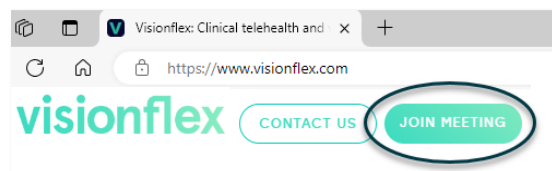


Virtual Care *Quick Start Guide*

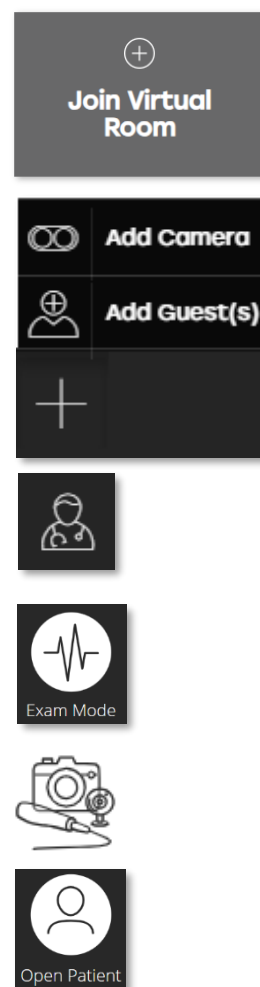
1. Turn on the tablet or computer.
2. Open **www.visionflex.com** from the web browser.
3. Use your email address to log in by clicking **Join Meeting**, then **Sign In** and, **Go To Dashboard**.



Don't know your password? Click **Forgot Password?** to reset.

4. From the Vision dashboard click **Join Virtual Room** to start a consultation.
5. Add the **Patient Facing** "HD Camera" into the call.

You can also add the GEIS **General Exam Camera** if you aren't intending to use the ProEX software for this session.
6. Click +, **Add Guest(s)** to send an instant email invitation to join the call.
7. Click **ExamVu** to start the **ProEX** clinical exam software and share it with the participants on the call.
8. **Log in to ProEX** with the Clinician account.
9. Open **Exam Mode** and click **Capture Reading** to take a snapshot of the vitals from the obs devices like temperature and blood pressure.
10. Click the **Camera** icon to use the **General Exam Camera**.
11. Click **Gallery** to select items to **Save** against a patient record.
12. From the **Patient** view, select a session to **Export to PDF report**.



For assistance, contact your digital health champion or Visionflex support.

visionflex

After Sales and Technical Support

Phone: +61 2 8914 4000

Email: support@visionflex.com



USER GUIDE

For Windows PC and Mobile Devices with ProEX Software.



Clinical telehealth using your tablet or PC with any combination of these clinical examination accessories:

- GEIS® General Examination Camera
- Stethoscope
- Pulse Oximeter
- Thermometer
- Blood Pressure Cuff
- ECG Monitor
- Blood Glucose Monitor
- Weighing Scales
- Otoscope
- Derma scope
- Ophthalmoscope
- Intraoral Dental Camera
- Laryngoscope
- Wireless Examination Glasses
- Ultrasound
- Weighing Scales

First time? Let's go!

Your Virtual Care kit comes Bluetooth and USB peripherals. The devices should already be paired and ready for use. If not, please contact Visionflex support for assistance pairing them in Windows and in ProEX.

Click the Network / Wi-Fi icon on the bottom right of your screen to connect to the internet. Some organisations will require assistance from the IT department to connect to a network.

The Vision Virtual Care Platform

Vision allows healthcare professionals to conduct detailed clinical consultations with doctors and specialists wherever they are needed. The platform supports multiple medical devices simultaneously, enabling real-time results to be visible on-screen to all participants in a call. This data can be securely stored, shared, and integrated into patient records, enhancing remote patient outcomes and facilitating collaboration among healthcare teams.

You can access the platform via the Visionflex website:
www.visionflex.com

Use your email address to log in by clicking **Join Meeting**, then **Sign In** and, **Go To Dashboard**.

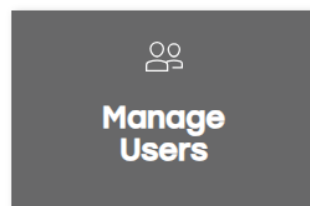
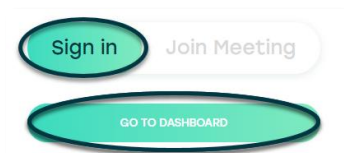
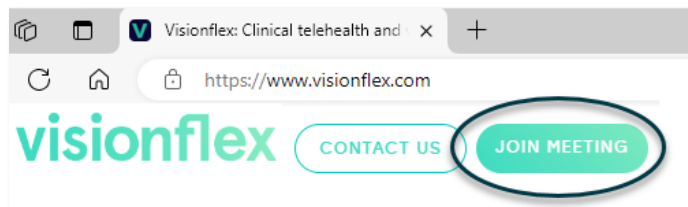
Don't know if you have an account? Contact your telehealth champion. Or click **Forgot Password?** to receive an email with instructions for resetting your password.

