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C360 Sync
Installation Manual

Cepheid®

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C360 Sync Installation Instructions

1 Intended Use

C360 Sync is a medical device data system (MDDS) that transmits data from Cepheid Instrument Systems to C360 cloud.

Note

C360 Analytics is a supplemental information management web application that acts as an IT application and is not to be used for diagnosis, treatment of an individual patient(s), or active patient monitoring.

2 Description

C360 Analytics Product Components

- C360 Analytics web application is a web portal that is a device-relationship management platform that helps drive the following:
  - User account and rights management
  - Data aggregation, access and trending
- C360 Sync is a software module that provides communication between the C360 Analytics and the GeneXpert system. The software resides on your GeneXpert system computer.
- C360 Analytics server is a back-end cloud database that facilitates analysis of instrument data transmitted and shared over the C360 Analytics web application.

3 About this Manual

This document provides instructions for the installation of C360 Sync software. C360 Sync is an additional software installed on the GeneXpert system. The main function of the software is to upload data from a GeneXpert system to the C360 Analytics server.

4 Installation Requirements

Verify you have the following required materials.

- Your GeneXpert system, running software version GeneXpert Dx 4.0 and later, and Xpertise released versions 6.0 and later. For questions concerning GeneXpert software versions, refer to the *GeneXpert Dx System Operator Manual* or the *GeneXpert Infinity Operator Manual*.
- The C360 Sync Installer file provided by your administrator
- A “Registration Code” provided via email by your administrator
- Confirmation by your IT support whether you need a proxy configuration (your IT support should be available, if required).

- Internet connection

5 Obtaining the C360 Sync Installer

Note

The C360 Sync Installer software can be obtained and installed either locally by the user, or remotely by IT Support or an administrator. The following steps describe a local user obtaining and then installing the C360 Sync Installer software.

1. Close all software programs currently running on the computer and power down the GeneXpert computer.
2. Turn off all GeneXpert Dx instruments connected to the computer.
3. Turn on the GeneXpert computer and enter the user name and password assigned by your system administrator.

   The default password is **cphd** and must be changed upon initial log in. After the password has been changed by the system administrator, enter the assigned password for future log ins.

Note

On the initial log in to the GeneXpert system for the Cepheid account, after entering the **cphd** password, a prompt immediately appears to change the password. Follow the on-screen instructions to change the password. Record and store the new password information in a safe place.

After the first log in to the system, there will be no additional prompts to change the password.

4. Copy the provided installer file **C360 Sync-Installer** to your desktop.

   The **C360 Sync Installer** icon appears on your desktop.

6 Installing C360 Sync

Note

The C360 Sync software runs on Windows XP, Windows 7, and Windows 10. The screens shown in this manual are from C360 Sync software running on Windows 7. Screens for C360 Sync software running on Windows XP and Windows 10 are similar.

1. Double-click the **C360 Sync Installer** icon.
2. If requested, log in using your GeneXpert administrator user name and password in the space provided.

   The license agreement window appears (see Figure 1).

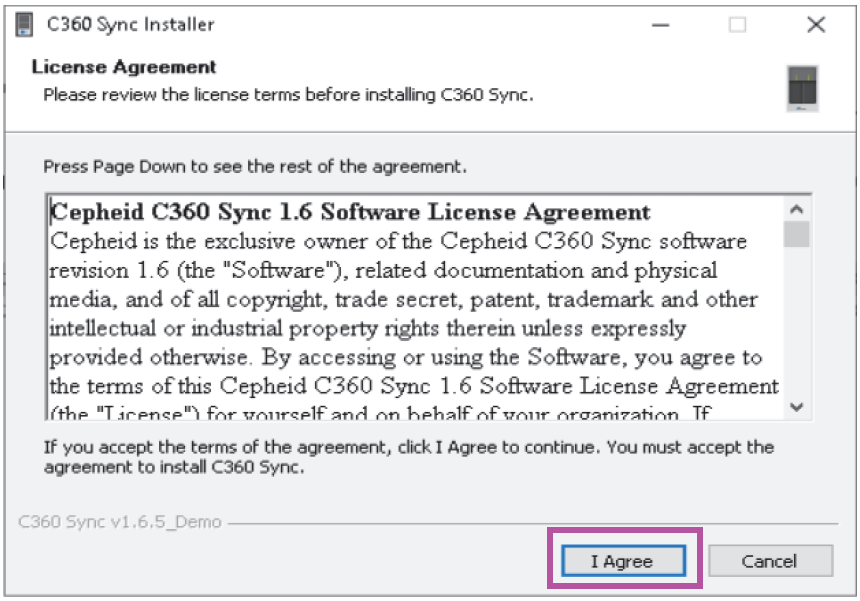

Figure 1. License Agreement Screen

3. Click the **I Agree** button.

Note

To continue with the installation process, you must accept the terms and conditions of the License Agreement by clicking on the **I Agree** button. If the License Agreement is not accepted, the installation process terminates.

Important

After software installation, this license agreement can be found on your computer at C:\Program Files\Cepheid\XpertReporter\license.pdf. The file can be viewed, printed or downloaded from this location.

