



**SOZO® Hardware**  
**SOZO® Software Version 6.1**

**Instructions for Use**



**ImpediMed Limited**

ABN 65 089 705 144

Suite 31C

12-18 Tryon Rd.

Lindfield NSW 2070

Australia

**Phone:** + 61 7 3860 3700

**Fax :** + 61 7 3260 1225

**Email :** enquiries@impedimed.com

**Website :** <http://www.impedimed.com>

Distributed in the United States by:

**ImpediMed Inc**

5900 Pasteur Court, Suite 125

Carlsbad, CA 92008

(877) 247-0111

tsu@impedimed.com

For assistance with product set up please review the help videos at <https://www.impedimed.com>.

For other assistance, or to report product issues, please contact ImpediMed U.S. by email at [tsu@impedimed.com](mailto:tsu@impedimed.com) or by phone at: 877 247 0111 option 4

EC	REP
----	-----

MDSS GmbH  
Schiffgraben 41  
30175 Hannover  
Germany

**UKRP**

MDSS-UK RP Ltd.

Parkway House, Palatine Rd, Northenden, Wythenshawe

Manchester M22 4DB

United Kingdom



For EU Customers: All products at the end of their life may be returned to ImpediMed for recycling.

For patent(s) and/or patent application(s) see: <https://www.impedimed.com/patents/>

## TABLE OF CONTENTS

<b>1</b>	<b>SYSTEM OVERVIEW .....</b>	<b>7</b>
1.1	Bioimpedance Spectroscopy (BIS) Technology .....	7
1.2	Introduction to the SOZO® System.....	7
1.3	The SOZO® System Architecture .....	8
1.3.1	Tablet Function .....	9
1.4	Assessment Licenses .....	10
1.5	Minimum Internet Requirements.....	10
1.6	Websites to Whitelist.....	11
<b>2</b>	<b>SAFETY .....</b>	<b>12</b>
2.1	Signs and Symbols .....	12
2.2	Intended Use .....	13
2.3	Contraindications .....	13
2.4	Warnings .....	14
2.5	Precautions .....	14
2.5.1	Storage Conditions and Use .....	15
2.5.2	Location for Use.....	15
<b>3</b>	<b>MySOZO .....</b>	<b>17</b>
3.1	Introduction to the MySOZO System .....	17
3.2	MySOZO Users (Administrators and Clinicians).....	17
3.2.1	First Time Set-Up .....	17
3.2.2	Reset Password.....	20
3.2.3	Password Expiration .....	22
3.2.4	Naming A SOZO Device .....	22
<b>4</b>	<b>MYSOZO AND SOZOapp CLINICIAN .....</b>	<b>24</b>
4.1	MYSOZO and SOZOapp Quick Start Guide .....	24
4.2	Clinician Home Page .....	31
4.2.1	Help Icon.....	31
4.2.2	Info Icon .....	32
4.2.3	Clinician Settings Icon .....	33
4.2.4	Clinician User Profile Icon .....	35
4.3	Clinician Patient List.....	35
4.3.1	Search for Patient .....	35

4.3.2	Patient Dashboard .....	36
4.3.3	Create Patient .....	37
4.3.4	Delete Patient .....	39
4.3.5	Delete Measurement.....	39
4.3.6	Restore Patient .....	40
4.3.7	Merge Patient Profiles.....	41
4.3.8	Edit Patient Profile .....	41
4.3.9	Export Patient Data .....	42
4.3.10	Shared Data .....	43
4.3.11	Report .....	50
<b>4.4</b>	<b>Measurement Dashboard .....</b>	<b>51</b>
4.4.1	Setting a Baseline .....	54
4.4.2	Evaluating Measurements Against a Baseline .....	54
4.4.3	Adding a Measurement Tag.....	55
4.4.4	Cole Plots .....	56
<b>4.5</b>	<b>Clinician Patient Groups.....</b>	<b>56</b>
<b>4.6</b>	<b>Clinician Analytics .....</b>	<b>58</b>
4.6.1	Lymphedema Surveillance Program .....	58
4.6.2	Surveillance Program Tab .....	58
4.6.3	Patient & Measurement Overview .....	61
4.6.4	Patient Distribution .....	63
4.6.5	Patient List .....	66
4.6.6	Navigation.....	67
<b>5</b>	<b>SOZOapp .....</b>	<b>69</b>
<b>5.1</b>	<b>SOZOapp Settings .....</b>	<b>69</b>
5.1.1	Select and Pair Device .....	70
5.1.2	Self-Test .....	73
5.1.3	Device Management.....	74
5.1.4	Measurement Units .....	75
5.1.5	Time Zone .....	75
5.1.6	Multi-Factor Authentication .....	75
5.1.7	Technical Support .....	75
5.1.8	Licensing Status .....	76
5.1.9	Software Version .....	77
5.1.10	Regulatory Information .....	77

5.2	SOZOapp My Account Page .....	78
6	PREPARING THE PATIENT .....	79
6.1	Preparing for all Measurements .....	79
6.1.1	Factors Affecting Measurement .....	79
6.1.2	Body Composition Measurements .....	79
6.2	Measurement Accuracy .....	79
6.2.1	Weight Modifications .....	80
6.3	Positioning the Patient.....	80
6.3.1	Standing Position .....	80
6.3.2	Seated Position .....	81
7	TAKING MEASUREMENTS .....	82
7.1	Starting Measurements with the SOZOapp.....	82
7.2	Accepting and Rejecting Cole Plots After Measurement .....	84
7.3	Interpreting Cole Plots .....	87
7.4	Licensing.....	88
7.4.1	Impact of Licensing Additional Assessments on Results .....	88
7.4.2	Impact of Cancellation of Assessment License on Results .....	88
8	ASSESSMENT TYPES .....	89
8.1	Choosing the Proper Assessments for the Patient.....	89
8.2	Assessment Specific Instructions for Use .....	89
9	MYSOZO ADMINISTRATOR .....	90
9.1	Administrator Home Page .....	90
9.1.1	Help Icon.....	91
9.1.2	Info Icon.....	92
9.1.3	Administrator Settings Icon .....	93
9.1.4	Administrator User Profile Icon .....	100
9.2	Administrator User List .....	101
9.2.1	Create New User .....	102
9.2.2	Audit Logs .....	103
9.2.3	Edit User .....	104
9.2.4	Delete User .....	105
9.2.5	Restore User .....	106
9.3	Administrator Patient Groups .....	106

9.3.1	Create a New Group .....	107
9.3.2	Rename/Delete Group.....	107
<b>9.4</b>	<b>Administrator Patient Tags .....</b>	<b>108</b>
9.4.1	Create a New Tag.....	108
9.4.2	Rename/Delete Tag .....	109
<b>10</b>	<b>DEVICE ASSEMBLY .....</b>	<b>110</b>
10.1.1	Identify SOZO Device Components.....	110
<b>10.2</b>	<b>Assembling the SOZO Device with SOZOsupport Stand.....</b>	<b>110</b>
<b>10.3</b>	<b>Assembling the SOZO® Device w/out the SOZOsupport Stand.....</b>	<b>113</b>
<b>11</b>	<b>TROUBLESHOOTING.....</b>	<b>114</b>
11.1	Self-Test Error.....	114
11.2	Lymphedema Settings Error .....	115
11.3	Patient Dashboard Error .....	116
11.4	Connectivity Error.....	117
11.5	General Troubleshooting Chart .....	118
<b>12</b>	<b>PERSONAL DATA.....</b>	<b>125</b>
<b>13</b>	<b>CARE AND MAINTENANCE .....</b>	<b>126</b>
13.1	SOZO Device Care .....	126
13.2	SOZO Device Maintenance .....	127
13.3	Self-Test .....	127
13.4	Repairs .....	127
13.5	Tablet Maintenance.....	127
13.6	Technical Support .....	128
13.7	Components and Accessories .....	128
<b>14</b>	<b>PRODUCT WARRANTY .....</b>	<b>129</b>
<b>15</b>	<b>REGULATORY STATEMENT .....</b>	<b>132</b>
<b>16</b>	<b>PRODUCT SPECIFICATIONS.....</b>	<b>133</b>
<b>17</b>	<b>SAFETY INFORMATION .....</b>	<b>135</b>
<b>18</b>	<b>GLOSSARY .....</b>	<b>140</b>

# 1 SYSTEM OVERVIEW

---

This instructions for use document (IFU) describes the features of the SOZO medical device (software version 6.1), including safety, setup, operation, and troubleshooting instructions. It is important to follow the instructions to keep both the hardware and software systems functioning properly.

## 1.1 Bioimpedance Spectroscopy (BIS) Technology

BIS is the only non-invasive technology available for accurate measurement of body water volumes in a clinical setting. Bioimpedance parameters are measured over a frequency range of 3 - 1000 kHz using 256 frequencies. Extracellular, intracellular, and total body water are calculated from impedance data collected over the frequency range. With additional data, further calculations determine other body composition results. Graphs allow evaluation of quality of measurements in the form of a Cole plot.

The SOZO System offers a rapid, non-invasive measurement of impedance which is used to determine fluid levels for monitoring of a variety of conditions, allows long-term patient monitoring and provides reports to support clinical and research practices.

## 1.2 Introduction to the SOZO® System

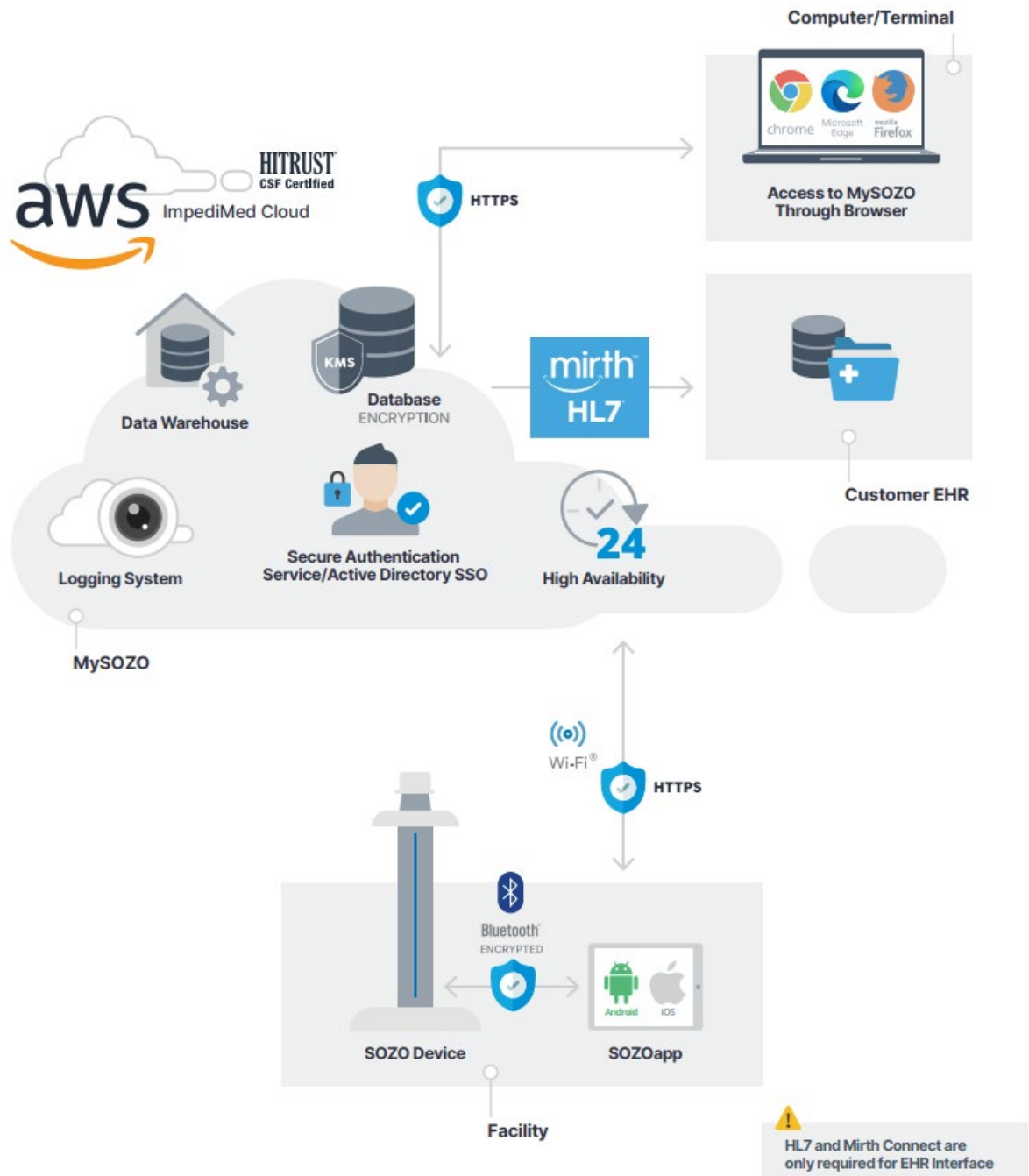
The SOZO System is a medical device which uses ImpediMed's patented Bioimpedance Spectroscopy (BIS) for fast non-invasive measurement of fluid levels in human patients. ImpediMed's BIS technology provides a user-friendly platform to take quick, accurate patient measurements for assessment of patient body water volume, including extracellular fluid, intracellular fluid, and total body water. The SOZO System may assist with early detection of lymphedema by giving an "early warning" of patient fluid status change. The SOZO System may be an integral part of a treatment plan for a lymphedema patient. Using the SOZO System, a Clinician may also track patient progress, including using the establishment of a baseline to track patient historical measurements.

All other patients may also benefit from the SOZO BodyComp™ and Segmental BodyComp modules, to monitor and track relevant parameters of their body composition, such as fat mass (FM), fat-free mass (FFM) and skeletal muscle mass (SMM).

The Next Primary Vital Sign®: a SOZO scan is fast and may be performed by any member of the team. Results are available immediately on the device and online – and may be transferred automatically to your EHR.

### 1.3 The SOZO® System Architecture

The SOZO System is a medical device system made up of hardware and software.



SOZO System Architecture



The SOZO System hardware components are the SOZO Device and a Tablet, either an Android tablet or an Apple iPad (iOS), which communicate using *Bluetooth*<sup>1</sup> technology. This Instructions for Use (IFU) document covers SOZO hardware.

The SOZO System software is made up of the SOZOapp and MySOZO. The SOZOapp is a software application and provides the main user interface for the SOZO System. This IFU covers software version 6.1 as applicable to SOZO hardware.

The SOZO Device and SOZOapp are used in conjunction with MySOZO, a cloud-based system. Users may access and use the SOZO System through the SOZOapp on the Tablet, or access SOZO patient records online at MySOZO.com.

### 1.3.1 Tablet Function

The Tablet is the primary user interface for the SOZO Device. Clinicians use the Tablet for all SOZO Device functions, including management of patient profiles, performing patient measurements, and reviewing data for SOZO Assessments. For product details on the Tablet, review [www.samsung.com](http://www.samsung.com), [www.lenovo.com](http://www.lenovo.com), or [www.apple.com](http://www.apple.com) and associated User Guides.

**Android:** The SOZOapp for Android is pre-installed on the Tablet.

**iOS:** Contact ImpediMed Technical Support for download instructions.

**Note:** *Screenshots throughout this Instructions for Use are based on the Android SOZOapp and Chrome browser. The iOS SOZOapp screens will look nearly identical.*

**Note:** Instructions in this IFU are for SOZOapp and MySOZO version 6.1. Not all functionality in later versions is present in earlier ones.

**Note:** Products manufactured by a third-party, such as Tablets, are not covered by ImpediMed's warranty. For further information, see Section 14.

---

<sup>1</sup> The *Bluetooth*<sup>®</sup> word mark and logos are registered trademarks owned by Bluetooth SIG, Inc., and any use of such marks by ImpediMed is under license. Other trademarks and trade names are those of their respective owners.

## 1.4 Assessment Licenses

Clinicians use the SOZO System to perform measurements and assessments on patients. As an ImpediMed customer, a Clinic must purchase a separate license for each Assessment. A Clinic may purchase a license to use one, some, or all Assessments offered in their geographic region by ImpediMed, depending upon the needs of the Clinic and its patients. Once the Clinic purchases Assessment licenses, ImpediMed makes licensed Assessments available on the SOZOapp and MySOZO.

## 1.5 Minimum Internet Requirements

Users may access MySOZO.com with any device, including a PC, laptop, or mobile device, with internet access and a Google Chrome, Mozilla Firefox or Chromium-based Edge web browser.

The minimum and recommended requirements for internet access are as follows.

### Minimum and Recommended Requirements

Component	Requirements
Internet Speed	<b>Minimum:</b> >15 Mbps download, 5 Mbps upload <b>Recommended:</b> >25Mbps download, 5 Mbps upload
Web Browser	Google Chrome, Mozilla Firefox, Chromium Based Edge
Minimum Screen Resolution (Tablet or PC)	≥ 1024 pixels for horizontal screen resolution
Minimum Tablet Specifications	The following tablets have been verified to function with the SOZO App, and use of some tablets may be disabled within the app: <ul style="list-style-type: none"><li>○ All iOS iPad Tablets (except iPad Mini 1<sup>st</sup> Gen)</li><li>○ Android Tablets – Lenovo TB125FU and Samsung Model SM-T580, SM-T500, SM-T510, X210, and Lenovo M-10</li></ul>
Recommended Tablet Specifications	<ul style="list-style-type: none"><li>• Android devices must run Android OS version 10 or later, to ensure continued support through official security updates.</li><li>• iPad devices must run iPad iOS version 13 or later, to ensure continued support through official security updates.</li></ul>

## 1.6 Websites to Whitelist

To be able to take measurements, operate, and update the SOZOapp, the tablet will need access to the following websites:

- MySOZO.com









To be able to access all functionality of MySOZO.com from a PC, the following additional websites require access:

- \*.Quicksight.aws.amazon.com – Wildcard whitelist entry used for the Analytics Module of MySOZO.com. (Workstation Browser)
- The following endpoints are utilized for reports in the Analytics Module of MySOZO.com, please note that each endpoint corresponds with the tenant region:
  - d758cqe2bs24d.cloudfront.net (US)
  - d39m61wgn4vuk2.cloudfront.net (APAC)
  - d3oh9w26wrjsck.cloudfront.net (EU)

## 2 SAFETY

### 2.1 Signs and Symbols

The warning signs and the symbols below are listed to use this product safely and prevent injury.

Symbol	Definition
	This is an alert to the possibility of a problem with the device associated with its use or misuse that may result in bodily harm or device damage.
	What you should NOT do.
	This information is extremely important and should be followed closely.
	Follow instructions for use.
	A note refers to important information to which the user should pay special attention. Notes provide added insight and helpful information which can be useful to the operator.
	For EU Customers. All products at the end of their life may be returned to ImpediMed for recycling.
	This device is rated BF as per IEC60601-1. This device meets the standard IEC60601-1-2.
	This is a Class 2 medical device.
<b>IP21</b>	Protected from touch by fingers and objects greater than 12 millimeters. Protected from condensation.

## 2.2 Intended Use

Ensure that you have read and understand this entire Instructions for Use (IFU) before using the SOZO Device. No other specific skill or training is required to take measurements using the SOZO Device.

The SOZO Device is a medical device intended for clinical use by operators who have read this IFU. The SOZO Device is intended for use, under the direction of the operator, for the non-invasive monitoring and management of fluid levels in patients. This includes use under direction of a physician in patients with fluid management problems in a variety of medically accepted clinical applications.

## 2.3 Contraindications

The SOZO Device should not be used by:

Patients with cardiac arrhythmias who have permanent pacemakers (PPM) or ICDs, or

Patients with any other active implanted electronic equipment (e.g., infusion pumps, neurostimulators, brain stimulators, etc.) or Patients undergoing external defibrillation.

<b>Electronic implantable Devices that are allowed / not allowed for SOZO</b>	
<b>Allowed</b>	<b>Not Allowed</b>
Stents	Pacemakers
Orthopedic plates, screws, pins	ICDs (implantable cardioverter defibrillators)
Joint replacements	Infusion pumps or other implantable medication pumps
Continuous glucose monitor	Neurostimulators (deep brain, spinal cord, vagal nerve, sacral nerve, etc.)
Cochlear implant	Implantable cardiac loop recorder
CardioMEMS	LVADs (while interference with LVADs are unlikely, ImpediMed does not have clinical data to verify this use)

**Note:** The list above is not all inclusive; it is a representative list of devices commonly asked about. Contact the physician or ImpediMed if you have questions about any device not listed.

## 2.4 Warnings

Pregnant patients:



While the use of bioimpedance technology in pregnant patients has been shown to have had no adverse effects, the SOZO Device has yet to be clinically validated for use with that population group.

## 2.5 Precautions



Ensure that you have read and understand these entire instructions for use document before using the SOZO Device. No other specific skill or training is required to take measurements using the SOZO Device.



Do not allow the SOZO Device to encounter any liquids.



Only use the Power Adaptor supplied with the SOZO Device. The use of any other Power Adaptor may expose the patient to the risk of electrocution.



Do not use or operate the SOZO Device in the presence of strong electromagnetic fields. This Medical Device may interfere with other Medical Devices in its vicinity.

Devices or other sources can potentially cause interference problems:



- Example 1: Heat from a radiant heater.
- Example 2: Moisture from a nebulizer.
- Example 3: Devices generating large electromagnetic fields such as MRI or DXA.



Keep away from small children or animals. Strangulation due to cables may occur and small parts may be inhaled or swallowed.



Avoid using on subjects with metal allergies. Allergic reactions may be caused by the stainless steel used in the electrodes of the SOZO Device.



Avoid using accessories, detachable parts and materials not described in the instructions for use, interconnecting the SOZO Device with other equipment not described in the instructions for use, or modifying the SOZO Device in any way.



The use of accessories, transducers, and cables other than those specified may result in increased Emissions or decreased Immunity of the SOZO Device



Portable RF communications equipment (including peripherals such as antenna cables and external antennas) should be used no closer than 30 cm (12 inches) to any part of the SOZO System, including cables specified by the manufacturer. Otherwise, degradation of the performance of this equipment could result.



Degraded sensors and electrodes, or loosened electrodes, can degrade performance or cause other problems.



Ensure that all data collected from the SOZO Device is assessed under supervision of a physician when managing a chronic disease.



The SOZO Device has a maximum weight capacity of 170 kg (375 lbs). Do not use the SOZO Device in a standing position if patient weight exceeds 170 kg (375 lbs).



The SOZO Device is intended for indoor use only. Do not use outdoors.



SOZO impedance measurements require contact with all four (two hand and two foot) electrodes, therefore patients with partial or full limb amputation cannot have their impedance values measured with SOZO.

## 2.5.1 Storage Conditions and Use

### 2.5.1.1 Environmental Operating Conditions

The SOZO Device must be operated in the following conditions:

- A temperature range of +5°C to +40°C (+41°F to +104°F)
- A relative humidity range of 15% to 93%, non-condensing
- An atmospheric pressure range of 700 hPa to 1060 hPa

The SOZO Device has been validated against applicable electrical safety standards for use in both clinical and home environments.

### 2.5.1.2 Environmental Transport and Storage Conditions

The SOZO Device must be transported and stored within the following conditions:

-25°C (-13°F) without relative humidity control and +70°C (158°F) at a relative humidity up to 93%, non-condensing.

If the unit has been stored at the extremes of these temperature ranges, allow it to return to within its operating temperature conditions (approximately 35 minutes) before installing or using.

## 2.5.2 Location for Use

When used with the stand accessory, the SOZO Device should be placed on a flat, stable surface near a standard power outlet, with room on either side to allow free access to the electrodes. If the system is configured for seated use, place SOZOtouch on a non-metal desk that allows comfortable access from a seated position to the SOZOstep and SOZOtouch components. For seated use, a non-metal chair should be used.



Do not place SOZO Device on any object or material made of metal, other than the SOZOsupport footplate and handplate.



The SOZO Device should not be used adjacent to or stacked with other equipment and, if adjacent or stacked use is necessary, the SOZO Device should be observed to verify normal operation in the configuration in which it will be used.



Using the SOZO Device on carpet may cause static electricity, which could damage the equipment. If installing the SOZO Device on carpet is unavoidable, please use the SOZOsupport Stand, or an antistatic mat.



Various environmental factors may interfere with the SOZO Device performance including: the effects of lint, dust, light (including direct sunlight), as well as pets, pests, or children. Example: Devices generating large electromagnetic fields such as MRI or DXA.



Do not use in the presence of flammable anesthetic gasses or in an oxygen-rich environment.



Surface temperature may exceed 47° C (117° F) in normal use. Do not use SOZO Device if it is hot to the touch. Disconnect the SOZO Device by unplugging the Power Adaptor and call ImpediMed Technical Support.



## 3 MySOZO

---

### 3.1 Introduction to the MySOZO System

- The MySOZO system is a cloud-based system encompassing database storage, encryption, data analysis, secure authentication services and a logging system.
- MySOZO allows the user to access the SOZO System from any user device with internet access and Google Chrome, Mozilla Firefox, or Chromium-based Edge web browsers (“supported browsers”). See MySOZO Minimum Requirements. It is easy to set up, and there is no need to install any software.
- MySOZO is accessed through a web portal, MySOZO.com. SOZO accounts and patient data, including measurement data and assessment results may be viewed in MySOZO.
- The SOZOapp interfaces with MySOZO to access patient data and accounts which allows a clinician to manage their patients. In addition, the SOZOapp interfaces with the SOZO Device to take measurements.
- A MySOZO account must be created before the user can begin using the SOZOapp on the Tablet or access MySOZO.com.
- After the Clinic receives and starts the SOZO System setup, ImpediMed will establish the initial authorization and licenses and create the first Clinic Administrator.
- Once the initial Clinic Administrator has been created by ImpediMed, additional Administrators and Clinicians may be added by the Clinic Administrators. All users, whether they are Administrators or Clinicians, are identified by their email address.

### 3.2 MySOZO Users (Administrators and Clinicians)

The below steps apply to all MySOZO users. These include sign in, password set-up, and reset for forgotten password or expiration.

#### 3.2.1 First Time Set-Up

1. New user Email
  - a. ImpediMed sends the user an email from [no-reply@impedimed.com](mailto:no-reply@impedimed.com) with a temporary password, as shown in example below.  
The user clicks the Password setup link provided in the email. The temporary password expires after 24 hours.

## 2. Set New Password

- a. After the user clicks the email link, a new browser window opens and the “Set New Password” screen appears. The user enters the Temporary Password that was provided in the email followed by the password and confirmation of the new password. To view the password, click the eye icon.
- b. Ensure the new password meets all letter and character requirements.

Note: password must be between 8 and 20 characters containing at least:

1. One number
  2. One special character: !"#%&'()\*+,-./:;<=>?\_@[]^`{|}~
  3. One upper case letter
  4. One lower case letter
  5. You cannot use your last 3 passwords
- c. To set and confirm the new password, click Submit.

**NOTE: Only the user has access to their password. No other user may see or have access to this password.**

1

**Impedimed®**

SOZO Digital Health Platform

**Welcome to MySOZO!**

MySOZO is the online portal for the SOZO Digital Health System by ImpediMed. To begin, start by setting up your password. After your password is setup, you can access MySOZO using a Chrome or Firefox browser at <https://mysozocloud.com>.

Password setup:  
<https://mysozocloud.com/NewPassword?usernameParameter=rterry@carlsbadclinic.com&newUser=true>

Your temporary password: 0iCY0tb,

If you need any help, we encourage you to contact us at [www.impedimed.com/support](http://www.impedimed.com/support).

Sincerely,  
ImpediMed Customer Experience Team

NOTICE: This email originated from outside of ImpediMed's organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

2a

**SOZO® Digital Health Platform**

**Sign In**

Email  
Enter email

Password  
Enter password

[Forgot password?](#)

Language  
English (US)

**Sign In**

Secure sign in with SSO →

**impedimed®**

2b

**SOZO® Digital Health Platform**

**Sign In**

Email  
Enter email

Password  
Enter password

[Forgot password?](#)

Language  
English (US)

**Error**  
Please enter both an Email Address and Password.

**OK**

**impedimed®**

2c

**SOZO® Digital Health Platform**

**Set New Password**

Email  
rterry@carlsbadclinic.com

Temporary Password  
|6uCx4mz

**New Password**  
Your password has been updated.

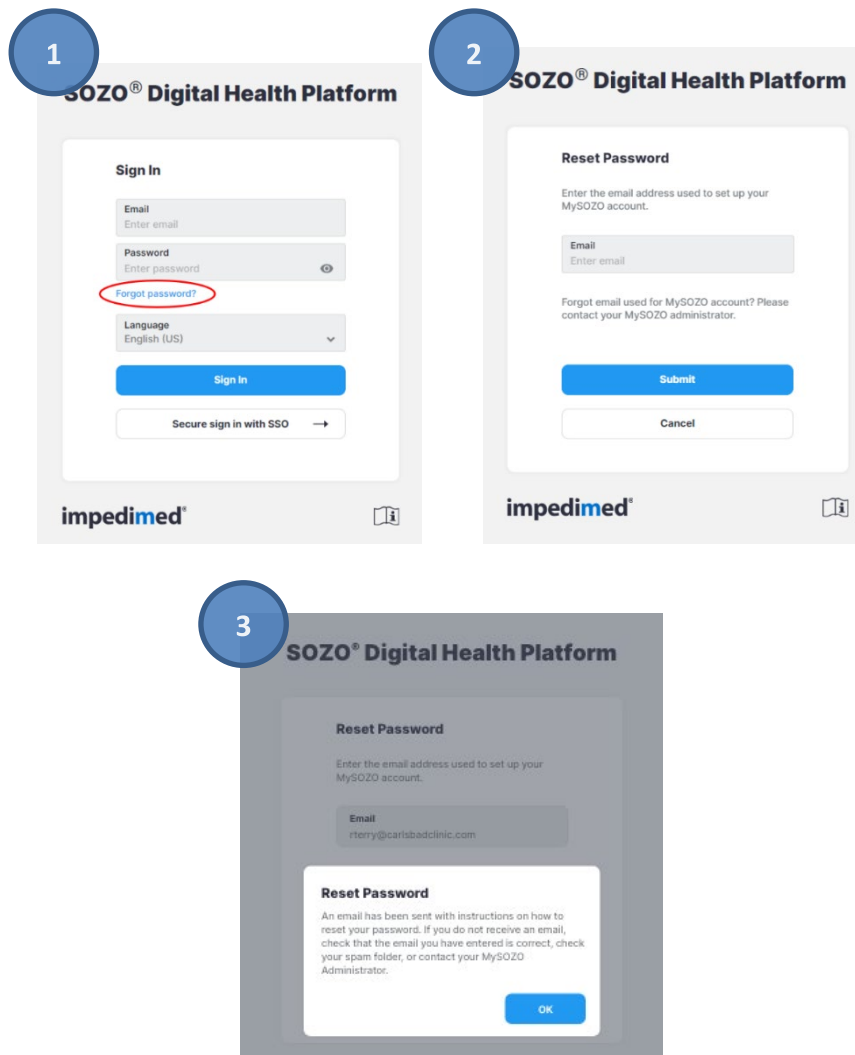
**OK**

Cancel

[Password Policy](#)

### 3.2.2 Reset Password

1. If the user is experiencing trouble signing in or has forgotten their password, click “forgot password”, located underneath the password box on the sign in screen.
2. When prompted, the user will enter the email address for their MySOZO account.
3. A pop-up notifies the user that a password reset email will be sent from ImpediMed if a valid email has been entered.
4. After the user has received the email with password reset instructions, click the Reset Password link in the email. A new browser window opens and the “Set New Password” screen appears.
  - a. Ensure that the new password meets all letter and character requirements.
  - b. To set and confirm the new password, click Submit.



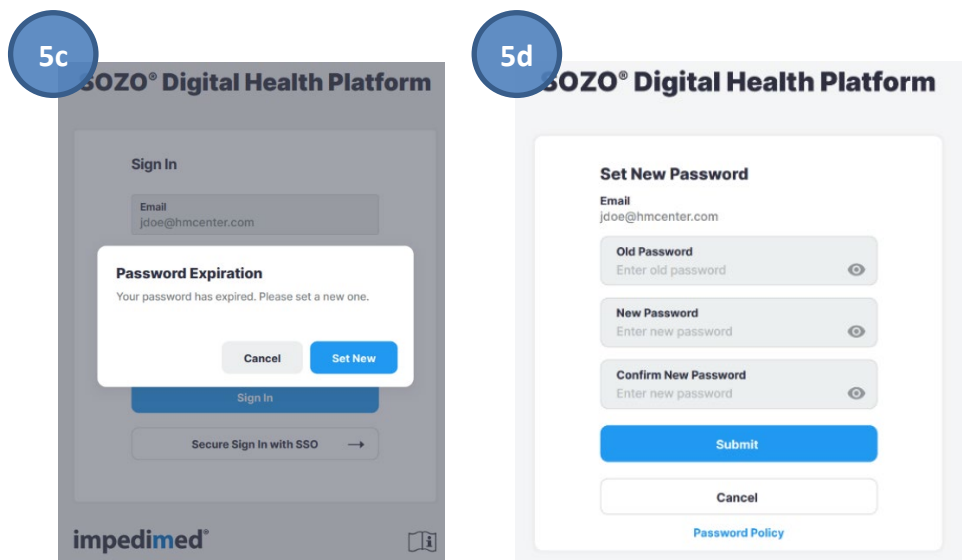
SOZO Digital Health Platform

NOTICE: This email originated from outside of ImpediMed's organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

LBL-525 REV R

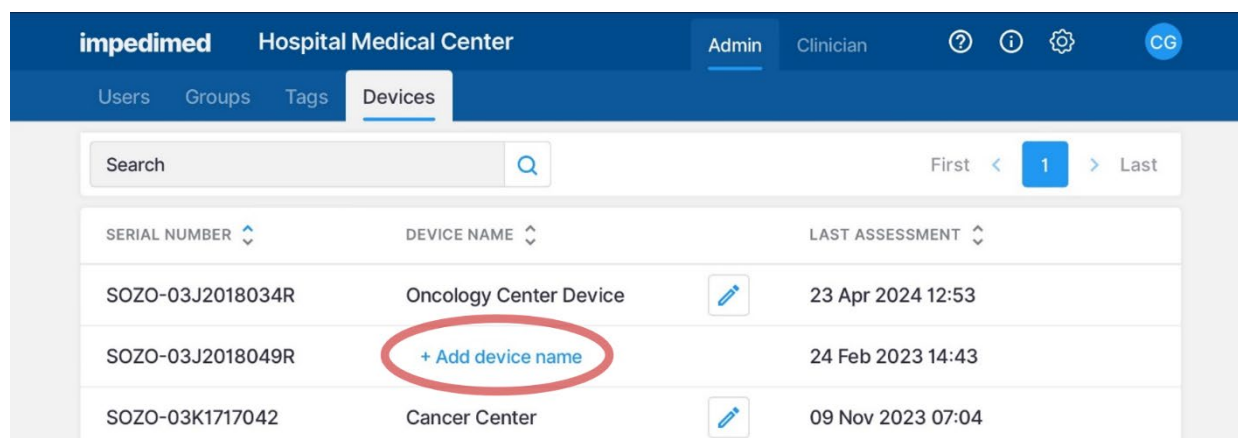
### 3.2.3 Password Expiration

The Clinic Administrator will set the Password Expiration Period in days (30-1000 days). A pop-up will warn the user about upcoming password expiration. To reset the password, click **Reset Now**.



### 3.2.4 Naming A SOZO Device

When setting up a new SOZO device in a system where multiple devices are in use, naming each device may be helpful. To name a device, navigate to the “Admin” module and the Devices tab, select “+ Add device name” for the desired SOZO device.



Add the device name then select the green check box to confirm the device name.

The screenshot shows the 'impedimed Hospital Medical Center' interface. The top navigation bar includes 'Admin' and 'Clinician' tabs. Below it, a secondary navigation bar has 'Users', 'Groups', 'Tags', and 'Devices' tabs, with 'Devices' being the active tab. A search bar is located above the table. The table has three columns: 'SERIAL NUMBER', 'DEVICE NAME', and 'LAST ASSESSMENT'. The second row of the table shows the device name 'Rehab 1' in an input field, which is circled in red. To the right of this input field are two buttons: a green checkmark and a red 'X'. The last assessment time for this device is '24 Feb 2023 14:43'.

SERIAL NUMBER	DEVICE NAME	LAST ASSESSMENT
SOZO-03J2018034R	Oncology Center Device	23 Apr 2024 12:53
SOZO-03J2018049R	Rehab 1	24 Feb 2023 14:43
SOZO-03K1717042	Cancer Center	09 Nov 2023 07:04

## 4 MYSOZO AND SOZOapp CLINICIAN

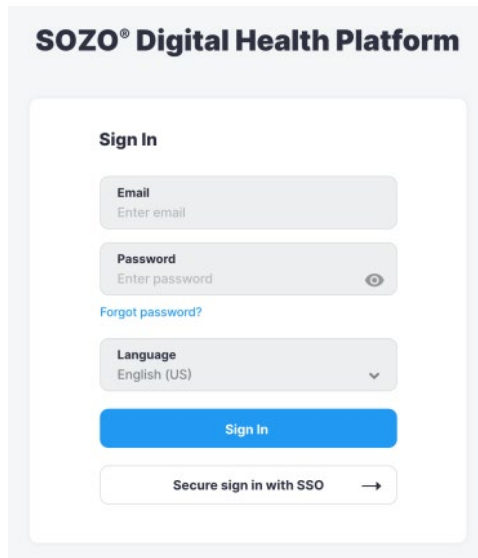
In the ImpediMed SOZO software version 6.1, the MySOZO web site and the SOZOapp, tablet application are designed to share a nearly identical user interface. As a result, MySOZO and the SOZOapp share many of the same features and capabilities. Clinicians may use MySOZO, for patient record review and assessment but can complete several of the functions that were exclusive to the SOZOapp in previous software versions. Although many of the features and functionality are available in both MySOZO and the SOZOapp, MySOZO cannot be used to take a measurement; this is managed solely by the Clinician directly from the SOZOapp.

