



USER MANUAL nCommand

Lite 1.15.4

Manual Version: V.13



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**CAUTION**

Federal law restricts this device to sale by or on the order of a physician, as used by a medical technologist licensed in the state where he/she practices.

(for United States of America)

**CAUTION**

Before use, make sure you are aware of the specific requirements of your country or region. Failure to comply with regulations may result in health risks.

Chapter 1 Introduction

Section 1.1 - Purpose

This manual aims to provide local and remote technologists with a comprehensive understanding of the specific functionalities of the nCommand Lite system. Serving as a user's manual, this document provides concise and practical information, guiding users through the use of functionalities and troubleshooting. By following this manual, users will be able to use nCommand Lite efficiently, helping to maximize productivity and reduce dependence on technical support.

Section 1.2 - Glossary

**CAUTION**

This label applies to conditions or actions that have potential hazard. You may cause minor injury or property damage if you ignore these instructions.

**WARNING**

This label identifies conditions or actions which result in a specific hazard. You will cause severe personal injury, or substantial property damage if you ignore these instructions.

Platform Terms	Equivalent
Unit	Medical Facility
Remote Facility	Any location where remote technologists can remotely perform exams, which can also be referred to as the Command Center
Command Center	Used as a synonym for Remote Facility within the scope of this document
Platform	nCommand Lite web application
System	nCommand Lite with all subsystems/accessories (e-KVM, Camera)
Medical device	Scanner
Local user	Local Technologist
Customer's contract	In cases of large-scale customers with multiple branches, each branch is treated as a contract within nCommand Lite. There is a tab in the chat contact list where users are grouped by their respective contracts, and other users appear under the 'Others' tab. It can also be used as a user grouping tool. It can also be used as a user grouping tool.

Section 1.3 - Description

The nCommand Lite system is a SaMD (Software as a Medical Device) that is customer-facing and provides remote access through a web application for viewing/reviewing images as well as the ability to remotely provide real-time guidance to the near-patient licensed technologist (local user) operating the medical imaging devices in the context of training or procedure assessment, for MRI, CT, and PET/CT scanners.

Remote users are licensed technologists and are able to access an imaging medical device from a computer that meets the minimum required specifications anywhere, using a secure software connection that streams video and provides keyboard and mouse access. This allows remote users to assist local users without limitation to distance. This access must be granted by the local user using the system, and it can also be revoked at any time by the local user, thus allowing him/her to maintain complete control of the session at all times. Also, each remote session is controlled via a secure credential that is managed by the local user. Connections to a medical device are limited to one remote session at a time to maintain strict control over who is remotely interacting with the system. Images reviewed remotely are not for diagnostic use.

nCommand Lite system consists of an IT hardware and software-based installation solution that supports multisession, allowing remote technologists to access multiple medical imaging devices as needed. Scanners that are compatible with the nCommand Lite system comply with a common protocol, allowing for scanning parameter management and remote scanning.

1.3.1. Intended Use

The nCommand Lite system provides remote access for viewing/reviewing images as well as the ability to remotely provide real-time guidance to the licensed technologist operating the scanner. This guidance includes training, procedure assessment, and scanning parameter management.

1.3.2. Indications for Use

The nCommand Lite system allows remote access for viewing/review of images as well as the ability to remotely provide real-time guidance to the licensed technologist operating a compatible MRI, CT, or PET/CT scanner. This access must be granted by the local licensed technologist operating the system. The remote access is only available for systems supporting remote connectivity capability. Images reviewed remotely are not for diagnostic use.

1.3.3. Intended Patient Population

For any patient prescribed to undergo imaging via a connected imaging medical device.

1.3.4. Environment of Use

Medical facilities that carry out Magnetic Resonance Imaging (MRI), Computed Tomography (CT) and Positron Emission Tomography – Computed Tomography (PET/CT) exams and remote Command Center.

1.3.5. Contraindications

The platform should not be operated by users who are not licensed technologists or who have not received training in using nCommand Lite.

1.3.6. Platform Capabilities

- **Remote Scanning:** exhibit medical imaging device screen in real time, allowing a remote licensed technologist to attend an exam.
- **Text and voice chat:** make available the communication between the remote and local licensed technologists.
- **Camera:** facilitates remote observation of patients during the procedure. This mechanism replicates the visual oversight a healthcare professional would have if situated near the patient, thereby introducing an augmented layer of safety.
- **Multi-session remote scanning:** allows the remote technologist to access multiple medical imaging devices as needed.
- **Manage remote technologist access:** Allows the local technologist to control the remote technologist access. To allow the remote technologist connection the access must be granted by the local technologist using the platform, and it can also be revoked at any time by the local technologist, thus allowing him/her to maintain complete control of the session at all times.

1.3.7. Clinical Benefits

nCommand Lite enhances diagnostic imaging by enabling the remote operation of **MRI, CT, and PET-CT** systems, ensuring consistent imaging quality and adherence to protocols. It allows experienced technologists to oversee and assist with scans in real time, optimizing workflow efficiency and reducing errors that could affect diagnostic accuracy. The system facilitates collaboration between technologists, improving exam consistency and enabling faster decision-making in complex cases. By enabling remote professionals to support multiple facilities, **nCommand Lite** increases the **availability, variety, and quality** of imaging exams, ensuring that more patients have access to advanced diagnostics while optimizing healthcare resources. Additionally, it helps mitigate staff shortages by reducing dependence on on-site specialists, all while maintaining compliance with strict regulatory and data security standards.

1.3.8. Intended Users

- **Local Technologist**

The local technologist is the on-site user responsible for assisting and guiding patients in-person at the medical facility. He/she must have the necessary knowledge to perform scanning procedures for a given imaging device. Additionally, he/she controls the remote technologist's access mode (View or Control) and the remote access must be granted by the local technologist via the platform and can be revoked at any time.

- **Remote Technologist**

A professional who performs operations remotely, with access to and control of the device computer. Like the local technologist, the remote technologist must also have the necessary knowledge to perform scanning procedures for a given imaging device

- **Support/IT User**

Professional responsible for setting up the platform (not included in this User Manual).

1.3.9. Operating environment

- **Maximum altitude (without pressurization)**
 - Operating: From 0 m (0 ft) to 3048 m (10 000 ft)
 - Storage: From 0 m (0 ft) to 12192 m (40 000 ft)

- **Temperature**
 - Operating: From 10°C (50°F) to 35°C (95°F)
 - Storage: From -10°C (14°F) to 50°C (122°F)
- **Relative humidity**
 - Operating: 20%-80% (non-condensing)
 - Storage: 10%–90% (non-condensing)

1.3.10. Facility Environment

The nCommand Lite platform has two different environment location types:

- **Medical Facility:** Medical facilities that carry out Magnetic Resonance Imaging (MRI), Computed Tomography (CT) or Positron Emission Tomography – Computed Tomography (PET/CT) exams.
- **Remote Facility:** a separate location from the medical facility where licensed technologists remotely operate the MRI, CT or PET/CT scanners. Usually, this computer is used in a Command Center environment.

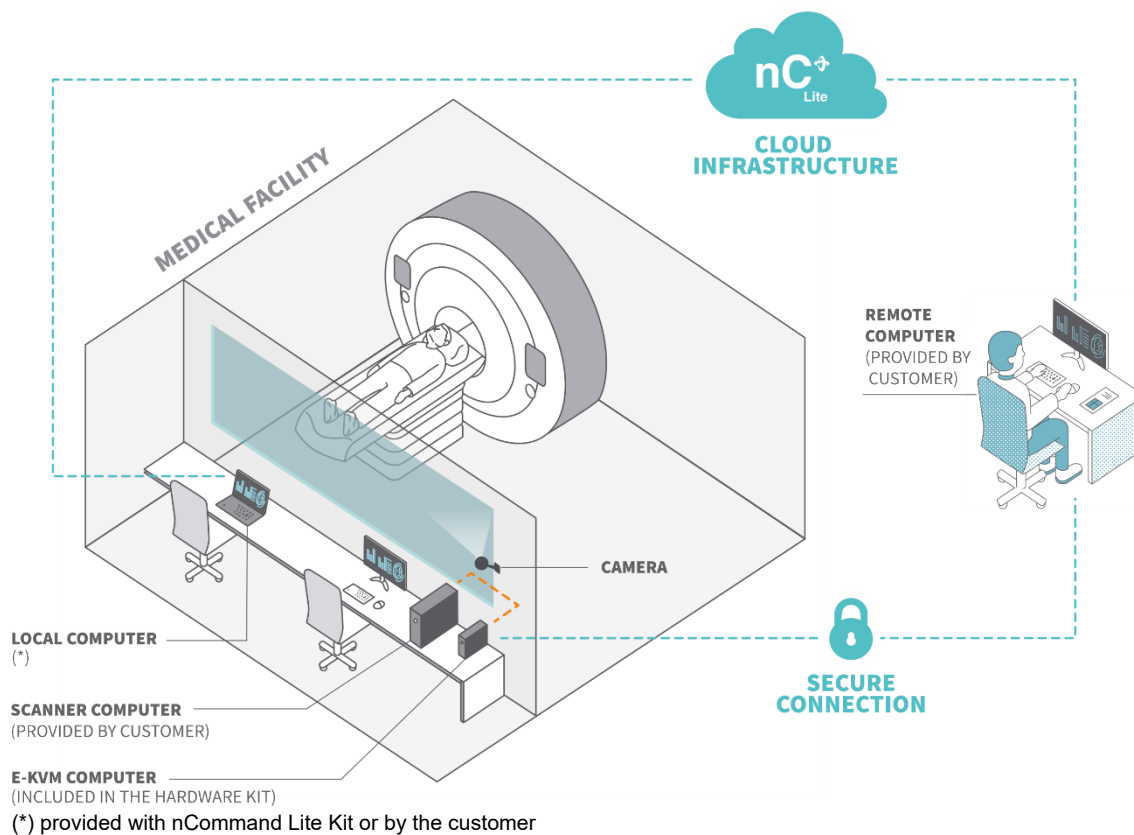


Figure 01: Overview of the product and its connections through a secure connection (e.g.VPN).

