

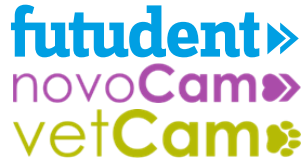
# Novocam Medical Innovations Oy Recording Software Instructions

v. 2023-03

## For Recording Software:

Futudent recording software up to:  
V8.4.3 Windows  
V2.3.5 MacOS

Novocam recording software  
up to:  
V2.3.3 Windows



Thank you for installing this Novocam Medical Innovations Oy software as part of your medical camera purchase.

The brands “futudent”, “novocam” and “vetcam” are used by the manufacturer Novocam Medical Innovations Oy (NMI).

These instructions are intended to be read before using the product.

Further help guides available at:  
<https://www.futudent.com/support/user-guide/how-to>

Download software from: [www.futudent.com](http://www.futudent.com)

Release notes are available at:  
<https://www.futudent.com/services/software/release-notes>

### Intended Use

These devices are intended to be used by qualified healthcare professionals to capture videos and pictures during dental and medical treatments for the purpose of documentation, providing additional information for diagnosis, following and evaluating changes of medical conditions, and for educational purposes in dental and medical fields.

The device may not be used for any other purpose.

### General Liability Note

This instruction and the accompanying documents should be thoroughly read and understood before using the device. Novocam Medical Innovations Oy is not responsible for any injury, damage or malfunction arising from the use of the device, or inability to use any information, apparatus, method or process disclosed in this document.

## IMPORTANT INFORMATION

Warning	<ul style="list-style-type: none"> <li>The camera user is the data controller.</li> <li>It is the responsibility of the camera and software user to keep patient data private as per national regulations.</li> <li>NMI is not responsible for computer technical support or maintenance and assumes no liability for its tech support service.</li> </ul>
Cautions / Mandatory Action	<ul style="list-style-type: none"> <li>Camera settings in the software may be used to adjust the image appearance. This does not replace proper focus, lighting and colour-match cards.</li> </ul>
Information / Notes	<ul style="list-style-type: none"> <li>Digital zoom does not work in 4K mode.</li> <li>Digital zoom does not increase image resolution. If close-up images are required, please contact Novocam Medical Innovations or the microscope manufacturer for higher magnification optical lenses.</li> </ul>

## KNOW YOUR DEVICE

NMI products are plug-and-play USB camera devices. They offer handsfree operation with the USB foot pedal, and video or image capture at 4K, FullHD or HD resolution. Because the device is a standard plug-and-play device, it can be used for live streaming over standard video conference software.

The recording software is available for Cloud Sharing or Local Use only for secure environments:

Software Brand Version	Futudent Recording Software up to V8.4.3	Novocam Recording Software up to V2.3.3
<b>Feature</b>		
No internet functions; local access only for secure IT systems	-	X
Works offline	X	X
Included with camera purchase	X	X
Sharing with Patients	X	-
Sharing with Colleagues	X	-
Professional Cloud	X	-
Hands-free image and video capture	X	X
Bookmarks	X	X
Advanced Camera Settings	X	X
Synchs with Cloud	X	-
Windows OS	X	X
MacOS	X	X
Android OS	X	-

## SYMBOLS

- Symbols in the recording software are standard media control symbols.
- All other symbols are explained in the use instructions below.
- Clicking on arrows can expand or minimize menus.

## LIGHTING REQUIREMENTS

For best quality images, the clinic and task lighting should have:

- Ambient Light Illumination Intensity: 10,000lux in the clinic room area
- Task Light Illumination Intensity: 30,000lux or higher, depending on ambient lighting.
- Colour Temperature: Adjustable, average of 5,500 Kelvin
- CRI: 95 or higher

