



Eko

Telemedicine Getting Started Guide (iOS)

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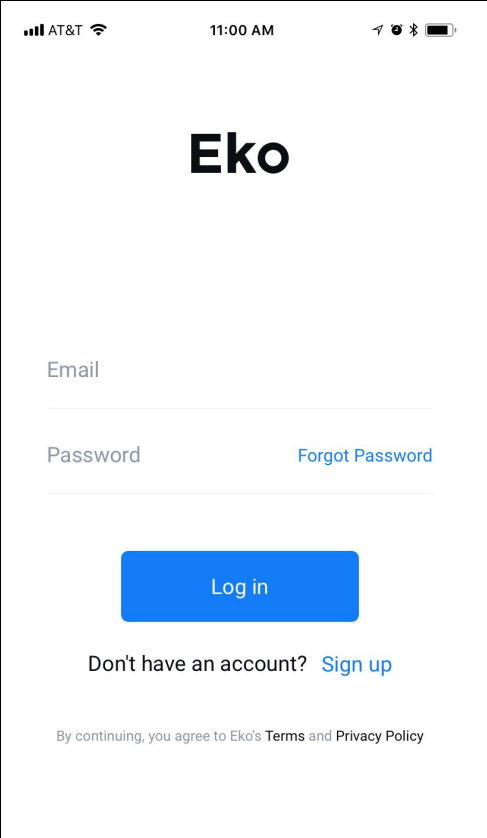
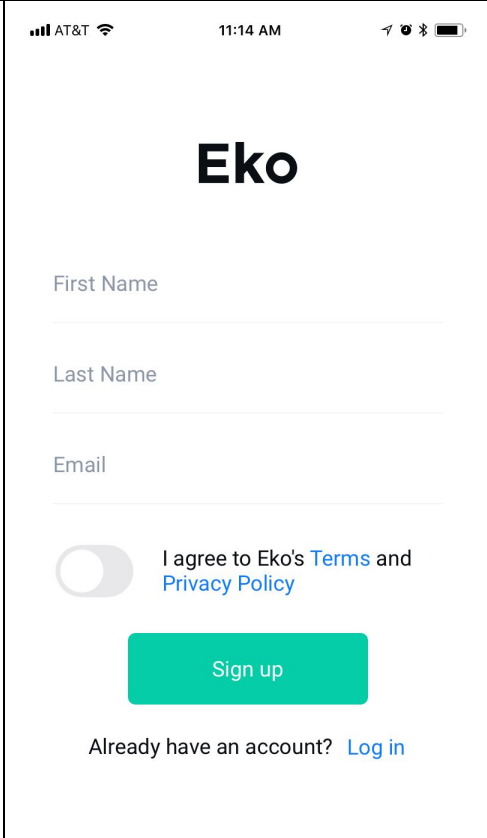
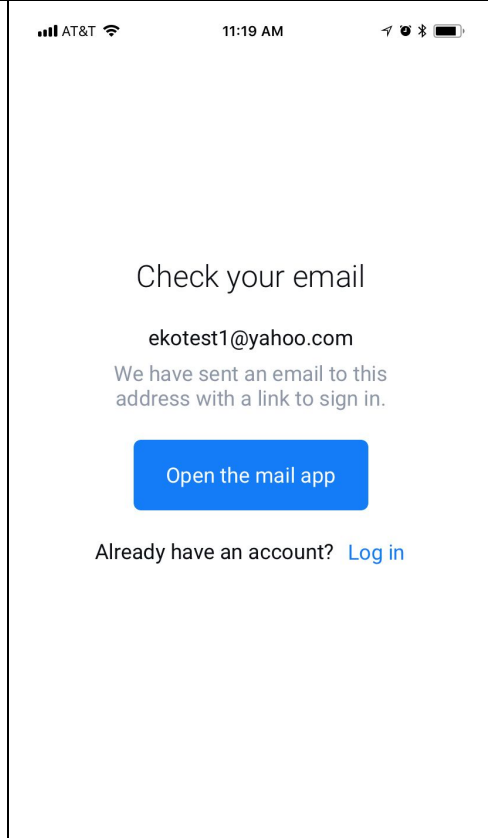
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Let's get started!

