



# SCAN POINT

COMPREHENSIVE USER'S MANUAL



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# INTRODUCTION

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## ABOUT SCAN POINT

Scan Point is a Web-based application that provides software updates and manages calibration for the following Verathon instruments:

- BladderScan BVI 6000 series bladder volume instruments
- BladderScan BVI 9000 series bladder volume systems

Within Scan Point, individuals work with sets of Verathon instruments. Their access to these instruments is assigned through membership in groups called *instrument teams*. Depending on the role definitions assigned to them, they can perform some or all of the following tasks:

- Create user accounts
- Manage users' login credentials and account contact information
- Manage users' membership in instrument teams
- View and manage device calibration and service plan (warranty) status
- View and print calibration reports
- Communicate easily with other instrument team members, Team Administrators, and biomedical technicians

## ABOUT SCAN POINT QUICKPRINT

Scan Point QuickPrint is a local desktop utility that links BladderScan instruments to the Scan Point application server.

With QuickPrint, a user can perform the following tasks:

- Monitor the operating status of BladderScan instruments connected to their computers through a docking station or wireless hub
- Log on to Scan Point with one click
- Receive email notices from Scan Point
- Set or update preferences on BladderScan BVI 9000 series systems
- Install software upgrades on BladderScan instruments when such upgrades are available

## STATEMENT OF INTENDED USE

Scan Point is accessory software that is available for use with Verathon Inc. instruments that have Scan Point functionality. In combination with QuickPrint software installed on a customer computer and an Internet connection, the Scan Point site enables calibration and instrument performance monitoring.

## COMPATIBLE DEVICES

The following interface devices can be used with Scan Point QuickPrint to download software updates and calibrate BladderScan systems.



### Scan Point Docking Station

Used with BladderScan BVI 6000 series instruments



### Battery Charger/Wireless Hub

Used with BladderScan BVI 9000 series systems

## TYPOGRAPHICAL CONVENTIONS

This manual indicates information of special interest through the following types of formatting:

**Text in color** indicates a clickable link (typically a cross-reference or URL). Page numbers in the text, as well as the entire table of contents, do not appear in color but are also clickable links.

**Bold text** indicates the name (or occasionally the description) of an onscreen element on which a person acts. Examples include the following:

- **Image icon**
- **My Account tab**
- **Include Inactive Users** check box

*Notes*, shown in italic text, are comments that provide additional information.

## CAUTIONS AND WARNINGS

*Warnings* indicate that injury, death, or other serious adverse reactions may result from use or misuse of the device. *Cautions* indicate that use or misuse of the device may cause a problem, such as a malfunction, failure, or damage to the product. Throughout the manual, pay attention to sections labeled *Important*, as these contain reminders or summaries of the following cautions as they apply to a specific component or use situation.

# THE SCAN POINT USER INTERFACE

This section demonstrates the common parts of Scan Point as they appear in your browser. Refer to this section as needed while you complete the procedures in the manual.

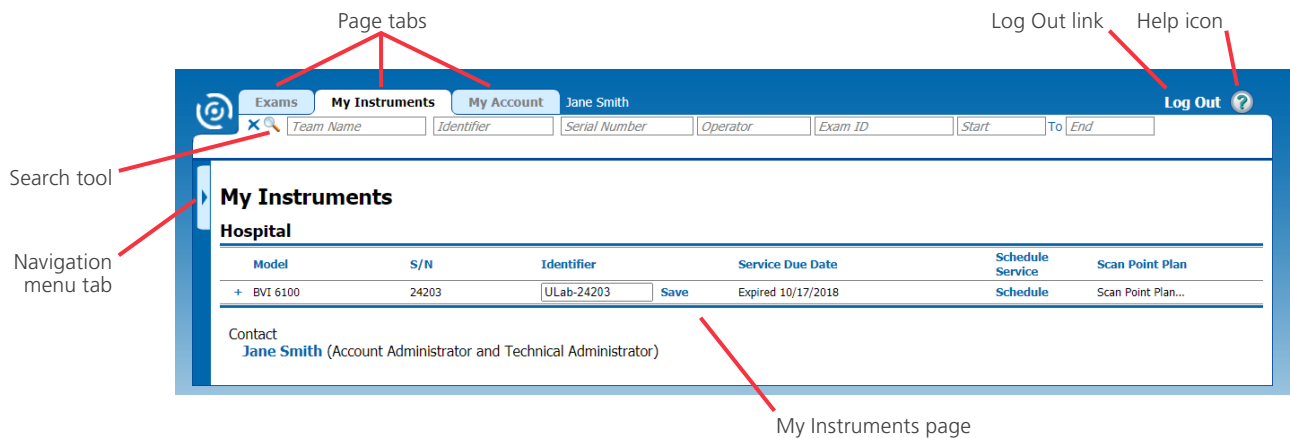
## PAGES AND CONTROLS

The main Scan Point screen consists of a set of tabbed pages and a collapsible navigation menu. Depending on the current context, a set of batch processing controls and a search tool may also appear. Moving your mouse over the navigation menu tab expands the menu, from which you can select any additional pages available on the active tab.

Figure 1 shows the positions of these components.

Note: Depending on the browser you use, some elements of the screen may appear in different positions.

Figure 1. Main Scan Point Screen



# THE SCAN POINT SEARCH TOOL

The search tool appears with pages that display or list items. It allows you to locate or filter out those items by specifying at least one property. Table 1 shows the properties you can use to search for items of each type.


Table 1. Searchable Properties for Items Displayed in Scan Point

ITEM	SEARCHABLE PROPERTIES
Instruments	Team name, identifier string, serial number, operator name, start and end dates
Logins	Login name, team name, team role, active status ( <b>Include Inactive Users</b> check box, normally cleared)

---

## PROCEDURE 1. PERFORM A SEARCH IN SCAN POINT

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1. If you want to constrain your search to items created or modified within specific dates, enter those dates in the **Start** and **End** boxes. Clicking in these boxes displays a date selector, in which you can scroll to the appropriate month and then click the date.
2. In the remaining boxes, enter the values you want to find.
  - If you want to find an instrument, replace any alphabetic characters at the beginning of the instrument's serial number with zeros. For example, if you were searching for an instrument with serial number A024203, you would enter 0024203 in the **Serial Number** box.
  - To indicate one or more unknown characters, type an asterisk (\*). For example, entering \*203 in the Serial Number box searches for all instruments whose serial numbers end in 203. Entering \*242\* searches for all instruments whose serial numbers have the digits 242 anywhere between their first and last characters, not including those characters.
3. If you are searching for logins and want to include users whose logins are no longer active, select **Show Inactive Users**.
4. Click the **Search**  icon in order to begin the search.

# SCAN POINT USER ROLES

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Individuals who use Scan Point can retrieve and manage specific types of information based on the roles assigned to them. The following table shows a brief summary of the types of information available through each role.

Table 2. *Scan Point User Roles*

SYMBOL	ROLE	TYPICAL USERS	INFORMATION TYPE
T	Technical User	<ul style="list-style-type: none"><li>• Biotechnicians</li><li>• Biomedical technicians</li></ul>	<ul style="list-style-type: none"><li>• Instrument configurations</li><li>• Instrument calibration records</li></ul>
A	Team Administrator (Account Administrator)	<ul style="list-style-type: none"><li>• Team leads</li></ul>	<ul style="list-style-type: none"><li>• User accounts</li><li>• User roles</li><li>• Instrument team memberships</li></ul>

A single user can be assigned either or both roles in a team as needed, and each user can be assigned different roles in different teams. For more information about teams, refer to [Scan Point Instrument Teams](#) on page 9.

## TECHNICAL USER

A Technical user is typically one of the biotechnical or biomedical staff members responsible for maintaining the instruments, including performing and scheduling instrument calibrations, managing software upgrades, and managing instrument service (warranty) plans. The default home page for Technical users is the My Instruments page ([Figure 2](#)).

Figure 2. My Instruments Page

My Instruments						
Hospital						
Model	S/N	Identifier	Service Due Date	Schedule Service	ScanPoint Plan	
+ BVI 6100	24203	<input type="text" value="ULab-24203"/> Save	5/28/2017	Certificate	Schedule	USA-ScanPoint...
+ BVI 9400	00016533	<input type="text"/> Save	4/17/2017	Certificate	Schedule	USA-ScanPoint...

Contact  
**Jane Smith** (Account Administrator and Technical Administrator)

## TEAM ADMINISTRATOR A

Team Administrators (also referred to as *account administrators*) manage team membership and control other users' access to Scan Point. Team Administrator tasks include the following:

- Adding members to teams
- Authorizing and deactivating user accounts
- Assigning user roles
- Enabling and disabling user team assignments

The default home page for Team Administrators is the Account Administration page on the My Account tab (Figure 3). On this page, the Manage My Team panel allows them to perform their administrative tasks. The Manage My Team panel is not visible to Technical users.

Figure 3. Team Administrator's Account Administration Page

**My Personal Information**  
Jane Smith  
Good Samaritan Hospital  
12011 Cypress Parkway  
Bothell, WA 98011  
[Change Personal Info](#)  
[Change Security Questions](#)  
[Change Password](#)

**My Teams**  
Hospital Jane Smith TA Unsubscribe  
[Join Another Team](#)

**Site Preferences**  
30 History Period  
 Show All Exams in the History Period  
 Only show exams requiring patient details  
 Do not show any exams  
 Show Obsolete Exams  
 Show Operator in Review History results  
 Show Team Name in Review History results  
BladderScan® Printable: Standard  
FloPoint® Printable: Summary  
[Save changes](#)

**Manage My Team: Hospital**  
Select another team: Hospital  
**Membership Requests**  
Ari Ritchie T Pending  
[Apply All](#)  
**Members Needing Review**  
**Team Members**  
Donald Meddick T  
Jane Smith T A  
Jennifer Dockter T  
[Save All](#)  
[Add a login to the team](#)  
**Team Settings**  
Team Name: Hospital  
 Mark Transferred Exams as Obsolete  
BladderScan® Printable: Standard  
FloPoint® Printable: Summary  
Patient ID Format: A-00000-AA  
[Save](#)

# SUMMARY OF FEATURES BY USER ROLE

In Table 3, the following symbols indicate the capabilities available to users in each role:

- ✓ Feature is fully available to the role
- ✘ Feature is not available to the role
- ⊘ Feature is available to the role, but some information may be restricted

Table 3. Scan Point Features Available to Each User Role

	TECHNICAL	ADMINISTRATIVE
<b>My Instruments</b>		
View all instruments assigned to your teams	✓	✓
Filter tool available to narrow instrument list	✓	✓
Retrieve calibration certificate for valid calibration	✓	✘
Schedule calibration service	✓	✓
View application update history	✓	✘
<b>Account Management</b>		
Change personal information	✓	✓
Change contact information	✓	✓
Change your password	✓	✓
Request membership to one or more teams	✓	✓
Remove your membership to one or more teams	✓	✓
Accept, reject, or modify membership requests	✘	✓
Change role assignments of team members	✘	✓
Activate or deactivate team members	✘	✓
Remove team members	✘	✓
Assign team settings for print formats	✘	✓
Create your own login	✓	✓
Recover your password	✓	✓



# SCAN POINT INSTRUMENT TEAMS

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An instrument team forms an association in Scan Point between one or more users and one or more instruments. Verathon Customer Care adds the instruments to the team, and users with valid Scan Point login accounts can be added in one of the following ways:

- They can submit a request to be added, using the serial number of a member instrument as a credential.
- A Team Administrator can add them (see [Add a New Member Account](#) on page 39).

The size of an instrument team can range anywhere from one or two people to an entire department or ward.

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## PROCEDURE 1. LOG IN TO SCAN POINT **T** **A**

---

1. In your web browser, navigate to [my.scanpoint.com](http://my.scanpoint.com).
2. Enter your login (user name) and password, and then click **Login**.

