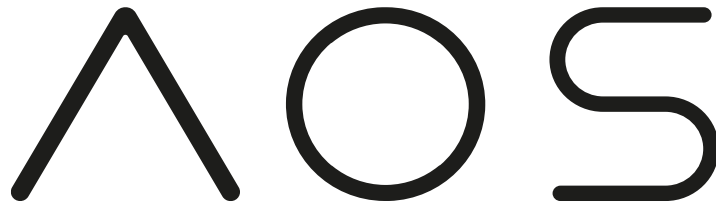


AOS VA – User Guide

User Manual – Medical Product/Medical Software - AOS Visual Acuity
Advanced Ophthalmic Systems Ltd (AOS)



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This user guide is subject to periodic review, update, and revision. Customers are cautioned to verify that the user guide's information applies to the software version in use.

This medical product performs as described in this manual.

The user of this medical product shall have the sole responsibility for any problem that results from improper use or alteration by anyone other than AOS.

The safety, reliability, and performance of this medical product can only be assured under the following conditions:

- The medical product has been used according to the accompanying operating instructions in this user guide.

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1 Introduction

1.1 About this guide

This document describes how to use the AOS VA software package for vision measurement.

Using a combination of semi-automated test algorithms and automated scoring, the visual acuity (VA) system measures and calculates precise and reliable visual acuity test scores. The eye care provider (ECP) and patient are connected through the video call feature for the entirety of the vision assessments. The patient journey is driven by the ECP, meaning the patient is not required to control their screen aside from the initial setup stage.

The size of letters presented on the patient monitor are dependent upon screen resolution, calibration and test distance. The device must therefore be correctly calibrated and testing distance employed. The patient monitor should (whenever possible) run in full screen mode. The system uses the information gathered during calibration to display the correct letter size for the vision test.

1.2 System Requirements

The specification below represents the minimum requirements for AOS VA software. AOS VA is a web application and can be run via online browsers.

Supported Browser	Chrome, Firefox, Safari, Opera
Supported Devices for ECP	<ul style="list-style-type: none">• Laptop, computer, tablet used in landscape mode• Under 5 years old• With microphone and speakers (or alternatives)• Webcam• Minimum screen resolution 1024x720px• Latest Browser (Chrome, Firefox, Opera, Safari)• Any operating system (Windows / MacOS / Linux)• Internet (or WiFi) connection that can support a video call
Supported devices for patients	<ul style="list-style-type: none">• Laptop only (NOT desktop or tablet)• Under 5 years old• Embedded microphone and speakers• Embedded webcam (minimum HD format – 720p)• Screen size from 11" to 17.3" (laptop screen only no external screen)• Screen resolution of 1920x1080px (Full HD) or more (Quad HD, 4K Ultra HD)• Screen with a 120ppi or more• Latest Browser (Chrome, Firefox, Opera, Safari)• Any operating system (Windows / MacOS / Linux)• Internet (or WiFi) connection that can support a video call

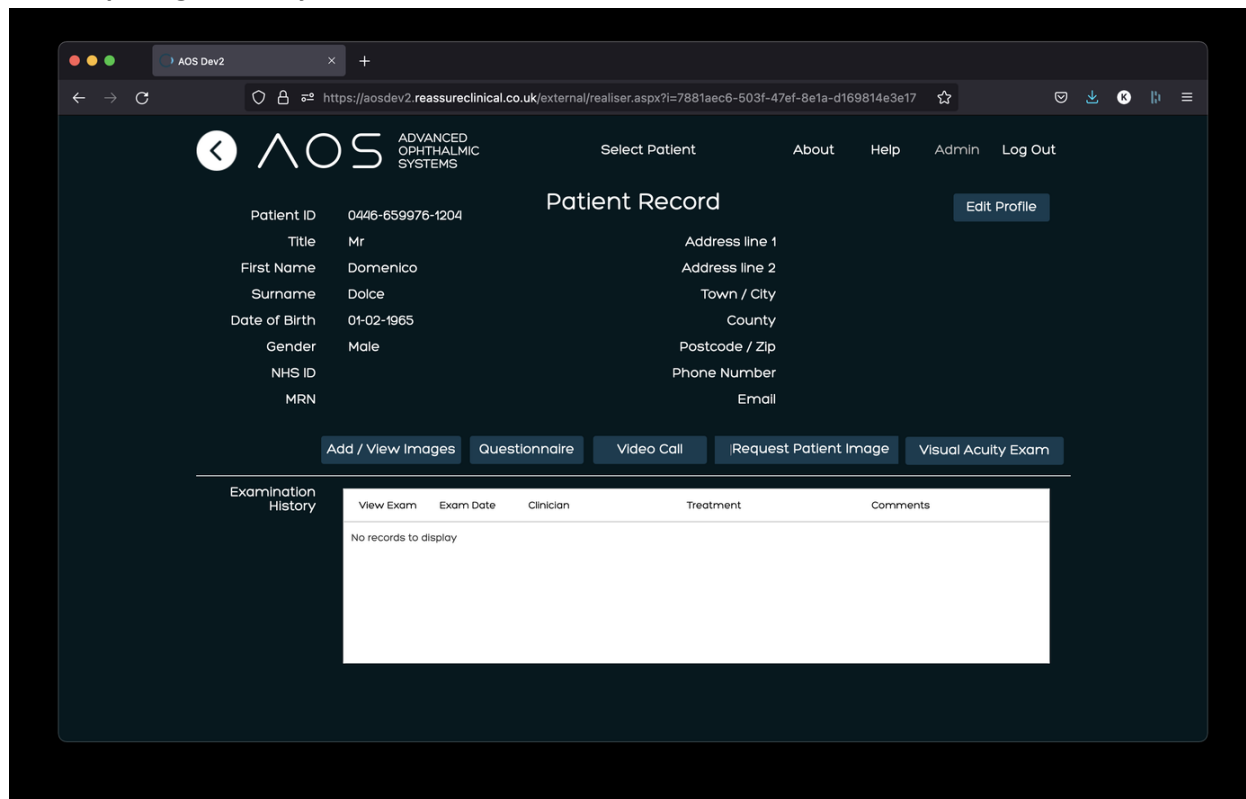
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2 Initiating a visual acuity exam

To start a VA session the ECP must access the system via their aos-hub.com account. In this stage the ECP and patient are not yet connected via the video call. The ECP must set up the call and invite the patient, then the patient goes through a setup process before the video call connects.

2.1 Opening the VA system from AOS3

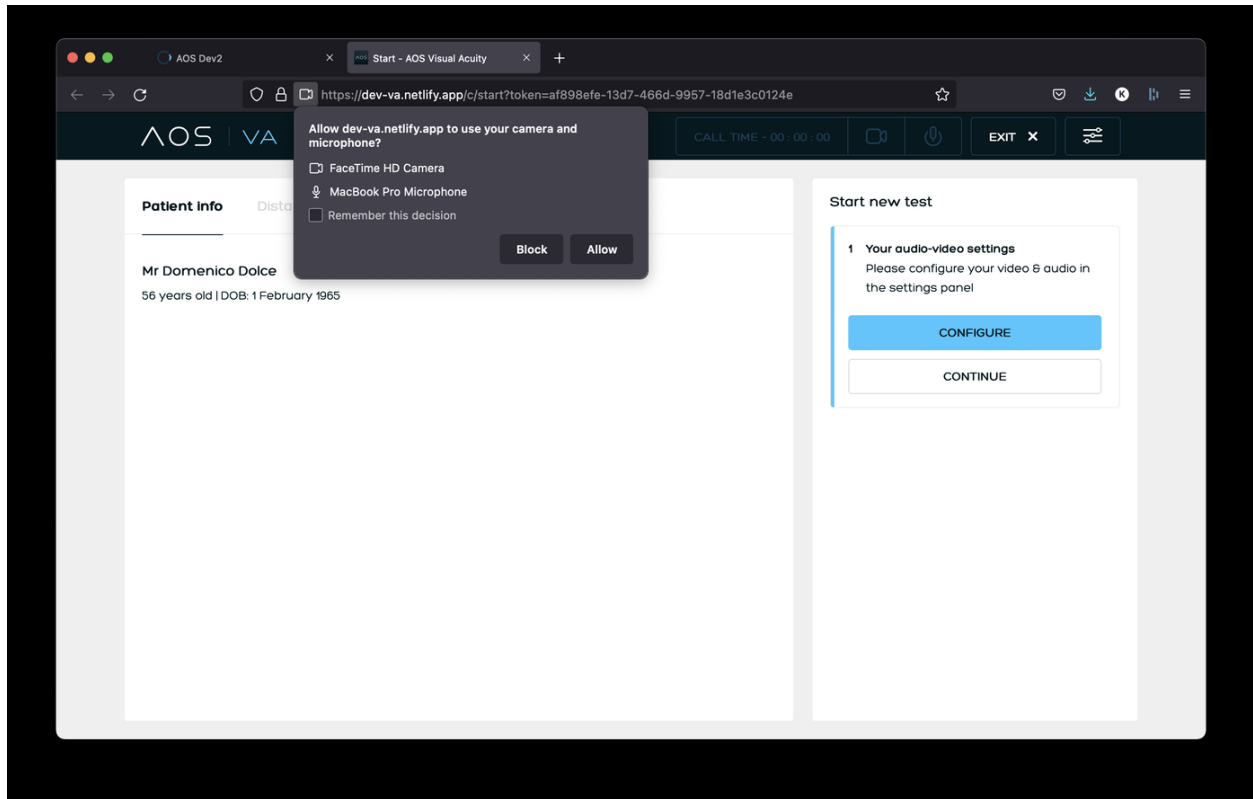


- Log in to the AOS3
- Select the patient
- On the patient summary page, select the 'Visual Acuity Exam' button
- This opens the VA exam in a new browser window.

