Video Touch 4K and MDR Video Touch User Help

PG11027 Rev017

Date: November 2023

Documentation Notice

Information in this document is subject to change without notice. The software described in this document is furnished only under a separate license agreement and may only be used or copied according to the terms of such agreement. It is against the law to copy the software except as specifically allowed in the license agreement. This document or accompanying materials may contain certain information which is confidential information of Hyland Software, Inc. and its affiliates, and which may be subject to the confidentiality provisions agreed to by you.

Complying with all applicable copyright laws is the responsibility of the user. Without limiting the rights under copyright law, no part of this document may be reproduced, stored in or introduced into a retrieval system, or transmitted in any form or by any means (electronic, mechanical, photocopying, recording, or otherwise), or for any purpose, without the express written permission of Hyland Software, Inc. or one of its affiliates.

Hyland, HXP, OnBase, Alfresco, Nuxeo, and product names are registered and/or unregistered trademarks of Hyland Software, Inc. and its affiliates in the United States and other countries. All other trademarks, service marks, trade names and products of other companies are the property of their respective owners.

© 2023 Hyland Software, Inc. and its affiliates.

The information in this document may contain technology as defined by the Export Administration Regulations (EAR) and could be subject to the Export Control Laws of the U.S. Government including for the EAR and trade and economic sanctions maintained by the Office of Foreign Assets Control as well as the export controls laws of your entity’s local jurisdiction. Transfer of such technology by any means to a foreign person, whether in the United States or abroad, could require export licensing or other approval from the U.S. Government and the export authority of your entity’s jurisdiction. You are responsible for ensuring that you have any required approvals prior to export.

Regulatory and compliance

Australian Sponsor:
Emergo Australia
Level 20 Tower II
Darling Park 201 Sussex Street
Sydney, NSW 2000 Australia

EU Representative:

EC REP

EMERGO EUROPE
Prinsessegracht 20
2514 AP The Hague
The Netherlands

MDR Video Touch
Anvisa n°: 80117580277
Responsável Technico: Luiz Levy Cruz Martins
CRF-SP: 42415
IMPORTADOR:
Emergo Brazil Import Importação e Distribuição de Produtos Médicos Hospitalares Ltda.
Avenida Francisco Matarazzo, 1.752, Salas 502/503, Água Branca, São Paulo-SP,
CEP - 05001-200
CNPJ: 04.967.408/0001-98
e-mail: brazilvigilance@ul.com

Manufacturer
Hyland Software, Inc.
12919 Earhart Ave
Auburn, CA 95602 USA

Support
Telephone: 1-844-535-1404
Web: https://community.hyland.com

Software Version
Video Touch 4K 3.0 and earlier
MDR Video Touch 1.32 and earlier

General warnings and precautions

To ensure patient safety and adhere to HIPAA Privacy Rule involving patient health information, the Healthcare provider shall assign a unique Accession Number and Medical Record Number (MRN) to identify individual patient's health record affiliated with the patient to prevent erroneous medical data and duplicate identification with other patients.

There is no impact to patient population, body part or tissue contact with MDR Video Touch and Video Touch 4K; it does not have any applied parts.

Disconnection of the power cord is needed to electrically isolate the unite from the supply mains, the unit should not be installed in such a way as to make that difficult.

Symbols glossary

ISO - 15223-1 - Medical devices - Symbols to be used with medical device labels, labeling, and information to be supplied.

3082 - Manufacturer: Indicates the medical device manufacturer.

ISO - 15223-1 - Medical devices - Symbols to be used with medical device labels, labeling, and information to be supplied.

Authorized representative in European Community: Indicates the authorized representative in the European union. Symbol is accompanied by the name and address of the authorized representative adjacent to the symbol.

ISO - 15223-1 - Medical devices - Symbols to be used with medical device labels, labeling, and information to be supplied.

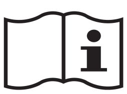
2497 - Date of Manufacture: Indicates the date when the medical device was manufactured.

ISO - 15223-1 - Medical devices - Symbols to be used with medical device labels, labeling, and information to be supplied.

2493 - Catalog number: Indicates the manufacturer's catalog number so the medical device can be identified.

ISO - 15223-1 - Medical devices - Symbols to be used with medical device labels, labeling, and information to be supplied.

2498 - Serial number: Indicates the manufacturer's serial number so that a specific medical device can be identified.



ISO - 15223-1 - Medical devices - Symbols to be used with medical device labels, labeling, and information to be supplied.

1641 - Consult instructions for use: Indicates the need for the user to consult the instructions for use.

ISO - 15223-1 - Medical devices - Symbols to be used with medical device labels, labeling, and information to be supplied.

0434A - Caution: Indicates the need for the user to consult the instructions for use for important information such as warnings and cautions.

ISO - 15223-1 - Medical devices - Symbols to be used with medical device labels, labeling, and information to be supplied.

2610 - Patient number: Indicates a unique number associated with an individual patient.

Quantity: Indicates the number of units.

Directive 2012/19/EU on waste electrical and electronic equipment (WEEE).

ISO/DIS ISO 15223-1 - Medical devices - Symbols to be applied to be used with medical device labels, and information to be supplied.

Indicates the item is a medical device.

Front panel. Power status light indicator.

Green light - power on.

Front panel. SSD activity indicator.

Blinking light - active state.

Table of Contents

2023 Hyland Software, Inc.

2023 Hyland Software, Inc.

2023 Hyland Software, Inc.

General upkeep

You can occasionally clean the outside of the Video Touch 4K and MDR Video Touch as required. Turn off the power to the Video Touch 4K and MDR Video Touch before you clean it. Gently wipe the outside of the unit with a soft lint-free cloth. You can moisten the cloth with an alcohol solution or commercially available disinfectants such as Envirocide, Cavicide, or a 10% bleach solution.

The Video Touch 4K and MDR Video Touch contain no user serviceable components.

The Video Touch 4K and MDR Video Touch require no periodic maintenance.

Note:
Always follow the manufacturer's recommended safety instructions when using commercial disinfectants.

Note:
Be certain to avoid solvent type cleaners, as these chemicals can cause deterioration which may cause a safety hazard.

Warning, precautions and contraindications

Refer servicing to the manufacturer's qualified service personnel.

Danger

Do not operate the Video Touch 4K and MDR Video Touch in the presence of flammable gases or anesthetics. Explosion can result.

Warning

Shock hazards may exist if this system is not properly grounded. In North America, always use the cord supplied with the unit and connect to 115 V only.

