

# C360 Sync Quick Reference Guide



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### 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 C360 Analytics server 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 C360 Sync Quick Reference Guide provides instructions for the operation of C360 Sync software on your system. The main function of the software is to upload data from a GeneXpert system to C360 Analytics. Read this entire document before proceeding.

The institution is responsible for ensuring that the uploading of data from GeneXpert to the C360 Analytics complies with applicable laws and regulations, including those concerning privacy and data protection.

### 4 **Program and Interface Controls**

### 4.1 Launching the Program

C360 Sync utilizes an autolaunch function and will start automatically upon computer startup. No user action is required.

### 4.2 Opening the User Interface



1. Click the C360 Sync icon on your desktop (shown at the left) to open the C360 Sync user interface.

OR

Click the C360 Sync icon located on the Windows Task Bar (see Figure 1). When the small pop-up menu appears, click **Show Window** to launch the C360 Sync user interface.

Click Quit to close the C360 Sync program.

Figure 1. C360 Sync Icon (Task Bar Location)

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.

The C360 Sync opening screen (see Figure 2) will appear briefly, followed by the User interface screen, as shown in Section 5, User Interface.



Figure 2. C360 Sync Opening Screen

### 4.3 Exiting the Program

1. Click **Quit**, the second command in the pop-up menu shown in Figure 1, to exit the C360 Sync program.

Note

**Quitting the software** will stop all background functions (uploading of data and downloading of files) until the next computer startup or until the software is manually restarted. However, if an activity is taking place in the background, such as the uploading or downloading of data files, simply **closing the user interface** will not interrupt or interfere with the background functionality.

### 5 User Interface

Seven tabs are located across the top of the User Interface screen, as shown in Figure 3. The opening screen will be the **Tests** tab. Clicking any one of these tabs will display the screens as described below.

000	Sync						
ests	Status	Data Collection Policies	<b>Technical Policies</b>	Network Settings	System Properties	About	

Figure 3. Tabs Located on the User Interface Screen

Tab	Section
Test	See Section 5.2, Tests Tab.
Status	See Section 5.6, Status Tab.
Data Collection Procedures	See Section 5.3, Policy Tabs.
Technical Policies	See Section 5.3, Policy Tabs.
Network Settings	See Section 5.4, Network Settings Tab.
System Properties	See Section 5.5, System Properties Tab.
About	See Section 5.1, About Tab.

### 5.1 About Tab

The About tab shows general information about the software (see Figure 4).

	📕 C360 Sync	
	Tests Status Data Collection Policies Technical Policies Network Settings System Properties About	
Path to the folder where downloaded documents are saved (see Section 6.2,	C360 Sync Version 1.5e.1 Copyright 2014-2018 Cepheid. Warning: This computer program is protected by copyright law and international treaties. Unauthorized reproduction or distribution of this program, or any portion of it, may result in severe civil and criminal penalties, and will be prosecuted to the maximum extent possible under the law. License System Information Operation System Windows 7 (6.1)	
	GX DB Version 3.0.9.0	
C300 Sync).	Java Runtime Environment Version 1.8.0,152	
	Keporter Global Unique ID         Zaees203-3421-489/198b1-9C94a4/eS189           Downloads Folder         C:\GeneXpert\XpertReporter\Document	
	Restart service	
Indicates if system is		
connected.	Serve : Connected ser: admin1 Logout Tests Sent: 0	

Figure 4. User Interface Screen - About Tab

### 5.2 Tests Tab

The **Tests** tab is the opening screen of the user interface. You can view recently performed tests and add supplemental data into specific fields of test results, such as patient sex, race, age group, etc.

Your administrator decides (and authorizes) which additional fields are needed for each assay. Note These authorized fields may vary between assays, systems or users. Supplemental data can be added to results present in the C360 Analytics system database (tests run within the last 30 days). The Tests tab screen is the only area in the user interface with which the user is expected to Note interact. This is also the only feature that is interactive on the C360 Sync software. Restoring a GeneXpert Database Before restoring the GeneXpert database or updating the GeneXpert database to the next version, Note verify that Cepheid Reporter Daemon has stopped. Verify if Daemon service is running by using the Windows Task Manager program: Press Ctrl+Alt+Del to open the Windows Task Manager (Windows 7) or the Task 1. Manager (Windows 10).

