



Eko Windows Application User Guide

The Eko Windows Application is supported by Windows Version 7.0 or newer. Please ensure that the Windows desktop, laptop, or tablet has a USB port and that the specially programmed Bluetooth dongle provided by Eko is plugged-in.

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Before you Install:

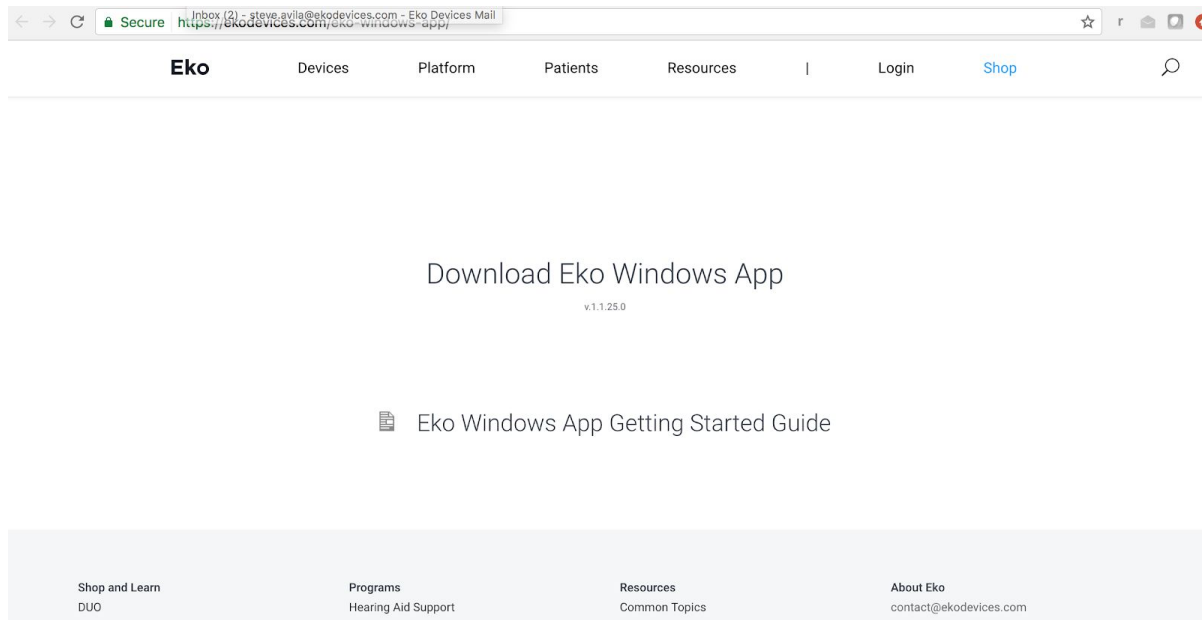
- Users may need to disable the firewall in order to successfully log in to your Eko account via the Eko Windows App. Certain firewalls inhibit access to Eko's servers and result in users not being able to log in and access their Live Stream service.
- Updating the drivers for the USB dongle issued by Eko may be necessary before the Eko Windows App can be successfully used. Consult IT if further assistance is needed and review our [Support document regarding updating drivers](#).
- Once the Eko Windows App is installed, please be mindful of having too much distance or physical obstruction between the Eko device and the computer that the auscultation is being streamed to; distance and physical obstruction may result in dropped connection and poor data transmission. Use of a USB extension cable may be needed in order to limit the distance and avoid creating a physical obstruction between the Eko device and the USB dongle.
 - *Eko uses Bluegiga Bluetooth Low Energy (COM3) USB dongles.*

Step 1. Installing the Eko Windows Application

The Eko Windows Application will be available from of the link below:

<https://ekodevices.com/eko-windows-app/>

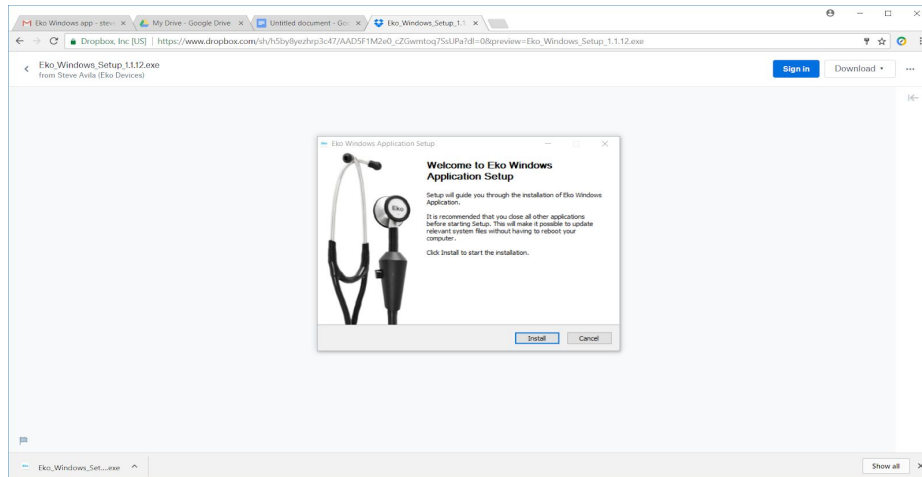
Figure 1:



Navigate to the link provided and click on “Download Eko Windows App” and the download will be initiated. The latest version will always be listed.

Figure 2:

A dialogue box will appear on your screen requesting permission install the Eko Windows Application. Click on 'Install' as seen in Figure 2 below.

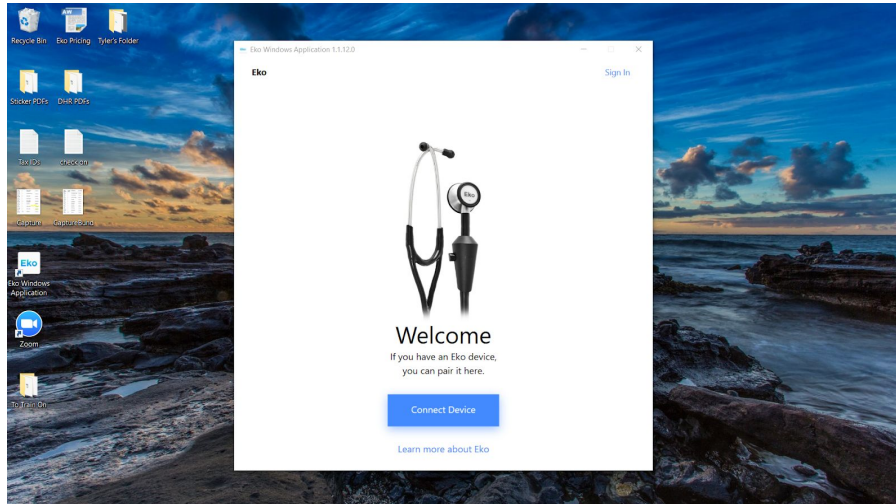


The installation of Eko Windows Application should only take a few seconds and when completed, click on the **FINISH** button to continue.

Step 2. Signing-in to the Eko Windows Application

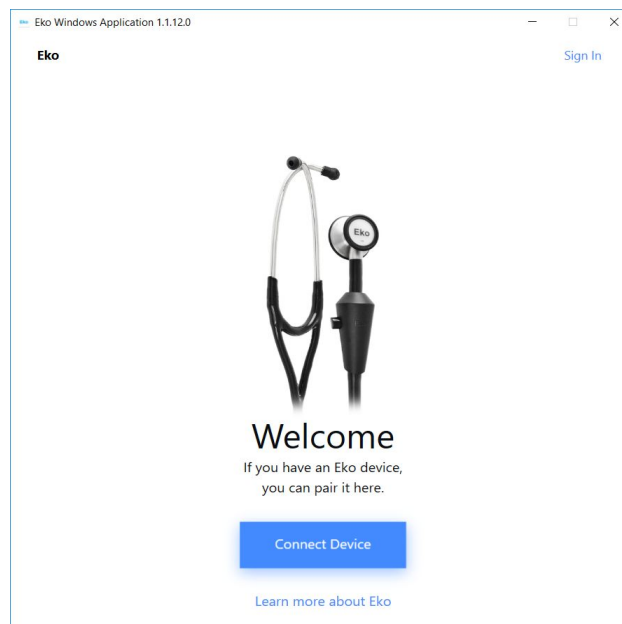
Congratulations! The Eko Windows Application has now been successfully installed on the Windows device and a shortcut has been placed on the desktop for easy access to the program.

Figure 3:



Once the Eko Windows Application is open, click on the 'Sign In' link in the upper right hand corner to access the Eko Telemedicine account (as seen in Figure 4 below). This will enable use of the Live Stream functionality of the Eko Windows Application.

