



designed by **BIOCORP**
LABORATOIRES
for **Théa**

USER GUIDE
CONNECTDROP® application

— English —

Application version 2.0.X



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1. GENERAL INFORMATION

This document supplements the printed copy of the CONNECTDROP® device user guide supplied in the packaging. It is intended to help you navigate and understand all the screens in this application.

1.1. Contact details for the owner of the CONNECTDROP® application



LABORATOIRES THEA
12 rue Louis Blériot, Z.I. du Brézet
63100 Clermont-Ferrand - FRANCE

1.2. Contact details for the legal manufacturer of the CONNECTDROP® application



BIOCORP PRODUCTION
ZI de Lavour La Béchade
63500 Issoire - FRANCE

1.3. Safety symbols used in this user guide

Symbol	Meaning
	Precautionary measure Incorrect use may cause physical injury or damage to property
NOTE	Important information on the use of this application

2. DESCRIPTION AND PURPOSE OF THE DEVICE

2.1. System features

The CONNECTDROP® mobile application is a stand-alone software that can be installed on a smartphone with an Android or iOS operating system.

The CONNECTDROP® mobile application can be used to:

- Establish a secure Bluetooth connection with the CONNECTDROP® device;

- Pair a CONNECTDROP® device with a smartphone;
- Receive and save instillation data: date, time and position of the bottle during installations;
- Display instillation data for treatment follow-up;
- Monitor eye drop expiry dates;
- Generate a summary instillation report for a given period.
- Store all instillation data collected by the device, and all usage data collected by the application, securely in the Cloud.

2.2. Expected use of the CONNECTDROP® application

The CONNECTDROP® application is designed to log data on your instillations (date, time and position of the bottle during installations) and to record compliance data concerning your treatment with DUALKOPT®, MONOPROST® and FIXAPOST® eye drops, delivered using the EASYGRIP® ophthalmic pump dispenser marketed by LABORATOIRES THEA.

NOTE: People with red-green colour blindness can adjust the colours used by the application in their smartphone settings.

2.3. Expected users of the CONNECTDROP® application

The expected users of the CONNECTDROP® application are adults over 18 years of age, with at least 8 years of schooling and experience in using smartphones and mobile applications.

There are no contraindications concerning these intended users.

3. IDENTIFICATION OF THE CONNECTDROP® MOBILE APPLICATION AND COMPATIBILITIES

3.1. Identification of the “CONNECTDROP® Application” device

Name	Reference	UDI
CONNECTDROP® MOBILE APPLICATION	CONNECTDROP® App ANDROID Version 2.0.X	(01)03701409139816(10)v2m0
	CONNECTDROP® App iOS Version 2.0.X	(01)03701409142526(10)v2m0

3.2. List of smartphones and operating systems compatible with the CONNECTDROP® application

The website of the authorised BIOCORP PRODUCTION retailer, whose details are found on the label on the underside of the CONNECTDROP® device packaging, lists all the smartphones and operating systems validated by BIOCORP PRODUCTION and compatible with the CONNECTDROP® application.

3.3. Identification of the CONNECTDROP® device to be used with the CONNECTDROP® mobile application

To use the CONNECTDROP® system: pair a CONNECTDROP® device with the compatible CONNECTDROP® mobile application.

The references of the CONNECTDROP® device to be used with the CONNECTDROP® mobile application are given below:

Name	Model	Reference	UDI -DI	Class	Image
CONNECTDROP® EU1	DF01	0173894	03701409138949	I (rule 13)	
CONNECTDROP® EU2		0174314	03701409143141		

NOTE: The serial number “SN” and the model “#” of the CONNECTDROP® device are shown on the underside of the device.

4. PROTECTION OF HEALTH DATA

The provisions of regulation (EU) 2016/679 of the European Parliament and the Council of 27th April 2016 can be applied to interactions between LABORATOIRES THEA and the users of its products.

Accordingly, LABORATOIRES THEA commits to fulfilling its obligations in accordance with the regulations applying to the protection of personal data, and makes every possible effort to guarantee the security, confidentiality and integrity of the personal data it processes.

The personal data protection policy (reference: PP_COD), available on the website and on the CONNECTDROP® application, describes the applicable provisions concerning the protection of personal data.

Contact details for the Data Protection Officer (DPO):

Email: dpo@theapharma.com
LABORATOIRES THEA
DPO, Service Juridique
12 rue Louis Blériot, Z.I. du Brézet
63100 Clermont-Ferrand, France

If, after having contacted LABORATOIRES THEA, a user considers that their rights in terms of data protection and privacy have been infringed or that the provision concerning access control does not conform to data protection regulations, said user may submit a claim online or by mail to the competent national data protection supervisory authority.