Do not touch the Video Touch 4K and MDR Video Touch connector and patient simultaneously.

The Video Touch 4K and MDR Video Touch is intended for indoor use only.

Always disconnect the Video Touch 4K and MDR Video Touch from the power source prior to cleaning the unit.

Disconnection of the power cord is needed to electrically isolate the unit from the supply mains; the unit should not be installed in such a way as to make that difficult.

2023 Hyland Software, Inc.

For more information, refer to the following documents:

- Video Touch 4K and MDR Video Touch Installation Guide PG11024
- Video Touch 4K and MDR Video Touch Technical Specification PG11026

Operator training is available. Contact Hyland for more information.

Caution

Do not remove the protective covers on the Video Touch 4K and MDR Video Touch. Cabinet covers must be in place while the unit is in use. All internal adjustments and replacements must be made by a qualified electronic technician.

User access and security

For additional details on security consult, Hyland Video Touch 4K and MDR-Video Touch Technical Specification (eIFU) located at https://community.hyland.com/support.

Report any malfunction or security risks such as unauthorized access, modification, interference, and adverse and security incidents that occur in relation to MDR Video Touch or Video Touch 4K to PACSGear Enterprise Technical Support @community.hyland.com.

Connections

External connection with other peripherals must follow the requirements of clause 16 of IEC 60601. Network connections must comply with IEEE 802.3 or IEEE 802.11. Non-compliant connections may result in shock hazard or data loss. Refer to the DICOM Conformance Statement for network peer connection technical details.

Connection of MDR Video Touch by network/data coupling to other equipment:

- Connection of the MDR Video Touch to a network/data coupling that includes other equipment could result in previously unidentified risks to patients, operators or third parties.
- The responsible organization should identify, analyze, evaluate and control these risks.
- Subsequent changes to the network/data coupling could introduce new risks and require additional analysis.
- Changes to the network/data coupling include:
  - changes in network/data coupling configuration
  - connection of additional items to the network/data coupling
  - disconnecting items from the network/data coupling
  - update of equipment connected to the network/data coupling
  - upgrade of equipment connected to the network/data coupling

EMC interference

2023 Hyland Software, Inc.

This equipment may be affected by electromagnetic interference. Should interference occur, determine which equipment is causing the interference; this can be done by turning the suspected equipment off. Once the source of EMC interference has been found, try correcting the interference by completing one or more of the following actions:

- Increase the separation between the equipment and the source of interference.
- Connect the equipment into an outlet on a circuit different from that of the interference source.
- Consult the service department or qualified technician.

Disposal

Disposal of this product shall be in accordance with all applicable laws and regulations in effect at the locality of the time of disposal.

Follow your local IT Department guidance on safe disposal of software to comply with FDA HIPAA, EU GDPR privacy and security requirements in connection with personal and health-related data and other applicable local governmental standards and regulations.

What are the Video Touch 4K and MDR Video Touch?

The Video Touch 4K and MDR Video Touch are the hardware devices that captures and sends high-resolution images and video from a wide range of modalities to PACS/VNA.They provide image and video capture and transfer at the point of care without the need for a workstation.

The Video Touch 4K and MDR Video Touch software are functionally the same, even though they have different hardware. When Video Touch 4K is specified, it may be assumed that this also applies to MDR Video Touch, unless it specifies that it apply to only one product.

The Video Touch 4K and MDR Video Touch have a built-in server that handles security, configuration, and the flow of data between the modalities and destination DICOM systems. However, the Video Touch 4K and MDR Video Touch can also connect to an external instance of PACSGear Enterprise Server to handle these functions.

To configure PACSGear Enterprise Server settings, administrators can use a browser-based interface called Core Server Console (CS Console). You can launch CS Console from a PC or within the Video Touch 4K and MDR Video Touch.

Indications for use

The Video Touch 4K and MDR Video Touch are intended to be used by authorized staff to perform various operations on imaging studies before they are made available to other locations in the network. These operations include capturing images, capturing video, and assigning or confirming patient demographics. The Video Touch 4K and MDR Video Touch are not labeled for diagnostic use.

Work with the MDR Video Touch

Start the Video Touch 4k or MDR Video Touch

To start the Video Touch 4K or MDR Video Touch, complete the following steps.

- On the lower left back of the Video Touch 4K or MDR Video Touch, press and hold the On/Off button until the machine initializes and displays either the login or patient information screen depending on the user access settings.

2023 Hyland Software, Inc.

Shutdown the Video Touch 4k or MDR Video Touch

To shutdown the Video Touch 4K or MDR Video Touch, complete the following steps.

Note:
Do not shut down the Video Touch 4K or MDR Video Touch until all jobs have been sent to their destinations. If there are still pending jobs on shutdown, the Video Touch 4K or MDR Video Touch will attempt to send them when it is re-started.

- On the lower left back of the Video Touch 4K or MDR Video Touch, press and hold the On/Off button until the machine shuts down.

Find a patient record

To find a patient record, complete the following steps.

1. On the patient information screen, type all or part of the last name or the complete MRN to use as a search criterion. For example, in the **Last name** box, type `c` to query patients whose last names begin with the letter c.

   Note: You can enter additional information to narrow your search results. To find the last-opened patient, tap **Last**.

2. Tap **Look Up**.
3. In the results list, tap a patient record to view studies, tap a study, and then tap **Select**.

Create a patient record

If there is no record for your patient in a configured source, you can create one. To create a patient record, complete the following steps.

1. On the patient information screen, in the **MRN** box, type the medical record number of the patient.

   Note: When creating a patient, the MRN is the only required field.

2. Optional. Enter additional information in the available fields.
3. Tap **Start Exam**.

Result PACSGear Enterprise Server creates the record on the destination device after you complete the exam.

Capture and send an image

The Video Touch 4K and MDR Video Touch can capture an image and send it to a destination. To capture and send an image, complete the following steps.

1. Find or create a patient record and tap **Start Exam**.
2. On the Record screen, tap **Capture Frame**.

   Note: You can capture multiple images by tapping **Capture Frame** again.

3. Tap **End Capture and Send** and tap **Yes**.

2023 Hyland Software, Inc.

Capture and send a video

The Video Touch 4K and MDR Video Touch can capture video from a variety of modalities. To capture and send a video, complete the following steps.

1. Find or create a patient record and tap **Start Exam**.
2. On the image preview screen, tap **Record**.
3. When you are finished recording, tap **Stop**.

> **Note:** You can capture multiple videos by tapping **Record and Stop** again.

