

REKA Health Pte Ltd



# REKA App

## User Manual for iPhone and iPad

Version: 1.0

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## Purpose

This document serves as a guide for E100 users to transmit and upload their ECG records or other health data via Apple Inc's devices such as the iPhone and iPad.

For other REKA Health-related matters, or to find out more information, please contact [support@rekahealth.com](mailto:support@rekahealth.com).

## System requirements

The REKA Health App can be installed on the following devices:

- iPhone
- iPad

All devices must be running on iOS 4.3 and above.

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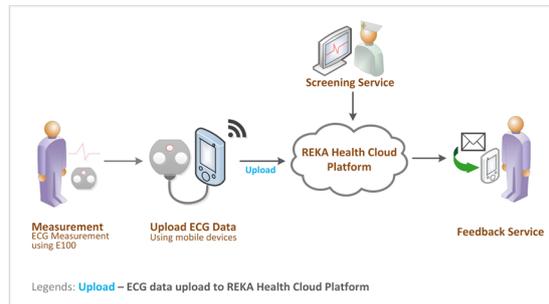
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# 1. Introduction

## 1.1 Overview

This user manual describes the procedures for the transmission of ECG data in your E100 device to REKA Health's servers via a mobile device. The figure on the right illustrates the overall process from ECG measurement to receiving feedback from your physician.

REKA Health Cloud Service: ECG Upload Process



## 1.2 Getting started

1. Install the REKA App on your mobile device.

# 2. Install and uninstall

## 2.1 Installing the REKA App

### STEP 1:

Go to the App Store



### STEP 2:

Go to 'Search' and type 'Reka'.



**STEP 3:**

Select REKA and click 'Install app'.



**STEP 4:**

The programme will be installed automatically and an icon will be created on your device.

Your REKA App is now ready for use.



## 2.2 Uninstalling the REKA App

To delete the app, press and hold the 'REKA' icon until all the icons on your screen wiggle. Click on the 'x' that appears on the 'REKA' icon.

The REKA App will be deleted from your device.



## 3. Operation

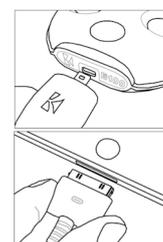
### 3.1 Launching the app

**STEP 1:**

Turn on and unlock your mobile device.

**STEP 2:**

Connect your mobile device to the E100 using the 30-pin cable provided in the package as shown in the picture:

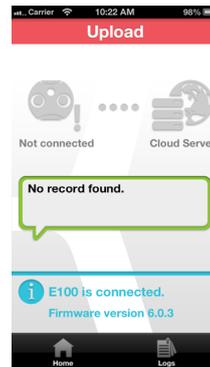


**NOTE:** Lightning to 30-pin adaptors for mobile devices are not included and must be purchased separately.

**STEP 3:**

Once the device is unlocked and the E100 is properly connected, the REKA App will be launched automatically.

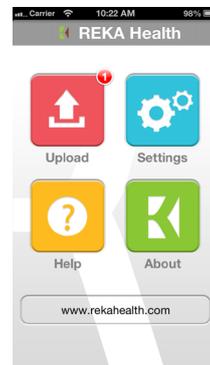
**NOTE:** The app will not launch if your device is not connected properly. To launch the REKA App manually, click on the REKA App icon.



## 4. Features

### 4.1 Home page

The Home page is the default page that shows all functions available in the REKA App.



### 4.2 Upload

Upload ECG records, access logs and view the number of unsuccessful upload records stored in the mobile device



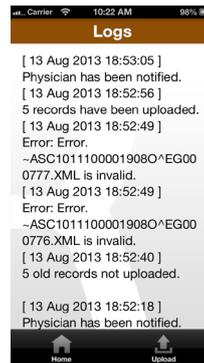
#### 4.2.1 Upload ECG records

Transfers and uploads your ECG records to the REKA cloud server



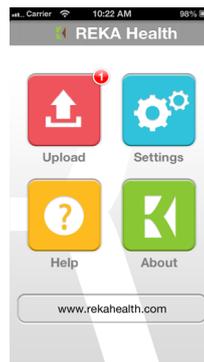
## 4.2.2 Application log

Keeps a history of the data transmission status and records the 50 most recent entries.



## 4.2.3 Unsuccessful uploads

Tracks and displays the number of unsuccessful uploads.