5. FIRST STEPS

5.1. Installing the application



- Find the LABORATOIRES THEA CONNECTDROP® application on Play Store (Android smartphones) or on App Store (iphone)
- Download and install the application
- Click on the CONNECTDROP® icon to open the application



Download the CONNECTDROP® application from official stores only, i.e. Play Store (Android) or Apple Store (iOS). Never install a mobile application on your phone via a non-official store.

5.2. Launching the application for the first time

First, read and accept the General Terms of Use for the CONNECTDROP® application. The General Terms of Use and the Privacy Policy can be viewed again via the application's "[Legal Statements](#)" screen.

5.3. Creating your account

First-time users will have to create an account to save their data on an HDS (Health Data Host) cloud. An account must be created in order to access the application:

- First, enter your identity.

NOTE: Please make sure that the information entered is correct. You will be asked to provide proof of identity with this information to claim your rights to this account.

- Next, choose your login details. For security reasons, the password must contain at least 8 characters, including lower case characters, upper case characters and numbers.

NOTE: Please make sure that you enter a valid personal email address. This email address will be used to renew your password.

- Lastly, enter your phone number to activate 2-factor authentication on your account. You will receive a 4-digit code via SMS to confirm the creation of your Cloud account on your application. Enter this code in your application. If you do not receive an SMS, you will be able to request a new SMS or change the phone number.

You will then receive an email to confirm the validation of your account and to notify you of the login details linked to your account.

NOTE: Once you have validated the creation of your account, your phone number will be linked to your account and, for security reasons, may no longer be changed via your application.

Should you wish to change your phone number, you will have to contact the authorised BIOCORP PRODUCTION retailer, the details of which are found on the label on the underside of the CONNECTDROP® device packaging.

If you already created an account during previous use of the CONNECTDROP® application, just enter your email identifier, your password and the 4-digit code that you receive via SMS.

NOTE: An account may only be used with one smartphone at a time. Never use your account on the CONNECTDROP® application installed on 2 different smartphones.

5.4. Selecting your treatment

First, select the country where your treatment was prescribed; this will make it possible to adjust the names of the various LABORATOIRES THEA eye drops.

NOTE: The language used by your CONNECTDROP® application does not depend on the selected country of prescription. The application language matches the language set on your smartphone. The application is automatically set to English.

Next, select the treatment you have been prescribed: This information determines the indicators and recommendations sent by the application.

You can change this selection at any time in the application via the screen "[Treatment and Bottle](#)".

NOTE: Remember to update your treatment if your healthcare professional modifies your prescription.

Lastly, select the opening date of the bottle currently used for your treatment. The application will then automatically calculate the expiry date of your bottle.

5.5. Pairing the app with the CONNECTDROP® device

The application opens on the main screen with a welcome pop-up that will invite you to pair your CONNECTDROP® device with your application.

The application will then check if the prerequisites have been confirmed before launching the pairing process:

- Bluetooth must be activated

If not, you can activate Bluetooth via the banner at the bottom of the screen:

A blue banner with a Bluetooth icon on the left and the text "Activate Bluetooth on this smartphone" on the right.

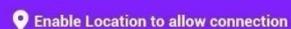
- For Android smartphones running on version 11 and earlier, the Location service will be required

If not, you can activate the Location service via the banner at the bottom of the screen:

A purple banner with a location pin icon on the left and the text "Activate Location on this smartphone!" on the right.

- For Android smartphones running on version 11 and earlier, Location permission will be required

If not, via the banner at the top of the screen, you can open the settings on your smartphone and authorise location data for the CONNECTDROP® application:

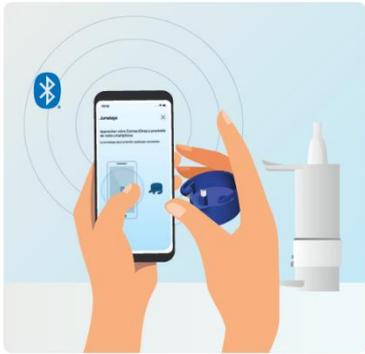
A purple banner with a location pin icon on the left and the text "Enable Location to allow connection" on the right.

- To connect and recover your instillation data, your application must first be paired with your device.

Click on the banner to launch the pairing procedure on your application

A blue banner with a device icon on the left, the text "Pair a CONNECTDROP device" in the center, and a right-pointing arrow on the right.

Once the prerequisites have been confirmed, the application will guide you through the procedure for pairing your application with your CONNECTDROP® device:



- **Place your device** close to your smartphone (< 20 cm):
- **Press the activation button** on the CONNECTDROP® device **once**, then wait a few moments until you see the pairing confirmation:
- Once your application is connected to your device, confirm the pairing request. After a few moments, a message will confirm that your application is paired with your device.