A user with a Clinician role has authority to do the following:

- Manage patient profiles
- Add/Remove patients to/from groups
- Add tags to patient measurements
- View and take patient measurements
- Export data or create reports

### 4.1 MYSOZO and SOZOapp Quick Start Guide

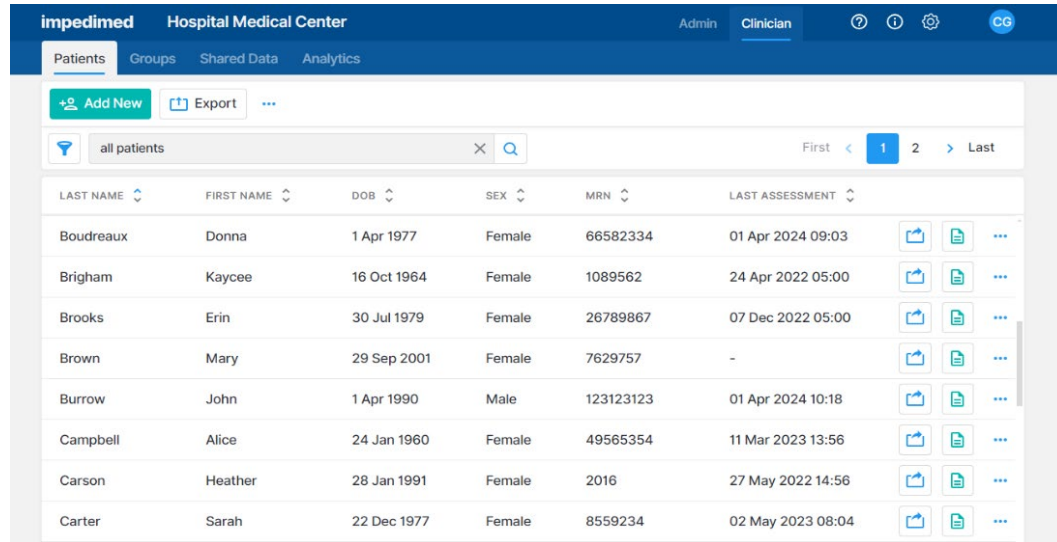
- Utilize the Google Chrome, Chromium-Based Microsoft Edge, or the Mozilla Firefox web browsers to log in to [www.mysozo.com](http://www.mysozo.com) or the SOZOapp.
- Enter a user email address and password.

The image shows a screenshot of the 'SOZO® Digital Health Platform' sign-in interface. The page has a light blue header with the platform name. Below the header is a white box containing the sign-in form. The form includes a 'Sign In' heading, an 'Email' field with a placeholder 'Enter email', a 'Password' field with a placeholder 'Enter password' and a toggle icon, a 'Forgot password?' link, a 'Language' dropdown menu currently set to 'English (US)', a blue 'Sign In' button, and a 'Secure sign in with SSO' link with a right-pointing arrow.

**Use Chrome, Firefox, or Chromium browser to log into mysozo.com. The sign-in / user email was assigned by the MySOZO Administrator.**



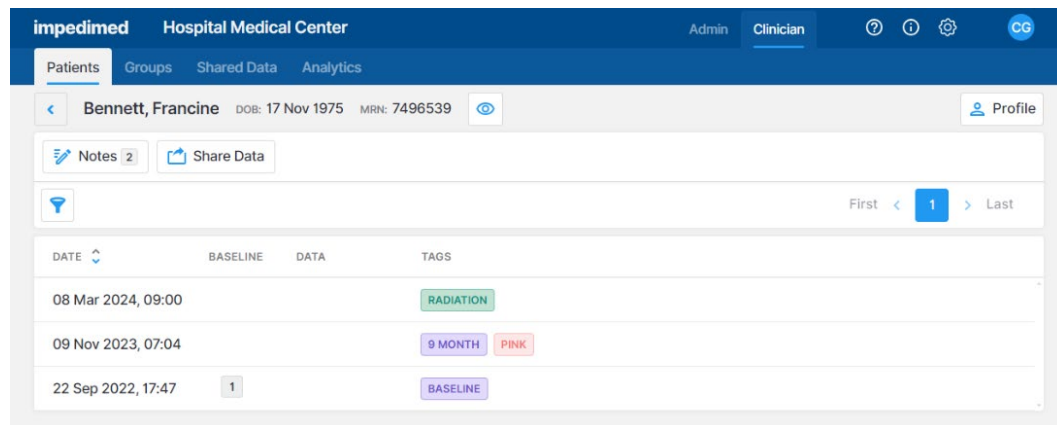
- The SOZO patient list includes specific patients that can be searched by name or MRN.



LAST NAME	FIRST NAME	DOB	SEX	MRN	LAST ASSESSMENT
Boudreaux	Donna	1 Apr 1977	Female	66582334	01 Apr 2024 09:03
Brigham	Kaycee	16 Oct 1964	Female	1089562	24 Apr 2022 05:00
Brooks	Erin	30 Jul 1979	Female	26789867	07 Dec 2022 05:00
Brown	Mary	29 Sep 2001	Female	7629757	-
Burrow	John	1 Apr 1990	Male	123123123	01 Apr 2024 10:18
Campbell	Alice	24 Jan 1960	Female	49565354	11 Mar 2023 13:56
Carson	Heather	28 Jan 1991	Female	2016	27 May 2022 14:56
Carter	Sarah	22 Dec 1977	Female	8559234	02 May 2023 08:04

### Patient List

- Allows access to list of patients in MySOZO database.
  - Patient List sorts by Last/First name, DOB, sex, MRN #, and last assessment date.
  - Access each patient's data by selecting a patient from the patient list.
- The Patient Dashboard includes patient details (e.g., patient name, DOB, sex, etc.) and the option to view results and make edits to the dashboard.



DATE	BASELINE	DATA	TAGS
08 Mar 2024, 09:00			RADIATION
09 Nov 2023, 07:04			9 MONTH, PINK
22 Sep 2022, 17:47	1		BASELINE

### Patient Dashboard

- Displays a list of all measurements taken for each patient and customizations such as baselines and tags.
- Provides access to patient profile.
- Allows access to view, create, or edit notes attributed to the patient.

- The SOZO patient profile includes specific patient information and demographics.

**Create Patient**

**DEMOGRAPHICS**

First Name Required  
Enter first name

Middle Name Optional  
Enter middle name

Last Name Required  
Enter last name

MRN Required  
Enter medical record number

Date of Birth Required  
mm/dd/yyyy  
Input format: mm/dd/yyyy  
[+ View more](#)

Sex Required  
Select sex

Height Optional  
Enter height (cm)

**ASSESSMENT TYPE**

☐ L-Dex Analysis for Lymphedema

☐ BodyComp Analysis

☐ Segmental Analysis for BodyComp

☐ HF-Dex Analysis for Heart Failure

**GROUPS**

☐ Females

☐ Males

**Create**

## Profile

- Demographics
  - Assessment types Available
  - Patient Groups
- Notes allows a clinician to provide patient specific information related to in visit observations. Patient profiles can include up to 10 notes each.

**Notes**

# NOTES 3/10

Add New Note

Add Title

Add Note

Cancel

JUN 14, 2024 at 08:26 AM

**Knee Surgery Scheduled**

Patient is scheduled for knee replacement surgery for May 1, 2024.

Richard Hines

JUN 14, 2024 at 08:25 AM

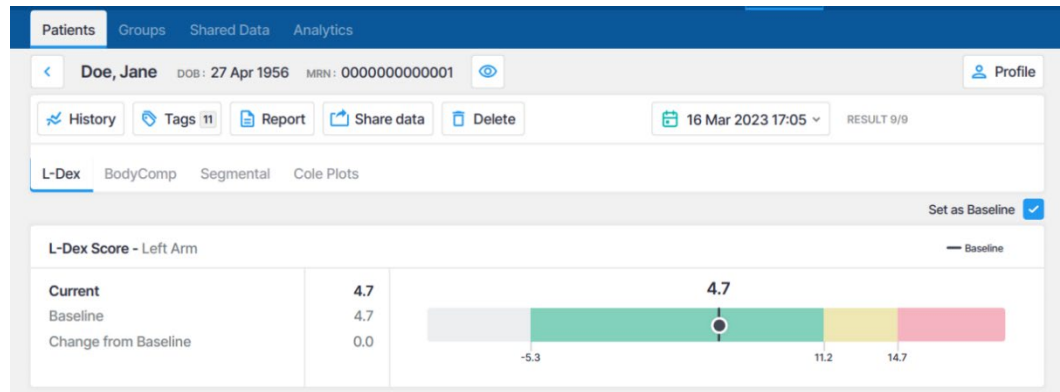
**Seated Patient**

Patient has difficulty standing, recommend taking measurements from seated position.

## Patient Notes

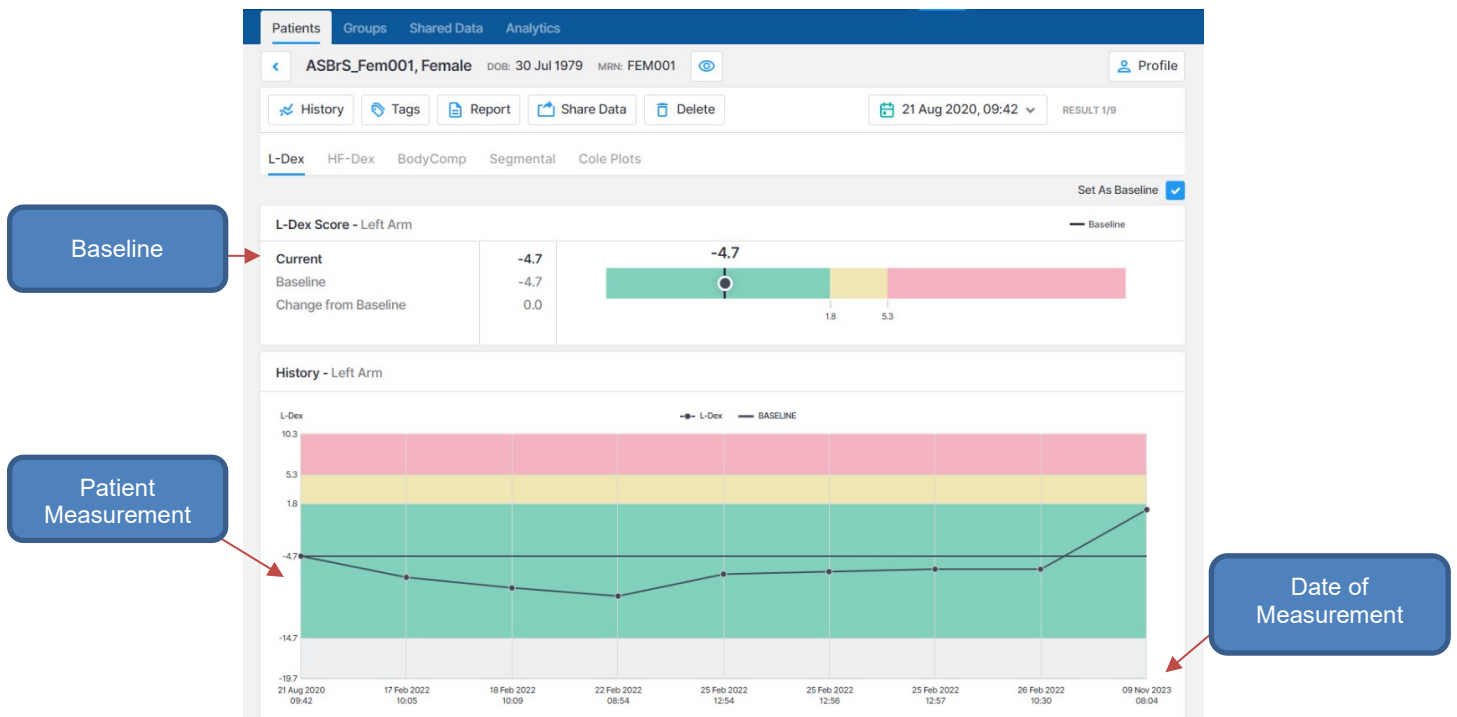
- Provides access to notes assigned to the selected patient.
- Create new notes for each patient, as needed (maximum 10 notes per patient).
- Ability to edit or delete an existing note.

- Results display a catalog of previous impedance measurements, each of which can be selected individually by a clinician for evaluation.



### Patient Impedance Results

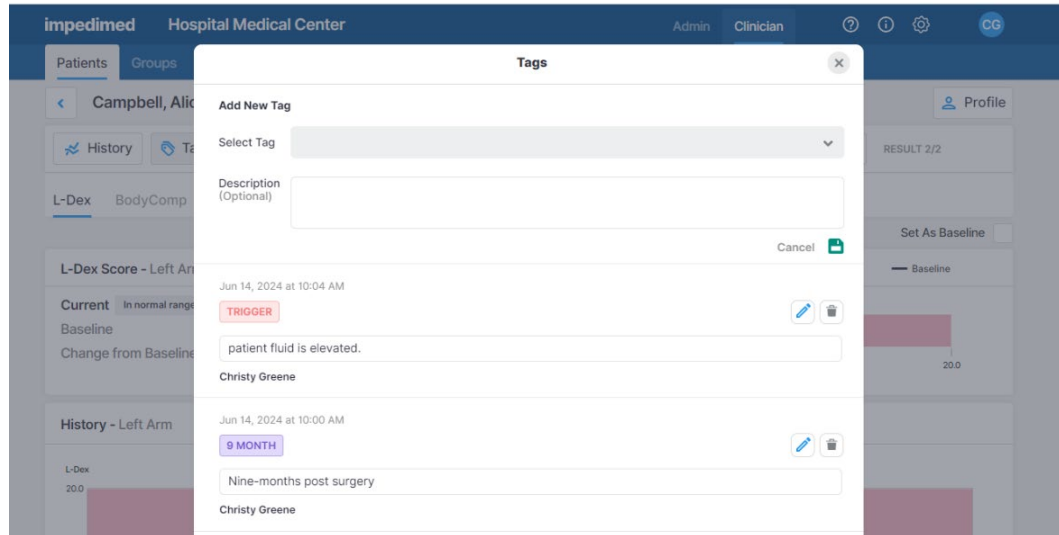
- Provides access to current and historic measurement outputs.
  - Ability to set a baseline to accurately track patient condition.
  - Ability to assign measurement tags and create customized reports.
- History tracks previous measurements and other data for patient profiles.



### History

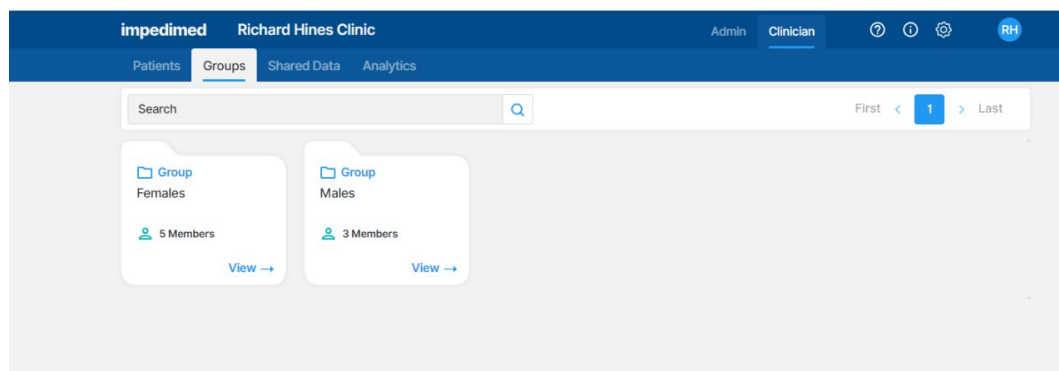
- Display trending of patient measurements over time.
- Ability to select specific historic graphs to compare current patient conditions.

- Tags allows for patients to be assigned tags that define specific measurements.



## Tags

- Create a list of tags assigned to specific measurements.
  - Assign, edit, or delete tags.
- Groups allow patients to be aggregated into defined applicable groups.



## Groups

- Access to a list of groups created by your MySOZO Administrator.
- Ability to add or remove a patient from a group.

- Merge Patients allows multiple patients profiles to be merged into a single profile.

**impediMed Hospital Medical Center** Admin Clinician

Patients Groups Shared Data Analytics

**Merge Patients** Source patient → Destination Patient

The source patient's measurements will be added to the destination patient and the source patient will be deleted. All results will be recalculated based on the destination patient's profile. This change is permanent and not reversible.

Search: anderson First < 1 2 > Last

Source patient	Destination Patient
<b>Anderson, Jana</b> DOB 20 Apr 1950 Sex Female MRN 8009007799000	<b>Anderson, Jana</b> DOB 20 Apr 1950 Sex Female MRN 8009007799000
<b>Anderson, Jan</b> DOB 10 Apr 1960 Sex Female MRN 8009007799657	<b>Anderson, Jan</b> DOB 10 Apr 1960 Sex Female MRN 8009007799657
<b>Anderson, Ken</b> DOB 27 Apr 1950 Sex Female MRN 8005555599657	<b>Anderson, Ken</b> DOB 27 Apr 1950 Sex Female MRN 8005555599657

Preview

## Merge Patients

- Allows patient data to be merged under one patient profile.
- Restore Patient allows deleted patient profiles to be resurrected.

**impediMed Richard Hines Clinic** Admin Clinician

Patients Groups Shared Data Analytics

**Restore Patient**

Search

LAST NAME	FIRST NAME	DOB	SEX	MRN	LAST ASSESSMENT
Krauss	Maria	23 Jul 1971	Female	5089623	-

**Restore Patient**

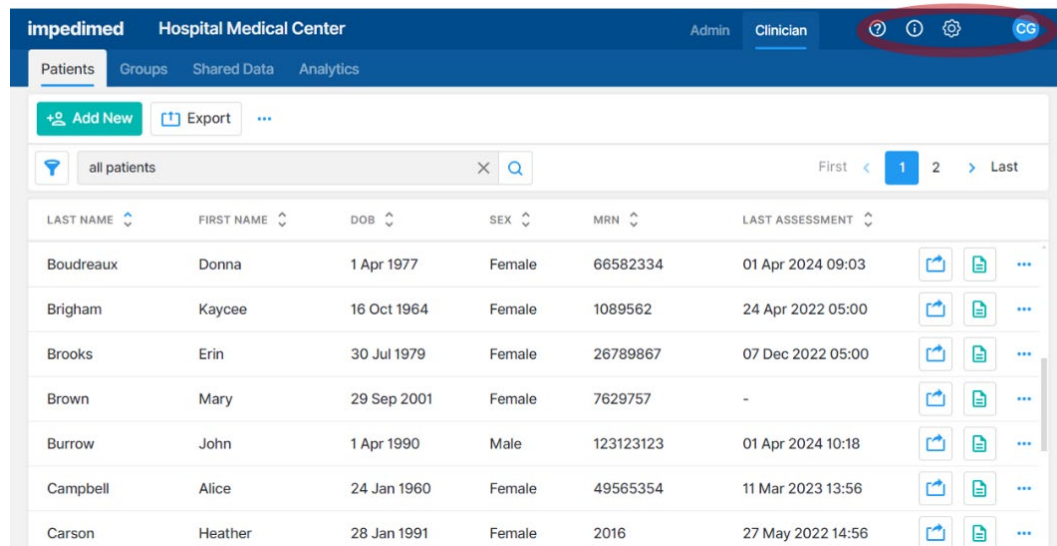
Are you sure you want to restore the selected patient?

Cancel Restore

## Restore Patient

- Access to list of deleted patients.
- Ability to activate deleted patient profiles.

- Other menu items include “Help”, “Info”, “Settings”, and “My Account” which allow clinicians to access features and other helpful account settings.



### General Menu Items

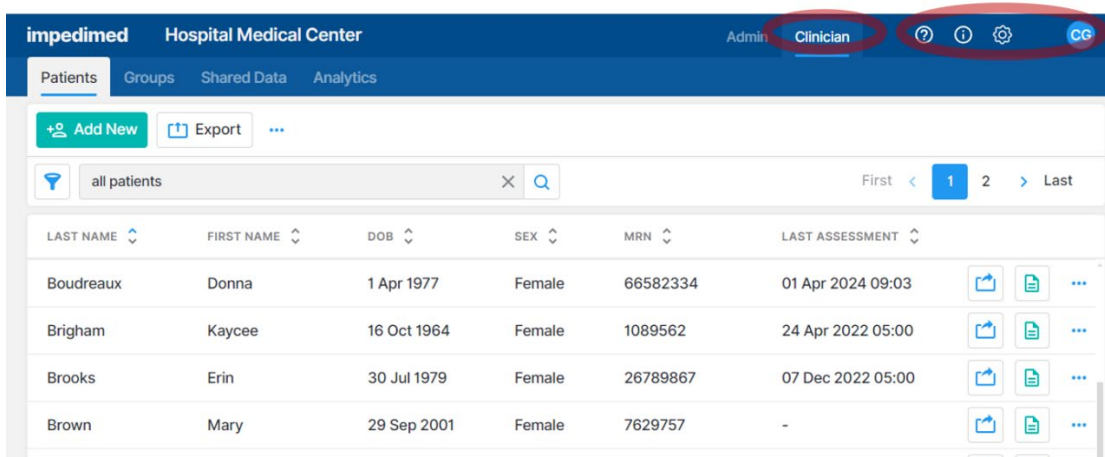
- Help
- Info
- Settings
- My Account

## 4.2 Clinician Home Page

Clinicians, prior to signing in for the first time, must set a password and sign in per the instructions in the [First Time Set-Up](#) section of the IFU. After signing in, the MySOZO Clinician home page will display a blank Patient List. The full patient list can be seen by clicking on the **Search** icon with a blank search field.

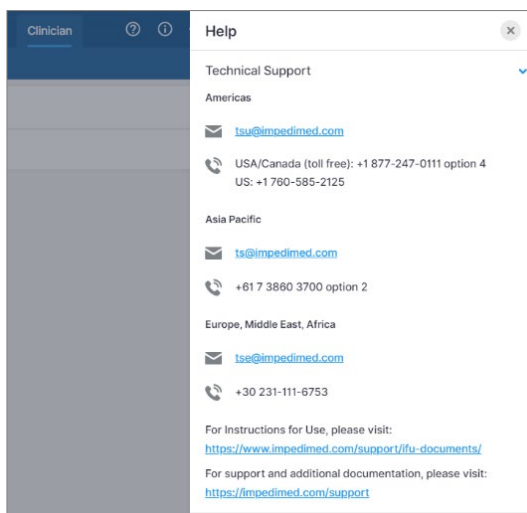
Any user may be assigned to both Clinician and Administrator roles. Users assigned a Clinician role will default to the Clinician role on initial sign-in; the icon will be displayed in bold and underlined. If a Clinician also has Administrator rights, they can toggle between Clinician and Administrator screens by clicking **Clinician** or **Admin**.

The banner icons enable common administrative functions.



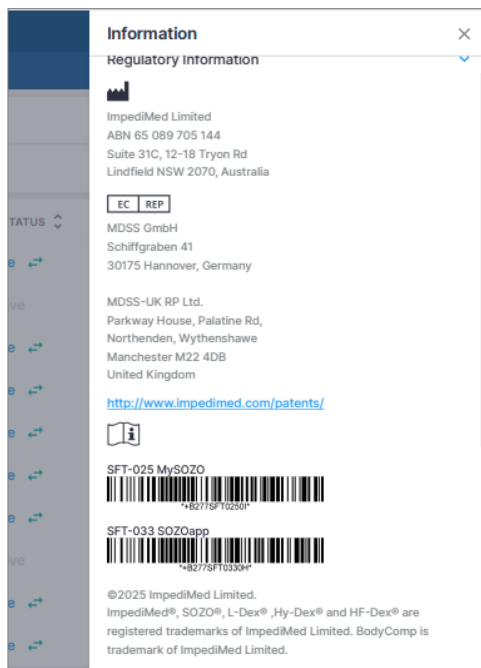
### 4.2.1 Help Icon

For assistance with use of MySOZO, click the **Help** icon. The Help page includes (via the “Technical Support” dropdown) contact information for ImpediMed technical support and product Information



## 4.2.2 Info Icon

For information about MySOZO, click the **Info** icon. The Information page includes Licensing Status, Software Information and Regulatory Information.



**Licensing Status:** Lists all SOZO modules, active modules are shown with the description underneath, inactive modules are displayed as “Not active”.

**Software Information:** Displays current MySOZO version and if it is up to date. Release notes for current and previous versions are listed.

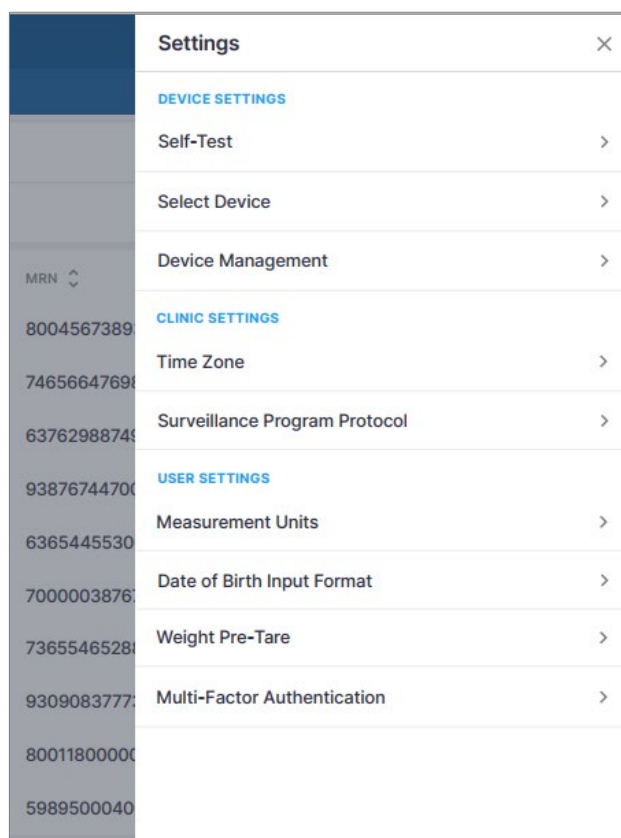
**Regulatory Information:** Provides information regarding the manufacturer, European authorized representative, notified body, and other important information.



### 4.2.3 Clinician Settings Icon

The Clinician may adjust some MySOZO settings by clicking Settings, located in the top right corner of the home page.

These include Clinic Settings – Time zone and User Settings – Measurement Units and Multi-Factor Authentication.



#### 4.2.3.1 Time Zone Settings

The Time Zone currently set for the clinic is displayed here.

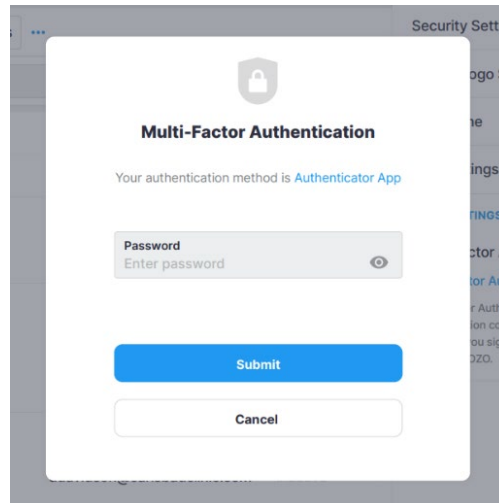
#### 4.2.3.2 Measurement Units

The clinician can adjust preferred display units of measure (kg vs lbs; cm vs ft/in; liters vs pints) here. Once changes have been made, select Save. A success confirmation will appear in the top right corner.

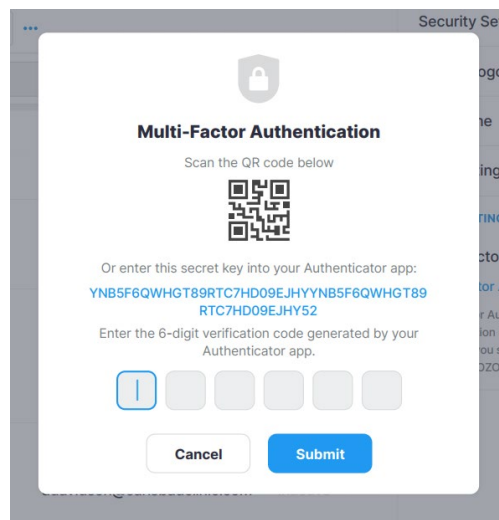
#### 4.2.3.3 Clinician Multi-Factor Authentication

Once enabled by a Clinic Administrator (see Administrator Multi-Factor Authentication), the clinician can elect to have Multi-Factor Authentication turned on for their account prior to the deadline set by the Clinic Administrator.

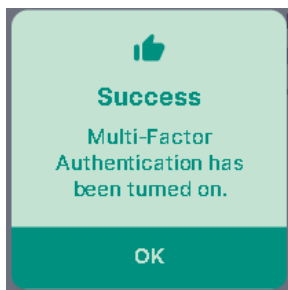
MFA will require use of a code generated by a 3<sup>rd</sup> party authenticator app (e.g., Google Authenticator; Microsoft Authenticator) that is compliant with the TOTP standard. Once the authenticator app is set up, activate the MFA for the Clinician by using the slider under User Settings, Multi-Factor Authentication. At this point a pop-up will display and the Clinician password is required to be entered.

A screenshot of a mobile application's "Multi-Factor Authentication" setup screen. The screen has a white background with a grey border. At the top, there is a lock icon and the title "Multi-Factor Authentication". Below the title, it says "Your authentication method is Authenticator App". There is a password input field with the placeholder text "Enter password" and an eye icon to toggle visibility. Below the input field are two buttons: a blue "Submit" button and a white "Cancel" button with a grey border.

Next, a pop-up will display a QR code that can be used to link to a third-party authenticator, and first-time entry of the MFA code.

A screenshot of a mobile application's "Multi-Factor Authentication" setup screen, showing the QR code and secret key. The screen has a white background with a grey border. At the top, there is a lock icon and the title "Multi-Factor Authentication". Below the title, it says "Scan the QR code below". There is a QR code in the center. Below the QR code, it says "Or enter this secret key into your Authenticator app:" followed by the secret key "YNB5F6QWHGT89RTC7HD09EJHYYNB5F6QWHGT89RTC7HD09EJHY52". Below the secret key, it says "Enter the 6-digit verification code generated by your Authenticator app." There are six input fields for the verification code, with the first one containing the number "1". Below the input fields are two buttons: a white "Cancel" button with a grey border and a blue "Submit" button.

A pop-up will be displayed confirming successful set-up.

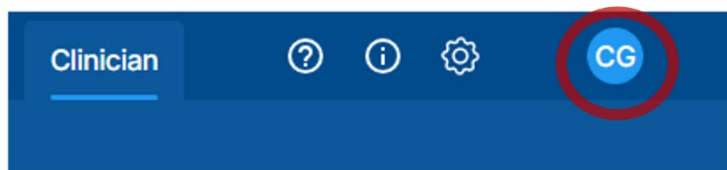


The Clinician will be signed out of the system, and from that point on, will have to use both a password and an MFA code to sign back in.

**Note: once a Clinic Administrator has required MFA use by the clinic and the enable date has passed, Clinicians will not be able to sign in to SOZOapp or MySOZO without implementing their own personal MFA.**

#### 4.2.4 Clinician User Profile Icon

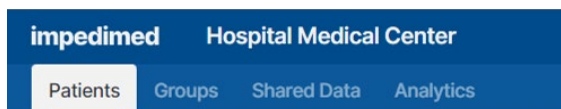
The initials of the clinician appear in the User Profile icon (red circle). To review or edit the User profile, click User Profile icon and select **My Profile**.



To sign out of MySOZO at any time, click the User Profile icon then click the **Sign Out** option in the list.

#### 4.3 Clinician Patient List

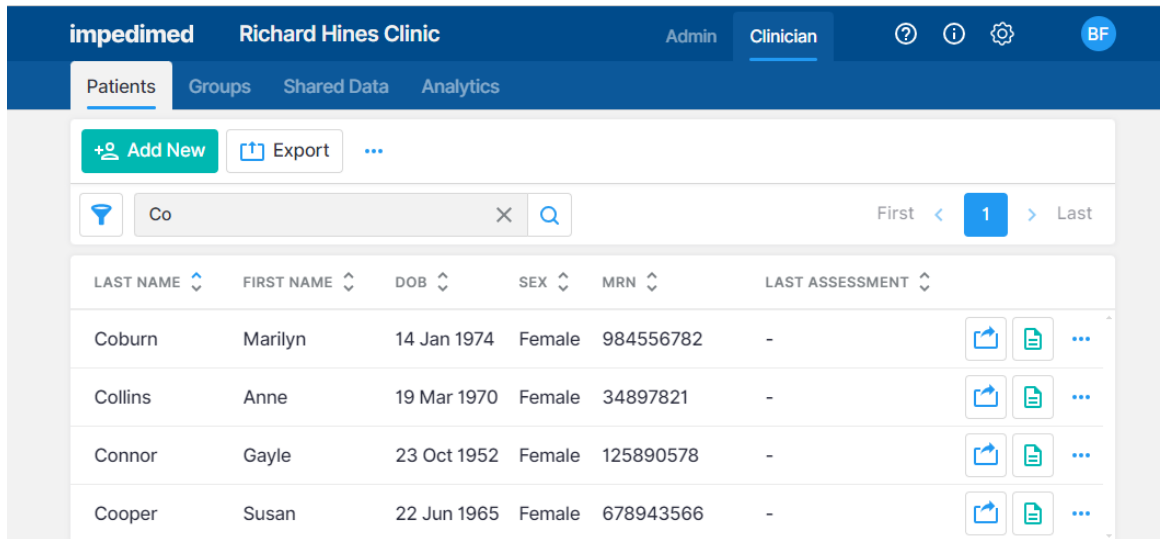
Click the **Patients** tab at any time to return to the Patient List on the MySOZO Clinician home page.



##### 4.3.1 Search for Patient

To search for a specific patient, enter the first or last name or medical record number (MRN) of the patient in the **Search Patient** field and click the **Search** icon. This will bring up a list of patients matching the search criteria.

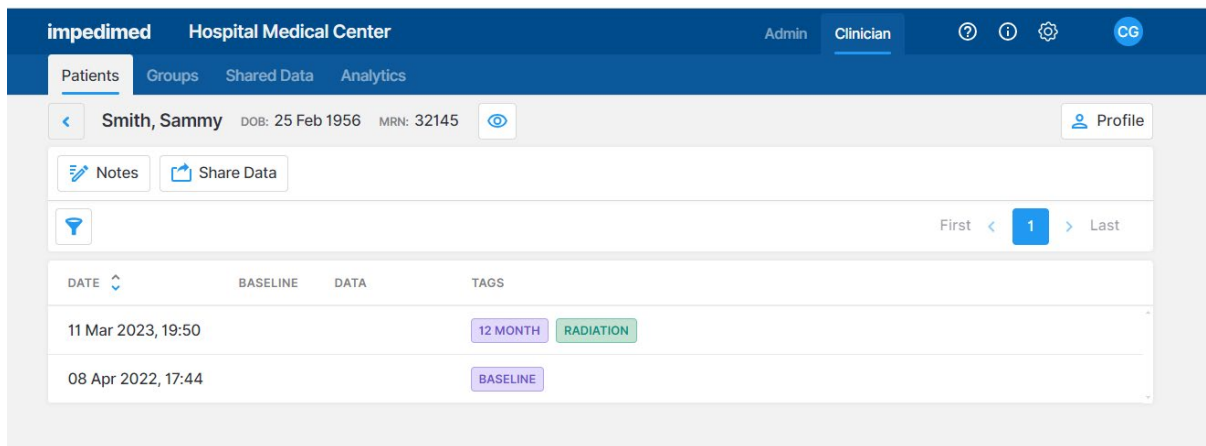
To generate a list of all patients in the clinic, leave the **Search Patient** Field blank and click the **Search** icon.



### 4.3.2 Patient Dashboard

To open the **Patient Dashboard**, navigate to the **Patient List** and search for the desired patient. Click on the patient to open the Patient Dashboard.

The Patient Dashboard includes detailed information on the selected patient, including name, date of birth, sex, medical record number (MRN), last assessment date, and a list of measurement dates, if any. If any tags have been linked to a patient measurement, or if a baseline has been set, they will be shown in the list.



The information is important for the Clinician's role of viewing, recording, and evaluating historical measurements and assessment results.

### 4.3.3 Create Patient

**Note:** There is no limit to the number of patients that can be created. Patients are created by clinician users.

To create a Patient:

1. Navigate to the **Patients List** and select **Add New**.
2. On the **Create Patient** screen, enter the Patient's first name, last name, medical record number (MRN), date of birth, sex, and height. Note that height is not required at the time of patient creation but will be required before a measurement can be taken.
3. To view more fields, select **+ View more**. These fields, including email address, middle name, country code, and phone number, are optional.
4. Select the appropriate **Assessment types** using the toggle switches next to the icons (L-Dex, BodyComp, Segmental, HF-Dex, etc.). Depending on your selection, a warning may appear as a reminder of the intended use of the selected assessment type. When L-Dex is selected, more options for selecting required information appear.

In the example screen image below, a profile has been started for female patient Sienna Wilcox. The next step will show that L-Dex assessment type has been selected for Sienna Wilcox.

The screenshot shows the 'Create Patient' form in the ImpediMed Richard Hines Clinic interface. The form is divided into three sections: DEMOGRAPHICS, ASSESSMENT TYPE, and GROUPS.

**DEMOGRAPHICS**

First Name Sienna	Required	Middle Name Enter middle name	Optional
Last Name Wilcox	Required	MRN 0575002	Required
Date of Birth 12/10/1975	Required	Sex Female	Required
		Height 155	Optional (cm)

Input format: mm/dd/yyyy

[+ View more](#)

**ASSESSMENT TYPE**

 L-Dex Analysis for Lymphedema	 BodyComp Analysis	 Segmental Analysis for BodyComp	 HF-Dex Analysis for Heart Failure
--------------------------------------	-----------------------	--	--

**GROUPS**

☒ Females

[Create](#)

5. If you select L-Dex Analysis Assessment Type, select all required L-Dex assessment information. Note that Surgery Date and Alternate Date are not required at the time of patient creation and can be added later.
6. If the patient is being monitored as part of the Lymphedema Surveillance Program, select Yes in response to “Include Patient in Surveillance Program?”.

In the example screen image below, patient Sienna Wilcox is at risk of Lymphedema in her left leg (only one leg is at risk; therefore, this will indicate a Unilateral measurement), her dominant limb is on her right side, and her surgery date of November 19, 2025, has been entered. Additionally, this patient will be included in the Surveillance Program (for information on the surveillance program, see [4.6 Clinician Analytics](#)).

7. When you have finished filling in all required information, select **Create**. A success confirmation pop-up will appear.

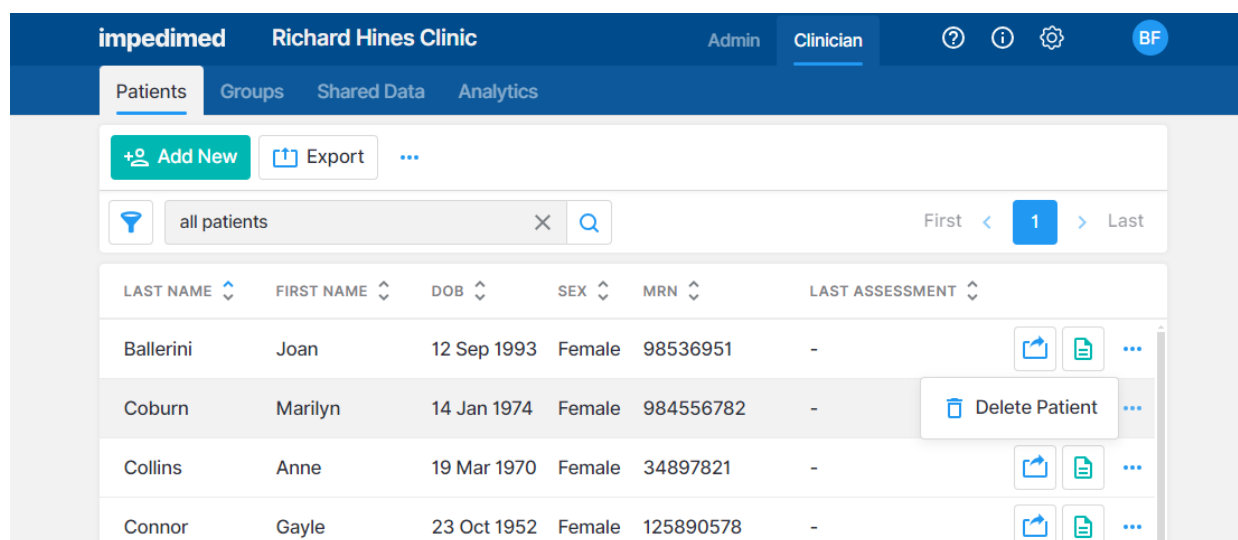
**Note:** the clinician may optionally assign the patient to a predefined ‘group’. If grouping has been set up in the clinic, a list of available groups will appear at the bottom of the create user window. Check the box for each group the patient is to be assigned to.

