



INSTRUCTION MANUAL

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Frequently Asked Questions
Charging the Device

HOW TO DOWNLOAD THE D-HEART APP ON ANDROID SYSTEM

Simple ways to get the D-Heart App on your phone..

Just follow the instructions:

1 Simply download the App from your Play Store and create your account.

Once the App has been downloaded:

- Create **an** account
- Agree to the T & C's
- Complete required information fields and create a password
- Receive code on your registered email
- Follow prompts and complete required information fields

Remember to pair the device via Bluetooth with your mobile phone **or tablet, only through D-Heart App.**

HOW TO DOWNLOAD THE D-HEART APP ON iOS SYSTEM

Simple steps on how to get the D-Heart App on your smartphone.

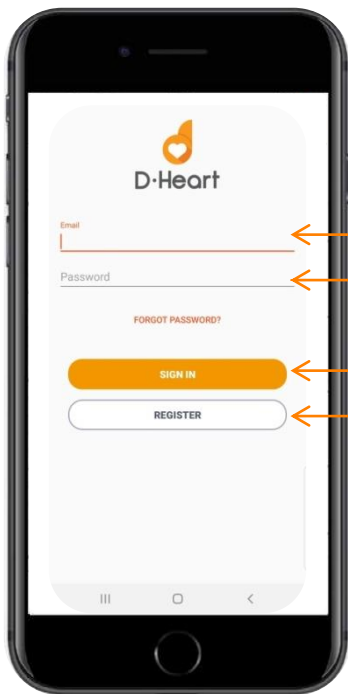
Download the free D-Heart App from your iOS Store

Once the App has been downloaded:

- Create **an** account
- Agree to the T & C's
- Complete required information fields and create a password
- Receive code on your registered email
- Follow prompts and complete required information fields

Remember to pair the device via Bluetooth with your mobile phone **or tablet, only through D-Heart App.**

STEP 1



- ENSURE YOUR BLUETOOTH AND DEVICE IS SWITCHED ON WHEN YOUR ACCOUNT IS ACTIVE.

ENTER YOUR EMAIL ADDRESS

ENTER YOUR PASSWORD
(must contain a capital letter)

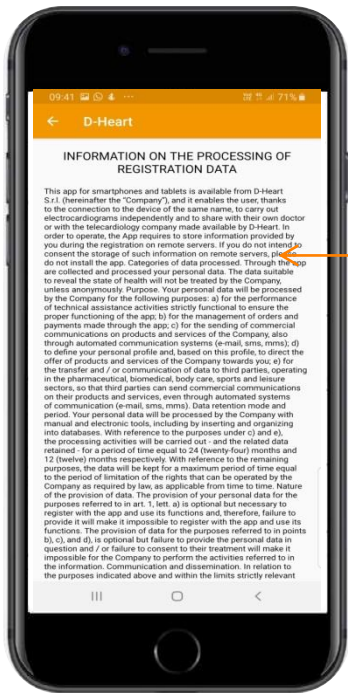
SIGN IN
(after completing registration)

REGISTER
For first time users
or sign in
If you are already registered.

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STEP 2



READ and ACCEPT

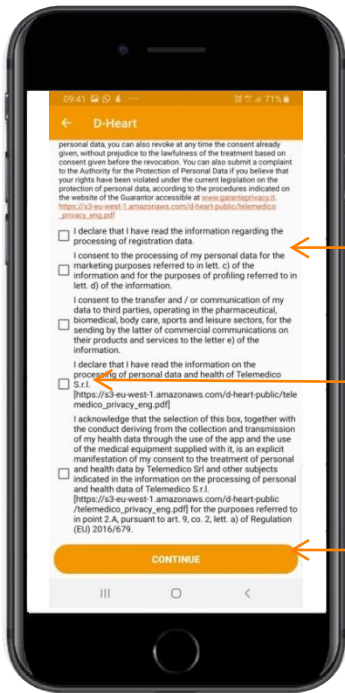
- If you are a first time user.

