

## Synapse® Mobility V8 Setup Guide for iPhone and iPad

This document provides instructions for installing the Synapse Mobility app and configuring the Apple® iPad and iPhone to connect to one or more Synapse Mobility servers.

Synapse Mobility is intended for primary diagnostic use on all modalities except mammography. Synapse Mobility is not to be used for diagnostic review of mammography images.

### To install Synapse Mobility from the iPhone App Store:

1. Tap the **App Store** icon.
2. Select **Search** from menu at bottom.
3. Enter "Synapse Mobility" in the search bar.
4. Select Synapse Mobility from the results list.
5. Tap **Free**.
6. Tap **OK**.
7. Enter iTunes account credentials if prompted.

### To install Synapse Mobility from iTunes:

1. Select **iTunes Store** from the source pane.
2. Enter "Synapse Mobility" in the search bar.
3. Select **Synapse Mobility** from the application results list.
4. Tap **Free**.
5. Tap **OK**.
6. Enter iTunes account credentials if prompted.

Note	Updates will appear in the App Store when they are available. Do not download a newer version of Synapse Mobility unless directed by your system administrator. Newer app versions may not work with older Mobility server versions.
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### Networking Information

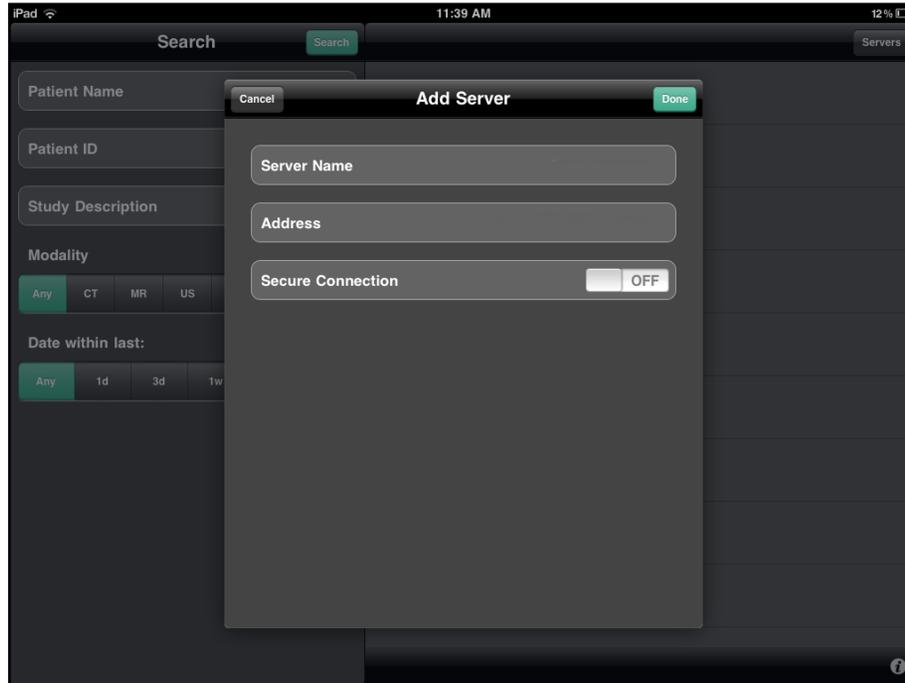
The hospital network administrator will provide site-specific networking information and user credentials:

Parameter	Site-specific Value
Server Name	
Address (URL of the Mobility Server)	
Secure Connection (ON / OFF)	
User Name	
Password	

## Launch the iPad App the first time

The Add Server form is where the network information for one or more Synapse Mobility Servers is configured.

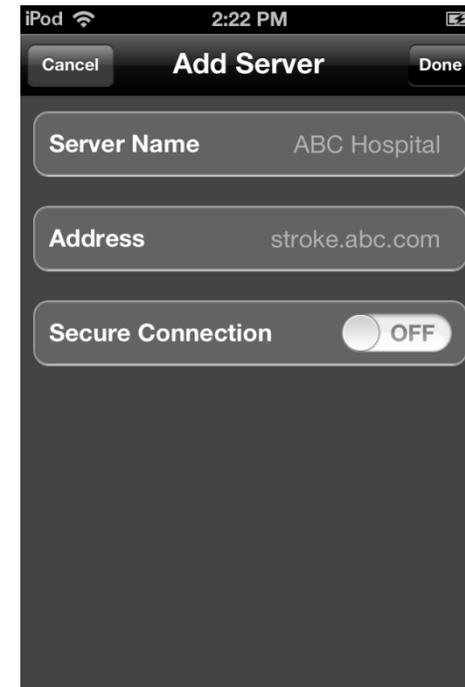
1. Transpose network information provided by the Network Administrator.
2. Specific examples for secure and standard connections are provided on the next page.
3. Tap **Done**.



