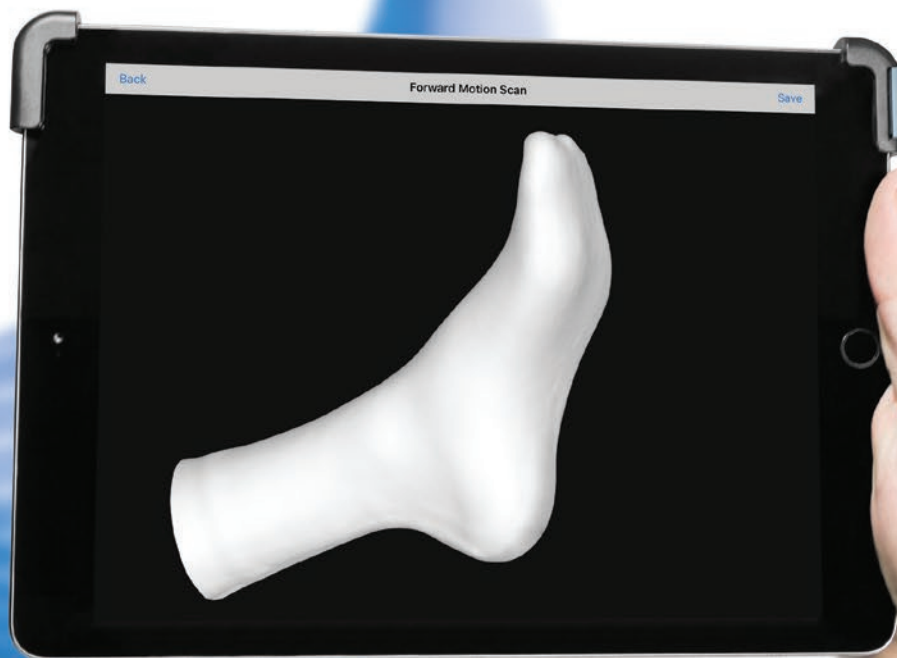


# noölab

ORTHOTICS & BRACING



## 3D Digital Foot Scanner Guide



## iPad Setup

Follow the on-screen instructions to set up your new iPad. You can use your current Apple ID or create a new one for your practice.

\*\* We recommend using a company email when setting up your iPad and your Forward Motion account rather than a personal email.

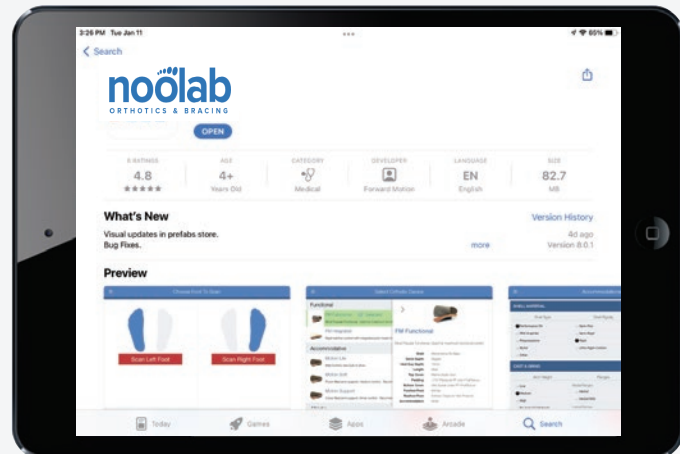
## App Home Screen

Once your account is created you will be taken to the Home Screen. Here you can start new orders, track your orders through Order History, and access various features from the top menu bar.



## App Download

Once your iPad is set up, open the **App Store** and search for **Noölab**. Then download the app.



## New Custom Order

By clicking **New Custom Order** you will be taken to the Patient Information page.

Here you will fill out some basic patient information. Once all required fields have been completed tap the Next button to continue.

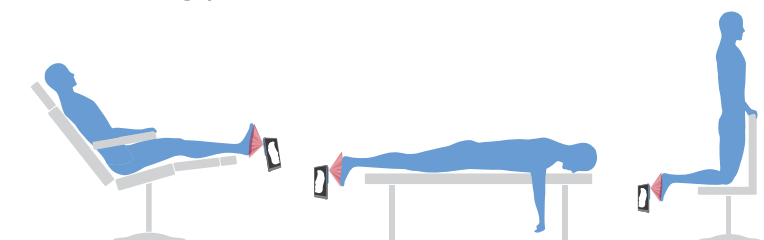
## Create an Account

Open the app and you will be prompted to Log In or Create an Account. Select **Create an Account** and fill out the form.



