Report Type Samples

There are two different styles of reports provided by the FloPoint® Elite system:

- ◆ A summary report that provides only the peak flow measurement.
- ◆ A detailed report that provides all measurements described above.

Past Exams and Voice Annotated Exams

Past exams and voice annotated exams must be printed through the ScanPoint® On-Line interface. Both the summary and the detailed reports have been formatted to fit on a sheet of 8.5"x11" paper in portrait orientation (Figure 19).

To print a past exam or voice annotated exam:

1. After opening the exam results, click on either the Summary or the Detail links to open a preview of the printed report.

2. Once the preview is open, click on the Print This Page link to print the report to your printer.

Exams Without Voice Annotation

Exams without voice annotation may be printed directly through QuickPrint to a sheet of 8.5" x 11" on your local or network printer, or to labels available with the ScanPoint® Label Writer (Figure 24). Your QuickPrint preference settings will let you select which report format you want to print and what printer to use.

NOTE: The Label Report cannot be printed from ScanPoint® Online.

Printing Results from the Last Exam Performed

The last exam performed by your FloPoint® Elite may be re-printed through the QuickPrint interface by clicking the PRINT LAST EXAM button. QuickPrint reports may be printed to a sheet of 8.5" x 11" on your local or network printer, or to labels available with the ScanPoint® Label Writer. Use QuickPrint preference settings to select the desired report format and printer.

