

SCANMATE v4.3 INSTALLATION GUIDE

SYSTEM REQUIREMENTS

Processor Clock Speed:	2.0 GHz	(3.0+ GHz recommended)
Processor Architecture:	x64	
Memory:	4 GB RAM	(8 GB RAM recommended)
Hard Drive:	HDD or SSD	(SSD recommended)
Storage Space:	128 GB	(250+ GB recommended)
Display Resolution:	1280 × 800	(1920 × 1080 recommended)
Peripherals:	Mouse/Touchpad, Keyboard	
Ports: (2x)	USB 2.0	
PC Power Supply:	AC/DC Medical Grade Transformer ¹ .	
Network:	Internet Connection ² .	
Operating System:	Windows 8.1	(64-bit)
	Windows 10	(64-bit)
	Windows 11	(64-bit)
	Windows Server 2012 R2	(64-bit) ³ .
	Windows Server 2016	(64-bit) ³ .
	Windows Server 2019	(64-bit) ³ .
	Windows Server 2022	(64-bit) ³ .

1. *PCs connected to DGH devices must be isolated from ground using a medical grade power supply.*



WARNING: Failure to isolate PCs from ground pose a risk of electric shock to the patient and user.

2. *An internet connection is required during installation. Operating system prerequisites and security certificates may require download from internet repositories.*
3. *Server operating systems are only to be used for hosting the database, not for operating ultrasound devices.*

ABOUT SCANMATE SOFTWARE

The Scanmate application is used to control DGH Technology's Scanmate ultrasound products (Scanmate Flex, Scanmate A, Scanmate B). The Scanmate application will be installed as two parts, the scanning software and record database software. These parts will then be configured to operate as a SINGLE WORKSTATION, or as NETWORK WORKSTATIONS.

SINGLE WORKSTATION installation configures a single workstation computer to operate the user application and store the patient record database. Instructions for performing this installation are described in the SINGLE INSTALLATION AND CONFIGURATION section.

NETWORK WORKSTATIONS installations configure multiple workstations computers to share a single database for saving and retrieving patient data. Instructions for performing this installation are described in the NETWORK INSTALLATION AND CONFIGURATION section.

When configuring networked workstations, all PCs must be on the same local Windows domain network. VPN and cloud-based network configurations are not supported.

INSTALLATION REQUIREMENTS

- Verify that system requirements are met and that all Windows updates have been installed. Ensure that the system is connected to the internet to receive prerequisite updates.
- Installation must be performed using an administrator account with full access to the computer and/or domain. Also note that the administrator account CANNOT have the same name as the computer name; otherwise, an installation error will occur.
- Installation CANNOT be performed by running the installation program from a shared network folder. This includes local system folders shared on the network.

SINGLE INSTALLATION AND CONFIGURATION

SINGLE WORKSTATION INSTALLATION

1. Login to Windows using an administrator account.
2. Unplug any DGH Technology ultrasound devices from the computer before beginning installation.
3. Start the installer program by selecting the installer file. The initial prompts will direct you to approve installation and accept the license terms and conditions.

Prerequisite .NET files will be installed at this point if necessary. The computer will restart once .NET installation is complete.

4. Three installation options are available. Select the SINGLE PC option, then select NEXT.
5. Create a system administrator (sa) password, then select NEXT.

The password must be at least eight characters long and consist of a combination of upper case letters, lower case letters, numbers, and/or symbols. (It is recommended that this password be stored in a secure location.)

6. An INSTALL button will be displayed. Select INSTALL to begin . The installer will display indicators of the installation status.

The system may prompt for approval during installation. If prompted, select to allow installation.

7. A message will be displayed once installation is complete. Select FINISH to exit the installer.

SINGLE WORKSTATION CONFIGURATION

1. After installation, a Scanmate icon will be placed on the desktop. Connect the ultrasound device and start configuration by selecting the desktop icon. Select to allow changes (if prompted).
2. The configuration tool will advance and show the DGHSERVER instance location and system administrator (sa) password. Select the CONNECT button, then select the NEXT button.
3. The configuration tool will allow selection of a storage drive. Select the desired drive, then select the CREATE DB button. A message will be displayed once the database has been created. Select the NEXT button.
4. The configuration tool will create a database user. An alternate username and password may be created if an additional level of security is required.

If an alternate username / password is created, these will need to be entered every time the software is started.

5. Follow the remaining configuration tool prompts. When complete, the configuration tool will display a summary of the settings. Select FINISH to exit the configuration tool.