*Note: Scan Point automatically logs you out after a few minutes of inactivity.*

---

## PROCEDURE 2. CREATE A LOGIN ACCOUNT **T** **A**

---

1. In your web browser, navigate to [my.scanpoint.com](http://my.scanpoint.com).
2. On the Scan Point login page, click **Create a Login**.
3. On the Create Login page, enter the following required pieces of information:
  - Your login (the ID you will use when you log in)
  - Your first name (personal name) and last name (surname)
  - Your email address
4. Enter or select the following pieces of additional information as appropriate:
  - Your physical address (street address, city, state or province, postal code, and country)
  - Your local time zone
  - Your telephone number
  - Your fax number
  - The language in which you would prefer to see Scan Point displayed
  - The version of your preferred language in use where you work (your *locale*)
5. Click **Continue**.

6. On the following page in the browser, in list box 1, select the first security challenge question. If you forget your password or have difficulty logging in, Scan Point uses these questions in order to confirm your identity.
7. If you selected **Custom question** in the previous step, enter your question in the additional text box that appears.
8. In the **Answer** text box just below challenge question 1, enter the answer you would give to the question you just selected.
9. Repeat Step 6 through Step 8 in order to select four additional challenge questions and define your responses.
10. Click **Save**.
11. Watch your email inbox for a message titled "Scan Point: your login credentials."
12. Open the email message in order to confirm your login and retrieve your temporary password.
13. In your browser, return to the Scan Point login page. If you have left your browser open while you checked your email, click **To Login**; otherwise, navigate to **my.scanpoint.com**.
14. Enter your login and temporary password in the **Login** and **Password** boxes, and then click **Login**.
15. On the **My Account** tab, click **Change Password**.
16. In the **Old password** box on the Change Password page, enter your temporary password again.
17. In the **New password** box, enter the password you want to use within Scan Point.
18. In the **Confirm Password** box, enter the password you entered in the previous step.
19. Click **Change Password**. You should now return to the **My Account** tab, and the My Personal Information, Site Preferences, and My Teams panels should now be visible.

### PROCEDURE 3. VIEW TEAM MEMBERSHIP STATUS T A

1. Log in to Scan Point.
2. If necessary, click the **My Account** tab.
3. On the Account Administration page of the My Account tab, verify your current team memberships by looking at the My Teams panel.



If this is your first login to Scan Point, the My Teams panel may be empty, except for the **Join Another Team** button. If this happens, you are not yet a member of any teams. For instructions on requesting membership in an instrument team, see [Join a Team](#) on page 12.

If you are already a member of one or more teams, the My Teams panel lists them. For each team, the panel shows the following information:

- Team name
- Name of Team Administrator (which you can click to send the administrator an email message)
- Roles assigned to you in the team
- Your current status in the team

The status column displays one of the items in [Table 4](#).

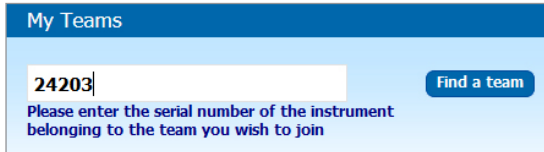
Table 4. Team Membership Status Types

ITEM DISPLAYED	MEANING
Unsubscribe (link)	You are an active member of this team and can perform all tasks defined for the roles you have been assigned. You can remove yourself from the team by clicking the <b>Unsubscribe</b> link.
Pending	You have submitted a request to join this team, but the Team Administrator has not yet granted that request. You will receive an email message when the Team Administrator approves your membership.
Under Review	You have forgotten your password and have been unable to provide the correct responses to the challenge questions Scan Point presented to you. The Team Administrator will need to review your case and reactivate your team membership.

*Note: If you were unable to answer the challenge questions correctly, you are blocked from Scan Point in two different ways: your team membership is placed under review as described in the preceding table, and your login is disabled. Your Team Administrator can remove your team membership from review, but you must contact Verathon Customer Care to have your login account reinstated. You can see the "Under Review" item in the table only if Verathon Customer Care reinstates your login account before your Team Administrator removes your team membership from review.*

## PROCEDURE 4. JOIN A TEAM T A

1. Log in to Scan Point.
2. If necessary, click the **My Account** tab.
3. On the Account Administration page of the My Account tab, in the My Teams panel, click the **Join Another Team** button.
4. In the **Serial Number** text box, enter the serial number of an instrument associated with the team you want to join, and then click **Find a team**.

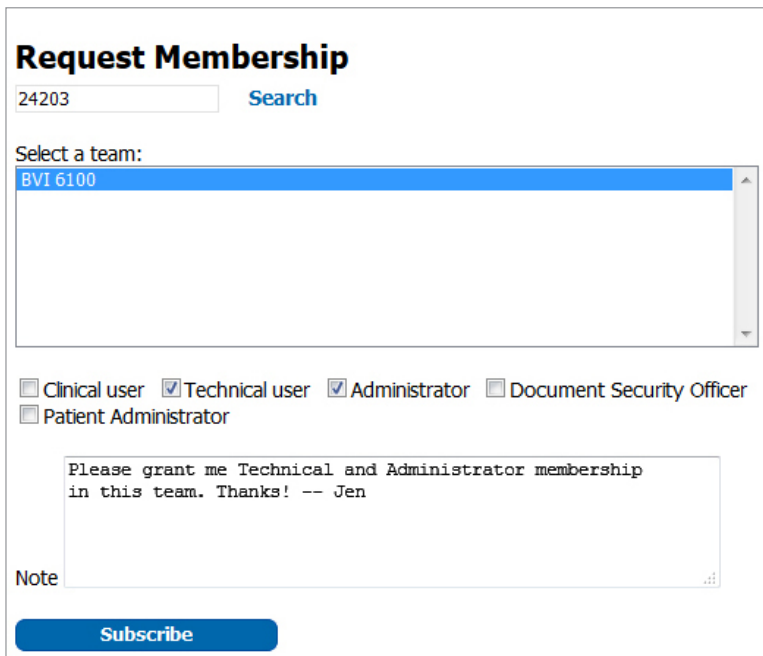


My Teams

24203 **Find a team**

Please enter the serial number of the instrument belonging to the team you wish to join

5. On the Request Membership page, select the team you want to join and the user roles (**Technical user**, team **Administrator**, or both) that you want to perform in that team.



**Request Membership**

24203 **Search**

Select a team:

BVI 6100

Clinical user  Technical user  Administrator  Document Security Officer  
 Patient Administrator

Please grant me Technical and Administrator membership in this team. Thanks! -- Jen

Note

**Subscribe**

6. In the **Note** box, add a brief note to the Team Administrator explaining why you are making your membership and role requests.
7. Click **Subscribe** in order to notify the Team Administrator of your request.

After the Team Administrator approves or denies your request, you are notified by email.

---

## PROCEDURE 5. DEACTIVATE SITE PREFERENCES T A

---

After you have joined a team, a panel called Site Preferences (Figure 4) appears on your Account Administration page. The settings on this panel control features that have been removed from Scan Point, so you should deactivate them or apply minimal values.

Figure 4. Site Preferences Panel

Site Preferences

7 History Period

Show All Exams in the History Period

Only show exams requiring patient details

Do not show any exams

Show Obsolete Exams

Show Operator in Review History results

Show Team Name in Review History results

BladderScan® Printable: Standard

FloPoint® Printable: Details

[Save changes](#)

1. Log in to Scan Point.
2. If necessary, click the **My Account** tab.
3. In the **History Period** box within the Site Preferences panel, enter **1**.
4. In the option list below the History Period box, select **Do not show any exams**.
5. Clear all check boxes on the Site Preferences panel.
6. From the BladderScan Printable list, select **Standard**.
7. From the FloPoint Printable list, select **Summary**.
8. Click **Save Changes**.

---

## PROCEDURE 6. RESET YOUR PASSWORD

---

In this procedure, you are asked to answer two security questions. You chose these questions and defined the answers when you created your account. Make sure your answers match the original answers exactly, including capitalization.

1. Open the Scan Point website: [my.scanpoint.com](https://my.scanpoint.com).
2. Click **Forgot Your Password**. The Password Reset page opens.
3. Enter your login name or e-mail address, and then click **Request password reset**. Scan Point sends an email containing a password reset link to the email address associated with the account.
4. In the email message, click the password reset link. The Scan Point security verification page opens.
5. The Security Verification page displays two of the security questions you answered during your account setup. Answer the questions, and then click **Verify**. The Change Password page opens.  
*Note: If you are unable to remember the answers to the two questions shown, click Change Question. Two new questions are displayed. If you are still unable to reset your password, please contact your local Verathon representative or Verathon Customer Care.*
6. In the **New password** and **Confirm password** boxes, enter the password you would like to use, and then click **Change Password**. The password is reset.

# INSTALLING SCAN POINT QUICKPRINT

Scan Point is a Web-based application that provides software updates and calibration support for BladderScan instruments.

Scan Point works in tandem with Scan Point QuickPrint, a local desktop client that links your BladderScan instruments with the Web-based Scan Point application.

## HARDWARE & SOFTWARE REQUIREMENTS

The following sections summarize how a computer must be configured in order to run Scan Point QuickPrint.

### QUICKPRINT HARDWARE REQUIREMENTS

Table 5 summarizes minimum and recommended hardware requirements.

Table 5. QuickPrint Hardware Requirements

REQUIREMENT	MINIMUM	RECOMMENDED
Processor	PC with 800 MHz processor	PC with 2.0 GHz processor
Video display	Video card and monitor capable of 800 × 600 resolution	Video card and monitor capable of 1024 × 768 resolution
USB Ports	Two USB 2.0 ports	Three USB 2.0 ports*
Hard drive	200 MB of available space	5 GB of available space
Memory	512 MB	1024 MB (1 GB)
Internet access	256k DSL	512k DSL, cable modem, T1 line or other high-speed connection†

#### IMPORTANT

Your computer must be minimally certified to EN/IEC/CSA/UL 950 or 60101-1 standards.

This configuration ensures that compliance to the EN/IEC 60601-1-1 system standard is maintained. Any person who connects additional equipment to the signal input port or signal output port configures a medical system, and is therefore responsible for ensuring that the system complies with the requirements of the system standard EN/IEC 60601-1-1.

If you need assistance, contact Verathon Customer Care or your local representative.

\* One USB port each for the BVI 9000 series battery charger/wireless hub and the Scan Point docking station. The Scan Point host computer may connect with up to four Scan Point docking stations at one time.

† Scan Point QuickPrint supports the use of a Windows proxy server for Internet connections.

## QUICKPRINT SOFTWARE REQUIREMENTS

Table 6 summarizes minimum and recommended software requirements.

Table 6. QuickPrint Software Requirements

REQUIREMENT	MINIMUM	RECOMMENDED
Operating system	Windows 7 SP1 with all updates installed	Windows 10 with all updates installed
Microsoft .NET Framework	Version 4.5.1 (installed with QuickPrint)	Version 4.5.1 or later, with the latest Microsoft updates installed
Adobe Acrobat Reader*	Adobe Acrobat Reader 7.0	Adobe Acrobat Reader DC

## SUPPORTED OPERATING SYSTEMS AND WEB BROWSERS

Table 7 shows the major browsers and versions that Verathon has tested and recommends for use with Scan Point. Before you install Scan Point, make sure that your web browser is configured to allow pop-up windows.

Table 7. Scan Point-Supported Operating Systems and Browsers

OPERATING SYSTEMS	BROWSER
Microsoft Windows 10 (32-bit and 64-bit)	Microsoft Edge 25 Microsoft Internet Explorer 8, 9, 10, or 11 Mozilla Firefox 50 Google Chrome 55
Microsoft Windows 8.1 (32-bit and 64-bit)	Microsoft Internet Explorer 8, 9, 10, or 11 Mozilla Firefox 50 Google Chrome 55
Microsoft Windows 8 (32-bit and 64-bit)	Microsoft Internet Explorer 8, 9, 10, or 11 Mozilla Firefox 50 Google Chrome 55
Microsoft Windows 7 (32-bit and 64-bit)	Microsoft Internet Explorer 8, 9, 10, or 11† Mozilla Firefox 50 Google Chrome 55

\* Adobe Acrobat Reader is available as a free download from <http://www.adobe.com>.