## 4.3 Settings

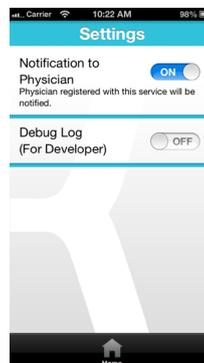
Set up and configure the device



### 4.3.1 Notification to physician

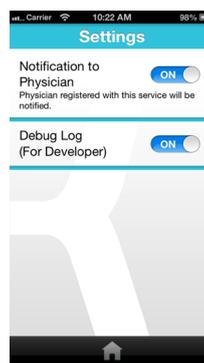
When set to 'ON', a notification message will be sent to your physician when data is uploaded.

Please note that your physician will receive the notification only if he/she has registered to the service.



### 4.3.2 Debug log

When set to 'ON', a debug log will be generated, which can be emailed to REKA Health's support team for investigation.



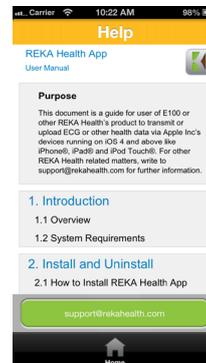
## 4.4 Help

Access the user manual and send email to REKA support



### 4.4.1 Access user manual

Provides system requirements and information on how to use the app.



### 4.4.2 Send email to REKA support

Sends the user log file (application logs, debug logs) and other problems to [support@rekahealth.com](mailto:support@rekahealth.com) for troubleshooting.



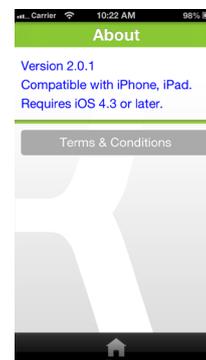
## 4.5 About

View information about the app and “Terms and Conditions”



### 4.5.1 App information

Displays the information about this app.



## 4.5.2 Terms and Conditions

Click on the “Terms & Conditions” button to view Reka Health’s terms and conditions for using this app.



## 4.6 Uploading data

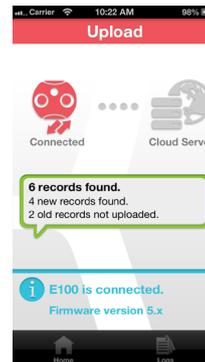
**NOTE:** When uploading data, the device must not be disconnected.

### 4.6.1 Firmware version below v6.00

#### STEP 1:

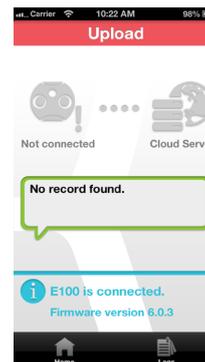
Connect your mobile device to the E100 and wait for the REKA App to launch.

**First line:** Total number of records to be uploaded.  
**Second line:** Number of new records in E100.  
**Third line:** Number of old records that have not been uploaded previously.



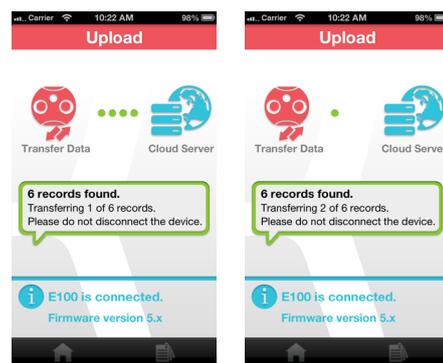
**NOTE:** You can view the Firmware Version Number in the status panel at the bottom of the screen

If there is no record in E100, the following image will be displayed.



#### STEP 2:

Data will be uploaded to the cloud server automatically.

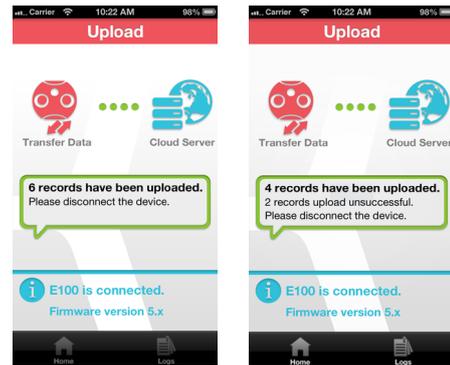


### STEP 3:

Once the uploading is completed, the app will display the status of the uploads.

The first picture on the right shows a scenario where all the records have been successfully uploaded.

The second picture on the far right shows a scenario where some of the records are unsuccessfully uploaded. Please refer to Section **4.8 Unsuccessful Uploads** should you encounter this scenario.

