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HEALTHCARE
SOLUTIONS

**EXPANDING THE
BOUNDARIES OF
HEALTHCARE**

Iron Bow MedView™ Installation and User Guide

MEDVIEW-V-xxxx-A01

Document Version 1.3

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Introduction

The MedView family of products from Iron Bow Healthcare Solutions consists of purpose-built telehealth devices that integrate with existing in-room equipment to enable the delivery of clinical healthcare from a distance.

This user guide covers the assembly and installation of the MedView. For Administration and Configuration of the Iron Bow MedView, refer to *VidyoRoom™ and VidyoPanorama™ 600 Administrator Guide*.

The MedView includes a hermetically sealed, high grade fanless computer running VidyoRoom or VidyoConnect software, a high definition pan/tilt camera with a 10x optical/10x digital zoom, dual infrared illuminators for nighttime or darkened room operation. The MedView camera, display and associated audio system enable high quality video and audio calls between two parties or more.

The MedView incorporates a standard VESA mounting hole pattern for installation on common wall mount brackets, or on table top stands and mobile carts.

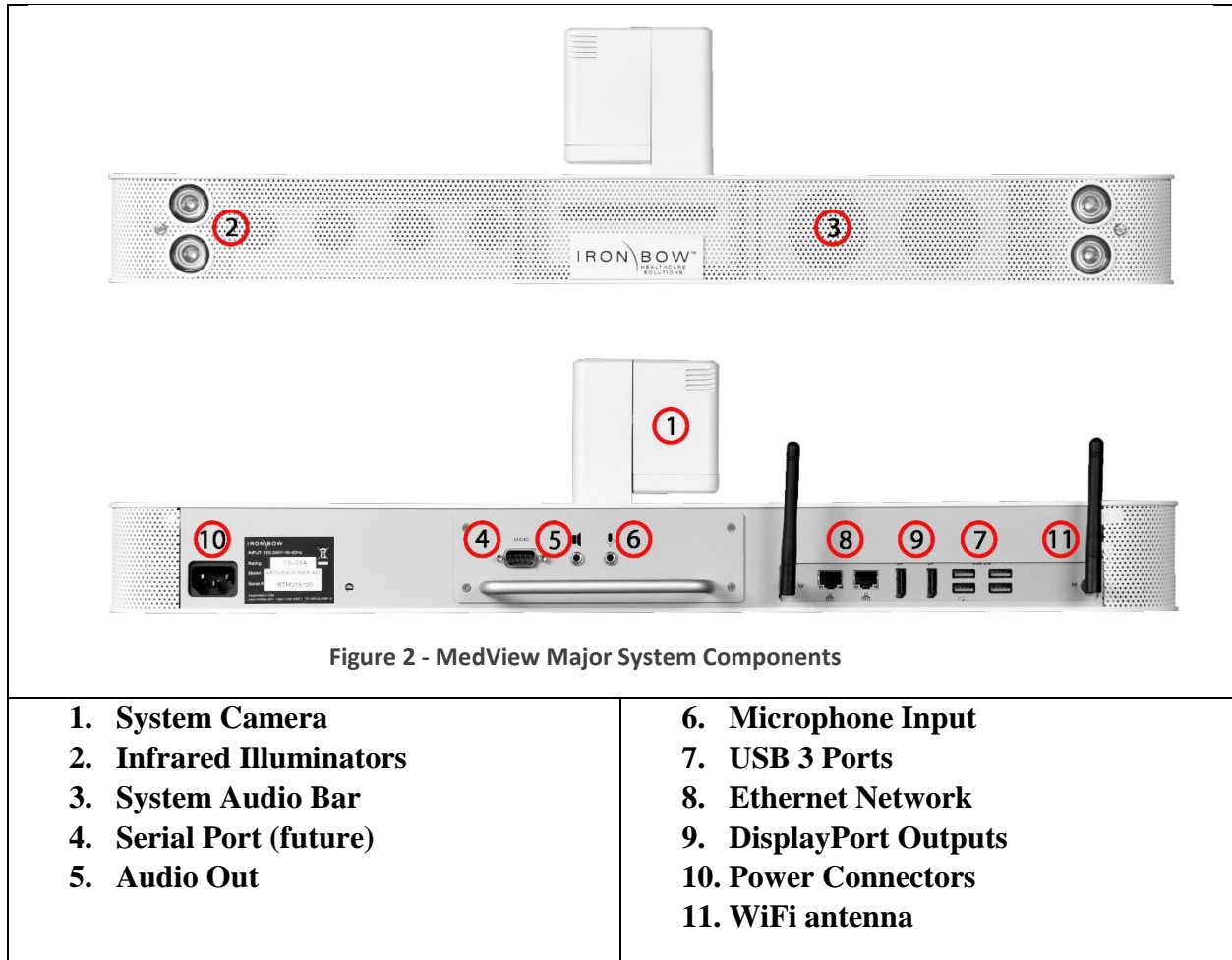
You can find additional MedView resources, support information and other related telehealth services at www.ironbowhealthcare.com.



Figure 1 - MedView with Integrated Sound Bar

System Description

The primary components of the Iron Bow MedView are shown below:



Accessories included with MedView

- Cat 5e cable, 6'
- DisplayPort to HDMI cable, 3', blk
- Power cord, NEMA 5/15P to C13, 6ft, blk
- MedView user guide

System Installation

The MedView is designed to be mounted on an existing wall arm that is already supporting a monitor using the monitor VESA mounting hole pattern. Iron Bow sells adapter plates to allow for mating the MedView with the VESA mount. Each mount uses the smaller mounts as base components.

The customer is responsible for ensuring that the maximum weight (Medview plus Monitor) can be supported by the existing wall mount.

