

Teladoc Health™

TV Pro One™

Quick Start Guide

P/N: MA-20237-003

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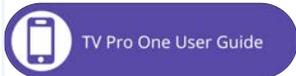
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TV Pro One Overview

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

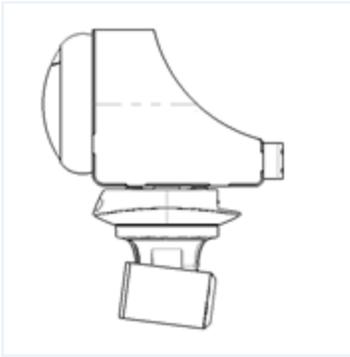
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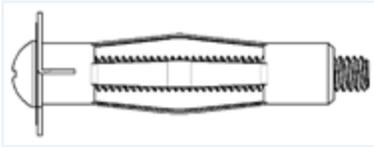
- Mount with the camera below the speaker, for optimal range of viewing.
- Mount near the television.
- Mount away from noisy areas such as air vents, ventilators.

Tools Needed

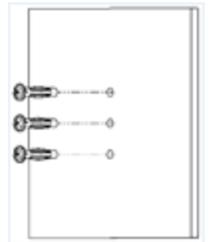
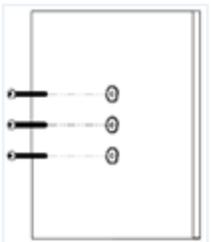
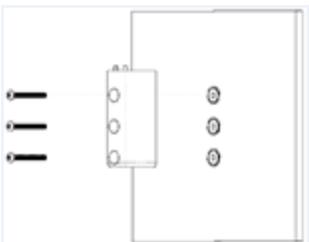
- Pencil
- Phillips head screwdriver
- Electric drill

Parts Included

Reference Letter:	Parts List:	Description:	Quantity:
A		TV Pro One Main Housing in standard orientation, with camera below the speaker.	1
B		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
G		Allen Wrench for M6 Socket Head Cap Screws	1

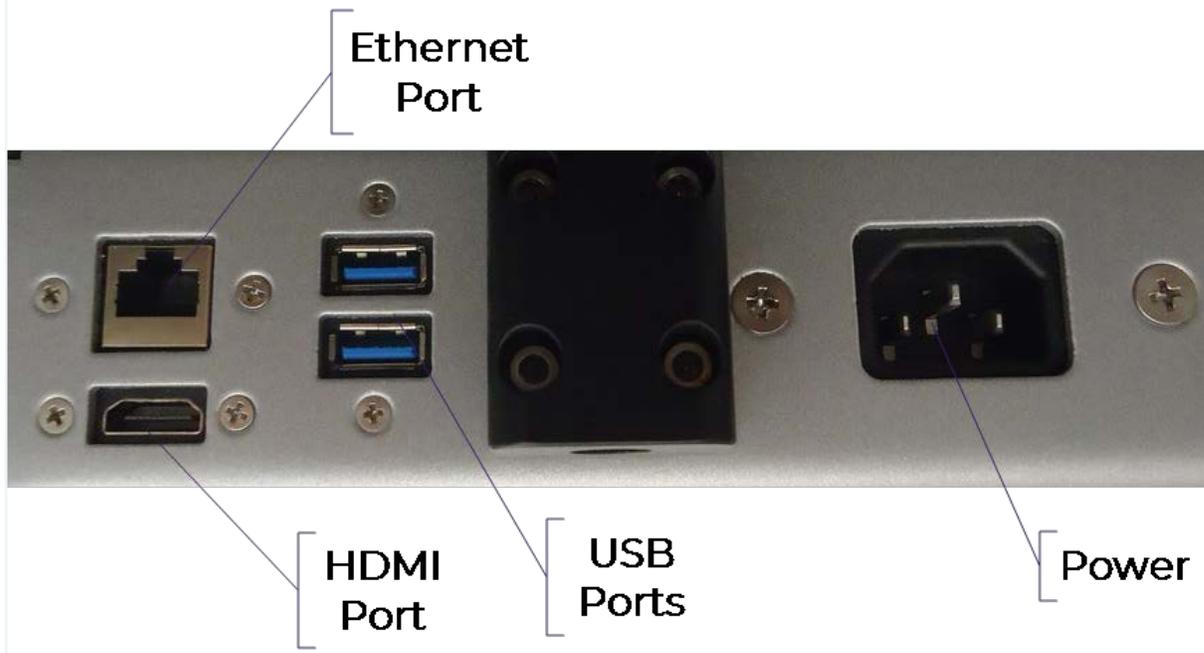
Mounting Instructions

Step	Action	Image
1	<ul style="list-style-type: none"> a. Draw a vertical line on desired surface using a level. b. Align the left or right edge of the Mounting Template (Part B) with the line and apply it to the wall. c. Drill three holes through each center mark (+) using a 7/16-inch drill bit (Part D). d. Remove mounting template and discard. 	
2	<ul style="list-style-type: none"> 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. 	
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	<ul style="list-style-type: none"> 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.

