



iSup

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1. Introduction

iSup is a mobile application designed to manage Orthofix product support material in Apple and Android devices.

The first time you access iSup, you will be prompted to enter your personal credentials. Then, provided an Internet connection is available, the first synchronization will begin, downloading the file tree structure. Once this initial synchronization is complete, you will need to repeat the operation periodically to keep the file tree structure up to date. Synchronization may take some time depending on the quality of your connection. We recommend that you do not log out or close the application until it is complete.

To make the application lighter, we decided to let the application download and synchronize only the tree folder structure on your device, leaving the users free to download only what they consider most useful, depending on the memory capacity of the device. How to download documents is explained in detail in the following chapters.

2. Login

When you launch the application for the first time, you will see the login screen. This is where you enter your credentials.

If you do not have login credentials, you can click "Sign up" to request one from Orthofix. Orthofix will verify your eligibility and email you your personal login information.

If you forgot your password, access to the link "Recover password" link to receive your link in your e-mail to reset your password.

If you wish to delete your account, you can click "Delete account".


 User name
 Password

[Recover password](#)
[Not registered? Sign up](#)
[Delete account](#)

3. iSup Main Features

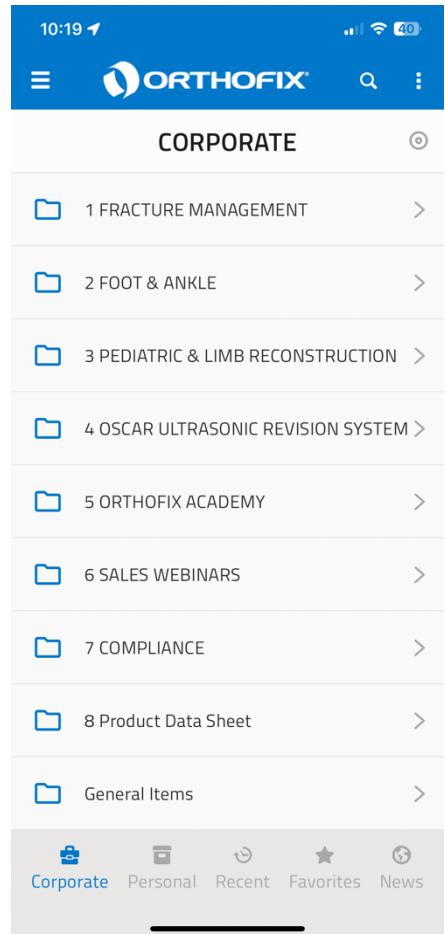
Document management within the application is divided into two main areas: "Corporate documents" and "Personal documents".

Corporate documents are uploaded by Orthofix to be downloaded and updated via the synchronization feature.

Personal documents are documents/videos/images uploaded by the user to be managed within the platform.

The navigation bar at the bottom will take you to the following areas:

- Corporate: Area where corporate documents are displayed.
- Personal: Area where the user's personal documents can be uploaded/viewed/managed.
- Recent: The most recently synchronized files are available here.
- Favorites: User-created favorites are available here in the form of categories.
- News: Here you can find the latest news published by the Company.

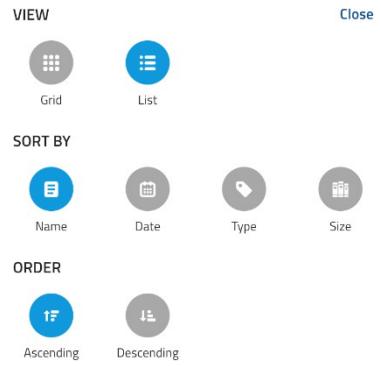


The main menu at the top left contains the following options:

- Synchronization: Described in more detail in chapter 5.1.
- Guide: The application's user guide is available here.
- Logout: Disconnects you from the active account on the device.
- Reset Files: this option resets the file synchronization, deleting previously synchronized files. It is then the user's responsibility to perform a new synchronization.

The options ⚡ at the top left are the view options:

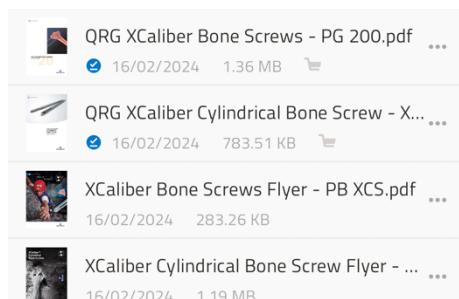
- View:
 - Grid: Arranges the items in a grid.
 - List: Arranges the items in a list.
- Sort by:
 - Name: Sorts files by name.
 - Date: Sorts files by date.
 - Type: Sorts files by type (img, pdf, etc.).
 - Size: Sorts files by size.



All available files are listed in each folder. View files instantly with no downloads and an active Internet connection. In addition to the name and description, a thumbnail of the document cover is now available for a quick look at the contents before opening the file. Tap on the file to preview it.

Tap the ⚡ icon to the right of each file line to access available features. For offline access, simply tap the three dots icon and select the "Make Available Offline" option.