Part Number	Description
MEDVIEW-BRKT100-A01	100 x 100 pattern
MEDVIEW-BRKT200-A01	100 x 200 or 200 x 200 pattern
MEDVIEW-BRKT400-A01	300 x 300 or 400 x 400 pattern

Some VESA combinations of monitor and Wall Mount are not recommended. See this table for required brackets.

Monitor	Mount	Brackets
100x100	100x100	MEDVIEW-BRKT100-A01 VideoSecu ML20B bracket recommended ¹
100x100	200x200	n/a ²
100x200 or 200x200	100x100	n/a ²
100x200 or 200x200	200x200	MEDVIEW-BRKT200-A01
200x200	400x400	MEDVIEW-BRKT400-A01
400x400	200x200	MEDVIEW-BRKT400-A01 Additional M6 or M8 Nuts required
400x400	400x400	MEDVIEW-BRKT400-A01

¹ Adapter allows the assembled MedView and brackets to slide onto a wall mount. Many wall mounts already have this feature. Check your existing wall mount to see if this bracket is desirable.

² Options are not possible without customization of the brackets or use of an adapter plate

Assembly on a monitor

Attach the MedView to the MEDVIEW-BRKT100-A01 bracket

1. Position the MedView so it is facing down, with the hole pattern on the bottom exposed.

DO NOT REST THE UNIT ON THE CAMERA

- a. Attach the MedView to the MEDVIEW-BRKT100-A01 bracket using the (2) M4x8 Phillips flathead screws and/or the (1) 1/4-20 x 3/8" flathead screw.
- b. The unit can be adjusted forward and back to suit the situation, with 4 sets of holes available for positioning. Use the (2) M4 flathead screws to lock the MedView parallel to the monitor face.
- c. If it is necessary to install the MedView so it is not parallel to the monitor face, the 1/4-20 screw can be used alone and will allow the unit to be angled as needed.

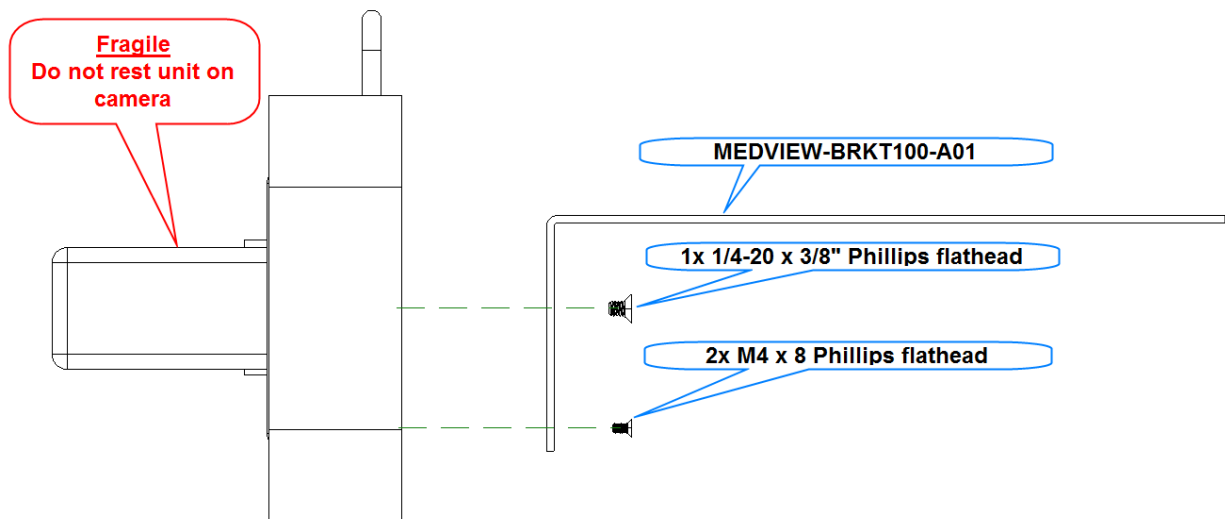


Figure 3 - Assemble MedView to Bracket

Attach the MedView/MEDVIEW-BRKT100-A01 bracket assembly to the Monitor

1. Place the monitor face down on a table being sure to protect the front face from scratches or damage.
2. Position the (4) spacers over the VESA mount holes in the monitor. If the rear of the monitor is flat, and nothing prevents the bracket from mounting flat to the surface, the spacers are not necessary.
3. Position the MedView and bracket on top of the spacers (on the monitor) so the VESA hole patterns line up.
4. Position the Angled half of the ML20B bracket as shown, aligned with the VESA hole pattern.
5. Secure the bracket to the monitor using the screws provided.
 - a. Use the (4) M4x25 Phillips pan head screws to secure the bracket to the monitor.
 - b. If no spacers are used, use the (4) M4x18 Phillips pan head screws to secure the bracket to the monitor.

