

FREQUENTLY ASKED QUESTIONS

FEATURED TOPICS

1.	PRODUCTS.....	2
2.	NETWORK DESIGN	2
3.	COMPATIBILITY.....	2
4.	NEW USER	3
5.	ADVANCED USER.....	4
6.	REPORT GENERATOR.....	4
7.	CT OPTION	5
8.	CORONARY FLOW RESERVE (CFR) OPTION	5
9.	FLOATING LICENSES	6
10.	UPGRADES.....	6
11.	4DM PERSONAL.....	6
12.	SALES AND PURCHASING	7
13.	CORRIDOR BROWSER	8
14.	TRAINING	8
15.	CUSTOMER SUPPORT	9

1. PRODUCTS

- “What Products and Services does INVIA offer?”

Response:

- Applications -- Corridor4DM and Corridor4DM Personal
- Packages – SPECT, PET, Molecular Imaging (SPECT & PET combined)
- Licenses – Fixed and floating
- Options – CT, CFR, Reconstruction
- Training – Ann Arbor Workshop and On-Site.

2. NETWORK DESIGN

- “We want our technologists to have uninterrupted access to 4DM throughout the day. We have three physicians who interpret, and they would each like it on their office PC’s. However, only one physician needs access on a daily basis. Is there a cost efficient solution to provide such flexibility?”

Response: The technologists can have their own fixed license, while the physicians can use a 1-seat floating license for 4DM Personal amongst them. 4DM Personal is a software only version of Corridor4DM compatible with any Windows PC. Install floating licenses on an unlimited number of PCs, but only pay for the number of simultaneous users needed. A license manager must be purchased to monitor access.

- “I want to utilize a single seat floating license for both the technologist and the physician but their systems are on separate subnets. Will 4DM support this configuration?”

Response: Yes, Corridor4DM floating licenses can support separate subnets through the use of manual definition of the network pathway. This configuration setting is implemented by INVIA during the onsite installation and configuration visit.

- “Can I have multiple floating license HASP keys (license managers) on a single network?”

Response: The Corridor4DM software will associate a particular workstation with a specific license HASP key through the utilization of 4DM license configuration settings. This permits users to have 4DM licenses with different options -- for technologists and physicians -- on the same network.

3. COMPATIBILITY

With other nuclear cardiology review software (previous and current studies)

- “How will the quantification values generated by Corridor4DM compare to the values previously generated by my non-4DM quantification package?”

Response: Corridor4DM’s quantification values have been compared to competitive quantification values and show equivalence. For more information see 4DM validation papers posted at www.inviasolutions.com

- “Can 4DM provide a quantitative comparison between previous and current studies?”

Response: Through the utilization of the polar map difference option (DIFF1-2), users can normalize and review a quantitative comparison between the two studies.

With mixed camera environments

- “Do I need separate versions of Corridor4DM to review SPECT/CT datasets in same setting that I review SPECT-only studies?”

Response: Corridor4DM provides a single user interface for review of SPECT, SPECT/CT, PET, PET/CT, PET/CFR and MUGA studies within a single review session.

- “Will 4DM purchased from one vendor differ from that purchased from another vendor?”

Response: If you purchase the same version of 4DM from multiple vendors, they will provide the same quantification values, supported datasets, screens, and preferences. Some features, like 4DM’s integrated reporting, may not be available with all of INVIA’s reseller partners.

With earlier Corridor4DM versions

- “Are results generated on 4DM-SPECT v4.1 compatible with results generated in Corridor4DM v2010?”

Response: 4DM results files are compatible across the different versions of Corridor4DM.

- “Are there any issues to be aware of if we currently have Corridor4DM v5.2 and want the physician to utilize Corridor4DM v2010?”

Response: Whether you’re upgrading all 4DM installations or creating a new workstation specifically for the physician, there are no compatibility issues across versions of Corridor4DM. One computer can run the latest version of 4DM, and the processing workstation an earlier version, without issue.

With 4DM Personal and a vendor workstation with 4DM installed

- “Can I use 4DM Personal with the copy of 4DM purchased with my vendor workstation?”