## CAMERA TECHNICAL SPECIFICATION

Cable, Ports and Signals	1 x Camera USB 2.0 Hi-Speed (480Mbit/s) for USB A to microUSB connector (1.5m or 5m) 1 x Foot pedal USB 2.0 for the USB A to foot pedal cable. USB cables may be connected and disconnected as per standard plug-and-play USB.
Cable lengths	Active USB extensions cables up to 10m.
Connection Requirements	Connect to an IEC 60601-1 or IEC 60950 compliant computer via USB.
Restriction on network/data couplings	This USB device may be connected to any clinic computer USB socket with electrical isolation. Failure to connect to an electrically isolated USB socket may result in signal interruption in the case of electromagnetic interference.
USB Isolation	If electrocautery/surgery devices are used or if the computer used is not IEC rated for a medical environment, a USB isolator of 5kVrms protection must be used to ensure electromagnetic conformity.
Mechanical connection	Loupe mount (universal clip or loupe specific mounts) Overhead light or headband Gooseneck / flexible arm Standard C-mount for microscopes / photography optics
IEC 60601-1	Class I. This device is not intended to contact the patient and has no applied parts.
IEC 60601-1-2	CISPR 11 Group 1 Class B classification
Rated power	5 V d.c. / 100mA nominal / 150mA maximum Power via USB cable. Does not contain a battery.
Mode of Operation	Continuous operation as a USB device when PC is ON. OFF when USB port is disabled or PC is off.
Use environment	For inside use only, in clinics with temperatures under 30°C/86°F and relative humidity is under 85%. Not for use in oxygen rich environments (over 25% oxygen content). Do not use in conjunction with flammable liquids. Do not use in close conjunction with anaesthetic gas.
Transportation and Storage	Keep the device in the temperature between 5° to 50°C (41°F to 122°F). Allow the camera to reach room temperature before use. Temperature change may cause condensation on the sensor or lens.
Compliance	Class I EU MDR / FDA Class I Exempt / CE Marked / RoHS compliant. Conformity to IEC 60601-1 and IEC 60601-1-2 No applied parts; not for patient contact.
Hardware Sterility	Not provided sterile or intended for sterilization.
Hardware Materials	Aluminium / PA / Nylon Electronics in camera and foot pedal. Cardboard / plastic packaging.
Recommended software	Futudent/Novocam recording software for Windows, Mac or Android. 5 software licenses included per device.
Image quality	Sony IMX 415 sensor with video capture of 30fps (frames per second) in secure h.264 mp4 format. Video/image resolution of: <ul style="list-style-type: none"> <li>• 4K 2160p (pixels)</li> <li>• FullHD 1080p</li> <li>• HD 720p</li> </ul>
Optics	Exchangeable UHD lenses: <ul style="list-style-type: none"> <li>• 8mm wide angle</li> <li>• 16mm</li> </ul>

	<ul style="list-style-type: none"> <li>• 25mm default</li> <li>• 35mm close-up</li> </ul> <b>NOTE:</b> smartCam and scopeCam do not have exchangeable lenses.
Recording memory size	1 hour of recording video at 4K resolution is approximately 10GB. 1 hour of recording in FullHD mode is approximately 3G. 1 image is 8MP (megapixel).

## COMPUTER REQUIREMENTS

**NOTE** It is possible to connect a laptop to an external 4K screen even the laptop screen is not 4K resolution. You can record 4K even if your screen does not support 4K.

The camera and foot pedal connect as plug-and-play USB devices. It requires 2 USB ports to install them.

The Futudent Recording Software (FRS) allows for image and video capture and secure sharing. Before installing the FRS, we recommend you check that your computer operating system and applications are up to date, and your computer has the technical requirements for 4K video recording.

### For Windows

- Check the CPU rating of the computer using the website: CPUBenchmark.net
- Find Windows system information by right-clicking the Start Menu and selecting System. In the System menu, click on Display to check and change the screen resolution.
- Find Windows device information by right-clicking the Start Menu and selecting Device Manager.
  - Expand the Universal Serial Bus Controllers option and check the USB type.
  - Expand Display Adapters to check the Intel graphics card type.

### For MacOS

Find MacOS system information by clicking About This Mac from the Apple Menu.

### For All Systems

Basic Functionality:			
Video quality:	HD (720p) mode	Full HD (1080p) mode	4K (2160p)
All Systems:	8GB RAM or higher USB2 or USB3 port for the camera Additional USB2 or USB3 port for foot control pedal Network / internet capability CPUBenchmark.net rating of 3000 or higher IEC 60601-1 compliant		
Windows Basic Requirement:	Windows 7 or later operating system NET Framework 4.5		
MacOS Basic Requirement:	OS X version 10.13 (High Sierra) or newer MacBook Air/Pro 2013 or newer		
Android OS	Android 11 or higher with the Android futudent recording software available on the Google Play store.		
Windows PC Minimum requirements	Screen resolution of 1024x768 or higher. CPU rating over 3000.	Hardware encoding (QuickSync technology) Intel graphics card 8GB RAM minimum Screen resolution of 1920x1080 or higher. CPU rating over 5000.	Windows 10 computer Intel graphics card 16GB RAM Screen resolution of 3840x2160 or higher. CPU rating over 10000.

MacOS Minimum Requirements	MacBook Pro/Air, iMac or Mac-mini from 2015 or newer. Screen resolution of 1024x768 or higher. CPU rating over 3000.	MacBook Pro/Air, iMac, Mac-mini from 2017 or newer. Screen resolution of 1920x1080 or higher. CPU rating over 5000.	MacBook Pro, iMac, Mac-mini from 2018 or newer. 16GB RAM. Screen resolution of 3840x2160 or higher. CPU rating over 10000.
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## INSTALL THE FUTUDENT RECORDING SOFTWARE (FRS)

Download the FRS from the website:

<https://www.futudent.com/services/software>

Log in or create a futudent account to access the download page.

Download and run the installation file:

- For Windows OS: Download and install directly from the website.
- For MacOS: Download and install via the Apple Store.
- For Android OS: Download and install from the Google Play Store.

Photos and videos are saved locally on your computer in predefined folders.

The folder location can be changed in the FRS settings.

- Photos are saved in a folder on your desktop.
- Connect the camera before loading the FRS software so the camera is automatically detected when the software loads.