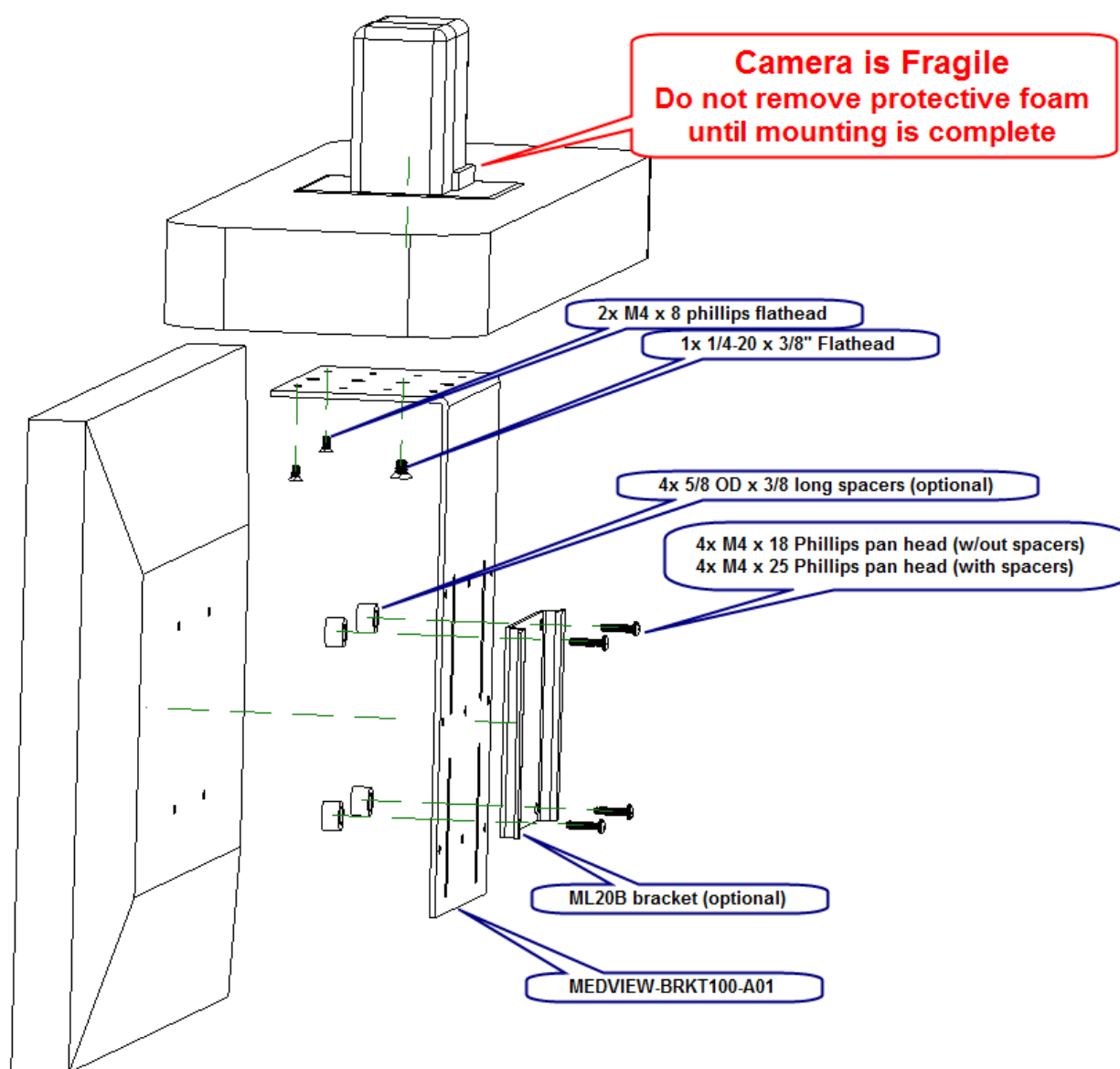


Figure 4 - Assemble MedView to Monitor

Assemble MEDVIEW-BRKT200-A01 to a Monitor

1. Follow the previous instructions for [attaching the MedView to the MEDVIEW-BRKT100-A01](#) bracket.
2. Place the monitor face down on a table being sure to protect the front face from scratches or damage.
3. Position the MedView/MEDVIEW-BRKT100-A01 assembly over the monitor. Locate the MEDVIEW-BRKT200 bracket so the slots align with one of the set of (3) 10-32 threaded holes in the BRKT100 bracket while the bracket slots align with the monitor holes.
4. Secure the BRKT200 to the BRKT100 plate using the (3) 10-32 x 3/8 phillips pan head screws and (3) #10 washers.
5. Secure the bracket assembly to the monitor using M6 or M8 pan head screws. With spacers, use 25mm long screws, and 16mm without spacers.