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MOVING DATA

NOT PEOPLE

STEP 3



READ, CONFIRM AND ACCEPT PROCESSING OF REGISTRATION DATA

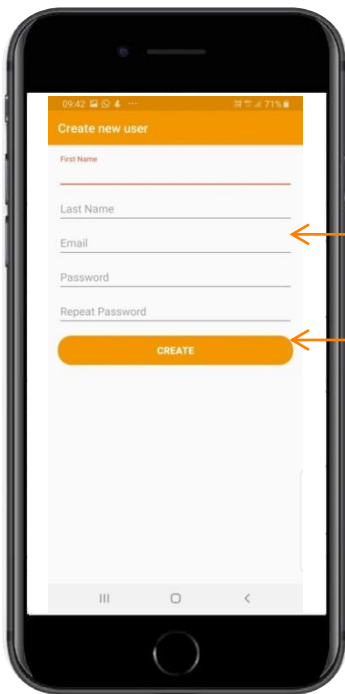
TICK ALL BOXES

CONTINUE

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STEP 4



COMPLETE ALL INFORMATION IN FIELDS IF YOU ARE A FIRST TIME USER.

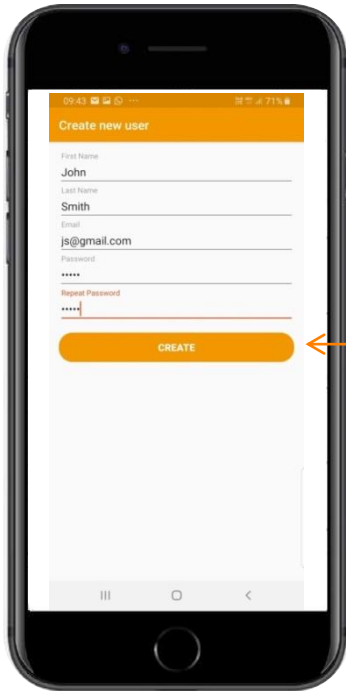
PUSH CREATE BUTTON

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MOVING DATA

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STEP 5

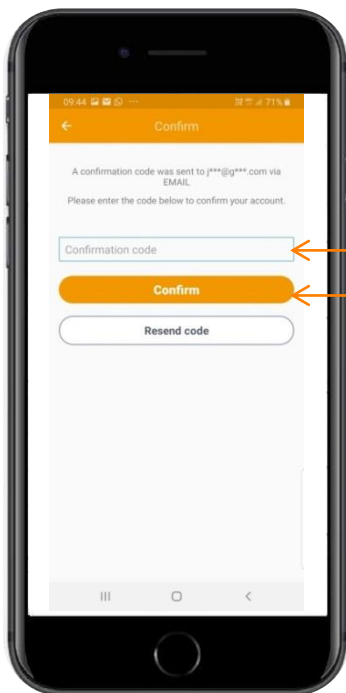


PUSH CREATE BUTTON

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STEP 6



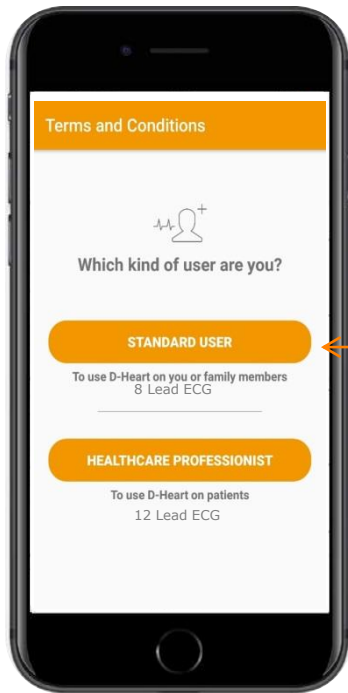
A VERIFICATION CODE WILL BE SENT TO THE EMAIL ADDRESS, INSERT THE VERIFICATION CODE

PUSH CONFIRM BUTTON

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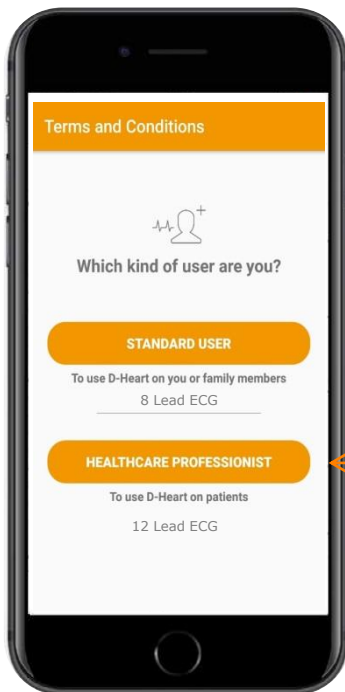


STEP 7

TURN THE DEVICE ON
TAP HERE IF YOU ARE A STANDARD
USER TO CONNECT YOUR
D-HEART DEVICE FOR 8 LEAD ECG.

