



User Manual



eMoyo

eMoyo 4.0 User Manual Rev 02

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Getting Started

Logging in



Run the emoyo 4.0 application by double clicking on the icon on your desktop or start bar, and log in with your username (usually your email address or cell phone number), and your password.

EMOYO 4.0 LOGIN

Version 4.0.2.10 |  | 



Please enter your eMoyo login details

UserName:*

Password:*

CANCEL



Press enter or click the  next button.

Patient Management profile

Virtual Telemedicine Clinics and Virtual Clinics

Once logged in, you will be able to select a VTC (Virtual Telemedicine Centre) and VC (Virtual Clinic), as well as a profile. Please note that if none of these options are available on your specific profile, these steps will be bypassed.



If you have an option of choosing a profile, please select the Patient Management profile. Once selected, the patient management home screen will appear.

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←

→

Home

Folders

+

ABC Consulting

EDRWeb-test-data

Head-Office

Hospital-patients

Imported

Kiosk

Sales

Student

Test

test

Deleted

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Patients Notifications (21)

+

31

...

Refresh

Search

New Test	Name	Surname	Last Viewed	Notes
<div>+</div>	Simon	Gear	2017-04-26	Created from XML Auto Import
<div>+</div>	PETRA	KRITZINGER	2017-04-04	Created from XML Auto Import

If you are running the application for the first time, it is necessary create a new folder before you can add new patients.

Working with Folders

Folders can be used to organise your patients files and make record retrieval quick and easy.

Creating folders



To create a folder click the “Add Folder” button.

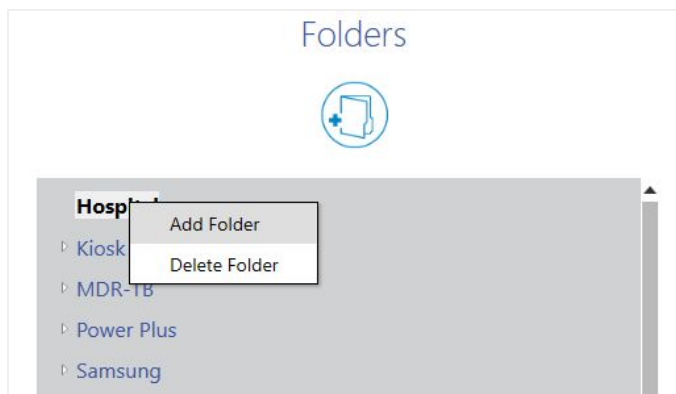
An option to name your folder will appear, as well as the option to select the location in which you would like to store the folder.

Select “Save” to save the new folder.

Creating subfolders

To create a subfolder, select the folder you wish to add a subfolder to and select “Create new folder under xxx”. You can also do this by right clicking on a folder and selecting “Add Folder”.

Select “Save” to save the new sub-folder.



To access a folder simply double click on the folder name. Once inside a folder, double click any subfolder to open it.

Note: Selecting a folder will only display the patient details contained within that particular folder.

Working with Patients

Adding a New Patient

To create a new patient, first select the folder under which the patient should be created.



Select the “Add new patient” button located above the patient list.
This will open the Add Patient screen with various fields available to complete.

Note: Compulsory fields on this form are Name and Surname.
A photograph of the patient can be captured by selecting “Start Capture”.
When the details have been entered, select “next” to navigate to the next screen.

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◀ ▶ 🏠

Add Patient

Save Patient

Please supply new patient detail

Folder: **Imported**

First Name:*

Last Name:*

☒ ID/SS ☐ Passport
 ▼

Cellular number:

Gender:
☒ Undisclosed ☐ Female ☐ Male

Date of birth:
 📅

Switch Webcam Take Picture Start Capture

On the next screen, the patient classification and patient notes can be entered.

The following groups of patient classifications are available:

1. Hospital	2. Company	3. Clinic	4. School
Ward	Department	OPD	Grade
Bed No.	Job Title	OPD Room No.	Class No.
File No.	Employee No.	File No.	Scholar No.

When you are done, select “Next” to save.
The Patient Detail screen will then re-open, this means that your data has been saved.

Patient Detail



The Patient Detail page displays all the details related to a patient and allows you to review and edit the available patient fields. Fields can be edited by clicking on the relevant icon-bar and following the on screen prompts

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Patient Detail Kingsley Sithole

Folder: **ABC Consulting**

Close Save

Alert Date

Switch Webcam Take Picture Start Capture

- > Patient Detail
- > Email Addresses
- > Phone Numbers
- > Addresses
- > Identification
- > Associated Contacts
- > Work History

Sorting and Filtering Patient Lists

Sort the patient list by selecting the headers in the patient list. Patients can be sorted by the following fields:

- Name
- Surname
- Last Viewed Date

Patients

8

New Test	Name	Surname ▼	Last Viewed	Notes
+	aaa	aaa	2016-06-15	
+	afasofas	asdfasf	2016-05-19	Imported from eMoyo Live

Filter the patient list by typing their information in the search box. Patients will be filtered in the following fields:

- Name
- Surname
- Email address
- Phone number

Note: Filtering will only be applied to the current, visible patient list.
If a folder is selected, only the patients contained within that folder will be filtered.



In order to do a search through all patients on the system, first select the “Show All Patients” button located above the patient list. Please note that, depending on the amount of patients on the system, this might take some time to retrieve all patient detail. As soon as all patients have been retrieved, it is possible to filter this list by typing a search string in the search box.

Working with Clinical Tests

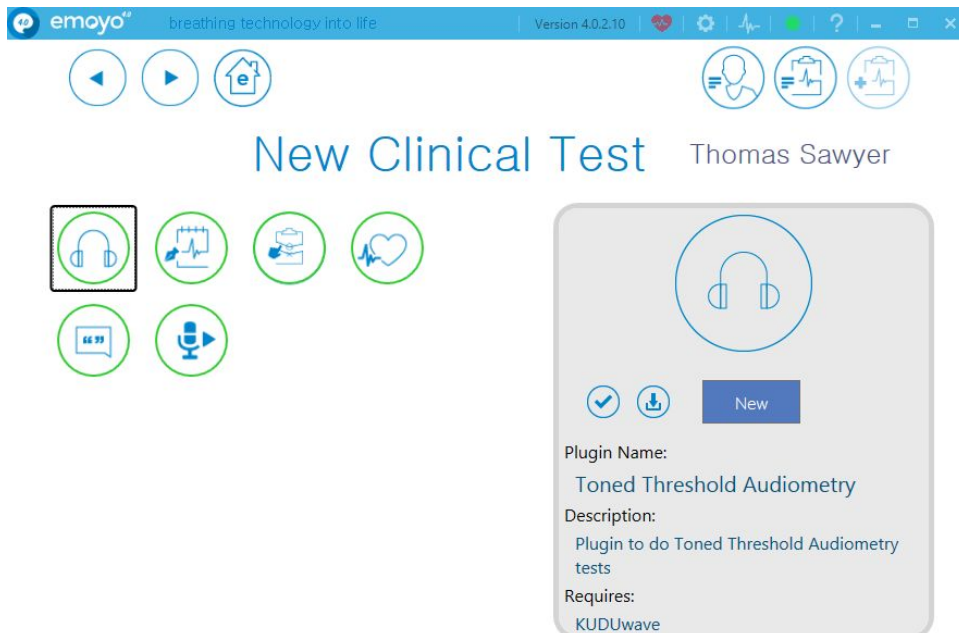
Creating a New Test

Open the patient file for the patient that’s about to be tested, or create a new patient if you don’t have a file.

On the Patient Detail screen, select  “New clinical test”. Alternatively, on the home screen, select the small plus sign next to the patient’s name.



The New Clinical Test screen will open.



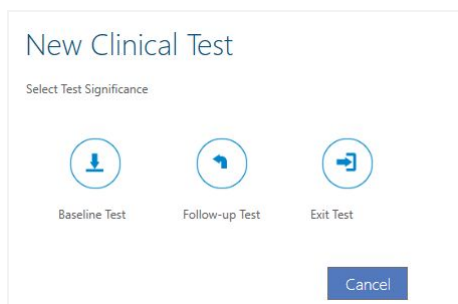
The following tests are available on the The New Clinical Test screen (please note that access is not available to all installations. Please

log a [support ticket on the eMoyo website](#) if you require access to a plug-in):

	Tone Threshold Audiometry test (TTA)
	Clinical Notes - Enter a text note for a patient.
	Speech Discrimination test
	ECG - This test requires the eMoyo ECG device.
	Photo - Capture images using a camera or otoscope
	Questionnaires - Different questionnaires are available.

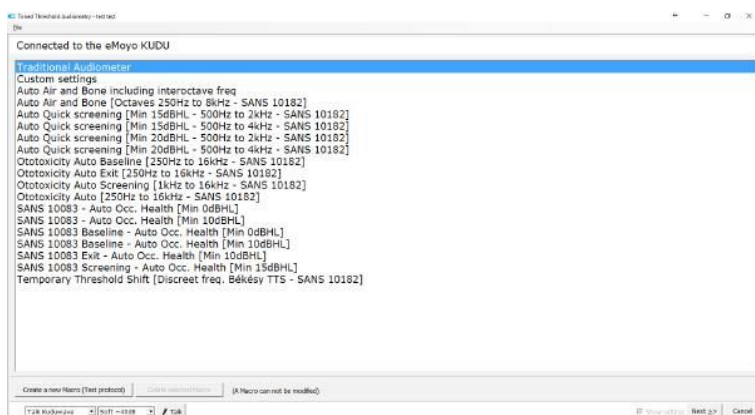
Some of the tests require that the user specifies the significance of the test about to be performed. The following options are available:

- Baseline Test
- Follow-up Test
- Exit Test



Creating a New TTA Test

Create a new clinical test for a patient, and select the TTA test.
Ensure that the KUDUwave™ is connected to your computer.
Either double-click the TTA icon, or select it and then select “New”.
Select the test significance from the list. The TTA Plug-in screen will open.

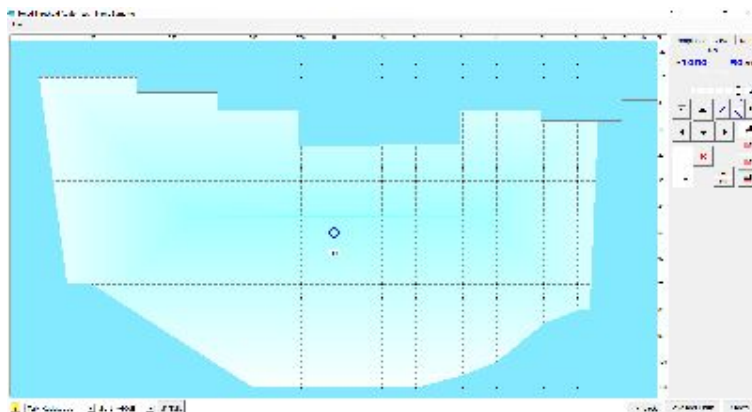


Select the type of test to perform from the list and then press “Next”.
This will start the “macro”, (an automatic test with preloaded settings). Alternatively, select “Custom Settings” to create a test with your own settings.

Conditioning page

Present tone	Mask	Mask	Present tone
Left loudness setting: <input type="radio"/> 40 dBn (Soft) <input type="radio"/> 60 dBn (Normal) <input type="radio"/> 80 dBn (Loud) <input type="radio"/> 100 dBn (Very loud) <input type="radio"/> 120 dBn (Extremely loud)			Right loudness setting: <input type="radio"/> 40 dBn (Soft) <input type="radio"/> 60 dBn (Normal) <input type="radio"/> 80 dBn (Loud) <input type="radio"/> 100 dBn (Very loud) <input type="radio"/> 120 dBn (Extremely loud)
<input type="text" value="1000"/>			
Automatic Wait Time: <input type="text" value="2500"/> ms (5000ms = 1 second)			
		Side to start: <input type="radio"/> Left <input type="radio"/> Right	

The conditioning page allows you to play a sound to the patient to test their response time and condition them to the test environment. If the patient does not respond in time, explain the testing process to them again. e.g.: "when you hear the sound, quickly press the response button and release. Select "Next" when conditioning is complete.



If an automatic macro has been chosen on the first screen, the automated test will start running now. Wait for the test to complete and select "Save". Alternatively, a manual test can be performed on this screen.

For detailed video instructions on automatic testing click [here](#), or go to <https://youtu.be/tp2Dkmt8ciU>

For detailed video instructions on manual testing click [here](#), or go to <https://youtu.be/5WV5OqeBFm0>

For detailed video instructions on threshold testing click [here](#), or go to <https://youtu.be/Ybg-HM3U-0I>

Creating a New Clinical Note

Create a new clinical test for a patient, and select the Clinical Note test.



Either double-click the Clinical Note icon, or select it and then select "New".

This will open the clinical notes plugin.

Enter a note and select "Save and finish".

Notes Viewer General

Operator name: John

Operator registration body:

Operator registration body number:

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Nulla nec vestibulum metus. Sed iaculis euismod justo in aliquet. In lacus elit, pretium at cursus non, vulputate vel sapien. Morbi congue ipsum nisi, vel suscipit turpis aliquet in. Cras aliquam tellus vitae est tempus, venenatis tristique quam dapibus. Aliquam imperdiet, diam non aliquet commodo, leo libero finibus augue, eu ultrices libero feli eget tortor. Donec at magna dictum, efficitur ante sit amet, tristique dui. Donec vel bibendum neque, et amet condimentum velit. Ut at orci pharetra, feugiat erat eget, hendrerit nisi. Suspendisse potenti. Aliquam sed magna tellus. In nec dolor in nisl euismod iaculis. Curabitur auctor auctor vulputate. In sed vestibulum augue. Aliquam id elementum erat, eu rhoncus lacus.