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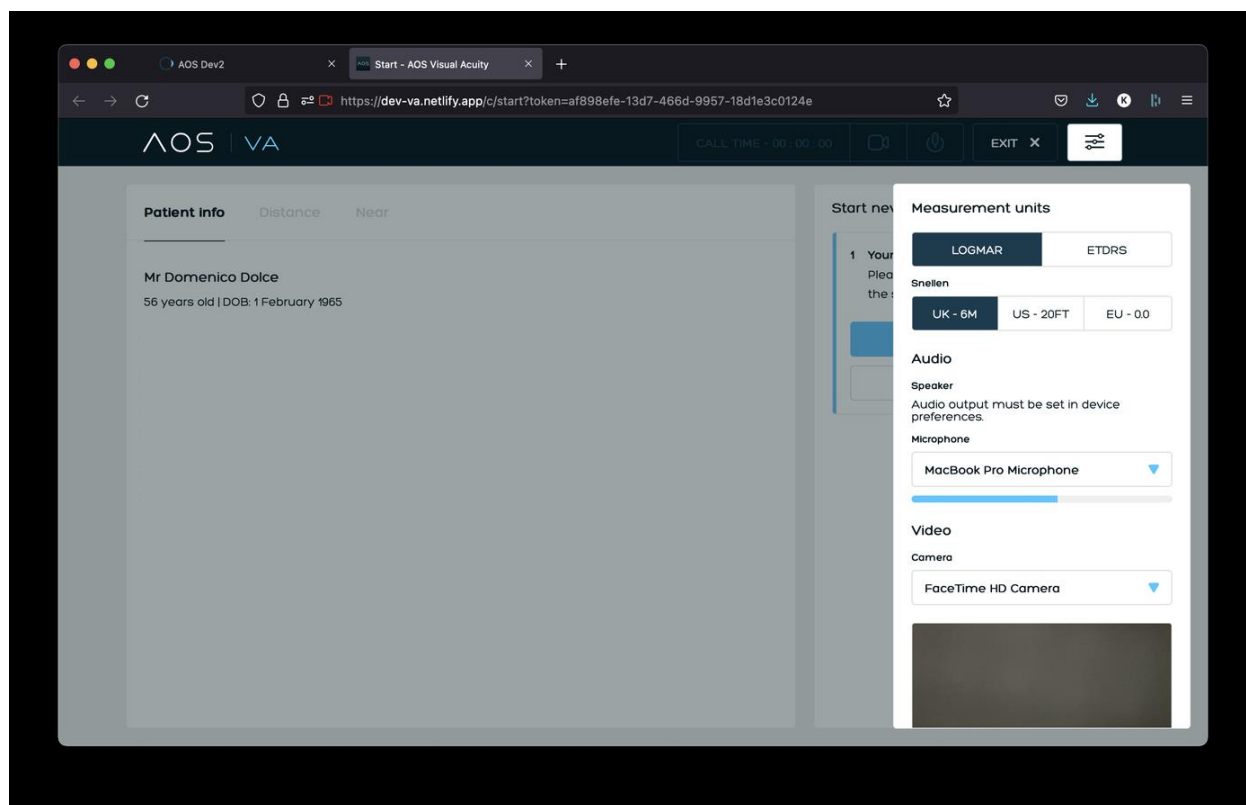
2.2 Initial ECP setup



If this is the first time using the system on your device then you must first allow the software access your device's camera and microphone.

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The ECP should then select the 'Configure' button and follow these steps:

- Select the measurement units (LOGMAR or ETDRS)
- Select the Snellen equivalent (UK, US, EU)
- Check the audio and video is working on your device
- Once you are happy with these settings click anywhere outside of the configure box to continue

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2.3 Sending the patient invitation

The screenshot displays the AOS VA web application interface. The browser address bar shows the URL: <https://dev-va.netlify.app/c/start?token=af898efe-13d7-466d-9957-18d1e3c0124e>. The application header includes the AOS VA logo, a call timer showing '00:00:00', and buttons for 'EXIT' and a settings icon. The main content area is divided into two panels. The left panel, titled 'Patient info', shows details for 'Mr Domenico Dolce', 56 years old, with a date of birth of 1 February 1965. The right panel, titled 'Start new test', displays a three-step process: 1. Audio-video settings confirmed (with an 'EDIT' link), 2. Logged in (with a status indicator), and 3. Invite patient (with the instruction 'Confirm patient contact details before sending invitation'). Under step 3, there are input fields for 'Email' (containing 'test@aos-hub.com') and 'Patient mobile' (containing '07770123456'). A blue 'SEND INVITATION' button is located at the bottom of the right panel.

The next stage is to send the patient an invitation to the VA exam. The patient's email address and mobile number should be automatically populated in the relevant fields, this information is pulled over from the AOS patient page. If you are aware that a different email and/or mobile number needs to be used, these can be changed before sending the patient invitation. Once the email address and mobile number have been checked, select 'Send invitation'.

Note: The email address field is compulsory and must be correct as it sends the patient invitation. The mobile number field is optional but can be used to send an SMS reminder to the patient to check their emails (for the invitation).

At this stage, the ECP must wait for the patient to accept the invitation and follow the setup steps, after that they will be connected to the patient. This patient set up stage could take up to 5 minutes.

2.4 Patient setup

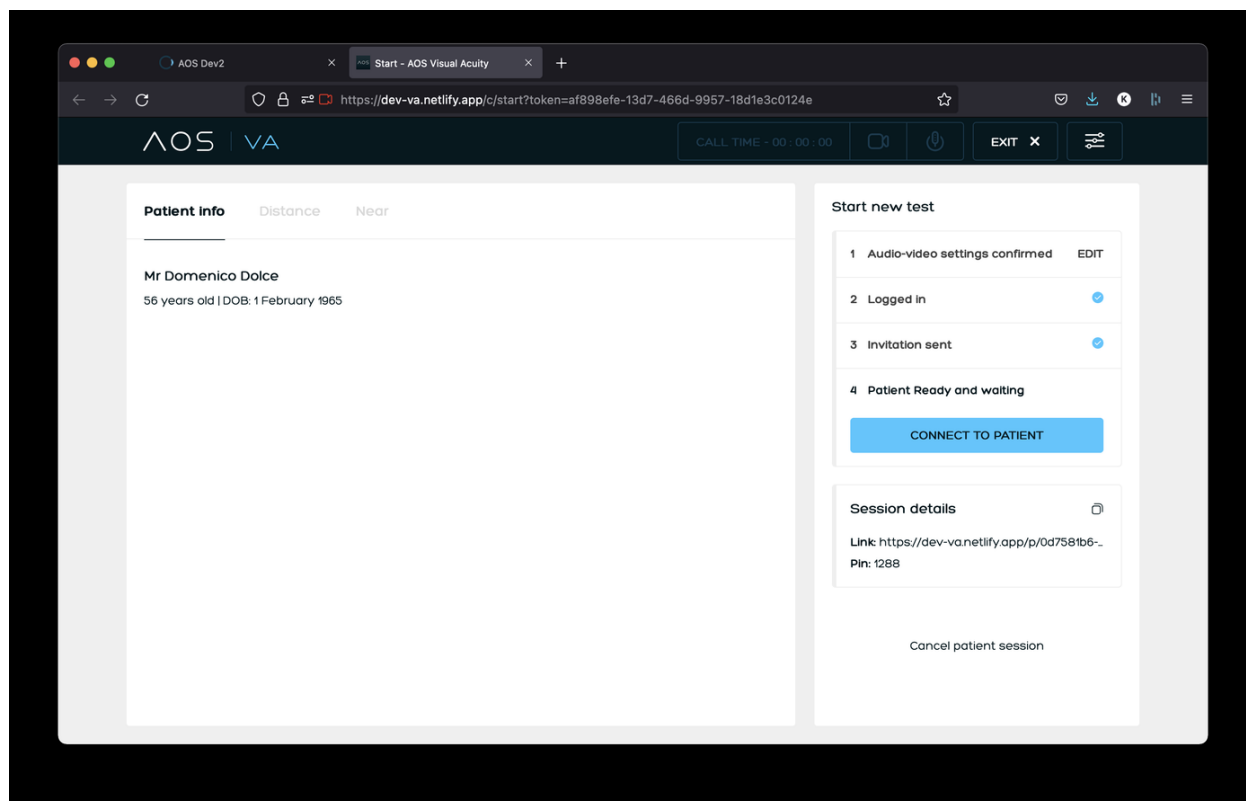
When the patient accepts the invitation and uses the PIN provided to enter the call, they must then go through a series of setup pages before they will be connected to the ECP. Read section 8 to understand the patient journey. The setup process involves:

- Turning up screen brightness
- Turning up device volume

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- Making the browser window full screen
- Checking audio and video work on the device
- Checking their room setup – ensure the patient is in a bright room, with 3m/10ft space behind them



When the patient has followed these steps the 'Connect to patient' button will become active for the ECP. Select this to start the video call.

