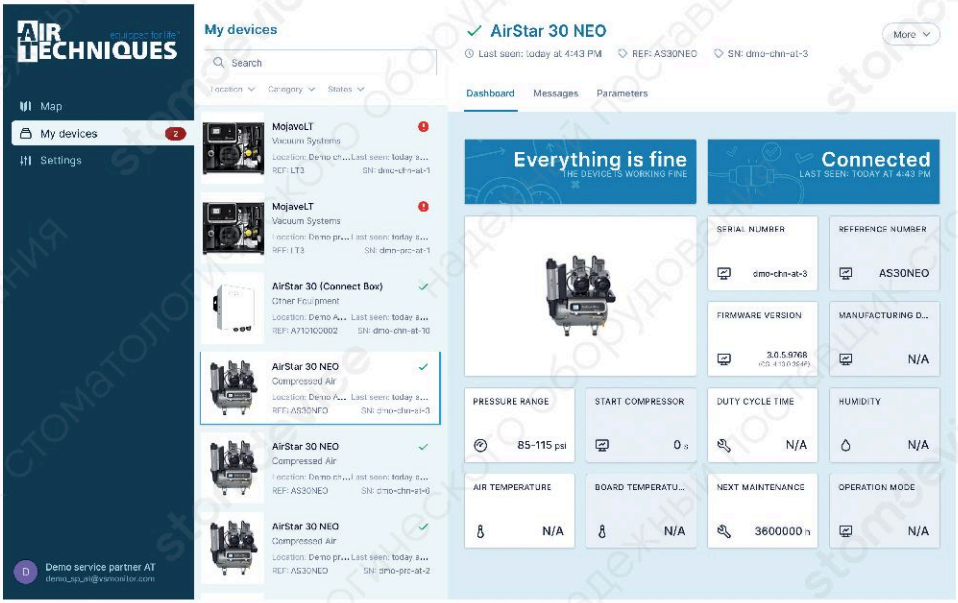
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Vision Monitor

EN-US



Manual

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Important information

1 About this document

This manual applies to Vision Monitor version 04/2022 or higher.
This manual forms part of the software. It corresponds to the version of the software and the technical standards valid at the time of initial market release.

Air Techniques accepts no liability or responsibility for safe operation of this device and the software if the notes and instructions contained in this manual are not observed.

The German manual represents the original instructions. All other languages are translations of the original manual.

1.1 Warnings and symbols

Warnings

The warning notes in this document highlight possible injury to persons or damage to machinery.
They are marked with the following warning symbols:

General warning symbol

The warnings are structured as follows:

SIGNAL WORD

Description of type and source of danger

Here you will find the possible consequences of ignoring the warning

› Follow these measures to avoid the danger.

The signal word differentiates between different levels of danger:

- **DANGER**
  Direct danger of severe injury or death
- **WARNING**
  Possible danger of severe injury or death
- **CAUTION**
  Risk of minor injuries
- **NOTICE**
  Risk of extensive material/property damage

Miscellaneous symbols

These symbols are used within this document and in the software:

Note, e.g. specific instructions regarding the efficient use of the unit.

Take note of the accompanying electronic documents.

Manufacturer

Distributor

1.2 Copyright information

All electronic drawings, processes, names, software, and appliances mentioned here are protected under copyright.
Printing or copying these Installation and Operating Instructions, including excerpts thereof, may only be carried out with the written approval of Air Techniques.

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2 Safety

2.1 Intended use

The software is used to display, configure and analyze device information from the manufacturer's own devices, including their maintenance management.

2.2 Normal use

The software is used to monitor the manufacturer's own devices on the computer.
The software has the following functions:

- Collection, analysis, signaling and documentation of messages and error scenarios in real time
- Displaying technical data and physical information
- Support for maintenance/servicing
- Documenting operation
- Adjustment of device settings
- Data storage in the cloud
- Provided express approval is obtained, dentists can also make data available to third parties via an interface (i.e. to trade or service partners).

2.3 Improper use

Any use of this appliance/these appliances above and beyond that described in the Installation and Operating Instructions is deemed to be incorrect usage. The manufacturer cannot be held liable for any damage resulting from incorrect usage. The operator will be held liable and bears all risks.

2.4 General safety information

› Using the software, always comply with all guidelines, laws, and other rules and regulations that are applicable at the site of operation.
› Do not modify the software.
› Comply with the installation instructions and software manual.

