tytocare™
Health is in your hands

TytoPro User Guide

TytoCare Base Unit

Version 1.0

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Important

This User Guide is subject to periodic review, update and revision.

The user of this product has sole responsibility for any malfunction that results from improper use, faulty maintenance, improper repair, unauthorized service, damage, or alteration by anyone other than Tyto Care Ltd. (TytoCare).

The safety, reliability, and performance of this device can only be assured under the following conditions:
- The device has been used for its indicated use and according to the operating instructions in this User Manual.
- All fittings, extensions, readjustments, changes, or repairs have been carried out by a TytoCare authorized representative.

This product is protected by the following US patent applications: US 8,953,837 and US-2013-0338447 and other pending US patents.

The device complies with requirements of IEC/EN 60601-1 for general requirements for safety of medical electrical equipment (Type BF applied part, mode of operation: spot measurement, degree of mobility: portable). The unit has IEC 60601-1-2 Class A compliance.

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PLEASE READ THIS USER MANUAL BEFORE OPERATING THE SYSTEM.

1. General Safety Messages

⚠️   **Warnings:** A **warning** indicates precautions to avoid the possibility of personal injury or death.

If the device packaging, the device itself or any of its accessories are damaged or not intact – do not use the device.
Do not immerse the device or any of its accessories in water or in any other liquid. Do not use a wet device. If the device becomes wet, wipe off all moisture and allow at least 48 hours to dry before operating.
The system contains no user-serviceable components. Do not disassemble, service or repair this product or any of its parts.
Disposal of this device should be performed in accordance with local regulations.
If device is not working as expected, discontinue use. Refer servicing to qualified service personnel.
Use the equipment only for the purpose described, as explained in this user manual.
Do not use accessories which are not supplied or recommended by the manufacturer.
Do not remove the covers of the device components.
Only perform maintenance procedures specifically described in this user manual.
Do not use device during defibrillator use.
Do not use the device on an open wound or on infected skin.

Keep these instructions for use.

⚠️   **Cautions:** A **caution** indicates a condition that may lead to damage to equipment, or a lower quality of treatment.

Connect only authorized accessories to the device.
If the LCD screen is broken or cracked, please contact TytoCare Support.
If the LCD screen is dirty, clean the screen with a dry cloth or towel.
If the device does not turn on or initialize properly, or the Splash screen does not appear as shown, or it cannot be turned off, contact TytoCare Support.
If the audible speaker does not sound briefly during system initialization, contact TytoCare Support.
The Restore to Factory Defaults action from the menu will erase all device settings and data and will restore the device to its initial as-new state.
Use 70% alcohol moisture wipes for disinfection of the device if in contact with skin.
Contact with solvents can cause severe deterioration of the plastic parts and malfunctioning of the instrument and accessories.
Examinations cannot be done while the device is charging.
Use only the charger provided with the device. If the device does not charge, contact TytoCare Support.
Use only a secured Wi-Fi network such as WPA2 wireless encryption.
If data or instructions are not displayed on the iPhone during an examination, view the device screen.

Notes: A **note** provides other important information.

If for any reason you cannot perform the connection between the device and the TytoCare App, contact TytoCare Support.

When performing a measurement, a date and time stamp is automatically included with the recording. If you do not see the date and time of the recording, contact TytoCare Support.

The device connection screen in the TytoCare App should only be used to connect to another device or to disconnect from an existing device.

Storage and operating conditions: 0°-40° Celsius / 15-93% humidity.

When charging, the activity LED should be orange, and when charging is complete, it should turn green.

The device is a class II device intended for use under prescription.

The device complies with wireless standard IEEE 802.11 g/n (2.4GHz).

Repair Policy

When under warranty, repair and service must be performed by TytoCare. When the TytoCare warranty is not applicable, repairs may be made by TytoCare or authorized representatives, on a parts and labor basis. The device has a one-year warranty.

Warning: Do not remove the covers of the device components. Only perform maintenance procedures specifically described in this User Guide.

Disclaimer

Information provided by TytoCare is believed to be accurate and reliable. However, TytoCare assumes no responsibility for the use of such information, nor for any infringements of patents or other rights of third parties, that may result from its use.

FCC Radio frequency interference statement

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

⬚ Reorient or relocate the receiving antenna.

⬚ Increase the separation between the equipment and receiver.

⬚ Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

⬚ Consult the dealer or an experienced radio/TV technician for help.

TytoCare Inc. is not responsible for any radio or communication interference caused by using other than specified or recommended cables and battery or by unauthorized changes or modifications to this equipment. Changes or modifications not expressly approved by the manufacturer could void the user's authority to operate the equipment.

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference, and

2. This device must accept any interference received, including interference that may cause undesired operation.

2. Product Overview

The TytoCare Base Unit [is] a user-friendly electronic device that allows you to perform examinations, and to optionally transmit these sound, video or image data to a medical professional in another location.

The Base Unit is used with additional add-on units to perform the following types of examinations:

- Lungs
- Heart
- Heart Rate
- Ears
- Throat
- Temperature
- Skin
- General audio auscultation

The Base Unit connects to your mobile device (iPhone, iPad, iPad mini or iPod touch) to facilitate the process of communicating examination data and performing an online visit with the clinician.

This device is designed for use in a clinical environment. It can be used in a number of scenarios:

- By an individual clinician/medical professional at his clinic
- By a clinician/healthcare professional, who forwards exam data to another healthcare professional for later analysis
- By a clinician/healthcare professional, who collaborates online with another healthcare professional during or after the exams

2.1. Intended use and indications for use

The device is the base unit that, when coupled with add-on devices, allows the performance of examinations, and the transmission of the resulting data. The exams may be conducted by a clinician at one location on a network, who can listen to the auscultation sounds of a patient on site or at a different location on the network, with the signal carried on a connection between the two locations. The TytoPro device is intended for use by professional users in a clinical environment or at patients' homes.