SINGLE WORKSTATION USER SETUP

During the previous steps, the Scanmate software is configured to allow access for the administrator Windows account. If other Windows accounts (other than administrator) will be used with the Scanmate software, additional configuration is required.

1. Log in to Windows under the non-administrator user account. Attempt to start the Scanmate program. A login error will occur and the software will automatically start the configuration tool.
2. Previous settings will be saved; however, it will be necessary to enter the system administrator (sa) password when prompted.
3. Advance through the configuration tool without making changes by selecting NEXT. The Scanmate software will be updated to accept the non-admin user.

NETWORK INSTALLATION AND CONFIGURATION

NETWORK DATABASE SERVER INSTALLATION

1. On the computer that will host the database, login to Windows using a domain administrator account.
2. Unplug any DGH Technology ultrasound devices from the computer before beginning installation.
3. Start the installer program by selecting the installer file. The initial prompts will direct you to approve installation and accept the license terms and conditions.

Prerequisite .NET files will be installed if necessary. The computer will restart once .NET installation is complete.

4. Three installation options are available. Select the NETWORK SERVER option, then select NEXT.
5. Create a database system administrator (sa) password, then select NEXT.

The password must be at least eight characters long and consist of a combination of upper case letters, lower case letters, numbers, and/or symbols. (It is recommended that this password be stored in a secure location.)

6. An INSTALL button will be displayed. Select INSTALL to begin . The system may prompt for approval during installation. If prompted, select to allow installation. The installer will display indicators of the installation status.
7. A message will be displayed once installation is complete. Select FINISH to exit the installer.

NETWORK CLIENT WORKSTATION INSTALLATION

1. On the network client computer(s) that will operate the Scanmate application, login to Windows using a domain administrator account.
2. Unplug any DGH Technology ultrasound devices from the computer before beginning installation.
3. Start the installer program by selecting the installer file. The initial prompts will direct you to approve installation and accept the license terms and conditions.

Prerequisite .NET files will be installed if necessary. The computer will restart once .NET installation is complete.

4. Three installation options are available. Select the NETWORK CLIENT option, then select NEXT.
5. An INSTALL button will be displayed. Select INSTALL to begin . The system may prompt for approval during installation. If prompted, select to allow installation. The installer will display indicators of the installation status.
6. A message will be displayed once installation is complete. Select FINISH to exit the installer.

NETWORK CLIENT CONFIGURATION — FIRST CLIENT PC

A database is created during configuration of the first network workstation. Any additional workstations will be connected to this database.

1. After installation, a Scanmate icon will be placed on the desktop of the workstation computer. Connect the ultrasound device and start configuration by selecting the desktop icon. Select to allow changes (if prompted).
2. The configuration tool will advance and show empty fields for the DGHSERVER instance location and system administrator (sa) password. Select the BROWSE button. The configuration tool will perform a search of the network for the server instance. This may take several minutes.

NETWORK INSTALLATION AND CONFIGURATION (cont.)

NETWORK CLIENT CONFIGURATION — FIRST CLIENT PC (cont.)

3. Select DGHSERVER from the dropdown list. Enter the previously created system administrator (sa) password. Select the CONNECT button, then select the NEXT button.
4. The configuration tool will allow selection of a storage drive. (Note that drives shown are those located on the host.) Select the desired drive, then select the CREATE DB button. A message will be displayed once the database has been created. Select the NEXT button.
5. The configuration tool will create a database user. An alternate username and password may be created if an additional level of security is required.

If an alternate username / password is created, these will need to be entered every time the software is started.

6. Follow the remaining configuration tool prompts. When complete, configuration tool will display a summary of the settings. Select FINISH to exit the configuration tool.

NETWORK CLIENT CONFIGURATION — ADDITIONAL CLIENT PC(s)

1. After installation, a Scanmate icon will be placed on the desktop of the workstation computer. Connect the ultrasound device and start configuration by selecting the desktop icon. Select to allow changes (if prompted).
2. The configuration tool will advance and show empty fields for the DGHSERVER instance location and system administrator (sa) password. Select the BROWSE button. The configuration tool will perform a search of the network for the server instance. This may take several minutes.
3. Select DGHSERVER from the dropdown list. Enter the previously created system administrator (sa) password. Select the CONNECT button, then select the NEXT button.
4. The configuration tool will display that an existing database has been located. Select the NEXT button.
5. The configuration identify the existing user. An alternate username and password may be created if an additional level of security is required.

