

C360 Sync

Quick Reference Guide

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C360 Sync Quick Reference Guide

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.



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.

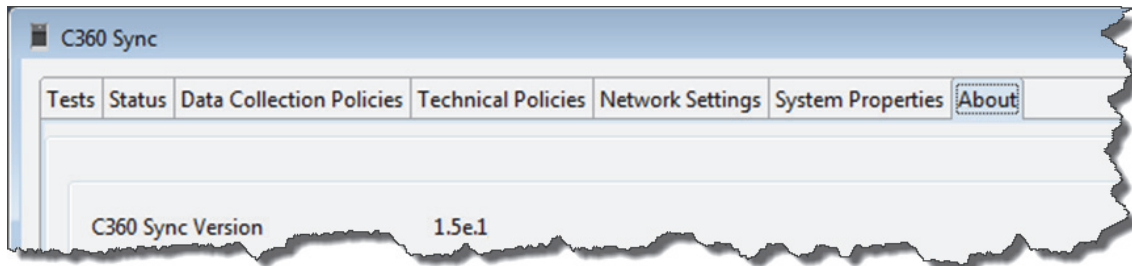


Figure 3. Tabs Located on the User Interface Screen

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).

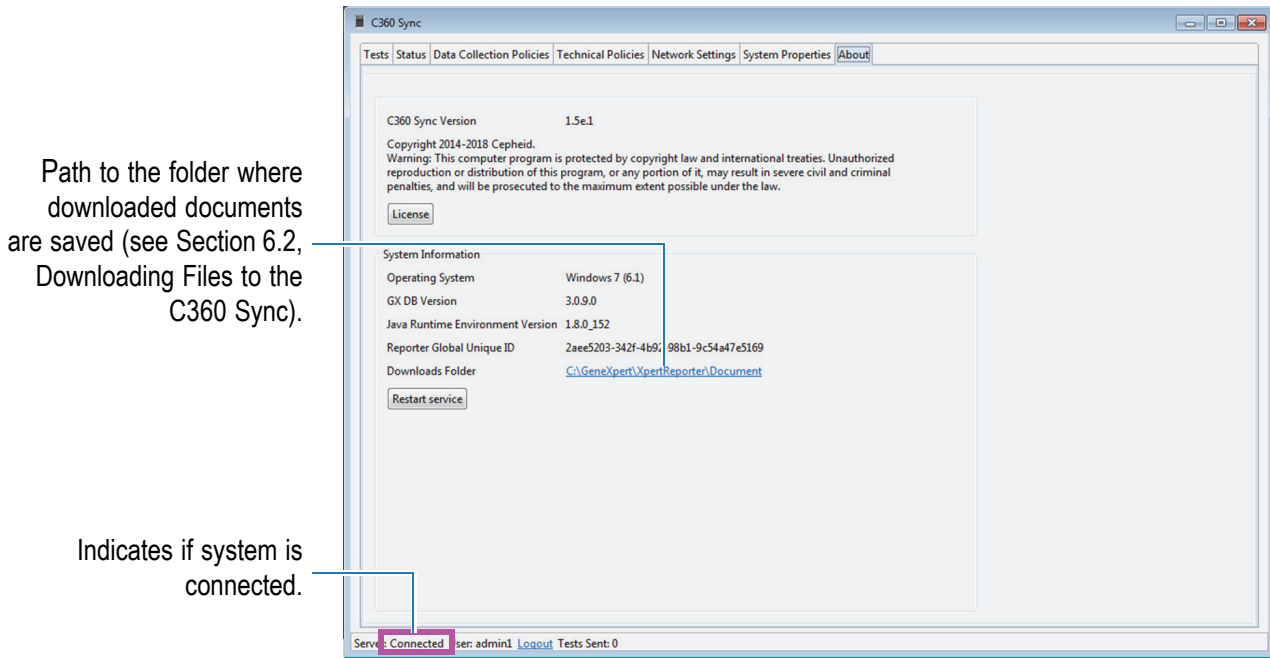


Figure 4. User Interface Screen - About Tab

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.

Note

Your administrator decides (and authorizes) which additional fields are needed for each assay. 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).

Note

The **Tests** tab screen is the only area in the user interface with which the user is expected to interact. This is also the only feature that is interactive on the C360 Sync software.

Restoring a GeneXpert Database

Note

Before restoring the GeneXpert database or updating the GeneXpert database to the next version, verify that Cepheid Reporter Daemon has stopped.

