# Virtual Care Cart *Quick Start Guide*

1. Turn on the laptop. Tilt the screen forward for easy access to the power button.

2. Open **www.visionflex.com** from the web browser and click **Join meeting**

3. Log in with your email address and click **Sign in** or **Forgot password** to reset it.

4. From the Vision dashboard click **Join Virtual Room** to start a consultation.

5. Click the **+ Add** button in the toolbar and **Add camera to** bring the **Patient camera** into the call. You can also plug in and add the **GEIS General Exam Camera** if you aren't intending to use the ProEX software for this session.

6. Click **+ Add** button and **Add guest** to send an instant email invitation to join the call.

7. When the clinician has joined, hover over their video feed and click to display them on the **second monitor**.

8. Click ... **Examvu** in the toolbar to start the **ProEX** clinical exam software and share it with the participants on the call.

9. **Log in to ProEX** with the Clinician account and open **Exam Mode** to capture clinical images from the cameras and vitals from from the obs devices. You can **export** these to a PDF after saving against a patient. Click the ☑ next to the session and **Export to PDF.**
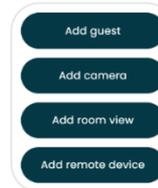
For assistance, contact your IT, your digital health champion or Visionflex support.

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After Sales and Technical Support
Phone: +61 2 8914 4000
Email: support@visionflex.com

*LAPTOP*Virtual*CareCart*

USER GUIDE

For your Laptop Medical Cart
Running ProEX Software with a
Patient Facing Monitor and Pan-Tilt-Zoom Camera

What's in the box?

1. Patient-Facing Pan Tilt Zoom Camera
2. 15in Dell Laptop with ProEX Software
3. Patient-Facing Monitor
4. USB Ports
5. Speakerphone
6. Handle for Sit or Stand Height Adjustment
7. Pull-out Keyboard and Mouse Tray
8. Lockable Drawers
9. Lockable Wheels

Ships with your selection of these clinical examination accessori

- 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!

Refer to the Unboxing and Assembly Guide for your cart here: **visionflex.com/support**

You have been provided with a wireless keyboard and mouse and Bluetooth and USB peripherals.

Take the USB dongle for the keyboard and mouse from the packaging and insert it into the USB Hub.

Connect the USB devices such as the Speakerphone and the GEIS General Exam camera to the USB Hub on the worksurface.

Extend the Patient Facing Monitor arm by releasing the pull-down chain which is hanging from the hinge.

Tilt the screen forward to turn the laptop on.

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**

Click **Join Meeting**, log in with your email address and click **Sign in**.

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** call **+61 2 8914 4000** or email **support@visionflex.com**

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.
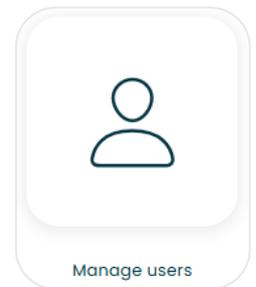
Using your Virtual Meeting Room

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. **Guests** don't need any software or even a Vision account to join.

Click **Join Virtual Meeting 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 **+ Add** then **Add Guest(s)**.
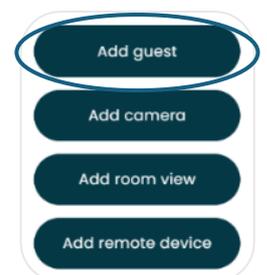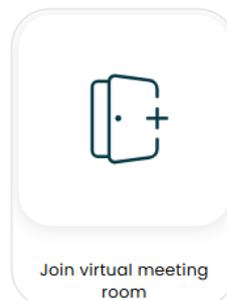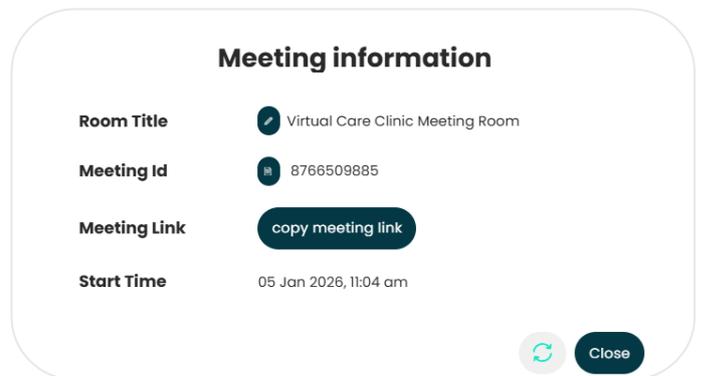
Scheduling a Meeting using Vision

Invitations can be sent for scheduled meetings by clicking **New 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 **Book Meeting** to send the invite.

