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User's Guide

20/20 VISION
ALL-IN-ONE SOLUTIONS

(866) 410-2377
support@canelasoftware.com

Updated 6/12/18

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Technical Support: (866) 410-2377   support@canelasoftware.com

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User Guide

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Welcome to 20/20 Vision

20/20 Vision Software was designed with your needs in mind. Canela Software is constantly developing and improving our software to bring the best digital acuity testing system to the market. Setting the highest quality control standards ensures that our software has undergone in-depth and extensive testing procedures based on leading research.

We consistently deliver the most advanced, reliable and user-friendly products to the vision-care community. Our commitment to excellence is anchored by state-of-the-art technology and programming techniques. We help you work faster, smarter, and easier.

Canela Software prides itself in meeting the needs of all its customers, and we invite you to see for yourself the simple, innovative solutions of 20/20 Vision.

HOW TO USE THIS GUIDE:

This guide was formatted with the reader in mind, including not only illustrative images and diagrams but also elements like notes and links, in order to highlight and redirect you to relevant information.

> Note/Tip...
>
> Notes include information that needs to be highlighted. Tips provide the reader with handy details on specific features/functionalities.

20/20 Vision
Super easy, super accurate, and super reliable.

System Requirements

MEMORY:

1 GB is highly suggested for minimum performance. Most new systems ship with 2 - 4 GB.

MONITOR:

One and two monitor systems are supported. Higher resolution monitors will provide a sharper optotype on screen. Larger monitors allow for 5 optotypes on a line more often in longer rooms. They also provide more useful and engaging media experiences. Dual monitors allow for media to be played near the patient as an option and provide options for near testing.

GRAPHICS:

We support multi-monitor options. Dedicated graphics card will always provide better performance than integrated solutions. Integrated graphics solutions may not be capable of playing back HD content. Apple QuickTime is required for video playback.

INTERNET:

Internet access (WiFi or wired) is highly suggested but not required to use the acuity system as a purchase alone. Occasional internet access is required for Monthly/Year Plans, trials, distributor licenses, registration of extras, and EyeMotion subscriptions. We have put a lot of work into making the software internet friendly and savvy. Our auto update system, EyeMotion technology, and System Shield all take advantage of the internet to improve the end user experience. Internet is required for system registration.

System Requirements

CPU:

Faster is always better. Core 2 duo systems should be your absolute minimum. We highly recommend the i3, i5, and i7 processors from Intel.

USB:

The software requires a single USB port for the IR receiver.

Proxy Recommendations

PROCESSING UPDATES AND REGISTRATION:

Our software will need to access the following domains to process updates and registration:

    canelasoftware.com:80
    sk.canelasoftware.com:80
    visisend.com:80
    canelasystems.com:80

If your proxy does package inspection, it mostly reads several encrypted text files. It might also transfer .gz and .zip files, including (potentially) one gripped executable.

Alternatively, we also offer support for proxy server integration (including WPAD & PAC support). If you provide the proxy IP/port and appropriate credentials, the software can be configured to be a good citizen vs using exceptions, which might be easier.

Set Up

INTERNET: An internet connection is required to install and register 20/20 Vision. If a wired (Ethernet) connection is available, plug the computer in and disable the WiFi. (A wired connection is almost always faster than WiFi.) If no wired connection is available, choose the name of the WiFi connection at your location.

INSTALLING 20/20 VISION ACUITY SOFTWARE

- Go to: www.try2020.com
- Click on the link that matches your computer's operating system. Your web browser will download an installer to your hard drive.
- Save it on your desktop for ease of use.

INSTALLATION:

- Double-click on the downloaded installer to begin the installation process.
- You must double-click on the eye chart icon on your desktop to continue installation on Windows.
- Wait until the software automatically updates to completely install.

You may need administrative rights to your computer in order to install the software.

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REGISTRATION

- Click **'Register New User'**.
- Enter your email.
- Choose a password.
- Enter the password again.
- Click **'Continue'**.

CONTACT INFORMATION

- Complete the registration form.
- Fields that do not say **'Optional'** must be completed.

REGISTRATION CODE

- Use the promo code **"FREE-2020-DEMO"**

If you already have an account, simply click "Sign in" and enter your password. Forgot your password? No problem! We'll email it to you.

A NOTE ABOUT TRIALS

- Registration of a trial with incomplete information will disqualify the trial. A trial requires periodic internet connectivity to maintain a valid trial license.
- Click the box **'Agree to EULA'** after reading the End User License Agreement.
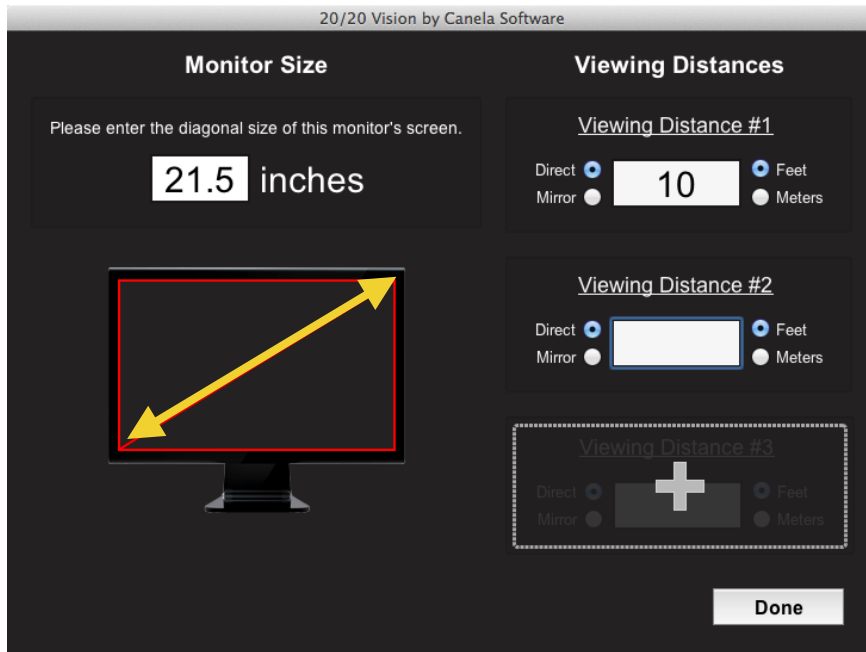- Click **'Register'**.

Once your installation is complete, plug in the receiver to one of your USB ports.

Calibration

- After installing 20/20 Vision, a window will automatically appear asking you to calibrate.
- Enter the size of your monitor.
- Enter your desired testing distances. (No closer than 5 feet, no further away than 36 feet for distance testing).
- Enter your near vision distance. Best practices state 13"-40" away from the screen.
- You are given three options to save your viewing distances.

