



# User Manual

**ASSURE Patient Application**

# Important Information

## **Version History**

This document describes the version 5.5 (and later) software release of the ASSURE<sup>®</sup> patient application (or ASSURE patient app).

## **Marks**

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# Chapter 1 Overview

This section provides general information about the ASSURE patient application (or ASSURE patient app) including:

- Introduction
- How to get help
- Using this manual
- Protecting your privacy
- Glossary

# Introduction

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The ASSURE patient app is for use with an ASSURE system (either the ASSURE wearable defibrillator or the ASSURE wearable ECG) and can send data to a secure data platform, which is accessible by your healthcare provider.

The app is downloaded and installed on your personal Android™ or iOS-based smartphone. If you do not own a smartphone, Kestra Medical Technologies can provide you with an ASSURE mobile device during your prescription.

## Notes:

- *The ASSURE patient app is not intended for diagnostic use.*
- *Patient data provided by the system is not intended to be used as the sole basis for making decisions about patient medical care.*
- *Data availability and information provided to users are subject to device connectivity, Internet connectivity, Internet access, and service availability. It is not expected that an ASSURE system will always maintain connectivity.*
- *The ASSURE wearable defibrillator stores data and provides therapy. The ASSURE wearable ECG stores data. Connectivity to the ASSURE patient app and the Internet is only required to transmit the stored data from both.*
- *In the event of an emergency, the ASSURE patient app is not a substitute for appropriate medical attention and should not be relied on to contact emergency services.*

## Getting Help

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For questions or help with the ASSURE patient app, call the ASSURE Helpline at (833) 692-7787 (Toll free).

Product manuals and videos are also available in the ASSURE patient app. See Help Screen on page 30 for more information.

## Using this Manual

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Carefully read this manual to learn how to use the ASSURE patient app and its features with an ASSURE system.

## Protecting Your Privacy

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The ASSURE patient app may display personal information on the device screen. Take care when accessing and displaying such information in public settings. When viewing the app in public, try to position the screen to prevent others from viewing it. When you are not using the device, make sure it is in standby mode or the screen is turned off.

# Glossary

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<b>Term</b>	<b>Definition</b>
Alert	A message from an ASSURE system that a condition exists that requires attention.
ASSURE Mobile Device	A handheld electronic mobile device provided by Kestra Medical Technologies with the ASSURE patient app installed on it.
ASSURE patient application (or ASSURE patient app)	A software application installed on a smartphone (or the ASSURE mobile device) for use with an ASSURE system.
ECG	Electrocardiogram
EMI	Electromagnetic interference
Heart Alert	A critical alert that occurs on the ASSURE wearable defibrillator when it detects a dangerous heart rhythm and is taking action.
Kestra CareStation® Remote Patient Data Platform	A secure website available to healthcare professionals to review patient data.
Monitor	The part of the ASSURE wearable defibrillator that provides power and displays system status information.
Screen	The interactive, touch-sensitive display on a smartphone.

<b>Term</b>	<b>Definition</b>
Smartphone	A personal handheld electronic mobile device with Internet access running either Android or iOS with support for downloadable applications.
System Alert	An alert for the ASSURE system that there is a problem that you need to fix.
Wearable Defibrillator	A medical device worn by patients at risk of sudden cardiac arrest that detects dangerously fast heart rhythms and delivers a shock to restore a normal heart rhythm.
Wearable ECG	A medical device worn by patients that records fast and slow heart rhythms for later review by a physician. It does not provide a shock for fast heart rhythms.

# Chapter 2 Using the ASSURE Patient App

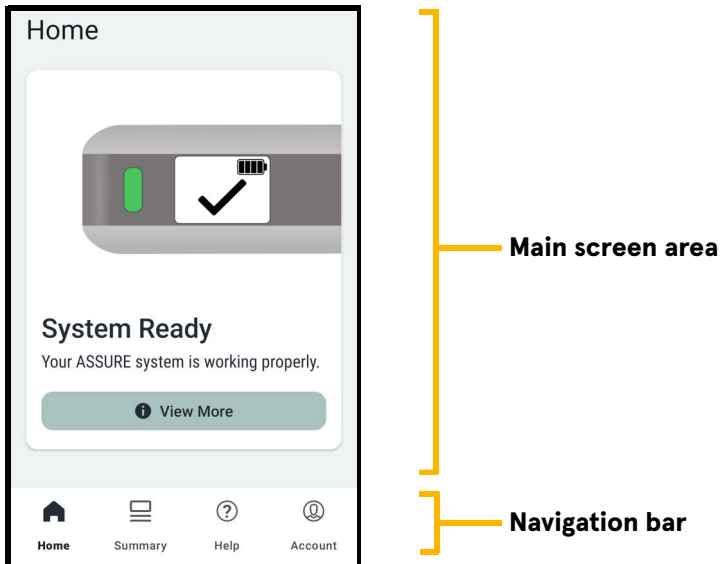
This section provides information and instructions on:





- Screen layout and navigation
- Notifications
- Home screen
- Summary screen
- Help screen
- Account screen

*Note: Images in this manual may vary from those displayed on your smartphone (or the ASSURE mobile device) depending on the ASSURE patient app software version and the type of smartphone.*

# Screen Layout and Navigation

The ASSURE patient app screen is divided into two sections.



Name	Description
Main screen area	Displays information for the selected screen
Navigation bar	 – Displays the Home screen <small>Home</small>
	 – Displays the Summary screen <small>Summary</small>
	 – Displays the Help screen <small>Help</small>
	 – Displays the Account screen <small>Account</small>

## Notifications

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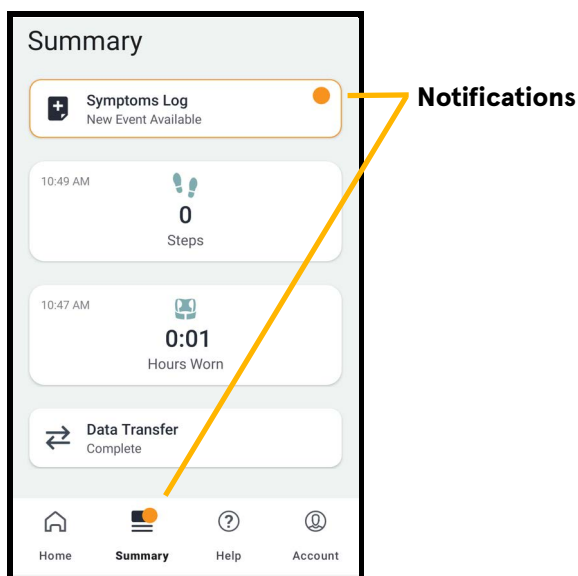
The ASSURE patient app provides notifications for app features or settings that may require your attention.

