

# **Iron Bow Vidyo CLINiC™ for Observation Installation and User Guide**

**For use with Iron Bow Part Number:  
CLINiC-VC-10X24IR-B03**

**Document Part # DOC-UG-CLINIC-VC10X24-B03**

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For general inquiries, contact:  
**Iron Bow Healthcare Solutions**  
**2303 Dulles Station Boulevard, Suite 400**  
**Herndon, VA 20171**  
Toll: 800.338.8866  
Tel: 703.279.3000  
[www.ironbowhealthcare.com](http://www.ironbowhealthcare.com)

For support, contact:  
**Iron Bow Client Service Center**  
Toll: 833.476.6269 (833.IRONBOW)  
Email: [CSC@ironbow.com](mailto:CSC@ironbow.com)

## Safety & Maintenance

For your protection, please read these safety instructions completely before operating the equipment and keep this manual for future reference. The information in this summary is intended for persons who operate the equipment as well as repair or servicing personnel. Carefully observe all warnings, precautions and instructions on the apparatus, or the ones described in the operating instructions and adhere to them. Also, adhere to safety guidelines found in manuals for any peripheral equipment.

### Care and Handling

- Water and moisture - Do not operate the equipment under or near water, or in areas with high humidity.
- Cleaning - Unplug the apparatus from the wall outlet before cleaning. Do not use liquid cleaners or aerosol cleaners, follow cleaning instructions provided
- Ventilation - Do not block any of the ventilation openings of the apparatus. Install in accordance with the installation instructions.
- Grounding or Polarization – use the power cord provided with this system, do not defeat the safety purpose of the grounding-type plug. A grounding type plug has two blades and a third grounding prong. The third prong is provided for your safety. If the provided plug does not fit into your outlet, consult an electrician.

	United States	Canada
Plug Type	Grounding type 3 Pole Plug	Grounding type 3 Pole Plug
Cord Type	SVT3 x 18 AWG	SVT3 x 18 AWG
Minimum Cord Set Rating	10A/125V	10A/125V
Safety Approval	UL/CSA	CSA

- Plug Acts as Disconnect Device - The socket outlet to which this apparatus is connected must be installed near the equipment and must always be readily accessible.
- Lightning - Unplug this apparatus during lightning storms or when unused for long periods of time.
- Network cables - CAUTION - To reduce the risk of fire, use only No. 26 AWG or larger telecommunication line cord.
- Power-Cord Protection - Route the power cord so as to avoid it being walked on or pinched by items placed upon or against it, paying particular attention to the plugs, receptacles, and the point where the cord exits from the apparatus.
- Attachments - Only use attachments as recommended by the manufacturer. When a cart is used, use caution when moving the cart/apparatus combination to avoid injury from tip-over.
- Storage - If you need to store the system, ensure that it is stored in a controlled environment to avoid damage:
  - Non-operating temperature: -20°C –60°C
  - Non-operating humidity (non-condensing): 10%–95%
- Repacking – Do not throw away the carton and packing materials. They may be required in the event that you need to move the system to an alternate location, or return the system for maintenance.
- “WARNING – Do not modify this equipment without authorization of the manufacturer.”
- Servicing - Do not attempt to service the apparatus yourself as opening or removing covers may expose you to dangerous voltages or other hazards, and will void the warranty. Refer all servicing to qualified service personnel. If the equipment is damaged, unplug the apparatus from the outlet and refer servicing to qualified personnel:
  - When the power cord or plug is damaged or frayed
  - If liquid has been spilled or objects have fallen into the apparatus
  - If the apparatus has been exposed to rain or moisture
  - If the apparatus has been subjected to excessive shock by being dropped, or the cabinet has been damaged
  - If the apparatus fails to operate in accordance with the operating instructions.

## Cleaning Instructions

### CAUTION

- Due to the close proximity of electrical power and equipment, flammable cleaners should never be used to clean these products!
- The surface materials of the unit are primarily powder-coated aluminum and are durable and easy to maintain, however they can stain and discolor, so test any cleaners in an inconspicuous place before using.
- Do not allow any liquids to enter the unit, drip down the monitor or accumulate on any surface.
- Please refer to the respective Materials Safety Data Sheets (MSDS) for detailed descriptions for each product from its manufacturer.
- Never use steel wool, Scotch-Brite™ or other abrasive materials to clean the product.
- Use extreme caution when cleaning the camera, as it is delicate and easily broken.
- Use extreme caution when cleaning a display monitor, as they are easily damaged if too much pressure is applied.