5.6. Transfer and Protection of your instillation data

Please observe the following warnings before starting to transfer the data from your device to your application.

 Please observe the following points to ensure that your instillation data is correctly transferred to the application – make sure that:

Bluetooth is activated on your smartphone.

The CONNECTDROP® application has launched and opened up in the foreground,

You place your device close to your smartphone following the instillation. If not, you will have to wait until the next instillation to transfer your data from the device to your smartphone.

 You are advised to synchronise the data between the connected device and the application on a regular basis to ensure that the instillation record on the CONNECTDROP® application is as complete as possible.



“False” instillations may have been recorded and sent to your CONNECTDROP® application after the following messages:

“False” instillations recorded during priming – remember to remove your device from the bottle before priming,

“False” instillations recorded during cleaning – do not activate the device’s white cam when cleaning the device.



To ensure proper synchronisation between your application and your Cloud, we advise you to **connect to your CONNECTDROP® account via a single CONNECTDROP® application.**



To ensure proper synchronisation between your application and your Cloud, your smartphone must be connected to the Internet, and your application must be connected to your account. Otherwise, it will no longer be possible to save and recover all your data via the Cloud.



Once transferred to your application, the healthcare data will be stored on your smartphone. **Protect your personal health data by maintaining adequate security on your smartphone.**

Authentication: activate your phone’s screen lock and use passwords or biometric data to avoid your personal data being compromised by someone with physical access to your smartphone.

Updates: For security and functionality reasons, please ensure that you keep the CONNECTDROP application and your operating system up to date. Biocorp may update the application at least every two years.

Jailbreak: never use a smartphone where the built-in security protections of the operating system have been deliberately disabled, thereby exposing your data to a significant security risk.

Applications: install applications from official stores only (Google Play store and Apple App Store); to avoid your data being siphoned off, only install trusted applications with good ratings.

Wi-Fi: disable the automatic Wi-Fi connection; do not connect to public Wi-Fi networks.

Bluetooth: the application and the device communicate via an encrypted Bluetooth channel. Like all wireless technologies, Bluetooth is prone to interference. If your device fails to connect to your application, try again later and/or in a different environment.

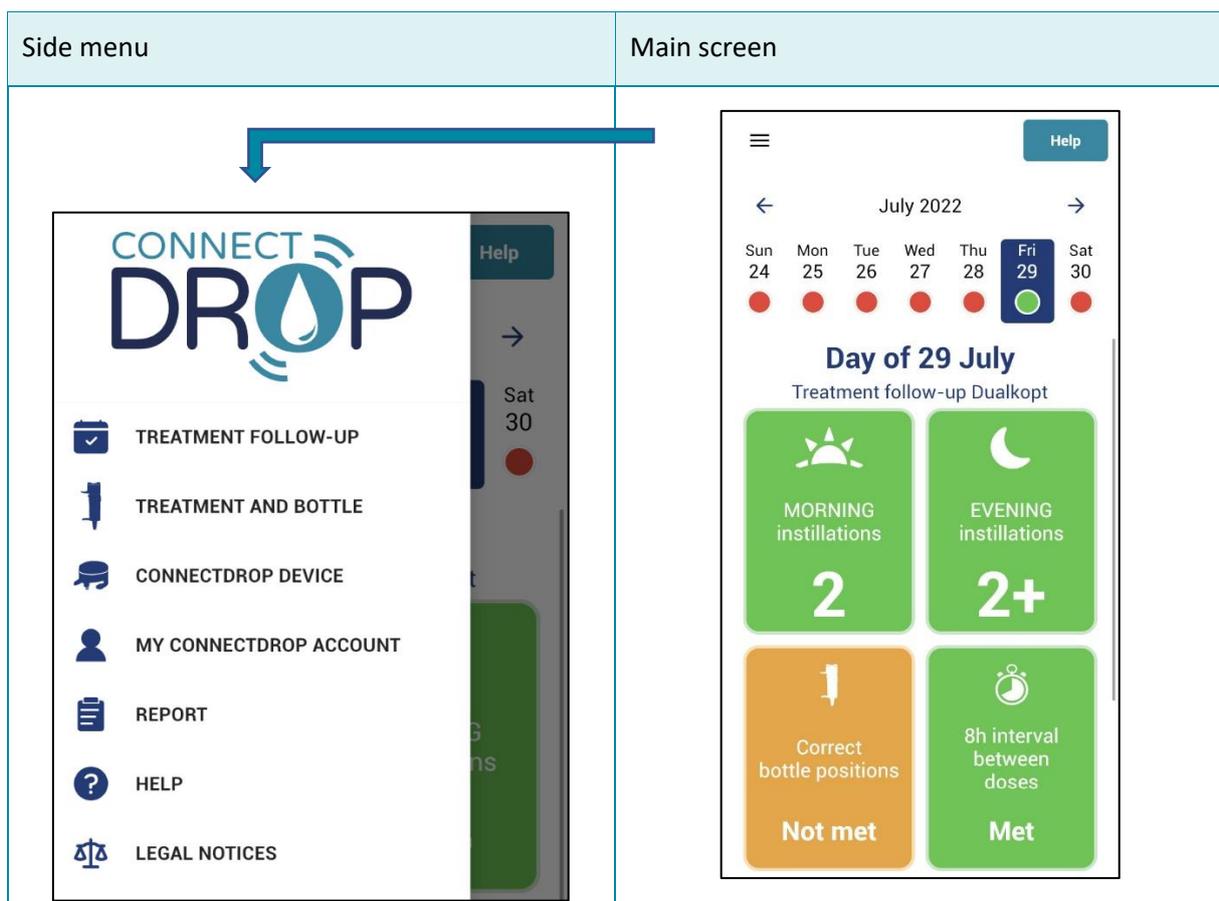
Scrapping: before disposing of your smartphone, make sure that you have deleted all your data, i.e. via the operating system's factory reset option.

