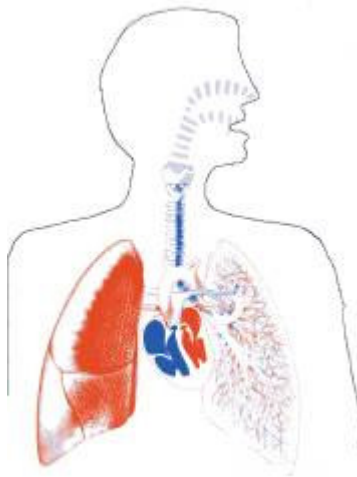


# ***Vitalograph*** Reports


# **User Manual**



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## **DESCRIPTION OF VITALOGRAPH REPORTS**

Vitalograph Reports is a standalone PC application, which runs on Microsoft Windows 2000, XP and Vista (32 Bit) operating systems. The application runs in the Microsoft .NET 2.0 Framework which is also supplied and installed with this software if required. The application interfaces with the Vitalograph ALPHA, Vitalograph In2itive, Vitalograph COMPACT, Vitalograph Micro, Vitalograph Model 4000, Vitalograph 2120 and the Vitalograph Gold Standard Plus devices, which in turn connect to the PC via an RS232 serial connector, USB adapter, USB cable or Bluetooth depending on the device.

Once connected to the attached device and started, Vitalograph Reports listens for print messages/reports received from the device. When a complete report has been received from the device, the application sends the report to a connected printer or a PDF file or both; depending on what options the user has chosen.

Vitalograph Reports provides the user with the option to generate the PDF file name automatically (based on the date and time the file was created), or to manually enter a file name each time the PDF report is ready for saving to the PC.

## **FEATURES OF VITALOGRAPH REPORTS**

Vitalograph Reports Features include:

1. An Install Wizard to step the user through the install process
2. An Uninstall Wizard to step the user through the uninstall process
3. Connect to a Vitalograph device
4. Receive Spirometry report print data from the connected device
5. Send the received report to a printer
6. Create a PDF file from the received report and save to a folder on the PC
7. Show the current status of the application

8. Configure the connected printer, device, port number, report location, naming of report file and whether to send to report a Printer, PDF file or both.

## RECOMMENDED REQUIREMENTS

The following is a list of the minimum hardware and software requirements to run Vitalograph Reports. Once you are sure you meet these requirements you can start following the instructions in this manual to install and then use Vitalograph Reports.

Processor	1.2GHz Intel Pentium-class processor, or an AMD Opteron or AMD Athlon XP processor
Operating Systems	Windows 2000, Windows XP Professional, Windows XP Home Edition or Windows Vista (32 Bit)
Memory	128 MB of RAM, 256 MB recommended
Hard Disk	40MB for the Vitalograph Reports application 280MB for the .NET framework
Display	800 x 600 or higher-resolution display with 256 colours
Input Device	Microsoft mouse or compatible pointing device
Other	<ul style="list-style-type: none"> <li>• Installation of the .NET Framework 2.0 is split into two parts: the core and language packs. The core contains everything you need to run .NET Framework applications; all dialog boxes and error messages will be in English. If you want dialog boxes and error messages in another language, you must also install the corresponding language pack. You will be prompted to do so during the installation process, if applicable.</li> <li>• CD-ROM drive</li> <li>• COM Port for Serial Devices or Serial to USB Converter</li> <li>• USB Port for the Vitalograph Model 4000, Vitalograph ALPHA, Vitalograph In2itive and Vitalograph COMPACT devices and Bluetooth adapter for the Vitalograph Model 4000 Bluetooth Series.</li> <li>• Windows XP Service Pack 2 or Vista (32 Bit) is required for installation of Bluetooth drivers.</li> </ul>

- |  |  |
|--|--|
|  | <ul style="list-style-type: none"><li>• Install the application as System Administrator and provide full read/write access rights to the folder and sub-folders where the application has been installed, for all applicable users</li><li>• Internet Explorer 6.0 or above required</li><li>• For Vitalograph COMPACT Reports - Microsoft's Windows Mobile Device Center (Windows Vista Users) or Windows Active Sync® 4.5 or above (Windows XP and earlier) is required to be installed and connected to the Vitalograph COMPACT Device. These may be found at: <a href="http://www.microsoft.com/windowsmobile/activesync/default.aspx">http://www.microsoft.com/windowsmobile/activesync/default.aspx</a> Microsoft's Windows Mobile Device Center may already be installed on some Windows Vista systems as standard.</li><li>• Microsoft Service Pack 2 for Windows XP is required when using Vitalograph Model 4000 Bluetooth devices. Service Pack 2 installation may be found at: <a href="http://www.microsoft.com/downloads/details.aspx?FamilyId=049C9DBE-3B8E-4F30-8245-9E368D3CDB5A&amp;displaylang=en">http://www.microsoft.com/downloads/details.aspx?FamilyId=049C9DBE-3B8E-4F30-8245-9E368D3CDB5A&amp;displaylang=en</a></li></ul> |
|--|--|

## INSTALLING VITALOGRAPH REPORTS

### Access level requirement for installation

The Vitalograph Reports Setup installer requires that the user performing the installation to have complete and unrestricted access to the computer during installation.

### Commencing the Install

There are two ways to start the installation process for Vitalograph Reports.

1. Insert the CD into the CD drive and the installation wizard will start automatically.
2. Alternatively, insert the CD and then in Windows Explorer browse to the drive letter corresponding to your CD drive. Double click on the "Setup.hta" file. Click on the "Software Install" menu item on the left hand tool bar. Click on the Vitalograph Reports button/link.

**Using with the ALPHA Device:**

When Vitalograph Reports has been installed; follow the instructions listed in the “InstallingUSBDriverForALPHA” manual.

**Using with the Model 4000 Device:**

When Vitalograph Reports has been installed; follow the instructions listed in the “InstallingUSBDriverForModel4000” manual.

**Using with the Model 4000 Bluetooth Device:**

When Vitalograph Reports has been installed; follow the instructions listed in the “InstallingBluetoothDriverForModel4000” manual.

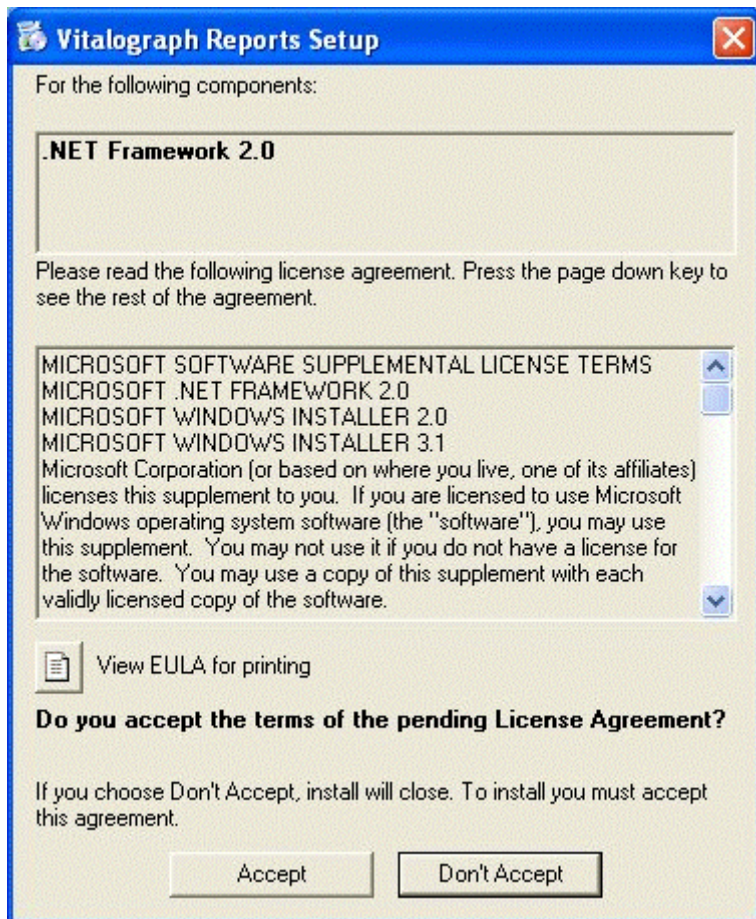
**Using with the In2itive Device:**

When Vitalograph Reports has been installed; follow the instructions listed in the “InstallingUSBDriverForIn2itive” manual.

**Automatically installing the .NET 2.0 Framework**

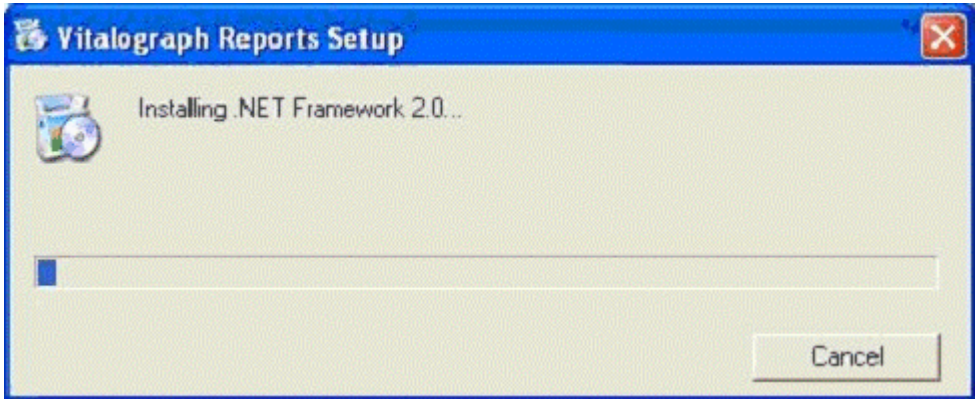
If your machine does not have the .NET 2.0 Framework installed on it, the install wizard will automatically detect this and present the following .NET 2.0 Framework Setup screen.