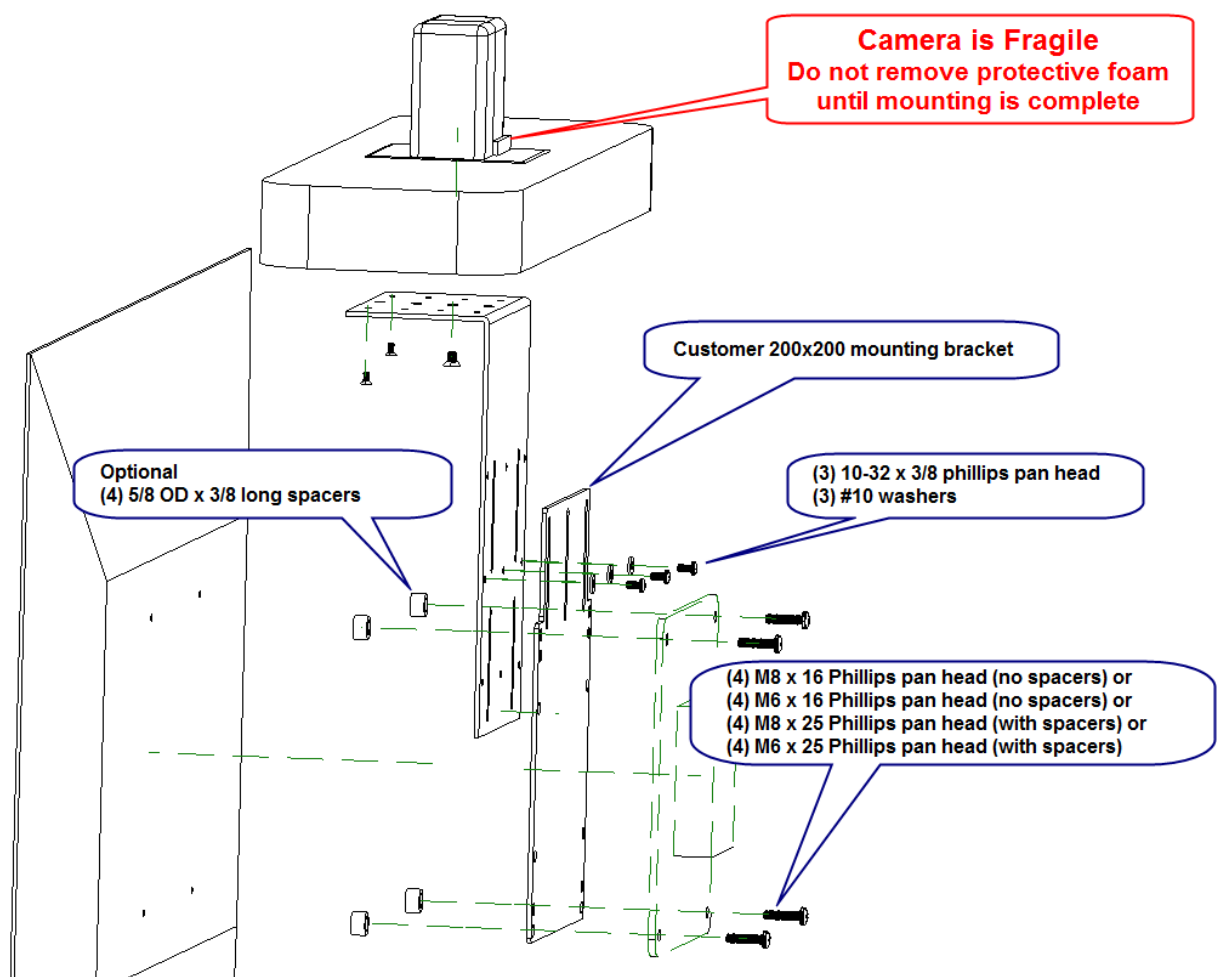


Figure 5 - Add bracket for 200 x 200 Mount

Assemble MEDVIEW-BRKT400-A01 to a Monitor

1. Follow the previous instructions for [attacheing the MedView to the MEDVIEW-BRKT100-A01](#) bracket.
2. Place the monitor face down on a table being sure to protect the front face from scratches or damage.
3. Position the MedView/MEDVIEW-BRKT100-A01 assembly over the monitor.
4. Locate the MEDVIEW-BRKT200 bracket so the 200x200 hole pattern is centered on the monitor. The counterbore pockets must be facing away from the BRKT100 bracket.
5. Align the slots in the bracket with one of the set of (3) 10-32 threaded holes in the BRKT100 bracket.
6. Secure the BRKT200 to the BRKT100 plate using the (3) 10-32 x 5/16 phillips pan head screws and (3) #10 washers.
7. Attach the (2) MEDVIEW-BRKT400-A01 bracket arms to the BRKT200 bracket using the (4) 10-32 x 5/16 flathead screws.
8. Secure the bracket assembly to the monitor using M6 or M8 pan head screws. With spacers, use 25mm long screws, and 16mm without spacers.