To uninstall the CONNECTDROP application, please follow the instructions specific to your smartphone for uninstalling applications.

 Improper use or technical problems may result in incorrect or missing data. Therefore, any decisions relating to medical treatments and instillations must not be based solely on the data provided by the connected device and the application. Follow your treatment programme as prescribed by your healthcare professional.

5.7. Help in navigating and understanding the application

The application comprises a main screen used to monitor your treatment, and a side menu used to access additional features.



Icons let you navigate easily between screens and access the Help menu where necessary:



- Main screen → Side menu

The side menu can be accessed at any time via the icon at top left on the main screen.



- Main screen → Help screen

The “Help” screen can be accessed at any time via the shortcut at top right on the main screen.



- Secondary screens → Main screen

The main screen can be accessed at any time via the icon at top right on the side menu.

If you have a problem with your device or your CONNECTDROP® application, the chapter “[Troubleshooting](#)” describes the main troubleshooting procedures.

5.8. Notifications

To help you, the CONNECTDROP® application can issue advice and reminders by means of notifications on your smartphone.

For iPhones and Android smartphones version 13, you will have to authorise the application to send notifications before you can receive them.

5.9. Update



To ensure continued compatibility between your CONNECTDROP® application and your smartphone, and to maintain a proper level of security, **it is vital that you make sure that your operating system and your CONNECTDROP® application are always kept up-to-date** and that you apply any available security patches promptly.

6. CONNECTDROP® APPLICATION AND FEATURES

6.1. Treatment monitoring

The application’s main screen is used to monitor your Treatment.

This screen lets you monitor your treatment on a day-to-day basis and check compliance with the dosage and correct instillation procedure, as specified by Laboratoires Théa.

6.1.1. Treatment schedule

The treatment schedule for the current week is displayed automatically. For each day, you can use the application to quickly check:

- Whether the dosage specified by Laboratoires Théa has been correctly observed
 - o DUALKOPT®: 2 drops in the morning and 2 drops in the evening
 - o MONOPROST® and FIXAPOST®: 2 drops per day
- Whether the dose was taken at the correct time as specified by Laboratoires Théa:
 - o DUALKOPT®: 8h interval between the morning and evening drops
 - o MONOPROST® and FIXAPOST®: drops to be instilled after 18h

The dot under each calendar day takes the following signification:

- **Green**: compliance with the specified dosage and time of instillation
- **Orange**: compliance with the specified dosage; non-compliance with the time of instillation
- **Red**: non-compliance with the specified dosage
- **Grey**: current day or pending the transfer of synchronised data



NOTE: On certain days, your CONNECTDROP® application might not be paired with any device. These days are marked by a purple cross.

On these days, there will be no transfer of instillation data, making it impossible to calculate any indicator.

NOTE: Should the application detect that instillation data is missing, the following message will be added under the selected day on the main screen:



Missing records detected

The indicators calculated for this day may be incorrect. See the manual for more information.

The next time it synchronises with the device or the Cloud, the CONNECTDROP® application will automatically seek to recover the missing instillations and, where necessary, update the indicators.

The tiles under the calendar provide access to further details on your observance, and on compliance with the specified bottle position and dosage times:

Tiles for treatment with MONOPROST® and FIXAPOST®		Tiles for treatment with DUALKOPT®	
Tile “Observance”		Tile “Observance” morning	Tile “Observance” evening
			
			
Tile “Bottle position”	Tile “Instillation time”	Tile “Bottle position”	Tile “Instillation interval”

6.1.2. “Observance” tile

The “Observance” tile checks compliance with the dosage specified by LABORATOIRES THEA:

- **Green**: number of drops instilled greater than or equal to the specification
- **Orange**: number of drops instilled less than the specification
- **Red**: no drops instilled
- **White**: synchronised data pending

You can click on this tile to see the instillation schedule for each drop.