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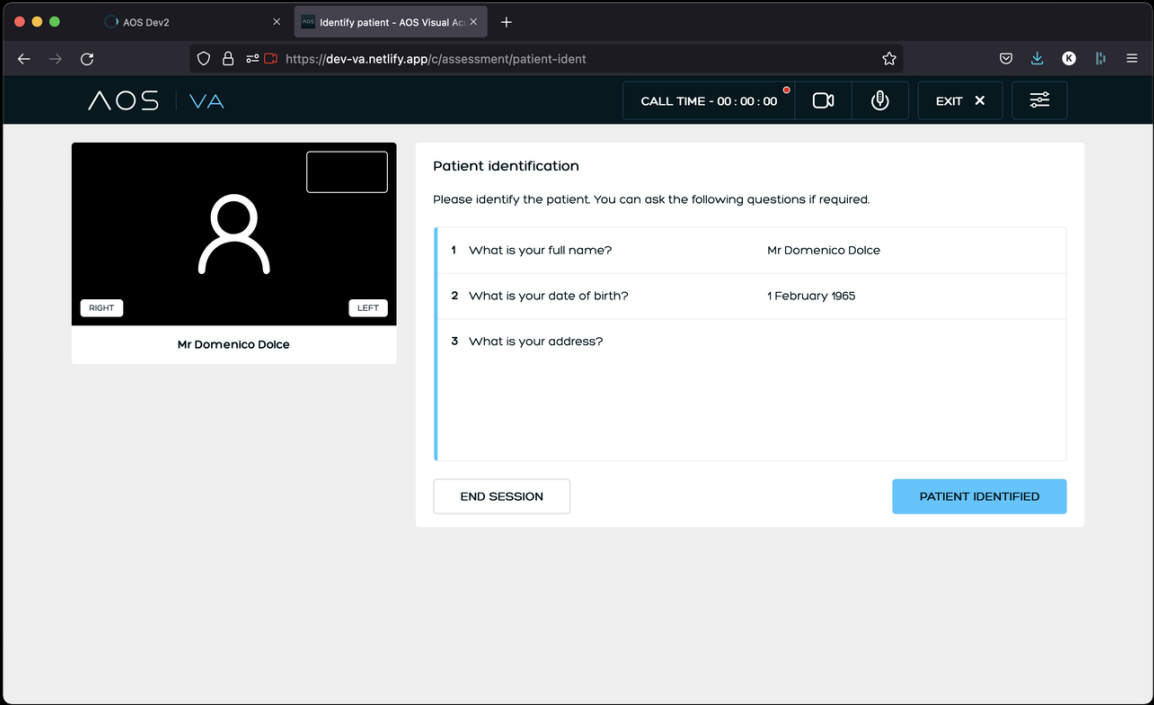
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3 Pre-assessment setup

Note: at this stage it is important that the patient has completed the setup steps listed above and that they are ready to start the assessment. It is advised that you confirm the above with the patient before continuing.

Before a vision measurement can be carried out the patient must go through a series of calibration steps to ensure their device is correctly calibrated with the system. From this point forward, the ECP will drive the patient journey.

3.1 Patient identification



The screenshot displays the 'Patient identification' screen within the AOS VA application. The interface includes a header with the AOS VA logo, a call timer showing '00:00:00', and an 'EXIT' button. The main content area features a patient identification form with three questions and their corresponding answers. Below the form are two buttons: 'END SESSION' and 'PATIENT IDENTIFIED'.

Patient identification	
Please identify the patient. You can ask the following questions if required.	
1 What is your full name?	Mr Domenico Dolce
2 What is your date of birth?	1 February 1965
3 What is your address?	

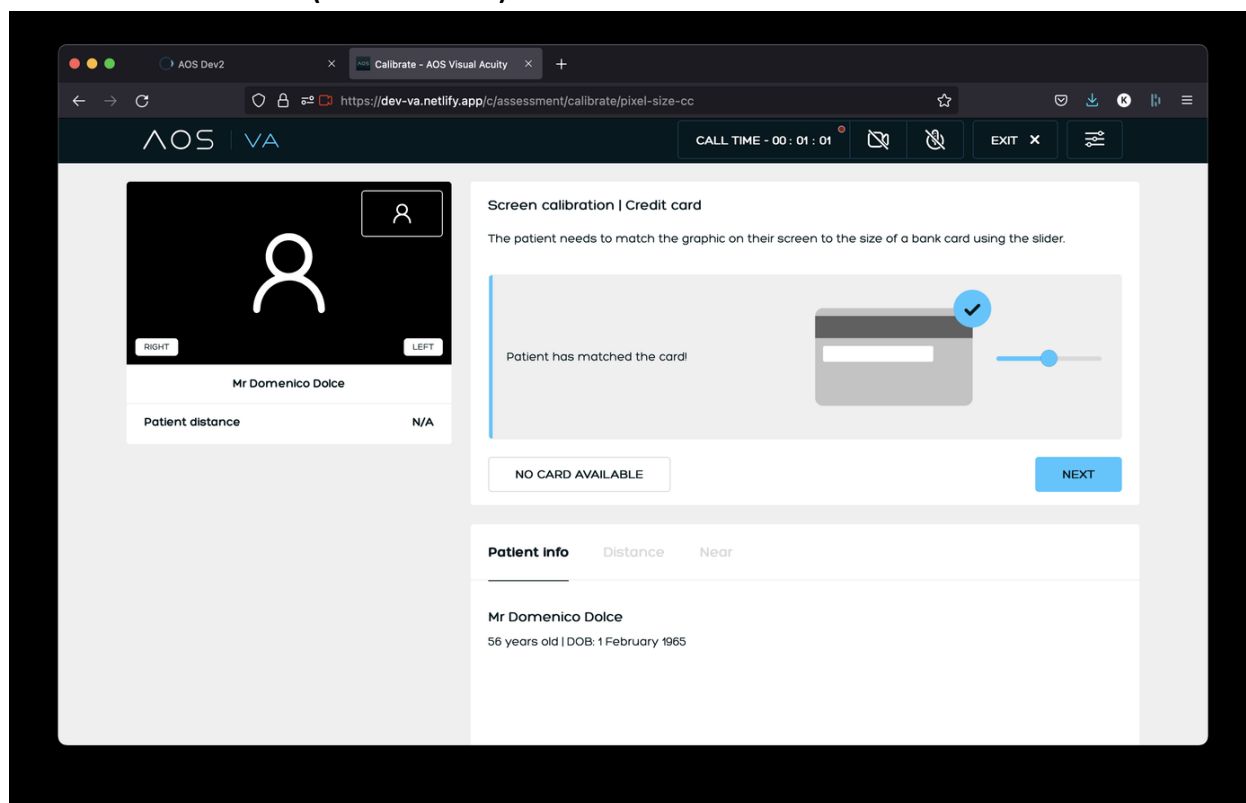
END SESSION PATIENT IDENTIFIED

At this stage, the ECP can follow the clinic's usual protocol for verifying the patient's identification. Select the 'Patient confirmed' button to continue with the exam.

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3.2 Screen calibration (recommended)



Screen calibration allows the system to calculate the patient's screen in order to show the correct letter/word sizing. Here, the ECP should guide the patient to follow the on-screen instructions on the patient's screen. The patient should follow these steps:

- Find a bank card (this is outlined in the invitation email)
- Align the bank card with the graphic on the screen
- Move the slider on the right to expand/shrink the card outline on the screen until it matches the patient's bank card
- When the graphic is the same size, the patient selects 'Card matched'

On the ECP screen when the patient matches the card, the 'Next' button will become active. Select this to continue to the next stage.

Note: Once this stage is complete, skip to section 3.4 to continue, if a patient does not have a bank card present, select the 'No card available' button to measure the screen manually.

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3.3 Screen calibration (alternative)

The screenshot shows the AOS VA web application interface. The browser address bar displays the URL: <https://dev-va.netlify.app/c/assessment/calibrate/pixel-size-h>. The application header includes the AOS VA logo, a call timer showing 00:01:08, and buttons for EXIT and a settings icon. The main content area is divided into three sections:

- Patient Information (Left):** Displays a patient icon, the name "Mr Domenico Dolce", and the patient distance "N/A".
- Screen calibration | Measuring (Center):** Contains three numbered instructions:
 - 1 Inform the patient they will need either a **tape measure** or **ruler**
 - 2 The patient must measure the H on their screen in mm.
 - 3 Input the height of the letter HA text input field with the placeholder "mm" is provided for step 3. Below the instructions are two buttons: "CARD AVAILABLE" and "NEXT".
- Patient info (Bottom Right):** A section with tabs for "Distance" and "Near". The "Distance" tab is selected, showing the patient's name "Mr Domenico Dolce" and age "56 years old | DOB: 1 February 1965".

To measure the screen manually, the patient will need a measuring device with mm measurements (e.g. ruler). Instruct the patient to measure the height of the letter H on their screen, write down this value in the field available on the ECP screen. Select next to continue to the next stage.

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3.4 Patient distance automatic calibration (recommended)

The screenshot displays the 'Calibrate - AOS Visual Acuity' web application. The interface is divided into two main sections. On the left, a video preview shows a patient's face and upper body. Below the video, the patient's name 'Mr Domenico Dolce' is displayed, and the 'Patient distance' is shown as 'N/A'. On the right, the 'Distance calibration | Patient distance auto tracking' section contains three numbered instructions: 1. Enter patient details (height and gender), 2. Instruct the patient to face the device and touch the screen, and 3. Select 'LOCK TRACKING' once the patient is in position. An illustration shows a person sitting at a desk, facing the device with their arms straight out. At the bottom of the right section, there are buttons for 'SKIP AUTO TRACKING', 'LOCK TRACKING' (with a padlock icon), and 'NEXT'. The 'LOCK TRACKING' button is highlighted in blue. The top of the interface shows the 'AOS | VA' logo, a 'CALL TIME - 00:02:32' timer, and various control icons like 'EXIT' and a settings menu.

This stage allows the system to calibrate the distance tracker.

- Enter the patient's height in the fields provided
- Select the patient's gender
- Guide the patient through the instructions provided on their screen so the patient is in the following position
 - Facing the device with a straight back so their face is fully visible in the camera preview
 - Arms and hands straight out in front of them with their fingertips touching the front of their screen
- When the patient is in position, select the 'Lock tracking' button
- The ECP can now view the patient distance under the video preview (at this stage it will be in red)
- Once the patient distance is tracking, select the 'Next' button to continue.

Note: The auto tracking works best when the patient is in optimal lighting conditions with reduced glare on the screen. If the auto tracking does not connect (e.g. the patient distance remains as N/A and the 'Next' button is inactive), the ECP may need to unlock and re-lock tracking with the patient in position. If the issue persists, manual calibration will need to be used.

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3.5 Patient distance manual calibration (alternative)

Manual calibration can be used in place of the auto distance tracking.