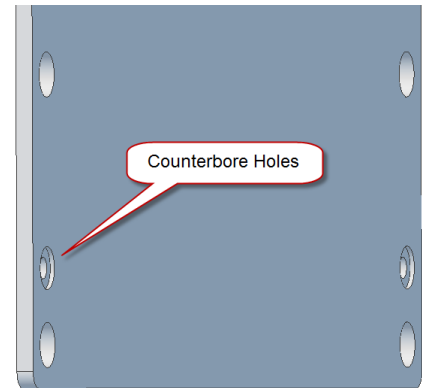


Figure 6 - Counterbore hole detail view

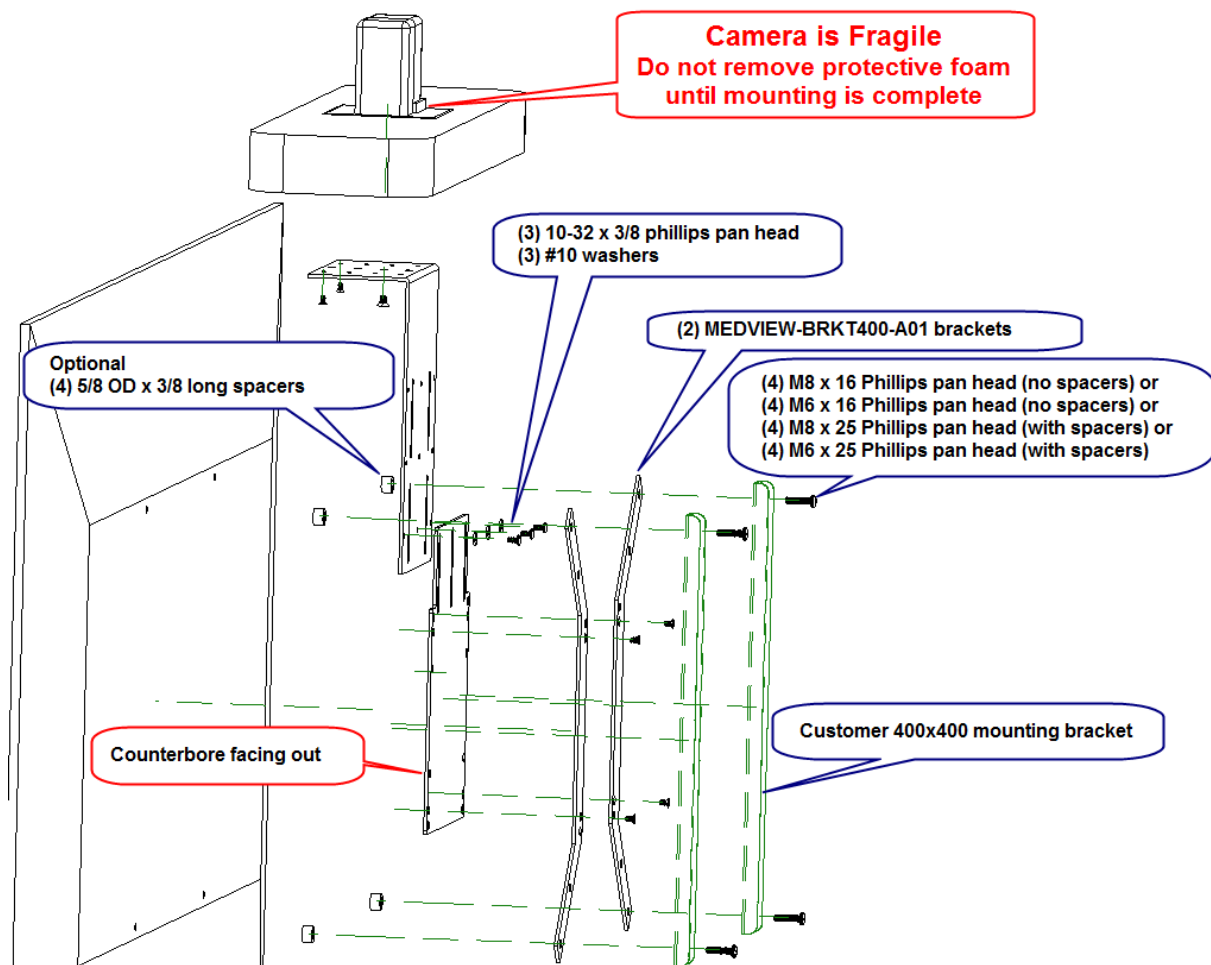


Figure 7 - Add bracket for 400 x 400 mount

Assembly on a security camera mount (without an attached monitor)

While not common, the MedView can be mounted to a ¼-20 threaded video camera mount. A non-rotation pin hole is included in the MedView base plate.

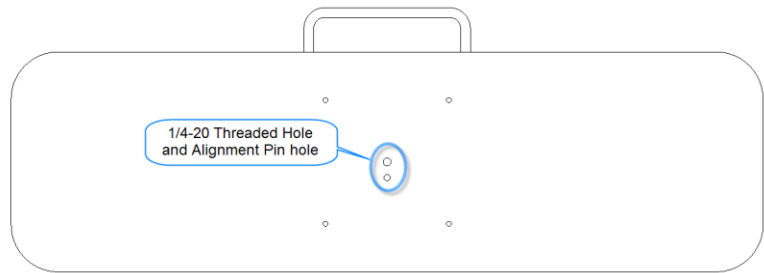


Figure 8 - Assemble MedView on a post mount

Connections

The base MedView includes an AC power inlet, an Ethernet port for connecting to a wired network, several USB 3 ports for connecting external devices including a keyboard/mouse, which may be required for setting up the MedView system.



Figure 9 - Connection Ports

1. Power Cable (supplied)
2. Serial Port (future use)
3. Speaker Output – for adding external powered audio speaker(s). The external speaker(s) will replace the built-in speaker system.
4. Microphone in – for adding an external microphone for local audio pickup. Will disable two of the four internal microphones.
5. WiFi Antenna – WiFi is not recommended for fixed location installations, but can be configured to work with the MedView if necessary.
6. Ethernet Port 1 – recommended connection to the local LAN/WAN (6' cable included in the kit)
7. Ethernet Port 2 – not currently used
8. DisplayPort 1 – install DisplayPort to HDMI cable (provided) to monitor or to a signal priority device (ex. ACC-HDMI SWITCH-A01)
9. DisplayPort 2 – not used
10. (4) USB 3.0 ports – use for special equipment
 - a. Keyboard/mouse for system setup
 - b. Spider Audio option (ACC-AUDIO-SPDR-A01)

Wi-Fi Network

The MedView can be connected to either a wired (recommended) or wireless (Wi-Fi) network. To operate from a Wi-Fi network, the two supplied antennas need to be attached to the system.

Installing the Wi-Fi Antennas

1. Attach the two Wi-Fi antenna supplied with the unit to the MedView chassis as shown. They should be easily threaded onto the exposed connector. Do not overtighten.



Figure 10 - WiFi antenna assembly

Connecting to the Monitor

If the monitor supports prioritization of inputs, then the DisplayPort/HDMI output from the MedView can often be connected directly to the monitor HDMI input. Customer will need to configure the monitor to respond as desired to the different inputs. See an Iron Bow Applications engineer to review your specific conditions.

If the monitor does not provide input prioritization, then a governing switch will likely be required. See the ACC-HDMISWITCH-A01 priority switch below for an example.

Non-HDMI monitor inputs will likely require upscalers or converters to transition from one technology to another. See the Iron Bow Application engineer for assistance.