*Note: An issue with the ASSURE system will result in a System alert from the ASSURE system that is also displayed on the Home screen of the ASSURE patient app.*

Notifications may occur for the following reasons:

- Device settings are not enabled for the ASSURE patient app
- Data transfer issues
- Enter symptoms for a new heart rhythm event

Within the ASSURE patient app, a notification may appear at the top of the screen or as a notification badge ●.



To view a notification in the ASSURE patient app:

**Tap the notification or the notification badge.**

- A screen appears with more information and instructions for correcting the issue.

ASSURE patient app notifications may also appear on the main screen or lock screen of your smartphone (or the ASSURE mobile device). When your smartphone (or the ASSURE mobile device) is locked, notifications appear on the lock screen.

To view a notification on the lock screen:

**Tap the notification.**

To dismiss a notification on the lock screen:

**Swipe from right to left on the notification.**

When your smartphone (or the ASSURE mobile device) is unlocked, a notification may appear at the top of the screen.

To view a notification at the top of the screen:

**Tap the notification.**

*Note: The notification appears at the top of the screen for a few seconds before disappearing.*

After tapping the notification, the ASSURE patient app opens and the screen related to the notification appears.


For help with responding to notifications, see chapter 3, Help, on page 43.

Kestra may also send push notifications directly to your smartphone or the ASSURE mobile device. These messages may appear even when the ASSURE patient app is running in the background.

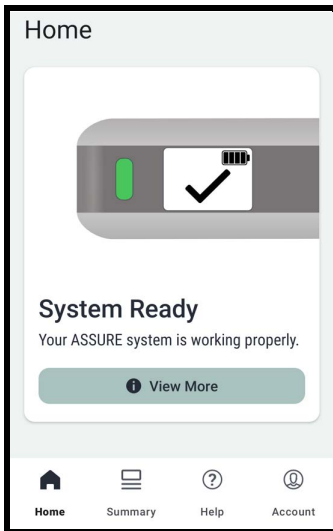
# Home Screen

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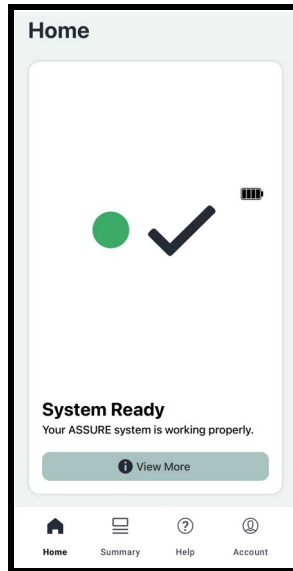
The Home screen displays the current ASSURE system status.

To view the Home screen, tap **Home**  in the navigation bar.

**ASSURE Wearable Defibrillator**











**ASSURE Wearable ECG**



## System Status

The ASSURE patient app displays the system status. The status appears on the Home screen and in the navigation bar.

System Status Examples	Home Screen Display		Navigation Bar Indication
	ASSURE Wearable Defibrillator	ASSURE Wearable ECG	
System Ready	 <p><b>System Ready</b> Your ASSURE system is working properly.</p> <p><a href="#">View More</a></p>	 <p><b>System Ready</b> Your ASSURE system is working properly.</p> <p><a href="#">View More</a></p>	 <p>Home</p>
Heart Alert	 <p><b>Shock Alert</b> Press your Alert Button if you notice this alert.</p> <p><a href="#">View More</a></p>	<p><i>Note: Heart alerts occur only on the ASSURE wearable defibrillator.</i></p>	 <p>Home</p>
System Alert	 <p><b>Connect Plug to Monitor</b> The Plug is not inserted properly into the Monitor.</p> <p><a href="#">View More</a></p>	 <p><b>Put on Garment</b> You are not wearing the Garment properly.</p> <p><a href="#">View More</a></p>	 <p>Home</p>

To see additional system status information:

**Step 1 - Tap View More.**


**Step 2 - Follow the recommended actions to fix any issues (if necessary).**

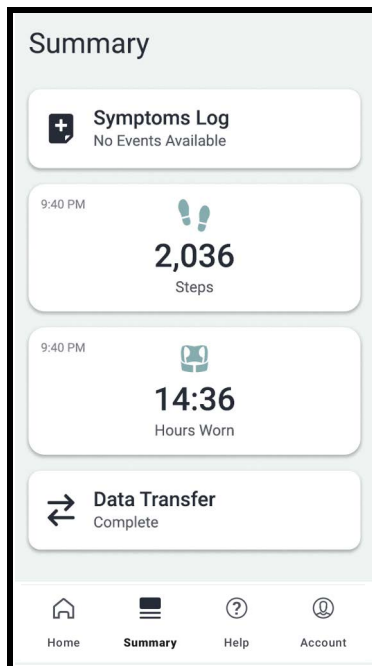
If an alert persists, see the Patient Handbook or call the ASSURE Helpline at (833) 692-7787 (Toll free). For more information on system status and alerts, see the Patient Handbook.

## Summary Screen

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The Summary screen displays the Symptoms Log, the number of steps taken today, how long the ASSURE system has been worn today, and the transfer status of the last transmission from the ASSURE system to a secure data platform, which is accessible by your healthcare provider.

To view the Summary screen, tap **Summary**  in the navigation bar.



## Symptoms Log

An ASSURE system will automatically store fast or slow heart rhythms, but you can also manually record your heart rhythm if you are not feeling well or are experiencing symptoms. The recording can then be made available to your doctor for review at a later time. See the Patient Handbook for more information.