**Figure 19. ScanPoint® Online Detail Report**
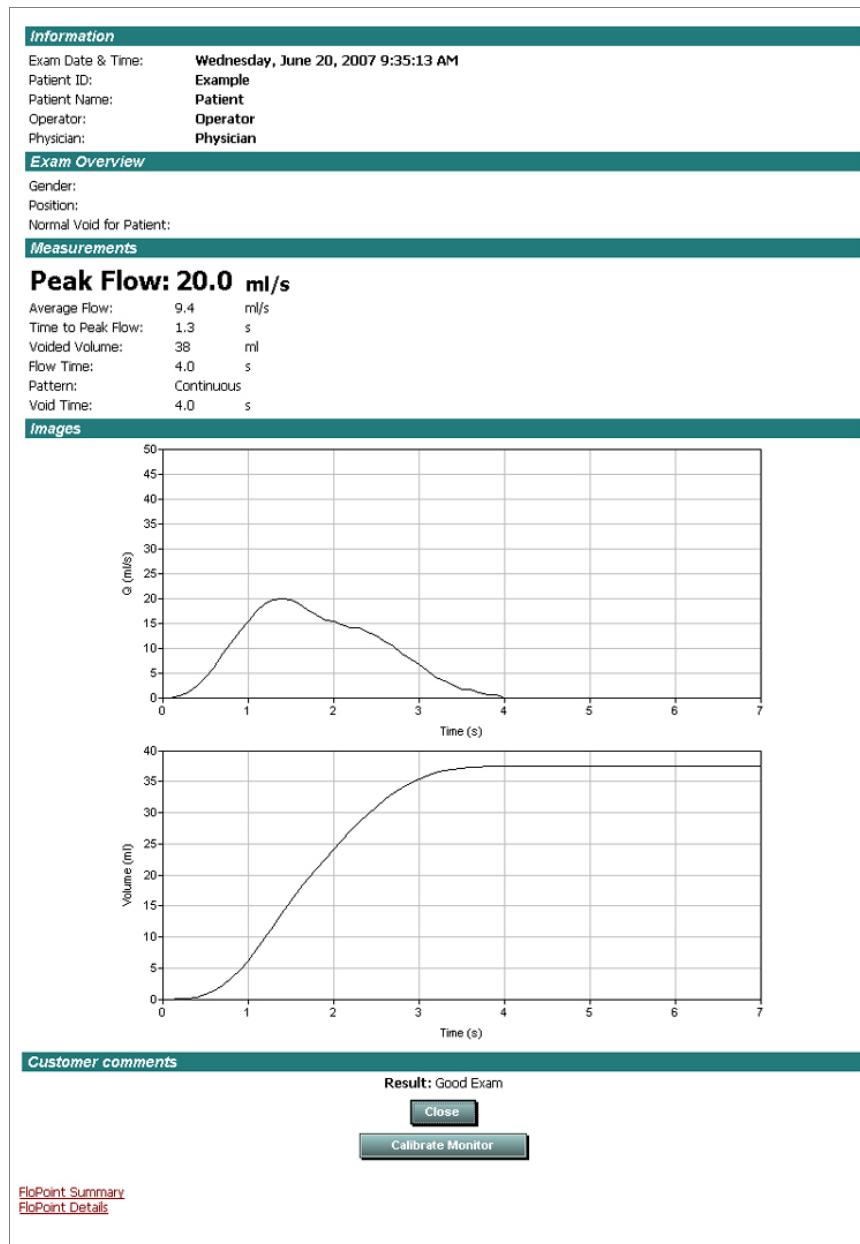
**Figure 20. ScanPoint® Online Detail Report Preview**
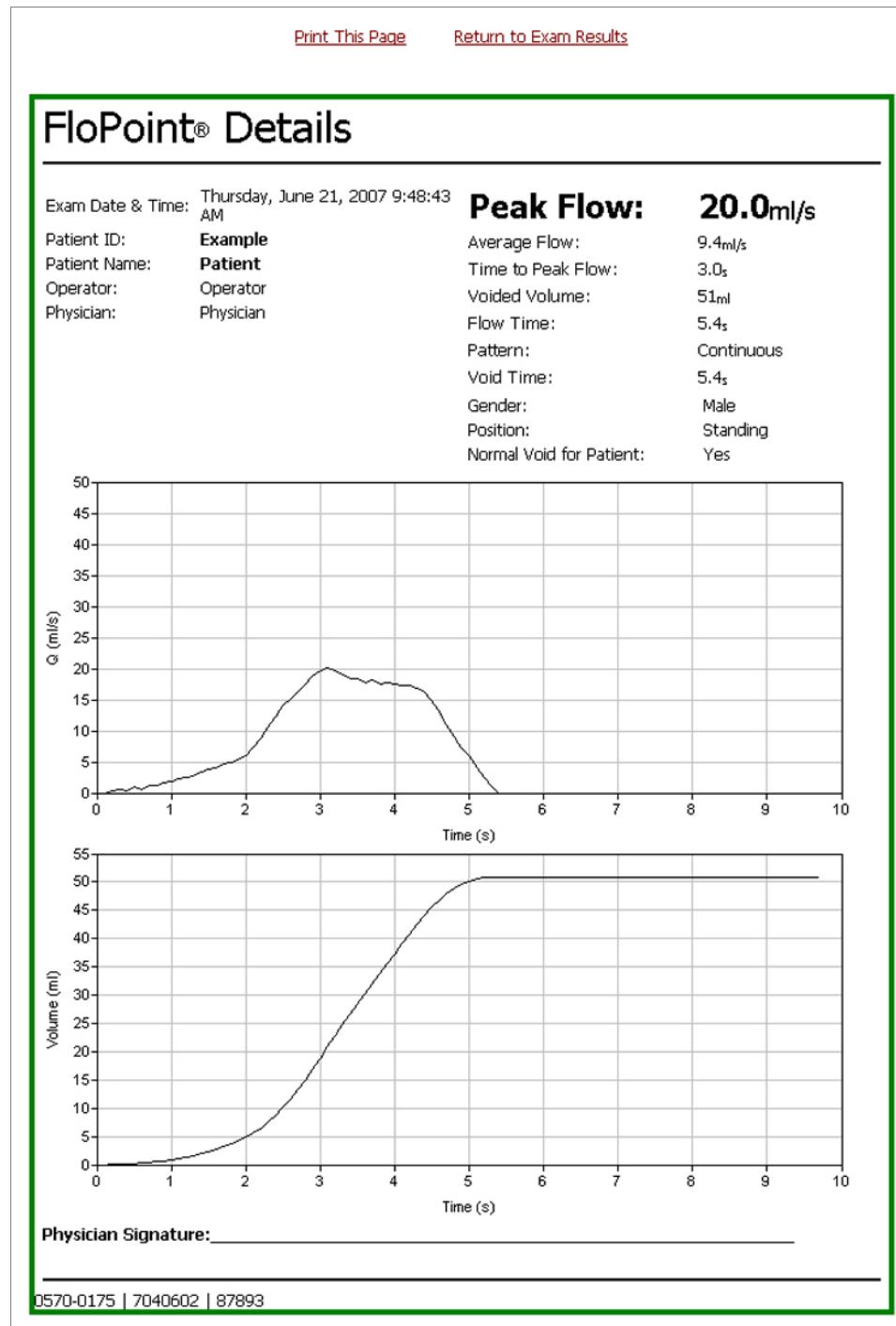
**Figure 21. ScanPoint**® **Online Summary Report Preview**
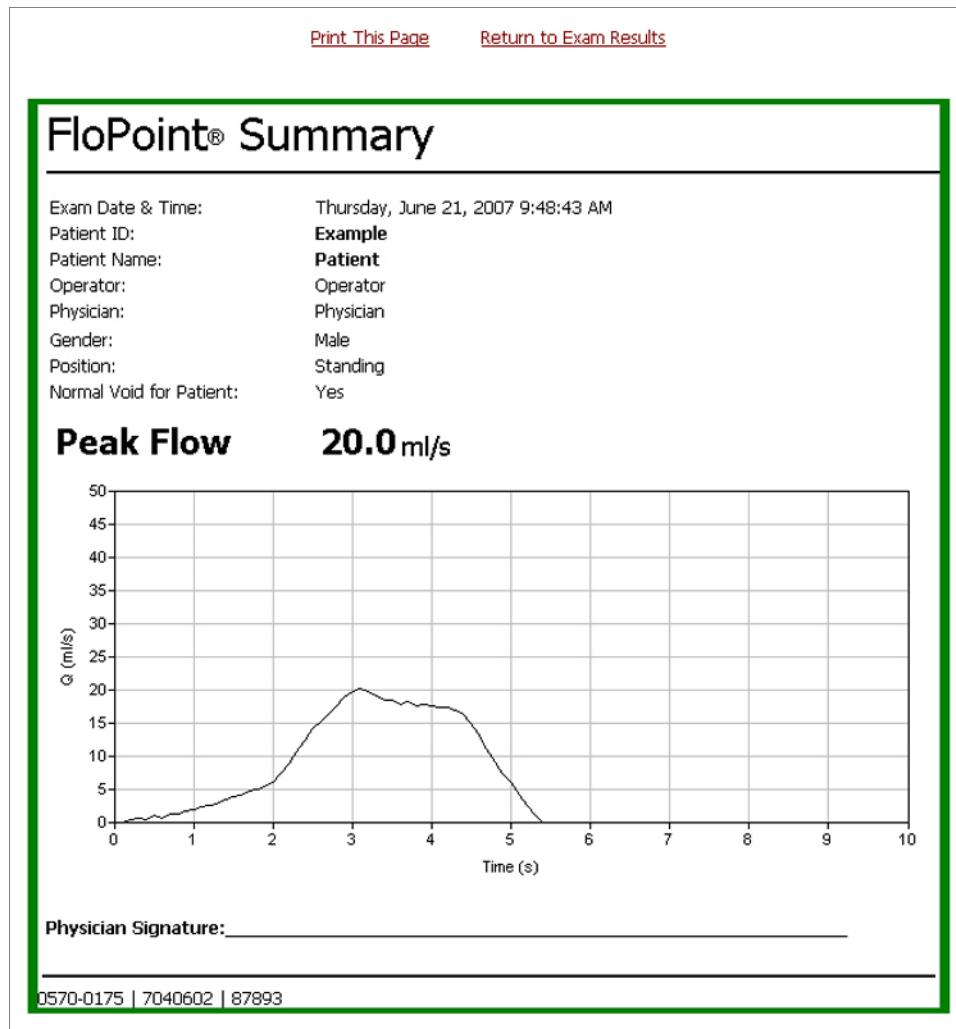
Figure 22. QuickPrint Full Page Detail Report