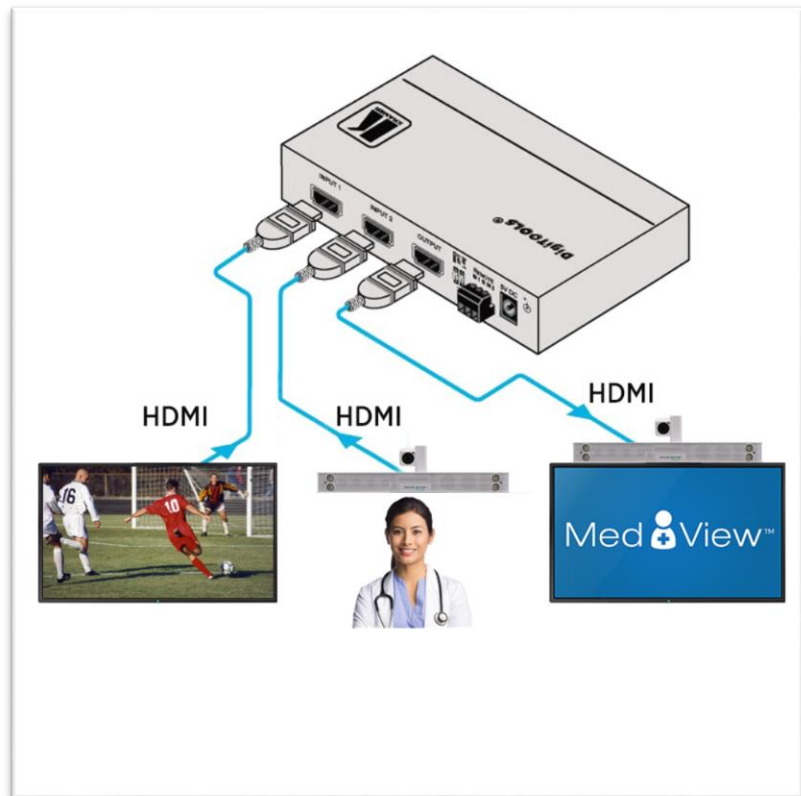


Figure 11 - HDMI switch example

Getting Started

Powering On and Off

Connect any required peripherals to the USB ports of the MedView before connecting the MedView to AC power.

Powering On the MedView

To power on the MedView:

- Connect the MedView to AC power. This will automatically power on the integrated computer, camera and display of the MedView. A splash screen will be displayed within several seconds.

Waking Up the MedView

The system goes to sleep after a set period with no activity. This value can be changed from the **Settings** menu of the VidyoRoom administrator user interface (Admin UI)

To wake up the MedView:

- The MedView will automatically wake up on receipt of an incoming call, or by pressing any button on the infrared remote control.

Powering Off the MedView

Powering off the CLINiC is typically unnecessary. Most video endpoints remain connected to the network and in stand-by mode until a call is placed or received. However, you may need to power off the MedView if you need to move the MedView to a different room.

To power off the MedView:

- Disconnect the MedView from AC power.

Restarting the MedView

You can restart the MedView by powering off and powering on the MedView.



Connecting to the Network

Before you can make and receive video calls with the MedView, you must connect the unit to the network. There are two ways you can connect to the network: using the integrated Wi-Fi with external antenna, or using the 10/100/1G Ethernet port.

To connect the MedView to a Wi-Fi network, please refer to *VidyoRoom™ and VidyoPanorama™ 600 Administrator Guide*,

Control Functions

There are no control functions on the MedView device itself. An administrator will typically set up the unit to auto answer at a pre-set volume. Users can purchase remote controls for the MedView that allow for in-room call and volume control.

Iron Bow Part Number	Function	
ACC-V-VOLCTRL-A01	Volume-control remote for Vidyo-based vCLINiC and MedView products. USB connection with approx. 10' coiled tether.	
ACC-V-REMOTE-A01	Functional remote control for Vidyo-based vCLINiC and MedView applications. USB connection with approx. 10' coiled tether.	

For more information on the MedView remote controls, refer to the [Iron Bow Remote Control User Guide](https://ironbowhealthcare.com) available at <https://ironbowhealthcare.com>.

MedView Administration

You can modify the default functions of the Vidyo based MedView by logging in as an administrator to the VidyoRoom Admin UI and performing the desired changes.

For the complete set of instructions, please refer to the [VidyoRoom and VidyoPanorama 600 Administrator Guide](#).

Accessing the Vidyo Admin Settings

To access the admin settings:

1. In your web browser address line, enter the system IP address. The Admin UI **Login** tab appears.

NOTE: The system IP address is displayed on the screen when you first boot up the Vidyo CLINiC. After boot-up, when not in a call, the IP address is displayed in the bottom right hand corner of the screen.

2. In the **Login** tab, enter the admin login username (default is `admin`) and password (default is `password`).
3. Click **Login**. The rest of Admin UI tabs appear.
4. Click the **Settings** tab to display all settings options.

Mandatory CLINiC Settings

The following settings are required for using the VidyoRoom SE software with the CLINiC. These settings can be applied in the **Preferences** menu.

To apply the mandatory settings:

1. In the Admin UI, click the **Settings** tab.
2. If needed, click the blue triangle next to the word *Preferences* to view the **Preferences** menu.
3. Make sure the options **Enable AEC**, **Enable Audio Processing**, **Preview Local Content** and **Enable HDMI-CEC** are all unchecked. If any of these options are checked, click in the corresponding box to uncheck them.

The screenshot shows the 'Preferences' menu with various settings. The following table summarizes the settings shown in the image:

Setting	Value/Status
Auto Answer	<input type="checkbox"/>
Join/Exit Tones	<input checked="" type="checkbox"/>
Allow Remote User to Control Camera	<input checked="" type="checkbox"/>
Enable On-Screen UI	<input checked="" type="checkbox"/>
Selfview Loopback	<input checked="" type="checkbox"/>
Screen Saver Timeout	0 secs
RIP Listener Service	<input checked="" type="checkbox"/>
Enable AEC	<input type="checkbox"/>
Enable Audio Processing	<input type="checkbox"/>
SNMP	<input type="checkbox"/>
Show Participant Labels	<input checked="" type="checkbox"/>
Auto Join My Meeting	<input type="checkbox"/>
Auto Upgrade	<input checked="" type="checkbox"/>
Preview Local Content	<input type="checkbox"/>
Display Sleep Timeout	3600 secs
Enable HDMI-CEC	<input type="checkbox"/>
Enable Settings Access Code	<input type="checkbox"/>
Settings Access Code	
Button Press URL	
Auto-Share Connected Devices	<input type="radio"/> Remember <input checked="" type="radio"/> Off
Power Saving Mode	<input checked="" type="checkbox"/>
VISCA Passthrough Timeout	600 ms

4. If you made any changes you want to save, click **Save**.

Enable/Disable Auto Answer

You can change the way calls are answered from the CLINiC. The Vidyo CLINiC can be set to answer incoming calls automatically or manually.