3. What's in the Box

Base Unit		Includes an LCD touch screen, main processing unit, rechargeable battery, camera, illumination, sensors and connector which is used to mount the add-on devices (see ***Section 8.5.2. Exams and Add-Ons User*** Guides), and which is held when taking an exam
Otoscope		Add-on device for ears exam
Stethoscope		Add-on device for heart and lungs auscultations
Tongue Depressor		Optional tool for throat exam, including a re-usable holder, and a disposable blade
Platter		Holder for device and add-ons. To be used during examinations

Disposables	• 10 adult ear specula • 10 child ear specula • 10 adult tongue depressor blades • 10 child tongue depressor blades
Carrying Case	Holds the entire TytoCare product, including base unit, add-ons, disposables, and can also be used as a mobile stand, to hold the iPhone during examination and online virtual visit

④ Charger

Used to charge base unit. The charger is equipped with a 110V adaptor plug. Please install it on the power supply box before charging.

To charge the base unit, connect the power supply plug into the wall electrical wall socket, and the cord plug into the charger socket in device, as seen in this picture:

📝 **Note:** The device base unit comes pre-charged. If it does not power on initially, you can connect the charging cable to the base unit to recharge it. You cannot perform exams during the charging process.

It is recommended to fully charge the battery before use.

Note: It is recommended to store the device charged, and to re-charge it once in every 3 months. Storing the device when battery is drained may shorten the battery life.

4. How the System works

The diagram below shows how the various components of the TytoCare system work together to help you communicate with the clinician.

TytoCare App
Runs on Mobile Device
(iPhone, iPad, iPad mini)

- *Initiate an online exam with a clinician.*
- *Send store-and-forward data to a clinician for review.*
- *Manage and store patients' recorded data*

Tyto Server

Secured communication between user and clinician and data repository

Clinician Receiving Platform
Clinician responds to store-and-forward requests & performs online visits

Wi-Fi

Base Device + Add-On
Perform the examination

5. Download the Tyto User App
5.1. Downloading the App

Visit the Apple App Store on your iPhone. Search for "TytoCare" and download the free App by clicking "Get"

The TytoCare App allows and assists you to perform exams, share the recorded exams with clinicians, perform online virtual visits, featuring live video conference, with the clinician and obtain exam results from clinicians.

After downloading and installing the TytoCare App on your iPhone, you can run it from the Apps Menu.
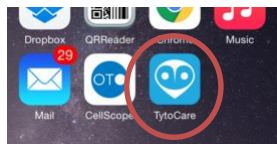
5.2. Help Menu

The user manual and tutorial videos may be reached at any time by pressing the help icon of the App.
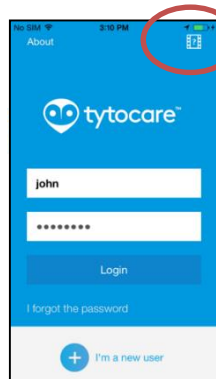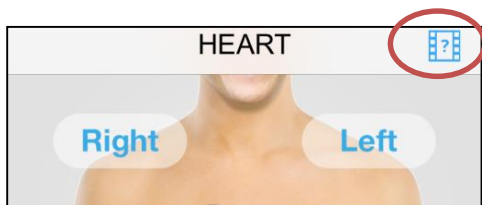
6. First Time Setup

6.1. What do I need to start working with the Device?

- A Wi-Fi network, secured by a known password, that I can connect to
- The device
- Tyto User App, installed on any of the following iOS mobile devices: iPhone 5 and up, iPad 4 and up, iPad mini 2 and up
- The carrying case, or any mobile stand, to hold the mobile device during work.
- Internet access via the Wi-Fi network
- For best performance, the following connection speed is recommended: Download 20 Mbps \ Upload 5 Mbps
- At minimum, the following connection speed is required: Download 5 Mbps \ Upload 1.5 Mbps

6.2. Pairing the device and iPhone User App

In order to start using the TytoCare device, you must perform a short pairing process between the device and user app. This pairing enables the communication between the two devices, over the Wi-Fi network. This process is done once per device.

Before pairing, please make sure that your iPhone is connected to your Wi-Fi network and you know its password.

📝 **Note:** If your Wi-Fi network is not secured by a password, you will not be able to pair the device and app.

1. Turn ON the device by pressing the button on the top edge of the device:

The screen displayed on the device will prompt you to download the TytoCare App onto your iPhone.
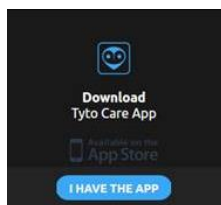
App Download Screen

If you have already downloaded the App on your iPhone, press "I have the App", and continue with step 2 below.

2. Now return to the TytoCare App on your iPhone and enter your Wi-Fi network password in the App. Press "**Connect to TytoCare**". This creates a QR code on the iPhone screen:
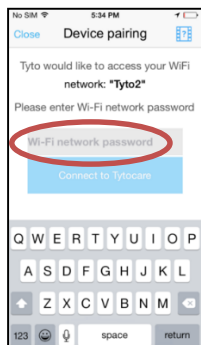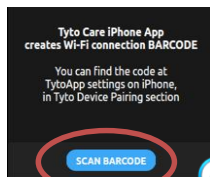
Enter Wi-Fi password	Press "Connect to TytoCare"	QR code created on iPhone
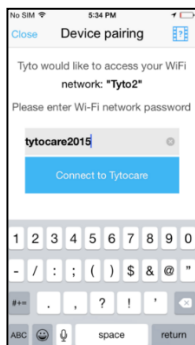
3. You now want to use the base unit camera to read the QR code from the iPhone screen:

A) Hold the base unit and press "**Scan Barcode**", which activates its camera. The base unit screen enters scan mode (with helpful cross-hairs to assist your aim).