- Select 'Skip auto tracking'
- Guide the patient to the correct position prior to the start of each test
- The patient will need a tape measure (or equivalent) to measure out 3m (for distance vision) or 40cm (for near vision) from the device.
- Once measured out, they should put an object at that distance so they can remain in the spot for the entire measurement.

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4 Performing a visual acuity exam

Once the calibration stages are complete, the patient is ready to start visual acuity measurements. The system tests distance vision first, followed by near vision. When 'Finish and Save' is selected, this will end each vision assessment and move to the next part. Within each assessment the ECP can determine which order they conduct the laterality and correction.

The default measurement output can be selected to be logMAR or number of ETDRS letters and either UK Snellen, US Snellen or Decimal Snellen. The default letter set can also be set from Sloan and Landolt-C, and crowding bars can be switched on or off.

Each measurement follows the same sequence: range finding followed by thresholding. Range finding presents in descending or ascending 2 logMAR line steps a single crowded letter or picture starting at logMAR .60 or 6/24 (20/80 in the US) size. Thresholding then follows where sequential rows of crowded letters are presented starting with a size 2 logMAR lines larger than the last incorrect range finding result. Each letter is scored and the test continues until the pass fail criteria have been satisfied.

4.1 Assessment settings (scoring / letters / crowding box)

The screenshot displays the AOS VA web application interface. The browser address bar shows the URL <https://dev-va.netlify.app/c/assessment/distance>. The application header includes the AOS VA logo, a call time of 00:04:42, and buttons for EXIT and a settings icon. The main content area is divided into two columns. The left column features a video feed of a patient, Mr. Domenico Dolce, with 'RIGHT' and 'LEFT' labels. Below the video, it shows 'Patient distance' as 3.04 meters. The right column contains 'Settings for Distance' with dropdowns for 'Optotype' (Sloan Letter) and 'Termination criteria' (3 out of 5). It also has buttons for 'Scoring by' (SINGLE ITEM, LINE BY LINE) and 'Crowding box' (YES, NO). Below these settings, a 'Distance - Ready to start' section provides instructions and buttons for END, RECALIBRATE, and START. At the bottom, a 'Patient info' section shows the patient's name, Mr. Domenico Dolce.

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Prior to each vision assessment, the ECP will choose the following settings:

- Optotype: Sloan letter, Landolt-C
- Scoring by: Single, line
- Termination criteria: 1,2,3,4,5 out of 5
- Crowding box: yes, no

Then select 'Start' to move to the next stage.

Note: If during a measurement, the ECP tries to change any of these settings, that measurement will be abandoned and the results will not be saved.

4.2 Selecting a vision measurement

The screenshot shows a web browser window with the URL <https://dev-va.netlify.app/c/assessment/distance>. The interface is divided into several sections:

- Distance vision**: Shows settings for Sloan Letter (3/5), Scoring (Single item), and Crowding box (On). There is an **EDIT** link.
- Laterality**: Includes buttons for **RIGHT** (selected), **BINOCULAR**, and **LEFT**.
- Correction**: Includes a dropdown menu set to **None** and a **START** button.
- Notes**: A text area with the placeholder "Record any additional notes here" and an **END WITHOUT SAVING** button.
- Patient info**: A section with tabs for **Distance** (selected) and **Near**. It displays patient details: **Mr Domenico Dolce**, 56 years old, DOB: 1 February 1965.
- Patient distance**: A section showing **3.13 meters** with a checkmark icon and a **Check patient distance?** dropdown menu.

Select the laterality and correction and then select 'Start' to begin the measurement.

At this stage, ensure that the settings you have chosen are correct and ensure the patient is at the correct distance for the assessment:

- Distance vision: 3m/10ft
- Near vision: 40cm/16inch

Note: this stage applies to both distance and near vision assessments.

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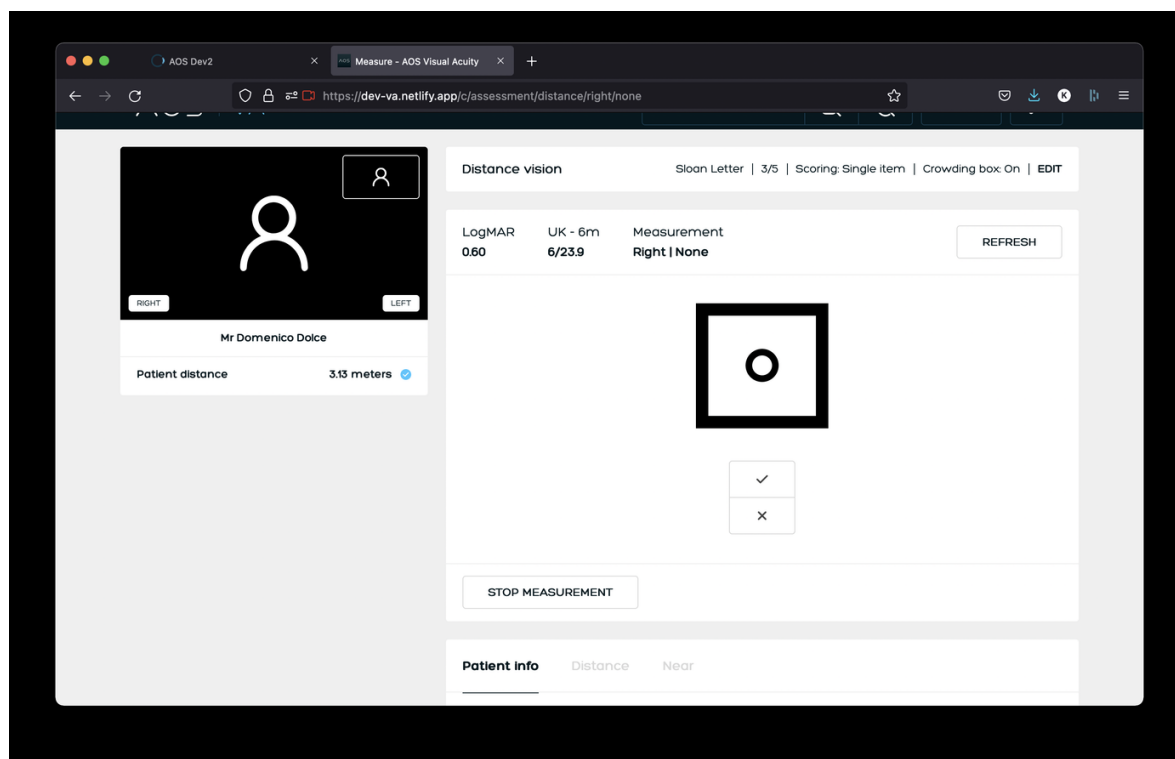
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4.3 Completing a vision measurement

Each measurement follows the same sequence: range finding followed by thresholding. A correct response is recorded by selecting the 'tick' icon. An incorrect response is recorded by selecting the 'cross' icon. The following should be noted whilst scoring a measurement:

- During range finding, the next letter/word will show as soon as the previous is marked as correct or incorrect
- During thresholding, the letters/words are marked as correct or incorrect and then the 'Next' button must be selected to move on
- The 'Mark remaining results' button will record any unmarked letter/word as correct or incorrect
- Results can be overridden before the 'Next' button is selected
- The ECP can highlight (underline) a specific letter/word for the patient by clicking on it

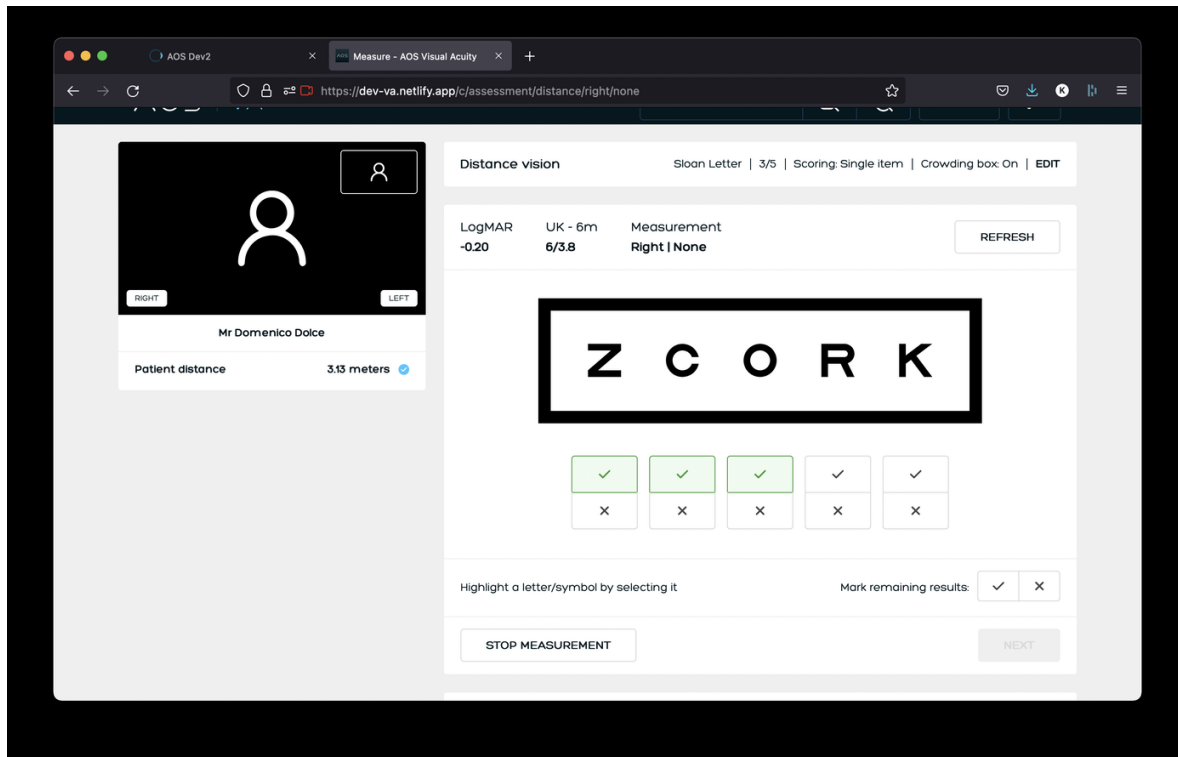
The images below display various stages of the vision measurement.