The Installation in Progress screen appears (see Figure 2). Wait while C360 Sync is being installed.

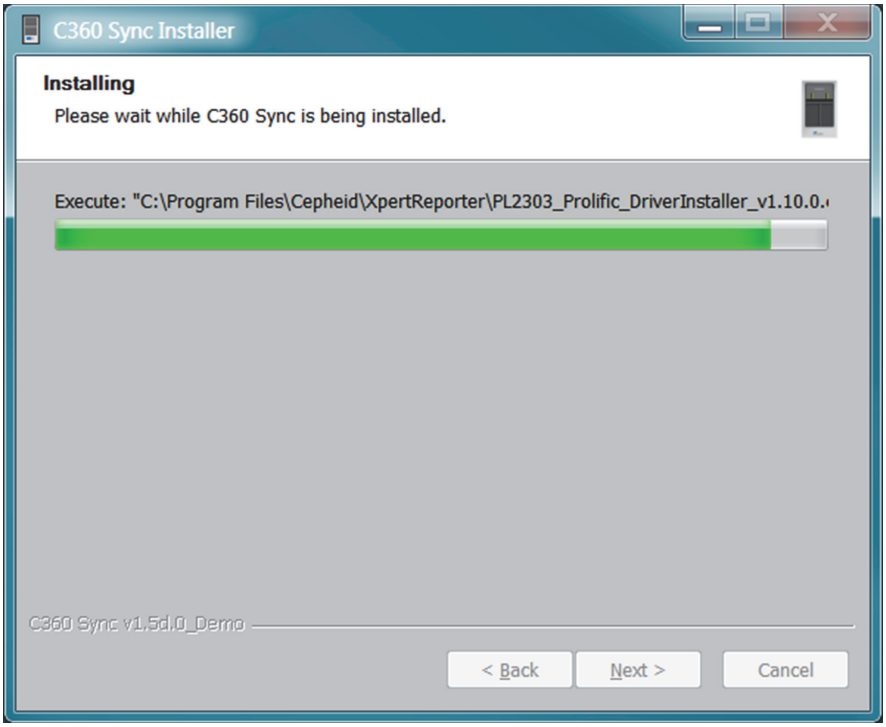

Figure 2. Installation in Progress Screen

4. When the installation has successfully completed, select the **Launch C360 Sync** check box, then click the **Finish** button (see Figure 3).

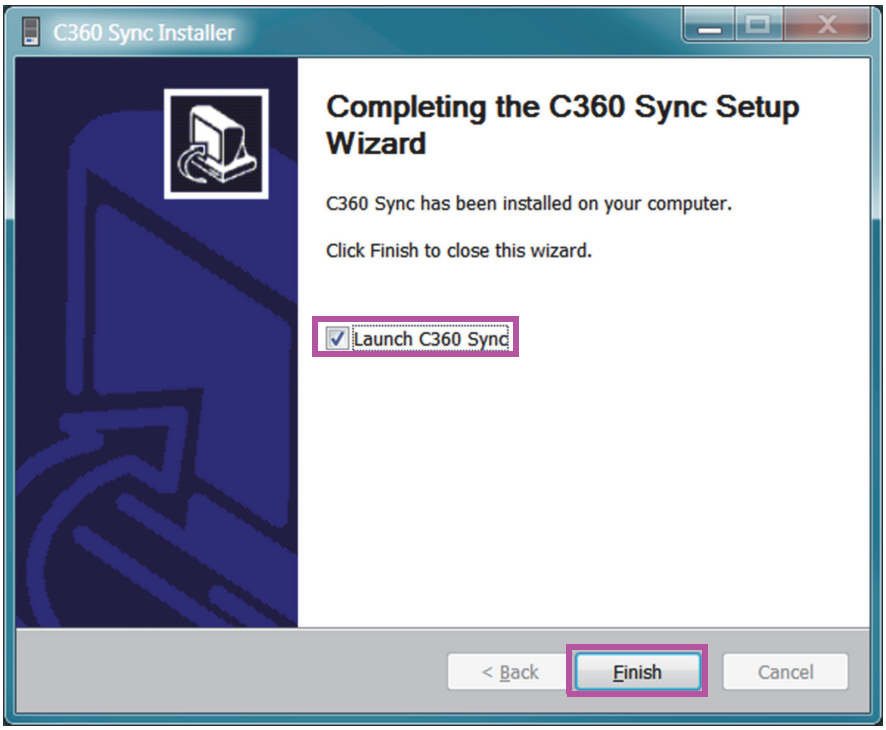

Figure 3. Installation Complete Screen

The C360 Sync icon appears on the desktop.

C360 Sync automatically launches, and the C360 Sync opening screen appears briefly (see Figure 4), followed by the Login screen (see Figure 5).