1.3.11. Symbols

Symbol	Description	Reference
	Manufacturer	ISO 15223-1, ISO 7000-3082
	Date of Manufacture	ISO 15223-1, ISO 7000-2497
	Symbol indicates that this product is a medical device	ISO 15223-1
	Unique Device Identifier	ISO 15223-1
	Model reference	ISO 15223-1, ISO 7000-2493
	Importer	ISO 15223-1, ISO 7000-3725
	Consult User Manual	ISO 15223-1, ISO 7000-1641
	Distributor	ISO 15223-1, ISO 7000-3724
	Caution	ISO 15223-1, ISO 7000-0434A
	Warning	ISO 7010-W001

	Serial number (or software version)	ISO 15223-1, ISO 7000-2498
	Authorized Representative in the European Community	ISO 15223-1
	CE - European Conformity Marking; 2803 – Notified Body designation	EU Regulation 2017/745

1.3.12. Service Life

The expected service life of the product is 5 years, taking into account the useful life of the components that make up the product. This comprehensive evaluation ensures that each critical component's lifespan aligns with the overall service life, guaranteeing consistent performance and reliability throughout the product's intended duration.

Chapter 2 General Warnings and Precautions List



WARNING!

Please read all the warnings below before using the nCommand Lite system.

- Pay close attention to all system alerts, as they are crucial for safe operations.
- Prioritize safety and attention during all operations.
- Federal law restricts this device to sale by or on the order of a physician, as used by medical technologists licensed in the state where he/she practices.
- The nCommand Lite must only be used by technologists who have received training on the use of the platform.
- In case of contingency, a trained, licensed technologist must be kept in the unit to perform the MRI, CT, or PET/CT operation without the nCommand Lite.
- Accessing multiple devices simultaneously demands intense focus and communication with local teams.
- Avoid accessing devices with identical layouts or exams of the same anatomical region concurrently.
- You can view multiple screens, but control is limited to one device at a time.
- Always initiate a chat when connected to a device for clear communication.
- Voice call alerts appear on the associated device screen; only one call can be active at a time.
- Test the video communication when accessing the application (before the beginning of a work session) to check if there is any failure in the video output connection of the MRI, CT, or PET/CT devices or any device related to video streaming.
- The equipment should not be plugged into the outlet and/or the uninterruptable and stabilized power supply through extension cords or "plug strips".
- If video failures occur, check the video connection between the device system and the e-KVM computer.

- If the application is slow in its remote access, refresh the page with the commands Ctrl+F5 in the remote technologist computer's browser. If the problem persists, contact technical support.
- Whenever the browser page is refreshed, the connection to the device is interrupted, requiring the approval process to be performed again.
- Do not log in using a different browser when you are already logged in.
- The customer's medical facility must have a redundant internet link with a different supplier from the main one for immediate change in case of loss of system/platform communication.
- In case of communication loss or mouse slowness, conduct a "mouse resync" on the page used in the browser.
- Make sure that the computers used for nCommand Lite control, both in the Medical Facility and in the Command Center, meet the minimum requirements; otherwise, there may be a loss in application performance.
- QoS (Quality of Service) should be applied to the main link and the redundant link for transmission of the platform, and the performance of the link should be monitored.
- Before use, check the audio and microphone volume levels, as well as the audio and microphone permission in the remote technologist computer browser.
- Before use, check the functioning of the keyboard and mouse; if they are slow or out of sync, activate the "reload keyboard" or "reload mouse" button. Check if the e-KVM Computer is connected and turned on.
- Ensure that the keyboard layout at the Remote Facility is identical to the keyboard layout at the Medical Facility.
- If the server is unavailable, check its configuration and performance.
- If it is necessary to change the place where the platform is used, the client must call technical support to make a new installation. Do not reinstall without contacting technical support.
- Before starting the remote access process of the MRI, CT, or PET/CT device, it is important for the technologists' teams to check all the items required for the proper performance of the platform so as not to hinder the exam. These items are listed in the document "Service Start Checklist".
- The medical facility's firewall configuration must be checked monthly with the IT Team, verifying that there are no problems in the firewall release that could compromise the use of the nCommand Lite.
- Any anomaly observed in the use of the application must be immediately notified to the support team before starting the access or aborting it if it has already started.
- Only licensed technologists trained in the use of the nCommand Lite should operate the application.
- Remote access via the platform does not replace or compete with any other operating procedure for MRI, CT, or PET/CT operation established by the medical device manufacturer and care facility protocols and procedures.
- Avoid bending or stretching the hardware cables.
- If problems occur with voice or chat communication, use the phone call to establish communication between the Medical Facility and the remote technologist. Follow the instructions described in the section "Guidelines in Failure Case" and, if necessary, contact technical support to perform the repair.
- If it is necessary to replace any computer or any other equipment that directly influences the nCommand Lite installation, activate the technical support, guaranteeing the preservation of the system's operation.
- Just one person at a time can remotely access the MRI, CT, or PET/CT device.
- Do not touch the video connections when the device computer and nCommand Lite system are powered on.
- When accessing an additional device, a new tab will open. Drag this tab to a second monitor, as the system is designed to be used with a separate screen for each device.

- Any serious incident related to the use of this device should be reported to both the manufacturer and the health authority/competent authority where the device is installed (*See more details in the Service Channels chapter*).

Chapter 3 Platform Use in Each Location

Section 3.1 - Access and Use of nCommand Lite

**WARNING!**

In case of any issues, contact technical support for assistance.

This manual is designed to provide a comprehensive overview of the access and use of the nCommand Lite platform, tailored to the specific needs of each user profile. The following access profiles are available on the platform:

Local Technologist: A professional who assists and guides patients in person, with access to a chat screen for communication with remote technologists.

Remote Technologist: A professional who performs operations remotely, having access to and control of the scanner computer.

**WARNING!**

Check the keyboard layout and ensure that it is identical in both locations (Medical Facility and Remote Facility). Different keyboard layouts may hinder user experience.

Through detailed instructions, practical tips, and step-by-step guidance, this manual has been carefully crafted to ensure that you can easily navigate through the nCommand Lite interface, understand its various functions, and apply them effectively in your daily routine. Whether you are a technologist working on-site or remotely, here you will find all the necessary information to make the most of the platform.

Changing the Language - The system is pre-set to English by default, but you can easily change the language according to your preference. On the login screen, click on the top-right corner where "English (en-US)" is displayed. This will open a dropdown list of available languages for you to select from.

After logging in, you can also change the language by clicking on the currently selected language on the right side of the top bar. This will open a dropdown list of available languages for you to choose from.

Please note that if you change the language while you are connected to a device, the current connection will be automatically terminated, and you will need to reconnect.

Section 3.2 - Accessing the Platform for the first time

Turn on the computer and double-click the nCommand Lite shortcut icon, which is usually on the desktop. You can also access the URL directly in the browser.

Your first access is a crucial step to start using the platform safely and efficiently. Here's what you need to know:

1 - Welcome Email: You will receive an email containing your username and a direct link to the client platform. This email is crucial to begin your journey on nCommand Lite.

2 - Password Creation: Upon accessing the link, you will be prompted to create a password. It must be strong and secure, include at least one lowercase letter, one uppercase letter, and one special character, and be at least 8 characters long.

3 - Two-Factor Authentication (2FA): After setting your password, an authentication code will be sent to your email. This code validates your access and is an additional security measure, valid for 12 hours. This process ensures that your first access is protected.

