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

Outside the United States and Canada, contact your local distributor.
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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 NxStage Connected Health® System is for use by chronic hemodialysis patients remotely in combination with the NxStage System One 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 System One 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 System One 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.
1. Preface

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 or 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

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

Table 1-1: Symbols and definitions

<table>
<thead>
<tr>
<th>Symbol</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>⚠️</td>
<td>Warning</td>
</tr>
<tr>
<td>⚡️</td>
<td>Caution</td>
</tr>
<tr>
<td>🏛️</td>
<td>Manufacturer</td>
</tr>
</tbody>
</table>

Table 1-2: User guide formatting conventions

<table>
<thead>
<tr>
<th>User interface elements</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>This formatting convention is used to identify user interface elements such as fields, buttons, tabs, options, and dialog boxes. For example, click <strong>OK</strong> in the <strong>User Assistance</strong> dialog box.</td>
</tr>
<tr>
<td>Product message</td>
<td>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 <code>http://www.company.com</code> in the browser’s address bar.</td>
</tr>
</tbody>
</table>

About 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

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

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.

<table>
<thead>
<tr>
<th>Status icon</th>
<th>What it means</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wi-Fi</td>
<td>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.</td>
</tr>
<tr>
<td>Battery status</td>
<td>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.</td>
</tr>
<tr>
<td>Lightning bolt</td>
<td>The iPad is connected to power and the battery is being charged.</td>
</tr>
<tr>
<td>Airplane Mode</td>
<td>Airplane mode is on. You cannot access the internet, or use Bluetooth devices.</td>
</tr>
</tbody>
</table>
2. About the iPad

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.

The best way to charge the iPad battery is to connect the iPad to a power outlet using the included charging cable and USB power adapter.

---

**Note:**
- If the iPad needs to be charged during a treatment, have another person charge it outside the treatment area.
- Do not plug the iPad into the cycler to recharge the battery.
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.

Monitoring the iPad battery status

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** menu.
2. In the left column, tap **Battery**.
3. In the right column, move the slider to switch **Battery Percentage** on.

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

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.

<table>
<thead>
<tr>
<th>If you want to</th>
<th>Then</th>
</tr>
</thead>
<tbody>
<tr>
<td>To turn on the iPad</td>
<td>Hold down the On/Off button on the top of the iPad until the Apple logo appears on the screen.</td>
</tr>
</tbody>
</table>
| To 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.

<table>
<thead>
<tr>
<th>If you want to</th>
<th>Then</th>
</tr>
</thead>
<tbody>
<tr>
<td>Start sleep mode</td>
<td>Press the On/Off button briefly. If you don’t touch the screen for two minutes, the iPad locks itself.</td>
</tr>
<tr>
<td>End sleep mode</td>
<td>Press the Home button on the iPad until the screen lights up or press the On/Off button briefly.</td>
</tr>
</tbody>
</table>

Unlocking the iPad

How to unlock your iPad depends on the software version and if you have set up a passcode.

To unlock the iPad

1. Once the iPad is active, follow the prompts on the screen to unlock it.
2. Press the Home button to unlock the iPad.
3. 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, the iPad requires you to 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 2-9.
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.
2. About the iPad

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 dialog opens.
2. In the Setting 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 > Settings > Login information.

- 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.
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.
2. About the iPad

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 to Home Screen**: The shortcut appears as a new icon on the Home Screen.
   - **Add Bookmark**: The bookmark appears when you tap the Bookmarks button in Safari.
4. Tap **Table of Contents** link to open the table of contents.
5. Tap the topics **Set up and get started** and **Basics**.
6. 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.

7. Press the Home button on the iPad to return to the **Home** screen, 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.

To connect to a wireless network

1. Tap the iPad Settings icon .
   The Settings dialog opens.
2. In the Setting column, tap Wi-Fi.
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 Choose a network 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.
Chapter 3  About the Nx2me App

About the Nx2me app ................................................................. 3-2
Additional features of the Nx2me app ......................................... 3-3
Installing the Nx2me app ............................................................ 3-3
Updating the Nx2me app ............................................................. 3-4
Starting the Nx2me app ............................................................... 3-4
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 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.
Additional 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 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.

**Note:** Before you begin, check for the Wi-Fi icon in the status bar at the top of the iPad screen. The iPad needs a wireless internet connection to download the app. For more information, see *Charging the iPad battery*, page 2-4.

**To install the Nx2me app on the iPad**

1. Tap the [App Store](#) icon on your iPad screen to open the App Store.
2. 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.
3. About the Nx2me App

**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 2-7.
2. Enter the iPad passcode, if necessary.
3. Make sure the **Wi-Fi** setting on the iPad is turned on, see *Connecting to a wireless (Wi-Fi) network*, page 2-12.

   ![Wi-Fi Setting](image)

   If the Wi-Fi is turned off, move the slider to the right until it shows green.
4. Select the Wi-Fi network named **NxStageRouter**.

   ![Wi-Fi Network Selection](image)

5. Tap the **Nx2me** icon on the iPad screen.
Chapter 4  Getting started

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Creating an username and password ...................................... 4-5
Logging into the Nx2me app .................................................. 4-6
About the Home screen ....................................................... 4-9
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.

1. Open the Nx2me app.
2. Review and accept the software license (EULA).
3. Enter your identification information on the Account Setup screen.
4. Create your username, password, and security questions on the Create Account screen.
5. Log into the Nx2me app.
4. Getting started

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).

To review the EULA

1. Make sure the Wi-Fi setting on the iPad is turned on.

   ![Wi-Fi slider](image)

   If the Wi-Fi is turned off, move the slider to the right until it shows green. For more information, see Connecting to a wireless (Wi-Fi) network, page 2-12.

2. Select a Wi-Fi network.
3. Press the Home button on the iPad.
4. Tap the Nx2me icon to open the app.

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

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

   The Account Setup screen opens.
4. Getting started

Entering your information on the Account Setup screen

To set up a Nx2me app account, do the following

1. Enter the identification information that your center provided.

<table>
<thead>
<tr>
<th>Field</th>
<th>Enter</th>
</tr>
</thead>
<tbody>
<tr>
<td>NxStage Patient ID</td>
<td>Your NxStage patient ID given to you by your center.</td>
</tr>
<tr>
<td>Date of birth</td>
<td>Your date of birth.</td>
</tr>
<tr>
<td>PIN</td>
<td>Your personal identification number given to you by your center.</td>
</tr>
<tr>
<td>Cycler serial number</td>
<td>The 4- or 5-digit serial number of your cycler. This data is required for the iPad to communicate with your cycler.</td>
</tr>
</tbody>
</table>

2. Tap Next.

The app proceeds to the Create Account screen.
Creating an username and password

Next, create the username and password that you use when you login to the app. Choose an username and password that are easy to remember.

The password must contain:
- Between 6 and 40 characters
- At least one number
- At least one letter

You also choose two security questions and provide answers for them. If you forget your username and password, answer the security questions to reset your account. For more information, see *To reset your Nx2me app account*, page 18-15.

**To create a Nx2me username and password**

1. Create your username and password.

<table>
<thead>
<tr>
<th>Field</th>
<th>Requirement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Username</td>
<td>Choose a username that you can remember easily.</td>
</tr>
<tr>
<td>Password</td>
<td>Enter a password.</td>
</tr>
<tr>
<td>Verify Password</td>
<td>Re-enter the password you created.</td>
</tr>
</tbody>
</table>

2. Select your security questions from the list, and then enter your answers.

<table>
<thead>
<tr>
<th>Field</th>
<th>Requirement</th>
</tr>
</thead>
</table>
| 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        |
|                  | 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.
Log into the app to view and manage settings, check if flowsheets are synced, read and send messages, or to begin a treatment.

**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:

<table>
<thead>
<tr>
<th>If you</th>
<th>Then</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enter the correct username and password</td>
<td>The <strong>Home</strong> screen opens.</td>
</tr>
<tr>
<td>Get a message that your username or password is incorrect</td>
<td>Enter your username and password again.</td>
</tr>
<tr>
<td>Cannot log in after multiple attempts.</td>
<td>Tap the <strong>Having trouble accessing your account?</strong> link below the <strong>Login</strong> button. For more information, see <em>To reset your Nx2me app account</em>, page 18-15.</td>
</tr>
</tbody>
</table>
4. Getting started

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

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
```

4. Do one of the following:

<table>
<thead>
<tr>
<th>Tap</th>
<th>To</th>
</tr>
</thead>
<tbody>
<tr>
<td>OK</td>
<td>Let the app use the cameras on your iPad</td>
</tr>
<tr>
<td>Don’t Allow</td>
<td>Prevent the app from using the cameras on your iPad.</td>
</tr>
</tbody>
</table>

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
```

5. Do one of the following:

<table>
<thead>
<tr>
<th>Tap</th>
<th>To</th>
</tr>
</thead>
<tbody>
<tr>
<td>Select Photos</td>
<td>Let the app use specific photos on your iPad.</td>
</tr>
<tr>
<td>Allow Access to All Photos</td>
<td>Let the app use the photos on your iPad.</td>
</tr>
<tr>
<td>Don’t Allow</td>
<td>Prevent the app from using the photos on your iPad.</td>
</tr>
</tbody>
</table>

The app Bluetooth permissions pop-up dialog opens.

```
“Nx2me” Would Like to Use Bluetooth
Nx2me would like to use a Bluetooth weight scale, blood pressure monitor and thermometer

Don’t Allow    OK
```
4. Getting started

6. Do one of the following:

<table>
<thead>
<tr>
<th>Tap</th>
<th>To</th>
</tr>
</thead>
<tbody>
<tr>
<td>OK</td>
<td>Let the app connect to Bluetooth-enabled devices such as a weight scale, blood pressure monitor or thermometer.</td>
</tr>
<tr>
<td>Don’t Allow</td>
<td>Prevent the app from using Bluetooth.</td>
</tr>
</tbody>
</table>

The app connection permissions pop-up dialog opens.

7. Do one of the following:

<table>
<thead>
<tr>
<th>Tap</th>
<th>To</th>
</tr>
</thead>
<tbody>
<tr>
<td>OK</td>
<td>Let the app connect to the cycler and be used during your treatment.</td>
</tr>
<tr>
<td>Don’t Allow</td>
<td>Prevent the app from connecting to the cycler.</td>
</tr>
</tbody>
</table>
About the Home screen

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

A Nx2me app header
- Shows your name and important telephone numbers. For more information, see Nx2me app header, page 4-10.

B Menu icon
- Access the following from here: Settings, Phone Call, Messages, Flowsheet Calendar, User Guide
  - For more information, see Menu icon, page 4-11.

C New Treatment Session
- Start a new treatment session. For more information, see Starting a new treatment session, page 6-2.

D Last sync
- Indicates the last time the app synced with the center.

E Sync icon
- Synchronize the app with your center. The app checks for new Nx2me Settings Updates and message and tries to upload any undelivered flowsheets.

F Flowsheets
- Shows the dates for which a flowsheet was recorded.

G Synced
- Indicates if a flowsheet is synced with your center
  - ✓ sync was successful
  - ! sync was not successful

H Status
- Indicates the flowsheet status
  - Confirmed - Completed, cannot be edited.
  - Unconfirmed - Not completed, can be edited.

I Attachment icon
- Indicates that flowsheet notes have one or more picture attachments.

