during treatment. The **NxStageRouter** Wi-Fi profile is integrated with the app and the password is automatically entered. If the iPad asks for a password, reinstall the **NxStageRouter** Wi-Fi profile from the app **Settings**. Use the procedure below to re-install the NxStage Wi-Fi profile.

To re-install the NxStage Wi-Fi profile

1. From your iPad **Home** screen, tap **Settings** > **Wi-Fi**.

2. Make sure the **Wi-Fi** setting on the iPad is on (green)

   - If the **Wi-Fi** setting is turned off, move the slider to the right until it shows green.

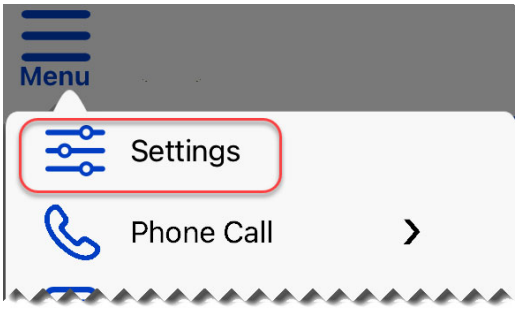
3. Under **Networks**, tap a Wi-Fi network name other than **NxStageRouter.**

4. Swipe on the iPad to exit **Settings**.

5. Tap the **Nx2me** icon and log into the app.

6. In the navigation bar of the app, tap **Menu** > **Settings**.

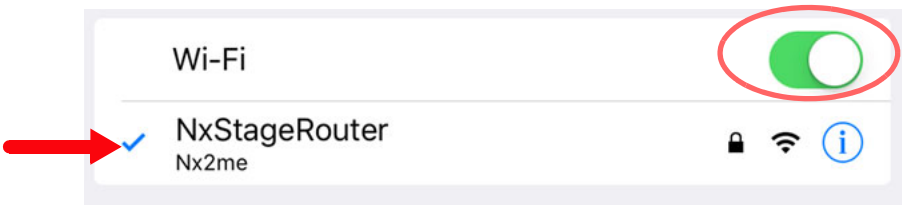
   The **Settings** screen opens.



7. In the right panel menu, locate **NxStage Wi-Fi profile** and tap **Install**.

   The Nx2me app closes and the **Install Profile** dialog prompts you to install the NxStage Wi-Fi profile.

8. Follow the prompts on the series of screens that appear.
9. Tap **Close** on the final screen.
10. On the iPad, tap **Settings** > **Wi-Fi** .
11. Make sure that the Wi-Fi network **NxStageRouter** has a check mark next to it.



- If there is not a check mark next to it, tap **NxStageRouter** to select it from the list of available networks.

12. Tap the **Nx2me** icon on the iPad screen to start the app.

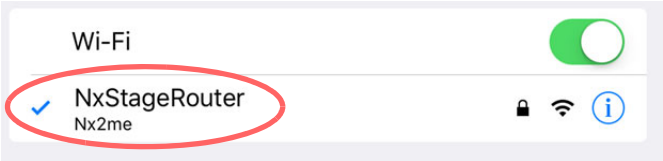
Sync was not Successful

The iPad cannot connect to the internet to sync, get the Nx2me settings updates, submit flowsheets, or send and receive messages.

⚠ **Caution:** Streaming music, movies, or other data on your home network during treatment may interfere with the connection to the cycler. You may need to stop streaming data during treatment

.