Verify if Daemon service is running by using the Windows Task Manager program:

1. Press **Ctrl+Alt+Del** to open the **Windows Task Manager** (Windows 7) or the **Task Manager** (Windows 10).

2. Click the **Services** tab.

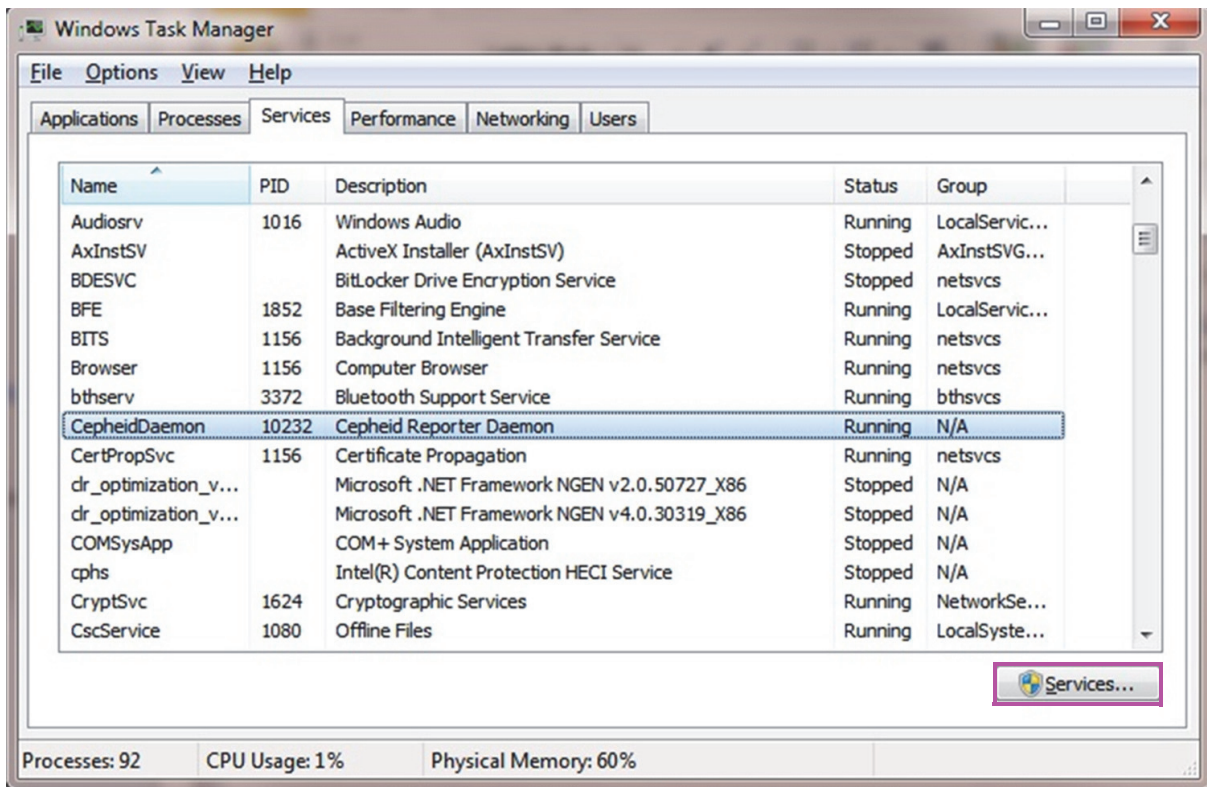


Figure 5. Services Tab in Windows Task Manager (Windows 7)