Figure 4. C360 Sync Opening Screen

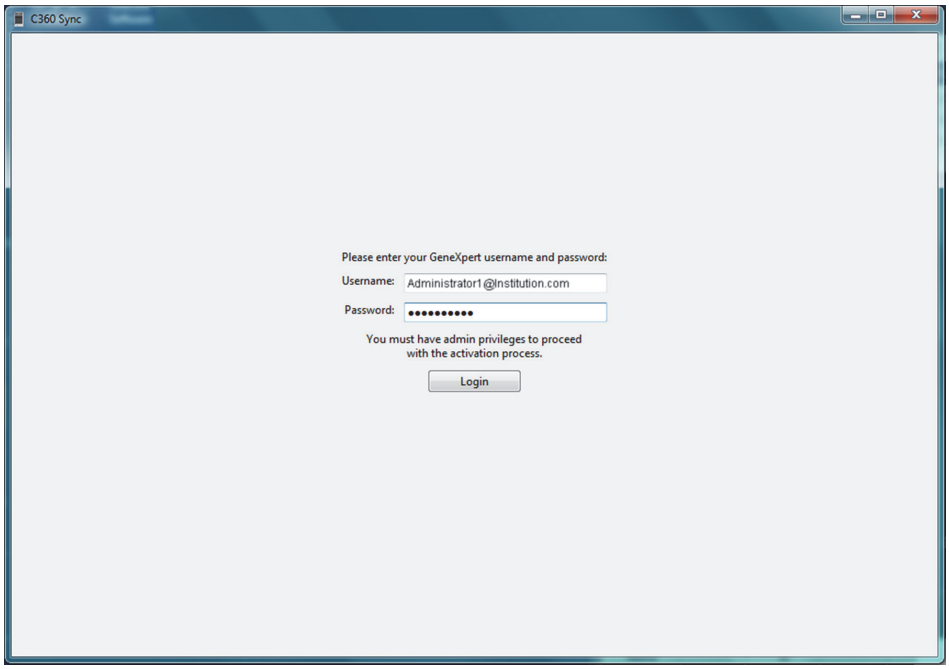

Figure 5. C360 Sync Login Screen

7 Configuring C360 Sync

1. Type your GeneXpert **Username** and **Password**.

Important **You must have Administrator privileges to continue with the activation process.**

2. Click the **Login** button to continue.

Note The Login screen shown in Figure 5 may not appear if a unique user has not been created in the GeneXpert software. If that event, the software automatically launches (proceed with Step 3).

C360 Sync automatically launches, and the Welcome Screen appears. (see Figure 6).

Note

The screens shown in Figure 6 though Figure 12 only appear the first time C360 is launched from a clean install, or from a C360 Sync reinstall where data files were deleted. Otherwise, after logging in, the first screen displayed would be a C360 Sync User Interface Screen, as shown in Figure 13.

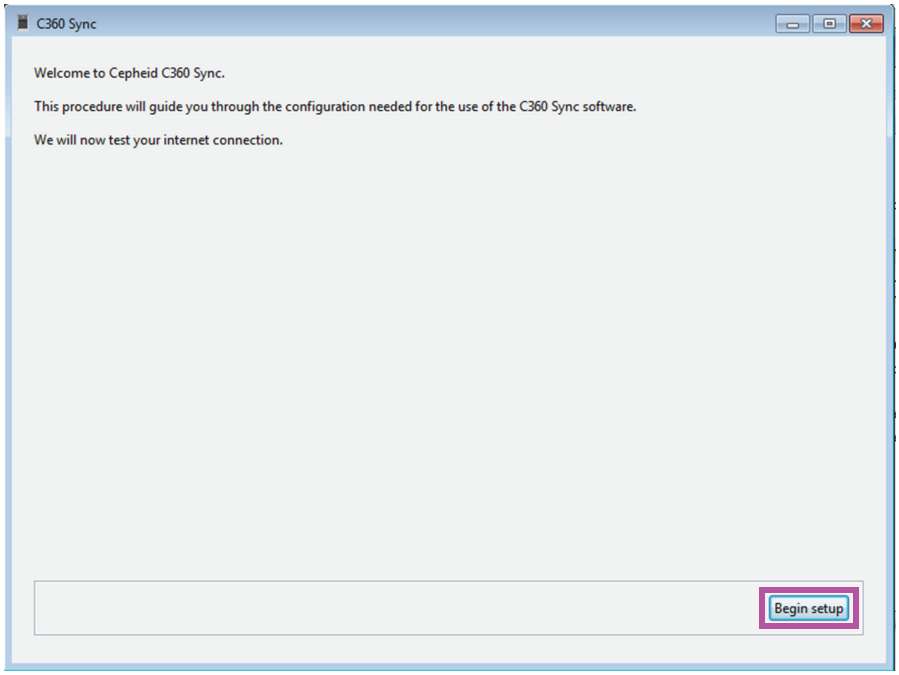

Figure 6. C360 Sync Welcome Screen

3. Click **Begin setup** at the bottom right of the Welcome screen.

The Registration screen appears (see Figure 7).

