

HT Vista Support Training



HTVET

Visualizing
The Unseen.

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Device purpose
and way of use



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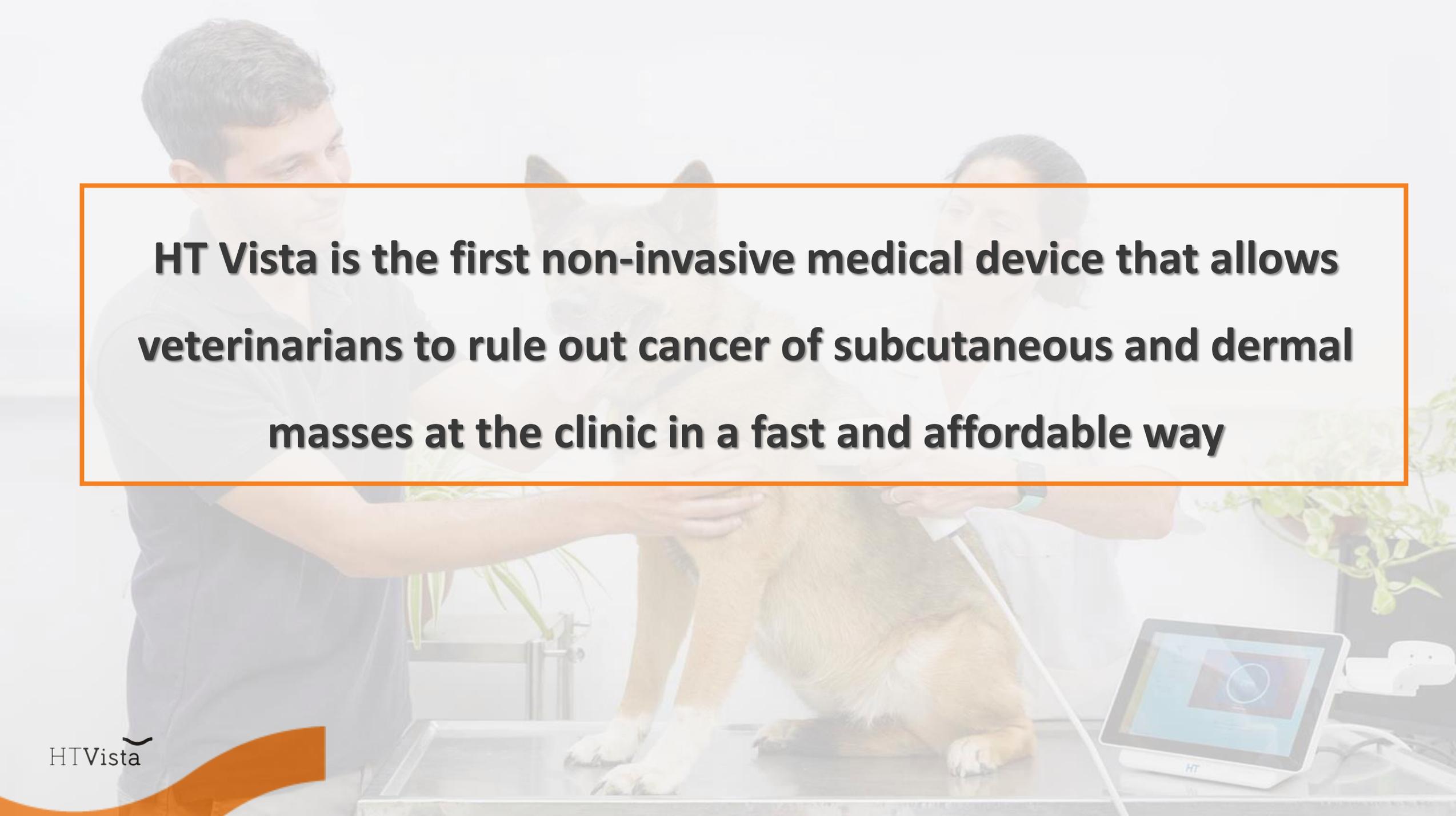
Support landing
page



Troubleshooting



Guidelines

A veterinarian in a white coat is using the HT Vista device on a dog's back. A vet assistant in a dark blue shirt is holding the dog steady. The dog is sitting on a metal examination table. In the foreground, a tablet displays the device's interface. The background is a bright, clean clinical setting with a potted plant.

HT Vista is the first non-invasive medical device that allows veterinarians to rule out cancer of subcutaneous and dermal masses at the clinic in a fast and affordable way

HTVista Scan Process

2 min overall test time

- **IDENTIFY** region of interest and clip fur
- **SCAN** the area: heat waves are sent to the tissue. Thermal sensor measures heat diffusion signal
- **MARK** area of concern and healthy area
- **UPLOAD** data: signal is analyzed using computer vision and artificial intelligence. **Result returns on the spot**
- **HTVista REPORT**