Back Port Panel of TV Pro One



TV Pro One Wi-Fi Connection Setup

NOTES:

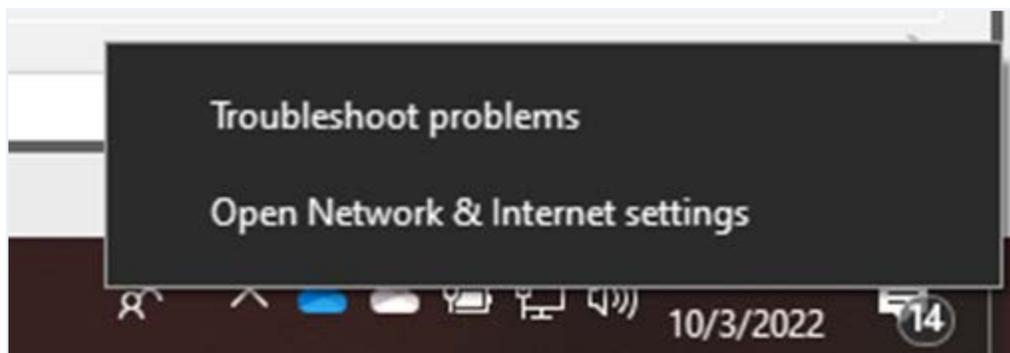
- The Teladoc Health software allows access to basic Wi-Fi networks with available SSIDs. If more advanced settings are needed, following the instructions for ["Advanced Wi-Fi Setup" below](#).
- Advanced Wi-Fi set up should be done only by a trained technician.

Advanced Wi-Fi Setup

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

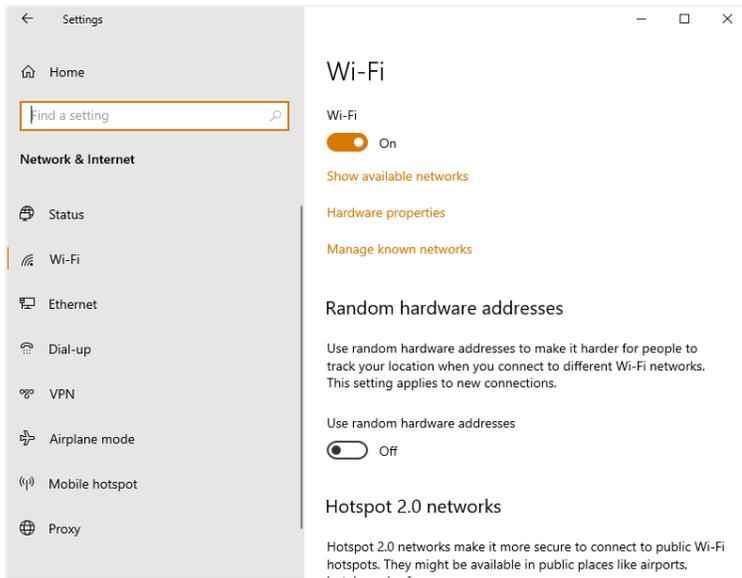
Access Network & Internet Settings

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  icon in the system tray and choose [Open Network & Internet settings](#)

