Securitas Healthcare

URGENT: MEDICAL DEVICE CORRECTION – UPDATE

Arial Mobile Application for Mobile Devices utilizing the Apple iOS 17.4 or iOS 17.5 Operating Systems as part of the Arial® Emergency and Nurse Call System

July 25, 2024

Dear Valued Client:

On April 11, 2024, Securitas Healthcare LLC ("Securitas Healthcare") issued an Urgent Medical Device Correction to share information about the use of the Arial Mobile Application on mobile devices utilizing the Apple iOS 17.4 operating system ("Apple iOS 17.4") and Apple iOS 17.5 operating system ("Apple iOS 17.5"). A copy of the recall notice that was sent to you is available here (the "Correction Notice").

To remedy the issues described in the Correction Notice, Securitas Healthcare has developed and released an updated version of Arial Server Software and new version of Arial Mobile Application, named "Arial Caregiver Application." Please follow the instructions listed below.

Necessary Actions to be Taken by Clients

1. **Users that are using mobile devices running Apple iOS 17.3 or earlier**

   Users of mobile devices running Apple iOS 17.3 or earlier may continue to use these devices with the Arial Mobile Application Version 2, but must not upgrade the Apple iOS operating system on the devices to a newer version without following the steps described in Section 2 below.

2. **Users that are using mobile devices running Apple iOS 17.4, 17.5, or higher**

   To remedy the issues described in the Correction Notice, users of mobile devices running Apple iOS 17.4 or 17.5 must:

   i.   Upgrade their Arial Server Software and any PCs running Arial Software Client to Arial Version 11.1.4 (or newer). You may contact a member of Securitas Healthcare's Technical Support team to schedule your Arial Server Software upgrade via telephone at 800-380-8883; and

   ii. Uninstall Arial Mobile Application version 2 from all Apple iOS mobile devices running Apple iOS 17.4, 17.5, or higher, and then install the current version of the Arial Caregiver Application from the Apple App Store. Please note that the Arial Caregiver Application is only available for Apple iOS users running Apple iOS 15 and higher. The Arial Caregiver Application does not run in the background when the mobile device is asleep, but will use push notifications to alert users of system notifications and warnings. This functionality requires the Arial Server Software and your Wi-Fi network to have access to the Internet. You will need to install credentials on the Arial Server to enable push notifications and security certificates may need to be updated on some servers and mobile devices. Technical Support will generate the credentials during the Arial Server software upgrade.

This communication does not apply to users using mobile devices with an Android operating system.

For general questions concerning this communication please contact Securitas Healthcare Technical Support at **1 (800) 380-8883**.

Sincerely,

Garth Jack
Senior Director of Quality & Regulatory Compliance