Further investigation is recommended



The mass appears to be **benign**

Step By Step

1



ADD NEW
PATIENT

2



IDENTIFY MASS
LOCATION

3



CLIPPING

4



ADD NEW SCAN

5



PLACE THE
SCANNER

6



SCAN

7



MARK AREAS

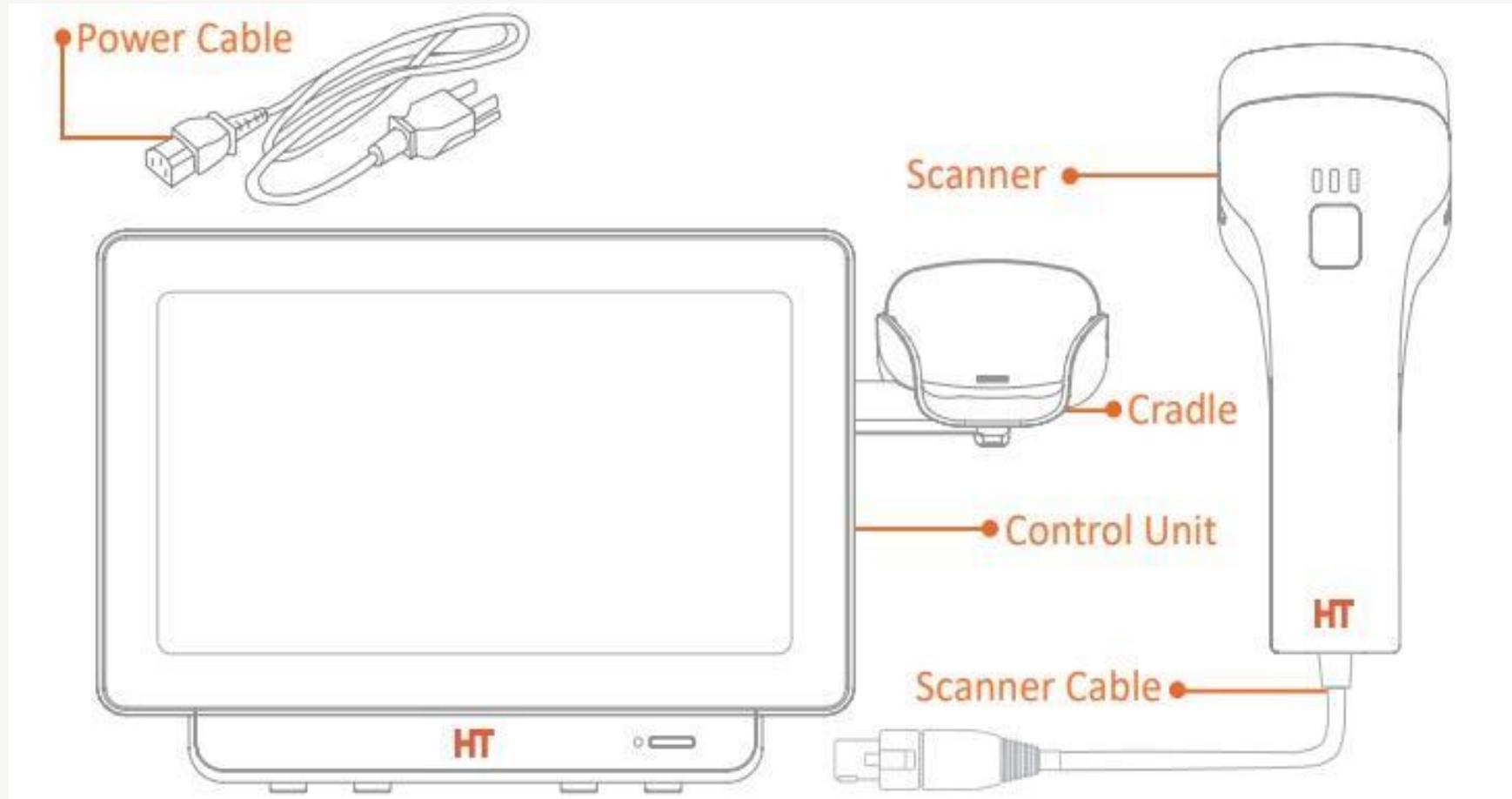
8



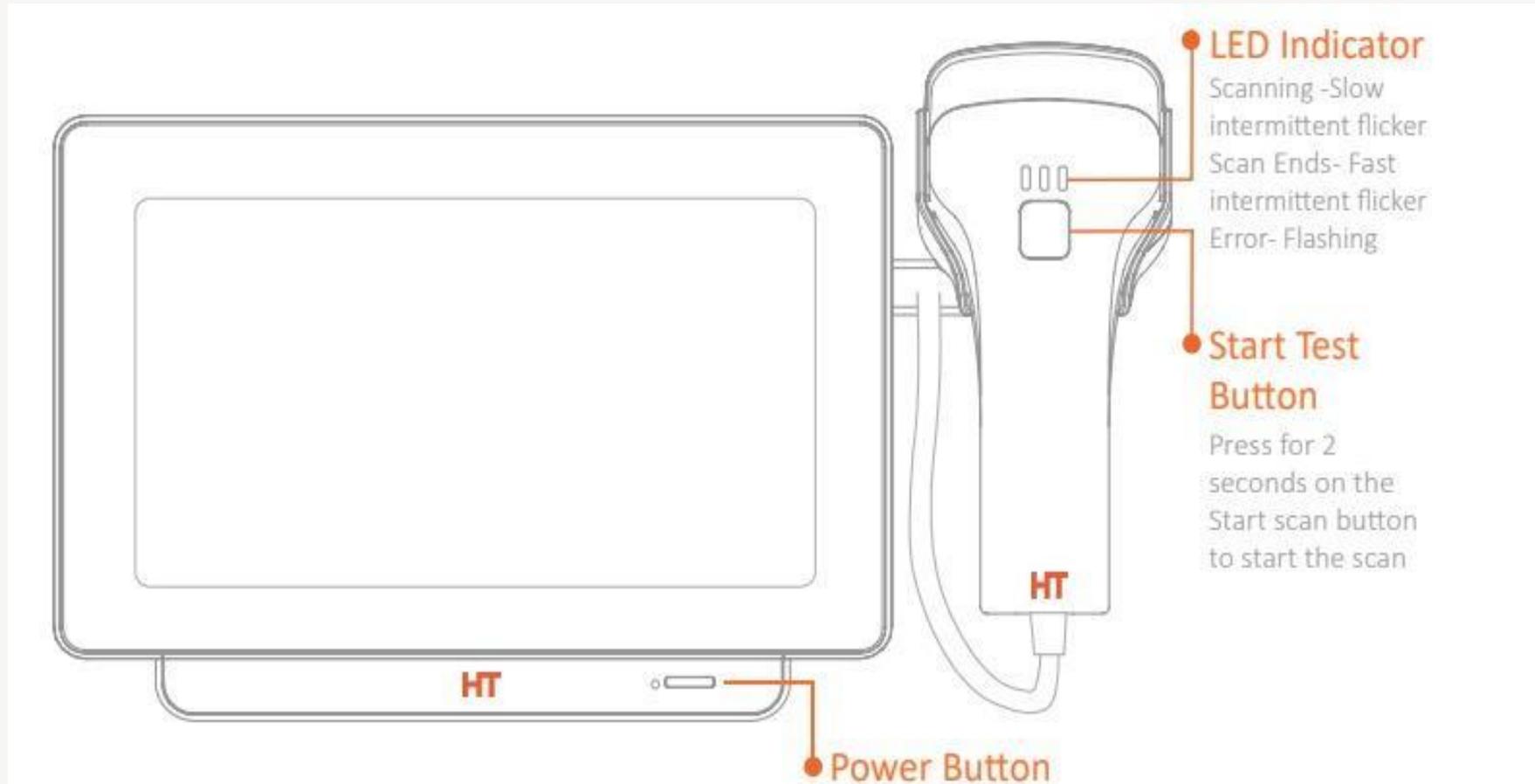
ANALYZE
RESULTS



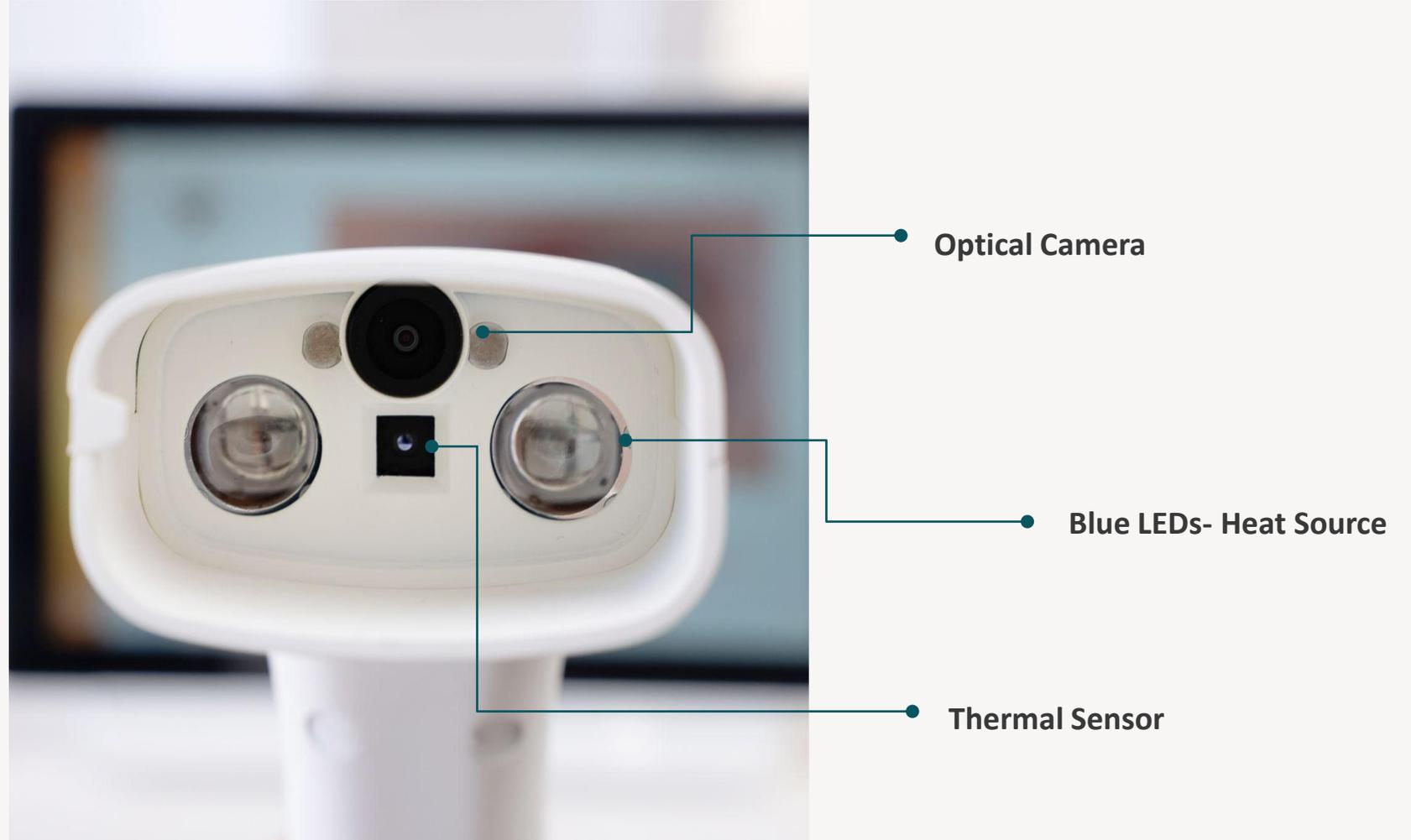
What is inside the box



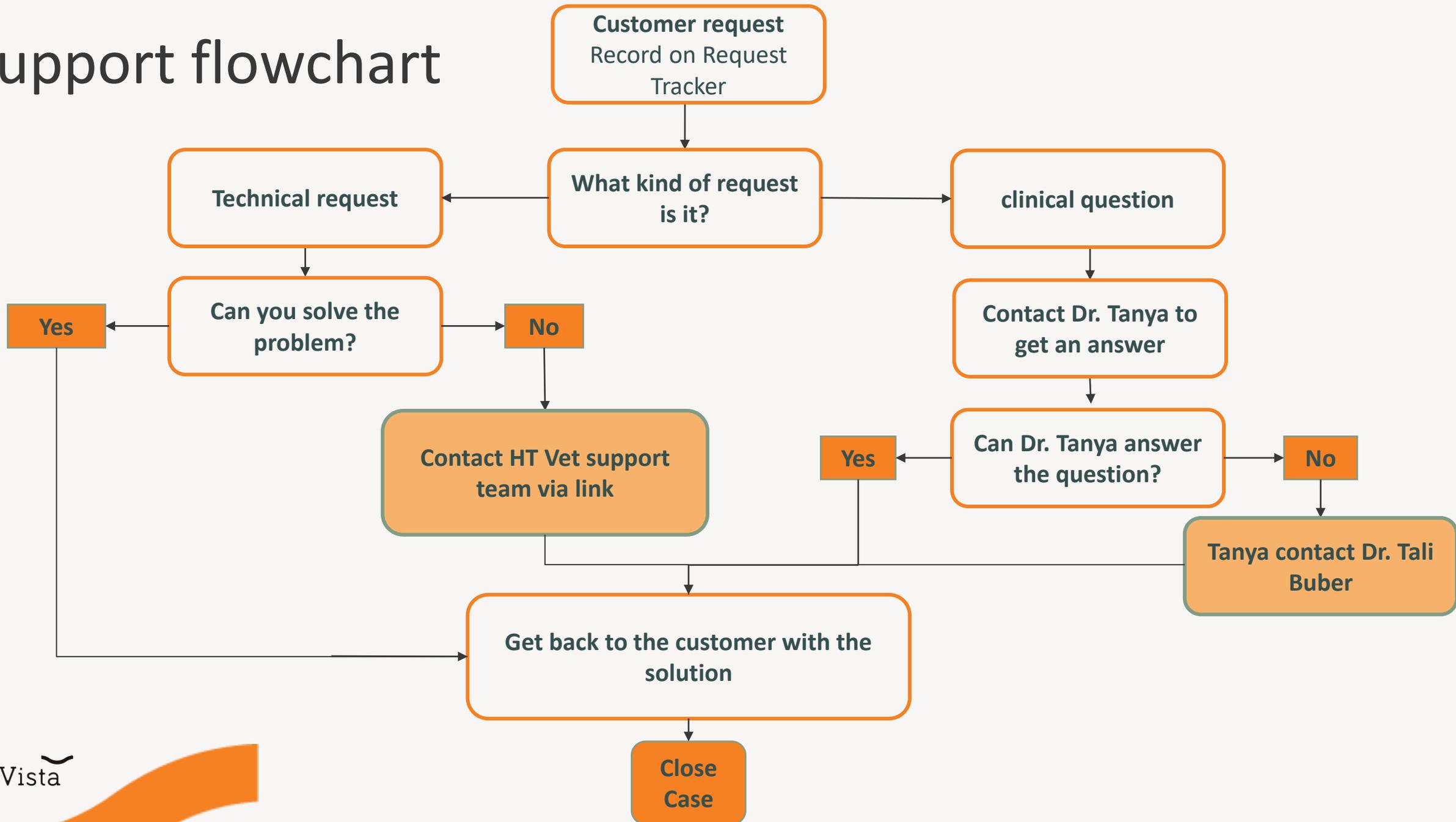
Device operation



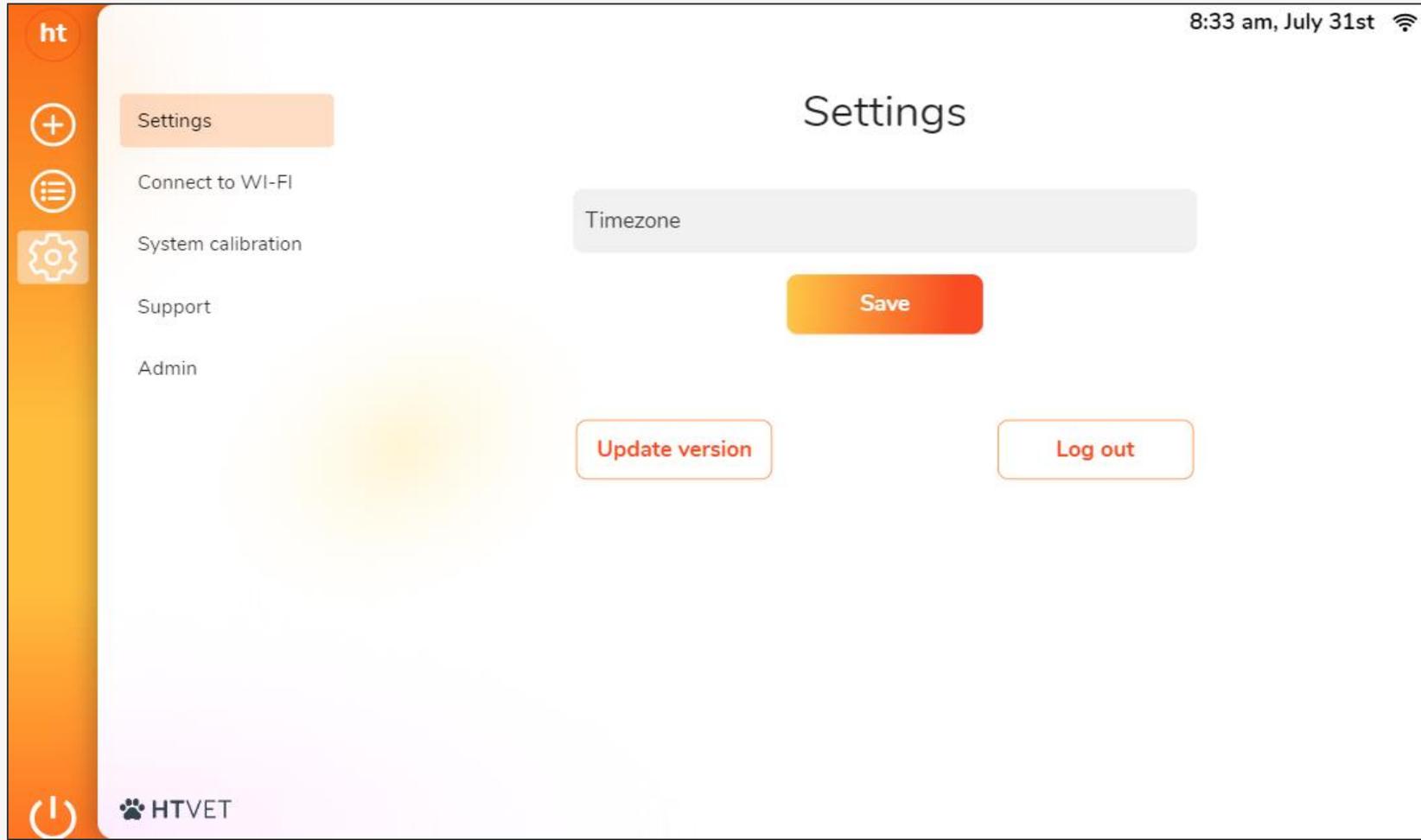
Optical module



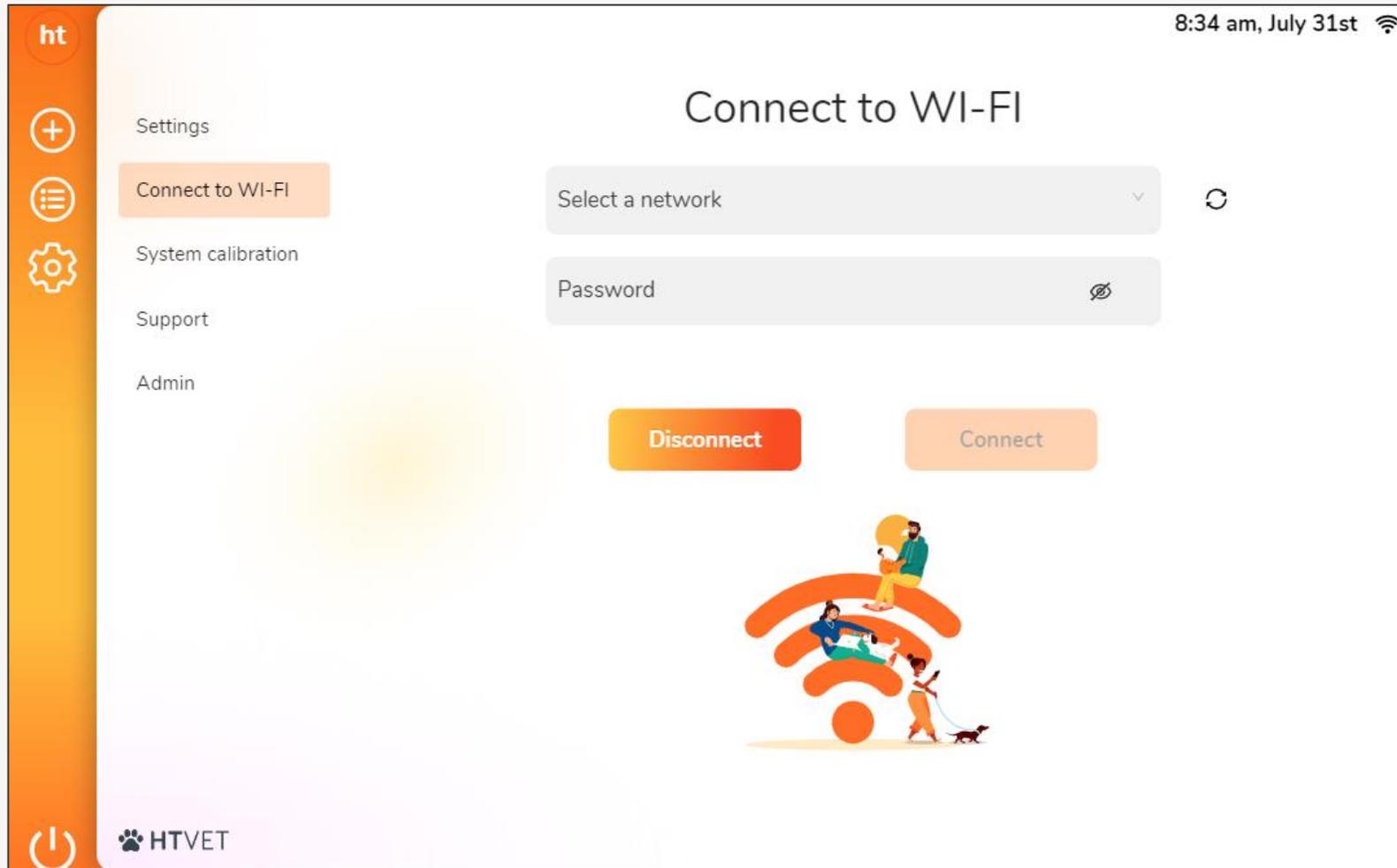
Support flowchart



Settings overview



Settings overview



Settings overview

ht 8:34 am, July 31st

- Settings
- Connect to WI-FI
- System calibration**
- Support
- Admin

System calibration

Run system check to ensure all parameters are operational

Perform system calibration

Camera's connection	Pending
Heating	Pending
Homography	Pending

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Settings overview

The screenshot displays the 'Technical support' settings page. On the left, a vertical orange sidebar contains navigation icons: 'ht', a plus sign, a list icon, a gear icon, and a power