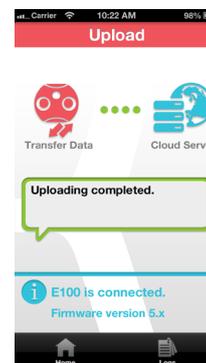


### STEP 4:

“Uploading Completed” will be displayed after uploading has been successfully completed.

#### Disconnecting your device

Once the uploads have been completed, you will be prompted to disconnect the device. You will see “Please disconnect the device” displayed on the screen.



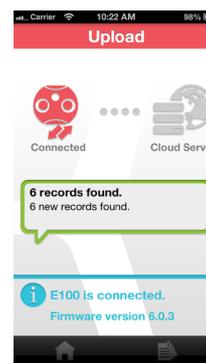
To disconnect, *press firmly on the catches* on both sides of the 30-pin connector and pull it out from your mobile device.

## 4.6.2 Firmware version v6.00 onwards

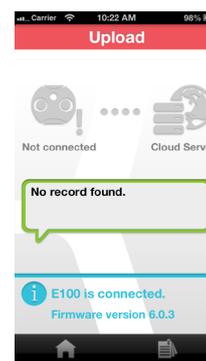
### STEP 1:

Connect your mobile device to the E100 and wait for the REKA App to launch.

If there is no record in E100, the following image will be displayed.

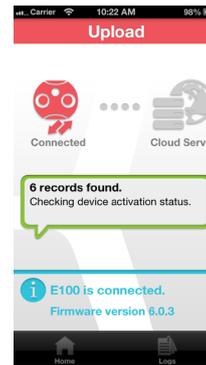


**NOTE:** You can view the Firmware Version Number in the status panel at the bottom of the screen



## STEP 2:

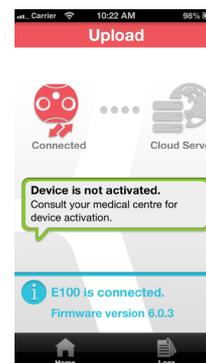
Checking for device activation status.



If the device has been successfully activated, the images on the right will be displayed.



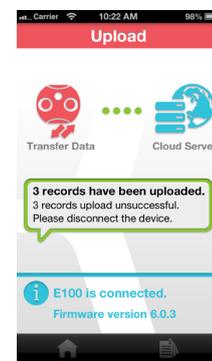
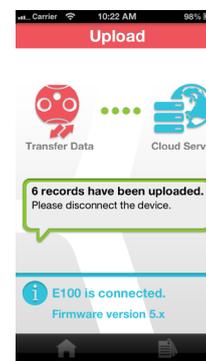
If the device activation fails, please consult your medical centre for assistance.



## STEP 3:

Once the uploading is completed, the app will display the status of the uploads.

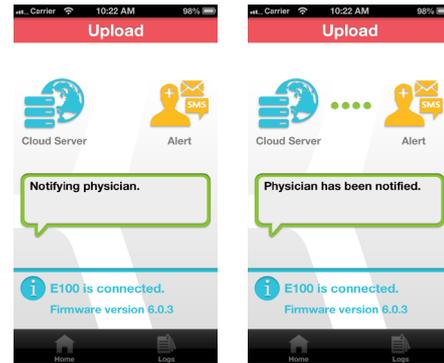
The first picture on the right shows a scenario where all the records have been successfully uploaded.



The second picture on the far right shows a scenario where some of the records are unsuccessfully uploaded. Please refer to Section **4.8 Unsuccessful Uploads** should you encounter this scenario.

#### STEP 4:

If there are successful uploads, the app will proceed to notify the assigned physician.



#### STEP 5:

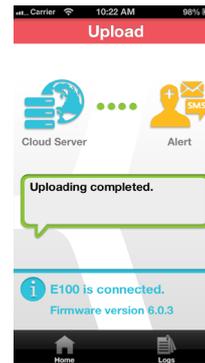
“Uploading Completed” will be displayed after uploading has been successfully completed.

#### Disconnecting your device

Once the uploads have been completed, you will be prompted to disconnect the device.

You will see “Please disconnect the device” displayed on the screen.

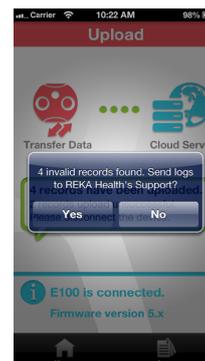
To disconnect, *press firmly on the catches* on both sides of the 30-pin connector and pull it out from your mobile device



## 4.7 Invalid records

When the cloud server receives invalid records, a message will appear prompting the user to send their user log files to REKA Health’s support team.

