

Web Viewer Troubleshooting

TOPIC: Installing and Using the Web image viewer

Overview

NOTE: The viewer has not yet received FDA approval. However, FDA approval would also be needed for your viewing station monitor and graphics board.

MediMatrix Web Viewer allows you to view and manipulate high quality images from a variety of computers via the Internet.

This viewer requires the following requirements on your computer or mobile tablet device:

- High-speed Internet connection
- Internet Explorer 10 or above OR updated versions of; Mozilla FireFox, Google Chrome, Safari web browsers

Troubleshooting Instructions:

-Check Browser Version

-Update Browser(s) According to Requirements

-If users are unable to update their Internet Explorer browser because of dated machine or for use of another program users will need to install and or update other browser options to view images.

-Ensure to close and re-open browser after updating

For questions or assistance, please contact:

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