J Log out icon
- Allows you to log out of the app and return to the Login screen.
4. Getting started

**Nx2me app header**

The telephone numbers for your dialysis center and for NxStage Tech Support may be shown, based on your center’s preference.

**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.
Menu icon

The **Menu** icon is located in the same position in the navigation bar of the app on all of the main screens.

![Menu icon](image)

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 the cycler user guide. For more information, see Chapter 10, *Reference information for your cycler*.

**The first time you tap the menu icon the following pop-up alert is shown:**

The app microphone permissions pop-up dialog opens.

![Pop-up alert](image)

8. Do one of the following:

<table>
<thead>
<tr>
<th>Tap</th>
<th>To</th>
</tr>
</thead>
<tbody>
<tr>
<td>OK</td>
<td>Let the app use the microphone on the iPad for telephone calls</td>
</tr>
<tr>
<td>Don't Allow</td>
<td>Prevent the app from using the microphone on your iPad.</td>
</tr>
</tbody>
</table>
The 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.

Normal status

A normal status is indicated by a blue status bar with treatment messages.

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* in Chapter 18, *Troubleshooting*.

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*. 


Chapter 5 Using a Bluetooth device with your app

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Turning on the iPad Bluetooth setting .............................................. 5-3
Pairing your iPad with a Bluetooth-enabled blood pressure monitor, scale or thermometer ................................................................. 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.

<table>
<thead>
<tr>
<th>Use:</th>
<th>To measure:</th>
<th>Made by:</th>
<th>Model #</th>
</tr>
</thead>
<tbody>
<tr>
<td>Deluxe Connected Blood Pressure Monitor</td>
<td>Blood pressure</td>
<td>A&amp;D Medical Products</td>
<td>A&amp;D UA-651BLE</td>
</tr>
<tr>
<td>Deluxe Connected Weight Scale</td>
<td>Body weight</td>
<td>A&amp;D Medical Products</td>
<td>A&amp;D UC-352BLE</td>
</tr>
<tr>
<td>Connected Ear Thermometer</td>
<td>Temperature</td>
<td>Phillips</td>
<td>DL8740</td>
</tr>
<tr>
<td>Smart Ear Thermometer</td>
<td>Temperature</td>
<td>Motorola</td>
<td>MBP69SN</td>
</tr>
<tr>
<td>Fora Ear Thermometer</td>
<td>Temperature</td>
<td>ForaCare</td>
<td>IR20b</td>
</tr>
</tbody>
</table>
**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** dialog 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 blood pressure monitor, scale or thermometer

To use a Bluetooth device, 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. Before trying to pair, check for the Bluetooth is on. If it is not, see *Turning on the iPad Bluetooth setting*, page 5-3.

**To pair a Bluetooth device with the Nx2me app**

1. Put the device in pairing mode.

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

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

3. Tap the **Menu** icon in the navigation bar.
4. Select **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.

Choose the device to pair.
5. Using a Bluetooth device with your app

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**.

![Bluetooth Pairing Request](image)

**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 ID](image)

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 To unpair the Bluetooth device from the app, page 5-7.

2. **Forget the device from the iPad settings.**
   See To forget the device in the iPad Settings, 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.**

   ![App Settings Screen]

   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 edit icon next to 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.
5. Using a Bluetooth device with your app

To forget the device in the iPad Settings

1. Press the Home button on the iPad to exit the app.

2. Tap the iPad Settings icon .
   The Settings dialog opens.

3. In the left column, tap Bluetooth.

4. In the right column, find the My Devices list.

5. Tap the info icon next to the device you unpaired from the app.

6. Tap Forget This Device.
   The Forget This Device dialog window opens.

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

7. Tap OK.

   ![Forget Device Dialog]

   The device is unpaired from the iPad.

8. Press the Home button on the iPad to exit Settings.

9. If you want to return to the app, tap the app icon and then log into the app.
Chapter 6  Treatment with the Nx2me App

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The Monitor Treatment screen ........................................... 6-9
The Post-Treatment screen .................................................. 6-13
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Starting a new treatment session

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

1. Verify your connections.
2. Log into the Nx2me app.
4. Review any prescription updates.
5. Complete the pre-treatment activities.
7. Complete the post-treatment activities.
8. Confirm the flowsheet.
9. Send the flowsheet to the Clinician Portal.
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. Press the **Home** button on the iPad.

2. Tap the iPad **Settings** icon.
   - The **Settings** dialog opens.

3. 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.

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

5. Verify that the **Last Sync** date and time is current.

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

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

8. Check the following settings:
   - The ConNxBox status is **Connected**.
   - The cycler serial number is correct.
6. Treatment with the Nx2me App

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.

<i>Note:</i> 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:

<table>
<thead>
<tr>
<th>If you see</th>
<th>Then</th>
</tr>
</thead>
<tbody>
<tr>
<td>No message.</td>
<td>You do not have any <strong>Patient Prescription</strong> setting updates.</td>
</tr>
<tr>
<td><strong>Nx2me Settings Update</strong></td>
<td>Your center has updated <strong>Patient Prescription</strong> settings since your last treatment. For more information about acknowledging and applying these settings, see <em>Acknowledging updated Patient Prescription settings</em>, page 6-6.</td>
</tr>
<tr>
<td><strong>Sync was Not Successful</strong></td>
<td>If the app shows <strong>Sync was Not Successful</strong>, you are not connected to the internet and cannot get updated <strong>Patient Prescription</strong> settings. For troubleshooting information, <em>Sync was not Successful</em>, page 18-11.</td>
</tr>
</tbody>
</table>
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 in blue text. Remember that any treatment settings changes that affect the cycler must be entered manually on the cycler before your next treatment. For more information about these settings, see *About Nx2me app settings*, page 12-2.
Completing the pre-treatment information

After confirming that the iPad is communicating with the cycler and checked for new settings, complete the pre-treatment information in the app. This involves confirming your prescription, measuring your weight and vitals, and, if included, answering assessment questions.

To complete your pre-treatment information

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

<table>
<thead>
<tr>
<th>Category</th>
<th>Review the following fields</th>
</tr>
</thead>
<tbody>
<tr>
<td>Patient Prescription</td>
<td>Verify your dialysis orders and setup. For more information, see Acknowledging updated Patient Prescription settings, page 6-6.</td>
</tr>
<tr>
<td>NxStage Equipment</td>
<td>• Enter your NxStage equipment and supplies information. • Answer ancillary device questions (if shown)</td>
</tr>
<tr>
<td>Weight</td>
<td>a. Enter your weight in kilograms (kg) in the Pre-treatment weight field. For more information, see Measuring your weight, page 9-2.</td>
</tr>
<tr>
<td></td>
<td>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 9-8.</td>
</tr>
<tr>
<td>Vital Signs</td>
<td>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 9-9.</td>
</tr>
<tr>
<td>Assessment</td>
<td>If your prescription includes a pre-treatment assessment, answer the questions.</td>
</tr>
</tbody>
</table>
3. Tap **Add Notes and Meds** to do either of the following:
   - Add a note for your clinician, see *Adding a note to a flowsheet*, page 7-3.
   - Enter any pre-treatment medications, see *Entering medication*, page 7-10.

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

4. Tap **Monitor 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.
6. Treatment with the Nx2me App

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.
### Choosing your view

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

<table>
<thead>
<tr>
<th>Tap</th>
<th>To see this view:</th>
<th>Treatment information:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Pressure Meters</strong></td>
<td><img src="image" alt="Pressure Meters" /></td>
<td>The current arterial, venous and effluent pressures in mmHg.</td>
</tr>
<tr>
<td></td>
<td>• Gray line indicates actual pressure.</td>
<td>• Red bars indicate alarm limits.</td>
</tr>
<tr>
<td></td>
<td><img src="image" alt="Pressure Meters" /></td>
<td></td>
</tr>
<tr>
<td><strong>Pressure Graphs</strong></td>
<td><img src="image" alt="Pressure Graphs" /></td>
<td>Two minutes of the cycler arterial, venous and effluent pressure values, in mmHg.</td>
</tr>
<tr>
<td></td>
<td>• The values rescale during treatment.</td>
<td></td>
</tr>
<tr>
<td><strong>Vitals History</strong></td>
<td><img src="image" alt="Vitals History" /></td>
<td>Any vitals entered in the Monitor Treatment screen.</td>
</tr>
<tr>
<td></td>
<td><img src="image" alt="Vitals History" /></td>
<td>Additionally you can:</td>
</tr>
<tr>
<td></td>
<td>• View current pressures</td>
<td>• View current pressures</td>
</tr>
<tr>
<td></td>
<td>• Swipe left or right to view the values.</td>
<td>• Enter the current status of your vascular access.</td>
</tr>
<tr>
<td></td>
<td>• Enter saline bolus volume (in ml).</td>
<td>• Enter saline bolus volume (in ml).</td>
</tr>
</tbody>
</table>
Adding notes

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

<table>
<thead>
<tr>
<th>Tap</th>
<th>To do the following</th>
<th>For more information, see</th>
</tr>
</thead>
<tbody>
<tr>
<td>Add Notes and Meds</td>
<td>Add a note for your clinician.</td>
<td>Adding a note to a flowsheet, page 7-3.</td>
</tr>
<tr>
<td>Add Notes and Meds</td>
<td>Enter any medications given during treatment.</td>
<td>Entering medication, page 7-10.</td>
</tr>
<tr>
<td>Add Vitals</td>
<td>Enter vital signs as needed, or when prompted by the app to do so.</td>
<td>Measuring your vital signs, page 9-9.</td>
</tr>
</tbody>
</table>

Treatment status area

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

<table>
<thead>
<tr>
<th>Time remaining</th>
<th>Blood flow rate</th>
<th>Dialysate rate</th>
<th>Ultrafiltration rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>51:01</td>
<td>0 ml/min</td>
<td>0.0 L/hr</td>
<td>0.00 L/hr</td>
</tr>
<tr>
<td>Next vitals</td>
<td>Treatment started</td>
<td>Left to process</td>
<td>Left to process</td>
</tr>
<tr>
<td>0:28</td>
<td>3:22 PM</td>
<td>15.3 L</td>
<td>0.6 L</td>
</tr>
</tbody>
</table>

The treatment status area is divided into six sections:

- **Time remaining**: How much time remains until your treatment is finished, based on the current flow rates and volumes on the cycler.
- **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.
- **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.
- **Next vitals**: Time remaining until the app asks you to record your vital signs. The interval is set by your center.
- **Treatment started**: The time (AM or PM) when Treatment was pressed on the cycler and the treatment began.
### 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.

![Treatment Status Table](image)

<table>
<thead>
<tr>
<th>Time remaining</th>
<th>Blood flow rate</th>
<th>Dialysate rate</th>
<th>Ultrafiltration rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>---:---</td>
<td>--- mL/min</td>
<td>--- L/hr</td>
<td>--- L/hr</td>
</tr>
</tbody>
</table>

**Next vitals**

- **Time remaining:** 0:12
- **Blood flow rate:** 6:26 PM
- **Dialysate rate:** --- L/hr
- **Ultrafiltration rate:** --- L/hr
  
- **Left to process:** --- L
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. This includes the following information:

- Measuring your weight and vitals.
- Completing equipment maintenance.
- Adding notes and medications.
- Answering post-treatment assessment questions, if included.