icon. Below these icons are menu items: 'Settings', 'Connect to WI-FI', 'System calibration', 'Support' (highlighted), and 'Admin'. The main content area is titled 'Technical support' and includes the text 'For technical support please contact HT's team at: ht@htbioimaging.com'. Below this text are five buttons: 'Exit view only', 'Refresh display', 'Restart WIFI', 'Remote session' (highlighted with a red box and an arrow from the label 'Remote access'), and 'Reset device'. At the bottom of the screen, there is a status bar with 'HTVET' on the left, 'Fpa: -' in the center, and two boxes on the right: 'Local ip: 192.168.68.137' (highlighted with a red box and an arrow from the label 'Ip address') and 'Version: 1.1.10' (highlighted with a red box and an arrow from the label 'Software version number'). The top right corner shows the time '8:34 am, July 31st' and a Wi-Fi signal icon.

8:34 am, July 31st

Technical support

For technical support please contact HT's team at:
ht@htbioimaging.com

Exit view only Refresh display

Restart WIFI Remote session

Reset device

HTVET Fpa: - Local ip: 192.168.68.137 Version: 1.1.10

Remote access

Ip address

Software version number

Support landing page

The screenshot shows the HTVista support landing page. At the top is the HTVET logo with the tagline 'Visualizing The Unseen'. Below it is the 'HTVista support' header. The main content area is orange and contains the following text and links:

- 'Experiencing trouble with your device?' with a 'Click here for troubleshooting' link.
- 'Need additional help? Contact us' section with business hours: 'Monday-Friday 9AM-5PM (GMT +3)'. Below this are three contact options: a WhatsApp icon, a phone number '+972502961946', and a 'Schedule an online support session' button.
- 'E-mail: Support@htbioimaging.com' link.
- 'You can also leave a support request here' with a document icon.

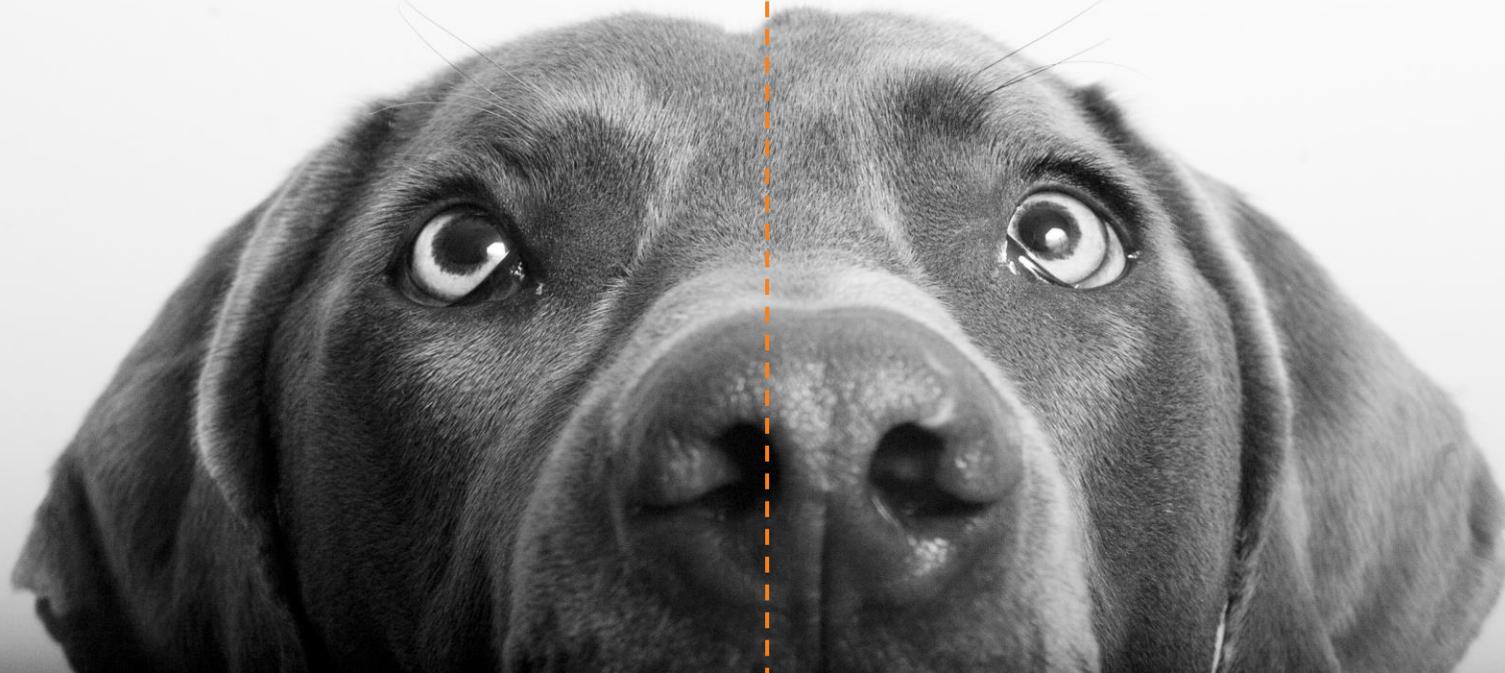
Annotations on the left side of the page point to these elements:

- 'Online troubleshooting' points to the 'Click here for troubleshooting' link.
- 'Free international phone number' points to the phone number '+972502961946'.
- 'WhatsApp' points to the WhatsApp icon.
- 'Email' points to the 'E-mail: Support@htbioimaging.com' link.
- 'Support Session' points to the 'Schedule an online support session' button.

