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HEALTHCARE
SOLUTIONS

**EXPANDING THE
BOUNDARIES OF
HEALTHCARE**

CLINiC™ 12x

Clinical Care Device User Guide

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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

For support, contact:

Iron Bow Client Service Center

Toll: 833.476.6269 (833.IRONBOW)

Email: CSC@ironbow.com

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Introduction

The CLINiC from Iron Bow Healthcare Solutions is a purpose-built telehealth video and consultation device that enables the delivery of clinical healthcare at a distance.

The CLINiC includes a video codec, a high definition video camera, built-in microphone, 27” display, audio speakers and an intuitive touch-control panel. The CLINiC enables high quality video and audio calls between two parties or more. Medical devices such as electronic stethoscopes and digital videoscope systems can be connected directly to the CLINiC.

The CLINiC can be interchangeably mounted on a table top, wall, extensible arm, or on a medical cart.

This user guide covers the functionality of the CLINiC 12x model.



Figure 1. CLINiC 12x pictured with optional desk stand, videoscope and videoscope cradle
You can find additional CLINiC resources and information about support and other related telehealth services at www.ironbowhealthcare.com.

System Description

The primary components of the CLINiC 12x are shown in the following figure.

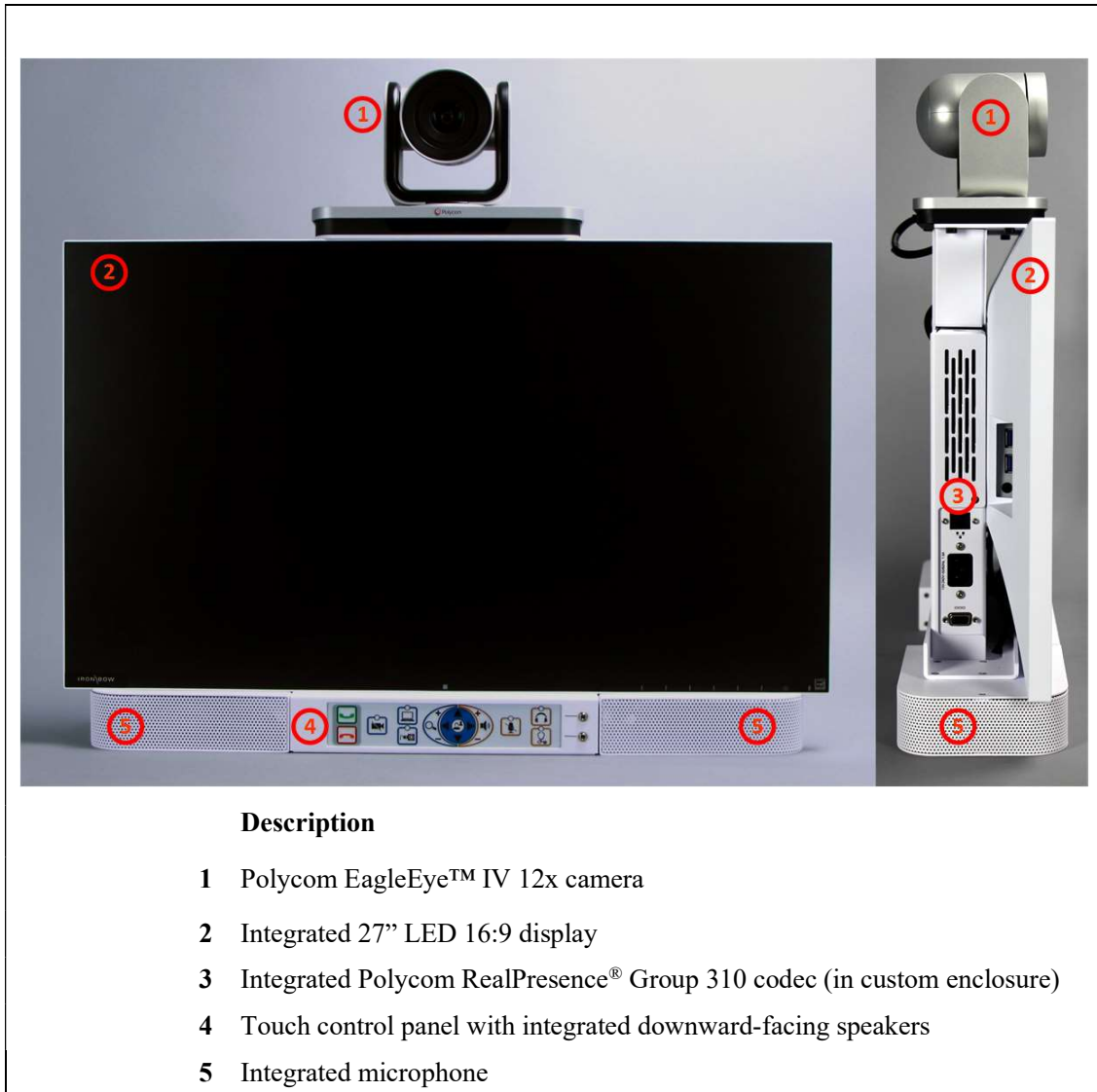


Figure 2. CLINiC 12x system components

System Installation

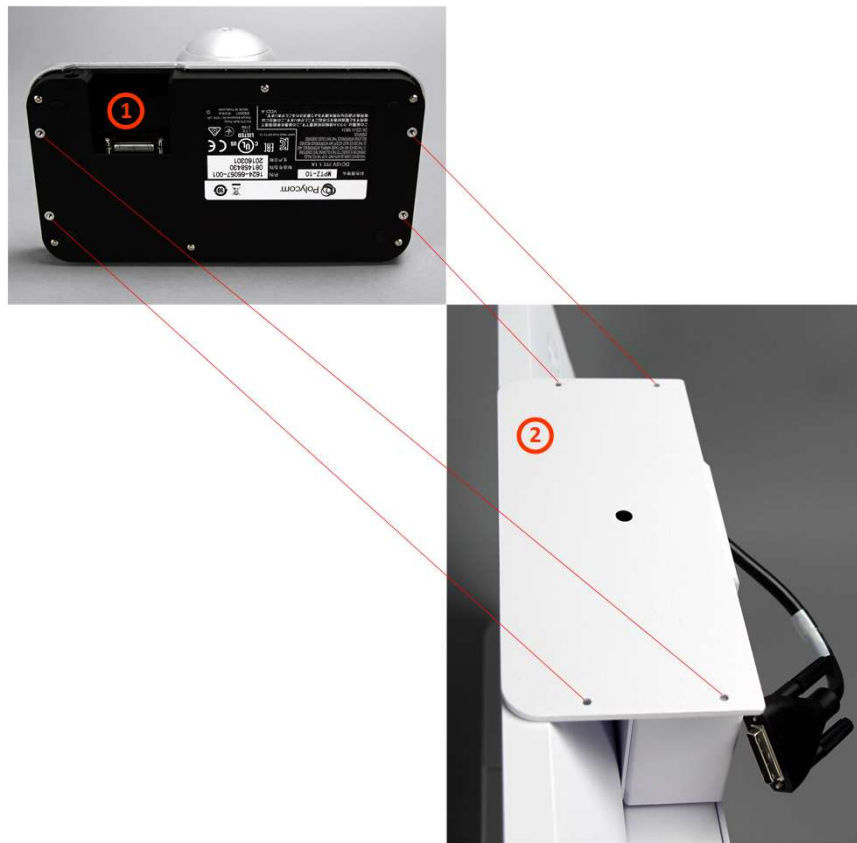
The CLINiC should be mounted on a stable supporting structure (table top, wall, extensible arm, or medical cart) before you begin using it. Refer to *Appendix: Mounting Information* for mounting holes locations and dimensions.

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 12x display.

To install the camera on the CLINiC 12x:

1. Align the holes on the camera base (1) with the holes on the CLINiC 12x top panel (2).



NOTE: Place the CLINiC on a stable flat surface or mount the CLINiC on its designated mounting structure before you install the camera.

2. Secure the camera to the CLINiC using the supplied thumb screws (3).
3. Connect the video cable (4) that comes out at the top of the CLINiC to the corresponding connector on the back of the camera.



Sound Deflector

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



Figure 3. CLINiC 12x Sound deflector

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

Connections

The CLINiC includes an AC power inlet, an Ethernet port for connecting to the network, audio/video ports for connecting video and audio sources, a headphone jack output, as well as general purpose ports for future use.