Donec vestibulum varius lectus nec condimentum. Vestibulum ante ipsum primis in faucibus orci luctus et ultrices posuere cubilla Curae; Quisque eget nibh sed metus efficitur porta. Nunc malesuada urna vitae est consectetur rhoncus. Sed gravida nisl lectus, nec condimentum turpis vestibulum id. Aliquam cursus non nisi id commodo. Duis finibus elit eget eros pharetra luctus. Maecenas vulputat elit vel ligula lobortis mattis. Aenean velit nulla, elefend maximus diam eu, sollicitudin feugiat erat. Maecenas aliquet suscipit aliquet. Nullam purus justo, vulputat sed orci fermentum, ultrices accumsan ante.

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Donec vestibulum varius lectus nec condimentum. Vestibulum ante ipsum primis in faucibus orci luctus et ultrices posuere cubilla Curae; Quisque eget nibh sed metus efficitur porta. Nunc malesuada urna vitae est consectetur rhoncus. Sed gravida nisl lectus, nec condimentum turpis vestibulum id. Aliquam cursus non nisi id commodo. Duis finibus elit eget eros pharetra luctus. Maecenas vulputat elit vel ligula lobortis mattis. Aenean velit nulla, elefend maximus diam eu, sollicitudin feugiat erat. Maecenas aliquet suscipit aliquet. Nullam purus justo, vulputat sed orci fermentum, ultrices accumsan ante.

Viewing audiological reports

Superimposed TTA viewer

This new TTA viewer makes it easy to view two reports on the same chart for a comparison.

View one test only

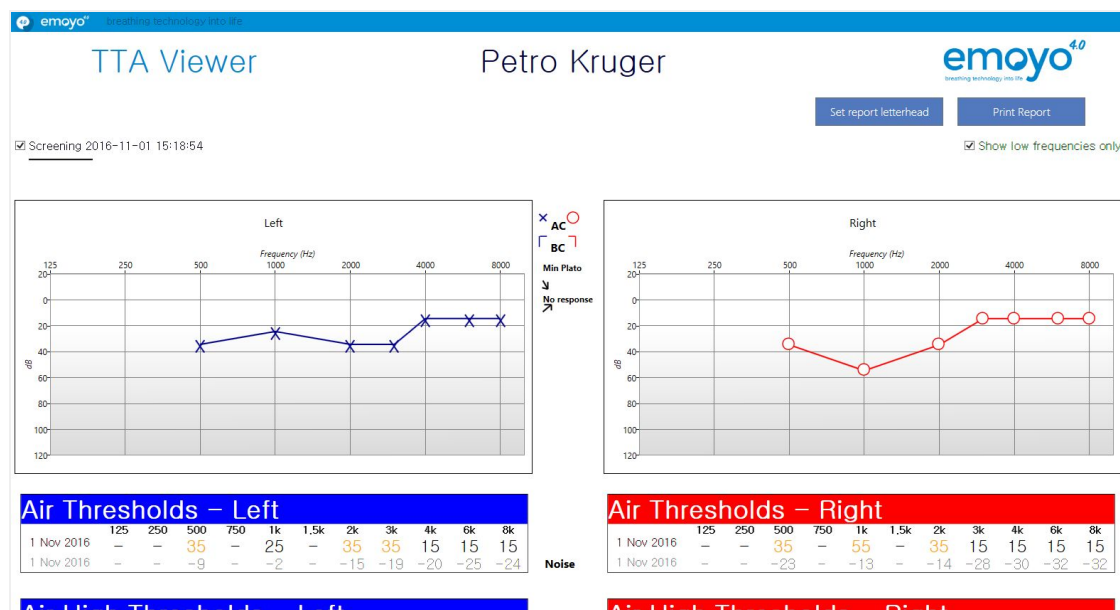
On the Patient Management start screen, select the patient's clinical test you want to view.



On the Patient Detail screen, select the "View clinical tests for patient" button . This will open a list of clinical tests which have been performed for the patient.

Plugin/Test	Date	Significance	Interpreted
Sound Files	2017-01-18	Not marked	
SpeechSD	2017-01-18	Not marked	
Toned Threshold Audiometry	2017-01-18	Baseline Test	
Manual TTA	2017-01-18	Not marked	
Manual TTA	2017-01-18	Not marked	

From the test list, open any of the Tone Threshold Audiometry tests and select "View Test Results". The superimposed viewer will open for the currently selected test.

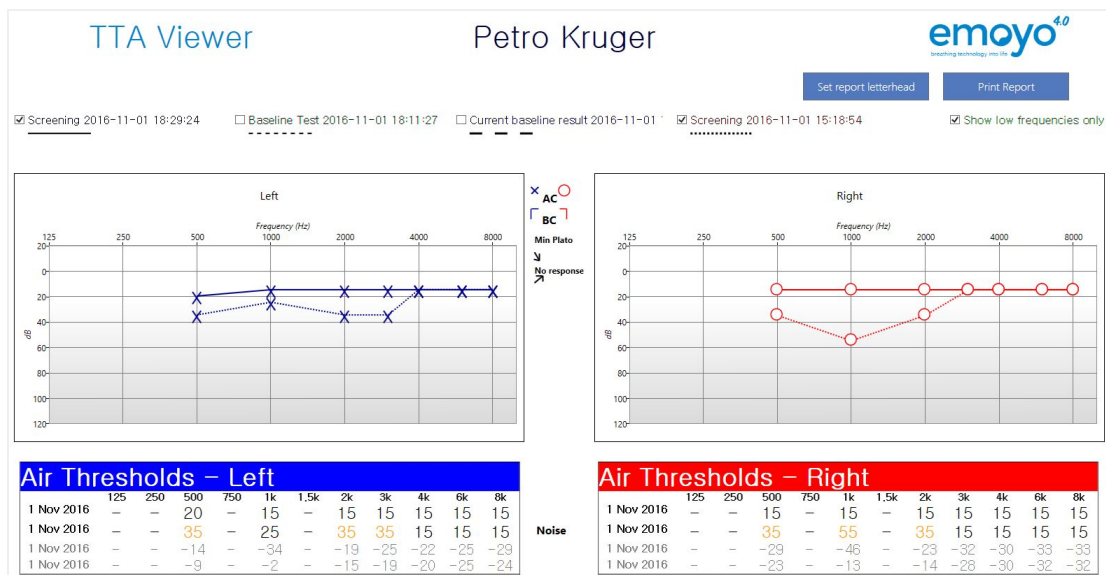


View more than one test

Check the checkbox above the test list, “Select Multiple tests for comparison reports”.

☐ Select Multiple tests for comparison reports

Up to a maximum of four tests will be opened in the viewer, and two of them can be compared at one time. Select or unselect tests for comparison in the top.



In the occupational health profile, it is also possible to do a baseline comparison, which will open all baseline results on the same superimposed report. From this comparison it will be possible to decide which test should be the saved baseline result.

Adding a letterhead

A letterhead with the company logo can be added to the report by selecting “Set report letterhead” and following the on-screen prompts.

Printing the report

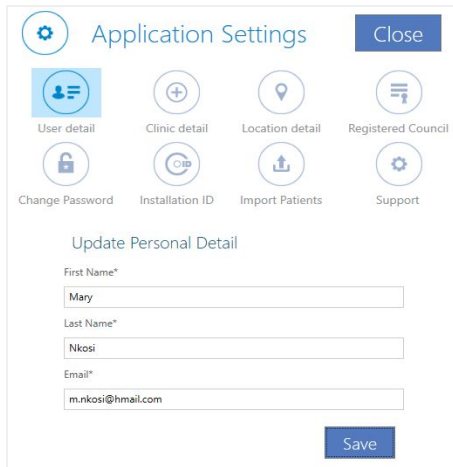
The report can be printed by selecting “Print Report”. This will create a PDF file ready for printing.

Values on the report include the following:

- Patient detail (name, surname, age, company, department, job title, employee no, passport/ID number, passport/ID country)
- Audiograms left and right
- Air and bone thresholds left and right, as well as shifts
- Noise levels
- BHL
- PLH
- False Positive %
- Standard deviation
- PTA
- % MHL
- STS 2 kHz
- STS 3 kHz
- STS 4 kHz
- WHO Grade
- Clark Degree
- KUDUwave serial number
- KUDUwave last calibration date
- Bone vibrator serial number
- Tester names

Application Settings

Open the application settings by selecting the settings icon,  in the top right corner. This will open the Application Settings pop-up.

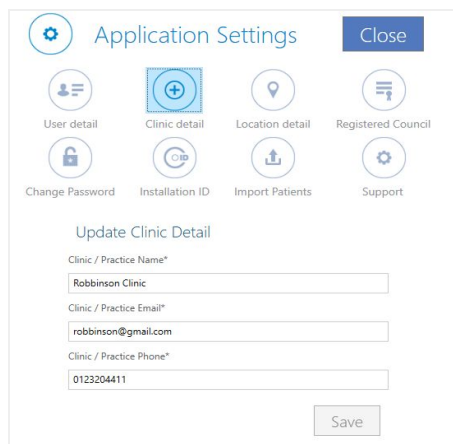


The Application Settings pop-up is displayed with the 'User detail' icon selected. The 'Update Personal Detail' section contains the following fields:

- First Name*:
- Last Name*:
- Email*:

A 'Save' button is located at the bottom right of the form.

User detail - update the name, surname and email address of the current user.

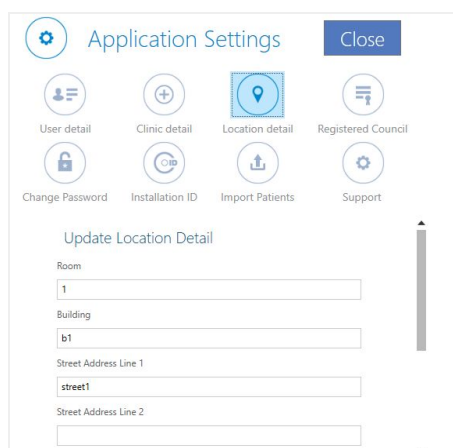


The Application Settings pop-up is displayed with the 'Clinic detail' icon selected. The 'Update Clinic Detail' section contains the following fields:

- Clinic / Practice Name*:
- Clinic / Practice Email*:
- Clinic / Practice Phone*:

A 'Save' button is located at the bottom right of the form.

Clinic detail - update clinic name, email address and phone number. Please note that changes here will not change the destination of SMS and email reports. If you need to change these, please log a support ticket on the eMoyo website.



The Application Settings pop-up is displayed with the 'Location detail' icon selected. The 'Update Location Detail' section contains the following fields:

- Room:
- Building:
- Street Address Line 1:
- Street Address Line 2:

A vertical scrollbar is visible on the right side of the form.

Location detail - update the clinic location.

Application Settings Close

User detail Clinic detail Location detail Registered Council

Change Password Installation ID Import Patients Support

Update Registered Council 2 changes left

Registered Council*
SANC

Registered Name*
M Nkosi

Registration Number*
12345

Save

Registered Council - update the current user's registration details. Please note that these details can only be updated 5 times.

Application Settings Close

User detail Clinic detail Location detail Registered Council

Change Password Installation ID Import Patients Support

Change Password

Old Password*

New Password*

Retype New Password*

Save

Change Password - use this page to update the current user's emoyo 4.0 password. Please note that this will not affect the password on the server used to view reports. Please also note that this reset will only affect the current installation password. Passwords are specified per machine where the user has login rights.

Application Settings Close

User detail Clinic detail Location detail Registered Council

Change Password Installation ID Import Patients Support

View Installation ID

Installation ID
78863d4e-5237-47a4-b21f-6d5769fd77ca

Copy to clipboard Copy all user detail to clipboard

Installation ID - on this tab the user can copy the current Installation ID to the clipboard. This is sometimes needed when a support ticket was logged for access to a new plugin or profile, or when plugin access has expired. Use the button, "Copy all user detail to clipboard" to copy everything that our support technicians might need. Whenever a [support ticket is logged](#), please use this option and paste the contents into the new ticket

Application Settings Close

User detail Clinic detail Location detail Registered Council

Change Password Installation ID Import Patients Support

eMoyo 4.0 Support

Open a new eMoyo 4.0 support ticket

Copy all user detail to clipboard

Report an error in the software

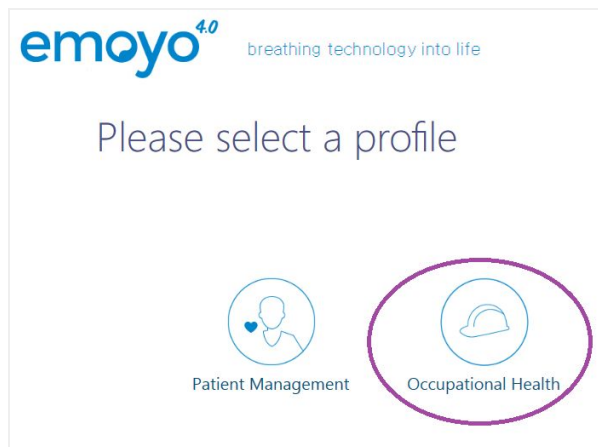
Support - use this tab to open a new support ticket on the emoyo website.