Once you have downloaded a file, a BLUE pin will appear below the file name. You can delete the file locally by tapping on ⚡ and then tapping "Remove from offline".



For each file you can:

- NOT AVAILABLE OFFLINE:
 - Share via link
 - Make available offline
 - Order online (only if there is a shopping cart icon in the document information)
- AVAILABLE OFFLINE:
 - Print
 - Email
 - Add to favorites
 - Share
 - Share via link
 - Order online
 - Remove from offline

The  button takes you to the multiple selection options. These vary depending on the type of file selected.

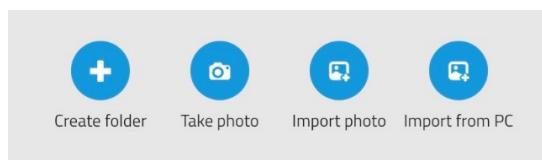
- **Zip:** Compresses the selected file(s) in Zip format (Personal Document only). Only files in the same folder can be selected. The compressed document is placed in the same folder where the compression was performed and the files were located.
- **Unzip:** Extract one or more files from a compressed archive.
- **Print:** Prints a document (only active for some file types).
- **Email:** Sends the selected files as an email attachment using the default email application on your device.
- **Rename:** Changes the name of a file.
- **Add to Favorites:** Adds the selected files to a favorite category. See Chapter 6.
- **Duplicate:**Duplicates a file.
- **Move:** Moves one or more files to a different location in the tree structure. The structure of Company documents cannot be changed.
- **Share:** Shares files with other applications available on your device.
- **Delete / Remove from offline:** Deletes a file. Deletion is irreversible because there is no trash. If a corporate file is removed from offline, you can restore it by downloading it again.
- **Share via link:** Provides a shareable link.
- **Make Available Offline:** Starts synchronization of a file that is in the preview tree but has not yet been downloaded to the device.

4. Documents

4.1. Adding Files to Your Personal Collection

You can add different types of files to your personal archive using the \oplus button at the bottom right of the personal documents area.

- Create Folder: Creates a folder at the current position in the tree. It is also possible to move files into the folder using the function available for the individual file.
- Take Photo: Uploads a photo taken directly with the device's camera.
- Import Photo: Imports a photo from the device's gallery.
- Import from PC: see Chapter 4.2.



4.2. Importing From A PC

You can import files from your PC as follows:

- Go to the "Personal" section.
- Use the \oplus button to select the "Import from PC" option.
- Make sure that the mobile device and the PC you want to upload from are connected to the same network.
- Type the IP address displayed in the application into the browser on your PC.
- Select and/or drag the files to the upload window in the browser on your PC.
- Start the upload on the PC with the "Upload files" button.
- Synchronize on your mobile device.

Once this process is complete, the file uploaded from the PC will be present on the mobile device.

4.3. Searching For Files

The magnifying glass Q allows you to search for a file among those downloaded to the device. The search is performed simultaneously in the Corporate Documents and in the Personal Documents.

5. System Functionality

5.1. Synchronization of Corporate Documents

You can synchronize the available files using the option in the main menu. The number of files available for download depends on the user's privileges. If an update is available (files or folders), an exclamation mark (!) in a red circle is displayed as an in-app notification. The user can start the synchronization.

Once the structure is downloaded and synchronized, the user will be able to access all the folders and files. File synchronization is turned off by default, but the user can choose to synchronize all or some files.

5.2. News

This section contains news published by Orthofix.

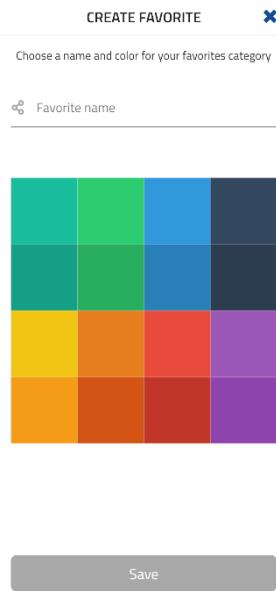
6. Favorites

6.1. Creating A New Favorite Folder

You can create categories of favorites (bookmarks). These categories can be associated with both Corporate and Personal Documents.

You can assign both a personal name and a color to each favorite category.

Once you have created favorites, they will be available in the "Favorites" area.



6.2. Adding an Item to a Favorite Folder

You can add an item to your Favorites (at least one Favorites category/folder must have been created first) to index the files in a personalized way, whether they are Personal or Corporate.

Within your Favorites, files retain the distinction between "Personal" and "Corporate".

You can assign an individual file to one or more Favorites, and it will appear in both areas. These categories are also visible in the file list in the form of colored tags that indicate category membership.

	XC-1902-PL.pdf	5.61 MB	21/01/2020
	XC-1903-QR.pdf	780.82 KB	21/01/2020

6.3. Adding a Text File to a Favorite Folder

You can create a text file in any Favorite folder.

You can set some text format to better manage your content. Here are some available features:

Undo, redo, Bold, Italic, Underlined,
Strikethrough, numbered list, bulleted list,
indentation > and <

