



Informed Vital Core User Manual

UM-1 Version 3.0

Mindset Medical



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## 1. Read First

For the best experience and safety, please read this guide completely before use.

## 2. What Is IVC App?

The Informed Vital Core Application (IVC App) is an innovative web application designed for easy pulse measuring. Prescribed by your healthcare provider, it's perfect for indoor use with standard lighting. The IVC App is not a traditional application and is not available through the Apple App Store or Google Play Store. Your healthcare provider will send it directly to you through your standard messaging application. The IVC App works with the camera on your smartphone, tablet, or computer. Simply click on the unique URL in the text message and the IVC App will automatically run in your default web browser. Just follow the online instructions and you're all set.

## 3. How It Works

The IVC App measures your pulse rate by reviewing color changes in your face as your heart beats. Make sure your face is well-lit, with no dark shadows or bright spots, for accurate results.

## 4. General Information

This document contains instructions for the use of the IVC App and a technical description of this software application.

**Caution: Federal (USA) law restricts this software application for sale by or on the order of a physician**

See instructions for use for full prescribing information, including indications, contraindications, warnings and precautions.

## 5. Introduction

Just open the IVC App on your device. No extra gadgets are needed. The app uses your device's camera to analyze the video of your face. Each time your heart beats, your face shows tiny color changes. These are invisible to the eye but not to the IVC App. The IVC App captures these color variations along with your movement to calculate your pulse rate in real-time.



## 6. Instruction for Use

The IVC App is a health tool prescribed by healthcare providers in the USA. Make sure to use it as recommended by your healthcare provider or healthcare provider.



**Read carefully before using the IVC App. Pay attention to the Safety Information and Warnings throughout the manual.**

### 6.1. Device Description

The Informed Vital Core Application is intended for non-invasive spot measurement of pulse rate of adult patients in home use, hospitals, clinics, and long-term care settings.

### 6.2. Indications for Use

The Informed Vital Core Application (IVC App) is intended for non-invasive spot measurement of pulse rate of adult patients in home use, hospitals, clinics, and long-term care settings.

The Informed Vital Core Application is indicated for use on adults 22 years of age or older who do not require critical care or continuous vital signs monitoring.

Informed Vital Core is not intended to independently direct therapy.

### 6.3. Contraindications

The following facial conditions are contraindicated with the IVC App and may impact the ability to measure your pulse rate. Check with your healthcare provider if you have any of the following:

**Conditions:**

- Facial scars.
- Facial burns.
- Port wine stains or large birth marks on your face.
- Facial tattoos or hennas.
- Rosacea, eczema, rashes on your face.
- Facial bruising.

### 6.4. Warnings and Precautions

The IVC App should be used under the care of and following the instructions of your physician.



**WARNING:** Always consult your physician regarding clinical decisions. Do not rely on the IVC App as the only basis for medical decisions; pulse rate measurements alone are not intended to direct medical care.



**CAUTION:** To ensure the proper operation of the device, avoid distractions. Don't use the IVC App while driving, walking, or during any activity that requires your full attention.

**CAUTION:** Check the following to prevent inaccurate (or no) readings:

- Avoid wearing face makeup and sunscreen when measuring your pulse rate.
- Use the IVC App indoors only.
- Ensure even lighting on your face.
- Avoid rapidly changing light environments.
- Keep your face still and follow the on-screen guide during measurement. Don't eat, drink, or talk while your pulse rate is measured.
- Don't run other apps simultaneously with the IVC App or near other devices that may interfere with its operation.
- The IVC App must have permission to use your device's camera to work properly.
- A cracked or dirty camera lens on your device can obstruct measurement.
- Don't use other camera-interfacing apps (like social media or video conferencing apps) while using the IVC App.
- Ensure a stable Internet connection for the IVC App to function and transmit results.
- The IVC App is for your individual patient use only and communicates directly with your healthcare provider. Don't share the app with someone else; it may lead to compromised care.
- Not following instructions as displayed on the screen could result in no readings.

**Note:** The IVC App will only report readings when there is high confidence in the measurement accuracy, but it is not guaranteed. Consequently, testing has shown that the report rate will be lower (i.e., no readings displayed) for darker skin tones.