Occupational Healthcare Profile

Overview

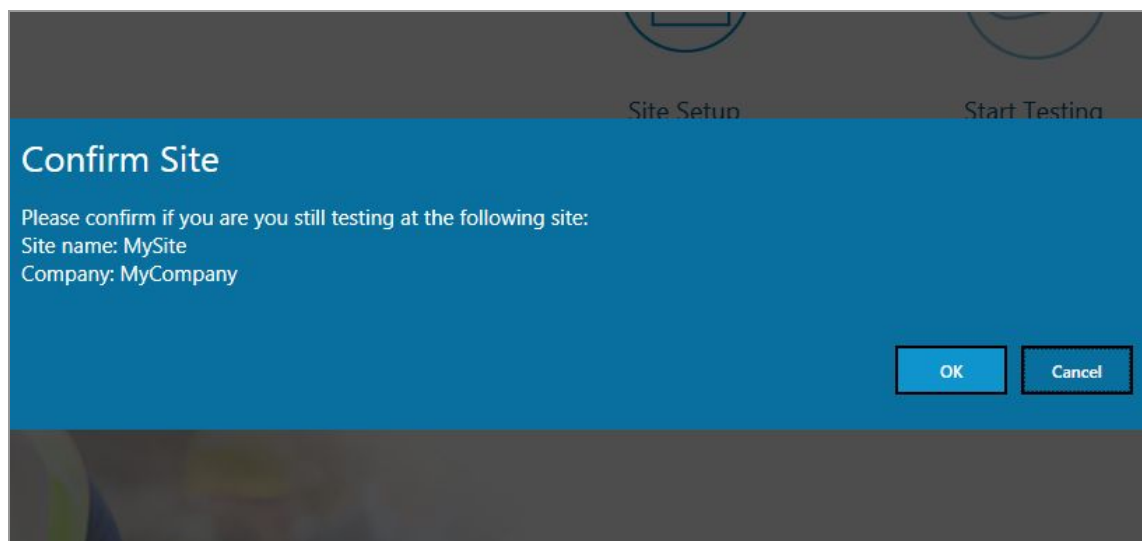
The new version of the software introduces the Occupational Healthcare profile, which is specifically aimed at making audiological testing easy in this market.

Choosing the OccHealth Profile



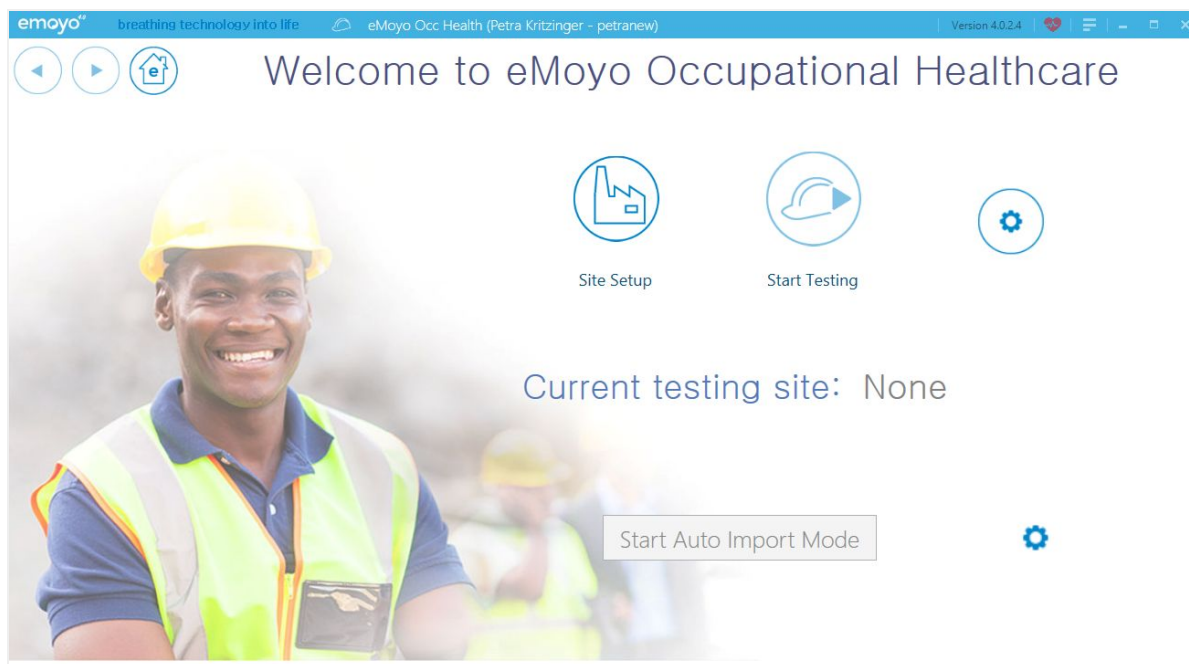
After successfully logging into the software, choose the “Occupational Health” option on the profile selection page.

If you have previously been testing at a site, and already created a site setup, the application will enquire if you are still testing at the same site:



Select “OK” if you are still testing at the same site. In this case you will not need to set up the site again. Select “Cancel” if you are testing at a different site than the one listed.

OccHealth Landing Page



The Occupational Healthcare landing page opens, from which all other functionality can be accessed. You will notice that the “Start Testing” option is disabled if no site has been set up already. This is in order to prevent testing at a site which has not been confirmed to apply to industry standards.

Setting up a site

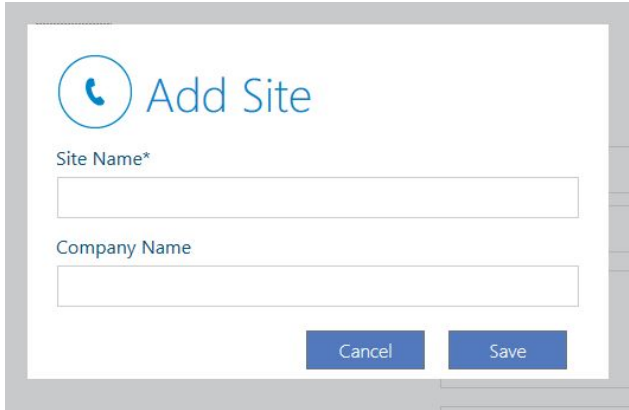


In order to start testing, the testing site needs to be defined and set up. Select the “Site Setup” option. This will open the Site Setup page.

Site Setup

The screenshot shows the "Site Setup" page in the eMoyo application. The header is identical to the landing page. The main content area has a title "Site Setup" and three buttons: "Close", "Save", and "Start". Below these is a "Search Site" input field. To the right of the search field is a plus icon in a circle, with a green tip box that says "Tip: Create a new test site". On the right side, there are two columns of form fields: "Site Name", "Room", "Address Lines", and "Province" on the left; "Company Name", "Building", "City", "Zip", and "Country" on the right. The "Country" field is a dropdown menu.

A green pop-up note will inform you that a new site needs to be created first. Select the plus button to create a new site.



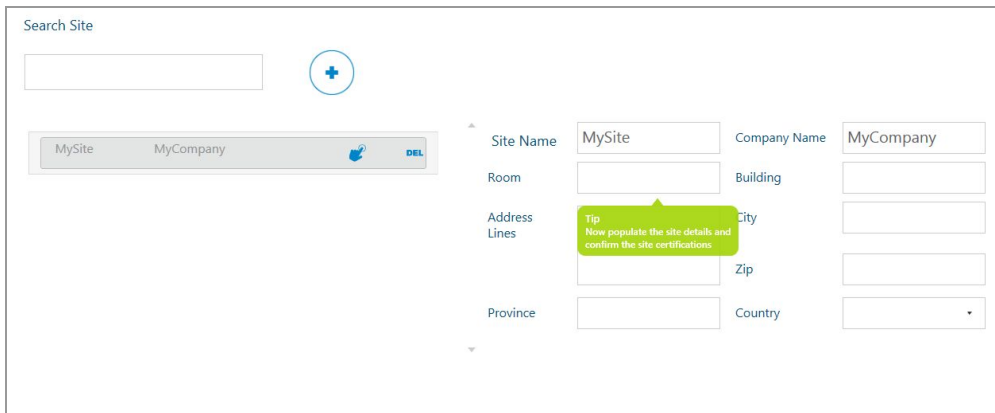
Add Site

Site Name*

Company Name

Cancel Save

Enter the Site Name (this is the name with which the site will be identified and should preferably be unique) and optionally the Company Name. Click "Save".



Search Site

MySite MyCompany

Site Name MySite Company Name MyCompany

Room Building

Address Lines City

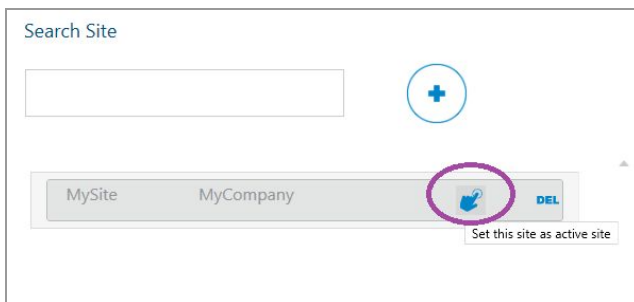
Zip

Province Country

Tip: Now populate the site details and confirm the site certifications

Another pop-up note will inform you that site details should be entered. You can enter all of the details relating to the site.

After this is done, it is important to set the site as the "active" site, which means this is the site at which you are testing currently. This functionality enables you to enter multiple sites and still activate only the current testing site.

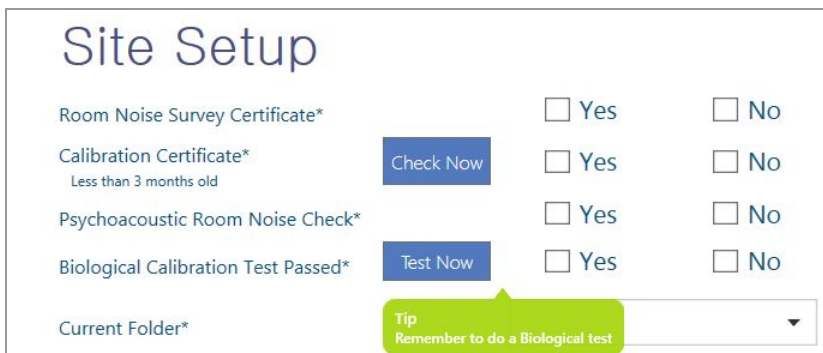


Search Site

MySite MyCompany

Set this site as active site

As soon as this option is selected, you will notice five new fields appearing at the top right corner of the page. It is compulsory to select a value for each of these fields before you will be allowed to continue testing.



Site Setup

Room Noise Survey Certificate* ☐ Yes ☐ No

Calibration Certificate* ☐ Yes ☐ No
Less than 3 months old

Psychoacoustic Room Noise Check* ☐ Yes ☐ No

Biological Calibration Test Passed* ☐ Yes ☐ No

Current Folder*

Check Now

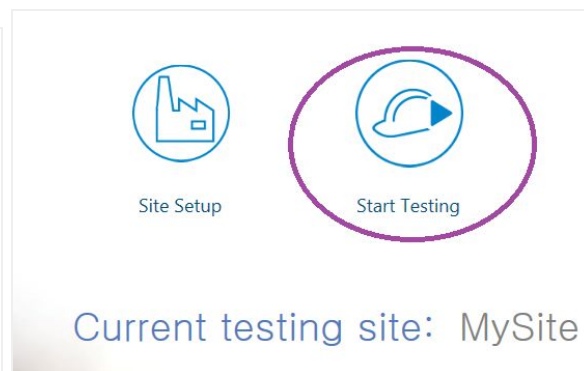
Test Now

Tip: Remember to do a Biological test

Room Noise Survey Certificate	Confirm if a room noise certificate was obtained for the current site. Select either Yes or No.
Calibration Certificate	Confirm that the KUDUwave / Audiometer has a valid calibration certificate which is less than three months old. If the KUDUwave is currently plugged in, you can check the last calibrated date by clicking the blue "Check Now" button. Select either Yes or No.
Psychoacoustic Room Noise Check	Confirm if a psychoacoustic room noise check has been done for the site. Select either Yes or No.
Biological Calibration Test Passed	Confirm if the biological calibration test has been done and passed for the site. In order to do a calibration test now, click the blue "Test Now" button. Select either Yes or No.
Current Folder	Select the software folder for which testing will be done. The folders are logical units in which patients are categorised inside a clinic / company. If no folders exist yet, first log into the Patient Management profile in order to create a new folder.

Once all of these fields have been completed, select "Save" to save the current site data. If all of the mandatory fields were given a value, the "Start" button will be enabled. To start testing, either select this Start button, or navigate back to the Landing Page and select the "Start Testing" button, which will be enabled now.

The screenshot shows a user interface for managing sites. At the top, there are three buttons: "Close" (blue), "Save" (grey), and "Start" (green). Below these is a "Search Site" label and a text input field. To the right of the input field is a blue circular button with a white plus sign. Below the input field, there is a list of sites: "MySite" and "MyCompany". Each site name is followed by a blue checkmark icon and a blue circular button with a white plus sign. At the bottom right of the list, there is a blue button labeled "DEL".



Patient List

Upon clicking “Start Testing”, the patient list screen will open. Please note that only patients from the currently selected folder will be displayed. If the correct patient cannot be found here, it might be possible they were saved in another folder. The selected folder can be changed on this page.

emoyo breathing technology into life eMoyo Occ Health (Petra Kritzing - petranew) Version 4.0.2.4

Patient List

Patients in folder: **Sales/Sales Manager**

Selected Patient:

Icons: Folder, Search, Add Patient, QR Code

Name	Company	Department	Date Started	View	Delete
Warren Deox	eMoyo			≡	DEL
Clementine Sahara	eMoyo			≡	DEL
Norman Smith	eMoyo			≡	DEL
Solomon Tera	eMoyo		2016-03-01	≡	DEL
Maria Mona	eMoyo		2016-10-14	≡	DEL
Next Patient	eMoyo		2016-09-01	≡	DEL
Murray Young	eMoyo			≡	DEL

The following functionality is available on the Patient List page:



Select a different folder will open the “Select Folder” pop-up window where a new folder can be selected or created.



Search a patient by entering a part of the name or surname in the search textbox.



Add a new patient will open the “Add New Patient” page.



Search a patient QR code will allow you to search for a patient by scanning their associated QR code.



View Patient Detail will display the selected patient’s detail and allow you to make changes.



Delete Patient will delete the selected patient.

Select Folder

Select a new folder from the dropdown list, or create a new folder by clicking the plus button. Click “Save” to select the currently displayed folder.

