Teladoc Health™

TV Pro One™

Quick Start Guide

P/N: MA-20237-003

© Teladoc Health, Inc. All rights reserved.



Table of Contents

TABLE OF CONTENTS	2
TV PRO ONE OVERVIEW	
TV Pro One User Guide	
What's In The Box	
TV Pro One	
TV Pro One V2	
TV PRO ONE WALL MOUNTING	
Tools Needed	
Parts Included	
Mounting Instructions	7
TV PRO ONE HARDWARE SETUP	
TV PRO ONE WI-FI CONNECTION SETUP	
Advanced Wi-Fi Setup	
Access Network & Internet Settings	
WPA2 PSK - (Wi-Fi Protected Access 2 with Pre Shared Key)	11
WPA2-Enterprise - (Wi-Fi Protected Access for Enterprise)	11
POWERING OFF THE TV PRO ONE	
Powering Off All TV Pro One	
TROUBLESHOOTING	
No video showing on display	
No volume or unable to adjust volume	
Keyboard not responding	
Keyboard not paired:	
CONTACT INFORMATION	



TV Pro One Overview

TV Pro One is an integrated telehealth product that allows for a 2-way virtual consult through the television. Equipped with a night vision camera, remote physicians can clearly examine the patient at any time of the day.

TV Pro One User Guide



What's In The Box





TV Pro One



TV Pro One V2





TV Pro One Wall Mounting

NOTES:

- Mount with the camera below the speaker, for optimal range of viewing.
- Mount near the television.
- Mount away from noisy areas such as air vents, ventilators.

Tools Needed

- Pencil
- Phillips head screwdriver
- Electric drill

Parts Included

Reference Letter:	Parts List:	Description:	Quantity:
A		TV Pro One Main Housing in standard orientation, with camera below the speaker.	1
В	\odot \odot \odot	TV Pro One Wall Mounting Template	1
C		TV Pro One Wall Mounting Bracket	1
D		7/16-inch Drill Bit	1



E	1/4-20 by 2 1/8 Drywall Anchor	3
F	M6 Socket Head Cap Screw by 35mm Long	1
C	Allen Wrench for M6 Socket Head Cap Screws	1



Mounting Instructions

Step	Action	Image
1	a. Draw a vertical line on desired surface using a level.	
	b. Aligh the left or right edge of the Mounting Template (Part B) with the line and apply it to the wall.	0
	c. Drill three holes through each center mark (+) using a 7/16-inch drill bit (Part D).	۲
	d. Remove mounting template and discard.	
2	a. Tap the anchor into the 7/16-inch holes until flush with drywall to install anchors (Part E).	
	b. Turn screw to expand the anchor using a phillips head screwdriver.	0
3	Remove the screws from the anchors after wall anchors are fully seated.	
4	Attach Wall Mounting Bracket (Part C) to the drywall anchors using the screws removed in previous step.	
5	 a. Align the main housing (Part A) on top of the wall mount with respect to the locating pins. b. Affix the housing from the top to the wall mount using the M6 screw (Part F) and allen wrench (Part G). 	



TV Pro One Hardware Setup

- 1. Connect the TV Pro One to a power outlet after mounting the TV Pro One.
- 2. Wait for the TV Pro One's PTZ camera to stop moving before connecting TV Pro One's HDMI cable to an available HDMI port on the television.
- 3. Note the HDMI port numbers on the television into which the products are respectively connected.
 - This information is needed later to provide to Teladoc Health Technical Service for Performance Verification.





TV Pro One Wi-Fi Connection Setup

NOTES:

- The Teladoc Health software allows access to basic Wi-Fi networks with available SSIDs. If more advanced settings are needed, following the instructions for <u>"Advanced Wi-Fi Setup" below</u>.
- Advanced Wi-Fi set up should be done only by a trained technician.

Advanced Wi-Fi Setup

CAUTION: These steps should only be done by a trained technician.

