Quantra® Desktop Remote Viewer
Instructions for Use (US)
KT-0039

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PROPRIETARY

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The Quantra System and its use may be covered by one or more U.S. and foreign issued patents or pending patent applications. Refer to www.hemosonics.com/products/patents/.

Disclaimer: This manual is intended to provide instructions on the proper use of the Quantra Desktop Remote Viewer. It should be used in conjunction with appropriate training and support by HemoSonics personnel.

REVISION HISTORY

Date of Revision	Revision Number	Description of Technical Changes
NOV 2020	00	Original Release
JUL 2021	01	Added content to reflect current software revision for QDRV, including content for printing test results.
DEC 2022	02	Added content to reflect current software revision for Quantra Analyzer and QDRV including QC History.
MAY 2023	03	Added content to reflect current software revision for Quantra Analyzer and QDRV including updated log-in screen and reports.
OCT 2024	04	Added content to reflect current software revision for Quantra Analyzer and QDRV including updated log-in screen and Manage Settings Screen. Updated Application Requirements: 'Notes' and 'Configuration' sections for optimal user workflow.
Nov-2025	05	Added Information of Enterprise Environment (i.e. Citrix), Feature Tab, Logging with Multiple Instances of QDRV and Silent Installation.

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1. Intended Use

The Quantra® Desktop Remote Viewer (QDRV, Remote Viewer) is an accessory application for use with the Quantra® Hemostasis System (Quantra). QDRV is intended for the viewing of real-time or historical results from any Quantra device(s) connected within a hospital system's secure network.

2. System Requirements for QDRV Installation

- **OS Version: Windows 10 and Windows 11, configured for the English (United States) language**.
- **.NET framework 4.8**
- **Network connection to the Quantra instrument(s)**
- **20MB hard disk space**
  Note: 1GB of disk space is recommended prior to batch export of results.
- **Quantra Hemostasis Analyzer (Software Version 2.1 or later)**

A. Notes

- **Network connection**
  Each Quantra device must have its own assigned, constantly maintained IP address within the same network as the workstation(s) hosting the QDRV application.
  Within the intranet environment, the TCP/IP Route from the Quantra device IP Address(es) to Port 65502 must be enabled and clear for communication between the device and the application.

- **Disk Space:**
  1GB of free local disk space is recommended prior to batch export of results from QDRV to the computer workstation.

- **Quantra Hemostasis Analyzer Software Version**
  QDRV Version 2.9.67 is backwards-compatible with limited functionality if Quantra device software is not upgraded to Version 2.9.24 in parallel. Key functions, such as the patient search feature, will not work as intended if Quantra is not updated to the most recent software version.

B. Configuration

- **Quantra Hemostasis Analyzer**

1. User account(s) must be configured either on the Quantra Device or Middleware as QDRV uses this same user list to authenticate credentials for access to the application.
2. User accounts must each have an assigned ID and Password.
3. Navigate to Admin → Users and ensure that the checkboxes next to both 'Enable Authentication' and 'Require Password to Log In' are selected. Refer to the Quantra Hemostasis Analyzer User Manual Administrator Configuration, Users Section.
4. Navigate to Admin → Remote Systems → Remote Viewer and ensure the checkbox next to 'Enable Remote Viewing' is selected. Refer to the Quantra Hemostasis Analyzer User Manual Administrator Configuration, Remote System, Remote Viewer section.
5. Ensure the date and time on the Quantra device are correct prior to configuring a connection to QDRV. If the date or time are changed on the Quantra instrument, the application will need to be restarted.

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- **Network Environment**

1. Ensure that each Quantra Analyzer has been assigned an IP Address, either by the wall port providing network signal or preferably via DHCP reservation.
2. Ensure that the TCP/IP Route between each device IP Address and Port 65502 in the network is clear for communication.

- **Enterprise Environment (i.e. Citrix)**

1. We support up to 5 concurrent instances of QDRV, running on a single Server.
2. The administrator can create an alternate instrument list from an existing configured QDRV setup, export the list, and then share that list with other installations by specifying the location of the list during an installation.
3. An administrator should ensure all running instances of QDRV are terminated before updating the instrument list.

3. Software Installation

- Insert the Remote Viewer USB drive into the PC.
- Navigate to the main folder on the USB drive.
- Double clicks on the RemoteViewer_2.9.67 .msi file. The following dialog (Figure 1) is displayed:

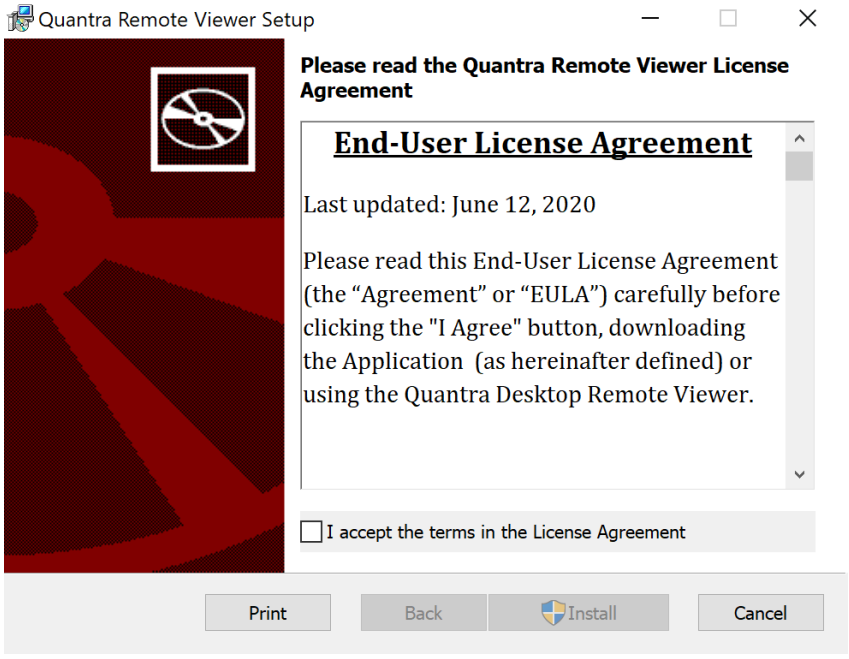


Figure 1: Remote Viewer install

- Read the Quantra Remote Viewer License Agreement. If a printer is coupled, click the Print button to generate a printed copy. Clicking on the checkbox to accept the terms of the license agreement activates the Install button.
- Click Install.
  A dialog is displayed that allows the user to enable or disable various QDRV features. (Figure 2). See Section 5-C for explanation. for explanation.
- Check boxes to configure.
- Click Continue.

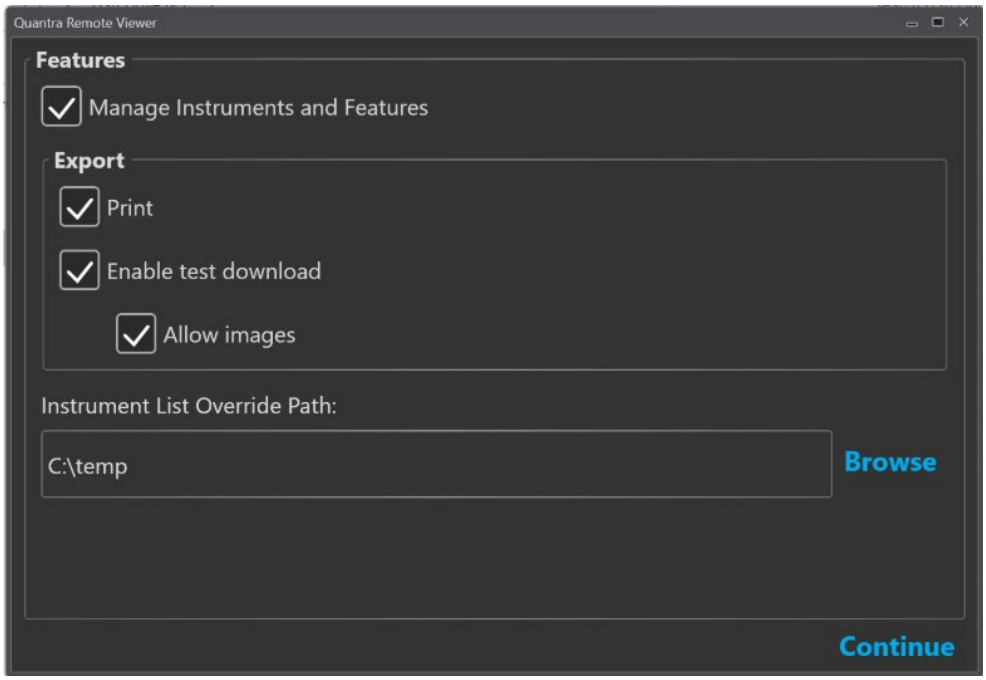


Figure 2 QDRV Configuration Screen

- Deselecting the "Manage Instrument and Features" will disable the Settings Button in QDRV.
- Deselecting the "Print" button will disable the print feature for both Patient and QC Tests.
- Deselecting the “Enable test Download” will disable the Test Download Feature in QDRV.
- Users can specify an external shared instrument list in the override path Field.

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4. Starting the Application

- Navigate to the C:\Program Files (x86) \HemoSonics\Quantra Remote Viewer folder.
- Double clicks on the Quantra.RemoteViewerUI.RemoteViewerApp.exe file.

5. Configuration

A. Login Screen

The Remote Viewer allows the user to view tests run on Quantra instruments. A list of currently configured instruments is displayed to the user on the Log in Screen (**Figure 3**).

Patient Search by ID Function:

Now on the Log in Screen (Figure 3), users can Search patient by Patient ID on any Quantra which is connected to the QDRV.

If a test is in progress on any configured Quantra, a  (Test in Progress) icon will appear next to the instrument status (Figure 3**).**

If the entered Patient ID fully matches a Patient ID on any connected Quantra, the following screen (Figure 3) will be displayed with the last updated Date and Time.

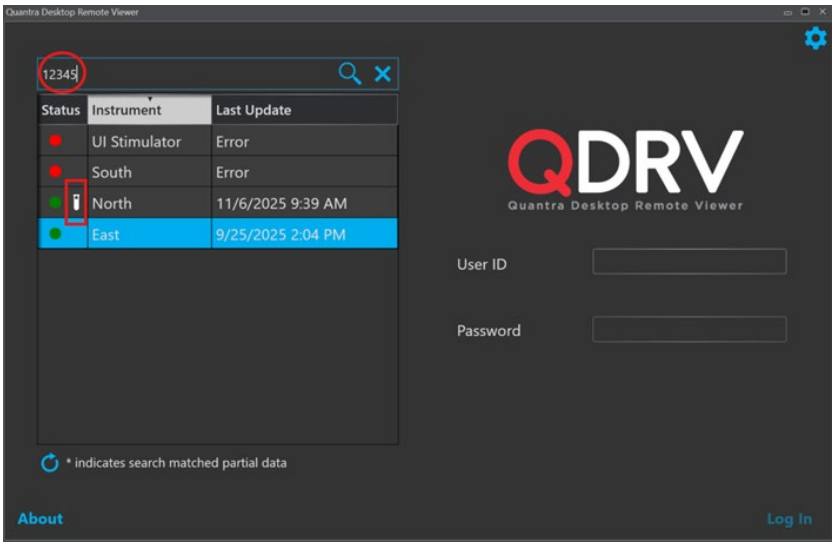


Figure 3 Log in Screen and Search by Patient ID Screen

The user sees an overview of Quantra Connectivity status on the login screen when QDRV is started. This status is not real-time but can be updated by pressing the Refresh button below the instrument list.