Create Folder

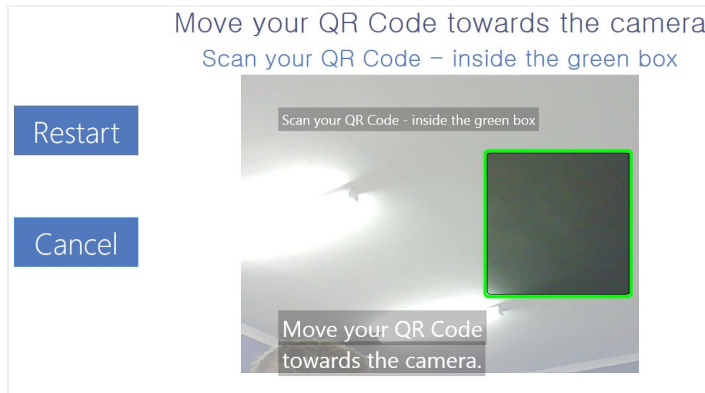
Click the plus button to open the “Create Folder” section. Enter the new folder name and select if you want to create the new folder in the root directory, or as a sub-folder under the currently selected folder. Click Save to save the new folder.

Add new patient

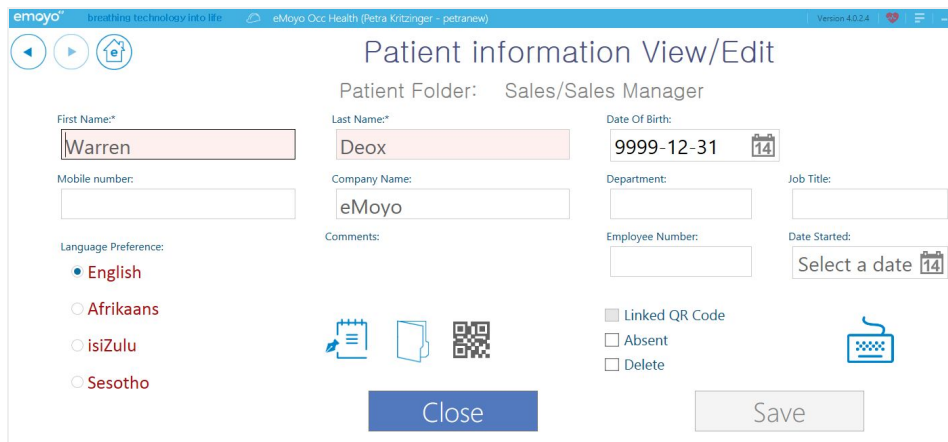
Enter the details of the new patient. The pink fields are compulsory. Select “Cancel” to discard the changes or “Save” to save the new patient. The green “Save & Start Baseline Test” button can be used to fast-track saving of the patient and starting a new baseline test all in one step.

Search a patient QR code

Scan an existing patient QR code in the QR scanner to search a patient.



View patient detail



View and/or edit patient information on this page. The patient preferred language can be selected, patient details changed or the patient can be marked as Absent or Deleted. Click "Save" to save the new information, or "Close" to close without saving.



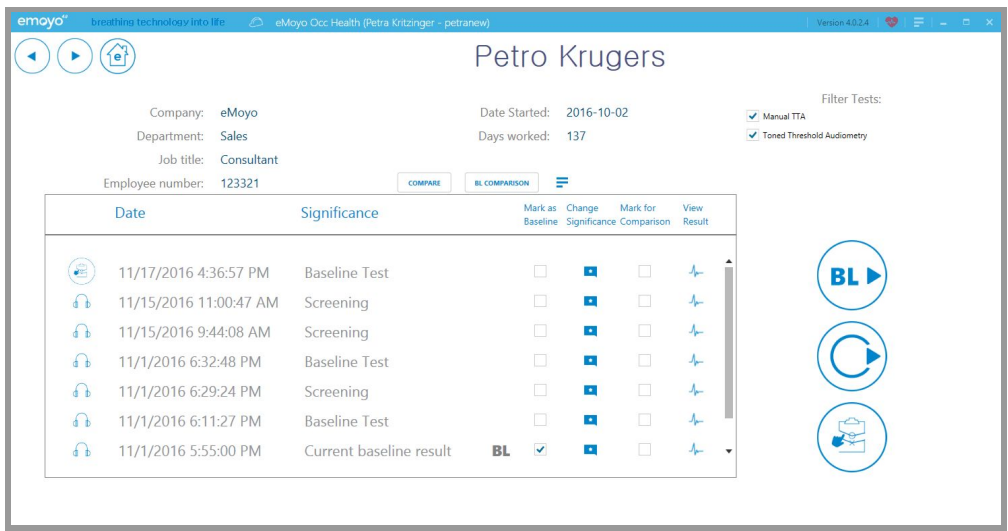
Add a new note for the patient.



Change the folder in which the patient is saved.

Patient Start Page

Select a patient on the patient list by double-clicking it or clicking “Start Testing”. The Patient Start Page opens.



On this page, all clinical tests that exist for the patient in the system are displayed. The following functionality is available on this page:

COMPARE

Compare two or more tests by checking the appropriate “Mark for Comparison” checkboxes and selecting “Compare”. This will open the superimposed viewer with the selected test results.

BL COMPARISON

BL (BaseLine) Comparison will open the superimposed viewer, automatically selecting all tests with significance “Baseline Test”.

View Detail for patient

View Detail for patient will open the patient information page for the selected patient.

Mark as Baseline

☐

Mark as Baseline - select this option to mark the selected test as the current baseline result. Only one test can be marked as the current baseline result. A warning will be displayed if another test is currently marked as the baseline.

Change Significance

Change Significance will open a pop-up screen listing all the possible significance values. Select a new one to change the current test significance.

View Result

View Result will open the test viewer for the current test.

Page 22

Speech Discrimination Plugin

The Speech Discrimination Plugin was added in order to perform SD tests using the new software.

Creating a new SD test


Selecting the SpeechSD plugin

In order to create a new speech discrimination test, select a patient, navigate to new clinical test, and select the SpeechSD plugin from the list. Launching the plugin will open the speech discrimination software.



Setup Page

Select a word list from the list provided. Please log a support ticket if this list is empty.

 **Speech Discrimination** Joe Soap Age: 47

Setup Page

Select word list:

Afrikaans word list read by a man [SD afr ZA M1]

Pedi word list read by a man [SD mso ZA M1]

South African English word list read by a man [SD eng ZA M1]

Zulu word list read by a man [SD zul ZA M3]



Click the Next arrow. This will navigate you to the pre-test selections.

Pre-Test Selection Page

In the "Starting Threshold" block:

- Select which side you would like to test
- Specify a starting volume (the calculator can be used to provide a starting volume based on the PTA)

In the "Standard To Comply To" block:

- Select a standard that you would like to comply to (this dictates the MPANL values that are allowed during testing)

◀

Speech Discrimination

Joe Soap Age: 47

▶

Pre-test Selections

Starting Threshold

☒ Start the word list in the LEFT ear at the following intensity

20 ▲ ▼ dBHL

Calculator for starting threshold

500 Hz ▲ ▼ dBHL

1 kHz ▲ ▼ dBHL

2 kHz ▲ ▼ dBHL

= 0 dBHL PTA

= 0 dBHL PTA (rounded to closest 5 dBHL)

Start at PTA + 20 dBHL Start at PTA + 30 dBHL

☐ Start the word list in the RIGHT ear at the following intensity

0 ▲ ▼ dBHL

Calculator for starting threshold

500 Hz ▲ ▼ dBHL

1 kHz ▲ ▼ dBHL

2 kHz ▲ ▼ dBHL

= 0 dBHL PTA

= 0 dBHL PTA (rounded to closest 5 dBHL)

Start at PTA + 20 dBHL Start at PTA + 30 dBHL

Standard To Comply To

Shown below are the maximum permissible ambient sound pressure levels for air conduction to test accurately down to 0 dBHL:

☒ ANSI/ASA S3.1* for KUDUwave headset

☐ SANS-10182** screening for KUDUwave headset

☐ SANS-10182** diagnostic for KUDUwave headset

☐ BS 6655*** (EN 26189 or ISO 6189) for KUDUwave headset

	125	250	500	1000	2000	4000	8000	Hz
	58	58	55	49	46	54	52	
	74	74	61	56	55	65	64	
	56	56	59	56	55	65	64	
	69	68	57	52	49	58	58	
								dB SPL

* American National Standards Institute: Maximum permissible ambient noise levels for audiometric test rooms

** South African National Standard: The measurement and assessment of acoustic environments for audiometric tests

*** British Standard: Specification for pure tone air conduction threshold audiometry for hearing conservation

Click the Next arrow. This will navigate you to the test screen.

Test Screen

To perform a test, you can either use your mouse to click on the buttons or you can use the keyboard shortcuts tabulated below.

ACTION	SHORTCUT KEYS
Present the current word	Spacebar, Right Shift
Navigate to previous word	Up Arrow
Navigate to next word	Down Arrow
Mark a response as correct	Y, <, Left Arrow
Mark a response as incorrect	N, >, Right Arrow
Toggle talk forwarding on/off	T
Increase mask volume	Page Down
Decrease mask volume	Page Up
Toggle mask on/off	Delete



Speech Discrimination

Joe Soap

Age: 47

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Start Auto Play

Auto
On Off

Present

Correct

Incorrect

Capture Off

Masking Level
20

Compliant
17 dBHL

Left		
List	dBHL	Progress
1	20	10/12 83%
2	-	-
3	-	-
4	-	-

Right		
List	dBHL	Progress
1	-	-
2	-	-
3	-	-
4	-	-

No.	Word	L/R	dBHL			Replied Word
1	Burn	L	20			
2	Lot	L	20			
3	Sub	L	20			
4	Home	L	20			
5	Dime	L	20			
6	Witch	L	20			
7	Keen	L	20			
8	Yes	L	20			
9	Boat	L	20			
10	Sure	L	20			
11	Hole	L	20			
12	Door	L	20			
13	Kite	L	20			
14	Sell	L	20			
15	Nag	L	20			

Notes

Help

Help
Show Hide

TalkForward

Talk KUDUwave

Soft ~40dB

Talk
On Off

Upon completion, click the Next arrow. This will navigate you to the next test selections.

Next Test Selections

On this screen, you can either:

- Choose to perform additional tests (max. 4 per side)
- Or you can click "Save and close" to save the results and close the plugin



Speech Discrimination

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Age: 47

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Next Test Selections

What would you like to do next?

Save and close

Left

List	dBHL	Progress
1	20	22/25 88%
2	-	-
3	-	-
4	-	-

Right

List	dBHL	Progress
1	-	-
2	-	-
3	-	-
4	-	-

☐ Start the word list in the LEFT ear at the following intensity 20 dBHL

☒ Start the word list in the RIGHT ear at the following intensity 20 dBHL

Calculator for starting threshold

500 Hz 0 dBHL

1 kHz 0 dBHL

2 kHz 0 dBHL

= 0 dBHL PTA

= 0 dBHL PTA (rounded to closest 5 dBHL)

Start at PTA + 20 dBHL Start at PTA + 30 dBHL

Calculator for starting threshold

500 Hz 0 dBHL

1 kHz 0 dBHL

2 kHz 0 dBHL

= 0 dBHL PTA

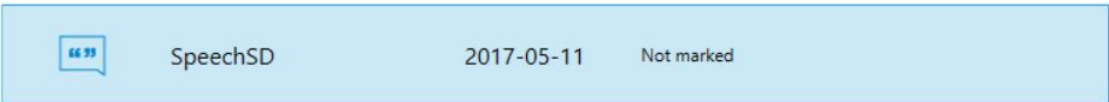
= 0 dBHL PTA (rounded to closest 5 dBHL)

Start at PTA + 20 dBHL Start at PTA + 30 dBHL

Viewing the SD test results

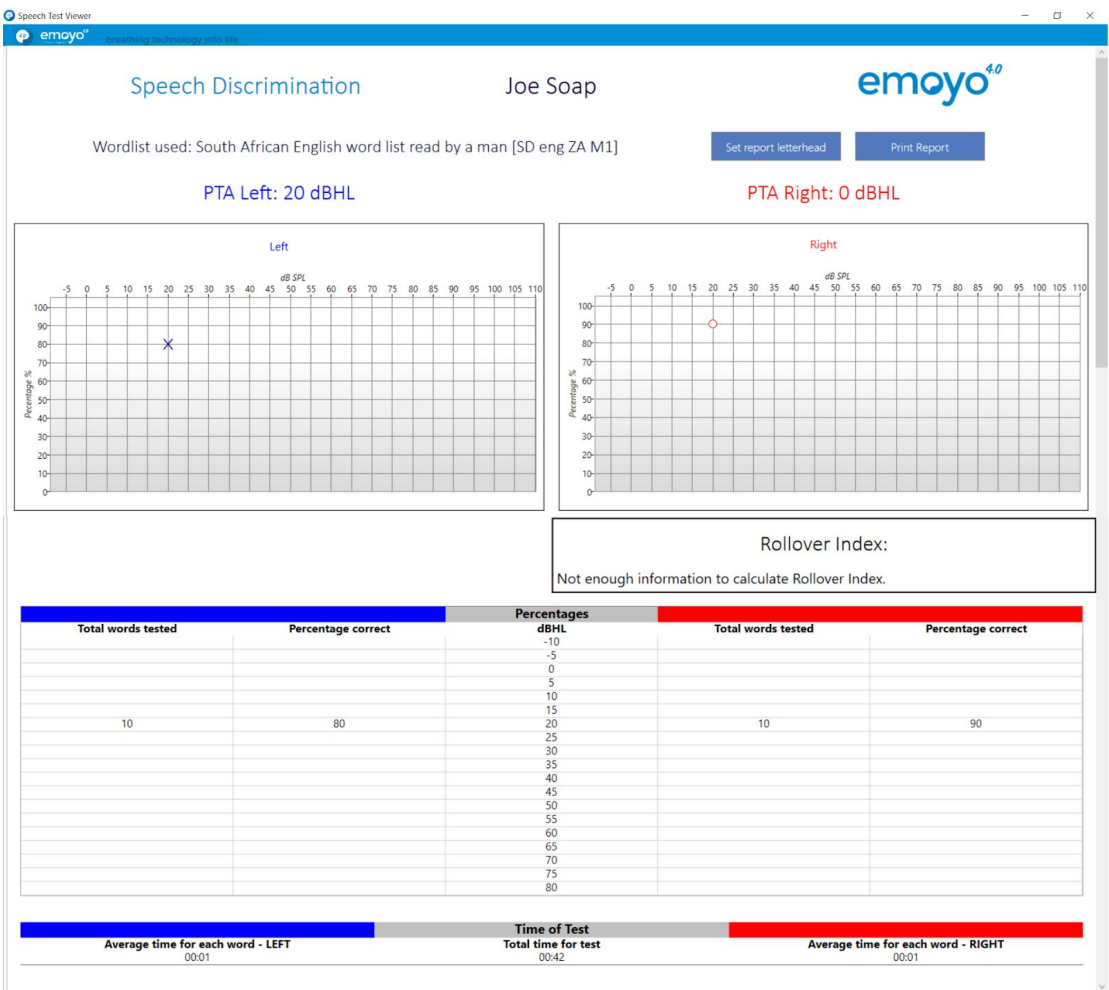
Selecting the test to view

Click “View Clinical Tests for Patient”. This will open up the Clinical Test list for the patient. Select the SpeechSD test you wish to view and click “View Test Results”.



