

Eko Windows App User Guide

Generated by the [Knowledge Base to PDF App](#)

Index

Eko Windows App	3
Installing the Windows App	3
How to Download the Eko Windows App	3
Information for IT Professionals	3
System requirements for the Eko Windows app	5
Updating USB drivers	5
What is a USB Driver?	5
What can go wrong with my USB Driver(s)?	6
How do I resolve USB Driver problems?	6
Prevent Windows from Automatically Reducing Eko Telemedicine (Live Stream) volume	7
Prevent Windows from Automatically Reducing Eko Telemedicine (Live Stream) Volume	7
Using the Windows App	9
Windows App User Guide	9
How to pair your Eko Core with the Eko Windows app	10
How to make a recording in the Eko Windows app	10

Eko Windows App

Installing the Windows App

How to Download the Eko Windows App

Last updated: 2019-08-13T17:03:43.000Z | [Online Version](#)

Where can I get the Eko Windows app?

Download the Eko Windows App from our website:

<https://ekohealth.com/eko-windows-app/>

If you are using Windows 7 or 8 you will need to purchase a programmed USB dongle to successfully connect your Eko CORE with the Eko Windows App. Most Windows 10 users can connect using the native Bluetooth of that PC.

Review the [system requirements](#) to ensure you can successfully use the Eko Windows application.

Information for IT Professionals

Last updated: 2019-08-13T17:03:43.000Z | [Online Version](#)

Proxy Compatibility

The Eko Windows app supports proxies with manual configuration but does not support WAPD (Web Proxy Auto-Discovery Protocol).

Whitelist

In order to successfully use the Eko software, including Live Stream, you will need to whitelist the following URLs:

<u>Domain</u>	<u>Port</u>	<u>Use</u>
amazonaws.com	80, 443	Saving recording data (only applies to Eko iOS and Android platforms)
amazon.com	80, 443	Saving recording data (only applies to Eko iOS and Android platforms)
ekodevices.com	443	Main Eko website
ekohealth.com	443	Main Eko website (alternate domain)
dashboard.ekodevices.com	443	Eko web application
dashboard.ekohealth.com	443	Eko web application (alternate domain)
live.ekodevices.com	443	Handles live streaming service
rink.hockeyapp.net	443	Reports crash logs
api.mixpanel.com	80, 443	Tracks users and gathers metrics to help with debugging
ekodevices.zendesk.com	443	Customer support website
ekohealth.zendesk.com	443	Customer support website (alternate domain)
heroku-production-cache.ekodevices.com	443	Static Assets

Please contact support@ekohealth.com or your Eko representative with any additional questions.

System requirements for the Eko Windows app

Last updated: 2019-08-13T17:03:43.000Z | [Online Version](#)

System requirements for the Eko Windows app

- The Eko Windows app can only be used with Windows 7 and above.
 - The computer that will run the app needs an audio output source (speaker) for the app to function.
 - We recommend having at least 2 GB of RAM available, preferably 4 GB of RAM for optimal performance.
 - Customers using Windows 7 or 8 will need to purchase a programmed USB dongle from Eko. Most Windows 10 users can connect using the native Bluetooth of their PC.
 - The Bluetooth dongle that Eko sells needs to be inserted in a USB port that is USB 2.0 or higher.
-

Updating USB drivers

Last updated: 2019-08-13T17:03:43.000Z | [Online Version](#)

What is a USB Driver?

A USB (Universal Serial Bus) driver establishes and supports the communication between an upstream host controller (usually your computer) and a downstream device such as a:

- Digital Stethoscope
- Printer
- Mouse
- Other peripheral device.

Previously, each device that users wanted to connect to their computer had either its own port requirement (i.e. printers) or came with it's own PC card (i.e. modems) that had to fit into the user's tower.

This quickly became a major issue requiring resolution as space for these ports and cards rapidly ran out. A meeting of the minds across several industries and manufacturers led to the development of the USB port and accompanying drivers. The USB port and driver can replace a large number of serial and parallel ports and is supported by the computer operating system. Overall it provides a standardized way to

connect and communicate with different types of devices.

What can go wrong with my USB Driver(s)?