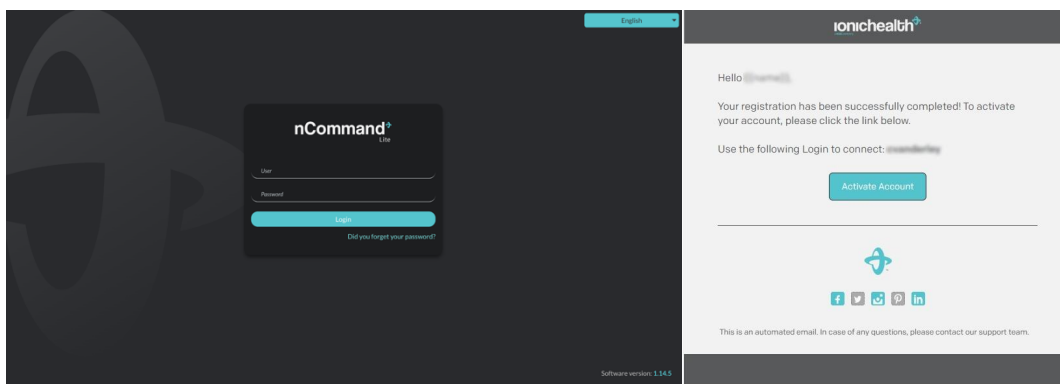


Figure 02: nCommand Lite Login Page

Figure 03: nCommand Lite Welcome Email received after the user has been registered

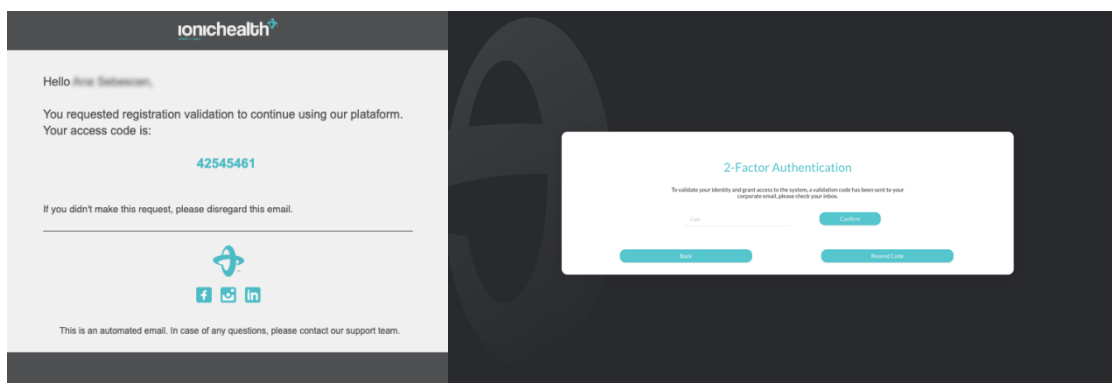


Figure 04: nCommand Lite 2 Factor Authentication Email

Figure 05: nCommand Lite 2 Factor Authentication Page

This initial procedure is designed to ensure maximum security for your account from the start. From your second access onwards, the process will be streamlined yet equally secure, with a new authentication code sent at each login to ensure the ongoing security of your account. After logging into nCommand Lite, the system will automatically direct you to the home screen, which is customized according to your specific user profile. Whether you are a local technologist or a

remote technologist, the interface is designed to meet the needs and access relevant to your role. This intuitive design ensures you have all the tools and information necessary for an effective and efficient user experience from the moment you log in.

Section 3.3 - Password Management

After accessing the platform for the first time, users can change their password or, if it was forgotten, set a new password.

- **Recover Password:** Enables users to recover account access in the event of forgetting their password. Simply click the "Did you Forget your password?" link on the login page, enter the associated email address, and submit the information. The system will then send an email containing a link to reset the password. Upon clicking the link, users are directed to a screen where they can input a new password. If the new password meets system requirements, users can successfully register it and subsequently log in with the updated credentials.

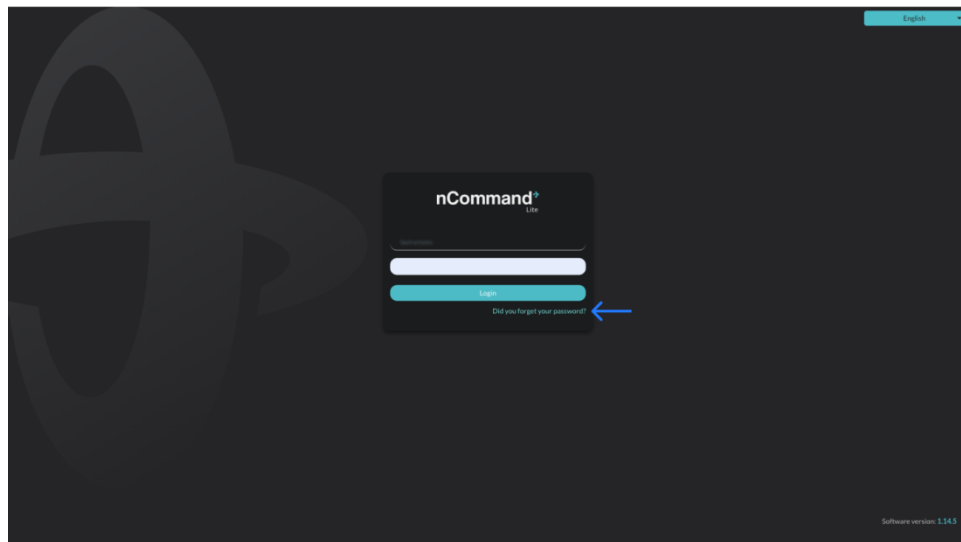


Figure 06: nCommand Lite Link to Password Reset Page

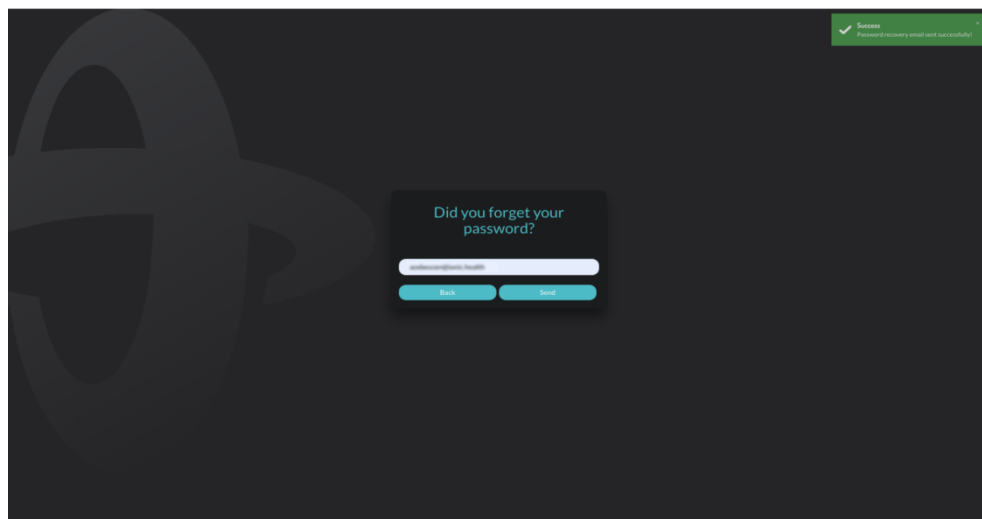


Figure 07: nCommand Lite Password Reset Page

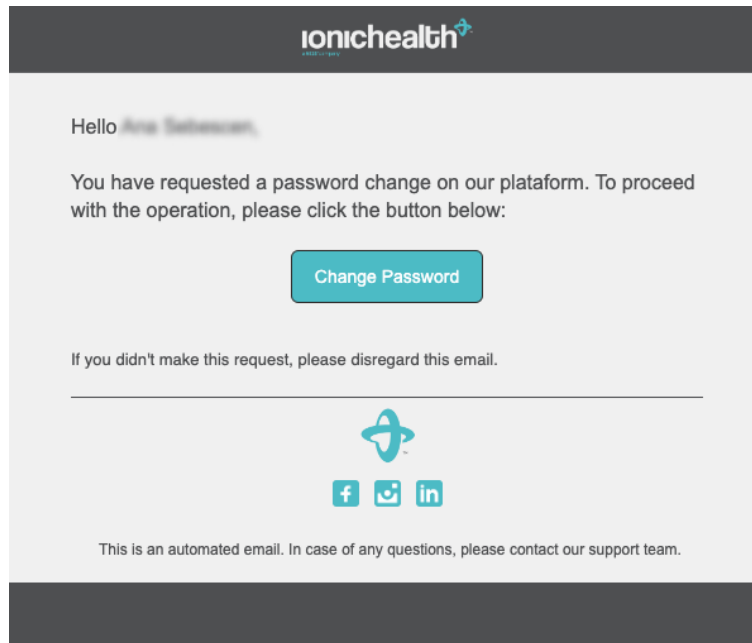


Figure 08: nCommand Lite Email with Link to Register New Password

- **Change Password:** Enables users to update their password by adhering to specific criteria, including at least one lowercase letter, one uppercase letter, one special character, and be at least 8 characters long. The system checks whether the new password meets these criteria and prompts the user with a message if it doesn't. Additionally, users need to confirm the new password to prevent input errors. To change the password, the user, after the login process, needs to click on the upper right corner icon and choose the "Change Password" menu.