**To complete the post-treatment information**

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

<table>
<thead>
<tr>
<th>Category</th>
<th>Review the following fields:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Vitals and Weight</strong></td>
<td>a. Enter your blood pressure (mmHg) and pulse (bpm) for the following fields:</td>
</tr>
<tr>
<td></td>
<td>• Sitting blood pressures and pulse</td>
</tr>
<tr>
<td></td>
<td>• Standing blood pressures and pulse</td>
</tr>
<tr>
<td></td>
<td>• Temperature (in-degrees °F or °C as defined in your Nx2me Settings).</td>
</tr>
<tr>
<td></td>
<td>For more information, see <em>Measuring your vital signs</em>, page 9-9.</td>
</tr>
<tr>
<td></td>
<td>b. Enter your weight in kilograms (kg) in the <strong>Post-treatment weight</strong> field.</td>
</tr>
<tr>
<td></td>
<td>For more information, see <em>Measuring your weight</em>, page 9-2.</td>
</tr>
<tr>
<td><strong>Assessment</strong></td>
<td>Answer the questions in the <strong>Assessment</strong> field.</td>
</tr>
<tr>
<td><strong>Maintenance</strong></td>
<td>Tap <strong>Yes</strong> or <strong>No</strong> to record if you completed the required equipment maintenance and cleaning.</td>
</tr>
</tbody>
</table>

2. Tap **Add Notes and Meds** to do either of the following:

   - Add a note for your clinician, see *Adding a note to a flowsheet*, page 7-3.
   - Enter any pre-treatment medications, see *Entering medication*, page 7-10.

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

   The **Confirm Treatment** screen opens.
Confirming a flowsheet

Before confirming a flowsheet, you must do the following:

- Complete your treatment.
- Finish your post-treatment assessment.
- Review the flowsheet information to ensure 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.
   - See **Flowsheet fields**, page A-6 to learn more about what the values on your flowsheet mean.

3. If any information in the flowsheet fields must be changed, do the following:
   a. Tap the **Edit Flowsheet** icon to make the flowsheet fields editable.
   b. Tap the **Edit** icon next to the field you wish to change.
   c. Select the correct information.
   d. Tap **Save**.
   e. Tap **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:

<table>
<thead>
<tr>
<th>Tap</th>
<th>The following occurs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Confirm Flowsheet</td>
<td>• The app sends the flowsheet to your center electronically.</td>
</tr>
<tr>
<td></td>
<td>• You cannot edit the flowsheet after you confirm it.</td>
</tr>
<tr>
<td>Return to Home screen, I will confirm later</td>
<td>• The app sends the flowsheet to your center electronically.</td>
</tr>
<tr>
<td></td>
<td>• The app returns to the <strong>Home</strong> screen.</td>
</tr>
<tr>
<td></td>
<td>• You can edit the flowsheet later.</td>
</tr>
<tr>
<td></td>
<td>• The flowsheet status appears as <strong>Unconfirmed</strong> on the <strong>Home</strong> screen.</td>
</tr>
<tr>
<td></td>
<td>• You must confirm your flowsheet at a later time.</td>
</tr>
</tbody>
</table>

5. Check the status of your flowsheet on the **Home** screen.
   For more information, see *About the Home screen*, page 4-9.

**Note:** If the loading indicator is on the iPad screen for a long time after you tap **Confirm Flowsheet** or **Return to Home Screen, I will Confirm later**, check your internet connection. For more information, see *Sync was not Successful*, page 18-11. Your Wi-Fi connection can be active when your internet connection is not.
This page intentionally left blank.
Chapter 7  Adding notes and medications

Adding notes and medications to a flowsheet .................... 7-2
Adding a note to a flowsheet ............................................ 7-3
Adding a picture to a note ............................................. 7-3
Entering medication ....................................................... 7-10
7. Adding notes and medications

Adding notes and medications to a flowsheet

You can add a note for your clinician to your flowsheet or record a medication on the Pre-treatment, Monitor Treatment, Post-treatment, and Confirm Flowsheet screens.

- Tap Add Notes and Meds to open the notes and medication entry pop-up dialog.

This dialog contains several fields.

<table>
<thead>
<tr>
<th>Tap</th>
<th>To</th>
<th>For more details, see</th>
</tr>
</thead>
<tbody>
<tr>
<td>ENTER NOTES</td>
<td>Add a note to a flowsheet.</td>
<td>Adding a note to a flowsheet, page 7-3.</td>
</tr>
<tr>
<td>Camera icon</td>
<td>Take a picture to attach to the notes.</td>
<td>Taking a picture using the iPad camera, page 7-5</td>
</tr>
<tr>
<td>Nx2me Photos icon</td>
<td>Attach a picture previously taken in the app.</td>
<td>Attaching a picture from the Nx2me Photos library, page 7-6.</td>
</tr>
<tr>
<td>Photo Library icon</td>
<td>Attach a picture from your iPad Photos library.</td>
<td>Attaching a picture from the iPad Photos library, page 7-7.</td>
</tr>
<tr>
<td>TIME OF ENTRY</td>
<td>Record the time a medication was given.</td>
<td>Changing the time of entry for a medication, page 7-12</td>
</tr>
<tr>
<td>ENTER MEDS</td>
<td>Add medication information to a flowsheet.</td>
<td>Entering medication, page 7-10.</td>
</tr>
</tbody>
</table>

Take a picture to attach to the notes

Attach or delete a picture previously taken in the app

Attach a picture from your iPad Photos library
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.”

To add a note to a flowsheet

1. Tap Add Notes and Meds.
   A pop-up dialog opens.
2. Tap the white space under Enter 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 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.

There are three ways to add a picture to a note:
- Take a picture in the notes entry pop-up dialog.
- Attach a picture you previously took in the notes entry pop-up dialog.
- Attach picture from the iPad Photos library.
7. Adding notes and medications

To add a picture to a note

1. Tap **Add Notes and Meds**.

A pop-up dialog opens.

2. Do one of the following:

<table>
<thead>
<tr>
<th>To</th>
<th>Tap</th>
</tr>
</thead>
<tbody>
<tr>
<td>Take a picture to attach to the notes.</td>
<td>The <strong>Camera</strong> icon 📷.  See <em>Taking a picture using the iPad camera</em>, page 7-5.</td>
</tr>
<tr>
<td>Attach a picture previously taken in the app.</td>
<td>The <strong>Nx2me Photos</strong> icon 📷. See <em>Taking a picture using the iPad camera</em>, page 7-5.</td>
</tr>
<tr>
<td>Attach a picture from your iPad Photos library.</td>
<td>The <strong>Photo Library</strong> icon 📷. See <em>Attaching a picture from the iPad Photos library</em>, page 7-7.</td>
</tr>
</tbody>
</table>
Taking 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 icon  
   The camera view opens.

2. Point the camera at the object you want to photograph.

3. Do one of the following:

<table>
<thead>
<tr>
<th>To</th>
<th>Tap</th>
</tr>
</thead>
<tbody>
<tr>
<td>Switch to the front camera.</td>
<td>The Rotate camera icon</td>
</tr>
<tr>
<td>Close the camera pop-up without taking a picture.</td>
<td>The X icon</td>
</tr>
</tbody>
</table>

4. Tap the Shutter icon  
   - A small version (thumbnail) of the photo is added to the note.
   - The screen returns to the notes dialog.
7. Adding notes and medications

**Attaching a picture from the Nx2me Photos library**

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 and Meds.
   
   A pop-up dialog opens.

   ![Add Notes and Meds dialog](image)

2. Tap the **Nx2me Photos** icon in the Enter Notes field.
   
   The folder opens, showing small versions (thumbnails) of the photos taken in the app and attached to previous flowsheet notes.

   ![Photos folder](image)

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
   - 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 and Meds.

   A pop-up dialog opens.

2. Tap the Photo Library icon  in the Enter Notes field.

   The photos library opens.

3. Tap the photo you want to add or toggle between view to search for photos.
4. Tap the arrow to open the folder.

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

5. Tap the photo(s) that you want to add to the note.
   
   • A small version (thumbnail) of the photo is added to the note.
   
   • The screen returns to the notes dialog.

To remove a picture from a note

1. Tap Add Notes and Meds.

   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.

4. Do one of the following:

<table>
<thead>
<tr>
<th>To</th>
<th>Tap</th>
</tr>
</thead>
<tbody>
<tr>
<td>Return to the notes entry pop-up dialog, leaving the picture in the note.</td>
<td>Done.</td>
</tr>
<tr>
<td>Remove the photo from the note.</td>
<td>The Trash icon 🚭</td>
</tr>
</tbody>
</table>
To remove a picture from a note added in the Monitor Treatment screen

1. Tap **Confirm Flowsheet** in the navigation bar.
   
The **Confirm Flowsheet** screen opens.

2. Tap the **Edit Flowsheet** icon to make the flowsheet fields editable.

3. Tap the **Edit** icon next to the treatment note you wish to change.

4. Review the photos.

5. Do one of the following:

<table>
<thead>
<tr>
<th>To</th>
<th>Tap</th>
</tr>
</thead>
<tbody>
<tr>
<td>Return to the notes entry pop-up dialog, leaving the picture in the note.</td>
<td><strong>Done.</strong></td>
</tr>
<tr>
<td>Remove the photo from the note.</td>
<td>The <strong>Trash</strong> icon</td>
</tr>
</tbody>
</table>

6. Tap **Save**.

7. Tap **Done** to save changes.
7. Adding notes and medications

Entering medication

Medications require that the following fields are completed:

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

To enter a medication administered during treatment

1. Tap **Add Notes and Meds**.
   
   A pop-up dialog opens.

2. Check the **Time of Entry** field.

   **Note:** This field defaults to the current time. See Changing the time of entry for a medication, page 7-12 change the time.

3. Navigate to the **Enter Meds** section.

4. Tap the **Edit** icon in the **Clinical Name** field.

   A pop-up dialog opens.

5. Select either **Heparin**, **ESA**, or **Other**.

   If you select **Other**, enter a text description for the medication.

6. Tap the **Edit** icon in the **Dose** field.

   A pop-up dialog opens.
7. Enter the amount of medication administered and the unit of measure.
   Examples of units are milliliters (ml) or milligrams (mg).

8. Tap the Edit icon in the Route field.
   A pop-up dialog opens.

9. Scroll to select the method of delivering the medication from the list.

10. Do one of the following:
    - Tap the green plus icon to enter an additional medication.
    - Tap the red minus icon to delete a medication.

11. Tap Save.
Changing the time of entry for a medication

The Time of Entry field defaults to the current time. If you actually gave the medication earlier or later, tap the Edit icon to change the time.

To change the Time of Entry

1. Tap the Edit icon in the Time of Entry field.

   A pop-up dialog opens.

2. Scroll to select the time from the list.

3. Do one of the following:
   • Tap Save to keep the time you entered.
   • Tap Cancel to close the pop-up dialog without changing the time.
Chapter 8  Cycler alarms and cautions

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Addressing alarm and caution alerts .................................................. 8-4
Opening the troubleshooting chapter in the cycler user guide ............... 8-6
8. Cycler alarms and cautions

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 alarms and 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.

Informational yellow cautions

Your center may disable notifications for informational yellow cautions.

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.

*iNote:* All treatment-related alarms and cautions must be addressed on the cycler.
Viewing alarm or caution troubleshooting instructions

**A** Alert pop-up
- Tap More Information to see troubleshooting instructions for the current alarm or caution.

**B** Phone Call
- Access the Phone Call screen to start a phone call with your center or NxStage Technical Support using the app.

**C** Support Info button
- Tap to see the Help Information, such as the cycler mode and the equipment and disposables you are using.