You must choose "Accept" at this screen and install the .NET 2.0 Framework. Failure to do this will render the application and application install inoperable, as they all rely on the .NET Framework. If you are not presented with this screen, the install wizard has detected that your machine already has the .NET 2.0 Framework installed on it, therefore it will proceed directly to the Vitalograph Reports Setup automatically.

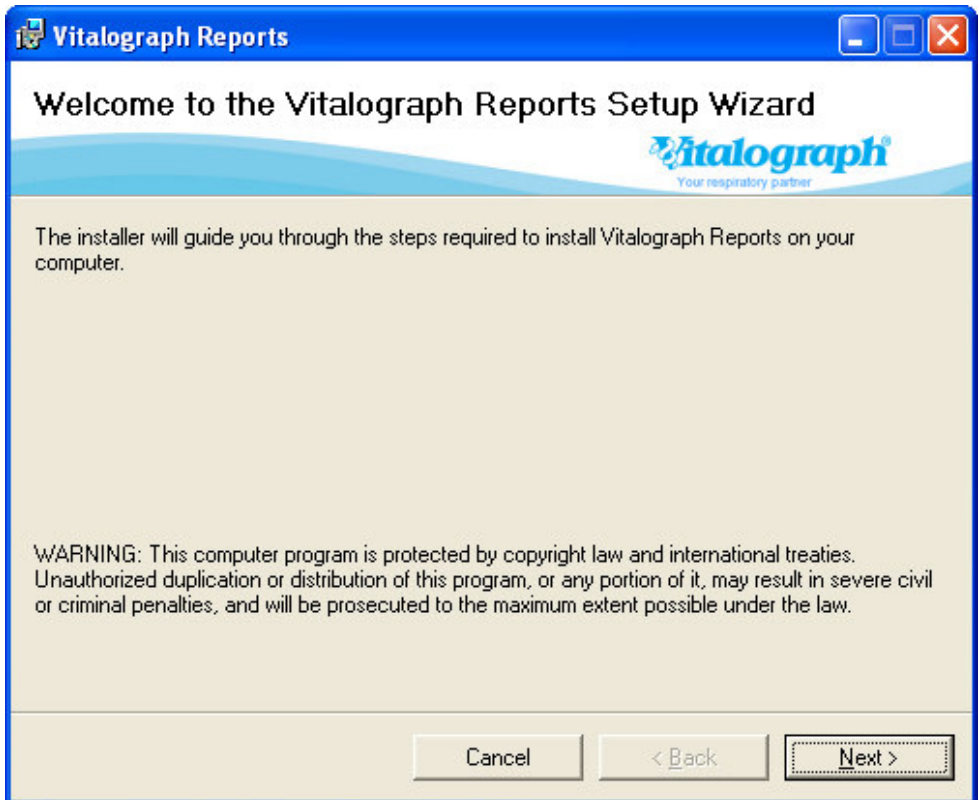
Once "Accept" has been chosen, the .NET 2.0 Framework install commences.



## Installing the Vitalograph Reports Software

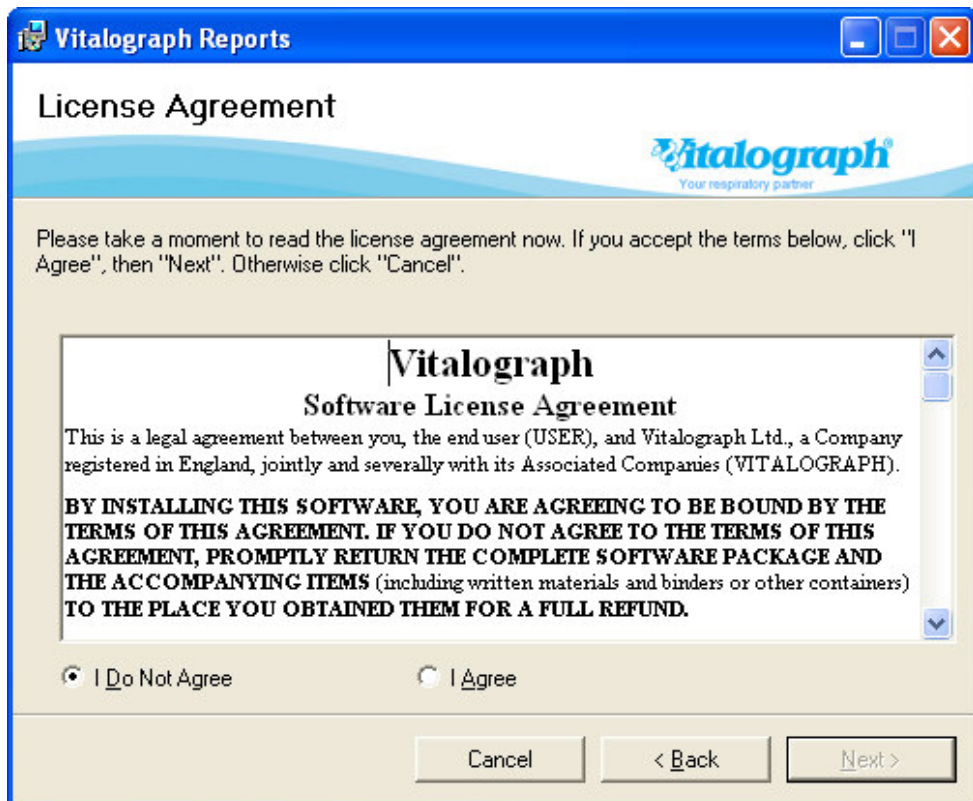
### Welcome Screen

Once the .NET 2.0 Framework has been successfully detected or installed on the PC, the Vitalograph Reports Setup installer will be presented on the Welcome Screen as shown below. Click “Next” to continue. Clicking “Cancel” at this stage or at any stage during the rest of the installation process will Cancel the Vitalograph Reports installation but not remove the Microsoft .NET 2.0 Framework. The .NET 2.0 Framework may be removed by going to Control Panel->Add or Remove Programs, then browsing to “Microsoft .NET Framework 2.0” and choosing “Remove”.



## License Agreement

The License Agreement must be read in full and then the "I Agree" radio button chosen before the "Next" button becomes activated. Choose "Next" to continue.

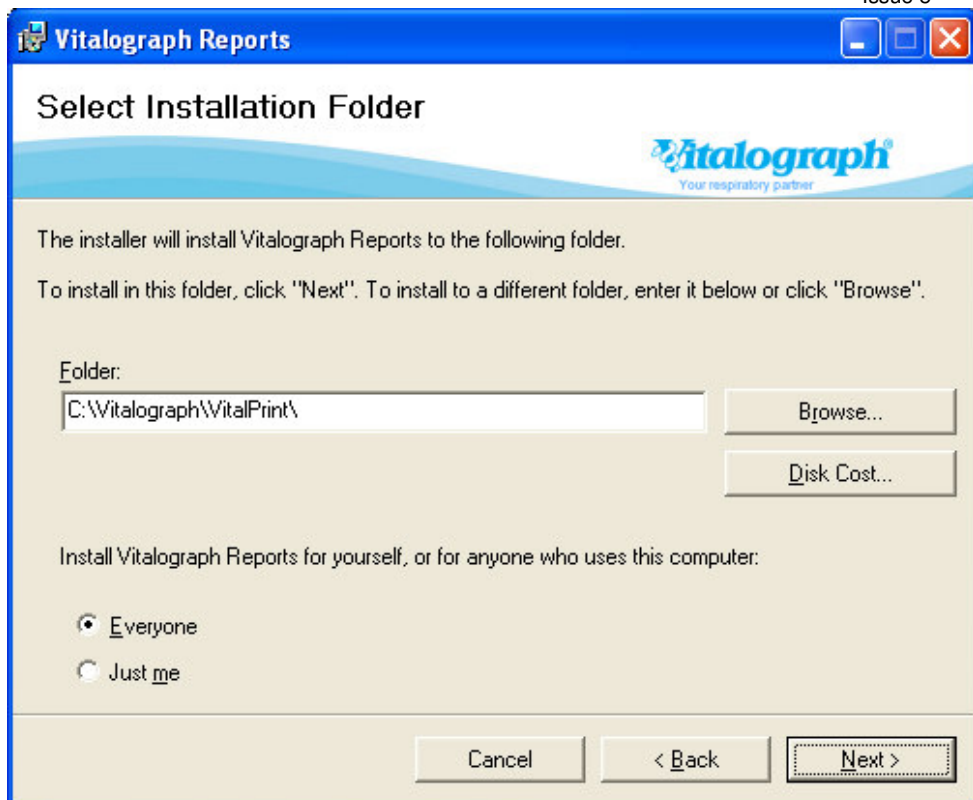


## Installation Folder

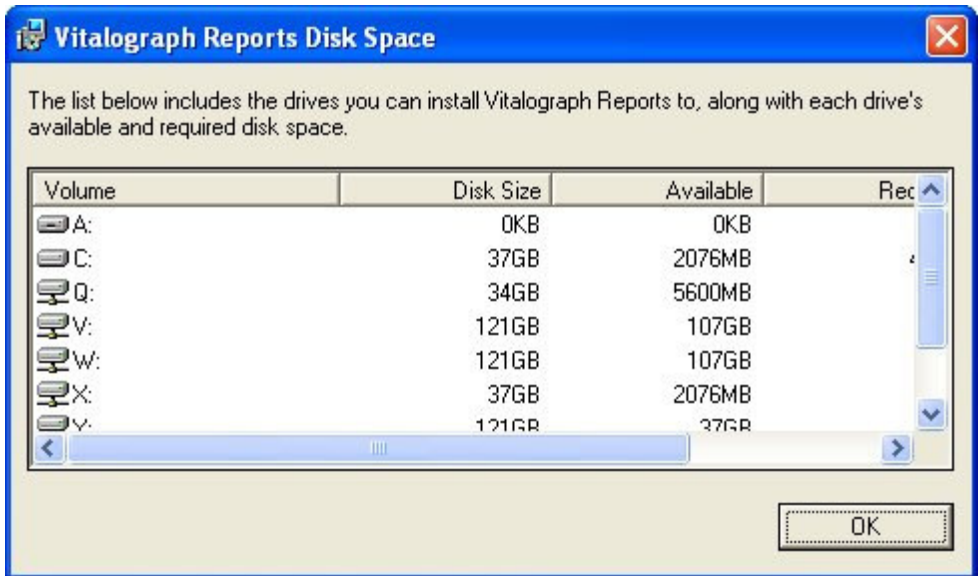
Prior to copying the relevant files to the PC, the installation folder may be changed. A default is chosen as “C:\Vitalograph\VitalPrint\”. Also note that a default folder is created “C:\Vitalograph\VitalPrint\Reports”, for any PDF files generated by the application.