Part 1: Eko iOS App Basics

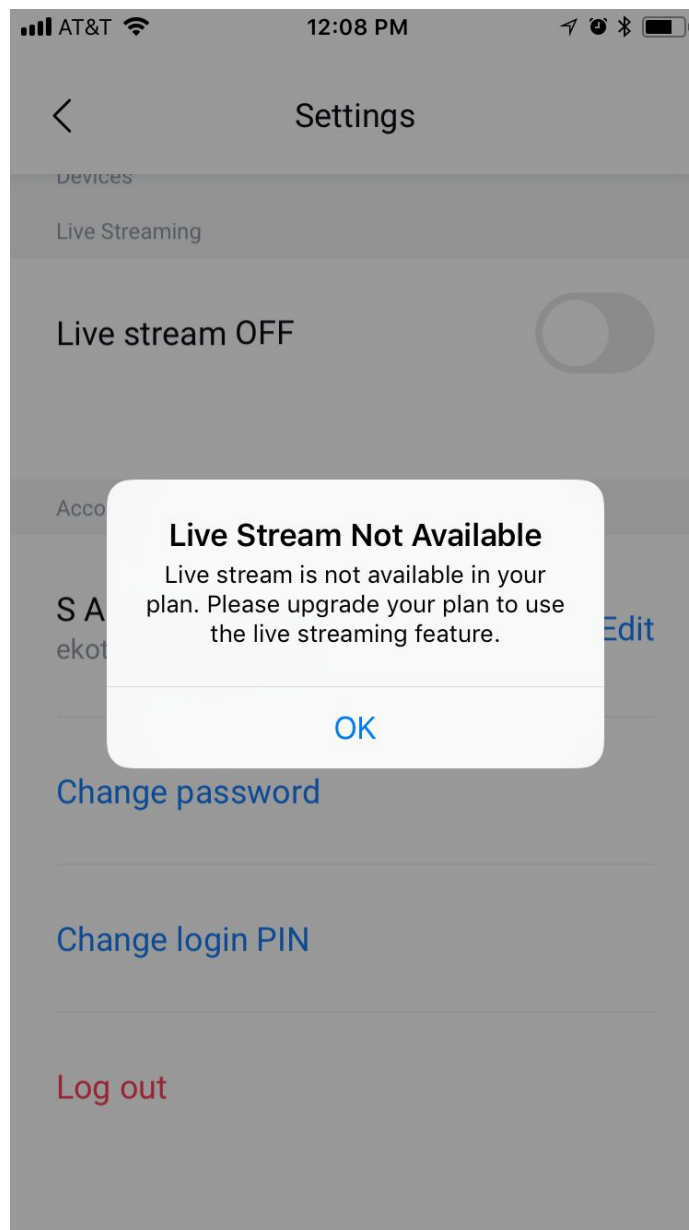
1.1. Signing into your Eko account

1. Open the “Eko Stethoscope” Mobile App and select “Sign Up.” Enter your first name, last name, and email to create your Eko account.
2. You will be taken through a short tutorial which will show you the main features of the App and will prompt you to set up a 4-digit PIN. This will prevent you from having to sign in using your email address and password every time you access your Patients.
3. Once you’re signed in, you can change your password and/or pin by navigating to the settings panel and clicking “Account Settings” followed by “Change Password” or “Change Login PIN.”