Tyto Care iPhone App
creates Wi-Fi connection BARCODE

You can find the code at
TytoApp settings on iPhone,
in Tyto Device Pairing section

SCAN BARCODE (A)

B) Position the cross-hairs over the QR code displayed in the TytoCare App. Wait for a confirmation message on *both* the base unit screen *and* the TytoCare App:

Read QR code using the device camera from the iPhone screen

Confirmation on iPhone App
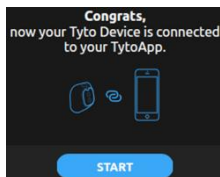
Confirmation on Device

Scanning the Barcode and Pairing the Devices

Note: If an error occurs, retry the pairing process again. If error persists, see *Appendix D: Frequently Asked Questions*.

4. Click "OK" on the TytoCare App to continue:

Device connected
successfully

OK

Note: The connectivity status of the base unit to the TytoCare App is indicated in the upper right corner of the base unit screen as well as on the iPhone app.

It is either connected or not connected to the TytoCare App running on your iPhone:
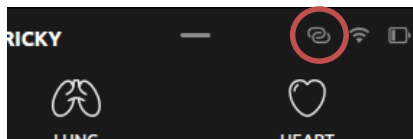
Device connected to the TytoCare App running on iPhone
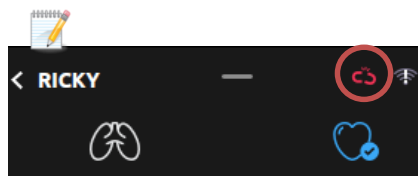
Device not connected to the TytoCare App

7. Starting a visit

A visit includes all the recorded exams for a single patient.

Before Starting a new visit, you should identify the patient you are about to examine.

Then, you can perform and record the needed exams.

When finished, you should press "Save Visit" to end and keep the visit, and then select how you would like to share it with a clinician - either by an online visit, featuring a video conference, or offline as a store-and-forward visit.

In addition, if you wish to start the examination immediately, without identifying the patient in advance, you may choose the "Start Unidentified Visit" option, available through the device.

Please note that in any case, if you wish to save or share a visit with a clinician, you'll have to identify the patient at the end of the visit.

8. Performing an Identified Visit

An identified visit is one where the patient is identified at the beginning of the visit. This is the standard and recommended procedure.

For situations where you do not wish to identify the patient in advance, see **Section 9. Starting an Unidentified Visit**.

8.1. User login
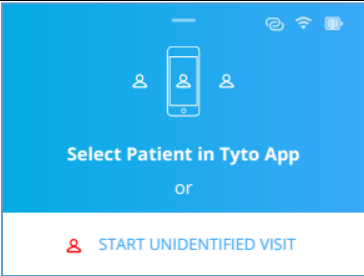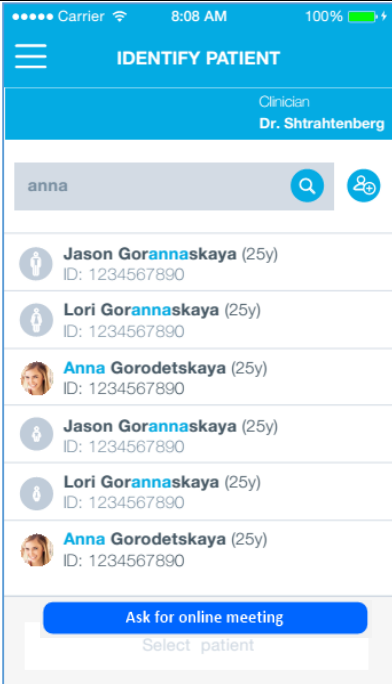
After turning on the device and the App, the following screens display:

Device	App
Log In to Tyto App or **START UNIDENTIFIED VISIT**	⦿ tytocare Username Password Login I forgot the Username I forgot the Password I am a New user
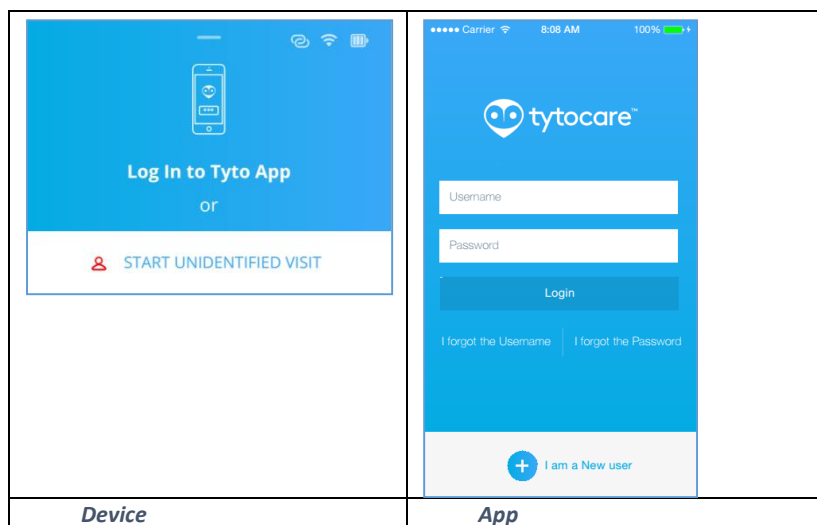
Please login using your **User name** and **Password** on the App.