6.1.1. “Bottle position” tile

The “Bottle position” tile checks compliance with the treatment instruction recommended by LABORATOIRES THEA: “hold the bottle vertically during instillations”:

- **Green**: all the day’s instillations have complied with this recommendation,
- **Orange**: at least one instillation during the day did not comply with this recommendation,
- **Grey**: non-applicable indicator (no drops were instilled on this day),
- **White**: non-applicable indicator (the data for this day have not yet been synchronised).

You can click on this tile to check compliance with the specified bottle position for each drop.

6.1.2. “Instillation time/interval”

The “Time” tile (for treatments with MONOPROST® and FIXAPOST®) or the “Instillation interval” tile (for treatment with DUALKOPT®) check compliance with the instillation schedule specified by LABORATOIRES THEA:

- **Green:** compliance with the specified instillation time or interval,
- **Red:** noncompliance with the specified instillation time or interval,
- **Grey:** non-applicable indicator (no drops were instilled on this day for the MONOPROST® and FIXAPOST® treatments, or the drops were only instilled over a half-day for the DUALKOPT® treatment),
- **White:** non-applicable indicator (the data for this day have not yet been synchronised).

You can click on this tile to check the time of the first instilled drop (for MONOPROST® and FIXAPOST® treatments) or the interval calculated between the last drop instilled in the morning and the first drop instilled in the evening (for the DUALKOPT® treatment).

6.2. Treatment and Bottle

This screen lets you update your treatment and monitor the bottle’s expiry date.

6.2.1. My treatment

This screen lets you update your treatment at any time. This information is vital for setting the application and determines the dosage, the indicators and the recommendations provided by the application.

The treatment update applies as of the date on which the treatment was modified and on the following days.

6.2.2. Monitoring the bottle’s expiry date

This screen lets you monitor the expiry date of your eye drops, in addition to the date on which the bottle was opened, which you should note on the label on the eye drops bottle.



Continue to note the date on which you open your bottle on the eye drops label, in addition to the information recorded in your CONNECTDROP® application.

When using your application for the first time, you should note the date on which you opened the bottle. The bottle’s opening date is then displayed and the expiry date calculated as follows:

- 60 days after opening for treatment with DUALKOPT®,
- 90 days after opening for treatment with MONOPROST® and FIXAPOST®.

When you renew your bottle, you can change the bottle opening date by clicking on the button “Bottle changed on”.

During the week prior to the date of expiry, an orange banner “Check the expiry date of your bottle” is displayed above the calendar in the main screen. Clicking on this banner redirects you to the “Treatment and Bottle” screen, which reminds you that the bottle is about to reach its date of expiry.



After the date of expiry, a red banner “Check the expiry date of your bottle” is displayed above the calendar in the main screen. Clicking on this banner redirects you to the “Treatment and Bottle” screen, which reminds you that the bottle has overrun its date of expiry.



NOTE: When you renew your bottle, remember to update the new bottle opening date to allow the application to update the new eye drops expiry date.

6.3. CONNECTDROP® device

This screen lets you pair your application with a CONNECTDROP® device. Once pairing is complete, the screen displays information on the status of the connection and synchronisation with your device.

NOTE: Short technical recap:

The user will have to pair the device with their smartphone.

A CONNECTDROP® device can only be paired with a single smartphone.

A smartphone can only be paired with a single CONNECTDROP® device.

Once pairing is complete, the device will connect automatically to the paired application.

Once connected, the application will synchronise with the connected device and recover the latest data recorded in the device memory.

When the application is not paired with a device, this screen lets you launch the Pairing process (see chapter [“Pairing with the CONNECTDROP® device”](#)) by clicking on the button “Pair a CONNECTDROP® device”.

Once the application is paired with your device:

- This screen notifies you of the connection status and the time of the last synchronisation. If the device’s remaining autonomy is less than one month, the screen displays a message indicating that battery power is low.
- The “About this device” section provides technical data on your device.
- The “User Guide” section provides online access to the user guide for your CONNECTDROP® device, a printed copy of which is supplied in the packaging of your device.



NOTE: The logo “Forget (unpair) this device” lets you disconnect the pairing between your application and your device.

Any data that has not been transferred from your device to the CONNECTDROP® application will be permanently lost. For privacy reasons, the device will have to be reset in order to be able to reconnect it.

You will need to use this feature mainly when:

You change your device and wish to make a new pairing with your new CONNECTDROP® device.

