



## Viewfinder Remote App Release Notes

The following is a list of known device implementation anomalies and troubleshooting steps associated with the listed software release version. The software version is listed on the About screen (Settings → System Options → About). These issues are continually updated and compiled as a result of ongoing product improvements.

### Viewfinder remote app anomalies for software release version 1.3.9

Known anomaly	Cause	Suggested actions
Session status on the HemoSphere advanced monitor (e.g. paused monitoring session is resumed) is not updated on the Viewfinder remote app.	If multiple sessions (five or more) are being monitored on the Viewfinder remote app, there is an intermittent delay in receiving monitoring status for one of the sessions.	Log out of the Viewfinder remote app and log back in to refresh or delete the sessions.
When the hospital department association of a HemoSphere advanced monitor is changed within Viewfinder devices, clinical users assigned to the old department can still access monitoring sessions on that HemoSphere advanced monitor.	Dynamic changes to a monitor's department association in Viewfinder cloud are not updated during a valid Viewfinder remote user session.	If desired, the Clinical Admin making the departmental change can remove users associated with the old department.
When the user's phone is locked, the Viewfinder remote app user session is logged out after 8 minutes. Normal app timeout period is 15 minutes.	The phone's operating system stops responding to the Viewfinder remote app when the device is locked.	Log back into the Viewfinder remote app.
The Viewfinder remote app screen turns black.	A software runtime error occurred.	Force quit the Viewfinder remote app and restart.
Viewfinder remote app does not automatically timeout patient monitoring sessions.	Session data is still kept active until the <b>End Session</b> button is touched on the HemoSphere monitor.	End the patient monitoring session by touching the <b>End Session</b> button on the HemoSphere advanced monitor.
Trending data only appears for the time period in which the app has been active. Patient data monitored before app is activated is not available.	Data buffering errors prevent historical data viewing.	View patient monitoring data on HemoSphere advanced monitor.
"Connectivity Lost" banner is displayed across the top of the screen during an active connection.	A delayed response or error occurs with an API (application programming interface) call.	App data is still visible and correct below the banner. Wait for banner to clear for app functionality behind the banner.
Buffering issues occur when scrolling to historical trend data.	The intermittent freeze is caused by a delayed response from the API.	Exit the expanded (landscape) view, or view historical patient monitoring data on HemoSphere advanced monitor.
Viewfinder remote app crashes during multi-factor authentication (MFA).	Incorrect function name is used in programming file.	Close the Viewfinder remote app and log back in.



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**Edwards Lifesciences LLC**  
One Edwards Way  
Irvine, CA 92614 USA  
Made in USA

Telephone 949.250.2500  
800.424.3278  
FAX 949.250.2525

Web IFU