### General Procedure

1. Verify the system is unplugged from the AC Power outlet before cleaning.
2. Use a soft, clean microfiber cloth or manufacturer supplied disposable cloth for all applications, particularly when cleaning lenses and monitors. Do not spray liquids directly on the surface.
3. Utilize appropriate cleaners for the surface being cleaned.
4. Allow equipment to fully dry prior to plugging into a power source.
5. To facilitate an effective infection control program and ensure proper performance, routinely clean, disinfect, and maintain products in accordance with approved procedures. Specifically, the hospital's Infection Control Administrator should be consulted for cleaning procedures and processes.

### Suggested chemical cleaners/disinfectants/solutions for CLINiC and MedView:

- Chassis cleaning
  - Non Abrasive Soap/Detergent: Generally, water and mild non-abrasive soap/detergent or isopropyl alcohol can be used routinely on CLINiC or MedView products to maintain proper cleanliness.
  - Where infection control is required
    - A 10% or less bleach solution can be used to disinfect. Remove residue using a clean damp (water) cloth.
    - Branded chemical disinfectant products (test specific product on a sample surface before general use)
      - Metrex CaviWipes
      - Clorox Germicidal Wipes
- Display monitor LCD panel and camera body (not the lens)
  - Do not use any of the following chemicals or any solutions that contain: chlorine (bleach), acetone, peroxides, ammonia, ethyl alcohol, benzene, toluene, ethyl acid, or methyl chloride.
  - Branded, ammonia-free LCD cleaning products
    - Zeiss Pre-Moistened Lens Cleaning Wipes
    - CloroxPro Clean Screen Wipes
  - Up to 50:50 isopropyl alcohol to distilled water mixture for general cleaning, using soft microfiber cloth
  - Use 70:30 isopropyl alcohol and distilled water mixture for infection control, using soft microfiber cloth
- Camera Lens
  - Use only branded, ammonia-free cleaning wipes specifically designed for lens cleaning
    - Zeiss Pre-Moistened Lens Cleaning Wipes

### Notes and Caution

- Use extreme caution when cleaning the camera and monitor/display. Do not apply undue pressure to the LCD screen, or manually move the camera when it is powered. Damage caused by improper cleaning will void the Iron Bow warranty.
- Do NOT use mineral spirits, acetone, paint thinners, or abrasive cleansers, or any other flammable, harsh or toxic chemicals.
- This document provides general guidelines only. Direction for proper cleaning and infection control is the responsibility of local authority and hospital administration.
- Iron Bow is not responsible for improper cleaning or disinfection in any and all circumstances.

## Electrical Safety Information

Compliance is required with respect to the voltage, frequency, and current requirements indicated on the manufacturer's label. Connection to a power source different than those specified herein will likely result in improper operation or damage to the equipment, or pose a fire hazard.

There are no user-serviceable parts inside this equipment. There are hazardous voltages generated by this equipment that constitute a safety hazard. Service should be provided by a qualified service technician only. Contact a qualified electrician or the manufacturer if there are questions about the installation prior to connecting the equipment to mains power.

## Operating Guidelines

### Mounting Guidelines

The system is designed for attachment to a desktop stand, cart of similar supporting structure using the rear 100mm x 100mm VESA mount on the rear of the system chassis. Care should be taken to ensure that any supporting device is designed for 100mm x 100mm VESA mounting and is capable of supporting the weight of the system and any attached peripherals/cables.

### Connecting Peripheral Equipment

It is recommended that the supporting device incorporates an AC isolation transformer if the system is to be used with any external peripheral that may have direct skin contact. The optional stand available for this system incorporates a suitable isolation transformer and many mobile carts contain isolated power sources derived from internal rechargeable battery packs. It is also recommended that any external device that may have skin contact are individually certified for such use to avoid risk of injury.

Any AC powered peripheral device must be connected to a separate AC outlet suitable for use with the device as defined by the manufacturer's specification information. In addition, AC power strips or extension cables should not be used with this system.

### Ambient Temperature Guidelines

- Operating temperature: 5°C –35°C (ambient temperature)
- Operating humidity: 20%–80% (RH)
- Non-operating temperature: -20°C –60°C
- Non-operating humidity (non-condensing): 10%–90%

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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 healthcare clinical evaluation, communications and observation from a distance.