## INSTALL TO ANDROID DEVICE

The foot pedal is not used for a mobile camera use.

- Connect the camera to your mobile device with the 1.5m microUSB cable and an OTG (on-the-go) adapter.
- Start the FRS app on your phone and grant all required permissions (only required first time app is run).
- Live feed from camera should now be visible - if not visible, disconnect camera and reconnect after a few seconds.
- Use the phone's screen to control the camera.

## STARTING THE CAMERA IN LIVE VIEW MODE

With the camera and foot pedal installed, open the futudent recording software (FRS).

The camera and foot pedal will detect as USB devices and the screen will show video in live view mode.

## MICROPHONE USE

The computer microphone is on by default and will record audio when recording videos.

The microphone can be muted/unmuted by clicking the microphone icon in the software. Any connected PC microphone may be used for audio recording. A microphone is not integrated in to the camera.

## ADJUSTING FOCUS

Manual focus will appear instantly on the computer screen.

Autofocus requires a few seconds to adjust to a new position. The time can be longer or shorter depending on the computer.

**NOTE** It is recommended to test video recording prior treatment to ensure colors are acceptable for use.

## USING THE CAMERA – QUICK START

### To Take a Still Photo

- On-screen - click the camera icon to take a photo
- Foot pedal - press the pedal briefly to take a photo
- Keyboard - press the F6 key briefly to take a photo or press Fn and F6 at the same time.

### To Start / Stop Video Recording

- On-screen - click the camera icon to start or stop.
- Foot pedal - press the pedal for 3 seconds to start or stop.
- Keyboard - press the F6 key briefly or press Fn and F6 at the same time for 3 seconds to start or stop.

### To Set a Bookmark During Video Recording

- On-screen - click the bookmark icon to set a bookmark.
- Foot pedal - press the pedal briefly to set a bookmark.
- Keyboard - press the F6 key briefly or press Fn and F6 at the same time.

When a bookmark is set, the bookmark symbol will appear below the time bar.

## Keyboard Shortcuts

	Description	Windows Command	macOS Command
While in Recording Mode	Take a still photo	F6 / Fn+F6 Short press	F6 Short press
	Start / Stop Video Recording	F6 or (Fn + F6) 3 second press	F6 3 second press
	Set a Bookmark while Video Recording	F6 / Fn+F6 Short press	F6 Short press
	Digital Zoom (only in HD or fullHD)	↑ Up-key / Down-key ↓	↑ Up-key / Down-key ↓
While in Gallery / Playback	Minimize / Maximize Gallery	F5 or (Fn + F5)	F5
	Open / Exit Full-Screen	F11 or (Fn+F11)	F11
	Pause / Play Video Playback	Space key	Space key
	Forward / Reverse in 5 second intervals	← Left-key / Right-key →	← Left-key / Right-key →
	Move between saved bookmarks in video	↑ Up-key / Down-key ↓	↑ Up-key / Down-key ↓

**TURNING THE CAMERA OFF**

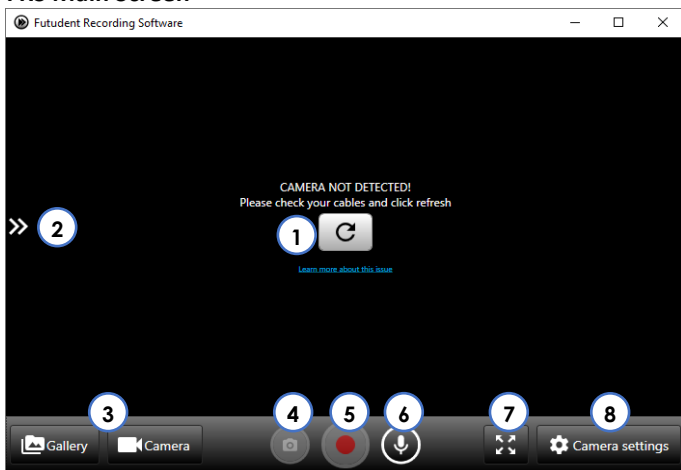
The camera turns off when the user:

- Closes the futudent recording software.
- Closes any other video problem using the camera.
- Disconnect the USB cable.
- Turns the computer off.

**USING FUTUDENT RECORDING SOFTWARE**

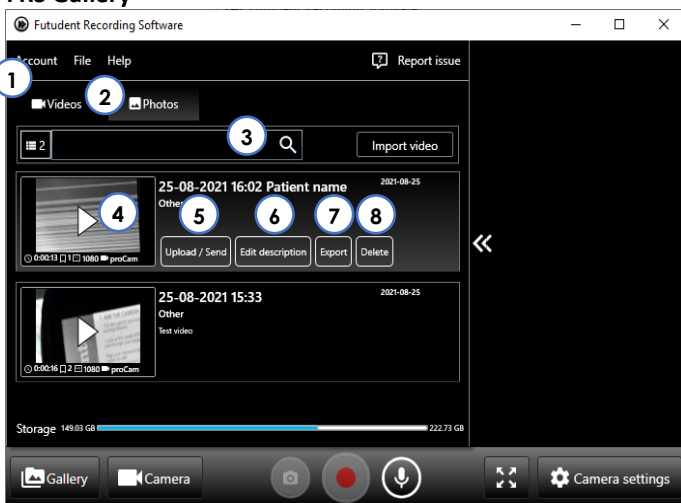
**NOTE:** The Windows version is shown here. The MacOS version has similar looks and functionality.