† Microsoft Internet Explorer 10 and 11 require Service Pack 1 for Windows 7.



# PERFORMING INSTALLATION

## IMPORTANT

Do not connect any Verathon instruments or accessories to the computer until instructed to do so. This includes all of the following devices:

- Scan Point Docking Station (used with 6000 series instruments)
- Battery Charger/Wireless Hub (used with 9000 series systems)

If you have accidentally connected one of these devices, **do not** complete the Add New Hardware wizard that Microsoft Windows displays. Exit the wizard and disconnect your Verathon instruments and accessories before proceeding.

However, if you will be using Scan Point QuickPrint with a 9000 series system, be sure that the power adapter and the USB cable are properly connected to the wireless hub before you continue.

When a BladderScan instrument connects to Scan Point QuickPrint through a docking station or wireless hub, QuickPrint displays the instrument details such as serial number, model name, and last calibration date. QuickPrint uploads this information automatically to your online Scan Point account.

*Note: A maximum of four docking stations (BladderScan BVI 6000 series) or one battery charger/wireless hub (BladderScan BVI 9000 series) can be connected to the QuickPrint host computer at one time.*

Before you install QuickPrint, familiarize yourself with the information in this manual, particularly the [Hardware & Software Requirements](#) section on page 15. Make sure that your computer has the correct operating system and web browser versions installed, and that your Windows logon account has administrative permissions on your computer. Also, make sure you have a valid Scan Point account. For information about creating an account, see [Create a Login Account](#) on page 9.

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## PROCEDURE 1. INSTALL ADOBE ACROBAT READER

---

QuickPrint uses Adobe Acrobat Reader (version 7.0 or higher) to print labels and patient reports. Adobe provides Acrobat Reader software free of charge.

1. In a web browser, visit the Adobe web site at <http://www.adobe.com>.
2. On the Adobe home page, click the **Acrobat Reader** link.
3. On the Acrobat Reader installation page, clear the **Optional Offer** check box if one is present, and then click the **Install Now** button.
4. Follow the instructions in order to complete the Acrobat Reader installation.

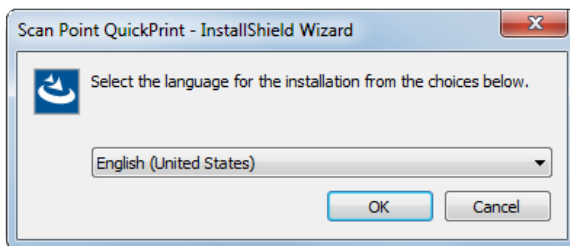
*Note: After installing Acrobat Reader but before using QuickPrint, you must run Acrobat Reader once to accept its End User License Agreement.*

---

## PROCEDURE 2. INSTALL QUICKPRINT

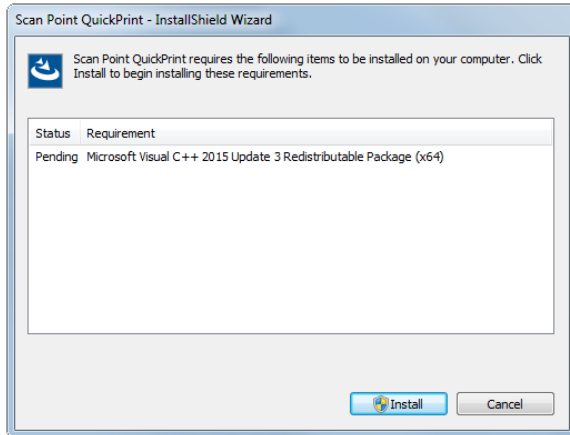
---

1. Insert the Software Install CD into your computer's CD drive.
2. If the InstallShield Wizard does not open automatically, perform the following steps:
  - Double-click the **My Computer** icon on your desktop.
  - Double-click your CD drive icon or name.
  - Double-click the **Setup.exe** file.
3. In the language selection dialog box, choose the language that the installation wizard should display, and then click **OK**.

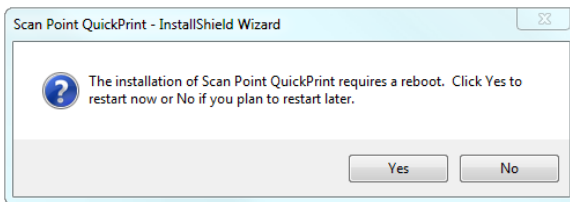


4. If a dialog box advises you that QuickPrint requires additional items to be installed, continue to Step 5. If not, skip to Step 11.

5. Click **Install**.

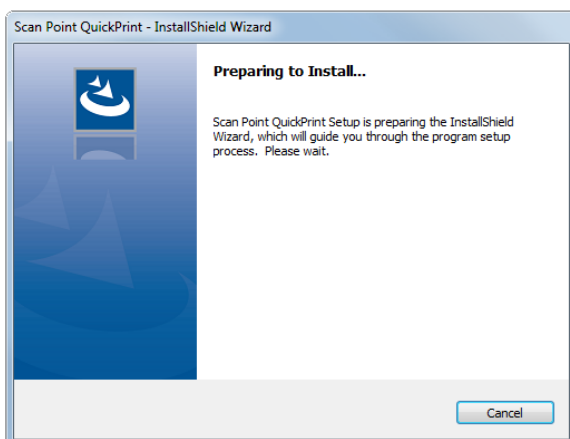


6. If you are asked whether you want to allow the installer to make changes to the system, click **Yes**.
7. When you are advised that the installation requires a reboot, click **Yes**.

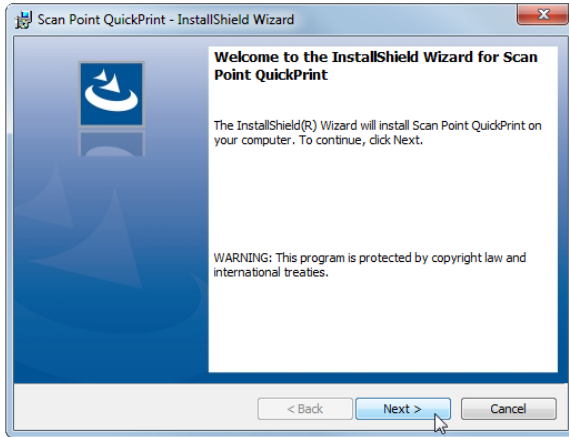


8. After the computer restarts, log on again.
9. If necessary, repeat Step 2 in order to resume the installation.
10. If the language selection dialog box appears again, choose the language that the wizard should display for the remainder of the installation process, and then click **OK**. A Preparing to Install dialog box may appear at this point.

*Note: If you are upgrading an earlier version of Scan Point QuickPrint, the installer now removes the old software. However, it does not remove your program settings or instrument information.*

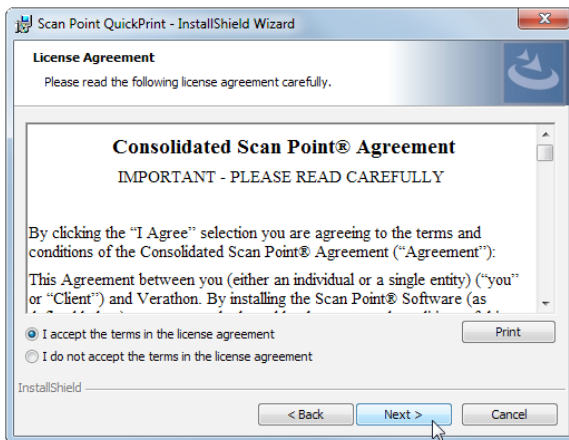


11. When the Welcome page appears, click **Next**.



12. On the License Agreement page, select **I accept the terms in the license agreement**, and then click **Next**.

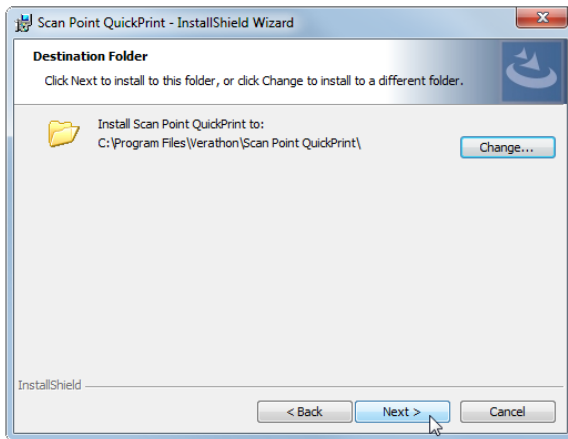
*Note: The current Scan Point license agreement may be newer than the agreement shown on the License Agreement page. To review the current agreement, log in to Scan Point at [my.scanpoint.com](http://my.scanpoint.com), and then click the **End User License Agreement** link at the bottom of the page.*



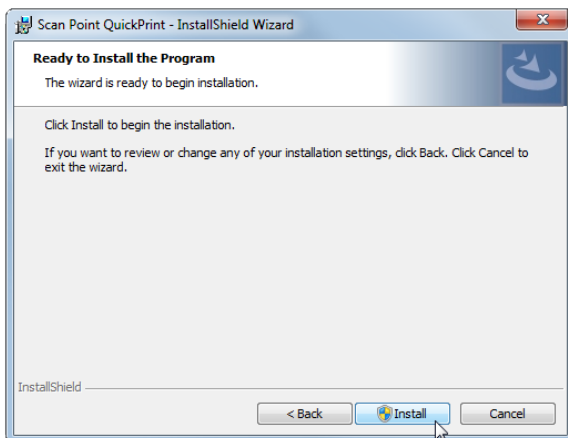
13. When the Disconnect Devices page appears, ensure that you have disconnected all Verathon docking stations and wireless hubs from the computer, and then click **Next**.

14. On the Destination Folder page, verify that the installation folder is correct. If not, click the **Change** button, and then enter the desired location or browse to it. Click **OK** in order to return to the Destination Folder dialog box.

Once the installation folder is correct, click **Next**.

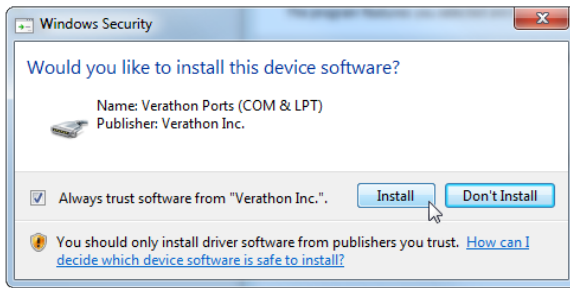


15. On the Ready to Install the Program page, click **Install**. InstallShield displays a progress bar while it installs QuickPrint.

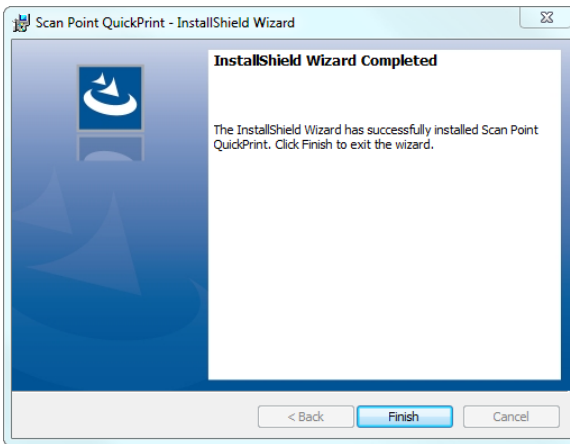


16. If you are asked whether you want the program to install the software on your computer, click **Yes**.

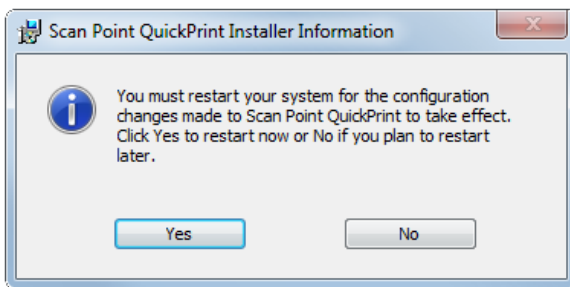
17. If the Windows Security dialog box appears, select **Always trust software from "Verathon Inc."** and then click **Install**.