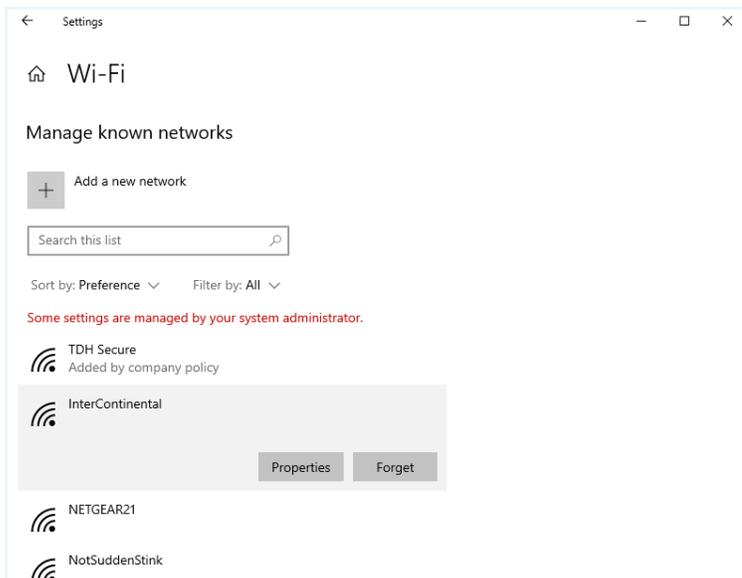


Select Network

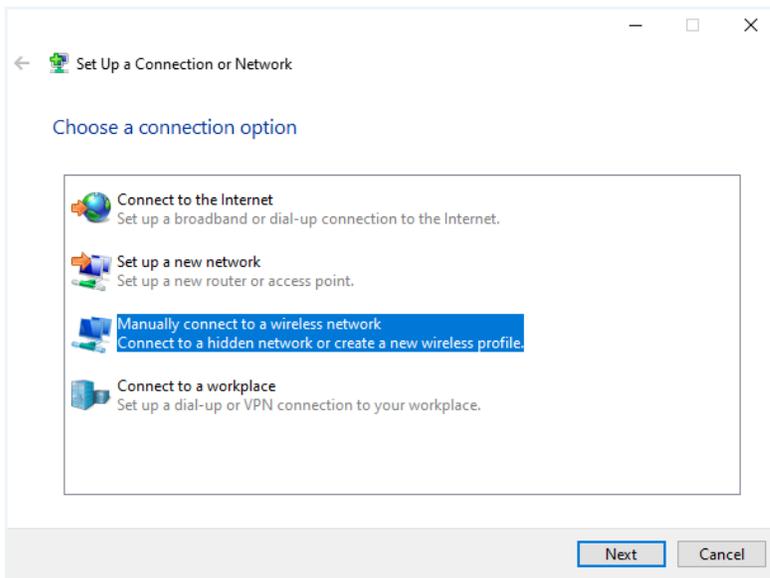
1. Click "[Wi-Fi](#)" on the left-hand side of the screen
2. Click [Manage known networks](#)



3. Click on any networks listed and choose **Forget**

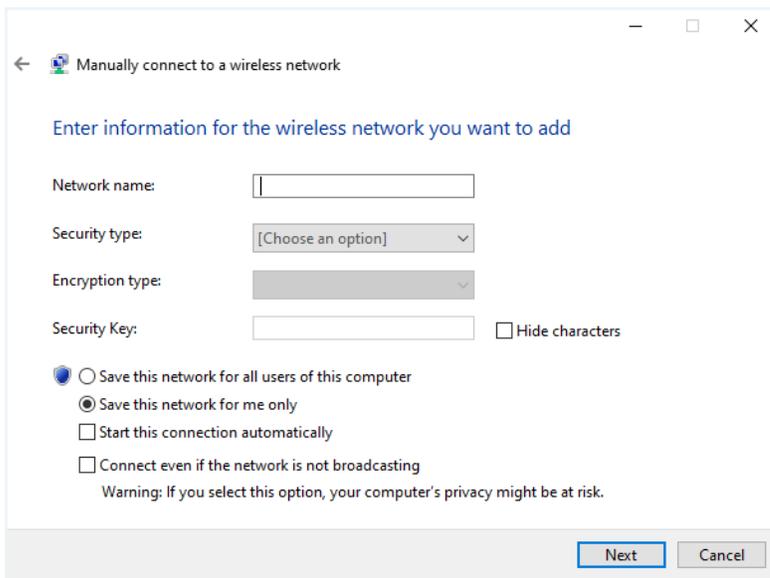


4. Click the back arrow at the top-left of the screen after all networks are removed,
5. Scroll down the Wi-Fi page until you see **Network and Sharing Center**, then click on that link
6. Click **Set up a new connection or network**
7. Click **Manually connect to a wireless network**



