

REMOTE SUPPORT

Getting Started Guide



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ABOUT REMOTE SUPPORT

Medtronic Remote Support allows remote connection from one Medtronic mobile device to another, and provides capabilities to view, control, and terminate remote connection with TeamViewer™ software applications. TeamViewer consists of two applications, TeamViewer for Remote Control and TeamViewer QuickSupport. These applications work together to enable remote connection, viewing, and control of a Medtronic mobile device. TeamViewer for Remote Control is intended for use by a Medtronic support representative or a healthcare clinician who wishes to obtain remote access to another Medtronic mobile device. TeamViewer for QuickSupport is intended for use by a clinician or patient who wishes to enable connection of their Medtronic mobile device in order to allow a clinician or Medtronic support representative remote viewing and/or control access.

SYSTEM REQUIREMENTS

- Tablet running Android 7.0 (TeamViewer for Remote Control and TeamViewer QuickSupport)
- Handset running Android version 7.0 (TeamViewer or Remote Control and TeamViewer QuickSupport)

USING REMOTE SUPPORT

The following sections provide instructions for using Remote Support via TeamViewer software applications.

Important information

Please consider the following information prior to using Medtronic Remote Support:

- Utilization of Remote Support requires a trusted Internet connection. Ensure a quality Internet connection is established.
- The TeamViewer application should not be used during intraoperative programming. Using TeamViewer during intraoperative programming could result in possible delay of surgery due to connectivity issues.
- For users accessing a password protected clinician application on a partnered device, please be aware that your password to access the clinician application will be transiently exposed to the patient. Consider the risk that the patient could capture and misuse the password to access the clinician programming application.
- Video and/or audio conferencing with your partner is required while using Remote Support. This will ensure you are establishing a remote session with the intended partner.
- While engaged in a remote session, both users are able to control patient and/or clinician programmer applications residing on the partnered device.

Creating an account

To use Remote Support, an account must be created, and TeamViewer applications must be installed. Creating your account must be completed prior to using TeamViewer software

application on your mobile device. Please contact the appropriate Medtronic support representative to assist you in creating an account.

Installing TeamViewer for Remote Control

TeamViewer for Remote Control is an application that allows a clinician or Medtronic support representative to remotely connect to their partner's mobile device from any location. Upon successful connection of two mobile devices, Remote Support enables the clinician or Medtronic support representative to view and control their partner's mobile device in real time.



TeamViewer

Figure 1. TeamViewer for Remote Control application

Notes:

- On mobile devices where the TeamViewer for Remote Control and the TeamViewer QuickSupport applications are available in the App Catalog, the TeamViewer for Remote Control application should only be downloaded to a Medtronic support representative and clinician mobile devices. Patient users should not be instructed to download this application.

- Before you can use Remote Support, Intelligent Hub or Agent must be installed on your mobile device. You will only have one of these applications. If you do not have Intelligent Hub or Agent installed, contact your Medtronic support representative.



Figure 2. Intelligent Hub and Agent applications

To install TeamViewer for Remote Control:

1. Tap **Apps** on your Home screen.
2. Navigate to **Intelligent Hub** or **Agent** and open the application.
3. Tap **App Catalog**.
4. Locate **TeamViewer** from the list of options and tap **Install**.

If you are having trouble completing any of the installation steps or are unable to download the TeamViewer for Remote Control application, contact your Medtronic support representative.

Installing TeamViewer QuickSupport

TeamViewer QuickSupport is an application that is used with TeamViewer for Remote Control to complete the remote connection of two Medtronic mobile devices. TeamViewer QuickSupport is used by a partner who grants authorization to a clinician or Medtronic support representative in

order to enable remote viewing and control of their mobile device.

Note: If you are a clinician interfacing with a patient using QuickSupport, verbal direction may need to be provided to guide the patient through the TeamViewer QuickSupport installation process.



QuickSupport

Figure 3. TeamViewer QuickSupport application

To install TeamViewer QuickSupport:

1. Tap **Apps** on your Home screen.
2. Navigate to **Intelligent Hub** or **Agent** and open the application.
3. Tap **App Catalog**.
4. Locate **TeamViewer QuickSupport** from the list of options and tap **Install**.

If you are having trouble completing any of the installation steps or are unable to download the TeamViewer QuickSupport application, contact your Medtronic support representative.

Starting a remote session

Prior to starting a remote session, you will need to sign into your TeamViewer account. Your account credentials should have been created after your request to Medtronic was fulfilled. If you did not

create an account or are unsure whether your account creation process has been completed, please contact the appropriate Medtronic support representative.

Sign into TeamViewer for Remote Control

To sign into your TeamViewer account:

1. Tap **Computers** at the bottom of the TeamViewer for Remote Control app Home screen.
2. In the **Email** and **Password** fields, enter your log in credentials.
3. Tap **SIGN IN** to complete the sign in process.

Start a remote session using TeamViewer

A remote session is initiated by a clinician or Medtronic support representative using the TeamViewer for Remote Control application. Starting a remote session connects two mobile devices through real-time connection. Once a connection is established, no additional devices can connect to a partnered device.