Invite to Virtual Room

TITLE*
Wound review with Mr Allen

START TIME*
20 February 2026 - 03:00 PM   SCHEDULE FOR NOW

DESCRIPTION
Invitation Description

DURATION
Duration set to 30 minutes   ◯ OPEN OUTLOOK INVITE

REGISTERED USERS
× Abe Warwick   × ▾

GUESTS
× specialist@demo.com   × doctor@demo.com   × patient@demo.com   ×

Enter a tab, comma or semicolon separated list of valid email addresses

☑ INVITE TO VIRTUAL ROOM

BOOK MEETING   ⊞ SHOW CALENDAR

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**.

Invite Summary ✏️

Room Title	Wound review with Mr Allen
Room Description	*(no description)*
Created by	Vijay Panjwani **Status** Scheduled
Registered Guests	Vijay Panjwani
Guests	specialist@demo.com, doctor@demo.com, patient@demo.com
Start Time	15 Jan 2026, 11:00 am
Created	05 Jan 2026, 11:42 am
Duration	0 hours 30 minutes
Link	copy meeting link

Join Room   Delete Meeting

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

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

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Hi there

Vijay Panjwani (vpanjwani@visionflex.com**)** is inviting you to a scheduled virtual care meeting on Vision Home.

Join meeting

Meeting title: Wound review with Mr Allen
When: Thu 15 January 2026 12:00 AM-12:30 AM

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 **integrated webcam** and the **jabra speakerphone** as your video and audio inputs.

If there is sensitive information visible behind you, consider using the **background blur** feature.

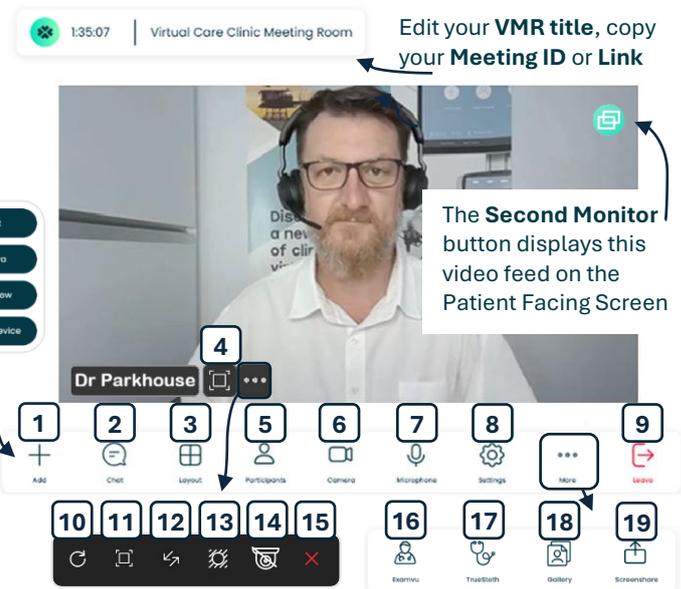You can set your camera and microphone pair to **save as default pair** for next time.

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.
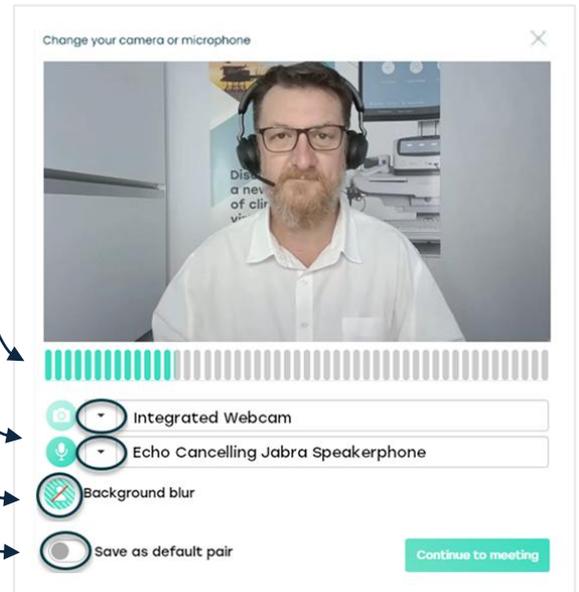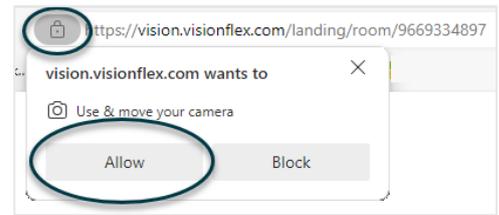
Virtual Care Call Controls