2.5 Specialist personnel

Operation

Persons using the software must be able to guarantee safe and correct operation based on their training and experience.
› Make sure each user is trained in the use of the software.

2.6 Protection from cybersecurity threats

The software is installed on a computer that can be connected to the Internet. Therefore, the system needs to be protected from threats from the Internet.
› Use antivirus software and update it regularly. Look for evidence of possible virus infection and, if applicable, check with the antivirus software and remove the virus.
› Use, properly configure, and regularly update your firewall.
› Update the computer's operating system regularly.
› Perform regular data backups.
› Provide access to computers to authorized users only, e.g., by means of user name and password.
› Make sure that only trustworthy contents are downloaded. Only install software and firmware updates that have been authenticated by the manufacturer.

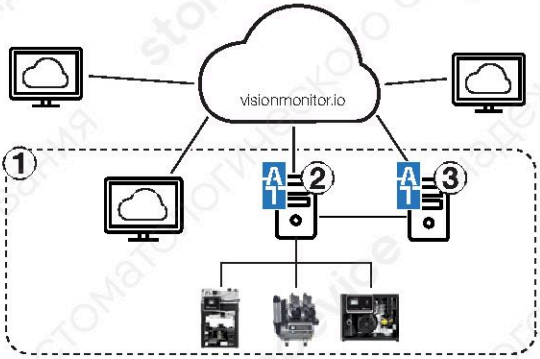
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Product description

3 Function

The software is installed on a computer in the local practice network and is connected to the devices of Air Techniques in the practice.
If there is a message for a device in the practice, the software transfers the message to the cloud (vistasoftmonitor.io). In addition, a message of the Vision Monitor Notifier is shown in the taskbar.
The current status of the devices as well as messages and errors can be viewed using a browser.



1 Local practice network
2 PC in local network with server installation
3 PC in local network with client installation (optional)

All compatible devices from the manufacturer that are network-compatible can be connected to the software.

Devices lacking a network connection can be connected using the Connect Box.

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4 System requirements

Requirements for server installation of the Vision Monitor software on a server or computer in the practice network:

Operating system:	Windows Server 2016 Microsoft Windows 10, 64-bit
Graphics board:	Resolution ≥ 1280 x 1024 (recommended)
Interface:	Ethernet, DHCP/dynamic allocation of IP addresses Internet
Ports required:	502, 512, 514, 45123 - 45126, 50123
Additionally required software:	Mozilla Firefox, Google Chrome or Microsoft Edge (in the current version)
Peripheral equipment required:	Sound board, loudspeaker

Just a browser is needed for the user interface of the cloud.

The network connection of the devices needs to be stable, e.g. via LAN or via a stable WLAN. For stability reasons the use of e.g. PowerLAN is not recommended.

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Installation

The server software is installed on a computer in the local network. This computer serves as the interface to the cloud and needs to have Internet access.
We recommend installing the server software on a computer that is always running, e.g. on the server of the practice network.
Following the installation, the Notifier is visible in the taskbar as an icon.



Once there is a new message for a device, Vision Monitor sends the information to the cloud and the Notifier signals the message in the taskbar.

In addition, if any computers in a practice network are to be fitted with the Notifier, then the software needs to be installed on them and they need to be set up as a client.

Then, Vision Monitor is configured on the computer with the server installation.

5 Server installation

Requirements:
- ✓ Computer meets system requirements (see "4 System requirements").
- ✓ Computer and devices are connected to the local network and the Internet.

Only sufficiently qualified staff should install and commission the software.

› Download software from the download area at www.duerrdental.com.
› Double-click on *VS_Monitor_AT_...exe*.
› Follow the instructions of the installation wizard.
› At *Select components* select the option, *Server Installation*.

If the software is to be installed on additional computers in the local network, select the option, *Client installation*, for these installations.

› Click *Install* to complete the installation.
If the computer is connected to the Internet, it will automatically check for updates after installation. If new updates are available, they are automatically downloaded and installed.

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6 Configuration

You need the following to configure Vision Monitor:

- Computer in the local network with server installation of Vision Monitor
- User account at visionmonitor.io (you may need to register again)

› In the task bar, click *Notifier*.

or

Click *Start* > *Air Techniques Vision Monitor* > *Vision Monitor Notifier*.