**Note:** PDF save location and Printing options are disabled when the selected device is a Vitalograph Model 4000 as this device uses PDF995 software which prompts to save the report to the last known saved folder of the Windows Operating System. The user must also use a PDF Reader such as Adobe Reader (available on installation CD) to view and print these reports.

To select a different install folder choose “Browse” and using the Windows Browse window, choose an alternative install directory. Note the default directory for the reports will remain as “C:\Vitalograph\VitalPrint\Reports”. This may be changed within the application after installation, through the “Options” menu.



Choosing the “Disk Cost” button will display the amount of space available on the various disk drives on the system, along with the amount of space required by the application.

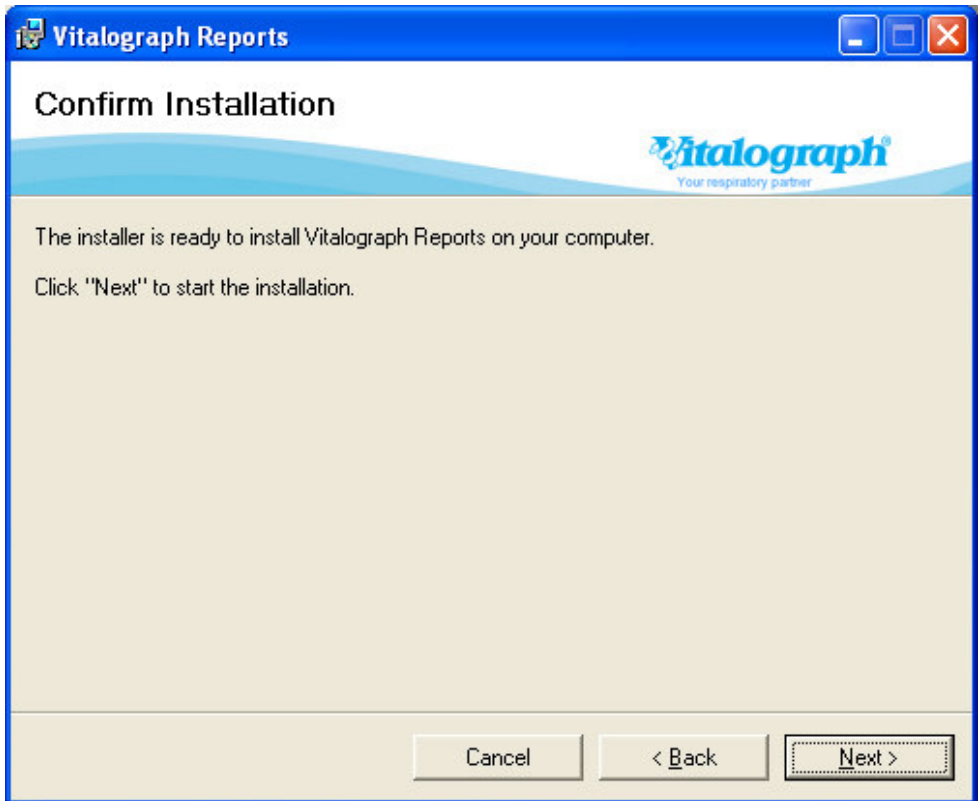


An option also exists to install the application for just you (restricted by windows login) or for anyone who uses the computer.

Choose “Next” to continue.

## Confirm Installation

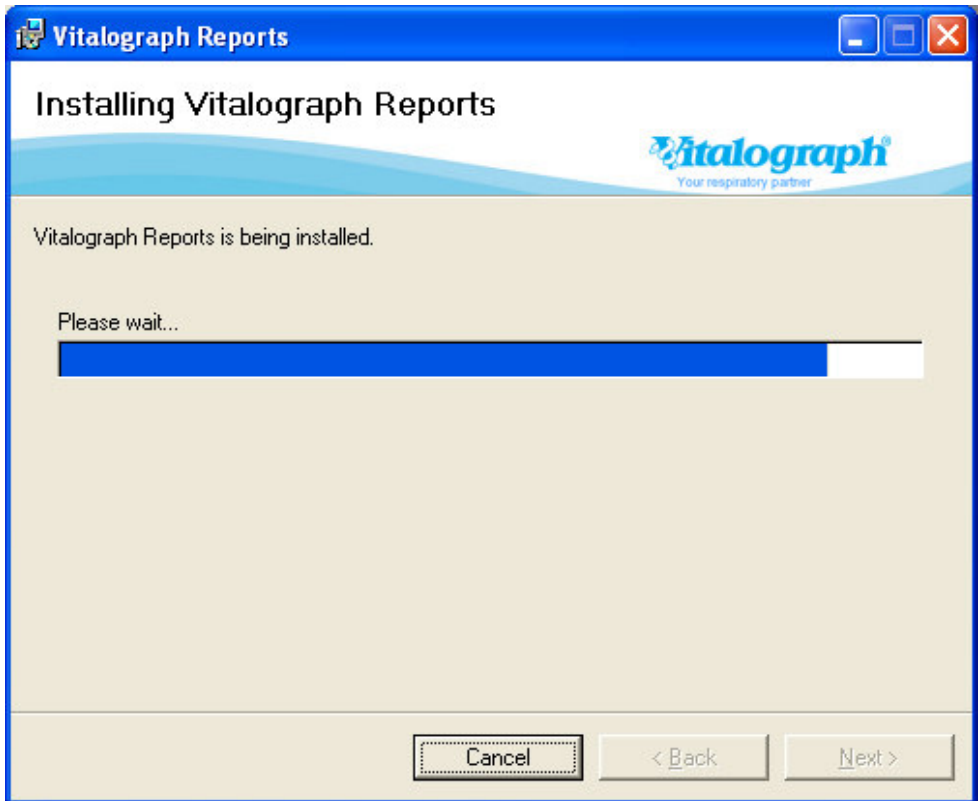
At this stage, the installation wizard is ready to copy all the required files to the system. Choose next to confirm the installation.





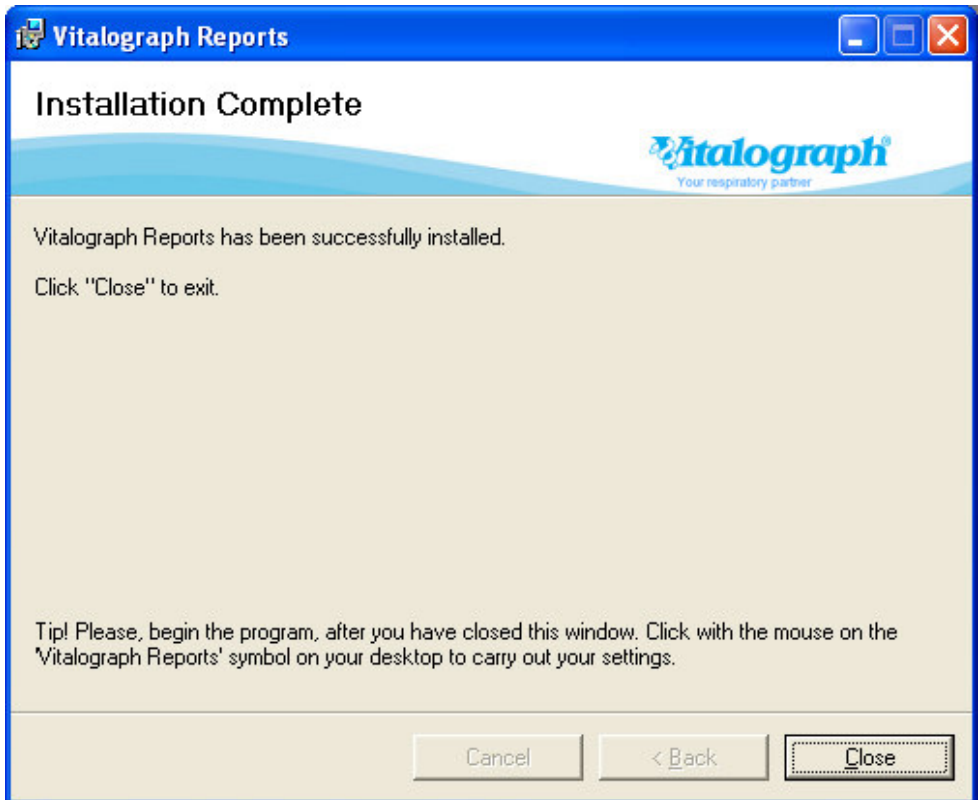
## Installing

During the actual installation of the application and associated files, the following progress screen will be presented.



## Installation Complete Confirmation

Once the application has successfully installed, the user shall be presented with the following confirmation screen. Choose “Close” to complete the installation process.



