

TV[™]Pro+ & TV Pro+ with Night Vision

Quick Start Guide

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What's in the Box

Components and Accessories	Component	Accessories
<p>SMART SPIDER (MT503)</p> <ul style="list-style-type: none"> • USB Cable (3 meters) • MT334 Ceiling Mount 		 
<p>Wireless Bluetooth Keyboard</p> <ul style="list-style-type: none"> • USB Cable 		
<p>Teladoc Health microPC</p> <ul style="list-style-type: none"> • Power Adapter • International power plug adapters • Mounting Bracket with 4 wall screws and 2 chassis screws • 4 ft HDMI cable 		  

Components and Accessories	Component	Accessories
<p>Teladoc Health 20x Camera for TV Pro+</p> <ul style="list-style-type: none"> • Ceiling mounting bracket with 2 screws • RS232 control cable • RS232 to USB adapter • Power adapter • Grounded US to grounded European adapter • Grounded US to grounded UK adapter • USB Cable • Remote control 		       

Components and Accessories	Component	Accessories
<p>Teladoc Health 10x Night Vision Camera for TV Pro+ with Night Vision</p> <ul style="list-style-type: none"> • Ceiling mounting bracket with 2 screws • RS232 control cable • RS232 to USB adapter • Power adapter • Grounded US to grounded European adapter • Grounded US to grounded UK adapter • USB Cable • Remote control 		       
<p>HDMI-CEC Control Adapter</p> <ul style="list-style-type: none"> • USB Cable • HDMI Cable 		 

TV Pro+ & TV Pro+ with Night Vision Hardware Setup

NOTES:

- Before installing the TV Pro+, determine where each component is going to be placed, considering if additional cables are needed and if any of the components need mounting.
- Mounting brackets are included with the TV Pro+ & TV Pro+ with Night Vision kit for the:
 - Teladoc Health Camera - for wall mounting.
 - microPC - for mounting with a VESA hole pattern.
 - Smart Spider (MT503) - for wall mounting.
- Mounting the camera is recommended and should be done by trained facilities personnel before proceeding with the installation of the TV Pro+.
- Mount the Smart Spider MT503 within 10 feet of where the patient or local clinical staff will be located.

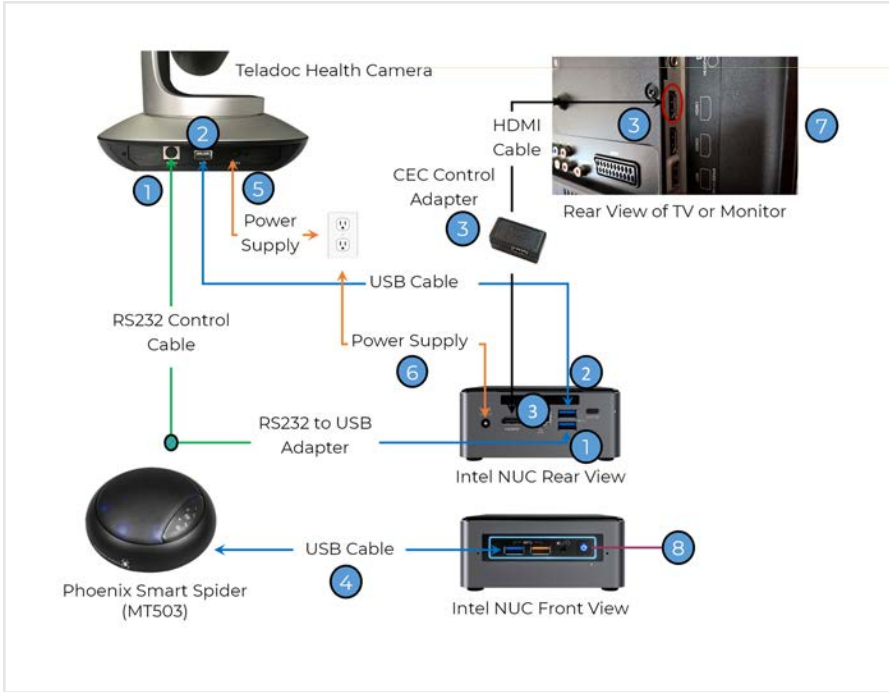


WARNING: Make sure all cables are clear of walking paths and do not interfere with patient care.

Example Setup of the TV Pro+ or the TV Pro+ with Night Vision









TV Pro+ & TV Pro+ with Night Vision - Cable Installation Diagram





NOTE: The above numbers correspond to the steps in the ["TV Pro+ & TV Pro+ with Night Vision - Hardware Setup"](#) on the next page.

TV Pro+ & TV Pro+ with Night Vision - Hardware Setup

NOTE: Teladoc Health recommends no more than 10 feet between the patient and the Teladoc Health Camera.