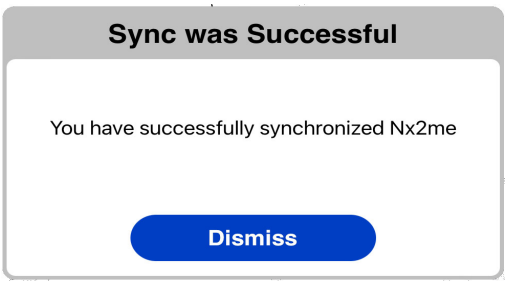
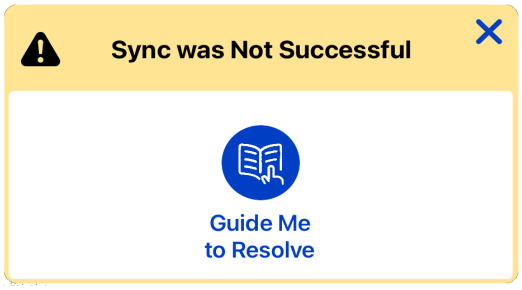
Check for	Do
The **Wi-Fi** setting on the iPad is turned off.	Make sure that the Wi-Fi setting on the iPad is turned on. 1. On the iPad, tap the **Settings** icon . The **Settings** screen opens. 2. Make sure the **Wi-Fi** setting on the iPad is turned on. If the **Wi-Fi** setting is turned off, move the slider to the right until it shows green.

Check for	Do
The iPad is not on the **NxStageRouter** network.	Make sure that the iPad is on the **NxStageRouter** network. 1. On the iPad, tap **Settings** > **Wi-Fi**. 2. Make sure that the Wi-Fi network **NxStageRouter** has a check mark next to it.  If there is not a check mark next to it, tap **NxStageRouter.** **Note:** If the iPad asks for a password to connect to **NxStageRouter,** reboot the router. In the table below, see the instructions for *Your routers need to be restarted.*, page 18-16.
Your routers need to be restarted.	Restart your routers. 1. Unplug the home router, then plug it back in. 2. Unplug the Zoom router, then plug it back in. 3. If resetting the routers does not resolve this message, contact Technical Support.

Synchronizing Nx2me

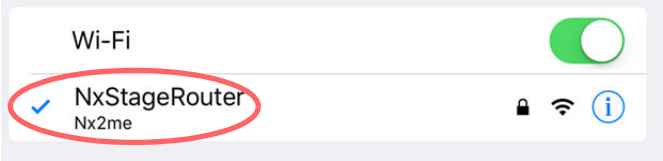
After addressing the possible cause, tap the **Sync** icon on the app **Home** screen.

One of the following messages appears:

Message	Description
`Sync was Successful` 	The app was able to sync and you did not have any settings updates.
`Sync was Not Successful` 	If you receive this message again, contact Technical Support.

Note: Your Wi-Fi connection can be active, even when your internet connection is not working. If your Wi-Fi is active, the connection between your cycler and the app is active. This means that the app receives messages from the cycler and you can perform a treatment. However, the app cannot receive updated settings or sync your flowsheets. The app syncs your flowsheets and checks for updated settings the next time you log into the app when it can access the internet.

You cannot create a Nx2me app account

Check for	Do
Poor or no internet connection	Check your internet connectivity 1. Make sure your Connectivity Package is set up correctly. 2. Refer to the set up instructions in the kit you received.
The iPad is not on the **NxStageRouter** network.	Make sure that the iPad is on the **NxStageRouter** network. 1. On the iPad, tap **Settings** > **Wi-Fi**. 2. Make sure that the Wi-Fi network **NxStageRouter** has a check mark next to it.  • If there is not a check mark next to it, tap **NxStageRouter.** • If the iPad asks for a password to connect to **NxStageRouter**, see the instructions in *To re-install the NxStage Wi-Fi profile*, page 18-13.
Your personal identification information is incorrect.	1. Make sure that you have entered your NxStage patient ID, date of birth, and PIN correctly. 2. Contact the center and confirm that the NxStage patient ID, date of birth, and PIN the center gave you are correct. 3. Repeat the steps to create an account in *Creating a Nx2me user account*, page 4-2. 4. If you still cannot create an account, contact Technical Support.

You have forgotten your username or password

If you forget your username or password, reset your account information in the app.

To reset your Nx2me app account

1. From the **Login** screen, tap the **Having trouble accessing your account?** link found below the **Login** button.

   The security question screen opens.

2. Enter the answers to both of your security questions.
3. Tap **Next**.

   Depending on whether or not you answered your security questions correctly, one of the following occurs:

If you:	Do the following:
Correctly answer both security questions	Enter a new username, password, and security questions.
Do not remember the answers to the security questions	Tap the **Forgot your answers?** link below the security questions field. Then you can create a new account.
Enter the incorrect answers to the security questions three times	Create a new account.
Cannot remember your NxStage Patient ID and PIN	Contact your center.