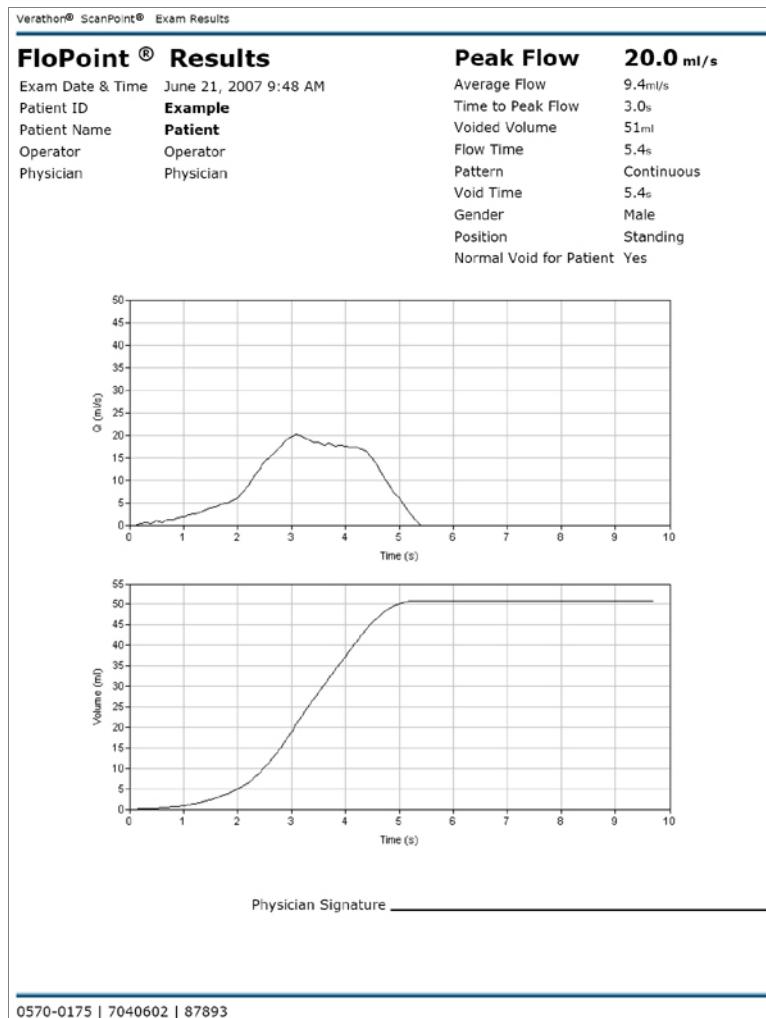
Figure 23. Quick Print Full Page Summary Report
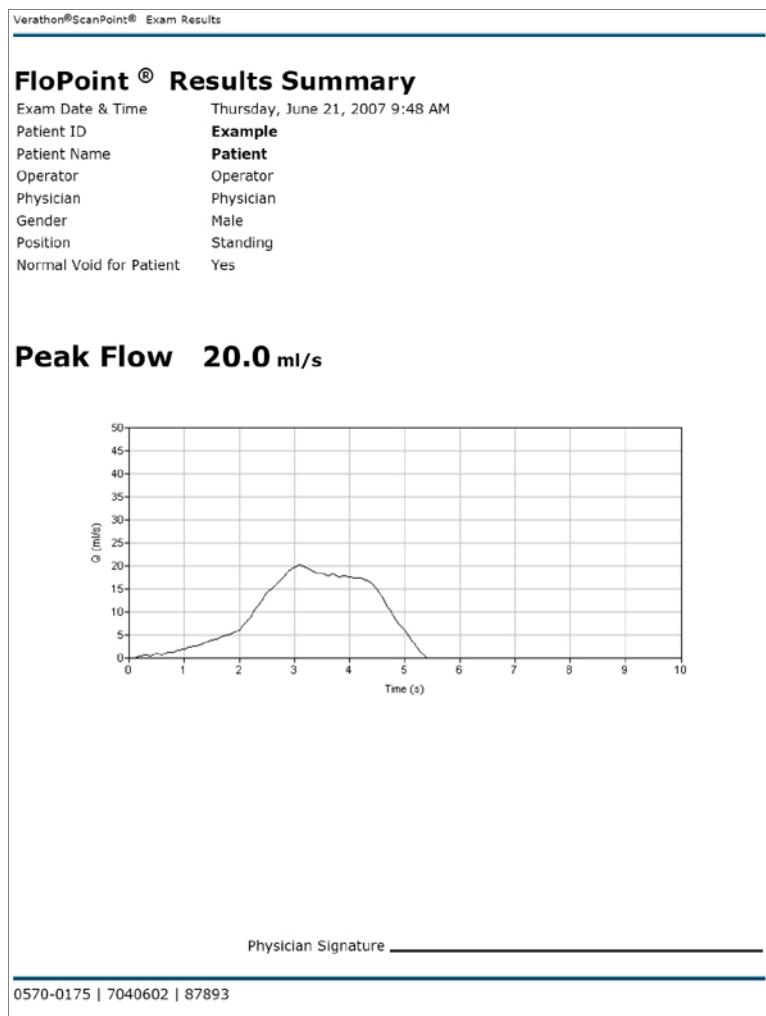
Figure 24. QuickPrint Detail Label Report
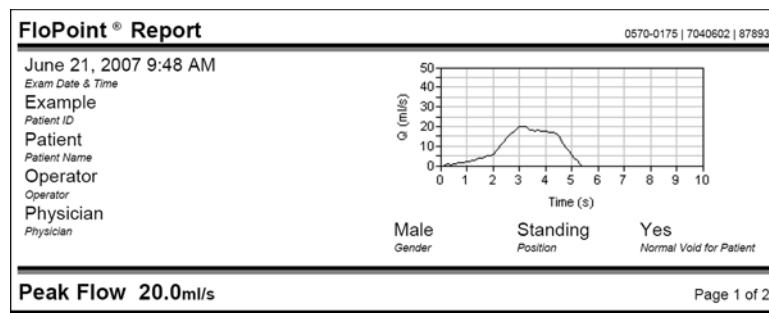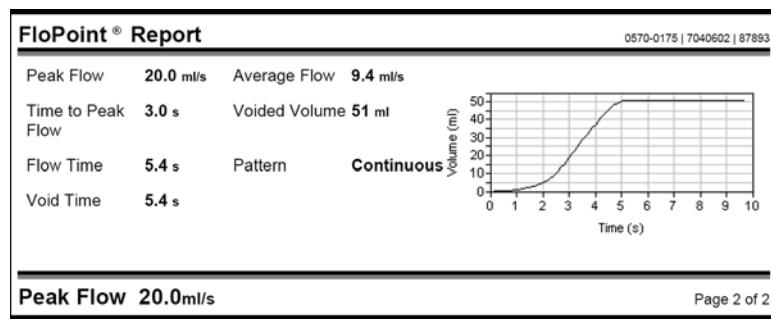
Figure 25. QuickPrint Summary Label Report
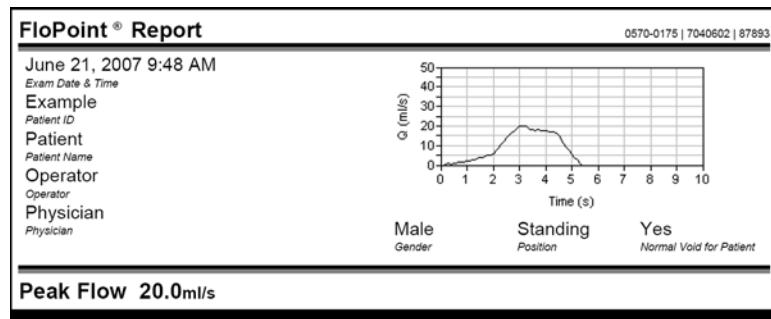
Changing Your Preferences