**NOTE:** Invalid records will automatically be deleted from the device.



If 'yes' is selected, the user log files will be sent via email to REKA Health’s support team.

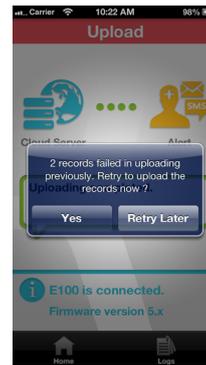


## 4.8 Unsuccessful uploads

In the event that any records have not been successfully uploaded, a message will appear, prompting to retry the uploading.

Select “Yes” if you would like to retry uploading the records now.

Select “Retry Later” if you would like to retry the uploading later.



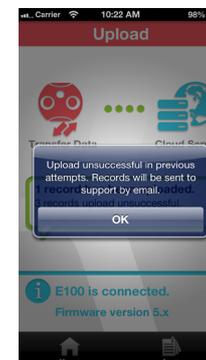
If 'Retry Later' is selected, the device will store the data in the mobile device for future uploading.

Records that were not uploaded will be stored for two additional sessions, allowing users to re-upload records within 3 sessions. For each session, you may attempt to re-upload up to 5 times by tapping 'Yes' each time.



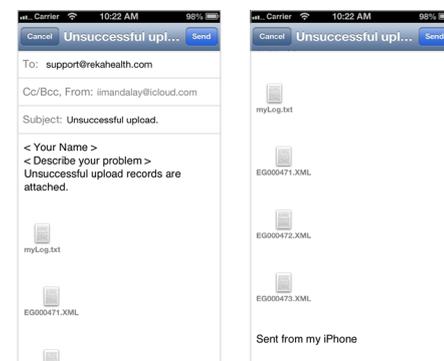
## 4.9 Sending failed uploads via email

If there are remaining records after 3 sessions, the device will prompt to send an email to [support@rekahealth.com](mailto:support@rekahealth.com) to notify REKA Health about the problem. The unsuccessful records will be attached.



Tap 'OK', to send a feedback note and unsuccessful records using email.

You may add any additional comments in the body of the email, before tapping 'send'.



## 4.10 Error messages

Should the E100 become disconnected while uploading, the following error message will be shown.



To remedy the error, simply disconnect and reconnect the cable to your mobile device.



Should network service become unavailable during upload, the following error message will be shown. You should attempt to upload again when network service becomes available.



Should a request timeout error be encountered during uploading or while notifying the physician, the following error message will be shown. Please check your Internet connection and try again.

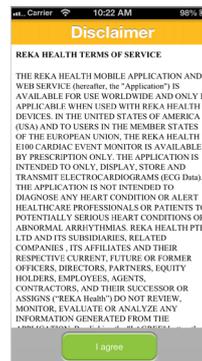


## 5. Other information

### 5.1 Disclaimer page

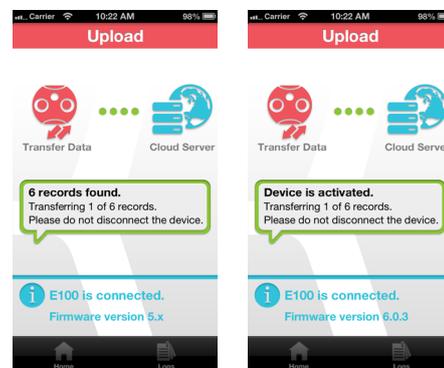
Upon launching the app for the first time, a Disclaimer Page will be displayed. Please read the terms and conditions for using the REKA App carefully.

Tap on “I Agree” if you are agreeable to the terms and conditions as stated to proceed in using the app. If you disagree to the terms and conditions for using the app, you may press your iDevice’s “Home” button to quit the app.



### 5.2 Firmware version number

You can view the Firmware Version Number in the status panel at the bottom of the screen.



### 5.3 Interruption

Should you receive an incoming phone call, the uploading process may restart or “Device communication lost” message may be displayed.

#### 5.3.1 Incoming phone calls

Should you receive an incoming phone call, the uploading process may be affected as follows:

1. The uploading may be restarted.
2. “Device communication lost” message may be displayed.

The uploading shall automatically be resumed upon hanging up the call.

#### 5.3.2 Short Message Service (SMS) received

In the event that you receive an incoming SMS during the upload process, there should be no interruption to the uploading process unless you click/open the SMS.

By opening the SMS, the app automatically exits, thereby stopping all uploads.

Restart the app to resume the uploading.