

Troubleshooting VistaView Bluetooth

When the device is in an "Inactive" state



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Troubleshooting Overview

This document will walk you through some basic troubleshooting steps to reestablish Bluetooth connectivity with your device. Start by reading the device overview and following each part of the troubleshooting guide. If you have any questions while following the procedures, please contact us at <u>support@volk.com</u>.



Device Overview

The Phone and the Optical Body are two independent devices designed to work together as one. They communicate via a Bluetooth connection, which is what the below procedures are intended to troubleshoot.

VistaView has three navigational buttons at the bottom of the screen. They will be referenced in the procedures below while troubleshooting.





Before You Begin:

Please make sure the device is not connected to USB-C cable while performing the following steps.

Part 1: Clearing the Apps Running in the Background

Please follow the steps below to clear the apps running in the background of device.

- 1. Close the VistaView app and click on the **Task button** in the bottom right corner of the screen.
- 2. Swipe up the apps if any to clear them from the running in the background.
- 3. Open the VistaView app and check to see if the device is in an **active** state. It may take up to 30 seconds to reestablish Bluetooth connectivity.
- 4. If the device is still in an inactive state, please proceed to part 2 of the troubleshooting document.

Part 2: Power ON-OFF the Device

- 1. Please Power OFF the device and Power it ON while holding the **Power button** and **Volume up** button for 10 seconds.
- Open the VistaView app and check to see if the device is in an **active** state. It may take up to 30 seconds to reestablish Bluetooth connectivity



3. If the device is still in an inactive state, please proceed to part 3 of the troubleshooting document.

Part 3: Testing the VistaView Application

Please follow the steps below to resolve any Bluetooth connectivity problems within the VistaView app.



 In the application main menu, go to Settings in the upper-right corner → Select Bluetooth → then select Seek Devices. Fundus 1 should appear in less than a minute. When it appears, select Connect.

CALIBRATE	~
BLUETOOTH	^
SEEK DEVICES	
Fundus I 08:6B:D7:1E:E9:87	Connect

2. If the **Seek Devices** menu appears to continuously search and does not find Fundus 1, then please proceed to Part 4.

NOTE: If you have uninstalled and reinstalled the app, you will have to recalibrate the device. You can do so by going to the VistaView App Settings, then select **Calibrate**.

If the Bluetooth connection in your device is connected, then your device should be in **Active** state!

If you need any additional assistance, please contact customer support at <u>support@volk.com</u>. If it is still not working, please proceed to Part 4.

Part 4: Checking Phone and Optical Body Connectivity

Please follow the steps below to test if the optical body is recognized by the phone.

1. Start by swiping down from the top of the screen to open the quick settings menu.



- Press and hold the option called
 Bluetooth as shown on the right to go to the Bluetooth settings page.
- Underneath Other devices, check to see if there is a device named <u>USB</u>. If not, please contact <u>support@volk.com</u>.
- Select Pair New Device (this will also automatically turn on your Bluetooth if it was disabled).

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6	Charging connect	ted device vi	a USB	~
N	lanage			

a. There should be a connection called **Fundus 1** or **Fundus Illumination Module**.

Connected devices	Pair new device
Other devices	Device name Nokia XR20 Available devices
+ Pair new device	🐞 ed78da50
Previously connected devices See all	iPhone DE20
Connection preferences Bluetooth, Android Auto, NFC	Fundus I



WARNING: **Do not connect to the Fundus 1 Bluetooth device within the phone settings**. It will not allow the device to connect in the VistaView application. If accidentally done, you can forget the Fundus 1 Bluetooth device by selecting "Forget" under the "Previously Connected Devices" section.

- If Fundus1 is present, please open the VistaView application and press Seek Devices to connect to the optical body to set the device state to active.
- 6. If **Fundus1** is not present, please email support@volk.com for further assistance