The Preferences dialog box allows you to set your ScanPoint® login information, QuickPrint prompts, default information and print settings, and preferred warnings. You can also use the Preferences Wizard to set many of your preferences — see "Step 5: Setting ScanPoint® User Preferences" on page 33.

1. From the Tools menu, choose Preferences. The Preferences dialog box is displayed.
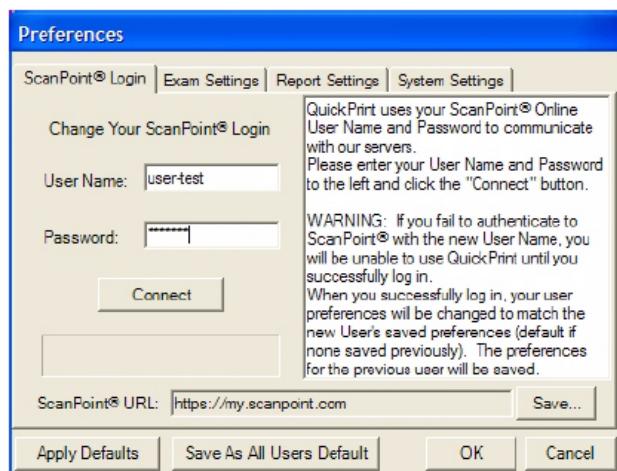
2. Consult the following table for the Preferences you can set up or change. When you are finished setting your preferences, click the OK button to save your changes and exit the Preferences dialog box, or:

    ◆   Click the APPLY DEFAULTS button to reset all your Preferences to their default settings.

    ◆   Click the SAVE AS ALL USERS button to set the Preferences settings for all users on your computer.

    ◆   Click CANCEL to cancel any changes you have made.

