Table of Contents

4  Safety Instructions
   4  User Profile
   4  Notes, Cautions, and Warnings
   4  Safety Warnings
   4  Safety Cautions

5  InTouch Viewpoint Overview
   5  InTouch Viewpoint Features
   5  Recommended Devices
   5  Recommended Audio and Video Accessories

6  Getting Started
   6  Turning on InTouch Viewpoint
   7  Windows 7 Wi-Fi Connection
   7  Windows 8 (Touch Screen) Wi-Fi Connection
   7  Windows 10 Wi-Fi Connection

8  Troubleshooting

9  Contact Information
Safety Instructions

User Profile

Trained health care professionals are the intended users of the InTouch Viewpoint. Users of the system require clinical judgment and experience to review and interpret the patient data transmitted.

Notes, Cautions, and Warnings

Pertinent information in **red boldfaced type** can be found throughout this guide and should be interpreted in the following context:

**NOTE:** Provides supplementary information for facilitating operation of the system.

**CAUTION:** Presents instructions for avoiding damage to the system.

**WARNING:** Disregarding this information may prove hazardous to the safety of a person.

Safety Warnings

- Patient Access Devices are designed to utilize the 802.11 communication protocol as well as the public Internet in order to achieve their intended purpose. Failures in either of these supporting systems could cause a complete loss of communication between the InTouch Provider Access Software and the Patient Access Device. Consequently, the Patient Access Device should not be utilized in any activities where successful completion of the activity is dependent upon uninterrupted communication between the Patient Access Device and the InTouch Provider Access Software. A tested backup method of communication should always be made available.

- The video images transmitted to and displayed on the Patient Access Device and InTouch Provider Access Software may not contain all of the information in the original scene. Video information from the camera is captured, compressed, transmitted, and redisplayed remotely at a different resolution. As a result, information in the original scene may be lost.

- Color reproduction in the transmitted video is not guaranteed. Color reproduction in a video system is a complicated combination of lighting, cameras, and display technology. It should not be assumed that the colors on the display are an exact replication of the actual colors in the scene.

- A tested backup method of communication should be available in the event network communication is lost.

- Clinical judgment and experience are required to review and interpret images and information transmitted via the Patient Access Device and Provider Access Software.

Safety Cautions

- InTouch Health does not support the addition of third party software to an InTouch Viewpoint. Adding third party software (especially for video conferencing) to the computer can cause the InTouch Viewpoint to malfunction. Please be advised to check with Technical Service PRIOR to installing any third party software.

- The InTouch Viewpoint should be plugged in whenever it is possible so it is fully charged and ready for a consult.
InTouch Viewpoint Overview

InTouch Viewpoint is InTouch Health Patient Access Device software for use on consumer devices. Using InTouch Viewpoint, patients can receive HIPAA compliant audio and visual medical consults from designated remote healthcare professional over the InTouch Telehealth Network. The InTouch Viewpoint sets a new standard for Telehealth work flow management and is designed to deliver fast, convenient, and effective non-acute patient care where and when it is needed. The InTouch Viewpoint enables you to provide a superior experience when patient care matters most.

InTouch Viewpoint Features

- FDA Class I device and HIPAA compliant.
- Automatic bandwidth and video quality optimization.
- Transmits HD video.
- InTouch Telehealth Network supports standards based H.264 Advanced Video Coding (AVC) connections.
- 24/7 remote support and monitoring.

Recommended Minimum System Requirements

- Windows 7, 8.1, 10
- 4 GB RAM
- Intel Core i3 or above processor
- HD camera
- At least 1 USB port
- Intel HD Graphics Driver

**NOTE:** Audio and video quality using consumer electronics are subjected to customer validation for individual use case. You will be responsible for Windows updates and Anti-Virus protection for your device.

Recommended Audio and Video Accessories

InTouch Health recommends the following products to enhance the usability of the InTouch Viewpoint.

- Logitech Webcam c930e
- Logitech HD Pro c920 Webcam
- Phoenix Audio DUET Speaker Phone

Logitech Webcam c930e

Logitech HD Pro c920 Webcam

Phoenix Audio DUET Speaker Phone
Getting Started

Turning on InTouch Viewpoint

1. Plug your InTouch Viewpoint device into a power outlet.
2. Press the **Power Button** to turn your device on.

**CAUTION:** The InTouch Viewpoint device should be plugged in whenever it is possible so it is fully charged and ready for a consult.

3. Log into your desktop and double-click on the icon named **Robot**. Once the screen shown below appears, the InTouch Viewpoint software is running.

Information Icon
Getting Started

Settings Icon

Tap for Display and Auto-Start Options

Convenient Access Anytime, Anywhere

Will auto-start upon next login

Click OK to save Setting preferences

InTouch Health

24/7 Technical Support (877) 484-9119
Getting Started

Windows 7 Wi-Fi Connection

[Links]

Windows 8 (Touch Screen) Wi-Fi Connection
1. Swipe your finger inward from the far right side of the device.
2. Tap the Settings button.
3. Tap the Wi-Fi button.
4. Make sure that Wi-Fi is turned on. Tap on the desired Wi-Fi network with your finger.
5. If required, enter the Wi-Fi network password and click Next. You should now be connected to Wi-Fi. Tap elsewhere on the screen to close Settings.
6. Tap the information icon on the top right corner of the Viewpoint screen and ensure that the status is Ready before attempting to make a connection.

Windows 10 Wi-Fi Connection

[Links]
## Troubleshooting

<table>
<thead>
<tr>
<th>Symptom</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>InTouch Viewpoint cannot connect to Wi-Fi.</td>
<td>Attempt to connect to Wi-Fi network—See &quot;Changing Wi-Fi Networks (Windows 8 Touch Screen)&quot;. If you are still unable to connect to Wi-Fi, contact your hospital's IT department.</td>
</tr>
<tr>
<td>InTouch Viewpoint screen is black/blank.</td>
<td>- Verify that the InTouch Viewpoint is plugged in. &lt;br&gt; - Quickly press and release power button. If the screen remains black/blank, make sure the device is powered on—See &quot;Turning on InTouch Viewpoint&quot;.</td>
</tr>
</tbody>
</table>
Contact Information

24/7 Live Technical Support
(877) 484-9119

24/7 Live Remote Technical Support & Live Chat
https://intouchhealth.com/contact-us/

E-mail Support
ITHSupport@intouchhealth.com

Website
www.InTouchHealth.com

InTouch Health User Manuals
https://intouchhealth.com/manuals/

Sales & Product Demos
(805) 562-8686

InTouch Technologies, Inc.
7402 Hollister Avenue, Goleta, CA 93117
Ph: 805.562.8686 • Fax: 805.562.8663
www.intouchhealth.com