Vision Monitor opens in the browser.

The setup of Vision Monitor requires the following steps:

- "6.1 Log-in of the user"
- "6.2 Managing locations"
- "6.3 Assigning a device to a location"
- "6.4 Configuring a service partner"

6.1 Log-in of the user

The first time a user logs on to the computer with the server installation of Vision Monitor, all devices that are on the network are automatically assigned to that user.

Then, the user can log in to the user interface from any terminal device to monitor their devices.

› Click *SIGN-UP* to create a new user account.
An activation link for confirmation of the user account will be sent by e-mail.

› If a user account at Vision Monitor exists already, click *LOGIN* to log-in the user.

6.2 Managing locations

Each device is assigned to a location.

The main location is automatically created during installation.

We recommend using an appropriate and meaningful name for the main location, e.g. "Dr. Smith - Melville".

Additional locations can be created underneath this location, and they can again be subdivided into further locations.

Main location
The location is automatically created during installation. It can be edited and renamed, but not deleted.

Region
Location without address for grouping of locations

Location with address
If the address is entered for at least one location, then the locations are displayed in the *Map* view.

Users can be entered for every location.

Notifications can only be set up in the main location.

Requirements:

✓ Logged in as administrator of the organization

› In the navigation bar, click *Settings*.

The available locations are displayed.

Creating a location:

› Click *Add location*.

› Select the higher-level location.
The dialog window opens.

› Enter the name and address.
All fields marked * must be completed.

› Click *Save*.

Editing a location:

› Click the location.
The dialog window opens.

› Make changes as required and click *Save* to confirm.

Deleting a location:

A location can only be deleted if no devices are assigned to it and if it has no dependent locations. All assigned devices and locations must be removed before deleting.

The higher-level main location cannot be deleted.

› Click the location.
The dialog window opens.

› Click .

› Confirm the deletion.

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Managing users

A user can be added to any location.
The user sees the devices of the assigned location and the dependent locations, if any. If the user is assigned to the main location, he will see all devices of the organization.
There are different user roles with different access rights:

Role	Access rights
Users	Querying device information
Administrator	Managing locations Managing users Managing devices Setting device parameters
Service technician	Setting device parameters (advanced)

Requirements:
✓ Logged in as administrator of the organization
› In the navigation bar, click *Settings*.
The available locations are displayed.
› Selecting a location.
› Switch to the *User* tab.
Adding a user:
› Click *Add new user*.
› In the dialog box, enter e-mail address and select role of the new user.
› Confirm by clicking *Save*.
The new user will receive an invitation by e-mail with access to the user interface.
Changing a user's role:
› In the list of users, click ⋮ next to the user.
› In the context menu, click *Change role*.
› In the selection list, select the role.
Deleting a user:
› In the list of users, click ⋮ next to the user.
› In the context menu, click *Delete*.

Entering contacts for notifications

When an important message (fault) appears on a device, the software automatically notifies the contacts entered in *Notifications*.
Notifications can only be entered for the entire organization in the main location.
Requirements:
✓ Logged in as administrator of the organization
› In the navigation bar, click *Settings*.
The available locations are displayed.
› Select the main location.
› Switch to the *Notifications* tab.
› Use *Add new entry* to enter an e-mail address.
Deleting an entry from Notifications:
› In the list next to the entry, click ⋮.
› In the context menu, click *Delete*.

6.3 Assigning a device to a location

Every device is automatically added to the device list and is initially assigned to the main location. If additional locations have been created, the device can be assigned to a different location.
Requirements:
✓ Logged in as administrator of the organization
› Click *Devices* in the side bar.
The device list opens. New devices are assigned to the main location.
› Click on the device you wish to assign to a different location.
› Click on the *Settings* tab.
Select the location to which the device is to be shifted.
› Click *SAVE*.

6.4 Configuring a service partner

A service partner can be stored for each device. This allows the service partner to access the device.
Requirements:
✓ Logged in as administrator
› Click on the device in the device list.
The unit details are displayed.
› Switch to the *Service Partner* tab.
› Enter the service partner and select the service partner from the selection list.
Only those service partners for are certified with Air Techniques and use Vision Monitor are shown.
› Agree with the *Data privacy statement* and mark the check box.
› Click *SAVE*.