To	Do this
Log in to ScanPoint® or change from one user profile to another.	1. Click the ScanPoint® Login tab. 2. Enter the User Name and Password assigned to you by Verathon®. 3. Click CONNECT. **NOTE:** This ScanPoint® User Name and Password will apply every time you log in to Windows using your current user account. There is no time-out period: the User Name and Password you enter will remain active until you change them.
Change the URL of the ScanPoint® Web site.	**NOTE:** Do not perform this procedure unless instructed to do so by the Verathon® Customer Care Department.
Have QuickPrint prompt you for exam details after each exam.	1. Click the Exam Settings tab. 2. Indicate which prompts you want displayed for each exam by placing a check mark in the appropriate check boxes. 3. If desired, in the Default Operator text box, enter the name you want to automatically appear in the Operator text box. 4. If desired, in the Physician text box, enter the name you want to automatically appear in the Physician text box. **NOTE:** You can always overwrite these default names for a particular exam 5. Choose a default printer for printing exams. **NOTE:** You will be able to change printers for a particular exam only if you place a checkmark in the Prompt for Printer check box.

To	Do this
Specify default names for the Operator and Physician text boxes in the Exam Details dialog box.	1. Click the Exam Settings tab. 2. Place a check mark in the Prompt for Exam Details check box. 3. In the Default Operator text box, enter the name you want to automatically appear in the Operator text box. 4. In the Physician text box, enter the name you want to automatically appear in the Physician text box. **NOTE:** You can always overwrite these default names for a particular exam.
Specify a default printer.	1. Click the Exam Settings tab. 2. Click the down arrow (▾) on the right side of the Default Printer check box and choose the printer you want. 3. If you do not place a check mark in the Prompt for Printer check box, this printer will be used every time you print a new exam.
Have ScanPoint® **with QuickPrint prompt you to save a PDF (a printable copy of the exam) after each exam.**	1. Click the Exam Settings tab. 2. Place a check mark in the Prompt to Save Exam PDF check box. 3. If desired, enter a default location for saving exams in the Default Save Location text box. You will always be able to override this setting for a specific exam.
Have ScanPoint® **with QuickPrint prompt you for a report type.**	1. Click the Report Settings tab. 2. Place a check mark in the Prompt for Report Type check box. 3. To specify a default report type for each FloPoint® Elite device you have available, click the down arrow (▾) to the right of the text box and select the appropriate type.
View sample report types.	1. Click the Report Settings tab. 2. Click the View Report Type Samples link. You can also view report samples in this manual, starting on page 71.

To	Do this
Specify a default report for each exam type.	1. Click the Report Settings tab. 2. Click the down arrow (▾) to the right of the appropriate instrument text box and select the appropriate report type. If you do not place a check mark in the Prompt for Report Type check box, these report types will be used every time you print a new exam.
Change the location for updates to ScanPoint® with QuickPrint.	**NOTE:** Do not perform this procedure unless instructed to do so by an authorized Verathon® representative. 1. Click the System Settings tab. 2. In the Update URL text box, enter the new Web site location given to you by Verathon®.
Turn on or turn off specific warning messages.	1. Click the System Settings tab. 2. Place a check mark in the check box(es) next to the warning(s) you want to receive.

Exiting QuickPrint or Hiding the QuickPrint Window

You can close the QuickPrint window without exiting the program, or you can exit QuickPrint completely.

Closing the QuickPrint Window without Closing ScanPoint®

To hide the QuickPrint window, do one of the following:

 ◆ Click the minimize button in the upper right corner of the QuickPrint window.

 ◆ Go to the File menu and select CLOSE. The QuickPrint window closes. The ScanPoint® icon visible in your system tray indicates that the program is still running.

To Exit QuickPrint Completely

 ◆ If a QuickPrint dialog box is currently displayed, go to the File menu and select EXIT.

 ◆ If a QuickPrint dialog box is not currently displayed, right-click the QuickPrint icon in the system tray and select EXIT.

   A dialog box appears asking you to confirm that you want to exit QuickPrint. Click OK.

<div style="background:#1a7a7a;color:white;padding:8px"># Calibration</div>

To make sure the FloSensor® is providing accurate measurements, it must be calibrated at prescribed intervals.

The entire calibration process takes approximately 15 minutes.

You can calibrate the FloSensor as often as you like; you do not have to wait for the next scheduled calibration date. However, at a minimum, you must calibrate the FloSensor every 12 months.

NOTE: If your facility has signed up for the ScanPoint® Online Service Plan, you will automatically receive the Calibration Fluid 4-pack and a Calibration Quick Reference Card approximately 30 days before your FloSensor requires calibration (Figure 26).

Figure 26. FloPoint® Elite Calibration Fluid and Calibration Quick Reference Card.

Calibration Fluid Pouch
Pouch containing unique fluid for use in calibrating the FloPoint® Elite.

0800-0331

FloPoint® Elite Calibration Quick Reference Card:
Provides instructions for the FloPoint® Elite calibration procedure.

0900-1444

Determining the Number of Days Until Required Calibration

1. Clear the Remote of saved exam data by placing it in the ScanPoint® Docking Station and saving the exam data to ScanPoint®.

2. Remove the Remote from the ScanPoint® Docking Station. Press and hold down the Start button for at least five seconds. The LCD screen displays the "setting

sun" icon and the number of days until the required calibration date - 120 in the illustration below.

NOTE: When the Remote displays ▟▙ and **000** calibration is required.

When there are 20 days remaining before the next required calibration, a warning message appears in ScanPoint® with QuickPrint (Figure 27).