18. When the InstallShield Wizard Completed page appears, click **Finish**.



19. When you are advised that the configuration changes made to Scan Point QuickPrint require another reboot, click **Yes**.



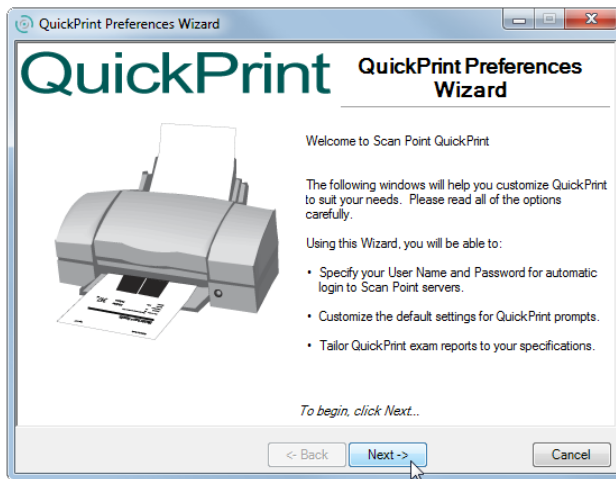
20. When Scan Point QuickPrint starts and the QuickPrint Preferences Wizard appears, continue to [Set Your QuickPrint Preferences](#).

## PROCEDURE 3. SET YOUR QUICKPRINT PREFERENCES

If you are installing QuickPrint according to the procedures in this chapter, you should still have the QuickPrint Preferences Wizard open on your Windows desktop. If you need to return to the Preferences Wizard later, select **Preferences Wizard** from the **Tools** menu in QuickPrint itself.

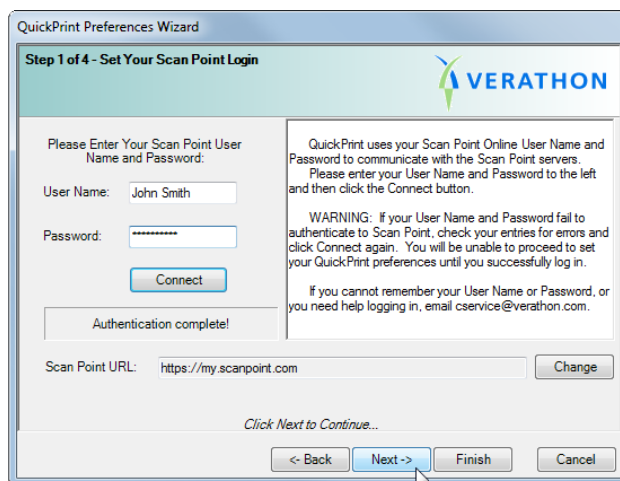
As noted earlier in the chapter, you must have an active Scan Point login account before you complete this procedure. For information about how to create an account, see [Create a Login Account](#) on page 9.

1. On the initial QuickPrint Preferences Wizard page, click **Next**.



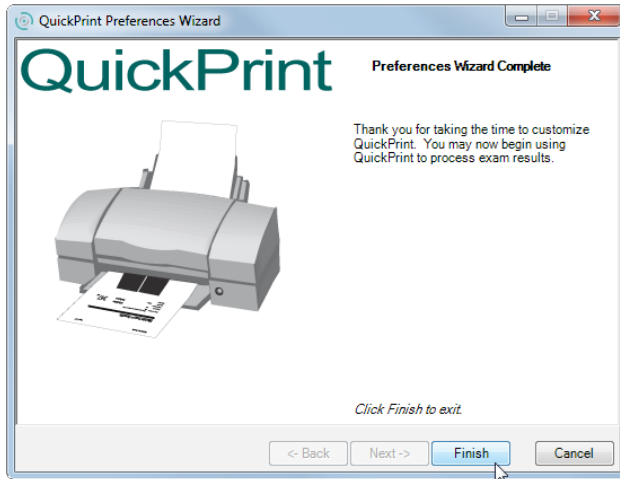
2. On the Set Your Scan Point Login page, enter your login name and password in the **User Name** and **Password** boxes, and then click **Connect**.

*Note: Do not change the default Scan Point URL on this page unless Verathon Customer Care specifically asks you to do so.*



3. After your login account has been authenticated, click **Next**.
4. On the Customize QuickPrint Prompts page, select **No, I do not wish to be prompted...**. Leave the Default Operator and Default Physician boxes empty. Click **Next** to continue.
5. On the first Customize Your Report Types page, select **No, I do not want to be prompted for a Report Type**. Leave all of the Exam Type options at their default settings. Click **Next** to continue.

6. On the Customize Your Exam Reports (Continued) page, make sure both check boxes are cleared. Click **Next** to continue.
7. On the Preferences Wizard Complete page, click **Finish**.




8. Connect the docking station or wireless hub to the computer. The computer configures the device drivers that were installed along with Scan Point QuickPrint.

---

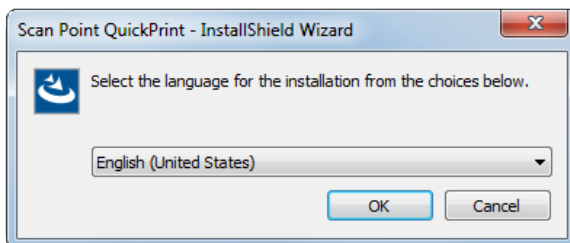
## PROCEDURE 4. UPDATE QUICKPRINT

---

Verathon sends out messages regularly through Scan Point in order to inform customers of software updates. When these messages are sent, you can read them by clicking the **Message Waiting** icon  on the QuickPrint main screen. You can also check for software updates before you receive such a message.

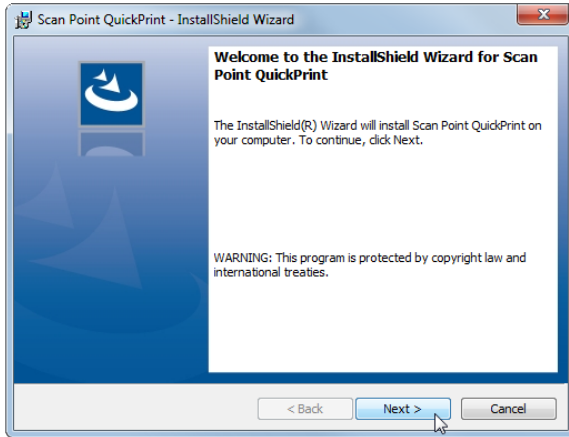
1. In the main QuickPrint window, click **Tools**, and then select **Check for Updates**.
2. If a dialog box informs you that you are already running the latest version of QuickPrint, click **OK**. Otherwise, continue to the following step.
3. If you are asked if you want to allow 7z Setup SFX to make changes to your computer, click **Yes**.
4. At each of the following two dialog boxes, when you are asked if you want to install the new version of Scan Point QuickPrint and to perform an upgrade, click **Yes**.
5. In the language selection dialog box, choose the language that the installation wizard should display, and then click **OK**. A Preparing to Install dialog box may appear at this point.

*Note: The installer now removes the old software. However, it does not remove your program settings, instrument information, or saved exams.*

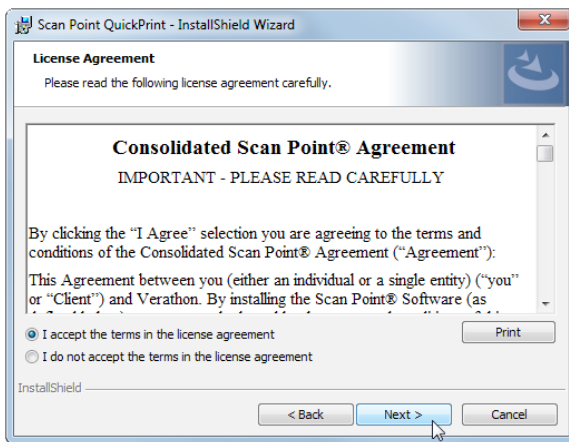




- When the Welcome page appears, click **Next**.



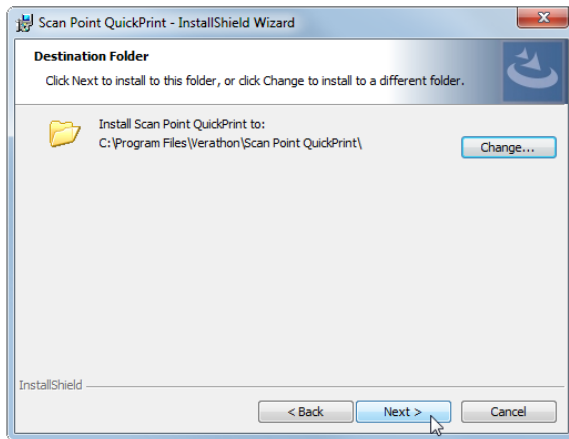
- On the License Agreement page, select **I accept the terms in the license agreement**, and then click **Next**.



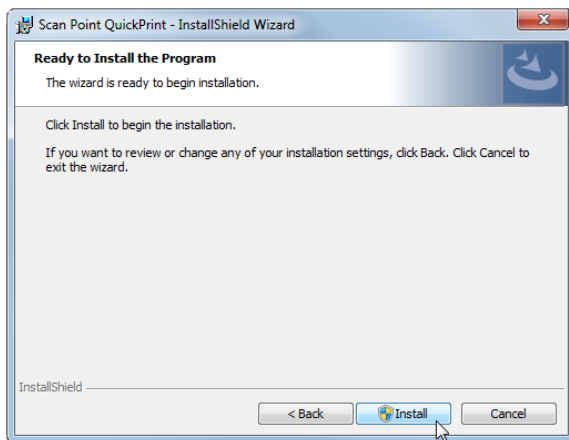
- When the Disconnect Devices page appears, ensure that you have disconnected all Verathon docking stations and wireless hubs from the computer, and then click **Next**.

9. On the Destination Folder page, verify that the installation folder is correct. If not, click the **Change** button, and then enter the desired location or browse to it. Click **OK** in order to return to the Destination Folder dialog box.

Once the installation folder is correct, click **Next**.

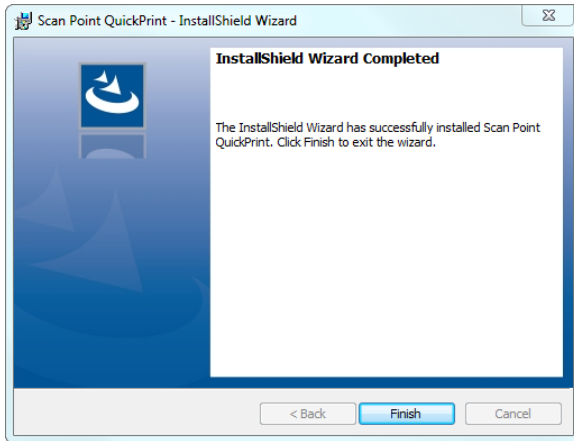


10. On the Ready to Install the Program page, click **Install**. InstallShield displays a progress bar while it installs QuickPrint.