		
Login into your Eko account	Don't have one? Create it!	Confirm your account

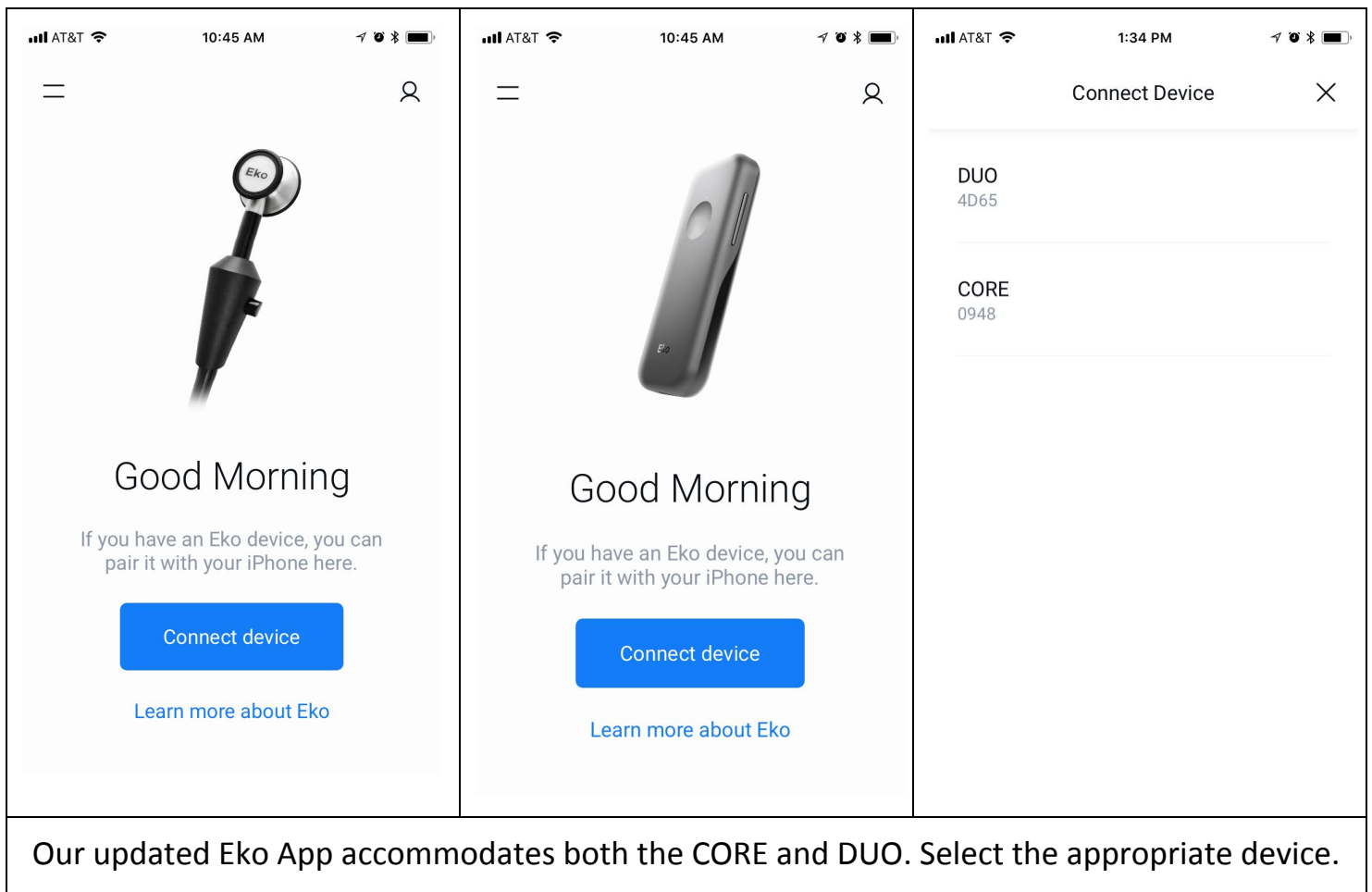
1.2 Ensure Live Stream is active

1. Live Stream is available by subscription only.
2. If your Eko account has not been updated by an Eko team member, you will be unable to utilize this service.
3. Contact an Eko team member to activate your account: contact@ekodevices.com



1.3 Pairing your Eko device with your Eko Mobile Application

1. Make sure that your Eko device is charged and powered ON.
2. Navigate to your settings panel and select “Bluetooth.”
3. The Eko device will appear under “Select Device.” Tap the device name (i.e. “Core xxxx”) to connect. The light on the device will now be solid green or solid white to indicate pairing.