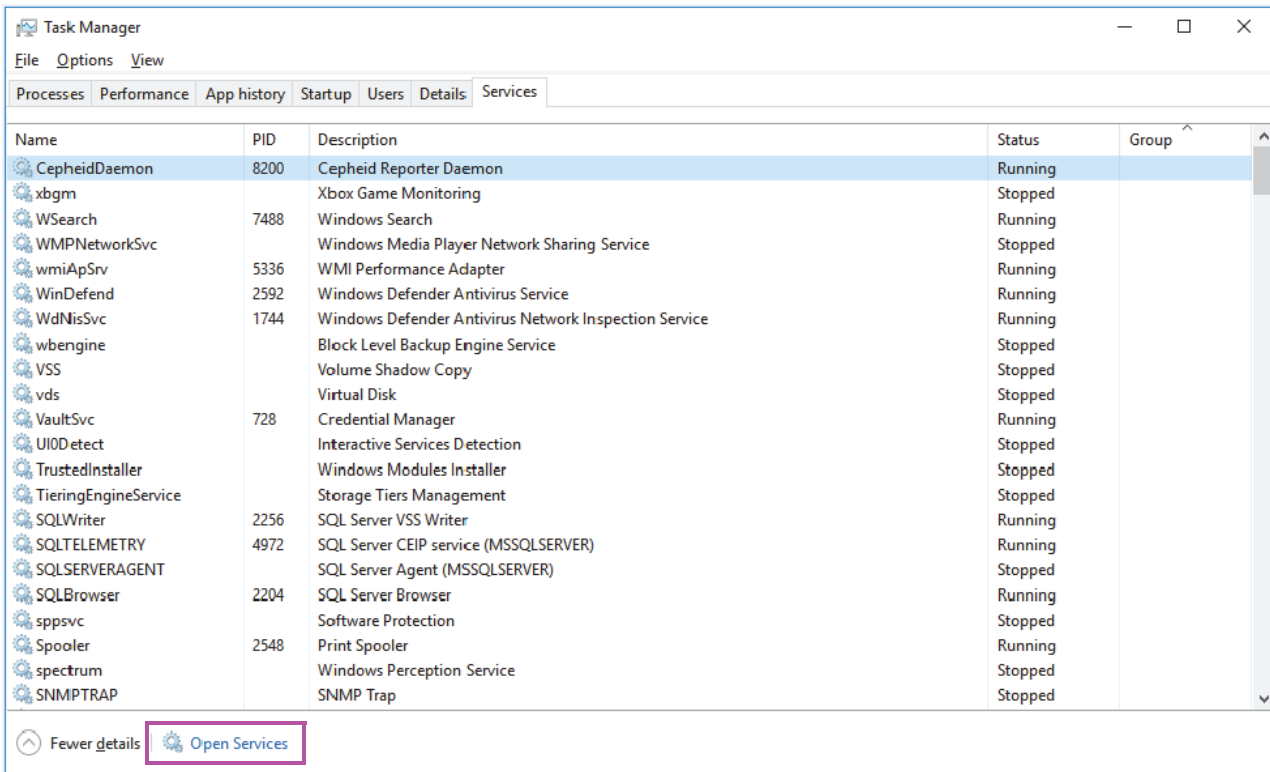


Figure 6. Services Tab in Task Manager (Windows 10)

- 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).