The following colors indicate the following Quantra connectivity status

- Green - Quantra is on the Network
- Red - We could not communicate with the Quantra within 2 seconds. (The Quantra may still be on the network, but communication is slow)
- Gray - The Quantra version is not supported by this application, and we can't tell what the connectivity status is.

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If the Searched Patient Test is not In Progress, then to view the test results of the searched patient, select the Quantra that matches the searched patient (Figure 3), and then enter a valid User ID and password to log in to the Remote Viewer.

Under the History tab, select the patient ID that was searched on the login screen. The following screen will be displayed (Figure 4).

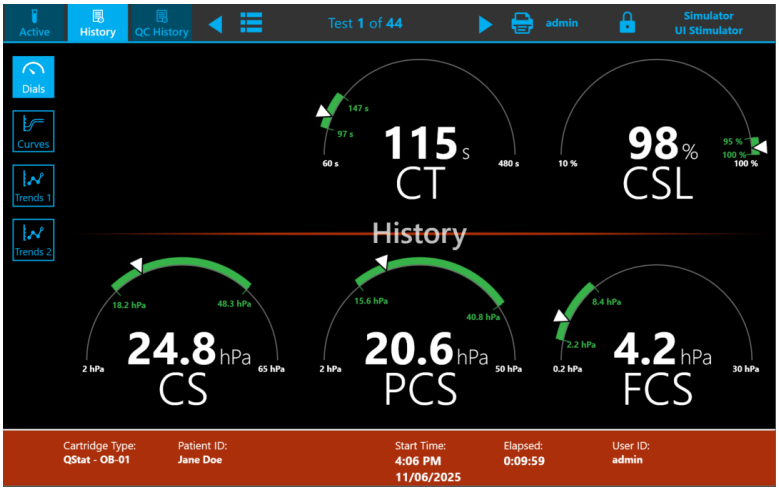


Figure 4 Dial Screen

If the entered Patient ID **Partially matches** a Patient ID on any connected Quantra, the following screen (Figure 5) will be displayed. The partially matched instruments will have an asterisk next to it to indicate the search matched partial data.

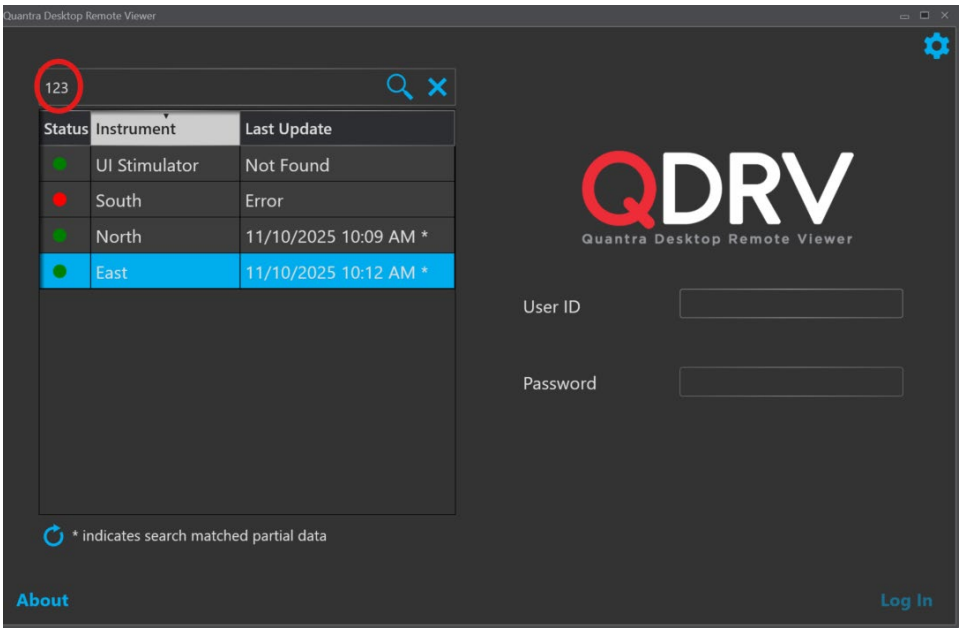


Figure 5 Seach by Patient ID Screen

If an Error is displayed in front of any connected Quantra, it means that either the Communication Protocol is not Supported, Remote Viewer is not enabled, Authentication is not enabled, or Quantra is not connected. Further investigation is needed.

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Upon successful login, the Quantra Desktop Remote Viewer Active screen will be displayed. If the Quantra Instrument is not currently running a test, the following screen will be displayed (Figure 6).

