MyDiagnostick 1001R

Frequently Asked Questions and Tips & Tricks

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1 Introduction

Despite the ease of use, you may have a question on things that could occur while you are using the MyDiagnostick device and / or the MyDiagnostick Management Studio software.

It is advised to first consult the <u>Device manual</u>, the <u>User manual</u> and/or the <u>Help file</u> in the MyDiagnostick Management Studio.

If there are still any issues / unanswered questions you may find the answer in this document. This document describes the most common questions and possible answers / solutions.

Don't hesitate to contact us if there are remaining uncertainties!

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2 Frequently Asked Questions and Tips & Tricks

2.1 General

At software installation my computer gives an error.
Unable to execute file:
C:\Program Files(x86)\MyDiagnostick\Management Studio\MyDiagnostickWinUSB.exe.
CreateProcess failed: code 2.

"Antivirus is essential tool that most people need to protect their Windows operating system from Viruses, Trojans, and other bad stuff. Unfortunately, most Antivirus companies goes too far with their Virus/Trojan protection, and in many times they classify completely legit software as Virus/Trojan infection."

Our software is virus-free, therefore it is advised to deactivate the virus scanner in such cases at the time of the software installation. If everything works, it can be activated again, and for the security afterwards a virus scan can be done.

2.2 Device usage

Can the sensitivity of the MyDiagnostick be increased to obtain larger amplitudes on the ECG?
Amplification, or increase of resolution, of ECG's to obtain larger amplitudes on the strip is not a feature that we can activate. Especially when the heart axis is almost perpendicular to lead I, the amplitudes are small. But that does not happen very often. In case you still would like to obtain a larger amplitude, you might apply MyDiagnostick by keeping it in one hand, and have the other electrode touching the chest skin e.g. 20 cm below the arm joint. Of course, in such a case, the morphology would change slightly.

The MyDiagnostick does not always function.
Make sure the MyDiagnostick is correctly and fully charged.

How much ECG's can be recorded with the MyDiagnostick?
The MyDiagnostick can save 140 ECG's. If more ECG's are recorded without Clearing / Device read-out, the MyDiagnostick will overwrite the measurements as follow:

- First the failed measurements;
- Then the non-AF measurements;
- As last the AF-measurements.

Device does not turn on / no activation.
- Not recharged, battery too low;
- Is there is visual damage then contact the manufacturer.

Status Led stays on 1st dot and then a beep, device turns off.
- Not recharged, battery too low;
- Measurement fail (can be caused by bad hand-contact, try cleaning the hand-surfaces).

Device does not recharge.
- Check the USB cable (it is recommended to use the USB cable shipped with the MyDiagnostick);
- Try another USB cable or port (do not use an USB hub).

2.3 Software usage

2.3.1 General

Where can I find the MyDiagnostick Management Studio software?
The Software can be downloaded from our website: www.MyDiagnostick.com under the section Professionals → Software & Manuals.

How do I install the MyDiagnostick Management Studio software?
Follow the installation steps from the User manual (downloadable on www.MyDiagnostick.com → Professionals → Software & Manuals.

Can I install the MyDiagnostick Management Studio software on a Linux PC?
No. The MyDiagnostick Management Studio software is not compatible with Linux.

Can I install the MyDiagnostick Management Studio software on Mac OS X?
No. The MyDiagnostick Management Studio software is not compatible with Mac OS X.
If you have Microsoft Windows running on your Mac (e.g. using Parallels, VMware or Boot Camp), you can install the MyDiagnostick Management Studio software on that instance of Windows. Please note that Applied Biomedical Systems / MyDiagnostick Medical does not support such a configuration.