4. When you are done capturing videos, tap **End Capture and Send** and tap **Yes**.

Add a marker to an image and send

After capturing an image, you can perform basic edits before sending. To add a marker to an image, complete the following steps.

1. Capture an image and tap **End Capture and Edit**.
2. On the edit screen, tap **Edit Image**.
3. Tap **Mark**.
4. In the right pane, tap a marker and tap the image where you want to place the marker.
5. Tap **Done**.

> **Note:** You can undo all unsaved edits by tapping the **Undo All** button.

6. Tap **Save and Close** and tap **Yes**.
7. To send the image, tap **Send**.

> **Note:** To return to the capture screen, tap **Resume Exam**.

Crop and send an image

After capturing an image, you can perform basic edits before sending. To crop and send an image, complete the following steps.

1. Capture an image and tap **End Capture and Edit**.
2. On the edit screen, tap **Edit Image** and tap **Crop**.

> **Note:** You can undo all unsaved edits by tapping the **Undo All** button.

3. Tap **Save and Close** and tap **Yes**.
4. To send the image, tap **Send**.

> **Note:** To return to the capture screen, tap **Resume Exam**.

Rotate, flip, and send an image

After capturing an image, you can perform basic edits before sending. To rotate, flip, and send an image, complete the following steps.

1. Capture an image and tap **End Capture and Edit**.

2023 Hyland Software, Inc.

2. On the edit screen, tap **Edit Image**.
3. Tap **Rotate**.
4. In the right pane, tap a button to rotate the image 90 or -90 degrees, or to flip the image vertically or horizontally.
5. Tap **Done**.

   Note: You can undo all unsaved edits by tapping the **Undo All** button.

6. Tap **Save and Close** and tap **Yes**.
7. To send the image, tap **Send**.

   Note: To return to the capture screen, tap **Resume Exam**.

Add a label to an image and send

After capturing an image, you can perform basic edits before sending. To add a label to an image and send, complete the following steps.

1. Capture an image and tap **End Capture and Edit**.
2. On the edit screen, tap **Edit Image**.
3. Tap **Label**, type a label for the image, and then tap **OK**.
4. Drag the label from the top of the screen onto the image where you want the label to appear and tap **Done**.

   Note: You can undo all unsaved edits by tapping the **Undo All** button.

5. Tap **Save and Close** and tap **Yes**.
6. To send the image, tap **Send**.

   Note: To return to the capture screen, tap **Resume Exam**.

Add a preloaded label to an image

To add a preloaded label to an image, complete the following steps.

Note:
You can configure label lists by updating the **labels.txt** configuration file located in the *D:\PACSGear\MDR\config* folder. Open the file in a text editor, edit, add or delete the appropriate label names, and then save and close the file.

1. Capture an image and tap **End Capture and Edit**.
2. On the edit screen, tap **Edit Image**.
3. Tap **Preloaded**, select a label name, and then tap **OK**.
4. Drag the label from the top of the screen onto the image where you want the label to appear and tap **Done**.

2023 Hyland Software, Inc.

Manage hardware settings

Configure a trigger event

You can configure which event occurs when you engage a trigger. To configure a trigger event, complete the following steps.

1. On the patient information screen, tap **Settings**.
2. On the settings screen, under **Hardware**, tap **Trigger Events**.
3. On the **Trigger Events** screen, tap the list of the trigger that you want to configure.
4. In the list of events, select an event and tap **OK**.
5. Tap **Save** and tap **Yes**.

Configure video settings

The Video Touch 4K and MDR Video Touch detects connected video devices, and can automatically configure some video settings. To configure video settings manually, complete the following steps.

1. On the patient information screen, tap **Settings**.
2. On the settings screen, under **Hardware**, tap **Video**.
3. To configure the **Max. Frame Rate**, **Codec**, or **Bit Rate**, tap the corresponding list, select a value, and then tap **OK**.
4. To automatically overlay patient information on images, select the **Patient Demographic Overlay** check box.
5. To automatically crop videos, select the **Autocrop Frames** check box.
6. Tap **Crop Boundary**, enter coordinates, and then tap **OK**.
7. Tap **Save** and tap **Yes**.

Configure audio settings

The Video Touch 4K and MDR Video Touch detects connected audio devices, and can automatically configure some audio settings. To configure audio settings manually, complete the following steps.

1. On the patient information screen, tap **Settings** and tap **Audio**.
2. To configure audio settings, complete one or more of the following actions.
   - To enable recording, select the **Record audio** check box.
   - To select an audio device, tap the **Device** list, select a device, and then tap **OK**.
   - To adjust the recording level, under **Recording Level**, tap the left and right arrows.
   - To record in stereo, select the **Stereo** check box.
   - To adjust the bit rate, tap the **Bit Rate** list, select a bit rate, and then tap **OK**.
3. Tap **Save** and tap **Yes**.

Adjust the system volume

You can adjust the volume of the MDR Video Touch speakers. To adjust the system volume, complete the following steps.

1. On the patient information screen, tap **Settings**.
2. On the settings screen, under **Hardware**, tap **System Volume**.
3. To adjust the volume, tap the up and down arrow buttons.

2023 Hyland Software, Inc.

4. Optional. To mute audio, tap the speaker button.
5. Tap **Close**.

Manage connection settings

Change the current department

An administrator pre-configures query, destination, and other settings for deployed Video Touch 4K and MDR Video Touch units by department. To change the current department and optionally edit department settings for your Video Touch 4K and MDR Video Touch, complete the following steps.

1. On the patient information screen, tap **Settings**.
2. On the settings screen, under **Connections**, tap **Departments**.
3. Tap the **Department** list, select a department, and then tap **OK**.
4. Optional. To edit the settings associated with the department that you selected, complete the following substeps.
    1. Tap the **Lookup** list, select a source to use for patient queries, and then tap **OK**.
    2. Tap the **Destination** list, select a PACS, VNA, or other destination device, and then tap **OK**.
    3. Tap the **Modality** list, select a default modality, and then tap **OK**.

       Note: You can also change the modality on the patient information screen during the exam.

    4. In the **Station name** box, type a unique name for your Video Touch 4K and MDR Video Touch.
    5. Tap **Save** and tap **Yes**.

Open CS Console

CS Console is the web interface with which you can modify settings on PACSGear Enterprise Server. To open CS Console from the Video Touch 4K and MDR Video Touch, complete the following steps.

1. On the patient information screen, tap **Settings**.
2. On the settings screen, under **Connections**, tap **Server Config**.