This user guide covers the assembly and installation of the Vidyo CLINiC configured for Observation (part # CLINiC-VC-10X24IR-B0x). For Administration and Configuration of the Iron Bow CLINiC, refer to the: *VidyoRoom and VidyoPanorama 600 Administrator Guides and VidyoRoom SE Deployment Guides*

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

The CLINiC includes a hermetically sealed, high grade fanless computer with Windows 10 Pro operating system, 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 CLINiC camera, display and associated audio system enable high quality video and audio calls between two parties or more.

The CLINiC incorporates a standard VESA mounting hole pattern for installation on common wall mount brackets.



**Figure 1 - Video 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 CLINiC are shown below:

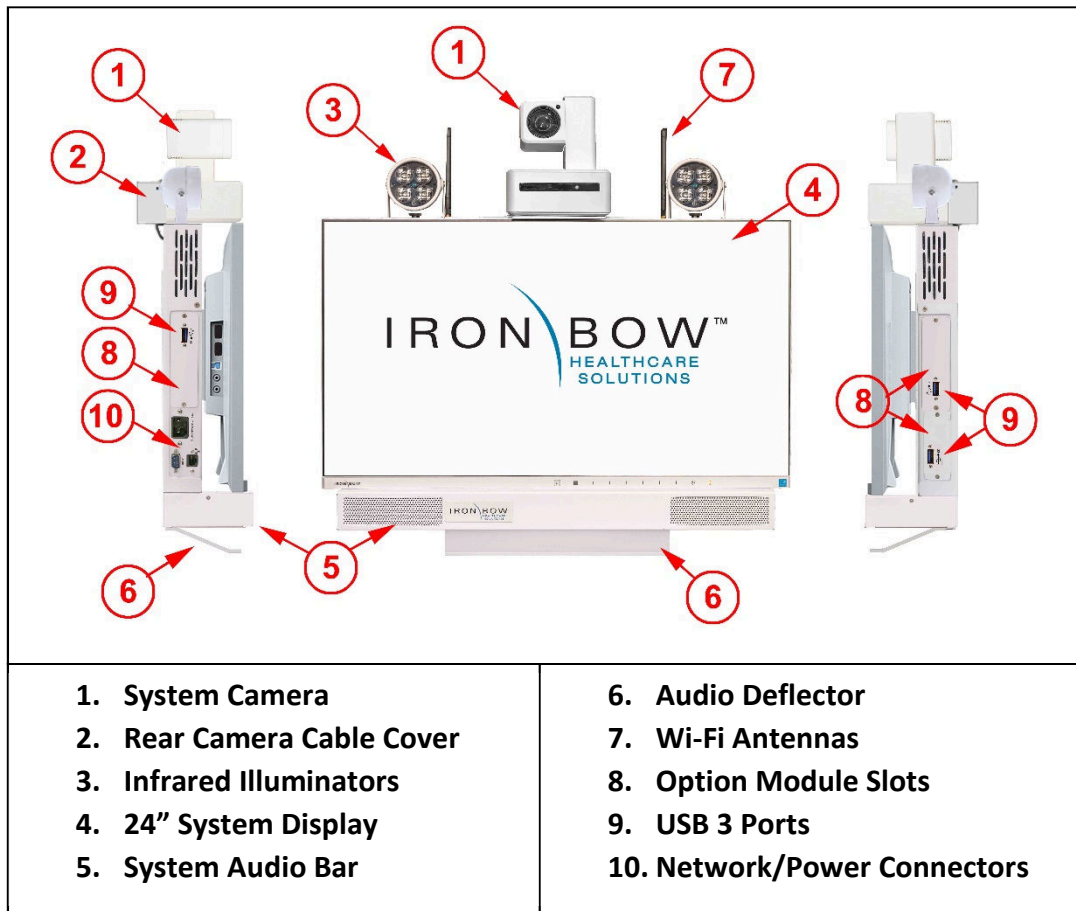


Figure 2 - CLINiC Major System Components

## System Installation

The Vidyo CLINiC for Observation is designed to be mounted on a wall arm mount in a patient room or common area. The standard VESA mounting hole pattern on the back of the unit fits many commercially available wall mount brackets. 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 CLINiC.

To install the camera on the 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.

