Release Notes

Floodlight™ MS Mobile Application

Software version: 1.7 | Document version: 11.0

Material Numbers: For iOS - 09342320001; For Android - 09342338001

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About

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Not for diagnostic, monitoring or therapeutic purposes or in any other manner for regular medical practice.

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Symbols used

The following table displays the symbols used in this Release Notes.

	Product manufacturer: The name and address of the application's manufacturer.
REF	**Reference Number:** Indicates the Reference or Catalog number for this user manual.
	Consult instructions for use: The device includes electronic instructions for use (eIFU).
	Warnings and Precautions: Highlights information that is critical for optimal performance of the system. May also indicate that loss of data or invalid data could occur if the precautions or instructions are not observed.

Preface

The Floodlight™ MS Mobile Application will help you take a snapshot of your health in a few minutes each session, track your health over time by collecting data between clinic visits, and enabling you to review your data with your provider.

Intended Use

The Floodlight™ MS Mobile Application is intended to present various assessment modules to patients with multiple sclerosis and visualize the results of these assessments. The application is intended to send results from the assessment modules to a server in order to be visualized by qualified healthcare professionals (HCPs) on a portal. The application is also intended to receive responses from the user to questions related to their symptoms or person.

The Floodlight™ MS Mobile Application is not intended to interpret or analyze clinical laboratory test or other device data, results, or findings.

What's New?

This release of the Floodlight™ MS Mobile Application has been updated with bug fixes to improve your user experience. Check it out!

This Floodlight™ MS Mobile Application release also includes enhancements to the Floodlight™ MS 2MWT. As a result, you may see changes in your step intensity in the new release than in the previous releases. This may not represent a change in your gait function. Over time, your scores will stabilize and thus, become reflective of longer-term trends. If you have questions related to your Floodlight™ MS 2MWT score, we recommend that you discuss this with your provider. If you have questions related to the enhancements in this release, please contact Roche customer support.

Supported Platforms

The following table displays the supported platforms for Floodlight™ MS Mobile Application.

Platforms	Version
Floodlight™ MS SDK: iOS	1.7
Floodlight™ MS SDK Android	1.7
Floodlight™ MS SDK Backend	1.7
iOS version	14.x to 16.x
Android version	10 to 13

Unsupported Phones

The Floodlight™ MS Mobile Application is not supported on the following phones. Floodlight™ MS is not supported on any tablets (Android or iOS).

Brand	Model Name
Alcatel	7
Alcatel	Tetra
Alcatel	ZIP LTE
Alcatel	REVVL 2 Plus
Alcatel	Raven LTE
Alcatel	REVVL 2
Alcatel	1X (2018)
Alcatel	PulseMix
Alcatel	Verso
Alcatel	IdealXcite
Alcatel	One Touch Idol 5
Alcatel	REVVL
Alcatel	3V

Brand	Model Name
Alcatel	1X Evolve
Alcatel	A30
Alcatel	Cameox 4G
Alcatel	LX 4G
Alcatel	A30 Fierce
Alcatel	A30 Plus
Alcatel	Avalon V
Alcatel	One Touch Idol 5S
Alcatel	Onyx
Alcatel	LX1
Alcatel	LX2
Alcatel	Jitterbug Smart2
Alcatel	Kora
Alcatel	A50
Alcatel	Ideal
Alcatel	Streak

Brand	Model Name
Alcatel	A1
Alcatel	Axia
Alcatel	Fierce 4
Alcatel	One Touch Idol 4
Alcatel	One Touch Pixi Eclipse
Alcatel	Jitterbug Smart
Alcatel	One Touch Pixi Avion
Alcatel	One Touch Pixi Glitz
Alcatel	Allura
Alcatel	One Touch Idol 3 (5.5)
Alcatel	Dawn
Alcatel	One Touch Idol 4s
Alcatel	One Touch Flint 4G
Alcatel	One Touch Pixi 4 (5)
Alcatel	Tru
Alcatel	One Touch Pop 4S

Brand	Model Name
Alcatel	One Touch Pixi Pulsar
Alcatel	One Touch Pixi 4 (6)
Alcatel	One Touch Pop 4+
Huawei	P20 Lite (2018)
Huawei	P Smart (2018)
Huawei	Mate 10 Lite
Huawei	Mate 20 Lite (2018 Sep)
Huawei	Y6 (2018)
Huawei	P10 (2017)
LG Electronics	Aristo 2 (2018)
LG Electronics	Stylo 4 (2018)
LG Electronics	K20 Plus (2016 Dec)
LG Electronics	Risio 3
LG Electronics	Tribute Dynasty
LG Electronics	Rebel 4
LG Electronics	Stylo 3 Plus

Brand	Model Name
Motorola	Moto E5 Play (2018 Jul)
Motorola	Moto E4 (2017 Jun)
Motorola	Moto E7
Samsung	Galaxy A13
Samsung	Galaxy J6 (2018 May)
Sony Mobile	Sony Xperia 10 III
Sony Mobile	Sony Xperia 10 III Lite

Known Limitations and Workarounds

The following issues are identified as known issues with workarounds in the current release of Floodlight™ MS Mobile Application.

Smart pop-up does not interrupt an activity

If you use a Samsung phone on an Android platform, the smart pop-ups can appear while you are using the Floodlight MS app. If a smart pop-up appears, you can interact with it and then continue to take the test without interruptions.

Can redo a completed test flow by manually changing the time

On an iOS phone, if you manually change the date and time on your phone to a past date and time, you will be able to take the test even if they are already complete for the day. However, the data is still recorded for the current date and the results can be viewed in your History screen.