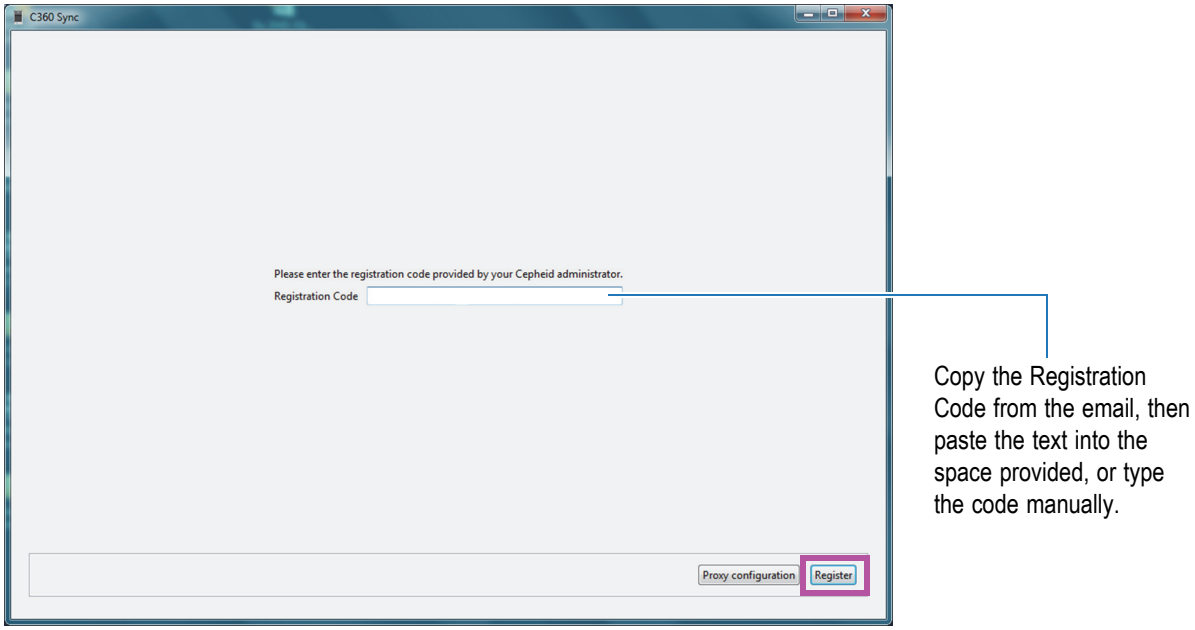

Figure 7. Registration Screen

4. Enter the **Registration Code** previously emailed to you by your administrator, then click **Register**.

   The Registration screen closes.

   - If you *connect* to the server, see Figure 12 and go to Step 5.
   - If you *cannot connect* to the server, a proxy usage screen appears (see Figure 8).

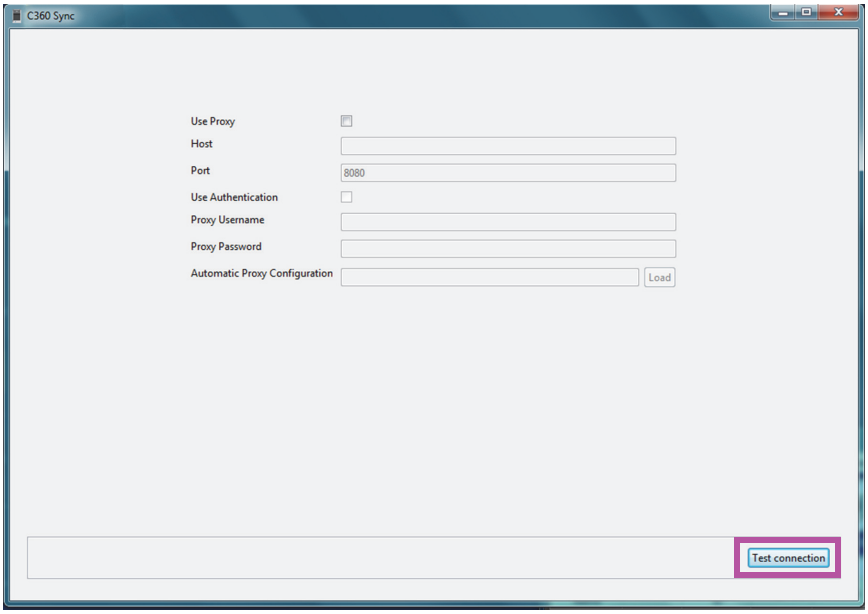

Figure 8. Proxy Usage Screen

- **If you use a proxy or are not able to connect:** Contact your organization's IT support and/or consult *C360 Sync Network Connectivity Guide* (P/N 301-3786).
- **If you do not use a proxy:** Click the **Test Connection** button to continue.

  The C360 Sync icon appears in the bottom right of the Windows Task bar (see Figure 9). The icon shows a lock, indicating the program has not yet been registered.

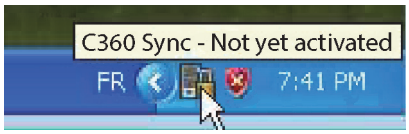

Figure 9. C360 Sync Icon with Lock in Place (Before Registration)

A. Open the email from your system administrator which contains the registration code.

   Using your mouse, select and copy (**CTRL**+**C** on the keyboard) only the text for the registration code.

   Registration Code example: **VA9S-31IZ-6YRN-32OL-1T2Q**

B. Paste the registration code into the space provided on the screen. The code may also be entered manually, if desired. After completing this operation, the screen appears (see Figure 10).