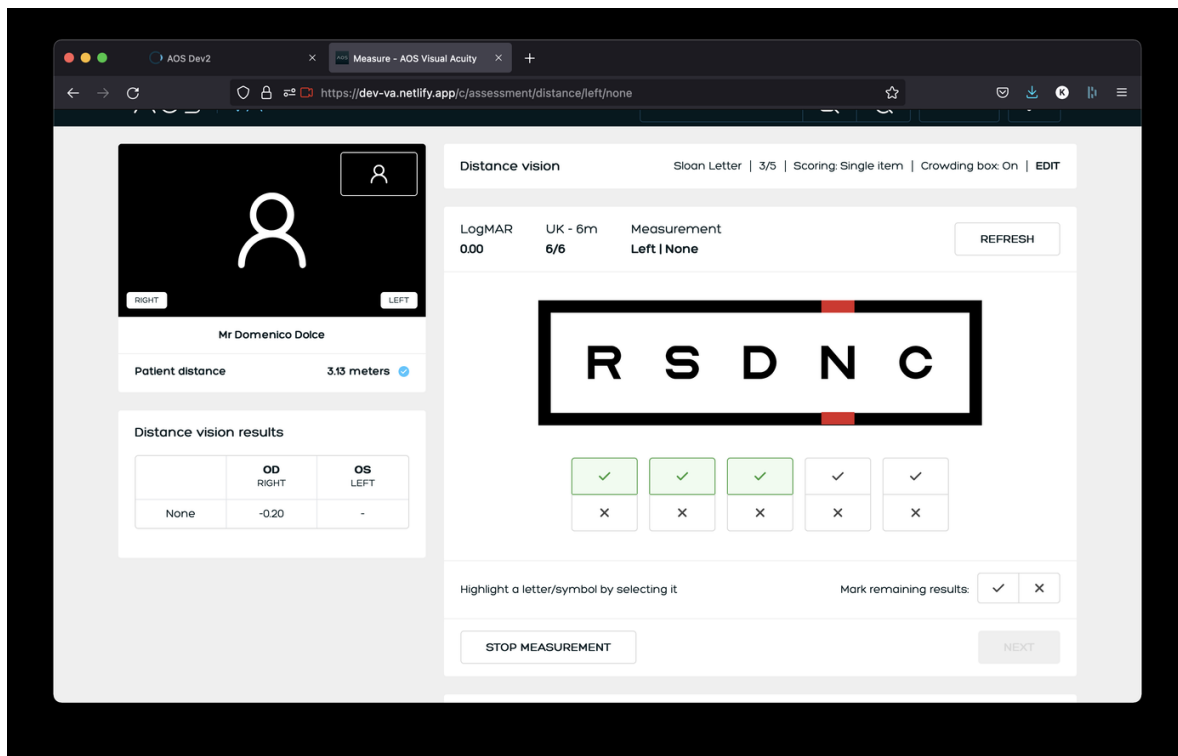
Distance vision, range finding

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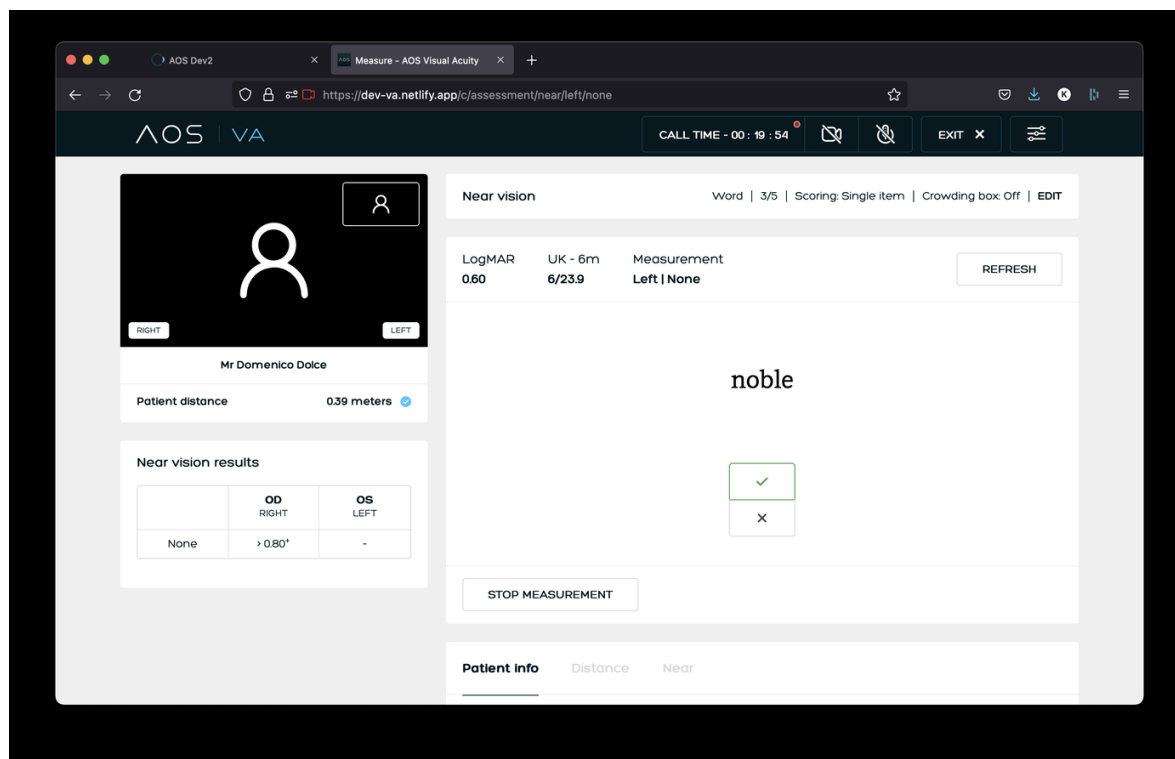
Distance vision, thresholding, with crowding box



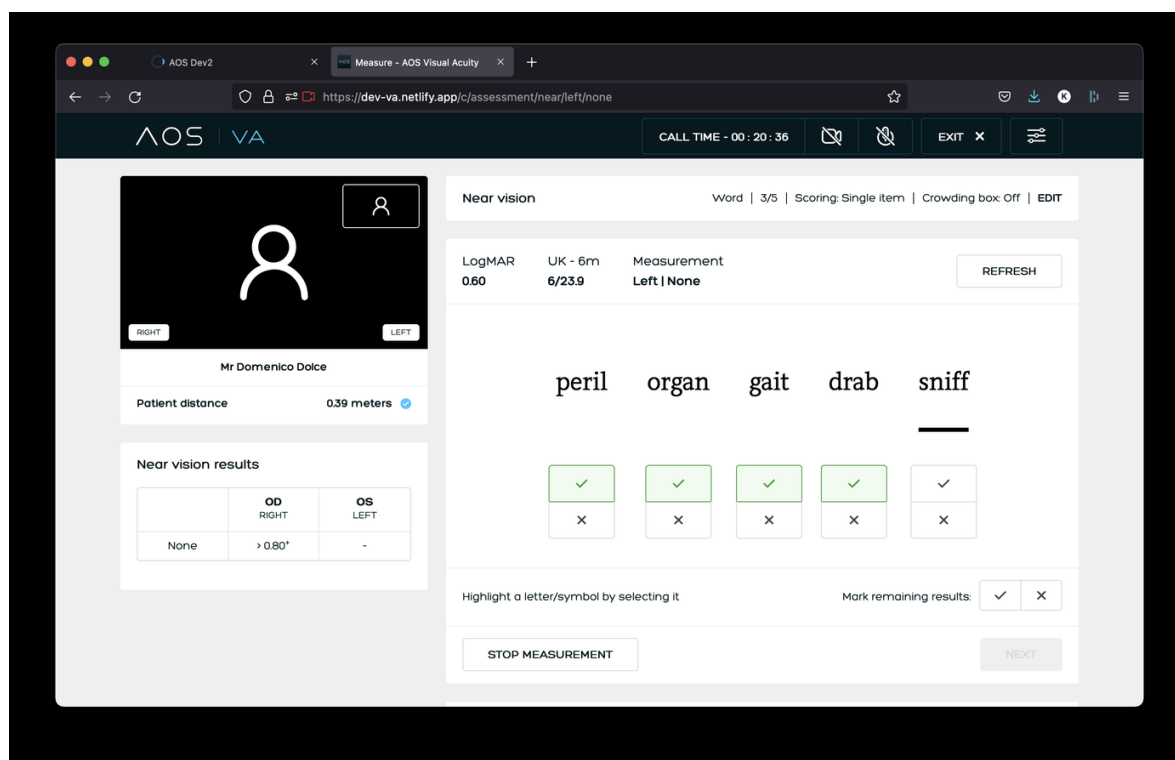
Distance vision, thresholding, with crowding box, highlighted letter

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Near vision, range finding



Near vision, thresholding, no crowding box, highlighted word

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4.4 Saving results

At the end of each measurements, results are visible in the table before a new measurement is started. Once all the desired measurements within each vision assessment have been completed, select the 'Finish and save' button. During a distance vision assessment, this will end the distance vision stage and move to the near vision assessment. During a near vision assessment, this will take the ECP to the 'Session completed' screen.

Before saving results, you will get the option to print the results at this stage. Reports of the whole assessment can be generated and printed via the AOS patient summary page after the VA session has ended.