Visionflex support is here to help at [visionflex.com/support](https://www.visionflex.com/support) **support@visionflex.com** or call **+61 2 8914 4000**.

Once logged in, **admins** can navigate to the **Manage Users** section to view all user accounts in your organisation.

This is where **admins** can:

- Add or update user accounts.
- Set passwords or send password reset links to users.
- Assign roles such as "Admin" or "Host".
- Configure users' Virtual Meeting Room (VMR) titles and other details as needed.



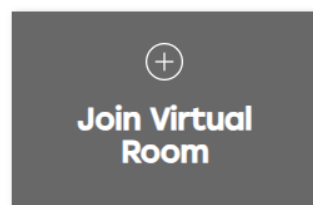
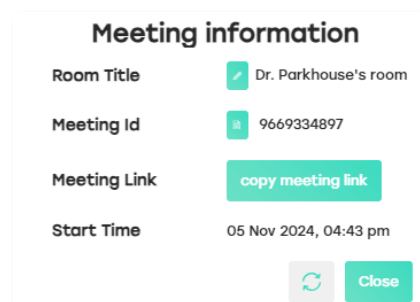
Using your Virtual Meeting Room

Each Vision account has its own **Virtual Meeting Room (VMR)** with a unique, permanent link and meeting ID, allowing participants to join repeatedly without a new link each time.

With on-demand accessibility, VMRs also allow you to initiate spontaneous or urgent consultations whenever they are needed.

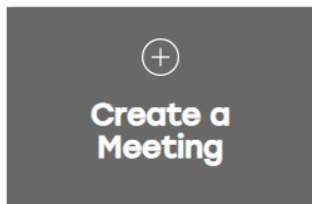
Click **Join Virtual Room** from the Vision dashboard to go straight into your VMR.

You can then send an invite link directly to a participant's email address by simply clicking **+** then **Add Guest(s)**.



Scheduling a Meeting using Vision

Invitations can be sent for scheduled meetings by clicking **Create a Meeting** from the dashboard.



Specify the **Title**, and optional **Description**, **Date**, **Time** and, **Duration**.

Add your account and any other Vision accounts as **Registered Users**.

Enter the email address of the **Guests** or remote participants. Press [Enter] after each email address.

Tick **Invite to Virtual Room** to use the dedicated VMR Meeting ID.

Click **Go** to send the invite.

From the invite summary page, you can:

Edit the meeting.

Copy the meeting link.

Join the Room to start the meeting early.

Delete the meeting.

Title *

Wound review with Mr Allen

Description

Invitation Description

Start Time *

01 July 2025 - 01:30 PM Schedule for now

Duration

Duration set to 30 minutes ☐ Open Outlook Invite

Registered Users

Registered Nurse Mike Harman x

Guests

drangela@fakeemail.com mrs_allen@gmail.com specialist@dermo.org.au x

Show Calendar

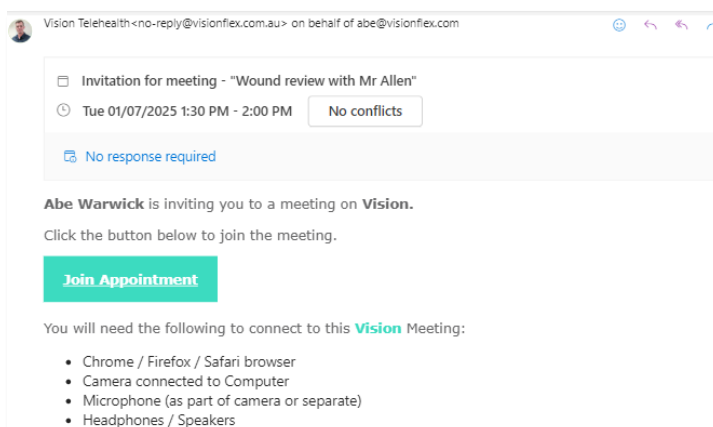
☒ Invite to Virtual Room Go

Invite Summary

Room Title	Wound review with Mr Allen	Status	Scheduled
Created by	Abe Warwick		
Registered Guests	Abe Warwick		
Guests	drangela@fakeemail.com, mrs_allen@gmail.com, specialist@dermo.org.au		
Start Time	01 Jul 2025, 01:30 pm		
Created	05 Nov 2024, 03:59 pm		
Duration	0 hours 30 minutes		
Link	copy meeting link		
Join Room		Delete Meeting	

Recipients will receive an email invitation with a link to **Join the Meeting**.

Guest participants don't need an account or any special software to join the meeting. They can join from any PC or Mac that has a modern web browser, microphone, speaker and camera.



Conducting a Virtual Care Consultation

The first time you join a Vision call you will need to **Allow** the microphone and camera permissions.

To troubleshoot browser permissions issues, you can click on the **pad lock icon** and open the **Permissions for this page** settings to **Reset Permissions**.