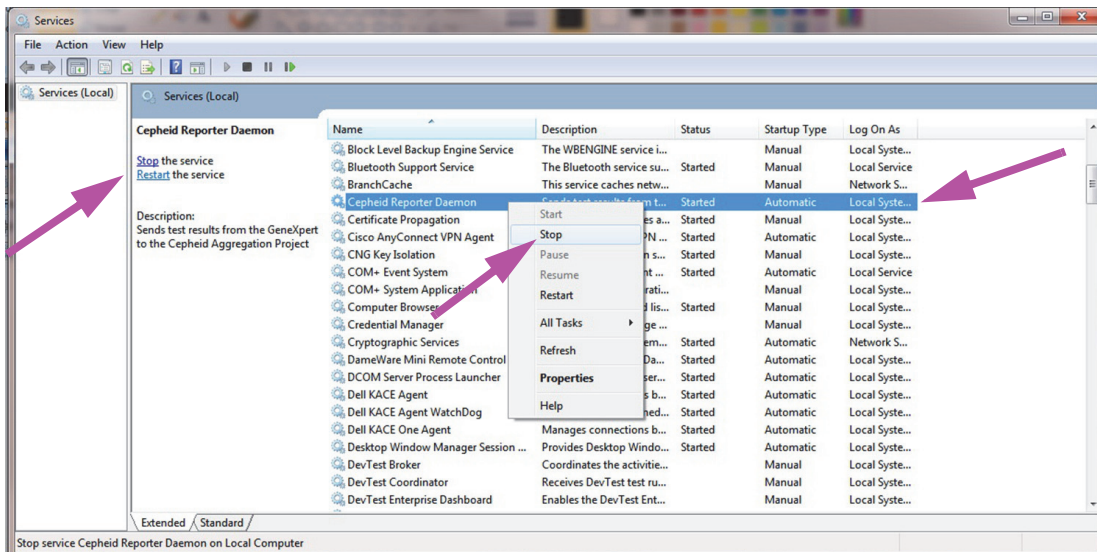


Figure 7. Services Window

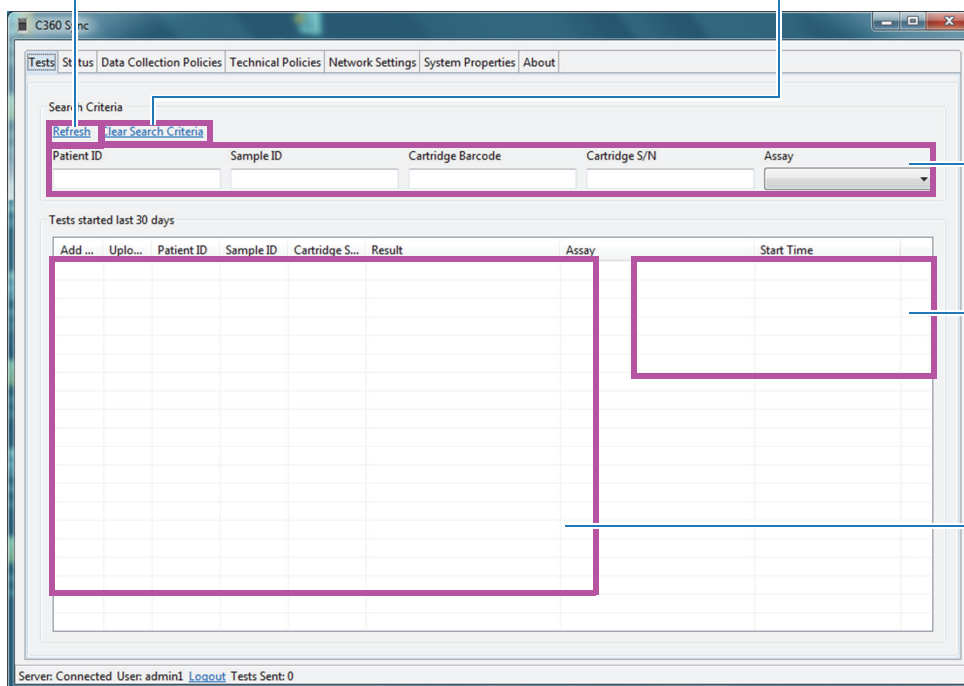
- In the Services window, you should see the **Cepheid Reporter Daemon** service running.
4. To stop the service, right-click the service to display a pop-up menu.
 5. Select **Stop** from this menu. The C360 Sync application will automatically close. Wait and confirm that the process has stopped. Once 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).

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

❷ Clears entered search criteria.



❸ Filters used to narrow a search.

❹ Any two additional available fields will appear here after a test has been selected.

❺ Tests that were run in 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 (**Patient 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 **not** 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 **Sample ID** or **Patient ID** is known, you can use a “wild-card” (*) in place of the unknown characters. For example: **123*** will return all findings beginning with **123**, and you can select from that reduced list.

The “wild-card” does not function with **Cartridge Barcode**, **Cartridge Serial Number** or **Assay**,

- B. Click the **Refresh** 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 **Clear Search Criteria** button, located to the right of the **Refresh** button.

2. Select your test by clicking the entry shown in the **Tests Started Last 30 days** 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 **Additional Fields** 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.

Assay	Since	Until	Data Collection Projects	Result	Analytes	Patient Demographic
BCR-ABL RUO Assay Auto Calc G3	Jan 01, 2011		DCP	✓	✓	✓
GeneXpert Flu Assay	Jan 01, 2011		DCP	✓	✓	✓
Xpert BCR-ABL Monitor IS	Jan 01, 2011		DCP	✓	✓	✓
Xpert C.diff-Epi	Jan 01, 2011		DCP	✓	✓	✓
Xpert EV	Jan 01, 2011		DCP	✓	✓	✓
Xpert Flu	Jan 01, 2011		DCP	✓	✓	✓
Xpert GBS G3	Jan 01, 2011		DCP	✓	✓	✓
Xpert MRSA G3	Jan 01, 2011		DCP	✓	✓	✓
Xpert MTB-RIF G3	Jan 01, 2011		DCP	✓	✓	✓
Xpert vanA	Jan 01, 2011		DCP	✓	✓	✓
Xpert-C. diffide G2	Jan 01, 2011		DCP	✓	✓	✓

Server: Connected User: admin1 [Logout](#) Tests Sent: 0

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.