Distance vision:

The screenshot shows a web browser window with the URL <https://dev-va.netlify.app/c/assessment/distance>. The interface is titled "Distance vision" and includes a header with "Sloan Letter | 3/5 | Scoring: Single Item | Crowding box: On | EDIT".

On the left, there is a patient information panel for "Mr Domenico Dolce" with a "Patient distance" of "3.13 meters" and a "Check patient distance?" dropdown menu.

The main assessment area includes a "Laterality" section with buttons for "RIGHT", "BINOCULAR", and "LEFT", and a "Correction" section with a dropdown menu set to "None" and a "START" button.

The "Results" section displays a table with the following data:

	OD RIGHT	OS LEFT
None	-0.20 (6/3.8)	0.00 (6/6)

Below the table, it states "Results shown in format: LogMAR (UK - 6m)" and includes a "PRINT" button.

A "Notes" section with a text area for "Record any additional notes here" is present.

At the bottom, there are two buttons: "END WITHOUT SAVING" and "FINISH & SAVE".

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Near vision:

The screenshot shows the AOS VA web application interface for near vision testing. The browser address bar displays the URL: <https://dev-va.netlify.app/c/assessment/near>. The application header includes the AOS VA logo, a call time timer at 00:21:07, and buttons for EXIT and a settings icon.

The main interface is divided into two columns. The left column contains a patient information section with a profile icon, the name "Mr Domenico Dolce", and a patient distance of 0.39 meters. Below this is a "Check patient distance?" dropdown menu. The right column contains the testing controls and results section.

Near vision Word | 3/5 | Scoring: Single item | Crowding box: Off | EDIT

Laterality RIGHT BINOCULAR LEFT

Correction None [dropdown arrow] START

Results

	OD RIGHT	OS LEFT
None	> 0.80 (6/37.9)*	0.60 (6/23.9)

Results shown in format: LogMAR (UK - 6m)
*Patient acuity too poor to measure remotely.

Notes
Record any additional notes here

END WITHOUT SAVING FINISH & SAVE

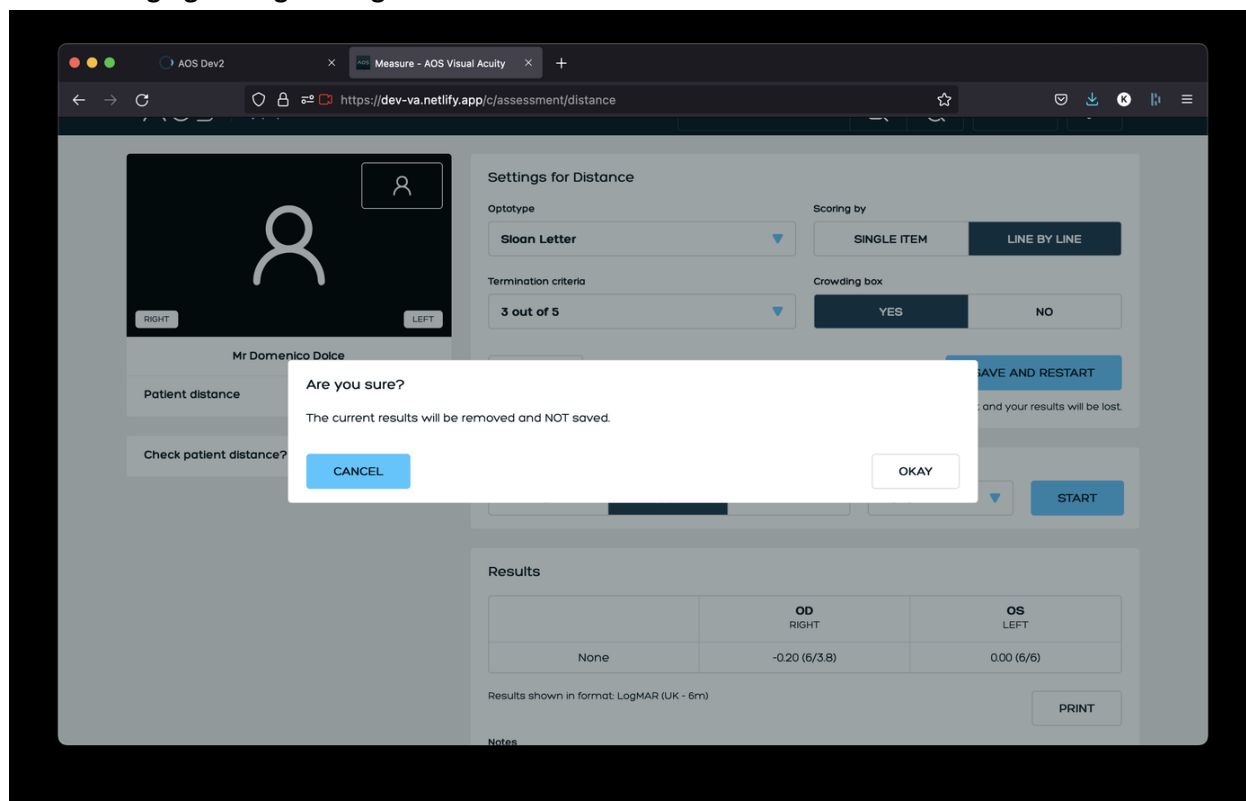
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5 Checking exam settings and recalibration

If at any stage during a measurement you wish to change the settings of the exam or recalibrate the patient's screen or distance auto tracker, be aware that it will be required to restart the assessment and any existing results will not be saved.

5.1 Changing settings during an assessment



To edit the settings of an exam, select the 'Edit' button. This will show a warning message that any unsaved results will not be saved. Edit the settings accordingly, select save and begin the measurement.

5.2 Recalibrating the system during an exam (screen size / distance)

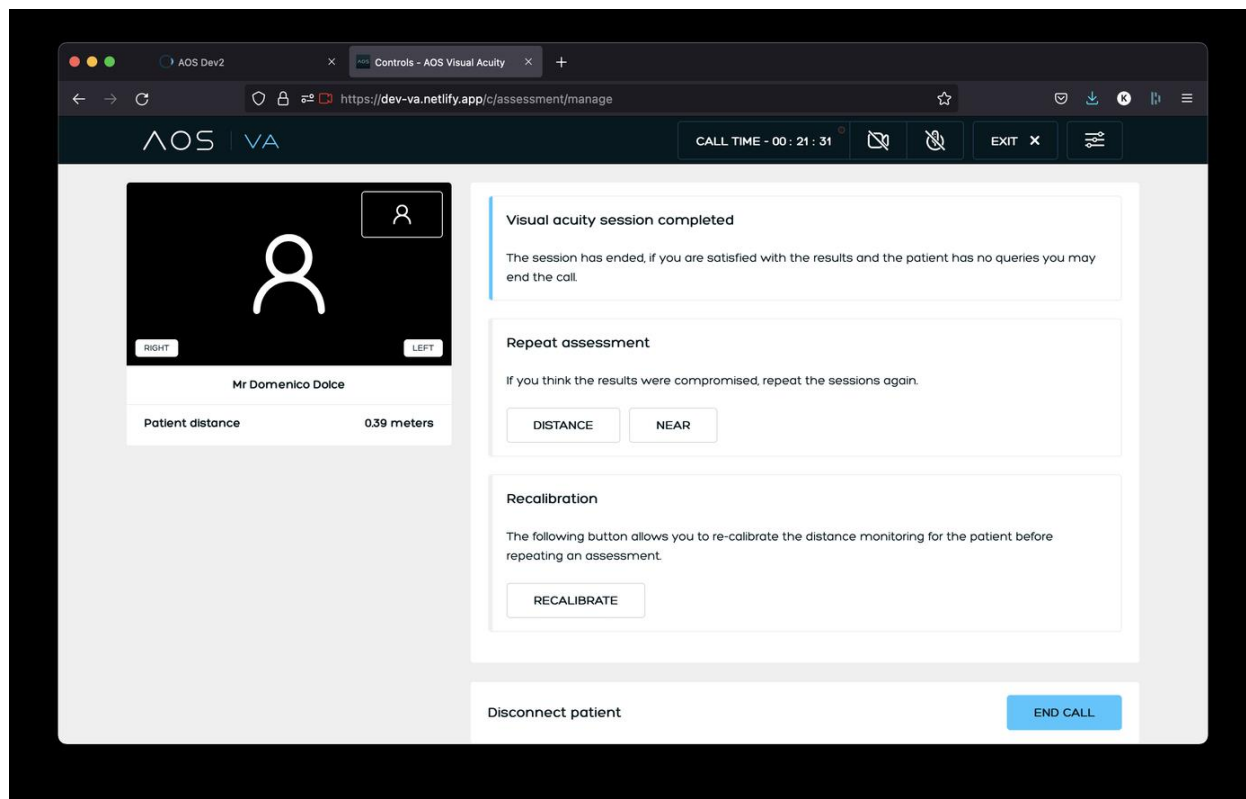
At the beginning of each distance/near vision assessment, the ECP will have the option to select the 'Recalibration' button. By selecting to recalibrate, the patient must conduct recalibration of both screen size (credit card/manual H measurements) and the calibration of the distance tracker.

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6 Ending a visual acuity exam

On completion of the vision assessments, the ECP will reach the 'Session completed' screen. Here the ECP can repeat any measurements and there is also the option to conduct a recalibration before repeating measurements.



6.1 Options to repeat assessments

If the ECP wishes to recalibrate before repeating a measurement, select the 'Recalibrate' button, follow the steps above for recalibration and then when returned to this page, repeat any desired measurements.

Note: Any repeated measurements will override the results of the previous measurements if conducted within the same session (i.e. the same measurement for laterality/correction cannot have two results in a session).