You cannot use the iPad camera, microphone, Bluetooth or connect to your local network

If you selected **Don't Allow** to any of the pop-ups the first time you logged into the Nx2me app, you will not be able to use some of the features.

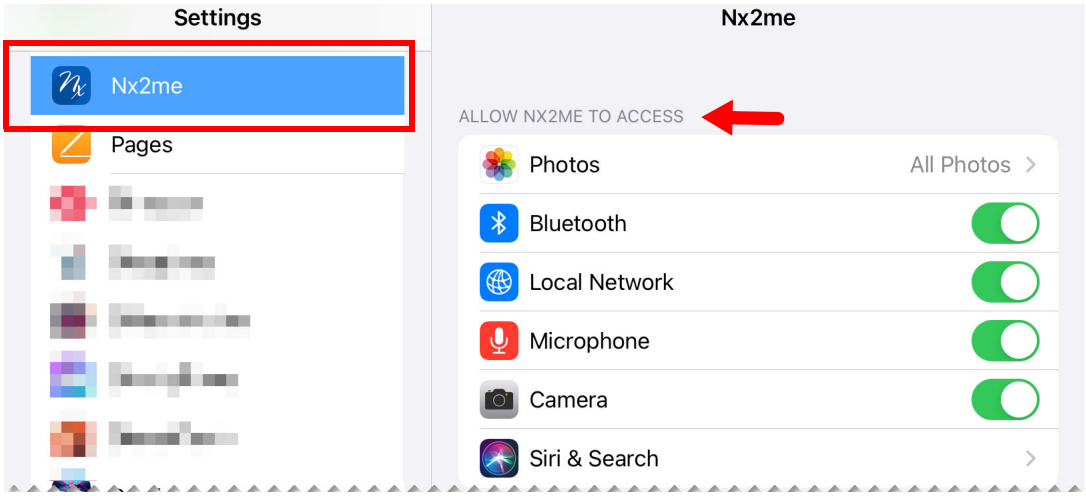
Go to the iPad **Settings** to select the iPad features the Nx2me app is allowed to use.

To turn on the iPad Setting

1. Tap the iPad **Settings** icon .

   The **Settings** screen opens.
2. In the left column, tap **Nx2me**.
3. In the right column, move the slider to switch on the settings as desired.

   Note: To attach photos, tap the arrow beside **Photos**, then select which photos you want the app to be able to access.



Deleting the Nx2me app

Usually, you should not delete the app while you are enrolled in Nx2me Connected Health. However, in certain situations you may need to delete the app. For example, if you buy a new iPad, delete the app on your old device before installing it on the new one.

Deleting Nx2me app

⚠ **Warning:** Always confirm and sync all flowsheets before deleting the Nx2me app from your iPad. Risk of improper therapy if the center does not have all treatment information.

Deleting the Nx2me app will delete any flowsheets on your iPad, including those that have not been sent to the center.

To prevent you from losing information, deleting the app is a two-step process.

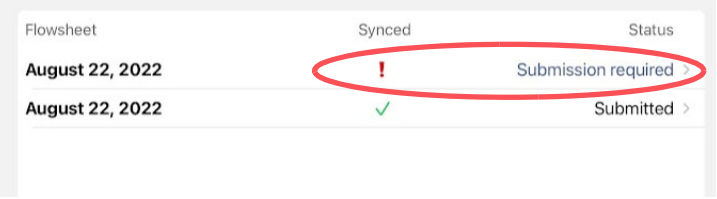
1. Submit and sync all flowsheets, see page 18-21.
2. Remove the Nx2me app from the iPad, see page 18-22.

Submitting your flowsheets

Before you delete the app, submit all flowsheets and then sync the app. These steps ensure that the center receives all of your flowsheets.

To confirm and sync all flowsheets

1. Tap the **Nx2me** icon and log into the app.
2. Review the status of the flowsheets listed on the **Home** screen.
3. Submit all flowsheets.