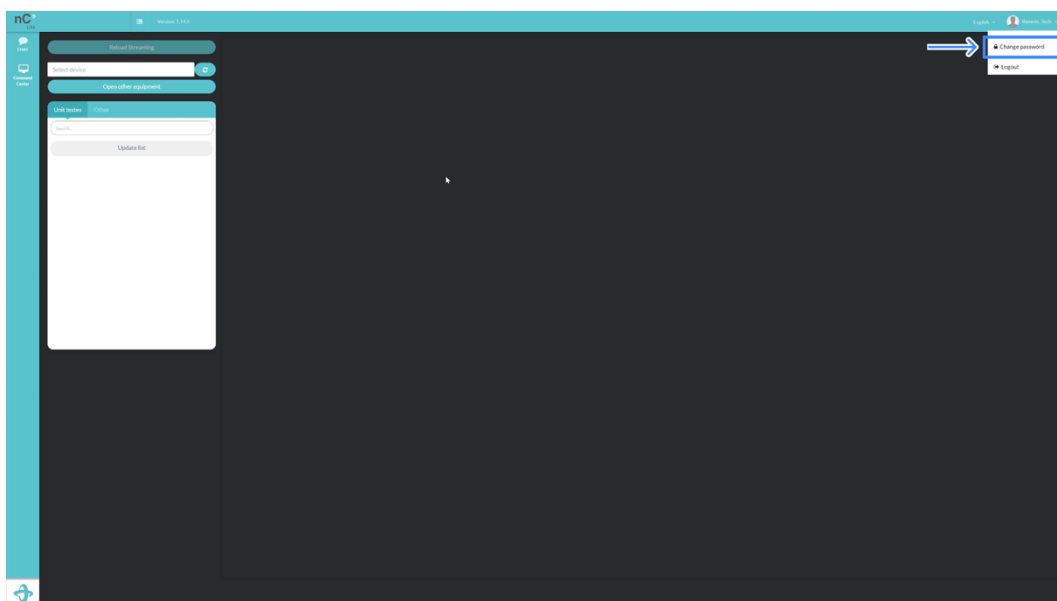


Figure 09: nCommand Lite Change Password Page

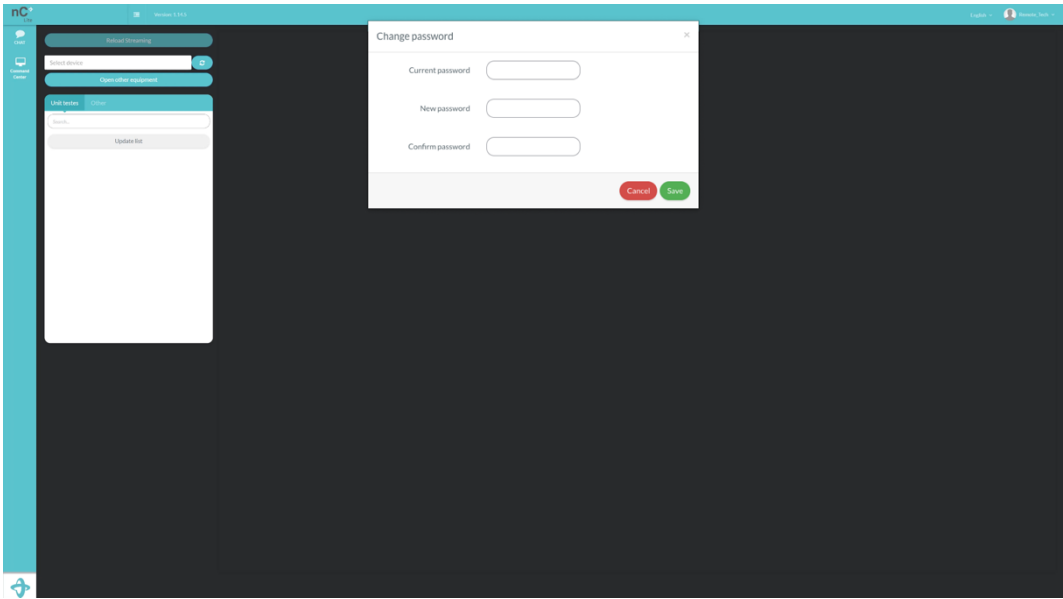


Figure 10: nCommand Lite Change Password Page

Section 3.4 - Access with Local Technologist Profile



WARNING!

Before using the platform, contact the remote technologist by phone.



WARNING!

To avoid overheating, please do not place any objects in front of the air cooler of the e-KVM Computer, and to prevent any damage, do not place any objects on top of it.



WARNING!

During remote sessions, the local technologist is responsible for managing and enforcing local safety rules for each type of exam and its specific requirements. Always remain present in the control room and/or examination room to ensure the safety of both the patient and the professionals involved.



WARNING!

Table movements during the session must only be performed by the local technologist when requested by the system. Before leaving the operation room, the local technologist should always revoke the remote technologist's access.



WARNING!

Only the local technologist is allowed to move the table to position the patient inside the device and to release the patient safely. Before leaving the operation room, the local technologist should always revoke the remote user's access.

After logging into the platform, proceed to select the desired device in the Device Selection box. You will be attached to this equipment, so you can review the remote technologist's request to access the device. When a remote technologist wants to access the device, a pop-up window will appear, allowing you to review all the information presented before granting or denying access. Stay alert for an incoming request from a remote technologist. It is of utmost importance to carefully check each detail. In cases where the information provided is not recognized, it is strongly recommended to refuse access.

After selecting the equipment, the user has access to the chat function, enabling communication through text and audio messages with the other users.

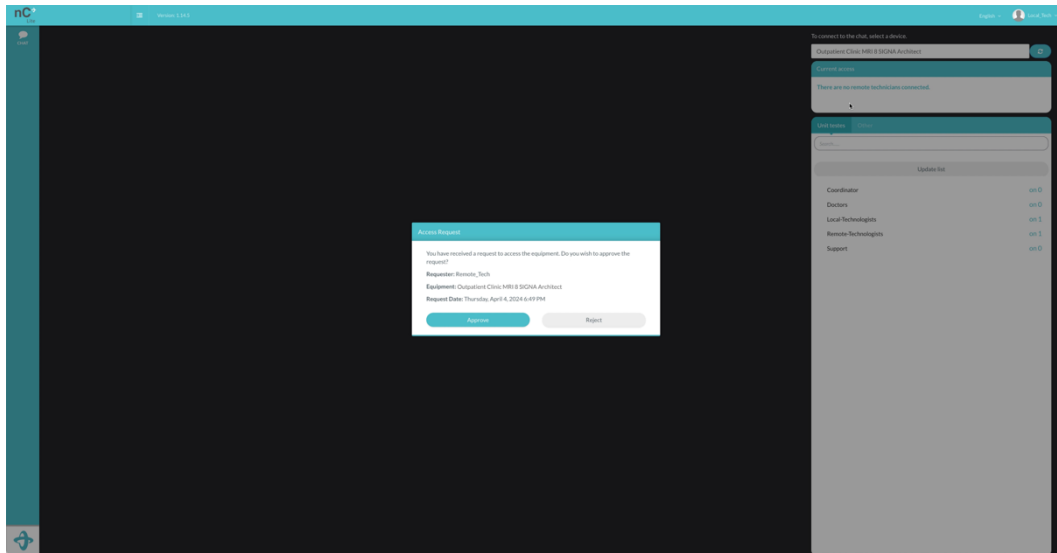


Figure 11: nCommand Lite local Page with Access Request Notification

After approval, the local technologist can revoke the remote technologist's access at any time by simply clicking on the REVOKE_ACCESS button.

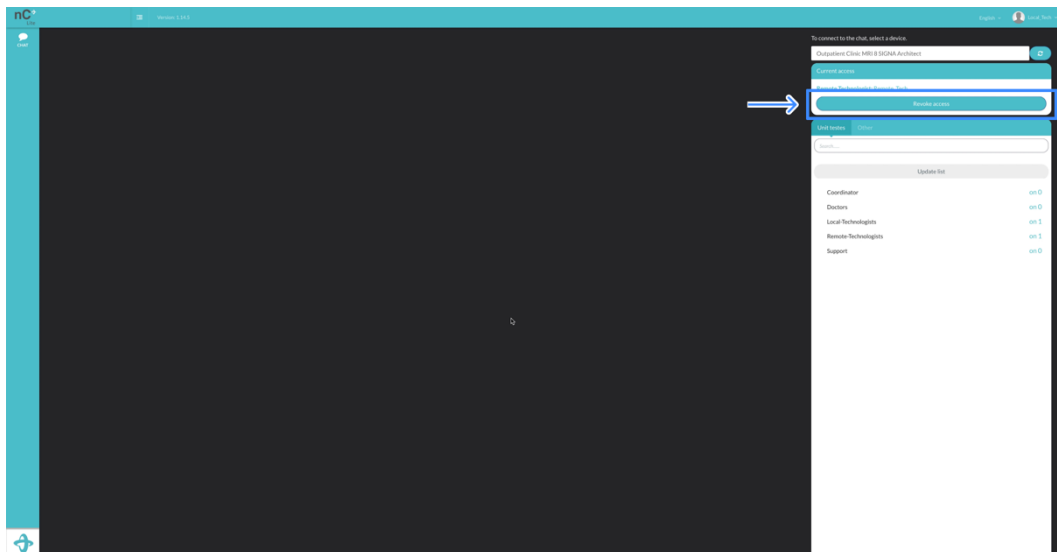


Figure 12: nCommand Lite local Page with revoke access button



WARNING!

In case of a lost connection at the local computer, the remote technologist still has access to the *device computer*. **Immediately** contact the remote technologist and ask him/her to **disconnect** OR log in to another computer and **revoke the access** of the remote technologist OR **press the power button** to shut down the e-KVM computer.