**D** X
- Tap to close the alert or troubleshooting instructions. This button is available in all alarm screens.
8. Cycler alarms and cautions

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, dismiss the alert. This action does not correct an alarm on the cycler.

<table>
<thead>
<tr>
<th>If you want to</th>
<th>Tap</th>
</tr>
</thead>
<tbody>
<tr>
<td>Close the alert.</td>
<td>Clear Notification.</td>
</tr>
</tbody>
</table>

Note: If you clear a notification and want to see more information about a caution or alarm, tap More Info 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 More Information from the pop-up alert.

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

2. Do one of the following:

<table>
<thead>
<tr>
<th>If you want to</th>
<th>Then</th>
</tr>
</thead>
<tbody>
<tr>
<td>Resolve the current alarm.</td>
<td>Follow the instructions to clear the alarm or caution on the cycler.</td>
</tr>
<tr>
<td>Use the app to call with your center or NxStage Technical Support.</td>
<td>Tap Phone Call. See Calling technical support or your center during an alarm, page 8-5.</td>
</tr>
<tr>
<td>Open the Help Information window to see more information about your cycler, disposables and alarm status.</td>
<td>Tap Support Info.</td>
</tr>
</tbody>
</table>
8. Cycler alarms and cautions

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 More Information 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. Do one of the following:

<table>
<thead>
<tr>
<th>To</th>
<th>Tap</th>
<th>For more information,</th>
</tr>
</thead>
<tbody>
<tr>
<td>Call Technical Support.</td>
<td>The button below NxStage Support.</td>
<td>See About video calls and video conferences, page 15-5</td>
</tr>
<tr>
<td>Call your dialysis center.</td>
<td>Tap the button below Center.</td>
<td>See About video calls and video conferences, page 15-5</td>
</tr>
<tr>
<td>Call your center’s alternate number.</td>
<td>Tap the button below On-Call.</td>
<td>See About video calls and video conferences, page 15-5</td>
</tr>
</tbody>
</table>

For more information, see About video calls and video conferences, page 15-5.
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. In the navigation bar of the app, tap Menu > User Guide.

The electronic version of the cycler user guide opens.

2. Tap the Table of Contents icon .

The table of contents opens.

3. Scroll down to Chapter 5: Troubleshooting.
4. Select the heading “List of alarms and cautions.”

The troubleshooting reference section opens.

To close the troubleshooting reference section
1. Tap Done to exit the window.
Chapter 9  Measuring your weight and vital signs

Measuring your weight  ......................................................... 9-2
Measuring your vital signs  ...................................................... 9-9
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 either of the following:

<table>
<thead>
<tr>
<th>If you are on the</th>
<th>Tap</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pre-Treatment screen</td>
<td>Weight in the left panel menu.</td>
</tr>
<tr>
<td>Post-Treatment screen</td>
<td>Vitals and Weight in the left panel menu.</td>
</tr>
</tbody>
</table>

2. Enter your weight manually or use a paired Bluetooth scale to transmit your weight.

<table>
<thead>
<tr>
<th>If you weigh yourself with</th>
<th>See</th>
</tr>
</thead>
<tbody>
<tr>
<td>A standard scale</td>
<td>Entering your weight manually with a standard scale, page 9-3.</td>
</tr>
<tr>
<td>A paired Bluetooth scale</td>
<td>Entering your weight with a paired Bluetooth scale, page 9-4.</td>
</tr>
</tbody>
</table>
9. Measuring your weight and vital signs

**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 9-6.

**To enter weight manually**

1. Tap the Edit icon next to 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 information on replacing a weight that is out of range, see *Changing a weight measurement*, page 9-6.

#### To enter weight using a paired Bluetooth scale

1. Tap the **Edit** icon next to 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:** Do 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.

To change a weight measurement

1. Tap the Edit icon next to the weight entry field.
   A pop-up dialog opens.

2. Do one of the following:

<table>
<thead>
<tr>
<th>If you want to</th>
<th>Then</th>
</tr>
</thead>
<tbody>
<tr>
<td>Change a weight measurement manually</td>
<td>1. Tap the weight that you want to replace.</td>
</tr>
<tr>
<td></td>
<td>2. Weigh yourself as instructed on page <em>Entering your weight manually with a standard scale</em>, page 9-3.</td>
</tr>
<tr>
<td></td>
<td>3. Drag your finger up or down to scroll through the list.</td>
</tr>
<tr>
<td></td>
<td>4. Select your weight in kilograms (kg).</td>
</tr>
<tr>
<td></td>
<td>5. Tap Save.</td>
</tr>
</tbody>
</table>

Note: Tap Cancel at any time to close the pop-up dialog without recording a value.
<table>
<thead>
<tr>
<th>If you want to</th>
<th>Then</th>
</tr>
</thead>
<tbody>
<tr>
<td>Change a weight measurement using a paired Bluetooth scale</td>
<td>1. Tap the X icon next to the weight that you want to delete.</td>
</tr>
<tr>
<td></td>
<td><img src="image1.png" alt="" /></td>
</tr>
<tr>
<td></td>
<td>Waiting for measurement appears.</td>
</tr>
<tr>
<td></td>
<td><img src="image2.png" alt="" /></td>
</tr>
<tr>
<td></td>
<td>2. Put down the iPad.</td>
</tr>
<tr>
<td></td>
<td>3. Weigh yourself as instructed in</td>
</tr>
<tr>
<td></td>
<td>Entering your weight with a paired Bluetooth scale, page 9-4.</td>
</tr>
<tr>
<td></td>
<td>4. Tap Save.</td>
</tr>
</tbody>
</table>
9. Measuring your weight and vital signs

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.

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 Edit icon next to 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.

5. Tap Save.
   The Reason to override field appears.

6. Tap the Edit icon next to 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.”

7. 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.

To measure your vitals

1. Do one of the following:

<table>
<thead>
<tr>
<th>If you are on the screen</th>
<th>Tap</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pre-Treatment screen</td>
<td>Vitals in the left panel menu.</td>
</tr>
<tr>
<td>Monitor Treatment screen</td>
<td>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.</td>
</tr>
<tr>
<td>Post-Treatment screen</td>
<td>Vitals and Weight in the left panel menu.</td>
</tr>
</tbody>
</table>

2. Choose the dialog to record the values in the Nx2me app.

<table>
<thead>
<tr>
<th>From the Pre-Treatment screen:</th>
<th>From the Monitor Treatment screen:</th>
<th>From the Post-Treatment screen:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tap the <strong>Edit</strong> icon next to the field you want to update:</td>
<td>Tap the <strong>Edit</strong> icon next to the <strong>Sitting BP and Pulse</strong> field.</td>
<td>Tap the <strong>Edit</strong> icon next to the field you want to update:</td>
</tr>
<tr>
<td>• Standing BP and Pulse</td>
<td>• Standing BP and Pulse</td>
<td>• Standing BP and Pulse</td>
</tr>
<tr>
<td>• Sitting BP and Pulse</td>
<td>• Sitting BP and Pulse</td>
<td>• Sitting BP and Pulse</td>
</tr>
<tr>
<td>• Temperature</td>
<td>• Temperature</td>
<td>• Temperature</td>
</tr>
</tbody>
</table>

3. Enter your vitals manually or use a paired Bluetooth device.

<table>
<thead>
<tr>
<th>To enter</th>
<th>See</th>
</tr>
</thead>
<tbody>
<tr>
<td>Blood pressure and pulse with a standard cuff</td>
<td>Entering your blood pressure and pulse manually with a standard cuff, page 9-10.</td>
</tr>
<tr>
<td>Blood pressure and pulse with a paired Bluetooth cuff</td>
<td>Entering your blood pressure and pulse with a paired Bluetooth blood pressure cuff, page 9-11.</td>
</tr>
<tr>
<td>Temperature with a standard thermometer</td>
<td>Entering your temperature manually with a standard thermometer, page 9-12.</td>
</tr>
<tr>
<td>Temperature with a paired Bluetooth thermometer</td>
<td>Entering your blood pressure and pulse with a paired Bluetooth blood pressure cuff, page 9-11.</td>
</tr>
</tbody>
</table>
9. Measuring your weight and vital signs

**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.

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.

<table>
<thead>
<tr>
<th>From the Pre-Treatment screen</th>
<th>From the Monitor Treatment screen</th>
<th>From the Post-Treatment screen</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tap the Edit icon next to the field you want to update:</td>
<td>Tap the Edit icon next to the <strong>Sitting BP and Pulse</strong> field.</td>
<td>Tap the Edit icon next to the field you want to update:</td>
</tr>
<tr>
<td>• Standing BP and Pulse</td>
<td></td>
<td>• Standing BP and Pulse</td>
</tr>
<tr>
<td>• Sitting BP and Pulse</td>
<td></td>
<td>• Sitting BP and Pulse</td>
</tr>
</tbody>
</table>

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.

**Note:**
Tap **Cancel** at any time to close the pop-up dialog without recording a value.
9. Measuring your weight and vital signs

**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.

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

1. Tap the **Edit** icon next to 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**.

**Note:** Tap **Cancel** at any time to close the pop-up dialog without recording a value.
9. Measuring your weight and vital signs

**Entering your temperature manually with a standard thermometer**

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

**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 **Edit** icon next to the field you want to update:
  - **Temperature**

### From the Post-Treatment screen:

- Tap the **Edit** icon next to the field you want to update:
  - **Temperature**

3. Tap the **Edit** icon next to 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**.

---

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

To enter temperature automatically, using a compatible thermometer

1. Turn on the Bluetooth thermometer.
2. Tap the Edit icon next to 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.
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Chapter 10  Reference information for your cycler

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Searching your cycler’s user guide .............................................. 10-4
10. Reference information for your cycler

**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 icon 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 icon in the navigation bar, and then select User Guide.

![Menu icon highlighted in navigation bar]

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

![User Guide icon highlighted in window header]

3. Tap the Table of Contents icon in the window header.
The user guides table of contents opens.

![User Guide Table of Contents](image)

4. Scroll to the topic that you want to read.
5. Tap the topic to open it.
6. Decide if you want to return to the table of contents or close the user guide.

<table>
<thead>
<tr>
<th>To</th>
<th>Tap</th>
</tr>
</thead>
<tbody>
<tr>
<td>Return to the table of contents to look for another topic</td>
<td>The Table of Contents icon ![icon] and scroll to the topic that you want to read.</td>
</tr>
<tr>
<td>Close the user guide</td>
<td>Done to exit the window.</td>
</tr>
</tbody>
</table>
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 icon .
   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** icon 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.

<table>
<thead>
<tr>
<th>If you want to</th>
<th>Do the following</th>
</tr>
</thead>
<tbody>
<tr>
<td>Select another result from your search</td>
<td>Tap the result you want to read.</td>
</tr>
<tr>
<td>Start a new search</td>
<td>1. Delete the existing search word(s).</td>
</tr>
<tr>
<td></td>
<td>2. Enter a search new word or phrase.</td>
</tr>
<tr>
<td>Close the user guide</td>
<td>Tap <strong>Done</strong> to exit the window.</td>
</tr>
</tbody>
</table>
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Chapter 11 Messaging with your center

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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
Reading a message ..................................................... 11-7
Replying to a message .................................................. 11-7
Introduction to messaging

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 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.

Time-sensitive information

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

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 icon on the navigation bar.