Troubleshooting Samples

Technical Errors

Use Errors



Troubleshooting Sample – Technical errors



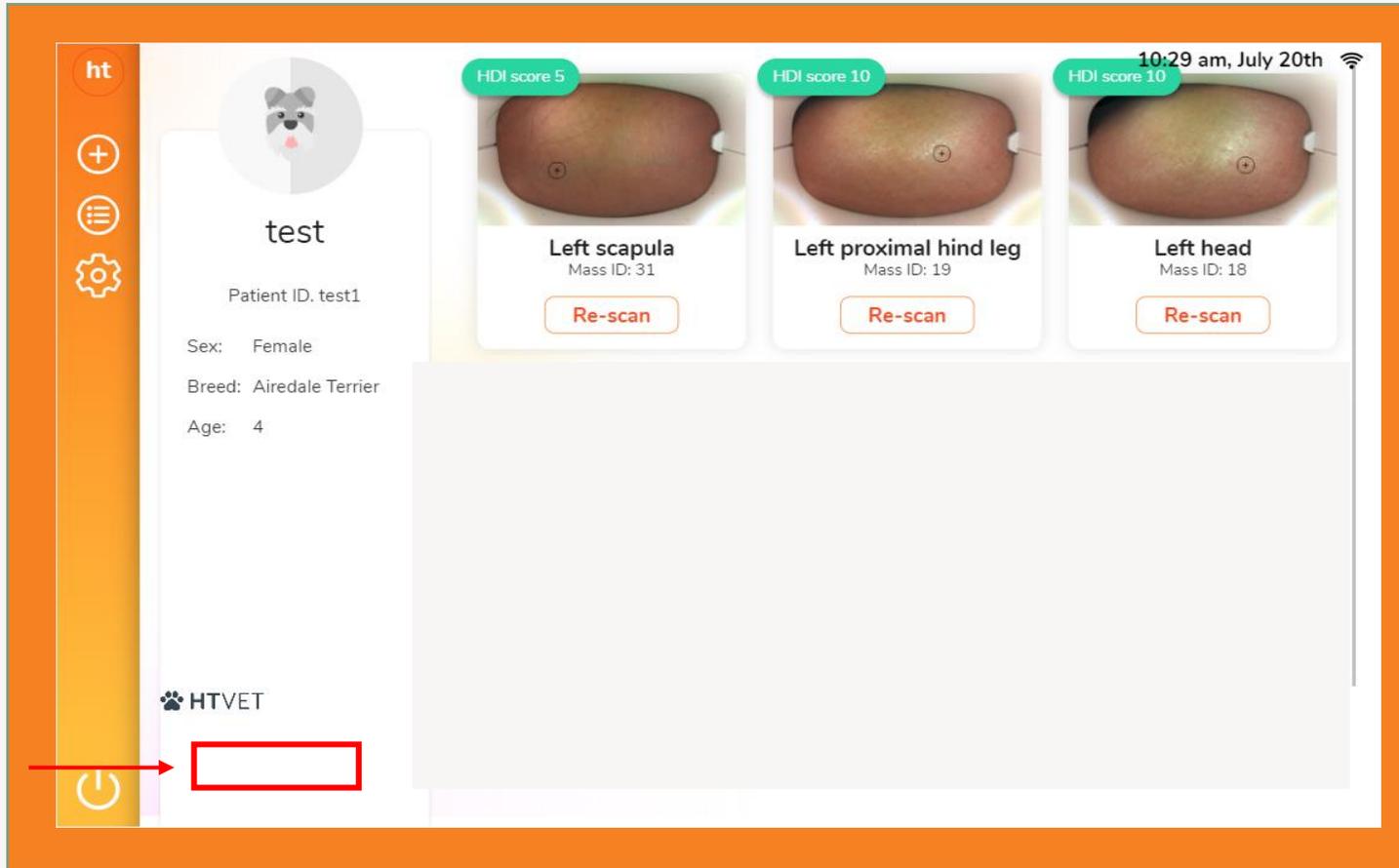
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Troubleshooting Samples

The button "Scan new mass" disappears



Description

The user interface is not properly calibrated and does not look right, it seems like the screen "stretches downwards".

Fix

Navigate to **Settings > Support > Reload UI/Refresh display** (Depends on your software version)

Troubleshooting Sample – Use errors



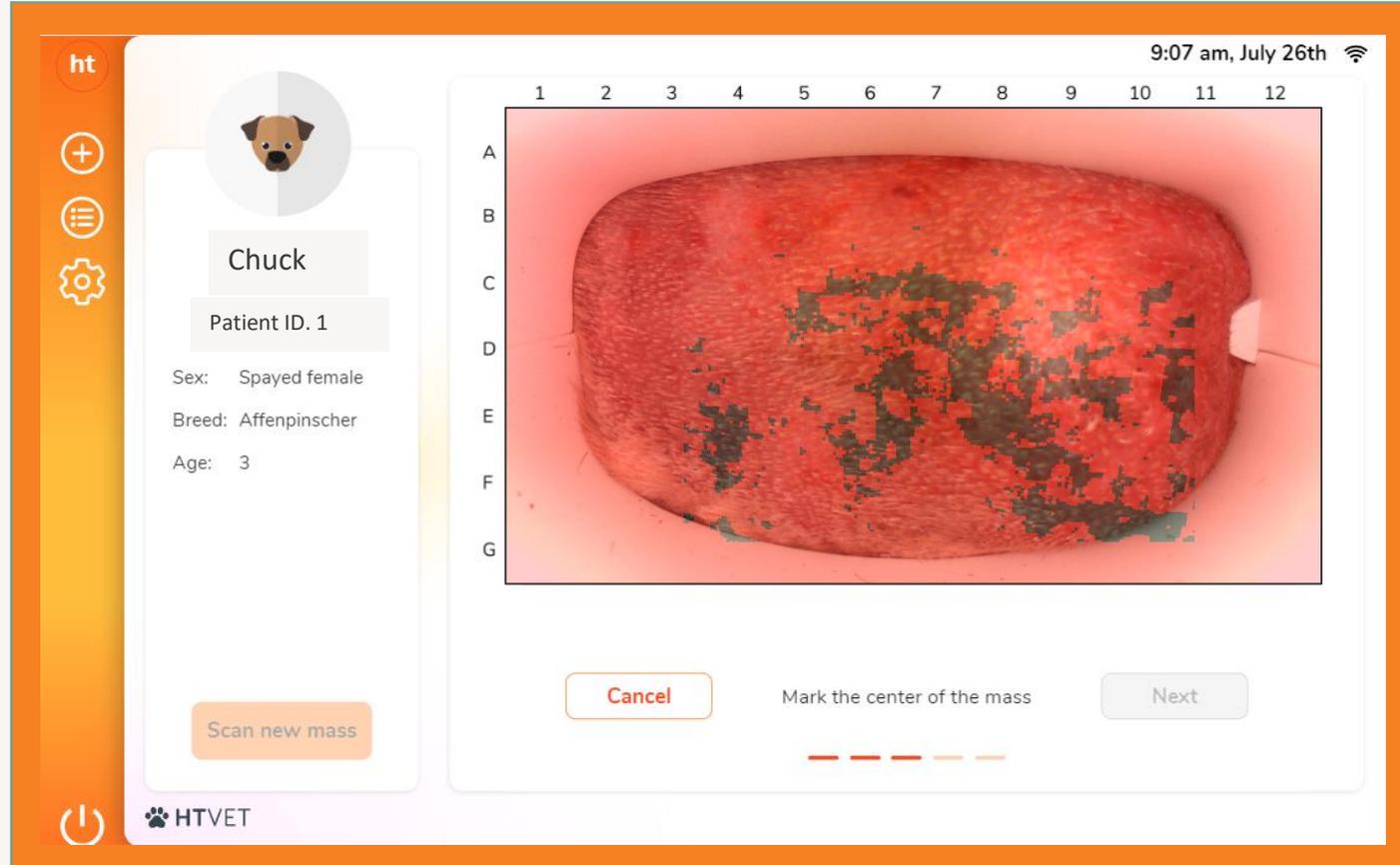
HTVET



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Troubleshooting Samples

A red screen covers most of the field of the scan



Description

A red mask covers most of the field of vision, making it impossible to mark the mass or the healthy area after a scan.