Figure 4:



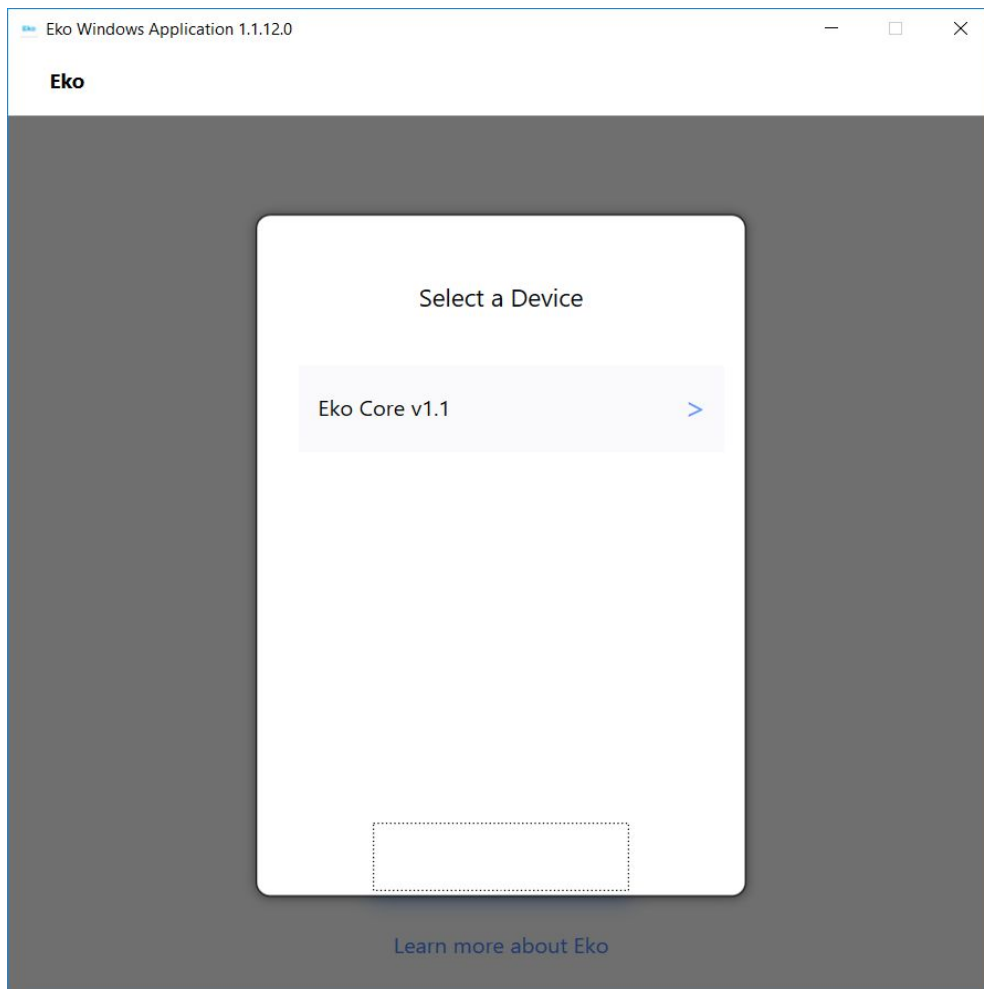
Once signed in, the username will appear in the upper-right, just to the left of the 'Sign In' button.

Step 3. Pairing the Eko Core to the Eko Windows Application

To pair the Eko Core with the Eko Windows Application, first turn ON the Eko Core by moving the toggling the main valve from 'OFF' to 'ON' on the device. When 'ON', a **BLUE** light will illuminate on the Eko Core.

On the Eko Windows Application, click on the 'Connect Core' button and click on '**Eko Core v1.1**' or '**Eko Core v3.0**' from the drop-down of available devices. The Eko Core will display a **GREEN** light when successfully paired with the Eko Windows Application.

Figure 5:

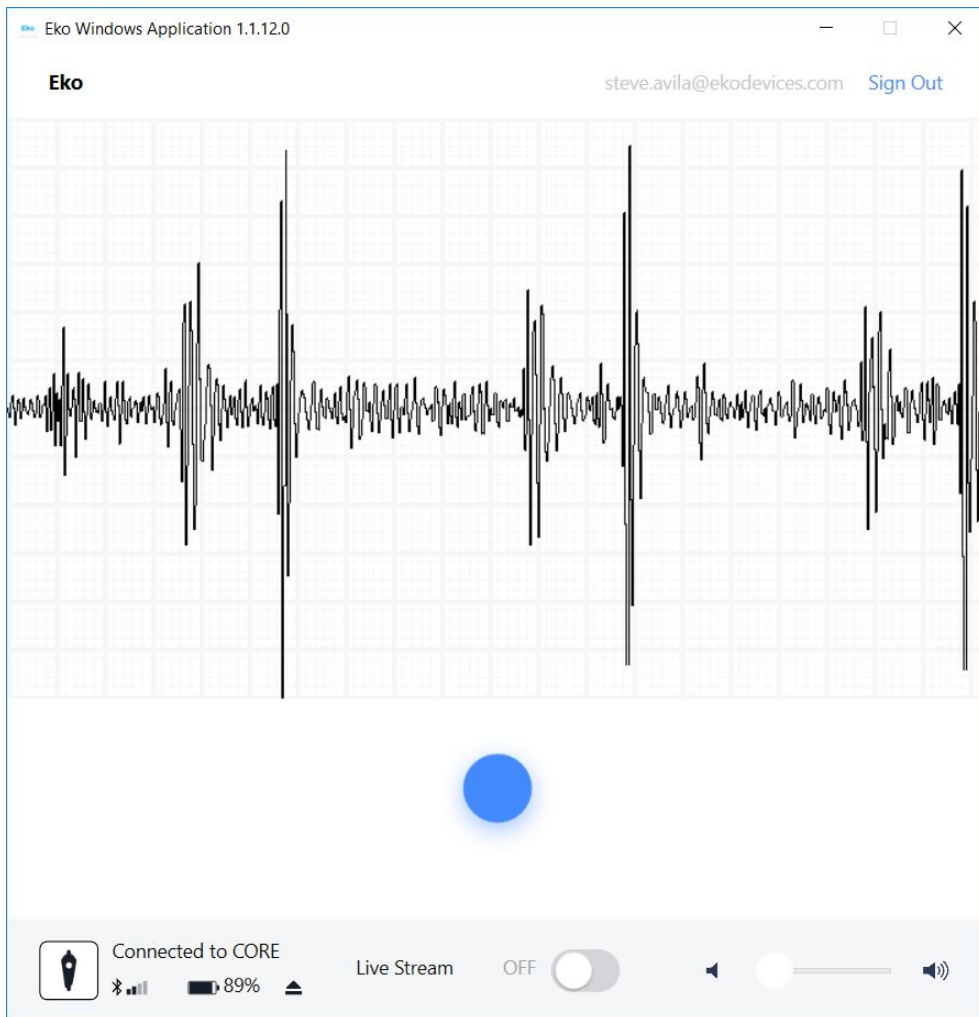


Once paired with the Eko Windows Application, the Eko Core audio will be visible on the application home screen as seen in Figure 6 below.

The Eko Core should now automatically pair with the Eko Windows Application when turned off and back on.

The Eko Core can be unpaired at any time by clicking on the eject arrow next to the battery status in the lower-left hand corner as seen in Figure 6 below.

Figure 6:

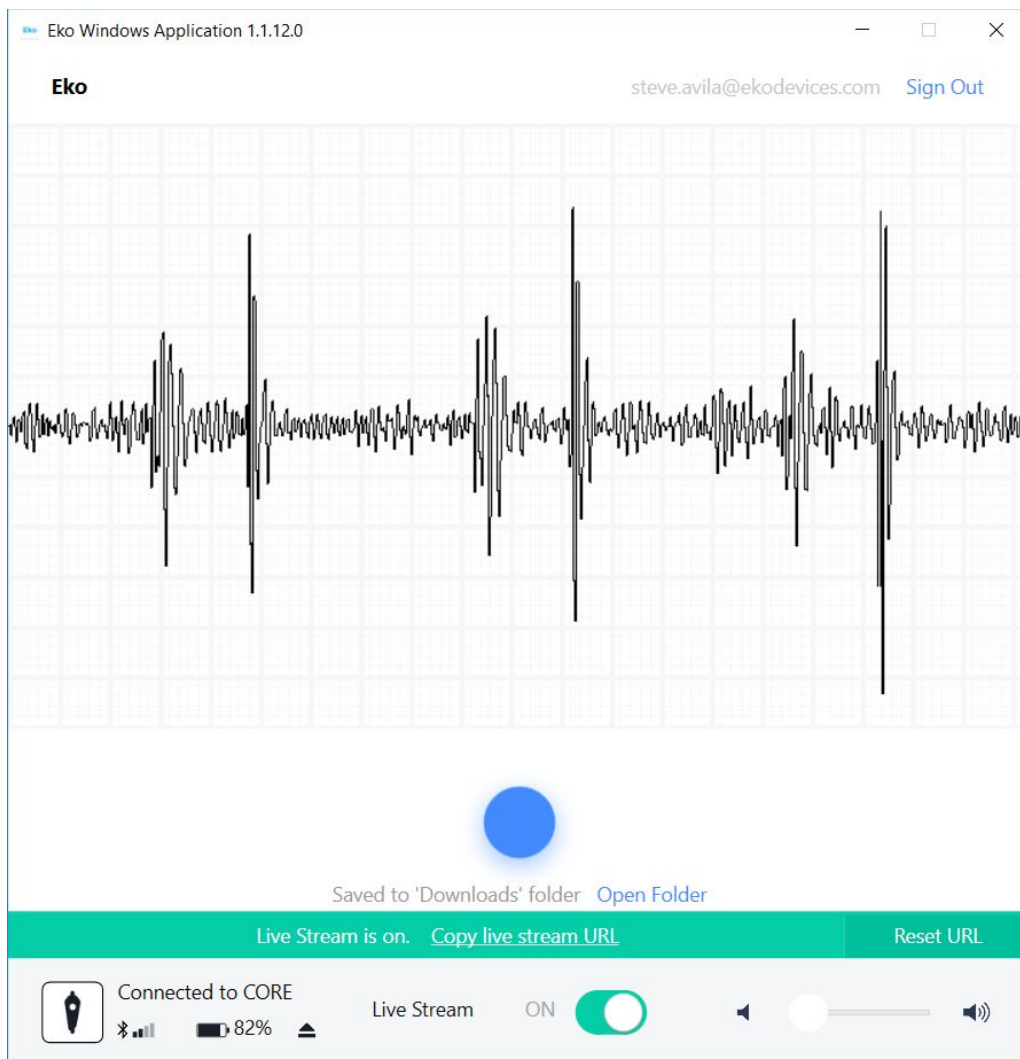


Step 4. Starting a Telemedicine (Live Stream) Visit

To initiate a Live Stream session via the Eko Windows Application, the **telehealth provider at the patient location** should switch the 'Live Stream' button from **OFF** to **ON**. The **OFF/ON** button is located at the bottom of the screen next to the volume slider. The Live Stream can only be turned **ON** if the telehealth provider is signed-in to his or her Eko Telemedicine account as outlined in Step 3 above.

Turning **ON** the Live Stream activates a Live Stream URL, which enables the **telehealth consultant located remotely** to access the Eko Core audio feed.

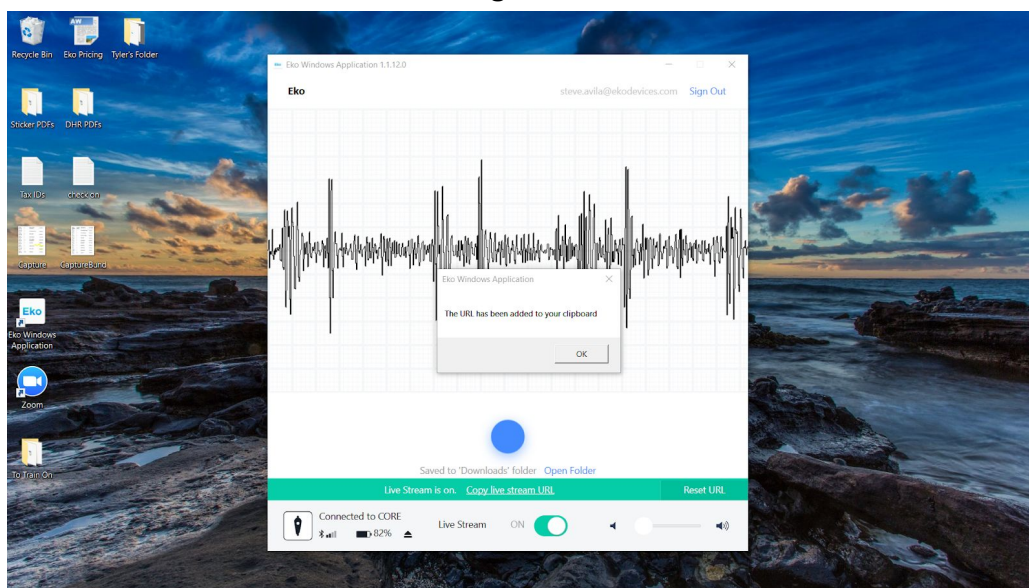
Figure 7:



Step 5. Sharing the Live Stream URL with the Telehealth Consultant

The **telehealth provider at the patient location** can share the Live Stream URL to one or more **telehealth consultants located remotely** by selecting “Copy Live Stream URL”. This will copy the URL to the clipboard of the Windows device. The **telehealth provider at the patient location** can share the Live Stream URL with the **telehealth consultant located remotely** by pasting it into any secure EHR chat, email, or video conferencing messaging system.