## IMPORTANT NOTE for Vitalograph COMPACT Users

To use Vitalograph Reports with the Vitalograph COMPACT device, you must first download, install and connect Microsoft's Windows Mobile Device Center (Windows Vista Users) or Windows Active Sync® 4.5 or above (Windows XP and earlier) to the Vitalograph COMPACT Device. These may be found at: <http://www.microsoft.com/windowsmobile/activesync/default.aspx> Microsoft's Windows Mobile Device Center may already be installed on some Windows Vista systems as standard.

## **IMPORTANT NOTE for Vitalograph Model 4000 Users**

To view and print reports produced with the Vitalograph Model 4000 device, you must first install Adobe Reader. This software can be installed from the CD or the latest version can be downloaded from: <http://www.adobe.com>.

Instructions on installing Vitalograph Model 4000 device drivers can be found in the documents folder of the CD. The name of the document is InstallingUSBDriverForModel4000.

## **STARTING VITALOGRAPH REPORTS**

### **Short-Cuts**

The installation process creates a number of short-cuts/options for starting Vitalograph Reports.

1. Choose Start->All Programs->Vitalograph Reports->Vitalograph Reports
2. On the Windows Desktop, double click on the “Vitalograph Reports” Icon/Short-cut

### **Note:**

Once the application has successfully started, a Vitalograph icon will be shown in the services section of the Windows Task Bar, as highlighted in red below. This is the only initial indication that the application has started. The application will not be shown on the main screen by default.



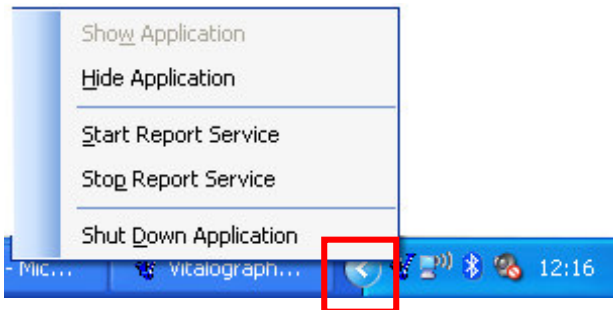
## First Start-up

When Vitalograph Reports has been started for the first time, an initial configuration form will be displayed. This configuration form allows the user to choose the device they are attempting to synchronise with. If the device selected uses serial communication, the communications port drop down list will also be visible to allow the user to choose the communications port the device will be communicating through.



## Application Modes

Once the application has successfully started, a Vitalograph icon will be shown in the services section of the Windows Task Bar. Right click on the icon with the mouse to display a list of application options.



## Showing the Application On-Screen

To show the application on-screen, and display it in the main windows task bar, click on the “Show Application” menu item.

## Hiding the Application

To hide the Application again, i.e. remove it from view from the screen and the main windows task bar, click on “Hide Application”.

## Starting the Report Service

“Start Report Service” will start the application listening for print messages from the connected/selected device. Once the application has started, it will listen for incoming report messages from the connected device. Once the application receives a complete report from the connected device, it will either print the report, save it as a PDF file or do both depending on what has been set-up in the Options menu.

**Note:** The default setup is for the application to connect to the Vitalograph micro device on Port 1. Once a complete report has been received the default is to create a PDF file in the “C:\Vitalograph\VitalPrint\Reports” folder. To change any of the default options for the application, refer to the VITALOGRAPH REPORTS OPTIONS Section.

## Stopping the Report Service

“Stop Report Service” will stop the application listening for print messages from the connected/selected device. Once stopped the “Tools” menu option will be re-enabled on the main application window. Stopping the report service does not shut down the application completely.

## Shutting Down the Application

“Shut Down Application” will shut down the application completely. To reuse the application, it will have to be restarted.

## Note:

These options may also be accessed from the main menu bar in the application under the “File” menu item, once the application has been shown on-screen.

## **Status Bar and Status Indicators**

A status bar is displayed at the bottom of the application. This displays what Vitalograph Device the application is connected to and what its current communication status with the device is.

The application status indicator may display any of the following status in the bottom left hand side of the status bar:

- Not Running – The application is not listening for any report messages
- Connecting – Attempting to connect to the selected Vitalograph device on the port number selected
- Connected – The application is actively listening for report messages from the connected device on the chosen port
- Connection Failed – The application failed to connect to the selected device on the port number specified
- Receiving Data – The application is receiving data from the connected device
- Printing... - The application is sending the received data/report to the selected printer
- Writing the PDF – The application is creating a PDF report from the data received and placing it in the chosen reports directory
- Print Complete – A print job/PDF creation has been completed by the application
- Connection Lost – A print job has failed due to a communications error.

## **VITALOGRAPH REPORTS OPTIONS**

When the application is listening for incoming print messages from the connected device, the “Tools” menu item is disabled. To re-enable the “Tools” menu item, stop the print service by clicking on the “Stop” button in the Toolbar, or by selecting the “Stop Report Service” menu item.

## Application Defaults

When the application has been started for the very first time, it will be started with the following default options:

- Connect to Vitalograph Micro Device on Port 1
- Save as PDF - Automatically save any completed report jobs as a PDF in the “C:\Vitalograph\VitalPrint\Reports” directory. This does not apply to Vitalograph Model 4000 reports. The save location for Vitalograph Model 4000 reports is chosen after generating the PDF file.
- Use the date and time of when the report was created as the PDF filename

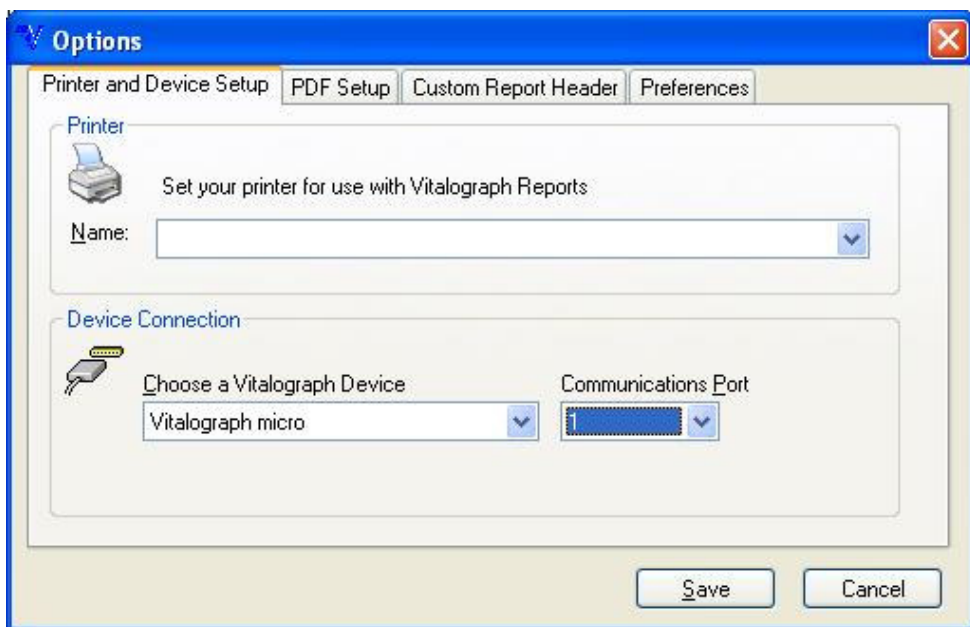
## Buttons and Icons Used



Start	Connect to the selected Vitalograph device and start listening for incoming report messages from the device.
Printer Setup	Select the printer to which any printed reports will be sent.
PDF Setup	Select the PDF report file location and choose whether the file name is generated automatically by date and time or whether a file name must be entered each time a new report is received from the connected device.
Comms Setup	Select the attached Vitalograph device and Port Number to which the device is connected.
Help	Shortcut to the application Help system.

## Changing the Connected Device and Port Number

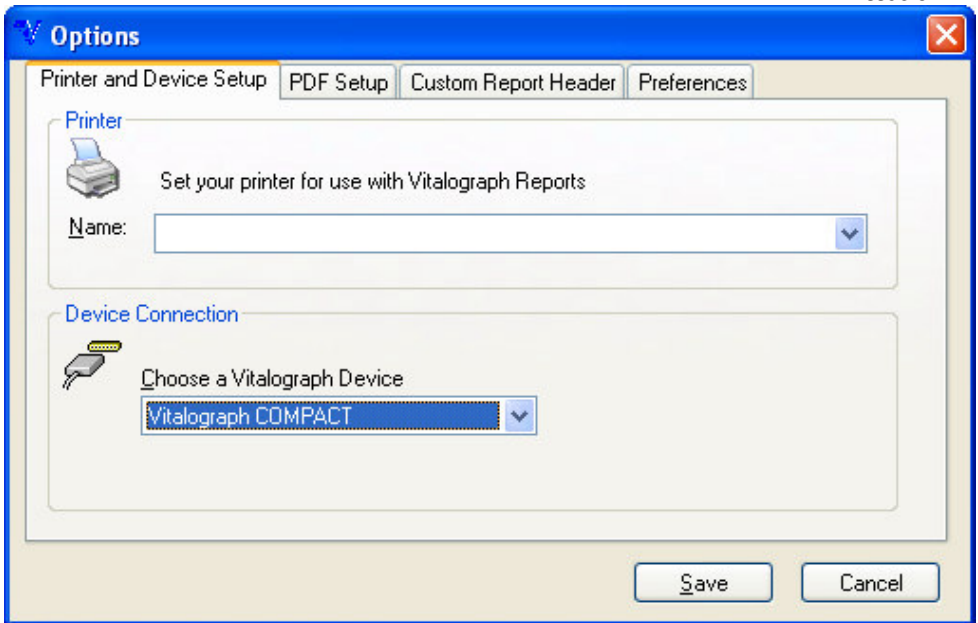
To change the connected device and the communications port to which the device is connected, click on the “Comms Setup” button on the application Toolbar. Alternatively navigate the main menu bar. Go to “Tools”, “Options” and then click on the “Printer and Device Setup” tab. The following screen will be presented.