Access Network & Internet Settings

- 1. Attach a USB keyboard and mouse,
- 2. Press the "Windows" key (
) to show the taskbar,
- 3. Press "Ctrl Shift Space" on the keyboard to bring up Debug mode.
- 4. Click the "X" at the top-right of the window to close the Robot software.
- 5. Right-click the Wi-Fi a icon in the system tray and choose Open Network & Internet settings



Select Network

- 1. Click "Wi-Fi" on the left-hand side of the screen
- 2. Click Manage known networks





3. Click on any networks listed and choose Forget

← Settings			-	×
命 Wi-Fi				
Manage known networks				
+ Add a new network				
Search this list	Q			
Sort by: Preference \checkmark Filter by: Al				
Some settings are managed by your sys	tem administrator			
Added by company policy				
InterContinental				
	Properties	Forget		
NETGEAR21				
NotSuddenStink				

- 4. Click the back arrow at the top-left of the screen after all networks are removed,
- 5. Scroll down the Wi-Fi page until you see **Network and Sharing Center**, then click on that link
- 6. Click Set up a new connection or network
- 7. Click Manually connect to a wireless network



←	💇 Set Up a Connection or Network	_		^
	Choose a connection option			
	Connect to the Internet Set up a broadband or dial-up connection to the Internet.			
	Set up a new network			
	Manually connect to a wireless network Connect to a hidden network or create a new wireless profile.			
	Connect to a workplace Set up a dial-up or VPN connection to your workplace.			
		Next	Can	cel

- 8. Type in the network name
- 9. Choose the correct security type

		-		×
←	🔮 Manually connect to a w	reless network		
	Enter information for	the wireless network you want to add		
	Network name			
	Network name:			
	Security type:	[Choose an option]		
	Encryption type:	~		
	6 N K			
	Security Key:	Hide characters		
	🌒 🔾 Save this network for	all users of this computer		
	Save this network for	me only		
	Start this connection	automatically		
	Connect even if the n	etwork is not broadcasting		
	Warning: If you select	this option, your computer's privacy might be at risk.		
		Next	Can	cel

WPA2 PSK - (Wi-Fi Protected Access 2 with Pre Shared Key)

- 1. Type in the password when prompted
- 2. Ensure Start this connection automatically is checked

WPA2-Enterprise - (Wi-Fi Protected Access for Enterprise)

- 1. Ensure "Start this connection automatically" is checked, then click Next
- 2. Click Change connection settings



3. Click the Security tab

HotDog1 Wireless Netv	vork Properties	×
Connection Security		
Security type:	WPA2-Enterprise	~
Encryption type:	AES	~
Choose a network aut	thentication method:	
Microsoft: Protected	EAP (PEAP) 🗸 🗸	Settings
Remember my cree time I'm logged on	dentials for this connecti	ion each
Advanced settings		
	(OK Cancel

- 4. Click Settings
- 5. Uncheck Verify the server's identity by validating the certificate
- 6. Click OK
- 7. Click OK



Protected EAP Properties	Х			
When connecting:				
✓ Verify the server's identity by validating the certificate				
Connect to these servers (examples:srv1;srv2;.*\.srv3\.com):				
Trusted Root Certification Authorities:				
AAA Certificate Services				
Baltimore CyberTrust Root	4			
Certum CA				
Certum Trusted Network CA				
Cisco Umbrella Root CA				
Class 3 Public Primary Certification Authority				
< >				
Notifications before connecting:				
Tell user if the server name or root certificate isn't specified	-			
· · · · ·				
Select Authentication Method:				
Secured password (EAP-MSCHAP v2)				
Enable Fast Reconnect				
Disconnect if server does not present cryptobinding TLV				
Enable Identity Privacy				
OK Casal				
UK Cancel				

- 8. Click Change connection settings
- 9. Click the Security tab
- 10. Click Advanced settings
- 1]. Check the box for Specify authentication mode