**Note:** adding a new assessment to the patient profile may trigger a caution about the intended use of that assessment. Ensure that you understand the instructions for use for: L-Dex in the L-Dex Assessment IFU; HF-Dex in the HF-Dex IFU.

#### 4.3.4 Delete Patient

To delete a Patient:

1. Complete a search for the patient to be deleted from the **Patients List**.
2. Click on the **ellipsis (three dots)** located next to the patient's information.
3. Select **Delete Patient**.
4. Click **Delete** in the delete patient warning pop-up. A **success** confirmation will appear in the top right corner.



LAST NAME	FIRST NAME	DOB	SEX	MRN	LAST ASSESSMENT
Ballerini	Joan	12 Sep 1993	Female	98536951	-
Coburn	Marilyn	14 Jan 1974	Female	984556782	-
Collins	Anne	19 Mar 1970	Female	34897821	-
Connor	Gayle	23 Oct 1952	Female	125890578	-

**Note:** the patient will remain in the MySOZO database and may be restored. To permanently remove a patient and all measurement details from the MySOZO database, please contact ImpediMed Technical Support.

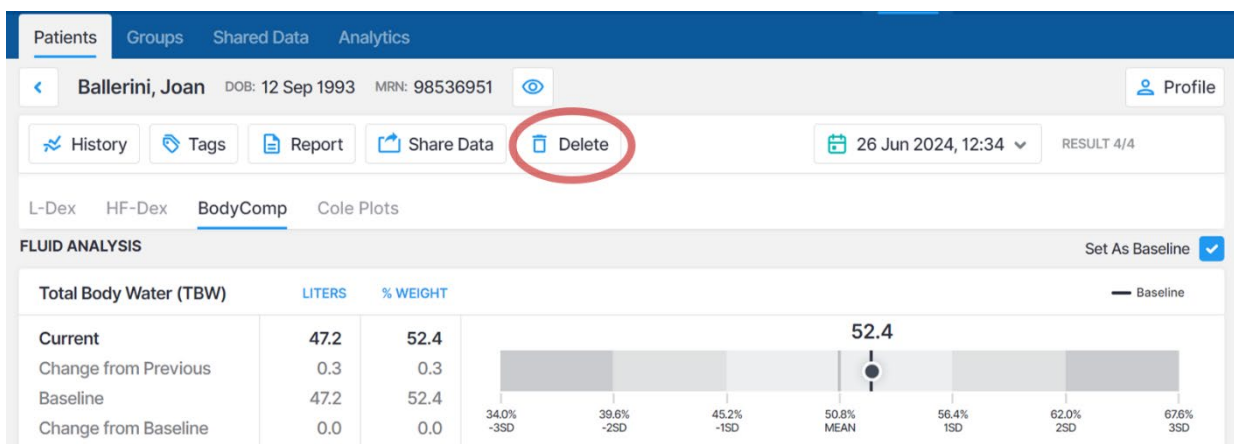
#### 4.3.5 Delete Measurement

In SOZOapp, individual measurements may be deleted. If, for example, low-quality Cole plots were accepted and the Clinician desires to remove the measurement. First navigate to the result screen of the measurement to be deleted and tap the “Delete” icon.

Tapping on Delete will bring up a confirmation pop-up.



Deleting individual measurements is permanent. The data cannot be recovered.

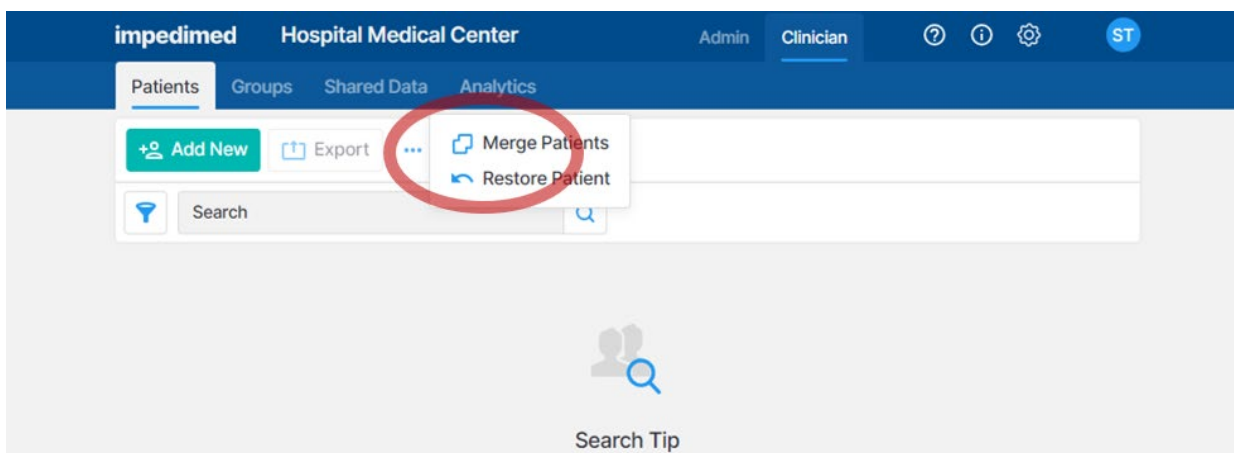


### 4.3.6 Restore Patient

MySOZO stores deleted Patient accounts. If a patient is accidentally deleted, the patient may be restored.

To restore a deleted Patient:

1. Navigate to the **Patients List**.
2. Click the **ellipsis (three dots)** located above the search field, next to the **Export** button.
3. Select **Restore Patient**.
4. Search the Patients List for the Patient profile to be restored.
5. Click the **blue arrow** to restore the Patient.
6. A restore patient warning will pop up, select **Restore**. A success confirmation will appear in the top right corner.





### 4.3.7 Merge Patient Profiles

When more than one profile has been created for a patient, all data may be merged under one patient profile.

To merge two patient profiles:

1. Navigate to the **Patient List**.
2. Click the **ellipsis (three dots)** located above the search field, next to the **Export** tab.
3. Select **Merge Patients**.
4. Search the **Source Patient** and **Destination Patient**.
5. **Check** the box for the source patient and destination patient.
6. **Select Preview** to verify all patient information is correct.
7. After review, click **Merge**. A success confirmation will appear in the top right corner.

**Note:** after clicking merge, the source patient will be deleted. All their measurement data will be integrated with the destination patient. The additional data will be recalculated based on the destination patient profile.

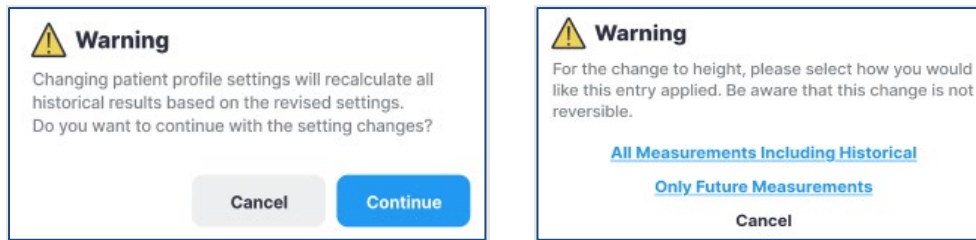
**Note:** if the merged patients have imported L-Dex data from a non-SOZO ImpediMed device such as the L-Dex U400, the imported measurements will not be shown if the patient L-Dex settings are different. For example, if imported U400 data assessed a patient's leg and the data is merged with a patient whose L-Dex profile an arm selected as the at-risk limb, then the merged / imported data will not be shown.

### 4.3.8 Edit Patient Profile

To edit a patient profile:

1. Navigate to the **Patient List**.
2. Search all patients by clicking magnifier icon or enter patient's name or MRN.
3. Click the **search** icon and Select the Patient
4. Click on the Profile icon.
5. Make updates as needed.
6. Click **Save**. A success confirmation will appear in the top right corner.

After making changes to a patient profile, a warning may appear regarding the potential impact of changes on historical results.



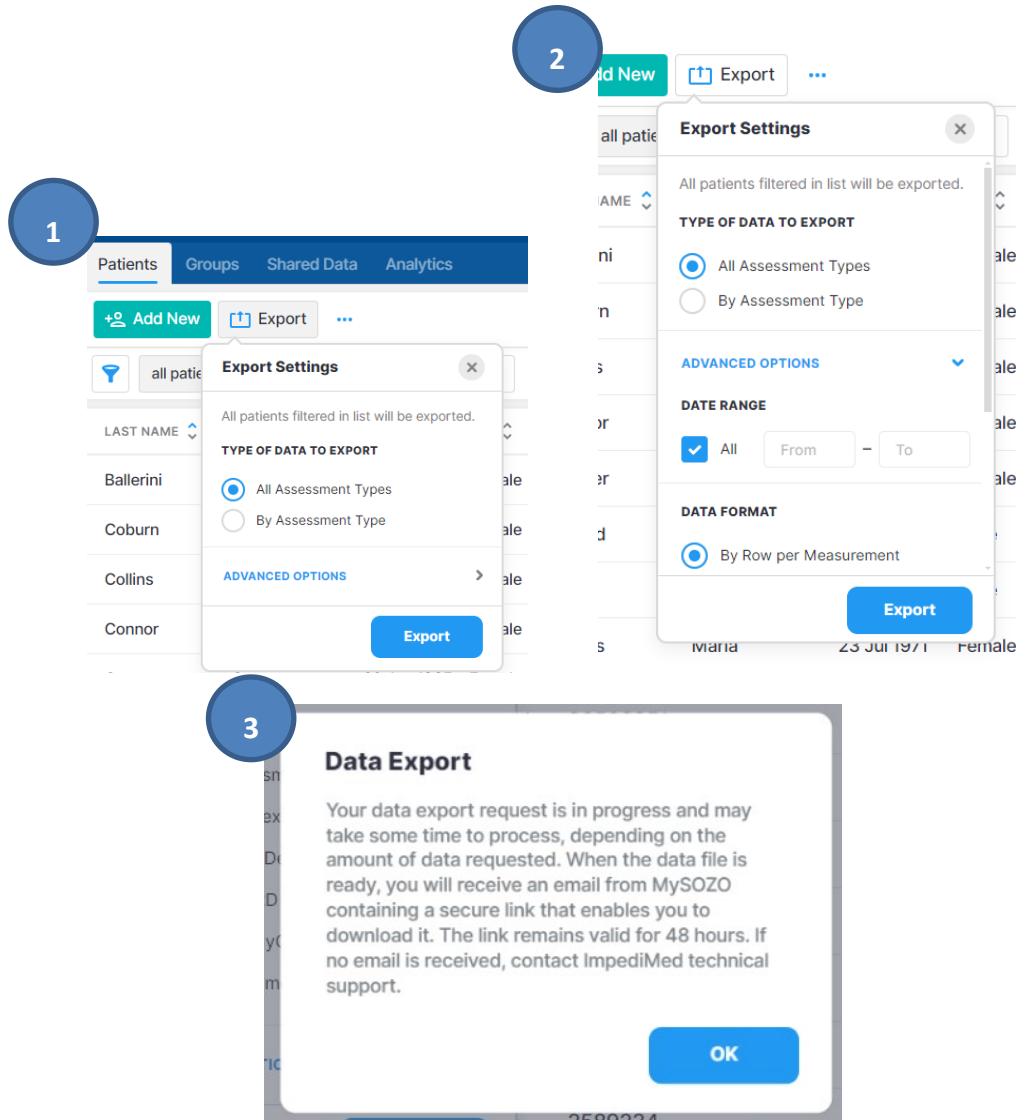
**Note:** when changing certain patient parameters such as height, age or gender, or at-risk/dominant limbs for patients with L-Dex assessments, the software will offer to recalculate all historical measurements. The user may choose which option is most appropriate for the patient. Please consider the following:

- **When to Select “Only future measurements”**  
In the Warning pop-up, tap **Only Future Measurements** to maintain old Assessments according to previous measurements. This is appropriate for patients whose height has changed due to age or other factors.
- **When to Select “All measurements including historical”**  
Tap **All measurements including historical** to recalculate all prior Assessments according to the new height. This is appropriate when the patient's height has been entered incorrectly and measurements have already been taken. This change is not reversible and if this option is selected, the height cannot be restored back to the height that was saved at the time of measurement.
- **Availability of Assessment Specific Data on Patient Profile**  
L-Dex data (at-risk limb, dominant limb) is shown in the patient profile when the L-Dex Assessment is selected. Please note that deselecting the L-Dex Assessment will grey out the patient L-Dex settings, which will not be saved.

#### 4.3.9 Export Patient Data

A Clinician may export patient data from MySOZO. To export data, click the Export button on the **Patient List**. A pop-up displays export settings, which includes Assessment types, date range, data format and additional settings. When the settings have been selected, click Export. A pop-up will appear, stating that the data export request is in progress. ImpediMed will send the clinician an email containing a secure link to download the Export Data. The link is valid for 48 hours.

**Note:** advanced settings include a wide range of options that can be scrolled through to customize the patient data export, including whether patient data should be de-identified, additional patient details, whether patients are in a predefined Group, and device/measurement information. The report will only present the options that are selected.



#### 4.3.10 Shared Data

Shared data allows for sharing of patient data between clinics that are not on the same database to enable a continuous view of patient trending data across care teams.

**NOTE:** To share data, both the sender and receiver must be on SOZO software version 6.1.

**NOTE:** Customers may reach out to ImpediMed customer service if they would prefer that their clinic name not appear within the "Share Data" SOZO software module.

### 4.3.10.1 Sharing Data

Data can be shared from 3 locations:

1. Patient list (All measurements will be shared).
2. Patient Dashboard (All measurements will be shared).
3. Results (Choice between sharing all measurements or the current measurement).

The image contains three screenshots of the ImpediMed software interface, each illustrating a different location where data can be shared. The screenshots are numbered 1, 2, and 3 in blue circles.

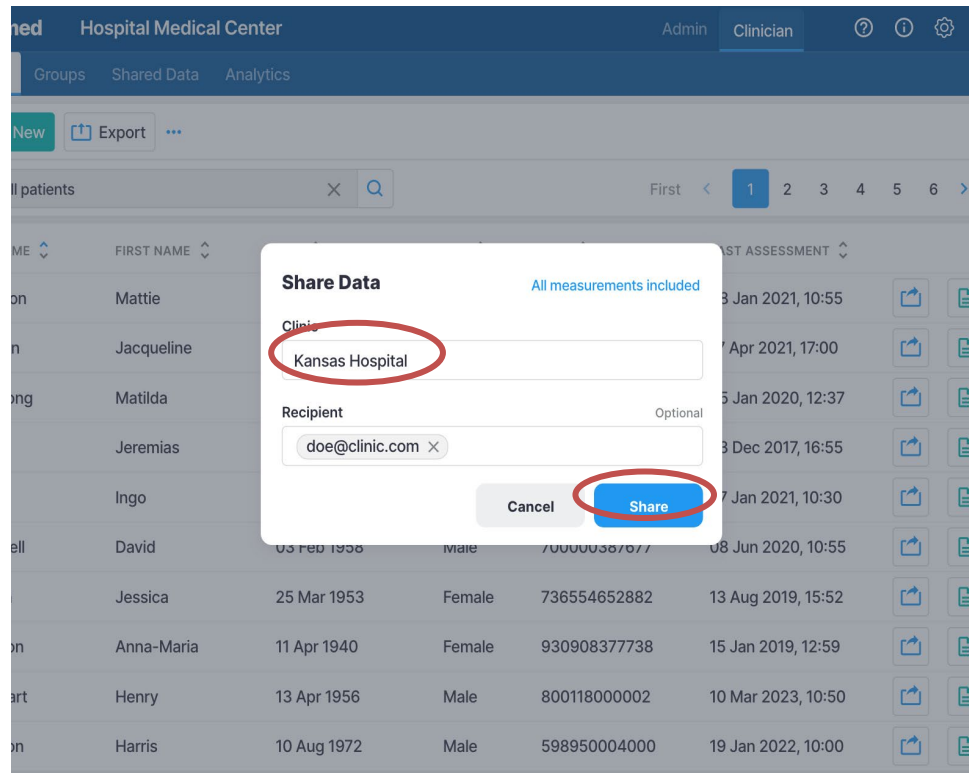
**Screenshot 1:** Shows the 'Patient list' view. A table lists patient assessments with columns for date and time. A red circle highlights the 'Share data' icon (a document with an arrow) in the action column for the first entry (Jan 2021, 10:55).

**Screenshot 2:** Shows the 'Patient Dashboard' for 'Doe, Jane'. A red circle highlights the 'MRN: 0000000000000001' field. Below the patient information, there is a 'Share data' button.

**Screenshot 3:** Shows the 'Results' view for 'Doe, Jane'. A red circle highlights the 'Report' button, which is located next to the 'Share data' button in the action bar.

Select **Share Data** for one of the three locations listed above. Type and select the clinic you want to share data with and select **Share**.

- If the clinic name is greyed out and says “version not compatible” that means the clinic is not on software version 6.1 and can’t receive shared data.
- Note: An email address for a particular SOZO user can be included to receive email notification that they have received shared data.



#### 4.3.10.2 View Outgoing Data

To view data that you have shared, first select the Shared Data tab, then select Outgoing. From there, you can view a list of patients where data has been shared and filter and sort the list using any of the arrows listed above the columns.

##### 4.3.10.2.1 Recalling Shared Data

To recall data that has been shared, first select the **Shared Data** tab, then select **Outgoing**. Click the 3 dots next to the record to be recalled and select **Recall**.

- Select the eye icon to view recall details.
- Note: if the receiving clinic has already imported the shared data, it can’t be recalled.

impedimed Hospital Medical Center Admin Clinician

Patients Groups **Shared Data** Analytics

Incoming **Outgoing**

Search

First 1 2 3 4 5 6 Last

LAST NAME	FIRST NAME	DOB	SENDER	DATE	RECEIVER	STATUS
Anderson	Mattie	27 Apr 1956	manderson@hmc.com	08 Jan 2023	Medical Health Center	...
Atkinson	Jacqueline	30 Aug 1977	jatkinson@hmc.com	17 Apr 2023	Medical Health Center	Recall Data ...
Armstrong	Matilda	13 Aug 1939	marmstrong@hmc.com	05 Jan 2023	Medical Health Center	...
Abott	Jeremias	05 Dec 1960	jabott@hmc.com	23 Dec 2013	Medical Health Center	...
Baker	Ingo	30 Mar 1947	ibaker@hmc.com	27 Jan 2023	Medical Health Center	...
Campbell	David	03 Feb 1958	dcampbellhmc.com	08 Jun 2023	Medical Health Center	...
Duncan	Jessica	25 Mar 1953	jduncan@hmc.com	13 Aug 2023	Medical Health Center	...
Davidson	Anna-Maria	11 Apr 1940	adavidson@hmc.com	15 Jan 2023	Medical Health Center	...
Earnheart	Henry	13 Apr 1956	hearnheart@hmc.com	10 Mar 2023	Medical Health Center	...
Ferguson	Harris	10 Aug 1972	hferguson@hmc.com	19 Jan 2023	Medical Health Center	...

#### 4.3.10.3 View Incoming Data

To view data that has been shared with you, first select the **Shared Data** tab, then select **Incoming**. From there, you can view a list of patients where data has been shared and filter and sort the list using any of the arrows listed above the columns.

- The eye icon next to the Status will provide import details

impedimed Hospital Medical Center Admin Clinician

Patients Groups **Shared Data** Analytics

**Incoming** Outgoing

Search

First 1 2 3 4 5 6 Last

LAST NAME	FIRST NAME	DOB	SENDER	DATE	RECEIVER	STATUS
Anderson	Mattie	27 Apr 1956	Medical Health Center	08 Jan 2023	-	+ NEW ...
Atkinson	Jacqueline	30 Aug 1977	Medical Health Center	17 Apr 2023	-	+ ...
Armstrong	Matilda	13 Aug 1939	Medical Health Center	05 Jan 2023	mdoell@hospitalmedi...	+ NEW ...
Abott	Jeremias	05 Dec 1960	Medical Health Center	23 Dec 2023	jdoer@hospitalmedica...	+ ...
Baker	Ingo	30 Mar 1947	Medical Health Center	27 Jan 2023	jdoer@hospitalmedica...	+ ...
Campbell	David	03 Feb 1958	Medical Health Center	08 Jun 2023	-	+ ...
Duncan	Jessica	25 Mar 1953	Medical Health Center	13 Aug 2023	-	+ IMPORTED ...
Davidson	Anna-Maria	11 Apr 1940	Medical Health Center	15 Jan 2023	-	+ IMPORTED ...
Earnheart	Henry	13 Apr 1956	Medical Health Center	10 Mar 2023	-	+ IMPORTED ...
Ferguson	Harris	10 Aug 1972	Medical Health Center	19 Jan 2023	-	+ ...

#### 4.3.10.3.1 Add other Receivers to Incoming Data

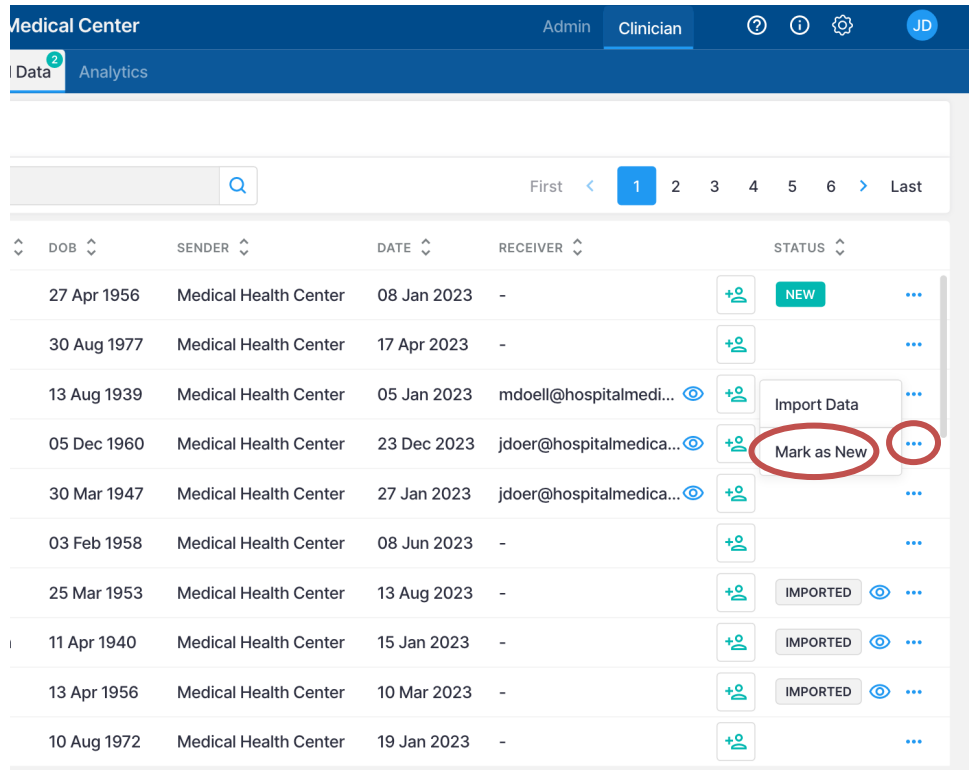
To add other receivers to incoming data, first select **Incoming**, then select **Receiver**. Start typing the email(s) of the clinician user(s) in your clinic that you would like to add, then select the user from the populated list and select **Assign**. The clinician user(s) will receive and email notification.

The screenshot displays the 'impediMed Hospital Medical Center' interface. The top navigation bar includes 'Admin' and 'Clinician' tabs. Below it, a secondary bar shows 'Patients', 'Groups', 'Shared Data', and 'Analytics'. The 'Incoming' tab is selected, and a modal titled 'Assign Shared Data' is open. The modal contains a table of data and an 'Assign' button.

LAST NAME	FIRST NAME	DOB	SENDER	DATE	RECEIVER	STATUS
Anderson	Mattie	27 Apr 1956	Medical Health Center	08 Jan 2023		NEW
Atkinson	Jacqueline	30 Aug 1977	Medic			
Armstrong	Matilda	13 Aug 1939	Medic			NEW
Abott	Jeremias	05 Dec 1960	Medic			
Baker	Ingo	30 Mar 1947	Medic			
Campbell	David	03 Feb 1958	Medic			
Duncan	Jessica	25 Mar 1953	Medical Health Center	13 Aug 2023		IMPORTED
Davidson	Anna-Maria	11 Apr 1940	Medical Health Center	15 Jan 2023	-	IMPORTED
Earnheart	Henry	13 Apr 1956	Medical Health Center	10 Mar 2023	-	IMPORTED
Ferguson	Harris	10 Aug 1972	Medical Health Center	19 Jan 2023	-	

#### 4.3.10.3.2 Mark as New

To mark incoming data as new, first select incoming, then click the ellipsis (three dots) next to the record and select **Mark as New**.

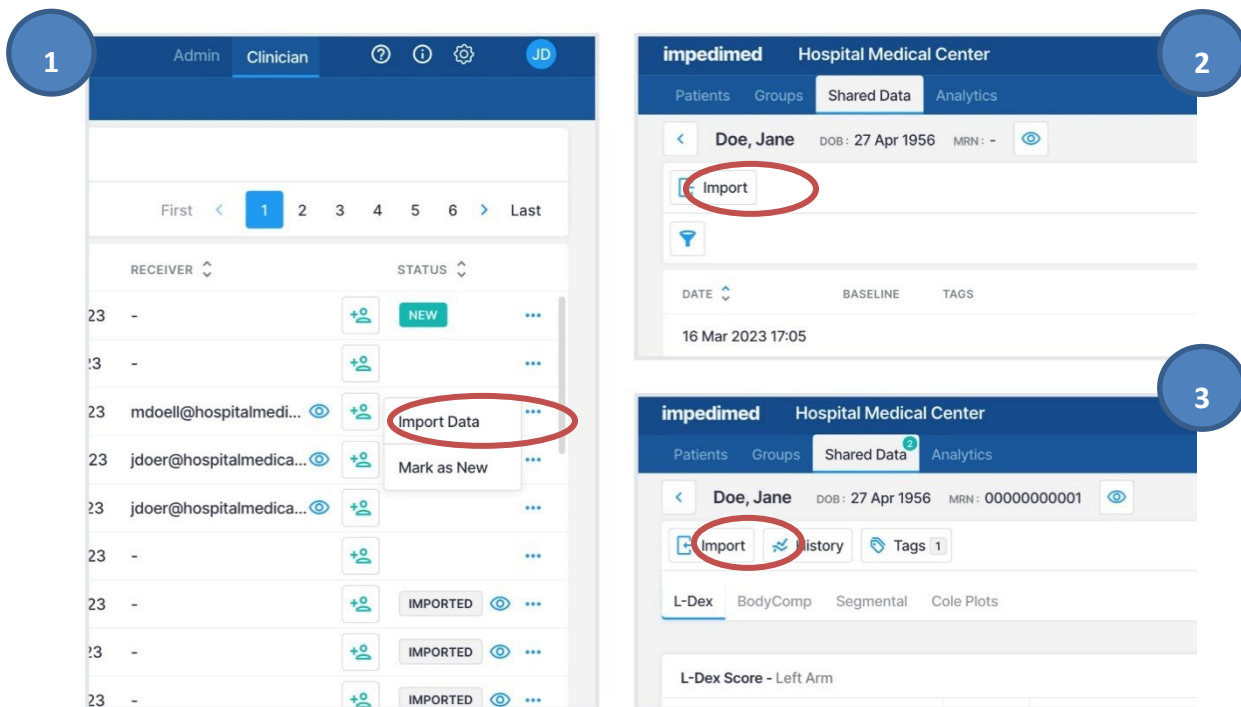


#### 4.3.10.3.3 Import Incoming Data

Data can be imported from 3 locations

1. Shared data list
  - Click the ellipsis (three dots) next to the record to import and select **Import Data**
2. Shared data patient dashboard
  - Select the record to view and select **Import**
3. Shared data patient result
  - Select the record to view then select the measurement date to view and select **Import**

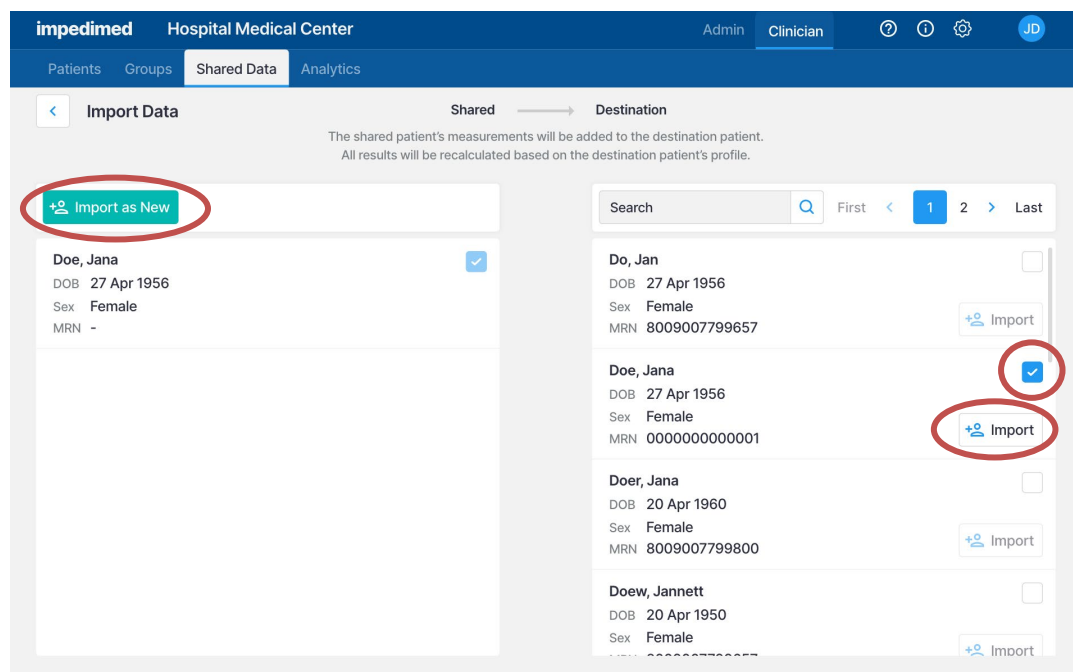




Once you have selected Import, you can either import as new to create a new patient or select the patient in your database to merge.

1. To create a new patient, click Import as New, confirm the patient information, enter the MRN for your clinic and finalize by clicking Create.
2. To add shared data to an existing patient, select the patient from the list, select Import, Confirm the patient information is the same as in your existing patient profile, then click Confirm and Import.

Note: All imported data will be indicated on the patient dashboard.



### 4.3.11 Report

A Clinician may create a patient report from MySOZO in the form of a PDF.

To create a patient report from the patient dashboard:

1. From the Patients List, **search** for a specific patient or all patients.
2. Click **Report (green paper icon)**, located on the far-right side of the patient's information.
3. Select the desired assessments and history charts to be included in the report.
4. Input the **date range** for the history charts. Note: the main report will use the last assessment taken.
5. Click **Create**. The patient report will automatically download in PDF format.

**Create Report**

☒ L-Dex ☒ BodyComp ☒ Segmental

History Graphs ☒ L-Dex

History Graphs ☒ TBW ☒ TBW (%Weight) ☒ ECF ☒ ECF (%TBW) ☒ ICF ☒ ICF (%TBW) ☒ Hy-Dex ☐ SMM ☐ SMM (%Weight) ☐ FM ☐ FM (%Weight) ☐ FFM

History Graphs ☒ TBW ☒ ECF ☒ ICF ☐ SMM ☐ LST ☐ Phase Angle

DATE RANGE ☒ All From To

**Create**

**Note:** patient reports may also be made directly from a measurement results screen.

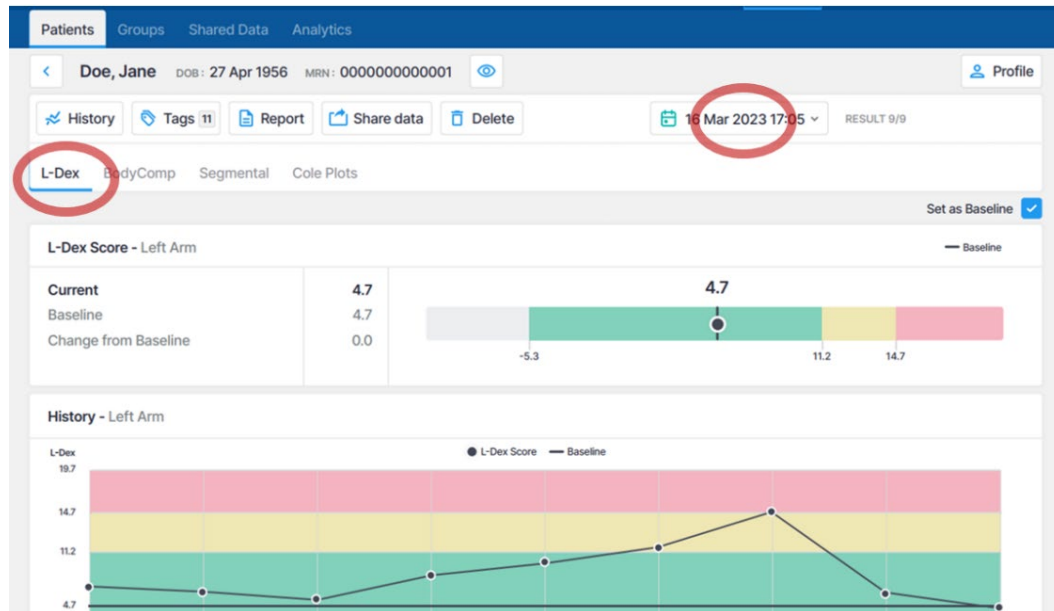
**Note:** patient reports in PDF format cannot be created from the SOZOapp.

## 4.4 Measurement Dashboard

The **Patient Dashboard** displays a list of all the measurements taken for the patient. The Clinician can click on one of the listed dates to bring up the results from that measurement in the **Measurement Dashboard**.

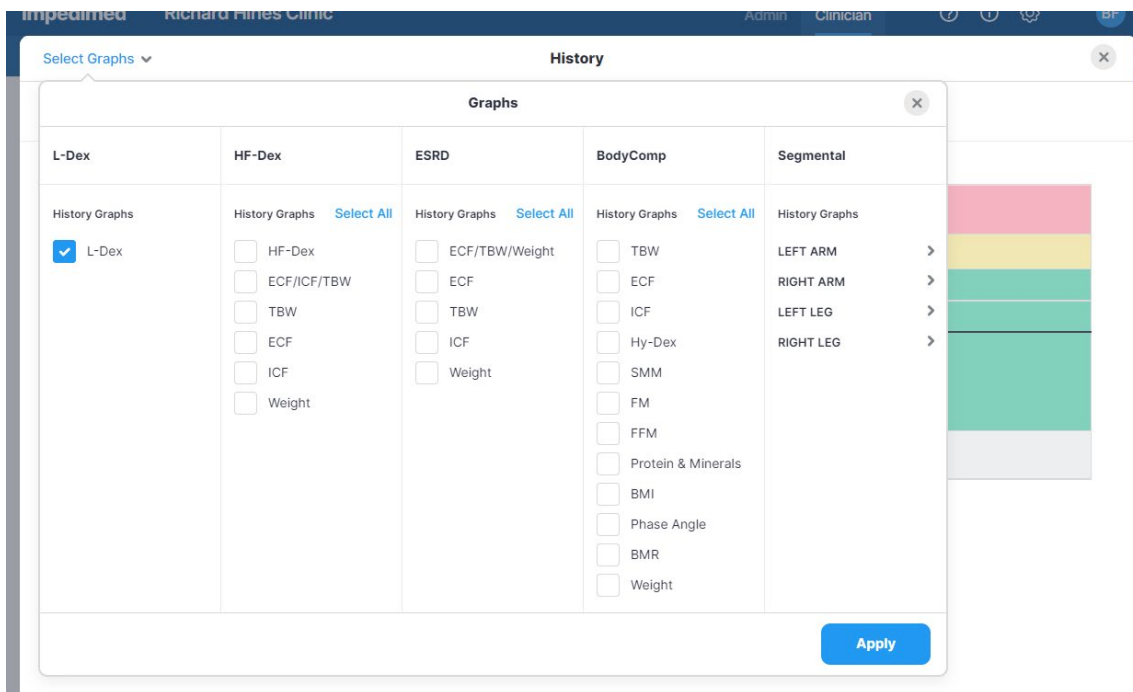
Patients Groups Shared Data Analytics			
Doe, Jane DOB: 27 Apr 1956 MRN: 0000000000001 Profile			
Measure Notes 5 Share data			
First 1 2 3 4 5 6 Last			
DATE	BASELINE	DATA	TAGS
16 Mar 2023 17:05	1		SURGERY
13 Feb 2023, 13:56	2		MEDICATION PHYSICAL THERAPY
7 Aug 2022, 17:27			MEDICATION CHEMOTHERAPY PHYSICAL THERAPY
23 Dec 2021, 17:45			CHEMOTHERAPY
22 Nov 2021, 17:00	1		
16 Jun 2021 17:05			MEDICATION CHEMOTHERAPY PHYSICAL THERAPY
13 Mar 2021, 13:56		IMPORTED	
13 Feb 2020, 13:00		IMPORTED	SURGERY

The results for one assessment type will initially be displayed, e.g., L-Dex. The Clinician can click on different assessment types, or different measurement dates, from within the displayed record. The selected assessment type is underlined in blue (e.g., L-Dex) and measurement date is listed next to the green calendar icon.