Measure your screen diagonally. Do not include the frame in your

TOGGLING TESTING DISTANCES

- **KEYBOARD:** Press '**Shift + ~**' to cycle between distances.
- A window will appear each time you press '**Shift + ~**' to show you the current testing distance.

- **REMOTE CONTROL:** Press the Purple P2 button to switch from one distance to another.

See page 11 for instructions on how to set up the remote.

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Basics

START PROGRAM:

Double-click on the 20/20 icon located on your computer's desktop.

QUIT PROGRAM:

Exit the program by pressing **'Q'** on the keyboard, or you can use the **'Esc'** key.

CONTROL PANEL:

To <u>show</u> or <u>hide</u> the control panel, **press 'H'** on the keyboard. The control panel should be hidden before conducting any testing.

LOCK CODE:

Your lock code uniquely identifies your computer, and will be required anytime you receive tech support. To show it, **press 'Shift-L'** on your keyboard. To hide it, press **'Return'**.

HOW TO USE 20/20 VISION:

- 20/20 Vision can be controlled by keyboard, remote control, or iPad*.
- The up and down arrow keys located on the bottom, right-hand side of the keyboard, and the green up-and-down arrow keys on the remote control will increase and decrease the size of the optotype on the screen.
- The **Enter/Return** key on the keyboard, and the **Select** key button on the remote control will randomize the optotypes, but will **NOT** change the optotype size.
- **Shift-M** will minimize the software so that you can check email, or go online, without having to quit the software. Clicking on the icon at the bottom of your screen will bring the program back.

Keyboard shortcut keys will help you control the program while sitting near the computer during testing. The shortcut list is located on page 18.

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Customizing Your Software

AUTOMATIC START UP:

The software will automatically start up when your computer is turned on. If this is not desirable, you may prevent this from happening by:

- Click **'H'** on keyboard to bring up the control panel
- Click on **'Preferences'**
- Click on **'Start Up'**
- Uncheck **'Start acuity system automatically'**
- Check **'Hide control panel on start up'**
- Click **'Done'**

REMOTE CONTROL SETUP:

(For more info about remote control help, see pg. 21-23)

- Plug the receiver into any USB port on your computer **before** starting the software.
- Place new batteries (AAA) in the remote control

If this is the first time you are running the software, your computer will automatically install the remote control driver for you.

REMOTE CONTROL PROBLEMS:

- Press **'H'** on keyboard
- Click on **'Preferences'**
- Click on **'Control Methods'**
- Click on the remote control that looks like yours. (**CAREFUL**… there are subtle differences between the two black remotes)
- Click **'Install Driver'**
- Choose the Easy Connect if your receiver is black
- Click **'Done'**
- Restart your computer

You will need Administrative Rights to your computer in order to complete the installation of the driver for the remote control.

Control Panel

The Control Panel is one of the four ways 20/20 Vision software can be controlled. (The other three are the keyboard, remote control, and iPad). The Control Panel can quickly show all tests available until the practitioner becomes comfortable with the feature set of the software.

THE CONTROL PANEL IS DIVIDED INTO 5 PARTS:

- **VA sizes** - Def: Sharpness of vision, measured with the use of Snellen eye chart. 20/20 is considered normal acuity.

- **Tests** - There are a number of tests available with this software: Optotype Charts, Color Tests, Astigmatic Fan, RB Stereo charts, and many more.

- **Optotypes** - Def: An optotype is a standardized symbol or shape used for testing visual acuity.

- **Display Options** - This software enables you to choose the display option that works best for you: single letter, single line, single column, multi-line, and multi-line grid

- **Extras** - Located at the bottom of the Control Panel are additional buttons. You can calibrate your testing distances, modify your preferences, and get into our Store to unlock other features.
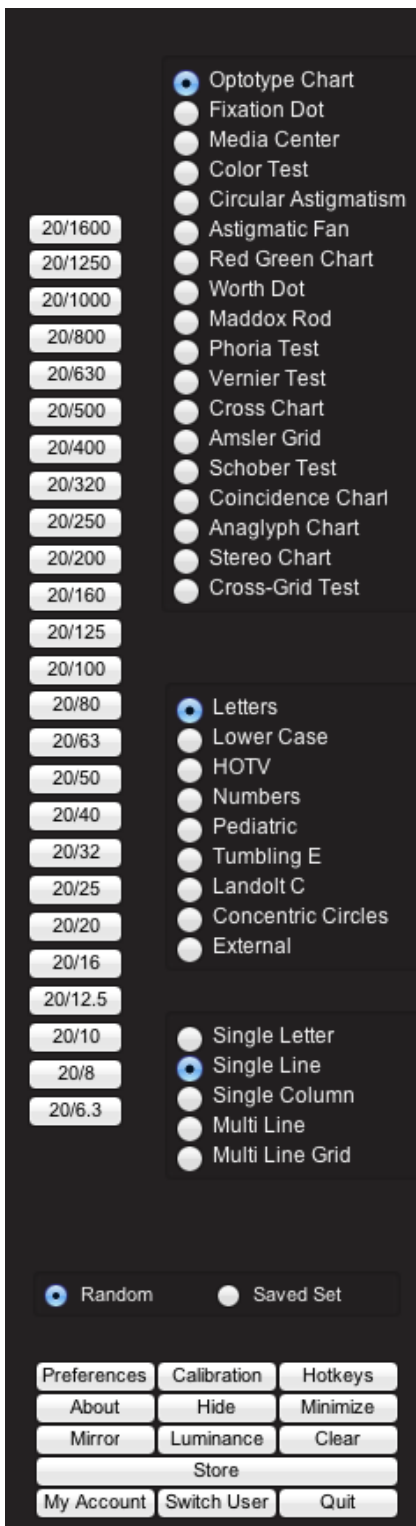
To **Hide** the control panel: **(press H)**
Always hide the control panel when conducting screenings.

To make the control panel REAPPEAR: **(press H)**

The Control Panel is a helpful tool. It allows you to quickly move from one test to another by the click of your mouse. Remember to always hide the control panel during testing.

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Preferences

Clicking on preferences gives you a variety of areas that can be modified and customized. It is here that one can control how the software boots up, enable the fun pediatric pointers, or adjust a multitude of other customizable features.

AUTOMATIC START UP:

The software will automatically start up when your computer is turned on, unless you disable this feature. (See page 8 for instruction on how to customize your software).

