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**EXPANDING THE  
BOUNDARIES OF  
HEALTHCARE**

# Iron Bow Vidyo CLINiC™ Installation and User Guide

**CLINiC-V-10X24IR-B0x**

**Document Version 3.3**

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# Introduction

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The CLINiC family of products from Iron Bow Healthcare Solutions consists of purpose built telehealth devices that enable the delivery of clinical healthcare from a distance.

This user guide covers the assembly and installation of the second generation Vidyo CLINiC, part # CLINiC-V-10X24IR-B0x. This generation of product incorporates a hermetically sealed, high grade fan less computer, a high definition pan/tilt camera with a10x optical/10x digital zoom, dual infrared illuminators for nighttime or darkened room operation and a 24” HD display.

The Integrated sound bar incorporates a quad beamforming microphone array plus a full spectrum echo canceller, twin channel audio amplifier and dual speakers. Standard room system controls are available to the user via a hand held tactile membrane control panel which is connected to the system via a coiled cable.



Figure 1 – Vidyo CLINiC with optional Table Stand

You can find additional CLINiC resources, support information and other related telehealth services at [www.ironbowhealthcare.com](http://www.ironbowhealthcare.com).

# System Description

The primary components of the Iron Bow Vidyo CLINiC are shown below:

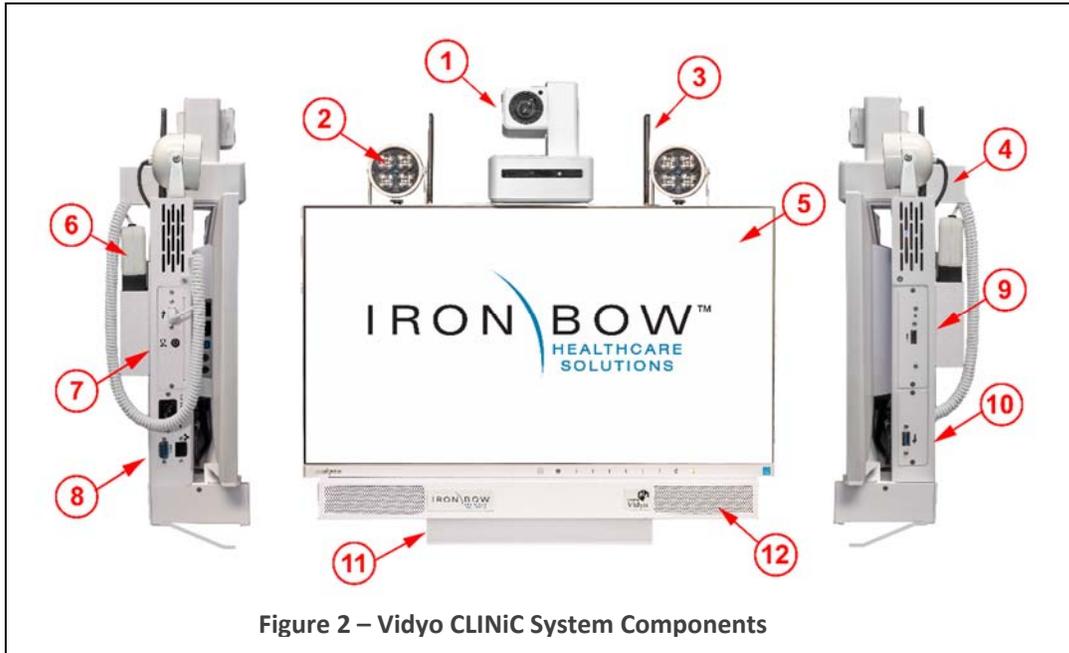


Figure 2 – Vidyo CLINiC System Components

<ul style="list-style-type: none"><li>1. System Camera</li><li>2. Infra-Red Illuminator (1 of 2)</li><li>3. Wi-Fi Antenna (1 of 2)</li><li>4. Camera rear cable cover</li><li>5. Integrated 24" LED Display</li><li>6. Hand Held Controller</li></ul>	<ul style="list-style-type: none"><li>7. Electronic Stethoscope Input</li><li>8. Power/Network Connectors</li><li>9. HDMI (PC) Input</li><li>10. USB 3 (Horus Scope) Input</li><li>11. Sound Deflector</li><li>12. Integrated Microphones</li></ul>
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## System Installation