4. Tap the **Sync** icon on the app **Home** screen.

   Note: If flowsheets have photos attachments in any notes, it can take up to five minutes per attachment to sync

5. If the sync is successful, the **Last sync** shows the current date and time.
6. Log out of the app.

Removing the Nx2me app from the iPad

When all of your flowsheets are synced with the center, you can delete the Nx2me app if desired.

To delete the Nx2me app

1. Press and hold the **Nx2me** icon for a few seconds.

   The icons on the screen wobble and a minus sign (-) appears in a gray circle by each icon.

2. Tap the minus sign (-).

3. When the dialog opens, tap **Delete App > Delete**.

   The following information is permanently deleted even if you re-install the app:

   - All unconfirmed flowsheets.
   - All unsent messages.
   - The flowsheet history on the app **Home** screen.

You cannot attach a photo from Photo Stream

The Nx2me app does not support Photo Stream.

To attach a photo from another album

1. Copy the photo from Photo Stream.
2. Save the photo to a local album, such as **My Photos**.

The iPad power fails during a treatment

Charging iPad

⚠ **Warning:** Patients must not touch the iPad during treatment if it is being charged. Do not charge the iPad in the treatment area. Risk of electric shock.

If the iPad shuts down due to a loss of battery power during a treatment, the app session is interrupted. Another person should take the iPad outside of the treatment area and connect it to a power outlet using the charging cable and power adapter. Fifteen to twenty minutes of charging may be required.

To turn on the iPad

When the iPad has enough charge, turn it on. Hold down the **On/Off** button on the top of the iPad until the Apple logo appears on the screen.

To resume the app session

1. Tap the **Nx2me** icon and log into the app.

   One of the following occurs:

   - If treatment is ongoing when you log in, the app displays the current treatment information.
   - If treatment has ended before the app connection is restored, treatment information is not recorded while the iPad and app are closed. Any data generated while the iPad was off is not shown on the flowsheet.

ⓘ **Note:** Use the paper flowsheet procedures specified by your dialysis center if you are unable to use the app for any reason.

A Bluetooth device stops sending values to the Nx2me app

Re-establish connectivity between the device and iPad.

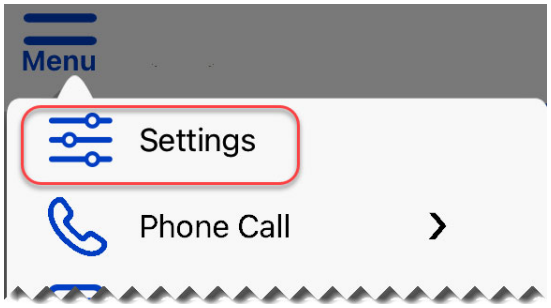
This procedure has three parts:

1. Unpair the device from the app, see page 18-24.
2. Forget the device from the iPad settings, see page 18-25.
3. Pair the device with the app again, see page 18-25.

To unpair the device from the app.

1. Tap the **Nx2me** icon and log into the app.
2. In the navigation bar of the app tap **Menu** > **Settings**.
3. The app **Settings** screen opens.
4. Tap **NxStage Equipment** in the left column.

   The right column scrolls to the **NxStage Equipment** list.



5. In the **NxStage Equipment** list find the device you want to unpair.
6. Tap the device identification number.
7. When the unpair device dialog opens, tap **Yes**.

   The device is removed and can no longer send information to the app.

A device that was unpaired in the app may still be paired to the iPad. You must forget the device from the iPad settings.

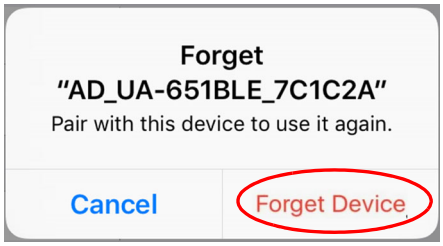
To forget the device in the iPad Settings

1. From your iPad **Home** screen, tap **Settings** > **Bluetooth**.
2. From the **My Devices** list tap the blue "i" next to the Bluetooth device you want to unpaired from the app.
3. Tap **Forget This Device**.