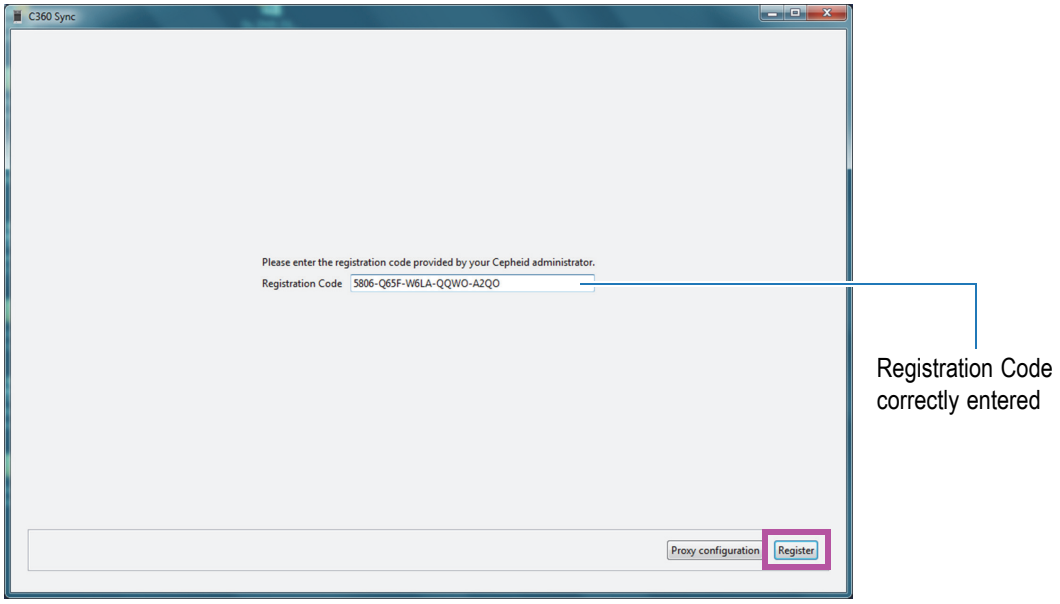

Figure 10. Screen showing Registration Code Entered

C. Click **Register** on the lower right of the screen.

The C360 Analytics website requests validation of your registration code. After registration, the lock is removed from the C360 Sync icon in the Windows Task bar (see Figure 11).

Figure 11. C360 Sync Icon, with Lock Removed (After Registration)

After registration, the Location Information screen appears (see Figure 12).

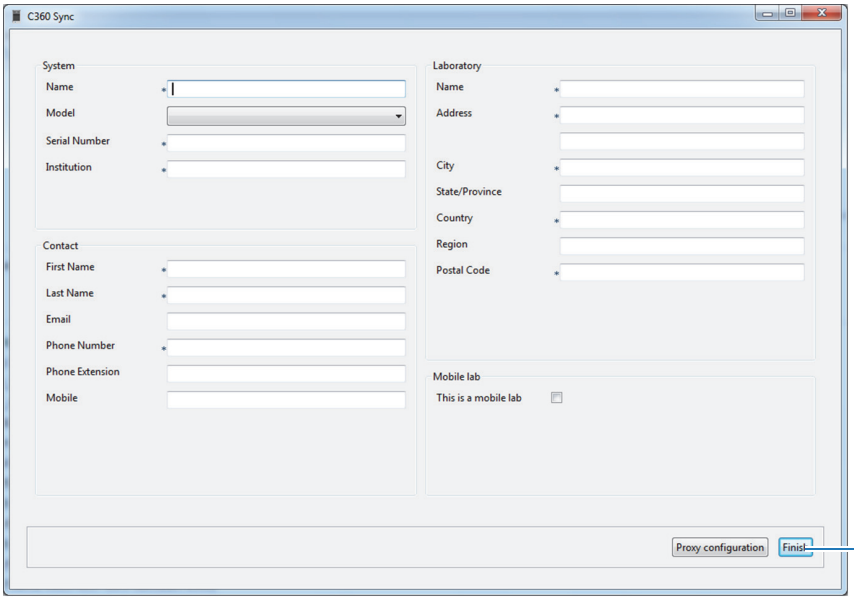

Figure 12. Location Information Screen

5. Enter the location information appropriate for your site, in the fields provided on this screen. The field names and descriptions for Location Information are shown in Table 1, Location Information Fields:

Device		**Laboratory**	
Name*	The name assigned to the device	**Name***	Official Laboratory Name
Model	Model of Device (Drop-down menu)	**Address***	Laboratory street address
Serial Number*	Serial number (see sticker on rear of device)		Laboratory address (continued)
Institution*	The name of your organization or institution	**City***	City where laboratory is located
Contact		**State/ Province**	State or Province of laboratory location
First Name*	Your first name	**Country***	Country where laboratory is located
Last Name*	Your last name	**Region**	Region (if applicable) where laboratory is located
Email	Your email address	**Postal Code***	Postal Code of laboratory location
Phone Number*	Your phone number		
Phone Extension	Your phone extension number, if applicable		
Mobile	Your mobile phone number, if applicable.	**Mobile Lab**	If this is a Mobile Lab installation, select this check box. This enables fields to configure GPS on the C360 Sync system. The Preferred GPS selection provides two GPS type options via a drop down list, NMEA (TCP socket) and NMEA (USB Device). Depending on the GPS unit used and the interface type, the user should select the applicable values.**

Table 1. Location Information Fields

* Required field

** The Cradlepoint IBR0600 and IBR1100 series wireless routers both use the TCP socket selection and the USB device option would be for any GPS device that interfaces via USB.