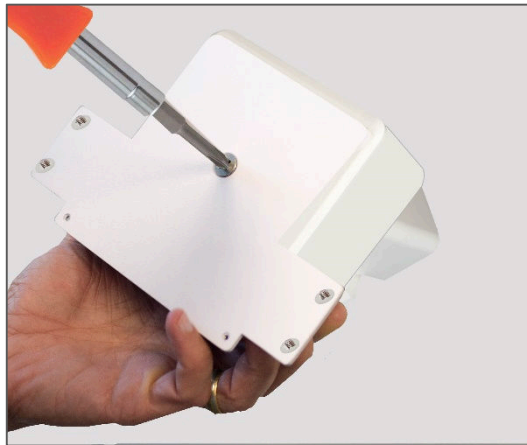


Figure 3 - Attaching Camera to Mounting Plate

3. Ensure the rear connectors of the camera are located at the rear of the mounting plate, as shown below:



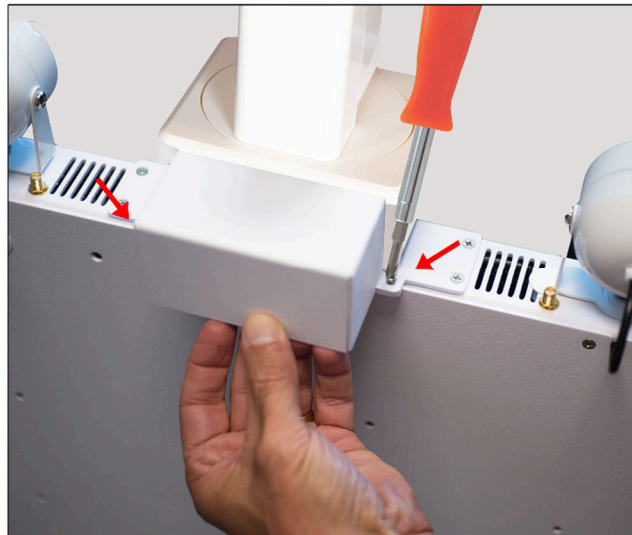
Figure 4 - Attaching Mounting Plate to System Chassis

4. Gently place the camera assembly on top of the CLINiC ensuring the holes on the camera mounting plate line up with the mounting holes on top of the CLINiC.
5. Attach the camera assembly to the CLINiC chassis using the four retained Philips head screws.



**Figure 5 - Connecting the two camera cables**

6. Connect the two cables that come out at the top of the 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.

## Sound Deflector

The CLINiC includes a removable sound deflector, installed underneath the control panel enclosure, as shown below.



Figure 7 - Sound Deflector Shield

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

## Installing the Sound Deflector

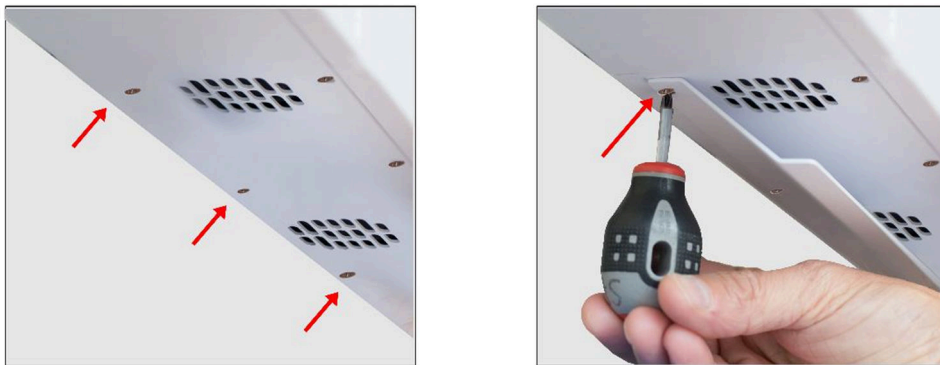


Figure 8 - Installing Sound Deflector

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 base CLINiC includes an AC power inlet, an Ethernet port for connecting to a wired network, several USB 3 ports for connecting external devices including a keyboard/mouse, which may be required for setting up the CLINiC system.