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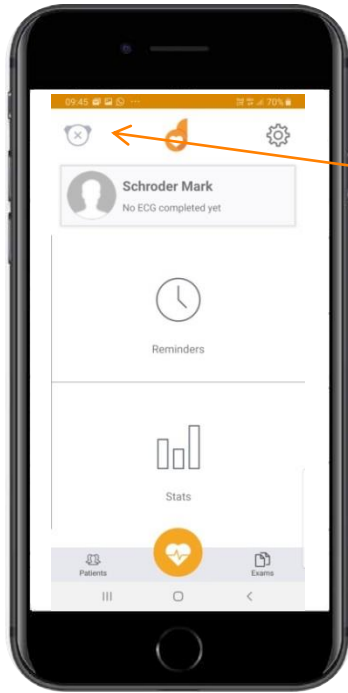
STEP 8

TURN THE DEVICE ON
TAP HERE IF YOU ARE A HEALTH
PROFESSIONAL
TO CONNECT YOUR D-HEART
DEVICE FOR 12 LEAD ECG.

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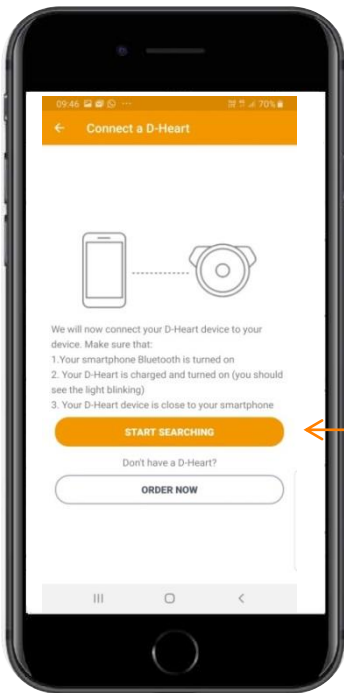
NOT PEOPLE



STEP 9

TURN THE DEVICE ON
TAP HERE TO CONNECT YOUR
D-HEART DEVICE.

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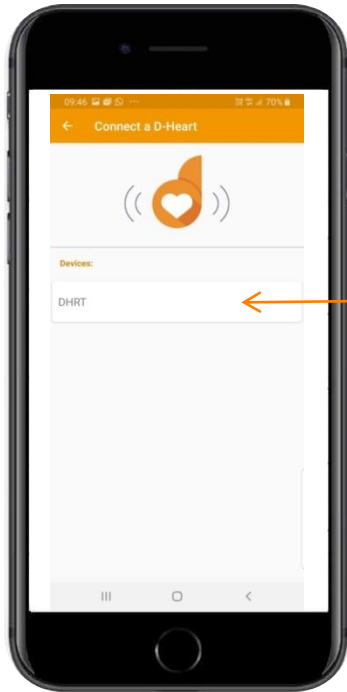


STEP 10

START SEARCHING

D-HEART **MOVING DATA** **NOT PEOPLE**

STEP 11

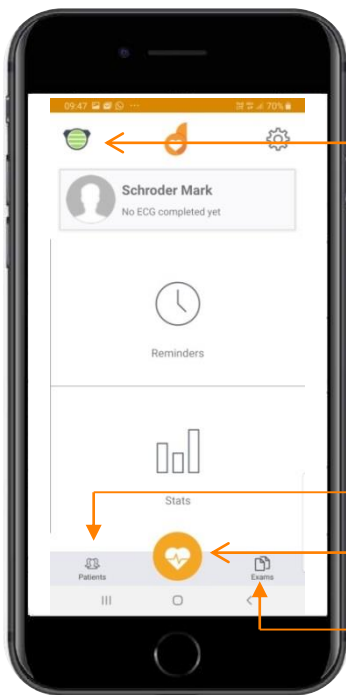


SELECT DHRT TO PAIR

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STEP 12



ONCE DEVICE IS PAIRED THIS ICON WILL TURN GREEN (if you tap on this icon, it will show the level of the battery)