## Launch the iPhone App the first time

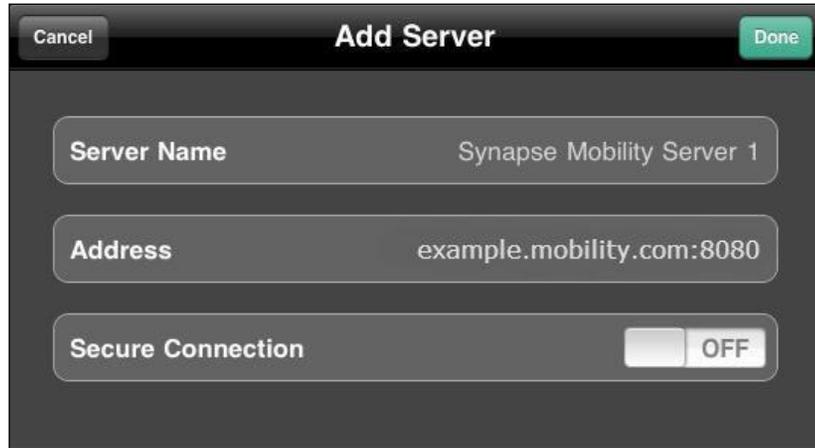
The Add Server form is where the network information for one or more Synapse Mobility Servers is configured.

1. Transpose network information provided by the Network Administrator.
2. Specific examples for secure and standard connections are provided on the next page.
3. Tap **Done**.



### Example for Mobility server with no SSL

1. The Server Name is an alias for the Synapse Mobility server. Use a name that is easily recognizable.
2. Note that the Address field entry is in the format of the site's fully qualified domain name with port 8080.
3. Secure Connection must be **OFF**.
4. If everything is entered correctly, there will be a login prompt when the Synapse Mobility app is launched.



The screenshot shows the 'Add Server' dialog box with a dark background. At the top left is a 'Cancel' button and at the top right is a 'Done' button. The dialog contains three input fields: 'Server Name' with the text 'Synapse Mobility Server 1', 'Address' with the text 'example.mobility.com:8080', and 'Secure Connection' with a toggle switch set to 'OFF'.

### Example for Mobility server with SSL

1. The Server Name is an alias for the Synapse Mobility server. Use a name that is easily recognizable.
2. Note that the Address field entry is in the format of the site's fully qualified domain name with port 8443.
3. Secure Connection must be **ON**.
4. If everything is entered correctly, there will be a login prompt when the Synapse Mobility app is launched.



The screenshot shows the 'Add Server' dialog box with a dark background. At the top left is a 'Cancel' button and at the top right is a 'Done' button. The dialog contains three input fields: 'Server Name' with the text 'Synapse Mobility Server 2', 'Address' with the text 'example.mobility.com:8443', and 'Secure Connection' with a toggle switch set to 'ON'.

## iPad App Settings

With the Synapse Mobility app installed perform the following steps:

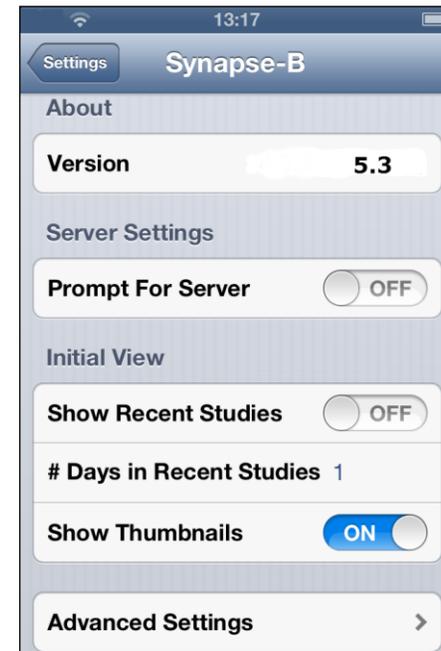
1. Tap **Settings** on the iPad.
2. The Settings form shown below will open.
3. Tap **Synapse**.
4. The **About** field shows the product version and is not adjustable.
5. Under **Server Settings**, set **Prompt for Server** OFF if the site has only one Synapse Mobility server.
6. Set **Prompt for Server** ON if there are multiple Synapse Mobility Servers covering several hospitals. When launching the app, the user will be prompted to select a server. Note that this setting is not related to the number of Synapse PACS servers.
7. **Show Recent Studies** (Default = OFF).
8. Setting **Show Recent Studies** ON will result in a query upon login for the last **Number of Days in Recent Studies**.
9. Set **Show Thumbnails** to ON or OFF to toggle the thumbnail images in the search interface (Default = ON).