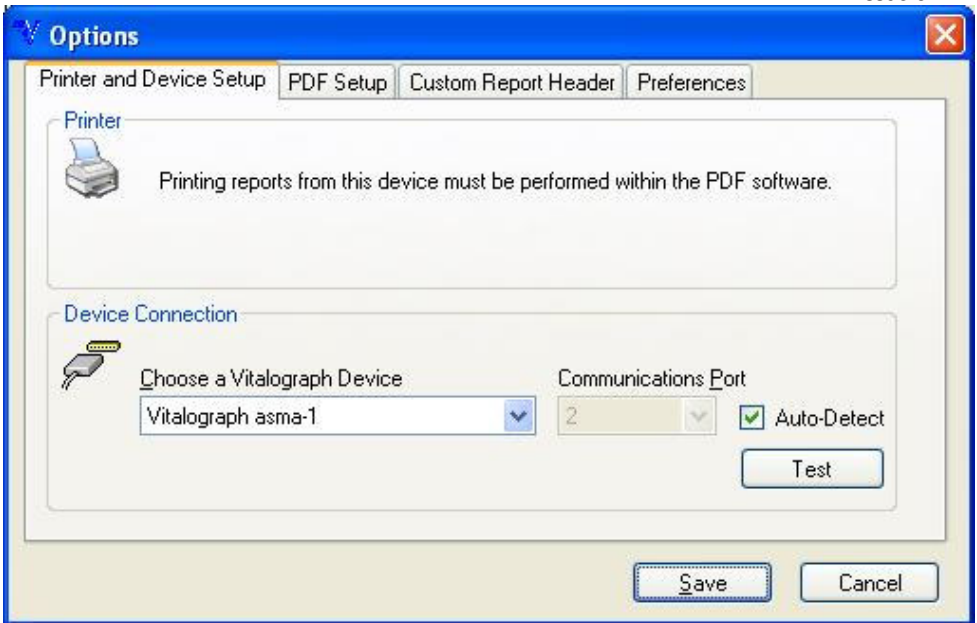
Select your connected Vitalograph Device from those available under the “Choose a Vitalograph Device” pull-down menu. To change the port to which your device is connected, select from the available ports under the “Communication Port” pull-down menu. Click the “Save” button to save your selected options.

1. When selecting a Vitalograph ALPHA, COMPACT or In2itive from the device drop down list, the options form does not present a communications port drop down list. The user only needs to select the device and click the “Save” button, which will close the options form and save the selected device.

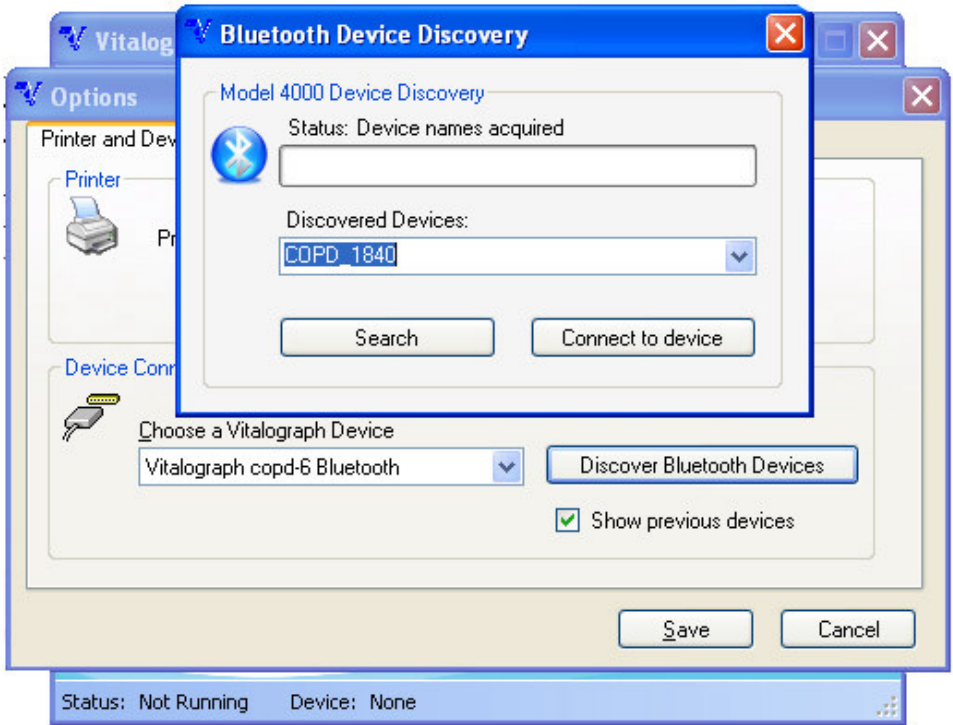




2. When selecting a Vitalograph Model 4000 device (copd-6, asma-1 & Lung Monitor) from the devices drop-down list, the options form presents a check box labelled "Auto-Detect" and a button labelled "Test" instead of the communications port drop down list. For instructions on connecting to a Vitalograph Model 4000 device, refer to "Using with a Vitalograph Model 4000" section.



- When selecting a Vitalograph Model 4000 Bluetooth device (copd-6 Bluetooth, asma-1 Bluetooth & Lung Monitor Bluetooth) from the devices drop down list, the options form presents a button "Discover Bluetooth Devices" and a check box "Show Previous Devices" instead of the communications port drop down list. For instructions on connecting to a Vitalograph Model 4000 Bluetooth device, refer to "Using with a Vitalograph Model 4000" section.



## Printing Options

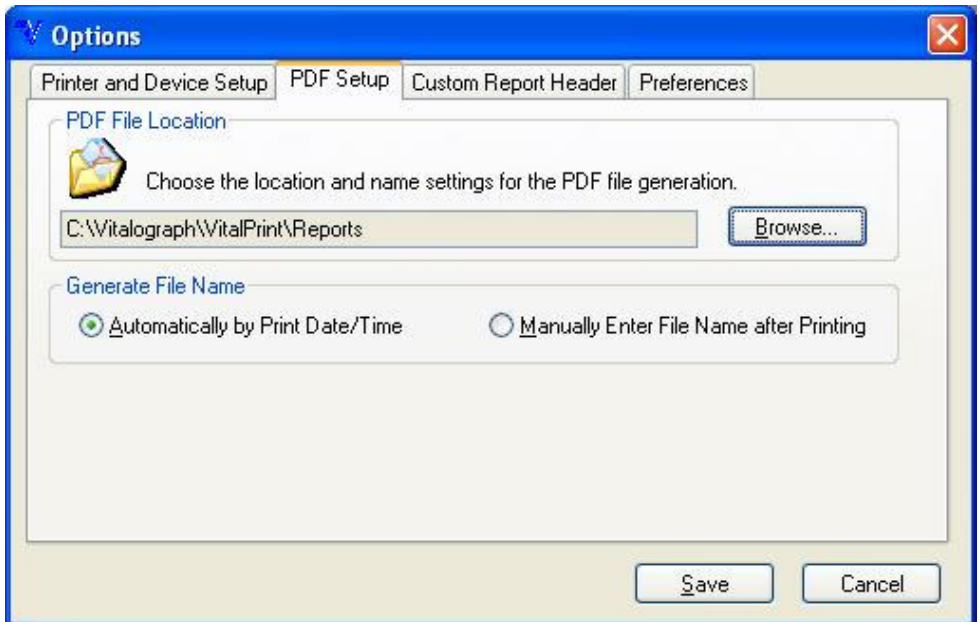
1. To send any received reports to the Printer, first go to the “Tools” menu option and click on “Send to Printer”. A tick mark will appear beside this option, when it has been selected.
2. Then select the printer to which you wish the report to be printed. Either click on the menu items, “Tools”, “Options...” and select the “Printer and Device Setup” tab or select the “Printer Setup” option from the main application Toolbar. Choose your printer from those installed on your system using the pull-down menu provided.
3. Choose the “Save” button to save your selected options.

**Note:** When the chosen Vitalograph device is a Vitalograph Model 4000, this option is disabled. All Vitalograph Model 4000 reports are

generated in PDF format. To view and print reports produced with Vitalograph Model 4000 devices, you must first install Adobe Reader. This software can be installed from the CD or the latest version can be downloaded from: <http://www.adobe.com>.

## Save as PDF Options

1. To save any received reports as a PDF, first go to the “Tools” menu option and click on “Save as PDF”. A tick mark will appear beside this option, when it has been selected.
2. Go to the PDF Setup options screen. Either click on the menu items, “Tools”, “Options...” and select the “PDF Setup” tab or select the “PDF Setup” option from the main application Toolbar.

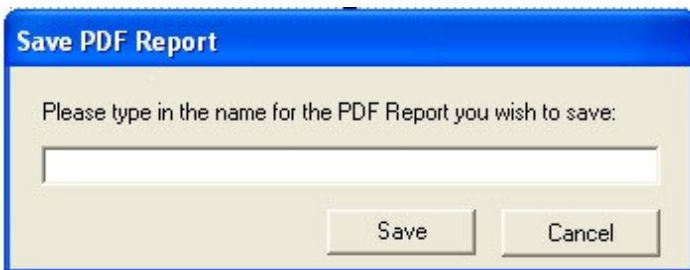


3. The “Browse” button may be chosen to change the location where the PDF reports are placed. The Windows Browse window will be displayed allowing an existing folder to be chosen or a new folder to be created. Choosing OK in this window will populate the “PDF File Location” in the PDF Setup Options with

the chosen folder. This does not apply to Vitalograph Model 4000 device reports as the report save location can only be chosen after the report has been generated. When the chosen Vitalograph device is the Vitalograph Model 4000, this option is no longer enabled.

There are two options for PDF file name generation. One is to generate the file name automatically using the current print date and time. Alternatively, there is the option to manually enter a file name after the full report has been received from the device. To select either of the options, click on the radio button beside the required choice.