Floodlight™ MS Mobile Application resets the value for the Year Diagnosed field if you make any changes to your Birthday

On an iOS phone, if you update your **Birthday** (Day/Month/Year) on the **User Profile** screen, the Floodlight™ MS Mobile Application also resets the value for the **Year Diagnosed**. In this case, you can reselect the value for **Year Diagnosed** after you finish making changes to your **Birthday**.

Floodlight™ MS Mobile Application crashes for users upgrading from a previous version to version 1.2 and above

On some Android phones, when you upgrade the app from a previous version to version 1.2 and above, the app crashes on the **Choose Your Country** screen. To avoid this error, before you upgrade the app, erase the Floodlight™ MS cache from your phone or uninstall and re-install the app instead.

On some Android phones, when in the offline mode, you may get two pop-up error messages on the My Schedule screen

On some Android phones, if you are on the **My Schedule** screen and you go into the offline mode, you may receive two pop-up error messages, one for the offline mode and the other for technical issues. In this case, tap **OKAY** on both the messages to continue using the app in the offline mode.

Cached server response on a user's device prevented the 1.4.1 forced upgrade

The Floodlight™ MS Mobile Application 1.4.1 was initially released as a non-mandatory upgrade version but was later configured as a forced upgrade version. In this case, for some users on an iOS phone, the cached server response from the initial installation caused the 1.4.1 forced upgrade trigger to fail. As a result, the user was not able to log in to the app any more. To resolve this issue, a user could perform one of the following options:

- Manually upgrade the Floodlight™ MS Mobile Application from the App Store.
- Clean the Floodlight™ MS Mobile Application cache from their phone.

On an iOS phone, the Country Code preview on the Assistance Service screen is confusing

On an iOS phone, the Country Code preview on the **Floodlight™ MS Assistance Service** screen is confusing. When the user enters the phone number, it seems like that the Country Code is automatically selected based on the user's Country selection. However, the **Confirm** button is not enabled. To complete the process and enable the Confirm button, select the Country Code manually on the **Floodlight™ MS Assistance Service** screen.

Problems during unzipping and downloading the user manual files prevents the user from completing any activity

When installing the Floodlight™ MS Mobile Application, in case there is a problem during unzipping and downloading the user manual files, a user is not able to complete any of the activities. In this case, a possible workaround can be to reinstall the Floodlight™ MS Mobile Application on your phone. However, this workaround may not work for all users.

Biometric credentials are not updated when you use the Forgot password? option to reset your password

After you use the Forgot password? link to change your password, your Biometric credentials are not updated automatically. To resolve this issue, you need to log in manually and reset the Biometric credentials.

Floodlight™ MS Mobile Application may crash when using with iOS versions 14.7.1 and 14.8

On some iOS phones the Floodlight™ MS Mobile Application may crash when using with iOS versions 14.7.1 and 14.8. To resolve this issue, update the operating system on your phone to a more recent version.

Known Limitations without present workarounds

The following limitations are unresolved in this version of Floodlight™ MS Mobile Application. Resolutions or workarounds will be communicated in future release notes.

- If you use the Forgot Password option to recover your app password but enter an incorrect email, the app does not display an error message and instead displays the "Check your email! We just sent a confirmation code to "name@email.com" to reset your password." message.
- On an Android phone, if the **COUNTRY** is not set in the user profile, a user may see a Discard changes popup when they tap the **Back** arrow on the **My Profile Information** screen without editing or adding any information.
- The app displays an additional unnecessary error message after a user taps the **OKAY** button on the Ongoing Maintenance screen.
- On an iOS phone, the **You are connected** screen displays a **Back** button that is non-functional and not needed.
- On an iOS phone, during the Maintenance mode, a patient can perform an activity multiple times because the app displays the **Take Again** button when it is not able to calculate the results for an activity due to the ongoing Maintenance mode.
- On an Android phone, if you change the time zone for your phone after you have already performed some activities, the **Dashboard** and the **Activity History** screens show different dates for the already performed activities. While the **Dashboard** displays the current date, the **Activity History** screen displays the previous day's date. This happens only if you change from one time zone to another where only the time changes but the date remains the same. For example, if you change the time zone so that 28 July 6 pm Europe time changes to 28 July 11 am Canada time, you may see that the **Activity History** screen displays 27th July as the date for an activity that you completed on 28th July.
- When two users share a device for using the Floodlight™ MS Mobile Application, any reminders set by the first user are also seen by the second user.
- The Floodlight™ MS Mobile Application marks an activity as **Completed** without waiting for the calculated test results. Subsequently, if the test results cannot be calculated due to various reasons, it changes the status to **Retake Test**. As a result, a user may see an incorrect status for an activity for a few seconds while the app is waiting for the calculated test results

- If you use multiple devices to perform the same activity, on either the same day or a different day, the Floodlight™ MS Mobile Application allows you to perform the activity more times than the configured frequency for that activity. In addition, if the same activity is performed multiple times on the same day, only the latest result is displayed in the **Activity History** for your account.
- On an iOS phone, the "SUPERVISED SESSION ENABLED" text always appears at the top of the **Your Symptoms** and **Relapse** screens.
- While viewing the charts displayed on the **Your Data** screen, if you switch between the portrait and the landscape modes, the app randomly switches between the categories of charts being displayed.
- After you install the Floodlight™ MS Mobile Application on an iOS phone and tap the **Need help?** link on the **Log In** screen, the **Support** button, in the message box displayed, is disabled.
- On an iOS phone, when you tap the **Start** button for an activity, the Floodlight™ MS Mobile Application intermittently displays an incorrect error message related to the official language of the app instead of displaying the **Instructions** screen.
- On an Android phone, if you accidentally tap the Android **Back** button while performing an activity, the app interrupts the activity and takes you back to the **Instructions** screen for that activity. In addition, the activity is not marked as complete and you will need to take the activity again.