8.2. Identify patient

The Identify Patient screen appears in the iPhone app as follows:

| *Device* | *App* |

- Type the patient name, first name and/or last name, or patient ID in the search box.
- After typing the first two letters, the system will try automatically to match the relevant patients. You may

continue typing the complete name or ID, or select the patient from the list, if you have identified the correct patient.

- Select the correct patient, or choose the Add new patient button, in case the patient was not found as it has probably not been defined in the system yet.
- When the correct patient is selected and highlighted, press the Select Patient icon to start the visit.
- Note: After the patient was identified, its name will appear on the upper blue line, which allows you to always know which patient is currently being examined.

8.2.1. Add a New Patient

Press the button on the Patient Identification screen
in the app, to Add a New Patient:

Follow the needed steps and fill out the requested information
to add the new patient.

8.3. Choose Type of Visit

The next screen on the App asks how you would like to perform the visit:
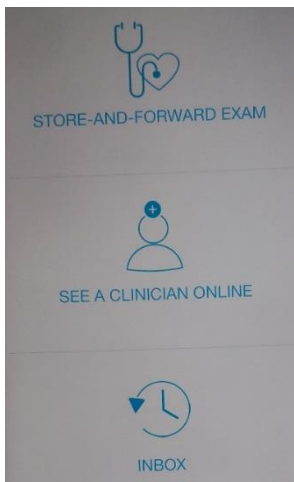
Store-and-forward (offline) exam: Perform the examinations now independently, with the option later to send the exam results to another clinician or have an online visit using the examination data you have already collected.

See a clinician online: Initiate an online video conference now with another clinician, before performing examinations. The other clinician will remotely control your device, and request that you perform exams under his guidance.

For more details, see *Section 9. Online Visit* .

Inbox: The Inbox keeps the notes, sent by the clinician after he reviewed and diagnosed the recorded exams. Once the notes are completed and sent by the clinician, you'll be notified using a notification in your iPhone/iPad. Use the Inbox option to view your notes as well as review the status of your selected patient sent examinations. For more details - see *Section 10. INBOX*.

8.4. Starting Visit and Selecting Exams

After the patient was identified, and the Store-and-Forward option was selected, you can start performing the exams. The examinations are done and managed using the device. Press on the device screen to choose which type of exam to perform.

| *Device* | *App* |
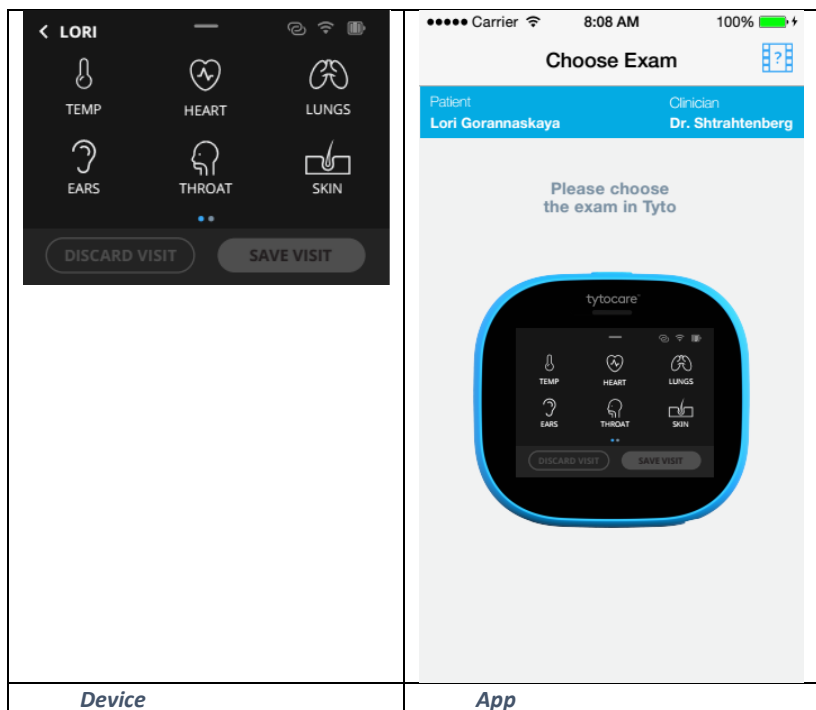
Note that in the identified visit workflow, the upper left corner of the device has the name of the patient (LORI in this example).

Please note additional exams (Skin and Audio – not displayed here) are available in the second screen in the device. Swipe to

the left, using your finger, to access the second exams selection screen.

Warning: Always make sure the correct patient is identified before starting a new visit.

8.5. Performing Exams

8.5.1. User Role: Performing Unguided and Guided Exams

Two methods can be used for examinations conducted with the TytoPro system.

Unguided exams are intended for healthcare professionals, who have medical knowledge, and are proficient in heart and lungs auscultation, and in performing ears and throat exams. Unguided exams provide a streamlined approach allowing more flexible recording and faster operation, without any instructions for use.

Guided exams are intended for any person who is not a healthcare professional, which require a more detailed, step-by-step approach to the exam. Guided exams lead the user through the process of performing and viewing exams. Information in this Base Unit User Guide is **identical** for Unguided and Guided users, as the difference between those two methods affects only the process of performing the exams themselves. The Add-Ons User Guides provide two sets of instructions, for both Unguided and Guided users.

The type of user role, guided or unguided, is defined by the System Administrator when your user was created.

