

User Manual

Health Sync

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(1) Cover & Introduction

Cover



introduction

HealthSync is an AI-powered smart healthcare solution designed to optimize hospital environments. It monitors patients in real-time, analyzes biometric signals, and supports medical staff with intelligent diagnostics and predictive alerts—enabling precision care and operational efficiency.

(2) Product Overview

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| Product Features | <ul style="list-style-type: none">• Real-time patient monitoring via IoT sensors• Vital sign analysis (HR, SpO₂, temp, etc.)• AI-based abnormal pattern detection• EMR integration & alert system• Secure cloud-based data platform• Mobile access & staff dashboard |
|-------------------------|--|


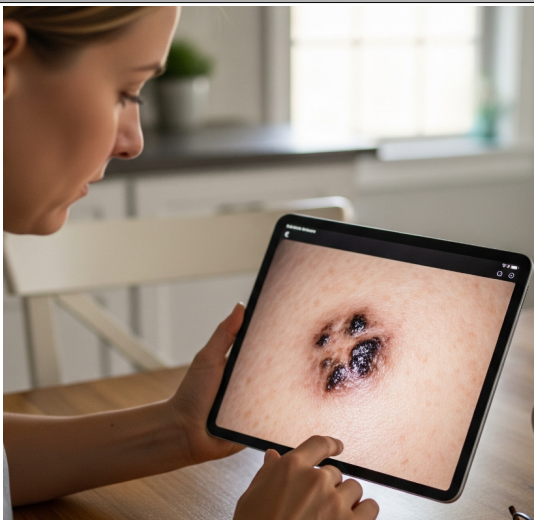
(3) Preparation before use

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| <ul style="list-style-type: none">■ When unpacking the product, check the following■ Monitor, keyboard, mouse |
| <ul style="list-style-type: none">■ Charging method / Power on■ 220v outlet ■ Web/app integration (if necessary) |
| <ul style="list-style-type: none">■ QR code provided■ App installation and account registration, etc. |

(4) Basic Operation

- Connect the power.
- Move the data to be analyzed (photo, 3D) to the analysis folder.
- Launch the app.
- Click the desired tab among Polyp, Skin Cancer, or MRI.
- Select the photo.
- Check the results.

(5) Example Usage Scenarios

| hospital | |
|---|--|
|  | Instead of manually checking every single photo, doctors at the hospital put multiple patients' data into one folder. When the program runs, it flags suspicious photos, allowing the doctors to review only those that require further attention. |
| home | |
|  | Instead of requiring special equipment, this system helps determine the presence of skin cancer using photos taken with a cell phone camera. |

(6) Detailed Functions

- Assists in analyzing polyps, skin cancer, and MRI scans.
- Can analyze all photos in a folder at once or one by one.
- Marks suspected diseased areas.
- Since accurate diagnosis is made by a doctor, it only indicates a suspected illness.

(7) Care & Maintenance

- If the power does not turn on: Recheck the power cord and contact the head office
- if it still fails to connect.
- If Wi-Fi connection fails: Go to Settings -> Wi-Fi and try reconnecting.
- If analysis fails: Contact the head office.

(8) Product Specifications

- Dimensions: 45.5*34.5*15.5
- Power: Requires a power connection for use
- Supported Language: Korean
- Connection Method: Wi-Fi

(9) Safety Precautions

- Take caution in high-temperature and humid environments.
- After exiting the program, completely shut down the computer.

(10) Warranty & Customer Support

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|-------------------------|--|
| Warranty Period | <ul style="list-style-type: none"> ■ Standard warranty : 1 year from the purchase date (main unit & electronic parts). ■ Battery warranty : 6 months or 200 charge cycles, whichever comes first. ■ DOA (dead-on-arrival) replacement: If a defect is confirmed within 7 days of receipt, the product will be replaced with a new unit. ■ Exclusions / Chargeable cases- Customer damage (impact, moisture, disassembly/modification, use of non-certified chargers, etc.) - Force majeure (disaster, fire, abnormal voltage), removal/damage of warranty label/serial number - Normal wear/consumables (cable, exterior contamination, scratches) ■ Proof required : Purchase receipt (or order record) and serial number. |
| Service (RMA) Procedure | <p>① Self-check : Review the manual/FAQ → try reboot/update/reconnect.</p> <p>② Submit a request : App → Support → Contact us or call the Customer Center. ▶ Provide : serial number, purchase date, symptom summary, LED status, and photos/videos; send logs via the app.</p> <p>③ RMA issuance : After review you'll receive an RMA number and return address (repair vs. exchange will be determined).</p> <p>④ Packing & shipping ▶ Pack the main unit with protective material; do not include cable/adaptor unless requested. ▶ Delete personal data and remove any locks (factory reset if agreed). ▶ Write the RMA number on the shipping label.</p> <p>⑤ Inspection / quotation: ▶ In-warranty : free repair or exchange. ▶ Out-of-warranty : work proceeds only after you approve the estimate. (주)알엑스오- 23 -</p> <p>⑥ Repair & return ▶ Typical turnaround 5-7 business days; parts are covered for 90 days after repair (repeat issues receive priority).</p> <p>⑦ Shipping policy: ▶ In-warranty round-trip shipping is covered by the manufacturer (including DOA). ▶ Out-of-warranty or exchange/return after 7 days: shipping paid by customer.</p> |
| Customer Center | <ul style="list-style-type: none"> ■ Email : rxoworld0225@rxoworld.com ■ Phone : 062-222-1002 (Mon-Fri 09:00-18:00 KST) ■ Fax : 062-222-1003 ■ Online : App → Support → Contact us / Send logs ■ Address (shipping / walk-in) : 4F-8, 6-ro, Dosicheomdan Industrial Complex, Nam-gu, Gwangju, Republic of Korea ■ Response target: First reply within 1 business day; progress updates via email/app notifications. ■ Before contacting us (checklist): ▶ App/firmware updated? Power/charging OK? Wi-Fi (2.4 GHz) quality OK? ▶ Time of issue, environment, steps to reproduce, actions already tried (FAQ item). ▶ Attach photos/video (buttons/LED, error messages/screens). |