### Notes:

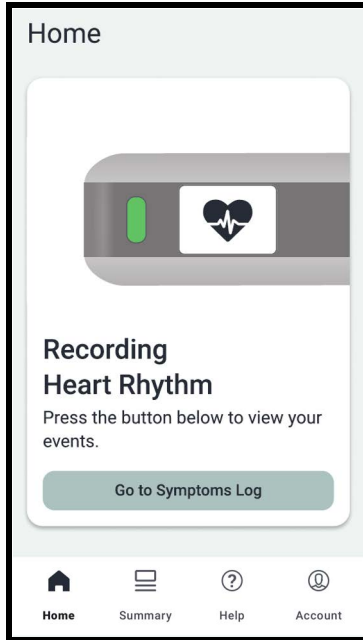
- *The recording function is not a substitute for emergency medical care. Seek medical attention if you continue to feel unwell.*
- *The recording function is not available during a Heart alert on the ASSURE wearable defibrillator, or if you are not wearing the ASSURE system or not wearing it properly.*

After recording your heart rhythm, the ASSURE patient application will notify you that you can enter symptoms for the new event using the following methods:

- The Home screen displays a message about the heart rhythm recording and a button to view the Symptoms Log.
- A notification appears briefly on the Home screen.
- The Summary screen displays the Symptoms Log with a notification badge for the new event.
- The Symptoms Log displays a list of recorded events with a notification badge on the newest event.

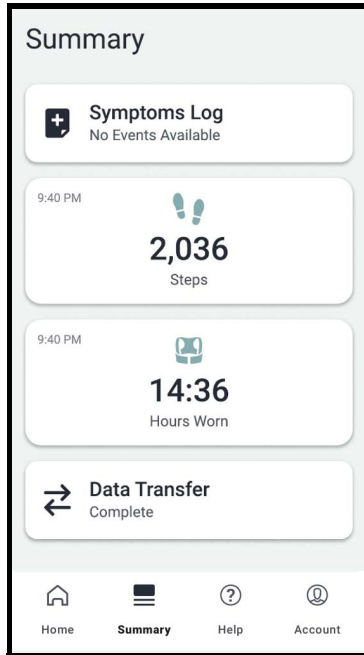
To view the Symptoms Log screen immediately after recording a heart rhythm:

**Tap Go to Symptoms Log on the Home screen.**

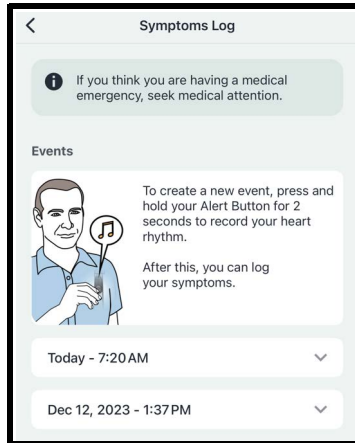


To view the Symptoms Log at any other time:

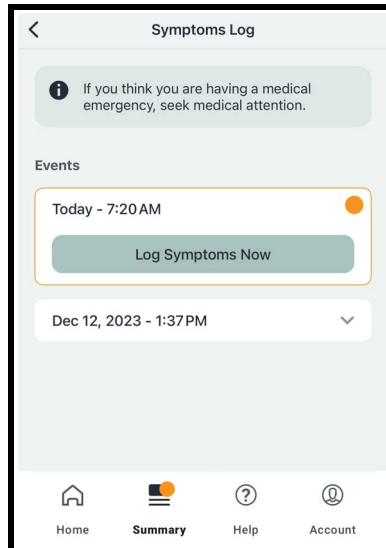
**Tap Symptoms Log on the Summary screen.**



The Symptoms Log screen displays instructions for how to record your heart rhythm and any previous events that have occurred. You can enter or view the symptoms for a previous event.



New events are displayed on the Symptoms Log screen with a notification badge to indicate symptoms may be logged for that event.



To enter symptoms for a heart rhythm recording:

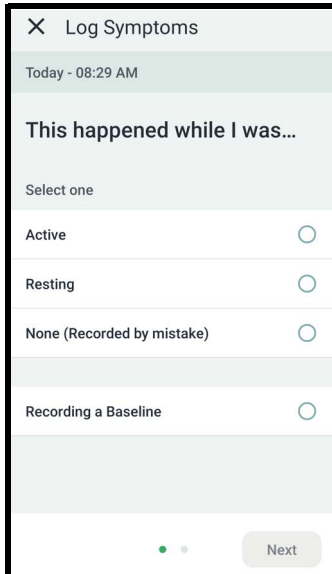
### Step 1 - Tap Log Symptoms Now on the Symptoms Log screen.

*Note: A notification badge should be displayed on the event to indicate that it is new.*

### Step 2 - Select if you were active or resting when the symptoms occurred.

Notes:

- *If you recorded your heart rhythm by accident or do not want to enter symptoms, select “None (Recorded by mistake)”.*
- *The “Recording a Baseline” option should be selected only during your initial system training.*
- *If you select “None (Recorded by mistake)” or “Recording a Baseline”, a “Save” button appears. Tap **Save**. A confirmation screen appears. Tap **Done** to return to the Symptoms Log.*



×

Log Symptoms

Today - 08:29 AM

This happened while I was...

Select one

Active

Resting

None (Recorded by mistake)

Recording a Baseline

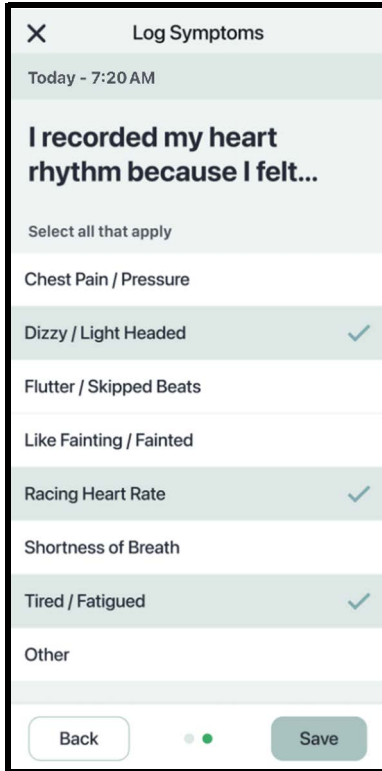
Next

### Step 3 - Tap Next to proceed.

### Step 4 - Select the symptoms that you felt during the event.

- Select one or more symptoms from the list.
- If your symptom is not listed, select “Other”.