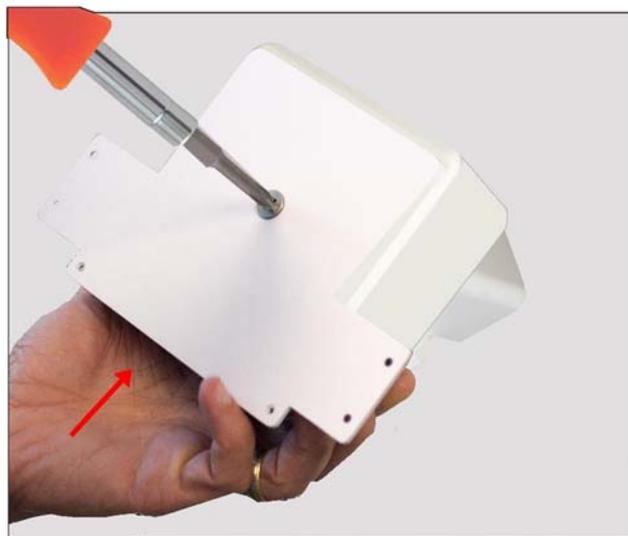
The Vidyo CLINiC is designed to be mounted on a stable supporting structure that prevents it from being knocked over or dropped. The standard VESA mounting hole pattern on the back of the unit fits many commercially available wall mount brackets, desk stands and mobile carts. Prior to installation, please refer to [Appendix A](#) for mounting holes locations and dimensions. Please note, a Phillips #1 and #2 screwdriver is required for system assembly.

## Installing the Camera

Before using the system for the first time, you need to mount and connect the camera to the mounting panel located on top of the Vidyo CLINiC.

To install the camera on the Vidyo CLINiC:

1. Remove camera assembly from packaging and place carefully on a table top.
2. The system is supplied with a camera mounting plate and countersunk bolt to attach the camera to the mounting plate.
3. Ensure the rear connectors of the camera are located at the rear of the mounting plate, as shown below:



**Figure 3 – Attaching Camera to Mounting Plate**

4. Gently place the camera assembly on top of the Vidyo CLINiC ensuring the holes on the camera mounting plate line up with the mounting holes on top of the Vidyo CLINiC chassis.



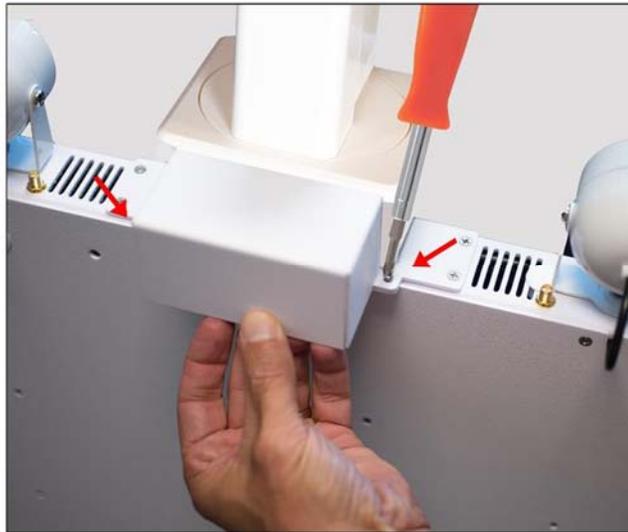
**Figure 4 – Attaching Mounting Plate to System Chassis**

5. Attach the camera assembly to the Vidyo CLINiC chassis using the four provided Philips head screws.



**Figure 5 – Connecting the two Camera Cables**

6. Connect the two cables that come out at the top of the Vidyo CLINiC to the corresponding connectors on the rear of the camera.
7. Attach the rear camera cable cover using the two Phillips head screws provided.