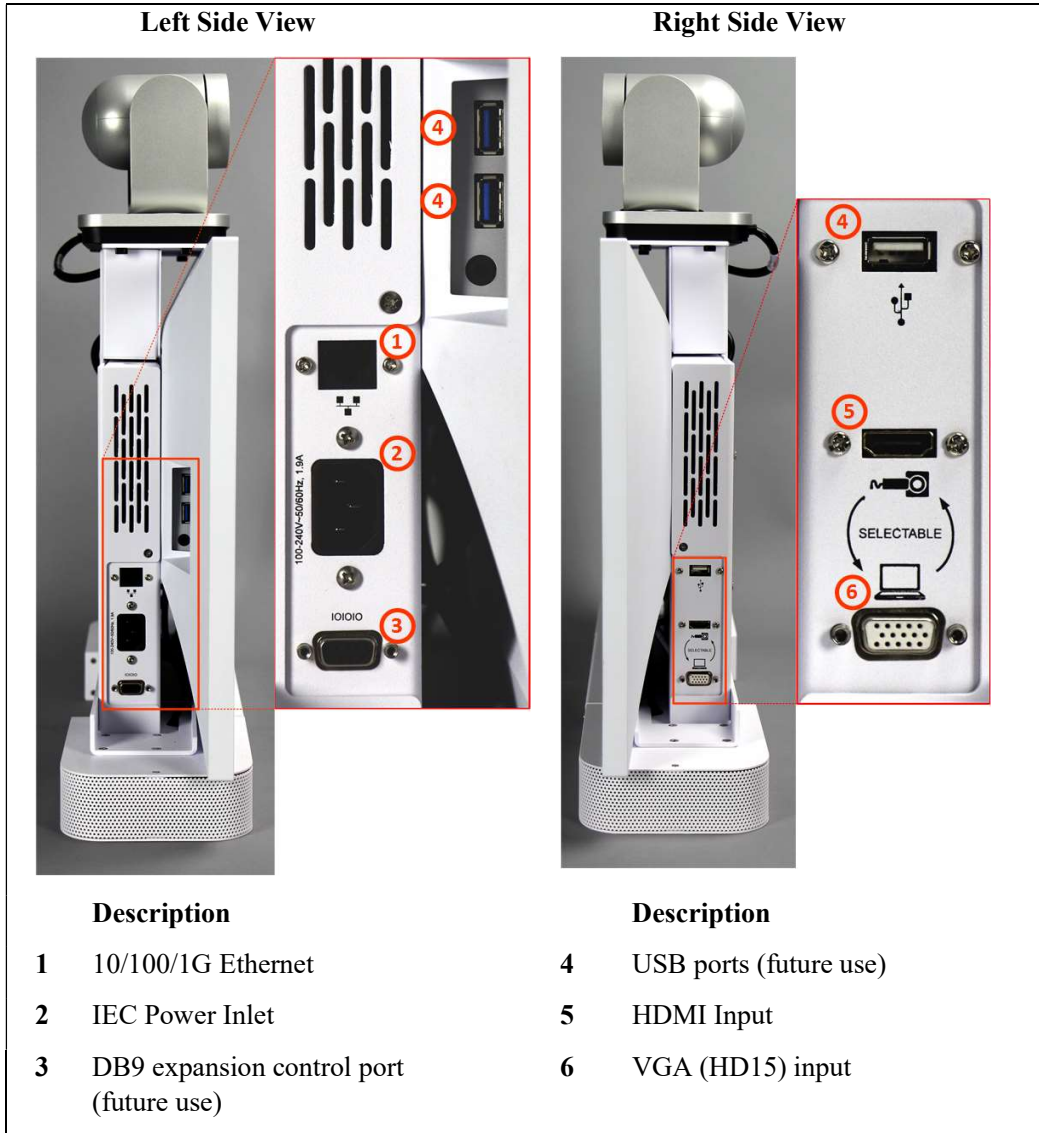


Figure 4. CLINiC 12x power, network, data, and audio/video ports

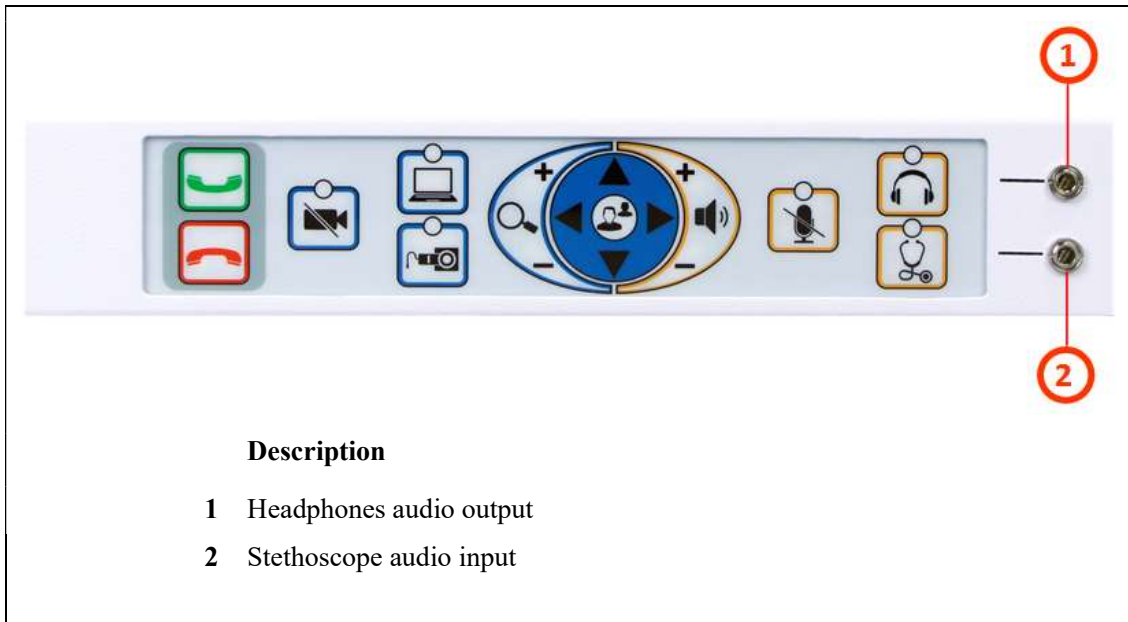


Figure 5. CLINiC 12x audio ports on the integrated control panel

Getting Started

Powering On and Off

The CLINiC control panel, display, camera and codec will automatically power on when connected to AC power.

The CLINiC codec has a power sensor that can be used to power the codec on and off individually from the rest of CLINiC components, although that is typically not necessary.


The CLINiC 12x codec power sensor  is located behind the display on the top of the codec enclosure, as shown in the following figure.



Figure 6. CLINiC 12x rear view with codec power sensor

Powering On the CLINiC


Connect the peripherals to the HDMI and/or VGA ports of the CLINiC before connecting the CLINiC to AC power.

To power on the CLINiC:

- Connect the CLINiC to AC power. This will automatically power on the codec, camera, display and control unit of the CLINiC. A splash screen is displayed within several seconds.

NOTE: If the display goes to power-saving mode and a splash screen is not displayed, you will need to separately power on the codec. This could happen because the codec was previously powered off using the power sensor. Whenever you power off the codec using the power sensor, you will need to touch the power sensor to restart it.

To separately power on the CLINiC codec:

- Touch and hold the  power sensor. A splash screen is displayed within several seconds.

Waking Up the CLINiC

The system goes to sleep after two hours with no activity. This value can be changed from the web interface to the codec (see *CLINiC Administration*).

To wake up the CLINiC:

- Press any button on the integrated control panel. If you are using the optional remote, press any button on the remote or just move the remote.


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.



To power off only the CLINiC codec:

- Touch and hold the  power sensor. Release the power sensor when the light indicator changes color.

Restarting the CLINiC

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

To restart the CLINiC:

- Touch and hold the  power sensor. Release the power sensor when the light indicator changes color and wait until the codec is off.
- Touch and hold the  power sensor again to restart the codec.

Control Panel Functions

The CLINiC control panel buttons and associated functions are described in the following figure.