**FRS Main Screen**



1. Press to refresh USB signal and live-stream when the camera is plugged in.
2. Press to maximize and minimize the gallery. The gallery can be open with the camera live-streaming.
3. Press these buttons to toggle between the gallery and live camera views.
4. Take a still photo
5. Start/Stop Video Record
6. Mute / Unmute microphone
7. Enter full screen mode
8. Basic camera settings

**FRS Gallery**



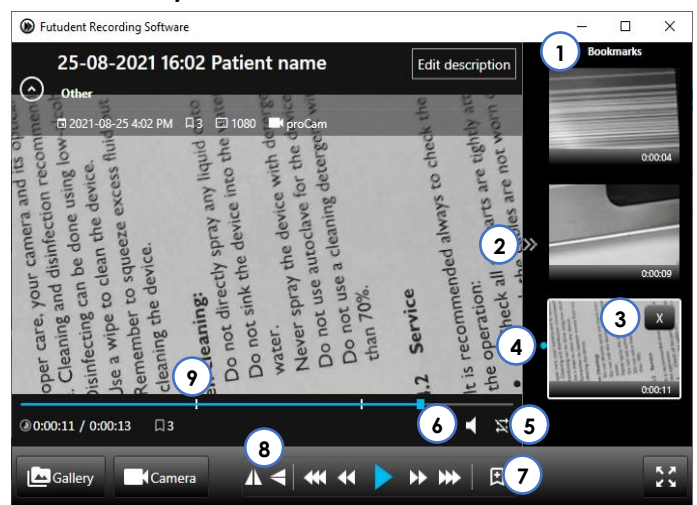
1. Login, settings and help guides.
2. Toggle between video and photos.
3. Search videos and import.
4. Click play to view video
5. Upload / send to share

6. Edit description to tag video
7. Export to a new file location.
8. Delete video.

Notes about the FRS Gallery:

- Saved photos/recordings can be viewed, deleted and uploaded to the cloud or shared with patients or colleagues.
- Photos are stored in JPG format in the **Futudent Photos** folder on the desktop by default. They are named with the date and time.
- Videos are h.264 mp4 format and editing can be done with third-party software.
- You can click and drag photos from the desktop folder in to any other software that accepts JPG images.

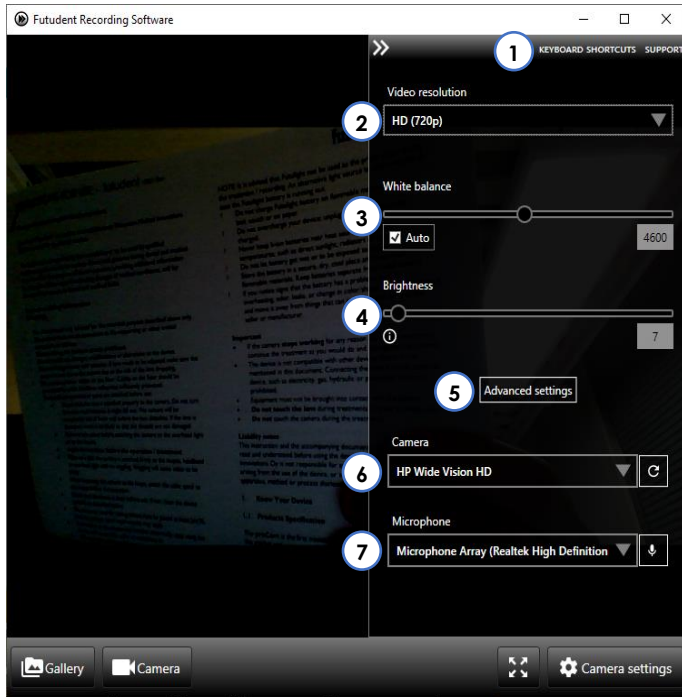
**FRS Video Playback and Bookmarks Screen**



1. Bookmarks list in video playback mode.
2. Minimize / Maximize the bookmarks list.
3. Delete the active bookmark.
4. Blue dot indicates the active bookmark on the screen. Double click the active bookmark to edit the description.
5. Repeat the video on a loop or play one time.
6. Mute video in playback.
7. Add a new bookmark. Move between bookmarks using up/down arrow keys.
8. Flip the video horizontally or vertically.
9. Bookmarks appear in the video timeline as lines.