Contact the System Administrator of your TytoCare system to determine whether your user is defined as Unguided or Guided, or in case you wish to change your user role.

The exact instructions for each type of exam are described in the separate Add-On User Guides. Refer to the appropriate User Guide for detailed instructions for performing the exam.

8.5.2. Exams and Add-Ons User Guides

Exam	Add-On	Reference
Heart, Lungs, Heart Rate, Audio	Tyto Stethoscope	Tyto Stethoscope PRO Add-On Unit User Guide, document no. xxxxxxxxx
Ears	Tyto Otoscope	Tyto Otoscope PRO Add-On Unit User Guide, document no. xxxxxxxxx
Temperature	Tyto Thermometer	Tyto PRO Thermometer User Guide, document no. xxxxxxxxx
Throat and Skin	Tyto Exam Camera	Tyto PRO Camera Add-On Unit for Throat and Skin Examinations User Guide, document no. xxxxxxxxx

Once a certain exam was recorded, it will be marked in blue and with a check mark on the device, and will be listed on the app. In this example of the device, the EARS exam was performed. Please note you may re-do the blue marked exam by pressing it again. The existing recorded exam will be kept.
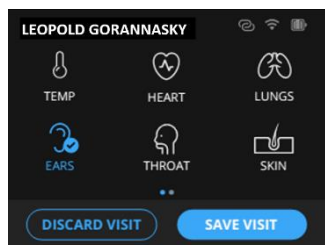
In the iPhone User App, each recorded exam will be displayed as a separate line, enabling to review the recorded exam (play sound, view video etc.), and optionally delete it, in case the exam was not acquired properly.

Note: The sound recording of the back and front of the lungs, as well as the video recording of the left and right ears, are displayed as separate lines/exams.

You can use this screen both to review the recorded exam, to make sure the exam was successful (for example, that the tonsils are visible in the Throat exam, that the eardrum is seen, that the heart or lungs auscultation is heard clearly etc.) and to show the patient the recorded exam and involve him in his treatment.

You can choose from the following actions:

1. You can play back the heart or lungs exam by pressing on the exam line on the app, for example:

(🫁) Lungs (back)

Every selected area on the chest or back (e.g. aortic in Heart or RUL in Lungs) will be displayed in the playback bar. Press the area mark to listen to that marked area.
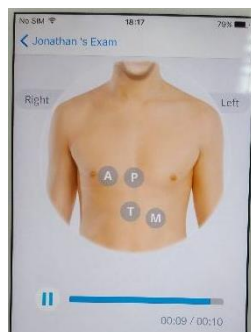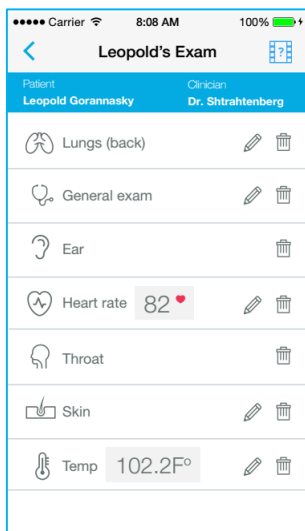
2. You can **delete an exam** from this visit. This is done by pressing on the trash can icon of   🗑   the relevant line in the app.

3. You can continue **performing more exams** for this patient. Press on

one of the icons on the device, for example the Heart icon.

This will begin a new exam. You can perform any number of exams during a visit, and can perform the same type of exam more than once.

8.6. Completing the Exam

When you finish examining the patient and you wish to complete the visit, you have two options, using the two buttons at the bottom of the device's screen:
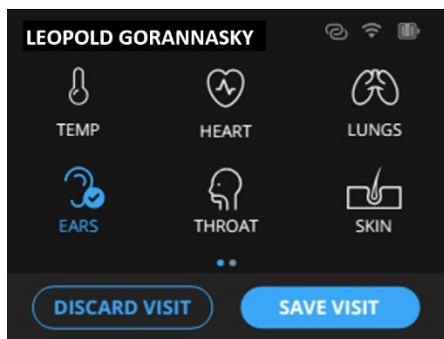
1. **SAVE VISIT** – Choose this option to save the recorded exams, share the visit and end the visit. You will then need to complete the visit, and optionally select the relevant clinician, using the iPhone app. In case you are in an unidentified mode, you'll also be prompted at this point in the app to identify the patient.
2. **DISCARD VISIT** – choose this option in case you don't see a need to keep the recorded exams for sharing with a clinician or any future use, and you wish to delete them. A confirmation pop-up message will ensure that you didn't press this option by mistake.

   Warning: discarding a visit is an irreversible action and all recorded exams will be deleted!
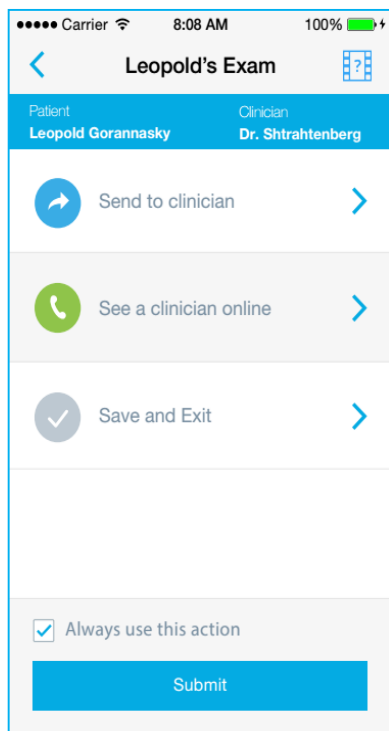
8.7. Confirmation screen after Save visit

