

ReichertSync™

Computer Interface Software

INSTRUCTIONS FOR USE

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CAUTION: Federal law restricts this device to sale by or on the order of a licensed physician. Rx only.

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Introduction

ReichertSync™ is a software package designed to receive data from a Tono-Vera™ Tonometer device and transfer the data to a computer with Electronic Medical Records (hereafter indicated as EMR) software configured to accept XML files.

The ReichertSync software is configured by selecting a device and connecting it via Bluetooth®, and specifying the EMR's data folder.

Once the configuration is complete the ReichertSync software is active and ready to transfer data between the Tono-Vera device and EMR software.

Please retain this manual for future reference and to share with other users. For questions related to ReichertSync, contact your local authorized Reichert® distributor or contact Reichert Technical Support directly at:

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Installation & Setup

A computer with Windows 10 or higher is required for ReichertSync to be installed. ReichertSync will be set up to start automatically when the computer boots. It is designed to run in the background; no user intervention is required once the initial configuration procedure is completed.

Software Installation

1. Download and run the installer.
2. Click Install to begin installation.
3. The program will install, and then open the ReichertSync program once installation is complete.
4. After installation is complete, the ReichertSync icon will be displayed on the computer desktop.

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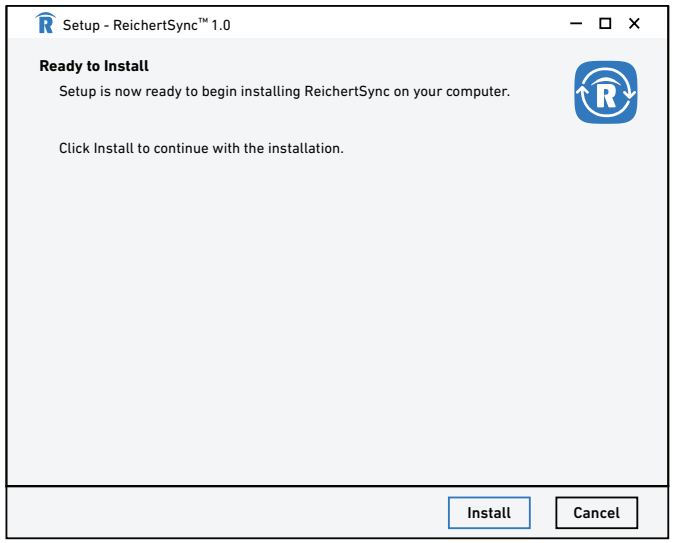

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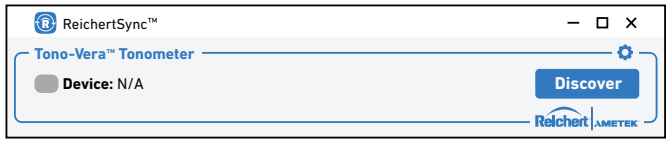

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Installation & Setup (continued)

Pairing Tono-Vera™ and ReichertSync™

Before data can be transferred, a Bluetooth connection must be established between Tono-Vera and ReichertSync. The computer must be equipped with Bluetooth 4.2 or higher for ReichertSync to properly function.

1. On your Tono-Vera device, navigate to the Bluetooth Settings screen and enable Bluetooth. Keep the device close to the computer during pairing.
2. Start the ReichertSync application.
3. Click the Discover button to search for Tono-Vera devices. The application will display a list of discovered Tono-Vera devices.
4. Click the Tono-Vera device you wish to connect, then click the Connect button.
5. The status indicator will blink yellow, indicating the connection is being established.
6. Once the connection is established, the application will ask for the device Pairing Key. The Pairing Key is displayed on the Bluetooth Settings screen on the Tono-Vera device. Enter the displayed Pairing Key and click the Enter button. The status indicator will blink yellow while finalizing the device pairing.
7. Once the device has been paired, the status indicator will blink blue, indicating that communication between the application and the device is being configured.
8. When device configuration has completed and it is connected to ReichertSync, the status indicator will turn green, and the battery level will appear on the right side. The Tono-Vera device can now transfer results to the computer.

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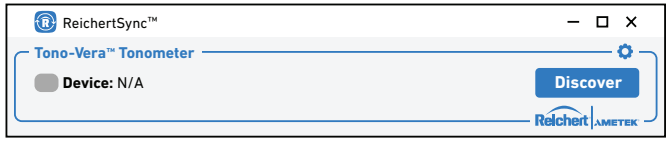

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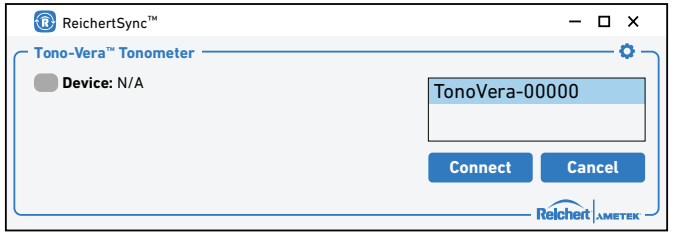