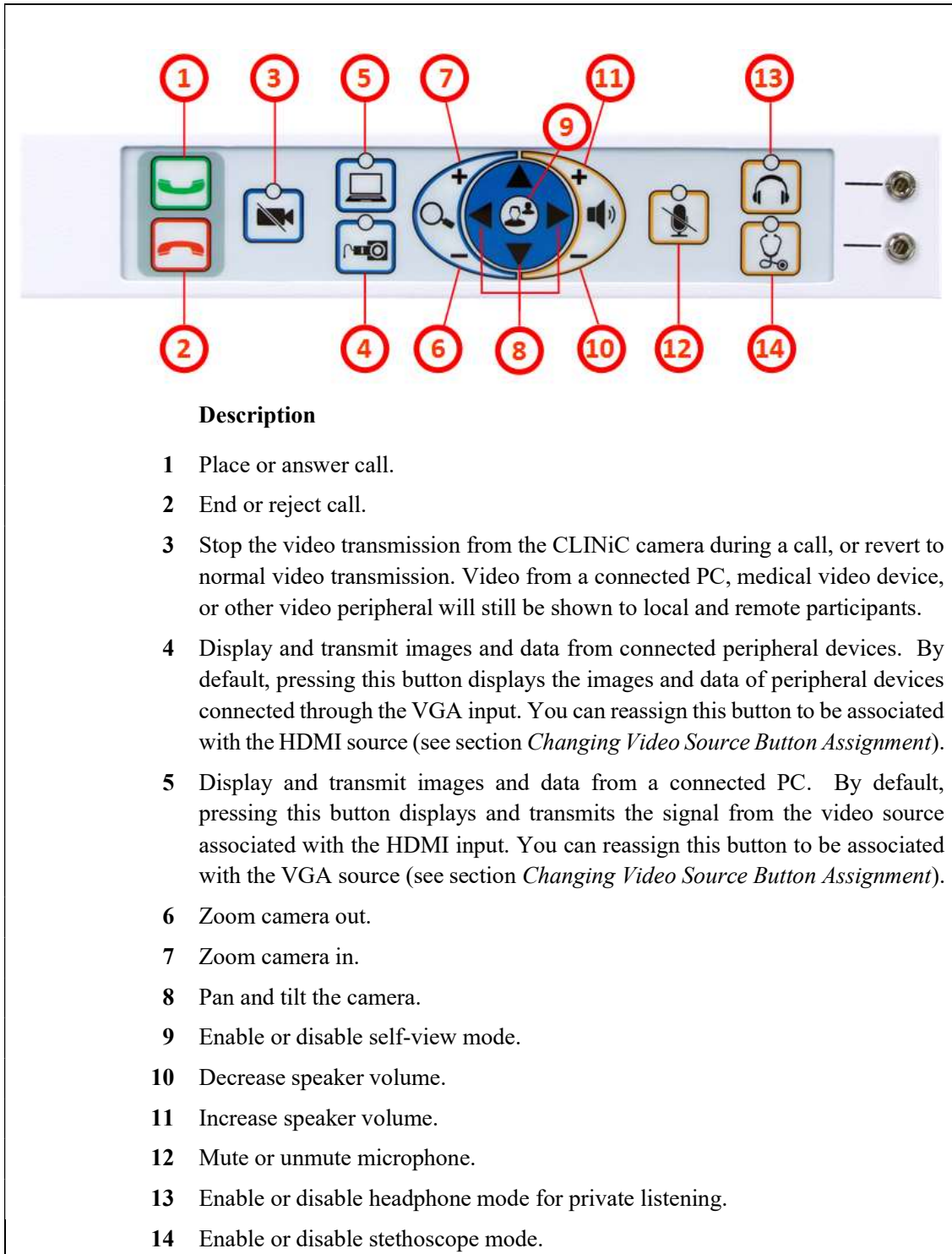


Figure 7. Control panel functions

Managing Calls

You can manage calls by either using the integrated control panel or the remote. This section describes how to manage calls by using the integrated control panel. For instructions on how to manage calls using the remote, please refer to the *Polycom RealPresence Group Series User Guide*, available at the following link: http://support.polycom.com/PolycomService/support/us/support/video/group_series/group300.html


Answering a Call

The default behavior of the CLINiC is to answer all incoming calls automatically.

This behavior can be changed from the web interface to the codec (see *CLINiC Administration*).

If the CLINiC is not set to answer incoming calls automatically, the system will prompt you to answer the call manually when an incoming call is received.

To answer a call manually:

Press  on the integrated control panel.

Ignoring a Call


If the CLINiC is not configured to answer calls automatically, you can manually ignore a call.

To ignore an incoming call manually:

Press  on the integrated control panel.

Ending a Call


To end a call:

Press  on the integrated control panel.

Placing a Call

You may place a call to a pre-defined address. Before you can place a call to an address, it must be added in the codec as a favorite contact with first name **auto** and last name **dial**, using the web interface to the codec (see *CLINiC Administration*).

To place a call to the auto dial address:

Press  on the integrated control panel.