**Figure 6 - Attaching rear camera cable cover**

8. Gently remove any packaging foam and tape from camera to complete system assembly.

## Installing System Controller

The Vidyo CLINiC utilizes a tethered controller that operates all local room functions. The controller attaches to the system via a USB port and uses a cable clamping arrangement to ensure that it is not accidentally disconnected.

A rear mounting cradle is supplied with the system to store the controller when not in use or when the system is moved from one location to another.

To install the controller and cradle on the Vidyo CLINiC:

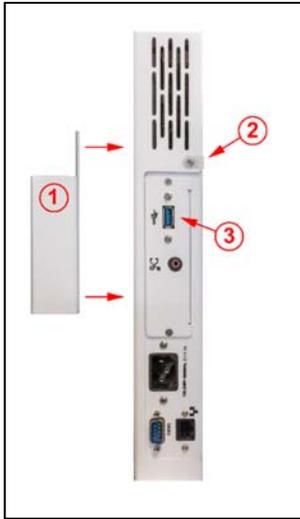


Figure 7 - Attaching Controller

1. Unpack controller and cradle assembly from packaging
2. Align cradle mounting holes with rear chassis attachment points (1) and attach with supplied screws
3. Remove cable clamp screw (2), feed remote cable through clamp and re-attach using existing screw
4. Identify USB 3 port on side of chassis (3) and connect remote controller cable



Figure 8 - Controller Assembly



Figure 9 - Aligning Cradle



Figure 10 - Attaching Cradle



Figure 11 - Attaching Cable Clamp

## Sound Deflector

The Vidyo CLINiC includes a removable sound deflector, which can be installed underneath the sound bar as shown in Figure 12.



Figure 12 - Sound Deflector

The sound deflector improves the audio quality for the Vidyo CLINiC installations that are either wall-mounted or mounted on an arm, by deflecting the audio forward.

## Installing the Sound Deflector

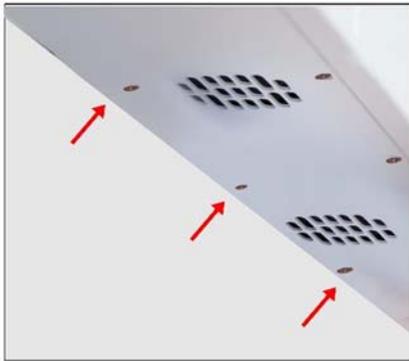


Figure 13 - Sound Deflector Screw Location



Figure 14 - Installing Sound Deflector

Locate the three central Phillips head screws on the base section of the sound bar at the rear of the chassis.

1. Remove the three Phillips head screws and align the deflector, pointing forward, with the three screw holes and replace screws to secure shield in place.

## Connections

The Vidyo CLINiC includes an AC power inlet, an Ethernet port for connecting to a wired network, two USB 3 ports for connecting the system controller plus an external examination device, such as a Horus Scope and an HDMI Video Input for connection of an external PC.

If it is necessary to attach a standard PC keyboard/mouse for system set up, the two USB 3 ports designated for the controller and a Horus Scope, can be utilized for connection of these devices. Once set up has been completed, the keyboard/mouse should be disconnected and the system controller and Horus Scope re-connected. The system should then be power cycled to ensure correct operation.