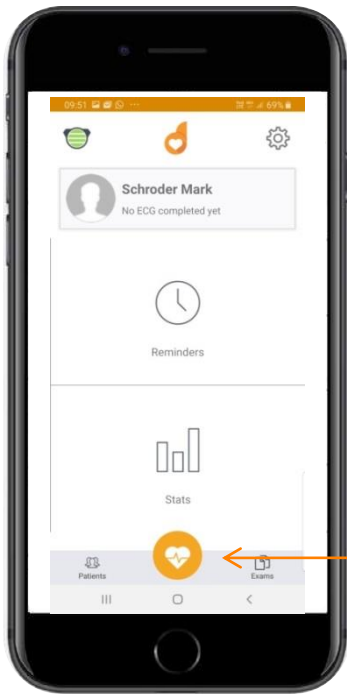
SELECT PATIENT And REVIEW PREVIOUS ECG TAKEN SELECT TO START ECG

SELECT TO VIEW PREVIOUS EXAMINATION

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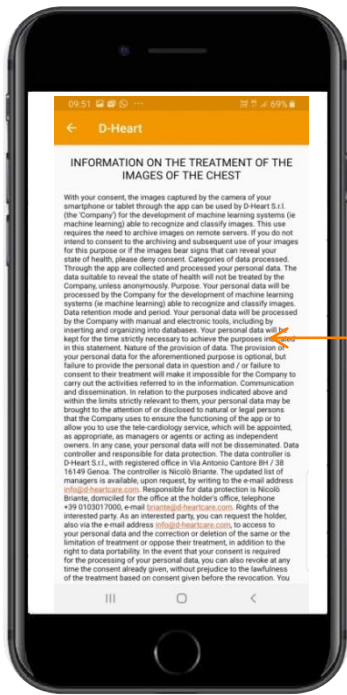


STEP 13

TAP HERE TO START ECG

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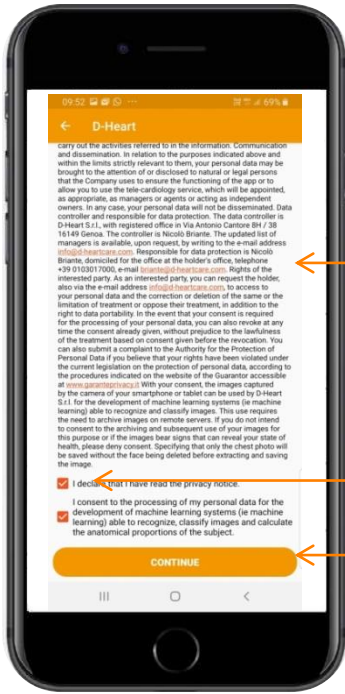
STEP 14

READ THE INFORMATION ON THE TREATMENT OF THE IMAGES OF THE CHEST

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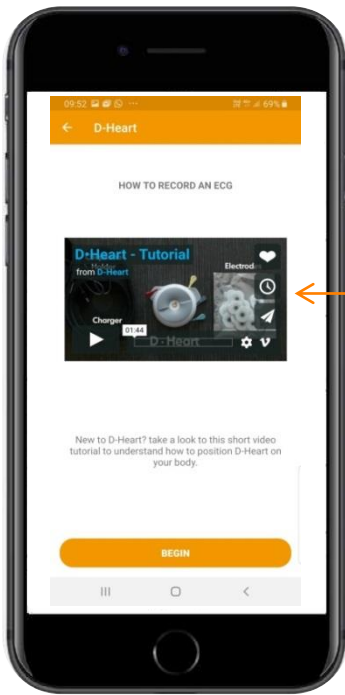
STEP 15