Your microphone is working if you can see the **volume indicator** move beneath your image.

Select the front-facing webcam and the headset or speakerphone as your video and audio inputs.

If there is sensitive information visible behind you, consider using the **Background Blur** feature.

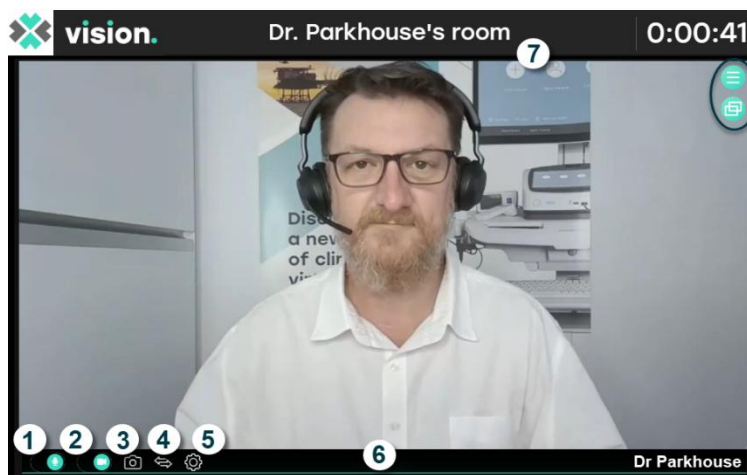
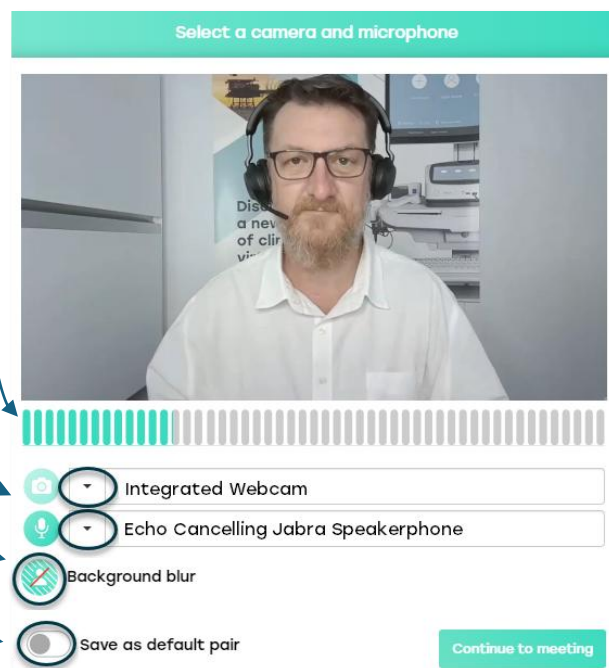
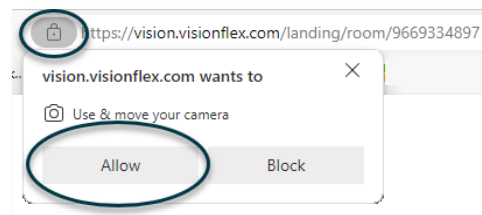
You can set your camera and microphone pair to **Save as default pair** for next time.

Ensure that your headset or speaker is active by right-clicking the volume icon near the system clock and opening **Sound Settings**. Your speaker will chime when you click the volume slider.

Press **Continue to Meeting** to begin.

There are controls in your video window to:

1. Mute and unmute your **microphone**.
2. Turn your **camera** on and off.
3. Take a **snapshot** of this video window and save it into the session library.
4. **Flip** this video window. This is useful for clinical video feeds of medical cameras.
5. Open the **Camera and Microphone Selection** window (including the **Blur** toggle).
6. The **green line** at the bottom of each window shows who is speaking. This can also help you see if your microphone is working.
7. The **virtual room name** is displayed at the top of the screen. Click here to open the **Meeting information** window.
8. You can edit the **title** of your VMR.
9. Copy the **Meeting ID**.
10. Copy the **Meeting link**.
11. Use the VMR **refresh button** between sessions to clear all participants, chat and media library content and restart the VMR.



Hover over a video window to reveal the **options** button. The **Second Monitor** button will display the selected video container on your second screen for clear uncluttered communication between the doctor and patient.

12. You can add additional **video sources** such as connected cameras and mounted cameras.
13. If the [ProEX clinical software](#) is installed you can start and share it with all participants.
14. You can **Screenshare** a window, a browser tab, or your entire screen with the meeting participants.
15. The **TrueSteth** tool is used in conjunction with your digital stethoscope to transmit clear audio to the far-end doctor.
16. Change the **Layout** of your participant and video feed windows.
As a host, hold SHIFT and click to **force** everyone to your **layout**. This is useful to draw attention to a particular video feed or participant.
17. Access the **Library** to collaborate over captured screenshots, blank canvas and uploaded images with annotation and drawing tools. **Save** documents and images to PDF to share with the participants.
18. Open the **Chat** window to write messages to the participants.
19. **Refresh** your video and audio feed if participants can't see or hear you properly.
20. **Leave the call** or **End the call for all** participants.