You have had to reset your device. Your application must first forget your device to allow you to update the pairing between your application and your reset CONNECTDROP® device.



You will have to break the pairing between your application and your device via your application’s “CONNECTDROP® device “ screen. Do not delete the device paired with your application in your smartphone’s Bluetooth settings.

6.4. My CONNECTDROP® account

This screen lets you update your connection logins.

If necessary, you can change your email address or password.

This screen confirms the status of the application’s data backup to the CONNECTDROP® Cloud:

- The backup status is operational once you are connected to your account and when your smartphone is connected to the Internet.
- The data backup is suspended when you are disconnected from your account. The application will then suggest that you reconnect.
- The data backup is suspended when you are disconnected from the Internet. Check your smartphone's Internet connection in order to re-establish data backup to the Cloud.

The date and time of the last synchronisation of data from the application to the CONNECTDROP® Cloud is shown at the bottom of this screen.

NOTE: Should you be disconnected from your account, and if the Internet connection is not activated on your smartphone, your data will not be backed up in the Cloud and it will not be possible to recover the instillation data saved on your smartphone.

6.5. Report

This screen lets you generate a report of all your instillation data over a given time interval and for the treatment you have selected.

For each month of treatment, you will see:

- A summary of the drops instilled each day and the percentage of days that are conform/nonconform with LABORATOIRES THEA specifications regarding the number of drops instilled,
- The percentage of days of treatment that are conform/nonconform with Laboratoires Théa specifications regarding the instillation interval (for treatment with DUALKOPT®) and instillation time (for treatment with MONOPROST® and FIXAPOST®),
- The percentage of drops conform/nonconform with LABORATOIRES THEA specifications regarding the bottle's vertical position during instillations.



NOTE: You can save your report on your smartphone or share it with another person via the logo at bottom right of the report.



Remember to edit and save a report at the end of each month of treatment. This will provide you with a supplementary backup in addition to the data saved on the Cloud of your CONNECTDROP® account.



Decisions regarding instillations must not be based solely on the information in this report as it may be inaccurate due to product misuse or an internal defect. Follow your treatment programme as prescribed by your healthcare professional.

6.6. Help

This screen lets you access:

- Some reading
 - Access to the e-version of the user guides to the CONNECTDROP® device and the CONNECTDROP® application

NOTE: A printed version of the user guide for your CONNECTDROP® device is supplied in the packaging of your device.

NOTE: You can email BIOCORP PRODUCTION at: contact@biocorp.fr, to obtain a printed version of each of these user guides.

- Videos
 - Clipping the device on the bottle
 - Unclipping the device
 - Resetting the Device
 - Cleaning the Device
- Videos
 - First use
 - Daily application
 - Changing the flask
 - Reset



If, despite these recommendations, you think you may not be able to follow your treatment correctly, **please contact your healthcare professional.**



If adverse reactions or incidents occur, please notify these to the manufacturer and the French National Authority for Health.

6.7. Legal statements

These screen lets you access the General Terms of Use and the Privacy Policy for the CONNECTDROP® application.

The tab “About this application” uses the following regulatory symbols:

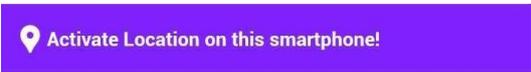
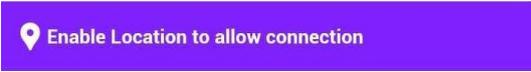
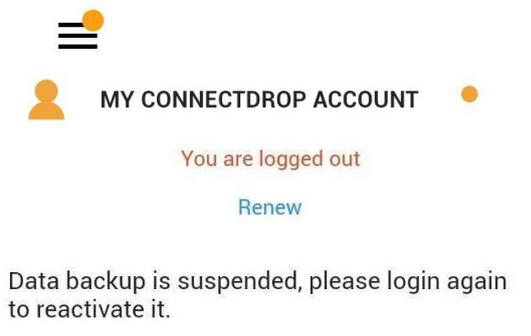
SYMBOL	INFORMATION ON THE MEDICAL DEVICE
	UDI (Unique Device Identifier)
	Medical device conform to EC regulations (the CONNECTDROP® application is a Class I medical device)
	Name and address of the application’s legal manufacturer
	Date of release of the application, developed in France

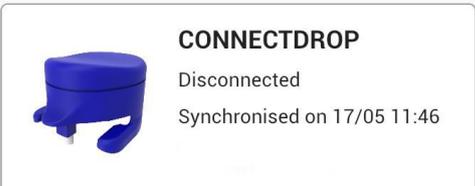
7. TROUBLESHOOTING

This chapter describes the troubleshooting procedures to carry out if you encounter any problems with your device or your CONNECTDROP® application.

Find the problem that concerns you in the list below and take the recommended actions.