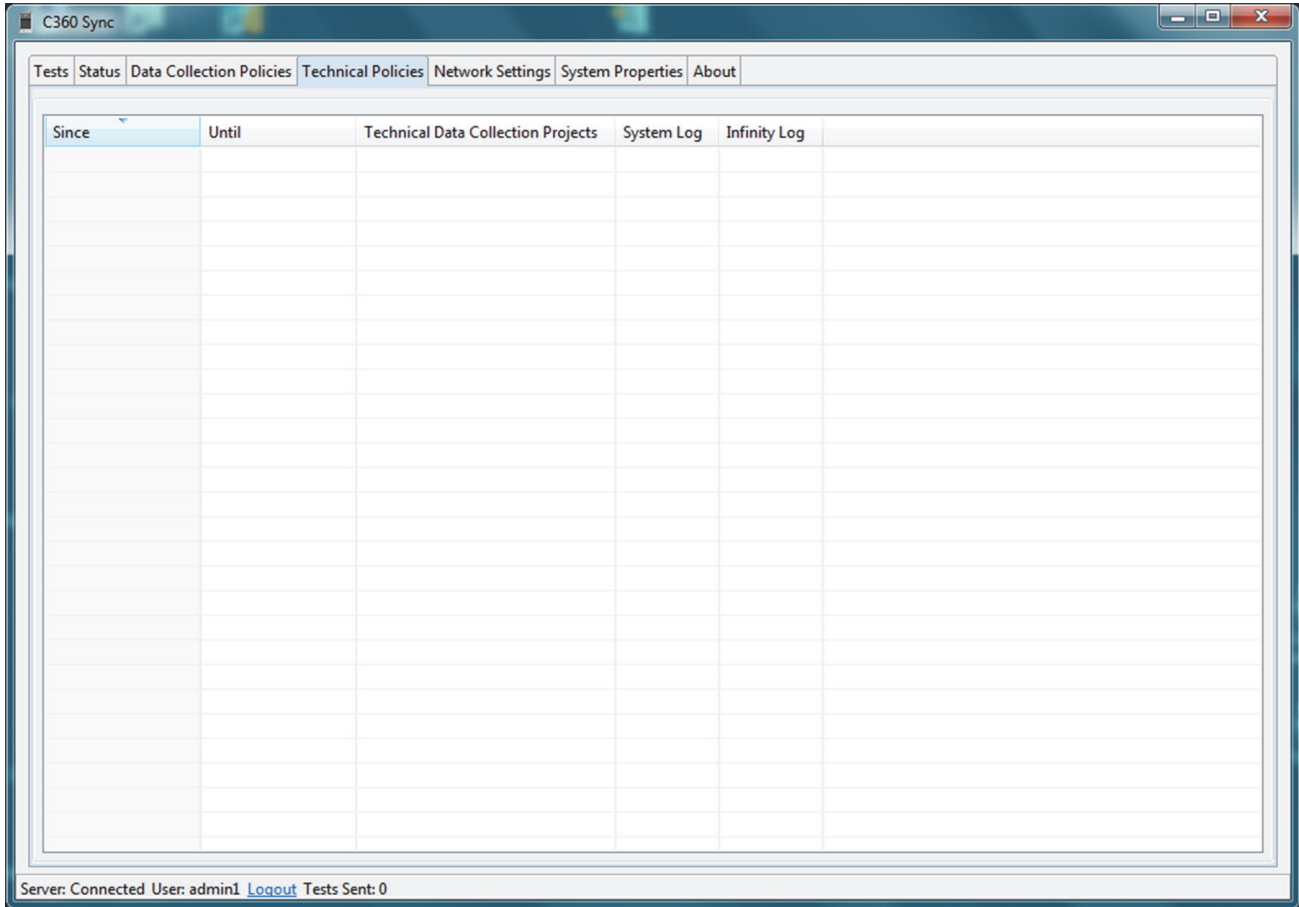


Figure 10. User Interface Screen - Technical Policies Tab

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).