If the “Manually Enter File Name after Printing” option is chosen, a pop-up window will be displayed every time a report is ready to be written to the chosen report location. When this window is displayed, enter in the name of the file name to be saved and choose “Save”. The PDF report will be saved with that name to the chosen PDF file location.

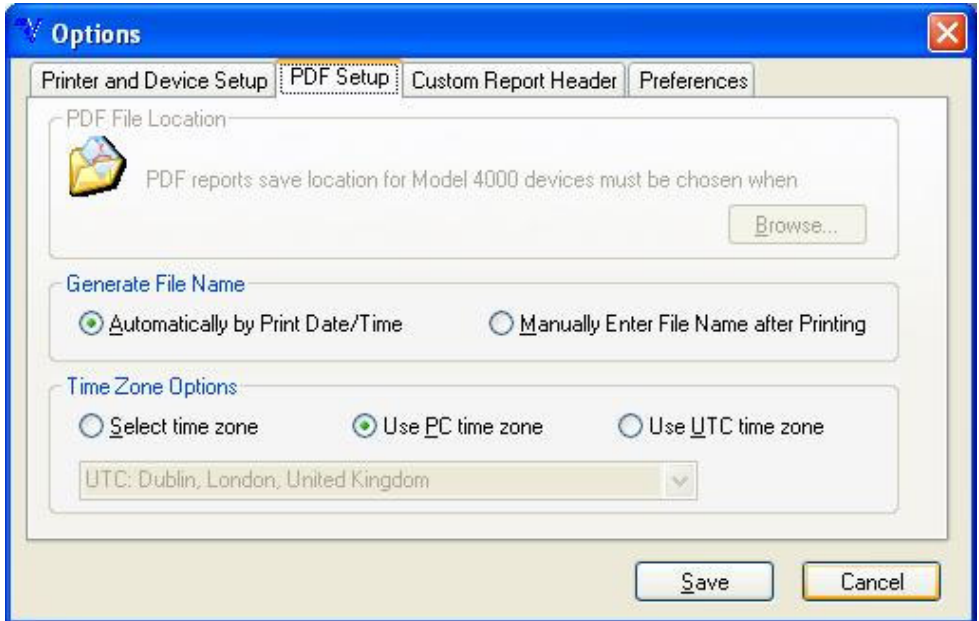


**Note:** This option is not available when the attached device is a Vitalograph Model 4000. The user will be prompted to name a report from this device when choosing the save location.

## Time Zone Options

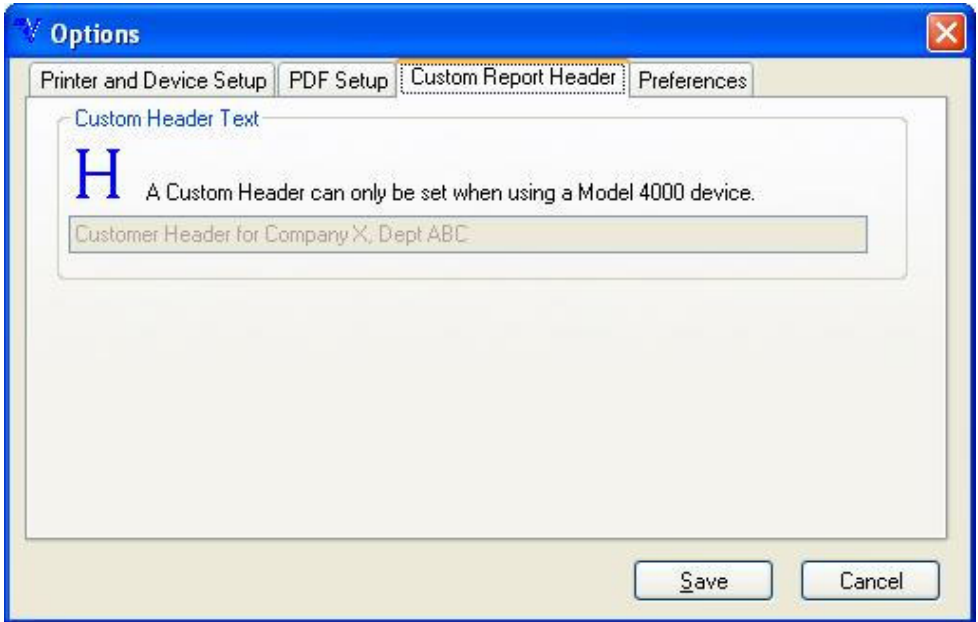
The time zone option is available for all Vitalograph Model 4000 reports. To enable this option the selected device must be a model 4000. Go to “Tools”, “Options” and then click on the “PDF Setup” tab. By default “Use UTC time zone” is selected. This option does not manipulate dates of sessions. If “Use PC time zone” option is selected,

the date and time of all sessions are updated to match the time zone currently selected by the operating system before the report is generated. This option also accounts for daylight savings time. “Select time zone” enables the drop down list allowing the user to manually select the country and its time zone they would like the reports to be generated in.



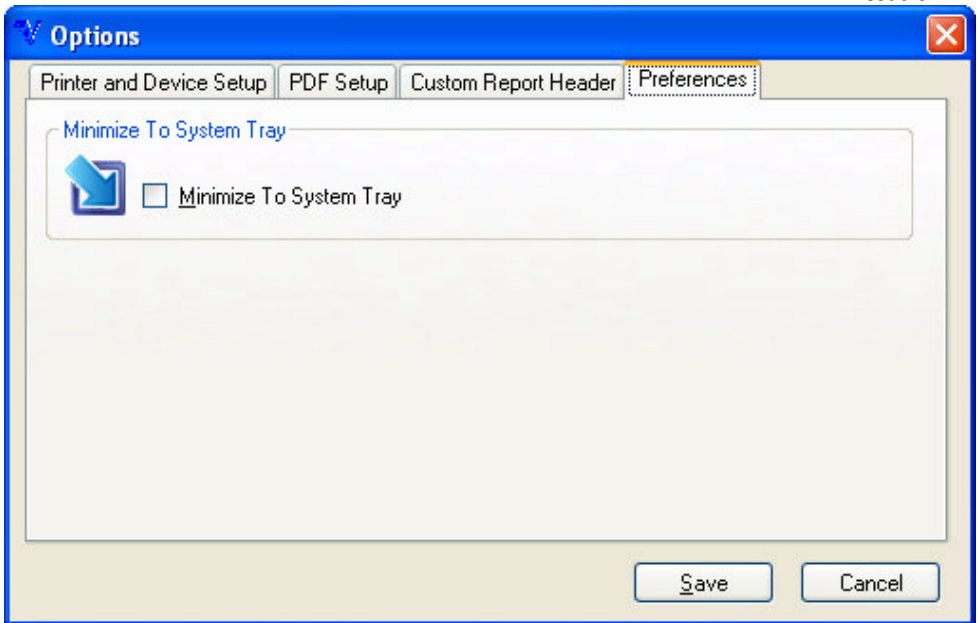
## Custom Report Header

Vitalograph Model 4000 reports contain customisable headers. To enable this option, the selected device must be a Vitalograph Model 4000. The custom header can be edited by going to “Tools”, “Options” and then click on the “Custom Report Header” tab. It is also possible to edit the custom header from the additional information form prior to generating a PDF report.



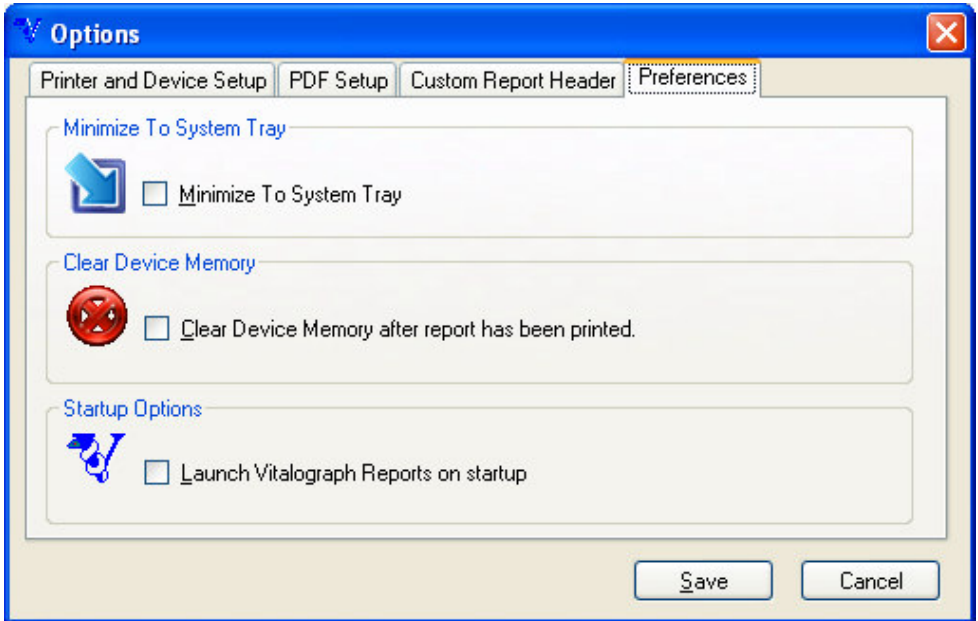
## Preferences

Additional options for Vitalograph Reports can be changed, by going to “Tools”, “Options” and then click on the “Preferences” tab. From here you can choose to minimise the application automatically to the system tray when it is started.



If the selected device is a serial or USB Vitalograph Model 4000, additional preferences will be visible to launch Vitalograph Reports once the PC has been powered on and to clear the memory of the connected Vitalograph Model 4000 device after it has printed a report.