oplications   Processes	Services	Performance Networking Users			
Name	PID	Description	Status	Group	^
Audiosrv AxInstSV BDESVC BFE BITS Browser bthserv	1016 1852 1156 1156 3372	Windows Audio ActiveX Installer (AxInstSV) BitLocker Drive Encryption Service Base Filtering Engine Background Intelligent Transfer Service Computer Browser Bluetooth Support Service	Running Stopped Stopped Running Running Running Running	LocalServic AxInstSVG netsvcs LocalServic netsvcs netsvcs bthsvcs	I
CepheidDaemon	10232	Cepheid Reporter Daemon	Running	N/A	
CepheidDaemon 10232 CertPropSvc 1156 dr_optimization_v dr_optimization_v COMSysApp cphs CryptSvc 1624 CarGarcian 1020		Certificate Propagation Microsoft .NET Framework NGEN v2.0.50727_X86 Microsoft .NET Framework NGEN v4.0.30319_X86 COM+ System Application Intel(R) Content Protection HECI Service Cryptographic Services Offline Files	Running Stopped Stopped Stopped Running Running	netsvcs N/A N/A N/A N/A NetworkSe LocalSyste	Ţ

2. Click the **Services** tab.

Figure 5. Services Tab in Windows Task Manager (Windows 7)

😰 Task Manager							_		×
<u>File</u> <u>Options</u> <u>V</u> iew									
Processes Performance	App history	Startup Users	Details Servi	es:					
Name	PID	Description				Status	Gro	up	^
CepheidDaemon	8200	Cepheid Repo	orter Daemon			Running			
🔍 xbgm		Xbox Game N	lonitoring			Stopped			
🔍 WSearch	7488	Windows Sea	rch			Running			
🔅 WMPNetworkSvc		Windows Me	dia Player Netw	ork Sł	haring Service	Stopped			
🌼 wmiApSrv	5336	WMI Perform	ance Adapter			Running			
🌼 WinDefend	2592	Windows Def	ender Antivirus	Servio	ce	Running			
🖗 WdNisSvc	1744	Windows Def	ender Antivirus	Netw	ork Inspection Service	Running			
🌼 wbengine		Block Level B	ackup Engine S	rvice	:	Stopped			
🔍 VSS		Volume Shad	ow Copy			Stopped			
🔍 vds		Virtual Disk				Stopped			
🔍 VaultSvc	728	Credential Ma	anager			Running			
🔍 UI0Detect		Interactive Se	rvices Detection			Stopped			
🔍 TrustedInstaller		Windows Mo	dules in staller			Stopped			
🍓 TieringEngineService		Storage Tiers	Management			Stopped			
🔍 SQLWriter	2256	SQL Server VS	S Writer			Running			
SQLTELEMETRY	4972	SQL Server CE	IP service (MSS	QLSE	RVER)	Running			
SQLSERVERAGENT		SQL Server Ag	jent (MSSQLSE	VER)		Stopped			
🔅 SQLBrowser	2204	SQL Server Br	owser			Running			
🔍 sppsvc		Software Prot	ection			Stopped			
🔍 Spooler	2548	Print Spooler				Running			
🌼 spectrum		Windows Per	ception Service			Stopped			
SNMPTRAP		SNMP Trap				Stopped			~
Fewer <u>d</u> etails	Open Services								

#### Figure 6. Services Tab in Task Manager (Windows 10)

For Windows 7, click the Services button (in the lower right of the screen).
 For Windows 10, click the Open Services link (in the lower left of the screen).
 The Services window opens (see Figure 7).