## Foot Scan

Make sure the 3D scanner is connected and plugged into the iPad, then select which foot you would like to scan. If possible, position the patient in one of these recommended scanning positions.



# How to Scan

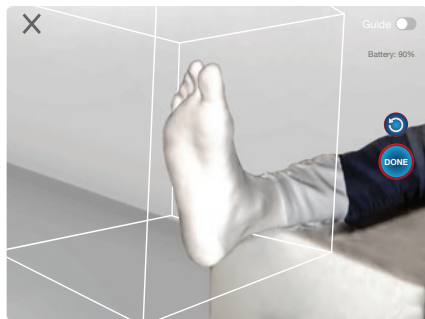


- 1** Position the foot in the center of the white box on the screen.
- 2** The scanner will color anything that is in the target area. Once the plantar surface of the foot is colored **red**, it is in the center of the scanning area.

\*\* It is OK if other surfaces are highlighted (like the exam chair) as long as nothing is blocking the camera's view of the foot.



- 3** Press **Start** to begin Scan. The foot will begin to be covered in **white** digital plaster.



- 4** Start with the plantar surface of the foot, then move slowly to capture the lateral, medial and heel of the foot. You will see the image fill in with plaster. Once the digital plaster has been sufficiently applied and no gaps or holes are seen, tap the **Done** button.

\*\*If you lose tracking and need to start over, tap the reset button. ↺



- !** If the image turns **red** while scanning, you are too close. Step back and the image will continue to fill in with plaster.



## Neutral Position (Optional)

Have the doctor place the foot in neutral position and begin the scan. Ensure that the plantar surface of the foot is still visible to the camera and not covered by the doctor's hands.



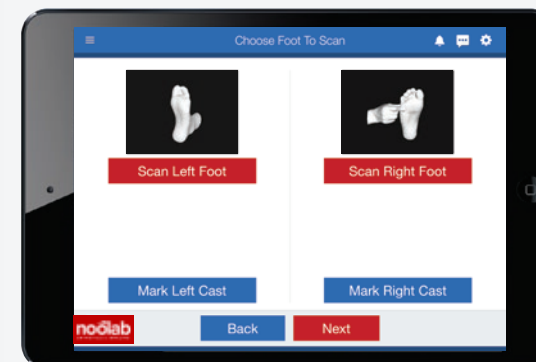
The doctor's hands will also be scanned in the 3D image, this is expected and will not cause any problems in the creation of the orthotic.



## Completed Scan

Once the scan is complete, a 3D image of the scan is displayed. If the scan is complete, select **Save** in the top right corner.

\*\*If the scan looks incomplete or is missing necessary data tap **Back** in the top left corner and rescan.



## Mark Up Cast (Optional)

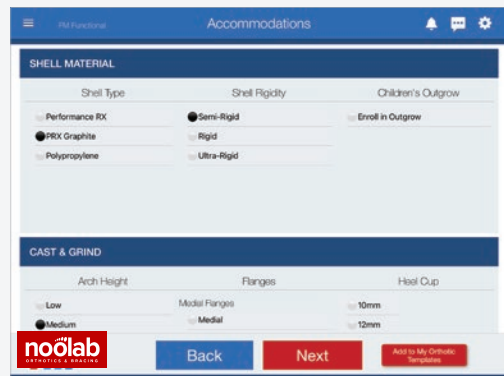
You can review the scan, mark up the cast, and include photos if needed. Make sure the image has captured the entire plantar surface of the foot and that there is good data on the lateral, medial and heel.





## Select Orthotic Type

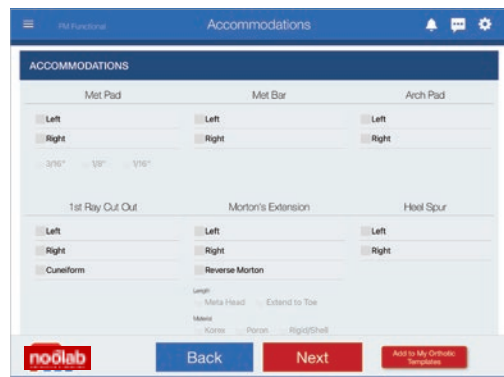
On the next page you will be able to view the entire FM device catalog. Lab standards for each device are listed on the right side of the screen. Here you are able to select the device that best fits your patient's needs and continue to the next page.