Part 2: Eko Telemedicine; Patient-Side

2.1 Starting & Sharing a Live Stream Session

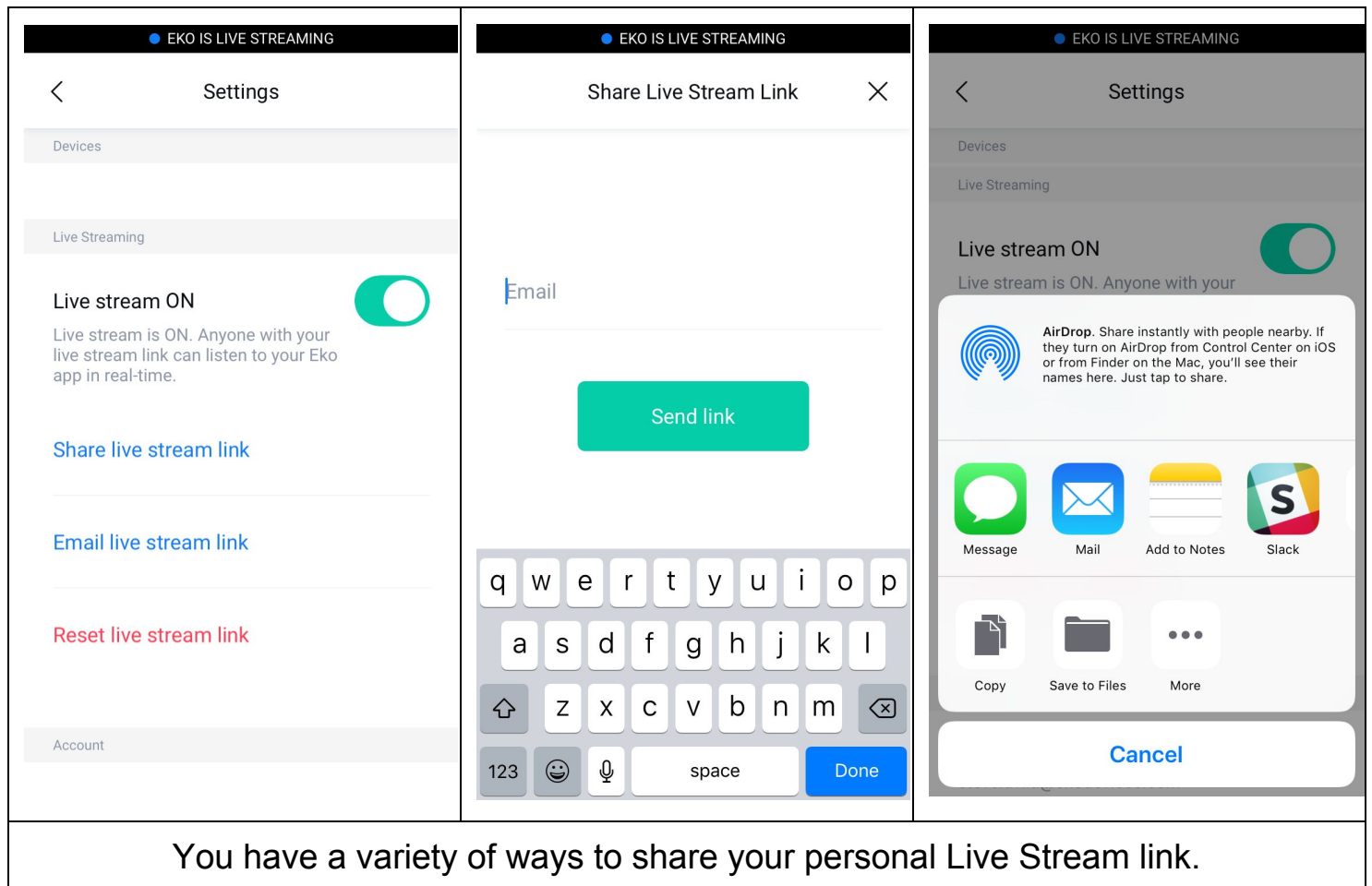
1. Navigate to your settings panel and turn On “Live Stream.”
2. Choose the manner you would like to share your person Live Stream URL.
3. The black bar at the top of the screen indicates that Live Streaming has begun successfully.

