

This flyer demonstrates the steps involved to reload images when viewing an Echo that contains a bubble study in Enterprise Imaging when TOMTEC times out during the imaging loading process.

## Reloading the Images

**NOTE:** When TOMTEC loads the images during an Echo that contains a bubble study, it may not load due to the load time of an image exceeds TOMTECs maximum load time within Enterprise Imaging (EI). This does not appear to be happening when viewing the image in Xero Viewer because it does not use the TOMTEC technology. Agfa and TOMTEC are aware of the issue and are working on a fix.

- When the bubble image will not load and the below pop-up message appears, follow the steps listed.

The study could not be loaded completely (see thumbnail preview for details).

**STEP 1:** Click the **Next Arrow** in the HP Protocol Box.



**STEP 2:** Click **Back Arrow** to return to the previous view, **US ImageCOM**.



**NOTE:** If the study does not completely load after completing these steps, repeat steps.