File Action View	Help							
🔶 🔿 🗔 🔄 🏟	🔒 🛛 📷 🕨 🗰 H 🕩 👘							
🔅 Services (Local)	Services (Local)							
	Cepheid Reporter Daemon	Name	Description	_	Status	Startup Type	Log On As	
	Stop the service Restart the service	Block Level Backup Engine Service Bluetooth Support Service BranchCache	The WBENGINE service The Bluetooth service This service caches	vice i ce su netw	Started	Manual Manual Manual	Local Syste Local Service Network S	
		Cepheid Reporter Daemon	C	-m t	Started	Automatic	Local Syste	<b>-</b>
	Description:	Certificate Propagation	Start	es a	Started	Manual	Local Syste	
	Sends test results from the GeneXpert	Cisco AnyConnect VPN Agent	Stop	PN	Started	Automatic	Local Syste	
	to the cepheid Aggregation roject	🖓 CNG Key Isolation	Pause	n s	Started	Manual	Local Syste	
		😪 COM+ Event System	Resume	nt	Started	Automatic	Local Service	
		🖓 COM+ System Application	Restart	rati		Manual	Local Syste	
		😘 Computer Browser	Restore	d lis	Started	Manual	Local Syste	
		😘 Credential Manager	All Tasks	ge		Manual	Local Syste	
		Cryptographic Services	Defeash	em	Started	Automatic	Network S	
		🖓 DameWare Mini Remote Control	Kellesn	Da	Started	Automatic	Local Syste	
		COM Server Process Launcher	Properties	ser	Started	Automatic	Local Syste	
		Contract Agent		s b	Started	Automatic	Local Syste	
		Contract Con	Help	ned	Started	Automatic	Local Syste	
		G Dell KACE One Agent	Manages connectio	ns b	Started	Automatic	Local Syste	
		🖓 Desktop Window Manager Session	Provides Desktop W	indo	Started	Automatic	Local Syste	
		CevTest Broker	Coordinates the acti	ivitie		Manual	Local Syste	
		Coordinator	<b>Receives DevTest te</b>	st ru		Manual	Local Syste	
		🖗 DevTest Enterprise Dashboard	Enables the DevTest	Ent		Manual	Local Syste	
	Extended Standard							

Figure 7. Services Window

In the Services window, you should see the **Cepheid Reporter Daemon** service running.

- 4. To stop the service, right-click the service to display a pop-up menu.
- 5. Select **Stop** from this menu. The C360 Sync application will automatically close. Wait and confirm that the process has stopped. Once the Daemon service has stopped, you can complete a database restore in GeneXpert or Xpertise.
- 6. To restart the service click the blue link **Restart the service** in the **Services (Local)** window.
- 7. Once the service shows as "Started", launch the C360 Sync application.

#### **Retrieving Test Results**

1. Find your test in the **Tests started last 30 days** window (see Figure 8).

• Refresh button updates the test results shown in the lower window after a search filter has been activated.

Clears entered search criteria.

Tests St tus Data Collection	olicies Technical	Policies Networ	c Settings System Properties A	lout		
Patient ID	Sample ID		Cartridge Barcode	Cartridge S/N	Assay	BFilters used to
Tests started last 30 days	t ID Samala ID	Castridae S	Parult	Areny	Chut Time	
Adu Optu Faire		Cattricite S	neout			Any two additional available fields will appear here after a test has been selected.
						• Tests that were run ir the previous 30 days appear in this lower window.

#### Figure 8. User Interface Screen - Tests Tab

If your test is not listed, use the **Search Criteria** to narrow your test results search. Five filters are across the upper portion of the screen.

A. Enter the applicable information in one or more of the filters (Patent ID, Sample ID, Cartridge Barcode, Cartridge S/N, or Assay). Using the filters determines the test results to be displayed in the Tests started last 30 days window.

Note	The filters are <b>not</b> case sensitive, and you can also use more than one filter at a time, providing greater flexibility to you. In addition, if only a partial <b>Sample ID</b> or <b>Patient ID</b> is known, you can use a "wild-card" (*) in place of the unknown characters. For example: <b>123</b> * will return all findings beginning with <b>123</b> , and you can select from that reduced list.							
	The "wild-card" does not function with <b>Cartridge Barcode</b> , <b>Cartridge Serial Number</b> or <b>Assay</b> ,							
	B. Click the <b>Refresh</b> button on the left side of the screen to update the results displayed.							
Note	To abandon the search and search for different items, click the <b>Clear Search Criteria</b> button, located to the right of the <b>Refresh</b> button.							
	2. Select your test by clicking the entry shown in the <b>Tests Started Last 30 days</b> window.							
Note	If your test results cannot be located using any of the steps above, contact Cepheid Technical Support (see Section 9, Technical Assistance).							
	Any 2 additional available fields you may use will then appear at the right of the screen, in a new <b>Additional Fields</b> section. If no additional fields have been authorized, this section will remain blank.							
	3. When tests that were run in the previous 30 days and additional available fields appear, select a test and complete a value for the additional field to add the data.							