**CAUTION:** Inaccurate pulse rate measurements may be caused by:

- Low arterial perfusion
- Excessive motion
- Low lighting or rapid changes in the light environment
- Loss of data transmission from the camera device
- Elevated pulse greater than 103 beats per minute



**NOTE:** Further, clinical data used to support the safety and effectiveness of the device did not include subjects with elevated pulse rates, so accuracy may be reduced when the subject has a pulse rate greater than 103 beats per minute. Other patient conditions that may affect the device's performance are listed in the labeling.

**Based on the indications for use, contraindications, warning and precautions stated above, the app might not work if:**

- a. You have low blood flow, anemia, or other blood-related issues.
- b. Your face isn't clearly visible to the camera.
- c. You have significant scars, tattoos, or heavy makeup on your face.
- d. Your face is overly bright.
- e. You're moving, talking, eating, or controlling your breathing.
- f. There are other movements in the camera view.
- g. Another person or animal is in the camera view.
- h. Water or other liquids are on the camera lens.
- i. There are moving lights or shadows on or behind you.
- j. You're in an environment with flashing or variable lights, like a TV.
- k. There's mechanical vibration to you or the camera.

**NOTE:** Set your device to receive links from your healthcare provider to use the IVC App.

**NOTE:** If the IVC App isn't working as expected, stop using it and try again later. If the IVC App doesn't work on your device, contact your healthcare provider for an alternative method to measure your pulse rate.

**NOTE:** If you can't measure now, try again later under better conditions or use a different method.

**NOTE:** Session(s) timeout after 5 minutes of inactivity. You'll need to restart it by re-entering your date of birth if it times out.

## 6.5. Specifications

### Expected Performance

Heart Rate/Pulse Rate Measurement	
Declared Range (Error Level or $A_{RMS}$ )*	50 to 103 (+/-3) beats per minute
Displayed Range*	40 to 120 beats per minute
Measurement Window	60 seconds
Measurement Location	Face

\*Definitions and calculations per ISO 80601-2-61 Medical electrical equipment —Part 2-61: Particular requirements for basic safety and essential performance of pulse oximeter equipment



## 6.6. Limitations

**Not intended to be the sole method of checking the physical health of a patient:** Trained staff are responsible for reviewing all measurements.

**Not for Arrhythmias:** The IVC App doesn't detect arrhythmias or irregular heartbeats.

**Not Continuous Monitoring:** It's not designed for ongoing vital signs monitoring.

**Unstudied Conditions:** The app hasn't been tested in people with movement disorders (such as Parkinson's, Multiple Sclerosis, Tardive Dyskinesia, etc.). Consult your healthcare provider if unsure about your condition and its impact on using the IVC App.

**No Unauthorized Tampering:** Any unapproved changes to the IVC App's software may prevent it from working correctly.

Pulse rate can be determined by the photoplethysmogram waveform captured by a camera, smartphones, tablets, and computers. This method measures pulse rate as beats per minute (BPM). Both motion and light can distort or obscure the plethysmographic waveform, often called noise artifact. The IVC App is able to accurately determine pulse rate even with unwanted artifacts (i.e., varying ranges of motion and lighting conditions). As such, the IVC App is designed to only report accurate readings; therefore, if the IVC App cannot provide accurate values, it will not provide a reading (i.e., no readings). Instead, it will provide messaging with recommendations to potentially improve the conditions for the next session. If readings cannot be generated after multiple sessions, the IVC App ends the measurement session and notifies the prescribing physician that the measurement was unsuccessful.

## 7. IVC App Use Environment

**Use it Inside:** Whether you're relaxing at home, in a healthcare facility, or any indoor setting, the IVC App is designed to fit into your lifestyle seamlessly.

**Lighting Matters:** For the best results: **Ensure your face is evenly lit.**

Avoid using it in areas with dark shadows or with overly bright spots falling across your face. This helps the IVC App measure your heartbeat through the detection of small changes in your facial coloration.

**Be still:** Make sure your device is in a stable position. You may place your phone in a stand, prop the device against a stable surface, or use your elbows to stabilize your arms. If using a tablet, laptop, or desktop computer, simply sit in front of the camera.

**Guide:** Once you are seated place your face fully within the guide and center your nose. Don't sit any



farther than an arm's length away from the camera. Press the **START** button to begin. If the guide turns red, follow the on-screen prompts.