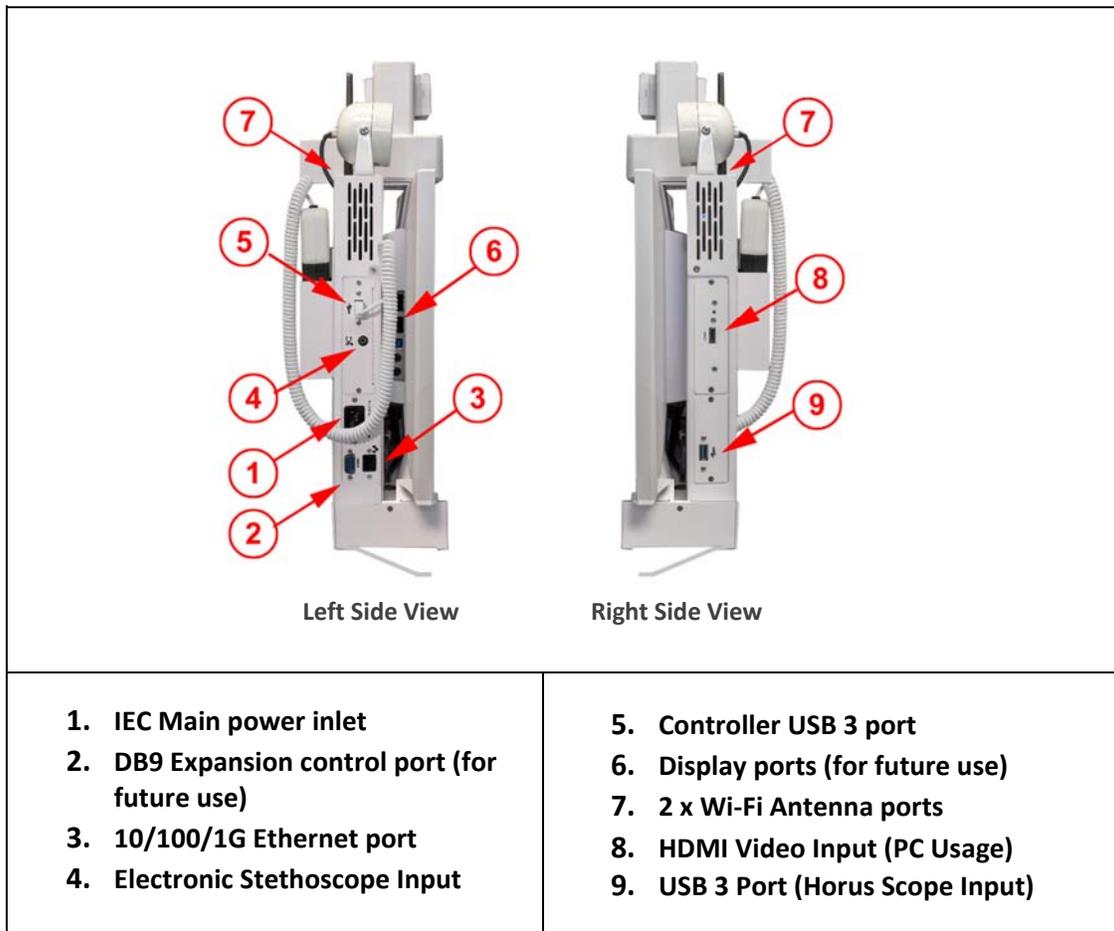


Figure 15 – System Connection Ports

## Wi-Fi Network Operation

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



Figure 16 - Location of Wi-Fi Antennas

## Installing the Wi-Fi Antennas

1. Locate the two Wi-Fi antenna connectors on top of the Vidyo CLINiC chassis. These are adjacent to the left and right infrared illuminators.



Figure 17 - Installing Wi-Fi Antenna

2. Install the two supplied Wi-Fi antennas by aligning them with the threaded mating connectors on top of the Vidyo CLINiC chassis and gently screw them into place.

# Getting Started

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## Powering On and Off

Connect any required peripherals to the Vidyo CLINiC before connecting to AC power.

### Powering on the Vidyo CLINiC

*To power on the Vidyo CLINiC:*

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

### Waking Up the Vidyo CLINiC

The system goes to sleep after 10 seconds with no activity. This value can be changed from the **Settings** menu of the VidyoRoom administrator user interface (Admin UI) *To wake up the Vidyo CLINiC:*

- The Vidyo CLINiC will automatically wake up on receipt of an incoming call, or by pressing any button on the controller.