## USING WITH A VITALOGRAPH 2120/GOLD STANDARD PLUS

1. When using Vitalograph Reports with a Vitalograph 2120 or Gold Standard Plus device, you must ensure that the device is in the main menu before the application connects to the device, otherwise the application will be unable to connect to the device.
2. The printer on the device must be set to a Hewlett Packard printer before connecting to the device via Vitalograph Reports. To do this, choose the following on the device: SETUP->PRINTER->HEWLETT PACKARD. When asked whether to "Print via a Base Station?" choose No.

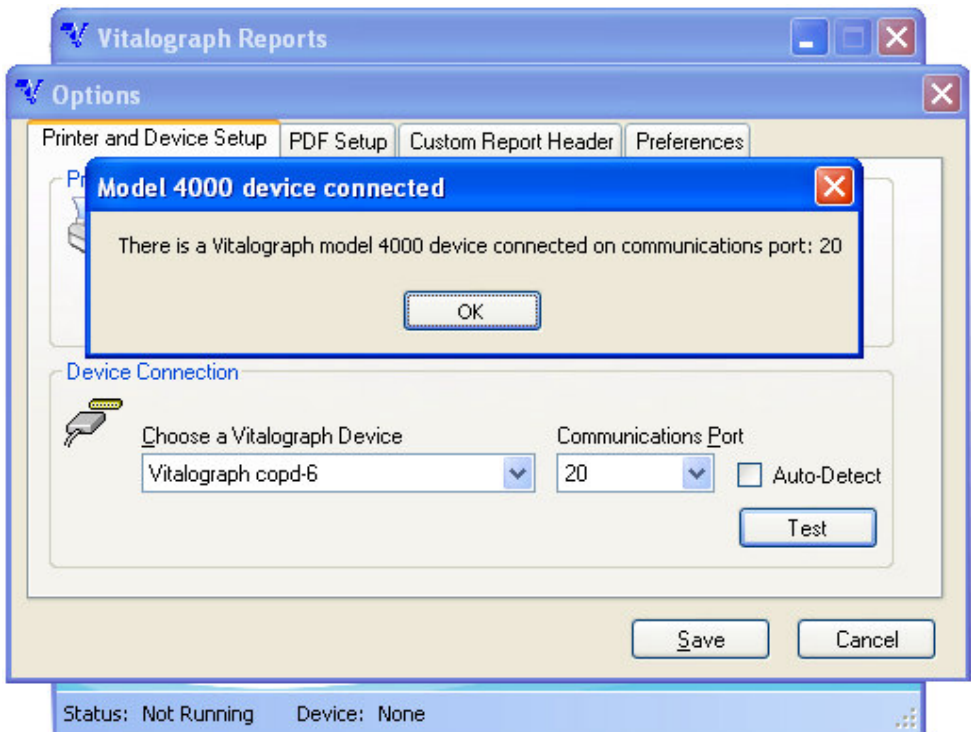
## USING WITH A VITALOGRAPH MODEL 4000

There are three variants of the Vitalograph Model 4000 device. The Serial, USB and Bluetooth Vitalograph Model 4000 devices all communicate with Vitalograph Reports.

## Connecting to a Serial / USB Vitalograph Model 4000

In the options menu under "Printer and Device Setup", one of the Vitalograph Model 4000 devices from the device drop down list must

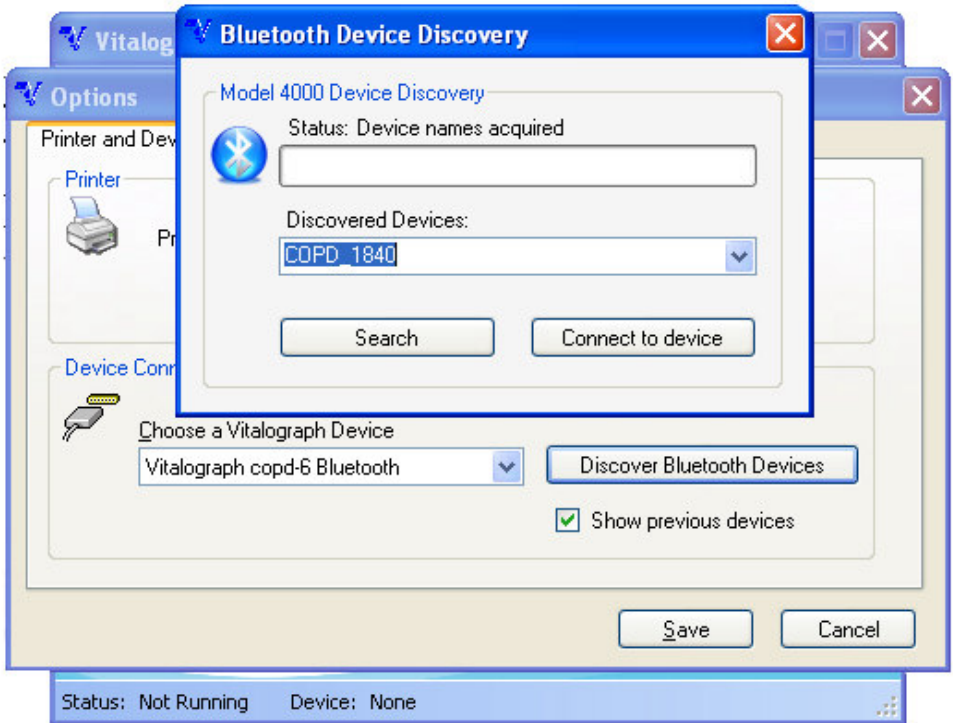
be selected. The device must be connected and powered on. The Vitalograph Model 4000 Series include the copd-6, asma-1 and Lung Monitor. The port on which the device is communicating must also be selected. If the user is unsure of the port number, clicking the test button while the device is connected and powered on will locate and return a message alerting the user of the correct port number. The user can also check the auto-detect check box instead of selecting the correct port number. This will allow Vitalograph Reports to search all ports to locate the device. Click the “Save” button, which will close the options form and then click the “Start” button on the main form to start Vitalograph Reports.



## Connecting to a Vitalograph Model 4000 Bluetooth Device

In the options menu under the “Printer and Device Setup” tab, one of the Vitalograph Model 4000 Bluetooth devices from the device drop down list must be selected. The Vitalograph Model 4000 Bluetooth

Series include the copd-6 Bluetooth, asma-1 Bluetooth and Lung Monitor Bluetooth. Once one of these Bluetooth devices has been selected, the options form presents a button “Discover Bluetooth Devices” and a check box “Show Previous Devices” instead of the communications port drop down list. The Vitalograph Model 4000 Bluetooth device must be powered on before the search for Bluetooth devices begins. Clicking the “Discover Bluetooth Devices” button opens the Bluetooth Device Discovery form and automatically begins searching for Vitalograph Model 4000 Bluetooth devices. When the Bluetooth Device Discovery form has completed its search for Bluetooth devices, the status changes from “Searching” to “Device names acquired” and populates the Discovered Devices list with Vitalograph Model 4000 Bluetooth devices located in the area that have been powered on. Checking the “Show Previous Devices” check box before opening the Bluetooth device discovery form will show previously found devices and will not begin searching for new Bluetooth devices automatically. To connect to a Vitalograph Model 4000 Bluetooth device the user must select a device from the discovered devices list and click the connect button. If the connection is successful the form will close automatically and the user will return to the options form. Click the “Save” button, which will close the options form and save the selected device. Click the “Start” button on the main form to start Vitalograph Reports.



## Printing From a Vitalograph Model 4000 Device

**Vitalograph copd-6:** To print a report from the copd-6 device the user must reach the print screen on the device. The print screen, which contains a print icon, appears in two places on the device. One is at the end of completing a new session. The user must scroll through the test screens until the print icon is reached. At the print icon screen the user must click enter to print. The other option is to print the last saved session by holding the enter button for three seconds on the first screen of the device, scrolling to the print icon once the previous session is displayed and clicking enter.

**Vitalograph asma-1 & Vitalograph Lung Monitor:** To print a report from the asma-1 or Lung Monitor device the user must click and hold the "up" button on the first screen of the device until the report icon appears. The print icon also appears after a test has been performed on the device by scrolling through the test screens to the print icon. On this screen the user can print the current test by clicking enter.

Vitalograph Reports will then check the time of the device and update to UTC (Universal Coordinated Time) if the device time is incorrect. The sessions if any will be read from the device and will automatically update the time of each incorrect session.

1. PDF save location and Printing options are disabled while using the Vitalograph Model 4000 as this device uses PDF995 software which prompts to save the report to the last known saved folder of the Windows Operating System. The user must also use a PDF Reader such as Adobe Reader (available on installation CD) to view and print these reports.

2. When a report has been received from one of the Vitalograph Model 4000 devices, a new form appears. This form allows the user to enter additional information before generating the PDF report. None of the fields are mandatory. Checking the "save information" checkbox saves the additional information to a configuration file to be used repeatedly. Clicking "continue" will close the form and generate the report, once the user has selected a save location.

**Note for copd-6 report:** The additional information form for the copd-6 report contains options to disable the subjects name and interpretation, which will exclude the information when generating the report.

**Additional Report Information**

The following details are not stored on the model 4000 device. If you would like any of these details to be displayed on the generated report, please enter them now. Otherwise, they shall not appear on the report.