## 8. Key Features and Application Requirements

You don't need any extra gadgets – if you have a smartphone, tablet, or computer with a camera, text messaging, and Internet (Wi-Fi or cellular), you're all set.

**Easy and Accessible for Everyone:** No complex setup or special training needed. It's straightforward and user-friendly. The IVC App needs to see your face for a full minute to measure your pulse rate.

In case you see the green guide around your face turn red: Don't worry. This just means your face needs better lighting or you need to stay still. Just follow the prompts.

If you see "Unable to Measure Vitals", let your healthcare provider know that the IVC App may not work for you with your current device.

### Minimum Requirements for Your Device:

- Resolution: 640 x 480 pixels or higher.
- Speed: 20 frames per second (fps) or faster.
- Camera Access: Your device's operating system must allow camera use.
- Memory: At least 6 GB RAM.
- Browser: Chrome, Edge, Firefox, or Safari.

### Checking Your Device's Compatibility:

- **For iOS/iPad OS:** Go to Settings > Camera > Record Video. Ensure it's set to at least 720p HD at 30 fps.
- **For Android:** Go to Settings > Gear icon next to Camera > Front picture size. Look for a minimum setting of 2448x2448.

**Seamless Connection with Your Healthcare Provider:** Once your pulse rate is measured, the IVC App securely sends the data to your healthcare provider, keeping them informed.

**Good to Know:** Most modern smartphones, tablets, and computers exceed these requirements, so you're likely ready to go.

### 8.1. Devices and Operating Systems Compatibility

#### 8.1.1. Camera Requirements

**What You Need:** Any camera-enabled device.

**Specifications:** Video must be recorded at over 20 frames per second with a minimum resolution of 640 x 480 pixels.





### 8.1.2. Compatible Browsers

**Use the Right Browser:** Check this table to see if your browser can run the IVC App.

Supported Browsers	Versions
Safari (iOS, iPad OS)	16 or higher
Google Chrome (Android)	114 or higher
Microsoft Edge (Android)	123 or higher
Mozilla Firefox (Android)	132 or higher
Samsung Internet (Android)	27 or higher
Microsoft Edge	123 or higher
Mozilla Firefox	132 or higher
Google Chrome	114 or higher
Safari (Mac OS)	16 or higher

### 8.1.3. Supported Operating Systems

**Check Your OS:** The IVC App is tested and works well with the following operating systems:

Operating System (OS)	Versions
Android	Android 10 or higher
iOS	iOS 16.6 or higher
iPad OS	iPad 17 or higher
Mac OS	10.15.7 (Catalina) or higher
Microsoft Windows	Windows 10 or higher

**Please note:** Some devices running on these operating systems may not be compatible with the IVC App. If you have any technical difficulties, please contact [ivcsupport@mindsetmedical.com](mailto:ivcsupport@mindsetmedical.com).



**The IVC App may not work on all camera-equipped smartphones, tablets, or computers. If the IVC App doesn't work on your device, seek an alternative method to measure your pulse rate.**

## 9. Your Role in Heart Health Monitoring with the IVC App

**Getting the best from your IVC App:** Remember, use the IVC App as instructed here; it's a part of your health journey, not the whole story. Your healthcare provider is your best resource when it comes to interpreting the readings.







Follow These Simple Tips for Reliable Readings:

1. **Not a Standalone Diagnosis Tool:** Always consult your healthcare provider for clinical decisions.
2. **Indoor Use Only:** The IVC App is designed for indoor environments only.
3. **Stay Still and Well-Lit:** Keep your head still and ensure even lighting on your face.
4. **Background Matters:** Keep it calm and still. No moving objects like active TVs, people, or pets in the background. Make sure that your clothing, and the background are different colors.
5. **Steady Lighting is Key:** Avoid places with rapidly changing light on your face.
6. **Full Face Visibility:** Make sure the IVC App can see your forehead, cheeks, and chin clearly.
7. **Face Makeup and Sunscreen:** Avoid wearing these when measuring your pulse rate.
8. **Relax:** Sit relaxed for five minutes before using the IVC App. Keep your feet flat on the floor, back supported.
9. **Keep Your Device Charged:** Ensure your phone, tablet, or computer has enough battery for the entire process.
10. **Internet Connection is Crucial:** The IVC App needs a stable Internet connection to work and send readings.

