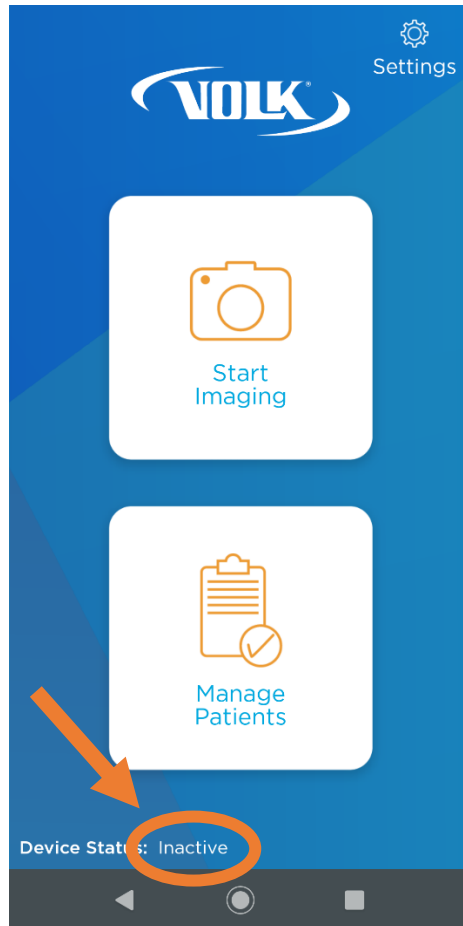


# Troubleshooting VistaView Bluetooth

*When the device is in an “Inactive” state*



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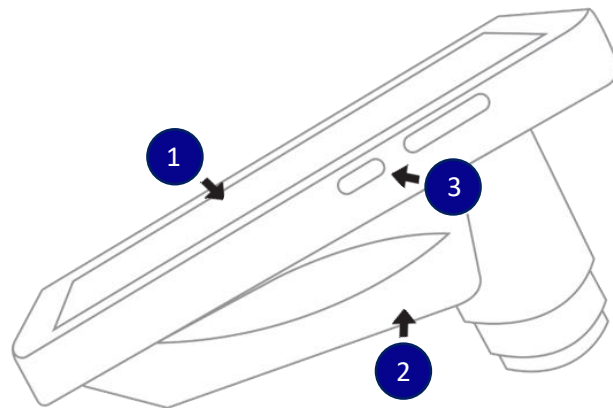
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## Troubleshooting Overview

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 [support@volk.com](mailto:support@volk.com).

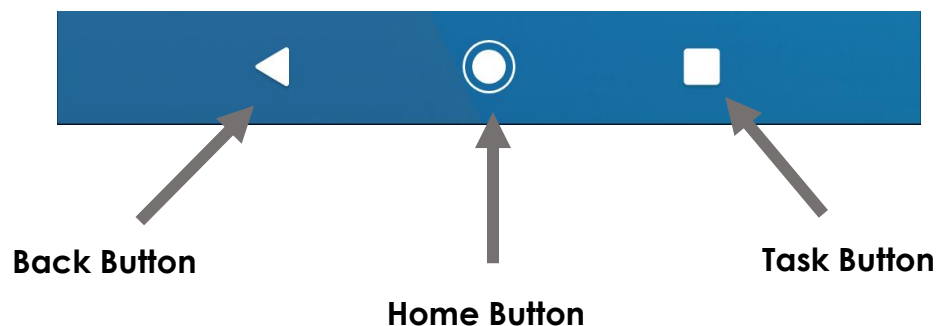
## Device Overview

- 1 Phone
- 2 Optical Body
- 3 Power Button



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.

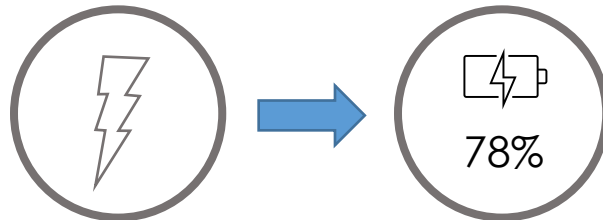
The VistaView has three navigational buttons at the bottom of the screen. They will be referenced in the procedures below while troubleshooting.



## Part 1: Charging and Restarting the Device

Please follow the steps below to test the Bluetooth capabilities in the optical body.

1. Start by turning off the device by holding the power button and selecting **Power Off**.
2. Next, attempt to charge the device using the provided USB cable and wall adapter.
  - a. If the VistaView is charging, a large charging icon will appear on the screen (see below), followed by the battery percentage indicator.

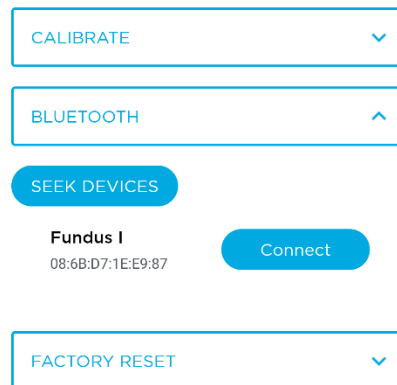


- b. If you do not see any changes on the screen within 30 seconds of plugging the device in, please contact a volk representative for further assistance.
3. If the VistaView charges, unplug the device and power it on by holding the power button for about 5 seconds.
4. Unlock the phone and tap on the "**Launch VistaView**" app to open the program.
5. Once you are in the main menu, check to see if the device is in an active state. It may take up to 30 seconds to reestablish Bluetooth connectivity.
6. If the device is still in an inactive state, please proceed to part 2 of the troubleshooting document.