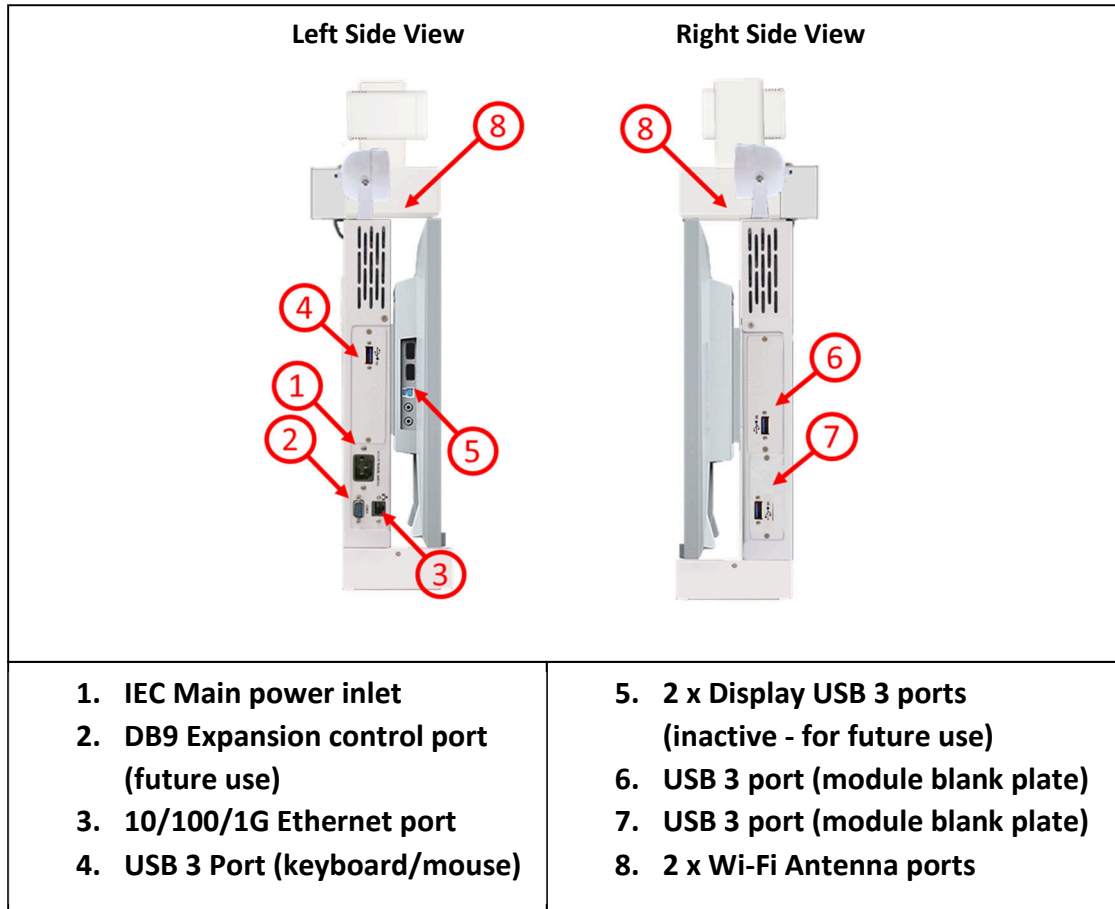


Figure 9 - Connection Ports

## Wi-Fi Network Operation

The 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 10 – Location of WiFi Antennas

## Installing the Wi-Fi Antennas

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



Figure 11 - Installing W-Fi Antennas

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

# Getting Started

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## Powering On and Off

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

### Powering On the CLINiC

*To power on the CLINiC:*

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

### Waking Up the CLINiC

The system goes to sleep after a set period with no activity. This value can be changed from the **Settings** menu of the VidyoRoom administrator user interface (Admin UI)

*To wake up the CLINiC:*

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

### Powering Off the CLINiC

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

*To power off the CLINiC:*

- Disconnect the CLINiC from AC power.

### Restarting the CLINiC

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

## Connecting to the Network

Before you can make and receive video calls with the 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 CLINiC to a Wi-Fi network, please refer to the: *VidyoRoom and VidyoPanorama 600 Administrator Guides and VidyoRoom SE Deployment Guides*

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

# CLINiC Software Set Up & Administration

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The CLINiC is supplied as standard with a Windows 10 Pro operating system and VidyoRoom SE software application version 20.3.xx, or later. For further set up details on the CLINiC, please refer to “SE Installation Guide” and the “VidyoRoom Software Edition Deployment Guide”. These documents includes links to all set up details of the Vidyo software application installed in your system. 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>

