



Installation Guide

CONGRATULATIONS on taking the first step towards promoting cognitive health in your health care setting.

This guide contains information that describes the installation and setup of the Cognivue Thrive® device. An FAQ section is also included.

Let's Get Started!

Cognivue support personnel can be reached 9am-5pm ET at 585-433-2992 or support@cognivue.com. Additional information can be found at www.cognivue.com.



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Complete the following steps before the installation of your Cognivue Thrive® device.



On/Off
Button

Set up the keyboard

Slide the power switch on the back side of the keyboard to the green "On" position. The keyboard automatically connects to the Cognivue Thrive® device via USB. You will use the keyboard and the built-in touch pad during the installation process.

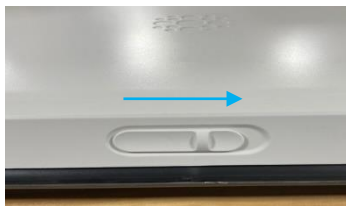


Power
Input

USB
Port

Plug in the Cognivue Thrive® device

Plug the adapter cord into the power input port located in the back of the Cognivue Thrive® device, then plug the AC power cord for the adapter into a standard 120v outlet.



Open the lid of the Cognivue Thrive® device

Slide the latch lock to the right and open the lid.

RECOMMENDED: Contact your internal network support team for a static IP address, subnet mask and default gateway.

If you do not have this information, no problem! Your network will automatically assign an IP address to the Cognivue Thrive® device; however, your internal network may be set up to periodically reassign IP addresses. If the IP address is reassigned, you will need to repeat the steps to map your Cognivue Thrive® device to your Windows or MacOS device.



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Setup the CogniCover®

1. Pull up the top panel of the CogniCover®.
2. Swing open the left and right panels.

Set up the CogniWheel®

To set up the CogniWheel®, use the tab to flip open the knob of the CogniWheel®. Note that it must be flipped back to its original closed, flat position before attempting to close and latch the lid.

Turn on the Cognivue Thrive® device

The power button is a small round black button, located at the top right corner on the main surface. Gently press the power button and the screen will light up within a few seconds.

Overnight - Leave Cognivue Thrive® plugged in, turned on, and secure

The Cognivue Thrive® device needs to be left on, plugged into an AC outlet, and connected to the internet overnight to ensure it is available to receive software updates. A wire cord and lock can be used around the handle to secure the device when not in use. You can close the lid; the Cognivue Thrive® screen will go to sleep but the device will remain powered on.

Built-in rechargeable battery

Cognivue Thrive® can also be operated using the built-in rechargeable battery, which requires approximately 4 hours to fully charge. The battery will last for up to 4 hours of continuous usage or up to 8 hours of intermittent usage.

Screen sleep mode

The screen on the Cognivue Thrive® device goes into sleep mode after 10 minutes of inactivity. To wake up the screen, simply press or swipe the touchpad on the keyboard. Make sure the keyboard is turned on.

Powering off

There are two ways to power off the Cognivue Thrive® device. The recommended method is to choose 'Shutdown' from the Login Screen (to get to the Login Screen, click 'Exit' from the Main Screen). The alternative method is to gently press and hold the power button for 5-10 seconds, until the screen turns off.

You are ready to setup and configure the Cognivue Thrive® device!



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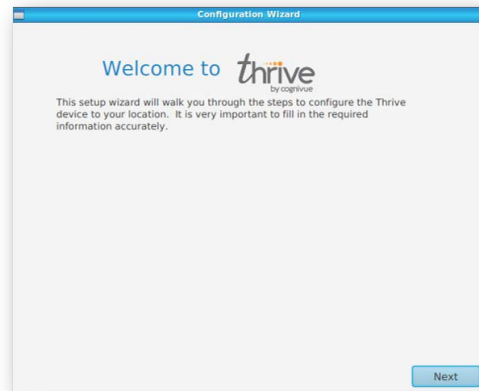


Follow the on-screen Configuration Wizard to complete the installation process.