   Note: If the **Forget This Device** option is gray use the Bluetooth slider to turn the setting off then on again.

4. When the dialog opens, tap **Forget Device**.

   The device is unpaired from the iPad.



5. Swipe on the iPad to exit **Settings**.

To pair the device with the app again

1. Tap the **Nx2me** icon and log into the app.
2. Pair the device to the iPad.
   See *Pairing your iPad with a Bluetooth-enabled device*, page 5-4.

Changing the cycler serial number

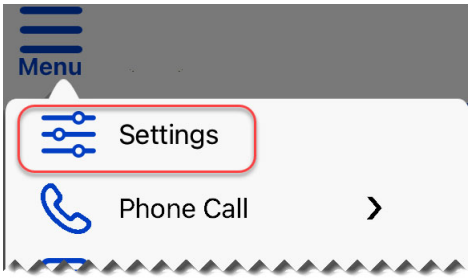
After a cycler or ConNxBox swap, change the cycler serial number under **NxStage Equipment** in the app **Settings** screen. The app needs the correct serial number to connect with the cycler.

⚠ **Caution:** Make sure the cycler serial number displayed in the Nx2me app matches the serial number on the cycler. The cycler cannot communicate with the Nx2me app if the serial numbers are different.

To change the cycler serial number in the app

1. Attach your new ConNxBox to the cycler, if necessary.
2. Turn the cycler on and wait two minutes.
3. Tap the **Nx2me** icon and log into the app.
4. In the navigation bar of the app, tap **Menu** > **Settings**.
5. The **Settings** screen opens.
6. Tap **NxStage Equipment** in the left column.

   The right column scrolls to that category.



7. Tap the **Cycler serial number** field.
8. Enter the new cycler serial number and then tap **Save**.
9. Tap **Done** to close the **Settings** screen.

Reviewing System Setting 44 on the cycler

The first time that you use the Nx2me app for a treatment, check that System Setting 44 (Alternate Ultrafiltration [UF] Units) on your cycler is set to zero before priming a cartridge. If you try to perform a treatment with the app and System Setting 44 is not set to zero, the app shows an alert.

The steps for reviewing and changing the system settings are different for each cycler model.

- For NxStage System One™ cyclers, see page 18-27.
- For NxStage Versi® HD cyclers, see page 18-31.

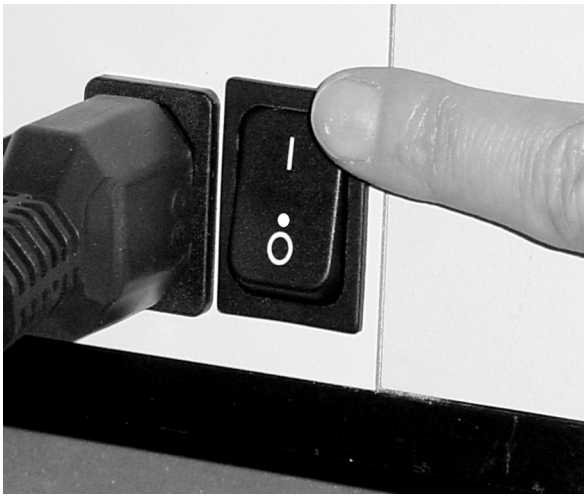
Reviewing System Setting 44 on the System One™ cycler

These cyclers have a control panel with a physical keypad.

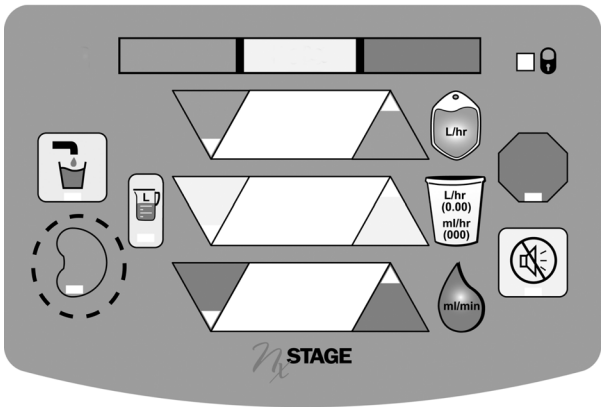
To change System Settings on the cycler

1. Turn **ON** the power switch to the cycler.

- The power switch is on the back panel of the cycler.
- The front panel flashes **8** several time, go blank, and then flash several times again.