### Powering Off the Vidyo CLINiC

Powering off the Vidyo 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 Vidyo CLINiC if you need to move it to a different room.

*To power off the Vidyo CLINiC:*

- Disconnect the Vidyo CLINiC from AC power.

### Restarting the Vidyo CLINiC

You can restart the Vidyo CLINiC by powering off and powering on the Vidyo CLINiC.

## Connecting to the Network

Before you can make and receive video calls with the Vidyo CLINiC, 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 Vidyo CLINiC to a Wi-Fi network, please refer to *VidyoRoom™ and VidyoPanorama™ 600 Administrator Guide*,

# Vidyo CLINiC Software Set Up & Administration

The Vidyo CLINiC is supplied as standard with a Windows 10 Pro operating system and VidyoRoom SE software application versions 19.3.xx. For further set up details on the Vidyo CLINiC, please refer to “VidyoRoom and VidyoPanorama 600 Administrator Guides and VidyoRoom SE Deployment Guides. This document includes links to all set up details of the Vidyo software application. This document can be accessed at:

<https://support.vidyocloud.com/hc/en-us/articles/218145337-VidyoRoom-and-VidyoPanorama-600-Administrator-Guides-and-VidyoRoom-SE-Deployment-Guides>

For specific information on the Vidyo software application set up, the user document that needs to be accessed is the VidyoRoom Admin Guide 19.3, which can be accessed from the deployment guide specified above, or directly from this link:

[VidyoRoom\\_AdminGuide\\_19.3.0.pdf \(2 MB\)](#)

## Configuring the Application Mode

The Admin UI Settings tab allows the system application mode to be set as either Kiosk or Appliance:

- Kiosk mode prevents the VidyoRoom application from modifying the OS and allows users to exit the app from the OnScreen UI. This mode is the default
- Appliance mode will lock down the system by preventing Windows updates from automatically occurring, disables certain Windows notifications, creates inbound firewall rules for sharing, disables some special keys on the keyboard, hides the Task Bar, and more. (Refer to: VidyoRoom\_AdminGuide\_19.3.0.pdf)

## Configuring the System Controller

The default set up within the Admin UI for correct operation of the system controller is shown below. Any changes to this configuration will result in the control keys malfunctioning.

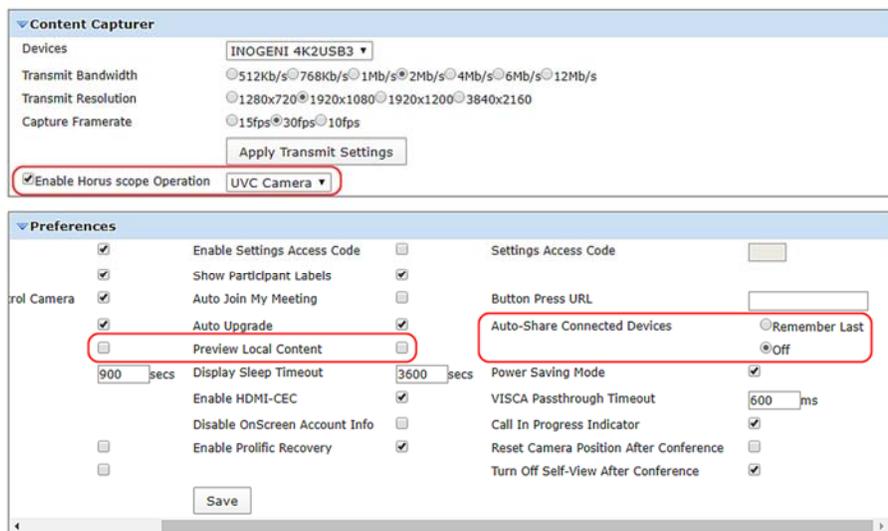


Figure 18 – System Controller Admin UI Default Settings

# Appendix #1: System Controller Functions

A tethered hand held controller is supplied as standard with the Vidyo CLINiC, which can be used to control and select standard system functions, including; make and receive calls, controlling the camera, volume and all other functions that may be required during a call between one or more sites.