The image displays two side-by-side screenshots of the Eko app interface. The left screenshot shows the 'Settings' panel with a black bar at the top indicating 'EKO IS LIVE STREAMING'. The 'Live Streaming' section is active, with a green toggle switch turned ON. Below this, there are options to 'Share live stream link', 'Email live stream link', and 'Reset live stream link'. The right screenshot shows the live stream interface, also with a black bar at the top indicating 'EKO IS LIVE STREAMING'. It features an ECG waveform, a heart rate monitor (BPM), and a blue circular button at the bottom center.

Live Stream will remain active unless you toggle it to Off from the Settings panel.

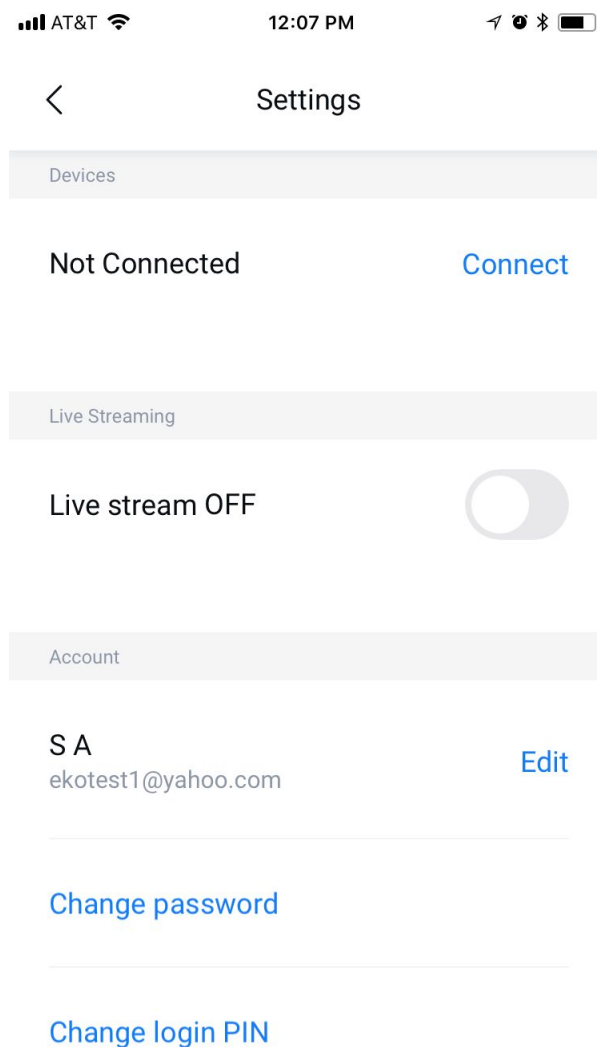
2.2 Sharing a Live Stream Session

4. You can share a Live Stream URL with someone by:
 - a. Entering their email address
 - b. Selecting the “or Share URL” option and sending the URL through one of your communication apps (for example, text message or email)
 - c. Copying the Live Stream URL by going to “or Share URL” > select the “copy” icon and paste the Live Stream URL in an app outside of the Eko mobile app



2.3 Ending a Live Stream Session

1. You can end a Live Streaming session by navigating back to the settings panel and toggling Live Stream to Off. This will allow you to re-start the Live Streaming session at anytime and have collaborators tune in using the *same* URL. **We recommend this URL be saved as a “favorite” within the internet browser (see 3.2).**
2. If you select “Reset URL,” the URL you shared will no longer be active. To start another Live Stream session, you will need to re-share the new URL with your collaborators.



Part 3: Eko Telemedicine; Consultant-Side

3.1 Tuning into (listening) to a Live Stream Session

1. The consultant will receive the Live Stream URL via email, text, or secure chat.
2. They can join Live Stream in their **web** browser using Chrome, Safari (Mac only), Firefox, or Microsoft Edge (PC only). They can also join Live Stream from their mobile phone web browser using Safari.
3. They will see the waveform moving across the screen and can listen to the audio. We recommend using **headphones** to listen.
4. When opened and active, the Live Stream will appear as in Figure 13 below, with the waveform and audio available to the Telehealth Consultant.



