

Caption Health

2000 Sierra Point Parkway

8th Floor

Brisbane, CA 94005 USA

Caption AI: Software Upgrade User Instructions

Thank you for choosing Caption Health. This guide will help you prepare to upgrade your software to the latest released version. The upgrade process will take place by your connecting the Terason uSmart 3200t Ultrasound System to us through an internet connection prior to working with our support team to perform the remote update.

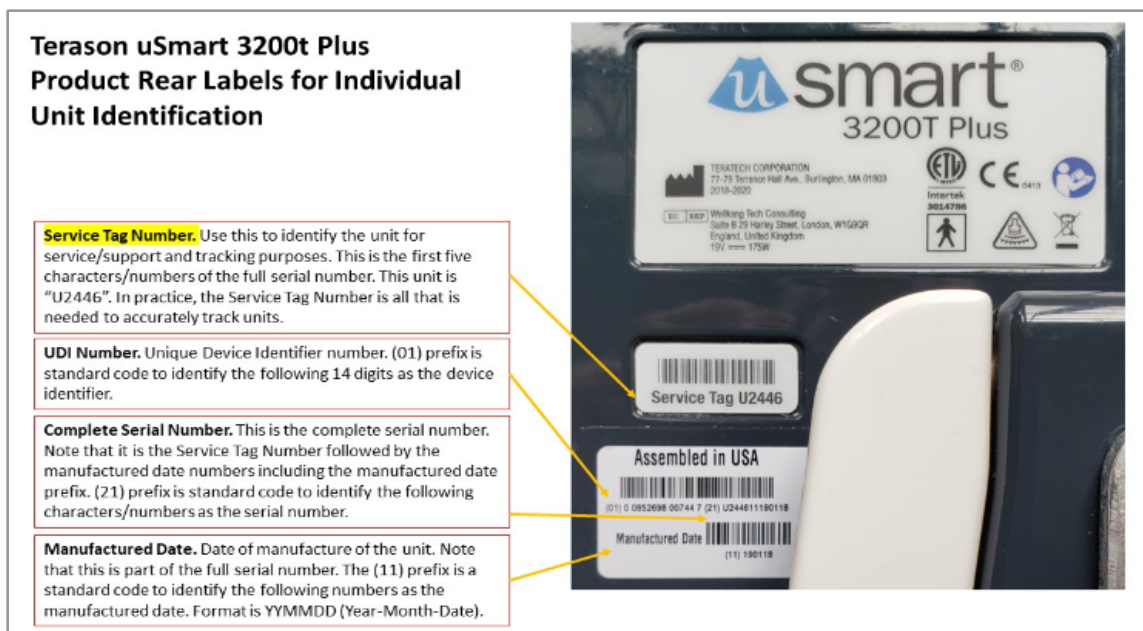
WARNING: Upgrading to the latest version will delete any existing patient study data on the device(s) that will be upgraded. Please ensure that you have successfully exported your data to your PACS server prior to upgrading.

The upgrade will also remove your DICOM settings and user-defined presets. Make a record of these settings so you can restore them after the upgrade.

If you require assistance from us in performing the export, please inform us using the support contact information at the end of this document.

Before your scheduled meeting time, please complete the following steps:

1. Find the Service Tag Number of the unit(s) you wish to upgrade:



2. Turn on the Terason device, connect the probe, and connect the device to the internet using either Wi-Fi or an Ethernet cable.

3. Launch the Caption Health support app by clicking the link on the Desktop called "Caption Health Remote Support". TeamViewer QuickSupport should start downloading automatically once the link is opened.

4. Open the TeamViewerQS.exe file:



If you get the following error, click on **"Show running TeamViewer"**. (This error can occur if your site has installed another version of TeamViewer for their own device management.)

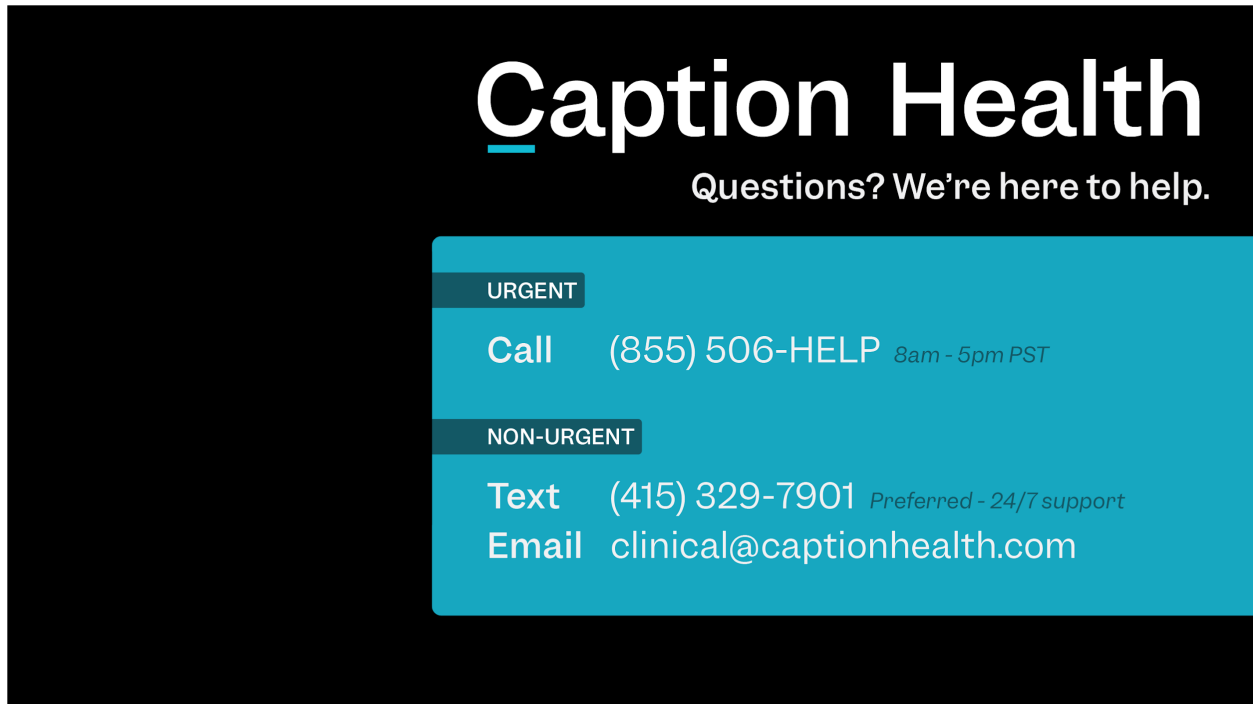


5. TeamViewer QuickSupport should open to a screen that looks like this:



6. Note your TeamViewer QuickSupport **ID and Password**. When you connect with Caption Health support personnel, please provide this information and the team will guide you through the remaining steps.

To reach our support team, you may use the following information:



Caption Health
Questions? We're here to help.

URGENT

Call (855) 506-HELP *8am - 5pm PST*

NON-URGENT

Text (415) 329-7901 *Preferred - 24/7 support*

Email clinical@captionhealth.com