Figure 27. ScanPoint® **Calibration Warning Message**
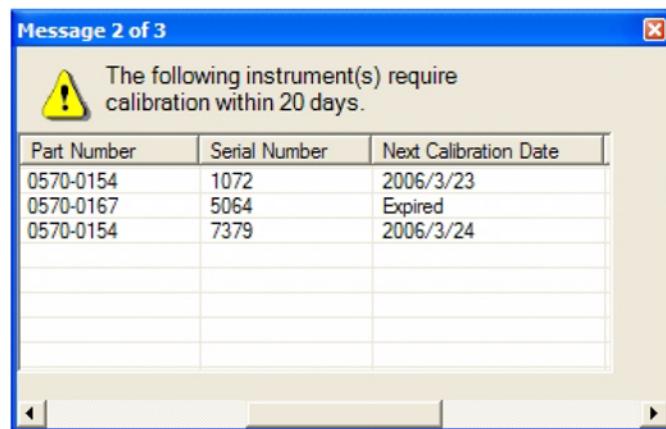
To view the date for the next scheduled calibration:

1. Place the Remote in the ScanPoint® Docking Station.
2. In ScanPoint® with QuickPrint, go to the View menu and select INSTRUMENT DETAILS. The Instrument Details dialog will open (Figure 28).

Figure 28. Instrument Details Dialog
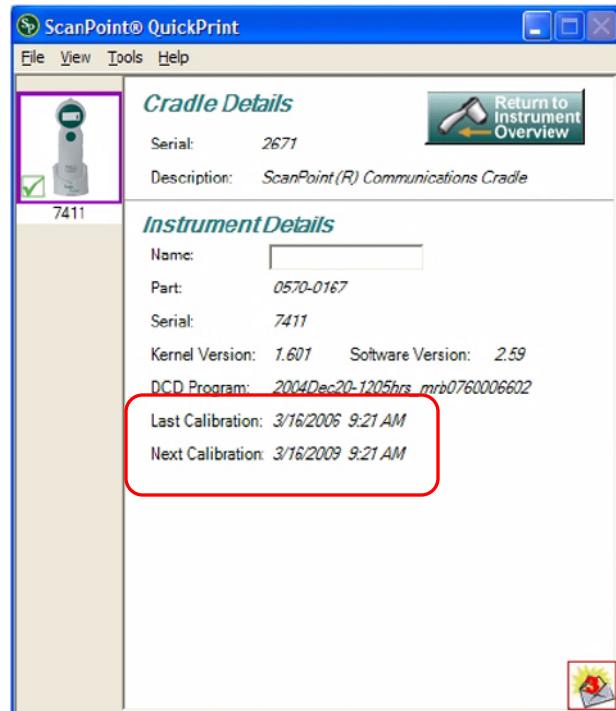
The last two lines of information in the dialog provide the date of the last calibration and the date of the next required calibration.

3. Click the green RETURN TO INSTRUMENT OVERVIEW button to close the dialog and return to the Instrument Overview (Prepare New Exam) pane.

Calibrating the FloSensor using ScanPoint® with QuickPrint

1. Place the Remote in the ScanPoint® Docking Station.

    When the ScanPoint® QuickPrint window opens, select the "Tools" menu and click the "Calibrate Instrument" menu item.

2. The Calibrate Instrument screen will open. Click the CALIBRATE button on this dialog to begin configuring the Remote for the calibration procedure.

3. When the Remote is configured, take it, along with a paper funnel, the pouches containing the Calibration Fluid (available from Verathon®), and the FloCharger (with FloSensor inside) to the toilet.

    Place the Remote, funnel, and Calibration Fluid on the counter. Place the FloCharger gently on the floor.

4. Put on a pair of gloves. Remove the FloSensor from the FloCharger and hang it in the toilet bowl just as you would for an exam.

   Place the funnel on top of the FloSensor and push the tabs under the handles to hold it securely in place.

5. Pick up the Remote and press the button once to start recording an exam. The Remote will play a "tune up" chirp indicating that the FloSensor is ready to measure the calibration flow.

Ready to calibrate

6. Slowly pour the contents of one of the Calibration Fluid pouches onto the side of the funnel closet to the front of the toilet. The flow rate should not exceed 10ml/s as measured by the Remote.

7. When the pouch is empty, click the Start button once to end the exam.

   Depending on what appears on the Remote display, the calibration was either successful (go to step 8), or unsuccessful (go to step 10).

If the Calibration was Successful

8. If the calibration is successful, four arrows and "3 - 3" are displayed. The Remote plays a "siren" chirp indicating that it needs to be placed back in the ScanPoint® Docking Station to complete the calibration process.

9. When you have performed a successful calibration - or when three calibration flows have been attempted - return the FloSensor to the FloCharger and flush the toilet.

   Remove your gloves and return the Remote to the ScanPoint® Docking Station for re-configuration.

If the Calibration was Unsuccessful

10. The Remote will emit an error beep.

    A maximum of three calibration flows can be conducted during a calibration exam.

    Return to step 6 to repeat a calibration flow.
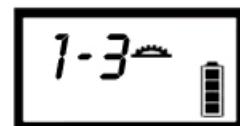
The display shows the current attempt number and the total allowable number of attempts possible, in this case, "one out of three."

Completing Calibration

11. When you have performed a successful calibration - or

when three calibration flows have been attempted - return the FloSensor to the FloCharger and flush the toilet.

Remove your gloves and return the Remote to the ScanPoint® Docking Station for re-configuration.