After you press **Save visit**, a message is displayed on the device confirming the visit was saved under the specified patient. Please use this message to make sure the visit was saved under the correct patient name.
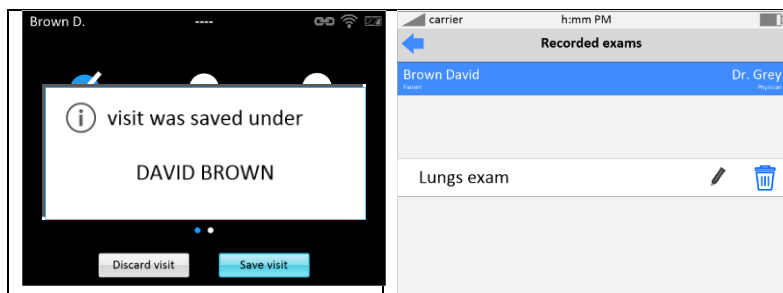
8.8. Sharing saved visit and finish

After you press **Save visit**, you have a choice of several final actions:

Send to clinician – Send the exams for this visit to another clinician for their review ("store and forward")**.**

See a clinician online – Request an online visit, with a video conference with a clinician. The recorded exams will be shared with the clinician before the online visit begins, to allow him review before seeing the patient. See *Section 9. Online Visit.*

Save and Exit – Save and end this visit without sending it to anyone. The recorded exams will be saved for future use, such as having complete exams history for the patient, e.g. to allow comparison over time of a clinical condition, or to allow consultations between clinicians using the Clinician web application.

9. Online Visit

9.1. Starting an Online Visit

An online visit can be started immediately after choosing a patient, in which case the video conference will take place while you are performing the exams. You can also initiate an online visit after you have performed exams.

An online visit is a videoconference session with a doctor or other healthcare professional. During the online visit, the clinician controls remotely the device and can hear and view the results captured by the device, and can direct you in its operation If necessary.

9.2. Choose a Clinician

To initiate a live, remote, online visit, click "**See a Clinician**" (item in the illustration), and confirm your selection when prompted.

Pick an available clinician with whom you'd like to request a virtual visit (item in the illustration).
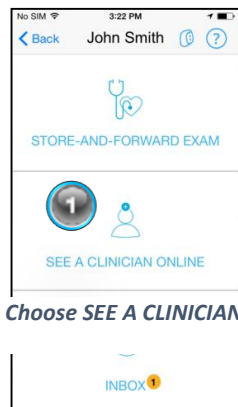
Choose SEE A CLINICIAN   *Choose which clinician*
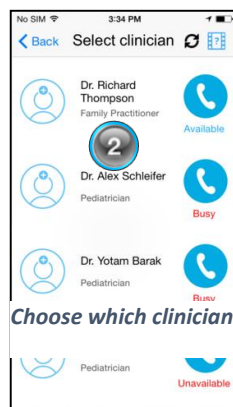
A clinician is *available* if he is online and ready to enter a video conference now. *Busy* indicates that the clinician is online but currently engaged in another video conference. If the clinician is *offline*, he is not available and cannot participate in a video conference.

Fill in the short questionnaire explaining the clinical background, medical history, patient's symptoms and the main complaint for which you want to have this virtual visit with the clinician.

Press "See a Clinician". You will receive a confirmation screen that the request has been sent, and an indication that you should wait for the clinician to respond. This may take some time depending on clinician availability.

9.3. Clinician Accepts Your Online Visit Request

Once the clinician accepts your visit request, you are prompted by the TytoCare App to accept the video conference. Click "Join" to initiate the video conference and activate your iPhone camera.

Now you're connected with the clinician via video conference. The clinician will remotely control your device and will guide you

through the exam process. A yellow outline on the device screen indicates that the device is under remote control.

Device – Under remote control of clinician
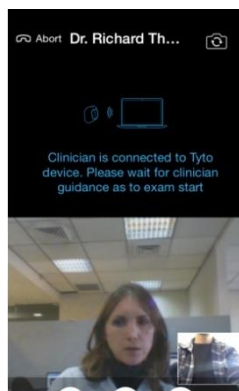
TytoCare App – In video conference & Waiting for the clinician to begin examination

9.4. Using the iPhone Stand

To allow operating the device while
performing the video conference, place
your iPhone on the designated location on
the upper side of the carrying case.. Make
sure you position the iPhone camera so the
clinician can see where you are placing the
device on yourself, or on the person you
are performing the exam on.
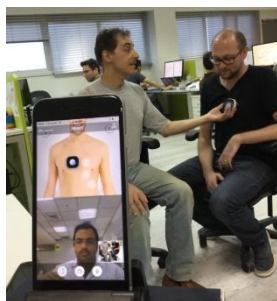
Using the iPhone stand