WARNING!

In Case of Scanner Maintenance:

Before the Field Engineer begins any procedures (either on the device or in the control room), inform the remote technologist and revoke

access by clicking on "REVOKE ACCESS" button. Then, log off from the nCommand Lite platform.
If no remote technologist is connected, log off from the nCommand Lite platform before starting maintenance.

Section 3.5 - Access with Remote Technologist Profile

The Command Center is the remote technologist's workplace. Its equipment includes a computer, monitors (usually three), a mouse, a keyboard, and a headset.

The patient schedule management system is a medical facility's responsibility and must be installed in the same station to facilitate the routine.

In the application flow, only licensed technologists have direct contact with the patient. These professionals will do the first approach and positioning of the patient. This ensures that the MRI, CT, or PET/CT scan never loses its humanization and personalization in the service.

After logging into the platform, select the device you want to connect in the Device Selection Box. A notification will appear on the screen indicating that the approval from a local technologist is required to proceed. This local technologist has full authority to grant, deny or revoke access at any time if deemed necessary. This measure is essential to ensure strict control and maintain safety when using the device.

After selecting the device, the user has access to the chat function, enabling communication through text and audio messages with the other users. The user doesn't need to be approved to access the chat.

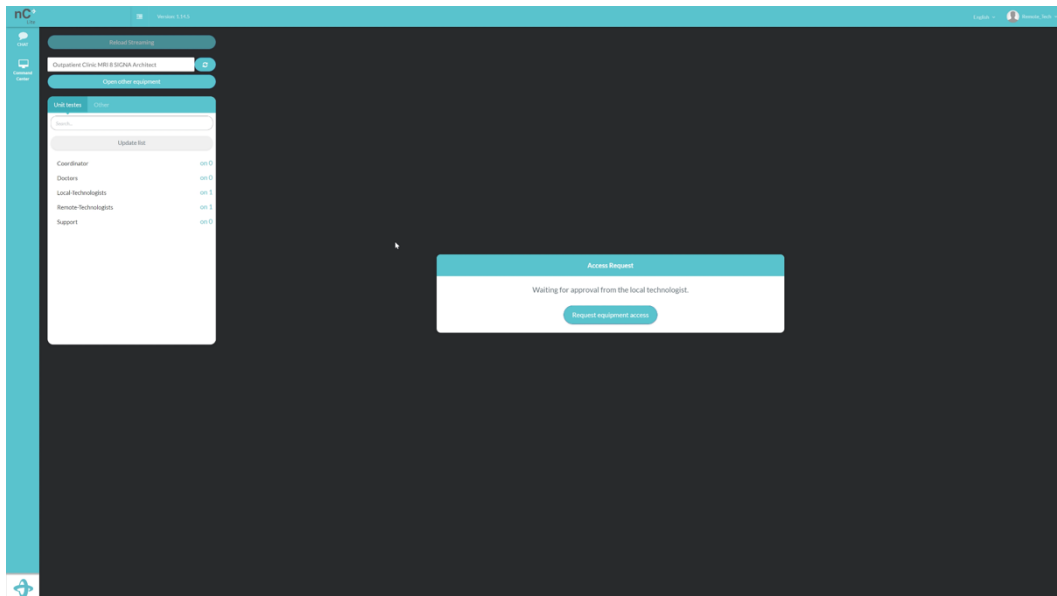


Figure 13: nCommand Lite remote Page after device selection

Once the device access has been authorized by the local technologist, the remote technologist's interface will be updated to display the live feed of the device and its associated camera, thus enabling the capability for remote operation of the device. This process ensures effective and

secure interaction, allowing for the device's operation from a distance without compromising its integrity or the safety of patients.

**WARNING!**

Device computer user and root password: both must be held by the on-site host who will receive the installation team.

**WARNING!**

Table movements during the session must only be performed by the local technologist when requested by the system. Before leaving the operation room, the local technologist should always revoke the remote technologist's access.

**WARNING!**

Only the local technologist is allowed to move the table to position the patient inside the device and to release the patient safely. Before leaving the operation room, the local technologist should always revoke the remote user's access.

**WARNING!**

Always be aware of the room through the video camera and ensure communication with the local technologist before performing any activities.

**WARNING!**

In case of a lost connection at the local computer, contact the local technologist immediately and disconnect.

**WARNING!****In Case of Scanner Maintenance:**

After being notified of the start of device maintenance, ensure that access has been revoked by the local technologist and log off from the nCommand Lite platform.

If access has not been revoked, log off from the nCommand Lite platform and immediately contact the local technologist to notify them

**WARNING!**

If the response to your request takes longer than expected, contact the local technologist via chat or phone.

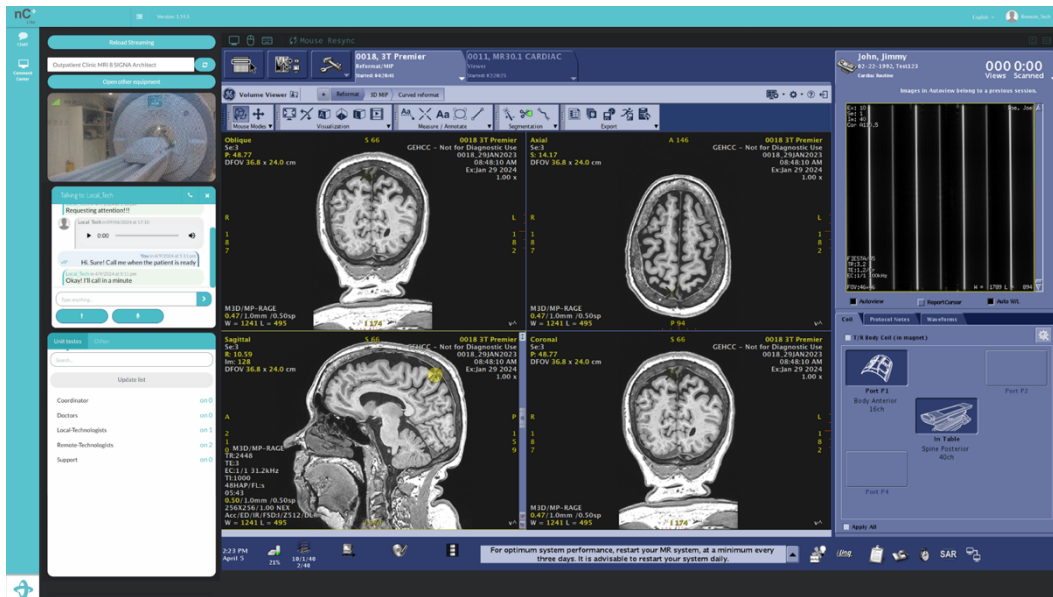


Figure 14: nCommand Lite remote Access View

After approval, the local technologist can revoke remote technologist access at any time. When the remote technologist requests access and there is no local technologist connected to the device, the platform displays a popup warning. As soon as the local technologist connects, the platform informs the remote technologist that they can request access again.

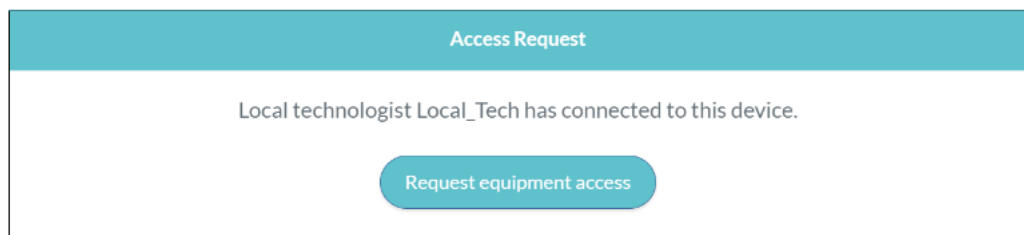
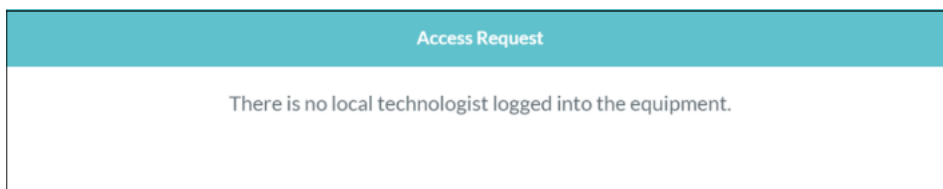


Figure 15: nCommand Lite warnings when no local technologist logged

3.5.1. Chat

For total security during the exams, the platform provides a real-time Chat feature, which must only be used for effective communication between licensed technologists. It is through this feature that the licensed technologists inform the patient's name, as well as serve as a platform for direct voice and text communication between licensed technologists.



WARNING!

In case of failure, call the local technologist by phone.