8. Type in the network name

9. Choose the correct security type



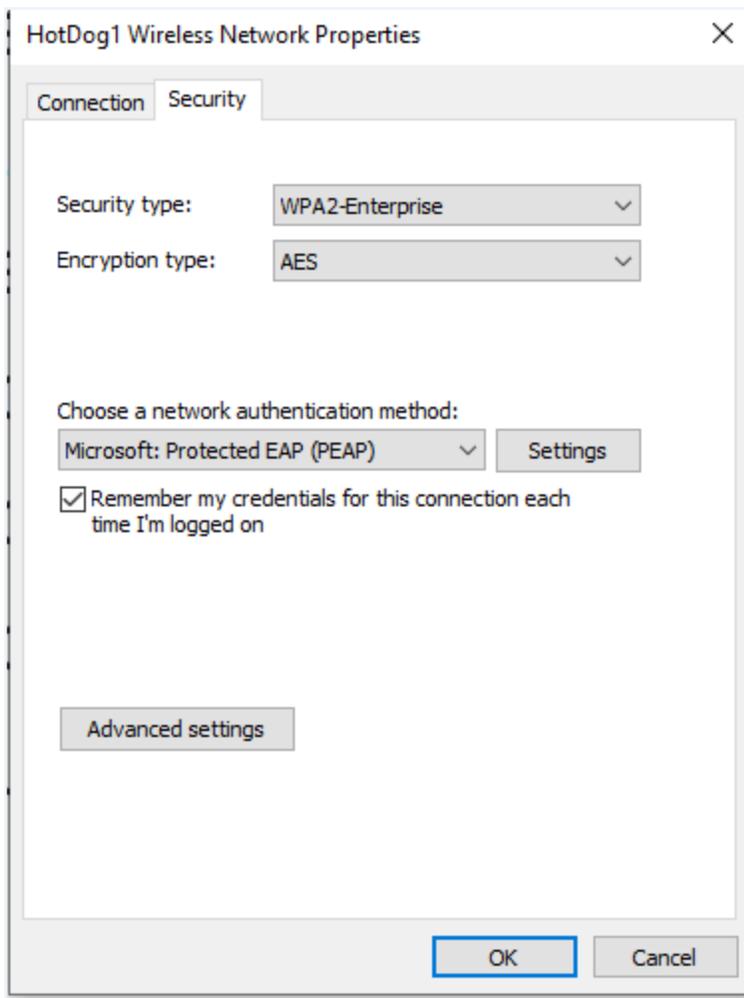
WPA2 PSK - (Wi-Fi Protected Access 2 with Pre Shared Key)