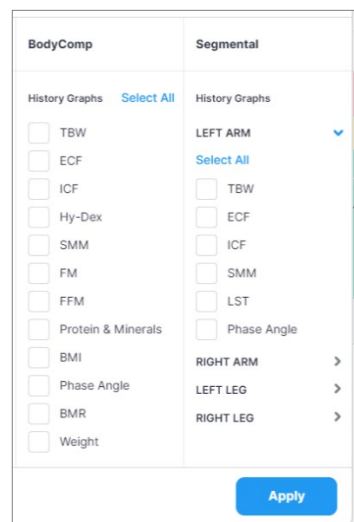


**Note: only the measurement history of licensed Assessments that have been selected in the patient profile appears in History.**

The Clinician may also review summary history graphs for the patient by tapping the 'History' button from the **Measurement Dashboard**. Graphs will be created for each module licensed to the clinic and applied to the patient profile. The popup will allow the user to select specific outputs to be graphed for each module, by selecting the desired outputs under '**Select Graphs**' and clicking '**Apply**':



Sub-menus are available for each limb's segmental measurements:

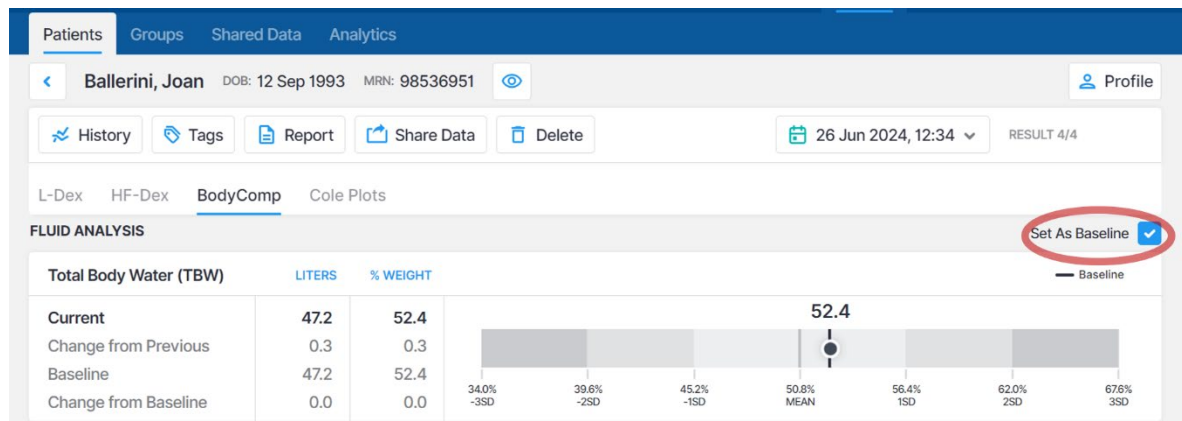


Additionally, many graphs will provide an option to switch between absolute and relative units of measure (liters/pints vs. % TBW)



### 4.4.1 Setting a Baseline

A Clinician may set or remove a measurement baseline for each Assessment type, and for most outputs. To adjust the baseline **check** “SET AS BASELINE” (red oval below).



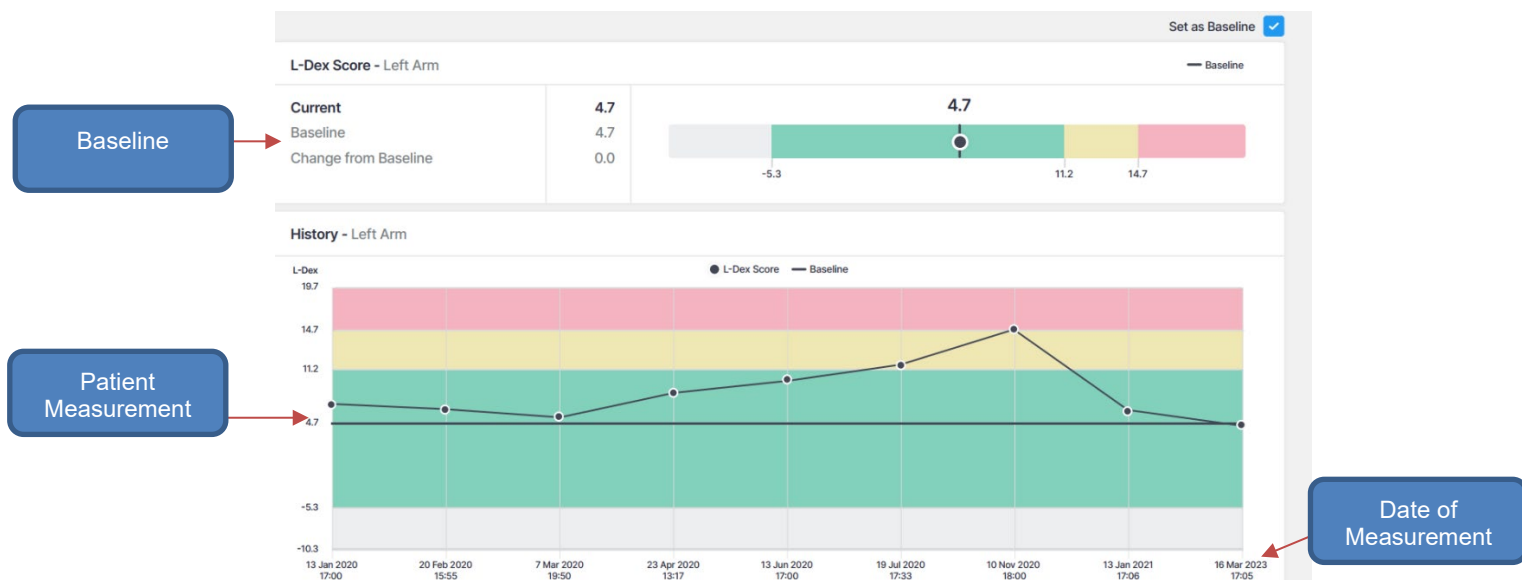
To choose the proper measurement as the baseline, the measurement should be:

- High-quality
- Taken when the patient is in a normal fluid or “euvolemic” state
  - This is often before treatment has occurred

If an incorrect baseline measurement is selected, either de-select the baseline for that measurement, or navigate to the correct measurement and select it as the baseline.

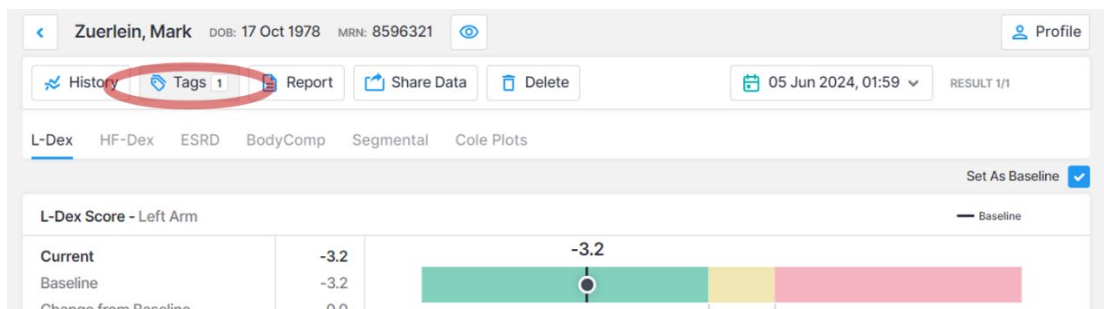
### 4.4.2 Evaluating Measurements Against a Baseline

For any measurement outputs that can have a baseline selected, the Clinician may compare patient measurements taken over time against the baseline. From this comparison, the Clinician may identify changes in patient fluid levels, and see if these changes fall within normal or abnormal ranges.



### 4.4.3 Adding a Measurement Tag

A Tag can be added to a measurement to provide additional information and notes. These must be created by a Clinic Administrator. The number of Tags linked to a measurement is listed in the top left corner, below the patient's name. Multiple Tags can be added to the same measurement and saved using the green save icon.



The screenshot shows the 'Tags' dialog box. It has a 'Select Tag' dropdown and a 'Description (Optional)' text area. Two tags are listed: 'TRIGGER' (added on Jun 14, 2024 at 10:04 AM) with the description 'patient fluid is elevated.', and '9 MONTH' (added on Jun 14, 2024 at 10:00 AM) with the description 'Nine-months post surgery'. Both tags are attributed to 'Christy Greene'. The dialog box has 'Cancel' and 'Save' buttons.

To add a Tag to a measurement, click the “Tags” icon. Select the Tag to be linked from the drop-down menu and add a description if desired. Click the disk icon to save.

#### 4.4.4 Cole Plots

The SOZO software helps determine the quality of the Cole Plots by the following:

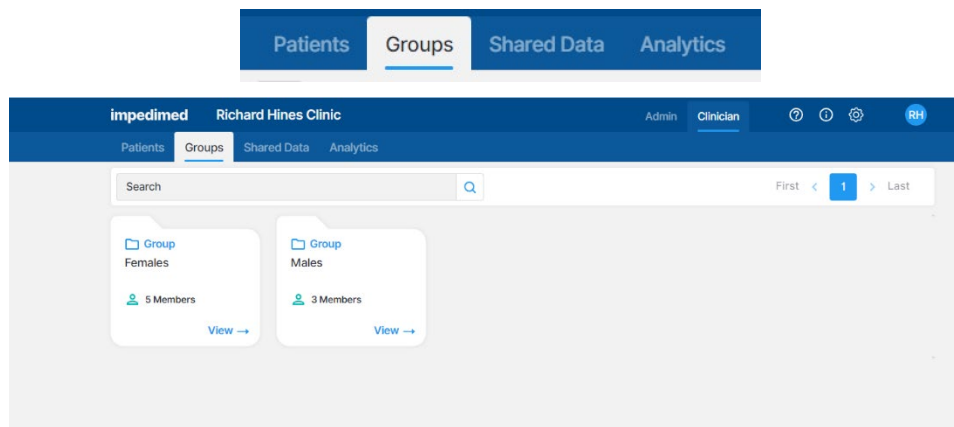
- High quality - green
- Medium quality - yellow
- Low quality - red



If the Right Whole-Body Cole plot is low quality, measurements for the HF-Dex assessment type will not be displayed.

#### 4.5 Clinician Patient Groups

Click the **GROUPS** tab at any time to return to the Group List on the MySOZO Clinician home page.



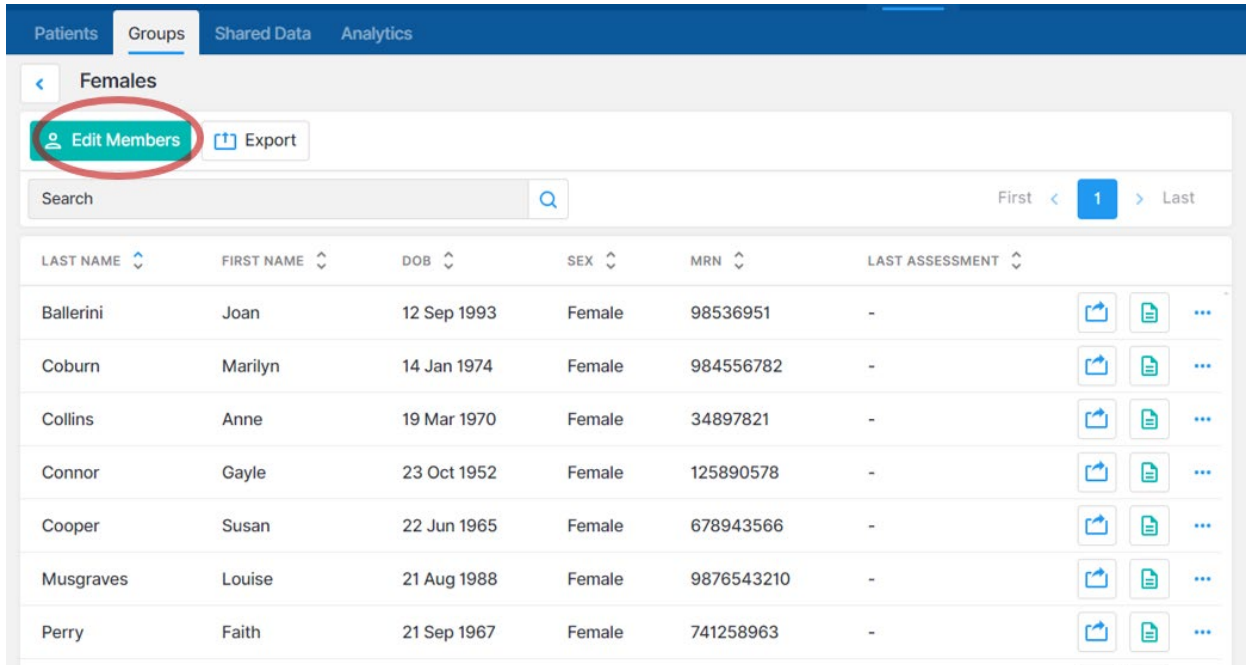
Patients can be assigned to predefined groups within the SOZO database. Administrator access is required to manage group creation. Clinician access is required to add or remove patients from groups.

To access **Group** features:

1. **Click** the **Groups** tab located along the top of the panel, between **Patients** and **Shared Data**. This will bring up all current groups within the clinic.
  - a. If the Patient Groups tab is empty, only individuals with Administrator permissions can create or name them.
2. Select a group by clicking **View** to bring up the list of patients currently assigned to that group.
3. To **modify patients** within the group, click on **Edit Members** located in the top right corner.

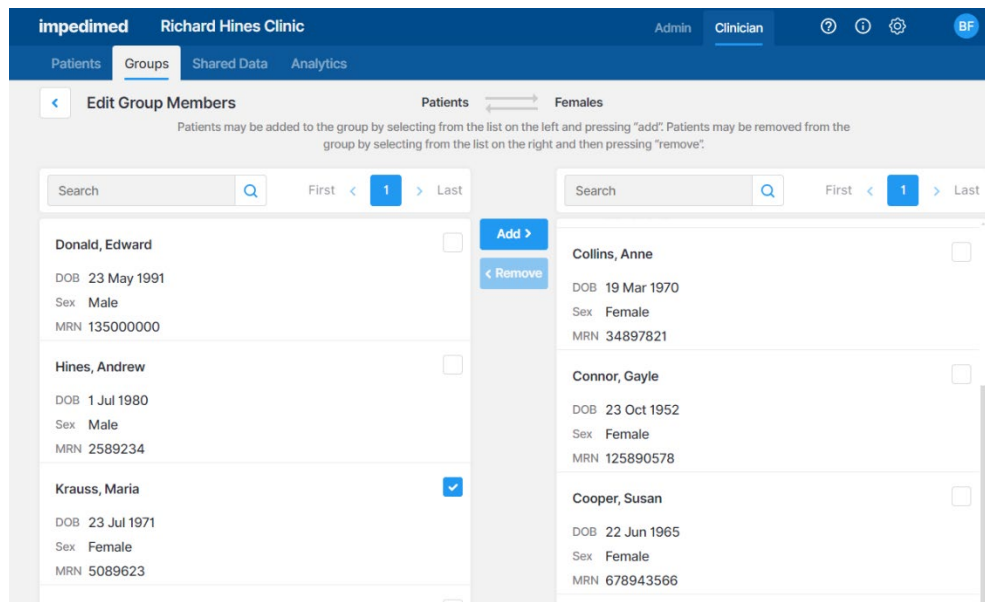


- To add a patient to a group search for the patient's name in the left-hand column and **check** the box next to their profile. Selecting at least one patient will highlight the **Add** button. **Click** the **Add** button to add patients to the group.
- To remove a patient from a group, search for the patient's name in the right-hand column and check the box next to their profile. Selecting at least one patient will highlight the **Remove** button. Click the **Remove** button to add patients to the group.



The screenshot shows the 'Females' group page. At the top, there are tabs for 'Patients', 'Groups', 'Shared Data', and 'Analytics'. Below the tabs, there is a search bar and a 'First' button with the number '1' in a blue box, followed by a 'Last' button. The main table lists patients with columns for 'LAST NAME', 'FIRST NAME', 'DOB', 'SEX', 'MRN', and 'LAST ASSESSMENT'. Each row has a checkbox and an 'Add' button next to it. The 'Edit Members' button is circled in red.

LAST NAME	FIRST NAME	DOB	SEX	MRN	LAST ASSESSMENT
Ballerini	Joan	12 Sep 1993	Female	98536951	-
Coburn	Marilyn	14 Jan 1974	Female	984556782	-
Collins	Anne	19 Mar 1970	Female	34897821	-
Connor	Gayle	23 Oct 1952	Female	125890578	-
Cooper	Susan	22 Jun 1965	Female	678943566	-
Musgraves	Louise	21 Aug 1988	Female	9876543210	-
Perry	Faith	21 Sep 1967	Female	741258963	-



The screenshot shows the 'Edit Group Members' dialog. It has two columns of patients. The left column has a search bar and a 'First' button with the number '1' in a blue box, followed by a 'Last' button. The right column has a search bar and a 'First' button with the number '1' in a blue box, followed by a 'Last' button. The dialog is titled 'Edit Group Members' and has a subtitle: 'Patients may be added to the group by selecting from the list on the left and pressing "add". Patients may be removed from the group by selecting from the list on the right and then pressing "remove".' The 'Add' button is highlighted in blue.

Patients	Females
<p>Donald, Edward</p> <p>DOB 23 May 1991</p> <p>Sex Male</p> <p>MRN 135000000</p>	<p>Collins, Anne</p> <p>DOB 19 Mar 1970</p> <p>Sex Female</p> <p>MRN 34897821</p>
<p>Hines, Andrew</p> <p>DOB 1 Jul 1980</p> <p>Sex Male</p> <p>MRN 2589234</p>	<p>Connor, Gayle</p> <p>DOB 23 Oct 1952</p> <p>Sex Female</p> <p>MRN 125890578</p>
<p>Krauss, Maria</p> <p>DOB 23 Jul 1971</p> <p>Sex Female</p> <p>MRN 5089623</p>	<p>Cooper, Susan</p> <p>DOB 22 Jun 1965</p> <p>Sex Female</p> <p>MRN 678943566</p>

## 4.6 Clinician Analytics

Select the **Analytics** tab (red circle below) from the tabs across the top at any time to return to the Analytics page on the MySOZO Clinician home page.



The Clinician Analytics dashboard provides tools to track both Lymphedema Assessments and how well the clinic is following the Lymphedema Surveillance Program. Information on protocol compliance and patients in the Surveillance Program who have triggered is provided as well as all patient data for Patient & Measurement Overview and Patient Distribution. The information in the Analytics dashboard is updated hourly.

The **Controls** menu at the top of each tab allows the clinician to display and filter the data as desired.

### 4.6.1 Lymphedema Surveillance Program

This program utilizes ImpediMed's Test, Trigger, Treat<sup>®</sup> protocol for early detection and intervention of cancer-related lymphedema. The evidence-based protocol option for the lymphedema surveillance program is supported by the findings of the PREVENT trial<sup>2-3</sup> and McDuff et al<sup>4</sup>. The PREVENT trial followed patients at 3–6-month intervals for 3 years. The study showed that a prospective surveillance program using BIS was able to identify and treat patients for subclinical lymphedema with improved patient outcomes compared to those monitored with tape measure. While McDuff found that the risk of lymphedema is greatest in the first 3 years, the lymphedema risk is directly impacted by therapy received with regional lymph node radiation which correlated to late onset lymphedema. Therefore, the experts in the study recommended regular intervals for 5 years post treatment.

### 4.6.2 Surveillance Program Tab

The Surveillance Program tab displays the program overview, the number of patient measurements that are upcoming or are overdue, the number of patients triggered, and compliance to the surveillance protocol.

---

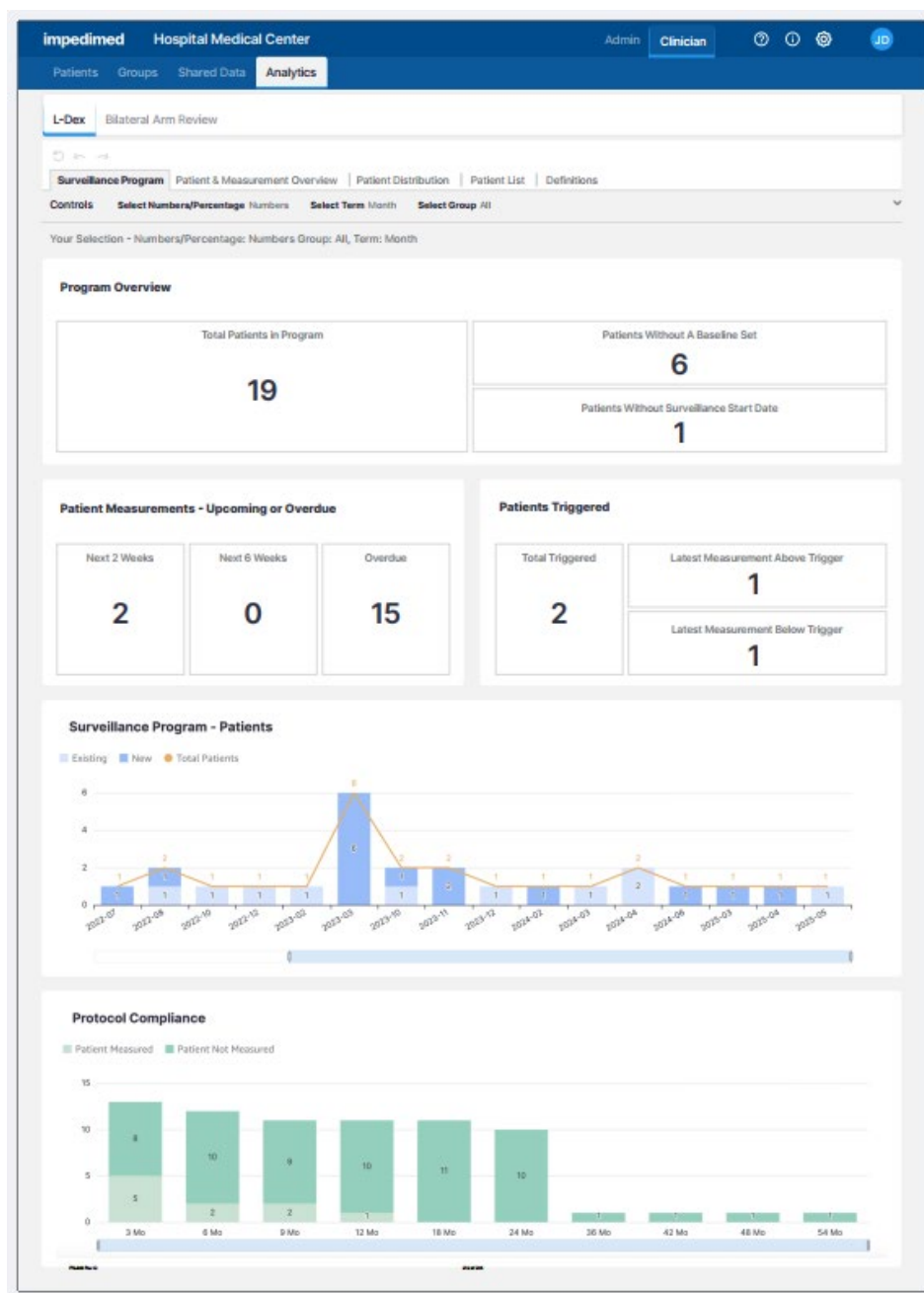
<sup>2</sup> Ridner SH, Dietrich MS, Boyages J, et al. A Comparison of Bioimpedance Spectroscopy or Tape Measure Triggered Compression Intervention in Chronic Breast Cancer Lymphedema Prevention. *Lymphatic Research and Biology* 2022.

<sup>3</sup> Ridner SH, Dietrich MS, Cowher MS, et al. A Randomized Trial Evaluating Bioimpedance Spectroscopy Versus Tape Measurement for the Prevention of Lymphedema Following Treatment for Breast Cancer: Interim Analysis. *Ann Surg Oncol* 2019.

<sup>4</sup> McDuff SGR, Mina AI, Brunelle CL, et al. Timing of Lymphedema Following Treatment for Breast Cancer: When Are Patients Most At-Risk? *Int J Radiat Oncol Biol Phys* 2018.

**Note: this dashboard only includes patients who have a baseline measurement selected and are included in the Lymphedema surveillance program as selected in the patient profile (Surgery Date or Alternate Date are entered in the patient profile). The Surgery Date or Alternate Date entered in the profile is used as the starting date for the surveillance protocol (see 4.6.2.5, Further Definitions).**

The Program Overview in the Analytics Surveillance tab is shown below. The total number of patients in the program, the number of patients without a baseline set, and the number of patients without a surveillance start date are displayed. Additionally, the number of patient measurements that are upcoming or are overdue and the number of patients triggered are displayed.



Directly beneath the graphs in the Patients view and Protocol Compliance view is a blue horizontal bar that allows you to change the range. Slide the end of the bar right or left and the display adjusts automatically.

#### **4.6.2.1 Patient Measurements – Upcoming or Overdue**

This displays the total number of patients in the surveillance program who are due for their measurement in the next 2 weeks, 6 weeks, and the patients who are overdue. The due date for a patient is calculated based on the surveillance start date and the defined frequency within the surveillance program protocol. Measurement status is determined by the surveillance program start date and protocol intervals selected.

Example: For every 6-month protocols, a patient is counted as having a measurement if a measurement occurs within 3 months on either side of the due date.

#### **4.6.2.2 Patients Triggered**

This displays the number of patients in the surveillance program whose L-Dex score has triggered as 6.5 L-Dex units above their baseline.

- **Total Triggered:** The total number of patients whose L-Dex score has ever equaled or exceeded the L-Dex threshold of a 6.5 L-Dex unit increase from baseline in any limb being monitored.
- **Latest Measurement Above Trigger:** The number of patients whose latest L-Dex score is equal to or above 6.5 L-Dex units above their baseline. If a patient has bilateral measurements with two triggers, only one will be counted as a trigger and if any of the latest measurements remain as triggered, it will take precedence. See definitions for further explanation.
- **Latest Measurement Below Trigger:** The number of patients who had previously triggered, but whose latest L-Dex values have fallen to less than 6.5 above their baseline.

#### **4.6.2.3 Surveillance Program - Patients**

This provides the number of patients in the surveillance program who were measured during the selected time period.

**Note: patients with multiple measurements in a single time period will be counted only once. Patients with a measurement in multiple time periods will be counted for each time period where a measurement was taken.**

#### 4.6.2.4 Protocol Compliance

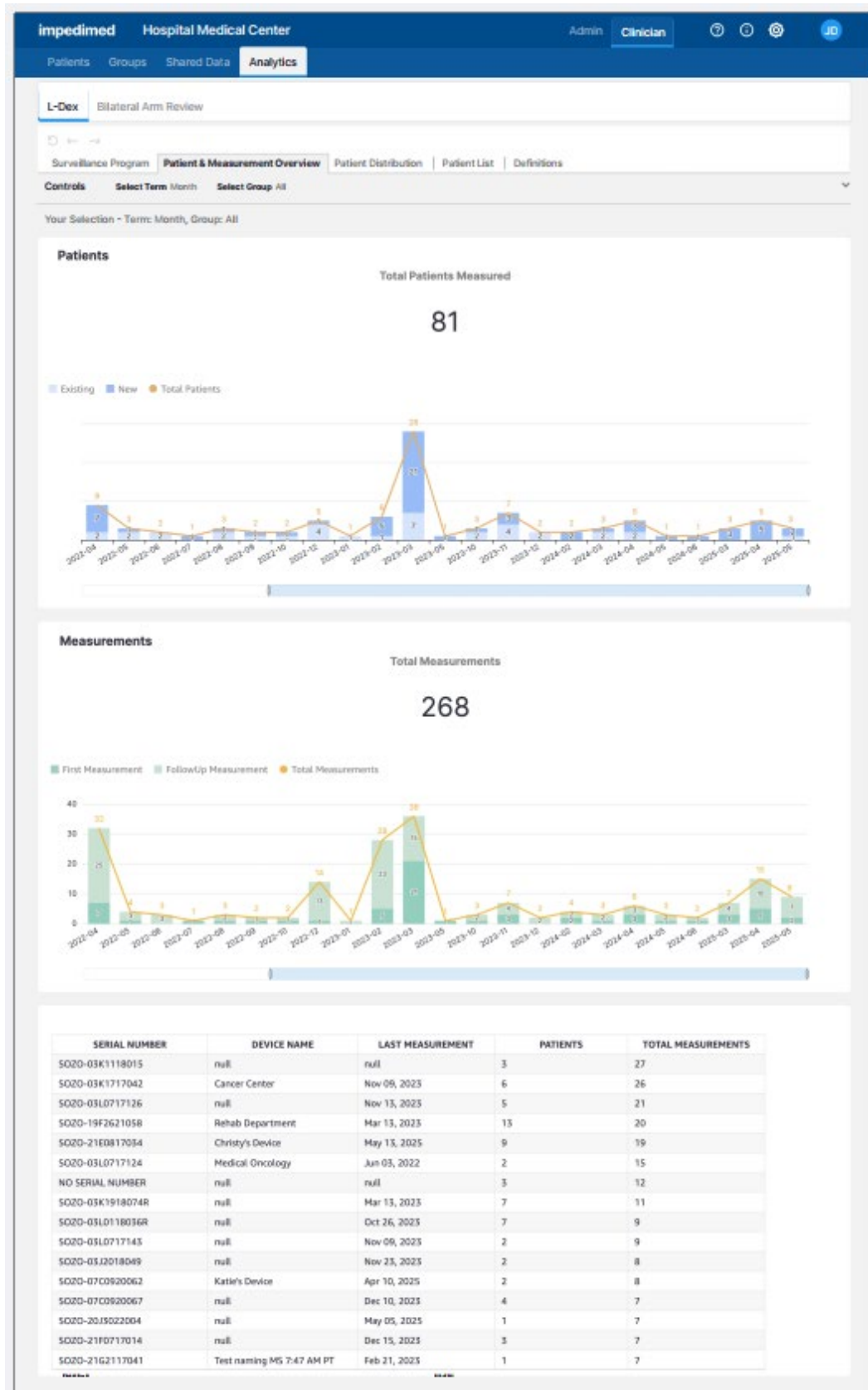
This provides the total number of surveillance program patients who took a measurement within the target protocol time period vs. those patients who did not take a measurement for each measurement target date. The surveillance program target dates are defined below and calculated for each patient based on the Surveillance Start Date of the patient and the surveillance program protocol selected for the clinic. Patients will be considered measured if they have had a measurement halfway between the protocol timepoints. For example, if the protocol interval is every 6 months, the patient will be counted as measured if they had a measurement within 3 months on either side of the due date.

#### 4.6.2.5 Further Definitions

- **Surveillance Program Start Date:** The Surgery/Alternate Date should be the first treatment date that had an impact on the Lymphatic system. This date will be used to track when measurements should be started and when the follow-up measurements should be taken based on the Surveillance Program Protocol. The Surgery/Alternate date is an optional field that is specified in the patient profile for individual patients but is required for a patient to be included in the Surveillance Program Dashboard in Analytics.
- **Testing Frequency:** The surveillance program protocol, either evidence-based or custom, should be determined by the SOZO administrator and will be utilized clinic-wide.
  - Evidence-Based Protocol
    - Years 1-3: Every 3 months
    - Years 4-5: Every 6 months
    - Year 6: Every 12 months
  - Custom Protocol
    - Duration up to 6 years
    - Testing frequency:
      - Years 1-2: Every 3, 4 or 6 months
      - Years 3-6: Every 3, 4, 6 or 12 months

#### 4.6.3 Patient & Measurement Overview

This dashboard provides insight into the usage of SOZO and the L-Dex Analysis for Lymphedema Assessment. It provides outputs based on all Lymphedema Patients, Total Measurements, and Devices used within the clinic.



#### **4.6.3.1 Patients Measured**

This chart provides the total count of L-Dex patients who have had at least one measurement in the defined time period, selectable by Month, Quarter or Year from the Controls menu.

**Note: a patient with multiple measurements within a time period will be counted only once. The Total Patients Measured is a count of all unique L-Dex patients who have had at least one measurement.**

#### **4.6.3.2 Measurements**

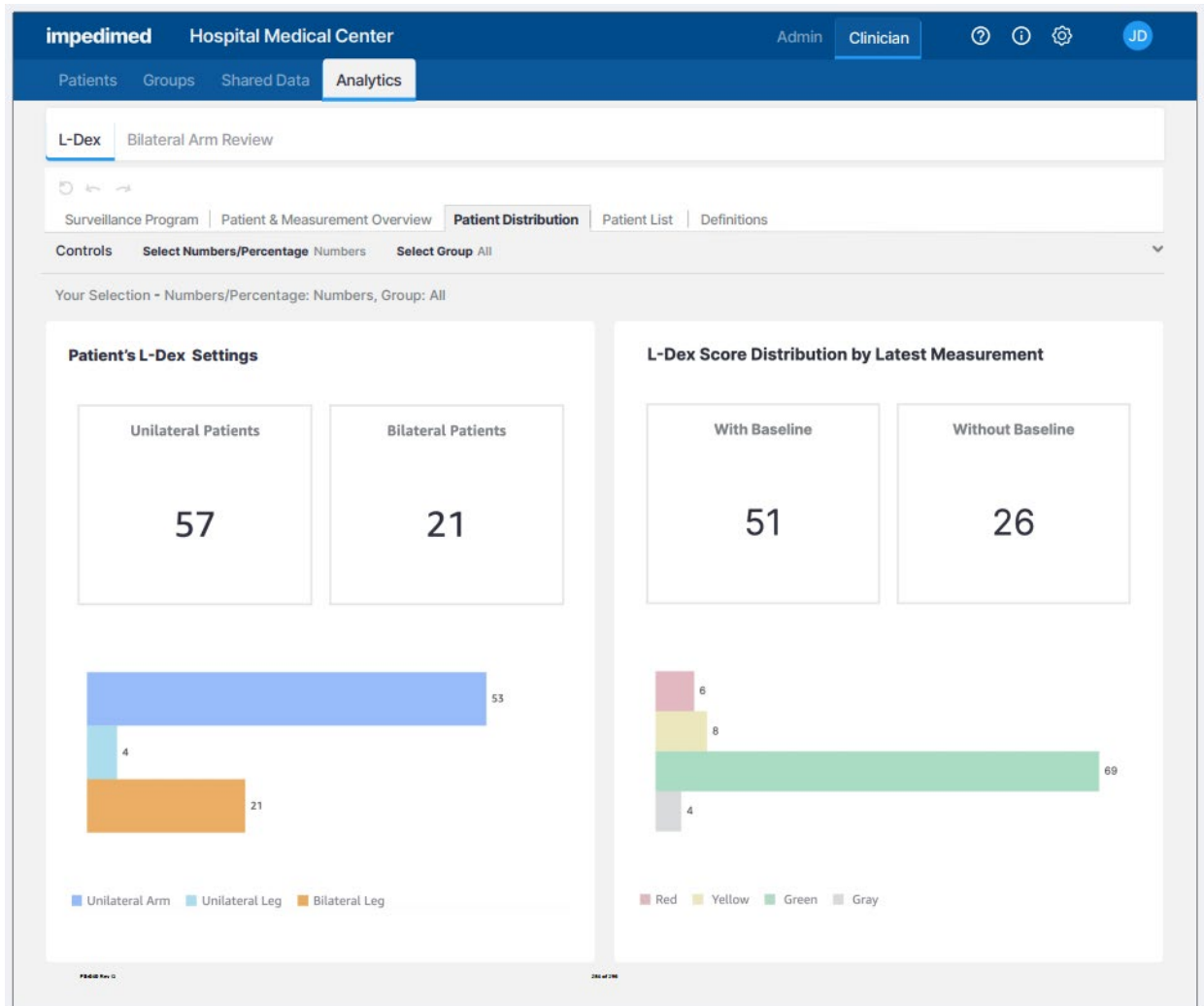
This chart provides the count of measurements taken on L-Dex patients over time, selectable by Month, Quarter or Year from the Controls menu. The total Measurements is a count of all measurements taken on all L-Dex patients.

#### **4.6.3.3 Device List & Utilization**

This table provides the total number of Patients and Measurements, as defined above, by SOZO serial number.

#### **4.6.4 Patient Distribution**

This dashboard provides a summary of all L-Dex patients by their at-risk limb/s (demographics) and L-Dex Output. Only patients who have the L-Dex assessment type are included.



#### 4.6.4.1 Patient's L-Dex® Settings

This chart provides a count of patients who have selected Unilateral or Bilateral L-Dex Assessment settings. It can be displayed as a number or as a percentage.

The distribution of the number of Bilateral Leg, Unilateral Arm and Unilateral Leg patients is shown in bar graphs.

**Note: The total number of L-Dex patients in the clinic is equal to sum of unilateral patients and sum of bilateral patients.**

#### 4.6.4.2 L-Dex® Score Distribution by Latest Measurement

This chart provides a count of the latest L-Dex measurement values and if there is a baseline associated with each reading. It can be displayed as a number or as a percentage.

The distribution of the number of latest lymphedema measurements categorized as grey, green, yellow and red is displayed.



**Note: these categories have a different meaning depending on whether or not a baseline has been set.**

#### **L-Dex Categories without a Baseline**

<b>Grey (Below Normal L-Dex)</b>	L-Dex scores below 3 standard deviations less than the population mean (below -10).
<b>Green (Normal L-Dex)</b>	L-Dex scores between 3 standard deviations less than the population mean and 2 standard deviations greater than the population mean (-10 to 6.5).
<b>Yellow (Normal L-Dex)</b>	L-Dex scores between 2 and 3 standard deviations greater than the population mean (6.5 to 10).
<b>Red (Above Normal L-Dex)</b>	L-Dex scores above 3 standard deviations greater than the population mean (above 10).

#### **L-Dex Categories with a Baseline**

<b>Grey (Below Normal L-Dex Change)</b>	Change in L-Dex scores from the baseline that are greater than 3 standard deviations below the baseline (change greater than -10).
<b>Green (Normal L-Dex Change)</b>	Change in L-Dex scores from the baseline between 3 standard deviations less than the baseline and 2 standard deviations greater than the baseline (change between -10 and +6.5).
<b>Yellow (Elevated Normal L-Dex Change)</b>	Change in L-Dex scores from the baseline between 2 and 3 standard deviations greater than the baseline (change between +6.5 and +10).
<b>Red (Above Normal L-Dex Change)</b>	Change in L-Dex scores from the baseline that are greater than 3 standard deviations above the baseline (change greater than +10).

**Note: patients with no measurements will not have a baseline and will not be included in the bar graph output. Bilateral patients will include two measurements, one for each at risk limb.**

**Note: total L-Dex patients in the clinic are equal to sum of unilateral patients and sum of bilateral patients. The total # of measurements will be equal to the sum of unilateral patients and two times the sum of bilateral patients.**

## 4.6.5 Patient List

The Patient list displays a list of the first name, last name, date of birth, sex, MRN, surveillance start date, and last assessment date.

- By default, this is the full list of L-Dex patients contained in the database. Each column can be sorted by ascending or descending order.
- If the clinician drills down on a graph, the patient list is filtered according to the criteria of the graph.