### 5.3 Policy Tabs

The two policy tabs, **Data Collection Policies** and **Technical Policies**, list the rules enforced by your institution's administrator or by the Cepheid System Administrator, to report your test results and log information to the server. These policies can only be defined or modified by the administrators and are presented here for your information.

Note Policies are unique to each system. A policy that is listed on these tabs applies only to the test results on your particular system. Another system in your institution may have different policies than those found on your system.

#### **Data Collection Policies**

In the example shown in Figure 9, several policies have been downloaded to the system by the administrator. In this example, the policy text has been obscured for privacy.

Jan 01, 2011 Jan 01, 2011		DCR			2.1
Jan 01, 2011					
			Ö	Ö	Ö
Jan 01, 2011			0	0	0
Jan 01, 2011		DCP	0	0	
Jan 01, 2011		DCP	0	0	0
Jan 01, 2011		DCP	<b>O</b>	0	0
Jan 01, 2011		DCP	<b>O</b>	0	0
Jan 01, 2011		DCP	<b>O</b>	<b>O</b>	0
Jan 01, 2011		DCP	<b>O</b>	<b>O</b>	
Jan 01, 2011		DCP	<b>O</b>	<b>O</b>	
Jan 01, 2011		DCP			
	Jan 01, 2011 Jan 01, 2011	Jan 01, 2011         Jan 01, 2011	Jan 01, 2011     DCP       Jan 01, 2011     DCP	Jan 01, 2011     DCP       Jan 01, 2011     DCP <td< td=""><td>Jan 01, 2011     DCP     O       Jan 01, 2011     DCP     O</td></td<>	Jan 01, 2011     DCP     O       Jan 01, 2011     DCP     O

Figure 9. User Interface Screen - Data Collection Policies Tab

#### **Technical Policies**

In the example shown in Figure 10, no policies have been downloaded to the system by the administrator. If policies were available, they would appear in a list.

~	11-21	Technical Data Collection Designs	Catalan	to Colta La c	
ice	Until	Technical Data Collection Projects	System Log	Infinity Log	

Figure 10. User Interface Screen - Technical Policies Tab

### 5.4 Network Settings Tab

The **Network Settings** tab is used by your IT support, if required, to set up or modify a proxy setting (see Figure 11).

📕 C360 Sync		- • ×
Tests Status Data Collection Policies Technical Polici	ies Network Settings System Properties About	
Proxy Settings		
Use Proxy		
Host	192.168.2.188	
Port	0	
Use Authentication		
Proxy Username		
Proxy Password		
Automatic Proxy Configuration		Load
1		
Network Status		Save
Server Connection	remotexpert-stg2.cepheid.com:8081 Connected	
Server: Connected User: admin1 Logout Tests Sent: 0		

Figure 11. User Interface Screen - Network Settings Tab

### 5.5 System Properties Tab

The **System Properties** tab (see Figure 12) is used to identify your system so that your data can be easily retrieved on the C360 Analytics website by your administrator. This data is completed during software installation, but may need to be updated occasionally.

ystem		Laboratory		
Name	* InstittionAdmin	Name	* Laboratory1	
Model	GX-IV	Address	* 123 Main Street	
Serial Number	* 803488			
nstitution	* Institution1	City	* Sunnyvale	
		State/Province	CA	
		Country	* USA	
		Region		
irst Name	Used	Postal Code	* 94186	
act Name	* Useri			
ascivarite	* User2			
:maii				
hone Number	* 408 555-5555			
hone Extension		Mobile lab		
Mobile		This is a mobile lab		
				Click Save offer
				Click Save after

#### Figure 12. User Interface Screen - System Properties Tab (Example)

The fields and a description for the System Properties tab are shown below:

Device		Laboratory/Mobile Lab			
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 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 Selecting the <b>This is a mobile lab</b> checkbox enables fields to configure GPS on the XR system. T Preferred GPS selection provides two GPS type options via a drop down list, NMEA (TCP socked and NMEA (USB Device). Depending on the GPS unit used and the interface type, the user shou select the applicable values.**					

 \* Fields with an asterisk (\*) are required fields.
 \*\* 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.