1. Add **guests** and add **video sources** such as USB and network **cameras**.
2. Open the **chat** window to write to other participants.
3. Change the **layout** of your feed windows. As a host, hold *SHIFT* to force your layout onto everyone.
4. Take a **snapshot** of this window and save it into the session library.
5. **Invite** and **admit** participants from the lobby.
6. Toggle your **camera** on and off.
7. Toggle your **microphone** on and off.
8. Open the camera and audio device selection **settings**.
9. **Exit** the meeting. If you're a host, you can **end for all**.
10. **Refresh** your video and audio feed if participants can't see or hear you properly.
11. Take a **snapshot** and save it into the session library.
12. **Flip** this video window. This is useful for clinical video feeds of medical cameras.
13. Turn on **background blur**. Consider using this if there is sensitive information visible behind you.
14. Unlock the movement controls for your **pan-tilt-zoom** camera so other participants can reposition it.
15. **Remove** this video container from the call.
16. Start and share the **ProEX** clinical software to stream the data from connected clinical peripherals.
17. The **TrueSteth** tool is used in with your digital **stethoscope** to transmit clinical audio to the far-end doctor.
18. Open the **gallery** tool to view, edit and save **snapshots**, whiteboard and markup PDFs.
19. You can **screenshare** a window, a browser tab, or your entire screen with the meeting participants.

Edit your **VMR title**, copy your **Meeting ID** or **Link**

The **Second Monitor** button displays this video feed on the Patient Facing Screen

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# Working with Clinical Images and Collaborating in the Gallery

Click the **snapshot** button during a call to capture a temporary snapshot in the Media Library.

Access the gallery from the toolbar by clicking **More …** and then selecting **Gallery**.

Here, you can view captured snapshots, whiteboards and uploaded files. Annotate and collaborate with other participants in the call to assist in the treatment of the patient.

1. Select a **screenshot** or a **resources** item to open for all participants in whiteboard **telestration** mode.
2. **Delete** an image or file.
3. Create and open a **blank canvas**.
4. Upload a **document** to the library.
5. Select the files which you want to **save** to your computer.
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. **Move** selection.
10. **Erase or remove** mark ups.
11. **Delete** the image.
12. Add **text**.
13. **Open** an image from your PC.
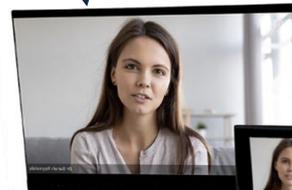14. **Undo/redo** edits.
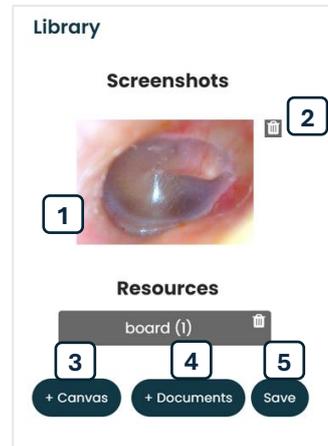
Use the Patient Facing Monitor and Camera

The **Patient Facing Monitor** is on a swing-arm which can be extended so that the screen faces the patient to allow a face-to-face consult with the far-end doctor.

Extend the swing-arm by pulling down the latch chain at the hinge of the arm.

Turn the monitor on with the power button at the bottom right of the screen.

The **PTZ camera** is mounted on a pole and can be adjusted to face the patient and controlled in Vision

Send any participant or video container in the call to the patient-facing -monitor by clicking the **Second Monitor** button in the video call.

Click the **+ Add** button in the toolbar and **Add camera to** bring the **patient-facing-camera** into the call. Select the **UVC Camera** from the list of cameras and click **Continue to Meeting**.