To access your Nx2me app messages

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

2. Tap the Menu icon in the navigation bar, and then select 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 icon 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 icon  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 select 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 the **New Message** icon 📧.
   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 box and enter the message text.
   The message must be between one and one thousand characters.
5. Decide if you want to send or cancel the message.

<table>
<thead>
<tr>
<th>If you want to</th>
<th>Do the following</th>
</tr>
</thead>
<tbody>
<tr>
<td>Send the message to the center</td>
<td>Tap <strong>Send</strong>. The message is sent to the center the next time the app syncs.</td>
</tr>
</tbody>
</table>

**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.

| Discard the message   | Tap **Cancel**.                                                                  |

**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.
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.

<i>Note:</i> 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 box.
   - 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. Decide if you want to send or cancel the message.

<table>
<thead>
<tr>
<th>If you want to:</th>
<th>Do the following</th>
</tr>
</thead>
<tbody>
<tr>
<td>Send the reply to the center</td>
<td>Tap <strong>Send</strong>.</td>
</tr>
<tr>
<td></td>
<td>• The message is sent to the center the next time the app syncs.</td>
</tr>
<tr>
<td></td>
<td>• A red exclamation mark (!) next to a message means the app did not sync. The message has not been delivered to the center.</td>
</tr>
<tr>
<td>Discard the reply</td>
<td>Tap <strong>Cancel</strong>.</td>
</tr>
<tr>
<td></td>
<td>• The text you entered is permanently lost.</td>
</tr>
</tbody>
</table>

<i>Note:</i> 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.
This page intentionally left blank.
Chapter 12  Nx2me App settings

About Nx2me app settings ................................................................. 12-2
Accessing the Nx2me app settings ................................................. 12-3
Editing the Nx2me app settings ....................................................... 12-5
## 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:

<table>
<thead>
<tr>
<th>Category</th>
<th>Review the following fields:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Login Information</td>
<td>Values assigned in the Nx2me app, such as your username and password.</td>
</tr>
<tr>
<td>Connection Information</td>
<td>• Your connection details.</td>
</tr>
<tr>
<td></td>
<td>• Check your Wi-Fi network name.</td>
</tr>
<tr>
<td></td>
<td>• ConNxBox connection status.</td>
</tr>
<tr>
<td>NxStage Equipment</td>
<td>• Your equipment serial numbers.</td>
</tr>
<tr>
<td></td>
<td>• Connect (pair) a Bluetooth device with your iPad.</td>
</tr>
<tr>
<td></td>
<td>• Upload cycler diagnostic logs</td>
</tr>
<tr>
<td></td>
<td>• Turn the auto-dimming feature on or off.</td>
</tr>
<tr>
<td></td>
<td>• Equipment Software Versions</td>
</tr>
<tr>
<td>About Nx2me</td>
<td>• Access to the following documents:</td>
</tr>
<tr>
<td></td>
<td>• End User License Agreement (EULA)</td>
</tr>
<tr>
<td></td>
<td>• Privacy Policy</td>
</tr>
<tr>
<td></td>
<td>• Authorization to Use and Disclose Healthcare Information</td>
</tr>
<tr>
<td></td>
<td>• The Nx2me software version.</td>
</tr>
</tbody>
</table>

For complete information about each of the Nx2me app settings, see Appendix A, *Nx2me Settings and Flowsheet Fields reference*. 
Accessing the Nx2me app settings

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

**To access your Nx2me app settings**

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

2. Tap the **Menu** icon in the navigation bar, and then select **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.

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

6. If you want to edit an app setting, see *Editing the Nx2me app settings*, page 12-5.
Editing the Nx2me app settings

You can only change settings that have an edit icon next to the value. All other settings are assigned by your center.

Some of the app settings that you can edit are:

- Username
- Password
- Cycler serial number

To edit an app setting

1. Choose the field that you wish to edit.
2. Tap the edit icon next to the value that you want to change.
   
   A pop-up dialog opens
3. Tap the field for the information you want to edit.
4. Enter the new value in the field
5. Decide if you save the new information or leave without saving the change.

<table>
<thead>
<tr>
<th>If you want to</th>
<th>Do the following</th>
</tr>
</thead>
<tbody>
<tr>
<td>Save the new information.</td>
<td>Tap Save.</td>
</tr>
<tr>
<td>Close the pop-up without saving the edit.</td>
<td>Tap Cancel.</td>
</tr>
</tbody>
</table>

6. Tap Done to exit the Settings screen.

For more information about the app setting that you cannot edit, contact your center.
This page intentionally left blank.
Chapter 13  Flowsheet calendar

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

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 icon on the navigation bar.

To access the flowsheet calendar

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

2. Tap the Menu icon in the navigation bar, and then select 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 treatment list in your app.
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. This icon moves 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:

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mode</td>
<td>Standby, Prime, Connect, Treatment, Disconnect, or Rinseback.</td>
</tr>
<tr>
<td>Status</td>
<td>The color indicates whether the cycler has an alarm or caution.</td>
</tr>
<tr>
<td></td>
<td>• <strong>Green</strong> - The cycler is in active treatment with no alarm or caution.</td>
</tr>
<tr>
<td></td>
<td>• <strong>Yellow</strong> - The cycler has an active caution.</td>
</tr>
<tr>
<td></td>
<td>Click the description of the caution to open a troubleshooting page.</td>
</tr>
<tr>
<td></td>
<td>• <strong>Red</strong> - The cycler has an active alarm.</td>
</tr>
<tr>
<td></td>
<td>Click the description of the alarm to open a troubleshooting page.</td>
</tr>
<tr>
<td>Time in Alarm</td>
<td>The duration of the current alarm or caution.</td>
</tr>
<tr>
<td>Time in Treatment</td>
<td>The amount of time spent in treatment, excluding time spent in alarm status and system checks.</td>
</tr>
<tr>
<td>Time Remaining</td>
<td>The amount of time left in therapy.</td>
</tr>
<tr>
<td>DFV (L)</td>
<td>The current dialysate fluid volume in liters.</td>
</tr>
<tr>
<td>DFR (L/hr)</td>
<td>The current dialysate fluid rate in liters per hour.</td>
</tr>
<tr>
<td>UFV (L)</td>
<td>The current ultrafiltration volume in liters.</td>
</tr>
<tr>
<td>UFR (L/hr)</td>
<td>The current ultrafiltration rate in liters per hour.</td>
</tr>
<tr>
<td>BFR (ml/min)</td>
<td>The current blood flow rate in milliliters per minute.</td>
</tr>
<tr>
<td>AP (mmHg)</td>
<td>The current arterial pressure in millimeters of mercury.</td>
</tr>
<tr>
<td>VP (mmHg)</td>
<td>The current venous pressure in millimeters of mercury.</td>
</tr>
<tr>
<td>EP (mmHg)</td>
<td>The current effluent pressure in millimeters of mercury.</td>
</tr>
</tbody>
</table>
This page intentionally left blank.
Chapter 15  Support during treatment

Calling technical support or dialysis center from the app . . . . . . . . . . . . . . . . . . 15-2
About Virtual Sessions ............................................................... 15-4
Starting a Virtual Session ........................................................... 15-4
About video calls and video conferences ........................................ 15-5
Controls in a video call ............................................................... 15-7
Data available during treatment ................................................... 15-8
15. Support during treatment

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**

Start a telephone call through one of these options:

- The troubleshooting instruction window during an alarm or caution.
- The menu icon 📞 at any time during treatment
To make a call from the troubleshooting instructions window:

1. Tap **Phone Call**.

   The Phone Call window opens.

2. Do one of the following:

<table>
<thead>
<tr>
<th>If you want to</th>
<th>Tap</th>
</tr>
</thead>
<tbody>
<tr>
<td>Call NxStage Technical Support</td>
<td>NxStage Support.</td>
</tr>
<tr>
<td>Call your dialysis center</td>
<td>Center</td>
</tr>
<tr>
<td>Call the center’s alternate number.</td>
<td>On-Call</td>
</tr>
</tbody>
</table>

For more information, see *About video calls and video conferences*, page 15-5.

**To make a call from the Menu button:**

1. In the navigation bar of the app, tap **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.
15. Support during treatment

**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 15-5.

**Virtual Session requirements**

For your center to request a 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 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 your 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. This icon moves 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.
- Connected to 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.

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.

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 15-2.
2. Ask the Tech Support representative to add video to the call.
   - The **Start Sharing Session** pop-up alert opens.
3. Tap **Accept** to begin a video call. Video is now shared with Technical Support.

If you tap **Decline**, the pop-up alert closes the request without sharing data.
15. Support during treatment

**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

- Adjust the iPad volume
- Turn the microphone on/off
- Turn the camera on/off
- Switch between the front and rear camera.
- End the call.

## Video conference

- Adjust the iPad volume
- Turn the microphone on/off
- Turn the camera on/off
- Switch between the front and rear camera.
- End the call.

<table>
<thead>
<tr>
<th>If you want to</th>
<th>Tap</th>
<th>Icon</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adjust the iPad volume</td>
<td>Volume</td>
<td><img src="image" alt="Volume Icon" /></td>
</tr>
<tr>
<td>Turn the microphone on/off</td>
<td>Mute</td>
<td><img src="image" alt="Mute Icon" /></td>
</tr>
<tr>
<td>Turn the camera on/off</td>
<td>Video</td>
<td><img src="image" alt="Video Icon" /></td>
</tr>
<tr>
<td>Switch between the front and rear camera.</td>
<td>Flip</td>
<td><img src="image" alt="Flip Icon" /></td>
</tr>
<tr>
<td>End the call.</td>
<td>End</td>
<td><img src="image" alt="End Icon" /></td>
</tr>
</tbody>
</table>
Data available during treatment

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

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Mode</strong></td>
<td>Standby, Prime, Connect, Treatment, Disconnect, or Rinseback.</td>
</tr>
<tr>
<td><strong>Status</strong></td>
<td>The color indicates whether the cycler has an alarm or caution.</td>
</tr>
<tr>
<td></td>
<td>• <strong>Green</strong> - The cycler is in active treatment with no alarm or caution.</td>
</tr>
<tr>
<td></td>
<td>• <strong>Yellow</strong> - The cycler has an active caution. Click the description of</td>
</tr>
<tr>
<td></td>
<td>the caution to open a troubleshooting page.</td>
</tr>
<tr>
<td></td>
<td>• <strong>Red</strong> - The cycler has an active alarm. Click the description of the</td>
</tr>
<tr>
<td></td>
<td>alarm to open a troubleshooting page.</td>
</tr>
<tr>
<td><strong>Time in Alarm</strong></td>
<td>The duration of the current alarm or caution.</td>
</tr>
<tr>
<td><strong>Time in Treatment</strong></td>
<td>The amount of time spent in treatment, excluding time spent in alarm status and system checks.</td>
</tr>
<tr>
<td><strong>Time Remaining</strong></td>
<td>The amount of time left in therapy.</td>
</tr>
<tr>
<td><strong>DFV (L)</strong></td>
<td>The current dialysate fluid volume in liters.</td>
</tr>
<tr>
<td><strong>DFR (L/hr)</strong></td>
<td>The current dialysate fluid rate in liters per hour.</td>
</tr>
<tr>
<td><strong>UFV (L)</strong></td>
<td>The current ultrafiltration volume in liters.</td>
</tr>
<tr>
<td><strong>UFR (L/hr)</strong></td>
<td>The current ultrafiltration rate in liters per hour.</td>
</tr>
<tr>
<td><strong>BFR (ml/min)</strong></td>
<td>The current blood flow rate in milliliters per minute.</td>
</tr>
<tr>
<td><strong>AP (mmHg)</strong></td>
<td>The current arterial pressure in millimeters of mercury.</td>
</tr>
<tr>
<td><strong>VP (mmHg)</strong></td>
<td>The current venous pressure in millimeters of mercury.</td>
</tr>
<tr>
<td><strong>EP (mmHg)</strong></td>
<td>The current effluent pressure in millimeters of mercury.</td>
</tr>
<tr>
<td><strong>Remaining DFV (L)</strong></td>
<td>The amount of dialysate fluid that still needs to be delivered during the current treatment.</td>
</tr>
<tr>
<td><strong>Remaining UFV (L)</strong></td>
<td>The amount of ultrafiltration fluid that still needs to be removed during treatment.</td>
</tr>
</tbody>
</table>
Chapter 16  Cleaning and disinfecting equipment