6.2 Ending the call with the patient

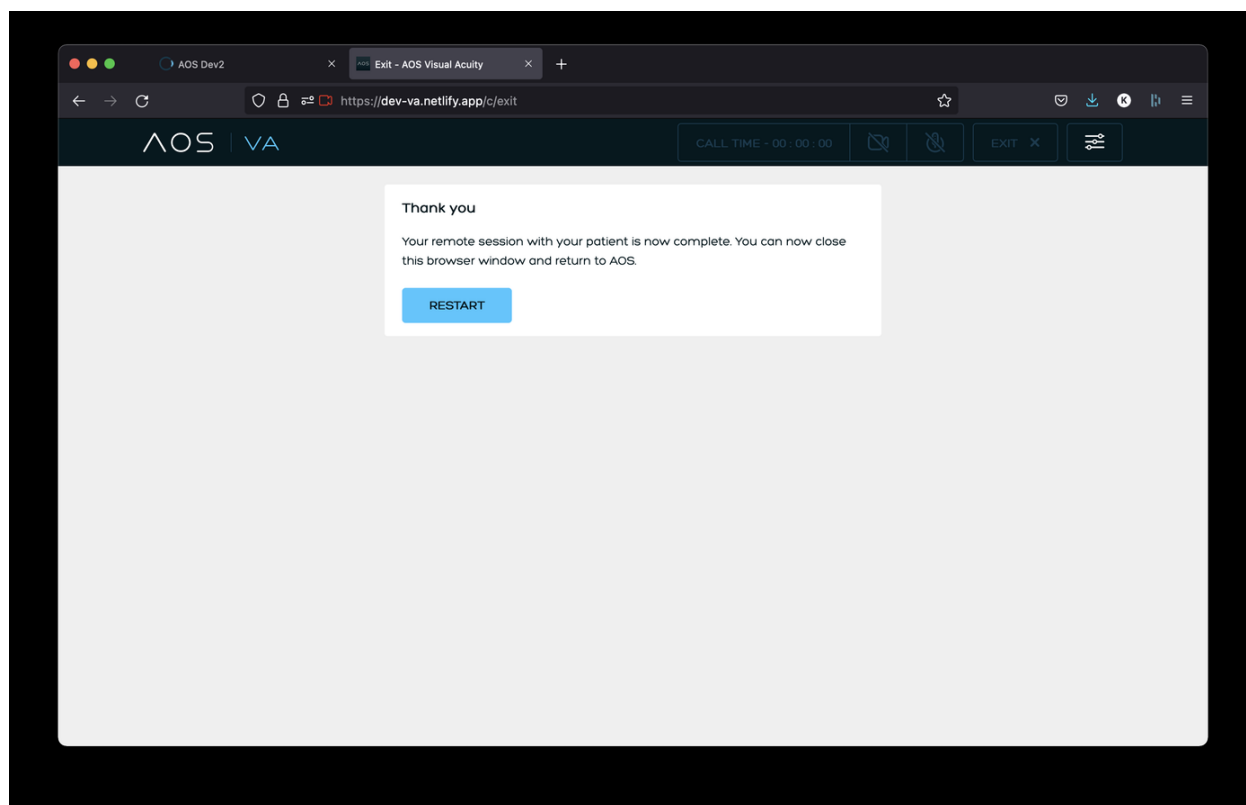
Whilst on the session completed screen, the ECP can say goodbye and end the call with the patient. When the 'End call' button is selected, the video call then disconnects.

6.3 Returning to AOS

When the VA session is over, close the VA tab and return to the patient summary page within the AOS site.

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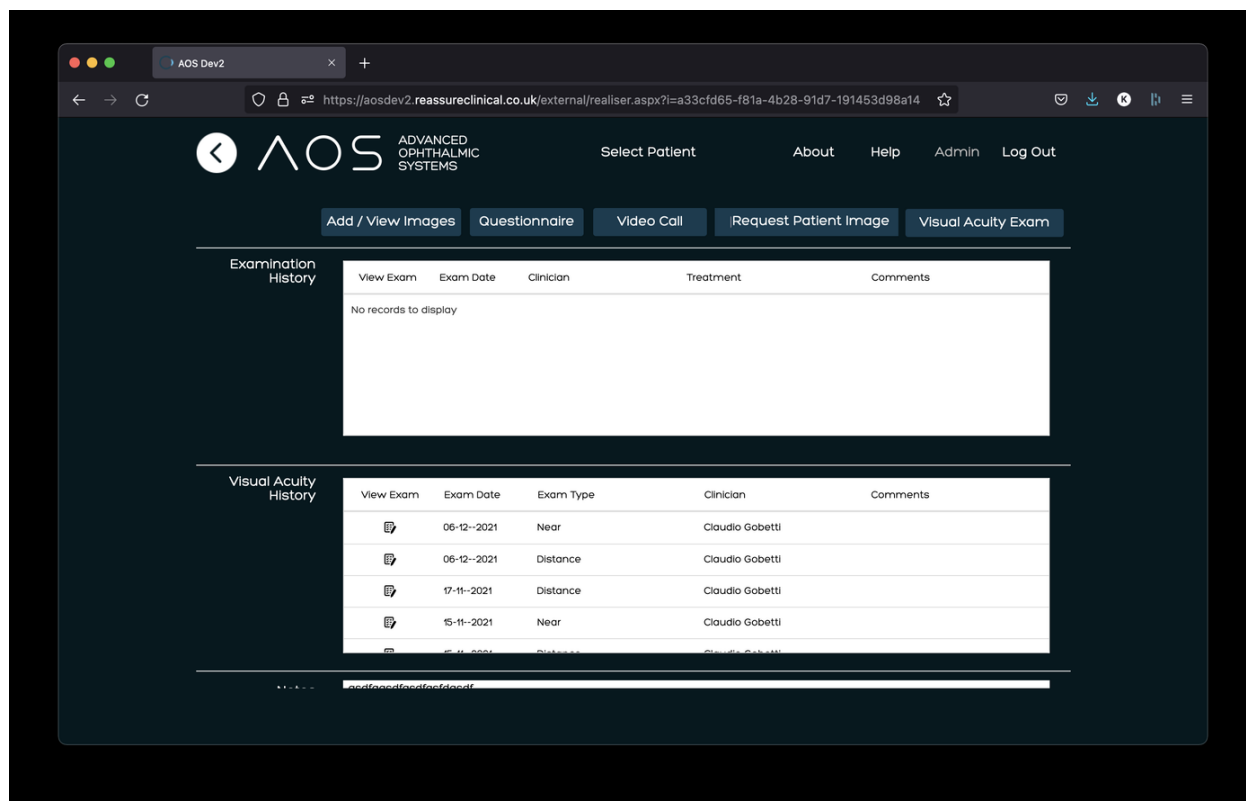
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7 Viewing results

Results can be seen in the VA system after each measurement has taken place. As outlined above, these results are only saved to AOS once the 'Finish and save' button is selected. It is recommended to view the final results using the report feature outlined below.

7.1 View results in AOS



On the patient record page, the second box of results will display the 'Visual acuity history'. To view results for a specific assessment, select the icon under the 'View exam' column. This will open a new page with the results from that assessment.

Note: Distance/near vision assessments are shown separately even if they were completed in the same session.

7.2 Creating a report of the results

To create a PDF, scroll to the bottom of the page and select the 'generate report' button. This creates a PDF icon, select this icon to open the PDF report in a new browser tab.

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AOS ADVANCED OPTHALMIC SYSTEMS

Current Patient: Domenico Dolce D.O.B.: 01-Feb-1965 ID: 0446-659976-1204

	LogMAR	Snellen equivalent UK - 6m	LogMAR	Snellen equivalent UK - 6m
Unaided	0.80 (+)	6/37.9 (+)	0.60	6/23.9
Glasses				
Contact Lenses				
Updated Glasses				
Updated Contact Lenses				

Binocular OU		
	LogMAR	Snellen equivalent UK - 6m
Unaided		
Glasses		
Contact Lenses		
Updated Glasses		
Updated Contact Lenses		

(+): Patient acuity may be worse than scored.

[Generate Report](#)

Patient Visual Acuity Examination Results

First Name: **Domenico** Surname: **Dolce** Date of Birth: **01-Feb-1965**

Patient ID: **0446-659976-1204** NHS Number:

Examination Date: **06-Dec-2021** Clinician: **Claudio Gobetti**

Near

	Right Eye OD		Left Eye OS		Notes
	LogMAR	Snellen equivalent UK - 6m	LogMAR	Snellen equivalent UK - 6m	
Unaided	0.80 (+)	6/37.9 (+)	0.60	6/23.9	
Glasses					
Contact Lenses					