Cause

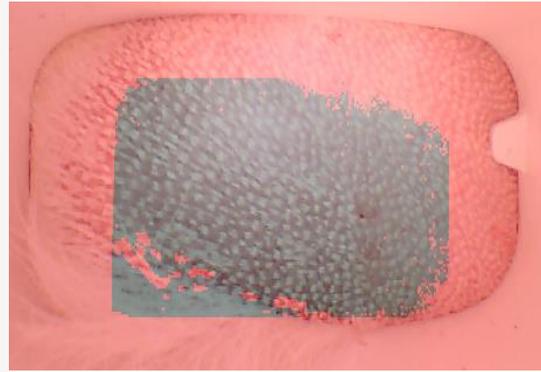
Ulcerated skin, bad clipping, or movement during the scan.

Fix

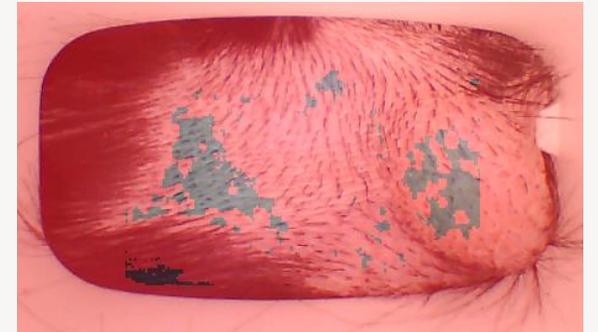
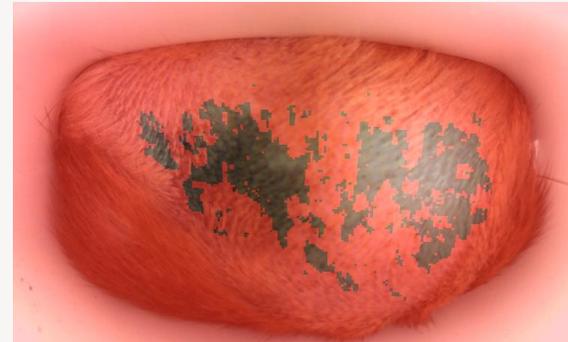
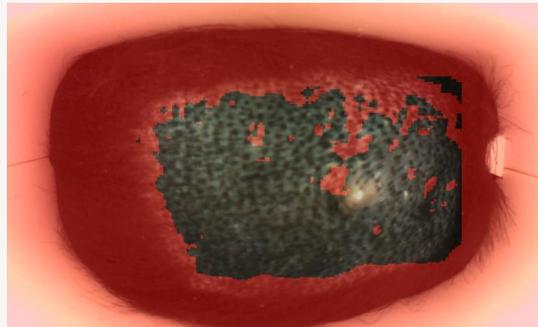
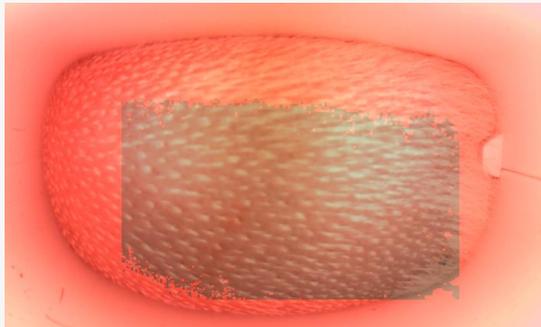
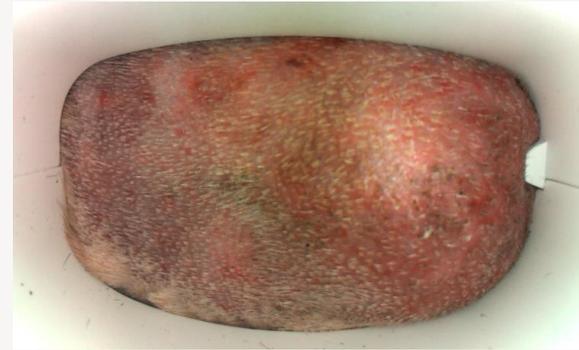
Cancel the scan. Ensure that the skin is not ulcerated and the area is clipped as close as possible. Keep still, and ensure that the device is affixed to the pet's body for the entire scan duration.

Red Masks

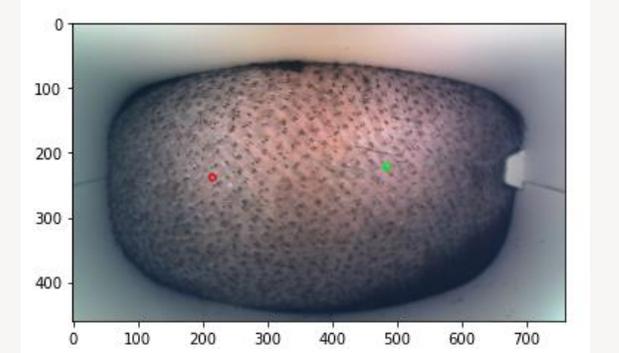
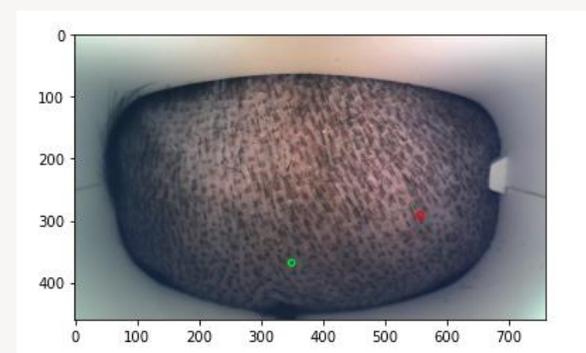
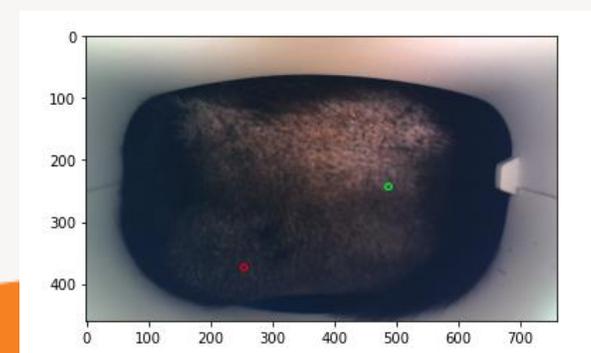
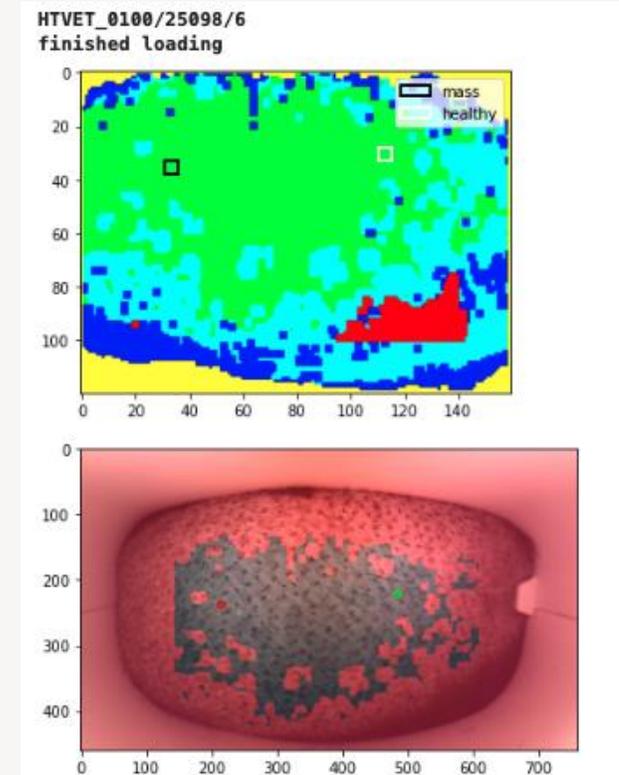
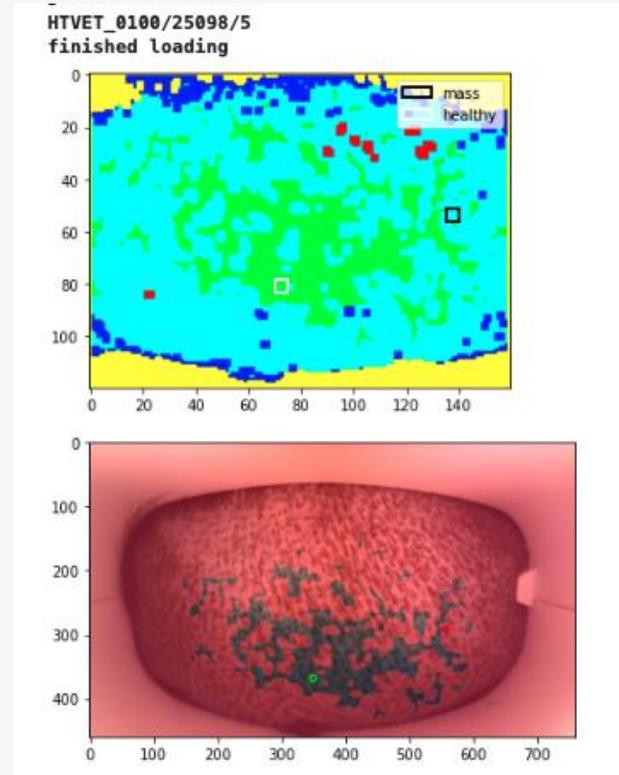
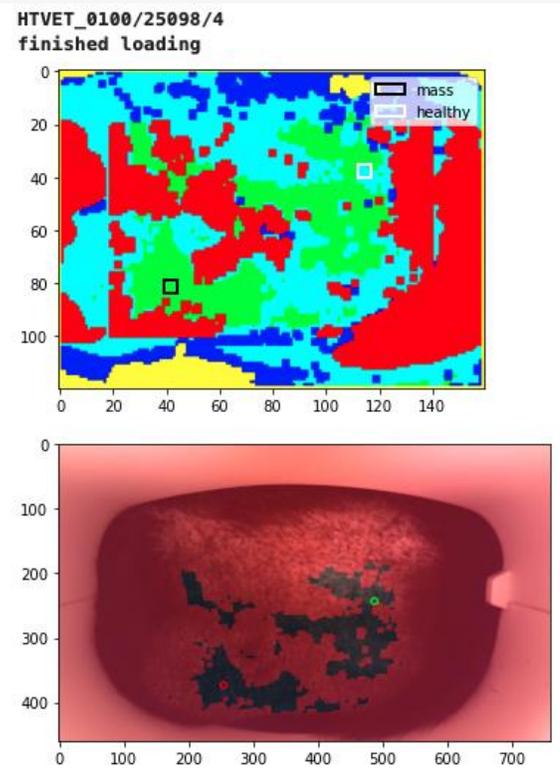
Good Masks