Change connection settings

The Video Touch 4K and MDR Video Touch connects to PACSGear Enterprise Server through your network. To change settings related to this connection, complete the following steps.

1. On the patient information screen, tap **Settings**.
2. On the settings screen, under **Connections**, tap **General**.
3. On the **General Settings** screen, under **PACSGear Enterprise Server**, type the address of your server.
4. To test the connection to the server, tap **Test Connection**.

   Note: If the test is unsuccessful, contact your network administrator.

5. Optional. To edit other server options, complete the following substeps.
    1. To enable remote configuration of your Video Touch 4K and MDR Video Touch, select the **Allow remote config via HTTP** check box.
    2. To apply study descriptions from a worklist to patient records that you find, select the **Use study descriptions from worklist** check box and tap **Refresh Worklist**.

2023 Hyland Software, Inc.

3. If you want the Video Touch 4K and MDR Video Touch to fill in your login credentials the next time you log in, select the **Remember me** check box.

Change language settings

You can change the language of the user interface and keyboard, and the date format. To change language settings, complete the following steps.

1. On the patient information page, tap **Settings**.
2. On the settings page, tap **General**.
3. On the **General Settings** page, tap **Localization**.
4. Select the **Language**, **Keyboard**, or **Date Format** list, select a language or format, and then click **OK**.
5. Tap **Save**.

Manage jobs in the MDR Video Touch

What is a job?

A job is a collection of information about a send operation that the Video Touch 4K and MDR Video Touch creates when you send data to a destination. This information includes who sent the data, when, and from where. It also includes the job status, which is the result of the send operation. You can view job history or details, resend a failed job, and cancel a send job while in progress.

View a job

You can view details about a completed or failed job. To view a job, complete the following steps.

1. On the patient information screen, tap **Settings**.
2. On the settings screen, under **MDR**, tap **Job Status**.
3. In the list of jobs, tap a job and tap **Details**.

Cancel a job

You can cancel a failed job or a job in progress. To cancel a job, complete the following steps.

1. On the patient information screen, tap **Settings**.
2. On the settings screen, under **MDR**, tap **Job Status**.
3. In the list of jobs, select a job and tap **Delete**.

Resend a job

You can attempt to resend a failed job. To resend a job, complete the following steps.

1. On the patient information screen, tap **Settings**.
2. On the settings screen, under **MDR**, tap **Job Status**.
3. In the list of jobs, select a job and tap **Resend**.

2023 Hyland Software, Inc.

Manage Wi-Fi connection

Configure Wi-Fi connection settings

To configure the Wi-Fi connections, complete the following steps.

Prerequisite

Attach the Wi-Fi antennas, keyboard and mouse.

1. To log into MDR, complete the following substeps.
    1. In the **Login** and **Password** fields, enter your login credentials.
    2. From the **Domain** list, select the appropriate domain.
    3. Click **Login**.
2. In the **Patient Demographic** window, click **Settings**.
3. In the **Settings** dialog box, under **MDR**, click **Networks**.
4. In the **Network Connections** dialog box, complete the following substeps.
    1. Double-click **Wi-Fi Network**.
    2. From the **Wi-Fi Network** list, select the appropriate network and then click **Connect**.
    3. Enter the network security key and then click **Next**.
    4. Verify the system establishes a connection to the Wi-Fi.
    5. Close the **Network Connections** dialog box and then click **Yes** to confirm the changes. The system displays the **Patient Demographics** window again.
5. Press the **Windows** key on your keyboard, click **Power** and then **Restart**. The system reboots the Video Touch 4K twice. Do not press any keys during this process. Once complete, the system displays the **Patient Demographics** window and re-establishes a connection to the Wi-Fi.

PACSGear Enterprise Server 4.2 and earlier

Manage connection settings

About managing connection settings

Since Hyland client products work in conjunction with other DICOM devices over a network, it is necessary to configure connection settings for those clients. You can manage the following four categories of connection settings.

Destinations

A destination is a user-specified set of DICOM, HL7, XDS, or other device configurations. By creating a destination, you can send studies or HL7 messages to multiple devices at once. Destinations are optional.

Query sources

A query source is a DICOM worklist server, archive, or other source that can respond to patient queries. To query patient studies by using a client, you must configure at least one query source. For information on the query sources available at your institution, contact your PACS administrator.

2023 Hyland Software, Inc.

Devices

A device is an HL7 server, DICOM archive, XDS repository, or other system to which you can send HL7 messages, DICOM images, or media and metadata for processing or storage. To send images by using a client, you must configure at least one device. For information on the devices available at your institution, contact your PACS administrator.

DICOM Trace

DICOM Trace is a function that captures raw event data flowing between DICOM devices and PACSgear Enterprise This data is useful for server diagnostics. For DICOM trace data to be available to view, you must enable the function prior to any server activity.

Add a destination

To add a destination, complete the following steps.

1. In CS Console, on the **Settings** menu, tap **Connections**.
2. On the **Connection Settings** page, on the **Destinations** tab, tap **Add**.
3. In the **Add/Edit Destination** dialog box, complete the following substeps.
   1. In the **Name** box, type a name for the destination.
   2. Optional. In the **Description** box, type a description of up to 65 characters to appear at the bottom of the image.

      Note: A description can help you remember the purpose of each destination, especially if there are a large number of destinations.

   3. In the list of devices, select one or more check boxes corresponding to the devices that you want to include in the destination.
4. Tap **Save**.

Edit a destination

To edit an existing destination setting, complete the following steps.

1. In CS Console, on the **Settings** menu, tap **Connections**.
2. On the **Connection Settings** page, select the **Destinations** tab.
3. In the list of destinations, tap the name of the destination.

   Note: If the destination that you want to edit does not appear on the first page of the list, tap the navigation buttons at the bottom of the list or type all or a portion of the destination name in the **Search** box.

4. In the **Add/Edit Destination** dialog box, edit the information as needed and tap **Save**.

Add a query source

To add a query source, complete the following steps.

1. In CS Console, on the **Settings** menu, tap **Connections**.
2. On the **Connection Settings** page, on the **Query Sources** tab, tap **Add**.
3. In the **Add/Edit Query Source** dialog box, complete the following substeps.

2023 Hyland Software, Inc.

1. In the **Protocol** list, select the protocol of the query source.
2. In the **Name**, **AE title**, **IP address**, and **Port** boxes, type or select information for the query source.
3. To select how you want the MDR Video Touch to handle the study UID, in the **Study UID** list, select an option.
4. To limit the number of query results that the source returns, in the **Date range** list, select an option.
5. To enable querying of post-dated studies, select the **Include future dates** check box.
6. To test whether the console can connect to your query source, tap **Test**.