Viewing the results in the viewer

This will open the SD results viewer which plots the percentage of words that were marked as correct at each hearing level.



Viewing the results in a PDF

The test results can also be printed as a PDF by selecting “Print Report” from within the viewer.

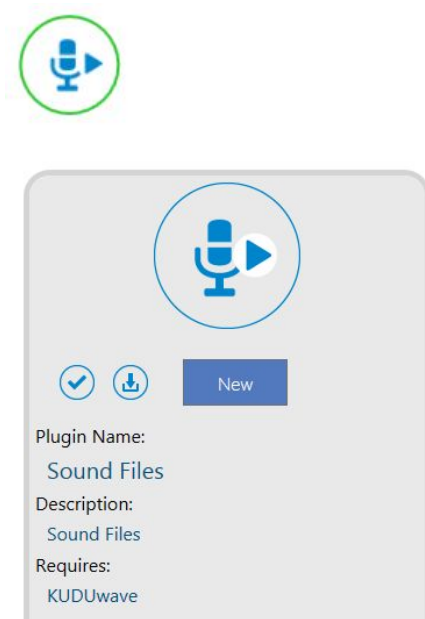
Sound Files Plugin (includes SRT and CAPD)

The sound files plugin includes SRT and CAPD tests.

Creating a new Sound Files test

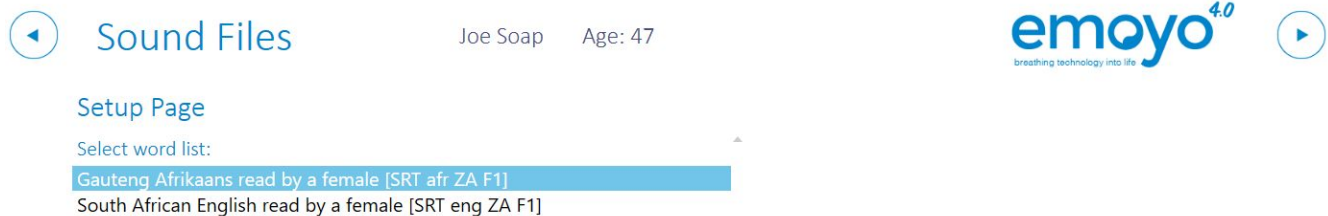
Selecting the Sound Files plugin

In order to create a new SRT/CAPD test, select a patient, navigate to new clinical test, and select the Sound Files plugin from the list. Launching the plugin will open the SRT/CAPD software.



Setup Page

Select a word list from the list provided. Please log a support ticket if this list is empty.



Click the Next arrow. This will navigate you to the pre-test selections.

Pre-Test Selection Page

In the “Starting Threshold” block:

- Select which side you would like to test
- Specify a starting volume

In the “Standard To Comply To” block:

- Select a standard that you would like to comply to (this dictates the MPANL values that are allowed during testing)

◀

Sound Files

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▶

Pre-test Selections

Starting Threshold

☒ Start the word list in the LEFT ear at the following intensity

0 ▲ ▼ dBHL

☐ Start the word list in the RIGHT ear at the following intensity

0 ▲ ▼ dBHL

Standard To Comply To

Shown below are the maximum permissible ambient sound pressure levels for air conduction to test accurately down to 0 dBHL:

☒ ANSI/ASA S3.1* for KUDUwave headset

☐ SANS-10182** screening for KUDUwave headset

☐ SANS-10182** diagnostic for KUDUwave headset

☐ BS 6655*** (EN 26189 or ISO 6189) for KUDUwave headset

	125	250	500	1000	2000	4000	8000	Hz
	58	58	55	49	46	54	52	
	74	74	61	56	55	65	64	dB SPL
	56	56	59	56	55	65	64	
	69	68	57	52	49	58	58	

* American National Standards Institute: Maximum permissible ambient noise levels for audiometric test rooms
** South African National Standard: The measurement and assessment of acoustic environments for audiometric tests
*** British Standard: Specification for pure tone air conduction threshold audiometry for hearing conservation

Click the Next arrow. This will navigate you to the test screen.

Test Screen

To perform a test, you can either use your mouse to click on the buttons or you can use the keyboard shortcuts tabulated below. These are the same shortcut keys used in the SD plugin with two additional ones for increasing and decreasing the speech volume levels (see the last two entries of the table).

ACTION	SHORTCUT KEYS
Present the current word	Spacebar, Right Shift
Navigate to previous word	Up Arrow
Navigate to next word	Down Arrow
Mark a response as correct	Y, <, Left Arrow
Mark a response as incorrect	N, >, Right Arrow
Toggle talk forwarding on/off	T
Increase mask volume	Page Down
Decrease mask volume	Page Up
Toggle mask on/off	Delete
Increase speech volume	End
Decrease speech volume	Home

◀

Sound Files

▶

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Start Auto Play

Auto

On

Off

Present

Correct

Incorrect

Capture Off

Speech Level

10

↓

↑

Masking Level

20

↓

↑

⊘

Compliant

5 dBHL

No.	Word	L/R	dBHL	👂	🗣️	Replied Word
1	Airplane	L	0	👂	🗣️	
2	Armchair	L	5	👂	🗣️	
3	Baseball	L	10	👂	🗣️	
4	Birthday	L	5	👂	🗣️	
5	Cowboy	L	10	👂	🗣️	
6	Daybreak	L	5	👂	🗣️	
7	Doormat	L	10	👂	🗣️	
8	Drawbridge	L	5	👂	🗣️	
9	Duckpond	L	10	👂	🗣️	
10	Eardrum	L	10	👂	🗣️	
11	Farewell	L		👂	🗣️	
12	Grandson	L		👂	🗣️	
13	Greyhound	L		👂	🗣️	
14	Hardware	L		👂	🗣️	
15	Headlight	L		👂	🗣️	

Notes

Historical results

Left (dBHL)

SRT

UCL

MCL

Right (dBHL)

Help

Show

Hide

TalkForward

Talk KUDUwave

Soft ~40dB

Talk

On

Off

Upon completion, click the Next arrow. This will navigate you to the next test selections.

Next Test Selections

On this screen, you can either:

- Choose to perform additional tests (max. 4 per side)
- Or you can click "Save and Close" to save the results and close the plugin



Sound Files

- Beta Release

Joe Soap

Age: 47




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Next Test Selections

What would you like to do next?

Save and close

☐ Start the word list in the LEFT ear at the following intensity

0

▲▼

dBHL

☒ Start the word list in the RIGHT ear at the following intensity

0

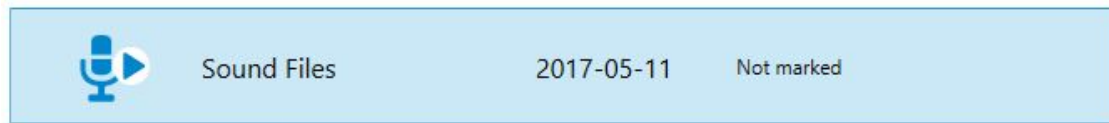
▲▼

dBHL

Viewing a sound files test

Selecting the test to view

Click “View Clinical Tests for Patient”. This will open up the Clinical Test list for the patient. Select the Sound Files test you wish to view and click “View Test Results”.



Viewing the results in the viewer

This will open the Sound Files results viewer.

Speech Test Viewer

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Speech Reception Threshold

Joe Soap

Wordlist used: South African English read by a female [SRT eng ZA F1]

PTA Left: 20 dBHL

PTA Right: 20 dBHL

SRT Results - Left

SRT Results - Right

Total words tested	Percentage correct	Percentages dBHL	Total words tested	Percentage correct
		-10		
		-5		
		0		
		5		
		10		
		15		
12	66	20	12	50
		25		
		30		
		35		
		40		
		45		
		50		
		55		
		60		
		65		
		70		
		75		
		80		

Average time for each word - LEFT: 00:07

Time of Test: 02:56

Average time for each word - RIGHT: 00:06

☐ Show All Words ☐ Show Only Correct Words ☐ Show Only Incorrect Words ☐ Show none

Viewing the results in a PDF

The test results can also be printed as a PDF by selecting “Print Report” from within the viewer.

KUDUwaveReport_Joe Soap_20170511104640.pdf - Adobe Acrobat Reader DC

File Edit View Window Help

Home Tools KUDUwaveReport_... x Sign In

1 / 1 53.3%

Audiological Interpretation Report

11/05/2017

Name	Joe	Last Calibration Date	20170504
Surname	Soap	KW Serial Number	0901-00718
Age	47	Bone Vibrator Serial Number	58476
Company		Software Version	2.1.1.15
Department			
Job Title			
Employee Number			
Passport Number			
Passport Country			

South African English read by a female [SRT eng ZA F1]

PTA Left: 20 dBHL PTA Right: 20 dBHL

SRT Results - Left			SRT Results - Right		
Left			Right		
0			0		

Total words tested		Percentage correct		Percentages		Total words tested		Percentage correct	
				dBHL					
				-10					
				-5					
				0					
				5					
				10					
				15					
12		66		20		12		50	
				25					
				30					
				35					
				40					
				45					
				50					
				55					
				60					
				65					
				70					
				75					
				80					

Average time for each word - LEFT		Time of Test		Average time for each word - RIGHT	
00:07		Total time for test		00:06	
		02:56			

☐ Show All Words
 ☐ Show Only Correct Words
 ☐ Show Only Incorrect Words
 ☐ Show none

Adding your company logo to the report

You can add your own company logo to the report by selecting "Set Report Letterhead" from within the viewer.

Wizard Plugins

The wizard plugins brings the amazing automated test wizard to the Patient Management profile. Wizards include automatic patient conditioning in 4 languages, as well as testing for inconclusive tests and automatic interpretation.

*note: some or all wizards may not be available on your specific profile, please contact us for more info

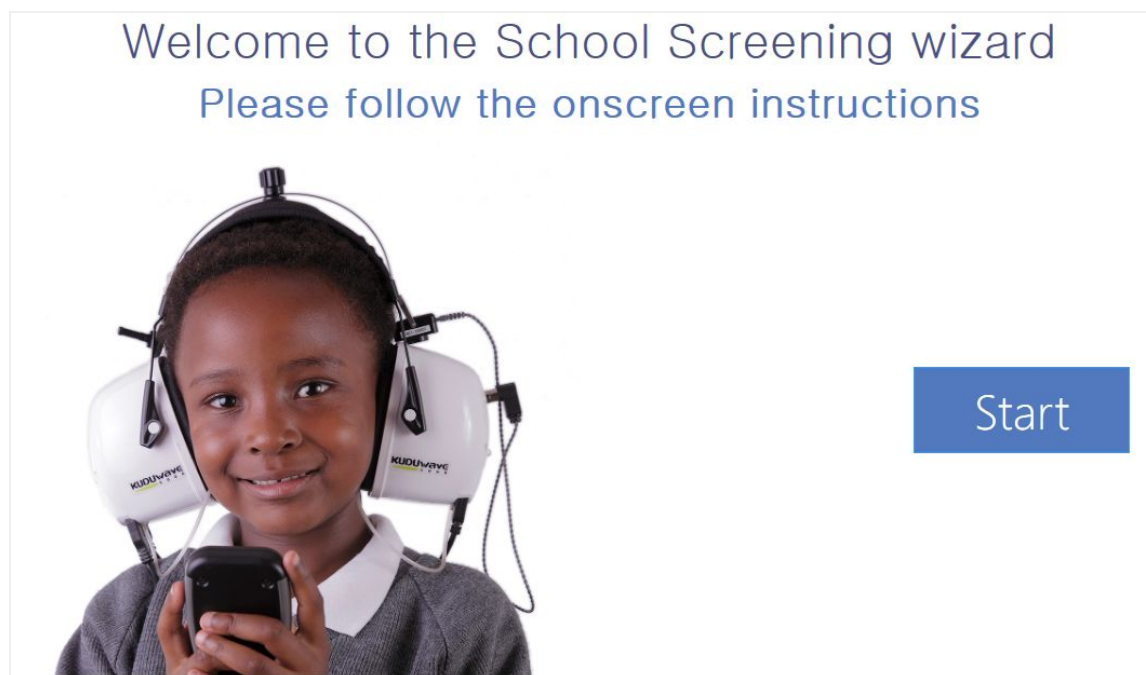
A comparison of the wizards is available in the table below:

Functionality	School Screen Wizard	OccHealth Wizard	Kiosk Wizard
			
Automated conditioning of patient	✓	✓	✓
Languages available for conditioning message	English Afrikaans isiZulu Sesotho Additional languages coming soon..	English Afrikaans isiZulu Sesotho Additional languages coming soon..	English Afrikaans isiZulu Sesotho Additional languages coming soon..
Inconclusive test when too noisy	✓	✓	✓
Inconclusive test with inconsistent button presses	✓	✓	✓
Soundbooth	SANS10182Screening	SANS10182Screening	SANS10182Screening
Screening test	✓	✓	✓
Screening test air frequencies	500 Hz, 1000 Hz, 2000 Hz, 4000 Hz	500 Hz, 1000 Hz, 2000 Hz, 4000 Hz, 6000 Hz, 8000 Hz	500 Hz, 1000 Hz, 2000 Hz, 4000 Hz
Minimum testable threshold	25 dB	15 dB	30 dB
Maximum testable threshold	90 dB	70 dB	70 dB
Automatic retest of failed frequencies	✓	X	X
Threshold for retesting of frequencies	25 dB	-	-

Diagnostic Test			
Automatic switching over to diagnostic on failed screening test	✓ Can be switched off	X	✓ Can be switched off
Diagnostic test air frequencies	250 Hz, 500 Hz, 100 Hz, 2000 Hz, 4000 Hz, 8000 Hz	-	250 Hz, 500 Hz, 1000 Hz, 2000 Hz, 4000 Hz, 8000 Hz
Test High frequencies	X	X	✓ Can be switched off
High frequencies tested	-	-	12500 Hz, 16000Hz
Bone conduction only if air frequencies fail	✓	-	✓
Diagnostic test bone frequencies	500 Hz, 1000 Hz, 2000 Hz, 4000 Hz, 8000 Hz	-	250 Hz, 500 Hz, 1000 Hz, 2000 Hz, 4000 Hz
Can switch off bone conduction testing with Diagnostic test	X	X	✓

School Screen Wizard

The School screen wizard introduces a wizard that is normally used when testing school children.