Upon connecting to the device (scanner), you will immediately gain access to a chat user list, which includes two tabs: one that contains all users associated with the user's contract showing the contract name and another one with all the users that are not related to the user's contract named 'Others'. Selecting a user's name in this list opens (double click) an interactive interface designed to facilitate the exchange of text messages and the initiation of voice calls. Additionally, the platform offers connection warnings to alert the user when the network is experiencing slowdowns. Here are the tools available for communication within the platform:

1. **Voice Calls:** Establish a voice call lasting up to sixty minutes by clicking on the telephone button. This feature enables direct and efficient verbal communication between remote and local technologists (remote-to-remote and local-to-local connections are not supported). It is a comprehensive functionality designed to optimize interaction, promoting a collaborative and agile environment. When attempting to connect with someone who is already on a call, the system provides feedback messages. When the local technologist calls the remote technologist, he can accept or refuse the call. If the remote technologist calls the local technologist, the call is immediately established without the need to accept or deny the call.
2. **Closing Chats:** When one of the users closes the chat by clicking the close button, an automatic message is sent to the other user, and the chat tab is closed. This ensures that both parties are informed that the conversation has ended. When the chat window is closed, all messages disappear. If you reopen it during the session, the conversation restarts without previous messages.
3. **Text Messages:** Send text messages in the designated field. When a message is sent, an icon with a gray check mark appears, and when the message is received by the recipient, another icon with two blue check marks is displayed. This allows safe, clear, and concise written communication between the parts.
4. **Call for attention:** Attract the other user's attention by clicking the button with an exclamation mark. This action applies a visual vibration effect to the other user's window for a few seconds, signaling urgency or importance.
5. **Audio Messages:** Send audio messages by clicking the microphone button. This is used when you want to convey a message more personally or when typing isn't convenient.

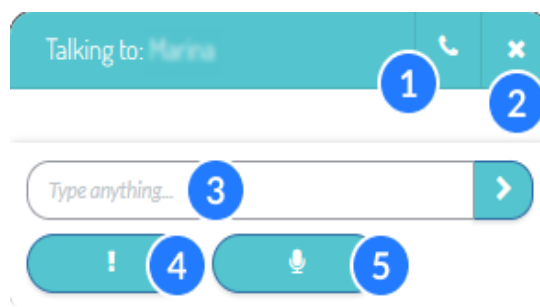


Figure 16: nCommand Lite Remote Operation View

3.5.2. Reload Streaming

This feature enables remote technologists to recover access to devices in the event of connection failure. If you have any kind of connection failure or slowness within the scanner computer screen, you can click the "Reload Streaming" button, so the platform reconnects to the scanner computer.

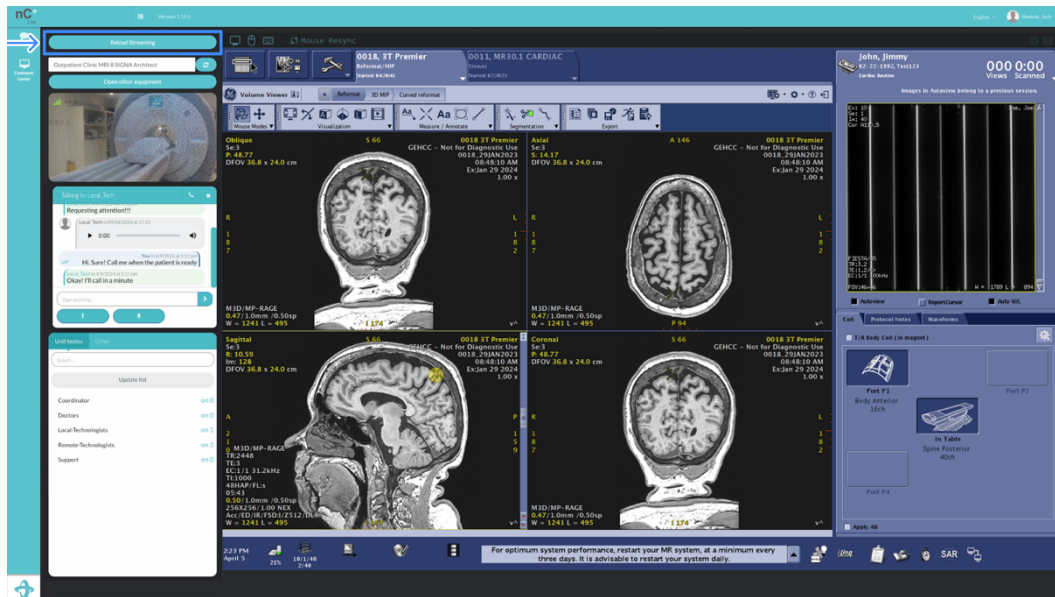


Figure 17: nCommand Lite Reload Streaming

3.5.3. Reload device list

This feature updates the device (scanner) list. If you cannot find the device you are looking for, you can click on the double arrow button, so it reloads the devices list.

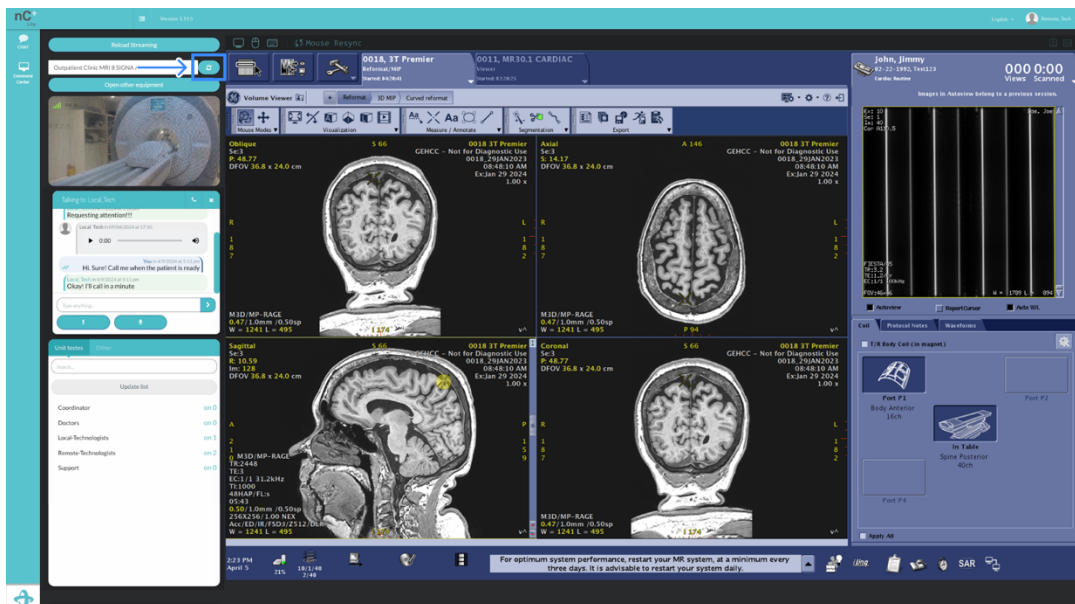


Figure 18: nCommand Lite Reload device (scanner) list

3.5.4. Open other equipment (scanner)

Allows the remote technologist to open a new tab window of the nCommand Lite, thus enabling the user to select a new device to perform more than one remote scanning simultaneously. To open new equipment to access, just click on the "Open Other Equipment" button, and a warning is provided so you can safely do this simultaneous operation. You should read the warning before accessing this new window.

Note: For better viewing during simultaneous access, it is recommended that, after clicking OPEN OTHER EQUIPMENT and clicking OK on the warnings, drag the new tab to another available monitor.



Safety Warning for Multiple Scanner Access

- Accessing multiple scanners simultaneously demands intense focus and communication with onsite teams.
- Avoid accessing scanners with identical layouts or exams of the same anatomical region concurrently.
- Heed all system alerts. They are crucial for safe operations.
- You can view multiple screens, but control is limited to one scanner at a time.
- Always initiate chat when connected to a scanner for clear communication.
- Voice call alerts appear on the associated scanner's screen; only one call can be active at a time.
- Please prioritize safety and attention during operations.