If the recommended action described in the following table does not solve the problem or if you encounter a problem that is not listed, contact the authorised BIOCORP PRODUCTION retailer, whose details are found on the label on the underside of the device packaging.

Problem → Potential cause	Recommended actions
 <p>→ Bluetooth is disabled on your smartphone</p>	<ol style="list-style-type: none"> ① Click on the Banner “Activate Bluetooth on this smartphone” ② Activate Bluetooth on your smartphone
 <p>→ The Location service is disabled on your smartphone</p>	<ol style="list-style-type: none"> ① Click on the Banner “Activate Location services on this smartphone!” ② Activate the Location service on your smartphone
 <p>→ You have not authorised your CONNECTDROP® device to access location data on your smartphone</p>	<ol style="list-style-type: none"> ① Click on the Banner “Authorise the Location service to allow the connection” ② Authorise Location data for the CONNECTDROP® application
 <p>→ Your CONNECTDROP® device is not paired to your application</p>	<ol style="list-style-type: none"> ① Click on the Banner “Pair a CONNECTDROP® device” ② Pair your application with your CONNECTDROP® device (see chapter “Pairing with the CONNECTDROP® device”)
 <p>Data backup is suspended, please login again to reactivate it.</p> <p>→ You are not connected to your account. → The backup of data from your CONNECTDROP® application to the Cloud has been suspended.</p>	<ol style="list-style-type: none"> ① Click on “reconnect” in the screen “My CONNECTDROP® account” ② Enter your password and confirm ③ You will receive an SMS containing a 4-digit code via the phone linked to your account. ④ Enter this code in your application. <p>You are now reconnected to your account and your data backup is now operational.</p>

<p>The Internet connection is unavailable</p> <p>→ You are not connected to the Internet. → The backup of data from your CONNECTDROP® application to the Cloud has been suspended.</p>	<ol style="list-style-type: none">① In your smartphone's settings, check that the WiFi or mobile data are active② Check that you are connected to an Internet network
<p>Managing the device</p>  <p>CONNECTDROP Disconnected Synchronised on 17/05 11:46</p> <p>→ The date of the last synchronisation is earlier than the date of your last instillation. → Your application no longer shows your latest instillations.</p>	<ol style="list-style-type: none">① Check that Bluetooth is activated on your smartphone.② Turn your smartphone off, and then on again. Start up your CONNECTDROP® application in the foreground of your smartphone.③ Unclip the CONNECTDROP® device from the EASYGRIP® system. ④ Press the activation button on the CONNECTDROP® device. Place the device within 1 m of your smartphone. Wait for 2 minutes. ⑤ If the instillation displays correctly on the application, your problem is resolved. You can now clip your CONNECTDROP® device back onto the EASYGRIP® system and continue your instillations.
	<p>NOTE: Please follow the points described in the chapter “Transfer and Protection of your instillation data “ to ensure that your data is transferred to the application correctly for the next instillations.</p>
	<ol style="list-style-type: none">⑤ If the instillation is not displayed on your application:<ol style="list-style-type: none">1. Reset your device, as explained in the chapter “Reset” in the device's user guide.

	<ol style="list-style-type: none"> 2. Click on the “Forget (unpair) this device” button, at the bottom of your application’s “CONNECTROP Device” menu.  3. ② Try again to pair with your device (see chapter “Pairing with the CONNECTDROP® device”) 4. Press the activation button on the CONNECTDROP® device. Place the device within 1 m of your smartphone. Wait for 2 minutes.  <p>If the instillation is correctly displayed on the application, your problem is resolved. You can now clip your CONNECTDROP® device back onto the EASYGRIP® system and continue your instillations.</p> <p>If the instillation still doesn’t display on your application, please contact the authorised BIOCORP PRODUCTION retailer, whose details are found on the label on the underside of the CONNECTDROP® device packaging.</p>
<div data-bbox="209 1350 746 1489" style="border: 1px solid black; padding: 5px;">  <p>Missing records detected The indicators calculated for this day may be incorrect. See the manual for more information.</p> </div> <p>→ The application was unable to recover all the data on the instillations recorded by your device or saved to your Cloud.</p>	<ol style="list-style-type: none"> ① Perform your next instillation ② Place the device within 1 m of your smartphone. ③ Start up your CONNECTDROP® application in the foreground of your smartphone. ④ Wait for the connection and synchronisation of the latest instillations. <p>The CONNECTDROP® application automatically checks the completeness of the instillations at each new synchronisation. If the data is recoverable, the application recovers the missing instillations and updates the indicators.</p>
<div data-bbox="204 1921 735 1977" style="background-color: #f4a460; padding: 5px; display: flex; justify-content: space-between; align-items: center;"> Check the bottle's expiry date  > </div> <div data-bbox="204 2018 735 2074" style="background-color: #e87a7a; padding: 5px; display: flex; justify-content: space-between; align-items: center;"> Check the bottle's expiry date  > </div>	<ol style="list-style-type: none"> ① Check the expiry date that you recorded on the label of your bottle. ② Once you have begun use of a new bottle, remember to update the bottle’s opening date via