Response: 4DM Personal is compatible with all 4DM installations, including those integrated with one of our many reseller partners’ workstations and PACS systems.

4. NEW USER

- “Where does 4DM display ‘% defect’, both regionally and globally?”

Response: 4DM provides this information on our Polar Maps screen, which can easily be added to your list of Active screens. Also, a custom screen can be built for the customer including this information.

- “Can 4DM provide Transient Ischemic Dilation (TID) ratios?”

Response: Yes. TID ratios are automatically calculated and displayed for both gated and ungated stress datasets when a rest dataset is also present.

- “Can 4DM support the review and quantification of gated planar (MUGA) data?”

Response: Yes. 4DM v2010 includes a MUGA processing screen, no additional charge, which will process both RV and LV EF's. It also includes automatic and manual methods.

- “Does 4DM support prone imaging?”

Response: Yes, 4DM configures the data matching strings in preferences from “delay” to “prone”; alternatively the prone image can be the delay image.

- “I am used to masking extra-cardiac activity -- does 4DM provide this tool as well?”

Response: 4DM has a similar tool called constraints. This allows the algorithm contours to be set manually. Yes, you will still see the extra-cardiac activity; however constraints will not truncate the heart.

5. ADVANCED USER

- “How does 4DM provide consistent results?”

Response: The 4DM application provides a streamlined workflow for reconstruction, quality assurance, and review. INVIA provides, training, collateral, and user preferences to help users conduct the necessary steps to provide reproducible results.

- “Has the Corridor4DM application ever been validated?”

Response: Yes. Extensive validation testing is performed with every release. Validation papers are posted on the INVIA website: www.inviasolutions.com

6. REPORT GENERATOR

- “Will I be able to use Corridor4DM for reporting? If so, can I add our logo or a Physician's signature?”

Response: Yes, Reporting is integrated into the 4DM Application. Simply fill-in the patient information, “export” to a report and save. Customization of report templates can be done by following steps in the Help Sheets provided on our website or by ordering template customization through INVIA (ask an INVIA specialist for prices).

- “What formats can 4DM export a report into?”

Response: Reports can be exported to HTML, MS Word, Text and PDF formats

7. CT OPTION

- “What CT Options do you have available?”

Response: 4DM contains three review screens for CT images: CT Viewer, Ca Scoring and Fusion.

1. CT Viewer allows the user to review the CT in Transverse, Coronal and Sagittal viewports. Each viewport provides the user the ability to display MPR, MIP and Thin MIP displays, draw measurements with a ruler, draw regions of interest, and the ability to scroll through the slice display.
2. Ca Scoring Screen provides the ability to score individual vessels for calcium, displays the number of lesions as well as the Agatston Score for diagnostic interpretation.
3. The Fusion screen provides a way to review the co-registration of SPECT/PET Myocardial Perfusion Images with CTA, CaSc and Attenuation Correction maps (both mu Maps and CT maps). Fusion includes a Nine Panel Layout, Contours, a Transparent Viewer Tool, an Orientation Toggle and the ability to display a 3D or Slice object while aligning CTA or Ca Scoring overlays.

- “Will my CTA vessels appear on 3D objects?”

Response: It depends. If the camera vendor provides the necessary CTA vessel files in a supported file format, they will display as expected in the 4DM application.

- “If my NM and CTAC maps are mis-registered, can I fix them inside 4DM?”

Response: No. You will be able to review the mis-registered display and manipulate the alignment to demonstrate *proper* alignment, but the changes needed to correct the mis-registration MUST be done on the vendor reconstruction workstation.

8. Coronary Flow Reserve (CFR) OPTION

- “Is the 4DM CFR Option FDA-approved?”

Response: Yes, the 4DM CFR Option is FDA-approved and validated. CFR was initially released for use with Rubidium-82, the most common PET perfusion imaging agent. N-13 Ammonia studies will be added in 2011.

- “What method is 4DM using to calculate Coronary Flow Reserve?”

Response: 4DM uses the patented Brigham and Women’s GFADS algorithm to automatically calculate CFR.

- “What are the advantages of the 4DM CFR Option over other commercially available methods?”