READ, CONFIRM AND ACCEPT THE INFORMATION ON THE TREATMENT ON THE IMAGES OF THE CHEST

TICK ALL BOXES

CONTINUE

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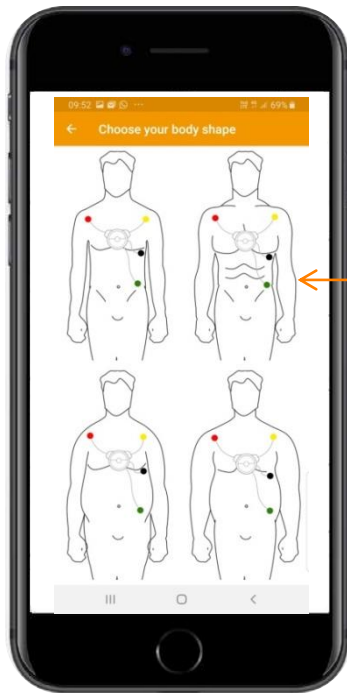


STEP 16

For Patients: you will see this 8 lead video tutorial RECOMMENDED TO VIEW

For Health Professionals: if you select to perform a 12 lead ECG option you will see the 12 lead video tutorial RECOMMENDED TO VIEW

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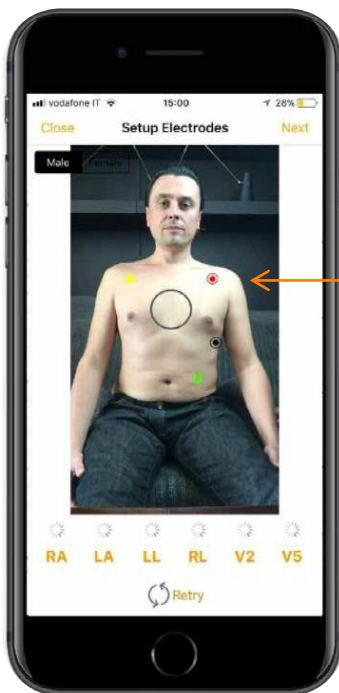
STEP 17

CHOOSE YOUR BODY TYPE

- If incorrect body type is chosen the selection of choosing your body type will Re-appear

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STEP 18

The App guides you to the correct electrode's placement, by showing your own chest picture with virtual marks placed where you should stick the electrodes.

TAKE A PHOTO OF YOU OF ANOTHER PERSON USING THE INTERNAL OR EXTERNAL CAMERA:

PHONE MUST BE STEADY AND FACING THE PATIENT

PATIENTS HEAD MUST BE IN THE CIRCLE AND **THE BODY** ON THE **SHAPE** LINE

WHEN YOU HAVE ATTACHED ALL THE 6 ELECTRODES on the chest following the picture, press NEXT

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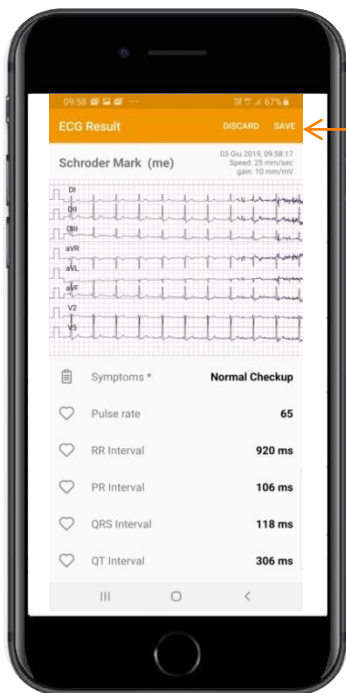
STEP 19

ENSURE THAT PATIENT IS SITTING STILL AND NOT TALKING. ENSURE NO NOISE DISTURBANCE WHILE TAKING THE ECG TO ENSURE AN ACCURATE READING

WAIT FOR THE ALIGNMENT OF THE LINES AND SELECT START REC (IN CASE YOU ARE A HEALTH PROFESSIONAL AND YOU WANT TO RECORD A 12 LEAD ECG, FOLLOW THE INSTRUCTION OF THE APP, A GIF WILL SHOW YOU HOW TO MOVE THE BLACK ELECTRODE)