**impedimed Hospital Medical Center** Admin Clinician ? ⓘ ⚙️ JD

Patients Groups Shared Data **Analytics**

**L-Dex** Bilateral Arm Review

Surveillance Program Patient & Measurement Overview Patient Distribution **Patient List** Definitions

**Your Selections:**  
 Numbers/Percentage = Numbers, Term = Month, Group = All, User = All, Year-Month = All, New/Existing Patients = All, Due = All, Distribution Range = All, Unilateral/Bilateral = All, Limb Settings = All, Patient Triggered = All, Patient Above Trigger = All, Patient Below Trigger = All, Baseline = All, Patients of LPP = All, Device Name = All, Device Serial Number = All

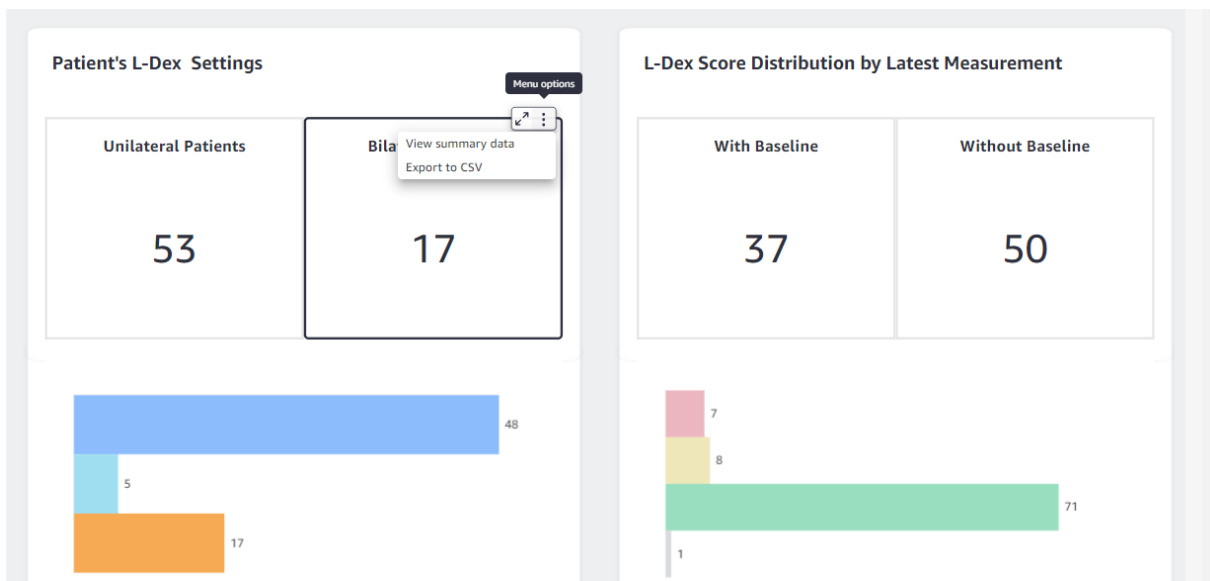
Export to CSV  
Export to Excel

LAST NAME	FIRST NAME	DOB	SEX	MRN	Surveillance Start Date	LAST ASSESSMENT
Bennett	Francine	Nov 17, 1975	Female	7496539	null	Mar 8, 2024
Boudreaux	Donna	Apr 1, 1977	Female	66582334	null	Apr 1, 2024
Brigham	Kaycee	Oct 16, 1964	Female	1089562	null	Mar 27, 2023
Brooks	Erin	Jul 30, 1979	Female	26789867	null	Nov 9, 2023
Burrow	John	Apr 1, 1990	Male	123123123	null	Apr 1, 2024
Campbell	Alice	Jan 24, 1960	Female	49565354	null	Mar 11, 2023
Carson	Heather	Jan 28, 1991	Female	2016	null	May 27, 2022
Carter	Sarah	Dec 22, 1977	Female	8559234	null	May 2, 2023
Cg	Cg	Mar 5, 2006	Female	Clbg	null	Mar 31, 2025
Cg2	Cg2	Mar 7, 2006	Female	Impd	null	May 13, 2025
Chabner	Elizabeth	Feb 26, 1968	Female	ec1	null	Mar 12, 2023
Cochran	Kathleen	Oct 20, 1963	Female	5689032267	null	Oct 26, 2023
Cooper	Ayesha	Sep 14, 1987	Female	FEM003	null	Nov 27, 2023
Curtin	Mike	Feb 6, 1965	Male	7890	null	Mar 12, 2023
Demo	Shelly	Sep 5, 1979	Female	9889	null	Jun 3, 2022
Doe	Jane	Feb 8, 1979	Female	23594	null	Jan 29, 2023

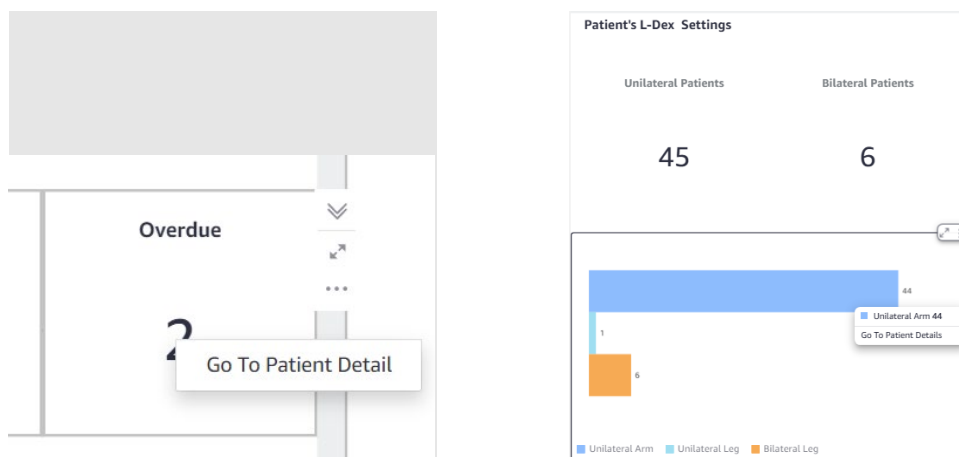
Page 1 of 18

## 4.6.6 Navigation

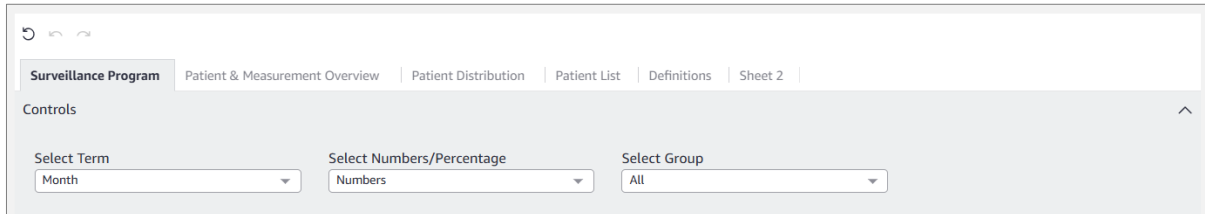
**Exporting data:** To export the data shown for any individual chart or table on the screen, select the chart or table element. A menu on the upper right side of the chart or table will appear, select the “...” and then “**Export to CSV**”.




- **Accessing Patient List:** By default, all patients with an L-Dex Assessment are included in the patient list. To get patient data associated with a particular chart or table element, select the data element (e.g., Overdue patients, Patients Measured in Time Period, Serial Number, Bilateral Leg Patients, etc.) and click once to highlight the chart or table, then click again for the popup to appear. Select “Go to Patient Details”. This will open the Patient List tab to show the patients associated with that data element.



- **Customizing and/or Filtering Outputs:** To filter all outputs on a tab, the following selections can be modified from the Controls menu at the top of each page:
  - Show output in % vs. Numbers (if applicable).
  - Modify time periods displayed (Month, Quarter, Year).
  - Filter by Groups.



- **Undoing Filters:** Select the 'Reset'  control located on the top left of the page to remove all filters chosen.

## 5 SOZOapp

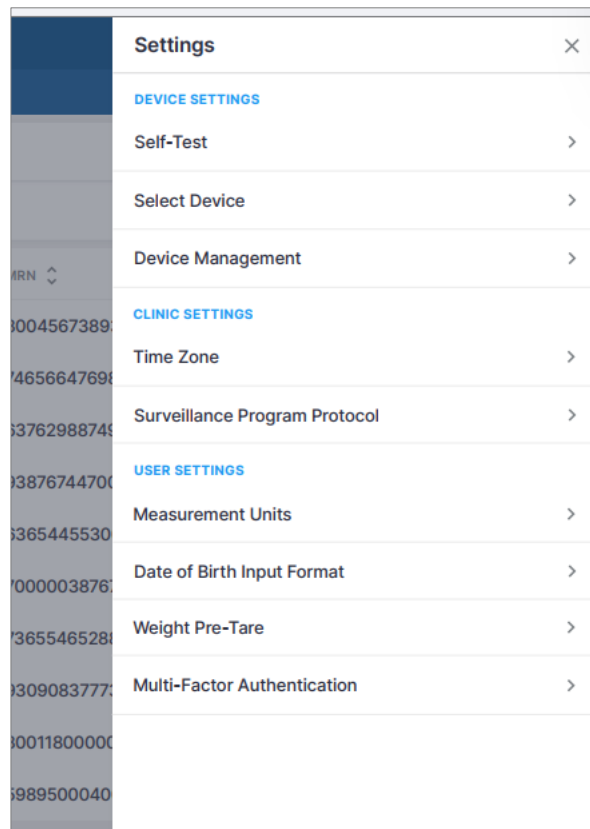
### 5.1 SOZOapp Settings

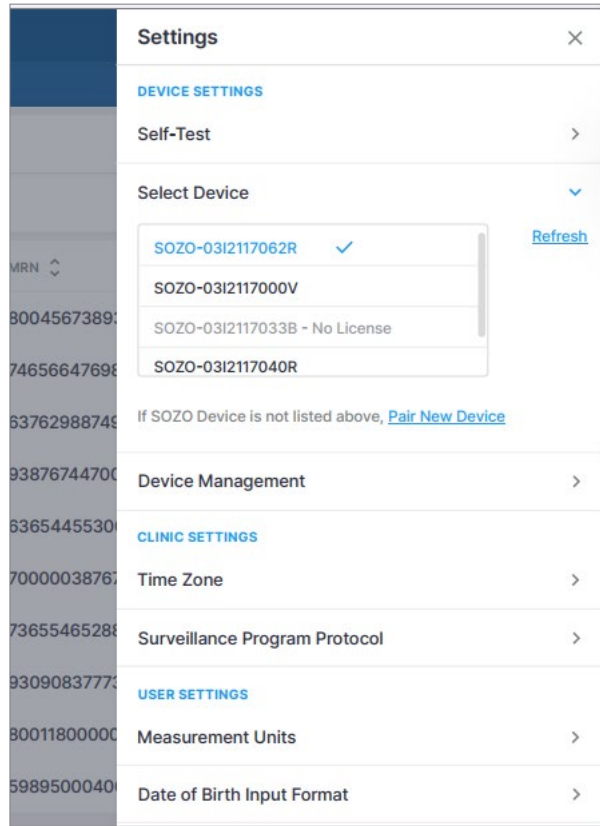
The Clinician may access SOZOapp user settings by tapping Settings, located at the top right of the home page.

From the SOZOapp settings menu, the Clinician can configure preferred Measurement Units, change the input format for Date of Birth, turn on personal Multi-Factor Authentication, and update Tablet software through the Software Information submenu, as well as pair and run a self-test on the paired SOZO Device.

The user may also view, but not change, the selected Time Zone, the Surveillance Program Protocol, Technical Support information, as well as the clinic's available SOZO licenses, the SOZOapp software information, and any applicable regulatory information. The first screenshot below is the Settings screen for software version 6.1. The second screenshot below is the Settings screen for software version 6.1 when a SOZO device is paired.

Note: The user can view and change Pre-Tare Weight only when a SOZO Pro device is connected.





### 5.1.1 Select and Pair Device

The Tablet must be paired with the SOZO Device in order to take measurements. Please note that Android and iOS Tablets have different pairing approaches.

Whether pairing to Android or iOS Tablets, the SOZO Device is identified by a serial number. When pairing with an iOS iPad, only devices that have identification starting with IOS will be available for connection.

The SOZO Device serial number may be found on the:

- SOZOtouch housing
- SOZOconnect cable
- SOZOstep housing

The Tablet must be paired to any new SOZO Devices, and the pairing process must also be repeated if either the Tablet or system is replaced. The SOZOapp may only select and work with one SOZO Device at a time.

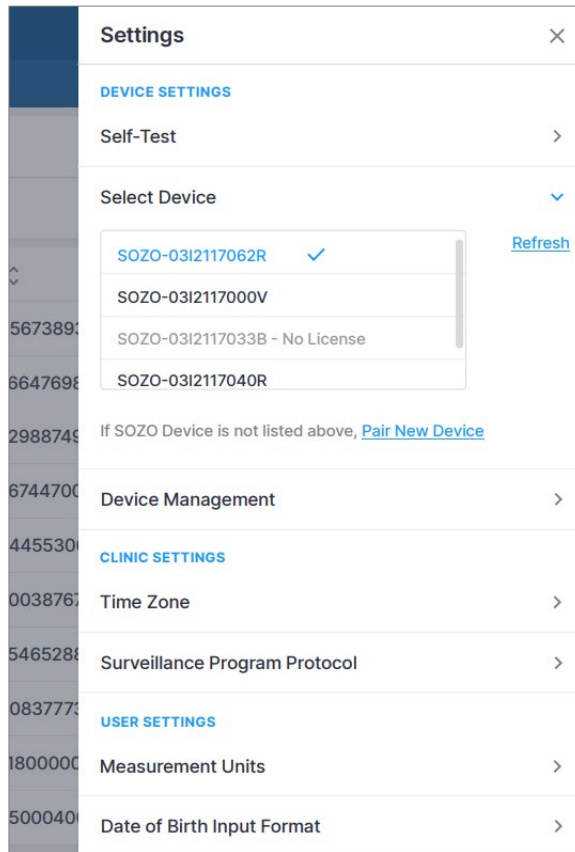
ImpediMed recommends keeping the SOZO Device together with its paired Tablet. The Tablet may pair with other devices but will only control measurements from the SOZO Device selected under “Select Device”.

SOZOapp remembers the last SOZO Device used and will automatically point to that SOZO Device, even after signing out. If using the iOS SOZOapp, the SOZO Device will only be remembered if the SOZO Device is also powered on when the user signs in. Once the SOZO Device is selected, the SOZOapp automatically pairs with the SOZO Device through *Bluetooth®*.

#### 5.1.1.1 Android:

- a. To use a SOZO device with an Android tablet for the first time, it first must be paired through the Android operating system.
  - i. Locate **Settings** on the Tablet and enable *Bluetooth®*.
  - ii. Once *Bluetooth®* is enabled, the Tablet scans for connection to the SOZO Device. Select the option to **Pair new device** and select the SOZO Device serial number.
  - iii. Alternatively, the Tablet settings can be accessed using the **SOZOapp** and navigating to the **Settings** page and clicking **Select Device**. Select the option to **Pair New Device** to open the tablet Bluetooth settings.

Note: If a SOZO device has been previously paired with the tablet, it will not be listed when adding a new device.
- b. After pairing the SOZO device it must then be selected within the **Select Device** menu of the SOZOapp **Settings**.
  - i. A list of SOZO Devices that have been previously paired over Bluetooth will be presented. If the paired device is not present, press **Refresh**.
  - ii. Select the desired device and ensure it is highlighted blue with a tick mark next to it.



**Note: do not pair an Android tablet to a SOZO System whose serial number starts with IOS- The Android SOZOapp will not be able to communicate with this SOZO Device. If this occurs, choose a SOZO Device with an identification that does not start with IOS or navigate into the Bluetooth settings menu to unpair the SOZO Device.**

#### 5.1.1.2 iOS:

- The SOZO Device must be paired through **SOZOapp** itself, not through the operating system. If the device is paired through the iOS Tablet settings, the SOZOapp will be unable to communicate with the SOZO Device.
- Go directly to SOZOapp and sign in. From the settings menu, tap on '**Select Device**', and select the appropriate iOS-compatible SOZO Device (a serial number starting with IOS-).
- A Bluetooth pairing request message will pop up, select **Pair**.
- The selected SOZO Device serial number will turn blue with a tick mark next to it.



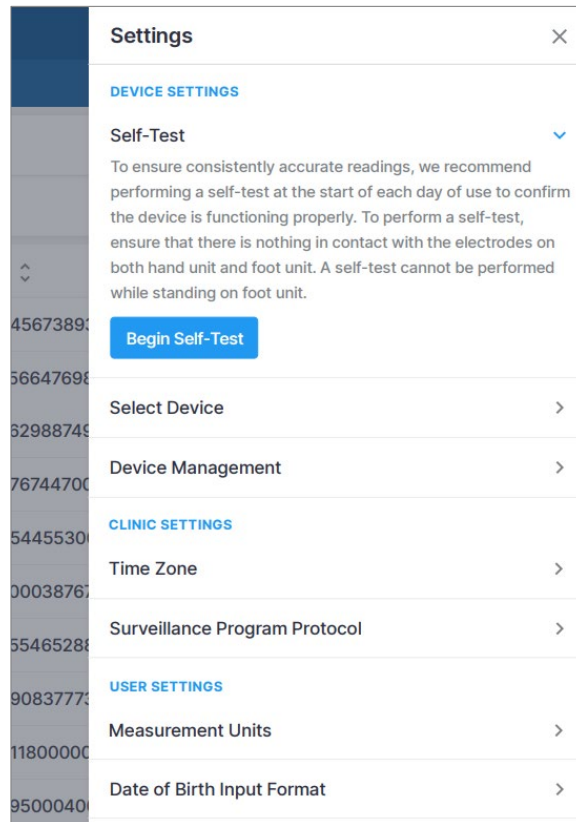
## 5.1.2 Self-Test

Self-tests may be run for different purposes.

- **Device Status Confirmation:** A Self-test is optional to confirm connection to the correct SOZO Device during initial set-up.
- **Recommended Step Before Taking Measurements:** A self-test is recommended preparation for taking measurements. It should be run daily before taking the first measurement of the day.

To run a self-test:

1. From the Device Settings menu, select “Self-Test”, then “Begin Self-Test”.
2. Follow additional instructions as prompted. A confirmation pop up of success will be shown in the right top corner.



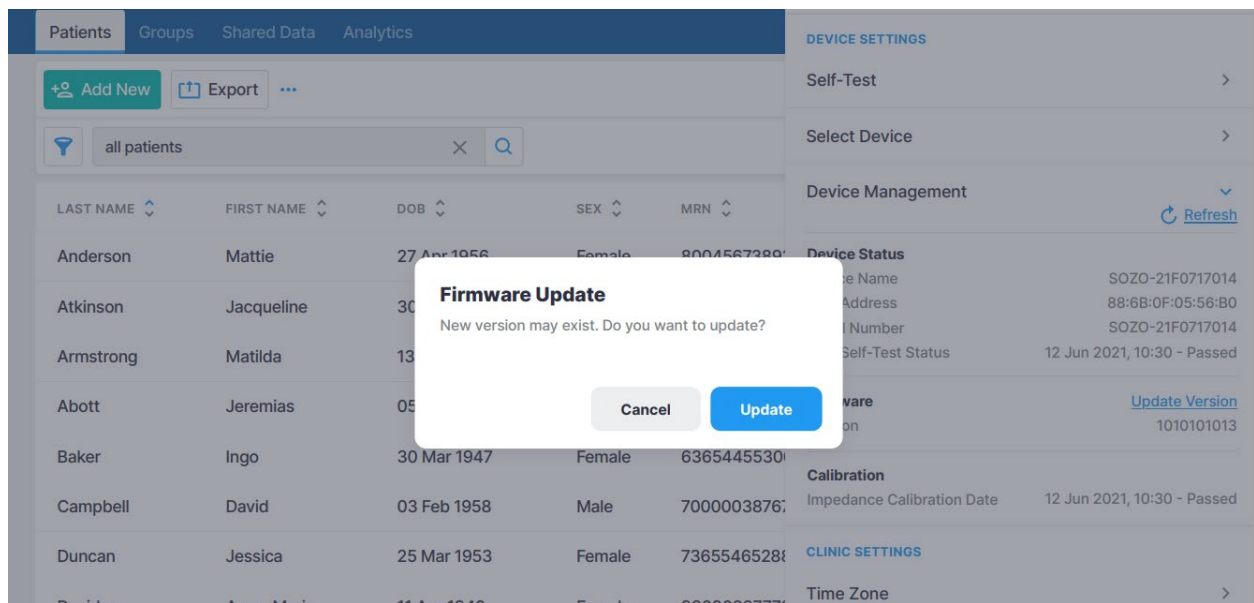
### 5.1.3 Device Management

From the Device Settings menu, select “Device Management”.

Once the tablet is paired to a device, information about the device can be obtained by tapping **Refresh** next to “Device Management”.

The SOZO System firmware may be updated by tapping **Update Version** next to ‘Firmware’. This process may take several minutes. The Tablet or SOZO Device should not be turned off during this time.

After completion of the firmware update, the firmware version should be checked by updating the device status to show the desired firmware version. The firmware version may be updated through the SOZOapp.



### 5.1.4 Measurement Units

Under **User Settings**, the display units for weight, height, and fluid volume in the SOZOapp may be selected. Kilograms may be converted to pounds, centimeters to feet and inches and liters to pints. When updates are complete, tap **Save**.

The screenshot shows a mobile application settings screen. At the top is a 'Settings' header with a close button (X). Below it is a section for 'DEVICE SETTINGS' containing 'Self-Test', 'Select Device', and 'Device Management'. This is followed by 'CLINIC SETTINGS' with 'Time Zone' and 'Surveillance Program Protocol'. The 'USER SETTINGS' section is expanded, showing 'Measurement Units' with a dropdown arrow. Under 'Measurement Units', there are radio button options for 'kg', 'lbs', 'cm', 'ft in', 'L (liters)', and 'pt (pints)'. The 'kg', 'cm', and 'L (liters)' options are currently selected. A blue 'Save' button is located at the bottom right of the settings list. At the very bottom, there is a 'Date of Birth Input Format' option with a right arrow. On the left side of the screen, a vertical list of numbers is partially visible, likely representing a list of users or devices.

### 5.1.5 Time Zone

The current Time Zone for the clinic is displayed here.

### 5.1.6 Multi-Factor Authentication

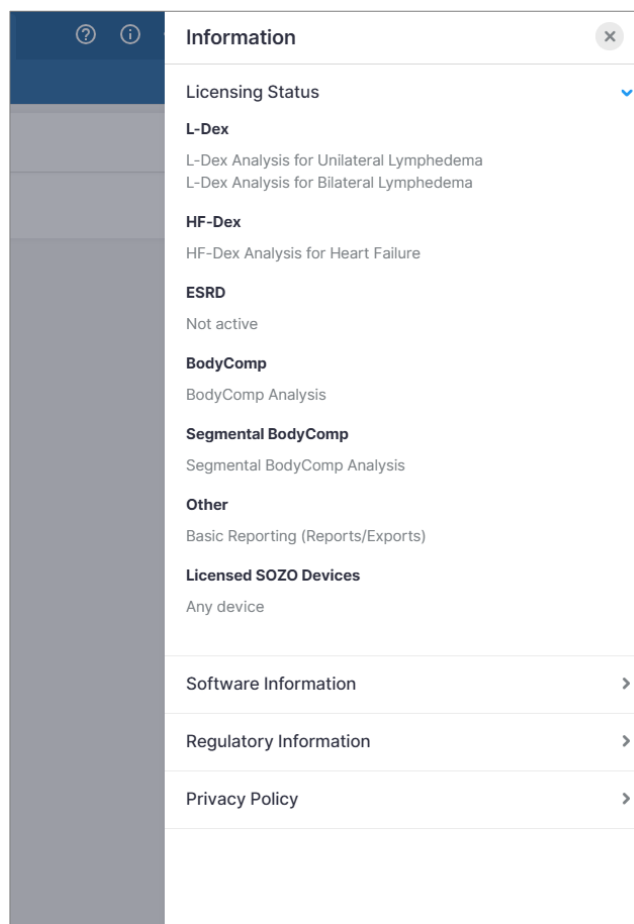
The Clinician can elect to have multi-factor authentication turned on for their account once it has been activated by the Clinic Administrator.

### 5.1.7 Technical Support

For assistance with use of SOZO, the Technical Support page includes contact information for ImpediMed technical support.

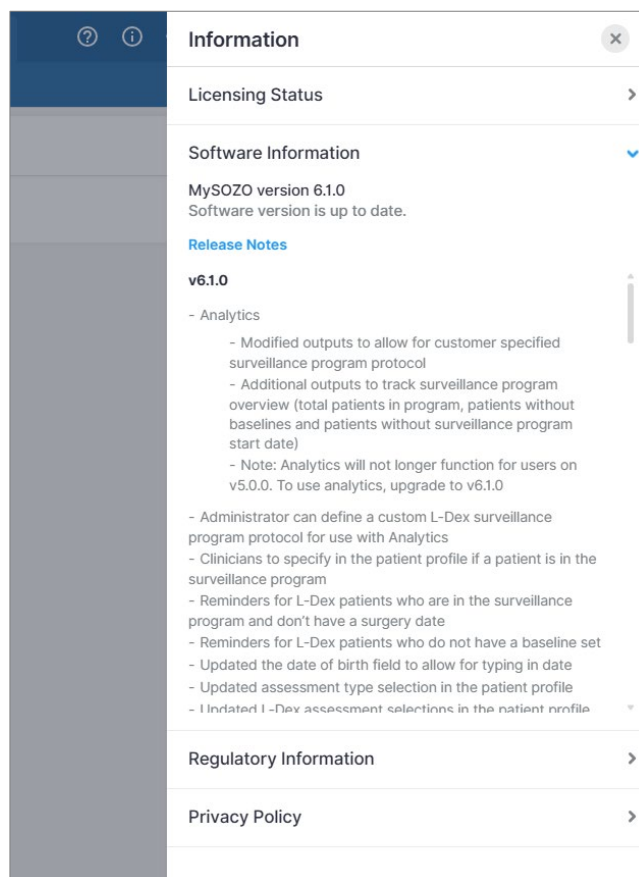
## 5.1.8 Licensing Status

Under Information, users can view the Clinic's licensing status for various Assessments offered to ImpediMed customers. The licensing status can only be changed by ImpediMed. If desired modules are not available, please reach out to ImpediMed to discuss licensing additional modules for your use.



### 5.1.9 Software Version

The user will be notified at sign-in if a newer SOZOapp version is available. The user may confirm their SOZOapp version under **Software Information** in the **Settings** menu. In addition, the user may want to see major changes in this version and the previous released versions by reviewing the **Release Notes**.



### 5.1.10 Regulatory Information

The user is provided with information regarding the legal manufacturer, European authorized representative, notified body, and other important information.

## 5.2 SOZOapp My Account Page

To edit the Clinician Account, navigate to the user initials in the blue circle (upper right) and select My Profile. Select **Save** once changes have been made.

To sign out of SOZOapp at any time, tap the My Account icon then tap **Sign Out**.

The screenshot displays the 'My Account' page in the SOZOapp. At the top, there's a header with 'My Account' and a close button (X). Below this is a section titled 'My Profile' with a dropdown arrow. The profile information is organized into several input fields: 'First Name' (Brent, Required), 'Middle Name' (Enter middle name, Optional), 'Last Name' (Franklin, Required), 'Email' (rhines@impedimed.com, Required, with a 'Change' link), 'Country Code' (United States (+1 - US), Optional), and 'Phone Number' (9785551212, Optional). Below these fields is a 'Role' section with two options: 'Admin' and 'Clinician', both of which are selected with checkboxes. A blue 'Save' button is positioned to the right of the role selection. At the bottom of the page, there is a 'Sign Out' option with a right-pointing arrow.

Field	Value	Requirement
First Name	Brent	Required
Middle Name	Enter middle name	Optional
Last Name	Franklin	Required
Email	rhines@impedimed.com	Required
Country Code	United States (+1 - US)	Optional
Phone Number	9785551212	Optional

**Role**

- ☒ Admin
- ☒ Clinician

**Sign Out** →

## 6 PREPARING THE PATIENT

---

### 6.1 Preparing for all Measurements

The Clinician taking measurements on a SOZO Device must ensure the patient:

- Removes all metal jewelry if possible including large belt buckles. Items above the neck such as earrings are ok.
- Removes any electronics, coins, keys, or other metal objects from pockets.
- Removes shoes and socks or stockings.
- Dampen hands and feet or SOZO electrodes by wiping with a damp cloth.
- Remains still during the measurement with elbows away from the body.

#### 6.1.1 Factors Affecting Measurement

**NOTE: Measurement results can be impacted by several factors**

- Placing a mobile phone in close proximity (less than 2 meters) to the device during operation
- Metal implants, clips or other types of artificial limbs or implants in the patient
- Patients touching a metal surface during the measurement process
- Using the device when the patient is connected to other medical devices (increasing the risk of electrical interference)

#### 6.1.2 Body Composition Measurements

If fluid and/or tissue analysis is intended, ensure the patient observes the following preparation tips to receive consistent BodyComp Assessments:

- Empty bladder prior to measurement.
- Avoid exercise for 4 hours prior to measurement.
- Avoid caffeine 2 hours prior to measurement.
- Avoid alcohol for 8 hours prior to measurement.
- Avoid meals for 8 hours prior to measurement.

### 6.2 Measurement Accuracy

For best measurement accuracy, clinicians should take measurements under similar conditions. Measurements should be taken at the same time of day with similar activity level and food and fluid intake.

### 6.2.1 Weight Modifications

Weight is important for measurement accuracy and must be entered correctly by the Clinician at the time of measurement. This weight is valid for that measurement only. After measurement, a patient's weight may not be modified.

## 6.3 Positioning the Patient

The SOZO System is designed in a Standing Position for patients who can stand and also a Seated Position to accommodate patients who are unable to stand and may exceed the maximum weight limit (up to 375lbs if patient is standing, and up to 750 lbs if patient is sitting). [DEVICE ASSEMBLY](#) provides instructions for system configuration for standing and seated positions.

**Note: clinicians should always take patients measurement in the same position each time. This ensures a more accurate comparison of fluid levels.**

For best results, when taking a reading from a standing position the patient should stand at rest for 2-3 minutes prior to taking a measurement. Similarly, when taking a reading from a seated position, the patient should be seated for 2-3 minutes prior to taking a measurement.

### 6.3.1 Standing Position

When standing on the SOZO Device, ImpediMed recommends using the SOZOsupport Stand provided with the system.

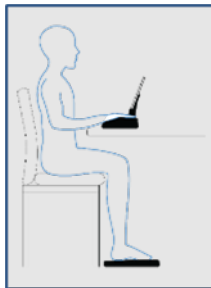
The patient should:

- Distribute body weight evenly on both feet.
- Keep arms relaxed with elbows at their sides, abducted slightly such that they are not in contact with the torso. The patient's hands must have contact with the electrodes.



### 6.3.2 Seated Position

When using seated, ImpediMed recommends NOT using a metal chair or table.



The patient should:

- Sit fully upright and balanced in the chair with shoulders rolled back.
- Distribute body weight evenly on both hips.
- Bend the knees at a right angle, plus or minus 10 degrees.

## 7 TAKING MEASUREMENTS

The SOZO Device supports various types of measurements for each Assessment, such as measurements for the detection of lymphedema (L-Dex), for monitoring of fluid in Heart Failure patients (HF-Dex), and for different body composition outputs (BodyComp and Segmental BodyComp).

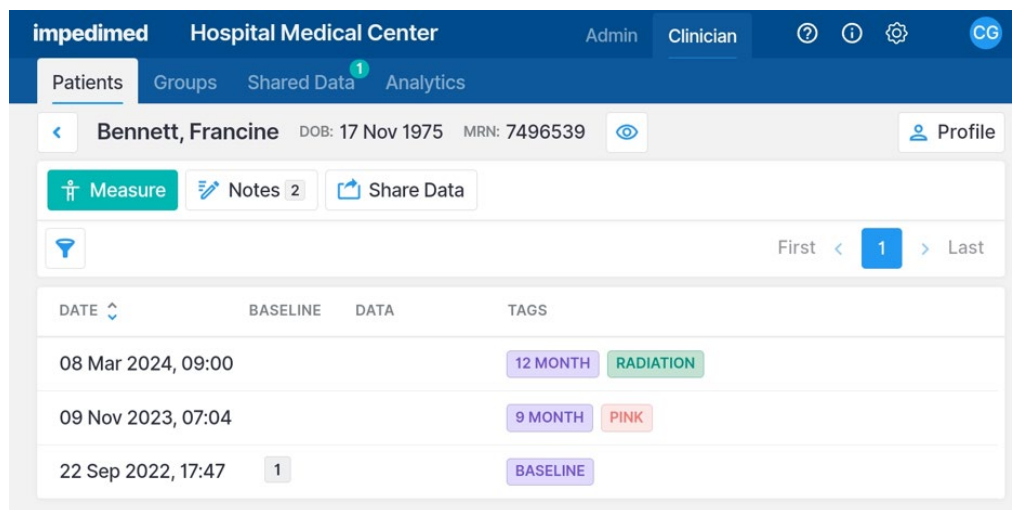
Each of the assessments along with indication-specific information and reports are discussed in greater detail in the specific Assessment IFUs, including the L-Dex, HF-Dex and BodyComp IFUs.

### 7.1 Starting Measurements with the SOZOapp

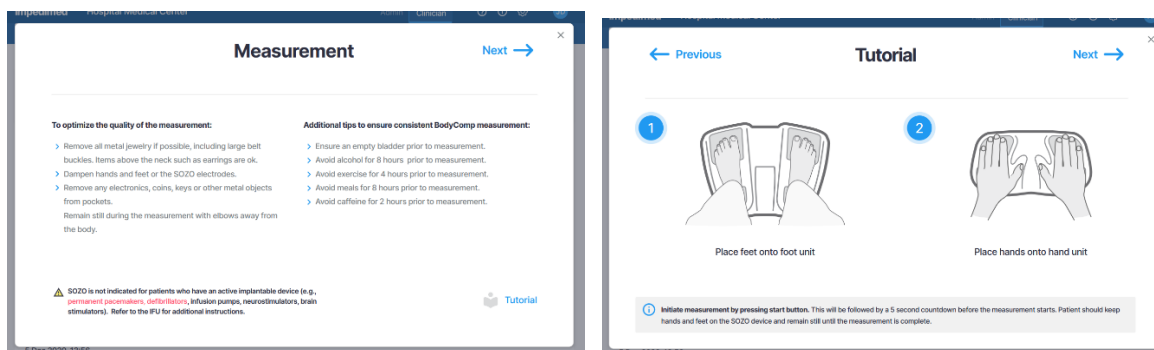
Measurements are taken using the Tablet and SOZOapp.

To take patient measurements:

1. Create a patient profile if required.
2. Search and select the patient from the patient list to open the Patient Dashboard.
3. From the Patient dashboard, tap the **Measure** icon to begin new patient measurements.

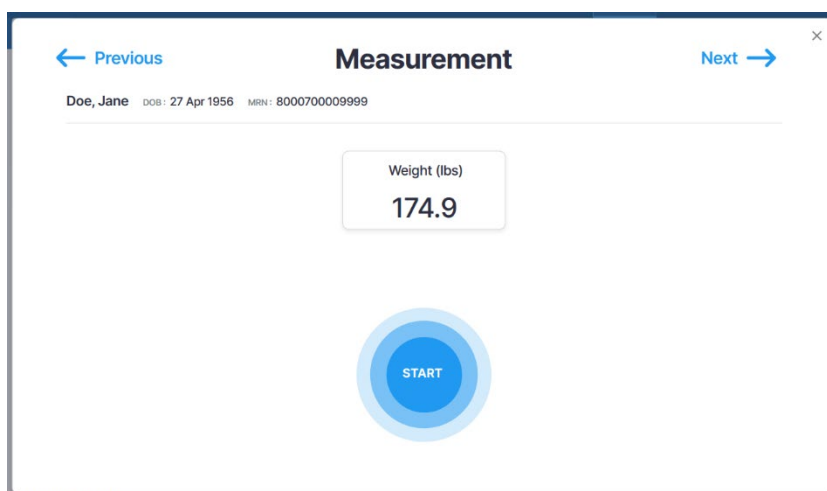


4. After tapping the **Measure** icon, measurement instructions appear. To optimize measurement quality, ensure patient compliance with these instructions. To view a tutorial on device use, tap **Tutorial**. When done, tap **Next**.



**Note: to ensure patient privacy, do not permit the patient to handle the Tablet while taking SOZO measurements.**

5. Instruct the patient to place their feet onto the SOZOstep. Locate their heel recesses and ensure each foot is flat and in full contact with each electrode plate.
  - a. There are two electrode plates for the left foot, and two electrode plates for the right foot.
6. Instruct the patient to place both hands onto SOZOtouch with thumbs securely wrapped around corners of each recess. Make sure each hand is flat and in full contact with each electrode plate.
  - a. There are two electrode plates for the left hand, and two electrode plates for the right hand.
7. Enter Patient Weight and then tap **Start** to begin measuring the patient.
  - a. This triggers a five-second countdown before the start of the measurement.
  - b. Accurate weight entry is critical to body composition analysis. The patient should be weighed immediately prior to the SOZO measurement.



Once started, the SOZO Device measurement will take approximately 30 seconds. The measurement in progress window remains until the measurement is complete.

The patient's hands and feet must be firmly placed and held stationary against the electrodes throughout the entire measurement process. The measurement will cancel if no contact is detected.

*The SOZO Device makes audible clicking noises during measurement. These clicking noises indicate that the process is working correctly.*

**Note: surface temperature should not exceed 47° C (117° F) during normal use. Do not use SOZO Device if it is hot to the touch. Disconnect the SOZO Device by unplugging the Power Adaptor and call ImpediMed Technical Support.**

**Note: read Intended Use and Precautions before taking measurements with the SOZO Device.**

**Note: ensure that the SOZOstep is stationary and on a level surface.**

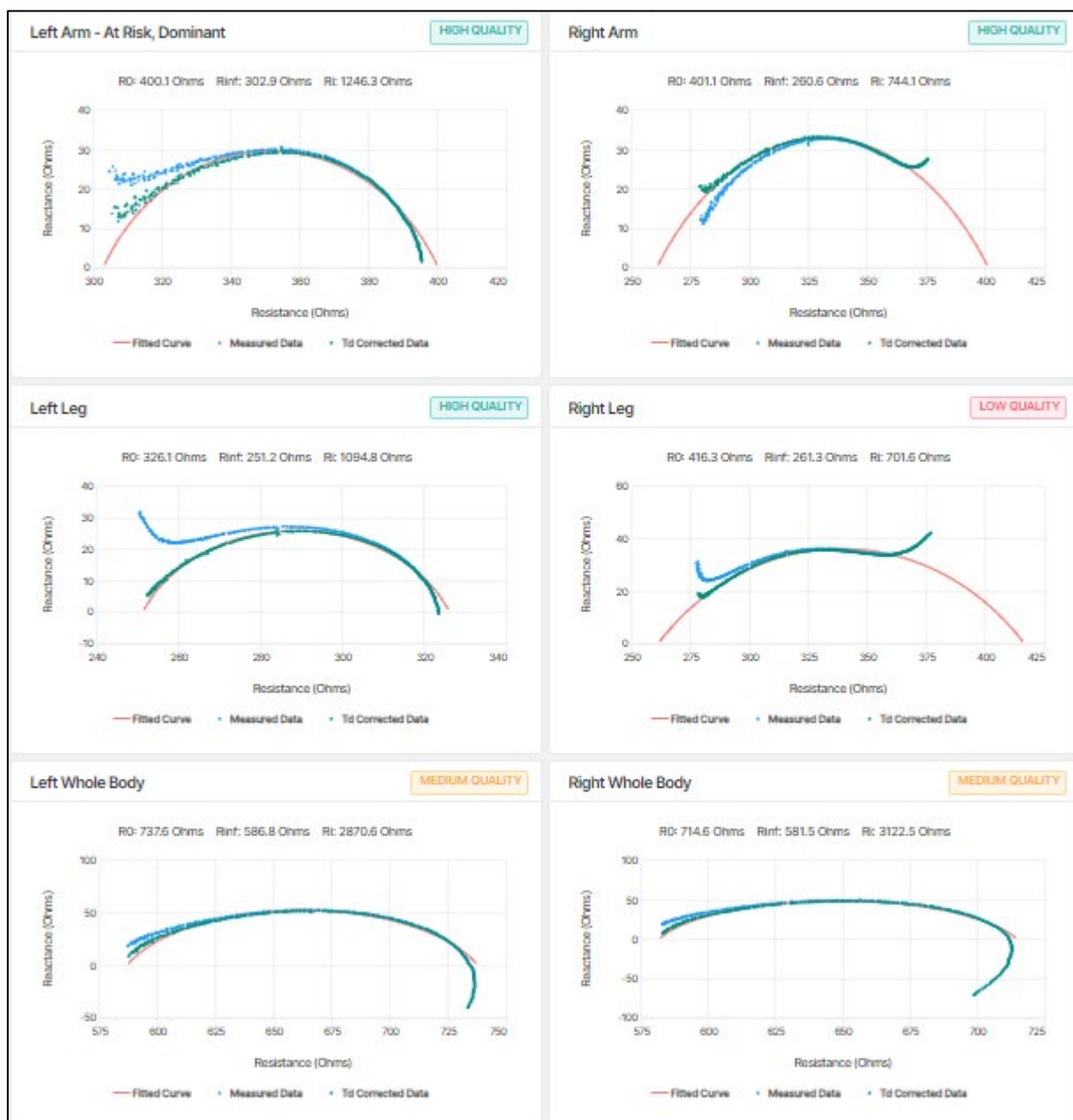
## 7.2 Accepting and Rejecting Cole Plots After Measurement

After the measurement process is complete, the system calculates and assesses the Cole plots. If all 6 Cole plots are assessed as high quality, the Cole plots will be automatically accepted and not displayed prior to the results, however, can be viewed with the measurement results. If any of the 6 Cole plots are assessed as medium or low quality, the next step is to view the Cole plots results, in order to evaluate the quality of the measurements.