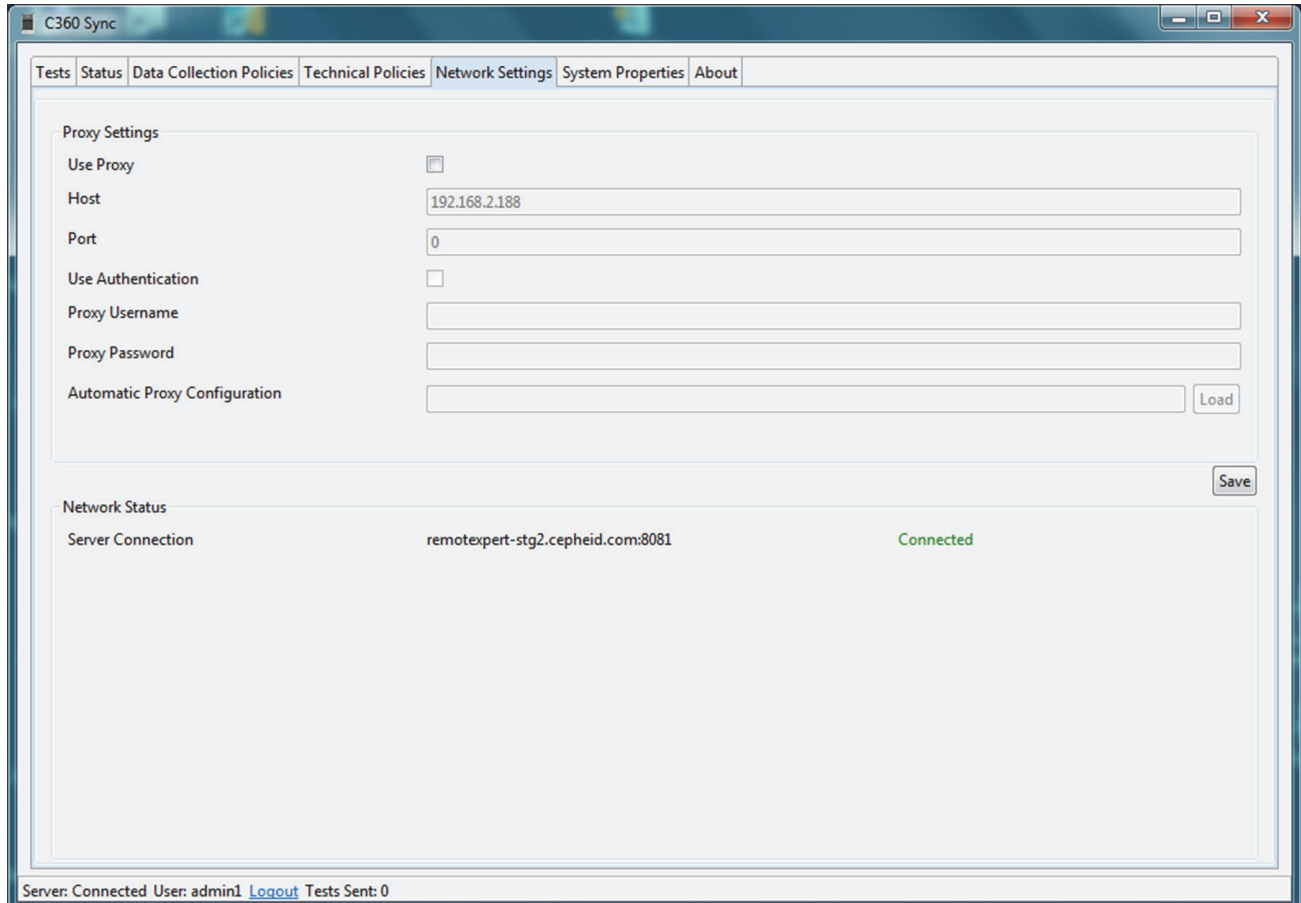
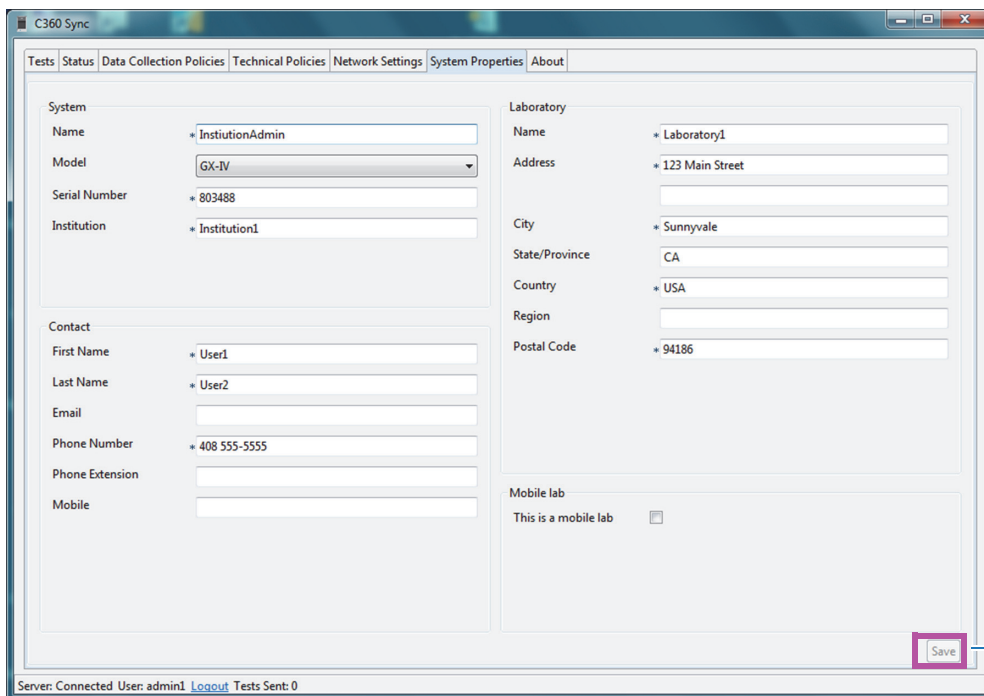


Figure 11. User Interface Screen - Network Settings Tab

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.



Click **Save** after entering or revising data in any of the fields.

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 This is a mobile lab checkbox enables fields to configure GPS on the XR 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.**		

* 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.

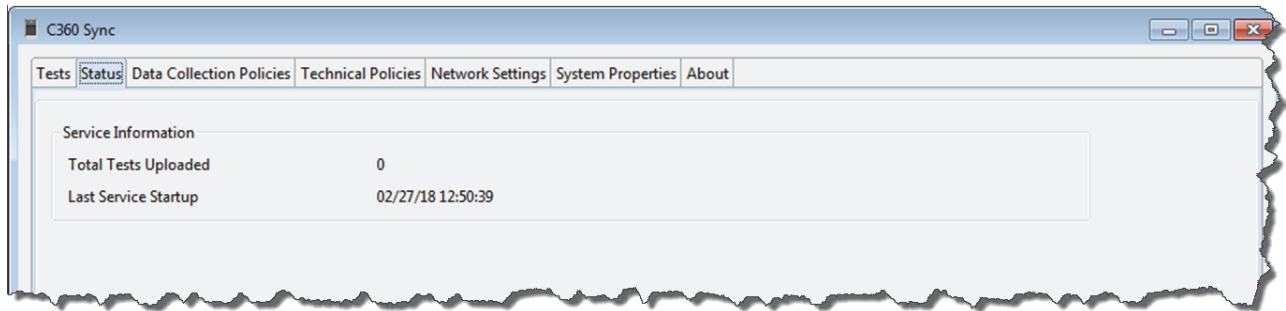


Figure 13. User Interface Screen - Status Tab

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).