NOTE: If calibration was unsuccessful after three attempts: Return to ScanPoint® and complete the Calibration Exam. You may continue to use your FloPoint® Elite or contact Verathon Medical® Customer Care for assistance at 1.800.331.2313.

12. Return the Remote to the ScanPoint® Docking Station. The Remote will upload the calibration data to ScanPoint®. ScanPoint® verifies the calibration and assigns a new expiry date to the FloSensor. This should take only a minute.

13. ScanPoint® completes the calibration process by re-installing the Remote software so the Remote can perform patient exams.

14. If desired, select PRINT to print a Calibration Report (Figure 29).

Figure 29. Calibration Report

Troubleshooting

Help Resources

Verathon® provides an extensive array of customer care resources, described in the table below.

You can obtain copies of this manual, Quick Reference Cards, and clinical studies and view training videos by accessing the Verathon® Web site at www.verathon.com or by contacting your Verathon Medical® representative. A complete listing of contact information is provided on page 21.

Resource	Description
FloPoint® **Elite Quick Reference Cards**	Summary of procedures for using the FloPoint® Elite Uroflow System.
This manual	Refer to the troubleshooting suggestions that begin on page 88 for solutions to common problems.
The Verathon® **Web site**	The Verathon® Web site (www.verathon.com) provides the latest user manuals, quick reference cards, clinical studies, and training videos. To find the latest FloPoint® Elite information, from the Verathon® Home page, select "FloPoint® Elite."
ScanPoint® **with QuickPrint Software Install CD**	ScanPoint® with QuickPrint software.
FloPoint® **Elite In-Service CD**	Includes FloPoint® Elite User's Manual and Quick Reference Cards.
ScanPoint® **Help**	From your ScanPoint® application, select **Help** from the toolbar at the top of the ScanPoint® window.
ScanPoint® **Online**	ScanPoint® Online provides: ◆ Access to real-time troubleshooting from Verathon®. ◆ The ability to calibrate and certify their devices online anytime they wish . ◆ Automatic software upgrades. ◆ Automatic data backup and archiving (HIPAA compliant).

Resource	Description
ScanPoint® **Diagnostics**	This ScanPoint® tool checks your system and lets you know of any problems or needed updates (Figure 30). To access this information, from the ScanPoint® menu select **Tools** > **Diagnostics**.

Figure 30. ScanPoint® **Diagnostics**

Resource	Description

Premium Warranty Total Customer Care Plan	A Verathon® insurance plan that provides all the benefits of ScanPoint® Online (preceding paragraph) plus:
	
	    ◆ Instrument insurance: A perpetual warranty against outdated technology with free upgrade / replacement when your device is no longer manufactured.
	
	    ◆ Free loaner program.
	
	    ◆ Free shipping.

Phone support	In North America, call: 1.800.331.2313. International customers, please refer to the list of Customer Care phone numbers on page 21.

Diagnosing Problems

ScanPoint® Problems

Issue / Problem	Answer
How can I improve my system's security and privacy?	To view recommended security and privacy practices, from the ScanPoint® Help menu and select "Security Best Practices."
When I insert the ScanPoint® disk into the CD drive, the installation screen does not appear.	If the installation screen does not automatically open when you insert the ScanPoint® CD, you can start installation this way: 1. On the Windows taskbar, click **Start** > **Run**. The Run dialog will open. 2. Type: **D:\setup.exe** (where D is the name assigned to the CD drive) and click **Ok**.
I can't access the ScanPoint® Web site.	Check your Internet connection.
I can't start ScanPoint®.	Exit all open Internet Explorer windows and restart the program.
I can't log onto ScanPoint®.	You may have mistyped your login name and password. Try entering them again making sure that they are spelled correctly and that you are using upper and lower case letters as appropriate. If you can't remember your login name or password, click **Get help with sign in**.
My ScanPoint® session has expired.	Your ScanPoint® session has timed out because it was idle for over 12 hours. You must log in again.
Why do some text boxes have red asterisks (*)?	A red asterisk indicates that the text box cannot be left blank. You are required to enter text in any field marked with a red asterisk.
I can't find the exam results I want.	Make sure the exam was transmitted to your account and not someone else's. If it was transmitted to your account but you still can't find it, one of the following conditions may apply: ◆ ScanPoint® may not have validated the exam yet. Wait a few minutes and try again. ◆ The exam results may have already been viewed. If so, go to the Past Exams menu and request the results again.

Issue / Problem	Answer
A security warning appeared on my screen.	You may be trying to run an outdated version of ScanPoint®, or the driver ScanPoint® needs is not available. If either is true, click **Yes** in the security warning dialog box.
Why do I get an error message saying that I must enter a positive number?	A minus sign (–) cannot be the first character in any ScanPoint® text box. Re-enter the digits without the minus sign.
An error message appeared on the ScanPoint® screen.	Click the HELP button on any ScanPoint® screen and follow the directions provided. If you still have questions, contact the Verathon Medical® Customer Care Department at 1.800.331.2313.
My account has expired.	Contact Verathon® at 1.800.331.2313 to reactivate your account.
I can't access some menu options.	You can access only the features for which you have signed up.

ScanPoint® **Remote Problems**

Issue / Problem	Answer
The Remote does not recognize the FloSensor. Or, the FloSensor is not communicating with the Remote.	◆ Make sure you are within 3 meters of the FloSensor. ◆ Make sure the FloSensor battery is charged and the Remote battery is charged.
The Remote does not turn on.	The Remote battery may need to be charged. 1. Place the Remote in the ScanPoint® Docking Station (make sure the computer is turned on) for up to 8 hours. 2. If the scrolling battery icon does not appear after 2 hours, press the Reset button on the rear of the Remote. 3. For more information about charging the Remote, see "Charging the ScanPoint® Remote Battery" on page 44.