If an alternate username / password is created, these will need to be entered every time the software is started.

6. Follow the remaining configuration tool prompts. When complete, configuration tool will display a summary of the settings. Select FINISH to exit the configuration tool.

NETWORK USER SETUP

During the previous steps, the Scanmate software is configured to allow access to the administrator network account. If network accounts (other than administrator) will be used with the Scanmate software, it must be registered with the application database.

1. Log in to Windows under the user account which will be used to operate the Scanmate software. Attempt to start the Scanmate program. A login error will occur and the software will automatically start the configuration tool.
2. Previous settings will be saved; however, it will be necessary to enter the system administrator (sa) password when prompted.
3. Advance through the configuration tool without making changes by selecting NEXT. The Scanmate software will be updated to accept the user.

FIRST TIME STARTUP

After the Scanmate installation and configuration has been completed, the Scanmate software can be used. Software features are made available based upon the type of connected device.

Connect the USB cord of the device to an available USB port of the computer. The PC will recognize the device and perform additional driver installation. Once the driver installation is complete, the Scanmate software is ready for use.

The PC will perform a driver installation for each USB port of the PC that a DGH product is connected to. Steps may vary depending on the version of the Windows Operating System being used.

Additional instructions regarding the use of the software and its features are available in the Operator's Manual, which can be accessed through the software Help menu.

SQL SERVER MANAGEMENT STUDIO INSTALLATION (OPTIONAL)

SQL Server Management Studio is a tool which allows administrators to directly control user access to the patient database. This software is not required to operate the Scanmate software; however, it may be desirable in multi-user network scenarios.

1. On the computer that will be modified, login to Windows using an administrator account.
2. Start the installer program by selecting the installer file. The initial prompts will direct you to approve installation.
3. Three options are available. Select the MODIFY option.
4. Mark the checkbox next to SQL Server Management Studio, then select MODIFY.
5. A message will be displayed once installation is complete. Select FINISH to exit the installer.

INSTALLATION AND CONFIGURATION TROUBLESHOOTING

MANDATORY PREREQUISITE WAS NOT MET

This is typically caused by Windows requiring an update.

1. Use the Windows Update tool to check for Windows update. This may need to be performed multiple times to ensure all necessary updates are applied.

SOFTWARE WILL NOT START AFTER INSTALLATION

This may be caused by the installer program being run from a shared folder or network location. This can typically be resolved by re-running the installer program from the desktop.

1. Uninstall the Scanmate software using the Programs and Features Tool (Windows 8.1) or the Apps and Features Tool (Windows 10 and 11).
2. Copy the installer file to the desktop.
3. Disconnect any DGH Technology ultrasound devices from the computer.
4. Copy the installer file to the desktop. Using a Windows administrator account, run the installer file from the desktop. Refer to the applicable section for installation and configuration instructions.

DATABASE SERVER NOT FOUND DURING CONFIGURATION

This may be caused by the Windows firewall blocking access to the database.

1. Verify that the database host system and client PCs are connected to the same network workgroup / domain.
2. On the PC which hosts the database, enter the Windows Firewall settings. Select the database from the dropdown list. Enter the previously created database system administrator (sa) password. Select the CONNECT button, then select the NEXT button.
4. The configuration tool will allow selection of a storage drive. (Note that the drives shown are those is located on the host.) Select the desired drive, then select the CREATE DB button. A message will be displayed once the database has been created. Select the NEXT button.
5. The configuration tool will create a database user. An alternate username and password may be created if an additional level of security is required.

If an alternate username / password is created, these will need to be entered every time the software is started.

USB CONNECTION NOT DETECTED

1. Verify that the USB cable is fully inserted and firmly seated in the USB connector on the interface module/probe.
2. Connect the device to other USB ports on the PC. Confirm that the USB cable is fully inserted and firmly seated in the USB connector on the PC.

PROBE KEY REQUIRED

1. If the software displays the message "Enter the key for the given probe and then press save" upon startup, contact DGH Technology Inc. to request a new probe key number.

This page intentionally left blank.

This page intentionally left blank.



DGH TECHNOLOGY, INC.

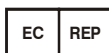
110 SUMMIT DRIVE, SUITE B

EXTON PA 19341 USA

PHONE: 800 722-3883

FAX: 610 594-9100

WEB: www.dghtechnology.com



EMERGO EUROPE

Westervoortsedijk 60

6827 AT Arnhem ,The Netherlands