3.2 Saving the Live Stream URL For Future Visits

To streamline future visits, the telehealth consultant located remotely can save the Live Stream URL as a bookmark in their internet browser.

Note that the Live Stream URL can be reset between visits at the discretion of the institution or telehealth provider at patient location, in which case it would need to be re-shared with the telehealth consultant located remotely.

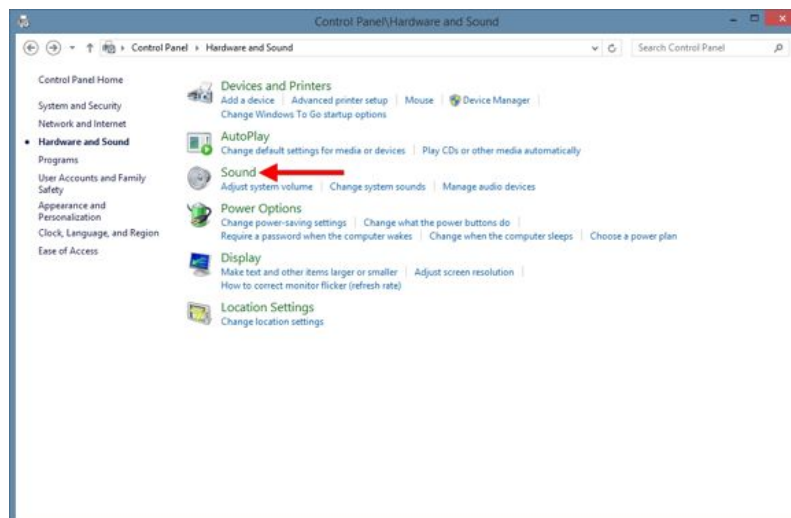
The majority of hospitals & health systems using Eko Telemedicine enable telehealth consultants to save the Live Stream URL for future visits as the stream contains only de-identified patient heart sounds.

3.3 Prevent Windows from Automatically Reducing Volume

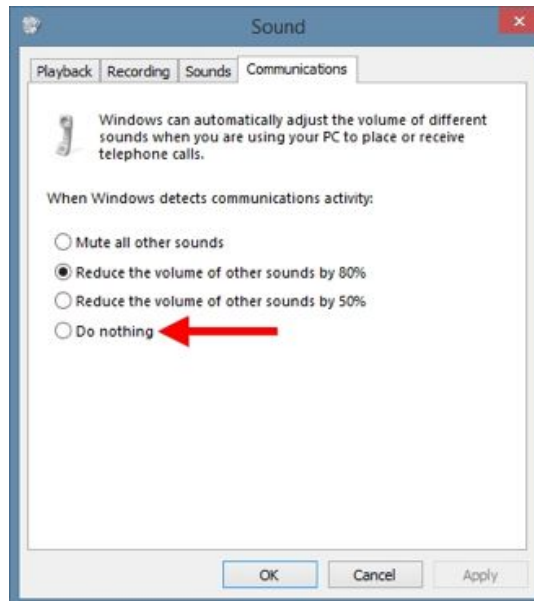
Telemedicine consultants listening to an Eko Live Stream session from a Windows device while also conducting a videoconference may find the volume of the stream is automatically lowered. This is because Windows has a built-in feature that automatically lowers the volume of other streams during a video call. Fortunately, there is a quick fix to disable the volume decrease feature so that the full volume of the Eko Live Stream can be heard concurrently during a videoconference.

To stop Windows from automatically reducing the Eko Live Stream volume, follow these 5 simple steps:

1. Head to Windows **Control Panel** and select **Hardware and Sound**.
2. Then click on **Sound** to launch the sound configuration window. Alternatively, if the Control Panel is organized by icon instead of category, choose Sound from the list. If it is difficult to locate the Control Panel, right-click the computer's sound icon and select "Sounds" from the option menu.



3. In the **Sound** configuration window, click on the **Communications** tab. The **Communications** tab will look like in the image below.



4. By default, the option to 'Reduce the volume of other sounds by 80%' is selected. **Change this to 'Do Nothing' to disable the volume-reduction feature.**

5. Click OK to save changes and close the Sound configuration window.