If the Configuration Wizard does not start automatically when the device is first powered on, contact Cognivue support at support@cognivue.com or call 585-433-2992 between 9am and 5pm ET, Monday through Friday.

For additional resources that can assist you with the setup process, refer to the User Manual.

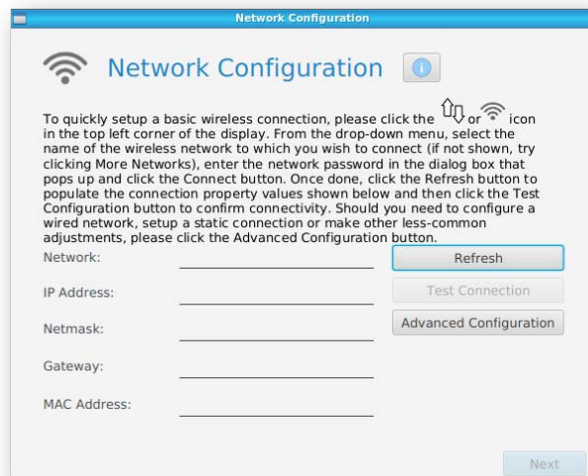
The on-screen instructions will guide you through the following steps:



Throughout the wizard, when it is enabled, click the Next button to go on.


STEP 1


Connect to the Network



Helpful Hint:

In the top left corner of the device screen, you will see one or the other of the following icons:

 Indicates your device is connected to a WiFi network.

 Indicates your device is NOT connected to a network. Click it to view available networks.



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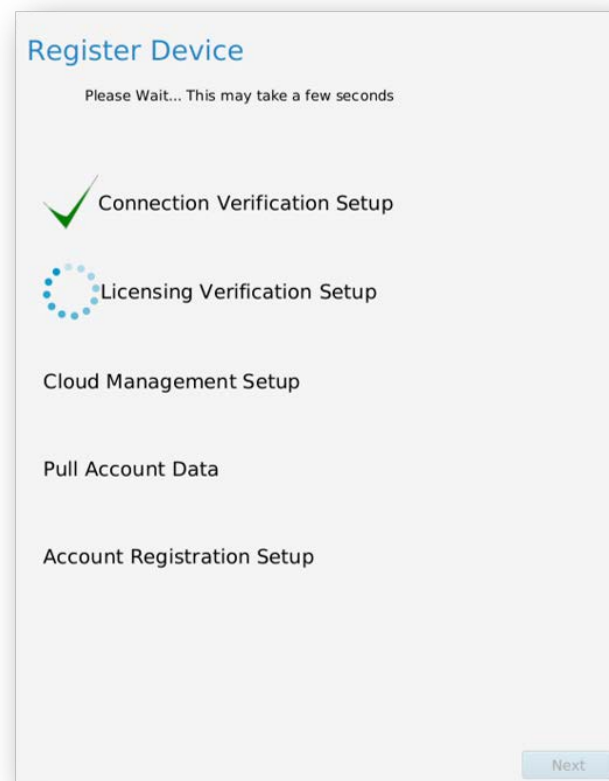


Step 2 will begin automatically once you click the Next button on the Network Configuration screen.