*Note: You cannot make changes after you save your symptoms.*



The screenshot shows the 'Log Symptoms' screen. At the top, there is a close button (X) and the title 'Log Symptoms'. Below the title, the date and time are displayed as 'Today - 7:20 AM'. The main content area contains a heading 'I recorded my heart rhythm because I felt...' followed by the instruction 'Select all that apply'. A list of symptoms is provided, each with a checkbox: 'Chest Pain / Pressure', 'Dizzy / Light Headed' (checked), 'Flutter / Skipped Beats', 'Like Fainting / Fainted', 'Racing Heart Rate' (checked), 'Shortness of Breath', and 'Tired / Fatigued' (checked). At the bottom of the list is the 'Other' option. At the very bottom of the screen, there are three buttons: 'Back', a green dot indicator, and 'Save'.

### Step 5 - When finished, tap Save.

### Step 6 - Tap Done on the confirmation screen.

- The Symptom Log screen appears with the new event listed under Logged Symptoms.

## Steps and Hours Worn

The ASSURE system keeps track of your walking distance in steps and also records how long you wear it each day.

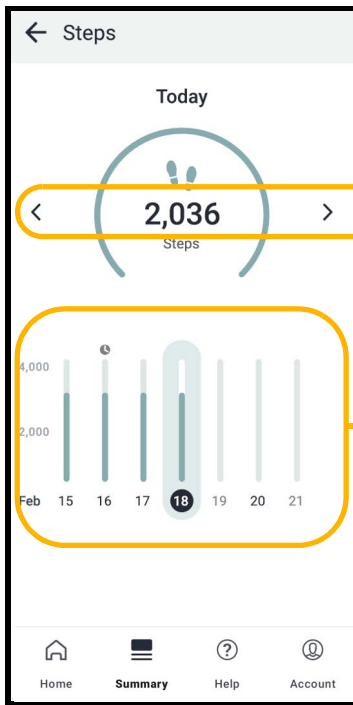
Notes:

- *Patient information provided by an ASSURE system is not intended to be used as the sole basis for making decisions about patient medical care.*
- *For the ASSURE wearable defibrillator, the number of steps and hours worn are based on the current ASSURE wearable defibrillator time and timezone. Displayed information in the ASSURE patient app does not adjust when you move to a different timezone. Changing timezones may delay updates to displayed information until the ASSURE patient app detects that a new patient day has started.*
- *For the ASSURE wearable ECG, the number of steps and hours worn are based on the current time on your smartphone. Displayed information in the ASSURE patient app will adjust when you move to a different timezone.*

## Steps

For a specific day, the Summary screen displays the total number of steps for that day. The Steps screen displays more detailed activity information.

To view the Steps screen, tap **Steps** on the Summary screen.



**Tap the arrows to select a different day**

**Swipe right or left to view different weeks.**

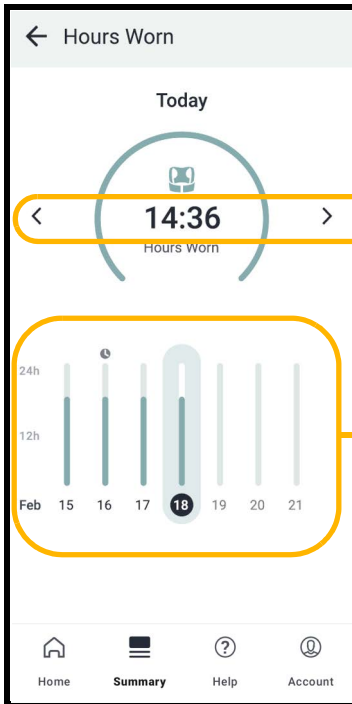
The Steps screen displays activity information for a specific day.

- A bar graph with the steps shown for each day in the week appears at the bottom of the screen. You can move forward or backward through different weeks by swiping left or right on the bar graph.
- If information is not available for a particular day, the bar for that day is empty and a "--" appears for the daily value.
- The number of steps is updated in real time.

## Hours Worn

For a specific day, the Summary screen displays the total number of hours worn for that day. The Hours Worn screen displays more detailed wear information.

To view the Hours Worn screen, tap **Hours Worn** on the Summary screen.



Use the arrows to select a different day

Swipe right or left to view different weeks.

The Hours Worn screen displays your wear information for a specific day.

- A bar graph with the total hours worn each day in the week is shown at the bottom of the screen. You can move forward or backward through different weeks by swiping left or right on the bar graph.
- If there is no information available for a particular day, the bar for that day is empty and a "--" appears for the daily value.
- The number of hours worn is updated after a successful data transfer from the ASSURE system to the ASSURE patient app (approximately every 15 minutes).

## Data Transfer

The ASSURE patient app can send data to a secure data platform, which is accessible by your healthcare provider. This information includes health information, which can be identified to you personally.

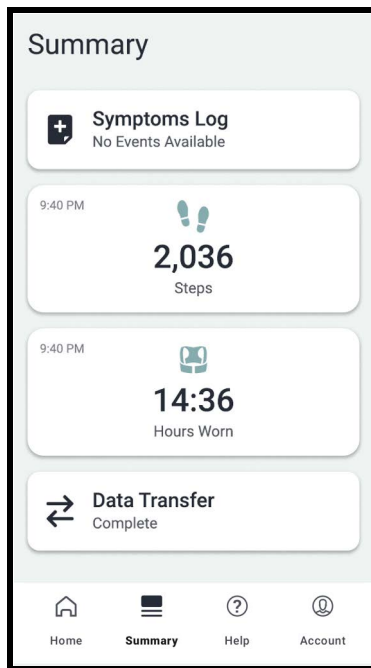
For the data transfer to occur, you must be wearing the ASSURE system with it powered on, your smartphone (or the ASSURE mobile device) must be within 30 feet of the ASSURE system, and your smartphone (or the ASSURE mobile device) must also have data or wireless network connectivity.