The operational controls are depicted below with an explanation of the operational usage of each. Several of the functions incorporate an on screen icon which is displayed in the top right hand corner of the screen;



Figure 19 – Example of “On Screen” Icons

There are three types of on screen icons used:

### Mute Functions:

Audio and Video Mute icons are displayed in Red when either of these functions are active:



### Source Input Functions:

The system incorporates three source functions for external (client supplied) devices; PC or HDMI Video Source, Horus Scope, and electronic stethoscope. When these devices are connected and available, a white icon for each appears, when transmission is active a green icon is displayed: (The stethoscope icon is always displayed as available)



### System Functions:

System functions are available for camera Infra-Red (Nighttime) operation as well as putting the audio system into a Super Sensitive Mode:



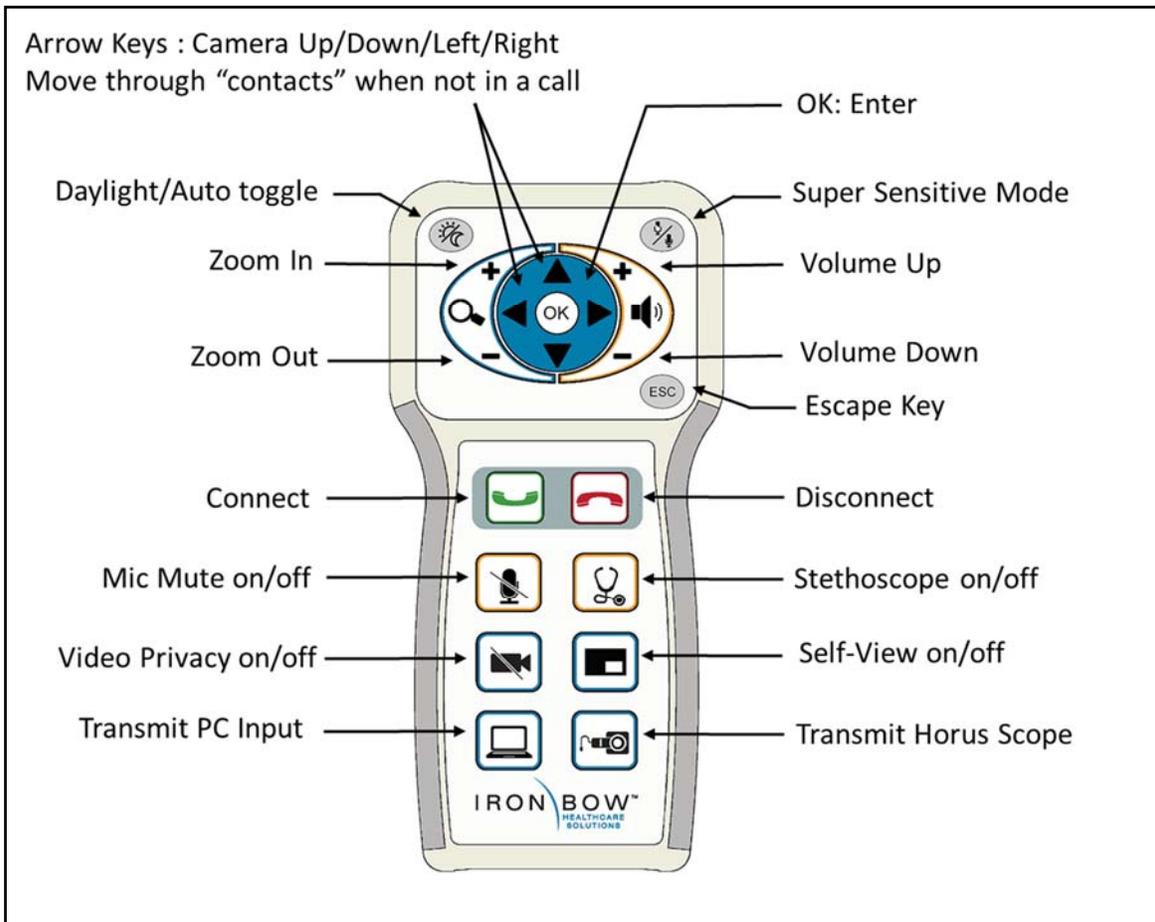


Figure 24 – Tethered Remote Controller Keys



The Arrow keys control camera up/down/left/right movement when the system is in a call  
When the system is not in a call, the arrow keys are used to move through the Vidyo on screen contacts directory



When the system is in a call, the camera zoom in and out functions are controlled by the + and - signs



When the system is in a call, the volume functions are controlled by the + and – signs. A volume indicator bar is displayed on the bottom of the screen indicating the volume level



The ESC (Escape) key is available to remove any unwanted system or network messages that can be automatically displayed by the network e.g. “New software update available”

**Camera infra-red operation** has two states: (Daylight/Auto)

State #1: Default State: Daylight operation

State #2: Auto.



When you click the infra-red button the Preview (self-view) will display the infra-red icon either as Daylight or Auto and you can toggle between modes for up to 15 seconds. If the system is in a call, the IR mode will display on its own.



**Super Sensitive Mode** removes all of the audio filtering allowing every noise in the room to be heard at the remote site(s), which may be required when listening for a specific sound or audio tone.



The **Connect** control is used to make a call and accept an incoming call. The arrow can be used to move through the Vidyo on screen contacts directory and the by selecting the green call button a call is launched to the selected location. If the system is not in auto-answer, the connect key is used to accept an incoming