Response: There are several advantages –

1. FDA approved.
2. The method is automated. The 4DM curve-based method is one of the fastest available, which decreases the user interaction required. This increases your workflow efficiency as compared to other ROI-based methods on the market.
3. The patented GFADS algorithm has been extensively validated by Brigham and Women’s Hospital.

9. FLOATING LICENSES

- “What are Floating Licenses? “

Response: Floating licenses, also known as concurrent licenses, allow a customer to load Corridor4DM on a greater number of computers than the number of licenses purchased. The maximum number of individuals using 4DM simultaneously is limited to the number of licenses purchased.

- “How do Floating Licenses work?”

Response: When an individual tries to launch 4DM from an available workstation, the application requests a license via the license manager. If a license is available, the application launches. When the application closes, the license becomes available to other 4DM workstations.

- “How do I know if a Floating License is right for me?”

Response: Floating licenses are great for sites with:

1. Multiple physicians reading studies at varying times
2. Physicians who want greater flexibility when reading within the network
3. Administrators looking to save money by streamlining software expenses or workflows

An INVIA sales specialist can help identify the best licensing model for your hospital or clinic.

10. UPGRADES

- “How do I receive 4DM upgrades with a purchase made through a camera or workstation manufacturer?”

Response: If you purchased an integrated version of Corridor4DM (one that is installed on the manufacturer’s workstation), 4DM upgrades are managed by that manufacturer. Most often, the details can be found within your service maintenance agreement. Speak to your sales representative for more information.

- How do I receive 4DM upgrades with a purchase of 4DM Personal?

Response: All customers who have a maintenance agreement direct from INVIA automatically receive the latest version of 4DM Personal with its annual release.

- I do not have an active maintenance agreement but want to upgrade my version of 4DM Personal. How is that done?

Response: 4DM Personal upgrades are available for purchase. Contact an INVIA sales specialist for pricing.

11. 4DM PERSONAL

- “What is Corridor4DM Personal?”

Response: 4DM Personal is a software-only nuclear-cardiac quantification and review solution compatible with laptop and desktop personal computers running the Windows operating system.

- “Will 4DM Personal work with my camera or PACS manufacturer’s workstation?”

Response: 4DM Personal is ideal for a clinical environment with workstations from multiple manufacturers. With Corridor Browser (DICOM file manager), users can store, import, receive, query/retrieve, and transfer DICOM image files across the local area network from a variety of sources. Once a file is ready for review, users select the patient using Corridor Browser and launch 4DM.

- “Can I install 4DM Personal on any computer?”

Response: No. 4DM Personal is compatible with desktop and laptop computers running a Windows operating system. In order to communicate with other facility workstations, it needs to be installed on a computer within the same local area network (LAN). Additionally, it is not recommended for vendor acquisition, processing, or review workstations. Below is a list of recommended system requirements:

Supported Operating Systems: Windows® XP (SP 2 or later); Windows Vista; Windows 7; Windows Server 2003

Processor Speed: 2.0 GHz or greater

Memory: XP – 1 GB RAM minimum; 2 GB recommended; Vista – 2 GB RAM minimum; 3 GB recommended

Disk Space: 1 GB required for installation; 2-4 GB additional disk space for image files

Display: 1024x768 resolution or greater; 24 bit color; 3D graphics card recommended

Networking: Ethernet adapter card required

Hardware: CD-ROM drive required; USB 2.0 port required

- “How do I buy 4DM Personal?”

Response: You can purchase 4DM Personal directly from INVIA or from some of our reseller partners. Contact an INVIA sales representative for more information or for a list of reseller partners offering 4DM Personal.

12. SALES AND PURCHASING

- “What is included with my purchase of 4DM Personal?”

Response: All purchases of 4DM Personal include:

1. Permanent license of the software (no annual license fees)
2. Corridor Browser – directly connects your PC to the vendor processing workstation so DICOM files can be transferred seamlessly
3. One year of free maintenance and technical support
4. One year of free upgrades (for all features purchased)
5. Free 1-day on-site installation, configuration, and training by an INVIA specialist

- “Are there options to extend the maintenance and support beyond the one year included with purchase?”

