



Release Notes

Floodlight™ MS Mobile Application

Software version: 1.8.2 | Document version: 15.0

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

© 2023 F. Hoffmann-La Roche Ltd

About

© F. Hoffmann-La Roche Ltd 2023

All rights are reserved. Reproduction or transmission, in whole or in part, in any form or by any means, electronic, mechanical or otherwise, is prohibited without the prior written consent of the copyright owner.

Copyrights and all other proprietary rights in any software and related documentation ("Software") made available to you rest exclusively with Roche or its Licensors. No title or ownership in the Software is conferred to you. Use of the Software is subject to end user license agreement.

FLOODLIGHT MS is a trademark of Roche.

ANDROID, GOOGLE and GOOGLE PLAY logo are trademarks of Google, LLC. APPLE, APPLE logo and APP STORE are trademarks of Apple Inc. All other product names and trademarks are the property of their respective owners.

Floodlight™ MS Mobile Application might contain components or modules that are Open Source or commercial software programs.

To the maximum extent permitted by law, you shall not decompile and/or reverse engineer the software or any part thereof.

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



Roche Molecular Systems, Inc.
2881 Scott Boulevard
Santa Clara, California 95050
United States of America

Made in the USA



For iOS - 09342320001
For Android - 09342338001

**Date of
Publication**

2023-12-21







floodlightms.com

Please contact Roche to request a printed version of this document.

Symbols used

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

	Product manufacturer: The name and address of the application's manufacturer.
	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!

- Added a feature to receive consent about your interest in providing feedback to the Floodlight™ MS team. However, this feature may not be available in all regions or to all users in a region.
- Simplified the password reset workflow for the users participating in clinical studies.

Supported Platforms

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

Platforms	Version
Floodlight™ MS Mobile Application SDK: iOS	1.8.2
Floodlight™ MS Mobile Application SDK Android	1.8.2
Floodlight™ MS Mobile Application SDK Backend	1.8.2
iOS version	14.x to 17.x
Android version	10 to 14

Unsupported Phones

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

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

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.

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.

On an iOS phone, the Reachability feature interferes with completing an activity

On an iOS phone, while performing an activity, if you accidentally swipe down to the bottom of your screen, it results in the screen shifting down to the bottom half of your phone due to the Reachability feature. Although the activity does not stop, you are no longer able to complete the activity as expected. To avoid this scenario, you can use the Settings > Accessibility > Touch option on your phone to disable the Reachability feature. However, this is a global setting and may impact the way you use your phone.

On an Android phone, the app crashes if you tap the Back button while the Activity History is being updated

On an Android phone, if you tap **Activity History** to view the details for a past activity but then tap the **Back** button before it has finished updating, the Floodlight™ MS Mobile Application crashes. To avoid this issue, wait for the activity details to finish downloading on your phone and the progress bar to disappear before you tap the **Back** button.

On an iOS phone, the Dynamic Y-axis for the Hand function tests does not work unless the user completes each activity using their left hand at least once.

On an iOS phone, if you complete a Hand function test, the Pinching Test or the Draw a Shape Test, and get a result that is more than the default Y-axis values, the Y-axis does not expand dynamically to show your results unless you complete the activity using your left hand at least once. In this case, if you have both hands enabled for the activities, you can complete the activity at least once using your left hand to see the results for both the hands.

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.
- 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.
- 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.
- If two different users access the Floodlight™ MS Mobile Application from the same iOS phone, the appointments (upcoming and past) added by User1 are also visible to User2. In addition, the post-visit survey for an appointment completed by User1 is displayed for both the users. In this case, if User2 responds to the survey first, User1 does not see the survey.

- The audio commands for the 2-Min Walk and U-Turn activities are unintelligible if the language setting for the phone mismatches the locale for the Floodlight™ MS Mobile Application.
- If an activity is scheduled as once per month, the data to calculate when a user can retake the activity is not calculated correctly allowing the user to take an activity more frequently than once a month.
- Depending on whether you are using an Android phone or an iOS phone, the pop-up for getting your approval to receive emails from the Floodlight™ MS team may appear either before or after you log in to the app.
- On an Android phone, the Clinical Study Participant ID is not displayed on the Dashboard screen.
- A user is able to perform an activity twice in one day by using different phones to log in each time. The **Activity History** screen in the app and the Floodlight™ MS Healthcare Professional's Portal display the results for only the last activity completed. However, the results for the activity previously completed on the other device are available on the server.
- When a user completes the 2-Min Walk activity without meeting the minimum requirements for the activity, such as the number of steps taken or the walking speed, the result is a NaN (Not a Number). As a result, the **Activity History** tab displays an error when the user tries to access the 2-Min Walk graph.
- While completing an activity, if a user's phone is connected to a network/Wi-Fi but has no internet connection, the Floodlight™ MS Mobile Application is unable to upload the results to the server and erroneously displays an error message about the app being under maintenance.
- The pop-up displayed during the cool-off period for the Match the Symbols activity is not consistent with the behavior of the app. The cool-off period of seven days is reset at the beginning of every cycle regardless of when the user completed the activity during that cycle; therefore, the user is able to complete the activity before the number of days stated in the pop-up.
- There is a noticeable delay of about 15 seconds when logging into the Floodlight™ MS Mobile Application, especially on an Android phone.
- When users have issues with their network connection, such as a slow or poor connection, validation done in the Certificate Transparency library used by the Floodlight™ MS Mobile Application is not executed in a timely manner, and an Application Not Responding (ANR) error is triggered.