The SOZO software helps determine the quality of measurements by ranking each Cole plot as “High Quality” (green), “Medium Quality” (yellow) or “Low Quality” (red), as shown below.

Cole plots associated with a given measurement are stored with each measurement and may be reviewed alongside a given measurement's results on the “Cole Plots” tab.



### Left Leg

HIGH QUALITY

$R_D$ : 326.1 Ohms     $R_{inf}$ : 251.2 Ohms     $R_t$ : 1094.8 Ohms

— Fitted Curve    • Measured Data    • Td Corrected Data

### Right Leg

LOW QUALITY

$R_D$ : 416.3 Ohms     $R_{inf}$ : 261.3 Ohms     $R_t$ : 701.6 Ohms

— Fitted Curve    • Measured Data    • Td Corrected Data

### Left Whole Body

MEDIUM QUALITY

$R_D$ : 737.6 Ohms     $R_{inf}$ : 586.8 Ohms     $R_t$ : 2870.6 Ohms

— Fitted Curve    • Measured Data    • Td Corrected Data

### Right Whole Body

MEDIUM QUALITY

$R_D$ : 714.6 Ohms     $R_{inf}$ : 581.5 Ohms     $R_t$ : 3122.5 Ohms

— Fitted Curve    • Measured Data    • Td Corrected Data



### 7.3 Interpreting Cole Plots

On a Cole plot, the blue dots are the raw “Measured Data,” and the green dots are “Td Corrected Data,” representing the raw measured data after time delay correction has been applied. The solid red semi-circle or “Fitted Curve” represents the final curve to which the Td corrected data was fitted. Some degree of “scatter” of Measured Data is acceptable. If Td Corrected Data is consistent with the red Fitted Curve the Cole plot is “High Quality.”

If, on the other hand, Measured Data is extremely scattered or does not form a semi-circle, the Cole plot may be medium quality or low quality. During the brief measurement period some measurement errors may occur if, for example, the patient shifts their hands or feet. Other errors, such as a sharp curve upwards on the right side of the curve may be due to cold, dry, or scaly skin impeding the current at low frequencies. This can usually be improved by cleaning the hands and feet with warm water.

A large amount of scattered data may be due to interference from a nearby mobile phone or other piece of operating electrical equipment. Determination of the quality of a given measurement can only be made at the time of measurement, but Cole plots are also shown when reviewing historical result.

If all the Cole plots are high quality, the measurements are automatically accepted. If, however, one or more of the Cole plots are medium quality or low quality, **Accept** and **Reject** buttons appear at the bottom of the Cole Plots screen. When this occurs, the Clinician must decide to accept or reject the measurements.

The Clinician cannot accept or reject some, but not all, Cole plots. If they tap **Accept**, all Cole plots are accepted. If **Reject** is tapped, all Cole plots are rejected.

The Clinician does not have to reject the measurements if one or more Cole plots are medium quality or low quality. Instead, the Clinician may still choose to accept the measurements, taking into consideration the quality of each Cole plot, and the facts and circumstances surrounding measurement of the patient.

If a measurement is accepted, Assessment results are displayed. Only licensed Assessments are available for viewing in the SOZOapp.

If a measurement is rejected, the user is taken back to the Patient Dashboard.

## **7.4 Licensing**

### **7.4.1 Impact of Licensing Additional Assessments on Results**

When the SOZO Device takes measurements, it collects and stores bioimpedance data categorized by date and time. These are independent of the type of Assessment. If the Clinic decides to purchase additional Assessment licenses, the new Assessment may be added to a patient's profile, taking into consideration their intended use. Historical results will then be recalculated based on previously collected Measurement data and the new Assessment outputs will be shown in the applicable history and measurement screens.

### **7.4.2 Impact of Cancellation of Assessment License on Results**

If a Clinic cancels an Assessment license, the Clinic will no longer be able to take new measurements for that Assessment, and the Clinic will no longer be able to view any previous measurement data for that Assessment type.



## 8 ASSESSMENT TYPES

---

The SOZO Device supports the following Assessment Types:

- 1) L-Dex®
- 2) HF-Dex®
- 3) BodyComp™
- 4) Segmental BodyComp™

Depending on licensing, all Assessments and measurements may not be available or viewable in MySOZO and the SOZOapp.

Some Assessment Types may also not be available in certain geographic regions. Contact ImpediMed sales or technical support with any inquiries. Each Assessment has its own instructions for use providing information on how to use the Assessment and outputs, and Assessment-specific precautions, warnings, and contraindications.

### 8.1 Choosing the Proper Assessments for the Patient

It is recommended that only the most appropriate and relevant Assessment is selected for each patient, taking into consideration the patient's diagnosis and the individual needs of the patient as determined by their health care provider. On deciding which Assessments to select for each patient, take into consideration that:

- L-Dex® aids the Clinician in the assessment of lymphedema in a patient who has or is at risk of lymphedema.
- HF-Dex® aids the Clinician in monitoring fluid status in patients living with heart failure.
- BodyComp™ is used to provide fluid and tissue analysis assessments of an individual, including segmental.

Each Assessment must have a separate license. Only Assessment types with licenses are available to the user. The available Assessment types for a given user is displayed in the SOZOapp and MySOZO. Assessment and associated results are only available if licensed.

### 8.2 Assessment Specific Instructions for Use

Go to [www.impedimed.com](http://www.impedimed.com) to download the Assessment-specific instructions for use, including the L-Dex Assessment Instructions for Use (LBL-525-1), the HF-Dex Instructions for Use (LBL-525-2), or the BodyComp Assessment Instructions for Use (LBL-525-3), or contact ImpediMed technical support for a printed copy.

## 9 MYSOZO ADMINISTRATOR

A user with an Administrator role has authority to do the following:

- Manage MySOZO user accounts (create, edit, delete, restore users)
- Create and edit groups
- Create and edit tags
- Add and edit device name
- Adjust SOZO System-wide settings which include security, report logo, time zone and multi-factor authentication settings
- Export Audit Logs.

A user with an Administrator role can be created or added by another existing user with an Administrator role. Users are identified by their email address.

### 9.1 Administrator Home Page

For Administrators, set a password and sign in per the instructions in the [First Time Set-Up](#) section of the IFU. After signing in the MySOZO Administrator home page will display the User List.

Users may be assigned both Administrator and Clinician roles, and access both functions from the same sign in. The Admin tab is bold and underlined if the user is signed in as an Administrator. If an Administrator also has the Clinician role, they can toggle between Administrator and Clinician screens by clicking **Admin** or **Clinician**.

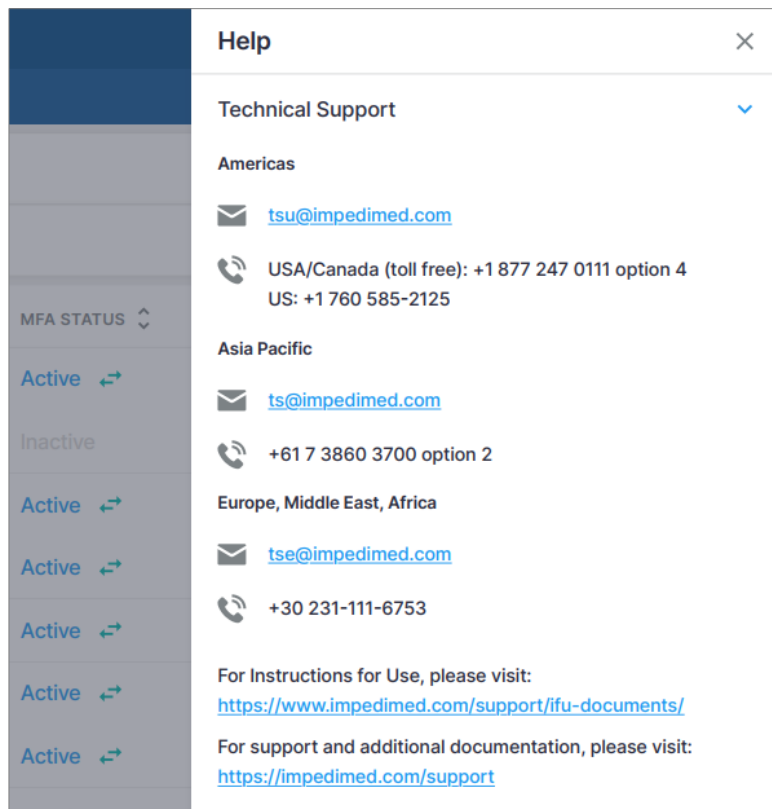
The banner icons enable common administrative functions.

The screenshot displays the MySOZO Administrator interface for the 'Richard Hines Clinic'. At the top, the 'Admin' tab is selected and highlighted with a red circle. Below the navigation bar, there are buttons for 'Add New' and 'Export Audit Logs'. A search bar is present, and a table lists the user accounts. The table columns are: LAST NAME, FIRST NAME, EMAIL, MFA STATUS, LAST SIGN IN, and ROLE. The roles are displayed as buttons (CLINICIAN, ADMIN, CLINICIAN) with a three-dot menu icon to the right of each row.

LAST NAME	FIRST NAME	EMAIL	MFA STATUS	LAST SIGN IN	ROLE
Lynn	Lauren	llynn@opry.com	Inactive	-	CLINICIAN
Mandrell	Bonnie	mandrell@ryman.com	Inactive	-	ADMIN CLINICIAN
McEntire	Rosa	reba@ryman.com	Inactive	-	ADMIN CLINICIAN
Wynette	Theresa	twynette@hospital.com	Inactive	-	CLINICIAN

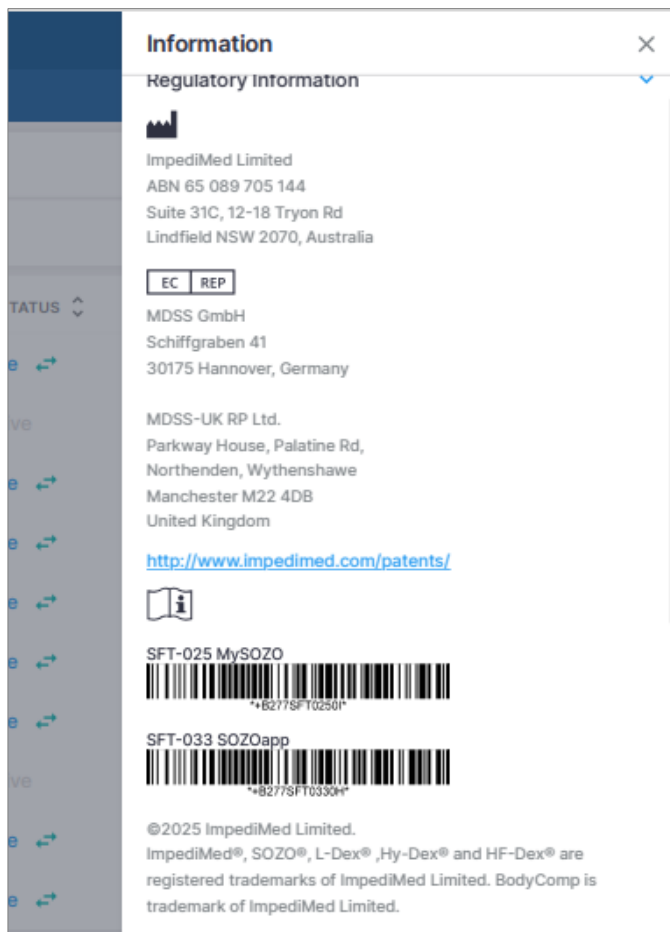
### 9.1.1 Help Icon

For assistance with use of MySOZO, click the **Help** icon. The Help page includes contact information for ImpediMed technical support and product Information.



### 9.1.2 Info Icon

For information about MySOZO, click the **Info** icon. The Information page includes Licensing Status, Software Information and Regulatory Information.



**Licensing Status:** Lists all SOZO modules, active modules are shown with the description underneath, inactive modules are displayed as “Not active”.

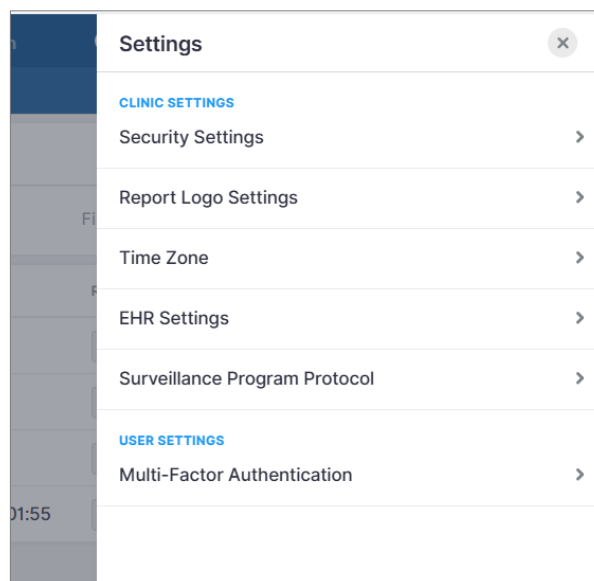
**Software Information:** Displays current MySOZO version and if it is up to date. There is also an option to update if required. Release notes for current and previous versions are listed.

**Regulatory Information:** Provides information regarding the manufacturer, notified body and other important information.

### 9.1.3 Administrator Settings Icon

The Administrator may adjust MySOZO system-wide settings by clicking Settings, located in the top right corner of the home page.

This includes Clinic Settings: Security Settings, Report Logo Settings, Time Zone, EHR Settings, and Surveillance Program Protocol; and User Settings; Multi-Factor Authentication. If changes have been made, click Save. A success confirmation will appear in the top right corner.

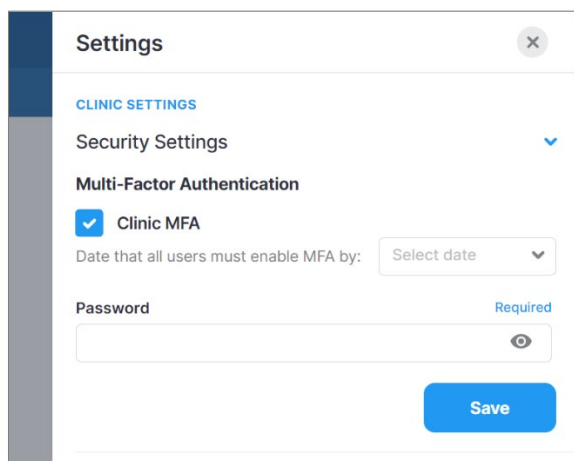


#### 9.1.3.1 Security Settings

As a default setting, users set up and maintain individually chosen passwords. Per hospital policy, MySOZO allows a user with Administrator role to configure Single Sign-On (SSO) or Multi-Factor Authentication (MFA) as additional security measures.

### 9.1.3.1.1 Administrator Multi-Factor Authentication

The Clinic Administrator may elect to implement **Multi-Factor Authentication** for all users within the clinic. Within settings, the Administrator will define the date by which all other users must implement MFA for their account from within settings. On that date, all users will have to implement MFA for their own account after attempting to sign in.



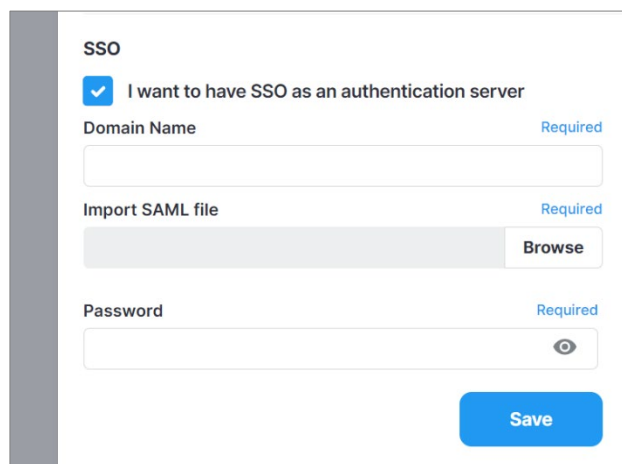
The screenshot shows a 'Settings' window with a close button (X) in the top right. Under 'CLINIC SETTINGS', there is a 'Security Settings' section with a dropdown arrow. Below it is the 'Multi-Factor Authentication' section, which includes a checked checkbox for 'Clinic MFA'. A label 'Date that all users must enable MFA by:' is followed by a 'Select date' dropdown menu. Below this is a 'Password' field with a 'Required' label and a toggle icon. A blue 'Save' button is at the bottom right.

To turn MFA on, the Administrator will need to check Clinic MFA under Security Settings, enter an enable by date, their password and click Save.

Once enabled, MFA will require use of a code generated by a 3<sup>rd</sup> party authenticator app (e.g., Google Authenticator; Microsoft Authenticator) that is compliant with the TOTP standard. Once the authenticator app is set up, activate the MFA for the Clinic Administrator account using the slider under User Settings, Multi-Factor Authentication (see User Multi-Factor Authentication).

### 9.1.3.1.2 Single Sign-On

If your organization is set up for **Single Sign-On (SSO)** users can rely on SSO to sign in. Users can work with ImpediMed Technical Support to set up SSO.



The screenshot shows an 'SSO' configuration window. It starts with a checked checkbox 'I want to have SSO as an authentication server'. Below are three required fields: 'Domain Name', 'Import SAML file' (with a 'Browse' button), and 'Password'. Each field has a 'Required' label. A blue 'Save' button is at the bottom right.

### 9.1.3.1.3 Password and Sign Out Policy

The Clinic Administrator can set the Password Expiration Period here. This defines the length of time which a user's password is valid. After this time period, the user is required to change their password. It can range from 30 to 1000 days.

The Clinic Administrator can also set the Sign out Policy here. This defines the length of time which a user remains signed into the SOZO System from their initial Sign in or last extension. After this time period, the user is automatically signed out or prompted to extend the session. It can range from 5 to 60 minutes.

**Password Policy**

The password must be between 8 and 20 characters containing at least:

1. One number
2. One special character (!"#\$%&'()+, -./:;<=>?\_@[]^`{|}~)\*
3. One upper case letter
4. One lower case letter
5. Cannot be one of the last three passwords used.

Password Expiration Period (in days)

Range: 30 - 1000 days

**Sign out Policy**

Automatic Sign Out Time From Initial Sign In (in minutes)

Range: 5 - 60 minutes

**Save**

### 9.1.3.2 Report Logo Settings

The Clinic Administrator can upload a logo to the SOZO System. This logo will be printed on reports. The maximum size is 1MB and the supported file format is PNG.

Settings

CLINIC SETTINGS

Security Settings

Report Logo Settings

Time Zone

EHR Settings

SOZO<sup>®</sup> DIGITAL HEALTH PLATFORM

Revert Browse

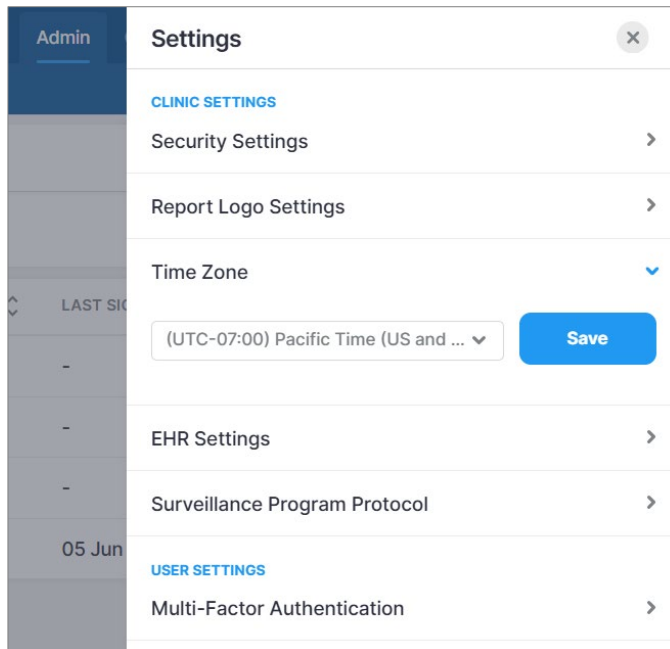
Maximum Size 1MB

File supported format PNG

Save

### 9.1.3.3 Time Zone

The Clinic Administrator can select the correct time zone here.



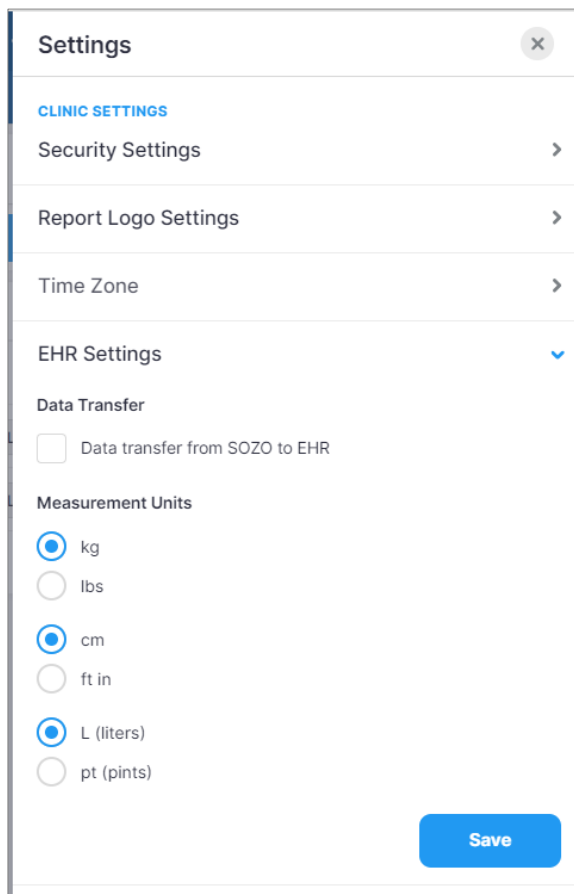
The screenshot shows a web application interface with a dark blue sidebar on the left containing the 'Admin' link. The main content area is titled 'Settings' with a close button (X) in the top right corner. Under the 'CLINIC SETTINGS' section, there are four items: 'Security Settings', 'Report Logo Settings', 'Time Zone', and 'EHR Settings'. The 'Time Zone' item is selected, indicated by a blue downward arrow. Below it, a dropdown menu shows '(UTC-07:00) Pacific Time (US and ...)' and a blue 'Save' button is to its right. Below the 'Time Zone' section, there are two more items: 'Surveillance Program Protocol' and 'Multi-Factor Authentication'. The 'USER SETTINGS' section is also visible at the bottom.

Settings	
CLINIC SETTINGS	
Security Settings	>
Report Logo Settings	>
Time Zone	▼
(UTC-07:00) Pacific Time (US and ...)	Save
EHR Settings	>
Surveillance Program Protocol	>
USER SETTINGS	
Multi-Factor Authentication	>



### 9.1.3.4 EHR Settings

The Clinic Administrator can work with ImpediMed Technical Support during MySOZO setup or contact ImpediMed Technical Support after the system has been installed, to set up the EHR Interface Settings. Full EHR interface configuration will require additional set-up outside of MySOZO to complete.



The screenshot shows a 'Settings' dialog box with a close button (X) in the top right corner. Under the 'CLINIC SETTINGS' section, there are three options: 'Security Settings', 'Report Logo Settings', and 'Time Zone', each with a right-pointing chevron. The 'EHR Settings' section is expanded, indicated by a downward-pointing chevron. It contains two sub-sections: 'Data Transfer' and 'Measurement Units'. In the 'Data Transfer' section, there is an unchecked checkbox labeled 'Data transfer from SOZO to EHR'. In the 'Measurement Units' section, there are five radio button options: 'kg' (selected), 'lbs', 'cm' (selected), 'ft in', and 'L (liters)' (selected). Below these options is a 'pt (pints)' option. A blue 'Save' button is located at the bottom right of the dialog box.

After the EHR interface has been established, the Clinic Administrator can start data transfer to an electronic health record by checking the data transfer box and select the measurement units for the transfer. Contact ImpediMed Technical Support for further details.

### 9.1.3.5 Surveillance Program Protocol

The Clinic Administrator can set the surveillance protocol to be used, Evidence-Based or Custom.

This screenshot shows the 'Surveillance Program Protocol' form. The 'Select Protocol to use' dropdown is set to 'Evidence-Based Protocol'. The 'Duration' is set to '6 years'. Under 'Testing Frequency', the frequencies for Years 1 through 6 are: Year 1 (Every 3 Months), Year 2 (Every 3 Months), Year 3 (Every 3 Months), Year 4 (Every 6 Months), Year 5 (Every 6 Months), and Year 6 (Every 12 Months). A blue 'Save' button is at the bottom right.

Year	Testing Frequency
Year 1	Every 3 Months
Year 2	Every 3 Months
Year 3	Every 3 Months
Year 4	Every 6 Months
Year 5	Every 6 Months
Year 6	Every 12 Months

If Custom Protocol is selected, the Administrator can change the default Duration and then set the Testing Frequency for each year in the selected Duration years.

This screenshot shows the 'Surveillance Program Protocol' form with 'Custom Protocol' selected, which is circled in red. The 'Duration' is set to '6 years'. The 'Testing Frequency' section shows the same default frequencies as the Evidence-Based protocol: Year 1 (Every 3 Months), Year 2 (Every 3 Months), Year 3 (Every 3 Months), Year 4 (Every 6 Months), Year 5 (Every 6 Months), and Year 6 (Every 12 Months). A blue 'Save' button is at the bottom right.

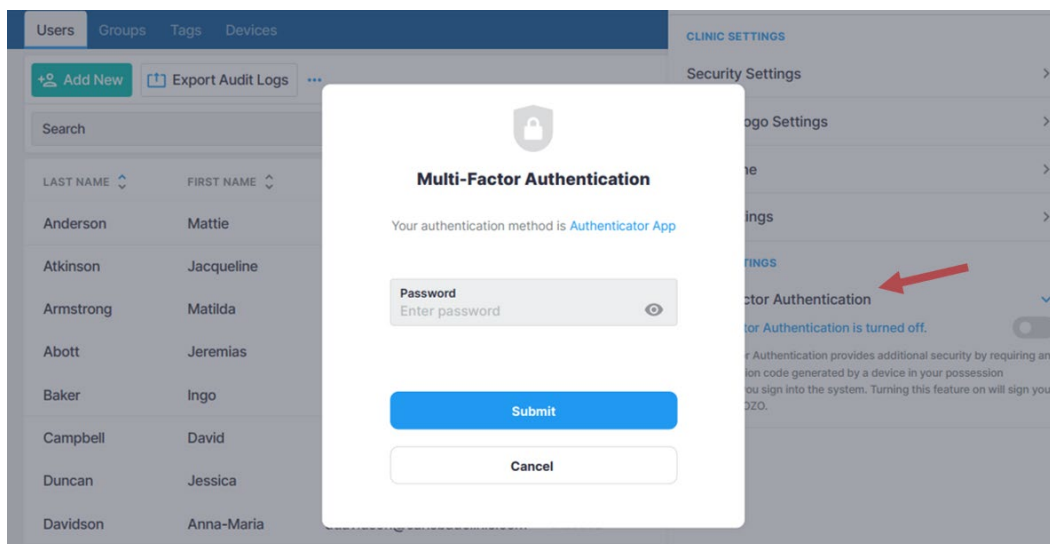
Year	Testing Frequency
Year 1	Every 3 Months
Year 2	Every 3 Months
Year 3	Every 3 Months
Year 4	Every 6 Months
Year 5	Every 6 Months
Year 6	Every 12 Months

This screenshot shows the 'Surveillance Program Protocol' form with 'Custom Protocol' selected. The 'Duration' is set to '6 years'. The 'Testing Frequency' dropdown for Year 1 is open, showing options: 'Every 3 Months' (selected with a checkmark), 'Every 4 Months', and 'Every 6 Months'. The other years (Year 2 to Year 6) show their default frequencies. A blue 'Save' button is at the bottom right.

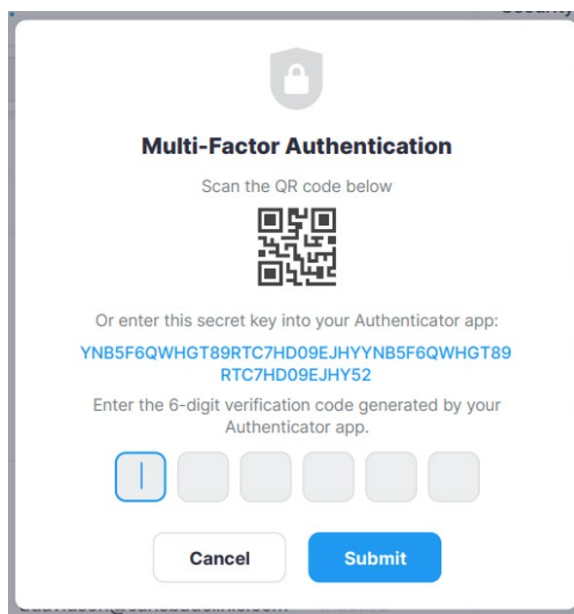
Year	Testing Frequency
Year 1	Every 3 Months (selected)
Year 2	Every 3 Months
Year 3	Every 3 Months
Year 4	Every 6 Months
Year 5	Every 6 Months
Year 6	Every 12 Months

### 9.1.3.6 User Multi-Factor Authentication

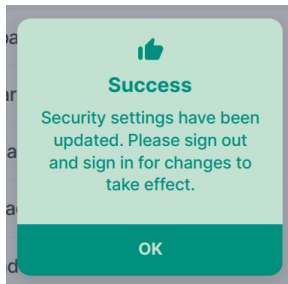
Once enabled by a Clinic Administrator, MFA will require use of a code generated by a 3<sup>rd</sup> party authenticator app (e.g., Google Authenticator; Microsoft Authenticator) that is compliant with the TOTP standard. Once the authenticator app is set up, activate the MFA for the Clinic Administrator by using the slider under User Settings, Multi-Factor Authentication. At this point a pop-up will display and the Administrator password is required to be entered.



Next, a pop-up will show displaying a QR code that can be used to link to a third-party authenticator, and first-time entry of the MFA code.



A pop-up will be displayed confirming successful set-up.



The Administrator will be signed out of the system, and from that point on, will have to use both a password and an MFA code to sign back in.

**Note: once an Administrator has required MFA use by the clinic and the enable date has passed, staff will not be able to sign in to SOZOapp or MySOZO without implementing their own personal MFA.**

An Administrator may elect to turn MFA off for all users. This can be performed from within MySOZO settings, and requires entry of both the user password and an MFA code. After turning MFA off a success message will appear. The user will then be signed out of the system and return to the sign in screen.

#### 9.1.4 Administrator User Profile Icon

The name of the user signed into MySOZO appears next to the User Profile icon.



To review or edit the User profile, click User Profile icon and then select **My Profile**.

To sign out of MySOZO at any time, click the User Profile icon then click the **Sign Out** option in the menu.

**My Account**

**My Profile**

First Name: Brent (Required)

Middle Name: Enter middle name (Optional)

Last Name: Franklin (Required)

Email: rhines@impedimed.com (Required) [Change](#)

Country Code: United States (+1 - US) (Optional) Phone Number: 9785551212 (Optional)

**Role**

☒ Admin

☒ Clinician

[Save](#)

[Sign Out](#)

## 9.2 Administrator User List

Click on the **Users** tab at any time to return to the User List on the MySOZO Administrator home page.

**Users** **Groups** **Tags** **Devices**

[+ Add New](#) [Export Audit Logs](#)

Search

LAST NAME	FIRST NAME	EMAIL
Lynn	Lauren	llynn@opry.com

## 9.2.1 Create New User

An Administrator creates a user by clicking **Add New**. The user may be assigned as an Administrator and/or Clinician. There is no limit to the number of users that can be created.

1. On the **Create User** screen, enter the user's first name, last name, and email address.
  - a. The remaining fields, including middle name, country code, and phone number, are optional.
2. Under **Role** select Administrator and/or Clinician.
3. When done, click **Create** and enter the Administrator password.

The screenshot shows the 'Create User' dialog box with the following details:

- USER DETAILS**
  - First Name** (Required): Enter first name
  - Middle Name** (Optional): Enter middle name
  - Last Name** (Required): Enter last name
  - Email** (Required): Enter email
  - Country Code** (Optional): Select country code
  - Phone Number** (Optional): Enter phone number
- Role** (Required)
  - ☐ Admin
  - ☐ Clinician
- Create** button

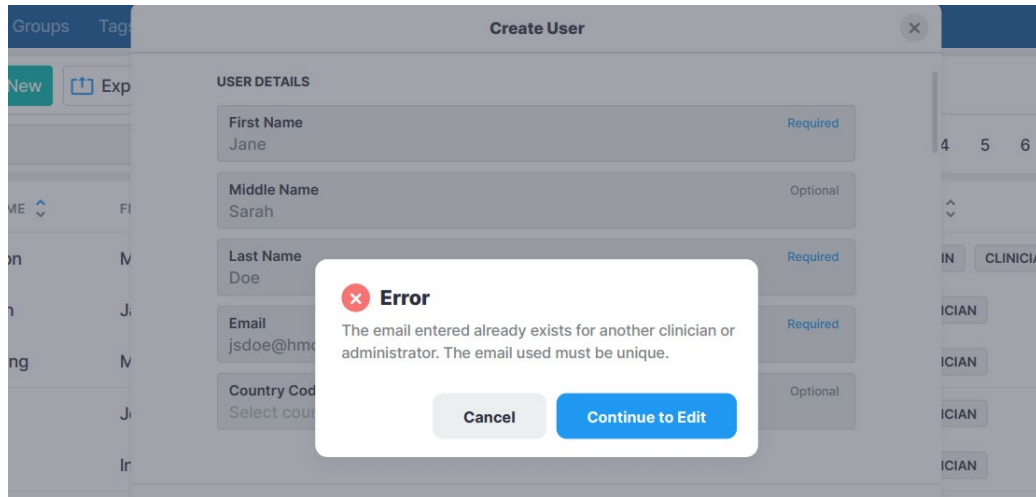
The screenshot shows the 'Create User' dialog box with the following details:

- USER DETAILS**
  - First Name** (Required): Andrea
  - Middle Name** (Optional): Enter middle name
  - Last Name** (Required): Lewis
  - Email** (Required): andrea@hospital.com
  - Country Code** (Optional): United States (+1 - US)
  - Phone Number** (Optional): 6159993210
- Role** (Required)
  - ☐ Admin
  - ☒ Clinician
- Create** button

**Password** dialog box:

- For security reasons in order to create a user your password is required to proceed.
- Password** (Required): [Input field]
- Submit** button

Every user must have their own email address. If the email is already assigned, a Caution will state that the user already exists. The same email address may not be assigned to more than one user, even when the user is acting as both the Administrator and the Clinician.



### 9.2.2 Audit Logs

A user with Administrator role may access audit logs of all system access and events, to assist in any audit or investigation. Audit logs may be exported directly from MySOZO.

Audit logs include identity of users who have viewed certain MySOZO pages or information, identity of users who have retrieved data, users' sign in and log out dates and times, date and time of measurements, edits to patient or user profiles.

To export audit logs:

1. Click **Export Audit Logs**.
2. Check **all** to view all audit logs.
  - a. Enter dates in the "To" and "From" box to view audit logs from a specific date range. The default is set to 'all dates'.
3. Click **Apply** to export logs. A pop-up will appear, stating that the data export request is in progress.
4. ImpediMed will send the user an email containing a secure link to download the Audit Logs. The link is valid for 48 hours.

The screenshot shows the 'impedimed Richard Hines Clinic' Admin interface. A red arrow points to the 'Export Audit Logs' button in the top navigation bar. A modal dialog box titled 'Export Audit Logs' is open, showing a 'DATE RANGE' section with 'All' selected and an 'Export' button. The background shows a table of users with columns for EMAIL, MFA STATUS, LAST SIGN IN, and ROLE.

EMAIL	MFA STATUS	LAST SIGN IN	ROLE
lauren@hospital.org	Inactive	-	CLINICIAN
mandrell@hospital.org	Inactive	-	ADMIN CLINICIAN
McEntire Rosa rosa@hospital.org	Inactive	-	ADMIN CLINICIAN
Wynette Theresa twynette@hospital.com	Inactive	-	CLINICIAN

**Data Export**

Your data export request is in progress and may take some time to process, depending on the amount of data requested. When the data file is ready, you will receive an email from MySOZO containing a secure link that enables you to download it. The link remains valid for 48 hours. If no email is received, contact ImpediMed technical support.

OK

The file will be sent to the email address used to sign in, and can be opened in Notepad. It will contain detailed logs including the date, time and actions undertaken by each user.

### 9.2.3 Edit User

An Administrator may edit a user profile by clicking on the user's name. On the "User Profile" screen the Administrator may update User information.