9.5. Clinician Begins Exam

Once the clinician selects the relevant
exams, these will automatically appear
on your device and TytoCare App
screens. See example of heart exam
performed during an online visit with a
clinician.
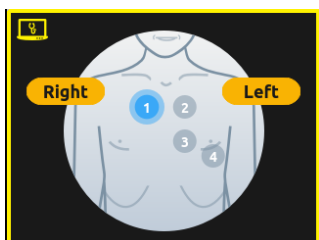
*Example of Device display
during an online heart
examination*
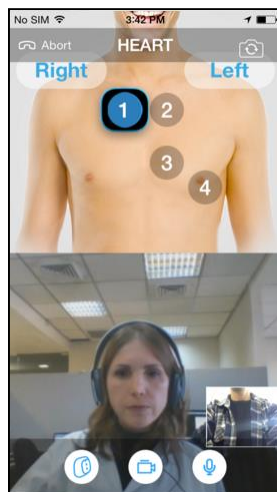
*Example of TytoCare App
display during an online
heart examination*
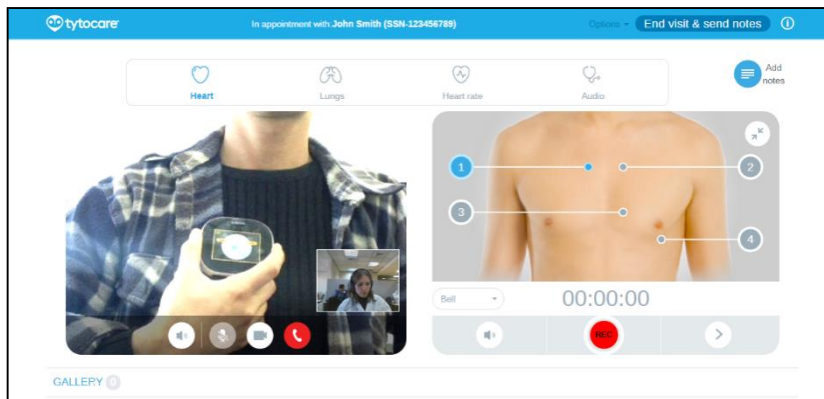
This is what the clinician sees during the examination.

9.6. Using the Device during a virtual online visit

Follow the clinician instructions and the indications on the device screen regarding proper placement of the device in the right locations on the body.

9.7. Completing the Online Visit

After the visit is completed by the clinician, you will receive a summary notes of the visit automatically, which will be available through the Inbox. In addition, a notification will be sent to you when the clinician's notes are ready for your review.

10. INBOX

The INBOX screen shows the status of all of your examinations.

Exam ready to be sent means that an exam was performed and was not sent to a clinician yet.

Waiting for response means that an exam was sent to a clinician but there is not response yet.

RESPONSE (ONLINE) means that you have performed an online exam and received the clinician's response.

RESPONSE means that you have sent a store-and-forward exam for clinician review and have received his response.
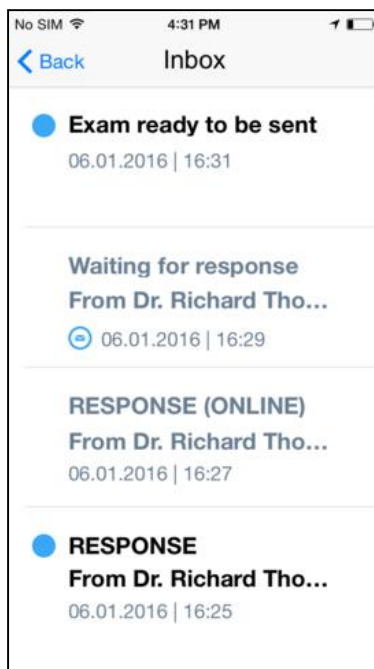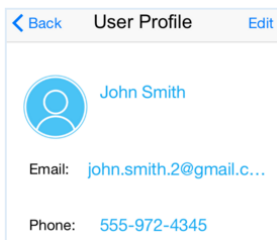
11. User Settings

Press the Settings button ≡ to access the User Settings screen:

1	2	3 Tyto Connection
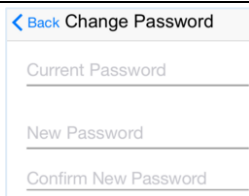
Each of these options is shown below.
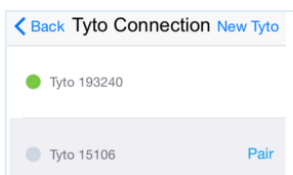
1	**‹ Back** User Profile Edit John Smith Email: john.smith.2@gmail.c... Phone: 555-972-4345	Change your phone & email.
2	**‹ Back Change Password** Current Password New Password Confirm New Password	Change your password
3	**‹ Back Tyto Connection** New Tyto ● Tyto 193240 ○ Tyto 15106 Pair	Select a different device. Press **New Tyto** to add a new device.

Color coding:
● Green – Currently paired device
○ Gray – Device available in network, but not paired

Note: The device connection screen should only be used when needed to connect to another device or disconnect from an existing device.

12. System Labels, Symbols and Technical Specification

12.1. System Labels

The following symbols are on the device or shipping materials.
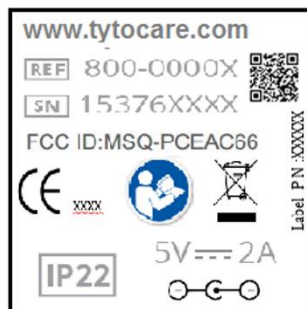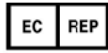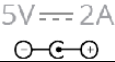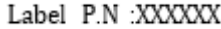
Base Unit Label
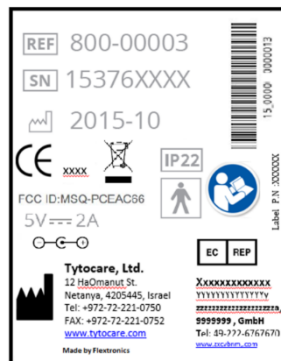
Product Package Label

12.2. Explanation of Symbols

	BF Applied part
IP22	Water proof in Ip22 level
	Must read User Manual before use
15_0000 0000013	1D/2D barcode contain Serial Number, Part Number and Manufacture Date
CE xxxx	European approval
EC REP	European Notify Body
5V --- 2A	Input Voltage level
	Manufacturing Address
SN	Product Serial Number
REF	Product Model Number
	Manufacturing date
Label P.N :XXXXXX	Label P/N
FCC ID:MSQ-PCEAC66	FCC approval
	Do not dispose
	Storage temperature limits
	Storage humidity limitations
	Keep device dry
	Package is recyclable

12.3 Technical Specifications

Storage conditions: temperature range: -20°c to +60°c

      Humidity range: 15%-70%

Operation conditions: temperature range: +5°c to +40°c

      Humidity range: 15%-85%

Atmospheric pressure: 700hPa to 1060hPa

Typical Operation time: 8 hours

Appendix A: Headphones

The clinician should listen to the auscultations directly by connecting headphones or earbuds to the base unit audio jack. If the audio is not clear, repeat the exam. If the audio quality is still not clear, contact TytoCare service.