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Usage

7 First steps

7.1 Notifier

Vision Monitor Notifier runs in the background on the computers in the local network on which the software is installed.
The program icon of the Notifier in the task bar shows the highest current message level of the devices.


Fault-free operation (no message)


Fault


Notice


Interrupted connection to the devices

Clicking on the program icon opens a new browser window with the user interface (cloud-based).

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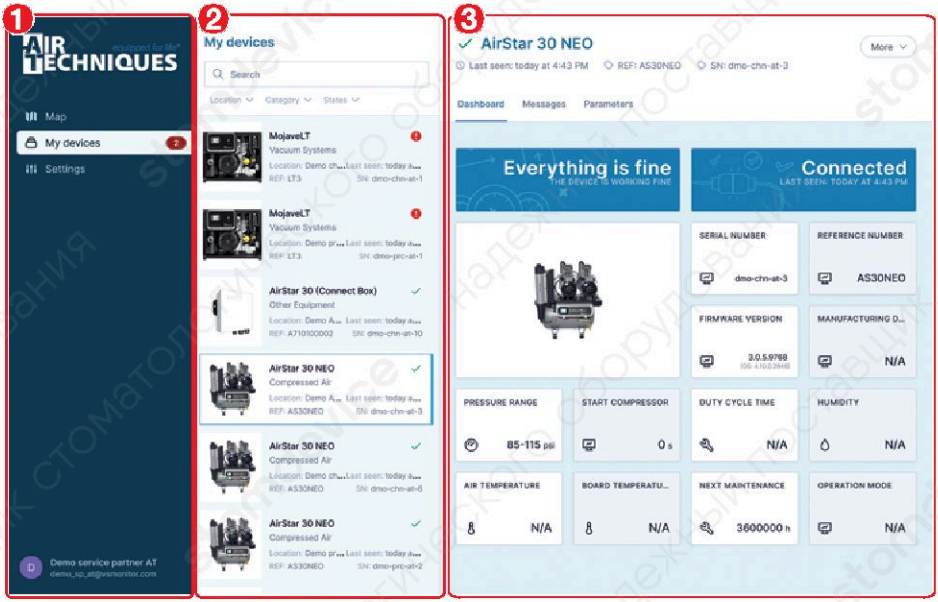
7.2 Cloud-based user interface

There are two ways to open the user interface:

› Click Notifier AT.

or

Open visionmonitor.io in the browser.



1 Navigation bar
2 Overview area
3 Detailed view area

The cloud user interface consists of the navigation bar and the content area (overview area and detailed view area).

The content area varies depending on the view chosen in the navigation bar.

The views and rights vary depending on role (Administrator or User).

Different views can be selected in the **navigation bar** depending on the role of the logged-in user:

	Map	Positioning of the locations on the map (only visible if the address is entered for the locations)
	My devices	Information about all devices present in the local network. Messages that are currently pending in the categories "Fault" or "Notice" are displayed, along with the number of messages. see also "8 My devices"
	Settings	Creating and editing locations, users and notifications

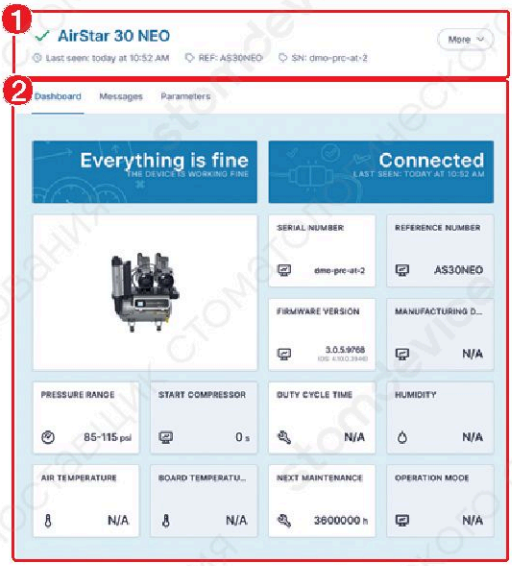
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8 My devices

All devices that are connected to the software are displayed in the *My Devices* view.
The status of the device is indicated by the icon in the device list:

	Fault-free operation
	Fault Operation of the unit interrupted
	Notice Operation of the unit restricted
	Device offline Connection to device is interrupted, no current information about the device status, e.g. device switched off or not connected to the network

› In the navigation bar, click *My Devices*.
› To search for devices, go to the *Search* field and enter a product name, serial number (SN), order number (REF) or category.
› To filter the device list, select the place, category or status.
› Click a device to have its details displayed.