1. **Enable the camera controls** to move and zoom the camera.
2. Use the **arrows** or click anywhere to move the camera.
3. Use the **slider** to zoom in and out.
4. Click and drag diagonally to draw a rectangle and the camera will **zoom** and **centre** on that location.
5. Press to **return** the camera to its "home" position.
6. Click to set and use the **memory** pre-set positions.
7. Take a **screenshot** and save it in the **Gallery**.
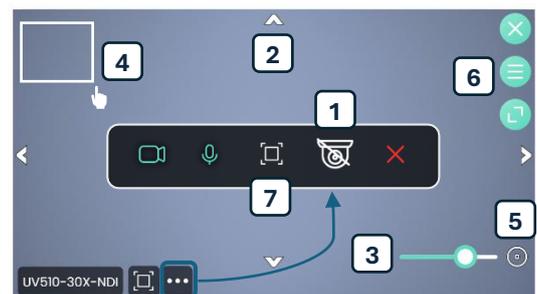
Clinical Examinations with ProEX

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: **visionflex.com/support**

In a Vision call you can click the **ExamVu** button on the toolbar to start **ProEX** clinical exam software and share it with all participants.

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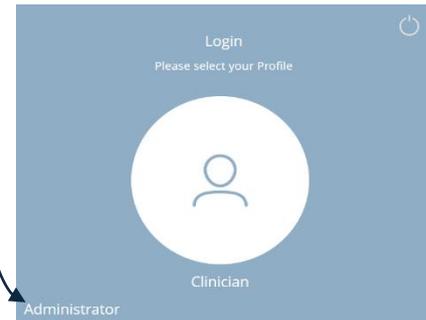
From the **Home Screen** you can access all areas of the software.

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.
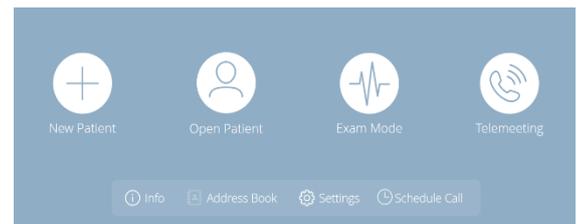
ProEX Exam Mode

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.
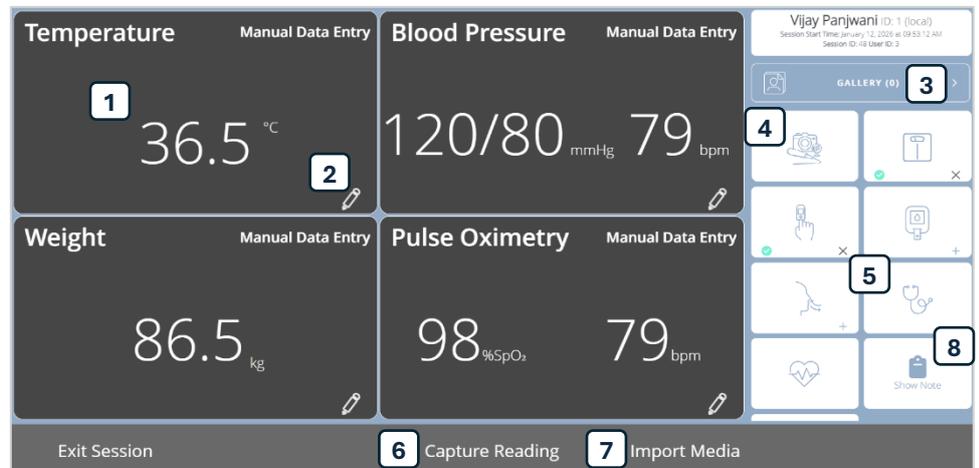
Using Clinical Cameras in Exam Mode