Figure 8:



Step 6. 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.

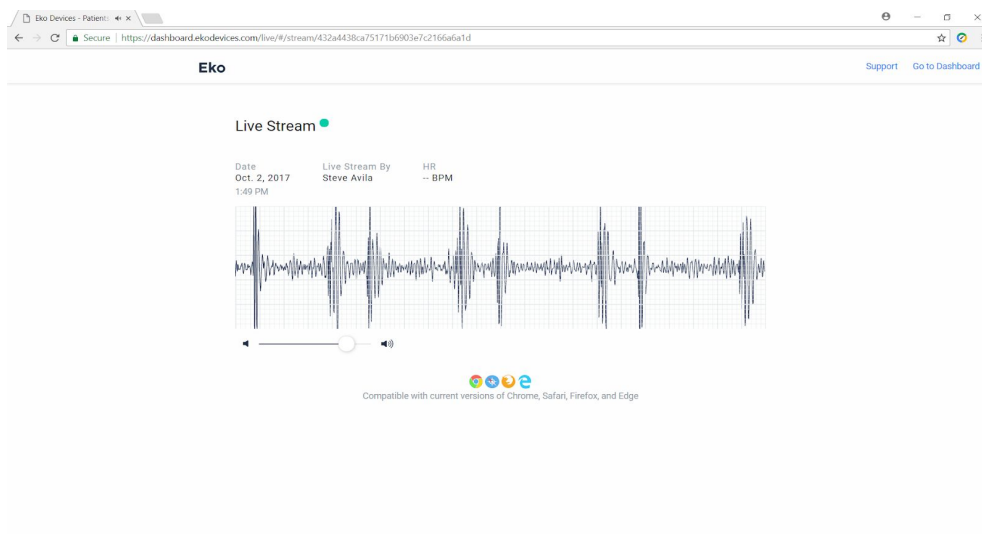
Step 7. Instructions for Telehealth Consultant to Open Live Stream URL

The **Telehealth Consultant** (located remotely) can open the Live Stream URL in a Chrome, Safari, Firefox, or Microsoft Edge browser on any Mac or Windows laptop or tablet. Internet Explorer will NOT support Eko Live Stream. Telehealth Consultants should plugin high-quality headphones in order to auscultate.

Telehealth Consultants listening to the Live Stream from a Windows device during a videoconference must disable a Windows setting the automatically reduces volume by 80%. Follow the instructions in Step 8 to ensure the volume is not reduced.

When opened and active, the Live Stream will appear as in Figure 13 below, with the waveform and audio available to the Telehealth Consultant.

Figure 9:



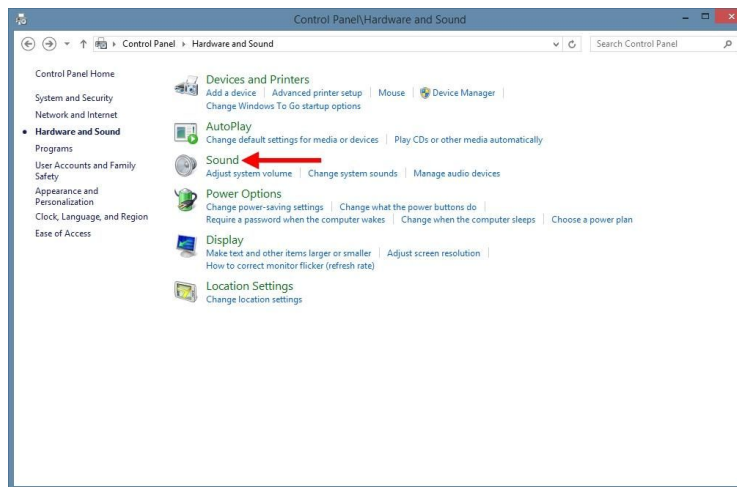
Step 8. Prevent Windows from Automatically Reducing Volume

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.

Figure 10.



In the **Sound** configuration window, click on the **Communications** tab. The **Communications** tab will look like Figure 11 below.