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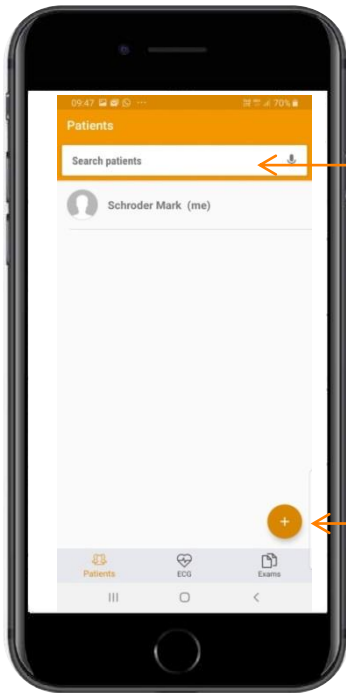
STEP 20

SELECT THE PATIENT (SEE NEXT STEP TO KNOW HOW TO ADD A NEW PATIENT), THE SYMPTOM AND SAVE ECG

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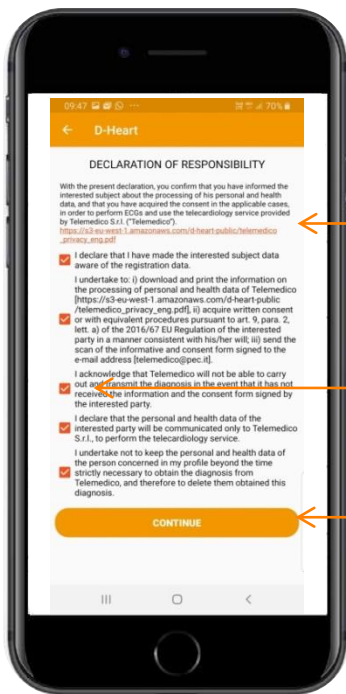


STEP 21

SEARCH EXISTING PATIENTS

USE TO ADD PATIENTS

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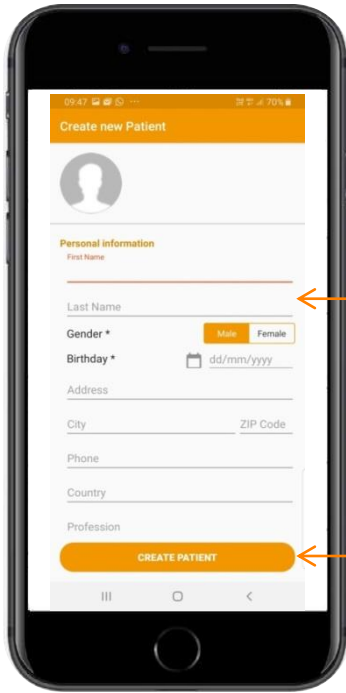
STEP 22

READ, CONFIRM AND ACCEPT THE DECLARATION OF RESPONSIBILITY

TICK ALL BOXES

CONTINUE

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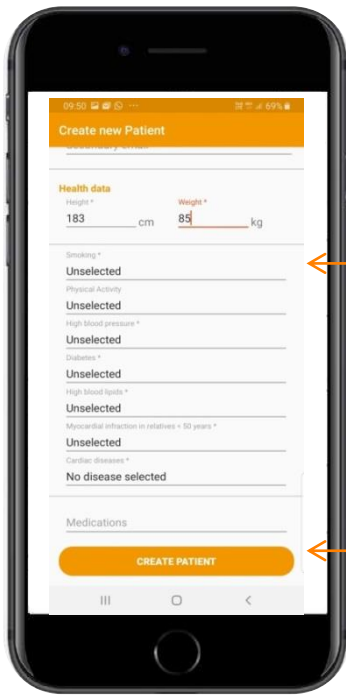


STEP 23

COMPLETE ALL INFORMATION IN FIELDS

PUSH CREATE PATIENT BUTTON

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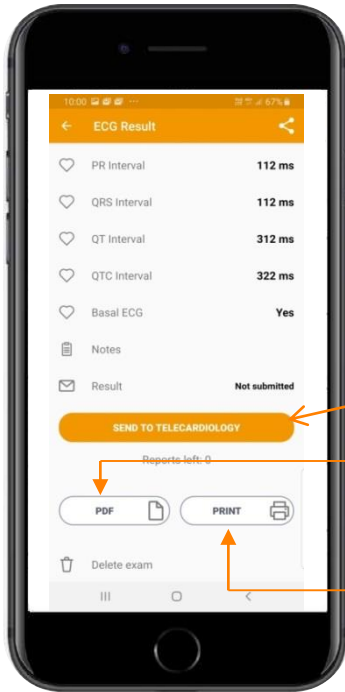
STEP 24

PERSONAL HEALTH INFORMATION AND DATA REQUIRED.