   Note: If the test is unsuccessful, confirm that you entered the correct settings, or contact your PACS administrator.

4. Tap **Save**.

Edit a query source

To edit a query source, complete the following steps.

1. In CS Console, on the **Settings** menu, tap **Connections**.
2. On the **Connection Settings** page, select the **Query Sources** tab.
3. In the list of query sources, tap the name of the query source.

   Note: If the query source that you want to edit does not appear on the first page of the list, tap the navigation buttons at the bottom of the list, or type all or a portion of the query source information in the **Search** box.

4. In the **Add/Edit Query Source** dialog box, edit the information as needed and tap **Save**.

Add a device

To add a device, complete the following steps.

1. In CS Console, on the **Settings** menu, tap **Connections**.
2. On the **Connection Settings** page, on the **Devices** tab, tap **Add**.
3. In the **Add/Edit Device** dialog box, in the **Device Type** list, select the type of device and enter device-specific settings.
4. To test whether the console can connect to your device, tap **Test**.

   Note: This is only for DICOM devices. If the test fails, confirm that you entered the correct settings, or contact your PACS administrator.

5. Tap **Save**.

Edit a device

To edit an existing device, complete the following steps.

1. In CS Console, on the **Settings** menu, tap **Connections**.
2. On the **Connection Settings** page, select the **Devices** tab.
3. In the list of devices, tap the name of the device.

2023 Hyland Software, Inc.

> **Note:** If the device that you want to edit does not appear on the first page of the list, tap the navigation buttons at the bottom of the list or type all or a portion of the device information in the **Search** box.

4. In the **Add/Edit Device** dialog box, edit the information as needed and tap **Save**.

Manage a department

What is a department?

A department is a saved configuration that makes it easy to configure clients of PACSGear Enterprise Server for use in specific departments at a healthcare institution. A department includes settings for application entity (AE) title, modality, query sources, destinations, and series descriptions. You must configure any destinations and query sources that you want to use before configuring departments (see Manage connection settings).

All clients use the default department General unless you specify otherwise. You must add at least one department in CS Console before you can change the default or current department. If you change the current department while a task is in progress, the client discards all current images and data.

Add a department

To add a new department, complete the following steps.

1. In CS Console, on the **Settings** menu, tap **Departments**.
2. On the **Departments** page, tap **Add**.
3. Optional. To make this department the default department, in the **Add/Edit Department** dialog box, select the **Default** check box.
4. In the **Name** box, type a name for the department.
5. Optional. In the **AE title** box, type an AE title to use when you select the department.
6. Optional. In the **Modality** list, select the modality to use when you select the department.

> **Note:** If you select None, the MDR Video Touch uses the modality that you select in the connection settings.

7. On the **Destinations** and **Query Sources** tabs, select the check boxes corresponding to the destinations and query sources that you want to use with the department.
8. On the **Series** tab, tap **Add**, type a description, and then tap **Save**.

> **Note:** You can repeat this step to add additional descriptions. The descriptions that you enter here are available to add to studies on the Video Touch 4K and MDR Video Touch.

9. In the **Add/Edit Department** dialog box, tap **Save**.

Edit a department

To edit an existing department, complete the following steps.

1. In CS Console, on the **Settings** menu, tap **Departments**.
2. On the **Departments** page, tap the name of the department.
3. In the **Add/Edit Department** dialog box, change the settings as needed.
4. Tap **Save**.

2023 Hyland Software, Inc.

Change the default department

To change the default department, complete the following steps.

1. In CS Console, on the **Settings** menu, tap **Departments**.
2. On the **Departments** page, in the list of departments, select the check box in the **Default** column corresponding to the department that you want to be the default.

Manage user access

About managing user access

To manage access to PACSgear Enterprise and its clients, you can add users and assign access rights to authorized users.

You can configure local users and domain users from one or more domains. PACSgear Enterprise verifies local users based on the settings that you specify in this section.Your domain directory server verifies domain users.

Configure an LDAP/Active Directory server

To configure an LDAP/Active Directory server, complete the following steps.

1. In CS Console, on the **Settings** menu, tap **Users**.
2. Under **Restrict access permissions to**, tap **LDAP Users**.
3. In the **Server** and **Domain** boxes, type the address and domain of the LDAP/Active Directory Server.
4. Tap **Test**.

> **Note:** If the test fails, confirm that your settings are correct, or contact your network administrator. You cannot save the LDAP settings until the test succeeds, and you add at least one LDAP user to the list.

5. Tap **Save**.

Assign access permissions

To assign access permissions by verification type, complete the following steps.

1. In CS Console, on the **Settings** menu, tap **Users**.
2. Under **Restrict access permissions to**, tap **Local Users** or **LDAP Users**.
3. Tap **Save**.

Add a local user

You can add local users and assign them administrative rights. Administrators can edit many CS Console settings in the left pane that normal users cannot. To add a local user, complete the following steps.

1. In CS Console, on the **Settings** menu, tap **Users**.
2. Under **Restrict access permissions to**, tap **Local Users**.
3. At the bottom of the page, tap **Add**.
4. In the **Add/Edit User** dialog box, type a user name and password.
5. Optional. To assign administrative rights to the user, select the **Administrator** check box.
6. Tap **Save**.

2023 Hyland Software, Inc.

Add an LDAP user

When you enable LDAP, any user on the LDAP server can log in to the Video Touch 4K and MDR Video Touch with limited rights. However, if you want a user to have administrative rights, you must add them as an LDAP user in PACSGear Enterprise Server. To add an LDAP user, complete the following steps.

1. In CS Console, on the **Settings** menu, tap **Users**.
2. Under **Restrict access permissions to**, tap **LDAP Users**.
3. At the bottom of the page, tap **Add**.
4. In the **Add/Edit User** dialog box, type a user name that you already configured on your LDAP/Active Directory server.
5. Tap **Save**.

Edit a user

To edit an existing user, complete the following steps.

1. In CS Console, on the **Settings** menu, tap **Users**.
2. Under **Restrict access permissions to**, tap the button corresponding to the type of user that you want to edit (**Local Users** or **LDAP Users**) and tap a user name.

   Note: If the user that you want to edit does not appear on the first page of the list, tap the navigation buttons at the bottom of the list or type all or a portion of the user information in the **Search** box.

3. In the **Add/Edit User** dialog box, edit the user settings as needed and tap **Save**.

Manage jobs

View a job

To view a job in CS Console, complete the following step.