If you decide to connect your smartphone (or the ASSURE mobile device) to a wireless network connection, use a secure wireless network with WPA2 encryption and password protection. In general, avoid using less secure WEP and WPA wireless network connections, or any unsecured public wireless networks found in coffee shops, libraries, airports, hotels, universities, and other public places. If you connect to an unsecured wireless network, your personal and health information may be at risk (however, it will not affect the function of the ASSURE system).

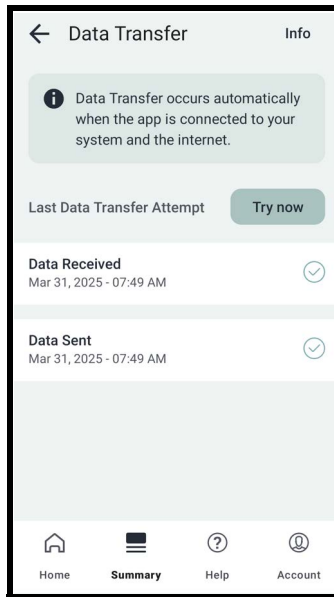
## Checking Data Transfer Status

You can view the status of the latest data transfer on the Summary Screen. The status is either Complete or Incomplete. If the status is Incomplete, there may be a communication issue that requires your attention. See Potential Issues on page 44 for help.

To view data transfer information, tap **Data Transfer** on the Summary screen.



The Data Transfer screen displays information for the last data transfer attempt. A check mark indicates a successful transfer.



- Data Received – The date and time of the last transfer from the ASSURE system to the ASSURE patient app.
- Data Sent – The date and time of the last transfer from the ASSURE patient app to a secure data platform, which is accessible by your healthcare provider.

*Note: If the last data transfer was “Incomplete”, the Data Transfer screen will notify you of the issue and provide instructions. For additional help with data transfer issues, see Potential Issues on page 44.*

To start a data transfer at any time:

**Tap Try Now on the Data Transfer screen.**

To view information about the data transfer process:

**Tap Info on the Data Transfer screen.**

# Help Screen


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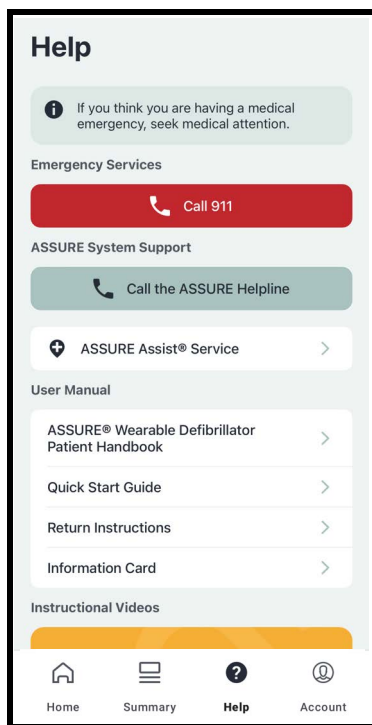
The Help screen provides the following features:

- Direct-dial options for emergency services (911) and the ASSURE Helpline (833) 692-7787 (Toll free)

*Note: The ASSURE mobile device does not support the direct-dial feature for the ASSURE Helpline. You will need to call the ASSURE Helpline from another device or phone.*

- ASSURE Assist® Service information
- Links to the product literature and training videos

To view the Help screen, tap **Help**  in the navigation bar.



To call emergency services (911):

**Tap Call 911.**

*Note: The ASSURE mobile device does not support this direct-dial feature. You will need to call 911 or emergency services from another device or phone.*

To call the ASSURE Helpline:

**Tap Call the ASSURE Helpline.**

*Note: The ASSURE mobile device does not support this direct-dial feature. You will need to call the ASSURE Helpline at (833) 692-7787 (Toll free) from another device or phone.*

To view contact information and settings for the ASSURE Assist service:

**Tap ASSURE Assist Service.**

To view the product manuals or videos, tap a manual or video on the Help screen to open it.

## ASSURE Assist Service

### Indications of Use

The ASSURE Assist service is indicated for patients who have been prescribed the ASSURE system.

### Intended Use

The ASSURE Assist service is intended for patients who have been prescribed the ASSURE system to offer support after a shock or possible sustained high heart rate event.

### How It Works

After a shock or possible sustained high heart rate event occurs while wearing the ASSURE system, the ASSURE Assist service will attempt to contact a representative who will call you, at the provided phone number, to confirm if additional help is needed. If you cannot be reached, the service will call your registered emergency contact. If both you and your emergency contact cannot be reached, the service may attempt to notify emergency services (911) on your behalf. You can register an emergency contact when you receive your ASSURE system. If you need help setting up the emergency contact information, call the ASSURE Helpline at (833) 692-7787 (Toll free).

#### Notes:

- *The ASSURE Assist service requires your smartphone (or the ASSURE mobile device) to be connected to the Internet, powered on, and within 30 feet of the ASSURE system for proper operation. No additional maintenance is required.*
- *The ASSURE Assist service must be configured before use. See the Service Conditions and Disclaimers on the*

*next page for more information and requirements. Call the ASSURE Helpline at (833) 692-7787 (Toll free) if you need assistance.*

- *To confirm that the ASSURE Assist service is working properly, make sure you are connected to the ASSURE system and a data transfer has completed. See [Checking Data Transfer Status on page 28](#) for more information.*

## **Service Conditions and Disclaimers**

- Location services must be enabled on your smartphone (or the ASSURE mobile device) and location permission must be granted for the ASSURE patient app. Enabled location services may also be used by Kestra to help locate the ASSURE system during the return process.
- The ASSURE patient app must be set up to communicate with the ASSURE system.
- Internet connectivity via cellular or Wi-Fi® is required.
- Your smartphone (or the ASSURE mobile device) must always be powered on and within 30 feet of the ASSURE system.