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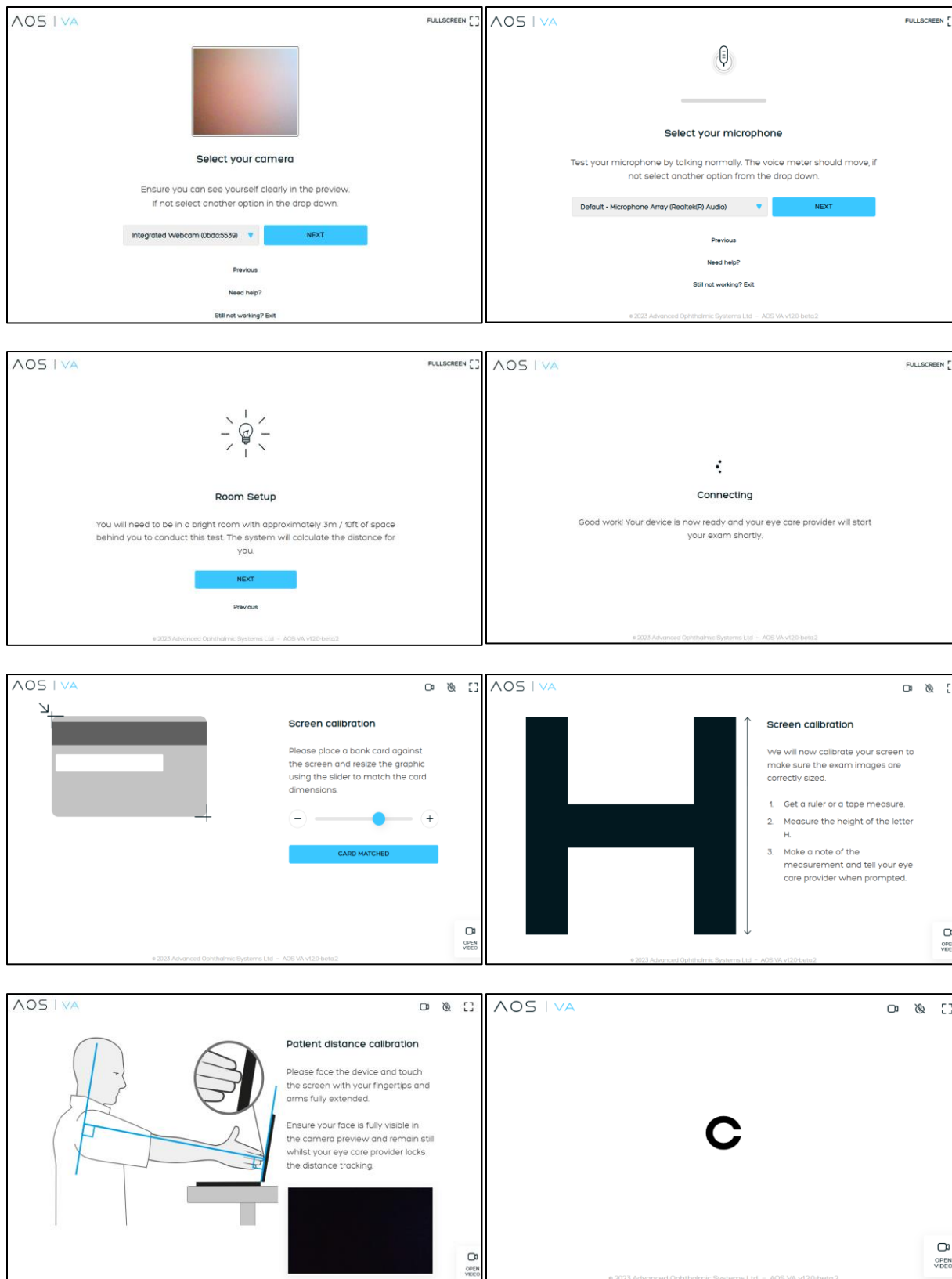
8 The patient journey

The majority of the patient session is driven by the ECP. Once the two are connected, the patient does not click through the system themselves. The only stage where the patient is responsible for using the system without the guidance of the ECP is during the patient setup. The patient goes through the following screens in between the invitation being sent, and the video call starting.

<p>You have been invited to an online Visual Acuity assessment by your eye care provider. Please follow the instructions below to begin.</p> <p>Select the button below to be connected to your eye care provider. You will need to record your pin and enter it when prompted.</p> <p>YOUR PIN</p> <p>8082</p> <p>Please have a bank card to hand as this is required for the initial set-up. The card is needed for measuring purposes only (so we can confirm the size of your screen) and will not be used to take payment of any type. You will need 3m/10ft of space to conduct this test.</p> <p>CONNECT</p>	<p>AOS VA FULLSCREEN</p> <p>Visual Assessment</p> <p>Please enter your PIN to start.</p> <p>4 5 6 7</p> <p>CONFIRM</p> <p><small>© 2023 Advanced Ophthalmic Systems Ltd – AOS VA v120-beta2</small></p>
<p>AOS VA FULLSCREEN</p> <p>Welcome</p> <p>Before we can start your exam, we need to ensure your device is set up correctly. There are just a few simple steps, and it won't take long.</p> <p>NEXT</p> <p><small>© 2023 Advanced Ophthalmic Systems Ltd – AOS VA v120-beta2</small></p>	<p>AOS VA FULLSCREEN</p> <p>Screen Brightness</p> <p>Please increase the brightness of your screen. Make sure to turn off the screensaver.</p> <p>NEXT</p> <p>Previous</p> <p><small>© 2023 Advanced Ophthalmic Systems Ltd – AOS VA v120-beta2</small></p>
<p>AOS VA FULLSCREEN</p> <p>Volume</p> <p>Please raise the volume on your device. You should be able to hear examination instructions from a distance.</p> <p>NEXT</p> <p>Previous</p> <p><small>© 2023 Advanced Ophthalmic Systems Ltd – AOS VA v120-beta2</small></p>	<p>AOS VA FULLSCREEN</p> <p>Fullscreen</p> <p>Press the 'full screen' icon at the top right of the page to ensure you get the most out of your eye exam.</p> <p>NEXT</p> <p>Previous</p> <p><small>© 2023 Advanced Ophthalmic Systems Ltd – AOS VA v120-beta2</small></p>

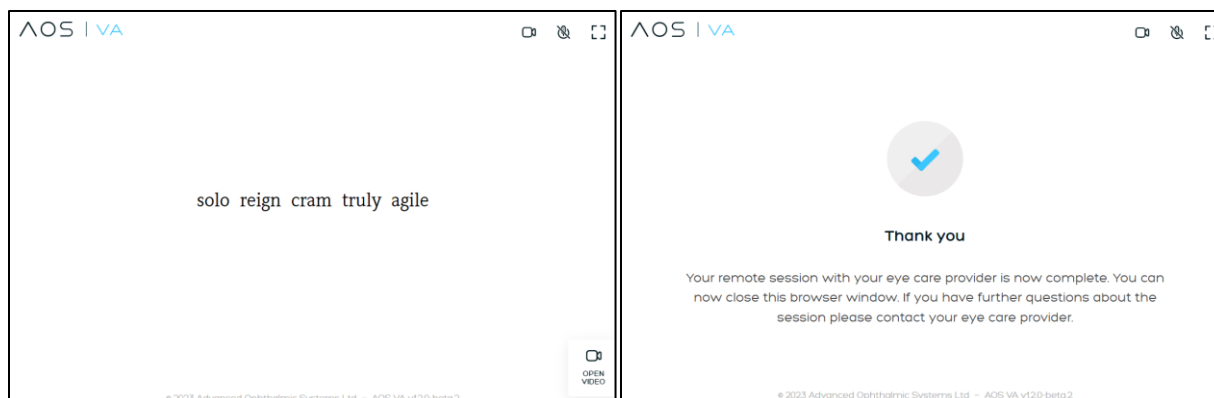
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9 Getting help and support

9.1 The AOS website

<https://www.aos-hub.com>. For all supporting documentation for AOS products, go to the contact page and use the feedback widget or mail us direct support@aos-hub.com

9.2 Requesting product support

Should the user have a question regarding application support or specific product use, please contact our Support Centre via the online form on the AOS Contact web pages and or live chat on our website.

9.3 Finding support documentation online for other AOS products

At www.aos-hub.com all product documentation is logically stored and available for download in pdf format.

9.4 Update notifications

Notifications of product updates and new features will be advertised on the website. All documentation will be updated accordingly. If the user has a subscription product updates and features will download automatically each time the application is started.

10 FAQ's

10.1 How does patient distance tracking work (automatic)

When distance tracking is set up in automatic mode, the patient distance can be viewed on the left side of the screen before each measurement starts. The distance will show in red until the patient is within +/- 10% of the target distance (3m for distance vision, 40cm for near vision). Once in the 10% range, the value shows with a tick next to it. When measurements are progress, the distance tracker locks in place at the last known value, it is then important that the patient remains still in that position for the remainder of the measurement.

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10.2 Tips to get best results whilst using the automatic distance tracking

The auto tracking works best when the patient's face remains visible in the screen at all times. Ask the patient to move backwards/forwards whilst keeping their face directed at the device. If the system states a 'Tracking lost' error, ask the patient to move back in so their face is visible until the tracker reconnects. The following can help improve the tracker:

- Ensure patient's face is uncovered (no face coverings, long hair in front of eyes)
- Ask the patient to move somewhere with a plain background

10.3 When to re-check distance tracking?

If during the measurement the patient moves from the 3m/40cm spot, it is important that that measurement is stopped and the distance tracker is re-checked before continuing. When the ECP selects 'recheck tracking' the distance tracker automatically restarts. Ensure the patient is within the correct distance range for that assessment and start a new measurement to continue.

10.4 How do I end a call mid-exam?

The VA session can be ended at any stage. Every screen that includes an 'End measurement' button will end that current measurement and take the ECP to the session ended screen to say goodbye to the patient. If you need to exit the system straight away, the 'Exit' button on the top banner can be clicked at any time. This will prompt a warning message to say that results may be lost.

10.5 What happens if the patient ends the call?

The only option the patient has to end the call is to close their browser window completely. If this happens, the ECP will get a notification that the patient has disconnected from the call.

10.6 What happens if the patient doesn't receive the email invitation?

If the patient does not join the call it may be because they did not receive the invitation. Contact the patient and ask them to check their spam folders and confirm their email address. If the email address is different to the one used, cancel the session and start the process again from the AOS patient summary page. If the invitation has still not arrived, you can copy and paste the link and PIN provided on the screen above into an email and send it to the patient manually.

10.7 Printing the user result files

Result files are saved in PDF format and can be opened and printed from any PDF viewer. The PDF reports are available by opening a patient file to the summary tab and clicking on the 'View exams' report icon. The PDF for the file/session is in the bottom left hand corner of the page.

10.8 I can't open my results file

This is likely that there is no PDF viewer application installed on the computer. A viewer is available for download from www.adobe.com.

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10.9 Software update notifications

The application automatically checks for available updates if an internet connection is available when opened.

11 Contact AOS

Information on all AOS applications is available online. Please contact us via the online contact forms. For any further information or enquiries regarding AOS and our products, please contact info@aos-hub.com

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