By following these simple steps, you'll ensure you get pulse rate readings for you and your healthcare provider.

## 10. Safety Considerations

### 10.1. Symbols Glossary:

Symbol	Symbol Title	Symbol Description
	Consult Instruction for Use	Indicates the need for the user to consult the instructions for use.
	Caution	Indicates that caution is necessary when operating the device or control close to where the symbol is placed, or that the current situation needs operator awareness or operator action in order to avoid undesirable consequences.
	Manufacturer	Indicates the medical device manufacturer.
	Prescription Use Only	Caution: Federal (US) law restricts this device to sale by or on the order of a physician.  Indicates the product is indicated for professional use only.



## 10.2. Before Using Informed Vital Core

Carefully read these instructions for use and any information provided by your healthcare provider.

**Always Consult the Experts:** For interpretations and advice, always reach out to your healthcare provider.

Remember, the IVC App is a monitoring tool, not a healthcare provider.

Always follow the guidance of your healthcare provider or licensed healthcare provider. They know the best methods for handling your health.

## 10.3. Using Informed Vital Core Securely and Cybersecurity Awareness

The IVC App connects to the Internet. Like any online tool, it's important to stay vigilant against cyber threats. The IVC App has strong security measures, but your actions matter too.

By following these guidelines, you're playing an important role in keeping your health data secure while using the IVC App.

### Your Checklist:

1. **Link Awareness:** Only click on links that are clearly from your healthcare provider for the IVC App.
2. **Spotting Fakes:** If a link takes you somewhere unexpected, don't enter any information. Instead, contact Mindset Medical at [ivcsupport@mindsetmedical.com](mailto:ivcsupport@mindsetmedical.com). (The IVC App uses <https://ivc-app.mindsetmedical.com> and <https://patient.mindsetmedical.com>)
3. **Personal Info Red Flags:** The IVC App won't ask for your address, phone number, social security, insurance, or payment details. Remember, your healthcare provider already has these.
4. **Date of Birth Confirmation:** The IVC App will ask for your birth date for identity verification.
5. **Sharing:** You'll be asked to take and send your measurements to your healthcare provider.
6. **Encrypted Data:** Your measurement data is encrypted for secure transmission.
7. **Secure Internet is Best:** Use a WPA2 encrypted Wi-Fi or your mobile data for a safer connection.
8. **Avoid Public Wi-Fi:** Don't use the IVC App on public Internet connections.
9. **Device Security:** Protect your device with face or fingerprint biometric, PINs, or passcodes.
10. **Update Regularly:** Keep your operating system and apps updated for top-notch security.
11. **Privacy Matters:** Use the IVC App in private settings to keep your health information confidential.



12. **No Storage on Device:** Your health data isn't stored on your device. Close the IVC App browser tab after submitting your measurements.
13. **You're the Key:** Remember, you're responsible for keeping your date of birth confidential.

## 11. Informed Vital Core Application Overview

**No Downloads, No Hassle:** The IVC App is a simple, web-based app that uses your device's camera for your measurements. No downloading apps, creating accounts, or remembering passwords needed.

1. **Get Started Easily:** Your healthcare provider sends you a unique link. Just tap or click it.
2. **Quick Setup:** The link opens your device's default browser. Enter your birth date, agree to the terms, and give your consent.
3. **Camera Access:** Permit the IVC App to use your device's camera.
4. **Ready, Set, Position:** Align your face within the on-screen guide.
5. **Hit START:** Tap or click START to begin your measurement.
6. **Share Your Results with your Healthcare provider:** After the measurement, you can easily submit it to your healthcare provider.

### 11.1. Important Items to Remember when Using the Informed Vital Core Application

**Key tips for successful use of the IVC App:** Following these simple steps ensures a smooth experience with the IVC App.