Managing Video Settings

This section describes how to manage video settings by using the integrated control panel. For instructions on how to manage video settings using the remote, please refer to the *Polycom RealPresence Group Series User Guide*, available at the following link: http://support.polycom.com/PolycomService/support/us/support/video/group_series/group300.html


Enabling and Disabling Video Privacy Mode

To enable privacy, you can turn off video transmission from the CLINiC camera to the remote end while still remaining connected to the call. The remote party, instead of receiving video from the CLINiC camera, will see a camera icon with a line through it (video pause icon). In this mode, video from a PC or other video peripheral that is being shared will still be seen. Video transmission from the CLINiC camera can be stopped or restarted at any time, whether you are in a call or not.

To enable privacy mode:

- Press  on the integrated control panel. The associated LED will light when the video transmission from the CLINiC camera is stopped. Additionally, a video pause icon appears on the display.


To disable privacy mode:

- Press again  on the integrated control panel. The associated LED will turn off, and video transmission from the CLINiC camera will resume.


Enabling and Disabling Self-View Mode

You can display or hide the self-view window on the screen.

To enable self-view:



- Press  on the integrated control panel.

To disable self-view:



- Press again  on the integrated control panel.

Zooming Camera In and Out

To zoom camera in:

- Press the zoom in  button on the integrated control panel, immediately above the magnifying glass symbol . Press this button repeatedly to zoom in further.



To zoom camera out:

- Press the zoom out  button on the integrated control panel, immediately below the magnifying glass symbol . Press this button repeatedly to zoom out further.



Panning and Tilting Camera

The camera on the CLINiC 12x supports full pan and tilt functionality.

To pan the camera:

- Press  or  to pan to the left or to the right, respectively.

To tilt the camera:

- Press  or  to tilt up or down, respectively.

Managing Audio Settings


This section describes how to manage audio settings by using the integrated control panel. For instructions on how to manage audio settings using the remote, please refer to the *Polycom RealPresence Group Series User Guide*, available at the following link: http://support.polycom.com/PolycomService/support/us/support/video/group_series/group300.html

Enabling and Disabling Microphone Mute Mode


You can mute and unmute the microphone during a call. Muting the microphone prevents the remote end from hearing conversations at your site.

NOTE: Muting the microphone does not mute the audio sources connected to the CLINiC input ports, such as the stethoscope.

To mute microphone:



- Press  on the integrated control panel. The associated LED will light when the microphone is muted. Additionally, a microphone mute icon appears on the display.

To unmute microphone:



- Press again  on the integrated control panel. The associated LED will turn off.

Adjusting Speaker and Headphone Volume

To increase speaker and headphone volume:

- Press and hold the  button on the integrated control panel, immediately above the speakerphone  symbol until the desired sound level is achieved.


To decrease speaker and headphone volume:

- Press and hold the  icon on the integrated control panel, immediately below the speakerphone  symbol until the desired sound level is achieved.

Enabling and Disabling Audio Privacy Listening Mode

Audio from the remote participant always plays through both the integrated speakers and the headphone output. Enabling Audio Privacy Mode mutes the integrated speakers so that audio plays only through the headphone output for private listening. The headphone audio output is shown in Figure 5.

To enable Audio Privacy Listening Mode:

- Press  on the integrated control panel. The associated LED will light when this mode is enabled.


To disable Audio Privacy Listening Mode:

- Press again  on the integrated control panel. The associated LED will turn off.

Enabling and Disabling Stethoscope Mode

The Stethoscope Mode optimizes audio transmission of the stethoscope signal connected to the stethoscope audio input, while automatically muting the microphone to minimize audio interference. The stethoscope audio input is shown in Figure 5.

To enable Stethoscope Mode:

- Press  on the integrated control panel. The associated LED will light when this mode is enabled.

To disable Stethoscope Mode:

- Press again  on the integrated control panel. The associated LED will turn off.


Adjusting Transmission Audio Gain

You can adjust the gain of the audio signal transmitted from the codec to optimize the audio experience at the remote end (see *CLINiC Administration*).


Sharing Content from Connected Devices

You can share content from devices connected to either the HDMI port or the VGA port. These two ports are shown in Figure 4.


Sharing Content from the HDMI Source

By default, the  button is associated with the HDMI source. This assignment can be changed (see *Changing Video Source Button Assignment*).


To share content from the HDMI source:

- Press  on the integrated control panel. The associated LED will light when this source is selected. Video from this source will be displayed on the screen.

