



InTouch Windows Viewpoint Tablet™ User Guide

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Patent(s): <http://www.intouchhealth.com/patents>

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Safety Instructions

User Profile

Trained health care professionals are the intended users of the InTouch Windows Viewpoint Tablet. 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 Windows Viewpoint Tablet Overview

InTouch Windows Viewpoint tablet consists of a Surface Pro 4 configured and dedicated to running the pre-installed Windows Viewpoint software application for Patient Access. Through the Viewpoint software, patients can receive HIPAA compliant audio and visual medical consults from designated remote healthcare professional over the InTouch Telehealth Network. The InTouch Windows 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.

Microsoft Surface Pro 4

- 12.3" Display
- Intel Core m3 Processor
- 4GB RAM
- 128 GB Solid State Drive
- 1 USB port
- Wireless Internet Connection and Bluetooth 4.0

InTouch System Environment

- Windows 10 Enterprise
- TrendMicro AntiVirus Solution
- Kaseya Remote Monitoring and Management Solution

InTouch Windows Viewpoint Software

- 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 Audio and Video Accessories

NOTE: Audio and video quality using consumer electronics are subjected to customer validation for individual use case.

InTouch Health suggests the following products to enhance the audio and video experience of the InTouch Windows Viewpoint Tablet.



Logitech Webcam c930e



Phoenix Audio DUET
Speaker Phone

Getting Started

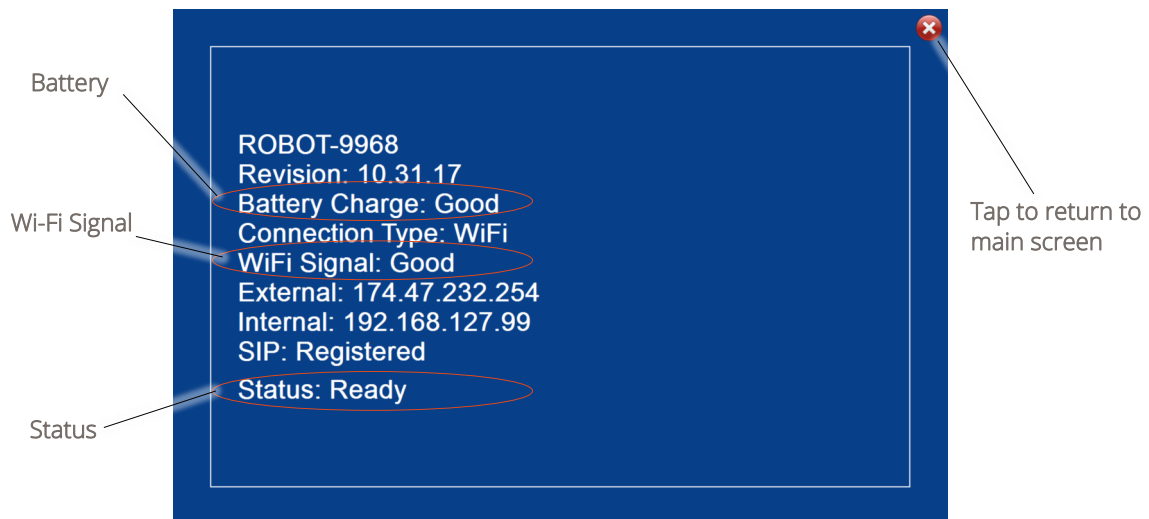
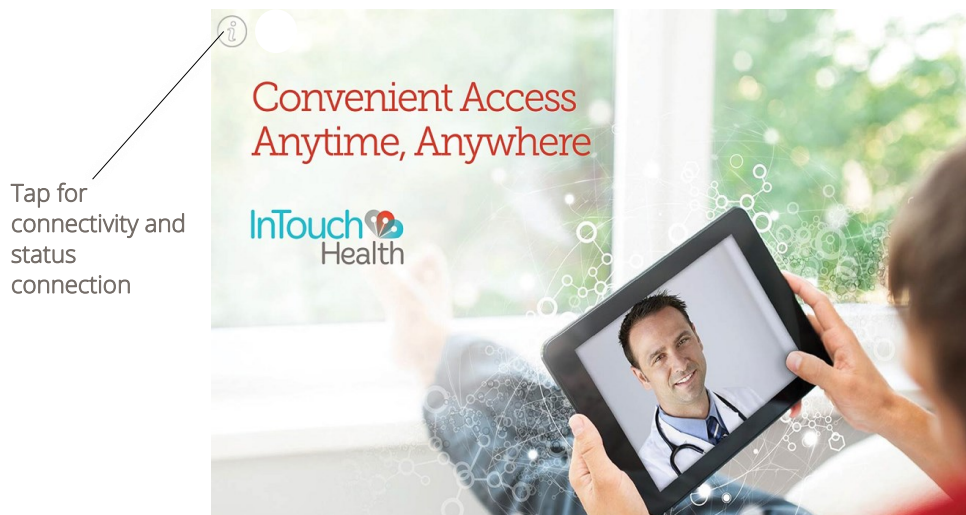
Turning on InTouch Windows Viewpoint Tablet

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

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

3. Once the screen shown below appears, the InTouch Viewpoint software is running.

Information Icon



Turning off InTouch Windows Viewpoint Tablet

1. Press the Power Button to turn off the device
2. Confirm powering off the device when prompted

Getting Started

Wi-Fi Connection Setup

1. Connect a keyboard to the device for easier interface
2. Press Ctrl + Shift + Spacebar while the splash screen is in the foreground
3. Click the minimize button on the top right corner of the window
4. Access the taskbar to connect to the desired Wireless SSID network
5. Click on the minimized Windows Viewpoint software
6. Press Ctrl + Backspace to return to the splash screen view
7. 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.

Troubleshooting

Symptom	Action
InTouch Viewpoint cannot connect for a session	Please contact your hospital's IT department to verify the hospital Wifi network connection. If the hospital Wifi network is functional, please contact InTouch Technical Support for further details on connectivity.
InTouch Windows Viewpoint Tablet screen is black/blank.	<ul style="list-style-type: none">• Verify that the InTouch Windows Viewpoint Tablet is plugged in.• Quickly press and release power button. If the screen remains black/blank, make sure the device is powered on- See "Turning on InTouch Viewpoint" on page 6.

Contact Information

24/7 Live Chat

<http://www.intouchhealth.com/technical-support/>

24/7 Live Phone Support

(877) 484-9119

24/7 Live Remote Assistance

<http://www.intouchhealth.com/technical-support/>

E-mail Support

ITHSupport@intouchhealth.com

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