Response: Yes. INVIA encourages 4DM Personal customers to take advantage of our extended maintenance plans (one- and three-year options) that provide support and FREE upgrades (for all features purchased) for the length of the agreement.

- “Do I need to purchase special hardware in order to use 4DM Personal?”

Response: No. 4DM Personal is a cost-effective, software-only solution that can be installed on your existing Windows desktop or laptop PCs.

- “Does 4DM Personal provide the capability to review PET and CT data?”

Response: Yes. 4DM Personal PET licenses are available with the CT Option added as an adjunct. The CT Option provides –

1. Review of volumetric CT data (including CTAs and calcium scoring CTs)
2. Fusion review screen
3. Dedicated CT Viewer
4. Calcium Scoring screen (quantifies Agatston calcium scores)
5. Ability to overlay 2D/3D coronary trees and 4DM-quantified calcium deposits

13. CORRIDOR BROWSER

- “What is Corridor Browser?”

Response: Corridor Browser provides direct DICOM connectivity from the technologist processing workstation to the 4DM Personal PC. It also acts as the gateway to launching patients into the 4DM Personal software for quantification and interpretation.

2. “Can I use the Corridor Browser to query/retrieve patients from a processing workstation?”

Response: Yes. Most facilities typically transfer the data (also called “pushing”) to Corridor Browser. However, Browser also includes the capability to query/retrieve (also called “pulling”) as long as the processing workstation allows this.

3. “Does Corridor Browser allow me to launch more than one patient at a time into 4DM Personal?”

Response: Yes. Users can launch up to 250 patients into 4DM Personal by clicking the CTRL key as they select patients.

4. “If I have multiple 4DM Personal workstations, can I set up one centralized patient database for them to pull the data from?”

Response: Yes. The Browser can be configured on each computer to pull patient studies from one centralized database. This saves substantial time since it eliminates the need for duplicative data transfers from the technologist processing workstation.

14. TRAINING

- “I have new physicians who joined my practice, are new to 4DM and have requested software training. Can INVIA provide on-site training for 4DM software previously purchased through our camera vendor?”

Response: Yes. INVIA can come directly to your facility and provide site-specific, version-specific on-site training, in a format that best fits your patient scheduling to avoid costly downtime.

- “Our facility has recently switched to 4DM from a different quantification program. Is there training that can assist us in the transition?”

Response: Yes. INVIA now provides a Transitional Workshop. The one-day course is tailored to address the differences between 4DM and other quantification programs. We teach users the differences as well as the many customization capabilities of the 4DM application, to help provide a seamless transition.

- “If I purchase a 4DM Personal license, I see that one day of training is provided. I have a large, multi-center facility. What are my options to ensure that my staff gets the appropriate training they need?”

Response: INVIA can provide a classroom-style training session, rotating groups through to leverage our time at your facility. If you want to avoid any patient scheduling downtime, and prefer a one-on-one approach, additional days can be purchased. An INVIA specialist can assist you in determining how many days you need, based on the type of training requested, the total number of attendees and the number of locations.

15. CUSTOMER SUPPORT

- “Where can I look for more information about the Corridor4DM Application?”

Response: There are several ways to obtain help with the 4DM application.

1. Users Guide: Available by clicking Help within 4DM or by visiting www.inviasolutions.com
2. Website: Available online are step-by-step help sheets and other support material
3. Vendor Support Desk: If you purchased 4DM from one of our many reseller partners, you should contact their support specialists OR if you have an active Maintenance Agreement with INVIA, contact us directly via e-mail (support@inviasolutions.com)

- “What information should I have ready when contacting product support?”

Response: When contacting either vendor or INVIA support personnel, it is important that you have the following information on hand:

1. Software Version
2. Camera and Workstation Manufacturer(s)
3. Version of any manufacturer’s or third-party software (e.g., Microsoft)
4. Your Maintenance Agreement #.

- “Do you have specific hours for 4DM Support?”

Response: Yes. INVIA is located in the East Standard Time zone in Ann Arbor, Michigan. Business hours are 8:30 a.m. to 5 p.m. EST. Support voicemail and email are available 24 hours a day, 7 days a week. If you leave a detailed message, including the information provided above, your call will be returned as soon as possible.