Notes:

- The TeamViewer application should not be used during intraoperative programming. Using TeamViewer during intraoperative programming could result in possible delay of surgery due to connectivity issues.
- For clinicians engaging in a remote session with a patient, if you are accessing a password protected clinician programmer application on a partnered device, please be aware that your password to access the application may be transiently exposed to

the patient. Consider the risk that the patient could capture and misuse the password to access the clinician programming application.

- For clinicians interfacing with a patient using QuickSupport, verbal direction may need to be provided to guide the patient through the TeamViewer QuickSupport connection process.

The following table provides instructions for starting a remote session using TeamViewer for Remote Control and TeamViewer QuickSupport applications.

Note: Before engaging in a remote session, confirm your partner on the other end of the remote connection. Failure to do so may compromise confidentiality of patient health information. Video and/or audio conferencing is required while using TeamViewer applications.

TeamViewer for Remote Control User

TeamViewer QuickSupport User

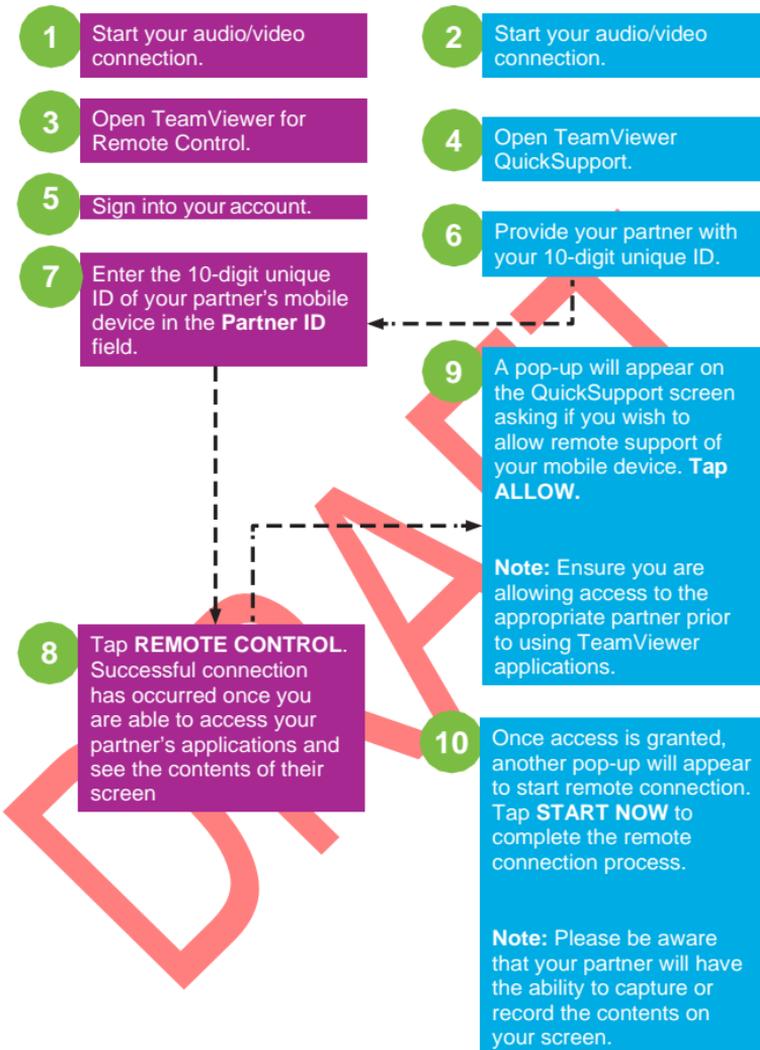


Figure 4. TeamViewer connection process

Note: If remote connection is unsuccessful, repeat the above steps to try again. If the issue persists, contact Medtronic support.

Ending a remote session

Ending a remote session terminates the remote interaction between two connected mobile devices. The following section provides instructions on how to end a remote session using TeamViewer for Remote Control and TeamViewer QuickSupport applications.

End a remote session using TeamViewer for Remote Control:

To end a remote session:

1. Tap the **arrow** in the lower right-hand corner.



Figure 5. Initiate ending a session in TeamViewer for Remote Control

2. Locate and tap the “X” icon.



Figure 6. Close and end a session in TeamViewer for Remote Control

3. A pop-up will appear asking you if you want to close the connection. Tap **CLOSE** to end the remote session.

End a remote session using TeamViewer for QuickSupport:

To end a remote session:

1. Tap on the **TeamViewer QuickSupport** app to launch the window.
2. Tap the “**X**” icon in the upper right-hand corner of the TeamViewer QuickSupport window.



Figure 7. Close and end a session in TeamViewer QuickSupport

3. A pop-up will appear asking you if you want to close the connection. Tap **CLOSE** to end the remote session.

Data privacy

No data related to a patient's health is collected, copied, retained or modified by TeamViewer applications. Medtronic does not collect, use, or retain any patient's personal or health data via Remote Support. Users of Medtronic Remote Support are responsible for complying with all applicable data privacy and data protection laws and regulations when choosing to initiate remote control or allow remote access to patient health information via TeamViewer software applications. Obtaining consents and other agreements may be required.

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