2.3.2 Data / ECG

Will my data be lost when my computer crashes / re-install the MyDiagnostick Management Studio?
MyDiagnostick Management Studio stores all data in a database. The current release supports a single database on the local computer. For optimum data security the database is located in the personal profile folder of the user. As a result each user on a computer has his own database. The database is located in:

C:\Documents and Settings\<username>\Local Settings\Application Data\MyDiagnostick\Management Studio\Database\default (Windows XP)

C:\Users\<username>\AppData\Local\MyDiagnostick\Management Studio\Database\default (Windows Vista or later)

The database will not be removed from your computer when you uninstall MyDiagnostick Management Studio. You can therefore uninstall and reinstall the software without losing your data.

The MyDiagnostick ECG's show a wrong Date / Time.
Use MyDiagnostick Management Studio to set the correct time (at read-out the device will be configured with the PC time zone which will set the correct date / time).

The recorded ECG show a bad signal, what is the cause?
- PVC's;
- Respiratory modulation of the heart rate;
- Artifacts by squeezing hands on the electrodes (excessive muscle noise), movements during a measurement;
- Unfavorable heart-axis.

2.3.3 USB Communication

How do I connect the MyDiagnostick to my PC?
You can connect the MyDiagnostick to any USB 2.0 or USB 3.0 port using a regular USB cable with a mini USB connector at the device end. The USB cable shipped with the MyDiagnostick is although recommended, as other cables can occur in errors @ read-out.

Can I use an USB hub for connecting the MyDiagnostick?
The use of an USB hub is not recommended.

When I connect the MyDiagnostick device to my PC, nothing happens. What is wrong?
Even though the MyDiagnostick contains memory to store data and is connected to the PC via USB, it is not a memory stick. You must install the MyDiagnostick Management Studio software to program MyDiagnostick devices and retrieve data. The software setup package installs the software as well as a special Windows device driver (Microsoft WinUSB).

I have installed the MyDiagnostick Management Studio software on my PC. When I connect the device to my PC, nothing happens. What is wrong?
It is essential that a MyDiagnostick device is connected to the PC during software installation. Otherwise the setup package cannot configure the WinUSB driver correctly. Connect the MyDiagnostick to the PC and reinstall the software to resolve the issue.

MyDiagnostick Management Studio does not show a serial number of the MyDiagnostick device. What is wrong?
There cannot be more than one MyDiagnostick device connected to a Windows computer at the same time. This is a Microsoft WinUSB limitation.

Disconnect all MyDiagnostick devices except the device from which you intend to read measurement data.

2.3.4 Software errors

Management Studio → unhandled exception/configuration error at read-out.
This error message can occur when an electrical component has gone bad (lifecycle). Contact the manufacturer when re-installation of the software does not help.

2.3.5 Management Studio status DOT indicator

In the bottom right corner of MyDiagnostick Management Studio a status-dot is located. This indicates different conditions:

Indication (condition):	Possible cause / solution:
⚪ Grey	- There is no MyDiagnostick connected to the computer; - Wrong or defect USB cable; - The MyDiagnostick device driver was not installed. (Re)install the MyDiagnostick device driver using the *Device Driver Installer* from the website. This package will also repair a damaged device driver installation (so it should also work if the MyDiagnostick device driver package is listed in *Programs and Features* but is not working correctly); - Upgrade to the latest version of MyDiagnostick Management Studio. This will install a missing device driver but will not repair a damaged device driver installation; - Both software packages are available on the www.MyDiagnostick.com website under Professionals → Software & Manuals.
🟢 Green	The connected MyDiagnostick device contains no ECG´s.
🟢 🔵 Green / Blue "flashing"	The connected MyDiagnostick device contains recorded ECG´s for interrogation.
🔴 Red	MyDiagnostick Management Studio cannot communicate with the connected MyDiagnostick device. Another program is accessing the MyDiagnostick or some other communication error has occurred.
⚪ 🔴 Grey or RED	- Use a different USB port on the same computer; - Use a different computer; - Use a different USB cable (the provided USB cable is preferred); - If you have connected the MyDiagnostick to the computer using a USB hub, remove the USB hub from the connection.