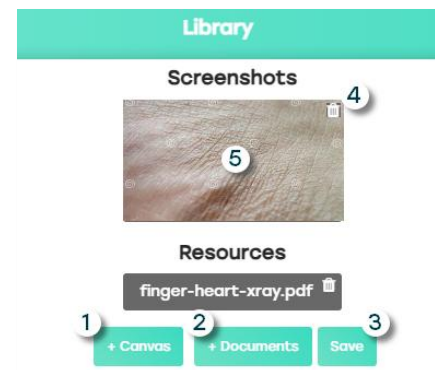


Collaborating and Telestrating in the Media Library

The **screenshot capture button** in each video window will save a temporary snapshot in the **Media Library**.

Access the **Media Library** from the toolbar to view captured snapshots, whiteboards and uploaded files.

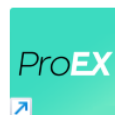
1. Create and open a **blank canvas**.
2. Share a **document** to the library.
3. Select the files which you want to **save** to your computer.
4. **Delete** an image or file.
5. Click the thumbnail of an image to open it for all participants in **Telestration** mode. Participants can annotate an image or a blank canvas.
6. Select a **paint brush** colour to mark up the canvas or image.
7. Add a **shape**.
8. Select and **resize** a section of the image.
9. **Delete** the image.
10. Add **text**.
11. **Save** the image to your PC.
12. **Close** the Telestration canvas.



Clinical Examinations with ProEX

The ProEX software is installed on your cart PC. It's designed to collect, store, and share patient data from various clinical peripherals connected via Bluetooth® and USB. It allows healthcare professionals to conduct in-depth clinical consultations by bringing multiple devices into an examination. The data collected, including images, videos, audio and readings from devices High Definition Cameras (wound, dermatology, intraoral), Vital sign monitors (temperature, blood pressure, pulse oximetry), Advanced devices (ECG, digital stethoscopes, otoscopes, ultrasound probes), can be saved against a patient record, shared over telehealth, and integrated into an Electronic Health Record (EHR) system.

You can access the **ProEX Software** from the desktop shortcut. It can be used stand-alone, or in conjunction with other platforms such as Health Direct Video Call. Learn more on our support page: info.visionflex.com/support-documents

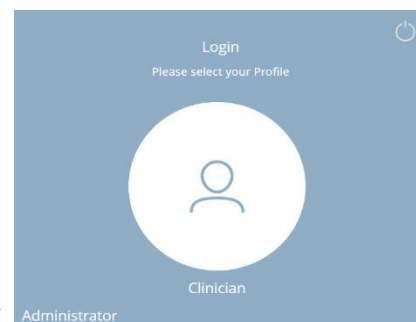


If you're in a Vision call you can click the **ExamVu** button on the Vision toolbar to start the ProEX clinical exam software and share it with the participants on the call. When you minimise ProEX it will appear as a blank white box, in privacy mode.



If it's your first time logging in, click **Administrator** and enter the default passcode **1234**. You'll be prompted to set a strong password. The Administrator account is only used for managing accounts and configuring the ProEX software.

Log in using the **Clinician** account. You can rename this account in Settings > Accounts.



From the **Home Screen** you can access all areas of the software.

You can create a **New Patient** profile, enter the patient details and then **Create Session** to begin.

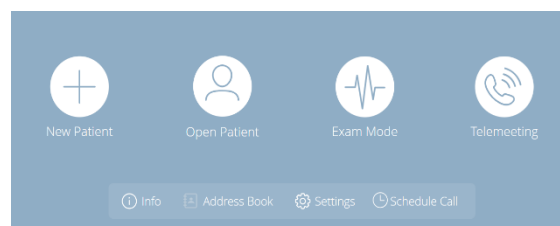
Open Patient to view a list of existing patient profiles.

Enter **Exam Mode**. You will be able capture data, review, share and save against a new or existing patient.

Start a **Telemeeting** to connect directly to your Vision Virtual Meeting Room (VMR) from within ProEX. This feature doesn't require the Vision website to be open at the same time.

View **Info** about your software license, software version, and how to contact Visionflex support.

Schedule a call using Vision telemeeting and send an invitation from within ProEX.