The **Hang Up** control is used to end a call. If the system is not in auto answer mode, then the Hang Up control can be used to reject an incoming call from a remote site.



**Microphone Mute** selection stops the room audio from being transmitted to the remote site. A second selection resumes the audio transmission. This control does not affect transmission of an electronic stethoscope.



The **Stethoscope** control transmits the audio output from a connected electronic stethoscope to the remote location. On selection, the local room microphones are automatically muted to ensure the stethoscope audio can easily be heard at the remote site without any background room noise. When the stethoscope is turned off, the room microphones are automatically activated

**Electronic Stethoscope Notes:** A digital Stethoscope with a 3.5 mm line output (e.g. the JEDMED Omni Scope) can be used with the system. The installed version of Vidyo software supports the higher quality Opus audio algorithm which will only function if the remote codec uses the same audio algorithm.

For Opus audio to operate the VidyoPortal & VidyoRouter must use software version 18.4.0 or later. If any of these criteria are not met, the overall system will revert to using the lower quality Speex audio algorithm.



**Camera Mute** selection stops the image from the system main camera being transmitted to the remote site. A second selection resumes the camera transmission. This control does not affect transmission of ancillary device connected to the system such as a PC or Horus Scope.



The **Self View** control is used to obtain an on screen view of the image from the main system camera which can be switched on or off by this control.



**Transmit PC** sends the image from a connected PC or HDMI device to the remote site as a second image in conjunction with the main system camera. The image will automatically be shown as a window on the main screen. To end transmission, select the control again or select the Horus Scope key, which will replace the PC image with the Horus Scope image.



**Transmit Horus Scope** sends the image from a connected Jed Med USB Horus Scope to the remote site as a second image in conjunction with the main system camera. The image will automatically be shown as a window on the main screen. To end transmission, select the control again or select the transmit PC key, which will replace the Horus Scope image with the PC image.

# Appendix #2: Mounting Information

The following diagrams are not to scale and are provided for dimensional information only.