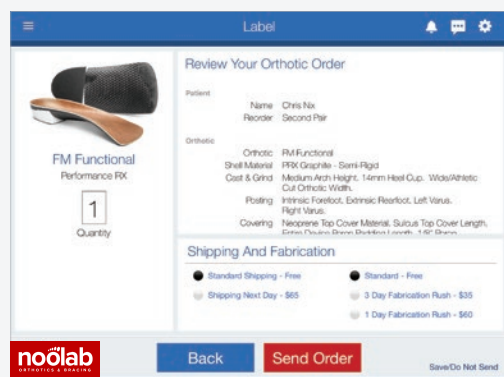
## Customize Orthotic

Once you have selected a device you can make additional changes to the orthotics here.

\*\* The orthotics will already come with predetermined lab standards. Selecting additional modifications may not be necessary.



To make changes in the Accommodations category, check the boxes or fill in the blank spaces. These changes will transfer onto a completed prescription form.



## Review & Send

The Order Summary page is the final page before placing your order. On this page you have two options:

**Send Order** – The order is sent to the lab and immediately enters production.

**Save/Do Not Send** – The scan is saved for later. You can access saved scans by clicking the Order History button on the home page.



## Saved Scans/ Order Progress

The Order History page shows all your orders that have been sent to our lab and scans that were saved for a later date. If the order is unsent the order progress bar will be red and say "Order Unsent." To send, click **Review & Send** to complete the order.

The Order History page can be found on the home page or through the menu.

## Things to Know

- BOTH the scanner AND the iPad need to be charged.
- If you have problems keeping the scanner locked onto the foot, try adjusting the starting position, or try including part of the exam chair in the scan.
- Keep an eye out for updates, they are free and will continually improve the functionality of your scanner.
- All scans sent to Forward Motion will be saved indefinitely. 2nd pairs can be ordered at any time by calling our office, or by going to the Order History Page, find the order in the Shipped Orders section, show order details and click the **Re-Order** button.



## Support

**Toll Free:** (800) 409-0097  
**Phone:** (905) 906 8265  
**E-Mail:** info@noolab.ca  
**Website:** noolab.ca

# TROUBLESHOOTING



## Simple Fixes

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- 1 Update iPad if not updated to the most recent version.
  - Go to settings on your iPad home screen, tap the **General** tab, then tap “Software Update”
- 2 Update Forward Motion app if not updated to the most recent version. (Update in app store)
- 3 Update Scanner Firmware. (Open Structure app, tap the “i” then tap “Update Firmware” if available)
- 4 Make sure your Structure Scanner and iPad are charged. (Each needs to be charged separately)
- 5 Clean the camera on your Structure Scanner so that there are no smudges or dirt.
- ▼ If none of these fix the problem, follow the instructions below.


## Error: Please Connect Structure Sensor

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- 1 Unplug the cord from the iPad and the sensor
- 2 Go to settings on your iPad home screen 
- 3 Select the **General** tab  **General**
- 4 Scroll to the bottom of the list on the right hand side and tap “Transfer or Reset iPad”
- 5 Tap “Reset” then “Reset All Settings” (this doesn’t delete anything only reboots the iPad).


## App Crashing (app closes unexpectedly)

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- 1 Update iPad and Forward Motion app if not up-to-date.
- 2 Check to make sure your iPad is compatible:
  - Go to settings on your iPad home screen 
  - Select the **General** tab
  - Tap “About” and see what your **Model Name** is. (iPad Mini & iPad Air 2 don’t work well)
  - If your **Model Name** is iPad Mini or iPad Air 2, this may be the problem, please call us.
- 3 Check Physician data (if any data is blank it will cause the app to crash)
  - Open the Forward Motion app
  - Tap the 3 line menu in the top left hand corner.
  - Check both My Practice and Physicians tabs to check that all information is entered.

## Scanner Alignment and Coverage Issues

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- 1 Download the “Structure Sensor Calibrator” app from the app store.
- 2 Tap the question mark icon  and then tap “Perform Refinement”. Follow the directions.
- 3 Tap “Start Standard Calibration” then tap “Begin Calibration”. Follow the directions.

## Still Having Issues?

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- Give us a call
- Visit the Structure Website “<https://support.structure.io/category/117-technical-support>”