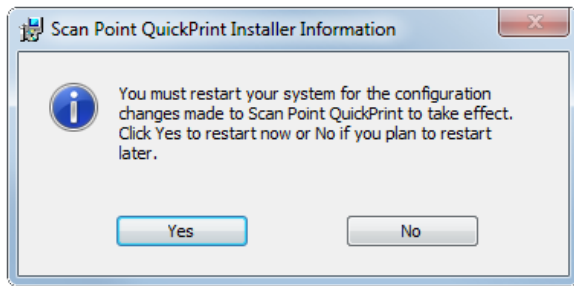


11. If you are asked whether you want the program to install the software on your computer, click **Yes**.

12. When the InstallShield Wizard Completed page appears, click **Finish**.



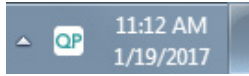
13. When you are advised that the configuration changes made to Scan Point QuickPrint require a reboot, click **Yes**.



# USING SCAN POINT QUICKPRINT

Once installed, Scan Point QuickPrint starts automatically every time you start your computer. You can verify that QuickPrint is running by confirming the presence of the Scan Point QuickPrint icon in your system tray (in the lower right corner of your screen, near the clock).

Figure 5. System Tray

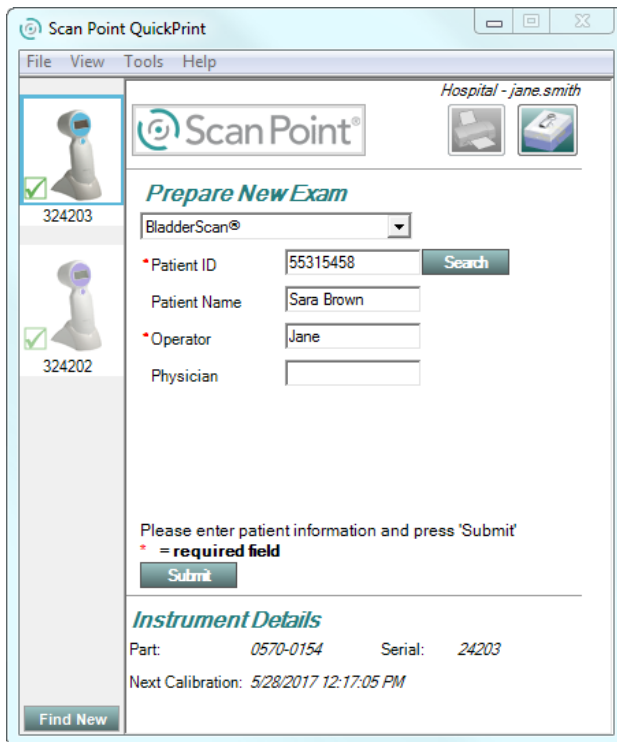


Note: Using QuickPrint requires an active Internet connection.

## THE QUICKPRINT MAIN WINDOW

The QuickPrint main window (Figure 6) provides immediate access to the status of any Verathon instruments connected to the computer via docking stations or wireless hub.












Figure 6. QuickPrint Main Window



## MAIN WINDOW CONTROLS



Table 8 provides descriptions of the controls and features found in the QuickPrint main window.

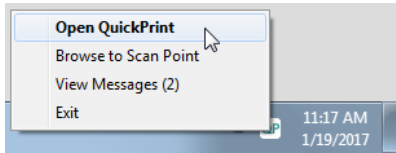
Table 8. QuickPrint Main Window Controls

CONTROL	NAME	PURPOSE
	Scan Point button	Starts Scan Point and logs you in.
	Calibrate button	Opens the Calibrate Instrument window, where you can calibrate the selected device.
	Instrument image, name, and status Indicator	<p>Represents a connected instrument and indicates its status using one or more of the following symbols:</p> <ul style="list-style-type: none"> <li>• <b>Highlighted border:</b> Selected.</li> <li>• <b>Green check mark</b>  : Ready to use.</li> <li>• <b>Blue exclamation point</b>  : Waiting for information.</li> <li>• <b>Black exclamation point</b>  : No user permissions found (see <a href="#">Troubleshooting</a> on page 45).</li> <li>• <b>Red stop sign</b>  : Transmitting or receiving information (as also shown by the progress bar). <b>Do not</b> remove the instrument from the docking station or interrupt the wireless connection.</li> </ul> <p>Clicking the image selects the instrument.</p> <p>The instrument name defaults to the instrument's serial number. If a Technical user renames the instrument in Scan Point, that name appears here instead.</p>
	Change Configuration button (9000 series systems only)	Allows configuration of instrument settings through QuickPrint (see <a href="#">Use QuickPrint to Configure Your 9000 Series System</a> on page 33)
	Update Instrument button (9000 series systems only)	Downloads and installs the most recent software update for the selected instrument.
	Find New button	Locates and displays new connected instruments.
	Message Waiting icon	Appears when QuickPrint has received one or more notification messages from the Scan Point server. Displays the number of waiting messages. Click the icon in order to view the messages.

## MANUAL STARTING OPTIONS

QuickPrint normally starts along with the computer, after it has been installed and a user has logged in. However, if it does not do so on your computer, or if you have exited and want to restart it, you can start it manually in any of the following ways:

- Double-click the **Scan Point QuickPrint** icon in your system tray  or on your Windows desktop .
- Right-click the **Scan Point QuickPrint** icon in your system tray, and then select **Open QuickPrint** from the menu that appears.



- On the **Start** menu, click **All Programs**, then **Verathon**, then **Scan Point QuickPrint**, and finally **Scan Point QuickPrint**.

Under normal use, QuickPrint remains active after it first starts. BladderScan BVI 6000 series instruments activate QuickPrint when they are placed in a docking station that is connected to the computer. You must activate QuickPrint manually to use it with BladderScan BVI 9000 series systems.

## PREFERENCES

When you install QuickPrint, the Preferences Wizard runs automatically. If you want to walk through all of your preferences and change them later, you can do so by selecting **Preferences Wizard** from the **Tools** menu within QuickPrint.

If you want to adjust individual preferences, select **Preferences** from the **Tools** menu. In the tabbed Preferences dialog box that appears, you can locate and change settings as shown later in this section.

### COMMON BUTTONS

The buttons in [Table 9](#) are available regardless of which tab is selected.

Table 9. Common Buttons, Preferences Dialog Box

BUTTON	FUNCTION
Apply Defaults	Restores all settings to the default values for your instrument team. Where no default exists for your team, the settings revert to the system-wide default values.
Save as All Users Default	Saves your current settings as the default values for your instrument team. <i>Do not click this button unless Verathon Customer Care instructs you to do so.</i>
OK	Saves your changes and exits the Preferences dialog box.
Cancel	Discards your changes and exits the Preferences dialog box.

## SCAN POINT LOGIN TAB

The Scan Point Login tab (Figure 7) defines how your copy of QuickPrint establishes contact with the Scan Point server. Table 10 describes the function of each of the controls on this tab.

Figure 7. Scan Point Login Tab

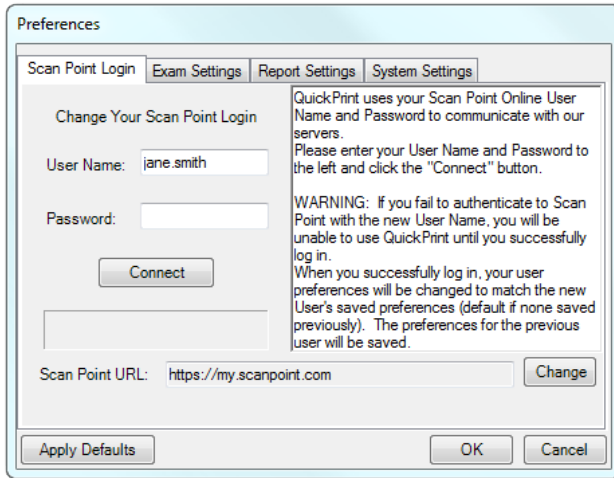


Table 10. Scan Point Login Tab Controls

CONTROL	FUNCTION
UserName box	Specifies the name that QuickPrint uses when logging in to the Scan Point server.
Password box	Specifies the password for the login name entered in the <b>UserName</b> box.
Connect button	Saves your changes and exits the Preferences dialog box.
Scan Point URL box and Change button	Specifies the URL that Scan Point uses when contacting the Scan Point server. <b>Do not change this URL unless Verathon Customer Care directs you to do so.</b>

## SYSTEM SETTINGS TAB

The System Settings tab (Figure 8) displays and determines certain operational settings for the QuickPrint software itself. Table 11 describes the function of each of the controls on this tab.

Figure 8. System Settings Tab

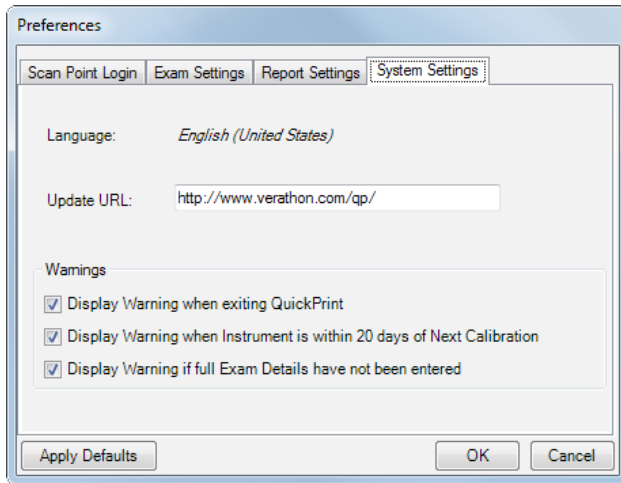


Table 11. System Settings Tab Controls

CONTROL	FUNCTION
Language indicator	Displays the language used in QuickPrint windows, dialog boxes, and messages. This value cannot be changed.
Update URL box	Specifies the URL from which QuickPrint downloads software updates. <b>Do not change this URL unless Verathon Customer Care directs you to do so.</b>
Warnings check boxes	Specifies whether QuickPrint displays an advisory warning under one or more of the following conditions: <ul style="list-style-type: none"><li>• The operator attempts to exit QuickPrint.</li><li>• The selected instrument is due for calibration in 20 days or less.</li></ul>



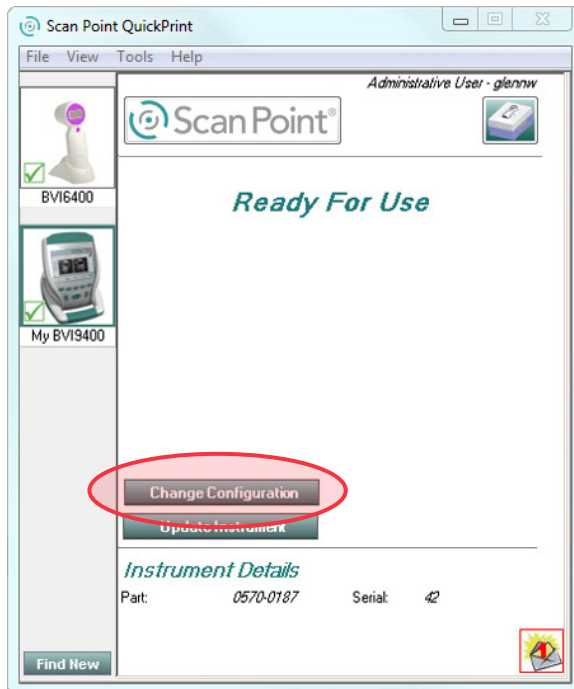
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## PROCEDURE 1. USE QUICKPRINT TO CONFIGURE YOUR 9000 SERIES SYSTEM

---

All BladderScan 9000 series configuration settings that you can change in QuickPrint can also be changed directly in the instrument itself. For information about the values available for each of these settings, refer to the operations and maintenance guide for the instrument you are configuring.

1. In the QuickPrint main window, click **Change Configuration**.



2. In the Set Instrument Configuration dialog box, in the **Language** list, select the language that should be used on the instrument's displays.
3. In the **Organization Name** box, enter the name of the facility where the instrument is installed and used.