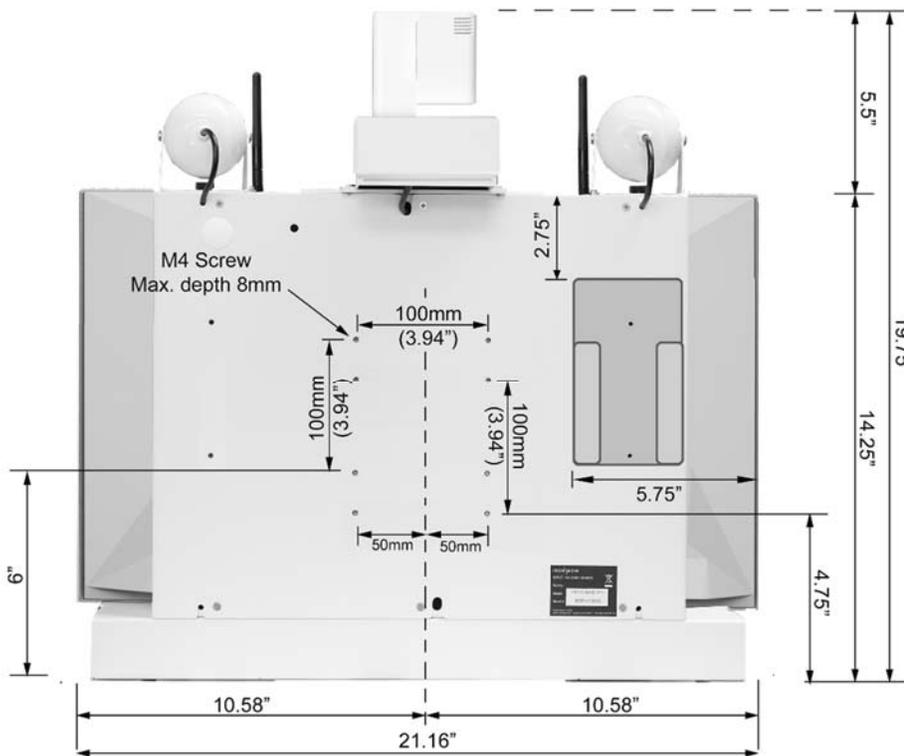


Figure 25 – Rear System Dimensions

Figure 26 – Left Side View of System Detailing:

- Sound Deflector Dimensions
- Rear Controller Cradle Depth



# Specifications

<b>Display</b>	
<b>Type</b>	23.8" IPS LED
<b>Native Resolution</b>	1920 x 1080
<b>Viewing Angle H/V</b>	178°/178°
<b>Control</b>	
<b>Remote Control</b>	Tethered Remote Controller
<b>Control Port</b>	DB9 expansion control port (for future use)
<b>Keyboard/Mouse</b>	For installation a keyboard, mouse and USB hub required (end user supplied)
<b>Video Input/Output</b>	
<b>Input</b>	Iron Bow IBHC-04 camera 10x optical/10x digital zoom
	1 x HDMI Video Input (Designated for external PC connection)
	1 x USB3 Port (Designated for external Horus Scope connection)
<b>Output</b>	1 x Display port (dedicated to display)
<b>Audio Input/Output</b>	
<b>Input</b>	Integrated beam-forming quad microphone array
	1 x 3.5 mm Audio Input for Electronic Stethoscope
<b>Output</b>	Integrated stereo speakers; 2 x 5 Watts
<b>Network</b>	
	1 x 10/100/1G Ethernet & Realtek Dual Band 802.11 a/b/g/n/ac Wi-Fi
<b>Dimensions/Weight</b>	
<b>W x H x D</b>	21.16" x 19.75" x 4.25" (Excludes Sound Deflector & Rear Cradle)
<b>Accessories</b>	Sound Deflector: 1.25" High
	Rear Controller Cradle: 1.25" Deep
<b>Weight</b>	23 pounds
<b>Mounting</b>	
	Compatible with 100mm x 100mm VESA mounts (refer to Appendix)
<b>Electrical</b>	
	Auto Sensing Power Supply: 100-240V~50/60Hz, 2A - 0.9A (100-240v)



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