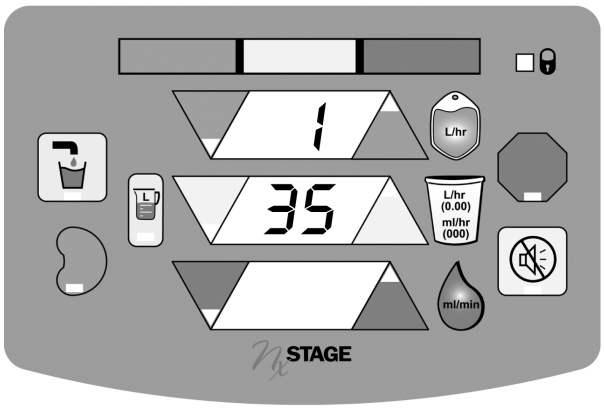
2. Listen for a beep and then quickly press **TREATMENT** to enter System Setting mode.



3. Watch for the number **0** or **1** in the top window.

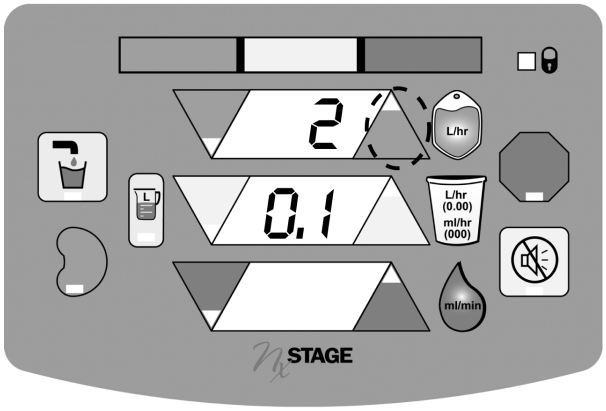
   You can now change System Settings.

- The top window displays the selected setting; the middle window displays the current value of that setting.
- If this display does not appear, repeat Steps 1 and 2.



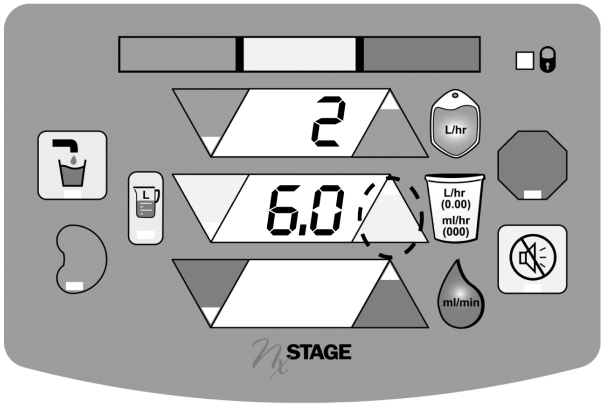
4. Press the top window **ADJUSTMENT ARROWS** up or down to select the desired system setting.

- For this example, Setting #2 is selected (Initial Fluid Pump rate).

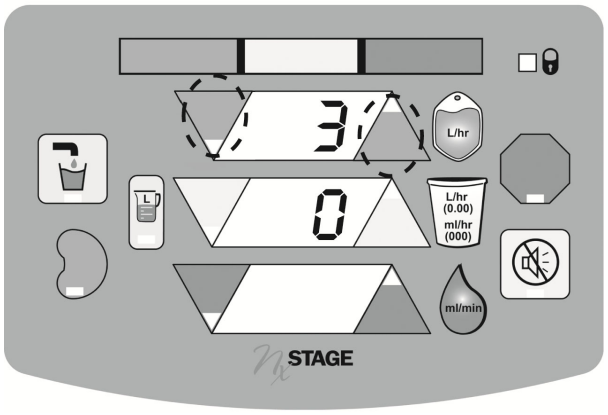


5. Press the middle window **ADJUSTMENT ARROWS** up or down to change the value of the setting.

- In this example, 0.1 is changed to 6.0.