FUN POINTER:

- Click **'Pointers'** to choose which fun pointers you would like to use, if any.
- From the drop down menu, you can choose each individual pointer, or you can select **'Cycle'** to enable all three pointers.
- Click **'Done'**.
- Switching from one pointer to another is easy. Simply press **'Shift P'** on the keyboard and you will toggle to the next pointer.
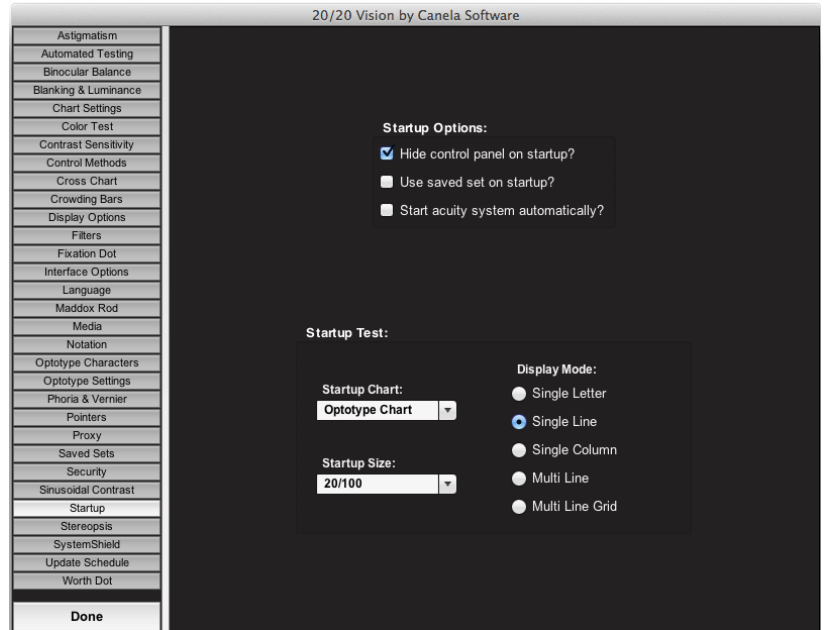

Light Sword   Princess Wand   Arrow

To make the pointers disappear, left-click the mouse button once.

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Programming The Remote Control

Once the software has been calibrated, and viewing distances have been set and saved, you have the option to set up your remote control so that it can switch from one viewing distance to another by the touch of a button.

HERE'S WHAT TO DO:

- Press **'H'** on keyboard
- Click on **'Hotkeys'** at the bottom right of the screen
- Click the **lock** to make changes
- Change **'Input Source'** and choose **'Remote 2009b'** from the drop down list
- From the list on the right, click on **'Cycle Calibrations'**
- Pick up your remote control, plug receiver into a USB port, and press the purple P2 button once
- **'Programmable 2'** should then appear in the field below **'Current Hotkey'**
- Click **'Done'**
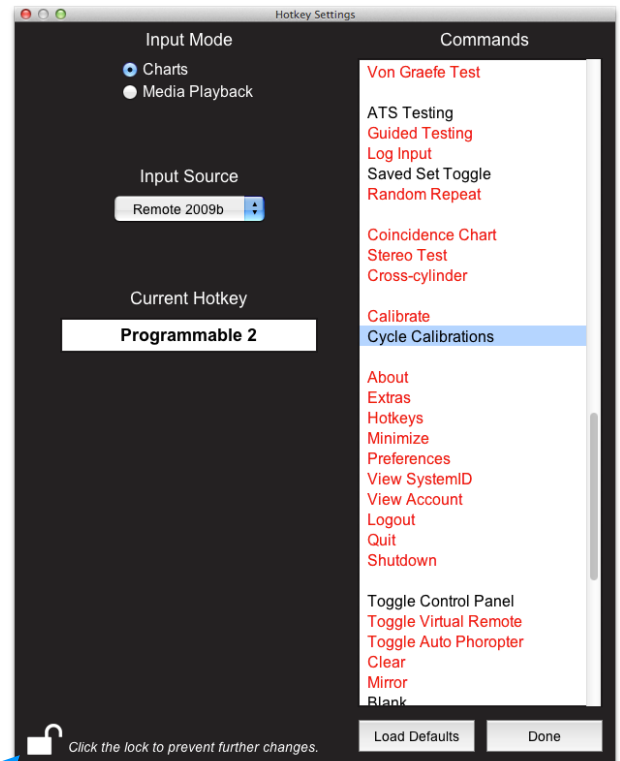
P1 is set to view/hide the Control Panel. P2 can be set to toggle from one viewing distance to another.

Media Center

Our Media Center has three sections: Patient Education videos, fixation videos, and picture slideshows. It is designed to be controlled by either the keyboard, the remote control, or the iPad remote. You can add to the fixation video content as well as the still images library by simply placing your QuickTime videos and images into the media folders.

AUTOMATIC SET UP:
The software will automatically set up your media center once the software is installed.

MEDIA CENTER INFO:

Enter With The Remote Control:
- Press the green **'Media Center'** button to bring up the Media window.
- Use the green up and down arrows to move from patient education to videos or images.
- Press the **'Select'** button to display your choice.
- Save your favorite video to the remote control by pressing the green **'Video'** button while the video is playing.
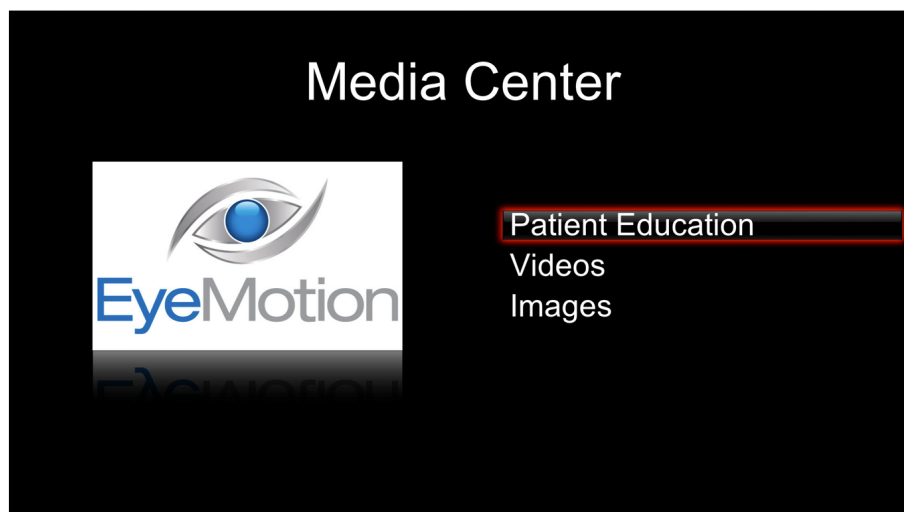
Media Center

Enter With The Keyboard:

- Press **'V'** on the keyboard to bring up the Media window.
- Use the up and down arrows to move from patient education to videos or images.
- Press the **'Return/Enter'** button to play your choice.
- To Play a video, press the **'Return/Enter'** key
- To Pause a video, press the **'Space Bar'**
- To "unpause", press the **'Space Bar'** again.
- To fast forward a video, press the right arrow key.
- To rewind a video, press the left arrow key.
- To exit the Media Center, press **'V'** until you "back out" of the Media.