1. **Indoor Use Only:** The IVC App is designed for indoor environments.
2. **Lighting is Key:** Ensure your face is evenly lit for accurate readings.
3. **Avoid Direct Bright Lights:** Keep bright lights from shining directly on you or behind you.
4. **No Shadows or Bright Spots:** Aim for consistent lighting on your face.
5. **Clear Face View:** Remove any masks, hats, or coverings. Glasses and/or facial hair are okay.
6. **Stay Still:** Don't eat, drink, or walk while using the IVC App.
7. **Face Makeup and Sunscreen:** Avoid wearing these products when measuring your pulse rate.
8. **App Alerts:** Heed any warnings about lighting or movement.
9. **Pulse Rate Checks:** If your pulse rate is under 40 or over 120 beats per minute, the IVC App will prompt a recheck.
10. **Submit to Share:** Tap 'SUBMIT RESULTS' to send data to your healthcare provider. If you forget, they won't receive it.
11. **Auto-Recovery Feature:** The IVC App can handle brief pop-up notifications.
12. **Positioning Matters:** For best results, align your face within the guide.



## 11.2. Preparing Informed Vital Core for Use

**Get comfortable and ready for vitals measurement.** Taking these steps helps ensure that the IVC App can measure your vitals:

1. **Find Your Spot:** Choose a comfortable place to sit. Keep your legs uncrossed, feet flat on the floor, and back gently against the chair. Ensure good, even lighting on your face.
2. **Makeup-Free Face:** Take off any face makeup before using the IVC App.
3. **Relax and Wait:** Sit in this position for five minutes before starting.
4. **Clear the Way:** Remove any hats, masks, or clothes that might cover your face.
5. **Position Perfectly:** Align your face within the center of the on-screen guide and look straight at the camera.

## 11.3. Connecting Informed Vital Core Application

### Optional screens:

1. **Link from Your Provider:** You'll receive a unique link to start the IVC App.
2. **Open the Link:** Tap or click on this link. Click on the link within 72 hours, or the link will expire, and you'll have to request a new one from your healthcare provider.
3. **Enter Date of Birth:** Input your birth date and hit **CONTINUE**. Make sure you enter your Date of Birth correctly – five incorrect entries will delay authentication and your use of the IVC App.
4. **Agree to Terms:** Read and agree to the IVC App Terms and Conditions.
5. **Consent to Record:** Agree to the Consent to Record Vitals.

### Getting started:

1. **Browser Launch:** Your default web browser will open.
2. **Camera Access:** Allow the IVC App to use your device's camera.
3. **Face Positioning:** Align your face within the guide on the screen.
4. **Start Measuring:** Tap **START** to begin your measurement.
5. **IMPORTANT:** Avoid Navigation once measuring starts; don't use the browser's back or forward (<>) buttons.

### Measuring Your Vitals:

- **Stay Still:** Remain motionless during measurement. The IVC App will alert you to any movement or lighting issues.
- **Complete the Process:** Wait until the measurement bar fills up. Your vital sign results will then be displayed.

## 11.4. Application Controls/Navigation

**Browser Buttons:** Use the < and > buttons at the top of the IVC App or your browser's back and forward buttons to move around the app.



**Menu Icon:** Tap the menu icon for more options.

**Menu Options** – Everything at Your Fingertips:

- **How to Use:** Toggle on/off the instructions for using the IVC App.
- **User Manual:** A comprehensive guide to the IVC App.
- **FAQ:** Find answers to common questions.
- **Terms and Conditions:** Understand the rules and agreements.
- **Privacy Policy:** Know how your data is protected.
- **Release Notes:** Stay updated with the latest changes and improvements.

## 12. Troubleshooting Guide

### 12.1. Common IVC App Errors

**Problem: IVC App Won't Launch**

- **Check Your Connection:** Ensure you have a strong cellular or Wi-Fi connection. Weak signals can prevent the IVC App from launching.
- **Device Compatibility:** If the problem persists, your device might not be compatible with the IVC App. Consider other ways to measure your pulse rate.

**Problem: Can't Submit Measurements**



- **Data and Bandwidth:** Make sure you have enough cellular data or Internet bandwidth to submit measurements.
- **Alternative Methods:** If issues continue, you might need another method to measure your pulse rate.

**Problem: Pulse Rate Not Measured**


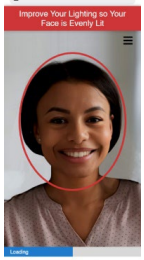
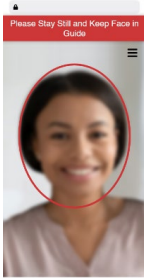
- **Optimal Conditions:** Sit with even lighting on your face, minimizing head and camera movement. Follow the IVC App's prompts to retry.
- **Device Check:** If it still doesn't work, your device may not support the IVC App. Use another method to measure your pulse rate.