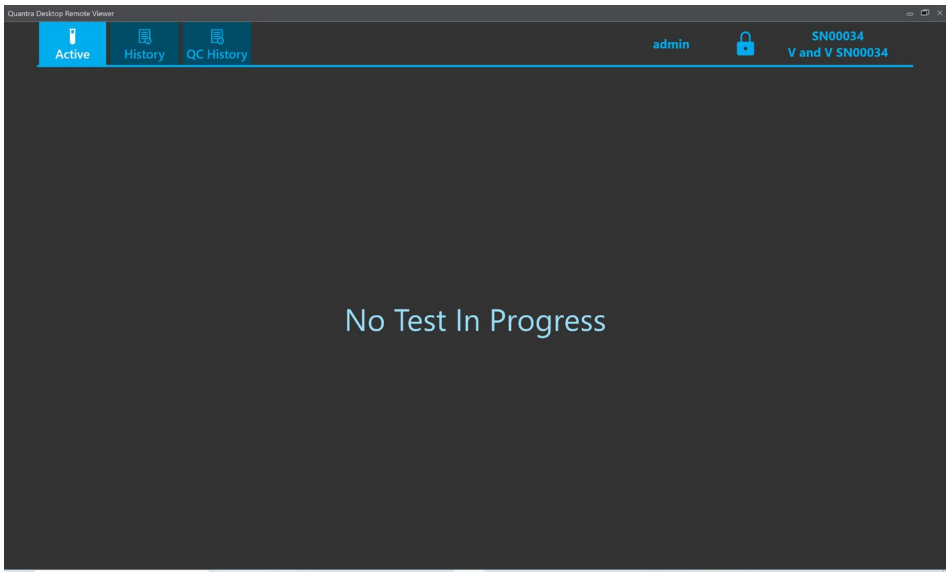


Figure 6: No Test in Progress Screen

Upon successful login, If the Quantra Instrument is currently running a test, the following screen will be displayed (Figure 7).



Figure 7: Test in Progress Screen

B. Manage Settings Screen

From the log-in screen, click on the icon button  to open the Manage Settings screen. From this Screen the user may add to or update the instrument that appears in the instrument list, import/export the desired data as well as view the Configuration of QDRV (Figure 8).

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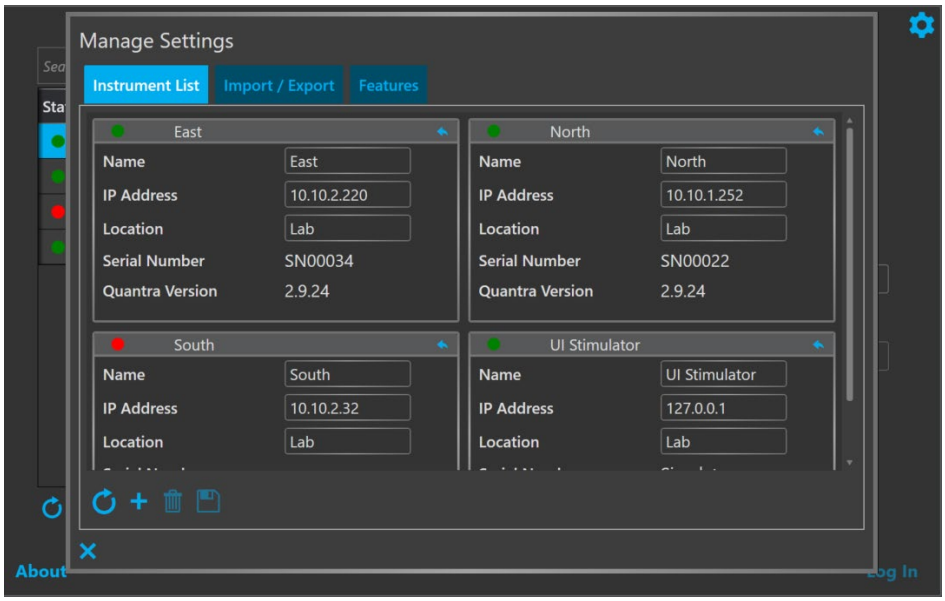


Figure 8 Manage Settings Screen

- The Instrument List tab shows the network status of all connected Quantra:
  - Green- network connection available.
  - Red- network connection not available.
  - Orange- network connection available but Quantra authentication is disabled.
  - Grey – network status has not been determined.

To add an instrument, click the Add (+) button. The following screen will be displayed (Figure 9).

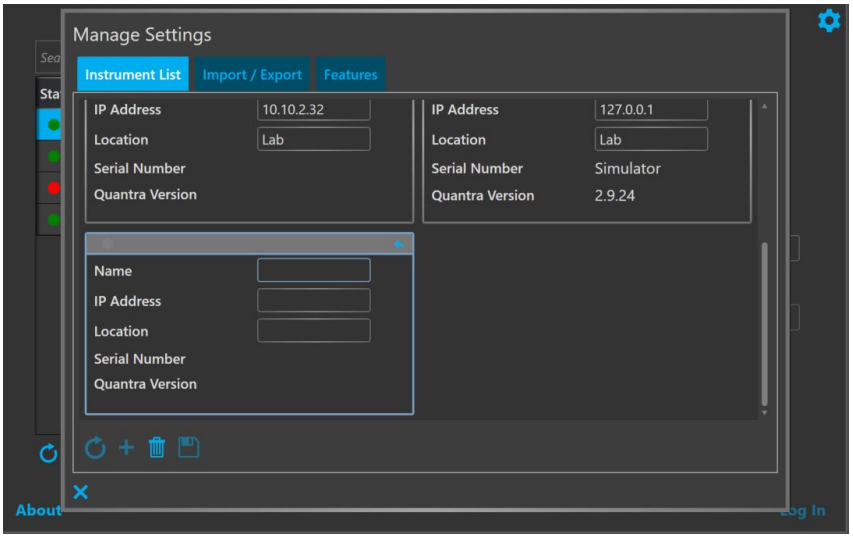


Figure 9 Add Instrument Screen

- Enter Name of the Instrument, IP Address, and Location of the Instrument; Serial Number and Quantra Version will be Detected Automatically.
- To Remove a Quantra Instrument, click on the Instrument that needs to be deleted and click the  Icon.

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Users can also import and export Settings and Instrument List by clicking on the Import/Export tab from the Manage **Settings Section** (Figure 10).