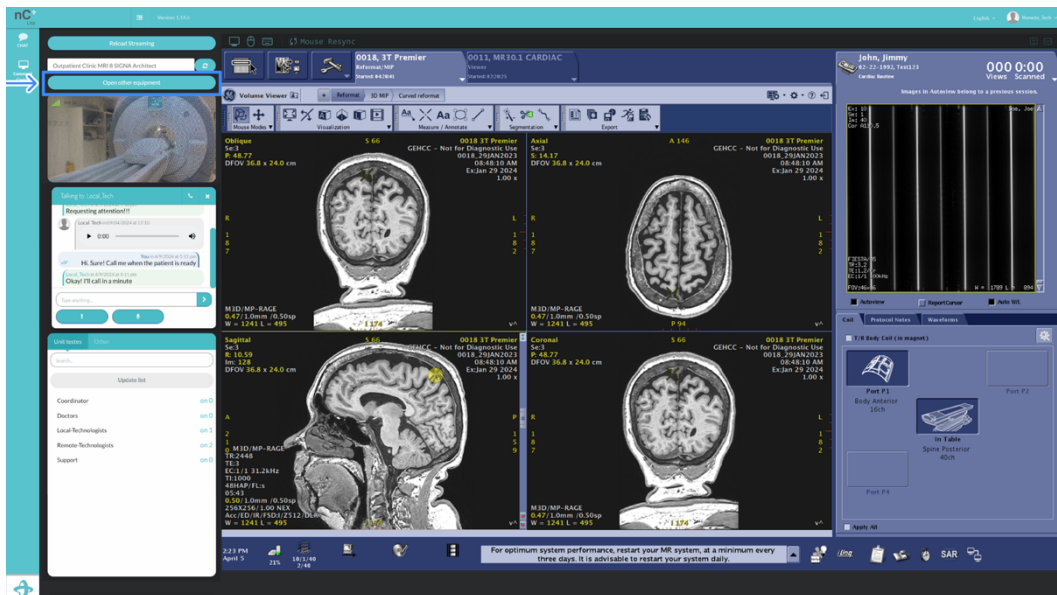


Figure 19: nCommand Lite Button to Open Other Equipment

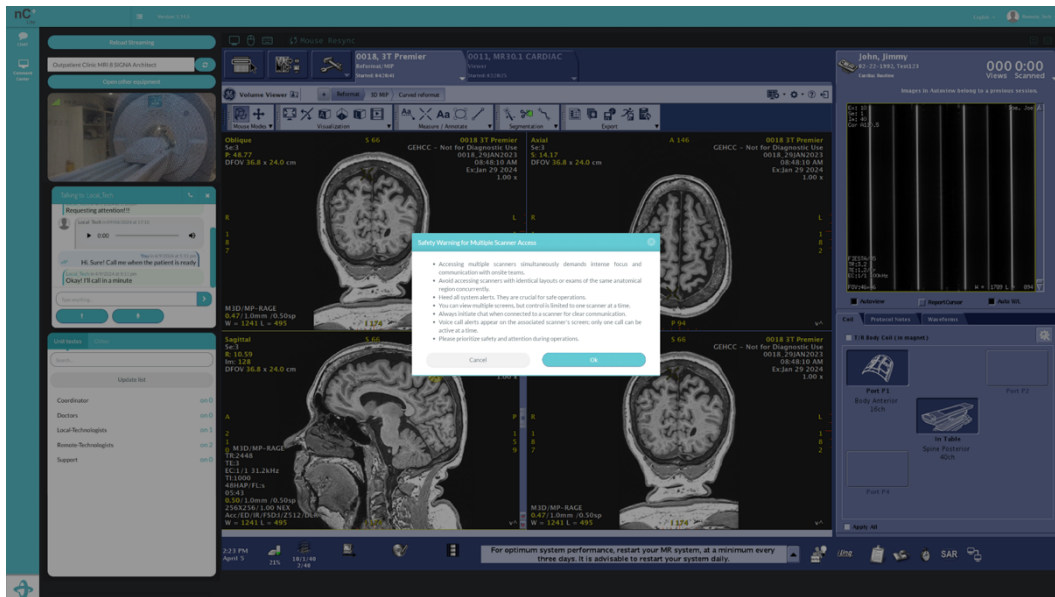


Figure 20: nCommand Lite Message about multiple screen access

3.5.5. Mouse Resync

This feature resyncs the device mouse with the e-KVM computer. In case of mouse slowness, click "Mouse Resync" available on the bar above the streaming window.

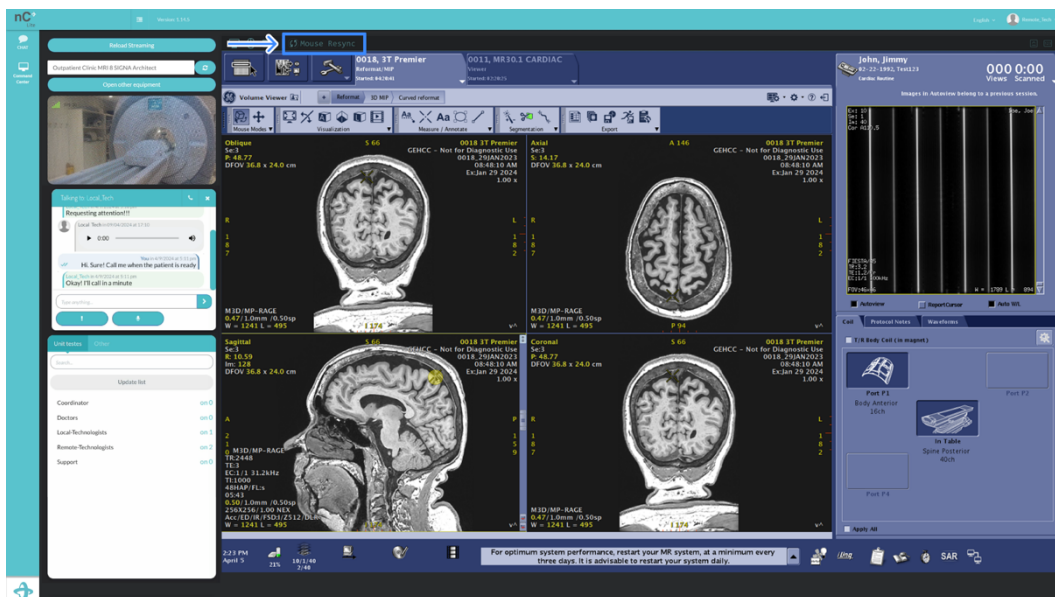


Figure 21: nCommand Lite Mouse Resync

3.5.6. Ending Your Session on the Platform

At the end of his duty, the licensed technologist must log out from the platform.



WARNING!

The licensed technologists must not forget to log out of the platform before their duty ends.

To end your session on the platform, click on your username located in the upper right corner of the screen and select the logout option. You will receive a notification to confirm that you wish to leave the medical center where you were working. After confirming, you will be redirected to the application's login page, thus safely concluding your work journey.



WARNING!

Before logging out, make sure that all additional tabs that were opened are closed.

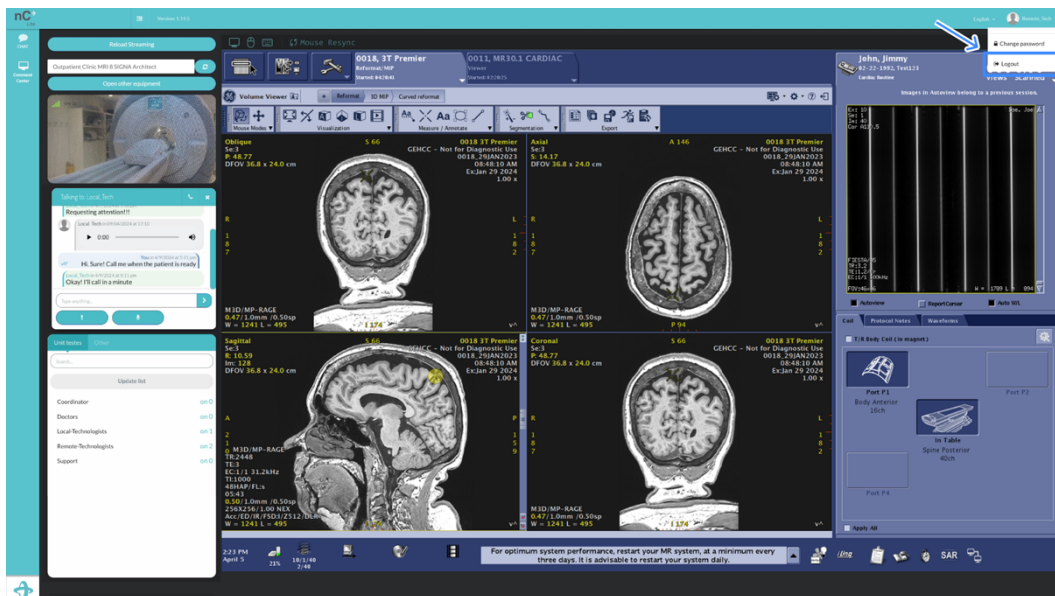


Figure 22: nCommand Lite Logout Menu Button

3.5.7. Operational Training

Participation in the training program is essential and mandatory for all users of the nCommand Lite product. The registration of users on the platform occurs exclusively by the IONIC Health team, only after confirmation that the user has completed the training and is duly qualified to use the platform. This process ensures that all users have a comprehensive understanding of the functionalities and can make efficient use of the platform. To request training, the interested party must contact the coordinator responsible, who in turn must forward the request to the IONIC Health team. This step is crucial to ensure access to the platform and the full use of its capabilities.

Section 3.6 - Guidelines in Case of Failure

USER AND PASSWORD	
Password Change	Validate that the password requirements have been met, the password must be strong and secure, including at least one lowercase letter, one uppercase letter, one special character and be at least 8 characters long.
Forgot My Password	Check your Email Inbox: Ensure you're using the correct email address and that the password recovery email hasn't been filtered into your spam or junk folder. Try Again: Wait a few minutes and request another password recovery email by clicking "Did you Forget your password?". Check Internet Connection: Make sure you're connected to the internet.
Welcome Email Not Received	Check if the email is in the spam. If it's not there, contact an admin user to ensure that the email provided in your registration is correct. If it's not correct, the admin should update it and resend the welcome email.
Two-Factor Authentication Code Not Received	Click on 'Resend Code' and check your spam folder. If you do not receive it, please contact an admin user to verify if the email registered in the Access Control is correct.
SCANNER COMPUTER MONITOR	
Does Not Turn On	Check the monitor's connections to the computer and the electrical outlet. Disconnections may occur. Press the monitor's power button again.
PLATFORM	
Unreachable	Check network connection. Check if the platform has started and if the login has been made.
Platform Latency	Refresh the page by pressing CTRL + F5. Check if the unit's (medical facility's) chat is open in more than one tab. If so, close the tab that is not being used. If the issue persists, try logging out of the platform, clearing the cache, closing the browser and then logging back in.