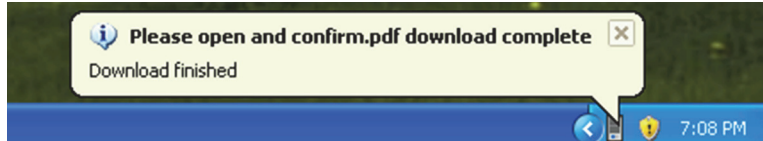
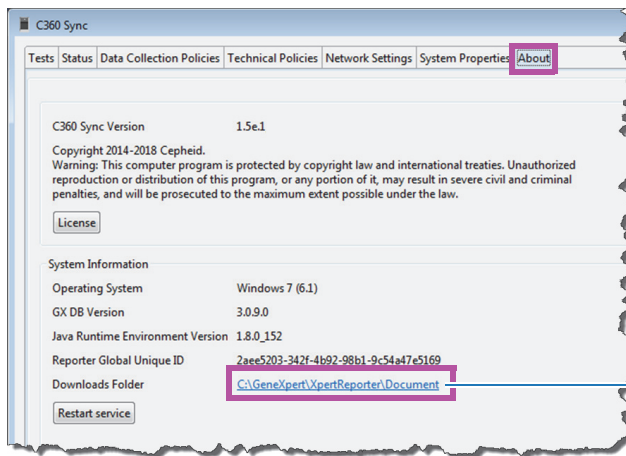


Figure 14. Download Complete Pop-Up Message

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



Path to the folder where downloaded documents 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.

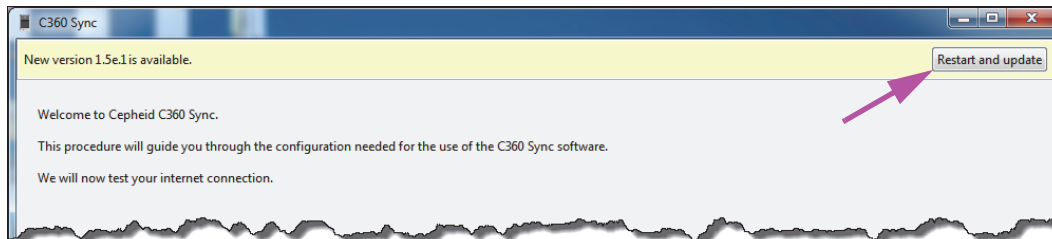


Figure 16. New Version Available Advisory Banner

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.