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. "VF GEIS VirtualCam" will allow you to use the button on the GEIS camera to capture an image.
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. **Switch** between **Exam Modes** quickly or scroll down to add a **Session Note**.
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.
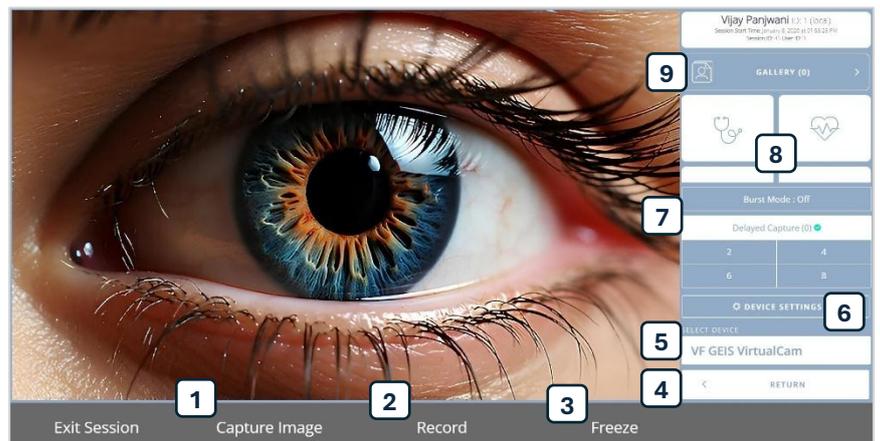
The GEIS General Exam Camera

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. Use the left and right buttons to 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.

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.

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.
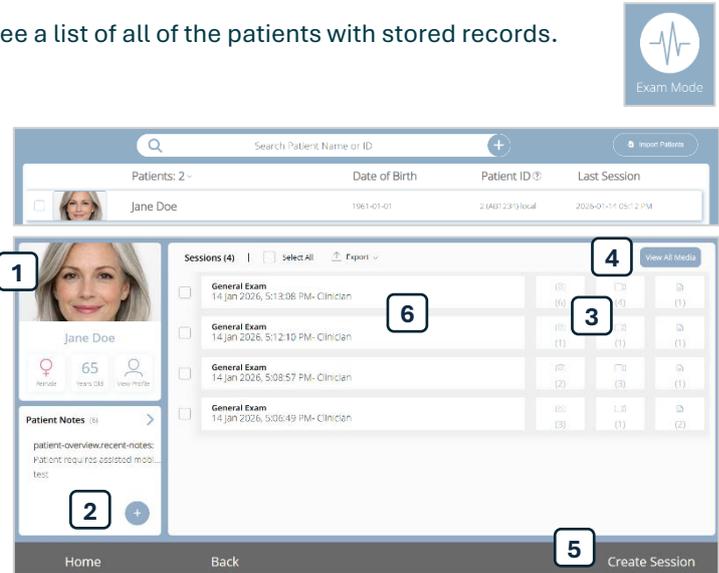
Simply **Click to open** a session.

1. **Session information** is shown here.
2. You can add a **Session Note**.
3. Click the **tick box** to select items to delete or export.
4. You can **Import Media** to add images, audio and video to the Session.
5. You can also **Add Readings** for Vitals.
6. **Export** individual items to a desktop folder or USB.
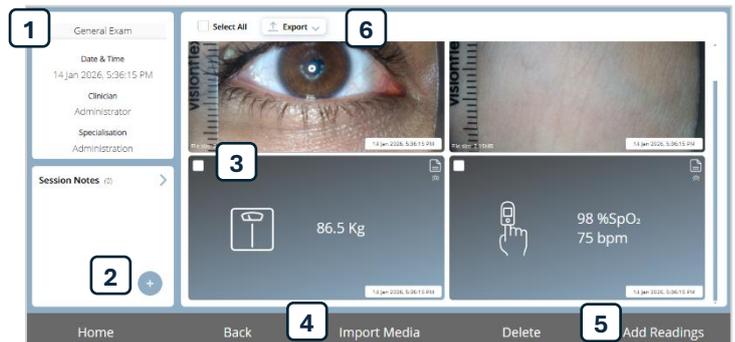
Generating a PDF report from one or more sessions

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.
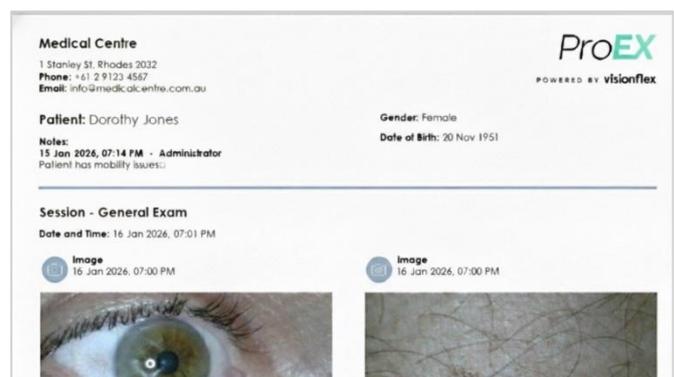
Conducting a Stethoscope Exam with TrueSteth

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.