6. Click **Finish**.

   This sends the provided information to the website. The C360 Sync user interface screen appears, displaying the **Tests** tab (see Figure 13).

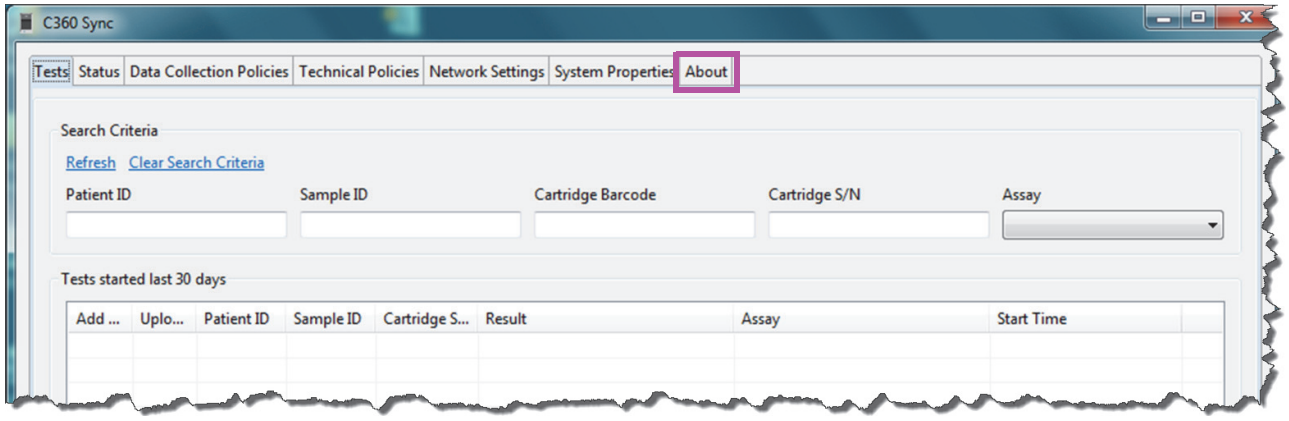

Figure 13. C360 Sync User Interface Screen - Tests Tab

7. Click the **About** tab.

   The **About** tab screen appears (see Figure 14).