To enable automatic call answering:

1. In the Admin UI, click the **Settings** tab.
2. If needed, click the blue triangle next to the word *Preferences* to view the **Preferences** menu.
3. Make sure the **Auto Answer** option is checked. If the option is unchecked, click in the corresponding box to check the option.
4. Click **Save**.

To disable automatic call answering:

1. In the Admin UI, click the **Settings** tab.
2. If needed, click the blue triangle next to the word *Preferences* to view the **Preferences** menu.
3. Make sure the **Auto Answer** option is unchecked. If the option is checked, click in the corresponding box to uncheck the option.
4. Click **Save**.

Change Sleep Settings

The system goes to sleep after one hour with no activity.

To change when the system goes to sleep:

1. In the Admin UI, click the **Settings** tab.
2. If needed, click the blue triangle next to the word *Preferences* to view the **Preferences** menu.
3. Change the **Display Sleep Timeout** value (default is 3600 seconds).
4. Click **Save**.

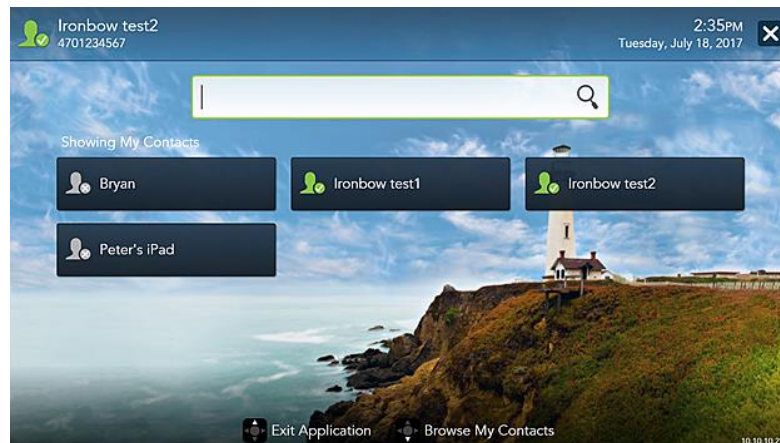
For changing any other settings, please refer to the *VidyoRoom and VidyoPanorama 600 Administrator Guide*.

Add Contacts

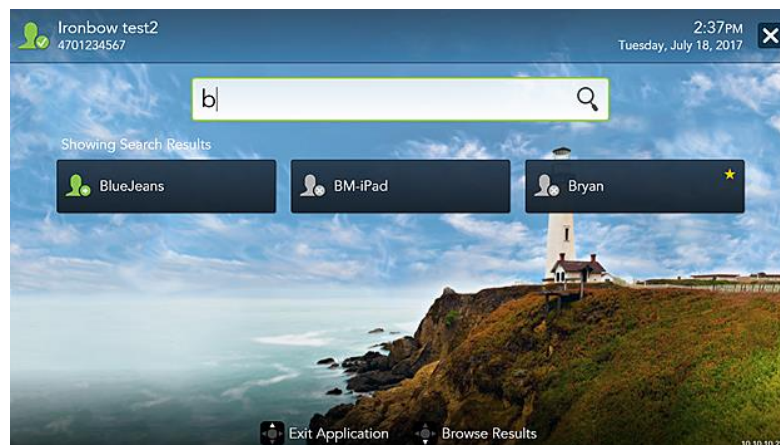
Before you can place a call to an address using the CLINiC integrated control panel, you must add the address to your list of contacts.

To add a new address to your list of contacts:

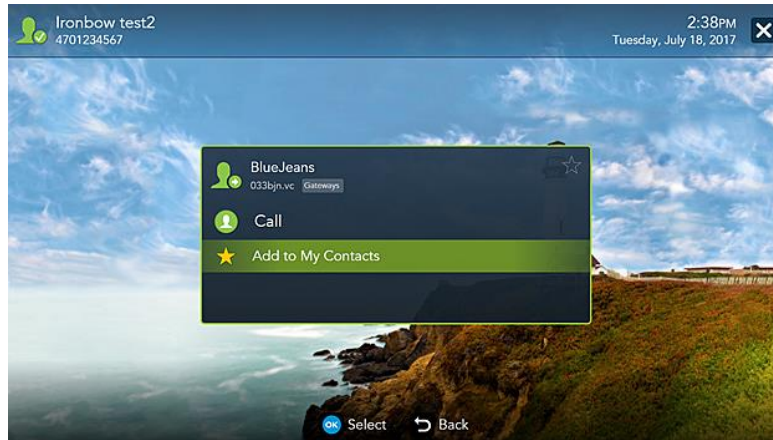
1. In the search box of the VidyRoom pre-call menu, enter the desired address



As soon as you start typing, the addresses that match the typed characters and that are reachable in your network will be populated under the search box.



2. Once you finished typing the address or the system has displayed the desired address under the search box, you can select the address. Use the mouse, arrow keys on your keyboard or remote to move down from the search box and highlight the contact. Press **Enter** on the keyboard or **OK** on the remote.



3. Use the mouse, arrow keys on your keyboard or remote to select **Add to My Contacts**. Press **Enter** on the keyboard or **OK** on the remote to save the contact to your list.