**Demographics**

First Name:  Initial:  Date of Birth: dd/mm/yyyy

Last Name:  Weight: (lbs)  Height: (in)

Subject ID:  Gender:

**Clinic**

Clinic ID:

Clinic:

**Unit Measure**

☒ Imperial & US

☐ Metric

**Report Type**

☒ All

☐ Summary

**Comments**

**Graph AM/PM**

☐ Together

☒ Separate

**Graph Curves**

☐ Lines

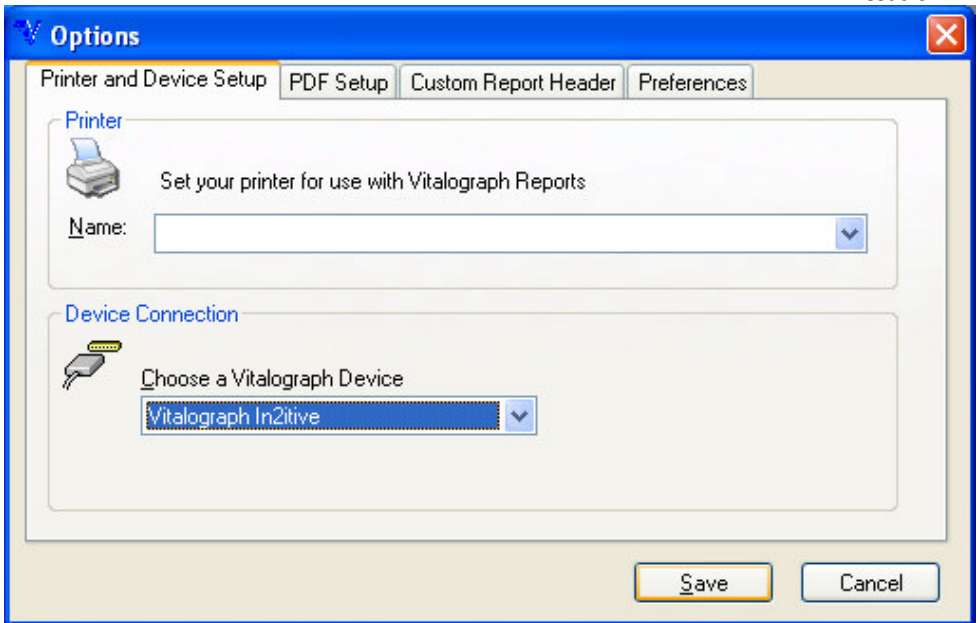
☐ Symbols

☒ Both

☐ Printer Friendly ☐ Save Information

## USING WITH A VITALOGRAPH IN2ITIVE

The Vitalograph In2itive device can be connected through the USB port at the side of the unit or from the cradle to the Vitalograph Reports Utility, so that the report can be written to a PC. Once the In2itive device is connected and powered on the user can select the In2itive device from the device list in the options form and then connect to the device by clicking start on the main form.



## Printing From an In2itive Device

You can print the current test session for the subject by selecting 'Print' from the FVC Test screen. You can also select the Report option from the Main Menu. If you already have a Current Subject selected the following options are available:

1. Current Test Session: You can select to print the current test session.
2. Select Test Session: You can select a test session for the current subject.
3. All Test Sessions: You can print all test sessions for the current subject.

You can also print Test Session(s) from a different subject in the database. Selecting the 'Select' tab in the View and Report screen does this. The following options are available:

1. Select Test Session: You must first select a subject from the database, and then select a test session for that subject to print.
2. All Test Sessions: This will print all test sessions performed on a subject. When you select this option you must first select a subject from the database.

3. All Test Sessions Between: This will print all sessions stored on the device between specified dates. You must first select the dates.

## **TROUBLE-SHOOTING SOFTWARE RELATED PROBLEMS**

### **Problem:**

Cannot connect to the attached device

### **Remedy:**

1. If you have a Vitalograph ALPHA device
  - a. Make sure the ALPHA driver has been installed. To do this, follow the instructions listed in "InstallingUSBDriverForALPHA.pdf" located in the "Documents" folder on the CD.
  - b. If the driver was already installed, while the ALPHA is turned on, pull out the USB connector from the device and reconnect it with the device switched on.
2. If you have a Vitalograph COMPACT device:
  - a. Try disconnecting the USB cable from the PC and reconnecting it while the COMPACT device is turned on.
  - b. Please make sure you have installed and connected Microsoft's Windows Mobile Device Center (Windows Vista Users) or Windows Active Sync® 4.5 or above (Windows XP and earlier) to the Vitalograph COMPACT Device. These may be found at:  
<http://www.microsoft.com/windowsmobile/activesync/default.mspg>
3. Microsoft's Windows Mobile Device Center may already be installed on some Windows Vista systems as standard.
4. If your device is not a Vitalograph ALPHA or Vitalograph COMPACT device, firstly make sure you know which port the device is connected to. To see a list of available Ports, go to the Windows Control Panel->System->Hardware Tab->Device Manager Button. Expand the Ports node to see what Communications Ports are on your PC. If a USB to Serial converter is in use, it should be listed here also as an available port. The word COMx will be displayed for all available Communications Ports where x represents the actual port number.



- a. Make sure there is not another device attached to the PC, which is also competing for the same Port.
  - b. Make sure the attached device and port number correspond with what has been saved in the options windows of Vitalograph Reports. In the Vitalograph Reports application go to Tools->Options->Printer and Device Setup Tab and make sure the correct Vitalograph Device and Communications Port have been chosen. Note: There is no need to pick a port for the ALPHA device as it is a USB device and the port will be automatically detected.
  - c. Make sure that the device is connected to a free serial communications port on the PC.
5. When using Vitalograph Reports with a Vitalograph 2120 or Gold Standard Plus device, you must ensure that the device is in the main menu before the application connects to the device.
  6. When using Vitalograph Reports with a Vitalograph model 4000 device, you must ensure that the device is connected to the PC before starting the print utility. After the start print utility button has been clicked on Vitalograph Reports, the device must then be powered on while the print utility is searching for the device.

**Problem:**

The report was sent from the attached device but was not printed or saved by Vitalograph Reports.

**Remedy:**

1. Go to the main application window. Click on “Tools” and make sure there is a tick mark next to the required report output type i.e. “Send to Printer” and/or “Save to PDF”.
2. If you have a Vitalograph COMPACT device:
  - a. Try disconnecting the USB cable from the PC and reconnecting it while the COMPACT device is turned on.
  - b. Please make sure you have installed and connected Microsoft's Windows Mobile Device Center (Windows Vista Users) or Windows Active Sync® 4.5 or above (Windows XP and earlier) to the Vitalograph COMPACT Device. These may be found at:  
<http://www.microsoft.com/windowsmobile/activesync/default.mspg>

3. Make sure the attached device and port number, if applicable, correspond with what has been saved in the options windows of Vitalograph Reports. Also, for non-USB devices, go to Tools->Options and make sure the correct Vitalograph Device and Communications Port are chosen.

**Problem:**

The report received from the attached Vitalograph 2120 or Gold Standard Plus device was incomplete or corrupted.

**Remedy:**

Make sure that Hewlett Packard is the chosen printer on the hardware device. To select Hewlett Packard as the chosen printer, from the main menu on the hardware device, choose the following: SETUP->PRINTER->HEWLETT PACKARD. When asked whether to "Print via a Base Station?" choose No.

**Problem:**

The Vitalograph Reports print service was stopped during a print-job but the attached Vitalograph 2120 or Gold Standard Plus device still displays the "Printing" message.

**Remedy:**

Click on the "ESC" key on the attached device. The device will return to the main screen within a number of seconds.

**Problem:**

The status bar on the application shows "Receiving Data" infinitely without ever printing or saving the PDF report.

**Remedy:**

Ensure that the user on the PC has full read/write access rights to the folder & sub-folders of both the location where the Vitalograph Reports application was installed and also the location chosen to save the PDF report files. The System Administrator on the PC will have to set these security settings.

**Problem:**

The status bar on the application shows that the PDF report was created but it does not appear to have been created/saved to the PC.

**Remedy:**

Ensure that the user on the PC has full read/write access rights to the folder & sub-folders of both the location where the Vitalograph Reports application was installed and also the location chosen to save the PDF report files. The System Administrator on the PC will have to set these security settings.

**Problem:**

An error message appears saying that an instance of the application is already running even though no Vitalograph icon is visible in the processes section of the task-bar.

**Remedy:**

Hold down the Keys Ctrl, Alt, then Delete all together. Press the “Task Manager” button. Click on the Processes tab and look for a process called “VitalographReports.exe”. This is the Vitalograph Reports application. To end the process, click on it to highlight it and then click the “End Process” button. Once closed, a new copy of the application may be started.

Alternatively, it may be that another user is also logged onto the system using the “Switch User” Windows function and that user may have an instance of the application running. Make sure there are no other users logged onto that system with the application running.

**Problem:**

During the Setup, if the installation path chosen is above 175 characters, the Application will not install successfully.

**Remedy:**

Ensure your installation folder path name is less than or equal to 175 characters in length.

## **CUSTOMER SERVICE**

The manufacturer or service personnel specifically trained and approved by Vitalograph Ltd. or its associated companies should only carry out SERVICE and REPAIRS.

## **GUARANTEE**

Subject to the conditions listed below, Vitalograph Ltd. and its associated companies, (hereinafter called the Company) guarantee to repair or at its option replace any component thereof, which, in the opinion of the Company is faulty or below standard as a result of inferior workmanship or materials.

The conditions of this Guarantee are:

1. This Guarantee shall only apply to hardware defects, which are notified to the Company or to its accredited distributor within 1 year of the date of purchase of the equipment, unless otherwise agreed in writing by the company.
2. Software (meaning computer software, or user installable modules) is guaranteed for 90 days from the date of purchase.
3. The company warrants that the software when correctly used in conjunction with the hardware will perform in the manner described in the Company's literature and user manuals. The company undertakes to rectify at no expense to the customer any software failure notified within the period stated above, provided that the failure can be recreated and the software has been installed and used in accordance with the user manual. Notwithstanding this clause, the software is not warranted to be free of errors.
4. This Guarantee does not cover any faults caused by accident, misuse, neglect, tampering with the equipment, use of consumable items or parts not approved by the Company, or any attempt at adjustment or repair other than by personnel accredited by the Company, nor does it cover reinstatement of any configuration changes caused by the installation of any software.
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