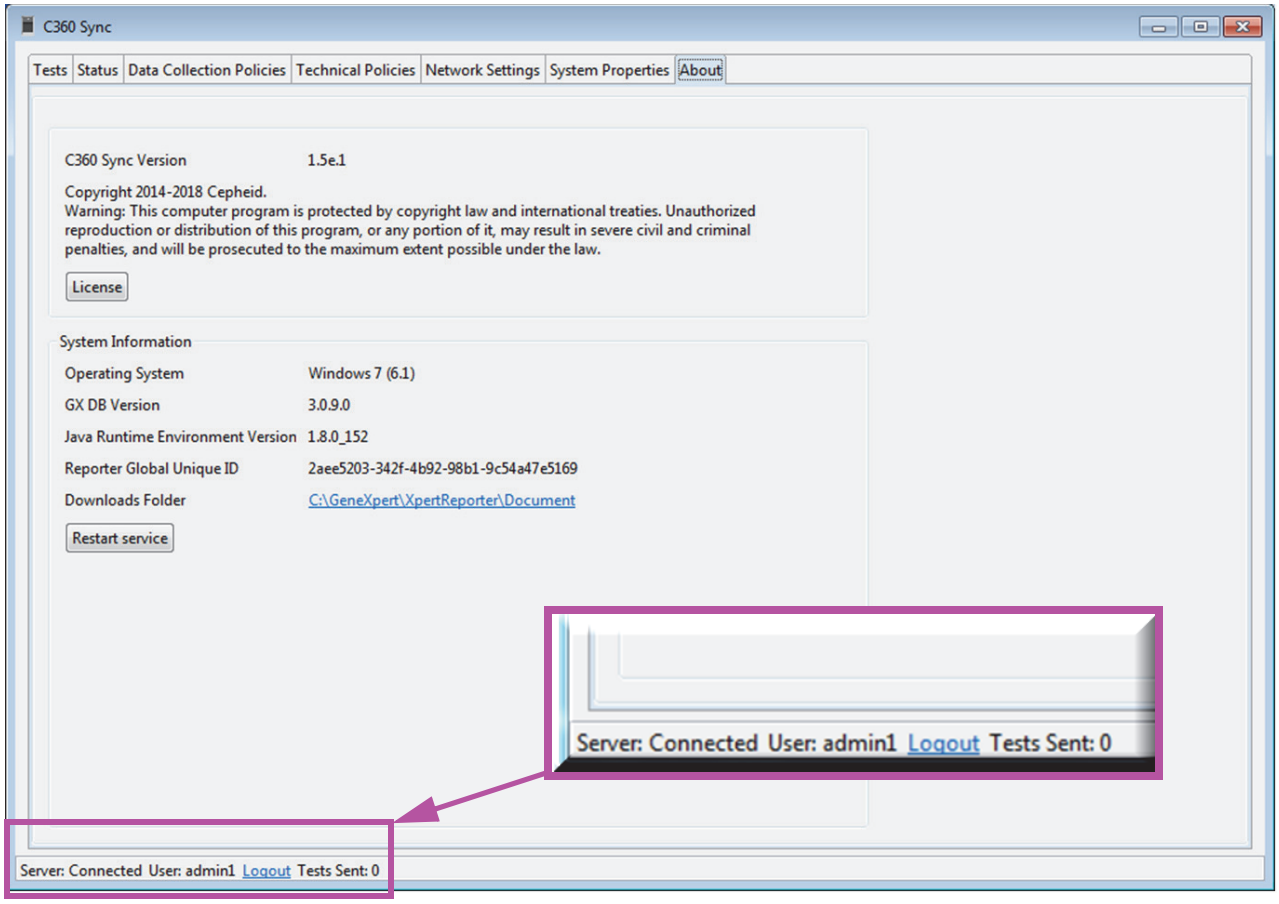

Figure 14. C360 Sync User Interface Screen - About Tab

8. Confirm that the Server status reads **Connected** in the lower left of the screen. If not, contact your institution administrator for assistance.

9. You may now close the window. Installation is complete.

10. Delete the file "**C360 Sync - Installer**" from your desktop.

8 Upgrading the Software

When C360 Sync starts up, it checks the software version you are using and determines if an updated, newer version is available. If an updated software version is available, a "New Version" yellow banner appears on any C360 Sync screen (see Figure 15).

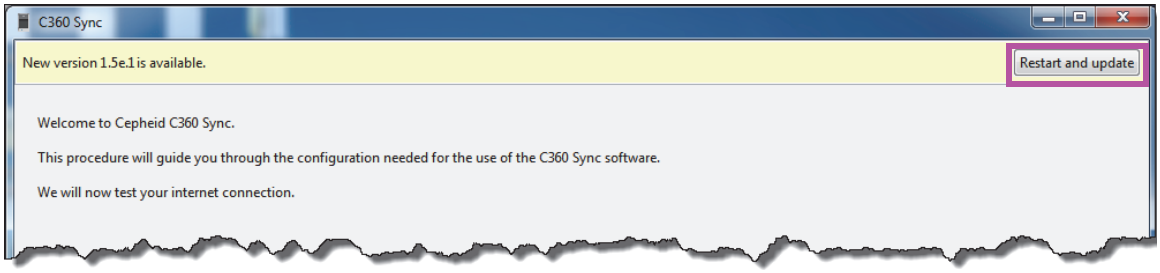

Figure 15. New Version Available Advisory Banner

1. Click the **Restart and update** button at the upper right of the screen.

Important **You must have Administrator privileges to continue with the update process.**

The software update begins and the screen shows the installation progress (see Figure 16). Wait while the installation proceeds.

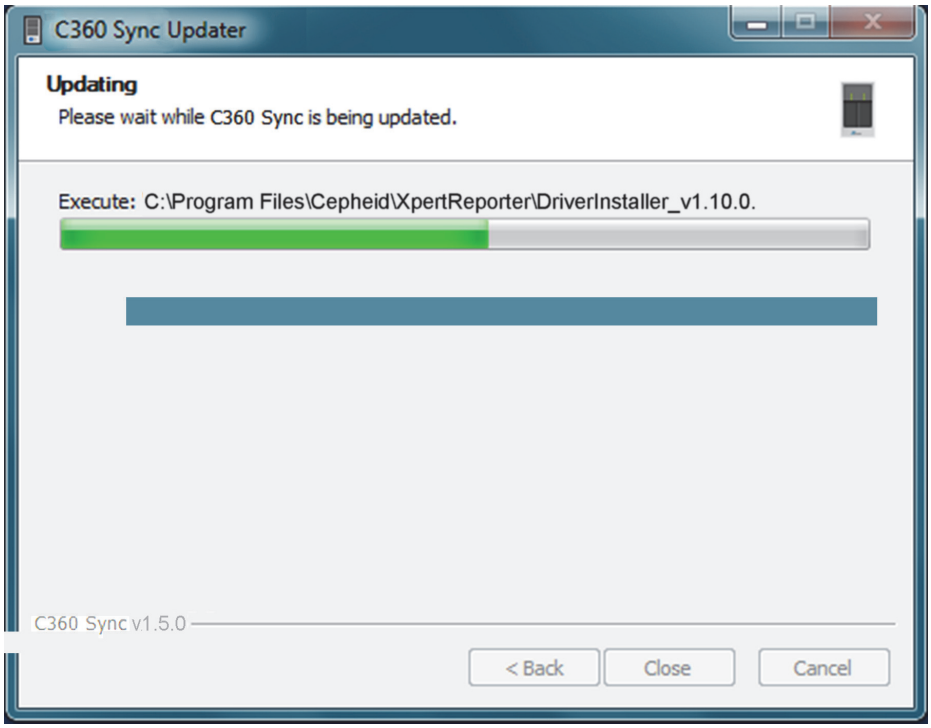

Figure 16. Update in Progress Screen

When the update has successfully completed, the Login screen appears. (see Figure).