Adding Videos:

The software will allow you to add additional videos to the Media Center.
- Make sure that you use QuickTime-compatible videos only.
- Go into 20/20 Vision and press **'H'** on keyboard.
- Click on **'Preferences'** on the control panel.
- Click on **'Media'**.
- Locate **'Video Options'**.
- Click **'Show Folder'**.
- A new window will appear. Drop your QuickTime videos into this folder.
- Close this window.
- Click **'Done'**.

Media Center

Adding Your Own Images:

The software will allow you to add additional images to the media center.
- Go into 20/20 Vision and press '**H**' on keyboard.
- Click on '**Preferences**' on the control panel.
- Click on '**Media**'.
- Locate '**Image Options**'.
- Click '**Show Folder**'.
- A new window will appear.
- Drop a folder of images into this window. Each folder is one slideshow.
- Close this window.
- Click '**Done**'.
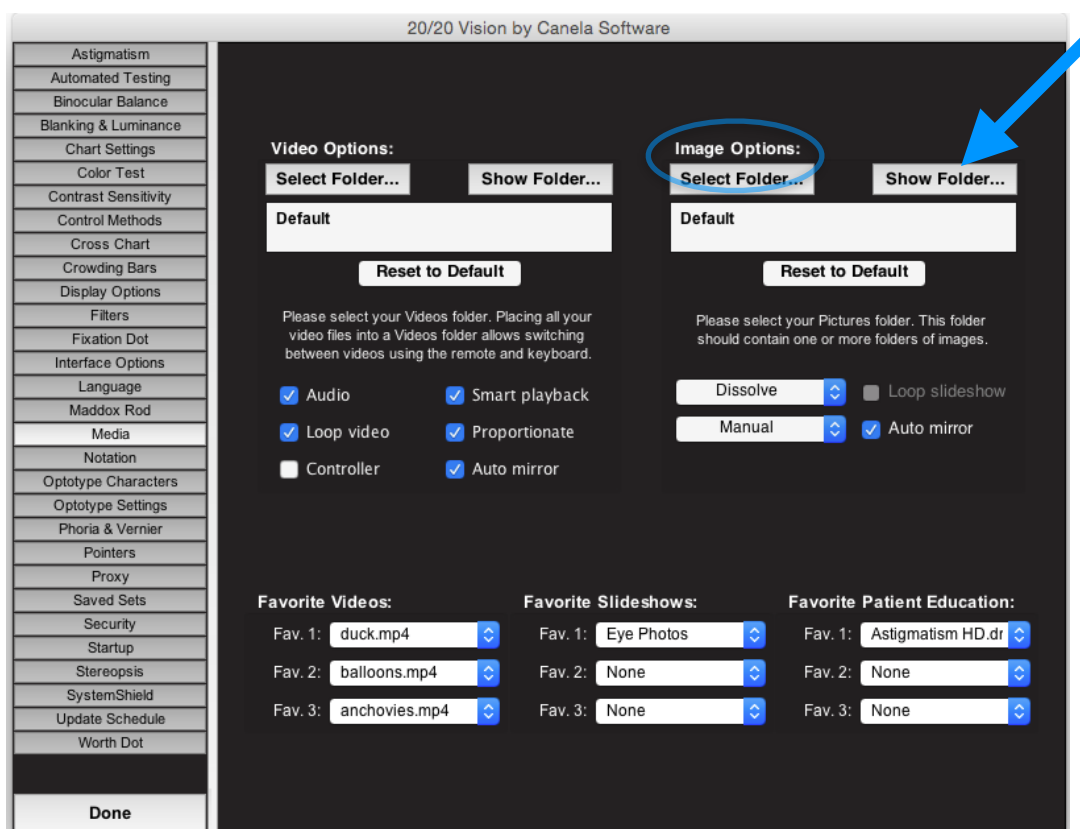
Saved Sets

SETTING UP SAVED SETS:

Saved sets are useful for the user who would like to memorize the charts that they use most often.

- Press **'H'** on keyboard to display the Control Panel
- Click on **'Preferences'**
- Click on **'Saved Sets'**
- Click on **'Set Up'**

You are able to setup two charts at a time - up to six charts may be saved overall.

- Choose between Snellen, Bailey or ETDRS in Optotype Notation at the top.
- Choose your Optotype from the blue drop down menu.
- Which VA you would like to customize? You can choose from the letters available or click on reset to random.
- Highlight the letters to the right of that VA by double-clicking on the letters.
- Type in the letters you want for that size.
- Repeat these steps for each new line of optotypes you'd like to replace.
- When finished, click **'Save & Switch'** to go to the next chart or **'Save & Close'** to exit.
- Click **'Done'**.

You are limited to the letters in BLUE.

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Saved Sets Continued…

ACCESSING SAVED SETS:

There are two ways to access your saved sets: the remote control or the keyboard.

- Press **'R'** on the keyboard

    OR
- Press the purple button at the bottom of your remote control labeled **'Random/ Saved Sets'.**

This valuable feature allows you to quickly switch from saved sets to random optotypes with the press of a button.

SWITCHING CHARTS:

- Use the right and left arrow keys to switch from one chart to another (remote and keyboard).
- Use the up and down arrow keys to make the optotypes larger or smaller

ADDITONAL LETTER OPTIONS:

If you need more letters than what is displayed:

- Press **'H'** on keyboard
- Click on **'Preferences'**
- Click on **'Optotype Characters'**
- In the drop down box on the screen, select **'Snellen'**
- Click on the letters you want to add
- Click **'Done'**.
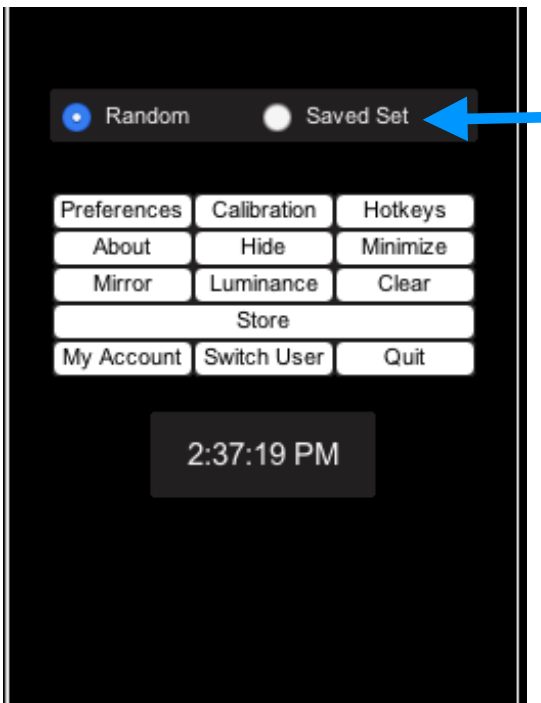
Now you have choices...use your saved set, or use randomized optotypes. You can create up to 6 saved sets.

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Control Methods

It's good to have choices.

User Guide

Keyboard Shortcuts

Using the keyboard to control 20/20 Vision is easy...
One button, one feature.