AUDIO	
No Sound	Ensure that the unit's (medical facility's) microphone and the speaker volume are adjusted to appropriate levels. Check if the browser has permission to use audio and microphone. Check if the headset is functioning properly and connected.
Sound Latency	Check the equipment's electrical and network connections. Refresh the browser page by pressing Ctrl+F5 and log in again. If the issue persists, try logging out of the platform, clearing the cache, closing the browser and then logging back in.
CHAT	
Chat Does Not Appear	Make sure the browser is not minimized. Otherwise, open the chat after logging into the nCommand Lite platform. Check that the unit (medical facility) has been selected and the user is authorized to enable chat communication. Make sure your browser's audio and microphone permissions are accepted. Check the cable connections, it may be disconnected. Refresh the browser page by pressing Ctrl+F5 and reconnect to the platform. Check if the site's chat is open in more than one tab. If so, close the tab that is not being used.
Chat Delay	Refresh the browser page by pressing Ctrl+F5 and reconnect to the platform. If the issue persists, try logging out of the platform, clearing the cache, closing the browser and then logging back in. Check the cable connections, it may be disconnected.
Trouble Sending Audio Messages	Check browser permissions for audio and microphone, and ensure that both microphone

	and audio devices are connected to the computer. If browser permissions need to be adjusted, press Ctrl + F5 to prompt the browser to recognize the changes upon page reload.
Chat Call Failed to Initiate	Check your internet connection and see if any notification explaining the reason for the call not starting was displayed. Ensure that you have an audio device connected and that audio and microphone permissions are allowed in the browser. If the issue persists, refresh the page with Ctrl + F5 to try again.
User Not Found in Chat	If you're unable to locate a user in the chat, click on the 'Others' tab to ensure they're not listed there. Users associated with other contracts appear separately in the contact list. If your user doesn't appear in the contact list after selecting the equipment, press Ctrl + F5 to refresh the screen and select again. Ensure you have an internet connection.
REQUESTING ACCESS TO EQUIPMENT	
Platform did not recognize that the local technologist is connected	Check under the 'Others' option to confirm if the local user is connected. If the user is indeed connected but you are still receiving the message that the local user is not connected to the device, refresh the screen by pressing Ctrl + F5, and ask the local user to repeat the same instruction. Then, select the equipment again and request the local user to select the device again as well. If the issue persists, contact support to check the network.
Access requests is not being sent	Refresh the page by pressing 'Ctrl + F5', and confirm with the local user via chat if the access request is being received. If the issue persists, please contact support for further assistance.
STREAMING DEVICE (e-KVM COMPUTER)	
Streaming Device (e-KVM COMPUTER) Not Working	Click the "Reload streaming device" button on the platform. Ensure that the uninterruptable and stabilized power supply (medical facility) and/or streaming device are correctly connected and turned on. Turn off the streaming device and all other equipment and turn it on again. Refresh the platform.
Streaming Device Slow	Click the "Reload streaming device" button on the

	platform. Refresh the page with Ctrl+F5 and reconnect to the platform. Check the quality of your network connection. To validate the network status, it is possible to conduct a ping test to the device to check for packet loss.
Loss of video output	It is admissible that an electrostatic discharge causes loss of image. After a restart of the system, the communication and video streaming should be automatically reestablished.

Section 3.7 - Hardware Cleaning Methods

- Before starting the cleaning process, ensure all equipment is disconnected from the electrical outlet.
- Do not use abrasive products.
- Do not immerse any equipment or peripheral in any type of liquid.
- Dispose of cleaning materials according to regulations for disposing of hazardous waste.
- It is not advisable to use spray disinfectant as vapor may enter the equipment and cause a short circuit or corrosion.

Chapter 4 Service Channels

Whether you need help with a technical issue, an unclear step in the process, or further guidance, our team is ready to assist. You can contact us via phone, email, or the ITSM Platform, whichever is more convenient for you. Our specialists are trained to offer personalized assistance, ensuring that any problem is resolved quickly and efficiently.

Phone numbers

United States	+1 (216) 2421223
Brazil	+55 12 3600 0181
Europe (Portugal)	+351 (300) 528 410

ITSM Platform

<https://ionichealth.desk.ms/?LoginPortal>

Email

helpdesk@ionic.health



WARNING!

Any serious incident related to the use of this device should be reported to both the manufacturer and the health authority/competent authority where the device is installed.

To report to the manufacturer: either contact your local service representative or report to: helpdesk@ionic.health

Please provide the following information:

- The system version number, displayed on the login screen;
- Date of incident;
- Description of incident, including any patient or user impact/injury;
- Your contact information (facility, address, contact name, title, and telephone number).

Chapter 5 Revision History

Revision	Change description	Date
04	New Chapter 1 includes: 1. Introduction; 2. Intended Use; 3. Indications for Use; 4. Environment of Use; 5. Contraindications; 8. Application Capabilities; 9. Web Platform; 10.1. Medical Facility. New Chapter 3 includes: 10. Using the Application; 10.2. Remote Technologist User; 10.2.1. Local Technologist User; 10.3. Communication; 10.4. Closing the Journey; 13. Operation Training; 14.1. Guidelines in Failure Case. New Chapter 4 includes: 14.2. Technical Team; 15. Manufacturer; 16. Distributor. The section 13.4. Service Start Checklist now is the Appendix I. The following items have been moved to another manuals: Chapter 7. Installation Items; Chapter 11. Technical and Infrastructure Requirements; Section 10.2.2. Coordinator User; Section 10.2.3. IT User (and sub-items) Section 13.1. System Use; Section 13.2. Training Check; Section 13.3. Contingency Team. Introduction - The item was rewritten (Chapter 1). Improvements were made to the Platform Capabilities text (Section 1.3.5). The System Diagram was updated to the current version (Figure 01). A symbols table was included as Section 1.3.8. New sections added: Section 1.3.6 Operating Environment; Section 1.3.9 Shelf Life; and Section 3.7 Hardware Cleaning Methods.	July 19, 2024
05	Updated caution symbol before Section1. Section 1.3.8: Removed CE and EC-REP symbols. Included the Caution symbol. Section 1.3.9: Title changed (Shelf life to Service life). Section 3.4: Terminology correction: Command Center to Remote Technologist Section 3.4: Warnings Added: <i>"In case of a lost connection at the local computer..."</i> <i>"In Case of Scanner Maintenance"</i> Section 3.5: New Warnings Added <i>"Always be aware of the room through the video camera and ensure communication with the Local Technologist before performing any activities."</i> <i>"In case of a lost connection at the local computer, contact the Local Technologist immediately and disconnect."</i> <i>"In Case of Scanner Maintenance"</i> Section 3.5.1: Terminology correction: Command Center to Local Technologist Chapter 4: Removed European company information. Chapter 5: Revision History chapter included.	July 31, 2024
06	Section 3.5.1: Voice call duration changed to sixty minutes	September 24, 2024
07	No relevant changes to the manual for version 1.15.1	November 20, 2024
08	No relevant changes to the manual for version 1.15.1	November 29, 2024
09	No relevant changes to the manual for version 1.15.1	February 14, 2025

10	New Caution at the beginning of the manual for country related requirements New information about cautions and warnings in the glossary New sections 1.3.3, 1.3.7, 1.3.8. Table with symbols description were updated Section 3.1 was updated to introduce language selection Chapter 2 reviewed and new warnings introduced Section 3.4 and 3.5 were updated and new warnings introduced	February 21, 2025
11	Product Version updated to 1.15.2	March 11, 2025
12	Product Version updated to 1.15.3 Revision of spelling mistakes	April 04, 2025
13	Product Version updated to 1.15.4	February 12, 2026

Chapter 6 Legal and Regulatory Information

Manufacturer

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nCommand Lite System

Request for a hard copy

Hard copies of the nCommand Lite User Manual will be provided upon request at no additional cost. Contact your local representative and request a hard copy of the User Manual.

Manufacturing Date

Date of software release is found on the nCommand Lite login page, in a MONTH/YEAR format.

APPENDIX I – Service Start Checklist

1. *Verify Electrical and Network Connections:*

Make sure that the electrical connections and network points are properly established on the e-KVM Computer, Scanner Computer, and the Local Computer.

2. *Check Power Status:*

Verify if the uninterruptable and stabilized power supply and the e-KVM Computer are turned on and functioning correctly.

3. *Quick access to the nC Lite platform:*

Confirm the presence of the nC Lite platform shortcut on the desktop for quick access.

4. *Access and Login to nC Lite Platform:*

Open the nCommand platform and log in to ensure full access and proper functionality.

5. *Chat Application Setup:*

Open the chat application within the nC Lite platform in only one tab and avoid minimizing it for seamless communication.