## iPhone and iPod App Settings

With the Synapse Mobility app installed perform the following steps:

1. Tap **Settings** on the iPhone or iPod.
2. The Settings form shown below will open.
3. Tap **Synapse**.
4. The **About** field shows the product version and is not adjustable.
5. Under **Server Settings**, set **Prompt for Server** OFF if the site has only one Synapse Mobility server.
6. Set **Prompt for Server** ON if there are multiple Synapse Mobility Servers covering several hospitals. When launching the app, the user will be prompted to select a server. Note that this setting is not related to the number of Synapse PACS servers.
7. **Show Recent Studies** (Default = OFF).
8. Setting **Show Recent Studies** ON will result in a query upon login for the last **Number of Days in Recent Studies**.
9. Set **Show Thumbnails** to ON or OFF to toggle the thumbnail images in the search interface (Default = ON).



## Advanced Settings

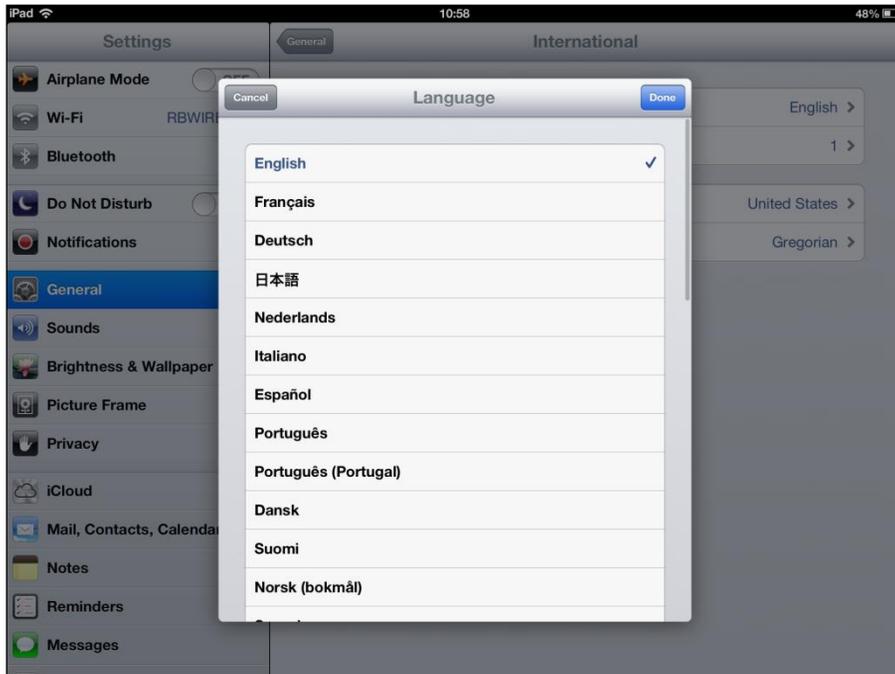
Do not adjust any of the Synapse Mobility advanced settings unless instructed by the Network Administrator.

1. **Console Log** should be configured OFF.
2. **Server Version** is not adjustable. Have the server version available when reporting any problems to your local system administrator or IT help desk.

## Language and Regional Settings

Synapse Mobility provides language support for English, French, Italian, German, Spanish, Portuguese (Brazilian), Korean, Japanese, simplified Chinese, and traditional Chinese.

Users should configure their mobile devices to achieve the applicable date and time, language, and regional formatting settings. Configurations are made under Settings > General.



## Troubleshooting Tips:

### Basic Prerequisites

The system administrator must provide networking information for the Synapse Mobility server, along with a user name and password for each user. Following installation of the Synapse Mobility App, network settings must be configured on the mobile device.

When requesting assistance with Synapse Mobility, end users should provide “Version” and “Server Version” from App Settings to the hospital IT Help Desk.

### Performance for Image Download

1. Workstation performance will be limited by the type of network access, especially for home users with Cable modem and DSL. Synapse Mobility performance will be affected by shared internet connections where other users are in the process of downloading large music or video files.
2. More bandwidth means better performance.
3. Upper left corner of iPad or iPhone shows network strength with signal bars indicator.

### Wrong WiFi Network

1. Hospitals may have multiple wireless networks. Work with the Network Administrator to ensure the wireless device is configured to attach to the appropriate WiFi network.
2. If there is poor or no 3G / 4G / 5G WiFi coverage the Synapse Mobility app will prompt to choose another wireless network.

### Can't Load Images

1. Incorrect address or port is configured for the Synapse Mobility server. Re-check the network settings provided by the Network Administrator.
2. Secure Connection is not set appropriately. ON is for SSL connections using port 8443. OFF is for standard connections using port 8080.

### Out of Date Client App

- Synapse Mobility will display compatibility warnings when client is out of date. Check the Apple App Store for an updated Synapse Mobility app.