1. In CS Console, on the **Logs** menu, tap **Jobs**.

   Note: If the job that you want does not appear on the first page of the list, tap the navigation buttons at the bottom of the list or type all or a portion of the job information in the **Search** box.

Cancel a job

To cancel a job in CS Console, complete the following steps.

1. In CS Console, on the **Logs** menu, tap **Jobs**.
2. Select the job and tap **Cancel**.

   Note: If the job that you want does not appear on the first page of the list, tap the navigation buttons at the bottom of the list or type all or a portion of the job information in the **Search** box.

Restart a job

To restart a job in CS Console, complete the following steps.

1. On the **Logs** menu, tap **Jobs**.
2. Select the job and tap **Retry**.

2023 Hyland Software, Inc.

Note: If the job that you want does not appear on the first page of the list, tap the navigation buttons at the bottom of the list or type all or a portion of the job information in the **Search** box.

Manage other server settings

Edit a server setting

To edit a server setting, complete the following steps.

1. In CS Console, on the **Settings** menu, tap **Server**.
2. On the **Server Settings** page, tap **Edit**.
3. Complete one or more of the following options.
   - To turn off recording of server logs, clear the **Enable debug** check box.
   - In the **Session timeout** box, type the number of minutes until the connection to the server times out if a mobile device remains inactive.
   - In the **Max. retries** box, type the maximum number of times that the server attempts to reconnect after a lost connection.
   - In the **Retry intervals** box, type the number of seconds between attempts to reconnect.
4. Tap **Save**.

Edit a default setting

Defaults are optional site information and settings that the server automatically includes with studies as DICOM metadata. To edit a default setting, complete the following steps.

1. In CS Console, on the **Settings** menu, tap **Defaults**.
2. On the **Defaults** page, tap **Edit**.
3. Complete one or more of the following options.
   - In the **Manufacture** box, type the manufacturer of the sending device. The default value is `HYLAND`.
   - In the **Institution** box, type the name of your institution.
   - In the **Secondary capture model** box, type the model of the sending device.
   - In the **Serial number** box, type the serial number of the sending device.
   - In the **Software version** box, type the version number of the secondary capture model.
   - In the **Modality** list, select a default modality according to how you want systems that open images to process them.
4. Tap **Save**.

View an audit log

When you enable auditing, you can view audit logs showing user and device access to the server. To view an audit log, complete the following steps.

1. In CS Console, on the **Logs** menu, tap **Audit**.

   Note: If the log entry that you want is not on the first page of the list, tap the navigation buttons at the bottom of the list or type all or a portion of the log entry in the **Search** box.

2. To display study details, tap the plus sign (+) next to the log entry that you want to view.

2023 Hyland Software, Inc.

View server log

If you selected the Enable debug check box in the server settings, you can view server logs containing server-specific events such as errors and changes in connection statuses. To view a server log, complete the following step.

1. In CS Console, on the **Logs** menu, tap **Server**.

> **Note:** If the log entry that you want is not on the first page of the list, tap the navigation buttons at the bottom of the list or type all or a portion of the log entry in the **Search** box.

Manage DICOM Trace

DICOM Trace

DICOM Trace is a function that captures raw event data flowing between DICOM devices and PACSGear Enterprise Server. This data is useful for server diagnostics. For DICOM trace data to be available to view, you must enable the function prior to any server activity.

Enable DICOM Trace

To enable DICOM Trace, complete the following steps.

1. In CS Console, on the **Settings** menu, tap **Connections**.
2. Under **AE Title**, select the **Enable trace** check box.
3. Tap **Save**.

View DICOM Trace

To view DICOM trace data, complete the following step.

1. In CS Console, on the **Tools** menu, tap **DICOM Trace**.

PACSGear Enterprise Server 5.0 and later

Manage a department

Add a department

To add a new department, complete the following steps.

1. On the **Settings** menu, select **Departments**.
2. On the **Departments** page, click **Add**. The system displays the **Add/Edit Department** dialog box.
3. Optional. To make this department the default department, select **Default**.
4. In the **Name** box, enter a name for the department.
5. Optional. In the **AE title** box, enter an AE title to use when you select the department.
6. Optional. In the **Modality** list, select the modality to use when you select the department.

> **Note:** If you select **None**, you can specify a modality on the client.

7. On the **Destinations** tab, select the destinations that you want to use in the department.
8. On the **XDS** tab, configure the necessary settings. Contact your XDS administrator to determine the required configurations.

9. On the **Lookup Sources** tab, select the lookup sources that you want to use in the department.
10. On the **Client** tab, select the clients that you want to have access to the department and adjust the client settings as needed.
11. On the **Series** tab, click **Add**, type a description, and then click **Save**.

    Note: You can repeat this step to add additional descriptions. The descriptions that you enter here are available to add to studies on the client.

12. On the **Web Forms** tab, select the forms you want accessible to this department.
13. In the **Add/Edit Department** dialog box, click **Save**.

Edit a department

To edit an existing department, complete the following steps.

1. On the **Settings** menu, select **Departments**.
2. On the **Departments** page, click the name of the department.
3. In the **Add/Edit Department** dialog box, change the settings as needed. For more information on these settings, refer to the *Add a department* topic.
4. Click **Save**.

Delete a department

To delete an existing department, complete the following steps.

1. On the **Settings** menu, select **Departments**.
2. On the **Departments** page, click the name of the department you want to delete.
3. Click **Delete**.

Change the default department

To change the default department, complete the following steps.

1. On the **Settings** menu, select **Departments**.
2. On the **Departments** page, in the list of departments, select the appropriate department.
3. Click **Edit**.
4. In the **Add/Edit Department** dialog box, select **Default**.
5. Click **Save**.

Manage user access

Domain users

Add a domain user

To add a domain user, complete the following steps.

1. On the **Settings** menu, select **User Management** and then click the **Domain Users** tab.
2. Click **New**.
3. In the **Domain User** dialog box, complete the following substeps.
    1. From the **Domain Server** list, select the server with the user you want to add.

2. Optional. Select **Everyone** if you want the **Roles** and **Departments** you select to apply to all users on the domain server.
3. In the **Username** box, enter the domain name of the user you want to add and then click **Search**.

> **Note:**
>
> You can use an asterisk (*) in place of an unknown character or set of characters in the user's username.