For more information on managing contacts, please refer to the [*VidyoRoom and VidyoPanorama 600 Quick User Guide.*](#)

Appendix #1: Specifications

The following diagram is not to scale & is provided for dimensional information only.

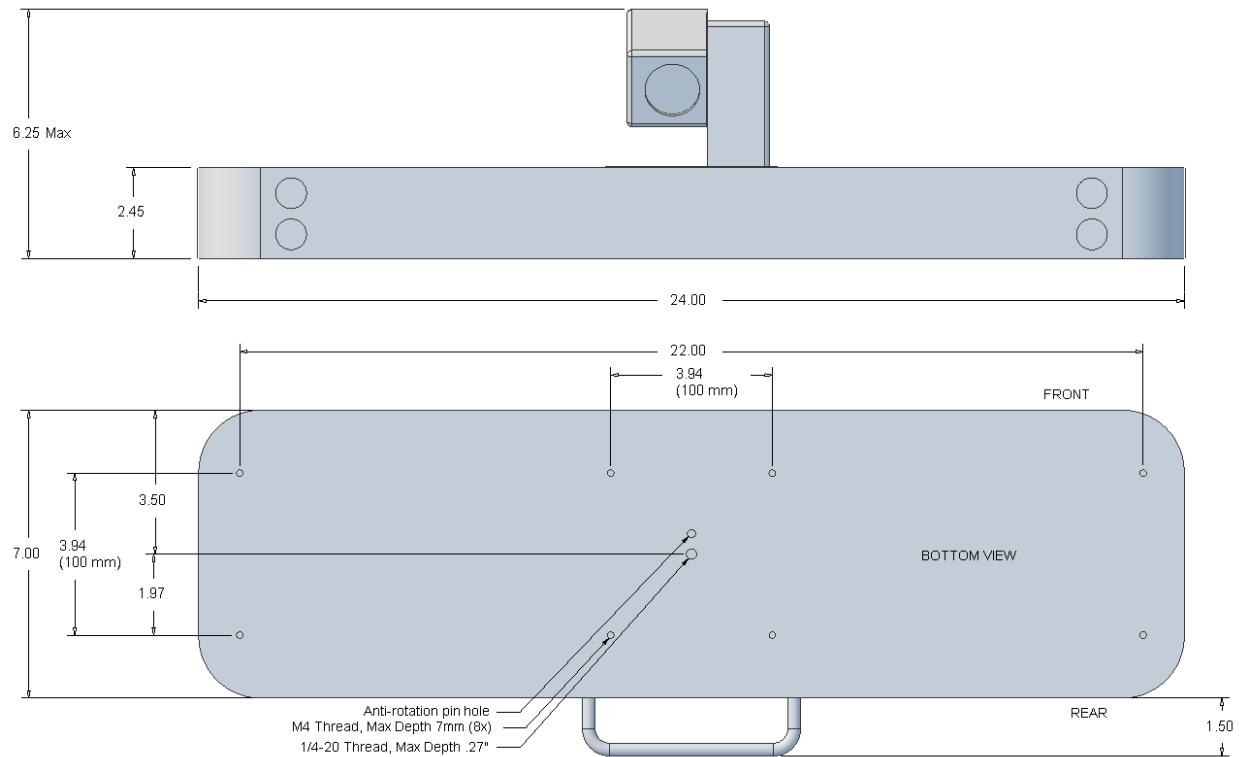


Figure 12 - MedView Dimensions

Specifications

Specifications are subject to change without notice

Product Family	MedView Telehealth Videoconferencing
Part Number	MEDVIEW-V-10XIR-A01 – for VidyoRoom SE applications MEDVIEW-V-10XIRC-A01 – for VidyoConnect cloud applications
Videoconferencing software options	Vidyo VidyoRoom SE software (on-premise applications) Vidyo VidyoConnect VCC-100 software (cloud applications)
Computer	Low Profile Fanless Intel Core i5 Industrial Computer Intel Core i5-6300U, dual-core @ 2.4 GHz 8 GB memory @ 2133 MHz 128B mSATA SSD
Camera	10X Optical/ 10x Digital PTZ Infra-red for nighttime operations 58 cm – infinity depth of field 1920 x 1080 resolution at 30 fps
Display	N/A – uses the existing in-room infotainment display
Control	Customer provided keyboard (USB) Optional Iron Bow ACC-V-REMOTE-A01 tethered remote control (USB) Optional Iron Bow ACC-V-VOLCTRL-A01 tethered remote volume control (USB)
Video Inputs	1x - Main Camera (Integrated)
Video Output	2x DisplayPort (#1-Dedicated to Display; #2-not used)
Audio Input	1x 4 microphone array (integrated) w/ beamforming, echo and noise cancellation
Audio Output	2x Integrated Neodymium Speakers
Other Inputs	4x – USB 3.0 ports
Network	2x 10/100/1G Ethernet ports Realtek Dual-Band 1x1 802.11a/b/g/n/ac with 108mm Antennas
Dimensions	24” Wide 6” High (base unit with camera); 2.5” base unit only 7” Deep (allow additional 1.5” for cable routing on rear)
Weight	10.5 lbs. (MedView without bracket)
Mounting	¼-20 threaded hole for video camera post mount Available MedView Brackets MEDVIEW-BRKT100-A01 adapter bracket for existing 100x100 VESA mount MEDVIEW-BRKT200-A01 adapter bracket for existing 200x200 VESA mount MEDVIEW-BRKT400-A01 adapter bracket for existing 400x400 VESA mount
Electrical	Integrated Auto Sensing Power Supply (100-240 volt 50/60 Hz, 1.3-0.6A) 1 x IEC Type Inlet

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