STEP 2

Activate and Register Your Device

A. Wait for the device to activate and register.

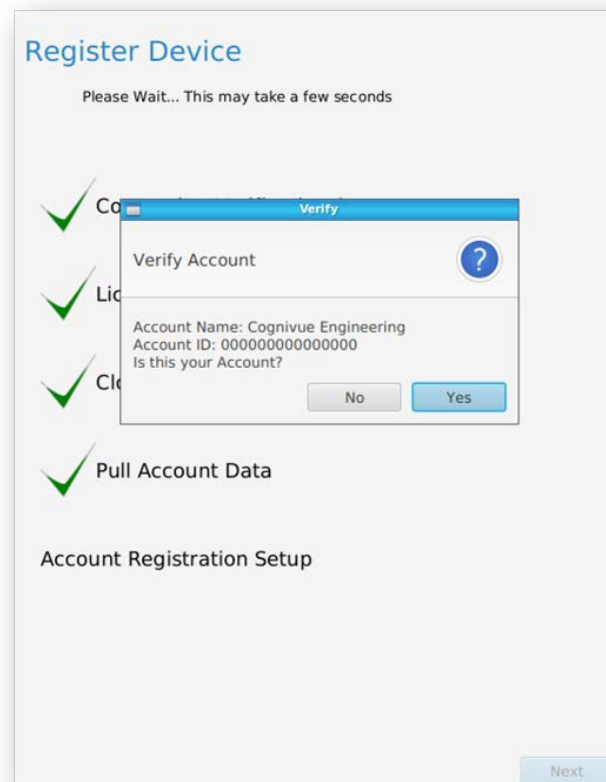


B. As each item completes, a green check mark will be displayed to its left. There is no user input needed during this step.



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- C. Your device has been pre-configured with your customer account information. You will be prompted to verify the account. To continue, press "Yes" if the presented account is correct.

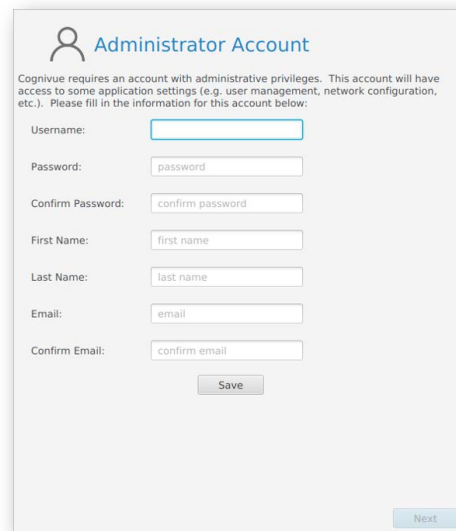


- D. The Next button at the bottom right of the screen will now be enabled. Click it to go on to the next step.

STEP 3

Create an Administrator User Account

A. Fill in the form to create an Administrator User Account for the device



Administrator Account

Cognivue requires an account with administrative privileges. This account will have access to some application settings (e.g. user management, network configuration, etc.). Please fill in the information for this account below:

Username:

Password:

Confirm Password:

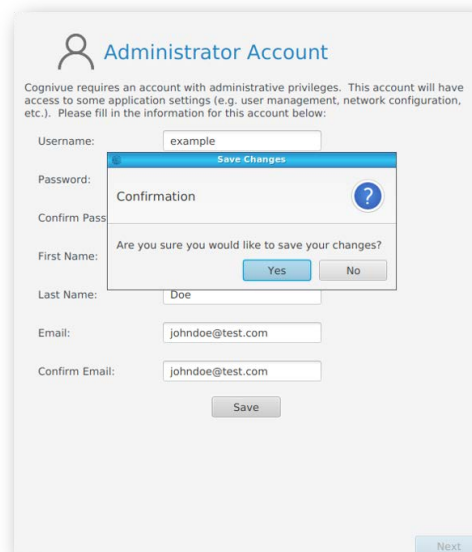
First Name:

Last Name:

Email:

Confirm Email:

B. Once completed, Save and Confirm the information.



Administrator Account

Cognivue requires an account with administrative privileges. This account will have access to some application settings (e.g. user management, network configuration, etc.). Please fill in the information for this account below:

Username:

Password:

Confirm Password:

First Name:

Last Name:

Email:

Confirm Email:

Save Changes

Confirmation

Are you sure you would like to save your changes?



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STEP 4

Confirm Setup

Click the Finish button to complete the wizard.