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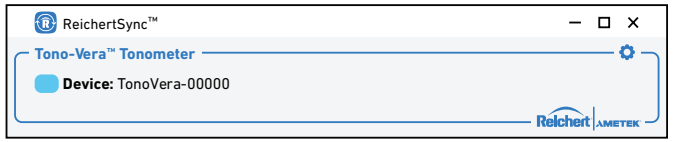

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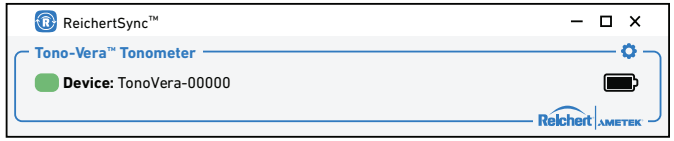
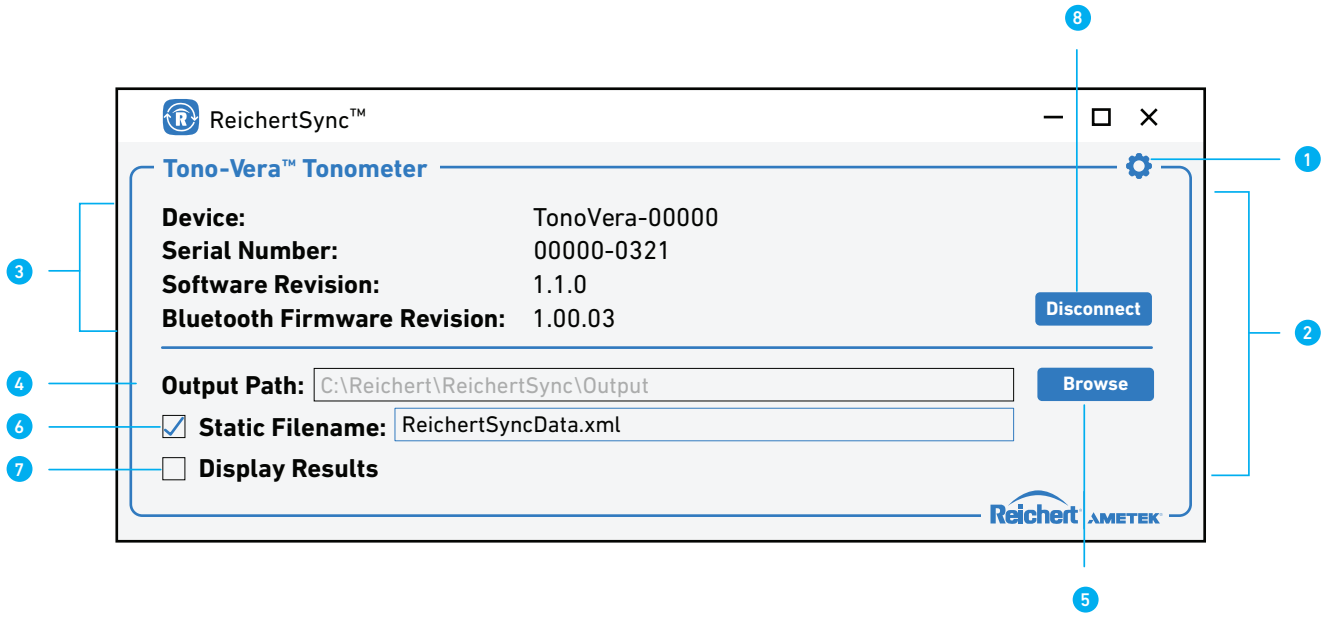


Instructions

Settings



1. **Settings** Click to open and close the settings panel.

2. **Settings Panel** Displays information about the configured device and provides options for the data output.

3. **Information** Displays information about the configured Tono-Vera device, including the device name, serial number, and software revisions.

4. **Output Path** Specifies the directory where files will be written for EMR output.

5. **Browse** Click to select a new output directory.

6. **Static Filename** Check this box to use the same file name for each EMR output file. When checked, the file name can be set in the field next to the check box. If "Static Filename" is not checked, the EMR output file names will be of the format "TonoVera_{timestamp}.xml".

7. **Display Results** Check this box to display any received results from a Tono-Vera device in the application.

8. **Disconnect** Click to remove the currently configured device. A new device connection can then be established.

Instructions (continued)

Connection Status

After a device has been configured in ReichertSync, the application will attempt to connect to the device any time it is available. The colored indicator on the left reflects the current connection status.

1. If the device is turned off or out of range, the status indicator will be red, indicating that the device is not connected.

2. Once the device has been detected, the status indicator will blink blue, indicating that the connection is being established.

3. Once the device has been connected, the status indicator will be green, indicating that the device may now transfer data.