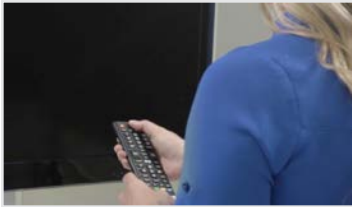



Step	Action	Image
1	Connect the RS232 control cable to the RS232 port on the camera and the USB end of the pre-attached RS232 to USB adapter to one of the USB ports on the rear of the microPC.	
2	Connect the USB cable to the camera and the other end of the USB cable to the USB port on the rear of the microPC.	
3	<p>Connect short HDMI cable from microPC to CEC Control Adapter HDMI port labeled 'In' or 'PC'. Connect USB from microPC to CEC Control Adapter on the port labeled 'data'.</p> <p>Connect the long HDMI cable to the CEC Control Adapter port labeled 'Out' or 'TV' and the other side to the TV's available HDMI port. Note that this will be your telehealth 'In-session' HDMI port number.</p> <ul style="list-style-type: none"> Note the HDMI port that connects to a set-top box or entertainment will be your 'out of session' HDMI port number See "TV CEC Switch on LG Hospitality TVs" on page 1 for more information on setting up the TV to work with the CEC Switch. 	 x2 
4	Connect the Smart Spider (MT503) speakerphone to the front of the microPC with a USB cable.	
5	Connect in the camera's power supply into the back of the camera and then into a surge protected power outlet and remove the lens cap.	







Step	Action	Image
6	Connect the microPC's power supply into a surge protected power outlet.	
7	Power on the display connected to the TV Pro+.	


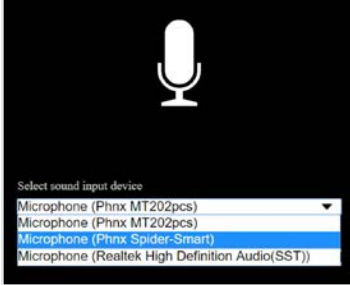

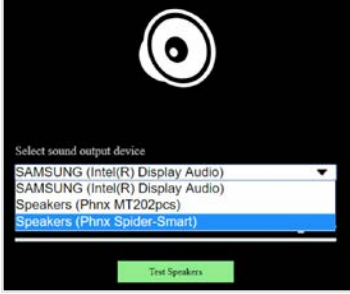
System Configuration



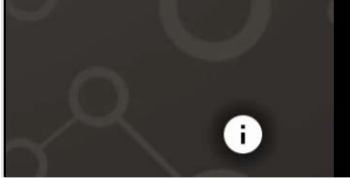
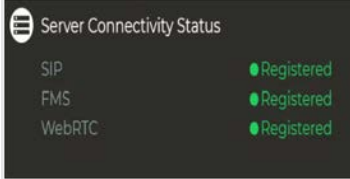

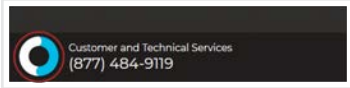
Be sure all hardware is connected before completing the following steps.

NOTE: If software has already been installed, go to ["Schedule a Test Session" on page 16.](#)

Step	Action	Image
1	Turn on the television or monitor.	
2	<p>Select the HDMI source the TV is plugged into on the display.</p> <ul style="list-style-type: none">• The TV will start-up. Wait for any software updates to complete. <p>For Televisions, consult your television's user guide for instructions to adjust the screen's aspect ratio if the Teladoc Health application does not fit the screen and to enable CEC switching.</p>	
3	Connect the enclosed keyboard or other Bluetooth or USB keyboard to the TV Pro+ if not already connected to navigate the software during the system configuration.	
4	Use the keyboard to navigate the application screen and connect to Wi-Fi.	

Step	Action	Image
5	Click anywhere on the idle screen to open the device option screen.	 <p>The image shows the Teladoc Health idle screen. At the top, it says "Please keep this device on at all times". The Teladoc Health logo is centered. At the bottom, it says "Click to interact".</p>
6	Click the Settings icon in the lower right-hand corner of the screen.	 <p>The image is a white gear icon on a black background, representing the Settings application.</p>
7	<p>NOTE: Proceed to step 8 if already connected to WiFi.</p> <p>Click the Wi-Fi icon  and select the connection to be used.</p> <ul style="list-style-type: none"> Consult your IT department for the Wi-Fi password. 	 <p>The image shows the "Network and Internet" settings screen. It lists various network options with checkmarks, including "Wi-Fi" and "Ethernet".</p>
8	<p>AV Wizard</p> <p>NOTE: Proceed to step 15 if AV already set up.</p> <p>Click the (AV) icon in the top, left corner to run the Audio /Video Wizard.</p>	 <p>The image shows the AV Wizard icon, which consists of the letters "AV" in a white rounded square on a black background, with the text "AV Wizard" below it.</p>
9	Click Begin Setup when the Audio/Video Wizard welcome screen appears.	 <p>The image shows the AV Wizard welcome screen. On the left, there are icons for a camera, microphone, and speaker. On the right, the Teladoc Health logo is at the top, followed by a "Welcome" message and a blue "Begin Setup" button.</p>