*Note: If you want to enter accented characters or non-Latin text, you must use QuickPrint. Depending on your computer's operating system configuration, you may be able to type the desired text directly on your keyboard. If not, you can use the Windows Character Map to enter the text. To start the Character Map, click the **Start** button, then **All Programs**, then **Accessories**, then **System Tools**, and finally **Character Map**.*

4. From the **Date Format** list, select the format in which dates should appear on the instrument.
5. From the **Time Format** list, select the format in which times of day should appear on the instrument.

6. From the **UTI Rate** list, select the percentage of cases in which a urinary tract infection would be expected to develop after catheterization. The instrument uses this setting, along with the following four settings, in order to calculate the amount of money it is saving for your facility.
7. From the **UTI Cost** list, select the average cost of treating a urinary tract infection at your facility.
8. From the **Catheter Cost** list, select the average cost of a urinary catheterization procedure at your facility.
9. From the **Catheter Volume** list, select the average amount of urine that must be retained in a patient's bladder before your facility performs a catheterization.
10. From the **Currency** list, select the unit of currency that the instrument should use when calculating cost savings.
11. If this is a BVI 9400 instrument and you want to deactivate its small child scanning mode, clear the **Enable Small-Child Mode** box.
12. If you want to use the computer's internal clock to regulate the clock in the instrument, select **Resync instrument clock to my clock**.
13. Click **Save**.

---

## PROCEDURE 2. EXIT QUICKPRINT OR HIDE THE QUICKPRINT WINDOW

---

1. In the QuickPrint main window, click **File**.
2. In the **File** menu, select a command as follows:
  - If you want to leave QuickPrint running in the background, click **Close**.
  - If you want to exit QuickPrint entirely, click **Exit**.
3. If the Warning: Exiting QuickPrint dialog box appears, click **OK**.

*Note: If QuickPrint is currently running in the background and you want to exit entirely, you can also right-click on the Scan Point icon in the system tray and select **Exit**. When the **Warning: Exiting QuickPrint** dialog box appears, click **OK**.*

# TEAM ADMINISTRATION

The My Account page includes all the functions needed to manage a personal account. For Team Administrators, it also provides the functions needed to manage one or more user teams.

At the lower right of the My Account page is a panel called Manage My Team (Figure 9). In this panel, Team Administrators can perform the following tasks:

- Approve new members' requests to join the team
- Review the status of members who have been blocked after failing to answer their identity challenge questions correctly, and reinstate them to the team if appropriate
- Assign or change roles for team members
- Remove members from the team
- Create logins for new team members
- Review the status of members who need to reset their passwords
- Review the BladderScan instruments that must be calibrated or have their warranty maintenance plans updated soon

*Note: The procedures in this section all take place within the **Manage My Team** panel. They assume that you have logged in to Scan Point and clicked the **My Account** tab if necessary. Note also that the warranty replacement plan for an instrument is updated automatically unless you ask Verathon Customer Care to terminate or change it.*

Figure 9. Manage My Team Panel on My Account Page

**Manage My Team: Hospital**

Select another team: Hospital

---

**Membership Requests**

Ari Ritchie T Pending

Apply All

---

**Members Needing Review**

---

**Team Members**

Jane Smith T A

Jennifer Dockter T

Save All

**Add a login to the team**

---

**Team Settings**

Team Name: Hospital

Mark Transferred Exams as Obsolete

BladderScan® Printable: Standard

FloPoint® Printable: Summary

Patient ID Format: A-0000-AA

Save

---

## PROCEDURE 1. SET UP TEAMS A

---

Teams are made up of one or more Technical users assigned to use one or more Scan Point-enabled instruments. Specifically, a team is defined as the group of users associated with a set of instrument part numbers and serial numbers. For example, a team may include several Technical users (biomedical technicians or engineers) who calibrate and maintain a particular set of BladderScan bladder volume instruments assigned to their clinic within a larger facility.

1. Collect the following information pertaining to the new team:
  - The team name
  - The part numbers and serial numbers for the instruments that should be associated with the team
2. Contact Verathon Customer Care with the information for the new team. If necessary, visit <http://verathon.com/global-support> for the appropriate contact information.

---

## PROCEDURE 2. APPROVE A MEMBERSHIP REQUEST A

---

Users can request membership in an instrument team by clicking the **Join Another Team** button on the My Account page. Before they can use the team's instruments, the Team Administrator must approve their requests.

1. If necessary, select the appropriate team from the **Select another team** list.
2. In the Manage My Team panel, under Membership Requests, locate the name of the member you want to approve.
3. If you want to change the roles the member has requested, click the team member's name. Select the check boxes for the roles you intend to assign to the team member, and then ensure that the check boxes for the other roles are not selected.

*Note: Only the Technical User T and Team Administrator A roles are active.*

The screenshot shows a 'Membership Requests' section with two entries: Ari Ritchie and Jennifer Dockter. Ari Ritchie's status is 'Pending'. Jennifer Dockter's status is 'Approve'. Below the names is the address: 20001 North Creek Parkway, Bothell, WA 98011. To the right of the names are role selection options: 'T A' (Technical User) and 'T A' (Team Administrator). Below these are checkboxes for roles: 'C' (Clinician), 'S' (Specialist), 'T' (Technical User), 'P' (Physician), and 'A' (Team Administrator). The 'T' and 'A' checkboxes are checked. Below the checkboxes is the name 'Jdockter' and a note: 'Note: Team Admin is expecting this request and will approve.' Below the note is a 'Reason:' label and a text input field. At the bottom of the form is an 'Apply All' button.

4. From the list to the right of the team member's name, select **Approve** or **Reject**.

*Note: If you want to leave the team member's approval unresolved, leave **Pending** selected.*
5. If you want to add a note to your approval or register a reason for your rejection, enter it in the **Reason** box. If you reject the request, this note appears in the email notification message that Scan Point sends the user.
6. Click **Apply All**.

---

## PROCEDURE 3. CHANGE MEMBERSHIP STATUS A

---

Deactivating a Scan Point user's membership in an instrument team denies the user access to all instruments associated with that team. Three levels of membership deactivation are available:

- **Removal** simply removes a user from your team.
  - **Termination** removes the user from your team and notifies the administrators of all other teams in which the user is a member, so that those administrators can quickly terminate the user as well if necessary.
  - **Deactivation due to inactivity** leaves the user on your team, but removes the user's access permissions until you restore them. Every month, Scan Point notifies team administrators by email of users who have not logged in for a year or longer. If any such users have not logged in for three years, Scan Point deactivates their accounts and sends an additional notification. You can also apply this level of deactivation manually, as described in this procedure.
1. If necessary, select the appropriate team from the **Select another team** list.
  2. If you want to reactivate an inactive user, in the Manage My Team panel, under Team Members, click **Show Inactive Users**.
  3. Continuing under Team Members, click the name of the user whose status you need to change.
  4. From the list to the right of the user's name, select one of the following actions:
    - Remove
    - Terminate
    - Activate User
    - Deactivate User

---

**Team Members**

**Donald Meddick**

1511 Perimeter Rd.  
Effingham, IA 55555  
[bmccullough@verathon.com](mailto:bmccullough@verathon.com)  
(555) 555-1252  
dmeddick

**Hide Inactive Users**

Inactive

C  S  
 T  P  
 A

Change ▼  
Change  
Terminate  
Remove  
**Activate User**

---

[Save All](#)

[Add a login to the team](#)

---

5. Click **Save All**.

---

## PROCEDURE 4. CHANGE A TEAM MEMBER'S ROLES A

---

The Team Administrator can add or remove roles from any team member at any time.

1. If necessary, select the appropriate team from the **Select another team** list.
2. In the Manage My Team panel, under Team Members, click the name of the user whose team membership you want to modify.
3. In the group of check boxes to the right of the user's name, select the boxes for the roles you intend to assign to the team member, and then ensure that the boxes for the other roles are not selected.

*Note: Only the Technical User T and Team Administrator A roles are active.*

4. From the list to the right of the user's name, select **Change**.
5. Click **Save All**.

---

## PROCEDURE 5. REVIEW A SUSPENDED MEMBERSHIP A

---

Team members who forget their account passwords must reset them in order to regain access to Scan Point. Resetting a password requires answering two security challenge questions correctly, and users who cannot answer their challenge questions have their accounts and team memberships suspended. If this happens, they must first contact Verathon Customer Care to have their accounts reinstated, and then the Team Administrators of each of their instruments teams must restore their memberships.

1. If necessary, select the appropriate team from the **Select another team** list.
2. In the Manage My Team panel, under Members Needing Review, click the name of the user whose team membership you want to review.
3. If you want to change the team member's current roles, select the check boxes for the roles you intend to assign, and then ensure that the check boxes for the other roles are not selected.

*Note: Only the Technical User T and Team Administrator A roles are active.*

4. From the list to the right of the team member's name, select **Verify** or **Reject**.

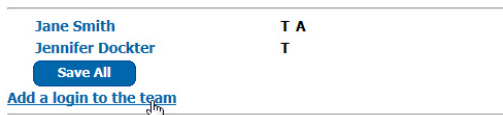
*Note: If you want to leave the team member suspended, leave **Pending** selected.*

5. If you want to add a note to your verification or register a reason for your rejection, enter it in the **Reason** box. If you reject the request, this note appears in the email notification message that Scan Point sends the user.
6. Click **Apply All**.

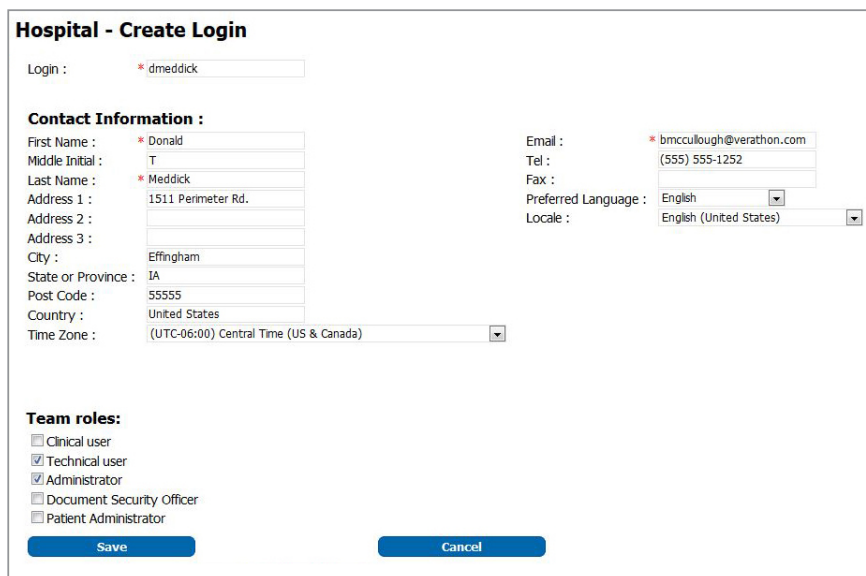
## PROCEDURE 6. ADD A NEW MEMBER ACCOUNT A

Typically, new users create their own accounts (or *logins*). However, the Team Administrator also has the option of creating a login for a new member, assigning roles and team permissions at the same time. However, if the Team Administrator creates a login for a user, the user must still replace the assigned temporary password after logging in for the first time.

1. If necessary, select the appropriate team from the **Select another team** list.
2. In the Manage My Team panel, under Team Members, click **Add a login to the team**.



3. In the **Login** box on the Create Login page, enter a new login ID.

A screenshot of a web form titled 'Hospital - Create Login'. The form has several sections: 'Login' with a text box containing 'dmeddick'; 'Contact Information' with fields for First Name (Donald), Middle Initial (T), Last Name (Meddick), Address 1 (1511 Perimeter Rd.), City (Efingham), State or Province (IA), Post Code (5555), Country (United States), and Time Zone (UTC-06:00 Central Time (US & Canada)); Email (bmccullough@verathon.com), Tel ((555) 555-1252), and Preferred Language (English); and 'Team roles' with checkboxes for Clinical user, Technical user (checked), Administrator (checked), Document Security Officer, and Patient Administrator. There are 'Save' and 'Cancel' buttons at the bottom.