Bad Masks



Back stage



Phase 2 – Post Troubleshooting



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Online Troubleshooting guide

Public

The screen is frozen

Updated on 23 Aug 2022 • 1 Minute to read • Contributors

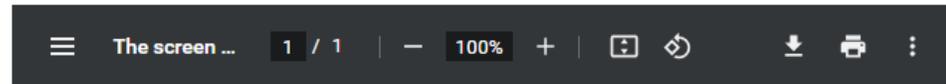
- Pressing on buttons generates no response.

What can you do?

- Restart the device-unplug and re-plug the device's power cable.

For support team's use only :

Password :
ht1212



Phase 2: (If the above did not work)

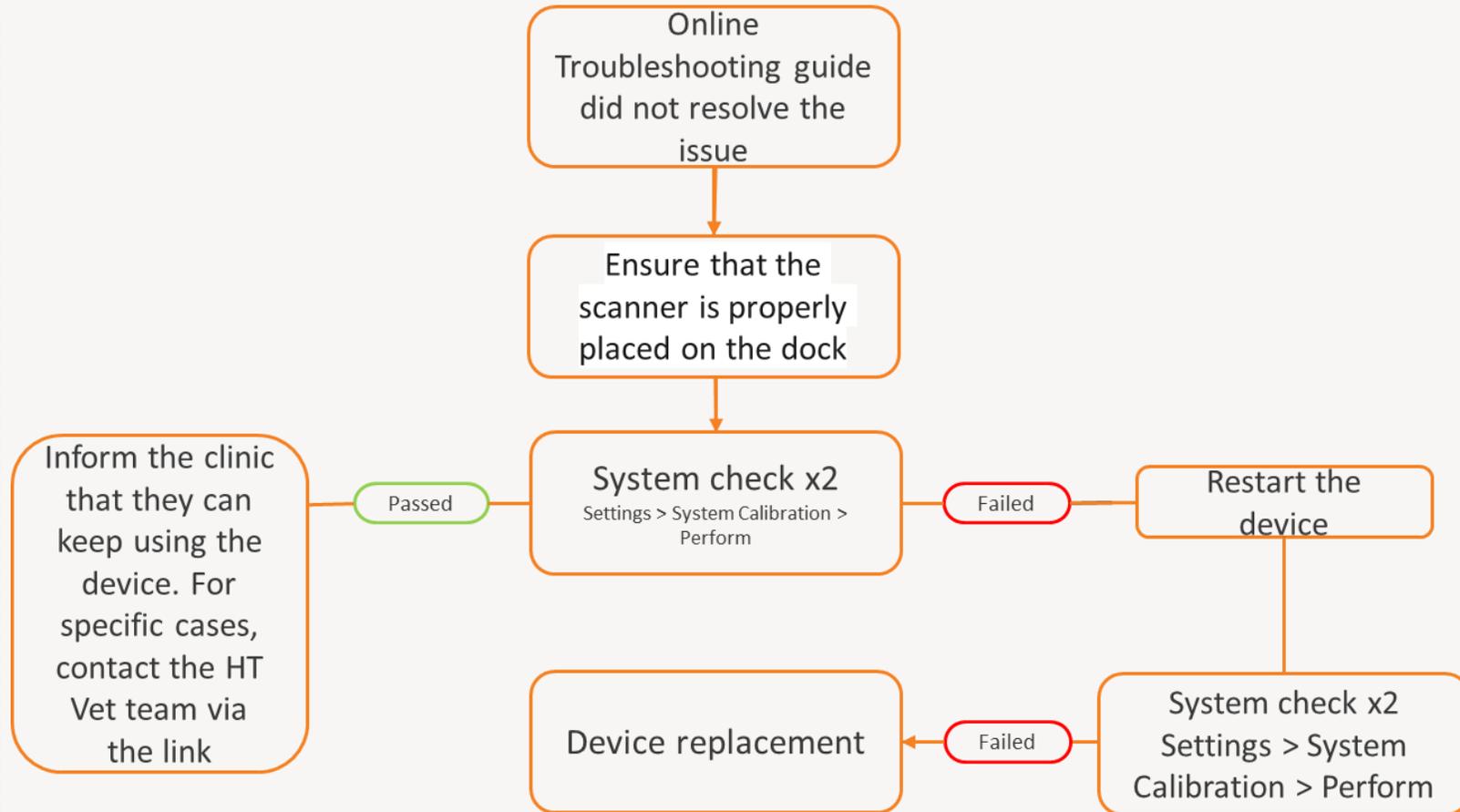
- Open a device replacement request with the following details:
 - Chain of events/actions that led to the replacement.
 - Current SN.
 - New device SN.
 - Estimated date of the exchange.

Private

Decision-making process

To the following errors:

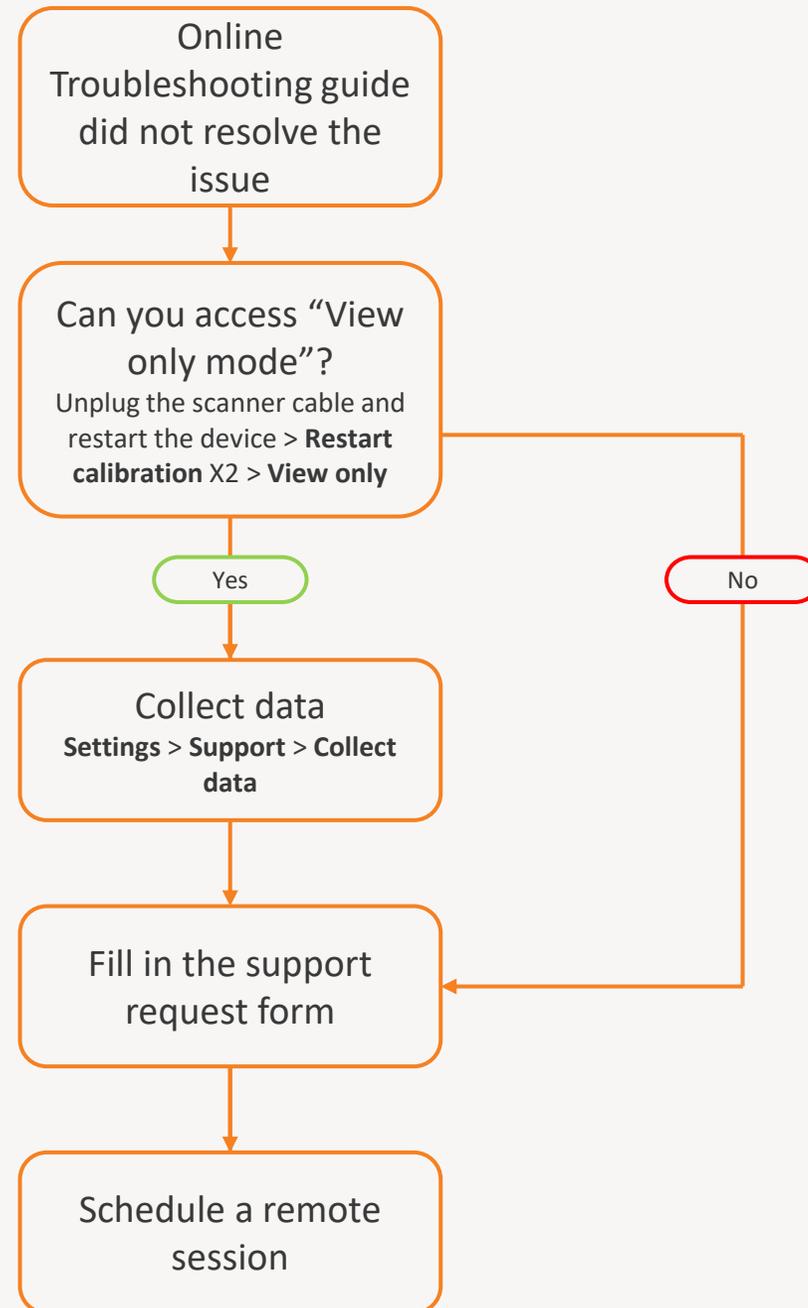
- "Technical problem with the test (R7) "
- "Problem with the test (R10) "
- "Initializing camera stream"
- "Heating error"/"Homography matrix isn't valid"/"Camera not recognized" notification while launching
- A red mask consistently covers half of the marking area



Remote session process

To the following errors:

- The app is stuck on a white screen with a logo while launching
- The app does not recognize the scanner on the dock
- Deleted data



Network connection solution

To the following errors:

-WIFI disconnection

-The scan is labeled as “Pending Upload”
for a long time

Online Troubleshooting
guide did not resolve
the issue

Connect to the clinic's
network

Perform a speed test
Look at the Upload speed in the
“speedtest by ookla”
app/computer

Supply portable hotspot
device/WiFi range
extender

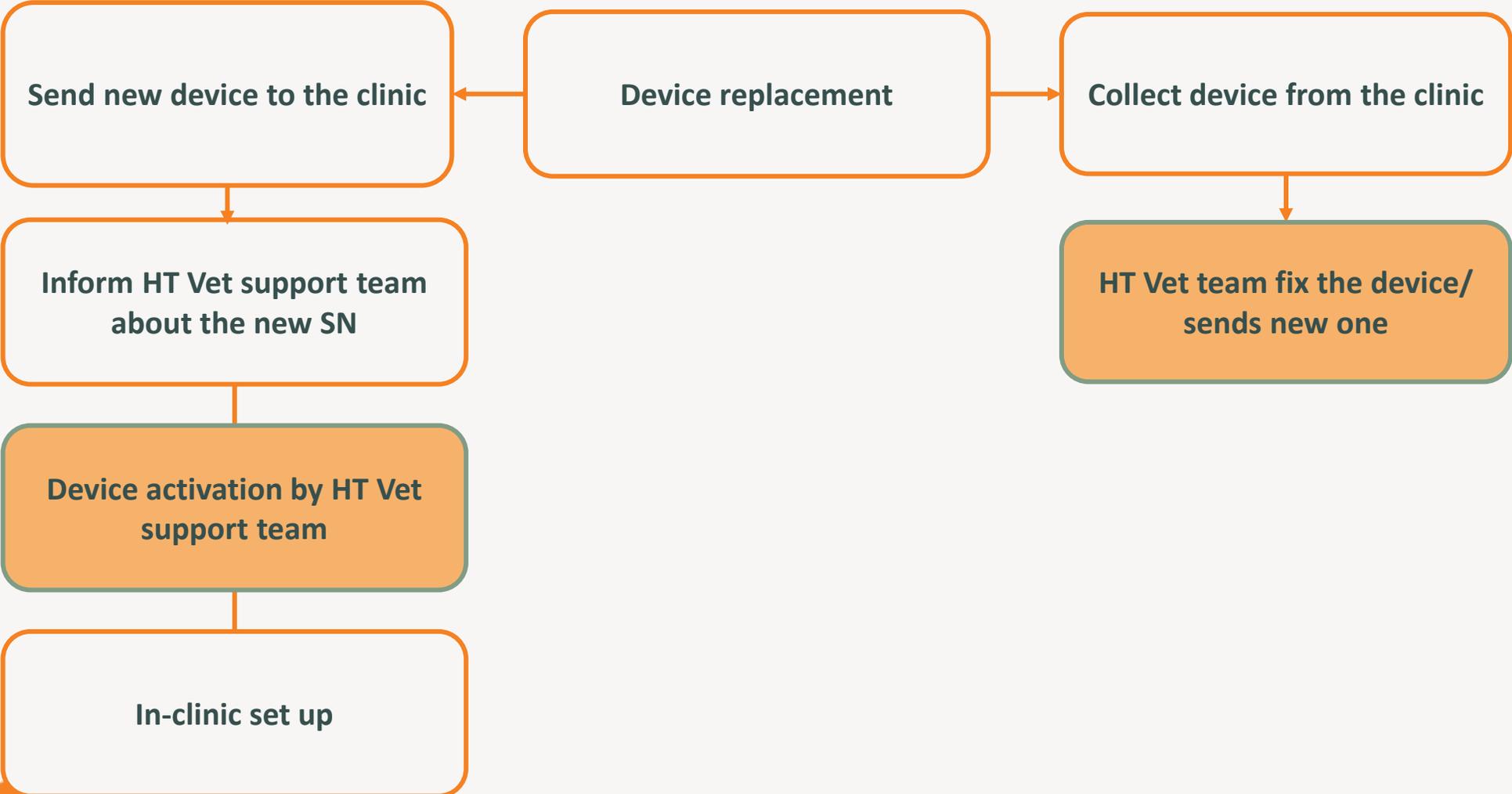
Perform a new speed
test and compare with
the previous one

Device replacement

There is a need for **replacement** of the device when the following occurs:

- Unresponsive power/scanner button
- Unresponsive touch screen
- The device does not power on
- Cracked screen/scanner/console
- The power/scanner indicator lights are not working (low impact/low urgency)

Device replacement flowchart



Additional Guidelines



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“Test” scans guidelines

New patient (+ icon) with the name that includes the word **test/setup** - For example **test1657**.

This way the scans will not be recorded in the cloud for logistics purposes like billing.

- All patients that start with **test** (either patient name or ID) will return for all scans **HDI result 5**. This applies to all devices - either active or inactive (see next slide)
 - **test** scans do not send a result's email at all
 - **setup** scans will send result's email and will return for all scans **HDI result 5**. In case you want to check if the clinic got the email's results

As a general guideline - All **internal/training scans that are not on a real patient** should be executed under the patient name/ID that starts with either **test/setup**.

Active/Non-Active device

Devices that are intend to be used by a clinic/sales purposes needs to be activated (recorded in our Database) by HTVET team at least 24 hours before starting

For that you need to send us the customer details:

1. Clinic Name
2. Clinician name
3. State
4. Address
5. Clinic's email (for results)
6. Contact person name
7. Contact person email
8. Contact person phone number

A devices that haven't been activated the user will receive
an **Analysis Error** instead of results.

General highlights

- 10% of the devices are intended to be spare devices.
- QC – warehouse protocol
- Support methodology
 - How do customers contact you?
 - How do you track customer requests?
 - How do you share the support landing page? (link/QR code/etc.



For technical support: Support@htbiolmaging.com

Customer support and success rep :
Alex Sirotkin - Alexandra@htbiolmaging.com

Product Manager :
Ela Simner – Ela@htbiolmaging.com

Thank You