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

<table>
<thead>
<tr>
<th>Do:</th>
<th>Don’t:</th>
</tr>
</thead>
<tbody>
<tr>
<td>✓ Make sure the iPad is turned off.</td>
<td>✗ Submerge the iPad or its accessories in liquid.</td>
</tr>
<tr>
<td>✓ Disconnect the iPad from the power supply before cleaning.</td>
<td>✗ Pour liquid directly onto the equipment.</td>
</tr>
<tr>
<td>✓ Apply liquids to a soft cloth, and then wipe the iPad with the cloth.</td>
<td>✗ Touch the internal iPad connections, such as the dock connector or the headphone jack.</td>
</tr>
<tr>
<td></td>
<td>✗ Soak the cleaning cloth with liquid until the cloth is dripping.</td>
</tr>
<tr>
<td></td>
<td>✗ Spray cleaners, bleach, or alcohol directly onto the item.</td>
</tr>
</tbody>
</table>
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. Wipe the outside surfaces of all equipment with the cloth.
4. 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 percent 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 2-7.
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 .... 17-4
Uploading flowsheets when traveling .................................... 17-6
17. Traveling with the Nx2me app

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**

**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.
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 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 on the adapter lights up or flashes slowly when the cycler is on the network.
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.
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:

<table>
<thead>
<tr>
<th>Item</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>USB Wi-Fi adapter</strong></td>
<td>This may already be attached to the ConNxBox</td>
</tr>
<tr>
<td><strong>NxStage-provided router with AC adapter</strong></td>
<td></td>
</tr>
<tr>
<td><strong>iPad</strong></td>
<td></td>
</tr>
</tbody>
</table>
To perform a treatment using the internet package

1. Plug the power supply for the NxStage router into an outlet. When the lights on the front of the router are lit, the router is ready.

2. Plug in the cycler and turn on the power switch.

3. Connect the USB Wi-Fi adapter to one of the USB ports on the underside of the ConNxBox.

4. Attach the USB Wi-Fi adapter to the side of the cycler without the filter holder.

5. Press and immediately release the **Push to Restart** button on the ConNxBox.

6. Wait two minutes for the Wi-Fi adapter attached to the ConNxBox to start.
   - The light on the adapter lights up or flashes slowly when the cycler is on the network.

7. 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:

- Connect the iPad to the new Wi-Fi network, see To connect your iPad to a new Wi-Fi network, page 17-6.
- Upload the flowsheets, see To upload the flowsheets, page 17-7.

To connect your iPad to a new Wi-Fi network

1. Tap the iPad Settings icon.
   The Settings dialog opens.
2. In the left column, tap Wi-Fi to select it.
3. Make sure the iPad has the Wi-Fi setting is turned on.
   In the Wi-Fi column, move the slider to the right to switch Wi-Fi on.
4. Tap a network name under Choose a network to select a Wi-Fi network.
5. Enter the password if required.

   Note: Public Wi-Fi access points may require additional steps to connect to the Wi-Fi network.
6. Press the Home button on the iPad to exit the Settings screen.
17. Traveling with the Nx2me app

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 **Home** screen is the current date and time.

   This indicates that the Nx2me app communicated with the center.

   ![Current date and time](image)

   **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 .............................................. 18-9
## 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:

<table>
<thead>
<tr>
<th>Message</th>
<th>Description</th>
<th>For more information, see</th>
</tr>
</thead>
<tbody>
<tr>
<td>Looking for Cycler (Serial Number)</td>
<td>The app is not connected to your cycler.</td>
<td>Message: Looking for Cycler (Serial Number), page 18-3</td>
</tr>
<tr>
<td>Connected, no Cycler data</td>
<td>The app is connected to your cycler, but is not</td>
<td>Message: Connected, no Cycler data, page 18-6</td>
</tr>
<tr>
<td></td>
<td>receiving data.</td>
<td></td>
</tr>
<tr>
<td>Unsupported Cycler software</td>
<td>The Nx2me app is not compatible with the software on</td>
<td>Message: Unsupported Cycler Software, page 18-7 or call Technical Support</td>
</tr>
<tr>
<td></td>
<td>your cycler</td>
<td></td>
</tr>
<tr>
<td>Cycler not configured for use with Nx2me</td>
<td>Parameter #44 (Alternate Ultrafiltration [UF] Units)</td>
<td>Reviewing System Setting 44 on the cycler, page 18-24</td>
</tr>
<tr>
<td></td>
<td>on your cycler is not set to zero.</td>
<td></td>
</tr>
<tr>
<td>Checking connection....</td>
<td>The app is trying to restore its connection to your</td>
<td>Message: Checking connection..., page 18-8</td>
</tr>
<tr>
<td></td>
<td>cycler</td>
<td></td>
</tr>
<tr>
<td>You have been unenrolled from Nx2me</td>
<td>You have been unenrolled from Nx2me and no longer</td>
<td>Message: You have been unenrolled from Nx2me, page 18-8 or</td>
</tr>
<tr>
<td></td>
<td>using the Nx2me app.</td>
<td>contact your center</td>
</tr>
</tbody>
</table>
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.

<table>
<thead>
<tr>
<th>Check for</th>
<th>Do</th>
</tr>
</thead>
<tbody>
<tr>
<td>The cycler serial number shown in the alert window matches the serial number on the cycler.</td>
<td>1. If the serial number is incorrect, update the cycler serial number in the app to match the cycler.</td>
</tr>
<tr>
<td></td>
<td>a. In the app, tap <strong>Menu &gt; Settings</strong>.</td>
</tr>
<tr>
<td></td>
<td>The <strong>Settings</strong> screen opens.</td>
</tr>
<tr>
<td></td>
<td>b. Tap <strong>NxStage Equipment</strong> in the left panel menu.</td>
</tr>
<tr>
<td></td>
<td>The right panel menu scrolls to that category.</td>
</tr>
<tr>
<td></td>
<td>c. Tap the edit icon next to the <strong>Cycler serial number</strong> field.</td>
</tr>
<tr>
<td></td>
<td>d. Enter the new cycler serial number and then tap <strong>Save &gt; Done</strong>.</td>
</tr>
</tbody>
</table>
18. Troubleshooting

<table>
<thead>
<tr>
<th>Check for</th>
<th>Do</th>
</tr>
</thead>
</table>
| Check that the alert shows the following network name: Wi-Fi: **NxDStageRouter.** | 1. If another Wi-Fi network is shown, change the iPad to be on the **NxDStageRouter** network.  
   a. Press the Home button on the iPad.  
   b. Tap the iPad **Settings** icon.  
   c. Tap Wi-Fi to see available networks.  
   d. Select the Wi-Fi network **NxDStageRouter.**  
   When selected, the network has a check mark next to it.  
   ![Wi-Fi Network Select](image)  
   **Note:** If the iPad asks for a password to connect to **NxDStageRouter**, reboot the router. In the table below, see the instructions for The NxDStage router or hotspot needs to be restarted. |
| The ConNxBox on the cycler needs to be reset.                             | 1. Press and immediately release the **Push to Restart** button on the ConNxBox.  
   ![Push to Restart Button](image)  
   **Note:** Do not hold the button for more than four seconds.  
   2. Wait two minutes for the ConNxBox to reconnect.  
   3. The green light on the USB Wi-Fi adapter flashes slowly when the connection is established.  
   ![ConNxBox USB Adapter](image) |
<table>
<thead>
<tr>
<th>Check for</th>
<th>Do</th>
</tr>
</thead>
</table>
| The NxStage router or hotspot needs to be restarted. | 1. Do one of the following  
   **If using a NxStage router:**  
   - Unplug the NxStage router, then plug it back in.  
   **If using a hotspot:**  
   a. Unplug the hotspot and remove battery.  
   b. Wait 30 seconds, then reinset battery.  
   c. Plug the hotspot into an electrical outlet.  
   2. 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.
18. Troubleshooting

**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.

<table>
<thead>
<tr>
<th>Check for</th>
<th>Do</th>
</tr>
</thead>
<tbody>
<tr>
<td>The cycler has power.</td>
<td>1. Check for the following:</td>
</tr>
<tr>
<td></td>
<td>a. The cycler power cord is securely attached to the cycler and plugged into an outlet.</td>
</tr>
<tr>
<td></td>
<td>b. The power switch on the back of the cycler is in the <strong>ON</strong> position.</td>
</tr>
<tr>
<td></td>
<td>2. After confirming the cycler has power, wait 30 seconds for the alert to resolve.</td>
</tr>
<tr>
<td>The ConNxBox on the cycler needs to be restarted.</td>
<td>1. Press hold the <strong>Push to Restart</strong> button on the ConNxBox for ten seconds.</td>
</tr>
<tr>
<td></td>
<td>2. Wait two minutes for the ConNxBox to restart and connect to the Wi-Fi.</td>
</tr>
<tr>
<td></td>
<td>3. The green light on the USB Wi-Fi adapter flashes slowly when the connection is established.</td>
</tr>
<tr>
<td>The ConNxBox needs to be re-installed or replaced.</td>
<td>Call Tech Support when no longer in treatment.</td>
</tr>
</tbody>
</table>
18. Troubleshooting

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.

<table>
<thead>
<tr>
<th>Check for</th>
<th>Do</th>
</tr>
</thead>
</table>
| 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 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

<table>
<thead>
<tr>
<th>Check for</th>
<th>Do</th>
</tr>
</thead>
</table>
| 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 For System One.                                    |
  • For NxStage VersiHD cyclers, see For VersiHD.                                    |
  • Contact Technical Support for help updating your system settings.                 |
### Message: Checking connection...

The app is trying to connect to your cycler.