Display Options:
O = Single Character
L = One Horizontal Line
Y = Single Column Descending
Shift-Y= Single Column Same Size
U = Multi-line Different Size
Shift-U= Multi-line Same Size

Optotypes:
K = Children's Pictures
N = Numbers
S = Letters
Z = HOTV
E = Tumbling E's
C = Landolt C's

Arrow Keys:
Up = Increase optotype size
Down = Decrease optotype size

Media Center:
V = Media Center
Shift-X= Favorite Slide Show
Shift-D= Favorite Video
Shift-E= Favorite Patient Ed Video

Other Helpful Keys:
Q = Quit the program
H = Hides or show the control panel
Shift-M= Minimize Program
B = Blank screen
D = Fixation Dot
Shift P = Pointers on/off/toggle
Shift ~ = Toggle b/w set viewing distances
V = Videos
Shift i = Color Test
Enter = Show answer for Color Chart
A = Astigmatic Fan
Shift-S = Stereo Test
Shift-Z = Invert Screen
Shift-C= Crowding Bars
M = Mirror
Shift-/ = Calibration Screen
F8 = Amsler Grid

Size Shortcuts:
2 = 20/8
3 = 20/10
4 = 20/15
5 = 20/20
6 = 20/25
7 = 20/30
8 = 20/40
9 = 20/50
0 = 20/60
- = 20/70
= = 20/80
Shift-1 = 20/100
Shift-2 = 20/150
Shift-3 = 20/200
Shift-4 = 20/250
Shift-5 = 20/300
Shift-6 = 20/350
Shift-7 = 20/400

Note: To make the pointers disappear, left click your mouse button once. Or, press 'Shift P' over and over until the pointer is no longer visible.

Remote Control

Red: Display Modes
1. Single Optotype
2. Single Column
3. Single Line
4. Multiline
5. Multiline, same size

Dark Blue: Optotypes
1. Letters
2. Numbers
3. Landolt Cs
4. Pediatric Optotype
5. HOTV
6. Tumbling Es
7. Lowercase letters
8. External/Custom Optotype
9. Concentric Circles (Fixation)

Light Blue: Chart Modifiers
1. Invert Chart Colors
2. Pointer
3. Crowding Bars
4. Red/Green Filter
5. Cycle Contrast

Green: General & Multimedia
1. Browse All Media Content
2. Last Viewed Patient Education Content
3. Last Viewed Video
4. Last Viewed Slideshow
5. Up/Increase Size
6. Right
7. Down/Decrease Size
8. Left
9. Select/Randomize

Orange: Charts & Tests
1. Worth 4-Dot
2. Astigmatic Clock Dial
3. Astigmatic Shower Drain
4. Amsler Grid
5. Color Test
6. Maddox Rod
7. Vernier Test
8. Phoria Test
9. Schober Test
10. Disparity Chart
11. Stereo Test
12. Random Dot Stereo

Yellow: Optotype Sizes
Press any size to jump directly to that size.

Purple: Miscellaneous
1. Toggle Luminance Filter
2. Automatic Testing System
3. Toggle Blank Screen
4. Toggle from Random to Saved Set Mode
5. Toggle Control Panel
6. Toggle Viewing Distances

White: Fixation Dot

To switch from Allen Pics to the Hands and Patti Pics, press the Children's button again.

Receiver Set Up

MAC SET UP:

- The first time you run 20/20 Vision after it has been installed, your computer will ask for permission to install the driver for your EasyConnect receiver. This will happen right before you calibrate your software.
- Plug the receiver into a USB port.
- Follow the prompts on your screen, and press **Continue** until the installation process completes. You will be asked to enter your computer's password one time.

WINDOWS SET UP:

- The first time you run 20/20 Vision after it has been installed, your computer will ask for permission to install the driver for your EasyConnect receiver. This will happen right before you calibrate your software.
- Plug the receiver into a USB port.
- You may have to give the driver permission to work. You will know if you need to do this if you have a flashing security window.
- You may need Administration Rights in order to finish the driver installation.

Plug in your receiver right after you complete the software's installation.

Remote/Receiver

WINDOWS COMPUTERS

If your remote control is not responding, try this:

- While 20/20 Vision is running, press **'H'** on keyboard to bring up the Control Panel.
- Click on **'Control Methods'**.
- A new window will appear with three remote controls. Make sure that your remote control is checked.
- Then, at the bottom right, click on the drop-down menu and click on **'Rescan'**.
- If the scan was successful, click **'Done'**. You are now able to use the remote control.

What happens if the scan was NOT successful?

- A window will appear telling you why the scan failed.
- You will then have to close the Preferences window. Click **'Done'**.
- Minimize the software, but leave it running, by pressing **Shift-M**.

Manually Set COM Ports:

- Click on your **'Start'** menu.
- Click on **'Control Panel'.**
- Click on **'Device Manager'** (you may have to view by **'Small Icons'**. This can be done by clicking on the Category drop-down menu at top right of window).
- Look for **'Ports (COM & LPT)'**.
- Find **'USB Serial Port'** and if you see **'COM'** and number, that means that your computer recognizes the receiver. This is good news!
- Remember which COM port is in the parentheses, because you will need to manually choose that Port back in the 20/20 Vision Preferences.

REMEMBER... there are subtle differences between the two black remotes.

WINDOWS COMPUTERS

Manually Set Up of the COM Port (continued):

- Next, go back to the software by clicking on the icon running at the bottom of your desktop screen.
- You are back in the software now. Click on **'Preferences'** from the control panel.
- Click **'Control Methods'.**
- Click on the drop-down menu at bottom right of window.
- Select the COM port that you saw listed in the Device Manager.
- Click **'Done'**.

Testing To Make Sure That Your Remote Works:

- Press the first three yellow buttons on your remote control.
- Did the VA size match the buttons you pressed?
- If yes, you are done!

- If not, go back to **'Preferences'**.
- Click on **'Control Methods'**.
- Re-select your remote control from the options on the screen.
- Click **'Done'.**
- Try your remote again.

Remote/Receiver

WINDOWS COMPUTERS

What Happens If The Remote Control STILL Doesn't Work?
- You may need to update the receiver's driver.
- Quit the software.
- With your internet browser, go to:

  http://www.canelasoftware.com/support_files/easyconnect/
  CDM20830_Setup.exe
- Now run the program that you just downloaded.
- You may need administrative rights to do this.
- Once this is completed, restart your computer.

Time To Test Your Remote:
- Once your computer has restarted, start the acuity software.
- Make sure that the receiver is plugged into a USB port.
- Press the first three yellow buttons. Make sure that the VA sizes correspond with the button pressed.
- If your remote works, you are done!