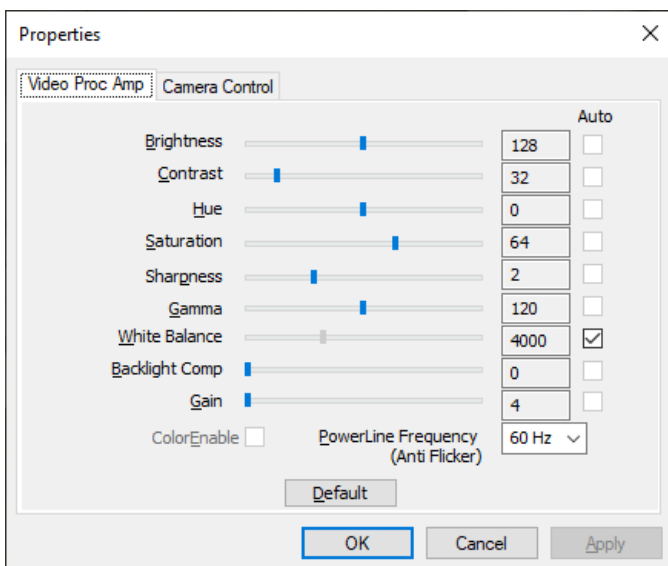
Purpose of video flip: Most video is taken from the dentist's view – upside down or sideways to the patient's mouth. Use flip to orient the video to a normal view.

FRS BASIC CAMERA SETTINGS



1. Links to keyboard shortcut and help info.
2. Choose the video resolution (HD 720p, Full HD 1080p, 4K). The higher resolution the larger the file size and higher quality image.
3. Change the colour temperature of the image for more natural colours. 4600 is default, and automatic adjust can be used.
4. Increases the image brightness.
5. Advanced settings discussed next!
6. Select which camera to use, if multiple cameras are installed. This includes the computer webcam!
7. Select which microphone to use, if multiple mics exist.

ADVANCED VIDEO PROCESSING SETTINGS



Advanced camera users or those with difficult lighting conditions may want to digitally change the look of the image.

**NOTE** Pressing Default returns these settings to the factory setting.

**NOTE** Avoid aiming the camera at a bright window. If that is unavoidable, use backlight comp in the Advanced Settings to correct.

For best results, first set the backlight compensation, then the gain, then the settings in the order they are presented:

**Brightness:** Adjusts the dark parts of the image. Set the brightness first to set a true black that will give you perfect image contrast.

**Contrast:** Adjusts the brightest parts of the image. Use contrast to bring out the highlights of the image and make the image “pop” off the screen.

**Hue:** Adjusts the main colour of the image, from red to yellow to green to blue and purple. Adjust hue before adjusting saturation.

**Saturation:** Adjusts the brilliance and intensity of the colours.

**Sharpness:** Increasing the sharpness may help compensate for lower resolutions caused by poor lighting. Too much sharpness can cause unnatural edges that hide details.

**Gamma:** Adjusting gamma adjusts the overall brightness of an image. The purpose of a gamma correction is to match the light sensitivity of the camera to the light sensitivity of the user’s eyes.

**White balance:** Adjust the light colour temperature to achieve more natural colours. White balance can be set to automatic in the basic or advanced settings.

**Backlight Comp:** Adjusts the image exposure to give a natural looking image when the back light is too strong and causes a dark image.

**Gain:** Increasing gain increases the camera’s sensitivity to light. This is useful during periods of dark weather where the ambient light is low.

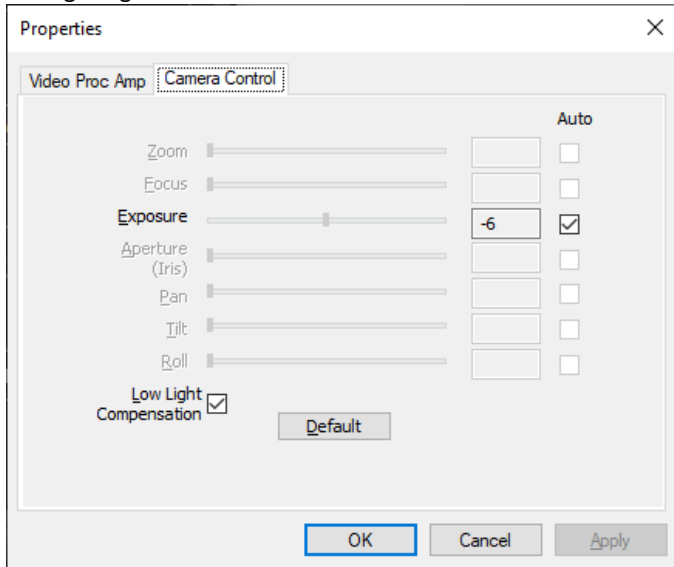
**PowerLine Frequency (Anti-Flicker):** It is recommended to match the anti-flicker setting to the power line frequency of the country (50Hz or 60Hz). Mismatched power frequency can cause the camera image to have a faint flicker.