Step	Action	Image
10	<p>Select Telycam from the camera setup page, if not already selected.</p> <ul style="list-style-type: none"> Verify the image from the selected camera looks correct. If using the Teladoc Health Camera and the image needs to be flipped, see "Flip the Teladoc Health Camera image" on page 18. Click Next. 	
11	<p>Select input device from the dropdown list that is attached to the TV Pro+.</p> <ul style="list-style-type: none"> TV Pro+ & TV Pro+ with Night Vision or the TV Pro One, select Phnx Spider-Smart 	
12	<p>Speak normally to test the microphone and to ensure the microphone picks up your voice. The audio bar will fluctuate to indicate voice detection.</p> <p>Click Next.</p>	
13	<p>Select the sound output device from the dropdown list that is attached to the TV Pro+:</p> <ul style="list-style-type: none"> TV Pro+ & TV Pro+ with Night Vision or the TV Pro One, select Phnx Spider-Smart <p>Click Test Speakers to test the audio.</p> <p>Adjust the blue slider bar to raise or lower the volume as necessary.</p> <p>Click Next.</p>	

Step	Action	Image
14	Click Finish when green check-marks appear next to the video, microphone, and speaker icons.	
15	Click the  icon on the lower, right corner of the screen to confirm connectivity to the Teladoc Health Telehealth Network.	
16	Confirm the status is Registered under the Server Connectivity Status for the: <ul style="list-style-type: none"> • SIP • FMS • WebRTC 	
17	Click the  icon on the lower, left corner of the screen to exit the Diagnostic Information screen.	

Schedule a Test Session

NOTES:

- These steps must be completed prior to granting connectivity between the Provider Access Software and the TV Pro+ for clinical use.
- It may take up to a day to receive a response for the request for test.
- Before scheduling the test session, make sure all areas where the TV Pro+ is to be used are available at the time of the test.




1. Email systemtest@intouchhealth.com for Performance Verification of the TV Pro+ installation.
2. You will receive an email from Teladoc Health Technical Service to schedule a test session and to complete setup.


Powering Off the TV Pro+



There is no need to power OFF the TV Pro+ if simply turning off the display.

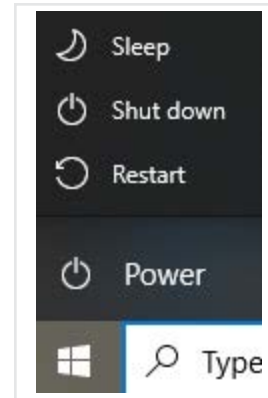
NOTE: This process needs to be done if moving the TV Pro+ to a different display or location.

Powering Off All TV Pro+

1. Click the  icon on the top, right corner to minimize the application.
2. Click the  icon.
3. Click the  power icon.
4. Select **Shut down**.
 - Select 'Yes' to confirm shutdown.

If the  is not available, using an attached keyboard,

1. Press the  key.
2. Select the  power icon.
3. Select **Shut down**.



NOTE: If a keyboard is not available, press and hold the power button on the TV Pro+ for five seconds, until the LED turns off.


Troubleshooting


No video showing on display

- Confirm the display is turned on.
 - Make sure the TV Pro+ is powered on.
 - Following the display's manufacturer's procedures, verify the display is set to the HDMI input that corresponds to where the TV Pro+ is connected to the display.
 - Verify the TV Pro+ is plugged in fully to the HDMI input. If using the HDMI extension cable, verify both ends are properly connected.
1. Power down by following the ["Powering Off the TV Pro+" on page 17](#).
 2. Wait 7 seconds for the TV Pro+ to fully power down.
 3. Unplug the power cord and the HDMI cable.
 4. Plug in the power cord of the TV Pro+.
 5. Wait 1 min before plugging in the HDMI.


Flip the Teladoc Health Camera image

The default settings for the Teladoc Health Camera assumes the camera will be mounted from the ceiling. When not mounting the Teladoc Health Camera from the ceiling, the image will need to be flipped for proper viewing from the Provider Access Software. This can be done at anytime the image from the Teladoc Health Camera is displayed. It is recommended that this be done when running the [AV Wizard](#) in the software setup. See ["AV Wizard" on page 13](#).

NOTE: If the Teladoc Health Camera does not respond to the remote control, try pressing the red button  on the remote to switch the remote back to camera mode.

1. Press the menu button 
 - The camera's menu will display.
2. Use the down arrow button on the Telycam's remote to navigate to **PICTURE** on the **MAIN MENU**.



3. Use the right arrow to select **PICTURE**.
4. Scroll down to **PIC FLIP** and use the right arrow to toggle the option from **ON** to **OFF**.
5. Press the Menu button  to close the Telycam's menu.

Turning off status lights on Phoenix Spider Speakerphone

Press and hold both the  AND  buttons for three seconds.



NOTE: The status lights will reset if the speakerphone power is cycled.

Contact Information

24/7 Live Technical Support

[+1 \(877\) 484-9119](tel:+18774849119)

24/7 Live Remote Technical Support & Live Chat

<https://intouchhealth.com/contact-us/>

Email Support

ITHSupport@intouchhealth.com

Teladoc Health User Manuals

<https://intouchhealth.com/manuals/>

Sales & Product Demos

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