1 Basic information
2 Tabs of the device details

The device status, the product designation, the order number and the serial number are displayed in the **Basic Information** for the device, as well as the information when it was last online.
The following information can be queried using the **Tabs**:

Dashboard	Overview of the current state of the device and display of basic information

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Messages	All messages of the device can be queried. The messages are sorted in order of time. You can search the list by code or message.
Parameter	Parameters of the device that can be queried or adjusted (depending on the role of the user, e.g. Admin)

Further settings for the device can be accessed via the *More* button:

Settings	Adjusting the location of the device. Removing the device.

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8.1 Querying current messages

The detailed view *Messages* shows messages that have occurred for the device. Messages are subdivided into the following categories:

- Fault
  e.g. pressure sensor malfunction
- Notice
  e.g. low pressure. Check system for leaks.
- Note
  e.g. filter change required
- Information
  e.g. device is idle

If a message in the category Fault or Attention occurs on a device, the message appears under *My Devices* in the cloud-based user interface. The icon in the device list changes.
The Notifier becomes active in the form of a balloon tip and the color of the message level (e.g.) is shown along with the icon in the task bar.
If several messages occur, the color of the highest message level is displayed.

› To query details of the message, switch to the detail view of the device.

8.2 Adjusting device parameters

You can query the set parameters for the device on the *Parameters* tab. Provided the user has the necessary rights, he/she can also make changes to the parameters for the device.

› In the detailed view of *My Devices* switch to the *Parameters* tab.

› If required, make the necessary changes to a parameter and click *Save* to confirm.

Result:
The change is sent to the device. Once the parameter has been changed on the device, a message appears in the software.
No further changes can be made in the software until the change has been completed on the device.

9 My user account

The information and settings for the logged-in user are located at the bottom edge of the navigation bar.
Clicking the logged-in user takes you to a context menu with various functions:

- My user account:
  – Edit user data (name and e-mail address)
  – Change password
  – Delete user account
- Change language
- Open help
- Legal notices
  – Data Privacy Statement
  – EULA
  – Terms and Conditions
- Log out user

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10 Quit Notifier and server software

The Notifier displays the desktop notifications on the computer. A service for connection of the devices to the cloud is running.

Closing the user interface in the browser does not close the software on the computer. The software remains active, the Notifier continues to display the status in the task bar.

To re-open the user interface, click on the icon in the task bar.

10.1 Closing the Notifier

Once the Notifier is closed on the computer, desktop notifications are no longer displayed. The connection of the devices to the cloud is not interrupted though.

› Use the right mouse button to click on the symbol in the task bar and select *End* in the context menu.

10.2 Terminating the service

If you click *Log out* for the Notifier on the computer with the server installation, the connection between the server software and the cloud will be interrupted. Accordingly, no device information and messages will be transferred to the cloud any longer.

If the Notifier is logged out on computers with a client installation, the connection of the devices to the cloud is maintained.

› Use the right mouse button to click on the symbol in the task bar and select *Log out* on the context menu.

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Troubleshooting

11 Tips for operators and service technicians

Any repairs above and beyond routine maintenance may only be done by suitably qualified personnel or by one of our service technicians.

Error	Possible cause	Remedy
The device is not displayed in the list of devices	The unit is not connected to the network	› Check the network connection and establish it, if necessary.
	Incorrect firewall settings	› Check the firewall settings; for the required ports, see "4 System requirements".
	Incorrect network settings in the system control	› Set the workstation network or home network ("non-public network").
	Obsolete device firmware or device is not supported	If device is supported: › Update firmware
	User is not logged into Vision Monitor through the Notifier.	› Click Notifier in the task list. › Log in through the user interface in the browser.
Device status is not refreshed, messages are not displayed	Connection to the unit is interrupted	› Check the network connection
	Service *Vision Monitor* on computer (server installation) is stopped	› Restart service: Windows > Services > VSM Server (VS Monitor Legacy)
	Internet connection is interrupted	› Check the Internet connection
	User is not logged into Vision Monitor through the Notifier.	› Click Notifier in the task list. › Log in through the user interface in the browser.

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