Sharing Content from VGA Source

By default, the  button is associated with the VGA source. This assignment can be changed (see *Changing Video Source Button Assignment*).

To share content from the VGA source:



- Press  on the integrated control panel. The associated LED will light when this source is selected. Video from this source will be displayed on the screen.

Switching between Video Sources





You can easily switch between video sources by pressing the button associated with the video source to which you want to switch.

For instance, if video from the HDMI source is displayed on the screen, press on the button associated with the VGA screen to switch to the VGA source. Video from the VGA source will then be displayed.

Changing Video Source Button Assignment

By default,  is associated with the HDMI source, and  is associated with the VGA source. However, you can reverse this assignment.

To change video source button assignment:

- Press  and  simultaneously. This will cause the unit to reboot. All LEDs will light up during the reboot process. Upon restart, the button assignment is reversed, meaning that  is associated with the VGA source and  is associated with the HDMI source.
- If you desire to reverse the setup, repeat the steps above.

CLINiC Administration

You can modify the default functions of the CLINiC codec by logging in as an administrator to the codec web interface and performing the desired changes.

For the complete set of instructions, please refer to the *Polycom RealPresence Group Series Administrator Guide*, available at the following link:

http://support.polycom.com/PolycomService/support/us/support/video/group_series/group300.html

Accessing the Codec Web Interface

To access the web interface:

1. In your web browser address line, enter the system IP address, for example, <http://10.11.12.13>. The system IP address is always displayed in the bottom left corner of the screen when the CLINiC is on.
2. Enter the Admin ID as the user name (default is `admin`), and enter the Admin Remote Access Password, if one is set.

Change Sleep Settings

The system goes to sleep after two hours with no activity.

To change when the system goes to sleep:

1. In the web interface, click **Admin Settings > Audio/Video > Sleep > Sleep**.
2. Select the number of minutes the system can be idle before it goes to sleep.


Change Call Settings

You can change the way calls are answered and placed from the CLINiC.

To edit call settings:

1. In the web interface, go to **Admin Settings > General Settings > System Settings > Call Settings**.
2. View and configure the settings as desired and save your changes.

Manage Favorites

You can add a favorite contact that can be dialed when pressing the  button on the CLINiC control panel.

To create a new Favorites contact:

1. In the web interface, go to **Place a Call > Manage Favorites**.
2. To create a favorite contact, click **Create New Favorite**.
3. Enter the contact call information and click **Save**.

IMPORTANT: in order to enable one-touch dialing from the CLINiC, the contact name must be first name: **auto**, last name: **dial**.

Adjusting Audio Gain

You can adjust the gain of the audio signal transmitted from the codec to optimize the audio experience at the remote end.

To adjust Transmission Audio Gain:

1. In the web interface, go to **Admin Settings > Audio/Video > Audio**.
2. Configure the **Transmission Audio Gain** value in dB.

Appendix: Mounting Information

The following figure is not to scale and provided for dimensional information only.