4. Under **Users**, select the appropriate user from the result's list.
5. Under **All Roles**, select the role you want to assign to the user and then click ⇒. The system moves the role under **Selected Roles**. Repeat this step for each role you want to assign to the user. To remove a role from the **Selected Roles** list, select the role and then click ⇐.
6. Under **Departments**, select the department you want to assign to the user and then click ⇒. The system moves the department under **Selected Departments**. Repeat this step for each department you want to assign to the user. To remove a department from the **Selected Departments** list, select the department and then click ⇐.

4. Click **Submit**.

Edit a domain user

To edit a domain user, complete the following steps.

1. On the **Settings** menu, select **User Management** and then click the **Domain Users** tab.
2. In the **Username** list, select the domain user you want to edit.

> **Note:** If the user that you want to edit does not appear on the first page of the list, click the navigation buttons at the bottom of the list or type all or a portion of the user name in the **Search** box.

3. Click **Edit**.
4. In the **Domain User** dialog box, edit the information as needed. For more information on the these settings, refer to the *Add a domain user* topic.
5. Click **Submit**.

Delete a domain user

To delete a domain user, complete the following steps.

1. On the **Settings** menu, select **User Management** and then click the **Domain Users** tab.
2. In the **Username** list, select the user you want to delete.

> **Note:** If the user that you want to delete does not appear on the first page of the list, click the navigation buttons at the bottom of the list or type all or a portion of the user name in the **Search** box.

3. Click **Delete**.
4. In the confirmation dialog box, click **Delete**.

Local users

Add a local user

To add a local user, complete the following steps.

2023 Hyland Software, Inc.

1. On the **Settings** menu, select **User Management** and then click the **Local Users** tab.
2. Click **New**.
3. In the **Local User** dialog box, complete the following substeps.
    1. In the **Username** box, enter the unique name for the user you want to add.
    2. In the **Password** box, enter a password for the user.

        Note:

        The password must meet the following requirements.

        - At least one letter
        - At least one capital letter
        - At least one number
        - At least eight characters long

    3. In the **Confirm Password** box, enter the password again to verify that it matches the password you initially entered.
    4. Under **All Roles**, select the role you want to assign to the user and then click ⇒. The system moves the role under **Selected Roles**. Repeat this step for each role you want to assign to the user. To remove a role from the **Selected Roles** list, select the role and then click ⇐.
    5. Under **Departments**, select the department you want to assign to the user and then click ⇒. The system moves the department under **Selected Departments**. Repeat this step for each department you want to assign to the user. To remove a department from the **Selected Departments** list, select the department and then click ⇐.
4. Click **Submit**.

Edit a local user

To edit a local user, complete the following steps.

1. On the **Settings** menu, select **User Management** and then click the **Local Users** tab.
2. In the **Username** list, select the user you want to edit.

    Note: If the user that you want to edit does not appear on the first page of the list, click the navigation buttons at the bottom of the list or type all or a portion of the user name in the **Search** box.

3. Click **Edit**.
4. In the **Local User** dialog box, edit the information as needed. For more information on the these settings, refer to the *Add a local user* topic.
5. Click **Submit**.

Delete a local user

To delete a local user, complete the following steps.

1. On the **Settings** menu, select **User Management** and then click the **Local Users** tab.
2. In the **Username** list, select the user you want to delete.

    Note: If the user that you want to delete does not appear on the first page of the list, click the navigation buttons at the bottom of the list or type all or a portion of the user name in the **Search** box.

2023 Hyland Software, Inc.

3. Click **Delete**.
4. In the confirmation dialog box, click **OK**.

User groups

Add a user group

To add a user group, complete the following steps.

1. On the **Settings** menu, select **User Management** and then click the **User Groups** tab.
2. Click **New**.
3. In the **Add Local Group** dialog box, enter a unique name for the group and then click **Add Options**.
4. In the **Group Options** dialog box, under **Options for:**, complete the following substeps.
    1. Under **Local Users**, select the user you want to add to the group and then click ⇒. The system moves the user under **Selected Local Users**. Repeat this step for each user you want to add. To remove a user from the **Selected Local Users** list, select the user and then click ⇐.
    2. Under **Roles**, select the roles you want to assign to this group and then click ⇒. The system moves the role under **Selected Roles**. Repeat this step for each role you want to assign to the group. To remove a role from the **Selected Roles** list, select the role and then click ⇒.
    3. Under **Departments**, select the departments you want to assign to the group and then click ⇒. The system moves the department under **Selected Departments**. Repeat this step for each department you want to assign to the group. To remove a department from the **Selected Departments** list, select the department and then click ⇒.
    4. From the **Server** list, select the server with the user you want to add.
    5. In the **Username** box, enter the name of the user you want to add and click **Search**.

        Note:
        You can use an asterisk (*) in place of an unknown character or set of characters in the user's username.

    6. Under **Domain Users**, select the user you want to add to the group and then click ⇒. The system moves the user under **Selected Domain Users**. Repeat this step for each user you want to assign to the group. To remove a user from the **Selected Domain Users** list, select the user and then click ⇒.
    7. From the **Server** list, select the server with the groups you want to add the group.
    8. In the **Group** box, enter the name of the group you want to add and click **Search**.

        You can use an asterisk (*) in place of an unknown character or set of characters in the group's name.

    9. Under **Domain Groups**, select the domain group you want to add to this group and then click ⇒. The system moves the group under **Selected Domain Groups**. Repeat this step for each group you want to assign to the group. To remove a group from the **Selected Domain Groups** list, select the user and then click ⇒.
5. Click **Submit**.

Edit a user group

To edit a user group, complete the following steps.

1. On the **Settings** menu, select **User Management** and then click the **User Groups** tab.

2. In the **User Group** list, select the group you want to edit.

> **Note:** If the user group that you want to edit does not appear on the first page of the list, click the navigation buttons at the bottom of the list or type all or a portion of the user group name in the **Search** box.

3. Click **Edit**.
4. In the **Group Options** dialog box, edit the information as needed. For more information on these settings, refer to the *Add a user group* topic.
5. Click **Submit**.

Delete a user group

To delete a user group, complete the following steps.

1. On the **Settings** menu, select **User Management** and then click the **User Groups** tab.
2. In the **Group** list, select the group you want to delete.

> **Note:** If the user group that you want to delete does not appear on the first page of the list, click the navigation buttons at the bottom of the list or type all or a portion of the user group name in the **Search** box.

3. Click **Delete**.
4. In the confirmation dialog box, click **Delete**.

Roles

Add a role

To add a role, complete the following steps.