## 12.2. IVC Application Error Messages

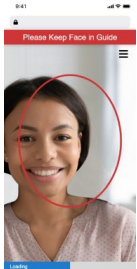
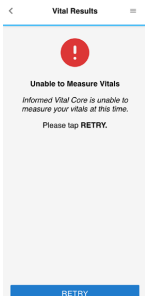
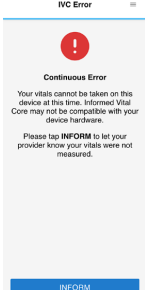
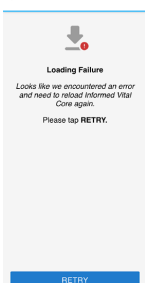
IVC App Screen	Error Message
	<p><b>Error: Incorrect Date of Birth</b></p> <p><b>What it Means:</b> The date of birth entered doesn't match the date of birth on file in the patient record with your healthcare provider.</p> <p><b>Fix:</b> Contact your healthcare provider to verify or correct the date of birth in your patient record.</p>
	<p><b>Error: Expiration of URL</b></p> <p><b>What It Means:</b> The link included in the SMS message sent by your healthcare provider <b>will expire 72 hours</b> after you receive it. If you don't use the IVC App to measure and submit your pulse rate, the link will expire, and you'll need to request a new one from your healthcare provider. During that 72-hour period, you will receive a reminder SMS message if you haven't used the IVC App.</p> <p><b>Fix:</b> Be sure to use the IVC App and submit your results within 72 hours of receiving the link from your healthcare provider. If the link is expired, contact your healthcare provider, and request a new link.</p>



IVC App Screen	Error Message
	<p><b>Error: Date of Birth Verification Failure</b></p> <p><b>What it Means:</b> If an incorrect Date of Birth is entered five-times in a row, there will be a <b>delay period of 15 minutes</b>. This means that you won't be able to enter the Date of Birth for 15 minutes. After the expiration of the 15-minute delay period, you'll be able to try again. If the Date of Birth is incorrect five more times, there will be a <b>delay period of 60 minutes</b>. After the expiration of the 60-minute delay period, you'll be able to try again. If the Date of Birth is incorrect five more times, you won't be able to use the IVC App. You will have to contact your healthcare provider to verify your Date of Birth and request a new link. This is designed to keep your information safe.</p> <p><b>Fix:</b> Contact your healthcare provider to verify your Date of Birth and request a new link.</p>
	<p><b>Error: Poor Lighting Conditions</b></p> <p><b>What It Means:</b> The lighting isn't ideal for the IVC App to work properly.</p> <p><b>Fix:</b> Adjust lighting to remove shadows or bright spots for even lighting on your face.</p>
	<p><b>Error: Too Much Movement</b></p> <p><b>What It Means:</b> Your phone or head is moving too much.</p> <p><b>Fix:</b> Steady your phone and head. Make sure your face is centered in the guide.</p>



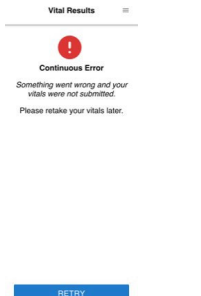
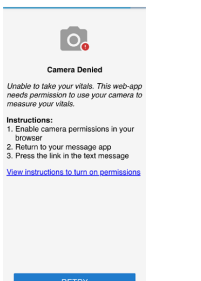
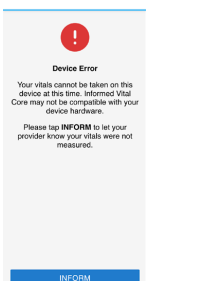


IVC App Screen	Error Message
	<p><b>Error: Face Outside Guide</b></p> <p><b>What it Means:</b> Your face has moved out of the required position.  <b>Fix:</b> Realign your face to the center the guide.</p>
	<p><b>Error: Unable to Measure Vitals</b></p> <p><b>What it Means:</b> A pulse rate was unable to be measured.  <b>Fix:</b> Attempt the measurement again. You can try to measure your pulse rate three times during each measurement session before you receive a Continuous Error.</p>
	<p><b>Error: Continuous Error</b></p> <p><b>What it Means:</b> The IVC App has tried to measure a pulse rate three times in a row. The device used may not be compatible with the IVC App or conditions are such that pulse rate cannot be measured.  <b>Fix:</b> Consider using a different device that is compatible with the IVC App. Consider using an alternative means to measure your pulse rate.</p>
	<p><b>Loading Failure:</b></p> <p><b>What it Means:</b> There was an error loading the IVC App onto your device.  <b>Fix:</b> Make sure you have an Internet connection and try restarting it.</p>