**Default:** To restore the factory settings.



**ADVANCED CAMERA CONTROL**

Exposure and Low Light Compensation are available to correct low lighting:



**Send Directly to Patient**

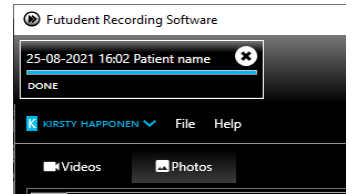
Send directly to the patient after treatment. Requires the patient’s e-mail address. For example, e-mail progress photos, hygiene instructions or a photo for insurance claims.

**Send Directly to Colleague**

Send directly to colleagues after treatment. Requires the colleague’s e-mail address. For example, e-mail for a referral, consultation or for education purposes.

**Save the Case to the Cloud**

This stores the information on the Cloud where it can be organized, shared and commented on by you or your colleagues.



When the file is finished uploading, it will be shown in the file transfer screen as DONE.

For example, you can review the case later or build a reference library for training or marketing.

**MORE ABOUT CLOUD AND SHARING WITH THE FUTUDENT RECORDING SOFTWARE**

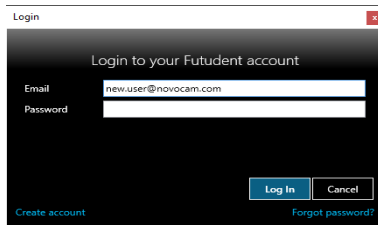
**NOTE** The Novocam brand version of the software has Cloud sharing disabled for local secure use.

**FRS UPLOAD / SEND OPTIONS**

From the FRS Gallery, click on the video or image you want to send, and press the “Upload / Send” button.

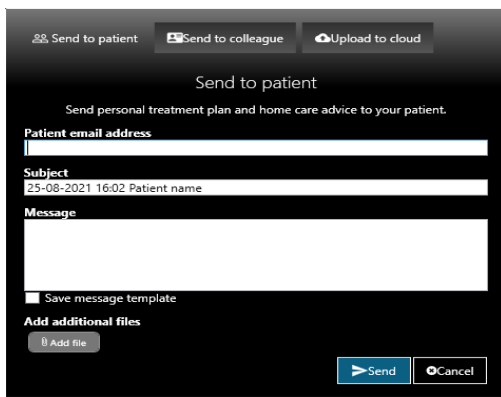
**Logging In**

If you have not logged in, you will be asked to log in before accessing the Cloud.



If you have already logged in you will not have to do it again.

Choose the sharing option by clicking the tab on the top of the sharing screen:



**Accessing the Cloud from the Recording Software**

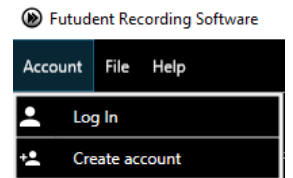
Use of the Cloud and MyDentalBook are optional and training materials can be found on [www.futudent.com/support](http://www.futudent.com/support).

The Cloud can be accessed from the futudent.com homepage:



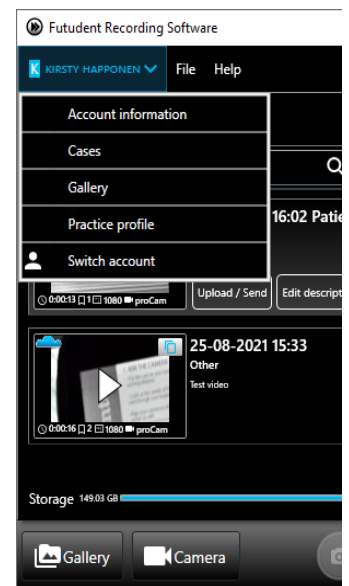
The Cloud can be accessed through the recording software Account menu.

First log in or create an account using the Account menu:

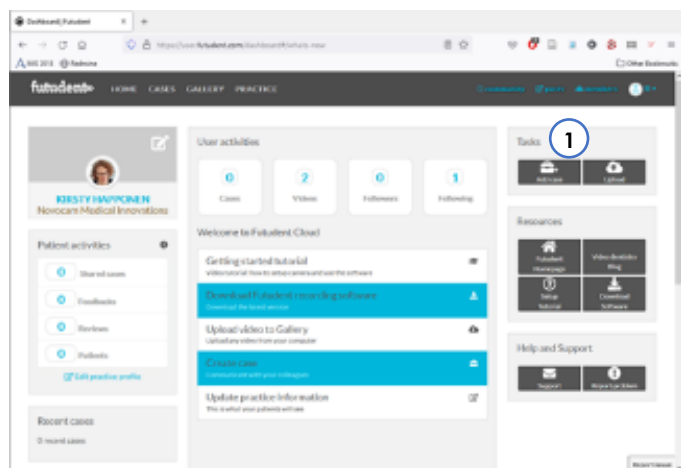


When logged in, the account menu changes to the Cloud menu.

Use this menu to navigate to your saved cases, gallery and to your clinic profile page.



While you are logged in, the Cloud dashboard will be visible online in your web-browser:



1. From the Tasks menu on the right, click *Add Case*.
2. Enter the case title and description.
3. Enter the email you would like to share your case with and click *Add User*. You can do this for as many people as you would like to add.
4. *Media* icon to select a recording from your Futudent cloud account or upload a new recording from your computer.