*The Administrator may edit the user's email by clicking "change". Once a user's email is changed, a notification will be sent to both the old and new email address.*

1. Make updates as needed.
2. Click **Save**. A success confirmation will appear in the top right corner.

**Note: only an Administrator may edit a user's email address. A Clinician may edit their own email address but does not have authority to change another user's email address.**



**User Profile**

**USER DETAILS**

First Name Required  
Lauren

Middle Name Optional  
Enter middle name

Last Name Required  
Lynn

Email Required  
lauren@hospital.org [Change](#)

Country Code Optional United States (+1 - US) Phone Number Optional 2135559876

Role Required

☐ Admin

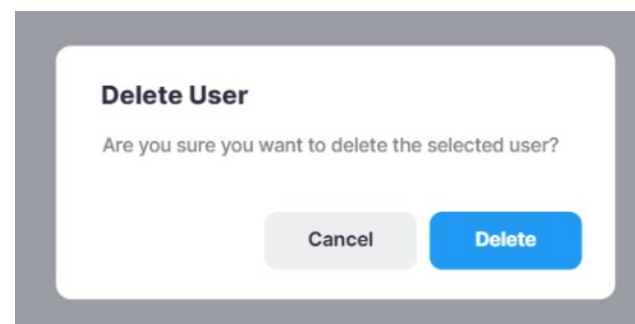
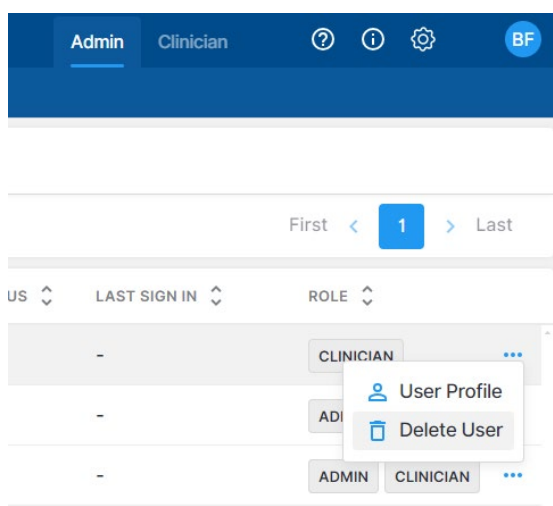
☒ Clinician

[Save](#)

## 9.2.4 Delete User

To delete a user:

1. On the Users List, click on the ellipsis (**three dots**) located next to the user's role.
2. Select **Delete User**.
3. Click **Delete** in the delete user warning pop-up. A **success** confirmation will appear in the top right corner.

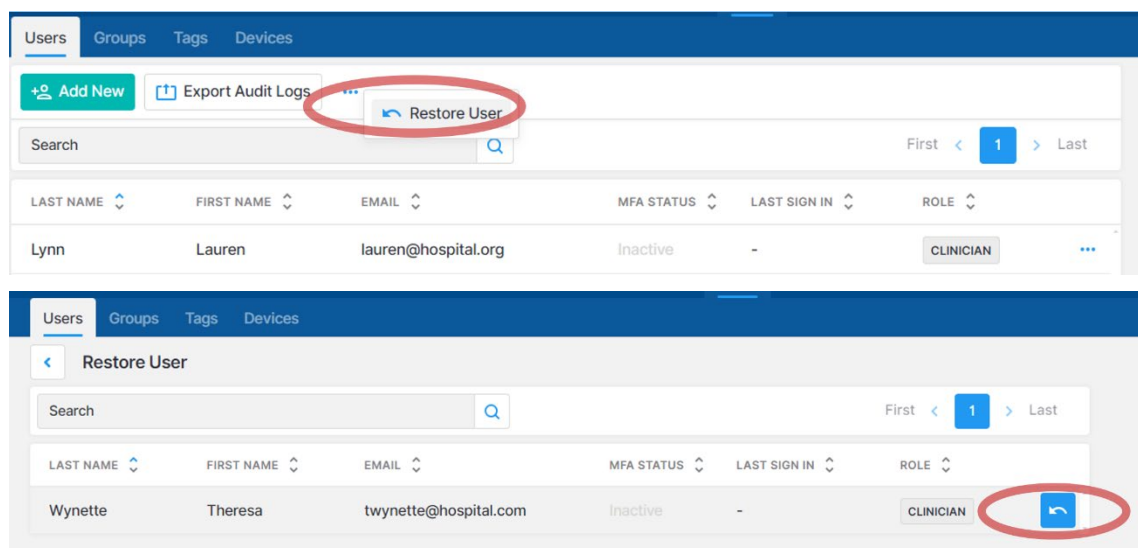


## 9.2.5 Restore User

MySOZO stores deleted user accounts. If a user is accidentally deleted, the user may be restored.

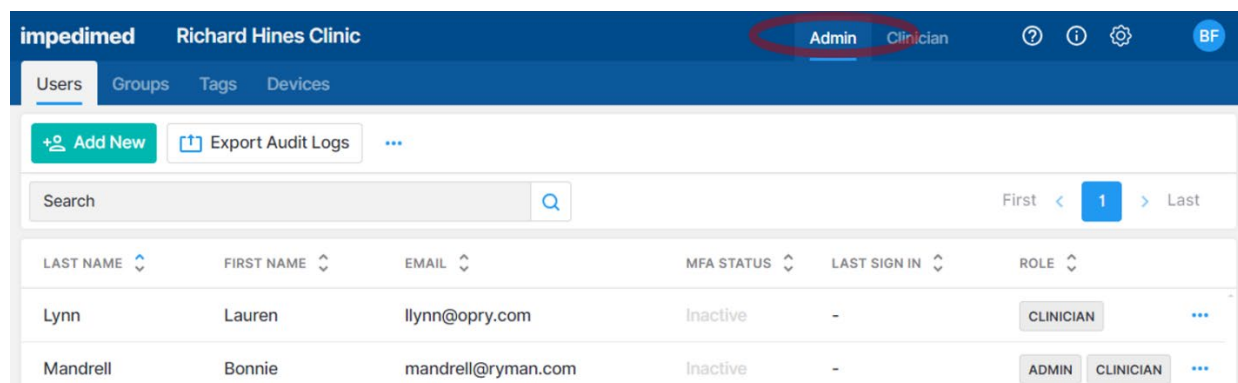
To restore a deleted User:

1. On the Users List, click the **three dots** located in the top right corner, next to the **Export Audit Logs** tab.
2. Select **Restore User**.
3. Search the user list for the user profile to be restored.
4. Click the **blue arrow** to restore the user.
5. In the restore user warning pop-up, select **Restore**. A **success** confirmation will appear in the top right corner.

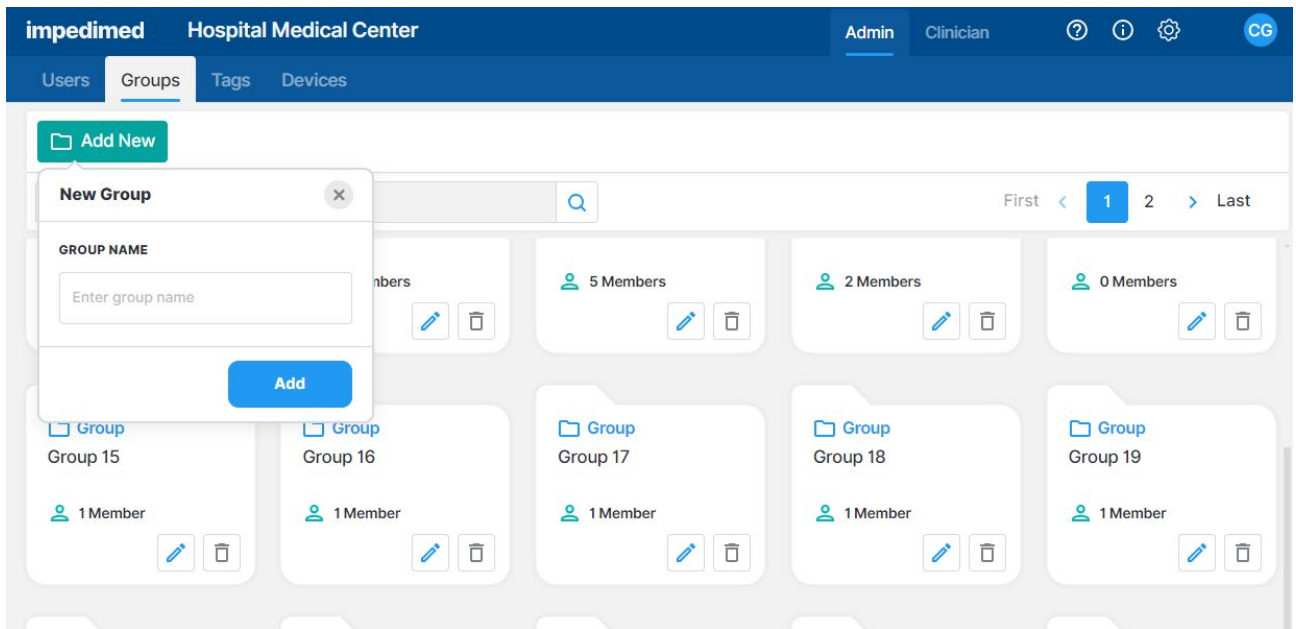


## 9.3 Administrator Patient Groups

Click **Groups** at any time to return to the Groups List on the MySOZO Administrator home page.



A user assigned to the Administrator role can create and name groups. Users assigned to a Clinician role may assign/remove Patients to/from the groups. To manage Patient Groups, click the Groups icon to bring up the following screen:



### 9.3.1 Create a New Group

To create a new Patient Group:

1. On the Groups List, click **Add New** in the top left corner, under the “Groups” tab.
2. Enter the group name.
3. Click **Add**.
4. The new group folder will appear below with the other group folders.

### 9.3.2 Rename/Delete Group

To rename a Patient Group:

1. On the Groups List, click the **pencil** (edit icon) on the folder to be updated.
2. Update the Patient Group name.
3. Click the **check mark** (save icon) icon. A success confirmation will appear in the top right corner.

To delete a Patient Group:

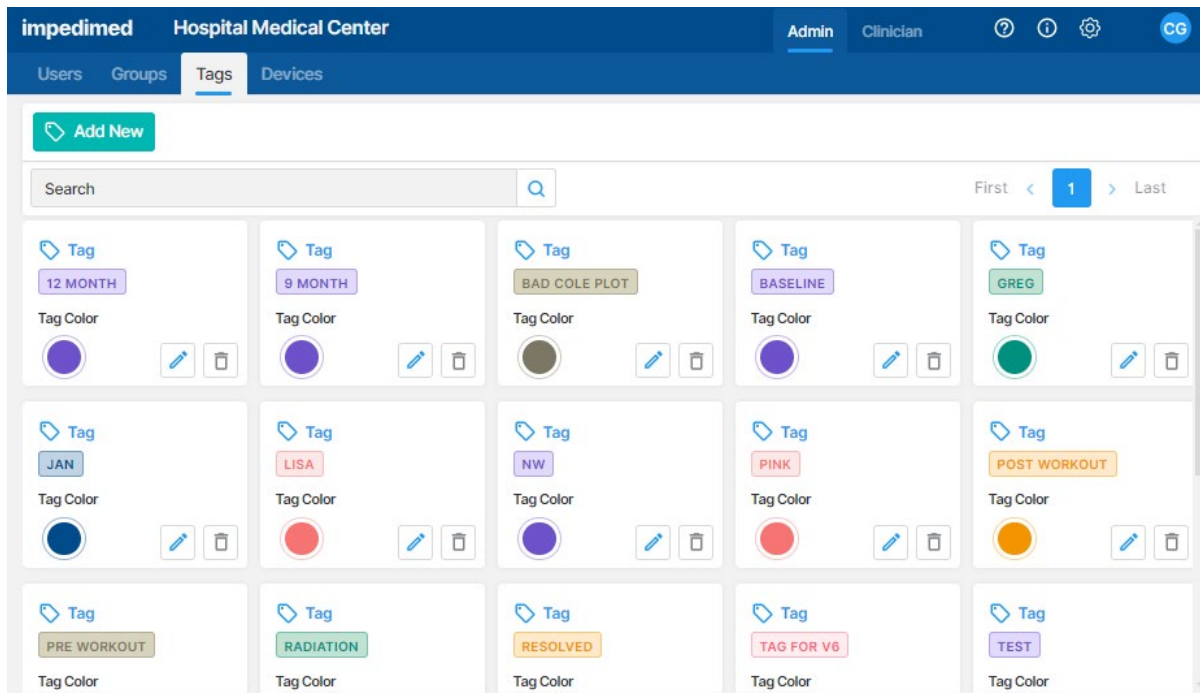
1. On the Groups List, click the **trash can** (delete icon) on the folder to be deleted.
2. A delete group warning will pop-up, select **Delete**. A success confirmation will appear in the top right corner.

## 9.4 Administrator Patient Tags

Click **Tags** at any time to return to the Tag List on the MySOZO Administrator home page.



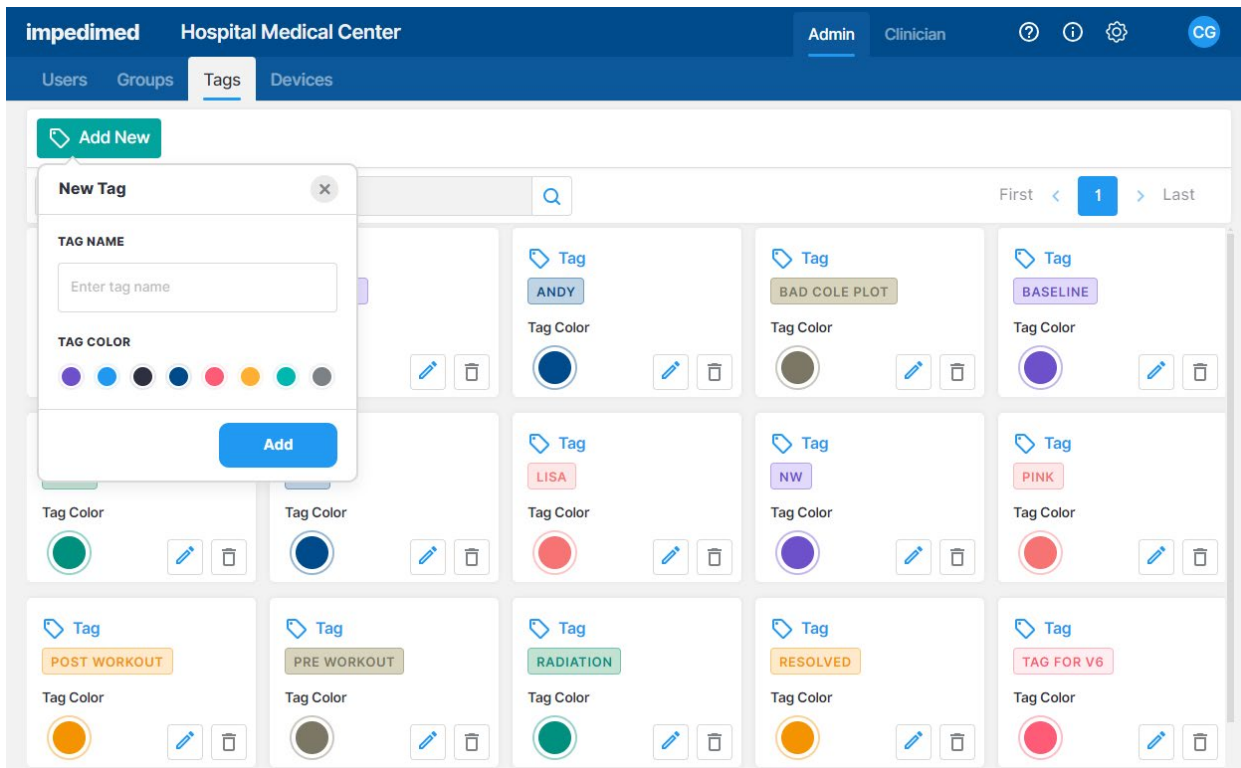
Tags are clinic-defined 48-character color-coded objects that can be attached to a given measurement by a clinician. They allow additional information or notes to be linked to the measurement. The tags used within a clinic can only be managed by a user with an Administrator role.



### 9.4.1 Create a New Tag

To create a new Tag:

1. On the Tags List, click **Add New** in the top left corner, under the “Tags” tab.
2. Enter the tag name and select a tag color.
3. Click **Add**. The new tag folder will appear below with the other tag folders.



## 9.4.2 Rename/Delete Tag

To rename a Tag:

1. On the Tags list, click the **blue pencil** (edit icon) on the tag to be updated.
2. Update the tag name.
3. Click the **check mark** (save icon). A success confirmation will appear in the top right corner.

To delete a Tag:

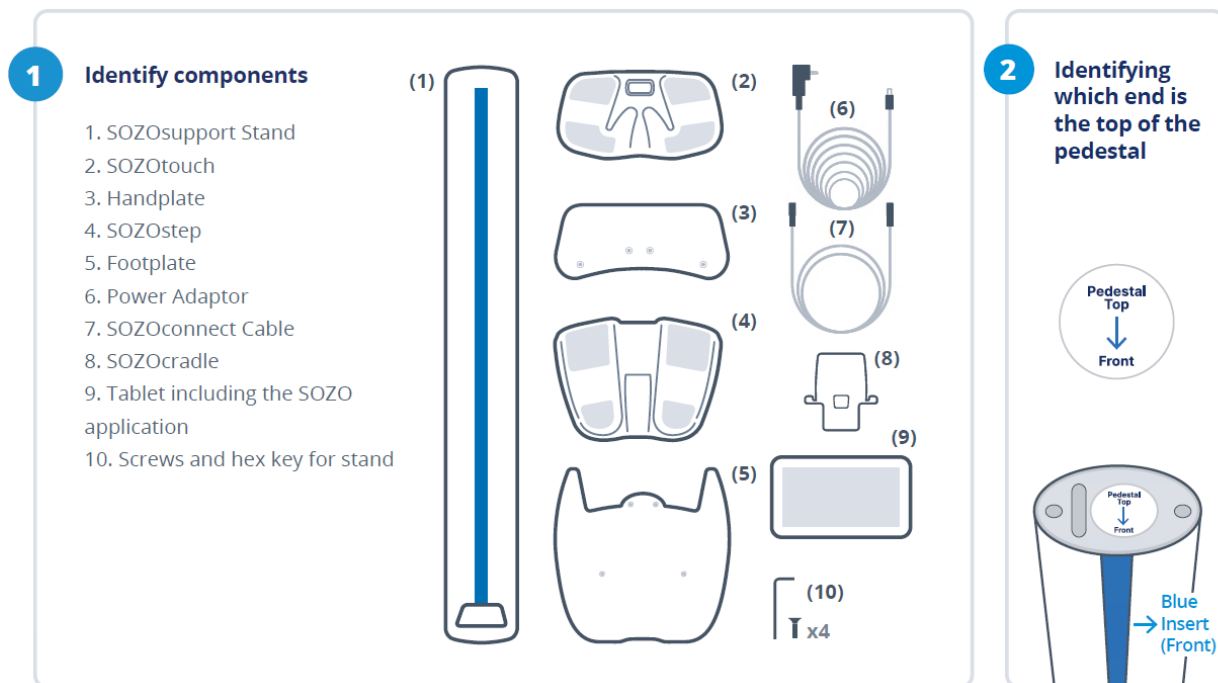
1. On the Tags List, click the **grey trash can** (delete icon) on the tag to be deleted.
2. A delete tag warning will pop-up, select **Delete**. A success confirmation will appear in the top right corner.

**Note:** when renaming a tag, it will be automatically renamed for all tags used to date. If a tag is deleted, it will remain assigned to all measurements, but will no longer be available to be assigned to a measurement.

## 10 DEVICE ASSEMBLY

### 10.1.1 Identify SOZO Device Components

Before assembly, identify the SOZO Device components shown below.



### 10.2 Assembling the SOZO Device with SOZOsupport Stand

Most patients stand during measurement, which requires assembly of the SOZO Device with the SOZOsupport Stand. Follow these steps to assemble the SOZO Device with the SOZOsupport Stand.

#### NOTES:

For an easier process, have two people assemble the SOZOsupport Stand. The first person can hold the SOZOsupport Stand with the base upward while the second person holds the Footplate on the SOZOsupport Stand. The first person attaches the Footplate using the Hex Key.

Once the Footplate and Handplate are connected to the SOZOsupport Stand, the large droplet hole should be near the top, opposite of the blue stripe as shown in step four.

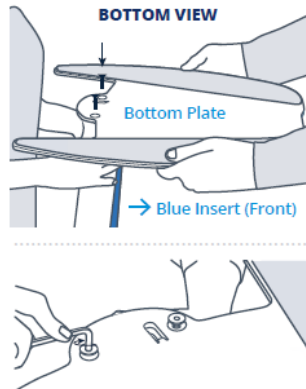
Before using the SOZO Device for the first time, make sure to follow all steps for start-up of [MySOZO](#) and the [SOZOapp](#).

3

### Screw the footplate (5) into the base of the SOZOsupport Stand (1).

**\*NOTE:** It is recommended that two people take part in assembling the stand in order to make the process quicker, easier and safer.

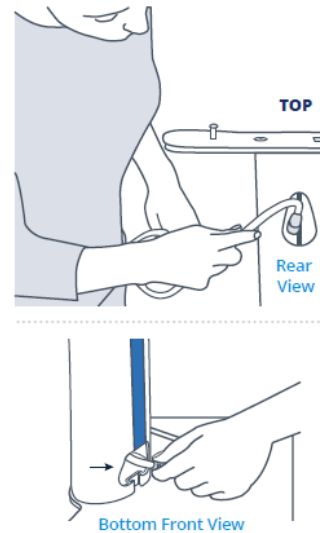
Have one person hold the stand with the base upward. Have the second person hold the footplate on the stand while the first person attaches the plate using the hex key (10).



5

### Lace the SOZOconnect cable (7) through the SOZOsupport Stand (1).

Feed the SOZOconnect cable through the droplet hole on the back of the stand and out the front hole at the base of the stand.



**\*NOTE:** The connector cable port is identical on both the hand plate and foot plate.

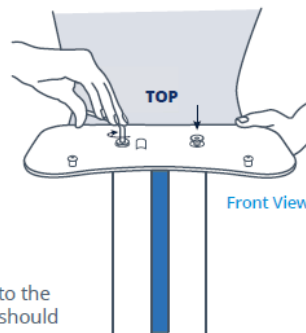
4

### Screw the handplate (3) into the top of the SOZOsupport Stand (1).

a. Place the handplate on the top of the SOZOsupport Stand with the mounting screws facing up.

b. Using the hex key (10), attach the handplate with the remaining screws provided.

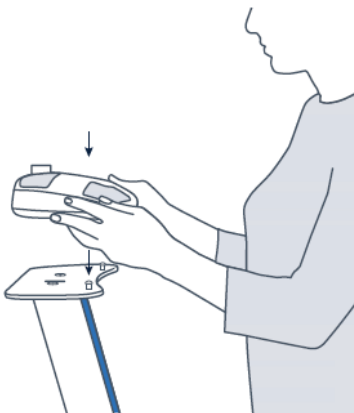
**\*NOTE:** Once both plates are connected to the SOZOsupport Stand, the large drop hole should be near the top opposite of the blue stripe as shown in top graphic of step 4.



6

### Attach the SOZOtouch (2) to the handplate (3).

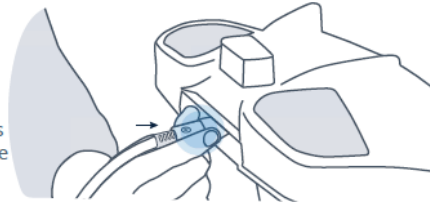
Place the SOZOtouch onto the mounting screws and push forward to lock into place.



7

### Attach the SOZOconnect cable (7) to the SOZOtouch (2).

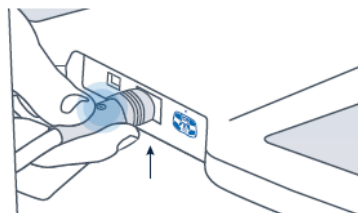
Ensure the screw on the connector cable is facing upwards before attaching it to the SOZOtouch.



8

### Attach the SOZOconnect cable (7) to the SOZOstep (4).

Ensure the screw on the connector cable is facing upwards before attaching it to the SOZOstep.



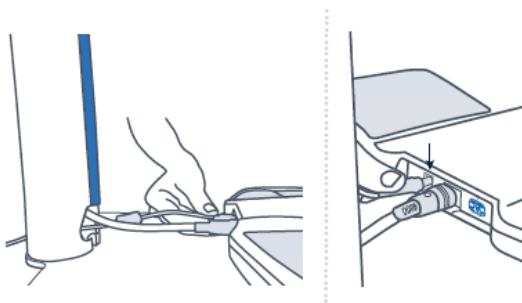


9

### Connect the power cord (6) to the SOZOstep (4).

**\*NOTE:** Ensure the SOZOconnect cable is plugged into both the SOZOtouch and SOZOstep before connecting the power cord to the SOZOstep.

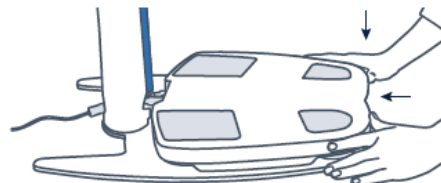
Locate the power supply port on the back of the SOZOstep. Feed the corresponding end of the power supply cable through the openings in the bottom of the stand and connect it into the port.



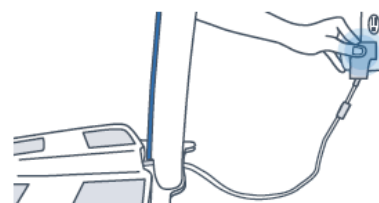
10

### Attach the SOZOstep (4) to the footplate (5).

a. Place the SOZOstep onto the mounting screws and push forward to lock into place.



b. Once the SOZOstep is in place, plug the power cord into the wall.

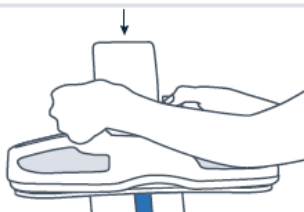


**\*NOTE:** Please ensure there is 4 inches or 10 centimeters between the backside of SOZOtouch and any wall.

11

### Attach the SOZOcradle (8) to the SOZOtouch (2).

Once the cradle is secure, place the tablet (10) in a landscape position on the SOZOcradle.



12

**Set-Up Complete.**

### Observe the following warnings while assembling the SOZO Device.



Only use the Power Adaptor supplied with the SOZO Device. The use of any other Power Adaptor may expose the patient to the risk of electrocution.



Ensure that the SOZOconnect Cable is plugged in to SOZOtouch and SOZOstep before connecting the Power Cord. If the SOZO Device must be moved, ensure that the Power Cord is disconnected before moving or uninstalling the system.



When plugging the Power Cord into the wall outlet, the SOZO System will automatically run a self-test to ensure functionality. Do not touch the stainless-steel electrodes when a self-test is running.



For more information on setting up the SOZO System with the SOZOsupport Stand, visit [www.impedimed.com](http://www.impedimed.com) or contact ImpediMed [technical support](#).

### 10.3 Assembling the SOZO® Device w/out the SOZOsupport Stand

If a patient is unable to stand during measurement, follow the steps below to assemble the SOZO Device without the SOZOsupport Stand.

1. Place the SOZOtouch on a level surface at a comfortable height, such as a table or desk, so the patient may place their hands on the SOZOtouch while they are sitting down.
2. Place the SOZOstep on a level surface beneath and in alignment with the SOZOtouch. Ensure that the SOZOstep is positioned in such a way that the power supply can be easily connected and disconnected.
3. Confirm that the SOZOtouch is stationary and on a level surface. Place the SOZOcradle onto the SOZOtouch with the ledge of the holder facing the SOZOtouch stainless steel electrodes.
4. Locate the power supply port on the back of the SOZOstep and plug the corresponding end of the Power Cord into that port.
5. Take the remaining end of the power supply cable and plug it into the nearest wall outlet. The SOZO Device may be safely turned off by unplugging the Power Adaptor.

**NOTE: For clinical use, the SOZOcradle can be reversed with the ledge of the holder facing away from the electrodes. Place the Tablet onto the ledge of the SOZOcradle, so that the SOZOcradle is holding the Tablet.**

To use the SOZO Device while the patient is sitting, follow the [instructions for use](#).



Only use the Power Adaptor that is supplied with the SOZO Device. The use of any other Power Adaptor may expose the patient to the risk of electric shock.



Ensure that the connector cable is plugged in to both the SOZOtouch and SOZOstep assemblies before connecting the power supply. If the SOZO Device must be moved, ensure that the power supply is disconnected before moving or uninstalling the system.



Ensure that nothing is in contact with the SOZOtouch or SOZOstep electrodes when applying power.

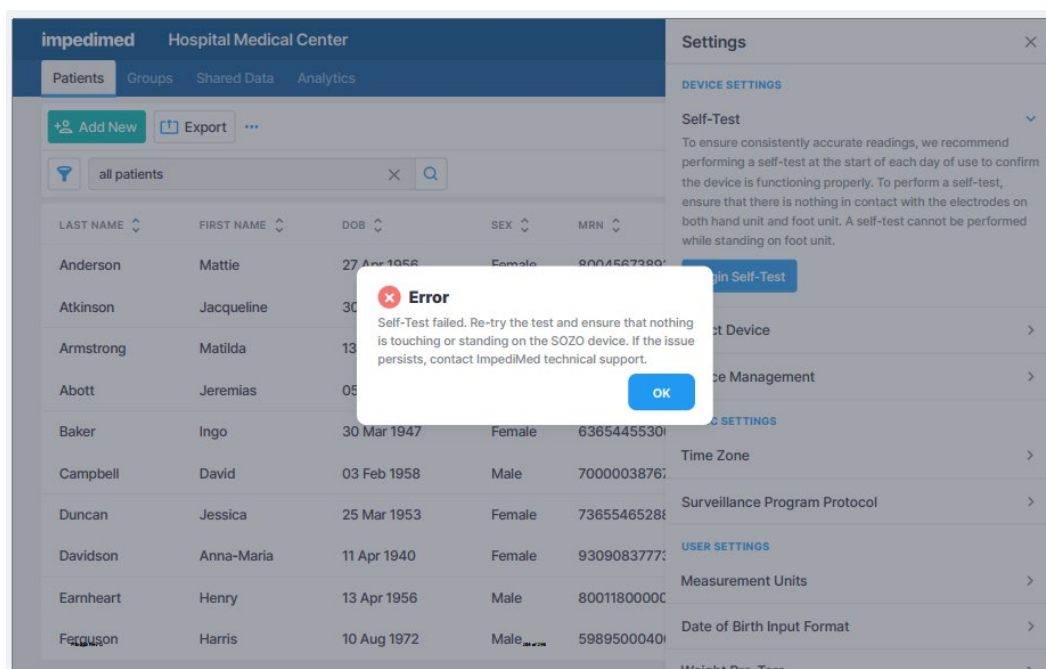
For more information on setting up the SOZO System without the SOZOsupport Stand, visit [www.impedimed.com](http://www.impedimed.com) or contact ImpediMed [technical support](#).

# 11 TROUBLESHOOTING

Below are troubleshooting tips for error messages which may appear in MySOZO or the SOZOapp. This is not a complete list of all possible error messages. For a detailed list of troubleshooting issues in the SOZOapp and MySOZO, see 11.5 General Troubleshooting Chart.

## 11.1 Self-Test Error

The “**Self-test failed.**” error message may appear after running a self-test or patient measurement from the SOZOapp.



Try the below actions to resolve this issue:

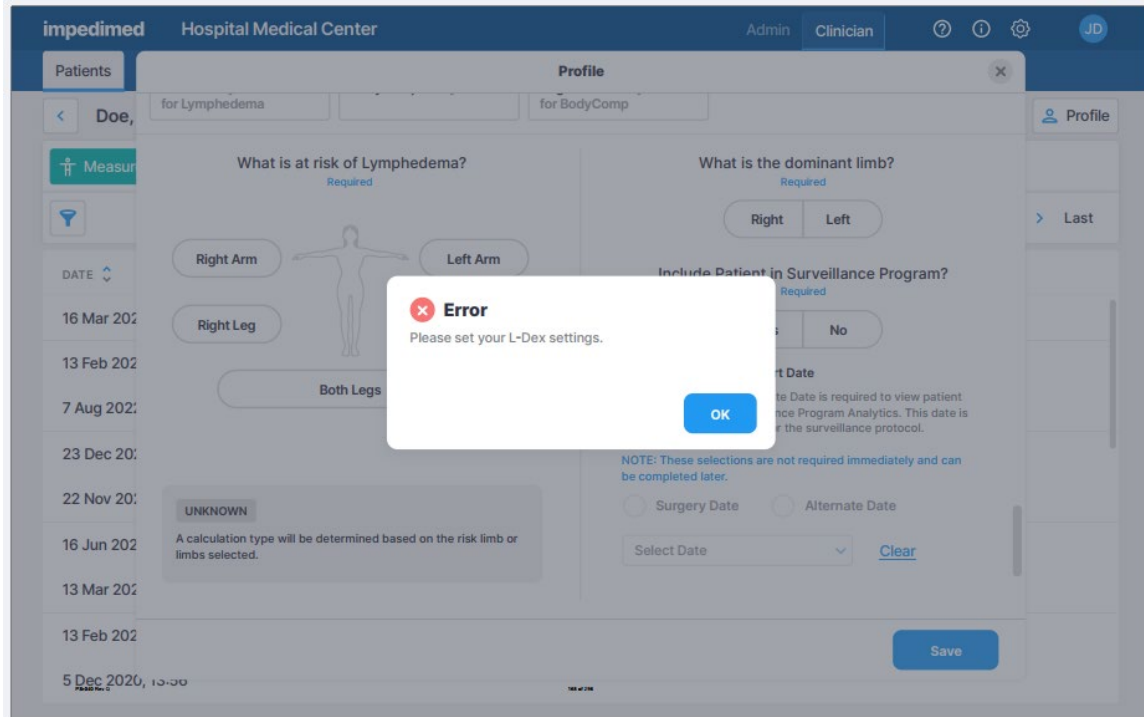
1. Ensure that nothing is touching the SOZO Device during the Self-Test.
2. Reset the Bluetooth® button on the back of SOZOtouch by pressing it for 3 seconds.
3. Unplug the SOZO Device from the wall outlet for 10 seconds and plug back in.

Re-run the self-test function.

## 11.2 Lymphedema Settings Error

Editing Lymphedema Settings on the patient profile in either MySOZO or the SOZOapp may trigger an error message similar to the message below.

*“Please set your L-Dex settings.”*



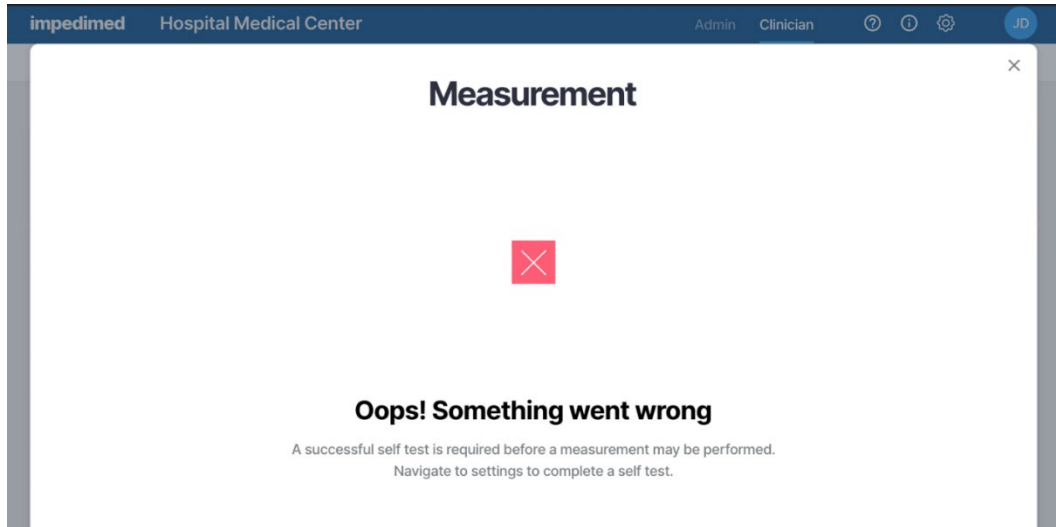
Follow the below actions to resolve this issue:

1. Under “What is at risk of Lymphedema?”, select the option that applies: Right Arm, Left Arm, Right Leg, Left Leg, Both Legs.
2. Under “What is the dominant limb?”, select Right or Left.
3. Under “Include Patient in Surveillance Program?”, select Yes or No.
4. Select Save. A success confirmation will appear in the top right corner.

## 11.3 Patient Dashboard Error

After starting a measurement, an error message may appear on the Patient Dashboard.

- Go to the Settings icon.  
Select “**Self-Test**”. Run the **Self-Test**.

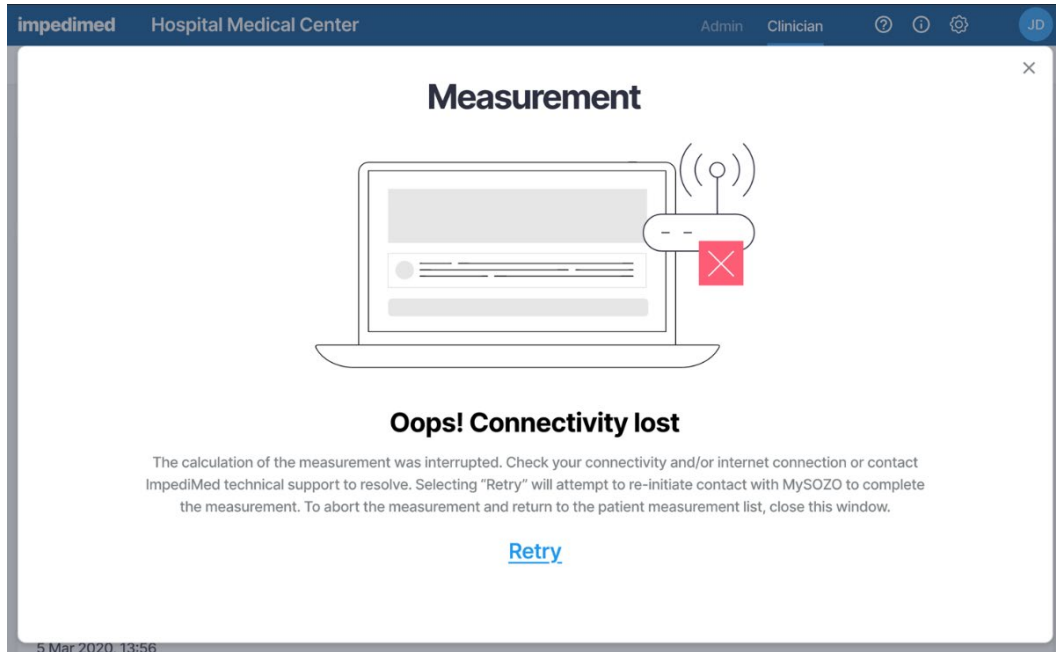


If the **Self-Test** fails, the actions below may resolve device issues:

- Ensure that nothing is touching the SOZO Device.
- Press the Bluetooth® button on the back of SOZOtouch.
- Unplug the SOZO Device from the wall outlet and plug back in.
- Re-run the self-test function.
- Ensure that the patient is standing and correctly positioned on the SOZO Device before tapping Measure.