- If your remote control still does not work, you will need to manually re-select the 'COM' port.
- Follow the steps for Manual Set Up of Com ports starting on page 20.

iPad Control Set Up

1   Go to App Store,
    download app.

    Acuity System Remote
    (requires ENTIRE name in the app store.)
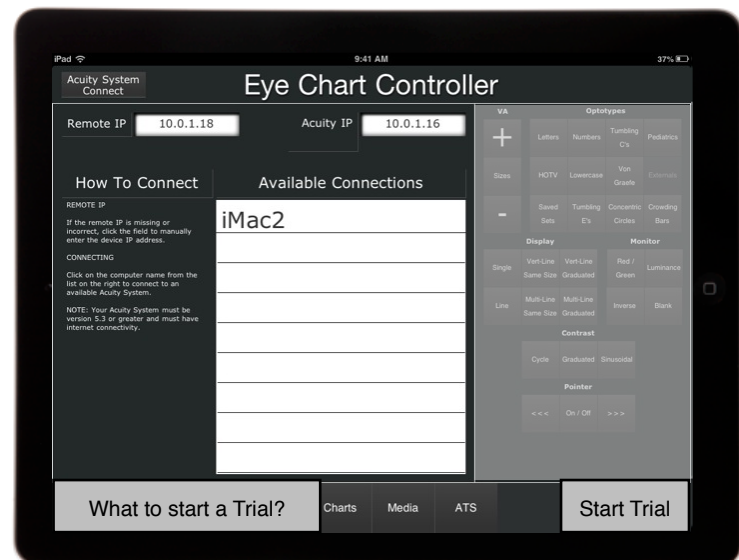

2   Run 20/20 Vision
    on your computer.

3   Connect both iPad and
    computer to the **SAME** wifi
    network.

4   Tap iPad app to start,
    tap on **Acuity System
    Connect** (top left).

5   Tap your computer's name
    in the list, and follow the
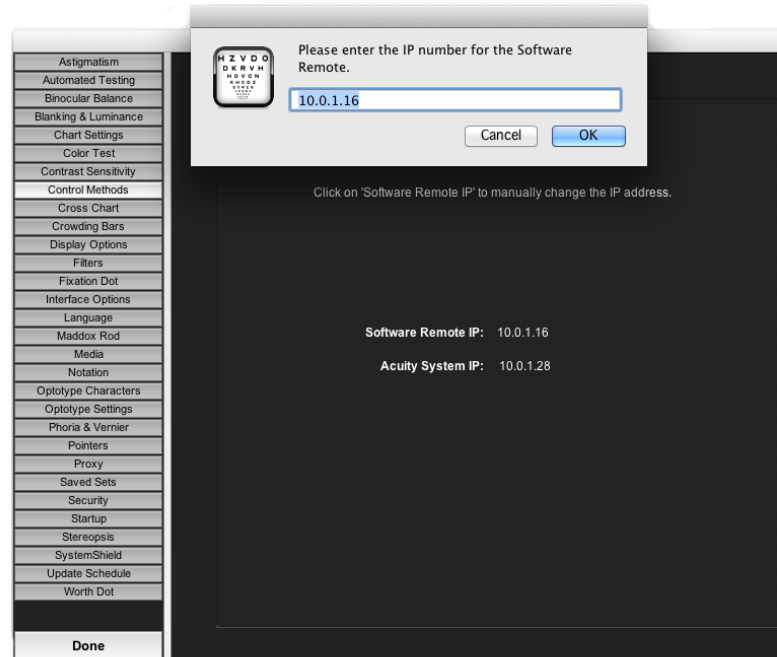   instructions to **begin a trial**.
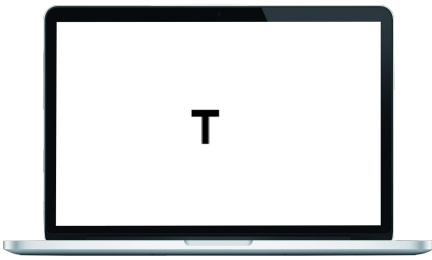
    (shown on the iPad)

iPad Control Set Up

Matching IP address:

1   Go to your computer, and bring up the control panel in the acuity software by pressing **'H' on keyboard**.

2   Click '**Preferences'**, and then click '**Control Methods'** from the list on the left.

3   The IP addresses on the iPad and your computer need to match in order to communicate.

   IP addresses can be modified by either **tapping** on it or **clicking** with the mouse.

4   Once the IP address match, your computer will appear in the list at the right. You will then be able to **connect** your iPad to your computer and use it as a remote or **start a trial**.
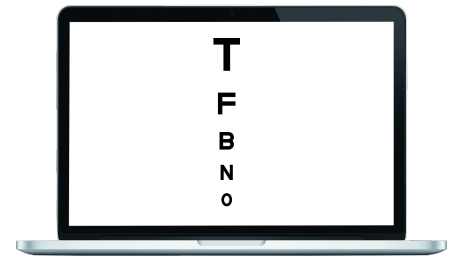

25

Display Options

T

Single Optotype

D P F T S

Horizontal Line

T
F
B
N
o

Column Descending

V
G
P
N
T

Column Same Size

A G F B C
D P V L O
L V O A N
T D B P Z
A Z D V F

Sloan Chart

B Z G S F
C E T F O
O N P B V
S F E P L
F V D H P

Multi-Line Same Size

You are the expert… so feel free to choose the display option that works best for your patients.

Keyboard Short Cut Keys:

O = Single Character

L = One Horizontal Line

Y = Single Column Descending

Shift-Y = Single Column Same Size

U = Multi-line Different Size

Shift-U = Multi-line Same Size

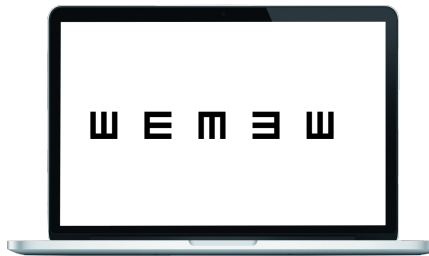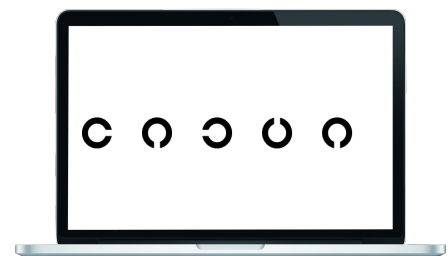# Optotypes