A screenshot of a 'Summary Report' window. At the top, it says 'Please verify that the information below is correct and select "Finish."' Below this are three sections: 'Admin Account' with fields for Username (admin5), First Name (John), and Last Name (Doe); 'Registration' with Account Name (Cognivue Engineering); and 'Network Configuration' with fields for Network (Cognivue), Ip Address (192.168.1.102), Netmask, Gateway (192.168.1.1), and Mac Address (B8-81-98-53-33-EC). A 'Finish' button is at the bottom right.

You can now log in using your new Administrator User account and start using your Cognivue Thrive® device.

A screenshot of a login screen. It has two input fields: 'Username:' and 'Password:'. Below the 'Username' field is a 'Login' button. Below the 'Password' field is a 'Shutdown' button.

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Frequently asked questions when installing a Cognivue Thrive® device

For additional questions, contact Cognivue support at support@cognivue.com or call 585-433-2992 between 9am and 5pm ET, Monday through Friday.

How do I print reports?

For both Windows 10 and Mac OS, you must map your device and access the network share via your Windows or Mac machine. To print directly from the device, please refer to section 12.0 of the Cognivue Thrive User Manual.

How do I map to Cognivue Thrive® shared drives on Windows 10?

To begin, retrieve the device's IP address and follow these steps:

1. Login
2. Click on "Device administration"
3. Click on "Settings"
4. Click on the "Network" tab
5. See the IP address field
 - *If the IP address is not listed, click "configure" to select your wireless network

*For instructions on how to map to Mac OS, please contact support@cognivue.com

Once you have the IP address, follow these steps on your Windows 10 computer:

*Please note: you will need the IP address to complete step 5

1. Open file "Explorer" by clicking the folder in the lower left corner of the screen
2. Right click on "This PC"
3. Left click on "Map network drive"
4. There is no need to rename the drive letter
5. For Folder, type in the following using the device's IP address and the corresponding share name:
 - * To connect to the Reports share:
\\ IPaddress\Reports
 - * To connect to the Csv share:
\\ IPaddress\Csv
 - * for example, to connect to the Reports share at the IP address 192.168.1.225:
\\192.168.1.225\Reports
6. Check "Re-connect at sign-in"
7. Check "Connect using different credentials"
8. Click finish
9. Click on "More choices" at the lower left of the window then click "Use a different account" and continue Option 2: If "More Choices" is not seen, continue
10. For "Email Address" type in cogaccess
11. For "Password" type in cogaccess
12. Check "Remember the credentials"
13. Click "OK"

A window will pop up showing the share.

Please note a network share is now seen in File Manager.

How do I connect Cognivue Thrive® to WiFi at a different location?

Click on the WiFi icon located in the top left corner of the screen, then select the WiFi network to which you want to connect and enter the password, if required.

The keyboard doesn't seem to be working, how do I fix it?

The batteries may need to be replaced. Also, be sure the power switch, located on the top right side of the keyboard, is in the green 'on' position. If the keyboard still isn't working, contact support@cognivue.com.

Should I leave the device on at night?

Yes, you should leave the device plugged in, turned on and connected to the Internet every night to ensure it is available to receive software updates. If you close the lid, the Cognivue Thrive® screen will go to sleep and the device will remain powered-on.

If the device is not connected to the Internet for for a period of 30 days, it will not receive updates and will have to be re-activated by Cognivue support.

Will reports generate without connecting to WiFi and the Internet?

Yes, reports will generate without connecting to WiFi and the Internet; however, your device will not be able to receive updates, and you will not be able to print reports.

How do I change the volume?

The keyboard controls the volume of the device. We recommend using noise-canceling headphones that plug into the headphone jack located on the right side of the device. On the top row of the keyboard, you will find the volume control buttons indicated by the following icons:



Increase the volume of the device



Decrease the volume of the device



Set the volume to 0%

Please note that there is no volume indicator on the screen. Cognivue recommends keeping the volume at a low setting, then slowly increasing the sound until it can be heard comfortably without distortion or discomfort.



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