### 5.6 Status Tab

The **Status** tab (see Figure 13) provides service information such as Total Tests Uploaded and the date of the Last Service Startup, so that information can be easily retrieved for Technical Support.

When Mobile Laboratory is enabled, the user will see GPS related data displayed here.

📕 C360 Sync		
Tests Status Data Collection Policies Techn	ical Policies Network Settings System Properties About	₹
Service Information Total Tests Uploaded	0	3
Last Service Startup	02/27/18 12:50:39	
and and a start and a start and a start and a start a st	at wat a wat from the proper grand with graders	~~~~}

Figure 13. User Interface Screen - Status Tab

### 6 Administrator Functions

### 6.1 Uploading Test Results to C360 Analytics

This function is invisible to the user, and does not require any action by the user.

- The process begins when an administrator downloads a data collection policy to your system.
- Test result upload is done automatically in the background, provided that the internet connection is active, and is in accordance with your administrator upload policy.
- This functionality allows anyone with access to the C360 Analytics web site to access test data from their institution (to the exclusion of patient data), and to monitor trends.

### 6.2 Downloading Files to the C360 Sync

You can collect any files (such as literature or training material) downloaded to you by the Cepheid system administrator.

#### **Accessing Downloaded Files - Procedure**

A pop-up message in the task bar indicates when a new file has been downloaded and is available for you to collect (see Figure 14).



Figure 14. Download Complete Pop-Up Message

1. In the **About** tab, click the path shown to the right of **Downloads Folder** to access the file. (see Figure 15).

C360 Sync		
ests Status Data Collection Policies T	echnical Policies Network Settings System Properties About	5
C360 Sync Version Copyright 2014-2018 Cepheid. Warning: This computer program is reproduction of this penalties, and will be prosecuted to License	1.5e1 protected by copyright law and international treaties. Unauthorizer orgram, or any portion of it, may result in severe civil and criminal the maximum extent possible under the law.	
System Information		5
Operating System	Windows 7 (6.1)	2
GX DB Version	3.0.9.0	
Java Runtime Environment Version	1.8.0_152	Path to the folder where
Reporter Global Unique ID	2aee5203-342f-4b92-98b1-9c54a47e5169	
Downloads Folder	C:\GeneXpert\XpertReporter\Document	downloaded documents
Perter territor		are saved

Figure 15. About Tab Showing Path to Downloads Folder

### 7 Software Upgrade

When C360 Sync starts, it checks the software version you are using and determines an updated version is available. If an updated software version is available, a "New Version" yellow banner (see Figure 16) will appear on any C360 Sync screen.



#### Figure 16. 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 will begin and the screen will show the installation progress (see Figure 17). Wait while the installation takes place.

C360 Sync Updater	
Updating Please wait while C360 Sync is being updated.	2000 200
Execute: C:\Program Files\Cepheid\XpertReporter\DriverInstaller_v1.10.0.	
C360 Sync v1.5.0	
< Back Close	Cancel

#### Figure 17. Update in Progress Screen

When the update has successfully completed, the Login screen appears. (see Figure 18).



#### Figure 18. C360 Sync Login Screen

- 2. Type your GeneXpert **Username** and **Password** in the space provided.
- 3. Click the **Login** button.

The C360 Sync user interface screen will appear, displaying the **Tests** tab (see Figure 19).

earch Cri	teria							
Refresh	Clear Sear	rch Criteria						
Patient ID	1		Sample ID			Cartridge Barcode	Cartridge S/N	Assay
ests start	ed last 30	days						
Add	Uplo	Patient ID	Sample ID	Cartridge S	Resul	t	Assay	Start Time

Figure 19. C360 Sync User Interface Screen - Tests Tab

This completes the C360 Sync software upgrade process.

### 8 Cepheid Headquarters Locations

Corporate Headquarters	European Headquarters
Cepheid 904 Caribbean Drive Sunnyvale, CA 94089-1189 United States	Cepheid Europe SAS Vira Solelh 81470 Maurens-Scopont France
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www.cepheid.com	www.cepheidinternational.com

### 9 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

Contact Information	
United States	France
Telephone: + 1 888 838 3222	Telephone: + 33 563 825 319
Email: techsupport@cepheid.com	Email: support@cepheideurope.com

• Contact information for other Cepheid offices is available on our website at www.cepheid.com/en/CustomerSupport.

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