## 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.



# Appendix #1: System Specifications

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Display	
Type	23.8" IPS LED
Native Resolution	1920 x 1080
Viewing Angle H/V	178°/178°
Control	
Control Options	Optional Tethered Remote Full Controller and Volume Control
Control Ports	DB9 expansion control port (for future use)
	User supplied Keyboard / Mouse can be connected to USB 3 Ports
Video Input/Output	
Input	Iron Bow IBHC-04 camera 10x optical/10x digital zoom
	3 x USB3 Port
Output	1 x Display port (dedicated to display)
Audio Input/Output	
Input	Integrated beam-forming quad microphone array
Output	Integrated stereo speakers; 2 x 5 Watts
Network	
	1 x 10/100/1G Ethernet & Realtek Dual Band 802.11 a/b/g/n/ac Wi-Fi
Dimensions/Weight	
W x H x D	21.16" x 19.75" x 4.25" (Excludes Sound Deflector & Rear Cradle)
Accessories	Sound Deflector: 1.25" High
	Optional Rear Controller Cradle: 1.25" Deep
Weight	24 pounds
Mounting	
	Compatible with 100mm x 100mm VESA mounts (refer to Appendix)
Electrical	
	Auto Sensing Power Supply: 110-120VAC ~60Hz, 1.67A

## Appendix #2: Mounting Information

The following diagram is not to scale & is provided for dimensional information only.

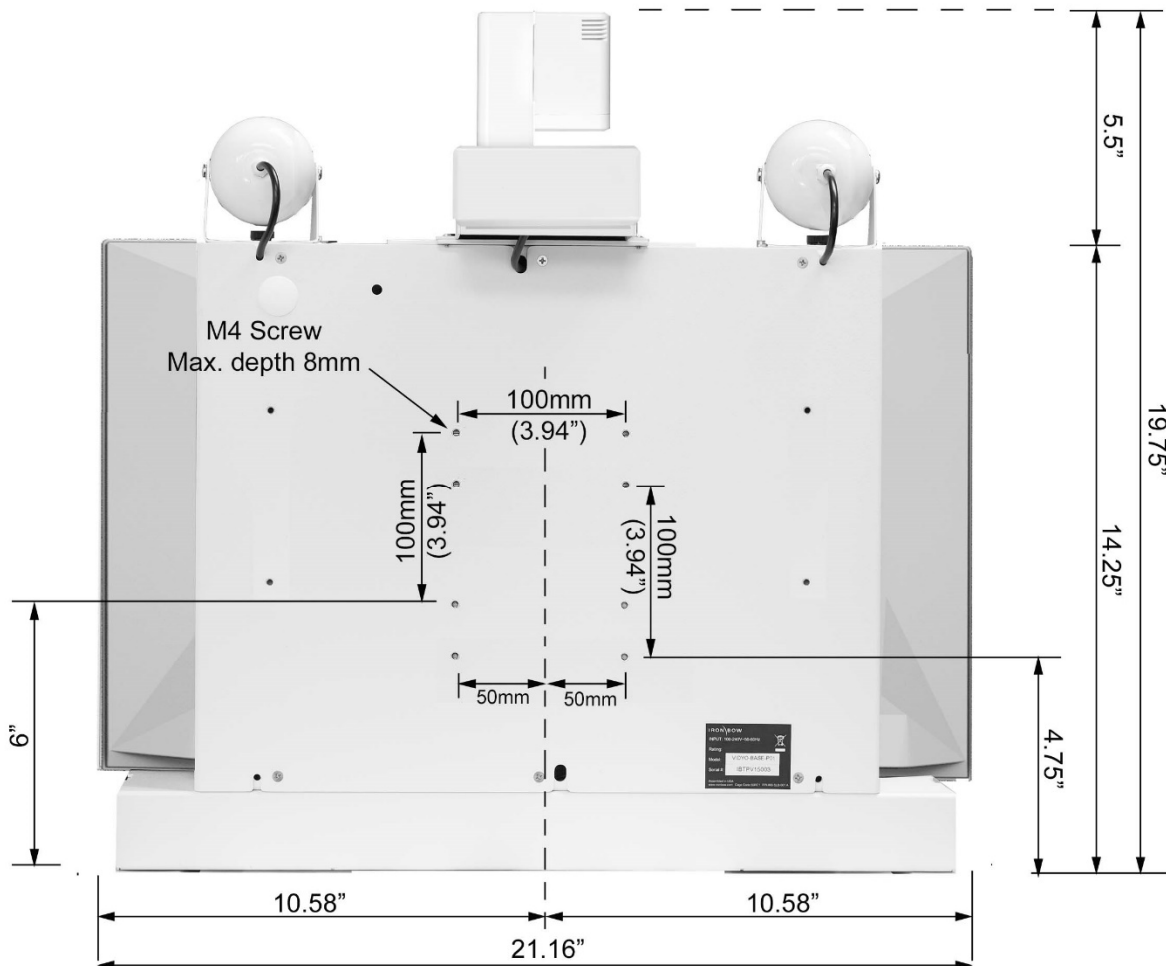


Figure 12 - Rear Mounting Locations

## Appendix #3: Optional Control Devices

There are two optional tethered controller available for this product, as outlined below:

Part Number	Description	Compatible with
ACC-V-VOLCTRL-A01	Tethered volume-control remote for Vidyo-based vCLINiC and MedView products.	CLINiC-VC-10XIR-XXX MEDVIEW-V-10XIR-XXX MEDVIEW-VC-10XIR-XXX
ACC-V-REMOTE-A01	Tethered remote control for Vidyo-based vCLINiC and MedView applications.	CLINiC-VC-10XIR-XXX MEDVIEW-V-10XIR-XXX MEDVIEW-VC-10XIR-XXX

### ACC-V-VOLCTRL-A01 Tethered Remote Volume Control



The remote volume control is supplied with an integrated 2 feet long, retractable coiled cable that extends to typically 5 feet. The cable can be connected to any of the USB ports on the system, prior to powering on the system.

#### Adjusting Speaker Volume

##### *To increase speaker volume:*

- Press and hold the “+” button on the hand-held volume control until the desired sound level is achieved.

##### *To decrease speaker and headphone volume:*

- Press and hold the “-” button on the hand-held volume control until the desired sound level is achieved.



Figure 13 - Tethered Volume Control Layout

#### “Escape (esc)” function

In some cases, the screen may pop up messages that users will want to remove. This can be done by plugging in a keyboard and pressing the esc key. Alternatively, the remote control allows users to press the + and – buttons simultaneously to send an “esc” keystroke to the computer.

## ACC-V-REMOTE-A01 Tethered Remote Controller



The remote control is supplied with an integrated 2 feet long, retractable coiled cable that extends to typically 5 feet. The cable can be connected to any of the USB ports on the system, prior to powering on the system.

### Control Features

**Connect** - Answer call or place call to selected directory location which has been previously stored.

**Disconnect** - End or reject call.

**Video Privacy** - Stop the video transmission from the CLINiC main camera during a call, or revert to normal video transmission. This does not affect a prenotation video source.

**Transmit Presentation Source** - Display and transmit video images from a connected UVC device compatible with the Vidyo application. Transmission is stopped by a second selection.

**Zoom In/Zoom Out** - Zoom main camera in or out.

#### Up/Down/Left/Right

- When not in a call:  
navigate through  
menus; When in a  
call: pan and tilt the  
main camera.