Settings

☒ Screening test only (no diagnostics) ☒ Use High Frequency Diagnostic Test

☐ Automatically add Bone Vibration Test

Languages Available:

☒ English

☒ Afrikaans

☒ isiZulu

☒ Sesotho


Close

Save

Conditioning screen

Quickly press the button
when you hear the beep sounds

Stage 1 – Conditioning




☒ English

☐ Afrikaans

☐ isiZulu

☐ Sesotho

Cancel Test

 Replay


Testing screen

Quickly press the button
when you hear the beep sounds

Stage 2 – Screening

Current Patient:
Michael Brink

01:05



Test in progress...

Cancel Test

Restart

OccHealth Wizard

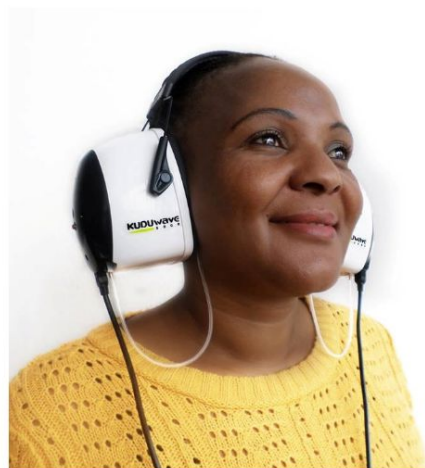
Welcome to the Occupational Healthcare wizard
Please follow the onscreen instructions



Start

Kiosk Wizard

Welcome to the Kiosk wizard
Please follow the onscreen instructions



Start

Viewing the wizard test results

On the patient test list screen, select the test and select "View Test Results".



School screen wizard

2017-03-27

Baseline Test

Manual TTA test entry plugin

With this new plugin it will be possible to enter test results manually. If there is no baseline test in the system yet, but the patient has a baseline result printed out, it is possible to manually enter these values. This will enable comparison values to be computed correctly such as STS.

On the new test page, select the Manual TTA test and select New.



Plugin Name:
Manual TTA

Description:
Manually enter audiometry Tone
Thresholds

Requires:
-

This will open the Manual TTA Plugin.

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Manual Test Capture

Patient:

Select type of test

Select default threshold

☒ Occupational Health
☐ Octaves
☐ High Frequencies
☐ All Frequencies

dB

Select the type of test as well as the default threshold. Click Next.

PLH

Test Date

Select a date

Note

...

Occupational Health

Octaves

High Frequencies

All Frequencies

Left

Right

500 Hz	15 + -	✓	500 Hz	15 + -	✓
1 000 Hz	15 + -	✓	1 000 Hz	15 + -	✓
2 000 Hz	15 + -	✓	2 000 Hz	15 + -	✓
3 000 Hz	15 + -	✓	3 000 Hz	15 + -	✓
4 000 Hz	15 + -	✓	4 000 Hz	15 + -	✓
6 000 Hz	15 + -	✓	6 000 Hz	15 + -	✓
8 000 Hz	15 + -	✓	8 000 Hz	15 + -	✓

When done, select “Save and Close”.

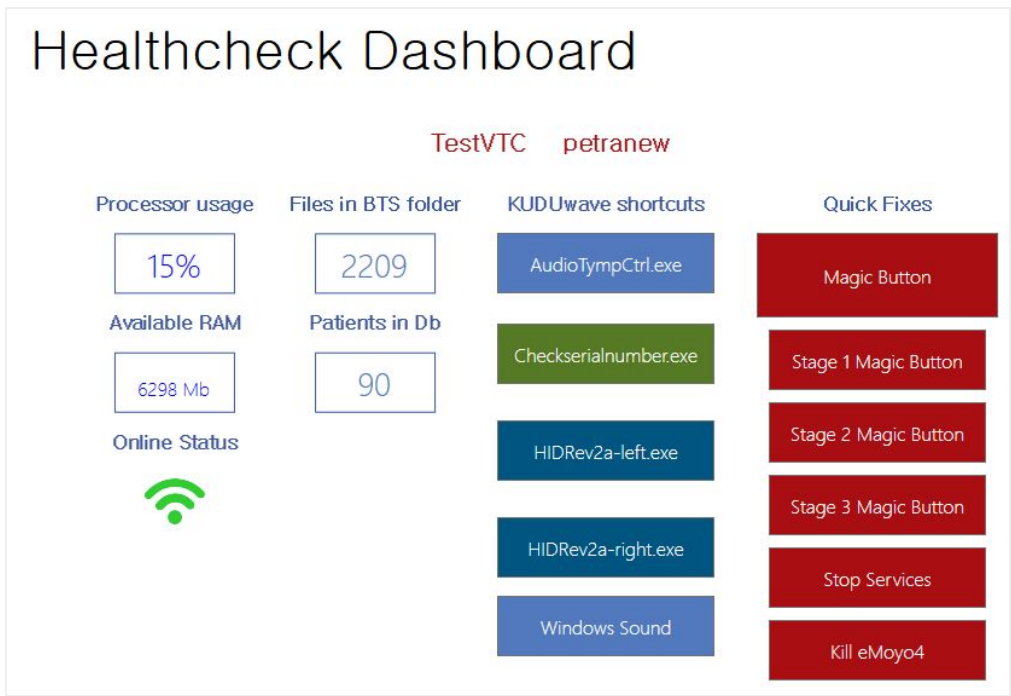
Magic button

The magic button is a tool which can be used when any KUDUwave errors are received. The magic button will attempt to fix most of the general KUDUwave errors. This can be used sort of as a “panic button” when you are out in the field and the KUDUwave gives errors, without having to contact support.

In the top right hand corner of the application, select the red heart icon, “Open Kuduwave Diagnostic Tool”.



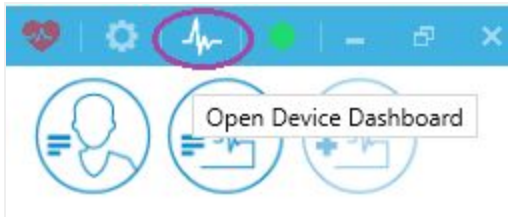
This will open up the Healthcheck dashboard, which displays a lot of valuable information about the KUDUwave device.



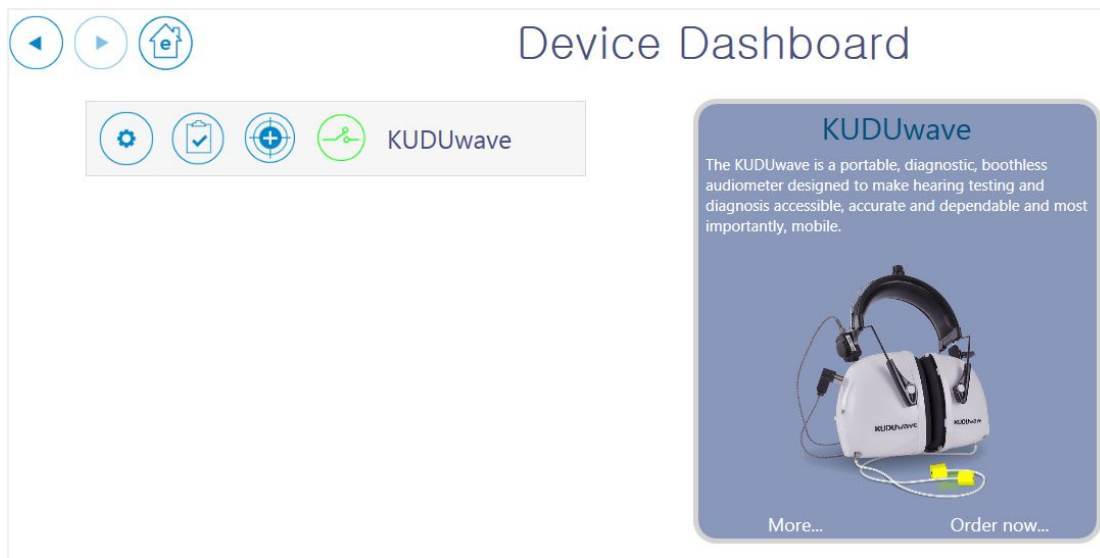
Simply press the big red “Magic Button” button, sit back and watch all your KUDUwave problems go away. Please do not interrupt the procedures while it is busy. It may take a minute or two to complete the entire cycle. When the fixes are done, a message will be displayed, “Common Fixes Completed Successfully!”

Device Dashboard

The device dashboard is a handy tool to view all kinds of information about your KUDUwave device. Select Open Device Dashboard in the top right hand corner of the application.



The Device Dashboard will open. The KUDUwave is currently the only device in the system.



The following functionality is available for the KUDUwave:

Open more settings for the KUDUwave



Selecting this option will open the Health Check Dashboard as explained in the previous section

Do a biological calibration test for the KUDUwave



This option allows the user to do a biological calibration test, as explained in the next section.

Test the calibration status of the KUDUwave



This option will open the cross check functionality. The cross check is an accurate way to verify whether your device is still calibrated, and replaces biological calibration checks. More information is in the [X-check](#) section.

Test connection of the KUDUwave



This icon will turn red if the KUDUwave is not connected. In order to connect, plug in the KUDUwave and press this button to recheck the connection status. It will also automatically update after a few seconds.

Biological calibration check


The biological calibration check is done to ensure the KUDUwave is testing correctly.

Functional Check: The operation of the KUDUwave must be checked daily - prior to audiometric testing. First, the output of the audiometer is checked by conducting an audiometric test for a person with known, stable thresholds or utilizing a "bio-acoustic simulator" device. Next, the tester must listen to the output of the audiometer to make sure it is free from distorted or unwanted sounds. Deviations of 10 dB or greater on the output check or detection of static or unwanted sounds on the listening check require that an acoustical calibration be performed prior to use.

The calibration check can be accessed from the Device Dashboard as explained in the previous section.

Welcome to the Biological Calibration Test wizard

Please follow the onscreen instructions



This test will take a few minutes to perform. Please ensure that the KUDUwave eartips are correctly inserted, with the left cup on the left ear. Press Start when you are ready.

Start

The instructions on the landing page are clear. For the first half of the test, the KUDUwave is applied correctly with the left cup over the left ear. Click Start.

Quickly press the button when you hear the beep sounds

Biological test

Current Patient: None - Biological test

32:52

Test in progress...

Cancel Test Restart

After the first test is completed, a message will be displayed asking you to swop the KUDUwave cups around so that the right cup is now over your left ear.

Thank you!

Biological test phase 1 completed

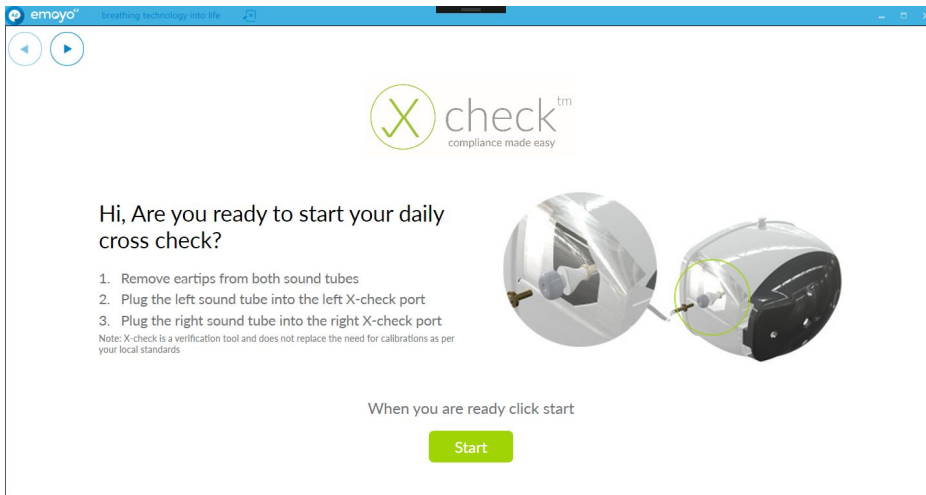
Please swop the KUDUwave sides around, so that the right cup is now on your left ear.