Enter the password and verify password to allow the import/export option

- To export, click “Export” and select the file location to download the Quantra IP address list.
  To import, click “Import” and select the file location to upload the Quantra IP address list.

By clicking on Export Instrument List from Settings, users can export the list that is currently saved in the settings file to a .json file that can be manually edited and distributed to other installations (Figure 10).

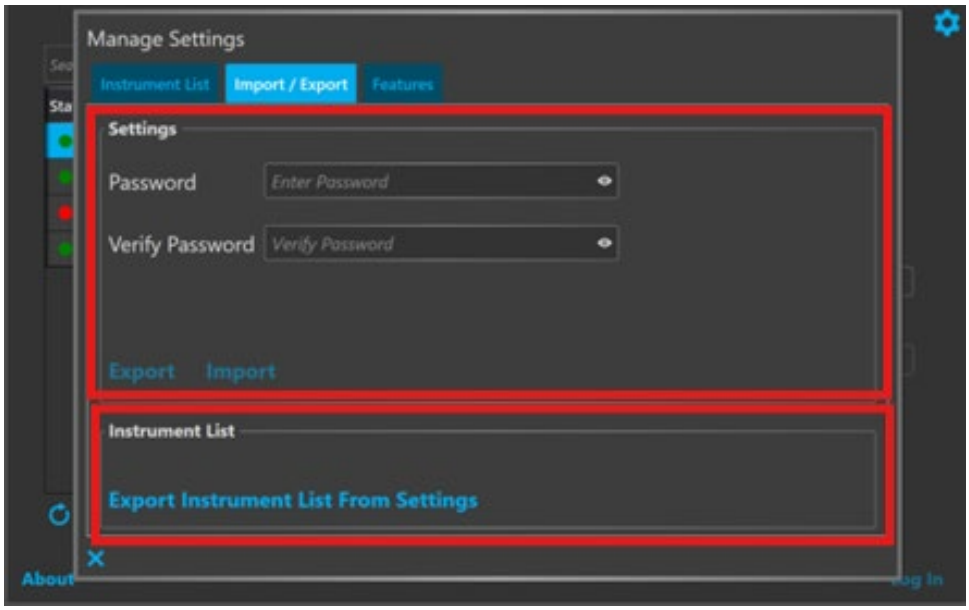


Figure 10: Import/Export Screen

C. Features

The Feature tab is read-only and displays the settings configured during the installation of the QDRV (Figure 11). Settings can only be modified through the installer, so if the settings need to be changed, they can be changed by running the installer in repair mode or running the installer from the command line.

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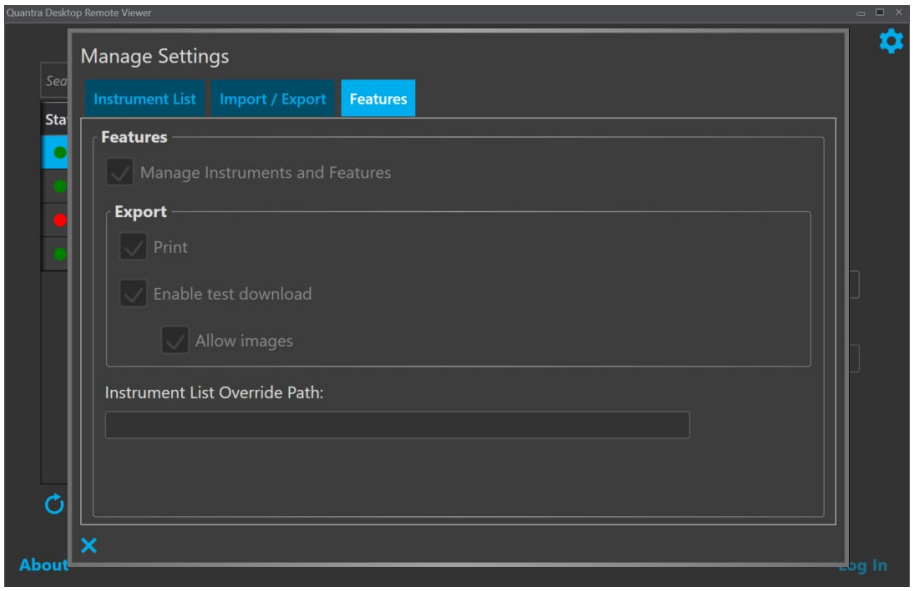


Figure 11 Feature Screen

D. User set up

QDRV access requires Quantra credentials (username/password). “Enable Authentication” and “Require Password to Log In” must be checked on the Quantra Instrument. Refer to the Quantra Hemostasis Analyzer User Manual Administrator Configuration, Users section.

“Enable Remote Viewer” must also be checked on the Quantra Instrument. Refer to the Quantra Hemostasis Analyzer User Manual Administrator Configuration, Remote System, Remote Viewer section.

If the date or time are changed on the Quantra instrument, the QDRV will need to be restarted.

6. View Results

For a detailed explanation of the Active results, refer to the Quantra Hemostasis Analyzer User Manual starting at the Running a Test, Results In Progress section. For a detailed explanation of the Historical results, refer to the Quantra Hemostasis Analyzer User Manual History section.

Users can also print historical test results from the remote viewer (Figure 12):

1. Click the “History” button.
2. Select the relevant patient result from the “History List” table.
3. From the “History Data” screen, select the relevant view.
4. Click the “Printer” icon. The “Print Preview” screen will appear. Users can scroll to see the entire report on the screen. Add notes (optional).
5. To add or modify Notes for this test, click the "Add Notes" Button.
6. Select the “Printer” icon to print test results.

Note: If Site Specific Profile is enabled, User will see Profile Name to the Right Corner of the Print Preview Screen.