Audio settings guide: Use the Pre Session Checklist to confirm your microphone and speaker settings are correct before starting your session. Find it on **visionflex.com/support.**

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.

1. Select the graphical display mode to switch between the **Spectrum** for the frequency range and **Scope** for a progressive audio trace.
2. Switch between **rocessed** audio and the **Raw**, unfiltered audio from the stethoscope.
3. Drag the diamond to extend or reduce the **time base**.
4. Volume meter shows the **amplitude** of the audio.
5. Drop down to select the **stethoscope** for Audio In.
6. Drop down to choose the **headphones** for Audio Out. If they aren't listed, power them on then reload TrueSteth.
7. **Filters** are selected based on the type of examination. 250Hz and 500Hz low frequency for heart sounds, 1000 Hz for heart valve clicks, and body sounds and a wide filter to focus on lungs and airway.
8. Adjust the **Gain** of the stethoscope to amplify audio. Avoid over-amplifying where the scope shows "clipping".
9. Start / Stop the audio feed on your end.
10. Once the stethoscope is connected and you have verified the volume, you can **Share** 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.
11. **Record** the audio stream. When you **Stop** the recording, it will be downloaded as a .wav file to Downloads folder on the computer.
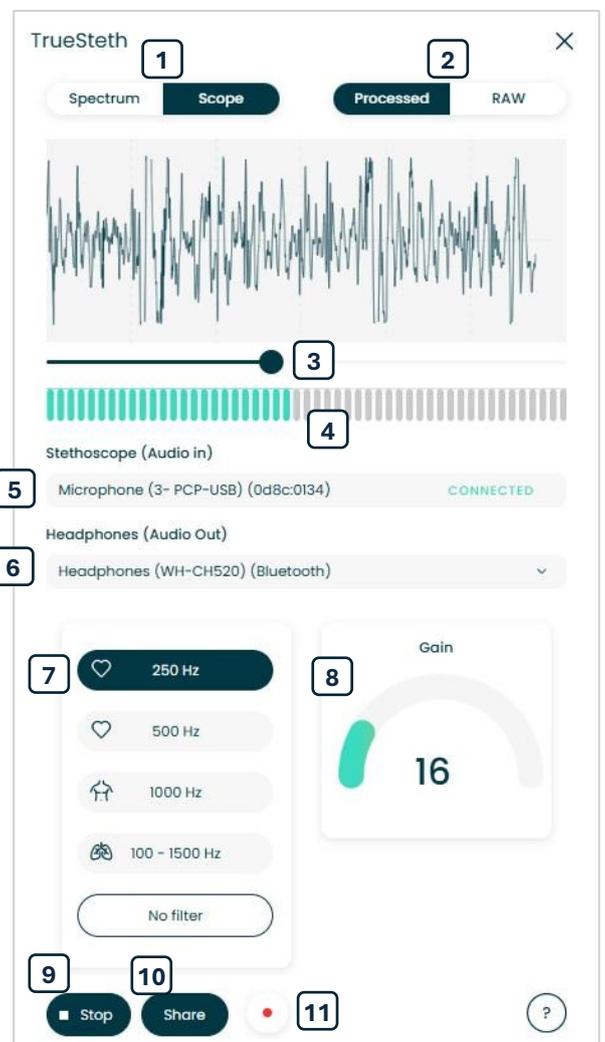
Troubleshooting, support and training

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

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

📶 Call quality 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.

📷 Others can't see you?

Check that the correct camera is selected in Vision. Click the ⚙ settings icon in in the toolbar. 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.

🩺 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 **PCP-USB input** is set to 80%.

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

Reconnect your device then refresh the browser.

🔊 Audio issues?

Run through our Pre Session Audio Checklist on the visionflex.com/support page before each call.

👂 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 ⚙ settings icon in in the toolbar 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.

🎤 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 ⚙ settings icon in in the toolbar. 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**.

Contact Visionflex technical support

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After Sales and Technical Support
Phone: +61 2 8914 4000
Email: support@visionflex.com