Using ProEX Exam Mode in a Vision call

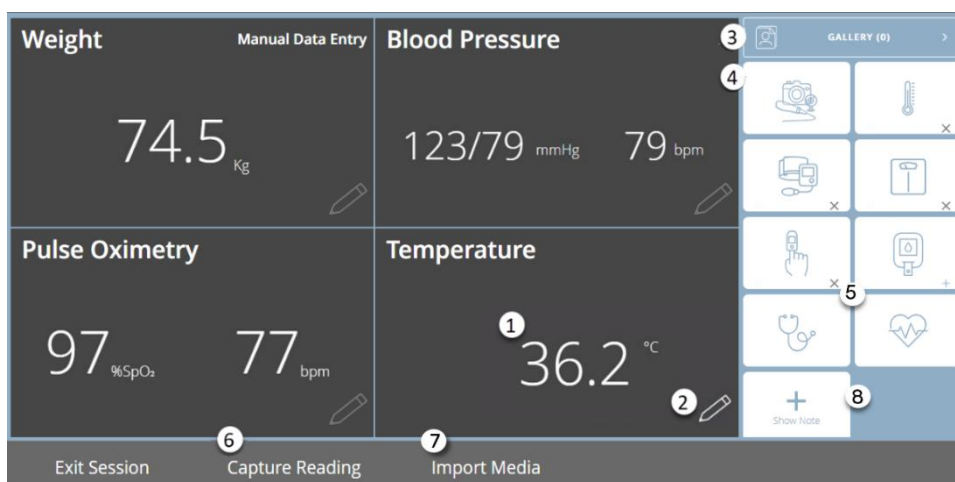
Exam Mode is used to collect, store, and share patient data from clinical peripherals that are connected via Bluetooth® and USB. The peripherals that shipped with your Virtual Care Cart are paired and ready for use.

Commence an examination with one or more clinical peripherals and the results will appear in **Exam Mode**.

1. When the reading has registered it will appear in this view.
2. You can manually **enter a value**.
3. Captured Observations, images and video will be sent to the **Gallery** where they can be saved to a session against a patient
4. View, save and share vision from **clinical cameras**



- such as an Otoscope, Dental Camera, General Exam Camera and other scopes.
5. **Customise** the Exam Mode view by selecting (+) or removing (x) an Observation. Or click the tile to **focus** on one.
6. **Capture** Observation data to the Gallery.
7. **Import Media** into the session, including images, PDFs, audio and video clips.
8. **Show note** to add a session note.



Using the Handheld ECG in Exam Mode

Click the **ECG tile**  in Exam Mode to connect to the ECG device.

Press the small round **power button** on the top of the device for 3 seconds to turn it on.

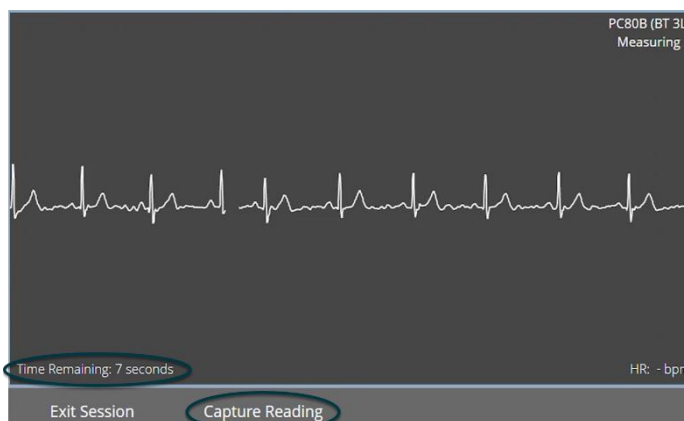
Direct the patient to hold the ECG device between their palms or fingers so the metal contacts are covered. If they are unsteady, you can cup their hands without interfering with the signal.

Press the **play button** on the front of the device to commence the examination.

The ECG will calibrate for 10 seconds then commence a 30 second trace.

You can see the **Time Remaining** as the trace is underway.

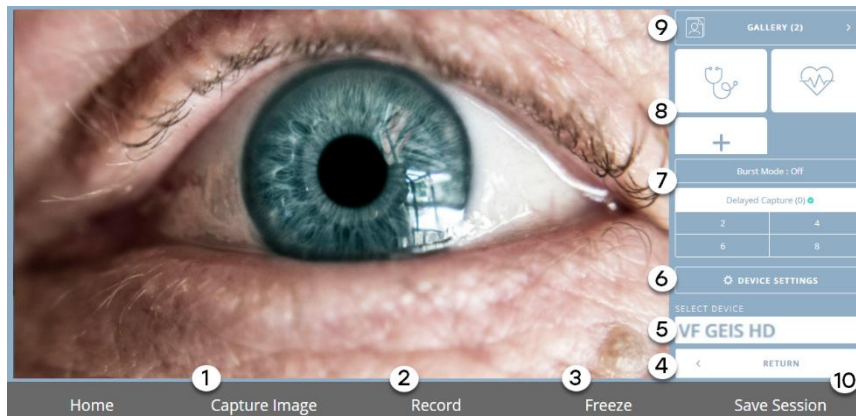
When the trace is complete, click **Capture Reading** to save it to the Gallery.



Using Clinical Cameras in Exam Mode

Use Camera Mode to take snapshots, record and stream vision from connected cameras and scopes, such as the GEIS General Exam Camera and the Otoscope.