#### Uploading video recordings to Futudent cloud via recording software

- Log in to your Futudent account.
- Start the Futudent recording application and log into your Futudent account to view recordings in your gallery. A login window is automatically opened when the recording application is launched.
- Alternatively, log in by clicking on the Gallery button in the bottom left corner of the application and then Login button in the top left corner.
- Select *Save and Share* after making a new recording or click on the video you wish to share in the gallery and select "Upload / Send".
- Select the "Upload" tab and click the Upload button to begin upload.
- Log in to your Futudent cloud account from [www.futudent.com](http://www.futudent.com) to view uploaded videos.

#### Uploading recordings to Futudent cloud via web browser

- Open [www.futudent.com](http://www.futudent.com) and log in to your Futudent account. If you do not have a Futudent account, select Register in the top of the webpage and follow the prompts to set up your Futudent account.
- Click "Upload" button in the top right corner of your Futudent homepage.
- Fill in the Title, Description (optional), and Category of the recording you wish to upload.
- Click "Choose file" to browse your computer and select the file you wish to upload.
- Click "Upload".

#### Send to the patient via application

1. Start the Futudent recording application and log into your Futudent account to view recordings in your gallery.
2. A login window is automatically opened when the recording application is launched.
3. Alternatively, log in by clicking on the *Gallery* button in the bottom left corner of the application and then *Login* button in the top left corner of the gallery panel.
4. Select *Save and Share* after making a new recording or click on the video you wish to share in the gallery and select *Upload / Send*.
5. On the "Send to Patient" tab, fill in the following fields:
  - Patient's email address
  - Subject
  - Personal Message
  - You can share additional files as follows:
    - Click "Add file".
    - Select files on your computer and click "Open"
    - Click 'Send'
6. Patient will receive a link to the shared recording by email. They will need to log in/Register to view video(s).
7. Videos shared to patients automatically creates a free user account on mydentalbook.com for the patient.
8. The mydentalbook.com secure cloud platform can be used in communication with patient.

#### Send a file to the colleagues via application

1. Start FRS and log into your Futudent account to view recordings in your gallery.
  - a. A login window is automatically opened when the recording application is launched.
2. Alternatively, log in by clicking on the *Gallery* button in the bottom left corner of the application and then *Login* button in the top left corner of the gallery panel.
3. Select *Save and Share* after making a new recording or click on the video you wish to share in the gallery and select *Upload / Send*.
4. On the "Send to Colleague" tab, fill in the following fields:
  - Colleague's email address
  - Subject
  - Personal Message
5. You can share additional files as follows:
  - Click "Add file".
  - Select files on your computer and click "Open"
  - Click 'Send'
6. Colleagues will receive a link to the recording on the futudent.com secure dental professional cloud platform by email. They will need to log in/create a Futudent account to view cases.

## MAINTENANCE

#### Annual Checks

It is recommended to make annual check for software as follows:

- Check that your computer has all operating system updates installed.
- Check that you have the latest futudent recording software version installed.

### FRS Removal Instructions

The FRS may be uninstalled using the computer's software uninstall function.

Uninstalling the FRS does NOT delete photos and videos from your computer.

Uninstalling the FRS does NOT delete your Cloud or MyDentalBook account. Log in to the cloud services to deactivate your account.

### DATA PROTECTION AND PATIENT PRIVACY

Novocam Medical Innovations is an EU company and governed by the requirements of the EU General Data Protection Regulation. All cloud services are located in the EU.

**End User Responsibility:** The end user of the camera is a Data Controller who is responsible for deciding what information to collect and how to use it according to their local data privacy laws.

- The end user must inform the patient of why the data is being collected and where it will be used; a consent form is recommended. A consent form template is available on the futudent.com website:  
<https://www.futudent.com/contact/about/privacy-policy>
- End user camera images may be stored locally, on a Cloud or not stored at all.
- Information such as patient and treatment details are added at the discretion of the end user and according to their local data privacy laws.

**NMI Responsibility:** NMI acts as data controller and data processor of end user data, including contact information, purchase information, voluntarily given data and images stored on the Cloud services.

- NMI does not require patient healthcare identifiable data in order to use the system.
- See full details on the website:  
<https://www.futudent.com/contact/about/privacy-policy>

### EMC GUIDANCE

**CAUTION** Strong ESD (electro-static discharge) can cause the camera's signals to become confused. The video quality may be degraded or the video be stopped. If this occurs, the software may re-load the camera. If the camera does not come back online, either press the software camera refresh button or unplug the USB cable and plug it in again before re-starting the software and video.

NMI does not provide separate EMC protective equipment with its system. The end user is responsible to check that the following equipment is IEC 60601-1 compliant and rated for use in a professional healthcare facility: computers, monitors, mains power supplies.