Children's Optotypes

Numbers

Letters

HOTV

Tumbling E's

Landolt C's

Enjoy switching from one optotype to another...effortlessly.
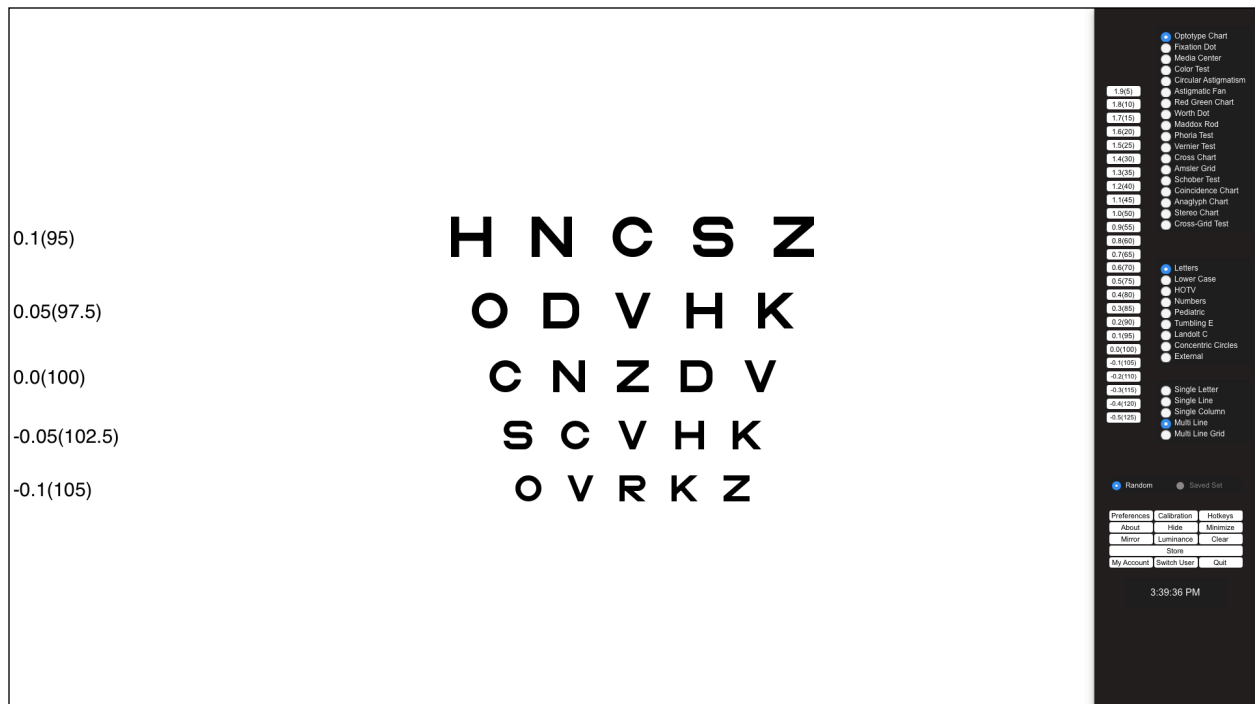
Optotypes Short Cut Keys:

K = Children's Pictures

N = Numbers

S = Letters

Z = HOTV

E = Tumbling E's

C = Landolt C's
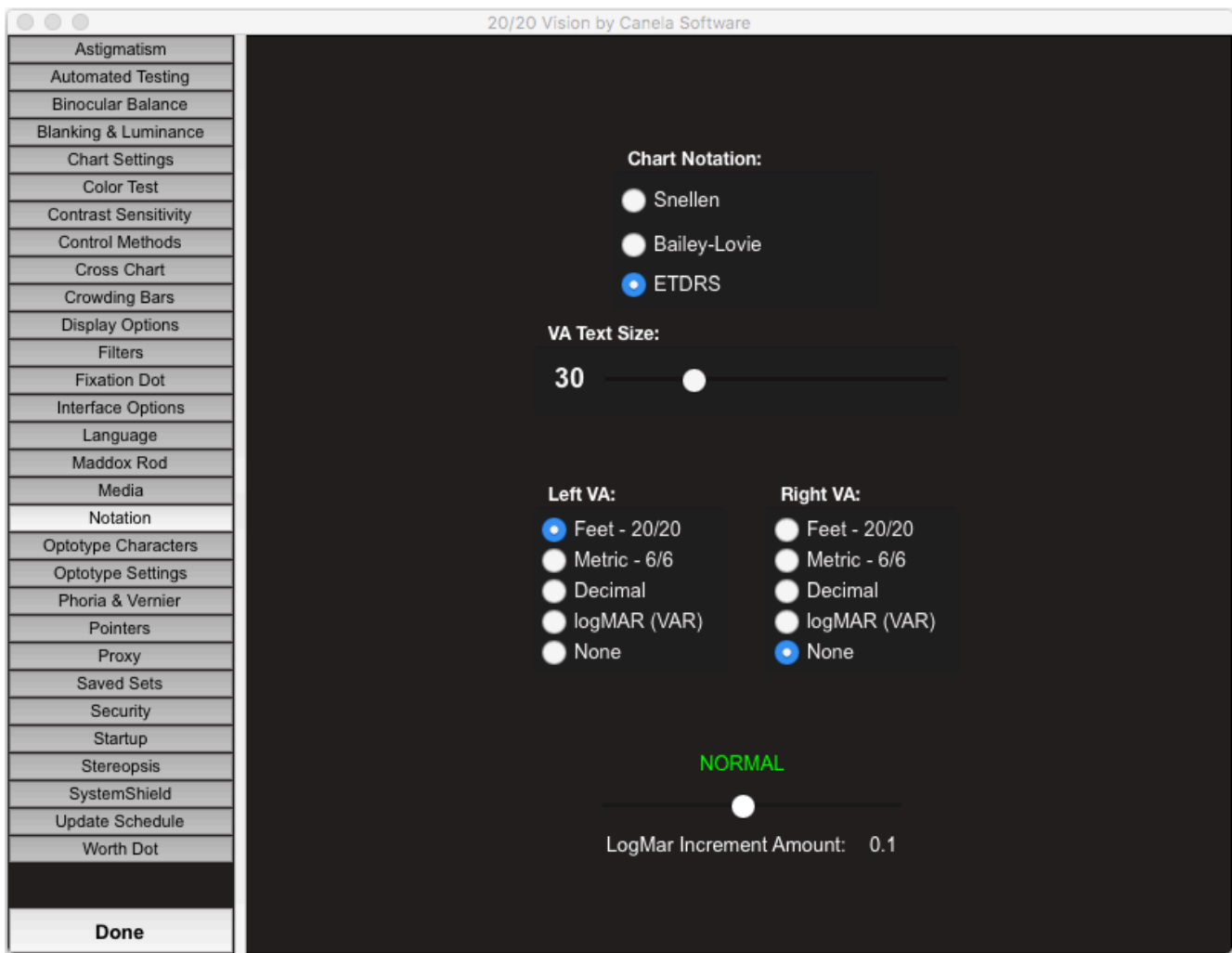
ETDRS Chart Resolution

A "Normal Resolution" ETDRS Chart. The VA labels are in units of logMAR.

A "High Resolution" ETDRS Chart. Notice that the lines are closer in size and the increment amount between them (in logMAR) changed.

Preferences Screen for adjusting ETDRS chart resolution.