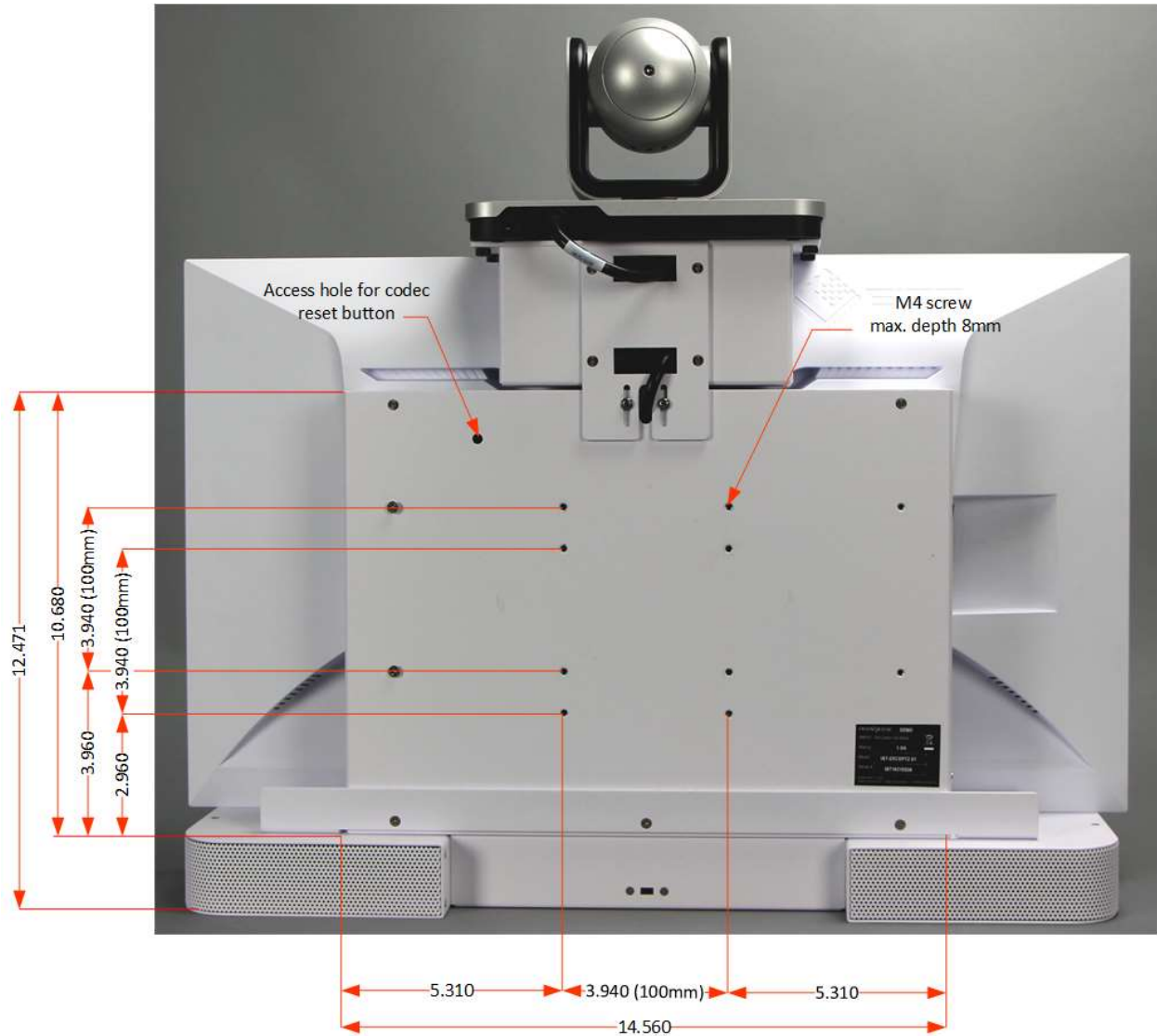


Figure 8. CLINiC 12x rear view and mounting holes location

Specifications

Videoconferencing	
Codec	Polycom RealPresence® Group 310 codec
Camera	Polycom EagleEye™ IV 12x camera
Display	
Type	27" IPS LED
Native Resolution	2560 x 1440
Viewing Angle	178°
Response Time	5 ms
Control	
Integrated Panel	Integrated panel with touch control for: <ul style="list-style-type: none"> • AutoDial/Connect • Disconnect • Camera Pan/Tilt/Zoom • Display Layout • Camera Mute (with LED indicator) • Microphone Mute (with LED indicator) • PC Source Selection (with LED indicator) • Video Device Source Selection (with LED indicator) • Volume • Stethoscope Mode (with LED indicator) • Headphone Mode (with LED indicator)
Remote Control	Polycom remote control (optional)
Control Port	DB9 expansion control port (for future use)
Video Input/Output	
Input	Polycom EagleEye IV 12x camera
	1 x HDMI
	1 x VGA (HD15)
Output	1 x HDMI (dedicated to display)
Audio Input/Output	
Input	Integrated microphone
	1 x 3.5mm (for stethoscope)
	1 x HDMI
Output	Integrated stereo speakers; 2 x 5 Watts
	1 x 3.5mm (for headphone)

Network	
	1 x 10/100/1G Ethernet
Dimensions	
	<ul style="list-style-type: none"> • 24” Wide • 21.5” High (Includes camera. Detachable speaker deflector adds 1.25”) • 5.5” Deep
Weight	
	27.2 lbs.
Mounting	
	Compatible with 100mm x 100mm VESA mounts (refer to the Appendix for mounting hole location and required hardware)
Electrical	
	100-240V~50/60Hz, 1.9A Integrated auto sensing power supply 1 x IEC type inlet

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2303 Dulles Station Boulevard, Suite 400
Herndon, VA 20171

Toll: 800.338.8866
Tel: 703.279.3000

www.ironbowhealthcare.com