1. **Capture an image** to the Gallery.
2. **Record a video** to the Gallery.
3. **Freeze** the video feed.
4. **Return** to Exam Mode.
5. **Select** the desired camera. If the camera doesn't appear try reconnecting it, returning to Exam Mode and back into Camera Mode.
6. **Device Settings** allows you to set the default device (by moving it up the list) and specifying which cameras should appear as diagnostic cameras.
7. **Burst Mode** and **Delayed Capture** can assist with capturing an image when the patient is not close to the computer. Burst Mode will take a series of photos. Delayed Capture will pause the set time before capturing.
8. **Add a Session Note** or change Exam Modes.
9. View the **Gallery** to see media and readings that have been captured but not yet saved. Use this view to review and remove or add items as desired.
10. **Save Session** and select a New Patient or Existing Patient record to save against.

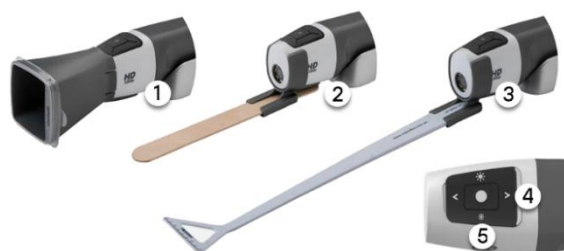


The GEIS General Exam Camera

The General Exam Camera is designed for close-range imaging and has powerful LED illumination for consistent image colour and tone.

It comes with clip-on accessories for different functions.

1. **Dermatology Hood**
2. **Tongue Depressor** attachment
3. **Wound Reference Ruler** adaptor
4. Press the back and forward buttons to switch from Auto to **Manual Focus** mode and adjust the focus level one step at a time.
To revert to Auto focus, press and hold the centre button.
5. Adjust the **brightness** of the LED light.



The SyncVision Otoscope

The digital otoscope simplifies ear, nose and throat examinations.

Connect the USB-C cable to the Otoscope handle, then press the round camera button on the device to select "PC Cam".

When Windows has detected the camera, open Exam Mode > Camera

The dial on the side of the screen adjust the light-throw distance for ear canal or ear drum examination.



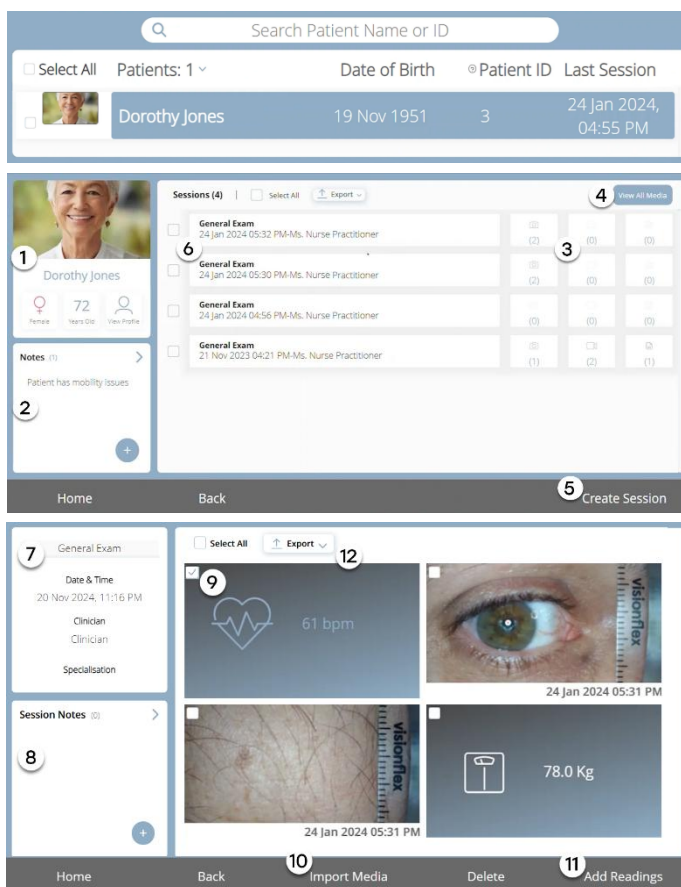
Managing Patient Data in ProEX

From the **Home Screen** you can click **Open Patient** to see a list of all of the patients with stored records.

You can search for records and view basic information.

Click on a Patient to view their session history.

1. Patient demographics are shown here. Click **View Profile** to edit their information.
You can upload an image or capture one using a connected camera.
2. **Patient Notes** can be added and edited to provide an overview.
3. **Data types** are listed to show media and notes.
4. Click **View All Media** to see a view of all media for easy side-by-side comparison.
5. Click **Create Session** to begin a new Exam.
6. Sessions are listed chronologically. **Click to open**.
7. **Session information** is shown here.
8. You can add a **Session Note**.
9. Click the tick box to select items to delete or export.
10. You can **Import Media** to add images, audio and video to the Session.
11. You can also **Add Readings** for Vitals.
12. **Export** individual items to a desktop folder or USB.