ADJUSTING CHART RESOLUTION:

In ETDRS notation, the standard difference between the measurements of each acuity line is 0.1 logMAR. It is not recommended that eye doctors adjust this when performing vision tests. This setting only affects ETDRS charts.

1. Press **'H'** on keyboard to display the Control Panel
2. Click on **'Preferences'**
3. Click on **'Notation'**
4. Under "Chart Notation", click on **'ETDRS'**
5. Adjust the **'LogMar Increment Amount'** slider near the bottom of the window.
    5.1. "High Resolution" means the increment between Acuity lines is smaller than standard.
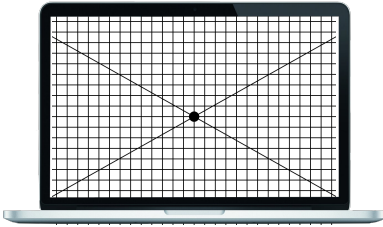   5.2. "Low Resolution" means the increment between Acuity lines is larger than standard.
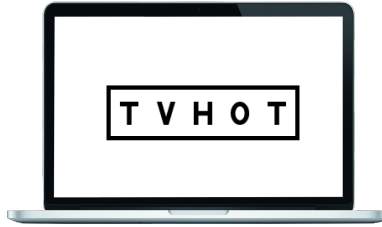
Tests and Charts

Color Test
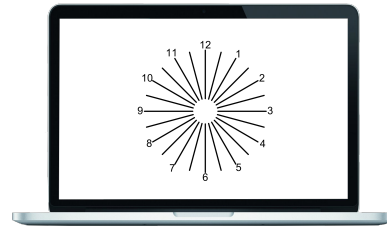
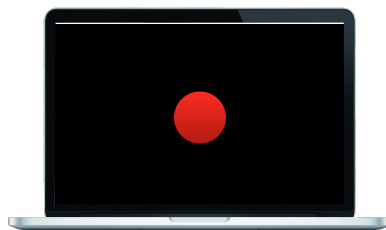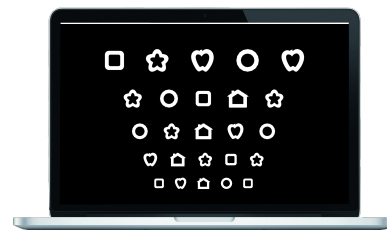**Astigmatic Fan**

Amlser Grid

Crowding Bars
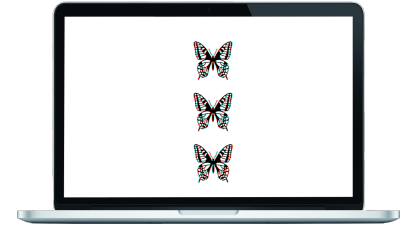
Stereo Test

Fixation Dot

Invert Screen

With 20/20 Vision Software, you have the power to test for more than just acuity.

Test/Chart Short Cut Keys:

Shift i = Color Test

A = Astigmatic Fan

F8 = Amsler Grid

Shift C = Crowding Bars

Shift-S = Stereo Test

D = Fixation Dot

Shift-Z = Invert Screen

20/20 Vision Compatibility

![Apple] Apple	Version 3 September 2008	Version 4 December 2010	Version 5 January 2013	Version 6 June 2017
Mac OS 10.3 (Panther)	✓	✗	✗	✗
Mac OS 10.4 (Tiger)	✓	✓	✗	✗
Mac OS 10.5 (Leopard)	✓	✓	✓	✗
Mac OS 10.6 (Snow Leopard)	✓	✓	✓	✗
Mac OS 10.7 (Lion)	✗	✓	✓	✗
Mac OS 10.8 (Mountain Lion)	✗	✓	✓	✗
Mac OS 10.9 (Mavericks)	✗	✓	✓	✗
Mac OS 10.10 (Yosemite)	✗	⚠️	✓	✓
Mac OS 10.11 (El Capitan)	✗	✗	✓	✓
Mac OS 10.12 (Sierras)	✗	✗	✓	✓

![Windows] Windows	Version 3 September 2008	Version 4 December 2010	Version 5 January 2013	Version 6 June 2017
Windows XP	✓	✓	✓	✗
Windows Vista	✓	✓	✓	✗
Windows 7	✓	✓	✓	⚠️
Windows 8	✗	✓	✓	⚠️
Windows 8.1	✗	✓	✓	⚠️
Windows 10	✗	✓	✓	✓

Notes: ✓ Fully compatible under this configuration.
✗ Not compatible under this configuration.
⚠️ Minor issues under this configuration.

Remote Control Compatibility

Apple	Keyspan (white)	Easy Connect (black)
Mac OS 10.4 (Tiger)	✓	✓
Mac OS 10.5 (Leopard)	✓	✓
Mac OS 10.6 (Snow Leopard)	⚠️	✓
Mac OS 10.7 (Lion)	⚠️	✓
Mac OS 10.8 (Mountain Lion)	⚠️	✓
Mac OS 10.9 (Mavericks)	⚠️	✓
Mac OS 10.10 (Yosemite)	✗	✓
Mac OS 10.11 (El Capitan)	✗	✓
Mac OS 10.12 (Sierras)	✗	✓

Windows	Keyspan (white)	Easy Connect (black)
Windows XP	✓	✓
Windows Vista 32-bit	✓	✓
Windows Vista 64-bit	✓	✓
Windows 7 32-bit	⚠️	✓
Windows 7 64-bit	✗	✓
Windows 8	✗	✓
Windows 8.1	✗	✓
WIndows 10	✗	✓

Notes: ✓ Fully compatible under this configuration.
✗ Not compatible under this Configuration.
⚠️ Minor issues under this configuration.

Trouble Shooting

Screen Saver trouble:

Screen keeps going to sleep, or going into screen saver mode? This is a problem that can be easily fixed. It is the computer's job to protect your screen. It's probably set to go into screen saver mode when the computer is not in use. Even though you are doing vision testing and using the remote control, unless the keyboard or mouse has been touched, your computer will go to sleep. To fix this, go to the desktop of your computer and click the Start button (on Windows computers) at the bottom of your screen. Go to settings. Find screen displays and click on it. Go to screen savers. Change the time in the field that designates sleep mode. Hit Apply. The same can be done on Macs in System Preferences.

Program does not respond:

If the program does not respond, use your mouse to click the cursor inside the "white" area of the screen on the acuity chart. By doing so, you are telling your computer to focus on 20/20 Vision, and you should be able to control it again.

My computer has died… what do I do now?:

No problem! Simply call us 8am to 5pm Pacific Standard time, and we will happily transfer your software for you in just a few minutes.

(Free for members and flex license users*)

I can't remember how to… (fill in the blank):

Canela Software has a reputation for delivering service with the utmost efficiency and courtesy. Please feel free to contact us at any time and enjoy speaking with a programer who can help you with any question you have about 20/20 Vision Software. **

Always free for members and free for one year for those one-time purchasers **