Complete the second phase of the test. After this has completed, a report will be displayed. If any errors were encountered, it will be displayed in red.

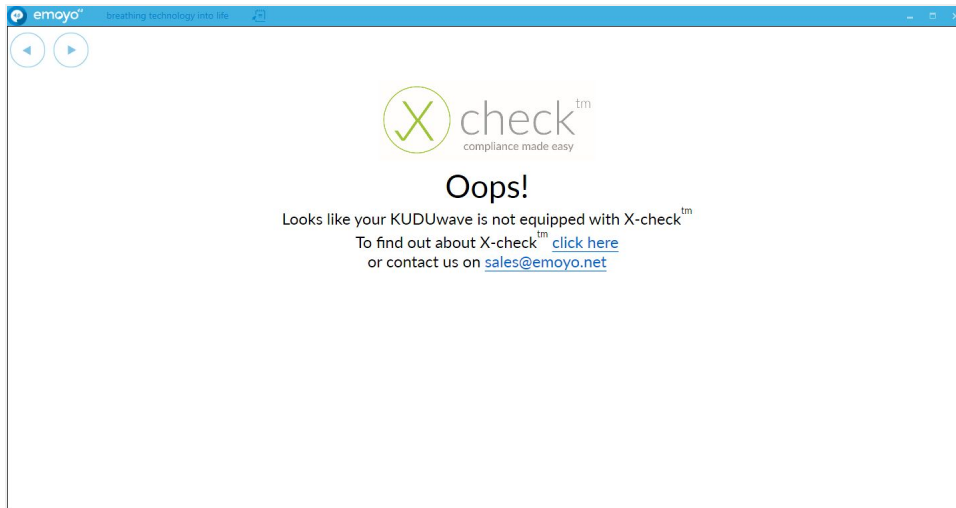
Print report.

X-check (Cross Check)

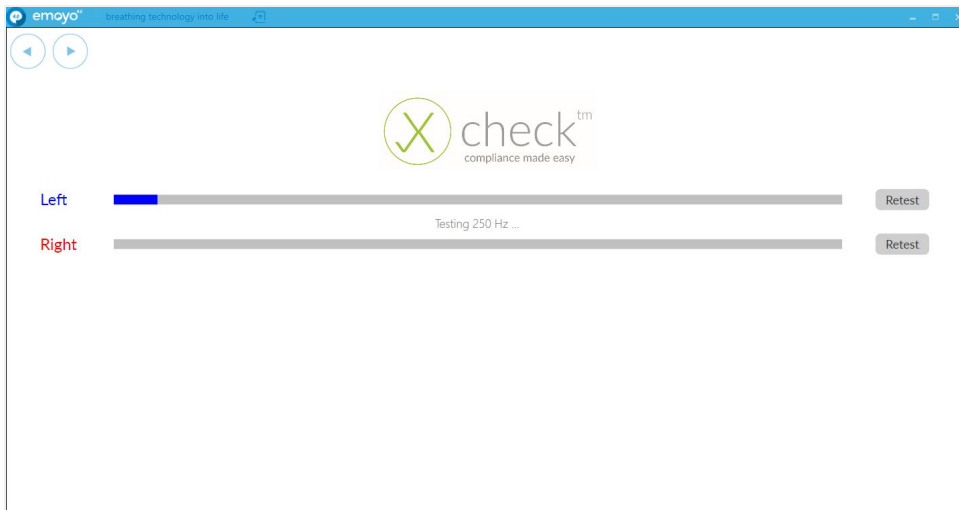
The X-check allows the calibration of the KUDUwave to be verified. To open it click the "[Test the Calibration Status of the KUDUwave](#)" button in the [Device Dashboard](#). If your KUDUwave is equipped with X-check the following start page will appear:



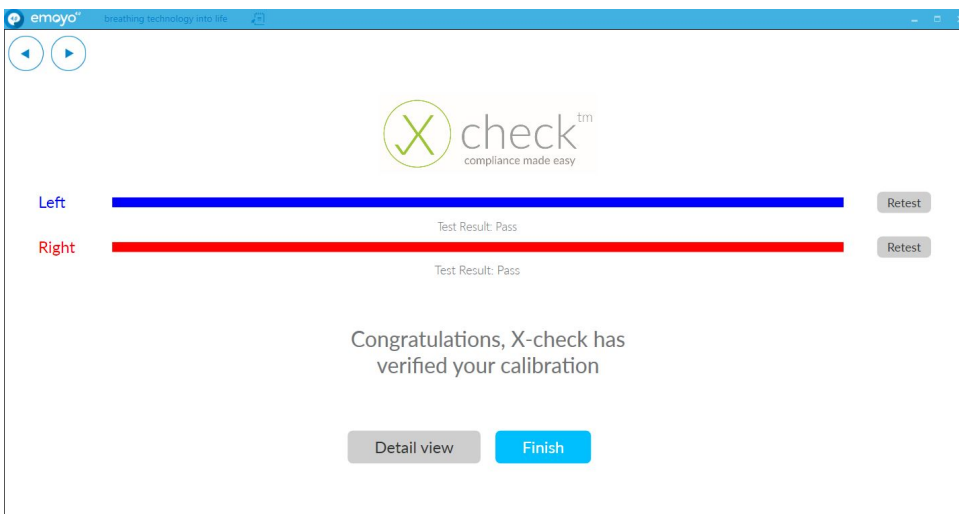
Follow the instructions and then click the Start button to start running the X-check. Note that the X-check can only run if your KUDUwave is equipped with the cross check hardware. If this is not the case you will see the following screen:



After clicking the "Start" button the X-check will run automatically and the following test page will be shown:



The X-check should take about 23 seconds to complete if the tests pass. A message will then be shown to tell you if your device calibration verification has passed:

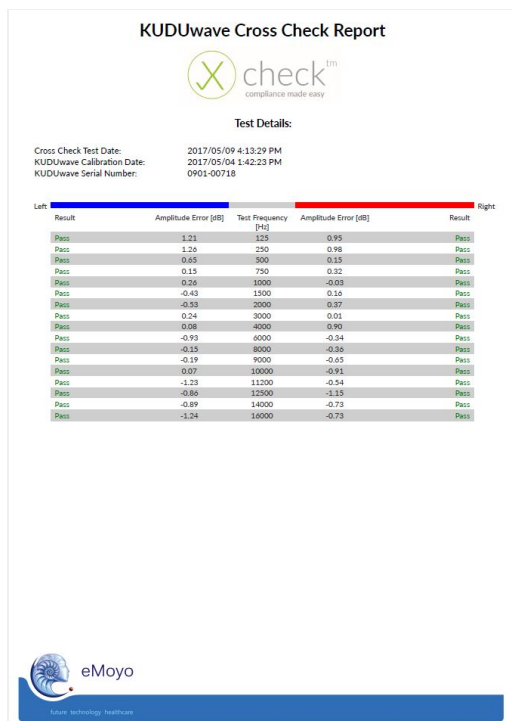


Clicking the “Finish” button will exit the X-check application. Clicking the “Detail view” button will show the following Detail page:

Left			Right		
Result	Amplitude Error [dB]	Test Frequency [Hz]	Amplitude Error [dB]	Result	Test Frequency [Hz]
Pass	1.21	125	0.95	Pass	125
Pass	1.26	250	0.98	Pass	250
Pass	0.65	500	0.15	Pass	500
Pass	0.15	750	0.32	Pass	750
Pass	0.26	1000	-0.03	Pass	1000
Pass	-0.43	1500	0.16	Pass	1500
Pass	-0.53	2000	0.37	Pass	2000
Pass	0.24	3000	0.01	Pass	3000
Pass	0.08	4000	0.90	Pass	4000
Pass	-0.93	6000	-0.34	Pass	6000
Pass	-0.15	8000	-0.36	Pass	8000
Pass	-0.19	9000	-0.65	Pass	9000
Pass	0.07	10000	-0.91	Pass	10000
Pass	-1.23	11200	-0.54	Pass	11200
Pass	-0.86	12500	-1.15	Pass	12500
Pass	-0.89	14000	-0.73	Pass	14000
Pass	-1.24	16000	-0.73	Pass	16000

This Detail page shows the test frequencies as well as the Amplitude Error. The Amplitude Error is the discrepancy or difference between the calibrated level of the KUDUwaves air conduction output and the actual air conduction output which has just been measured by the X-check. Ideally all of these values should be zero. If you would like a PDF report then click the “Print Report” button.

This will generate and open a PDF similar to the following:



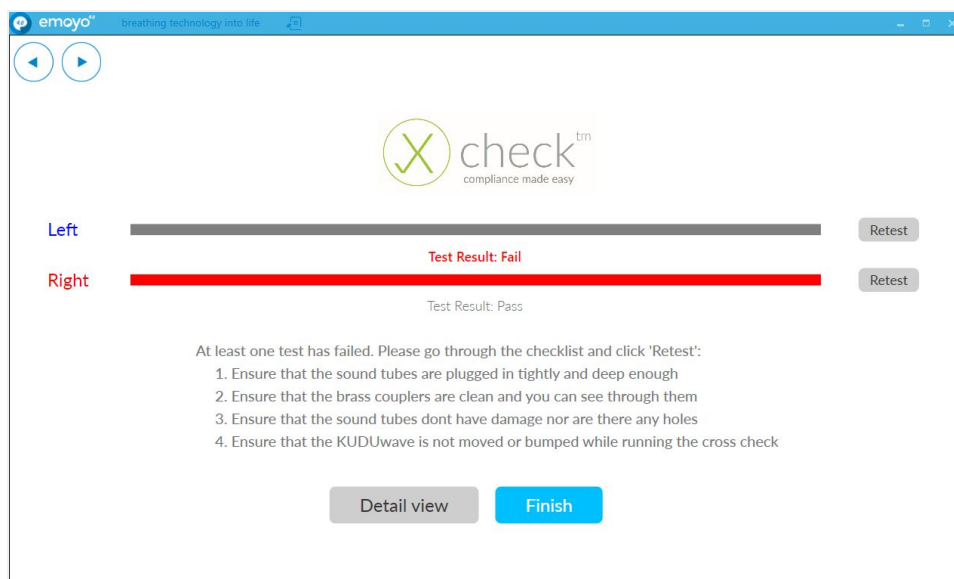
The PDF report is automatically saved in the eMoyoDotNet/Pdf folder on your computer.

X-check: Abnormal Test

If the test fails then a message is shown giving information about common reasons that can cause the X-check to fail besides the KUDUwave being out of calibration. As an example, bumping or moving the KUDUwave while the X-check is running will prevent it from accurately measuring the air conduction output and cause the test to fail. Follow the instructions and click the “Retest” button for the failed side.

You can also click the “Detail view” button to go to the Detail page and get more information about why the test failed. Failed frequencies are shown in red along with a reason of why the test failed.

If the test still fails after you have followed the instructions then your KUDUwave could be out of calibration. Contact eMoyo to book a calibration.



emoyo™

breathing technology into life

check™

compliance made easy

Left

Result	Amplitude Error [dB]	Test Frequency [Hz]	Amplitude Error [dB]	Result
Pass	0.87	125	0.65	Pass
Pass	0.92	250	0.65	Pass
Pass	0.27	500	-0.19	Pass
Pass	-0.13	750	0.05	Pass
Pass	-0.06	1000	-0.28	Pass
Fail (Amplitude Deviation Too High +SNR Too Low+Recording Not Stable)	-22.90	1500	-0.06	Pass
Pass	-0.74	2000	0.13	Pass
Pass	0.09	3000	-0.32	Pass
Pass	-0.11	4000	0.55	Pass
Pass	-1.18	6000	-0.56	Pass
Pass	-0.21	8000	-0.44	Pass
Pass	-0.16	9000	-0.51	Pass
Pass	0.04	10000	-0.59	Pass
Pass	-0.99	11200	-0.04	Pass
Pass	-0.72	12500	-0.85	Pass
Pass	-0.74	14000	-0.68	Pass
Pass	-0.97	16000	-0.38	Pass

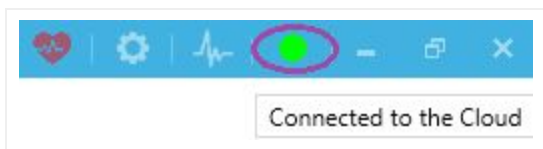
Right

Print Report


Connection status

The connection status allows a user to troubleshoot any problems if records are not being synchronised to the server.


A red or green dot will be displayed in the top right hand corner. If the dot is red, something is wrong with the connection to the cloud.






Click on the green dot to open more detail.



Cloud Connection Status



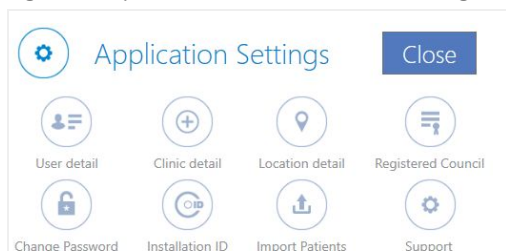
- ...  The computer is connected to the internet
- ...  The synchronisation job is running
- ...  The eMoyo services are running

[Close](#)

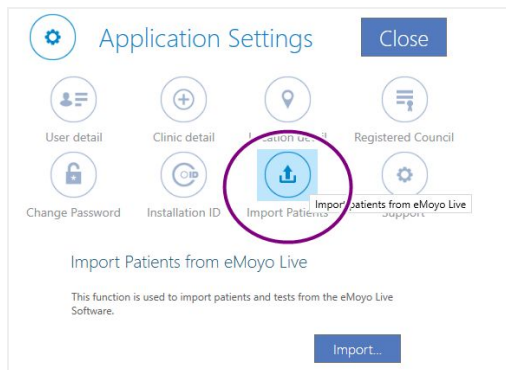
If one of the dots is red, you can attempt to fix the problem by clicking on the ellipsis to the left of the dot.