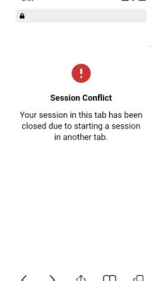
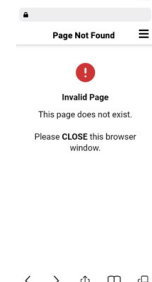
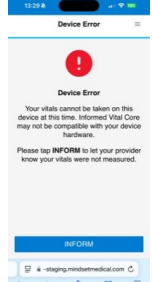


IVC App Screen	Error Message
	<p><b>Error: Inactivity</b></p> <p><b>What it Means:</b> The IVC App will automatically close if there has been no interaction with the IVC App for more than five minutes.</p> <p><b>Fix:</b> Measure your pulse rate within five minutes once you open the IVC App.</p>
	<p><b>Error: Lost Internet Connection – Unable to Download</b></p> <p><b>What it Means:</b> You need to have an Internet connection to download the IVC App. Your device is currently offline.</p> <p><b>Fix:</b> Check and restore your Internet connection.</p>
	<p><b>Error: Lost Internet Connection – Unable to Submit</b></p> <p><b>What it Means:</b> You need to have an Internet connection to submit your pulse rate result to your healthcare provider. Your device is currently offline.</p> <p><b>Fix:</b> Check and restore your Internet connection.</p>
	<p><b>Error: Failed Submission Screen</b></p> <p><b>What It Might Be:</b> Loss of server connection when attempting to submit your vitals two times in a row.</p> <p><b>Fix:</b> Attempt to submit your vitals one more time or try again later using the URL in your text message.</p>



IVC App Screen	Error Message
	<p><b>Error: Continuous Error (Failed Submission)</b></p> <p><b>What It Might Be:</b> Loss of server connection when attempting to submit your vitals after three attempts.</p> <p><b>Fix:</b> Try again later using the URL in your text message.</p>
	<p><b>Error: Camera Access Denied</b></p> <p><b>What It Means:</b> The IVC App can't use your device's camera.</p> <p><b>Fix:</b> Change your device settings to allow camera access for the IVC App.</p>
	<p><b>Error: Incompatible Device for Measurement</b></p> <p><b>What It Means:</b> The IVC App timed out because your device isn't compatible.</p> <p><b>Fix:</b> Consider using a different device that is compatible with the IVC App.</p>



IVC App Screen	Error Message
	<p><b>Error: Something Went Wrong</b></p> <p><b>What it Means:</b> The IVC App was not able to connect with the backend servers to confirm your date of birth: <b>Fix:</b> Try again later.</p>
	<p><b>Error: Session Conflict</b></p> <p><b>What it Means:</b> The IVC App can only be run in one open browser window. The App was opened in one browser window and then again in a second browser window. The error will appear in the first browser window. <b>Fix:</b> Close the browser window with the error screen and use the IVC App as instructed.</p>
	<p><b>Error: Invalid Page Screen</b></p> <p><b>What it Means:</b> You have attempted to navigate back into the IVC App after submitting a measured result, attempted to reload a screen during an active measurement session, or used the browsers history to return to a screen in the App. <b>Fix:</b> Restart the IVC App by tapping on the original URL received.</p>
	<p><b>Error: Device Error</b></p> <p><b>What it Means:</b> The camera on your device has an unstable frame rate and is compatible with the IVC App. The error can also be present if the camera is used by another application on your device or turned off (i.e. activate the lock screen) while the IVC App is running an active measurement session. <b>Fix:</b> Restart the IVC App by tapping on the original URL received or try using another device.</p>



### 13. Customer Support and Contact Information

Please email any comments, concerns, or questions to [ivcsupport@mindsetmedical.com](mailto:ivcsupport@mindsetmedical.com) or contact 480.382.3179.

### 14. Manufacturer



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