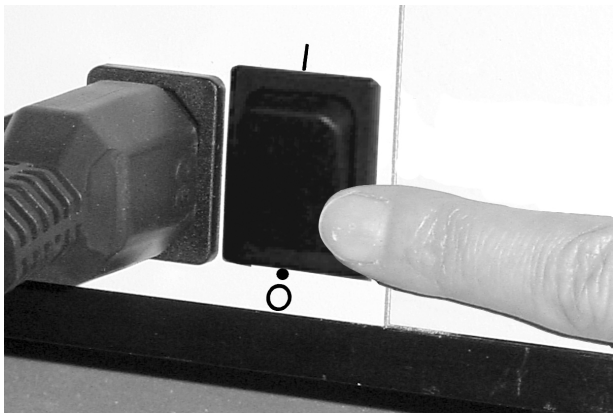
6. Repeat the process for other System Settings, as desired.



⚠ **Precaution:** After updating Parameter Number 0 - Cartridge Type**,** press the top window **ADJUSTMENT ARROWS** to scroll through the remaining system settings. Confirm that the settings are correct before turning the cycler power off and on to save the desired settings. Failure to do so may result in an incorrect set-up error upon powering on the cycler. Check your cartridge's instructions for use for the suggested system settings.

7. When you have finished changing the system settings, turn **OFF** the cycler power to save the settings.

The power switch is on the back of the cycler.



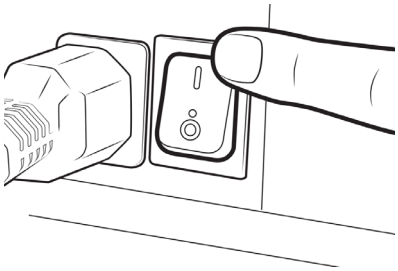
Reviewing System Setting 44 on the Versi® HD cycler

These cyclers have a touchscreen control panel.

To change System Settings on the cycler

1. Turn on the cycler. The power switch is located on the back of the device.

   The front panel flashes **888** several times in quick succession.



2. Press and hold **TREATMENT** .

   The following happens:

   - the display goes blank
   - the display flashes the number **888** again.

3. Watch for the number **0** or **1** in the top (green) window. You are now in System Settings mode.

- The top window shows the parameter setting number. The middle window shows the current value.
- If the numbers do not appear, repeat steps 1 and 2.

Alternate procedure to enter system settings mode:

a. Turn on the cycler. The power switch is located on the back of the device.

The following happens:

- The front panel flashes **888** several times in quick succession.
- the display goes blank
- the display flashes the number **888** again.

b. When you hear a click sound, quickly press and hold **TREATMENT** .

c. The number **0** or **1** appears to indicate that you are now in system setting mode.

4. Press the green **ADJUSTMENT ARROWS** in the top window until you see the system setting parameter you want to change.

- See your cycler's user guide for all settings options.
- For this example, System Setting #2 is selected (Initial Fluid Pump rate).

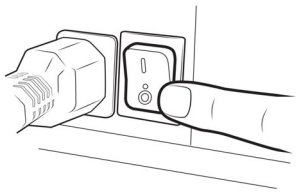
5. Press the yellow **ADJUSTMENT ARROWS** in the center window until you see the setting value that you want to use.

- In this example, **0.1** is changed to **6.0**.

6. Repeat the steps 4 and 5 to change other parameters as needed.

⚠ **Precaution:** After updating Parameter Number 0 - Cartridge Type, press the top window **ADJUSTMENT ARROWS** to scroll through the remaining system settings. Confirm that the settings are correct before turning the cycler power off and on to save the desired settings. Failure to do so may result in an incorrect set-up error upon powering on the cycler. Check your cartridge's instructions for use for the suggested system settings.

