

Caption Health

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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 software upgrade will be performed by our support team, remotely. To conduct upgrade process, we will require you to connect the Terason 3200t ultrasound system to us through an internet connection.

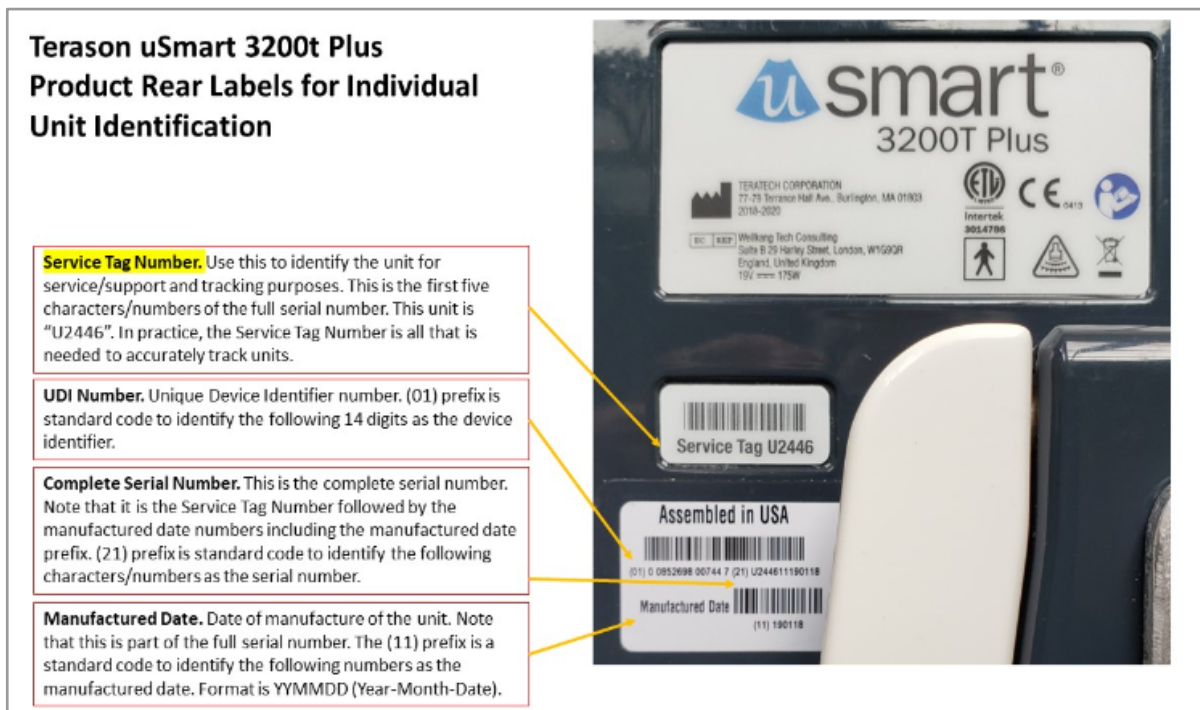
WARNING: Upgrading to the latest version will delete any existing patient study data on the device(s) that will be upgraded. Please ensure that you have successfully exported your data to your PACS server prior to upgrading.

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 listed above.

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

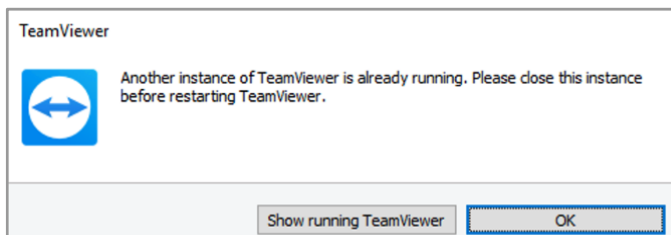
1. Find the **Service Tag Number** of the unit(s) you wish to upgrade:



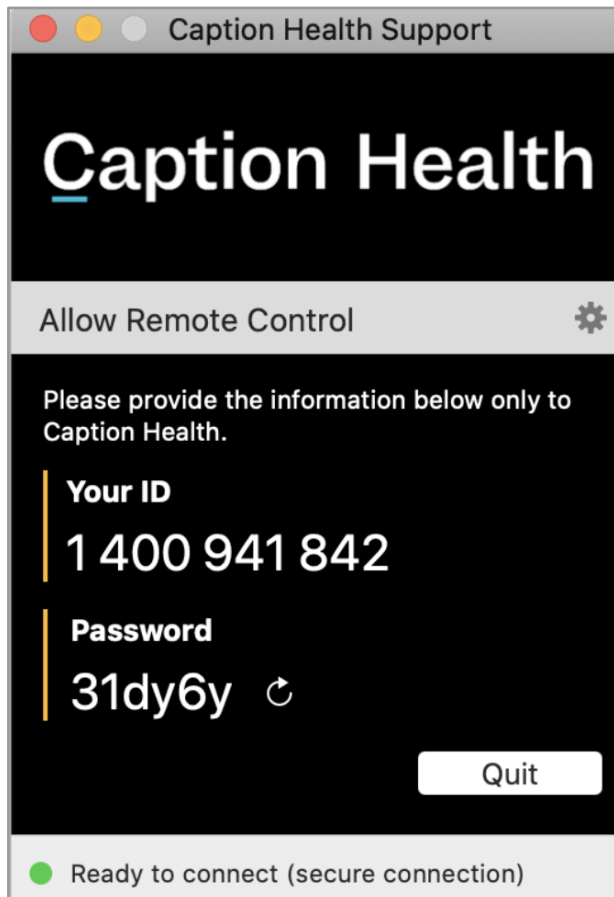
2. Turn on the Terason device, connect the probe, and connect the device to the internet using either Wi-Fi or an Ethernet cable.
3. Launch the Caption Health support app by clicking the link on the Desktop called "**Caption Health Remote Support**". TeamViewer QuickSupport should start downloading automatically 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:

A graphic with a black top section and a teal bottom section. The top section contains the 'Caption Health' logo in white, with a blue underline under the 'C'. Below the logo is the text 'Questions? We're here to help.' in white. The teal section contains contact information in white text: 'Text or Call: 855-506-4357', 'Best time for phone 8am – 8pm Eastern (US)', 'Or text anytime', and 'Email: support@captionhealth.com'.

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