If you are experiencing problems with the operation of devices connected to your USB port, its most likely due to one of the factors listed below:

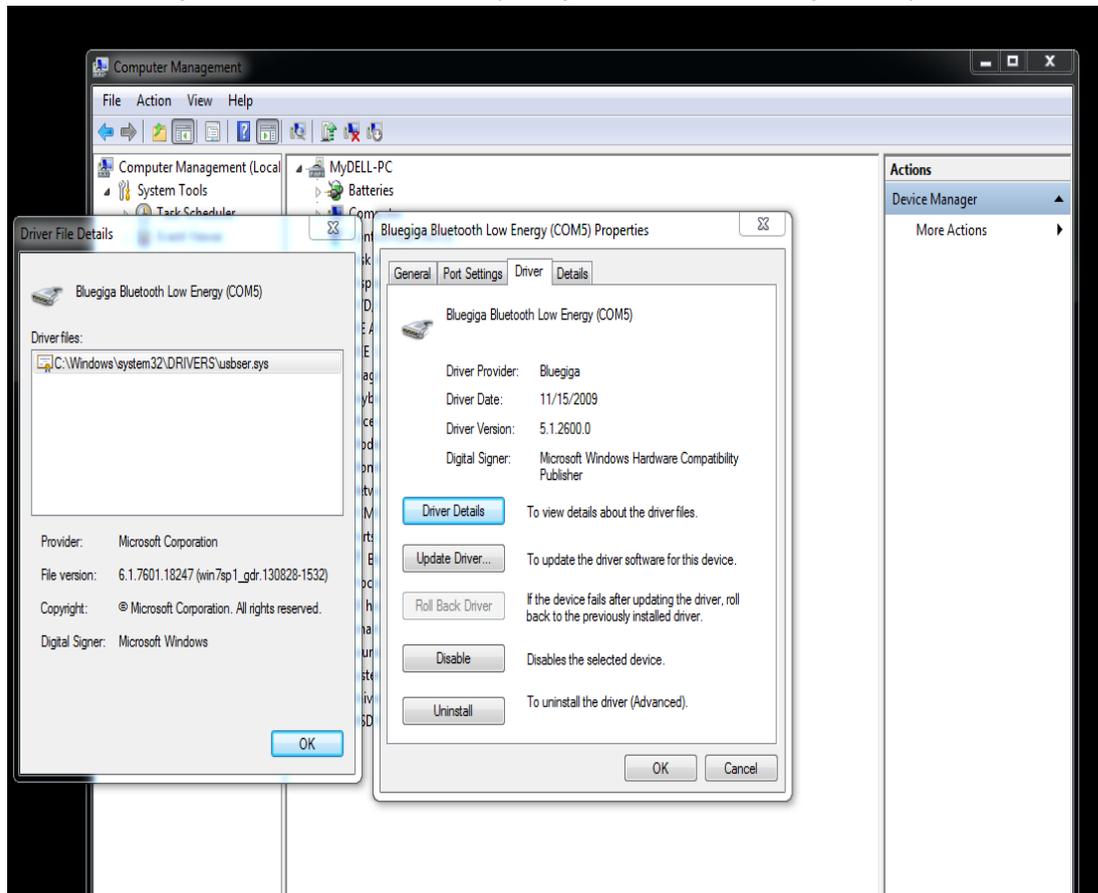
- The USB driver has become outdated and causes conflicts with hardware devices connected to the USB port.
- The computer operating system has been upgraded. Note: This is especially true for the release of Windows 7 when a new USB communication protocol was implemented and is known as USB 2.0.
- The USB driver has been corrupted during a system crash or malware infection that has compromised system security and deleted or infected files.

How do I resolve USB Driver problems?

There is sometimes an issue where the USB port has not sensed the device you've connected and a system re-boot is needed for the device to be 'found.'

Obsolete USB drivers can also be an issue and result in a high share of the errors found with USB operation. On a Windows system you can update your driver by following these steps:

- Click **Start/Control Panel/ System**.
 - Click the **Hardware** tab, and then **Device Manager**.
 - Click **Universal Serial Bus controllers**
 - Click to highlight and select the USB component to be updated.
 - *Eko uses Bluegiga Bluetooth Low Energy (COM3) USB dongles.*
- Right click on the highlighted selection and choose **Update Driver Software from the dropdown menu**.
 - Follow the instructions from the **Update Driver Software Wizard** to update USB drivers.
 - Reference image below for correct drivers (enlarge screen to view image better):



Prevent Windows from Automatically Reducing Eko Telemedicine (Live Stream) volume

Last updated: 2019-08-13T17:03:43.000Z | [Online Version](#)

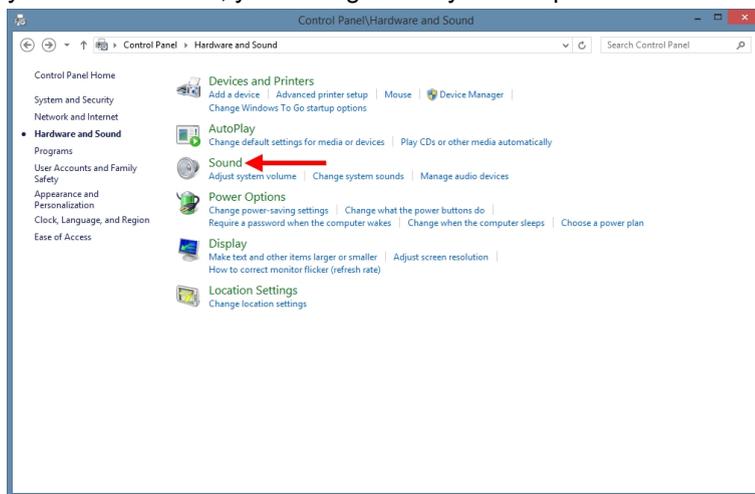
Prevent Windows from Automatically Reducing Eko Telemedicine (Live Stream) Volume