2. Type your GeneXpert username and password.

3. Click the **Login** button.

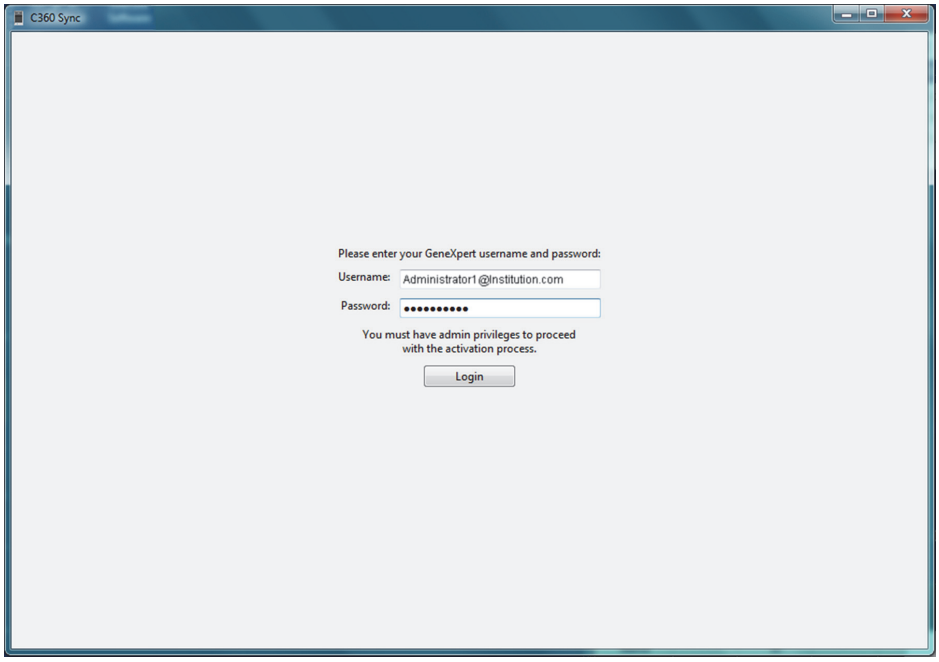

Figure 17. C360 Sync Login Screen

The C360 Sync user interface screen appears, displaying the **Tests** tab (see Figure 17).

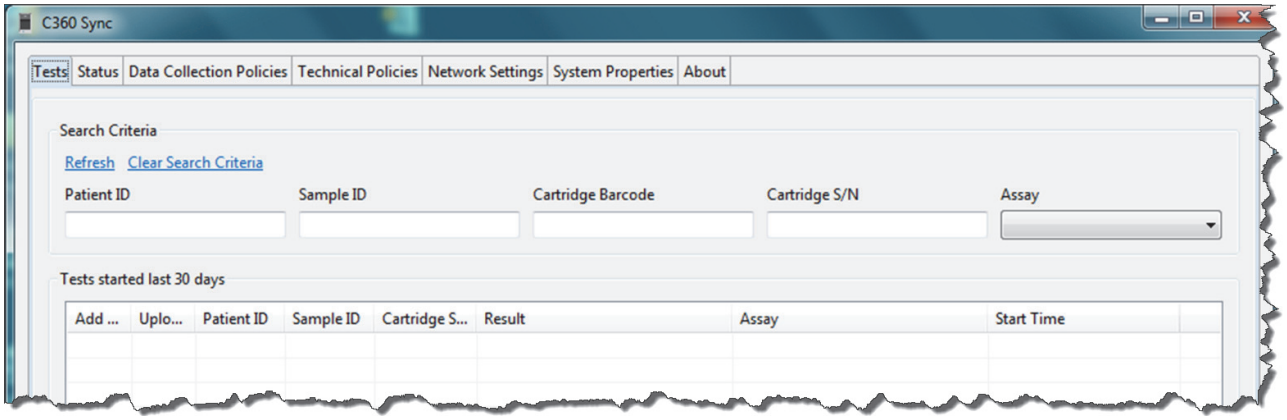

Figure 18. C360 Sync User Interface Screen - Tests Tab

This completes the C360 Sync software upgrade process.

9 Cepheid Headquarters Locations

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www.cepheid.com	www.cepheidinternational.com

10 Technical Assistance

Before contacting Cepheid Technical Support, collect the following information:

- Product name
- Serial number of the instrument
- Error messages (if any)
- Software version and, if applicable, Computer Service Tag number

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United States	France
Telephone: + 1 888 838 3222	Telephone: + 33 563 825 319
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- Contact information for other Cepheid offices is available on our website at www.cepheid.com/en/CustomerSupport.

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