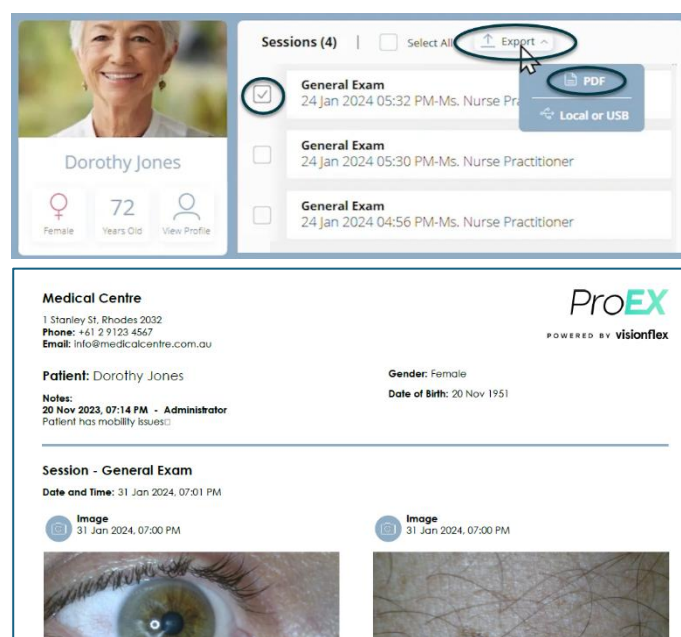
Generating a PDF report from one or more sessions

Open a Patient record and select one or more of the tick boxes next to the session.

Click Export to PDF and a .pdf file will be saved to the C:\Users\Desktop\ProEX folder.

If you'd prefer to select where to save the file you can toggle the setting called "Disable USB Export" in Settings, Configuration, Usability.

The exported PDF file can be printed and filed, emailed to the doctor or uploaded into your Electronic Health Record.



Conducting a Stethoscope Exam with TrueSteth

TrueSteth allows the transmission of heart, lung, and body sounds from a Digital Stethoscope over telehealth. The remote physician can control the filters and the gain of the stethoscope to assist with diagnosis.

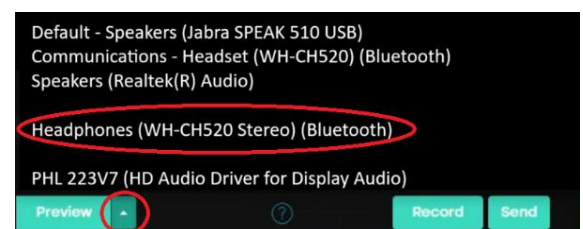
To carry out a TrueSteth examination, first connect the digital stethoscope via USB. The Stethoscope is seen by Windows as a Microphone. Check the Audio Settings by right-clicking the Windows volume icon and opening **Sound Settings** to ensure that the **volume** of the **ri-sonic PCP-USB Stethoscope** set to around 80%.



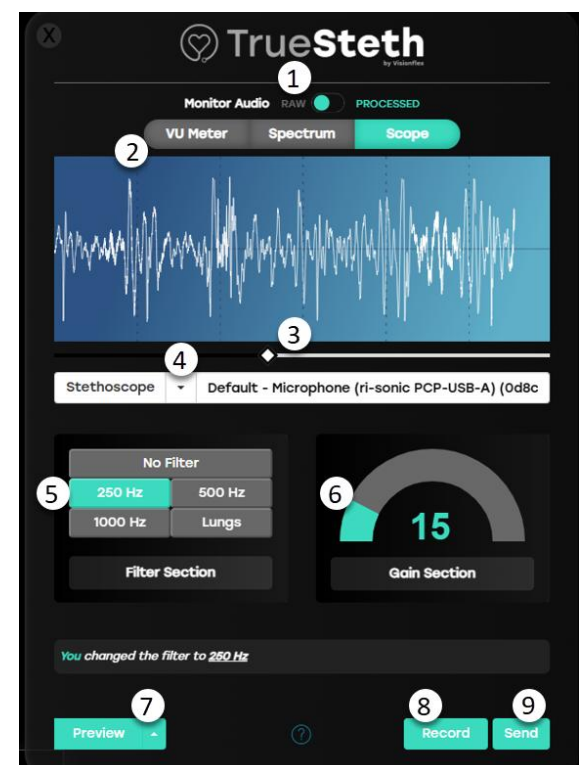
Your Stethoscope came with 'over ear' headphones to get the best audio quality during the stethoscope examination. If headphones are not used, feedback can be an issue, and some audio indicators will be difficult to detect. **Turn them on** by pressing the centre button of the 3 raised buttons on the headphones.

TrueSteth is accessed via the Vision Telehealth toolbar.

Select your headphones by clicking the ^ up arrow next **Preview** and select the **Headphones** device. Not "headset".