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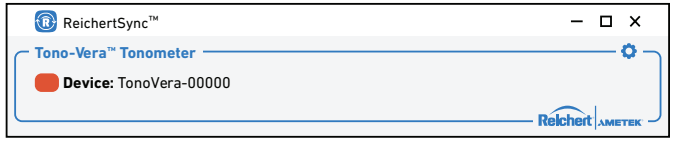

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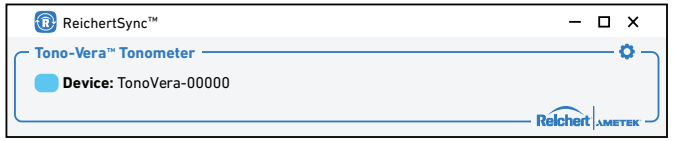

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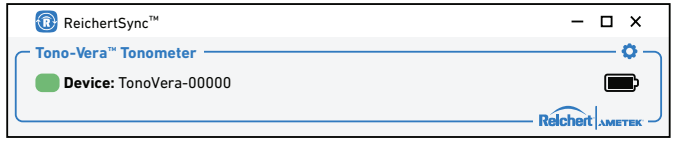

Instructions (continued)

Transferring Data

Once the device is connected, measurements can be transferred to EMR.

1. After taking measurements, press the Transfer button (center Multifunction Button) on the Tono-Vera device.
2. While the data is being transferred, the status indicator may blink green.
3. Once data is transferred, if 'Display Results' was selected in the settings panel, the results will be displayed in ReichertSync.
4. If there is an error while creating the output file, an error screen may appear. Refer to the Troubleshooting section.

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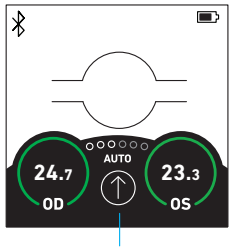

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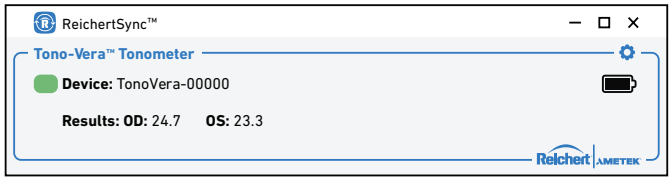

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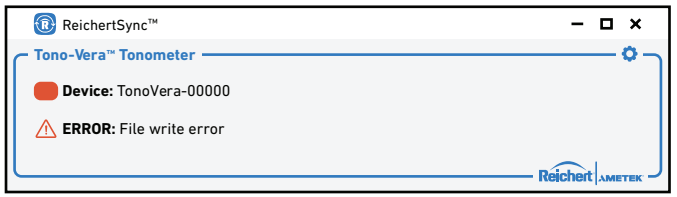

Troubleshooting

SYMPTOM	PROBABLE CAUSE	CORRECTION
Unable to install ReichertSync.	User is on a Windows 10 “standard” user account.	User must have administrative privileges to install software on Windows 10. Use an account with these privileges or ask for assistance from a user that does.
ReichertSync does not start when computer boots up.	ReichertSync removed from startup applications.	Reinstall ReichertSync.
Device will not pair with ReichertSync.	Bluetooth not enabled on computer.	Enable Bluetooth on the computer.
	Computer does not have Bluetooth capability.	Add Bluetooth by installing a USB Bluetooth 4.2 or higher adapter. Update Windows Bluetooth configuration to use the new Bluetooth adapter.
	Bluetooth not enabled on the device.	Enter the settings menu on the device and turn Bluetooth on.
	Bluetooth is not version 4.2 or higher on the computer.	Update Bluetooth to version 4.2 or higher.
	ReichertSync is not installed.	Download and install ReichertSync on a Windows 10 computer.
	ReichertSync is not running.	Check the Windows system tray for the ReichertSync icon. If not present, start ReichertSync using the Start menu selection.
	Device is too far from the computer.	Device must be within 10 meters of the computer.
	Incorrect pairing code entered.	Retry pairing. Do not attempt to pair multiple Bluetooth devices with the computer at the same time.
	Too much time taken to enter pairing code.	Enter the pairing code within 30 seconds.
Device is connected and measurements were transmitted, but the EMR system did not find anything to import.	Mismatch of file locations between ReichertSync and EMR.	Check the “Output Path” in ReichertSync to make sure EMR is gathering data from the correct folder.
	Mismatch of file name between ReichertSync and EMR.	Some EMR systems require files named in a specific format. Check with the EMR provider to find out. If required, select “Static Filename” and enter the file name required by your EMR in the text box.
Sometimes data is transmitted correctly and sometimes it is not.	Device too far from the computer.	Device must be within 10 meters of the computer.
	Bluetooth is not 4.2 or higher.	Install a USB Bluetooth 4.2 or higher adapter and update Windows Bluetooth configuration to use the new Bluetooth adapter.
	Electromagnetic interference.	Try moving the computer to a different location.
		Bring device closer to the computer when transmitting measurements.
		Turn off any other Bluetooth devices connected to the computer, such as headphones.
Measurements not displayed in ReichertSync.	‘Display Results’ option not selected in the Settings screen.	Check the box next to ‘Display Results’.
Security software reports ReichertSync as a virus or malware.	The security software.	ReichertSync has been scanned for viruses and malware before release. Please advise Reichert if this problem occurs.

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