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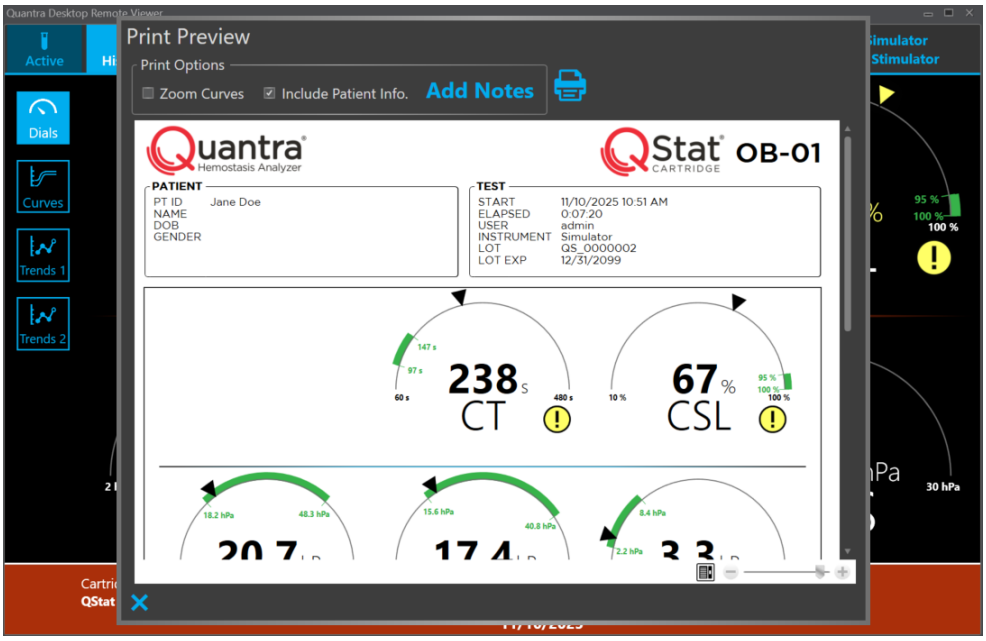


Figure 12: History Print Preview Screen

7. Downloading of Patient Test Runs

The user can download patient tests from the remote viewer. From the History screen use the search and filter functions to isolate the test cases by ID, Name and by Date Time, if desired. Figure 13 shows test results isolated to a single patient with tests from the past 30 days. Look for the Download icon ( ) on the upper right of the History Screen and click on the icon to download. The following dialog screen appears (Figure 14).

1. Click on the Browse button to select the folder where the downloaded files will be stored. When the folder is selected, the Download button will appear.
2. The File: field displays the name of the file.
3. Click the checkbox to include Quantra result image downloads
4. Click the Download button to initiate transfer of test results.

Figure 15 shows the progress of saving the tests. The screen also shows the path to the Quantra Images folder, which will contain a zipped file with any Quantra images associated with the completed test, and the path to the *.csv file that contains detailed test result data.

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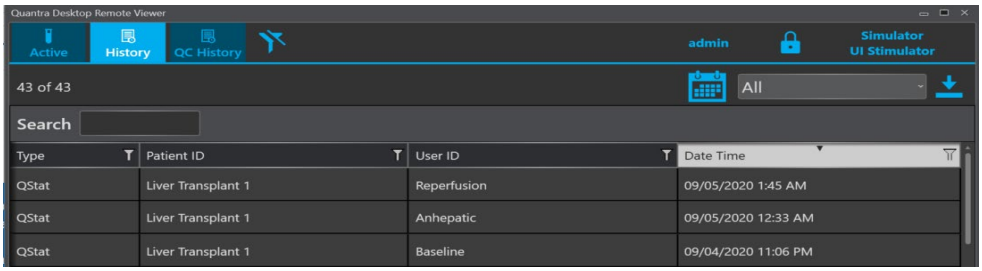