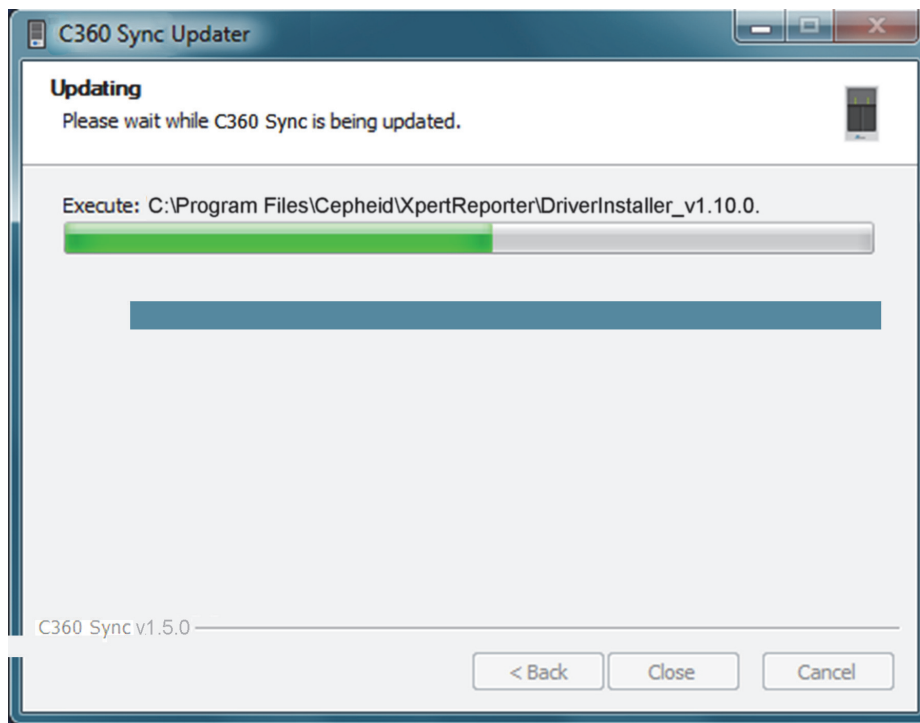


Figure 17. Update in Progress Screen

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

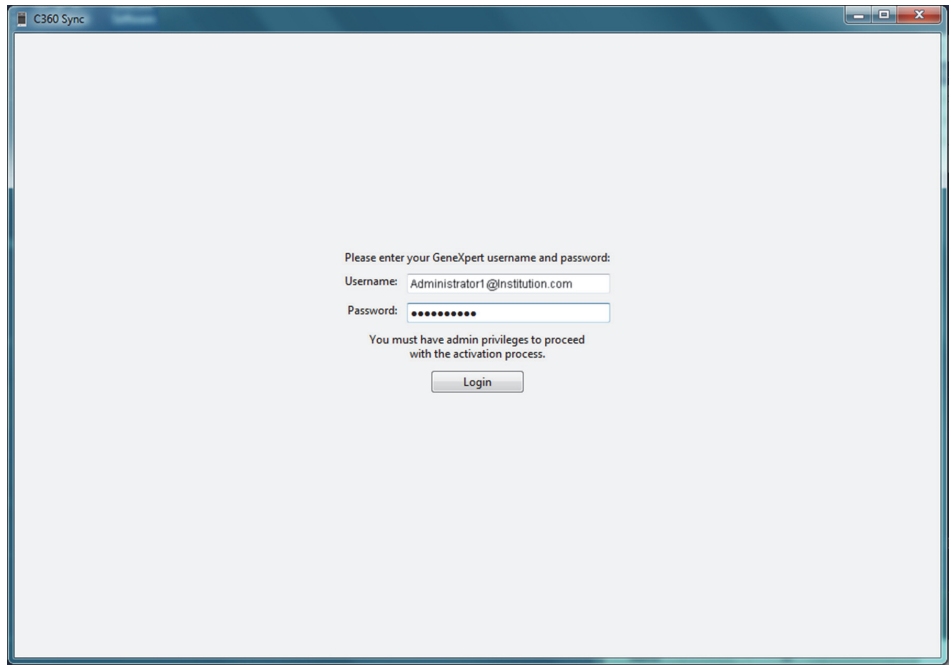


Figure 18. C360 Sync Login Screen

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).

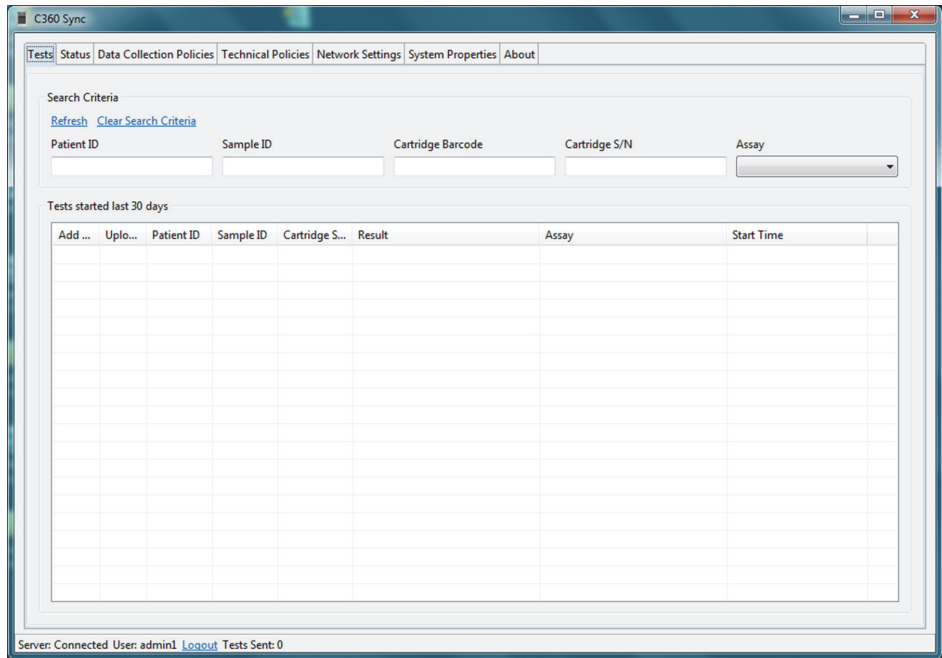


Figure 19. C360 Sync User Interface Screen - Tests Tab

This completes the C360 Sync software upgrade process.

8 Cepheid Headquarters Locations

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Fax: +1 (408) 541-4192	Fax: +33 563 825 301
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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