**Self-View** - Enable or  
disable self-view  
mode.

**Volume Up/Down** –  
Increase or Decrease  
speaker volume.

**Mic Mute** - Mute or  
unmute microphone.

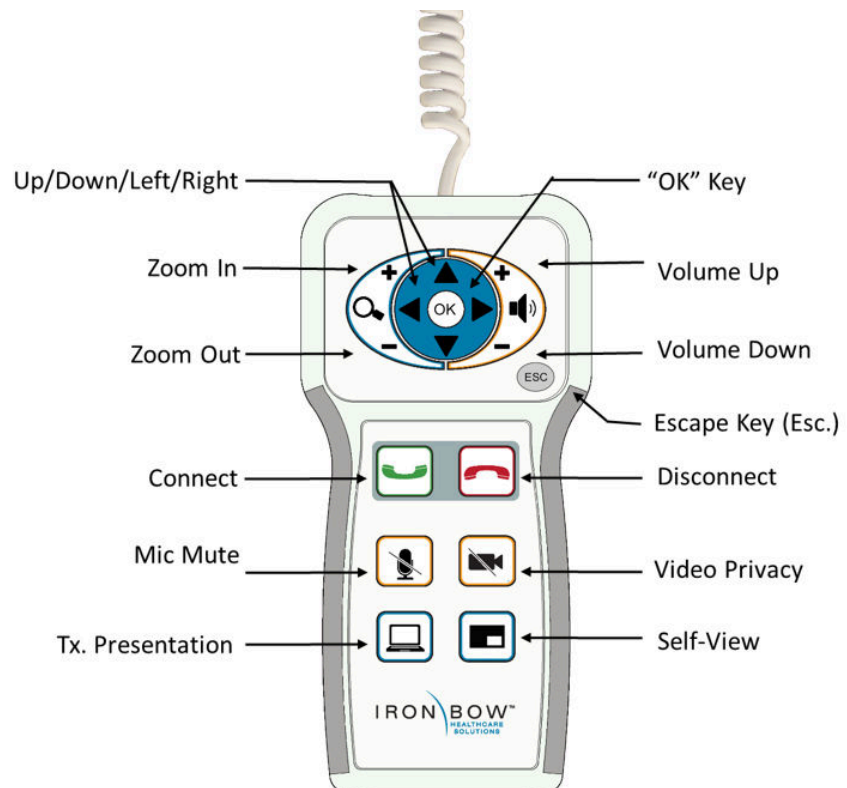


Figure 14 - Tethered Remote Control Layout

## Installing Tethered Remote Controller

The optional Vidyo CLINiC tethered controller connects to the system via a USB port and uses a cable clamping arrangement to ensure that it is not accidentally disconnected. A cradle is supplied to store the controller when not in use which can either be wall mounted using the two screws/wall plugs provided, or it can be installed on the rear of the CLINiC System.

To install the controller and cradle on the Vidyo CLINiC:

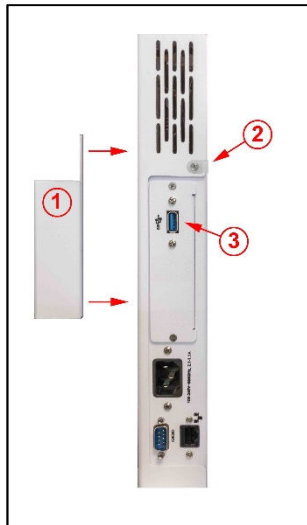


Figure 15 - Attaching Controller

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 16 – Controller Assembly



## Tethered Controller Cradle Location / Dimensions

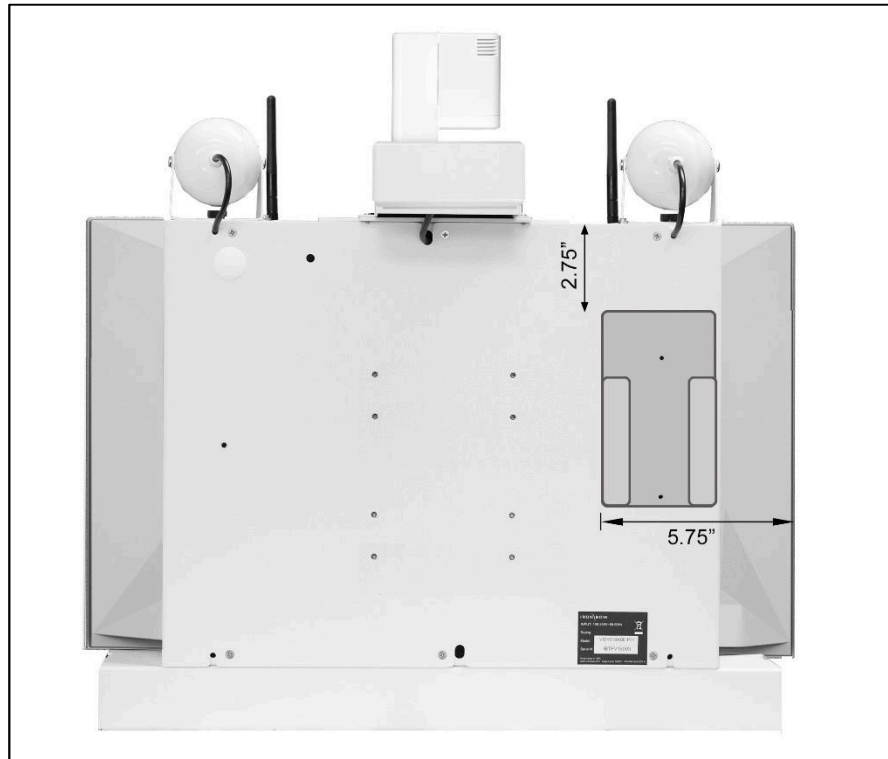


Figure 17 – Cradle Rear Location



Figure 18 – Cradle Dimensions

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2303 Dulles Station Boulevard, Suite 400

Herndon, VA 20171

Toll: 800.338.8866

Tel: 703.279.3000

[www.ironbowhealthcare.com](http://www.ironbowhealthcare.com)