## Part 2: Testing the VistaView Application

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

1. 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**.



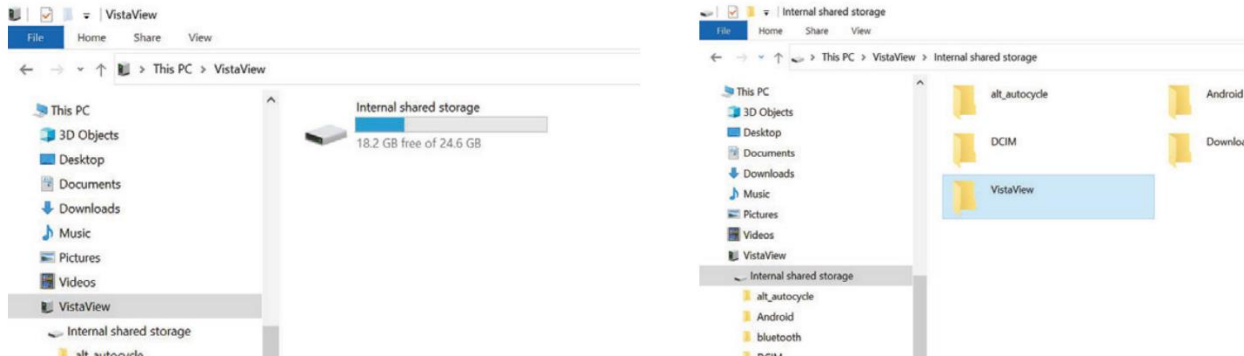
NOTE: If you have uninstalled and reinstalled the app, you will have to recalibrate the device. You can do so by going to the VistaView App Settings, then select **Calibrate**.

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 [support@volk.com](mailto:support@volk.com). If it is still not working, please proceed to Part 3.

### Part 3: Wired Patient Data Transfer

Please follow the steps below to test if the optical body is recognized on a computer.

1. Start by using the USB-C cable provided with the device to connect the VistaView to a PC **while the VistaView app is running**.
2. Upon connecting the device, the VistaView application on the device will display the patient data decryption screen. You can decrypt the data by typing in the secure password into the prompted window.
3. Check to see if the device is recognized by the computer. Go to **This PC** and select **VistaView**. You should now be able to see the files in the images below.



- a. If you do not see the VistaView on the computer, please contact customer service.
4. Try transferring patient data from the device to the PC by copying and pasting patient folders or exam files to any directory in your PC.

If you are unable to transfer patient files after following these steps, please contact [support@volk.com](mailto:support@volk.com). Otherwise, proceed with Part 4.

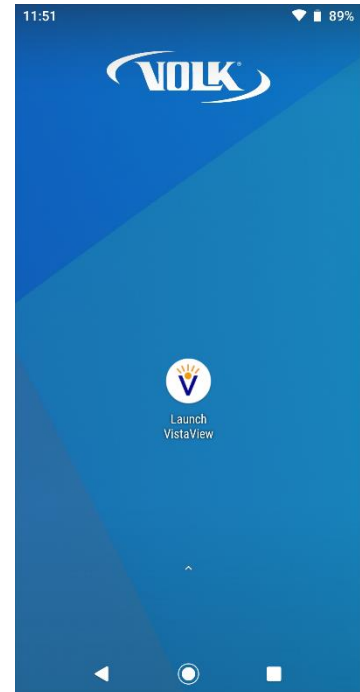
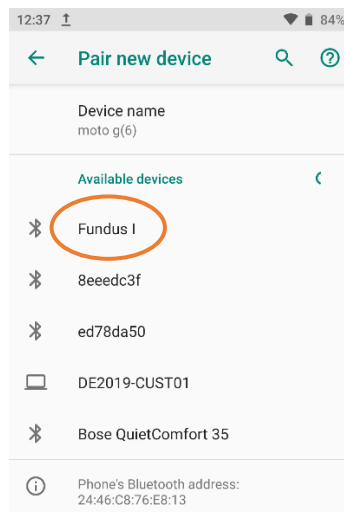
## Part 4: Checking Phone Bluetooth Connectivity

Please follow the steps below to test the Bluetooth connectivity between the phone and the optical body.

1. Start by navigating to the home screen as shown on the right.
2. Swipe up on the screen to access the App Drawer and locate the **Settings** app.



3. Navigate to **Connected Devices**, then select **Pair New Device**. (This will also automatically turn on your Bluetooth if it was disabled).
  - a. There should be a connection called **Fundus 1** or **Fundus Illumination Module**.



**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.

- b. If it does not appear after a minute of searching, please contact customer support.
4. Open the VistaView program and check to see if the device is in an active state. It may take up to a minute to reestablish Bluetooth connectivity.
  5. If the device is still in an inactive state, please contact [support@volk.com](mailto:support@volk.com).