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

### Message: You have been unenrolled from Nx2me

<table>
<thead>
<tr>
<th>Check for</th>
<th>Do</th>
</tr>
</thead>
<tbody>
<tr>
<td>You have been unenrolled from Nx2me at &lt;Dialysis Center Name&gt;.</td>
<td>Contact your center if you think this may have occurred in error or if you would like to continue using Nx2me.</td>
</tr>
</tbody>
</table>
General troubleshooting

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

<table>
<thead>
<tr>
<th>Problem</th>
<th>For more information, see</th>
</tr>
</thead>
<tbody>
<tr>
<td>The iPad asks for a password to connect to the NxStageRouter network</td>
<td>Page 18-10</td>
</tr>
<tr>
<td>Sync was not Successful</td>
<td>Page 18-11</td>
</tr>
<tr>
<td>You cannot create a Nx2me app account</td>
<td>Page 18-14</td>
</tr>
<tr>
<td>You have forgotten your username or password</td>
<td>Page 18-15</td>
</tr>
<tr>
<td>You cannot use the iPad camera, microphone, Bluetooth or connect to your Wi-Fi network</td>
<td>Page 18-16</td>
</tr>
<tr>
<td>Deleting the Nx2me app</td>
<td>Page 18-17</td>
</tr>
<tr>
<td>Removing the Nx2me app from the iPad</td>
<td>Page 18-18</td>
</tr>
<tr>
<td>You cannot attach a photo from a Photo Stream album</td>
<td>Page 18-18</td>
</tr>
<tr>
<td>The iPad power fails during a treatment</td>
<td>Page 18-19</td>
</tr>
<tr>
<td>A Bluetooth device stops sending values to the Nx2me app</td>
<td>Page 18-20</td>
</tr>
<tr>
<td>Nx2me app indicates that a removed Bluetooth device is still paired</td>
<td>Page 18-22</td>
</tr>
<tr>
<td>Changing the cycler serial number</td>
<td>Page 18-23</td>
</tr>
<tr>
<td>Reviewing System Setting 44 on the cycler</td>
<td>For System One, page 18-24</td>
</tr>
<tr>
<td></td>
<td>For VersiHD, page 18-28</td>
</tr>
</tbody>
</table>
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. Tap the iPad Settings icon .
   The Settings dialog 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.
3. Select a Wi-Fi network other than NxStageRouter.
4. Press the Home button on the iPad.
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.
10. Press the Home button on the iPad.
11. Tap the iPad Settings icon .
   The Settings dialog opens.
12. Select the NxStageRouter network and confirm your iPad is connected.
Sync was not Successful

The iPad cannot connect to the internet to sync, get the Nx2me settings updates, confirm 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.

<table>
<thead>
<tr>
<th>Check for</th>
<th>Do</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Wi-Fi setting on the iPad is turned off.</td>
<td>Make sure that the Wi-Fi setting on the iPad is turned on.</td>
</tr>
<tr>
<td></td>
<td>1. Press the <strong>Home</strong> button  on the iPad.</td>
</tr>
<tr>
<td></td>
<td>2. Tap the iPad <strong>Settings</strong> icon .</td>
</tr>
<tr>
<td></td>
<td>The <strong>Settings</strong> dialog opens.</td>
</tr>
<tr>
<td></td>
<td>3. Make sure the <strong>Wi-Fi</strong> setting on the iPad is turned on.</td>
</tr>
<tr>
<td></td>
<td><img src="image" alt="Wi-Fi" /></td>
</tr>
<tr>
<td></td>
<td>If the <strong>Wi-Fi</strong> setting is turned off, move the slider to the right until it shows green.</td>
</tr>
</tbody>
</table>
18. Troubleshooting

<table>
<thead>
<tr>
<th>Check for</th>
<th>Do</th>
</tr>
</thead>
</table>
| The iPad is not on the NxStageRouter network. | Make sure that the iPad is on the NxStageRouter network.  
1. Press the Home button on the iPad.  
2. Tap the iPad Settings icon.  
The Settings dialog opens.  
3. Make sure that the Wi-Fi network NxStageRouter has a check mark next to it.  
   ![Wi-Fi network settings](image)  
   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.  |
| 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 Home screen.

One of the following messages appears:

<table>
<thead>
<tr>
<th>Message</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sync was Successful</td>
<td>The app was able to sync and you did not have any settings updates,</td>
</tr>
<tr>
<td>Synct was Not Successful</td>
<td>If you receive this message again, contact Technical Support.</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Check for</th>
<th>Do</th>
</tr>
</thead>
<tbody>
<tr>
<td>Poor or no internet connection</td>
<td>Check your internet connectivity</td>
</tr>
<tr>
<td></td>
<td>1. Make sure your Connectivity Package is set up correctly.</td>
</tr>
<tr>
<td></td>
<td>2. Refer to the set up instructions in the kit you received.</td>
</tr>
<tr>
<td>The iPad is not on the <strong>NxStageRouter</strong> network.</td>
<td>Make sure that the iPad is on the <strong>NxStageRouter</strong> network.</td>
</tr>
<tr>
<td></td>
<td>1. Press the <strong>Home</strong> button on the iPad.</td>
</tr>
<tr>
<td></td>
<td>2. Tap the iPad <strong>Settings</strong> icon. The <strong>Settings</strong> dialog opens.</td>
</tr>
<tr>
<td></td>
<td>3. Make sure that the Wi-Fi network <strong>NxStageRouter</strong> has a check mark next to it.</td>
</tr>
<tr>
<td></td>
<td>If there is not a check mark next to it, tap <strong>NxStageRouter</strong>.</td>
</tr>
<tr>
<td></td>
<td>If the iPad asks for a password to connect to <strong>NxStageRouter</strong>, see the instructions in <em>To reinstall the NxStage Wi-Fi profile</em>, page 18-10.</td>
</tr>
<tr>
<td>Your personal identification information is incorrect.</td>
<td>1. Make sure that you have entered your NxStage patient ID, date of birth, and PIN correctly.</td>
</tr>
<tr>
<td></td>
<td>2. Contact the center and confirm that the NxStage patient ID, date of birth, and PIN the center gave you are correct.</td>
</tr>
<tr>
<td></td>
<td>3. Repeat the steps to create an account in <em>Creating an username and password</em>, page 4-5.</td>
</tr>
<tr>
<td></td>
<td>4. If you still cannot create an account, contact Technical Support.</td>
</tr>
</tbody>
</table>
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:

<table>
<thead>
<tr>
<th>If you:</th>
<th>Do the following:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correctly answer both security questions</td>
<td>Enter a new username, password, and security questions.</td>
</tr>
<tr>
<td>Do not remember the answers to the security questions</td>
<td>Tap the Forgot your answers? link below the security questions field. Then you can create a new account.</td>
</tr>
<tr>
<td>Enter the incorrect answers to the security questions three times</td>
<td>Create a new account.</td>
</tr>
<tr>
<td>Cannot remember your NxStage Patient ID and PIN</td>
<td>Contact your center.</td>
</tr>
</tbody>
</table>
You cannot use the iPad camera, microphone, Bluetooth or connect to your Wi-Fi 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 dialog opens.
2. In the left column, tap Nx2me.
3. In the right column, move the slider to switch on the setting.

Note: To attach photos, tap the arrow 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. Confirm and sync all flowsheets, see Confirming your flowsheets, page 18-17.
2. Remove the Nx2me app from the iPad, see Removing the Nx2me app from the iPad, page 18-18.

Confirming your flowsheets

Before you delete the app, confirm 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.

<table>
<thead>
<tr>
<th>Flowsheets</th>
<th>Synced</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>December 14, 2015</td>
<td>![Unconfirmed]</td>
<td></td>
</tr>
<tr>
<td>December 11, 2015</td>
<td>![Confirmed]</td>
<td></td>
</tr>
</tbody>
</table>

3. Confirm any unconfirmed flowsheets.
4. Tap the Sync icon on the Home screen.

<table>
<thead>
<tr>
<th>Flowsheets</th>
<th>Synced</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>December 14, 2015</td>
<td>![Confirmed]</td>
<td></td>
</tr>
<tr>
<td>December 11, 2015</td>
<td>![Confirmed]</td>
<td></td>
</tr>
</tbody>
</table>

.generic-note

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 date shows the current date and time.
6. Log out of the app.
18. Troubleshooting

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 small cross appears in a gray circle by each icon.

2. Tap the cross.

3. When the dialog opens tap 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 a Photo Stream album

<table>
<thead>
<tr>
<th>Check for</th>
<th>Do</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Nx2me app does not support Photo Stream</td>
<td>Attach a photo from another album.</td>
</tr>
<tr>
<td></td>
<td>1. Copy the photo from Photo Stream.</td>
</tr>
<tr>
<td></td>
<td>2. Save the photo to a local album, such as My Photos.</td>
</tr>
</tbody>
</table>
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 before the iPad turns on.

**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 treatment information.
   - Treatment information is not recorded while the iPad and app are closed, so 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 To unpair the device from the app., page 18-20.
2. Forget the device from the iPad settings, see To forget the device in the iPad Settings, page 18-20.
3. Pair the device with the app again, see To pair the device with the app again, page 18-21

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 panel menu.
   The right panel menu scrolls to the NxStage Equipment list.
5. In the NxStage Equipment list find the device you want to unpair.
6. Tap the edit icon next to 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.

To forget the device in the iPad Settings

1. Press the Home button on the iPad to exit the app.
2. Tap the iPad Settings icon .
   The Settings dialog opens.
3. In the left panel menu, tap Bluetooth to select it.
4. From the **My Devices** list tap the info icon next to the device you unpaired from the app.

5. Tap **Forget This Device**.
   The Forget Device dialog window opens.

   ![Forget Device Dialog](image)

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

6. Tap **OK**.
   The device is unpaired from the iPad.

7. Press the **Home** button on the iPad to leave **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 blood pressure monitor, scale or thermometer*, page 5-4.
**Nx2me app indicates that a removed Bluetooth device is still paired**

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. Press the **Home** button on the iPad to exit the app.
2. Tap the iPad **Settings** icon.
   
   The **Settings** dialog opens.
3. In the left panel menu, tap **Bluetooth** to select it.
4. From the **My Devices** list tap the info icon next to the device you unpaired from the app.
5. Tap **Forget This Device**.
   
   The **Forget This Device** dialog window opens.

   ![Forget This Device dialog window]

   **Note:** If the **Forget This Device** option is gray use the Bluetooth slider to turn the setting off then on again.
6. Tap **Forget Device**.
   
   The device is unpaired from the iPad.
7. Press the **Home** button on the iPad to leave **Settings**.
18. Troubleshooting

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 panel menu.
   The right panel menu scrolls to that category.
7. Tap the edit icon next to 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 checking and changing the system settings are different for NxStage System One and NxStage VersiHD cyclers.

- For NxStage System One cyclers, see For System One, page 18-24.
- For NxStage VersiHD cyclers, see For VersiHD, page 18-28.

For System One

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.

![Image 1](image1.png)

3. Watch for the number 0 or 1 in the top window.
   You can now change System Settings.

![Image 2](image2.png)

- 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.

![Image 3](image3.png)

- 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.

![Image](image.png)

- In this example, 0.1 is changed to 6.0.

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

![Image](image.png)

**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.
18. Troubleshooting

For VersiHD
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.

![Image of NxStage Nx2me App User Guide](image.png)

**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.
Appendix A  Nx2me Settings and Flowsheet Fields reference

Login information ................................................................. A-2
Connection information ......................................................... A-2
NxStage equipment ............................................................... A-2
About Nx2me ................................................................. A-4
Flowsheet fields .............................................................. A-6
Sampled treatment values .................................................... A-7
Login information

These settings list values assigned in the Nx2me app.

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
<th>Patient Edit?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Username</td>
<td>Defined during account creation and used to log into the app.</td>
<td>Yes</td>
</tr>
<tr>
<td>Password</td>
<td>Defined during account creation and used to log into the app.</td>
<td>Yes</td>
</tr>
<tr>
<td>NxStage Patient ID</td>
<td>Defined during account creation and used to log into the app.</td>
<td>No</td>
</tr>
<tr>
<td>Use Touch ID?</td>
<td>Allows patient to use a saved fingerprint to log into the app.</td>
<td>Yes</td>
</tr>
</tbody>
</table>

Connection information

These settings list your connection details.