If the end-user does not have an IEC 60601-1 compliant computer or monitor, they may purchase a hi-speed USB isolator with the following technical specification:

- USB 2.0 Hi-Speed (480 MBit/s)
- 500mA (internal DC/DC)
- ESD protection (20kV)
- Isolation withstands 5kV<sub>RMS</sub>

### WARRANTY

**Standard limited warranty:** 2 years from the date of purchase for camera products, 1 year for accessories (foot pedal, attachments, etc.). The warranty period starts when the product is delivered and/or given to the Buyer.

**Extended warranty:** 2 or 3 years extension is available. The extended warranty begins from the last day of the standard limited warranty. Please contact your local dealer or Novocam Medical Innovations Oy.

**What is included in the limited warranty:** This limited warranty covers defects in materials and workmanship in the Products and Accessories.

**Software End User license Agreement:** Software incorporated in the Products is covered by End User License Agreement (EULA) and its warranty terms. Up-to date EULA is made available <https://www.futudent.com/contact/about/terms-of-service> and EULA must be accepted prior or during Software installation.

**What is not covered by the limited warranty:** This limited warranty does not cover any damage, deterioration or malfunction resulting from any alteration, modification, improper or unreasonable use or maintenance, misuse, abuse, accident, neglect, exposure to excess moisture, fire, lightning, power surges, or other acts of nature. This limited warranty does not cover any damage, deterioration or malfunction resulting from any unauthorized tampering with the Product or Accessory, any repairs attempted by anyone not authorized by Novocam Medical Innovations Oy to make such repairs, or any other cause which does not relate directly to a defect in materials and/or workmanship of the Product or Accessory.

Operator may not be held liable for defects or dysfunction of the Software and/or the Service due to (i) lack of qualification and competence on the part of the persons using it, and/or (ii) changes made by the Licensee, a third party other than Operator or not previously certified in writing by Operator, and/or (iii) software and/or equipment is not supplied and installed by Operator or its authorized distributor.

**The warranty is void in these situations:** This limited warranty is void if (i) the label bearing the serial number of the Product and/or Accessory has been removed or defaced, (ii) the Product and/or Accessory is not distributed by Novocam or (iii) the Product and/or Accessory is not purchased from an authorized Novocam distributor. Your rights under the limited warranty are not diminished if you do not complete and return the product registration form or complete and submit the online product registration form.



### Warranty Claim Remedies

NMI will at, at its sole discretion, provide one of the following remedies to the extent it shall deem necessary to satisfy a claim under this limited warranty:

1. **Repair** any defective part within a reasonable period of time, free of any charge for needed parts and labor to complete the repair and to restore the product to its proper operating condition. Novocam will also pay the shipping costs necessary to return the products and accessory to the customer once the repair is complete.
2. **Replace** the product with a direct replacement or with a similar product deemed by NMI to perform substantially the same function as the original product.
3. **Refund** the original purchase price less depreciation to be determined based on the age of the product at the time the claim is made under limited warranty.

### HOW TO MAKE A WARRANTY CLAIM

**Who may return products for repair:** Anyone with a camera may ask for support and repair, even for products not in warranty.

**Who may make a warranty claim:** Authorized distributors, authorized NMI repair technicians, and buyers / owners of the camera. An original purchase receipt is required for warranty claims.

**Make the Claim Request:** The returner shall contact NMI through Support. Include the following information:

- the camera serial number
- what is broken
- any information to help diagnose the problem (what happened?)
- where it was purchased (distributor, directly from NMI, etc.)
- evidence of the purchase from NMI or a distributor in the form of the original dated receipt.

**Receive a Return Authorization from NMI:** If the product is accepted under limited warranty, the returner shall be given a Return Authorization. The Return Authorization will indicate where to send the product for repair: Novocam Medical Innovations Oy or an authorized repair-distributor.

**Package the Product:** Please use a cardboard box with padding to return the products. Include inside the package:

- Name
- Address
- Return authorization number / support ticket number

**Return deliveries must be insured:** Returned products must be insured during shipment, with the insurance and shipping cost pre-paid by the product owner. If the product is returned uninsured, the product owner assumes all risks of loss or damage during shipment.

### SUPPORT AND CONTACT

#### Contact local Distributors

Our devices are distributed by our global network of distributors. If you purchased your camera from a local distributor, first contact them for fastest support. The partner list is on the website at:

<https://www.futudent.com/contact/partners>

#### Contact Novocam Medical Innovations

**General contact** information is online at <https://www.futudent.com/contact> or by e-mail [info@futudent.com](mailto:info@futudent.com).

**Technical support** contact can be made on [www.futudent.com/support](http://www.futudent.com/support) or by e-mail [support@futudent.com](mailto:support@futudent.com).

**Postal mail, product returns, billing and invoices** should use the company address:

Novocam Medical Innovations Oy  
Pasilanraittio 5B,  
00240 Helsinki  
Finland

Phone: +358 50 388 008

#### Incident Reporting

In case of an incident involving a Novocam Medical Innovations product, send a report to [info@futudent.com](mailto:info@futudent.com) with the subject: ATTN: Incident Report. In the report, please include:

- Camera serial number
- Describe what happened before, during and after the incident
- Describe any injuries or near-misses
- Describe any immediate actions taken.