Figure 13 History Screen

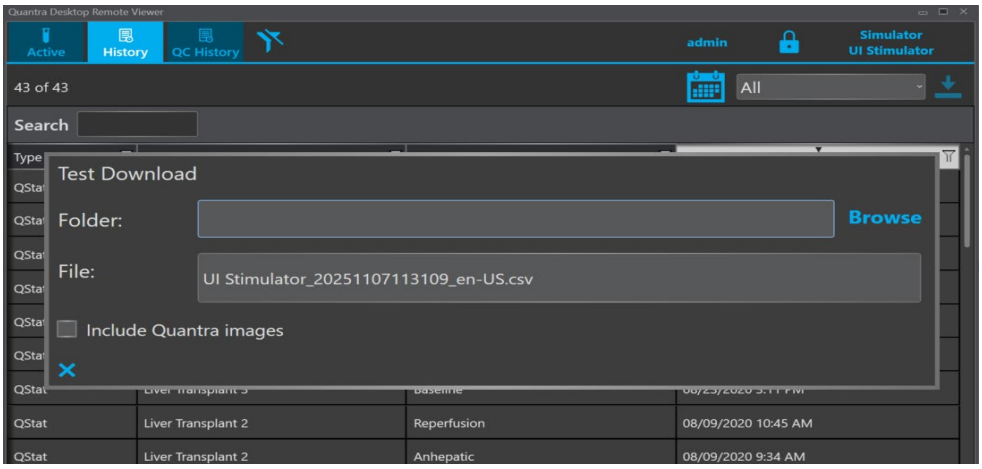


Figure 14 Test Download Screen

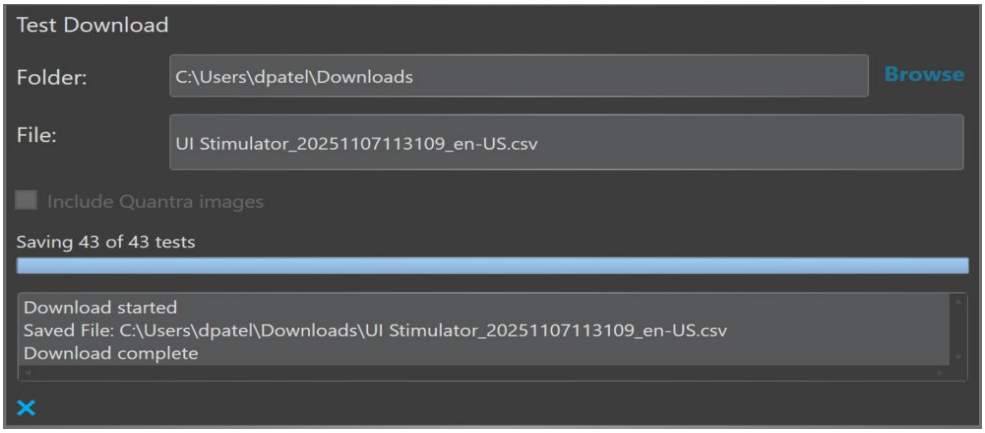


Figure 15 Saved Tests Screen

All columns that include the SVC prefix are for diagnostic use by HemoSonics technical support. User can ignore these columns or remove them from the CSV file.

See Appendices in the Quantra Analyzer Operating Manual (DMP-0254) to view Patient Download CSV Contents.

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8. QC History

The QC History screen displays the history for external QC results (Figure 16).

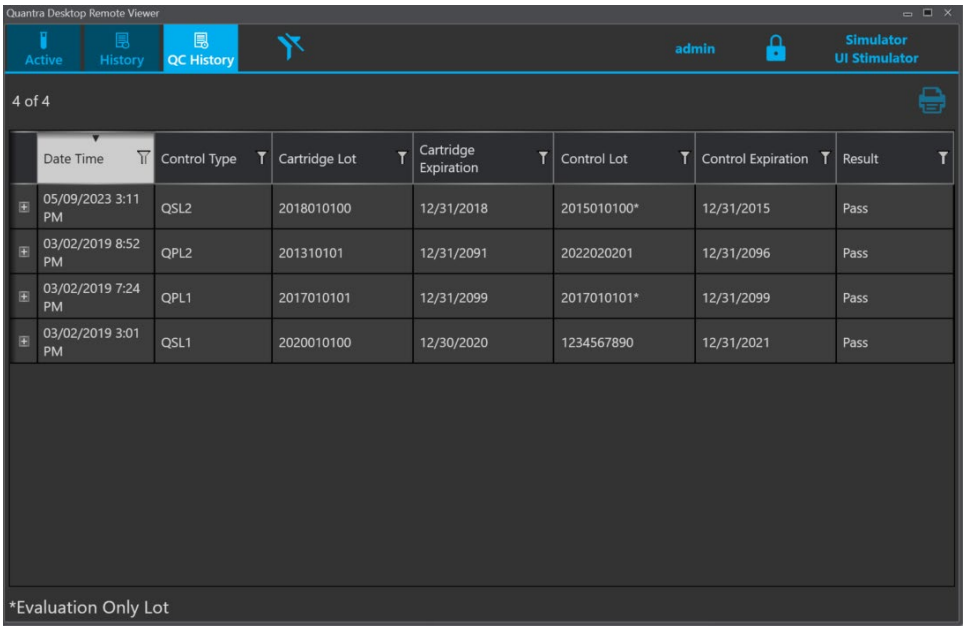


Figure 16: QC History Screen

Results can be filtered and printed (Figure 16). To print QC results from the remote viewer:

1. Select the relevant result from the “QC History List” table.
2. Click the “Printer” icon. The “Print Preview” screen will appear. Users can scroll to see entire report on the screen. Add notes (optional).
3. Select the “Printer” icon again to print test results.

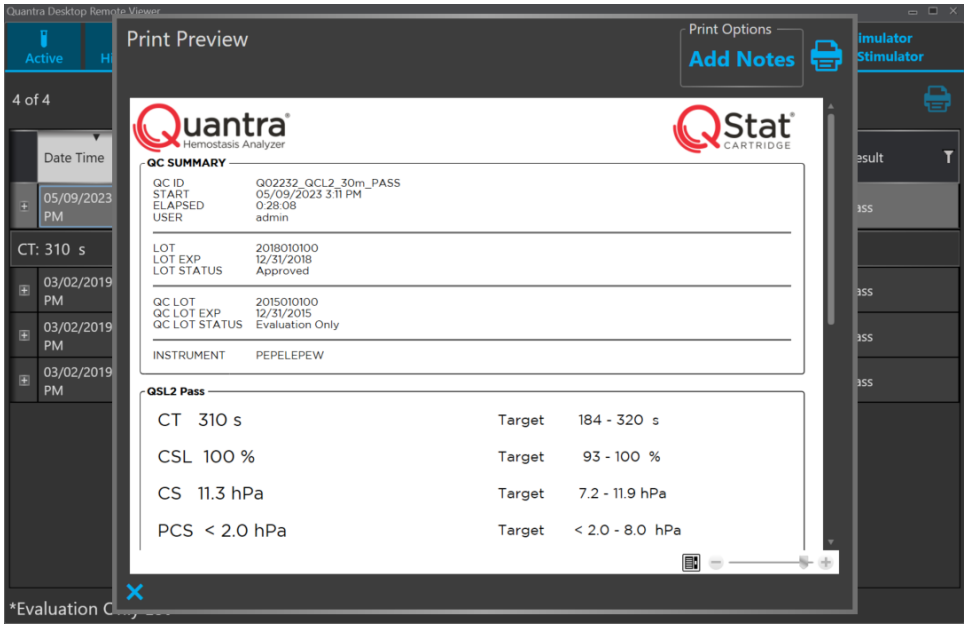


Figure 17: QC History Print Preview Screen

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For more information, refer to the Quantra User Manual (DMP-0254).