1. On the **Settings** menu, select **User Management** and then click the **Roles** tab.
2. Click **New**.
3. In the **Role** dialog box, complete the following substeps.
   1. In the **Role Name** box, enter a unique name for the role you want to add.
   2. Under **All Permissions**, select the permissions you want to assign to the role and then click ⇒. The system moves the permission under **Selected Permissions**. Repeat this step for each permission you want to assign to the role. To remove a permission from the **Selected Permissions** list, select the permission and then click ⇐.
4. Click **Submit**.

Edit a role

To edit a role, complete the following steps.

1. On the **Settings** menu, select **User Management** and then click the **Roles** tab.
2. In the **Role** list, select the role you want to edit.

> **Note:** If the role that you want to edit does not appear on the first page of the list, click the navigation buttons at the bottom of the list or type all or a portion of the role name in the **Search** box.

3. Click **Edit**.

2023 Hyland Software, Inc.

4. In the **Role** dialog box, edit the information as needed. For more information on these settings, refer to the *Add a role* topic.
5. Click **Submit**.

Delete a role

To delete a role, complete the following steps.

1. On the **Settings** menu, select **User Management** and then click the **Roles** tab.
2. In the **Role** list, select the role you want to delete.

> **Note:** If the role that you want to delete does not appear on the first page of the list, click the navigation buttons at the bottom of the list or type all or a portion of the role name in the **Search** box.

3. Click **Delete**.
4. In the confirmation dialog box, click **Delete**.

Manage other server settings

Edit server settings

To edit server settings, complete the following steps.

1. On the **Settings** menu, select **Server** and then click the **Server** tab.
2. Configure one or more of the following settings.

Setting	Description
Enable ATNA Logging	Enables Audit Trail and Node Authentication (ATNA) logging.
Enable debug	Enables the recording of server logs.
Enable JPEG LossLess	Enables JPEG lossless compression.
Enable Trace	Enables trace logging.
Enable Multi Threaded Compression	Enables multi-threaded compression.
Force Series Selection	Forces series selection.
Trim MRN Zeros	Trims leading zeros in medical record numbers (MRN).
Use Series Description	Uses the series image when no other matching criteria that uniquely identifies the image or series exists.
Coding Scheme Designator	Specifies the coding scheme used in DICOM information interchange.
Default Domain	Specifies the default domain name used by clients.

2023 Hyland Software, Inc.

Setting	Description
TLS Certificate File	Specifies the full path to the security certificate used in securing DICOM communication.
Delete Buffer Files Mins. Old	Specifies the number of minutes that pass before the system deletes buffer files.
DICOM Folder	Specifies the file path to the temporary DICOM file storage location.
DICOM Received Timeout Seconds	Specifies the maximum number of seconds a DICOM port waits between data packets before timing out and closing the connection.
EHR Cleanup Timer	Specifies the number of minutes of inactivity before the system deletes the EHR temporary folders.
EHR Templates Path	Specifies the path of where you want the EHR templates to exist.
Image Storage SOP	Specifies the default DICOM SOP class for images the server creates and transmits. The default is 1.2.840.10008.5.1.4.1.1.7 (secondary capture).
IML History Delete Days	Specifies the number of days that Image Link history records are kept for audit purposes. The default is 7 days.
Job History File Age Hours	Specifies the number of hours that job history files are kept before being automatically deleted. The default is 12 hours
Max Query Limit	Specifies the maximum number of returned values (studies) for an Image Link query. The default is 200.
Max. retries	Specifies the maximum number of times that the server attempts to reconnect after a lost connection.
Remove Stuck Jobs Mins.	Specifies the number of minutes that a failed or stalled job remains in the active job list before it is automatically moved out of the queue. The default is 15 minutes.
Retry intervals	Specifies the number of seconds that the server waits between retries.
Series Number	Specifies the maximum series number that created studies will start will and decrement from as additional series are added to the study. The default is 999.
Session timeout	Specifies the number of minutes, between 1 and 60, until

2023 Hyland Software, Inc.

Setting	Description
	the connection to the server times out if a mobile device remains inactive.
Socket Timeout	Specifies the number of minutes, between 1 and 60, until the connection to the server times out if a mobile device remains inactive.
Video Storage SOP	Specifies the DICOM SOP class for encapsulated video files. The default is 1.2.840.10008.5.1.4.1.1.77.1.4.1 (Video Photographic Image Storage).

3. Click **Save**.

Edit default settings

To edit default settings, complete the following steps.

1. On the **Settings** menu, select **Server** and then click the **Defaults** tab.
2. Configure one or more of the following settings.

Setting	Description
Institution	Specifies the institution name, such as a hospital or department, hosting the server. This value is encoded into DICOM files created by the server.
Model	Specifies the model number of the sending device.
Serial Number	Specifies the serial number of the sending device.
Modality	Specifies the default modality according to how you want systems that open images to process them.

3. Click **Save**.

Edit additional server configuration options

To edit additional server configuration options, complete the following steps.

1. Open the `server.config` configuration file in a text editor.
2. To force images in JPEG format to BMP format, set <CONVERT_JPG_TO_BITMAP_ON_IMPORT> to `TRUE`.
3. To force images in BMP format to monochrome format, set <SEND_BITMAP_AS_MONOCHROME_DCM> to `TRUE`.
4. To update DICOM confidentiality codes for non-confidential images set <TEXT_CONF_CODE_NORMAL> to the desired value. The default is `normal`.
5. To update DICOM confidentiality codes for confidential images set <TEXT_CONF_CODE_RESTRICTED> to the desired value. The default is `restricted`.

2023 Hyland Software, Inc.

6. Save the `server.config` configuration file and close the editor.
7. Restart the service.

Manage DICOM Trace

DICOM Trace

DICOM Trace is a function that captures raw event data flowing between DICOM devices and PACSgear Enterprise This data is useful for server diagnostics. For DICOM trace data to be available to view, you must enable the function prior to any server activity.

Enable DICOM Trace

To enable DICOM Trace, complete the following steps.

1. On the **Settings** menu, select **Server** and then click the **Server** tab.
2. Select **Enable trace**.
3. Click **Save**.

View DICOM Trace

You can view DICOM Trace communications to assist in diagnosing DICOM communication issues. To view DICOM trace data, complete the following steps.

1. On the **Tools** menu, select **DICOM Trace**.
2. In the left column, under **File Name**, select the appropriate row to view raw communications sent to the server. The system displays the detailed information below.
3. In the right column, under **File Name**, select the appropriate row to view raw communications sent to DICOM devices and lookup sources. The system displays the detailed information below.

2023 Hyland Software, Inc.