

InTouch Health Windows Viewpoint Installation Instructions

I. Save Files to a USB Flash Drive

1. Go to: https://update.intouchreports.com/downloads/InTouch_Health_Viewpoint_Manual.exe
2. Save the .exe file onto your USB Flash Drive.
3. Open the InTouch Health Product Keys PDF attachment and save onto your USB Flash Drive. The Product Key is used to authenticate the Windows Viewpoint license.

IMPORTANT: Once installed, this Windows Viewpoint Product Key is linked to the unique hardware ID of the device and cannot be transferred to another device. Product keys with the leading 5 or 6-digit serial number are compatible with **Windows Viewpoint 10.40.46 and above**.

II. Prepare the Windows Device for InTouch Viewpoint

1. Charge the device and connect a keyboard to the device for easier interface.
2. Set up WiFi or LAN for internet connectivity.
3. InTouch Health highly recommends the device configuration to be dedicated to telemedicine use with auto-login enabled for the local Windows user account.
4. Log into your local administrator account on the device.

III. Install the InTouch Viewpoint Software on the Windows Device

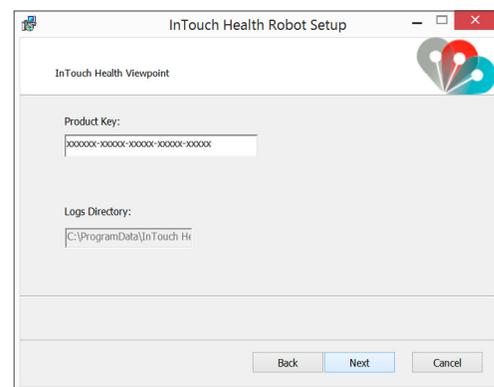
1. **Transfer** the **two files** from the USB Flash Drive onto the device for InTouch Viewpoint Software.
2. Double-click on the **InTouch_Health_Viewpoint_Manual.exe** file to run.
3. If a **User Account Control** pop up window appears, click **Yes** to allow **InTouch Health RobotMsi** to make changes.
4. The **InTouch Health Robot Setup Wizard** will launch. Click **Next**.
5. Enter the Product Key including the **numbers, hyphens, and capital letters** from the PDF of the InTouch Health Product Keys email into the **Product Key field** of the **InTouch Health Robot Setup** wizard.

Click **Next** to continue.

Example: "123456-ABCDE-FGHIJ-KLMNP-QRSTU"

Serial # Capital Letters and Dashes

6. Click **Install** to begin the Viewpoint installation. The installation will take a few minutes.
7. When the **InTouch Health Robot Setup Wizard** completes, click **Finish**.



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III. Install the InTouch Viewpoint on the Windows Device (Continued)

8. Double-click on the **Robot.exe** application to launch Viewpoint software. The InTouch Health screensaver will be visible.
9. Click the **i** button in the top-right corner of the Viewpoint screen and confirm that the Status is **Ready**.
10. For additional information, please refer to the [Windows Viewpoint Quick Start Guide](#) and the [Windows Viewpoint User Guide](#).
11. Confirm the functionality of the InTouch Viewpoint telehealth device by one of the following methods:

A. Customer Self-Test

- i. E-mail TAC@intouchhealth.com with the Provider Access usernames of the individual(s) who will perform the testing and the given Windows Viewpoint Serial Number(s) of the devices to be tested.
 - a. If the tester does not have a Provider Access username, please register by going to [New User Registration](#) and type "System Test" in the "Referred By" form field.
- ii. Our Technical Assistance Center (TAC) will email the customer tester once the access rules are granted and the customer can have a session.

B. InTouch Health Performance Verification Test

- i. Please fill out the [System Test Form](#) and email to systemtest@intouchhealth.com.
- ii. Please visit our [Automated Scheduler](#) to schedule a system test for your InTouch Health device. You will be presented with a scheduling tool which will allow you to schedule the Performance Verification Test on, or after, the next business day. The Performance Verification Test must be successfully completed in the area, and on the network, of clinical use prior to allowing access to this Viewpoint telehealth device for clinical use.

IV. Configure the Network for Optimal Performance (Connection Success and Session Quality)

1. To ensure optimal performance of your Viewpoint device, configure the network at your healthcare system per the [InTouch Telehealth Network Specifications document](#).
2. Use these [Guidelines](#) to support testing of the network configuration and the device's performance within the clinical network.

Thank you for installing InTouch Viewpoint for Windows!

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