## 11.4 Connectivity Error

If internet connectivity is lost while the measurement is in progress, an error message appears.



Follow the below actions to resolve this issue:

1. Ensure that there is a stable Wi-Fi connection and that there is no other high EMI emitting device near the Tablet.
2. To reconnect, tap Retry.
3. If this does not establish connectivity, tap Back to dashboard to end the measurement.

## 11.5 General Troubleshooting Chart

The General Troubleshooting chart provides guidance for common issues and error messages. In the event that you need additional help, call 877 247-0111 option 4, ImpediMed technical support, or you may email ImpediMed at [tsu@impedimed.com](mailto:tsu@impedimed.com) or visit <https://www.impedimed.com>.

General Troubleshooting		
Issue/Error message	Potential Cause	Resolution
Form fields have character limits and entry requirements. Various error messages can occur if these field requirements are not met.	User has completed a form field that does not meet minimum/maximum/character type requirements	Enter data in mandatory fields according to requirements described in error message.
SOZO hardware does not emit audible clicks when powering on; LED at back of unit is not emitting a blue light.	Power cord not properly connected or potential hardware failure.	Confirm power cord is properly connected. If cord is correctly inserted, contact ImpediMed technical support.
Self-test fails.	Person/object making contact with electrodes during self-test.	Ensure that the cable is securely connected to the device.  Try a different power source.  Ensure no extraneous objects in contact with electrodes during self-test; re-run self-test.
L-Dex; HF-Dex, Body Composition, Segmental, tab is missing from the history or results.	The assessment type is not chosen, or license is not available.	Check the assessment types chosen for the patient and adjust accordingly. Check available licenses and contact ImpediMed technical support if unable to resolve.
No SOZO Devices are selectable even after device is paired via Bluetooth.	Device is not licensed.	Check license status. Contact ImpediMed technical support if license status is incorrect.

Signing in to SOZOapp / MySOZO		
Issue/Error message	Potential Cause	Resolution
"Empty fields. Please enter your username and your password to continue."	User has attempted to sign in leaving either username or password blank.	Verify username and password are entered properly.
"Password must be between 8 and 20 characters containing at least: 1. One number 2. One special character !"#\$%&"()*+,-./:;<=?_@[]^`{ }~ 3. One upper case letter 4. One lower case letter" 5. You cannot use your last 3 passwords."	Password does not meet requirements.	Create password using the listed requirements
"Incorrect credential combination. Please check your information and try again."	Incorrect or forgotten username/password.	Verify credentials. If error continues, change password using the Forgot password link at mysozo.com. Enter the email address. An email will be sent to reset password.
"There is a connectivity problem. Check your internet connection or contact ImpediMed Technical Support."	No connection – Tablet Wi-Fi may be turned off or disconnected from Wi-Fi network, a firewall may be blocking the connection, there may be poor Wi-Fi coverage in the area.	Check Tablet settings to ensure Tablet is connected to local Wi-Fi network. Otherwise call ImpediMed technical support.
"There is a new version of SOZOapp available. You are required to download and update it to continue using MySOZO. To continue, press Yes".	Signing in to SOZOapp with previous app version after MySOZO has been updated.	On tablet, select "Yes" and follow prompts to automatically update SOZOapp to latest version.  If updates are blocked due to a mobile device manager or other software, contact ImpediMed Technical support for the latest version of the SOZOapp.

Use of SOZOapp / MySOZO (Clinician)		
Issue/Error Message	Potential Cause	Resolution
"There are no results matching your search criteria"	Search terms do not identify any patients or clinicians.	Revise search terms.
"Either your connection might have timed out or you need to contact the support team."	No connection – Tablet Wi-Fi may be turned off or disconnected from Wi-Fi network, a firewall may be blocking the connection.	Check Tablet settings to ensure Tablet is connected to local Wi-Fi network. If Tablet is connected, contact your IT admin; otherwise call ImpediMed technical support.
"For security reasons your session has expired" or you have been logged out and see the login page.	User will be signed out automatically based on initial sign in. The sign-out time is set by the Clinic administrator.	Sign back in with username and password.
"Measurement not started. Electrode check failed"	SOZO hardware verifies that electrodes are connected correctly before taking a measurement. Ensure that correct patient contact is made for all eight electrodes.  If any physical damage has occurred to hardware electrode check may also fail.	Power the SOZO Device off and on, ensure correct patient contact and repeat measurement.  If error persists, contact ImpediMed technical support.
"There is a connectivity problem. Check your internet connection or contact ImpediMed Technical Support."	Error in sending data from SOZO hardware/Tablet to MySOZO.com. Potential issue with disruption of Wi-Fi signal.	Take another measurement.  Move location of SOZO Device if it is in an area with other equipment that emits electromagnetic signals.  Check the Wi-Fi signal near the Tablet and troubleshoot as appropriate.  If error persists, contact ImpediMed technical support.
"Measurement wasn't valid. Please try a new measurement."	Patient is not contacting electrodes cleanly with bare hands/feet; patient preparation steps were not followed.	Ensure that all patient preparation steps have been followed and attempt another measurement. If error persists, contact ImpediMed technical support.
"A user with this first name, last name, and date of birth already exists"	When creating new patient, a patient already exists with this combination of first & last names, and DOB	Review existing patient to ensure unnecessary duplication of patient profiles.



Use of SOZOapp / MySOZO (Clinician), continued		
Issue/Error Message	Potential Cause	Resolution
"Device not found. Please check your selected device"	SOZOapp is not currently paired to a nearby SOZO Device	<p>Verify that the device chosen is available via Bluetooth by selecting "pair device".</p> <p>If device is selected and error has occurred, ensure that the serial numbers match (if multiple units at your Clinic).</p> <p>If using the Android app, ensure that the Bluetooth name of the device chosen does not start with IOS. If it does, unpair the device and select the device with the same serial number that does not begin with IOS.</p> <p>Verify SOZO Device is powered on by pushing the clear Bluetooth® button on the back of SOZOtouch for 3 seconds, it should illuminate blue.</p> <p>Turn off and restart the Tablet and the SOZO Device.</p> <p>If error persists, contact ImpediMed technical support</p>
"Possible device connection problem" or "There is a Bluetooth connection problem..." or "Pairing failed, Please try again"	Tablet Bluetooth has been turned off or SOZO Device Bluetooth has malfunctioned.	<p>Confirm Tablet Bluetooth is turned on, that the proper SOZO Device is selected, and that the Tablet is within range to allow a Bluetooth connection.</p> <p>Turn off and restart the Tablet and the SOZO Device. Verify SOZO Device is powered on by pushing the clear Bluetooth® button on the back of SOZOtouch for 3 seconds, it should illuminate blue.</p> <p>If using the Android app, ensure that the Bluetooth name of the device chosen does not start with IOS. If it does, unpair the device and select the device with the same serial number that does not begin with IOS.</p> <p>If Bluetooth is enabled on the Tablet, and SOZO System otherwise appears to be functioning correctly, please call ImpediMed technical support.</p>
"Self-test unknown error"	Internal error in running self-test; potential hardware failure or firmware/software incompatibility.	Contact ImpediMed technical support

Use of SOZOapp / MySOZO (Clinician), continued		
Issue/Error Message	Potential Cause	Resolution
"Self-test failed"	User attempts to run self-test but either device has hardware issue or contact is made with electrodes.	Verify that nothing is touching the electrodes and repeat self-test. If error persists, contact ImpediMed technical support.
"Status retrieved. Please run a self-test and try again."	Unit has not recently run a self-test.	Run a self-test per the instructions for use.
No error message, but Clinician notes that patient historical measurement data looks different compared with last review	Patient details have been changed and the measurement results have been recalculated.	Check the patient settings to ensure that they are correct.  Height, age, and L-Dex settings must match historical measurement records to have the same measurement results.
"Something Went Wrong. The tablet encountered an error in communication with the SOZO Device. Please check that the correct SOZO Device has been paired and selected in the settings, the SOZO Device is powered on and is located near the tablet, and minimize any potential interference from other wireless devices. If the issue persists, try again and contact ImpediMed technical support."	The tablet has lost Bluetooth connection with the SOZO Device.	Remove the cable from the power supply and plug it in again.  Make sure the cable is securely connected to the device.  Confirm Tablet Bluetooth is turned on, that the proper SOZO Device is selected, and that the Tablet is within range to allow a Bluetooth connection.  Turn off and restart the Tablet and the SOZO Device. Verify SOZO Device is powered on by pushing the clear Bluetooth® button on the back of SOZOtouch for 3 seconds, it should illuminate blue.  If using the Android app, ensure that the Bluetooth name of the device chosen does not start with IOS. If it does, unpair the device and select the device with the same serial number that does not begin with IOS.  If Bluetooth is enabled on the Tablet, and SOZO System otherwise appears to be functioning correctly, please call ImpediMed technical support.

Use of SOZOapp / MySOZO (Clinician), continued		
Issue/Error Message	Potential Cause	Resolution
When attempting to save the patient profile while in the SOZOapp, the following error message is shown: "The entry is not accepted by MySOZO. If this message is in error, please contact ImpediMed Technical Support"	Bilateral arms are selected as L-Dex Assessment type.	De-select Bilateral and/or arms. See LBL-525-1, L-Dex assessment IFU for further explanation.

Administrator Interfacing with SOZO System		
Issue/Error Message	Potential Cause	Resolution
"The email entered already exists for another clinician or administrator. The email used must be unique."	When creating a new SOZO Clinician, the selected email address is identical to an existing email.	Check the deleted users to see if the email was already used and restore the user. If no deleted user is found, use a different email. If a different email is not possible, contact ImpediMed technical support to determine where that email may already be in use.
"Your passwords do not match. Please re-enter them".	During user password creation, a different password was entered in the confirmation box.	Verify and re-enter passwords.
"Firmware update unknown error"	Unknown error has occurred during SOZO firmware update.	Please contact ImpediMed technical support.
"Firmware update failed"	Update procedure failed.	Attempt to update firmware. If failure persists, please contact ImpediMed technical support.
Password doesn't work.	Password forgotten.	Review MySOZO set up for instructions on resetting password.

## 12 PERSONAL DATA

---

Read our privacy policy located at <https://www.impedimed.com/privacy-policy/>

## 13 CARE AND MAINTENANCE

### 13.1 SOZO Device Care

When not in use, the SOZO Device may remain set up and does not need to be unplugged. If storage is desired, always keep the SOZO Device in its original packaging.

The external surface of the SOZO Device should be cleaned between each use with non-bleach-based disinfecting agents or as per your Clinic's policy. ImpediMed does not recommend the use of bleaching agents to clean/disinfect the SOZO Device as that may cause corrosion of the electrodes. The external enclosure of the SOZO Device may be cleaned with disinfecting agents such as isopropyl alcohol 70% or Peridox® Concentrate Sporidical Disinfectant and Cleaner for devices that do not display the following label 'Germicide Compatible.'

SOZO-  
[www.impedimed.com/support](http://www.impedimed.com/support)  
INTL: +61-7-3860-3700  
US: 1-877-247-0111





SOZO Devices with the 'Germicide Compatible' label located on the right side of SOZOtouch may also be cleaned with the following:

• Cavicide Liquid
• Cavicide 1 Liquid
• Cavicide 3 Liquid
• Caviwipes 1, Caviwipes XL
• Caviwipes 3, Caviwipes XL
• Clinell Universal Spray,
• Clinell Universal Wipes
• Oxivir Wipes
• Sani-Cloth Prime
• Super Sani Cloth
• Super Sani Cloth Prime Wipes
• Sani Prime Liquid
• Medizar Wipes

SOZO Devices with the 'Germicide Compatible' label located on the right side of SOZOtouch may also be used with Electrode Spray:

- Signa Spray

The Tablet may require cleaning and disinfection as well. For the Tablet provided with the SOZO Device, ImpediMed recommends the use of protective disposable Tablet sleeves, to be used and replaced as per your Clinic's policy. The use of a protective sleeve prevents the need to use potentially damaging chemicals on the Tablet itself.

	<p>The SOZO Device should not be subjected to ingress of liquid or liquid spillage, impact or excessive heat (direct exposure to sunlight). This can harm the patient, cause damage to the SOZO Device, or give an incorrect reading. The SOZO Device should be used in a dry environment.</p> <p>Contact ImpediMed or an authorized agent for repair.</p>
	<p>Do not attempt to sterilize any component or accessory of the SOZO Device.</p>

## 13.2 SOZO Device Maintenance

The SOZO Device does not require any periodic or preventive maintenance other than cleaning and/or disinfecting, in accordance with Section 13.1 above. The SOZO Device does not require any periodic calibration.

## 13.3 Self-Test

To ensure that the SOZO System is operating correctly, run a self-test from the SOZOapp settings menu. ImpediMed recommends that the self-test be performed at the start of the day on which measurements of the patient will be taken.

## 13.4 Repairs

There are no user-repairable electronic parts within the SOZO Device. Contact ImpediMed or an authorized agent should service or repair of the SOZO Device be required. Do not attempt to use the SOZO Device if it does not appear to be functioning correctly or needs repair.

## 13.5 Tablet Maintenance

The Tablet is shipped partially charged. Please follow the manufacturer's instructions for use supplied with the Tablet for the longevity of the Tablet.

## 13.6 Technical Support

Website: <https://www.impedimed.com/support/>

Americas Technical Support

877-247-0111, option 4

760-585-2125

[tsu@impedimed.com](mailto:tsu@impedimed.com)

Asia Pacific Technical Support

+61 7 3860 3700, option 2

[ts@impedimed.com](mailto:ts@impedimed.com)

Europe, Middle East and Africa

+30 231-111-6753

[tse@impedimed.com](mailto:tse@impedimed.com)

## 13.7 Components and Accessories

The following components and accessories are available or separate purchase. Please contact ImpediMed or an authorized agent to purchase replacement parts.

Description
SOZOsupport Stand
SOZOconnect Cable
Power Adaptor
Tablet



# 14 PRODUCT WARRANTY

---

## Definition of Products:

### SOZO System.

ImpediMed shall deliver to Customer the products and services referenced in the Quotation (collectively, the “**SOZO System**”), subject to availability of the SOZO System, which may consist of Hardware, Software, and SOZO Services. “**Hardware**” refers to tangible equipment such as the SOZO® device, support stand, Tablet and accessories/Peripherals. “**Software**” refers to all forms of software, whether pre-installed, embedded (e.g., firmware), in read only memory, or found on any other media or other form and specifically includes the mySOZO app installed on the Hardware, but specifically excludes the SOZO Services. “**SOZO Services**” refers to the ImpediMed’s cloud based SOZO software platform delivered on a software-as-a-service (SaaS) basis, including as available through mySOZO.com.

## Limited Warranty:

- (a) Hardware. Subject to the exceptions and upon the conditions set forth herein, ImpediMed warrants that for a period of twelve (12) months after the date of purchase of the Hardware, or such longer period identified in the Quotation if Customer has purchased an extended warranty, the Hardware will be free from material defects in material and workmanship (“**Warranty Period**”). Customer acknowledges that the Hardware is subject to use and safety guidelines and instructions for use contained in the accompanying instructions for use or other user manual and Documentation. Customer agrees to use the Hardware solely in accordance with the Documentation accompanying the Hardware. ImpediMed shall not be liable for a breach of the warranty set forth in this Section unless Customer follows ImpediMed’s warranty return procedures communicated to Customer in connection with this Agreement, and ImpediMed also verifies that the Hardware is defective and that the defect developed under normal and proper use. Moreover, ImpediMed shall not be liable for a breach of the warranty set forth in this Section if: (i) Customer makes any further use of such Hardware after giving such notice; (ii) the defect arises because Customer failed to follow ImpediMed’s oral or written instructions as to the storage, installation, commissioning, handling, use, care or maintenance of the Hardware; (iii) Customer alters or repairs such Hardware without the prior written consent of ImpediMed; (iv) repairs or modifications are made by persons other than ImpediMed’s own service personnel, or an authorized representative’s personnel, unless such repairs are made with the written consent of ImpediMed in accordance with procedures outlined by ImpediMed; or (v) the defect is caused, in whole or in part, by normal wear and tear, accident, abuse, improper voltage, other improper use or use not in accordance with our specifications or instructions, and/or any other improper care or handling.
- (b) Software. Subject to the exceptions and upon the conditions set forth herein, during the Subscription Term ImpediMed warrants that, from the date of shipment or the date of electronic availability, as applicable, the Software will conform to the applicable Documentation for such Software.
- (c) SOZO Services. Subject to the exceptions and upon the conditions set forth herein, during the Subscription Term ImpediMed warrants that the SOZO Services will perform substantially in accordance with the Documentation.

(d) **EXCEPT FOR THE WARRANTIES EXPRESSLY SET FORTH IN THIS SECTION 16, THE SOZO SYSTEM IS PROVIDED “AS-IS” AND IMPEDIMED MAKES NO WARRANTIES WHATSOEVER WITH RESPECT TO THE SOZO SYSTEM OR ANY COMPONENTS THEREOF, INCLUDING ANY (A) WARRANTY OF MERCHANTABILITY; (B) WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE; (C) WARRANTY OF TITLE; (D) WARRANTY AGAINST INFRINGEMENT OF INTELLECTUAL PROPERTY RIGHTS OF A THIRD-PARTY; (E) WARRANTY THAT THE SOFTWARE OR SOZO SERVICES WILL BE UNINTERRUPTED, ERROR-FREE, OR THAT DEFECTS CAN BE CORRECTED; OR (F) WARRANTY THAT ANY DATA WILL NOT BE LOST OR DAMAGED; WHETHER EXPRESS OR IMPLIED BY LAW, COURSE OF DEALING, COURSE OF PERFORMANCE, USAGE OF TRADE OR OTHERWISE.**

(e) Products manufactured by a third-party and third-party software (“**Third-Party Products**”) may constitute, contain, be contained in, incorporated into, attached to or packaged together with, the SOZO System. Third-Party Products are not covered by the warranty in this Section. For the avoidance of doubt, **IMPEDIMED MAKES NO REPRESENTATIONS OR WARRANTIES WITH RESPECT TO ANY THIRD-PARTY PRODUCT, INCLUDING ANY (A) WARRANTY OF MERCHANTABILITY; (B) WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE; (C) WARRANTY OF TITLE; (D) WARRANTY THAT THE PRODUCTS ARE FDA APPROVED, OR OTHERWISE APPROVED, SCIENTIFIC OR MEDICAL DEVICES; (E) WARRANTY THAT THE PRODUCTS HAVE BEEN TESTED FOR SAFETY OR EFFICACY; OR (F) WARRANTY AGAINST INFRINGEMENT OF INTELLECTUAL PROPERTY RIGHTS OF A THIRD-PARTY; WHETHER EXPRESS OR IMPLIED BY LAW, COURSE OF DEALING, COURSE OF PERFORMANCE, USAGE OF TRADE OR OTHERWISE.** Notwithstanding the foregoing, in the event of the failure of any Third-Party Products, ImpediMed will assist (within reason and at ImpediMed’s sole discretion) Customer (at Customer’s sole expense) in obtaining, from the respective third-party, any (if any) adjustment that is available under such third-party’s warranty.

(f) **NO HARDWARE RETURNS WILL BE ACCEPTED AFTER THE WARRANTY PERIOD HAS EXPIRED, UNLESS AN EXTENDED WARRANTY HAS BEEN PURCHASED PRIOR TO THE CONCLUSION OF THE INITIAL TWELVE (12) MONTH PERIOD.** After the Warranty Period has expired, ImpediMed may, in its sole discretion, repair nonconforming Hardware at current industry-standard rates for parts (“**Part**”), labor and transport. ImpediMed warrants that for a period of twelve (12) months after the shipment of a replacement or new Part, the Part will be free from material defects in material and workmanship, subject to the restrictions and limitations described in this Section. Subject to the requirements above, with respect to any such Hardware during the Warranty Period, ImpediMed shall, in its sole discretion, either: (i) repair or replace such Hardware (or the defective part), using new or refurbished Hardware or Parts; or (ii) credit or refund the price of such Hardware at the pro rata contract rate, provided that, if ImpediMed so requests, Customer shall, at Customer’s expense, return such Hardware to ImpediMed. All warranty, diagnostic, and repair services are provided without any obligation of confidentiality or non-disclosure on the part of ImpediMed, its employees or agents. Therefore, before delivering any Hardware to ImpediMed, Customer should back up or store any related data or information and purge the Hardware of any information that could be considered confidential, including information related to the identity of a patient or “Protected Health Information,” as that term is defined in 45 C.F.R. § 160.103. For any non-conforming Software or SOZO Services, ImpediMed’s entire liability and Customer’s exclusive remedies under the warranties described in this Section

shall be for ImpediMed, at its option, to use reasonable efforts to remedy such defects or performance failure pursuant to the SOZO Support Policy.

(g) **THE REMEDIES SET FORTH HEREIN SHALL BE CUSTOMER'S SOLE AND EXCLUSIVE REMEDY AND IMPEDIMED'S ENTIRE LIABILITY FOR ANY BREACH OF THE LIMITED WARRANTY SET FORTH IN THIS SECTION. Representations and warranties made by any person, including representatives of ImpediMed, which are inconsistent or in conflict with the terms of this warranty, as set forth above, shall not be binding upon ImpediMed.**

# 15 REGULATORY STATEMENT

---

FCC ID: QQQBT121


This device complies with Part 15 of the FCC Rules

Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) This device must accept any interference received, including interference that may cause undesired operation.

This device complies with the R&TTE Directive.

## 16 PRODUCT SPECIFICATIONS

Drive AC current	200 micro Amps RMS at a variable frequency of 3 kHz to 1000 kHz.
Frequency Scan	3 to 1000 kHz (256 frequencies)  Scan speed: ~30 seconds to complete a full scan (Android), ~45 seconds (iOS).
Power Supply	24V DC, 1.25A  Electrical safety and EMC testing performed against IEC-60601-1, 60601-1-2. Biological safety testing performed against ISO-10993-1, 10993-5 and 10993-10.  Sinpro (HPU25-108-P01K002-E2B120-24) <ul style="list-style-type: none"> <li>• Universal Input 80-275VAC 47/63Hz</li> <li>• DC Output 24VDC, 1.2A</li> <li>• 120mv P-P Noise</li> <li>• Interchangeable adapters Type A (USA), C (EU), G (UK), I (AU)</li> <li>• Safety: IEC60601-1, IEC60601-1-11</li> </ul>
Dimensions	Hand Plate L=330mm, W=180mm, D=170mm Foot Plate L=450mm, W=320mm, D=40mm
Effective Radiated Power (BT Module)	-18 dBW
Weight	SOZO Device: 10.0 lb/4.5 kg SOZOsupport Stand: 25.5 lb/11.6 kg
Data Displayed	Cole resistance-reactance plot, other outputs dependent on measurement module.
Environmental transport, and storage conditions	- 25 °C without relative humidity control; and + 70 °C at a relative humidity up to 93%, non-condensing;

Environmental operating conditions	<p>a temperature range of + 5 °C to + 40 °C</p> <p>a relative humidity range of 15% to 93%, non-condensing; and an atmospheric pressure range of 700 hPa to 1060 hPa.</p>
Device (IEC 60601-1) electrical classification	<p>Type BF</p> 
Electromagnetic Compatibility	<p>Meets the requirements of IEC 60601-1-2 and 60601-1-11.</p>
Minimum service life of device and accessories	<p>Minimum service life and associated warranty of parts and accessories is one year.</p>

# 17 SAFETY INFORMATION

Guidance and manufacturer's declaration – electromagnetic emissions		
The SOZO Device is intended for use in the electromagnetic environment specified below. The customer or the user of the SOZO Device should assure that it is used in such an environment.		
Emissions test	Compliance	Electromagnetic environment – guidance
RF emissions CISPR 11	Group 1	The SOZO Device uses RF energy only for its internal function. Therefore, its RF emissions are very low and are not likely to cause any interference in nearby electronic equipment.
RF emissions CISPR 11	Class B	
Harmonic emissions IEC 61000-3-2	Class A	
Voltage fluctuations / flicker emissions IEC 61000-3-3	Complies	

Guidance and Manufacturer's Declaration – Immunity			
The SOZO Device is intended for use in the electromagnetic environment specified below. The customer or the user of the SOZO Device should assure that it is used in such an environment.			
Immunity test	4 <sup>th</sup> Edition Test Levels	Compliance level	Electromagnetic environment – guidance
Electrostatic discharge (ESD) IEC 61000-4-2	±8kV Contact ±15kV Air	±8kV Contact ±15kV Air	Floors should be wood, concrete or ceramic tile. If floors are covered with synthetic material, the relative humidity should be at least 30%.
Electrical fast transient/burst IEC 61000-4-4	±2kV Mains ±1kV I/Os 100 kHz Repetition Freq	±2kV Mains ±1kV I/Os 100 kHz Repetition Freq	Mains power quality should be that of a typical commercial or hospital environment.
Surge IEC 61000-4-5	±1kV Differential ±2kV Common	±1kV Differential ±2kV Common	Mains power quality should be that of a typical commercial or hospital environment.

Immunity test	4 <sup>th</sup> Edition Test Levels	Compliance level	Electromagnetic environment – guidance
Voltage Dips/Dropout IEC 61000-4-11	>95% Dip for 0.5 Cycle  60% Dip for 5 Cycles  30% Dip for 25 Cycles  >95% Dip for 5----- 0% Ur for 0.5 cycle @ 0, 45, 90, 135, 180, 225, 270 and 315 degrees.  0% Ur for 1 cycle	>95% Dip for 0.5 Cycle  60% Dip for 5 Cycles  30% Dip for 25 Cycles  >95% Dip for 5----- 0% Ur for 0.5 cycle @ 0, 45, 90, 135, 180, 225, 270 and 315 degrees.  0% Ur for 1 cycle	Mains power quality should be that of a typical commercial or hospital environment. If the user of the SOZO Device requires continued operation during power mains interruptions, it is recommended that the SOZO Device be powered from an uninterruptible power supply or a battery.
Power frequency (50/60 Hz) magnetic field IEC 61000-4-8	30A/M 50 or 60 Hz	30A/M 50/60 Hz	Power frequency magnetic fields should be that of a typical commercial or hospital environment.
NOTE Ur is the AC mains voltage prior to application of the test level.			



## Guidance and Manufacturer's Declaration – Immunity

The SOZO Device is intended for use in the electromagnetic environment specified below. The customer or the user of the SOZO Device should assure that it is used in such an environment.

Immunity test	4 <sup>th</sup> Edition Test Levels	Compliance level	Electromagnetic environment – guidance
Conducted RF IEC 61000-4-6	3 Vrms (Outside ISM)	(V1) = 3Vrms (V2) = 6Vrms	Portable and mobile communications equipment should be separated from the «Model» by no less than the distances calculated/listed below:  $D = (3.5/V1)(\text{Sqrt } P)$ $D = (12/V2)(\text{Sqrt } P)$
Radiated RF IEC 61000-4-3	6Vrms (In ISM and amateur Bands)  150 kHz to 80 MHz  10 V/m 80 MHz to 2.7 GHz 80 % AM at 1 kHz		$D = (12/E1)(\text{Sqrt } P)$ 80 to 800 MHz  $D = (23/E1)(\text{Sqrt } P)$ 800 MHz to 2.7 GHz  where P is the max power in watts and D is the recommended separation distance in meters.  Field strengths from fixed transmitters, as determined by an electromagnetic site survey, should be less than the compliance levels (V1 and E1).  Interference may occur in the vicinity of equipment containing a transmitter.

### Guidance and Manufacturer's Declaration – Immunity

Test Frequency (MHz)	Band (MHz)	Service	Modulation	Maximum Power (W)	Distance (m)	Immunity Test Level (V/m)
385	380-390	TETRA 400	Pulse Modulation 18Hz	1.8	0.3	27
450	430-470	GMRS 460, FRS 460	FM $\pm 5$ kHz deviation 1KHz sine	2	0.3	28
710	704-787	LTE Band 13, 17	Pulse Modulation 217 Hz	0.2	0.3	9
745						
780						
810	800-960	GSM 800/900, TETRA 800, iDEN 820, CDMA 850, LTE Band 5	Pulse Modulation 18 Hz	2	0.3	28
870						
930						
1 720	1700-1990	GSM 1800; CDMA 1900; GSM 1900; DECT; LTE Band 1,3,4,25; UMTS	Pulse Modulation 217Hz	2	0.3	28
1 845						
1 970						
2450	2400-2570	Bluetooth, WLAN, 802.11 b/g/n, RFID 2450, LTE Band 7	Pulse Modulation 217 Hz	2	0.3	28
5240	5100-5800	WLAN 802.11 a/n	Pulse Modulation 217 Hz	0.2	0.3	9
5500						
5785						

## Recommended separation distances between portable and mobile RF communications equipment and the SOZO Device

The SOZO Device is intended for use in an electromagnetic environment in which radiated RF disturbances are controlled. The customer or the user of the SOZO Device can help prevent electromagnetic interference by maintaining a minimum distance between portable and mobile RF communications equipment (transmitters) and the SOZO Device as recommended below, according to the maximum output power of the communications equipment.

Max Output Power (Watts)	Separation (m) 150kHz to 80MHz Non-ISM $D=(3.5/\sqrt{P})$	Separation (m) 150kHz to 80MHz ISM $D=(12/\sqrt{P})$	Separation (m) 80 to 800MHz $D=(12/\sqrt{P})$	Separation (m) 800MHz to 2.7GHz $D=(23/\sqrt{P})$
0.01	0.116667	0.12	0.12	0.23
0.1	0.368932	0.379473	0.379473	0.727324
1	1.166667	1.2	1.2	2.3
10	3.689324	3.794733	3.794733	7.273239
100	11.66667	12	12	23

## 18 GLOSSARY

---

**Administrator**-MySOZO User authorized to manage Clinician and Administrator accounts and perform SOZO System-wide administrative functions. The Administrator has exclusive authority to adjust certain SOZO System-wide settings through MySOZO.

**Assessment**-An assessment of measurements taken of the patient, which is an output of the SOZO System. Different types of Assessments are available to the ImpediMed customer and viewable on the SOZOapp and MySOZO, including L-Dex®, Fluid Analysis and Tissue Analysis.

**Assessment license**-ImpediMed grants a separate license for each type of Assessment. Once an Assessment is licensed, the Clinic has access to that Assessment for all current and previous measurements. The availability of the Assessment license is viewable in MySOZO and the SOZOapp.

**At-risk limb**-The limb at risk of developing lymphedema.

**Bilateral**-A type of L-Dex Assessment for a patient who has both legs at risk of lymphedema. The SOZO System compares each leg with each arm

**Bioimpedance**-The measure of impedance of the human body to an alternating electric current.

**Bioimpedance Spectroscopy**-The technology used by the SOZO Device to accurately measure body water volumes of the patient, based upon bioimpedance parameters over a frequency range of 3 - 1000 kHz using 256 frequencies.

**BIS**-Bioimpedance Spectroscopy.

**BMR**-Basal Metabolic Rate. Basal Metabolic Rate is the amount of energy used by a person's body when at rest. ImpediMed uses the Mifflin-St. Jeor equation to calculate BMR. BMR is expressed in calories per day.

**BodyComp Assessment**-The Assessment, also referred to as "Fluid and Tissue Analysis," performed by the SOZO Device of the body composition of the patient, designed to estimate various body composition parameters, including Total Body Water (TBW), Extracellular Fluid (ECF), Intracellular Fluid (ICF), Fat-free Mass (FFM) or Fat Mass (FM), Basal Metabolic Rate (BMR), Skeletal Muscle Mass (SMM), Phase Angle (Phi), Body Mass index (BMI), and the Hydration Index (Hy-Dex®) analysis. Indications for Use are in the BodyComp IFU.

**Clinic**-A customer of ImpediMed, such as a hospital or medical clinic, which uses the SOZO System.

**Clinician** - The primary User of the SOZO System, and an authorized User of MySOZO and the SOZOapp. The Clinician uses the SOZO Device to take and record measurements of patients; view and evaluate measurements and Assessments over time; and assess patient progress.

**Cole plots** - The SOZO measurement data is displayed in the form of a complex impedance plot, commonly called a Cole plot. The X axis is the resistance value, and the Y axis is the reactance value of the measurement at each of the 256 frequencies measured. Cole plots are reviewed when determining whether to accept or reject measurements. The SOZO software helps determine the quality of measurements as high, medium, or low quality.

**Consumable**-A hardware component of the SOZO Device which the ImpediMed customer uses recurrently, and which eventually wears out, gets used up or is discarded. For example, the Tablet sleeve is a consumable.

**Contralateral limb**-The limb located on the other side of the patient's body. For purposes of the L-Dex Assessment of a patient with unilateral lymphedema, if the right arm is at-risk of lymphedema, then the left arm is the contralateral limb.

**Dominant limb**-The limb which the patient uses the most. For example, for a right-handed patient, the right arm is the dominant limb.

**ECF**-Extracellular fluid. Extracellular fluid is all the fluid that is not contained within the cells. ECF is usually expressed as a volume (liters or pints).

**Electrode Plates**-See "Electrodes."

**Electrodes**-Stainless steel plate components of the SOZOtouch (where the patient places their hands), and of the SOZOstep (where the patient places their feet), which drive and sense electrical current for the performance of Bioimpedance Spectroscopy.

**BodyComp Assessment Instructions for Use** – LBL-525-3, the BodyComp Assessment Instruction for Use.

**FM**-Fat Mass. Fat mass is the amount of mass a person has that is made up of fat. FM is typically measured in kilograms (kg) or pounds (lb) and is also expressed as a percentage of total mass (e.g., 24% body fat).

**FFM**- Fat-Free Mass. Fat Free Mass is the amount of mass a person has that contains no fat. FFM includes bone, muscle, connective tissue, organs, and body water. FFM is typically measured in mass (kg or lb) or expressed as a percentage of total mass (e.g., 60% fat free mass).

**Hex Key**-A tool which comes with the SOZO System for assembling the SOZOsupport Stand.

**HF-Dex®** - Heart Failure Index, a numeric value used in HF

**HF-Dex® Assessment**– also referred to as 'HF-Dex'. The HF-Dex score is a tool to assist in the clinical assessment of fluid status on a patient with heart failure by a medical provider. The results screen will display the patient's HF-Dex score on a scale, as well as other fluid analysis outputs. The HF-Dex score is the patient's ECF/TBW %, compared to clinical data in the following manner.

**HF-Dex® Assessment Instructions for Use** - LBL-525-2, the HF-Dex Assessment Instructions for Use.

**Hy-Dex®** - Hydration Index. A bi-directional “open-ended” scale that displays a person’s fluid status as compared to a dataset from an average population. Can be used as a tool to assist a Clinician or user in assessing their fluid status or hydration.

**ICF**-Intracellular fluid. Intracellular fluid is all the fluid that is contained within the cell membranes of the body. ICF is usually expressed as a volume (liters or pints).

**Ipsilateral limb**-The limb on the same side of the patient’s body. For purposes of L-Dex Assessment of a patient with bilateral lymphedema, SOZO compares R0 impedance of the at-risk limbs with the R0 impedance of the unaffected ipsilateral limbs. For example, if the patient has bilateral lymphedema in both legs, the left arm is the unaffected ipsilateral limb to the at-risk left leg, and the right arm is the unaffected ipsilateral limb to the at-risk right leg.

**Impedance**-The measure of the total opposition of a circuit or part of a circuit to an electrical current.

**L-Dex®**-The Lymphedema Index, a numeric value used in L-Dex Assessment

**L-Dex® Assessment**- also referred to as “L-Dex,” based upon L-Dex values, derived from the ratio of impedance for the unaffected limb and the at-risk limb, of the body fluid levels of patients at risk of lymphedema, using certain patient measurements taken with the SOZO Device. Indications for Use and Instructions for Use of the L-Dex Assessment is in the L-Dex IFU.

**L-Dex® score**-The measurement parameter for the L-Dex Assessment.

**L-Dex® Instructions for Use**- LBL-525-1, the L-Dex Assessment Instructions for Use.

**Licensed Assessments**-Assessments for which a Clinic has purchased a license.

**Measurements**-Measurement data taken by the Clinician of the patient using the SOZO Device. Measurements are the inputs in the SOZO assessment process.

**MySOZO**-The central cloud-based hub for the SOZO System that computes, and stores assessments based on raw measurement data taken from the SOZO Device. Users may access MySOZO.com via the internet.

**Parameter**-A clinically meaningful output based upon measurements.

**Product**-The SOZO Device, including all hardware components of the SOZO Device, except for any hardware component which is a “Consumable.”

**Patient**-The individual who is being measured with the SOZO Device.

**Phi**-Phase Angle. Phase Angle is the arctangent of resistance/reactance of a person's cell membrane at a 50 kHz frequency. Phase Angle is expressed as a degree (e.g., 5.5°).

**R**-Resistance, used by the SOZO Device to perform measurements, calculated from current, voltage and phase angle (Phi).

**Rinf**-Rinfinity. Rinf is the impedance determined at an infinite frequency.

**R0**-The impedance determined at a frequency of 0 kHz.

**SMM-Skeletal Muscle Mass.** Skeletal Muscle Mass includes all muscle mass that mechanically acts on bones to create movement. It does not include cardiac or smooth muscle. Expressed as mass (kg or lb).

**SOZOapp**-The app pre-installed on the Tablet which provides the User with access to the SOZO System.

**SOZOconnect Cable**-The hardware component of the SOZO Device used to connect the SOZOtouch with the SOZOstep.

**SOZOcradle**-The hardware component of the SOZO Device which holds the Tablet in place.

**SOZO Device**-The commercially available medical device manufactured by ImpediMed, which uses Bioimpedance Spectroscopy to perform different types of Assessments of patient fluid levels.

**SOZOsupport Stand**-The hardware component of the SOZO Device upon which the patient stands for the taking of SOZO measurements.

**SOZOstep**-A hardware component of the SOZO Device upon which the patient stands (places their feet) for connection to the SOZO Device.

**SOZO System**-The commercially available medical device system manufactured by ImpediMed, also referred to as the SOZO Digital Health Platform in the SOZOapp, which uses Bioimpedance Spectroscopy to perform various Assessments of patient fluid levels. The SOZO System is comprised of hardware-the SOZO Device and the Tablet, and software - MySOZO and the SOZOapp.

**SOZOtouch**-A hardware component of the SOZO Device upon which the patient places their hands for connection to the SOZO Device.

**Tablet**- Samsung tablet, Lenovo tablet or Apple iPad, provided to the ImpediMed customer as part of the SOZO System.

**TBW**-Total Body Water. Total Body Water is the total water within a person's body, including both intracellular and extracellular fluid. This is expressed as a volume (liters or pints) or a percentage of total mass (e.g., 60% of mass is TBW).

**Unilateral**-A type of L-Dex Assessment for a patient with one arm or one leg at risk for lymphedema.

**User Device**-A device, including a PC, laptop or mobile device, used by the user to access MySOZO.

**Xc**-Reactance, used by the SOZO Device to perform measurements, calculated from current, voltage and phase angle (Phi).

**Z**-Impedance, which is the measure of the total opposition to an electric current. See and compare with bioimpedance.