Importing data from eMoyo Live

Log into emoyo 4.0  and select the Settings icon,  in the top right corner.



This will open the Application Settings window. Select “Import Patients”.

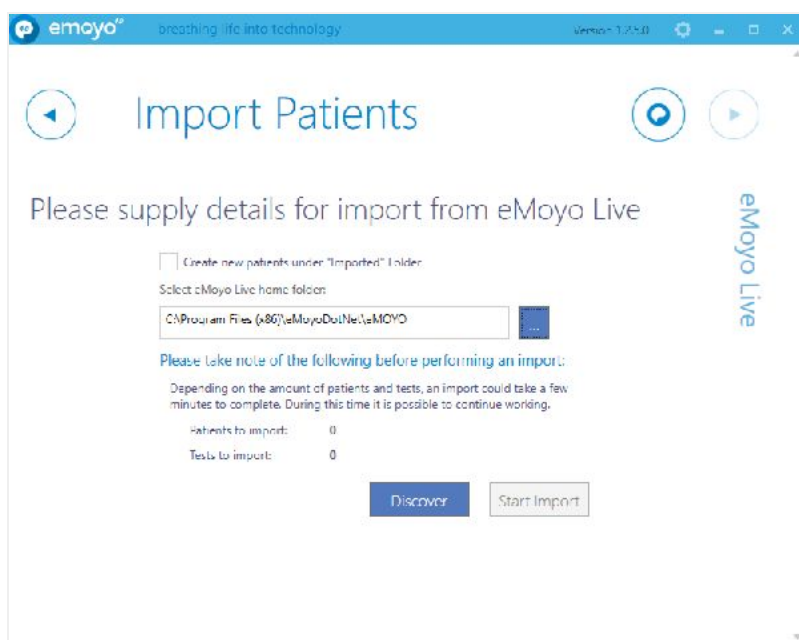


If you want the imported patients to be created under a new folder called “Imported”, select the first check-box. The original file structure will still be preserved under this folder. If the checkbox is left unchecked, the eMoyo live folder structure will be created in the root.

Ensure that the eMoyo Live home folder is correct. The application will try to determine the correct folder, but in some cases this might have to be changed. Some notes on this:

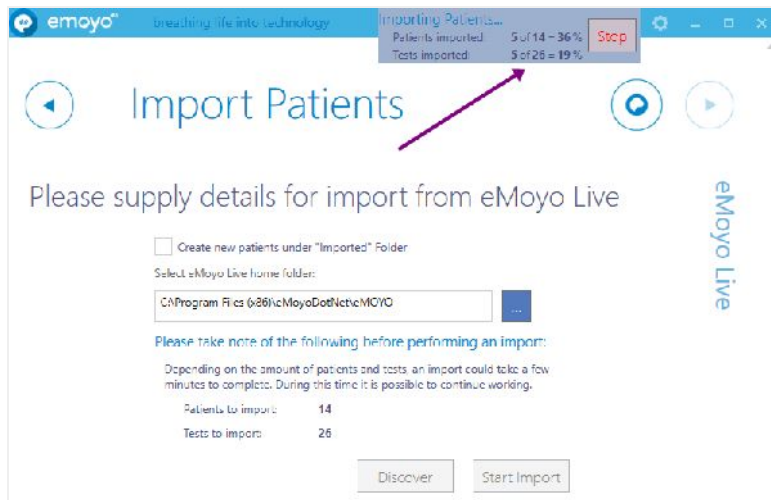
- Very old installations on 32-bit Windows installations will have the eMoyo Live folder at the following location: c:\Program Files\GeoAxon\eMOYO.
- Newer installations on 32-bit Windows installations will have the eMoyo Live folder at the following location: C:\Program Files\eMoyoDotNet\eMOYO.
- Newer installations on 64-bit Windows installations will have the eMoyo Live folder at the following location: C:\Program Files(x86)\eMoyoDotNet\eMOYO.
- If you have changed the database location in eMoyo Live, please select the correct location by selecting the browse (“...”) button.

If you are not certain of the correct eMoyo Live location, please log a [support ticket on the eMoyo website](#), and one of our technicians can assist you with the importing process

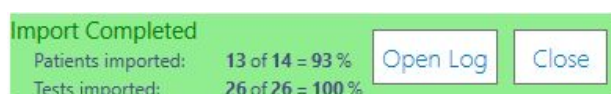


Select the “Discover” button. The application will estimate the amount of patients and tests to import. Remember that this is only an estimation, and the actual imported amount could vary. If patients and tests are discovered, the “Start Import” button will be enabled. If the amounts stay at 0 and the “Start Import” button is not enabled, it can mean that the eMoyo Live home folder selected is incorrect. Try browsing to one of the options mentioned in the previous point, or [contact us for support](#).

Select “Start Import”. A pop-up message will display the progress of the import. Please note that you will be able to work during the import. However, it is advised that you wait until the import is finished. Please also note that after the import is finished, it will take a few minutes to synchronise the imported data to any other machines you may have connected to your clinic.



When the import is complete, the pop-up will turn green. It is possible that not all of the discovered patients or tests could be imported. This could be because a patient existed without a name or surname, or that there were no tests for a patient. You will be able to view the Log file by selecting the “Open Log” button. If you are concerned about the contents of this file, you can log a [support ticket on the eMoyo website](#). Please copy and paste the contents of the file in the ticket.



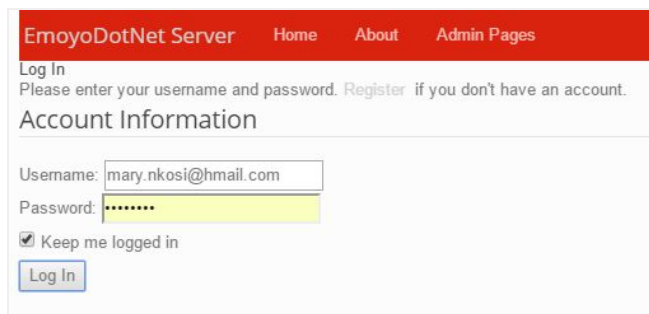
After the import is completed, you should be able to view the imported patients on the Patient Management home screen.

Opening a Clinical Report from Email

After a TTA test was performed and the data synchronised to the server, the clinic will receive an email with the test results, as well as a link to the on-line Audiogram and Audiology report.

In order to view the on-line results, please click on one of the links on the report. This will open a web browser, asking for a user and password.

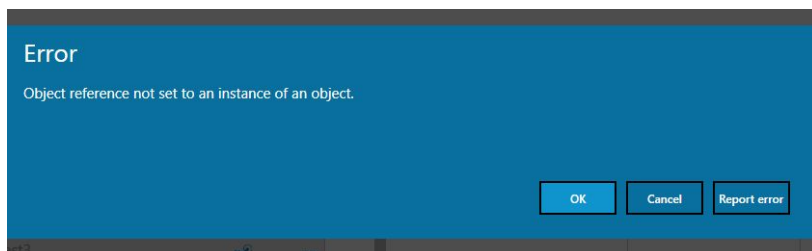
Type the user and password which was given to you with the initial installation. You can also select “Remember me” which will remember your login details for a few days. If you did not receive a user and password, please [log a support ticket](#) and we will send you the necessary detail.



The screenshot shows the login interface for the EmoyoDotNet Server. At the top, there is a red navigation bar with links for Home, About, and Admin Pages. Below this, the text 'Log In' is displayed, followed by a prompt to enter username and password, with a link to 'Register' if the user doesn't have an account. The 'Account Information' section contains a 'Username' field with the text 'mary.nkosi@hmail.com', a 'Password' field with masked characters, a checked 'Keep me logged in' checkbox, and a 'Log In' button.

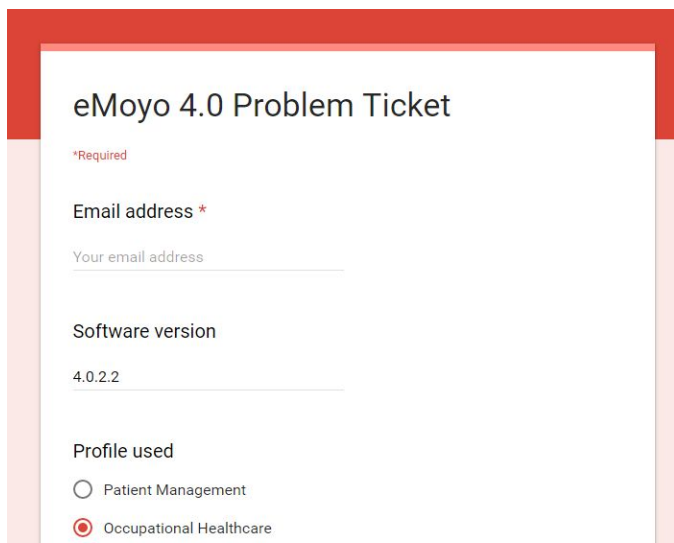
Error reporting

In version 4.0.2 it is even easier to report errors. Whenever an error is displayed on the system, an additional button will be added to “Report error”.



The screenshot shows a blue error dialog box with the title 'Error'. The message inside reads 'Object reference not set to an instance of an object.' At the bottom right of the dialog, there are three buttons: 'OK', 'Cancel', and 'Report error'.

Clicking this button will open up a form with most details of the error already completed. The user can simply enter their email address, scroll to the bottom and select Submit. One of the support personnel will be in contact soon.



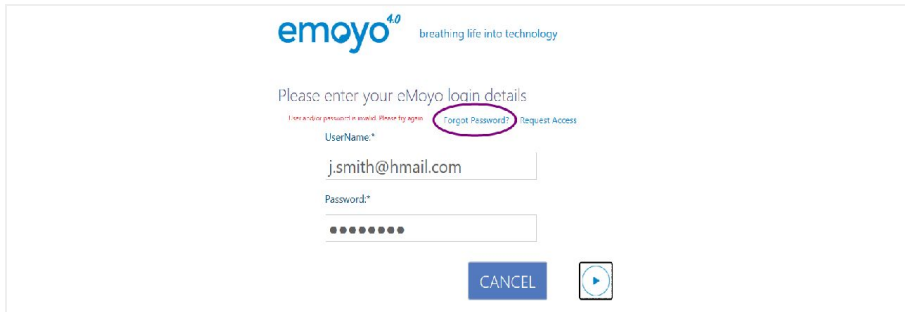
The screenshot shows the 'eMoyo 4.0 Problem Ticket' form. It has a red header bar. The form contains several fields: 'Email address *' with a red asterisk and a red asterisk icon, 'Software version' with the value '4.0.2.2', and 'Profile used' with two radio button options: 'Patient Management' and 'Occupational Healthcare' (which is selected). A red asterisk icon is also present next to the 'Email address' label.

Troubleshooting

Forgot Password

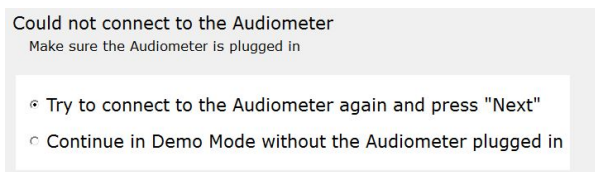
If you don't know, or have forgotten your password and have entered the incorrect login details, the "Forgot Password?" option will appear.

Click this link to create a support ticket in order to have a new password created for you. Please provide us with as much information as possible, including the name of your institution, your name, and your username, if known.

The image shows the eMoyo login interface. At the top is the eMoyo logo with the tagline "breathing life into technology". Below it, a prompt says "Please enter your eMoyo login details". There are three links: "I am an active user and want to login", "Forgot Password?", and "Request Access". The "Forgot Password?" link is circled in red. Below the links are input fields for "UserName*" (containing "j.smith@hmail.com") and "Password*" (masked with dots). At the bottom right are a "CANCEL" button and a play button icon.

Computer is not able to connect to the KUDUwave™

If the computer is not able to connect to the KUDUwave™, a 'Could not connect to the Audiometer' message will display.

The image shows a dialog box titled "Could not connect to the Audiometer" with the instruction "Make sure the Audiometer is plugged in". It contains two radio button options: "Try to connect to the Audiometer again and press 'Next'" (which is selected) and "Continue in Demo Mode without the Audiometer plugged in".

This means that the KUDUwave™ audiometer was not plugged in correctly.

Please follow these steps to correct the problem:

1. Cancel the current TTA test by selecting "Cancel" in the bottom right corner.
2. Unplug the KUDUwave™ from your computer, wait a few seconds, and plug it back in ensuring that both the KUDUwave™ and response button are firmly plugged in.
3. Restart the TTA test.

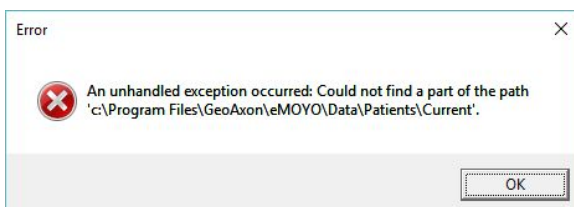
Error, 'A call to an OS function failed'

If you receive an error, 'A call to an OS function failed', something has gone wrong with the KUDUwave™ connection. Please perform the following steps to correct the problem.

1. Cancel the current TTA test.
2. Unplug the KUDUwave™.
3. Restart the computer.
4. Plug the KUDUwave™ back in firmly.
5. Start eMoyo 4.0 and restart the TTA test.

Error when Importing data from eMoyo Live

If the following message is displayed, it means that the incorrect eMoyo Live folder was selected. Please contact [eMoyo for support](#).

The image shows an "Error" dialog box with a red 'X' icon. The text inside reads: "An unhandled exception occurred: Could not find a part of the path 'c:\Program Files\GeoAxon\eMOYO\Data\Patient's\Current'." There is an "OK" button at the bottom right.