*Note: The specified range is for comparative purposes only and may be significantly reduced when a smartphone is in use in a typical home.*

- The phone numbers for you and your emergency contact must be current, complete, and accurate.
- A representative will attempt to call you after a qualifying event. The representative will provide supportive assistance, such as attempting to contact emergency services, but they cannot provide medical advice.
- In the event of an emergency, the ASSURE patient app is not a substitute for appropriate medical attention

and should not be relied on to contact emergency services.

- Data availability, notifications, and information provided to users are subject to device connectivity, Internet connectivity, Internet access, and service availability. It is not expected that the ASSURE system will always maintain connectivity.
- Kestra Medical Technologies will not be held responsible for any costs associated with ambulance or emergency services.

## Service Limitations

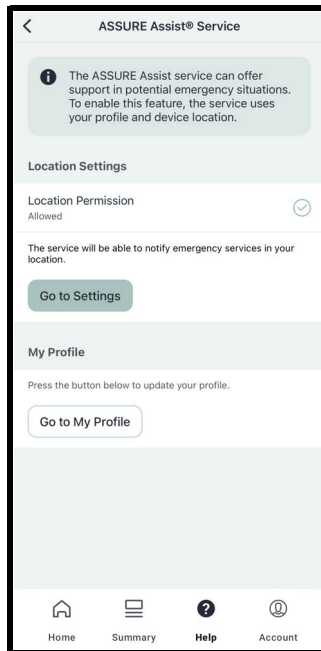
In consideration for the provision of the ASSURE Assist service, you acknowledge and agree that Kestra Medical Technologies does not represent or warrant that the ASSURE Assist service will prevent death, bodily or personal injury, or damage to you. Kestra Medical Technologies makes no representation of warranty as to the promptness of the ASSURE Assist service or emergency services. You further understand and acknowledge that the ASSURE Assist service may fail to function properly. You understand that there are alternatives available to you, such as 911 emergency telephone service, and you use the ASSURE Assist service with a full understanding of its limitations.

The ASSURE Assist service uses the cellular and wireless networking features of your smartphone (or the ASSURE mobile device), which is a radio frequency (RF) device, for communication. Depending on the location, your smartphone (or the ASSURE mobile device) may be affected by environmental factors, such as electromagnetic interference (EMI) from other devices, poor cellular or wireless signal strength, building materials, or other factors. To reduce interference or increase signal reception, try the following:

- Always maintain a safe distance from any device or area that may cause potential interference, such as microwave ovens, cordless phones, baby monitors, or high voltage transmission lines.
- Move away from any electronic devices nearby that could be causing interference. If your smartphone (or the ASSURE mobile device) returns to normal operation, one or more of those devices is likely the cause.
- Move to a different room or area to see if that fixes the issue.
- Call the ASSURE Helpline at (833) 692-7787 (Toll free).

## Viewing ASSURE Assist Service Settings

To view the current location settings, tap ASSURE Assist Service on the Help screen.



The ASSURE Assist service requires permission to use location services on your smartphone (or the ASSURE mobile device) to determine your location for emergency services. You can grant this permission through the device settings.

To turn on location permission:

**Step 1 - Tap Go to Settings under Location Permission on the ASSURE Assist Service screen.**

**Step 2 - Enable the Location permission for the ASSURE App.**


To make changes to your contact information, tap **Go to My Profile**.

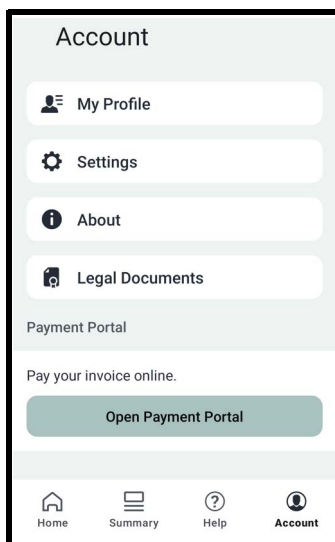
## Account Screen

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The Account screen provides the following information:

- My Profile – Displays contact information for you and your emergency contact.
- Settings – Displays notification, connection, and permission options.
- About – Displays ASSURE patient app and ASSURE system information.
- Legal Documents – Displays the legal information for the ASSURE patient app.
- Payment Portal – Link to an external payment site to pay your invoice online.

To view the Account screen, tap **Account**  in the navigation bar.



## My Profile Screen

The My Profile screen displays contact information for you and your emergency contact.

To view the current contact information, tap **My Profile** on the Account screen.

To update the contact information:

**Step 1 - Tap Edit on the My Profile screen.**

**Step 2 - Enter the new contact information.**

*Note: Your first name and phone number are required.*

**Step 3 - When finished, tap SAVE.**

## Settings

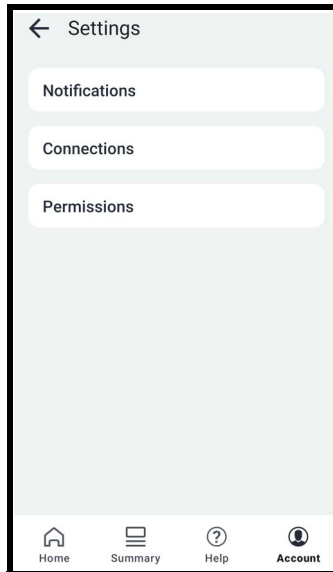
The Settings screen allows you to change the following settings:

- Notifications
- Connections

*Note: The Connections screen should only be used under the direction of a Kestra representative.*

- Permissions

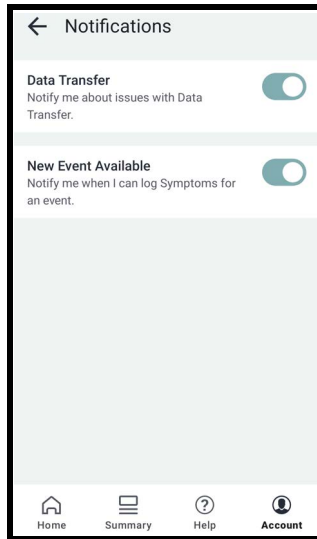
To view the Settings screen, tap **Settings** on the Account screen.



## Notifications

The ASSURE patient app provides notifications when there is an issue with device connectivity, data transfer, or a new heart rhythm recording event is available. For more information on notifications, see Notifications on page 12.