Advanced setting	gs	×
802.1X settings	802.11 settings	
Specify a	uthentication mode:	
User or (computer authentication $$	Save credentials
Delete	e credentials for all users	
Enable sir	ngle sign on for this network	
Perfor	rm immediately before user lo	gon
O Perfor	rm immediately after user logo	n
Maximum	delay (seconds):	10 🗘
Allow Allow	additional dialogs to be displa n	yed during single
This network uses separate virtual LANs for machine and user authentication		
		OK Cancel

12. Choose User authentication in the drop-down menu



Advanced settings	\times
802.1X settings 802.11 settings	
Specify authentication mode:	
User or computer authentication V Save gredentia	ls
User or computer authentication Computer authentication User authentication Guest authentication	
Perform immediately before user logon	
Perform immediately after user logon	
Maximum delay (seconds):	
Allow additional dialogs to be displayed during single sign on	
This network uses separate virtual LANs for machine and user authentication	
OK Car	ncel

- 13. Choose Save credentials
- 14. Type in the username and password and click OK

Powering Off the TV Pro One

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

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

Powering Off All TV Pro One

Unplug the TV Pro One from the power outlet.



Troubleshooting

No video showing on display

- Confirm the display is turned on.
- Make sure the TV Pro One 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 One is connected to the display.
- Verify the TV Pro One 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 One" on page 15.
- 2. Wait 7 seconds for the TV Pro One to fully power down.
- 3. Unplug the power cord and the HDMI cable.
- 4. Plug in the power cord of the TV Pro One.
- 5. Wait 1 min before plugging in the HDMI.

No volume or unable to adjust volume

- Volume can be controlled or adjusted using the:
 - Audio/Video wizard
 - Window's volume setting either from the desktop or using the volume controls on the keyboard
 - Settings on the display device

Keyboard not responding

Confirm that Keyboard/Mouse is charged by turning it on and looking for green power indicator light.

• If the keyboard is not charged, plug in the included USB cable and charge it.

Keyboard not paired:

NOTE: A USB keyboard and mouse attached to the TV Pro One may be needed to complete the pairing of the Bluetooth keyboard/mouse.



- 1. Pair Bluetooth Keyboard to TV Pro One.
- 2. Turn ON Bluetooth Keyboard / Mouse by sliding the power switch on the left side.
- 3. Minimize the Viewpoint software by right-clicking in the center of the screen then simultaneously press: Control + Shift + Spacebar.
- 4. Navigate to Windows Bluetooth settings.
 - a. Return to the desktop by clicking the **Minimize** icon.
 - b. Click the **Windows** icon.
 - c. Click the **Settings** icon.
 - d. Click the **Devices** icon.
 - e. Select **Bluetooth** from the Devices menu.
- 5. Press the Bluetooth icon on the keyboard.
- 6. Key in Bluetooth code to keyboard, and press Enter.
- 7. Re-maximize Viewpoint by Keying the combination: Control + Shift + Backspace.



Contact Information

24/7 Live Technical Support

1-800-484-9119

24/7 Live Remote Technical Support & Live Chat

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

Email Support

ITHSupport@intouchhealth.com

Teladoc Health User Manuals

https://manuals.intouchcustomer.com

Sales & Product Demos

1-805-562-8686

Teladoc Health

7402 Hollister Avenue Goleta, CA 93117

Ph: +1.805.562.8686 • Fax: +1.805.562.8663

InTouch Health and InTouch Technologies are now a Teladoc Health company, and InTouch Health is a registered trademark of Teladoc Health

LEARN MORE

TeladocHealth.com | engage@teladochealth.com



About @ Teladoc Health

Teladoc Health is the global virtual care leader, helping millions of people resolve their healthcare needs with confidence. Together with our clients and partners, we are continually modernizing the healthcare experience and making high-quality healthcare a reality for more people and organizations around the world.

© Teladoc Health, Inc. All rights reserved.