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

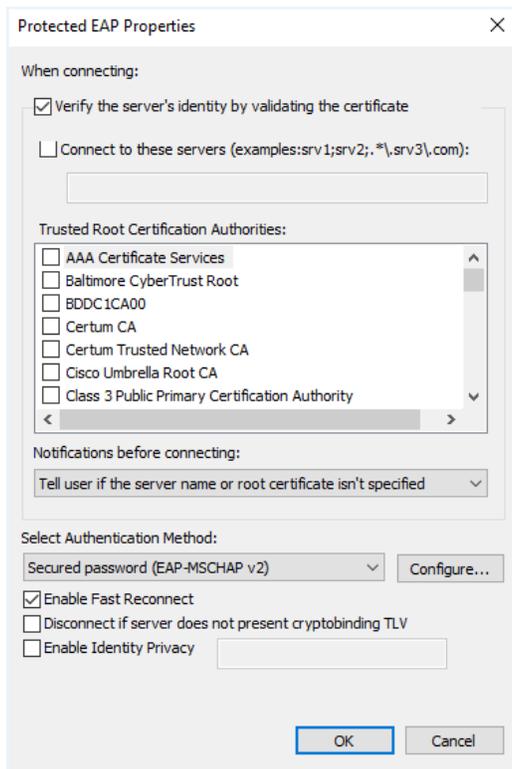


4. Click **Settings**

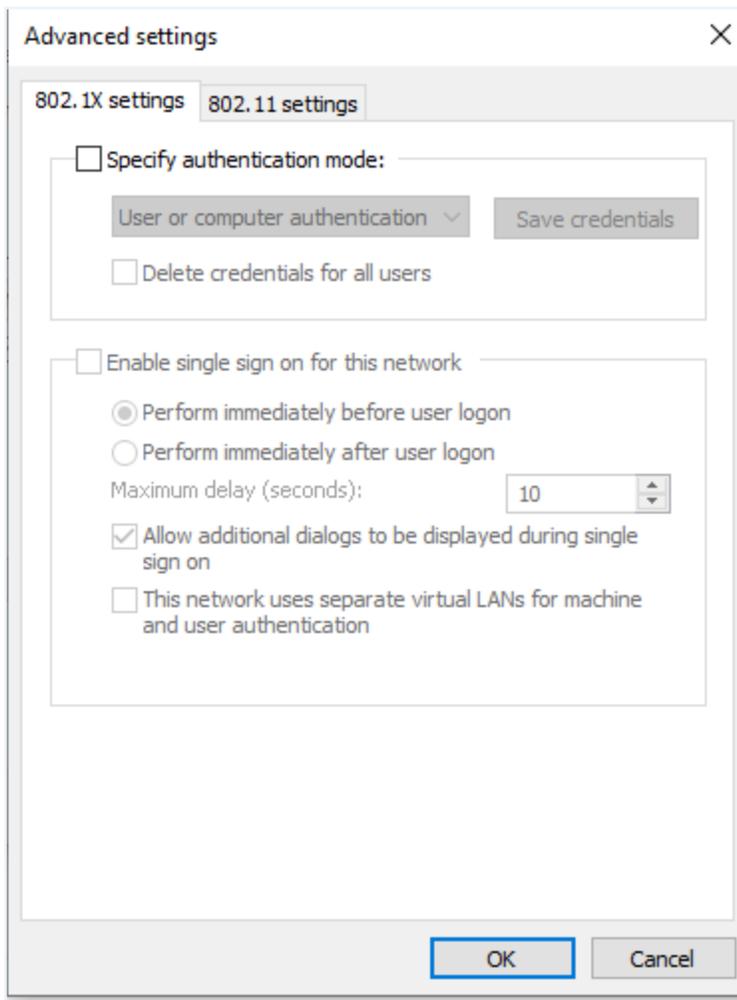
5. Uncheck **Verify the server's identity by validating the certificate**

6. Click **OK**

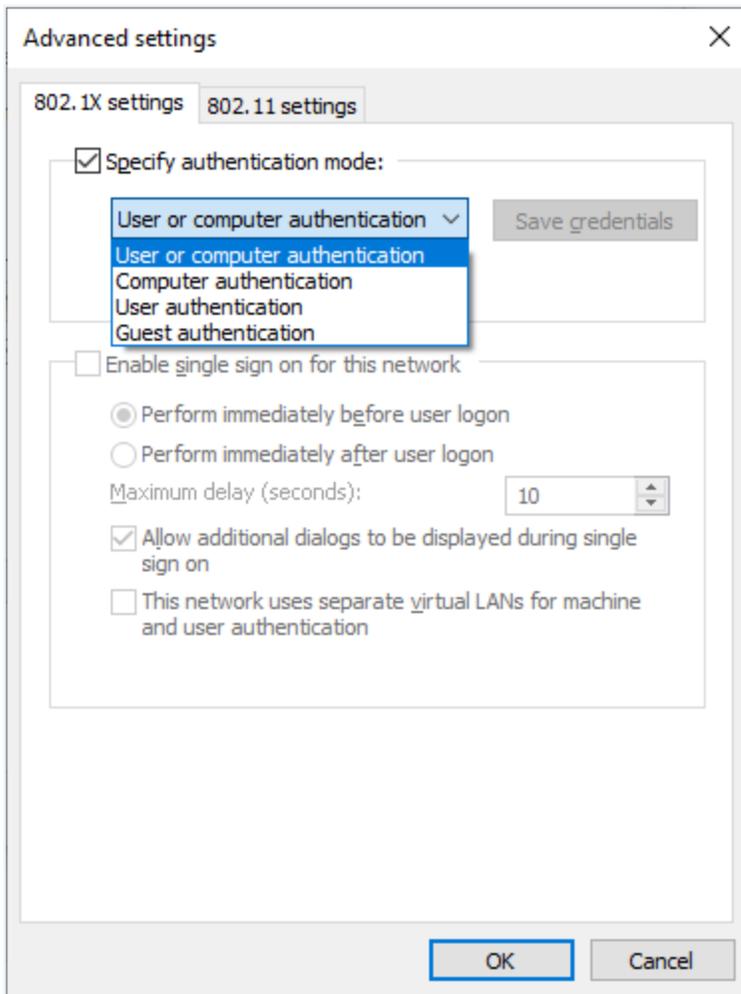
7. Click **OK**



8. Click **Change connection settings**
9. Click the **Security** tab
10. Click **Advanced settings**
11. Check the box for **Specify authentication mode**



12. Choose **User authentication** in the drop-down menu



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](tel: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>

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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.

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