To view the Notifications screen, tap **Notifications** on the Settings screen.



The Notifications screen allows you to turn off certain in-app notifications.

*Note: Data transfer and heart rhythm recording notifications are enabled by default.*

To turn off notifications:

**Tap the slider to move it to the left** .

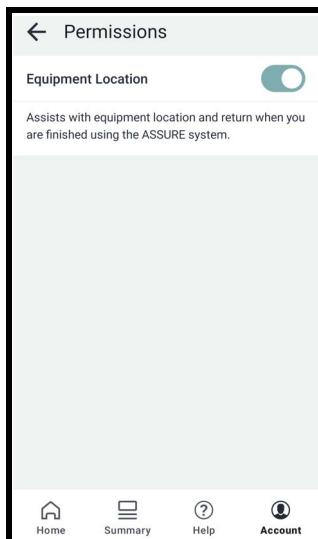
To turn on notifications:

**Tap the slider to move it to the right** .

## Permissions

The Permissions screen allows you to change the current Equipment Location setting. The ASSURE patient app uses your device's location to help with equipment pickup and return when you are done using the ASSURE system.

To view the Permissions screen, tap **Permissions** on the Settings screen.



If the Equipment Location setting is turned off, you can schedule the return of your ASSURE system by calling the ASSURE Helpline at (833) 692-7787 (Toll free).

To turn off the Equipment Location setting:

**Tap the slider to move it to the left** .

To turn on the Equipment Location setting:

**Tap the slider to move it to the right** .

## Payment Portal

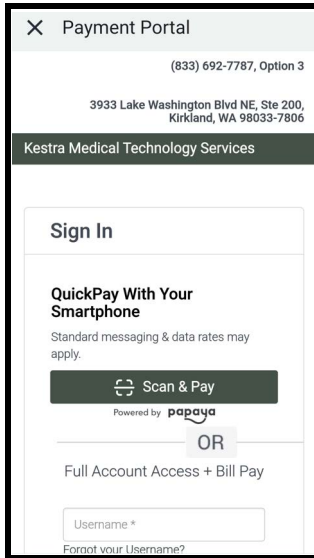
The Payment Portal is a link to an external online payment site that provides you with a convenient way to pay your invoice.

*Note: If you have any issues connecting to or displaying the Payment Portal on your mobile device, try going to [www.KestraBillPay.com](http://www.KestraBillPay.com) on another device with a larger screen.*

To use the Payment Portal:

**Step 1 - Tap Open Payment Portal on the Account screen.**

**Step 2 - Follow the on-screen instructions to pay your invoice.**



The screenshot shows a mobile application interface for the Payment Portal. At the top, there is a close button (X) and the title "Payment Portal". Below this, the contact information is displayed: "(833) 692-7787, Option 3" and "3933 Lake Washington Blvd NE, Ste 200, Kirkland, WA 98033-7806". A dark green header bar contains the text "Kestra Medical Technology Services". The main content area is titled "Sign In" and features a "QuickPay With Your Smartphone" section. This section includes a note: "Standard messaging & data rates may apply." and a prominent dark green button with a QR code icon and the text "Scan & Pay". Below the button, it says "Powered by papaya". An "OR" separator is followed by the text "Full Account Access + Bill Pay". At the bottom, there is a text input field labeled "Username \*" with a small note below it: "Forgot your Username?".

# Chapter 3 Help

This section provides information on potential issues and suggested actions when using the ASSURE patient app.

For help at any time, call the ASSURE Helpline at (833) 692-7787 (Toll free).

## Potential Issues

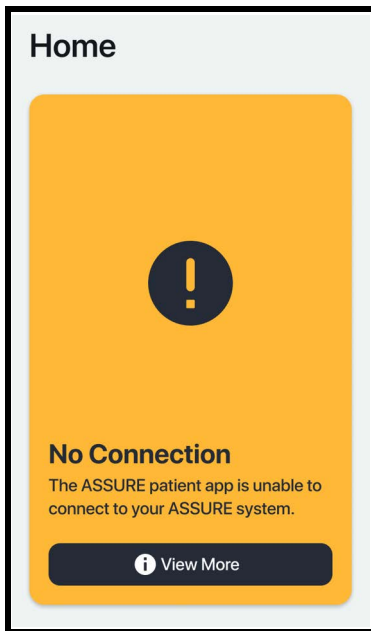
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The following table lists common problems while wearing an ASSURE system that is connected to the ASSURE patient app, and the actions to take to resolve them. If you need help at any time, call the ASSURE Helpline at (833) 692-7787 (Toll free).

<b>Issue</b>	<b>Actions</b>
The ASSURE system was not found during automatic detection.	The automatic detection feature could not find the ASSURE system. Try the following options: <ul style="list-style-type: none"><li data-bbox="494 618 944 683">● Make sure the ASSURE system is nearby.</li><li data-bbox="494 699 944 829">● Make sure the Battery is connected to your ASSURE system and the ASSURE system is powered up.</li><li data-bbox="494 846 944 943">● Make sure your ASSURE system is not connected to any other ASSURE patient app.</li><li data-bbox="494 959 944 1057">● Try again using another method (scanning or entering the serial number manually).</li><li data-bbox="494 1073 944 1170">● If the issue persists, call the ASSURE Helpline at (833) 692-7787 (Toll free) for help.</li></ul>

## Issue

The Home screen displays “No Connection”.



## Actions

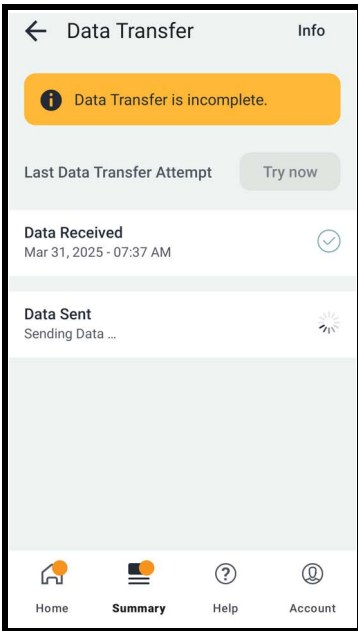
This message appears when the ASSURE patient app cannot currently communicate with the ASSURE system. Try the following options:

- Make sure the ASSURE system is turned on (Battery is inserted or connected) and nearby.
- Move your smartphone (or the ASSURE mobile device) closer to the ASSURE system. If possible, place them next to each other for a few minutes to see if the connection is restored.
- Restart your smartphone (or the ASSURE mobile device).
- Call the ASSURE Helpline at (833) 692-7787 (Toll free).