<p>→ The bottle you are using is approaching or has overrun the expiry date of the eye drops.</p>	<p>the Treatment and Bottle screen in your application.</p>
<div data-bbox="204 322 743 376" style="background-color: #f4a460; padding: 5px; display: flex; align-items: center;"> Device battery is very low > </div> <div data-bbox="204 427 743 481" style="background-color: #2c5e8a; color: white; padding: 5px; display: flex; align-items: center;"> Managing the device </div> <div data-bbox="233 510 715 703" style="border: 1px solid #ccc; padding: 10px; margin-top: 10px;"> <div style="display: flex; align-items: center;"> <div style="font-size: 0.8em;"> <p>CONNECTDROP</p> <p>Disconnected</p> <p>Synchronised on 17/05 11:46</p> <p>! Battery level critical</p> </div> </div> </div> <p>→ Your CONNECTDROP® device has a battery life of less than one month.</p>	<ol style="list-style-type: none"> ① Obtain and use a new CONNECTDROP® device for the rest of your treatment ② Click on the “Forget this device” button, at the bottom of your application’s “CONNECTROP Device” menu. ③ Try again to pair with your device (see chapter “Pairing with the CONNECTDROP® device”) <div style="background-color: #d4e157; padding: 10px; margin-top: 10px;"> <p>NOTE: The instillation data from the old CONNECTDROP® device are stored on your application; your new CONNECTDROP® device lets you continue monitoring your treatment.</p> </div>
<div data-bbox="204 882 743 936" style="background-color: #c85134; color: white; padding: 5px; display: flex; align-items: center;"> The device is no longer usable > </div> <div data-bbox="204 987 743 1041" style="background-color: #2c5e8a; color: white; padding: 5px; display: flex; align-items: center;"> Managing the device </div> <div data-bbox="233 1070 715 1263" style="border: 1px solid #ccc; padding: 10px; margin-top: 10px;"> <div style="display: flex; align-items: center;"> <div style="font-size: 0.8em;"> <p>CONNECTDROP</p> <p>Connected</p> <p>Synchronised on 17/05 11:28</p> <p>! Fault detected</p> </div> </div> </div> <p>→ The battery voltage is too low. Your CONNECTDROP® device is no longer usable and no longer records your instillations.</p>	<ol style="list-style-type: none"> ① Obtain and use a new CONNECTDROP® device for the rest of your treatment ② Click on the “Forget this device” button, at the bottom of your application’s “CONNECTROP Device” menu. ③ Try again to pair with your device (see chapter “Pairing with the CONNECTDROP® device”) <div style="background-color: #d4e157; padding: 10px; margin-top: 10px;"> <p>NOTE: The instillation data from the old CONNECTDROP® device are stored on your application; your new CONNECTDROP® device lets you continue monitoring your treatment.</p> </div>
<div data-bbox="204 1442 743 1496" style="background-color: #c85134; color: white; padding: 5px; display: flex; align-items: center;"> Fault detected in the paired device > </div> <p>→ A fault has been detected in your device.</p> <p>→ Instillations performed after the appearance of a fault have not been recorded.</p> <p>→ The “Errors log” in the “CONNECTDROP® Device” screen lets you access the timestamp and the number of the error detected on your device:</p> <div data-bbox="213 1912 737 2020" style="border: 1px solid #ccc; padding: 5px; margin-top: 10px; display: flex; align-items: center;"> Error log > </div>	<ol style="list-style-type: none"> ① Unclip the CONNECTDROP® device from the EASYGRIP® system. <div data-bbox="1214 1464 1370 1693" style="text-align: center;"> </div> ② Reset your device, as explained in the chapter “Reset” in the device’s user guide. <div data-bbox="1171 1740 1382 1924" style="text-align: center;"> </div>

- ③ Click on the “Forget (unpair) this device” button, at the bottom of your application’s “CONNECTROP Device” menu.
- ④ Try again to pair with your device (see chapter [“Pairing with the CONNECTDROP® device”](#))
- ⑤ Once you have paired with your device again, check for the “Fault detected” banner.

If the banner has disappeared, your problem is solved. You can now clip your CONNECTDROP® device back onto the EASYGRIP® system and continue your instillations.

If the banner is still visible, please contact the authorised BIOCORP PRODUCTION retailer, whose details are found on the label on the underside of the CONNECTDROP® device packaging.