Last Updated: Jul 13, 2016 03:21PM PDT

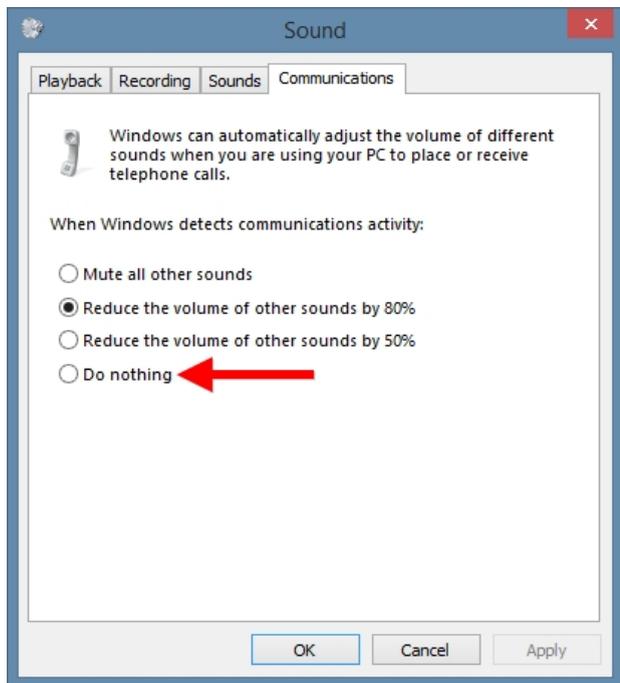
Users running Eko Telemedicine software on recent versions of Windows may find the volume of the Eko Telemedicine is automatically lowered when they launch a HIPAA-compliant video conference system like Zoom. Windows has a built-in feature that automatically lowers the volume of background apps when it thinks you are trying to make a call. Fortunately, there is a quick fix to disable the volume decrease feature so that the full-volume of Eko Telemedicine can be heard during a videoconference.

To stop Windows from automatically reducing your Eko Telemedicine volume, follow these steps:

1. Head to Windows **Control Panel** and select **Hardware and Sound**.
2. Then click on **Sound** to launch the sound configuration window. Alternatively, if you have Control Panel organized by icon instead of category, you can just choose Sound from the list. If it is difficult to locate your Control Panel, you can right-click your computer's sound icon and select "Sounds" from the option.



3. In the Sound configuration window, click on the **Communications** tab. This is the location where this automatic reduction feature is configured. The Communications tab will look like the image below.



4. By default, the option to “Reduce the volume of other sounds by 80%” is selected **Change this to Do Nothing to disable the feature.**

5. Click OK to save your changes and close the Sound configuration window. You can now also close Control Panel. If you ever want to restore the default behavior, just head on back to the Communications tab of the Sound configuration window and re-enable one of the automatic volume reduction options.

Using the Windows App

Windows App User Guide

Last updated: 2019-08-13T17:04:02.000Z | [Online Version](#)

Please find a PDF instructional overview for the Eko Windows app attached to this article.

How to pair your Eko Core with the Eko Windows app

Last updated: 2019-08-02T13:14:16.000Z | [Online Version](#)

How to pair your Eko Core with the Eko Windows app

- For Windows 7 and 8 users please make sure that you are using a programmed USB dongle sold by Eko; most Windows 10 users can connect using the native Bluetooth of that PC.
- Open the Eko app
- Turn on the Eko Core
- The LED light on the Eko Core will be flashing blue
- Select Connect Core
- Your Eko Core will appear as "Eko Core vX.X.X"
- Select your Eko Core
- The LED light will display as solid green
- The sound waveforms should now be displaying on the home screen.

You are now ready to [make a recording!](#)

How to make a recording in the Eko Windows app

Last updated: 2019-08-02T13:14:32.000Z | [Online Version](#)

How to make a recording in the Eko Windows app

Once your Eko Core is paired with the Eko Windows app, you can begin recording your auscultation.

- Click on the blue circle on the Home Screen
 - It will turn into a blue square for the duration of the recording
 - The completed recording will automatically save to your Downloads folder
 - It will be labeled as: Eko_Recording_(Date)_(Time)
-

