





myCordella™ Patient Hub Solution

Endotronix™ has released a fix to a recent issue some U.S. myCordella users have experienced where their myCordella Patient Hub (Display Screen) is turning itself off without any interaction.

When the display screen turns off, it can be powered back on using the power button located on the upper edge of the display screen.

	Along the top edge there are two buttons on the left side, and the shorter, left-most button is the power button. Hold this button down for 3 (three) seconds until the user feels a slight vibration from the tablet. The tablet will begin to power on at that point.
	After a minute or two of loading it will bring the user back to the home screen.





The issue with the tablet turning off by itself has been sporadic, but once the display screen is powered back on everything works as expected. Any sent data successfully appears in the physician's Patient Management Portal. If a user comes across a powered off display screen, they should turn it back on and continue using it as usual. No other action must be taken by the user.

In order to provide this fix, Endotronix staff will be making software updates to each user's display screen, during which time a user may see some remote interaction with their display screen. We will make sure to find a time when the user is not using their display screen.

If you have any questions or concerns about this, please contact customer service using the number provided in the back of the User's Manual, Quick Start Guide, or Patient Management Portal Manual (1-888-512-5595).