Issue / Problem	Answer
The ScanPoint® Remote isn't working.	◆ Make sure the Remote is seated properly in the ScanPoint® Docking Station.
	◆ Make sure the Remote battery is charged.
	◆ If the Remote is charged but still won't turn on, press the Reset button on the back of the Remote using the activation tool provided with you FloPoint® Elite system.
	If the Remote is still not functioning properly, contact Verathon Medical® Customer Care at 1.800.331.2313.
The ScanPoint® Remote won't communicate with ScanPoint®.	Check the connections between the ScanPoint® Docking Station and the USB connector on your computer.
	If the Remote is still not functioning properly, contact Verathon Medical® Customer Care at 1.800.331.2313.
The ScanPoint® Remote beeped.	It is normal for the Remote to beep when:
	◆ It is beginning or ending a process.
	◆ It is entering sleep mode to conserver battery life. Press any button to "wake up" the Remote.
	◆ Battery power is low and the Remote needs to be recharged. (See "Charging the ScanPoint® Remote Battery" on page 44.)
	◆ Radio contact is weak. Move the Remote closer to the ScanPoint® Docking Station.

Error Messages

Message	Answer
User's comments may not be empty during exam rejection.	Enter a reason for the rejection in the Reason text box.
Exam already has exam data uploaded. Please start another exam.	You have already transmitted the results of the exam. You may conduct a new exam, if desired.
This field may not be empty.	You must make an entry into the appropriate text box. It cannot remain blank.

| Message	Answer
You must enter a positive number.	A minus sign (–) cannot be the first character in any ScanPoint[®] text box. Re-enter the digits without the minus sign.

Error Codes

Code	Meaning	Resolution
Err 1	FloSensor did not respond to Self-Test Request from ScanPoint[®] Remote.	Charge the FloSensor.
Err 2	FloSensor did not respond to a stop exam request from ScanPoint[®] Remote. Exam information is complete and a new exam could be started.	Reset FloSensor by placing it on the FloCharger.
Err 3	The calibration exchange between the FloSensor and the ScanPoint[®] Remote failed.	Repeat the calibration. If it still fails, upload data to ScanPoint[®] and call Verathon Medical[®] Customer Care.
Err 4	At least 1 second of continuous data was lost due to a radio communication failure.	Alert on ScanPoint[®] Remote indicates loss of radio data. Move ScanPoint[®] Remote closer to the FloSensor during an exam. If alert comes after patient has completed voiding, there will be no impact on exam result.
Err 5	The ScanPoint[®] Remote failed to write a value to the FloSensor flash.	Repeat the operation. (Not a function performed by customers. Call Verathon Medical[®] Customer Care.)
Err 6	The ScanPoint[®] Remote failed to read a value from the FloSensor flash.	Repeat the operation. (Not a function performed by customers. Call Verathon Medical[®] Customer Care.)
Err 7	The FloSensor battery has insufficient charge to perform and exam.	Charge the FloSensor.

Code	Meaning	Resolution
Err 8	The FloSensor motor is moving too slowly and could no longer be controlled.	Check the FloSensor for something blocking the motor. If necessary, remove the funnel retainer and clean the FloSensor (see page 56). Re-assemble and attempt the exam again. If the problem persists, contact Verathon Medical® Customer Care.
Err 9	The FloSensor is requiring too much current to control the speed.	Either the flow rate is too high or there is something preventing the motor from moving. Remove the funnel retainer and clean the FloSensor (see page 56). Re-assemble and attempt the exam again. If the problem persists, contact Verathon Medical® Customer Care.
Err 10	The FloSensor internal temperature is too high.	Let the FloSensor cool off and attempt to perform another exam. If the problem persists, contact Verathon Medical® Customer Care.

Application Log

If you are experiencing problems, the Customer Care Department at Verathon Medical® may send you a message requesting permission to view your application log (Figure 31).

Figure 31. Application Log Request
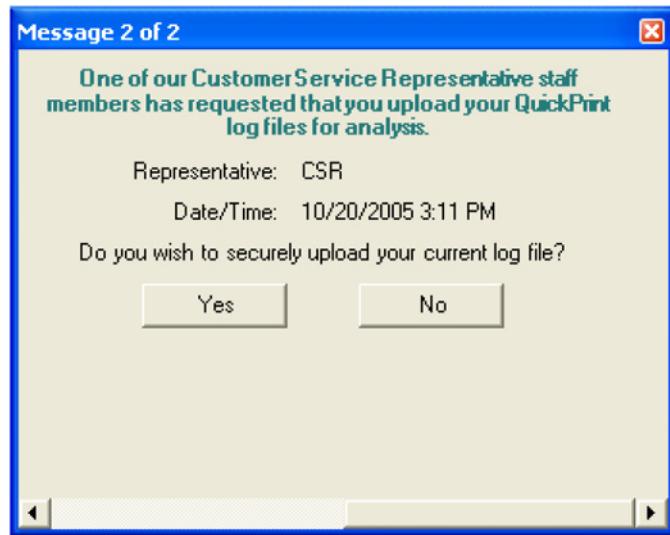
The application log is a record of all the actions ScanPoint® has performed. No patient data is included. You can preview your application log by going to the **View** menu and selecting **Application Log**. Figure 32 shows a typical application log

Figure 32. Application Log Data