PUSH CREATE PATIENT BUTTON

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STEP 25

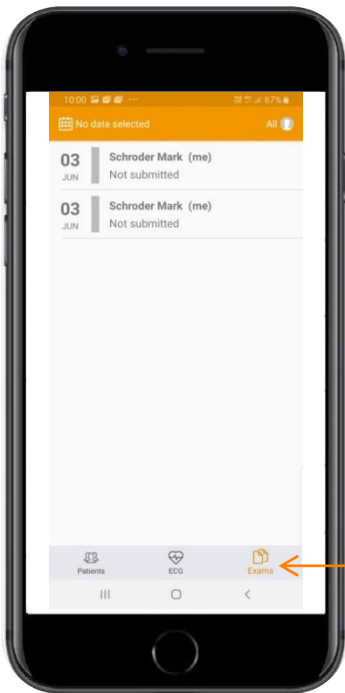


SEND TO TELECARDIOLOGY SERVICE TO OBTAIN THE REPORT (ENSURE YOU HAVE CREDITS AVAILABLE)
 WHEN THE REPORT IS READY YOU WILL RECEIVE A NOTIFICATION ON YOUR PHONE

SAVE AS PDF
 THIS WILL GIVE YOU THE OPTION TO EMAIL, SEND AS WHATSAPP OR MESSAGE
PRINT

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STEP 26



SELECT EXAMS
 VIEW THE REPORTED PDF SELECTING THE ECG, THEN TAP ON 'RESULT' THE REPORT ARRIVES ALSO TO THE USERS EMAIL

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FREQUENTLY ASKED QUESTIONS

1. PIN CODE

Question:

I can't connect the device to my Smartphone.

It requires a PIN Code. How can I find it?

Answer:

No PIN Codes are necessary to connect the device to your Smartphone via Bluetooth. Use exclusively the D-Heart App to connect your Smartphone via Bluetooth, not the Bluetooth Settings of your Smartphone.

2. CONNECTIVITY

Question:

My Smartphone is included in the D-Heart list of compatible phones, but I can't connect to my device.

Answer:

Follow the procedure listed below:

1. Check for updates to your smartphone
2. Turn D-Heart device on and off
3. Turn the Bluetooth on your smartphone on and off
4. Close and re-open D-Heart application
5. Restart your phone
6. Connect D-Heart device to another smartphone
7. Uninstall and re-install D-Heart application

3. NO PHOTO ACQUISITION

Question:

I'm a doctor / medical practitioner, I know where to place the electrodes.

My patients don't want to be photographed with my Smartphone or Tablet.

Is it possible to skip the photo procedure ?

Answer:

Yes, you can simply tap on "NEXT" when you are in the photo acquisition phase.

If you tap on "?" the App shows you a standard shape Image with the correct positioning of electrodes.

4. DETACHED CONNECTOR

Question:

Flat line on disturbed / irregular V – lines

Answer:

Check connectivity of the electrodes and ensure using new electrodes for each new ECG recording.

Ensure that the patient sits still and quietly during the recording.

If the tracing has not been resolved, the device may be faulty and the warranty terms & conditions will apply.

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FAQ'S CONTINUED

5: NOISY SIGNAL

Question:

The ECG tracing looks noisy and not readable.

Answer:

See our support page <https://www.d-heartcare.com/support.html> and read how to get a clear signal.

Please see our support page also in case of other questions.

HOW TO RECHARGE THE DEVICE

- Connect the supplied USB cable to a USB port.
- Place D-Heart on the charging base in the special slot inside the case.
- During charging the LED flashes every 5 seconds, once loaded, the LED flashes every 1.5 seconds.

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