4. In the **First Name** box, enter the new user's given name.
5. In the **Last Name** box, enter the new user's surname or family name.
6. In the **Email** box, enter the new user's email address.
7. From the **Time Zone** list, select the time zone in which the new user typically works.
8. In the remaining boxes in the **Contact Information** section, enter the rest of the new user's information.
9. In the **Team Roles** section, select the check boxes for the roles you intend to assign to the new user, and then make sure the check boxes for the other roles are not selected.

*Note: Only the Technical User T and Team Administrator A roles are active.*

10. Click **Save**.

Scan Point sends the new user an email notification message containing a temporary password. After logging in for the first time, the user must change this password.

# INSTRUMENT MAINTENANCE

BladderScan instruments require the following periodic maintenance activities:

- Appropriate cleaning after use (see the instrument’s operations and maintenance manual for details)
- Weekly inspection for cracks or other damage (see the instrument’s operations and maintenance manual for details)
- Annual calibration to ensure accurate clinical results

Scan Point sends Technical users automatic email notification messages listing the instruments that are due for calibration within the next 35 days. When a Technical user schedules an instrument for calibration, Scan Point sends an automatic email notification message to the administrator of the team associated with that instrument three days before the calibration date. This gives the Team Administrator time to prepare the instrument for pickup.

The annual calibration process for these instruments takes approximately 15 minutes. You can calibrate your instrument as often as you like; you do not have to wait for the next scheduled calibration date. However, at a minimum, you should observe the recommended calibration schedule for your instruments in order to maintain accuracy.

*Note: On BladderScan BVI 6000 series instruments, you cannot perform exams if the calibration period has expired.*

Your My Instruments page (Figure 10) allows you to view calibration status, schedule calibrations, and view warranty details for all instruments assigned to your account.

From the My Instruments page, Technical users can perform the following tasks:

- Schedule instruments for calibration
- View calibration reports
- Inspect the application update history (BladderScan BVI 9000 series systems only)

By clicking the appropriate column heading on the My Instruments page, you can sort instruments in ascending or descending order by **Type**, **Serial Number**, **Identifier**, **Service Due Date**, **Scheduled Service Date**, or **Scan Point Service Plan**.

Figure 10. My Instruments Page

The screenshot shows the 'My Instruments' page with a table of instrument data. The table has columns for Model, S/N, Identifier, Service Due Date, Schedule Service, and Scan Point Plan. Annotations with red arrows point to specific elements: 'Click to display the application update history.' points to a plus sign in the Model column; 'Click to schedule a calibration.' points to the 'Schedule' button in the Schedule Service column; and 'Click to view the calibration certificate.' points to the 'Certificate' button in the Schedule Service column.

Model	S/N	Identifier	Service Due Date	Schedule Service	Scan Point Plan
BVI 6400	14619		Expired 5/23/2011	Schedule	Scan Point Plan ...
+ BVI 6400	00001420		Save Expired 2/4/2017	Schedule	Scan Point Plan ...
+ BVI 9600	00002846		Save Expired 12/28/2016	Schedule	Scan Point Plan ...
+ BVI 6400	00001461		Save 1/26/2018	Certificate	Scan Point Plan ...
+ Scan Point® Remote	00002823		Save Expired 2/2/2017	Schedule	Scan Point Plan ...

Contact  
John Doe (Account Administrator and Technical Administrator)

The My Instruments page is the default home page for Technical users. This page displays a list of instruments assigned to your account, arranged in reverse chronological order by calibration expiration date and grouped by model and serial number.



Clicking the + sign at the beginning of each row opens the Application Update History page for the instrument in that row (Figure 11).

Figure 11. Application Update History

My Instruments						
Model	S/N	Identifier	Service Due Date	Schedule Service	Scan Point Plan	
- BVI 9600	00002853	<input type="text"/>	Expired 2/3/2017	<a href="#">Schedule</a>	<a href="#">Scan Point Plan ...</a>	<a href="#">Save</a>
Application Updates	Date Uploaded	Application File Name	Version	Login Name		
Sent	12/28/2009 3:42:03 PM	Aim_BL.bmp	2.0.0.5	mfg mfg		
Sent	12/28/2009 3:42:04 PM	Aim_BL_Flash.bmp	2.0.0.5	mfg mfg		
Sent	12/28/2009 3:42:04 PM	Aim_BM.bmp	2.0.0.5	mfg mfg		
Sent	12/28/2009 3:42:04 PM	Aim_BM_Flash.bmp	2.0.0.5	mfg mfg		
Sent	12/28/2009 3:42:05 PM	Aim_BR.bmp	2.0.0.5	mfg mfg		
Sent	12/28/2009 3:42:05 PM	Aim_BR_Flash.bmp	2.0.0.5	mfg mfg		
Sent	12/28/2009 3:42:06 PM	Aim_ML.bmp	2.0.0.5	mfg mfg		
Sent	12/28/2009 3:42:06 PM	Aim_ML_Flash.bmp	2.0.0.5	mfg mfg		
Sent	12/28/2009 3:42:07 PM	Aim_MR.bmp	2.0.0.5	mfg mfg		
Sent	12/28/2009 3:42:07 PM	Aim_MR_Flash.bmp	2.0.0.5	mfg mfg		
Sent	12/28/2009 3:42:08 PM	Aim_TL.bmp	2.0.0.5	mfg mfg		
Sent	12/28/2009 3:42:08 PM	Aim_TL_Flash.bmp	2.0.0.5	mfg mfg		
Sent	12/28/2009 3:42:09 PM	Aim_TM.bmp	2.0.0.5	mfg mfg		
Sent	12/28/2009 3:42:09 PM	Aim_TM_Flash.bmp	2.0.0.5	mfg mfg		
Sent	12/28/2009 3:42:09 PM	Aim_TR.bmp	2.0.0.5	mfg mfg		
Sent	12/28/2009 3:42:10 PM	Aim_TR_Flash.bmp	2.0.0.5	mfg mfg		
Sent	12/28/2009 3:42:10 PM	amode_oriented_sag.bmp	2.3.0.6	mfg mfg		
Sent	12/28/2009 3:42:14 PM	CalNoData.bin	2.0.0.5	mfg mfg		
Sent	12/28/2009 3:42:23 PM	Chinese (Simplified).resources	2.3.0.6	mfg mfg		
Sent	12/28/2009 3:42:24 PM	Chinese (Traditional).resources	2.3.0.6	mfg mfg		
Sent	12/28/2009 3:42:25 PM	Czech.resources	2.3.0.6	mfg mfg		
Sent	12/28/2009 3:42:26 PM	Danish.resources	2.3.0.6	mfg mfg		
Sent	12/28/2009 3:42:27 PM	Dutch.resources	2.3.0.6	mfg mfg		
Sent	12/28/2009 3:42:28 PM	DuxRecord.dll	2.6.0.2	mfg mfg		
Sent	12/28/2009 3:42:33 PM	Finnish.resources	2.3.0.6	mfg mfg		
Sent	12/28/2009 3:42:34 PM	French.resources	2.3.0.6	mfg mfg		
Sent	12/28/2009 3:42:35 PM	German.resources	2.3.0.6	mfg mfg		
Sent	12/28/2009 3:42:36 PM	GPIO270.dll	2.0.0.5	mfg mfg		
Sent	12/28/2009 3:42:37 PM	Greek.resources	2.0.0.5	mfg mfg		
Sent	12/28/2009 3:42:39 PM	House.bmp	2.0.0.5	mfg mfg		
Sent	12/28/2009 3:42:39 PM	Hungarian.resources	2.3.0.6	mfg mfg		
Sent	12/28/2009 3:42:40 PM	Italian.resources	2.3.0.6	mfg mfg		



The Application Update History lists all the software upgrades performed on an instrument, allowing Technical users to track all software upgrade activity for the instrument.

## PROCEDURE 1. VIEW CALIBRATION CERTIFICATES

On the My Instruments page, you can display and review the most recent calibration certificate for each instrument associated with your team.

1. Log in to Scan Point.
2. If necessary, click the **My Instruments** tab.
3. In the list of instruments on the My Instruments page, click the **Certificate** link for any instrument. Scan Point displays the current calibration certificate for that instrument.

*Note: If no **Certificate** link appears for an instrument, no certificate is available for that instrument.*



**Calibration Report**

<b>Calibration Result:</b>	<b>Success</b>
Calibration Date:	1/26/2017
Expiration date:	1/26/2018
Model Number:	BVI 6400
Serial Number:	00001461

**Tests:**

Control Functionality:	<b>PASS</b>
Cradle Communication:	<b>PASS</b>
Device Communication:	<b>PASS</b>
Device Flash RAM:	<b>PASS</b>
Device ROM:	<b>PASS</b>
Device DSP:	<b>PASS</b>
Device Self-Test:	<b>PASS</b>
Device Application Upload:	<b>PASS</b>
Device Application Execution:	<b>PASS</b>
Upload to Web:	<b>PASS</b>
Image Acquisition:	<b>PASS</b>
Image Intensity:	<b>PASS</b>
Image Alignment:	<b>PASS</b>

**All Tests PASSED**

Customer Name:	Horizon Project
Customer Address:	20001 North Creek Parkway

[Print](#)

## PROCEDURE 2. SCHEDULE A CALIBRATION T A

1. On the My Instruments page (Figure 10), click the **Schedule** link for the instrument you want to schedule for calibration.
2. In the text box that appears in place of the link, enter the desired calibration date (by either typing it in or clicking in the box and using the calendar that appears).
3. Click the **Save** link just below the text box.

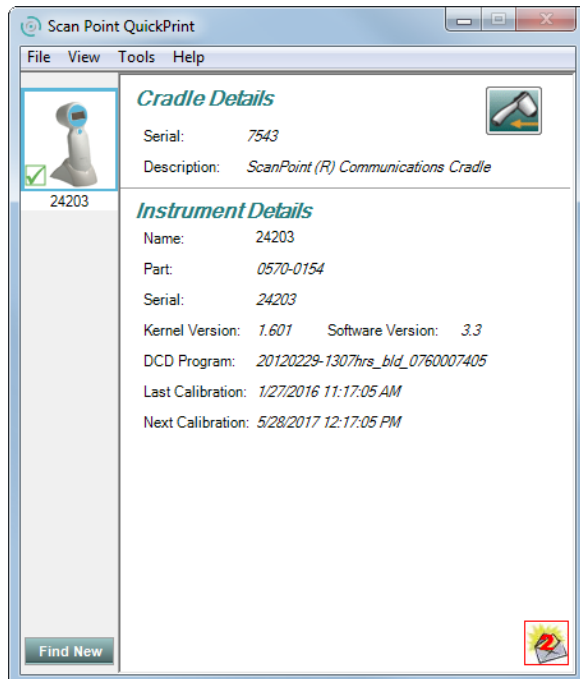
My Instruments						
Model	S/N	Identifier	Service Due Date	Schedule Service	Scan Point Plan	
+ BVI 6400	14619	<input type="text"/>	Save	Expired 5/23/2011	Schedule	Scan Point Plan ...
+ BVI 6400	00001420	<input type="text"/>	Save	Expired 2/4/2017	Schedule	Scan Point Plan ...
+ BVI 9600	00002846	<input type="text"/>	Save	Expired 12/28/2016	Schedule	Scan Point Plan ...
+ BVI 6400	00001461	<input type="text"/>	Save	1/26/2018	Certificate	05/01/2017 Save Discard
+ Scan Point® Remote	00002823	<input type="text"/>	Save	Expired 2/2/2017	Schedule	Scan Point Plan ...


Contact  
**John Doe** (Account Administrator and Technical Administrator)

## PROCEDURE 3. VIEW CALIBRATION STATUS IN QUICKPRINT T A

1. Place the instrument in the docking station or wireless hub as appropriate.
2. From the **View** menu in the QuickPrint main window, select **Instrument Details**. The Instrument Details window lists information for both the docking station and instrument.