1. You can switch between **Processed** audio and the **Raw**, unfiltered audio from the stethoscope.
2. Select the graphical display mode to view **VU Meter** for amplitude, **Spectrum** for the frequency range and **Scope** for a progressive audio trace.
3. Drag the diamond to extend or reduce the **time base**.
4. Drop down to **choose the audio device** to use as a stethoscope. It should be **ri-sonic PCP-USB-A**
5. **Filters** are selected based on the type of examination. 250Hz and 500Hz low frequency for heart sounds, 1000 Hz for heart valve clicks, body and lung sounds. The Lungs setting filters out low frequencies to focus on the lungs.
6. Adjust the **Gain** of the stethoscope to amplify audio. Avoid over-amplifying where the scope shows "clipping".
7. Click ^ to select the Headphones for Stethoscope audio output. **Preview / Mute** to start and stop the audio.
8. **Record** the audio stream. When you stop the recording, it will be downloaded as a .wav file to Downloads folder on the computer.
9. Once the stethoscope is connected and you have verified the volume, you can **Send** an invitation to other participants in the telehealth call to view the TrueSteth application and hear the audio feed. When the participants 'accept' the invite message on their screens they will see the TrueSteth application and have full control of the stethoscope and the options listed above.

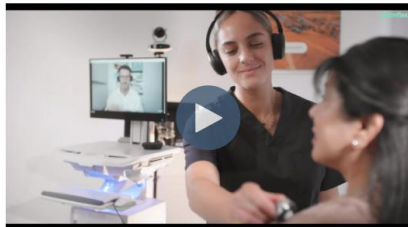


Support and Training

Head to visionflex.com/support to log a support ticket, view video guides, manuals or book a training session.

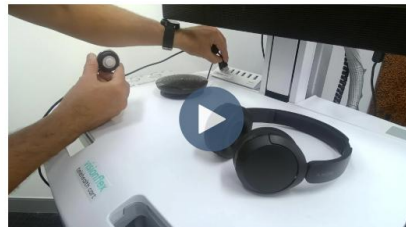
VIDEO GUIDES

Getting to know your Telehealth Cart



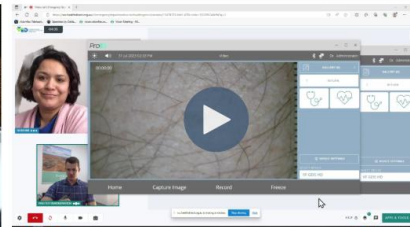
Stethoscope over Vision - RNK

Using TrueSteth on Vision to conduct a stethoscope examination over telehealth. With the RNK PCP-USB stethoscope.



VVED and Health Direct with ProEX

Using the Victorian Virtual ED and Health Direct along with the ProEX software for clinical examinations over telehealth. [\[User Guide\]](#)

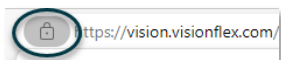


Troubleshooting

📶 Experiencing call issues?

Issues joining a Vision call for the first time? Just refresh your browser. Sometimes the permissions need a refresh.

To troubleshoot browser permissions issues, click on the **pad lock icon** in the address bar and open the **Permissions for this page** to **Reset Permissions**.



Hearing an echo? Use the same device for input and output. Try using a headset if the echo persists.

If others complain they can no longer see or hear you properly use the **refresh** button in the Vision toolbar to reset your connection.

Run a pre-call test from <https://tokbox.com/developer/tools/precall/> to check your bandwidth and network settings.

🔊 Can't hear others?

If the green line moves below the participant video feed, their mic is working properly. The problem is on your end of the call.

Click the small **gear** settings icon in your video window and ensure your speaker is correct. Use the "set as default pair" toggle to save.

Check if your speakerphone or headset is connected, powered on and not muted.

Check your volume and device settings by clicking the speaker icon down near the system clock.

Reconnect your device then refresh the browser.



👂 Stethoscope Audio issues?

Ensure the stethoscope is plugged in **and** your headphones are connected **before** opening TrueSteth.

Check your audio volume levels by right-clicking the speaker icon near the system clock and selecting **sound settings**.

Check that the ri-sonic PCP-USB **input** is set to 80%.

Check that the headphones **output** is high enough.



🗣️ Others can't hear you?

If the green line moves below your video feed, your mic is working properly. The problem may be on the other participants end of the call.

Check that the correct microphone is selected in Vision. Click the small **gear** settings icon in your video window. Use the "set as default pair" toggle to save.

Check if your speakerphone or headset is connected, powered on and not muted.

Check your volume and device settings by right-clicking the speaker icon near the system clock and selecting **sound settings**.

Reconnect your device then refresh the browser.



📷 Others can't see you?

Check that the correct camera is selected in Vision. Click the small **gear** settings icon in your video window. Use the "set as default pair" toggle to save.

Check that your camera is not in "privacy" mode. Is there a shutter covering your camera?

Unplug and reconnect your webcam. Then refresh your browser.

Contact Visionflex technical support

visionflex

After Sales and Technical Support

Phone: +61 2 8914 4000

Email: support@visionflex.com