<b>Issue</b>	<b>Actions</b>
Missing information on the Steps and Hours Worn screens	<p>The ASSURE patient app may not have the latest information from the ASSURE system. Try the following options:</p> <ul style="list-style-type: none"><li>● Make sure the ASSURE patient app is communicating with the ASSURE system. Check the system status and data transfer status on the Home screen.</li><li>● Check that the ASSURE system and your smartphone (or the ASSURE mobile device) are within 30 feet of each other.</li><li>● Tap <b>Try Now</b> on the Data Transfer screen.</li><li>● If the issue persists, call the ASSURE Helpline at (833) 692-7787 (Toll free) for help.</li></ul>

## Issue

Data Transfer status says “Incomplete”.



## Actions

- Check the Data Transfer screen for more explanation and tap **Try Now** again.
- Confirm Cellular Data settings on your smartphone (or the ASSURE mobile device) are turned on.
- Check that your smartphone (or the ASSURE mobile device) is connected to a data network (often referred to as 4G or 5G).
- If a cellular connection is not available, try connecting to a secure wireless network with WPA2 encryption and password protection.

In general, avoid using less secure WEP and WPA wireless network connections, or any unsecured public wireless networks found in coffee shops, libraries, airports, hotels, universities, and other public places. If you connect to an unsecured wireless network, your personal and health information may be at risk.

- If an error number is displayed on the screen or the issue persists, call the ASSURE Helpline at (833) 692-7787 (Toll free).

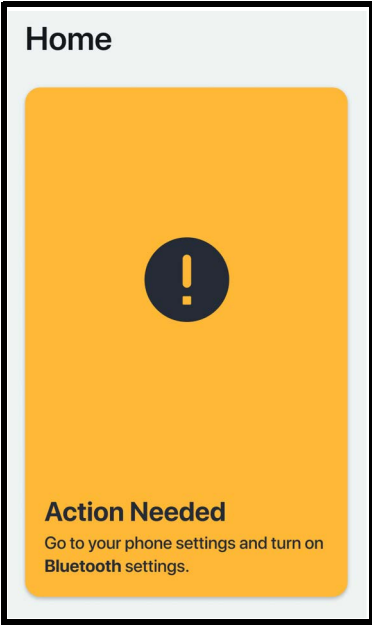
<b>Issue</b>	<b>Actions</b>
Data Transfer Not Available – No communication with the ASSURE system	<p>The ASSURE system and the ASSURE patient app cannot communicate with each other.</p> <ul style="list-style-type: none"><li>● Check that the ASSURE system and your smartphone (or the ASSURE mobile device) are both powered on and within 30 feet of each other.</li><li>● If the issue persists, call the ASSURE Helpline at (833) 692-7787 (Toll free) for help.</li></ul>
Data Transfer Incomplete – No Internet connection	<p>This notification indicates that your smartphone (or the ASSURE mobile device) is not currently connected to the Internet.</p> <ul style="list-style-type: none"><li>● Check the wireless network connection and cellular data settings on your smartphone (or the ASSURE mobile device). Make sure the settings are turned on.</li><li>● Verify your smartphone (or the ASSURE mobile device) is in cellular service range.</li><li>● Verify your wireless network is working properly.</li><li>● Verify the network password is correct.</li><li>● If the issue persists, call the ASSURE Helpline at (833) 692-7787 (Toll free) for help.</li></ul>

Issue	Actions
Data Transfer Incomplete – No communication with the Kestra CareStation website	<p>The ASSURE patient app cannot send data to your healthcare provider.</p> <ul style="list-style-type: none"> <li>● Call the ASSURE Helpline at (833) 692-7787 (Toll free) for help.</li> </ul>
Location services notification on Home screen	<p>Location services must be turned on to allow the ASSURE Assist service to access your location in the event of an emergency.</p> <ul style="list-style-type: none"> <li>● Tap <b>Go to Settings</b> on the notification and tap the slider to turn on Location services. This will allow the ASSURE patient app to access the location of your smartphone (or the ASSURE mobile device).</li> </ul>
Location permission turned off for the ASSURE Assist service	<p>Location permission must be granted for the ASSURE Assist service to access your location in the event of an emergency.</p> <p>To turn on location permission:</p> <p><b>Step 1 Tap Go to Settings under Location Permission on the ASSURE Assist Service screen.</b></p> <p><b>Step 2 Tap the slider to turn on the Location permission.</b></p>

<b>Issue</b>	<b>Actions</b>
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Bluetooth setting is turned off on your smartphone (or the ASSURE mobile device).

Go to your smartphone (or the ASSURE mobile device) settings and turn on the Bluetooth setting.



<b>Issue</b>	<b>Actions</b>
Location permission turned off for Equipment Location	<p data-bbox="489 219 946 316">Kestra may use your smartphone's location information to assist in the return of the ASSURE system.</p> <p data-bbox="489 332 893 365">To turn on location permission:</p> <ul style="list-style-type: none"><li data-bbox="489 381 867 446"><b>Step 1 Tap Account in the navigation bar.</b></li><li data-bbox="489 462 782 495"><b>Step 2 Tap Settings.</b></li><li data-bbox="489 511 835 544"><b>Step 3 Tap Permissions.</b></li><li data-bbox="489 560 941 673"><b>Step 4 Tap the slider to turn on the Equipment Location permission.</b></li></ul> <p data-bbox="489 690 952 852">If the Equipment Location setting is turned off, you can schedule the return of your ASSURE system by calling the ASSURE Helpline at (833) 692-7787 (Toll free).</p>

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**For assistance, call the ASSURE Helpline at  
(833) 692-7787 (Toll free).**

**[www.kestramedical.com](http://www.kestramedical.com)**



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