*Note: The notes on Kernel Version, Software Version, and DCD Program are used by Verathon Customer Care only.*



3. Click the **Return to Instrument Overview**  button in order to return to the QuickPrint main window.

## INSTRUMENT CALIBRATION T

For instructions on how to calibrate a BladderScan instrument, refer to the operations and maintenance manual provided with that instrument. The current edition of each manual is available at <http://verathon.com/product-documentation/>.

# TROUBLESHOOTING & HELP RESOURCES

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## HELP RESOURCES

Verathon provides an extensive array of customer care resources, described in [Table 12](#).

Table 12. Verathon Help Resources

RESOURCE	DESCRIPTION
Quick Reference Cards	Summary of procedures for using an instrument.
Verathon.com	The Product Documentation page on the Verathon Web site ( <a href="http://verathon.com/product-documentation">verathon.com/product-documentation</a> ) provides the latest use instructions for your system and software.
Scan Point Software Install CD	Installs Scan Point QuickPrint and instrument drivers
In-Service CDs or USBs	Available for all Verathon devices. Includes instructions for use.
Scan Point ( <a href="https://my.scanpoint.com">https://my.scanpoint.com</a> )	Scan Point provides: <ul style="list-style-type: none"><li>• The ability to calibrate Scan Point-enabled instruments online, at your facility, anytime you wish</li><li>• The capability to download software upgrades for your instrument, when they are available</li></ul>
System Diagnostics	This tool checks your system and lets you know of any problems or needed updates. For more information, see <a href="#">Real Time System Diagnostics</a> on page 46.

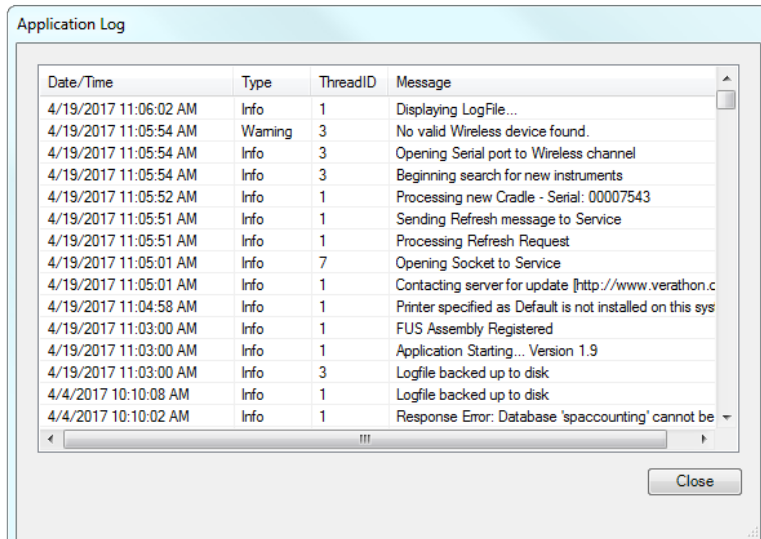
# TROUBLESHOOTING

The following sections provide information that may be helpful in diagnosing problems with Scan Point or Scan Point QuickPrint.

## REAL TIME SYSTEM DIAGNOSTICS

If you are experiencing problems, Verathon Customer Care may request permission to view your application log. After you consent to providing this information to Verathon, the log is transmitted automatically to Verathon Customer Care (Figure 12).

Figure 12. Application Log



The application log has a record of all the actions the Scan Point program has performed. There is no patient health information included. You can see your application log in QuickPrint by selecting **Application Log** from the **View** menu.

## FREQUENTLY ASKED QUESTIONS

Table 13 lists common issues (questions or functional problems) along with explanations and suggestions for resolving them. If you cannot find a solution here, contact your local Verathon representative or Verathon Customer Care.

Table 13. Common Issues and Solutions

ISSUE	SOLUTION
After the software install CD is inserted into the CD drive, the installation window does not appear.	<ol style="list-style-type: none"> <li>From the Windows desktop, open <b>My Computer</b>.</li> <li>Double-click your CD drive icon.</li> <li>Double-click the <b>setup.exe</b> file.</li> </ol>
When I enter my Scan Point user name and password into QuickPrint, I get a message, "Warning! Authentication Failed."	<p>Try the following:</p> <ul style="list-style-type: none"> <li>Double-check that your user name and password are spelled correctly.</li> <li>Verify that you have an active Internet connection. For example, try launching your browser and navigating to a common web site.</li> </ul> <p>If you still cannot log in, contact your Team Administrator.</p> <p>If the Team Administrator cannot resolve the issue, contact Verathon Customer Care.</p>
The Scan Point icon does not appear in the system tray.	<p>Verify that neither of the following is true:</p> <ul style="list-style-type: none"> <li>The QuickPrint window is open in the background. Look for a <b>Scan Point</b> icon on your task bar, and click it to bring the QuickPrint window to the front.</li> <li>You have exited QuickPrint (no QuickPrint icon is open either on the taskbar or in the system tray).</li> </ul>
I can't reach the Scan Point Web site.	<p>Verify that you have an active Internet connection. For example, try launching your browser and navigating to a common Web site.</p> <p>If that works, but you still cannot access Scan Point, contact your Team Administrator for login assistance.</p>
Some menu options are not available.	<p>You have access to only the features associated with your user role. Refer to <a href="#">Scan Point User Roles</a> on page 5 for more information.</p>
My account has expired, and I need to renew it.	<p>Contact Verathon Customer Care.</p>
I want or need to remove QuickPrint from my computer.	<p>Complete the following steps:</p> <ol style="list-style-type: none"> <li>From the Windows Start menu, select <b>Control Panel</b>.</li> <li>In the Control Panel, double-click <b>Add or Remove Programs</b>.</li> <li>Locate <b>Scan Point with QuickPrint</b> in the software list, and then click to highlight it.</li> <li>Click the <b>Remove</b> button to remove Scan Point with QuickPrint.</li> </ol>

ISSUE	SOLUTION
QuickPrint does not start.	Exit all web browsers and restart QuickPrint.
I can't log in to Scan Point.	<p>Try entering your user name and password again, double-checking that spelling and capitalization are correct.</p> <p>If you cannot remember your login name or password, contact Verathon Customer Care.</p>
My Scan Point session expired, but I did not log out.	Your Scan Point session has timed out because it was idle for over 12 hours. Close the Scan Point browser window, and then log in again.
An instrument does not communicate with QuickPrint.	<p>Check the connections between the docking station or wireless hub and the USB port on your computer.</p> <p>Cycle power on the device that the BladderScan system uses for communication with QuickPrint. For BladderScan BVI 6000 series docking stations, disconnect the USB cable. For BladderScan 9000 series wireless hubs, disconnect the power cord. Wait 30 seconds, and then restore the USB or power connection.</p> <p>If you are running QuickPrint on a laptop computer, try connecting the instrument through an externally powered USB hub. Electric current available through the USB ports on some laptop computers can be limited.</p> <p>Verify that QuickPrint software is installed and running on your computer.</p>
QuickPrint displays a black exclamation point next to the image of a specific instrument.	The serial number of the instrument, the active login account, and the customer account do not match. Contact Verathon Customer Care for assistance.
Scan Point does not display details for a specific instrument.	You are not a member of the team that owns the instrument. On the My Account page, click <b>Join Another Team</b> . Enter the serial number of the instrument in the <b>Serial Number</b> box to request membership in the team associated with the instrument.
I can't log in to Scan Point.	If you have tried to log in unsuccessfully three times, and have then been unable to answer the security challenge questions that Scan Point displayed, your account is locked for security reasons. You must contact Verathon Customer Care in order to restore the account, and then contact your Team Administrators in order to restore your team memberships.

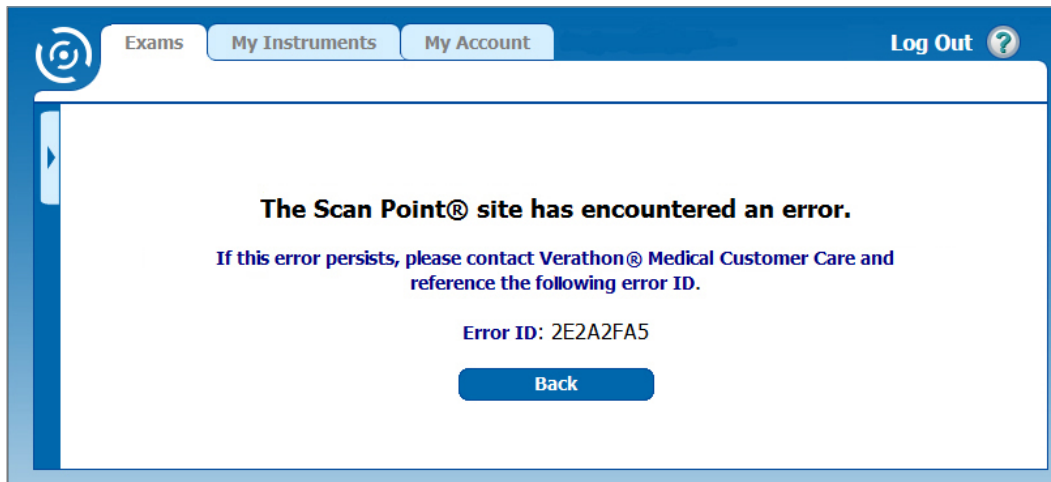


## ERROR MESSAGES

The Scan Point web site can display error messages such as the message shown in [Figure 13](#). These messages contain diagnostic error ID codes for use by Verathon Customer Care.

If an error message appears, close the browser, restart it, and then log in to Scan Point again. If the error message persists, make a note of the error ID number, and then contact Verathon Customer Care for assistance.

Figure 13. Scan Point Site Error Message



QuickPrint can also display error codes when software or system errors occur. [Table 14](#) lists QuickPrint error codes with solutions you can apply directly. If QuickPrint displays one of these error codes, try to correct the error using the solution shown in the table. If the error persists, or if QuickPrint displays an error code not shown in the table, contact Verathon Customer Care.

Table 14. Scan Point QuickPrint Error Codes

CODE	ISSUE	SOLUTION
0000	A minor error has occurred.	Restart your computer, and then start QuickPrint again.
0002	An installation or system configuration error is preventing QuickPrint from reading necessary information.	Remove QuickPrint, and then reinstall it.
0016	QuickPrint was unable to communicate with the Scan Point server.	Check the computer's Internet connection.
0021	QuickPrint does not have sufficient system permissions to run.	Ensure that you have been granted Windows administrative permissions. If not, ask your system administrator to grant you those permissions, and then try again.
0022	The QuickPrint service has reported a low-level communication error.	Remove QuickPrint, and then reinstall it.
0024	QuickPrint cannot communicate with the Scan Point docking station.	Verify that no USB devices other than Verathon docking stations and wireless hubs are connected to the computer.
0027	QuickPrint could not update the instrument to the latest software version.	Make sure that the latest version of QuickPrint is installed, and then try updating the instrument again.
1721	The QuickPrint installer cannot finish installing the software.	Verify that your operating system meets the platform requirements. If it does, try the installation again.

## NOTIFICATION OF TEAM MEMBERSHIP TERMINATION

When a Team Administrator removes a user from a team, Scan Point sends automatic email notification messages to the administrators of all other teams that include the user as a member. Each of these messages includes a link that the Team Administrator can click to confirm the user's membership in that team.

# GLOSSARY

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TERM	DEFINITION
ANSI	<b>American National Standards Institute</b> (ansi.org), the United States standards organization and the U.S. member of the International Standards Organization (ISO).
DCM	<b>Data Collection Module</b> , the scanning components - hardware and software - of the BladderScan bladder volume instrument.
DHR	<b>Device History Record</b> , a record generated for each instrument beginning with the steps in the manufacturing process and continuing through the life of the instrument. Verathon uses DHRs to track instrument ownership, usage, and maintenance history.