9. Troubleshooting

Unable to connect to Quantra. Please verify that the Remote Viewer is enabled and that the address is correct.

- Verify there is a valid network connection on workstation running Remote Viewer as well as the Quantra.
- Verify the IP Address for the instrument selected is correct.
- Verify the Enable Remote Viewer checkbox is checked.
- Verify that Authentication is enabled for the user you are logging in as.
- If you're still experiencing connectivity issues, please contact your Institution's IT department.

For other errors, refer to the Quantra Hemostasis Analyzer User Manual Appendix: Summary of Quantra issues not yet fixed.

Contact HemoSonics LLC at +1 (800) 280-5589 (USA), if any assistance is needed.

10. Appendices

A. List of Anomalies

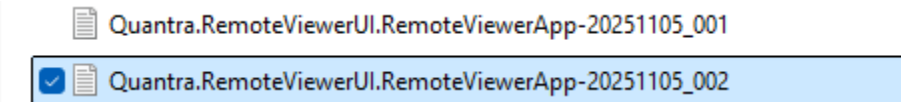
The following is a summary of issues reported with the Quantra Desktop Remote Viewer and their mitigations. To see the full list of anomalies for the Quantra Analyzer, refer to the Quantra Analyzer Operating Manual (DMP-0254).

Description	Mitigation
The Quantra Desktop Remote Viewer application crashed when user tries to create a new folder on a disk drive with limited storage capacity.	Description of workaround: Before exporting patient results, the disk drive should have at least 1 GB of available capacity.
"Save Error" message should not continue to display when user disconnect USB drive while downloading the test results.	Description of workaround: Do not remove the USB drive until the download of test results is complete.
QDRV Application appears to be in a frozen state and does not accept keyboard or mouse input	Description of workaround: Restart the QDRV application.

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B. Logging with Multiple Instances of QDRV

There can be up to 7 log files created for QDRV. Every time an instance of QDRV is created, logging is added to a new log file, and the log file will be numbered for each running instance. For example:



- **Logging Samples**

The following shows samples of what is logged in the remote viewer:

Installation Information:

2025-11-05 16:01:25.386 -05:00 Quantra Remote Viewer Activated by HS\Username [Information] (1) [RemoteViewerApp] [2.9.67.0]

Startup information:

2025-11-05 16:01:25.386 -05:00 Quantra Remote Viewer Started by HS\Username [Information] (1) [RemoteViewerApp] [2.9.67.0]

Instrument Removed:

2025-11-05 15:45:43.106 -05:00 Instrument Instrument1 removed by HS\Username [Information] (1) [RemoteViewerApp] [2.9.67.0]

Instrument Added:

2025-11-05 15:46:43.071 -05:00 Instrument2 added by HS\Username [Information] (1) [RemoteViewerApp] [2.9.67.0]

Instrument Modified:

2025-11-05 15:47:18.038 -05:00 Instrument3 modified by HS\Username [Information] (1) [RemoteViewerApp] [2.9.67.0]

- **Log File Location**

By Default, Remote Viewer saves logs in the following location:

C:\ProgramData\HemoSonics\Quantra Remote Viewer\Logs

This location can be modified by updating the application configuration file with the following key:

<appSettings>

<add key="AppDataFolder" value="RemoteViewerAppData" />

</appSettings>

If a directory is provided, it will be related to where Remote Viewer is installed.

The Logs file folder will be created under the provided directory such that in the above scenario you will get log files in C:\ProgramData\HemoSonics\Quantra Remote Viewer\Logs

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C. Silent Installation

The silent install command line options are:
-ACTIVATE_FEATURE -> runs the application in Activation Mode to set the current culture.
-PRINT_FEATURE true -> turns on the ability to print
-MANAGE_FEATURE true -> turns on the ability to manage settings
-INSTRUMENT_LIST "<FilePath>" -> sets the path of the alternate instrument list to the file path specified by <FilePath>.
-EXPORT_FEATURE <Value> -> sets the export feature
when <Value> is "None", the export functionality is disabled for both images and csv
when <Value> is "Tests", you can export to a .csv only
when <Value > is "TestsAndImages", you can export both to a .csv file and obtain images.
Note - If an option is not specified, then it will keep **its** existing value.

To run In Activation Mode:

msiexec /i "RemoteViewer_0.0.0.msi" ACTIVATE_FEATURE=true
Here is an example command line run that does not set the instrument list: msiexec /i "RemoteViewer_0.0.0.msi" PRINT_FEATURE=true EXPORT_FEATURE=Tests MANAGE_FEATURE=false /qn /lv log
Here is one that does:

msiexec /i "RemoteViewer_0.0.0.msi" PRINT_FEATURE=true EXPORT_FEATURE=Tests MANAGE_FEATURE=false INSTRUMENT_LIST="C:\temp" /qn /lv log

To Clear the instrument List:
msiexec /i "RemoteViewer_0.0.0.msi" PRINT_FEATURE=true EXPORT_FEATURE=tests MANAGE_FEATURE=false INSTRUMENT_LIST="CLEAR" /qn /lv log

Also, if features are not listed, they will remain the same, so just to set the Instrument List to a different location, you can run the .msi as follows:

msiexec /i "RemoteViewer_0.0.0.msi" /qn /lv log INSTRUMENT_LIST="D:\"

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