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

NxStage equipment

These settings list your NxStage equipment and serial numbers.

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
<th>Patient Edit?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cycler Serial Number</td>
<td>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 18-23.</td>
<td></td>
</tr>
</tbody>
</table>

⚠️ 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
### Field Reference

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
<th>Patient Edit?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cycler software version</td>
<td>Displays the current cycler software version number if the app is connected to the cycler.</td>
<td>No</td>
</tr>
<tr>
<td>Cycler PM status</td>
<td>Displays the cycler preventive maintenance timer in hours. If this value is zero (0), preventive maintenance is required.</td>
<td>No</td>
</tr>
<tr>
<td>ConNxBox serial number</td>
<td>Displays the ConNxBox serial number if the app is connected to the ConNxBox via Wi-Fi.</td>
<td>No</td>
</tr>
<tr>
<td>ConNxBox software version</td>
<td>Displays the ConNxBox software version if the app is connected to the ConNxBox via Wi-Fi.</td>
<td>No</td>
</tr>
<tr>
<td>PureFlow serial number</td>
<td>Displays the PureFlow serial number if the dialysate source is PureFlow.</td>
<td>No</td>
</tr>
<tr>
<td>PureFlow software version</td>
<td>Displays the PureFlow software version if the dialysate source is PureFlow.</td>
<td>No</td>
</tr>
<tr>
<td>NxStage Wi-Fi profile</td>
<td>Tap <strong>Install</strong> if you need to re-install the NxStage Wi-Fi network. See To re-install the NxStage Wi-Fi profile, page 18-10.</td>
<td>N/A</td>
</tr>
<tr>
<td>Blood pressure monitor</td>
<td>Tap <strong>Pair</strong> if you need to pair with a supported Bluetooth blood pressure monitor.</td>
<td>N/A</td>
</tr>
<tr>
<td>Weight scale</td>
<td>Tap <strong>Pair</strong> if you need to pair with a supported Bluetooth weight scale.</td>
<td>N/A</td>
</tr>
<tr>
<td>Thermometer</td>
<td>Tap <strong>Pair</strong> if you need to pair with a supported Bluetooth thermometer.</td>
<td>N/A</td>
</tr>
<tr>
<td>Diagnostic logs</td>
<td>Tap <strong>Upload</strong> if Technical Support requests this information.</td>
<td>N/A</td>
</tr>
<tr>
<td>Auto-dim monitor screen?</td>
<td>Tap <strong>Yes</strong> to dim the <strong>Monitor Treatment</strong> screen to dim after 60 seconds without user interaction.</td>
<td>N/A</td>
</tr>
</tbody>
</table>
### About Nx2me

These settings list details about the Nx2me software.

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
<th>Patient Edit?</th>
</tr>
</thead>
<tbody>
<tr>
<td>End User License Agreement</td>
<td>Tap the info icon to display the full text of the NxStage Privacy Policy for the Nx2me app.</td>
<td>No</td>
</tr>
<tr>
<td>Nx2me Privacy Policy</td>
<td>Tap the info icon to display the full text of the NxStage license agreement.</td>
<td>No</td>
</tr>
<tr>
<td>HIPAA Authorization</td>
<td>If in the United States, tap the info icon to display the full text of the Authorization to Use and Disclose Health Information.</td>
<td>No</td>
</tr>
<tr>
<td>NxStage Privacy Policy</td>
<td>Tap the info icon to go to the Website Privacy Notice.</td>
<td>No</td>
</tr>
<tr>
<td>CA Supply Chain Act and the UK Modern Slavery Act</td>
<td>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.</td>
<td>No</td>
</tr>
<tr>
<td>Nx2me version</td>
<td>Displays the software version for the Nx2me app.</td>
<td>No</td>
</tr>
</tbody>
</table>
## Patient prescription settings

The Patient Prescription section of the Pre-Treatment screen specifies the settings used when treating with the cycler.

The following table describes each setting that is prescribed for a patient.

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
<th>Patient Edit?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of treatments per week</td>
<td>The number of treatments per week.</td>
<td>No</td>
</tr>
<tr>
<td>Dialysate volume per treatment</td>
<td>The volume of dialysate, in liters (L), to use for each treatment.</td>
<td>No</td>
</tr>
<tr>
<td>Therapy fluid source</td>
<td>Therapy fluid source used during this treatment, either PureFlow SL or Bags.</td>
<td>Yes</td>
</tr>
<tr>
<td>Dialysate lactate</td>
<td>The amount or level of lactate per treatment, if the Therapy fluid source is Bags.</td>
<td>No</td>
</tr>
<tr>
<td>Dialysate potassium</td>
<td>The amount or level of potassium per treatment, if the Therapy fluid source is Bags.</td>
<td>No</td>
</tr>
<tr>
<td>Dialysate SAK type</td>
<td>Type of PureFlow SL SAK type used during treatment, if the Therapy fluid source is PureFlow SL.</td>
<td>Yes</td>
</tr>
<tr>
<td>Flow fraction</td>
<td>Percentage (%) of effluent to blood flow per treatment.</td>
<td>No</td>
</tr>
<tr>
<td>Average dialysate rate</td>
<td>Target rate of dialysate flow, in liters per hour (L/hr).</td>
<td>No</td>
</tr>
<tr>
<td>Average ultrafiltration rate</td>
<td>Target rate of ultrafiltration, in liters per hour (L/hr).</td>
<td>No</td>
</tr>
<tr>
<td>Initial blood flow rate</td>
<td>Initial (starting) rate of blood flow, in milliliters per minute (ml/min).</td>
<td>No</td>
</tr>
<tr>
<td>Target blood flow rate</td>
<td>Target rate of blood flow, in milliliters per minute (ml/min).</td>
<td>No</td>
</tr>
<tr>
<td>Patient access type</td>
<td>Method of vascular access: BH fistula, Fistula, Graft, or Catheter.</td>
<td>Yes</td>
</tr>
<tr>
<td>Needle gauge</td>
<td>Outer diameter (thickness) of the needle to use for dialysis.</td>
<td>Yes</td>
</tr>
<tr>
<td>Heparin dose</td>
<td>Amount of heparin units (anticoagulant) per treatment.</td>
<td>No</td>
</tr>
<tr>
<td>Heparin route</td>
<td>Location where heparin be administered during the treatment: Cartridge, Access, or SubQ.</td>
<td>No</td>
</tr>
</tbody>
</table>
Flowsheet fields

Review these fields in your flowsheet before you tap the Confirm Flowsheet button to send the flowsheet to your center.

Make sure the information in each field is true and accurate. You cannot edit the flowsheet after you confirm it.

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Patient Prescription</strong></td>
<td>Your dialysis orders and setup.</td>
</tr>
<tr>
<td><strong>NxStage Equipment</strong></td>
<td>Your NxStage equipment and supplies information.</td>
</tr>
<tr>
<td><strong>Pre-Treatment Weight</strong></td>
<td>Your pre-treatment weight in kilograms (kg).</td>
</tr>
<tr>
<td><strong>Pre-Treatment Vitals</strong></td>
<td>Your pre-treatment vital signs for your sitting and standing blood pressures in mmHg, pulse in beats per minute (bpm), and temperature in °F or °C, as defined in your settings.</td>
</tr>
<tr>
<td><strong>Pre-Treatment Assessment, if applicable</strong></td>
<td>The assigned questions in the pre-treatment assessment questionnaire.</td>
</tr>
<tr>
<td><strong>Pre-Treatment Notes</strong></td>
<td>Your pre-treatment note for your clinician, if applicable.</td>
</tr>
</tbody>
</table>
# Sampled treatment values

The app automatically records treatment values at specified times defined by your center. Tap **Patient Values**, **Rates/Volumes**, or **Pressures** to review the information recorded during treatment.

**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.

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Patient Values</strong></td>
<td>Lists all the times and values for each time you entered vital signs during the treatment.</td>
</tr>
</tbody>
</table>
| **Rates/Volumes** | Verify the treatment times and cycler values automatically captured by the app for the following information. You can enter an additional clarifying note if needed.  
  • Dialysate Flow Rate (DFR)  
  • Dialysate Flow Volume (DFV) left to process  
  • Ultrafiltration Flow Rate (UFR)  
  • Ultrafiltration Flow Volume (UFV) left to process  
  • Blood Flow Rate (BFR) |
| **Pressures**     | Verify the treatment times and cycler values automatically captured by the app for the following information. You can enter an additional clarifying note if needed.  
  • Arterial Pressure (AP)  
  • Venous Pressure (VP)  
  • Effluent Pressure (EP) |
<p>| <strong>Alarms</strong>        | Review any cycler alarm information and times recorded during treatment. Tap on an alarm to show a pop-up with the full alarm title |
| <strong>Treatment Notes</strong> | Your treatment notes for your clinician, if applicable. |
| <strong>Post-Treatment Vitals</strong> | Your post-treatment vital signs for your sitting and standing blood pressures in mmHg, pulse in beats per minute (bpm), and temperature in degrees Fahrenheit (°F) or Celsius (°C), as defined in your settings. |
| <strong>Treatment Time</strong> | Lists the treatment times. |
| <strong>Treatment start time</strong> | Displays the treatment start date and time. The treatment start time is defined as the time the app first communicates with the cycler during a treatment. |</p>
<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Treatment end time</td>
<td>Displays treatment end date and time if the app receives a completion of rinseback message from the cycler. If multiple rinsebacks are performed during a treatment and the app is connected to the cycler, the first rinseback performed shall be recorded as the treatment end time.</td>
</tr>
<tr>
<td>Total time in treatment</td>
<td>Displays the total treatment time recorded by the cycler.</td>
</tr>
<tr>
<td>Post-Treatment Assessment, if applicable</td>
<td>The assigned questions in the post-treatment assessment questionnaire.</td>
</tr>
<tr>
<td>Post-Treatment Notes</td>
<td>Your post-treatment note for your clinician, if applicable.</td>
</tr>
<tr>
<td>Post-Treatment Data</td>
<td>Data from the cycler after treatment ends.</td>
</tr>
<tr>
<td>Venous pressure @ 200 BFR</td>
<td>Displays the venous pressure in mmHg recorded on the cycler at the beginning of the treatment. This is recorded only if your BFR (Blood Flow Rate) is initially set to 200 ml/min before increasing your blood flow to your prescribed rate.</td>
</tr>
<tr>
<td>Total dialysate volume processed</td>
<td>Displays the total dialysate volume processed, in liters, recorded on the cycler during the treatment.</td>
</tr>
<tr>
<td>Total saline bolus volume</td>
<td>Displays the sum of saline bolus entries, in ml, during the treatment.</td>
</tr>
<tr>
<td>Total UF removed</td>
<td>Displays the total UF (ultrafiltration) volume removed, in liters, recorded on the cycler during the treatment.</td>
</tr>
<tr>
<td>Blood volume processed</td>
<td>Displays the total blood volume processed, in liters, recorded on the cycler during the treatment.</td>
</tr>
<tr>
<td>Medications</td>
<td>Displays times, clinical name, dose, route and when you entered any medication administered in the flowsheet.</td>
</tr>
<tr>
<td>Post-Treatment Maintenance</td>
<td>Any cleaning and maintenance required for the cycler and fluid device, if applicable.</td>
</tr>
</tbody>
</table>
This page intentionally left blank.
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Fax: 1-978-687-4809
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