7. After changing all system settings, turn off the cycler power to save the new settings.



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Chapter 19 Nx2me Settings reference

Nx2me Settings 19-2

Nx2me Settings

The **Settings** page displays information about your account, your internet connectivity, equipment and the Nx2me app.

In the app, tap **Menu** Menu > **Settings** to view this information.

Login information

These settings list values assigned in the Nx2me app.

Field	Description	Patient Edit?
Username	Defined during account creation and used to log into the app.	Yes
Password	Defined during account creation and used to log into the app.	Yes
NxStage Patient ID	Defined during account creation and used to log into the app.	No
Use Touch ID?	Allows patient to use a saved fingerprint to log into the app.	Yes

Connection information

These settings list your connection details.

Field	Description	Patient Edit?
ConNxBox Status	Displays the status of the app connection with the ConNxBox computer attached to the cycler.	No
Wi-Fi network name	Displays the name of the Wi-Fi network the iPad is connected to.	No
Last synchronization	Displays the date and time of the last app communication with NxStage.	No

NxStage equipment

These settings list your NxStage equipment and serial numbers.

Field	Description	Patient Edit?
Cycler Serial Number	Enter the serial number of your cycler, which is a 4- or 5-digit number located on the back of the cycler near the power cord. The cycler serial number may also be found on the top of the cycler door. If you must change your cycler serial number (for example, if a cycler swap is required), see *Changing the cycler serial number,* page 18-26. ⚠ **Caution:** Make sure the cycler serial number displayed in the Nx2me app matches the serial number on the cycler. The cycler cannot communicate with the Nx2me app if the serial numbers are different.	Yes
Cycler software version	Displays the current cycler software version number if the app is connected to the cycler.	No
Cycler PM status	Displays the cycler preventive maintenance timer in hours. If this value is zero (0), preventive maintenance is required.	No
ConNxBox serial number	Displays the ConNxBox serial number if the app is connected to the ConNxBox via Wi-Fi.	No
ConNxBox software version	Displays the ConNxBox software version if the app is connected to the ConNxBox via Wi-Fi.	No
PureFlow ™ serial number	Displays the PureFlow serial number if the dialysate source is PureFlow.	No

Field	Description	Patient Edit?
PureFlow software version	Displays the PureFlow software version if the dialysate source is PureFlow.	No
NxStage Wi-Fi profile	Tap **Install** if you need to re-install the NxStage Wi-Fi network. See *To re-install the NxStage Wi-Fi profile,* page 18-13.	N/A
Blood pressure monitor	Tap **Pair** if you need to pair with a supported Bluetooth blood pressure monitor.	N/A
Weight scale	Tap **Pair** if you need to pair with a supported Bluetooth weight scale.	N/A
Thermometer	Tap **Pair** if you need to pair with a supported Bluetooth thermometer.	N/A
Diagnostic logs	Tap **Upload** if Technical Support requests this information.	N/A
Auto-dim monitor screen?	Tap **Yes** to dim the **Monitor Treatment** screen to dim after 60 seconds without user interaction.	N/A

About Nx2me

These settings list details about the Nx2me software.

Field	Description	Patient Edit?
End User License Agreement	Tap the info icon to display the full text of the NxStage license agreement.	No
Nx2me Privacy Policy	Tap the info icon to display the full text of the N*xStage Privacy Policy for the Nx2me app*.	No
HIPAA Authorization	If in the United States, tap the info icon to display the full text of the *Authorization to Use and Disclose Health Information*.	No
NxStage Privacy Policy	Tap the info icon to go to the *Website Privacy Notice*.	No
CA Supply Chain Act and the UK Modern Slavery Act	Tap the info icon to go to a web page with the disclosure requirements under the *California Transparency in Supply Chains Act 2010* and *UK Modern Slavery Act 2015*.	No
Nx2me version	Displays the software version for the Nx2me app.	No

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NxStage Customer Service Center (United States Only)

Tel: 1-866-NXSTAGE (1-866-697-8243)
Fax: 1-987-687-4809
Email: customerservicenxs@fmc-na.com

Outside the United States, contact your healthcare provider or distributor.

NxStage Medical, Inc. 350 Merrimack Street
Lawrence, MA 01843 USA

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