A.1 Connecting headphones to the device

To listen to the sounds directly, connect headphones to the base unit audio jack as shown in the images below. Prior to entering the exam (heart, heart rate or lungs) a notification will be shown until the headphones are connected. Once connected, the exam will continue.

*Connect headphones to the base unit   Headphones connected*

> **Note:** The headphones must meet the following specifications:
> - Impedance minimum: 16 ohm, typical 32 ohm
> - Frequency response: minimum 20 – 10,000Hz
> - Plug jack: 3.5mm stereo

A.2 Advanced Clinician settings

The clinician has access to the Advanced Clinician option of the device Settings menu. These settings can be used to change the default audio filters on the sound heard via the headphones. Default audio filter for heart / heart rate exam is Bell and for lungs exam is Diaphragm. Additionally, the volume of sound heard via the headphones can also be controlled.
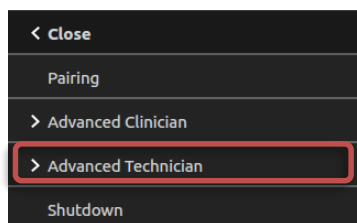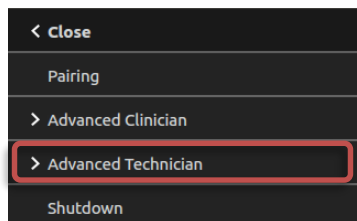

Select 'Advanced Clinician'
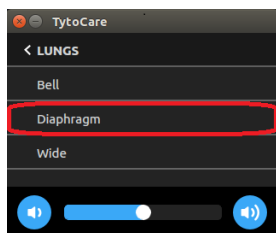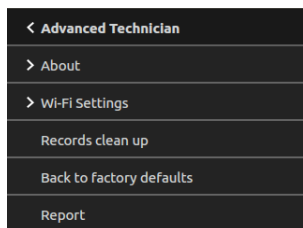
Select Audio Filter and Adjust Volume

A.3 Advanced Technician settings

These settings are primarily reserved for use when requested by the TytoCare support center. One feature that is useful for the user is the **Back to factory defaults** option, which resets the device to its out-of-the-box initial settings.

Select 'Advanced Technician'

Select 'Back to factory defaults'

Appendix B: Forgot Password

If **FORGOT PASSWORD?** is clicked in the login screen of the TytoCare App, the user will need to input the e-mail address they used during the registration process and click **SEND**. An e-mail with the reset password will be sent to the e-mail address.
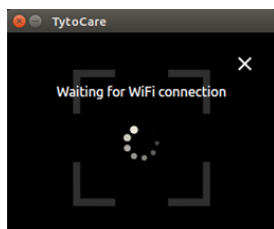

Reset Password

To update the password, fill in the old password, then the new password then a repetition of the new password and click **SAVE**.
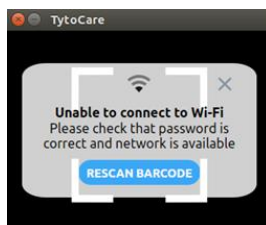
Appendix C: Frequently Asked Questions

Why can't I pair/connect the base unit and my iPhone running the TytoCare App?

You may see one of these screens while attemptin   g to connect the iPhone to the device:

Waiting for connection   *Cannot connect*

In order to establish a connection between the Base Unit and TytoCare App, a Wi-Fi connection is required. Make sure that your Wi-Fi network is working properly and that your iPhone is connected to it. Make sure that the Wi-Fi network password that you have is the right one (try it on your iPhone). Try not to be located too far away from the Wi-Fi router. Then retry the pairing process by generating the QR code in the TytoCare App and scanning it with the base unit. If the problem persists also after few trials, contact TytoCare Service.

Why doesn't my Base Unit turn ON?

It might not be charged. Connect the charging cable to the Base Unit and to the power outlet. Let it charge for at least several hours. You should see an orange LED near the Base Unit LCD indicating that the Base Unit is charging. After charging, when the LED indicator is green, disconnect from the charging cable and turn the base unit on. If the problem persists, contact TytoCare Service.

Why can't I login into the TytoCare App?

Try using your user login details (username / password). Make sure you have internet connection in your iPhone. Also, try "killing" the app. If this does not work, go through the forgot my password flow where a new password will be generated.. If the problem persists, contact TytoCare Service.

Why can't I get a good signal when performing an exam?

Try to eliminate external noise when doing the exam. Also, do not move the device on the body when recording a measurement and make sure the device is in full contact with the patient's body. Make sure the device is placed firmly on the patient's body and if possible place it directly on the patient's skin. If the problem persists, contact TytoCare Service.

Why is the TytoCare App not allowing me to START the exam?

During an exam, the TytoCare App is **not** used to conduct the exam. The device is used to perform the exam.
The picture on the TytoCare App is a fixed representation of the device screen and is for informational purposes only.