InTouch Health iOS Viewpoint for iPad
Installation Instructions

I. Open the InTouch Health Product Keys File

1. Open the InTouch Health Product Keys PDF attachment. The Product Key is used to authenticate the iOS Viewpoint license for iPad.

   Example: "123456-ABCDE-FGHIJ-KLMNP-QRSTU"

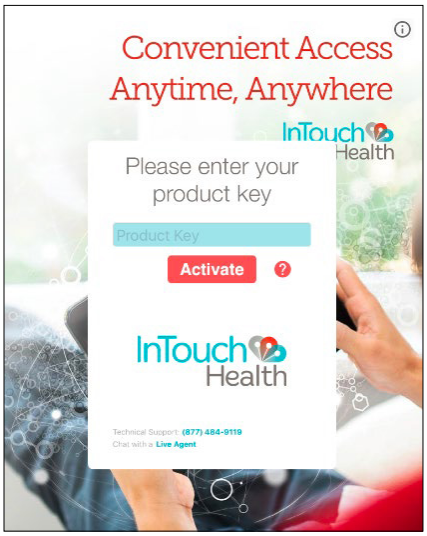
   Serial # **Capital Letters and Dashes**

IMPORTANT: Once installed, this iOS Viewpoint Product Key is linked to the unique hardware ID of the iPad and cannot be transferred to another device. Product keys with the leading 5 or 6-digit serial number are compatible with **iOS Viewpoint 1.40.43 and above**.

II. Prepare the iPad

1. Charge the iPad and connect a keyboard to the device for easier interface if preferred.
2. Set up WiFi for internet connectivity.

III. Install the InTouch Viewpoint iOS App on the iPad



1. Tap on **App Store** .
2. Search for the **InTouch Viewpoint** app from **InTouch Health.**
3. Tap on GET or to download the latest iOS Viewpoint version and install until completes.
4. Tap on **OPEN** to reveal the Product Key prompt.
5. Enter or copy the Product Key including all 26 characters and the 4 hyphens in the field, then tap **Activate.** For more information, tap .
6. Follow the wizard to complete the iOS Viewpoint installation.
7. Launch the **Viewpoint** app. In a few moments, the screensaver will appear.
8. Click the button in the top-right corner of the screen, tap on **Machine Info** and confirm that the status is **Ready.**
9. For additional information, please refer to the iOS Viewpoint Quick Start Guide and the iOS Viewpoint User Guide.

Lit. No. MB-20066-005
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InTouch Health

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III. Install the InTouch iOS Viewpoint on the iPad (Continued)

10. If your organization utilizes Mobile Device Management (MDM), permissions can be configured in the MDM to allow the InTouch Health iOS application to access the device camera, microphone, and internet.
11. Confirm the functionality of the InTouch Viewpoint telehealth device by one of the following methods:

A. Customer Self-Test

i. E-mail TAC@intouchhealth.com with the Provider Access usernames of the individual(s) who will perform the testing and the given iOS Viewpoint Serial Number(s) of the iPads to be tested.

a. If the tester does not have a Provider Access username, please register by going to New User Registration and type "System Test" in the "Referred By" form field.

ii. Our Technical Assistance Center (TAC) will email will email the customer tester once the access rules are granted and the customer can have a session.

B. InTouch Health Performance Verification Test

i. Please fill out the System Test Form and email to systemtest@intouchhealth.com.

ii. Please visit our Automated Scheduler to schedule a system test for your InTouch Health device. You will be presented with a scheduling tool which will allow you to schedule the Performance Verification Test on, or after, the next business day. The Performance Verification Test must be successfully completed in the area, and on the network, of clinical use prior to allowing access to this Viewpoint telehealth device for clinical use.

IV. Configure the Network for Optimal Performance (Connection Success and Session Quality)

1. To ensure optimal performance of your Viewpoint device, configure the network at your healthcare system per the InTouch Telehealth Network Specifications document.
2. Use these Guidelines to support testing of the network configuration and the device's performance within the clinical network.

Thank you for installing InTouch Viewpoint for iOS!

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