Tele-View® TV-200V Wireless Otoscope
Frequently Asked Questions

1. What is included in the Tele-View Wireless Otoscope package?

The Tele-View Wireless Otoscope package contains the following:

1	Wireless Otoscope
1	WR-15 Wireless Receiver
5	Reusable Specula (3mm, 4mm, 7mm and 4mm & 7mm with working channel)
2	USB cables (black 6' cable to connect receiver to TV/computer & 3' silver cable for recharging)
1	AC Adaptor
1	Video Cable
2	CD's with Wireless Receiver Driver and Video Capture Software
1	User Manual
1	Warranty Card
1	Wrist Strap

Each exam room will need one WR-15 Wireless Receiver. As the otoscope comes with the first Wireless Receiver, it will work in one exam room. To set up the system to work in multiple exam rooms, additional wireless receivers will need to be purchased by the clinic.

2. Was the Tele-View Video Otoscope designed for the veterinary market?

Yes, it is the only otoscope designed specifically for the veterinary market. Features include the ability to work with a TV or computer and adjustable focus, brightness and zoom functions. The otoscope is the only one that has an on-board SD card for image capture and review. The specula are custom made for the veterinary market and lock on the specula so they don't fall off in the dog's ear. Also, working channel specula are included with the otoscope. This otoscope

3. Will the Tele-View Wireless Otoscope display on a TV or a computer?

Yes, the Wireless Otoscope can work with either a TV or a computer.

4. Will the Tele-View Wireless Otoscope work with any television set?

Yes, the Wireless Receiver can be connected to any video device equipped with a yellow RCA (composite) video input plug such as a TV, a VCR or video printer. To connect to a TV, the user simply connects the included Wireless Receiver to the TV with the video cable. Also, for international markets, the Wireless Otoscope can be set to the PAL TV standard. For North America, the Otoscope is set to the NTSC standard. There is a NTSC/PAL switch inside the battery compartment of otoscope that changes the signal output to NTSC or PAL depending on the format of the TV.

5. How do I make the Tele-View Wireless Otoscope work with a computer?

For **Windows 8, Windows 7, Vista and XP** the drivers and video capture software are included on a CD's that are inside the package. To use on a computer, connect the Wireless Receiver directly to the computer with a USB cable. The user must install the *device driver* and *video capture software* found on the included CD. After installation, the computer should be rebooted with the Wireless Receiver attached to be sure the system recognizes the hardware device.

The computer must have certain minimum system requirements as follows:

Windows 8, 7, Vista (SP1), XP (SP2)
Intel Celeron or higher. Intel Core I3, I5 or I7 is preferred.
2GB of RAM with 4 GB RAM preferred.
4GB minimum Hard Disk space
1024 x 768 16-bit graphics card minimum, DirectX 9.0 or up

6. Can I use the Tele-View Wireless Otoscope with my Mac computer?

Yes, however, for **Mac** computers, you will need either install Parallels software on the Mac or install a video capture card between the Wireless Receiver and the computer. Parallels software allows Windows software to be run on a Mac and costs about $79.00. It can be downloaded at http://www.parallels.com/. The Elgato Video Capture Card for Mac can be purchased for about $100.00 from an Apple store or at www.elgato.com. Please contact AMC at 858-536-8237 x102 for additional information.

7. What type of light source is used in the Tele-View Wireless Otoscope and how do they compare to halogen bulbs?

The otoscope uses 5 white LED light bulbs. These LED lights are the newest lighting technology, whereas halogen light bulbs are old technology. LED lights are better than halogen for the following reasons:

a) Brighter, whiter light
b) Not hot to touch
c) Longer life, approximately 30,000 hours
d) Do not have to be replaced

8. What is the transmission range of the Tele-View Wireless Otoscope?

The range is approximately 33 feet (10m) in direct sight. The range may be reduced if there is obstructive material between the otoscope and its receiver. The signal will usually not penetrate brick or steel walls.

9. What type of EMF can interfere with the Tele-View Otoscope's Wireless Signal?

There are many potential causes of interference of the Otoscope's Wireless Signal. However, the most common are *wireless computers, wireless routers and portable phones.* Each of these devices broadcast in the 2.4GHz band and emit signals that can cause interference. Even though the Tele-View Otoscope has been fine tuned to minimize outside interference, close proximity to one of the above devices can cause interference that shows up on the television or computer. To reduce interference, the Wireless Receiver should be moved away from wireless computers, wireless routers and portable phones. The directional antenna of the Wireless Receiver should also be directed towards the area that the otoscope will be used. The Tele-View Otoscope and the Wireless Receiver have 4 different wireless channel settings. The channel settings can easily be changed on the otoscope and the Wireless Receiver to find a channel with minimal wireless EMF interference. To change the wireless channel setting, please refer to the User Manual.

10. Can I change the Brightness of the Tele-View Wireless Otoscope?

Yes, there are 7 Brightness levels of the otoscope. The Brightness can be changed by selecting the Brightness Mode of Key F and then pushing either the increase (+) or the decrease (-) buttons to change the Brightness.

11. Does the Tele-View Wireless Otoscope have zoom capability? What is the magnification level of the Tele-View Wireless Otoscope?

Yes, the Wireless Otoscope has a digital zoom that will increase the zoom up to twice (2x) the otoscope's normal magnification. However, the magnification of the target object depends on the size of the speculum used and the size of the TV or monitor. For example, for un-zoomed magnification with the 4mm speculum and a 15" TV, the magnification will be about 16 times the normal size of the ear drum. For the 2x zoomed magnification with the 4mm speculum and a 15" TV, the magnification will be about 35 times the normal size of the ear drum.

The magnification can be changed by selecting the Zoom Mode of Key F and then pushing either the increase (+) or the decrease (-) buttons to change the magnification.

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12. What is the resolution of the images that are captured by the Tele-View Otoscope and how many images can it store in the SD card in the handle?

The Tele-View Otoscope captures the images and stores them at 1600 x 1200 resolution in the internal SD card found in the otoscope handle. However, if the images are saved in the computer via Debut Video Capture software, they will only store on the computer hard drive at a resolution of 760 x 480. If the user wants to store at a resolution of 1600 x 1200 into the computer hard drive, the images must be transferred to the computer via the USB cable.

The otoscope contains a 1GB micro-SD card to store the images and each image that is stored in the SD card takes up about 280kb of space. For this reason, over 3,000 images can be stored on the SD card inside the otoscope handle. These images are numbered and will stay stored in the micro-SD card until they are erased. The images can easily be transferred to a computer. If the user is displaying the images on a TV, the images can then be downloaded to any computer by attaching the otoscope to the computer with a USB cable (just like downloading images from a digital camera). If the user is displaying the images on a computer, the images can be stored to the computer by using the video capture software.

13. How can I store the images to the computer hard drive?

Images can be stored on the computer by saving in the Video Capture software while the otoscope is being used on a computer. However, as mentioned above, the images can be transferred at a higher resolution by downloading via the USB cable. Also, for viewing on a TV, the user must download the images to a computer by using a USB cable.

14. How can I print out captured image? Can the images be e-mailed?

There are two methods to print out the captured image:

First, captured images can be printed from your computer printer. The otoscope images are stored as jpg files and can be printed, saved or e-mailed just like any jpg file. The saved images will range between 28KB and 280KB KB in size, depending on if they are saved through Debut Video Capture software or via the USB cable.

Second, the Wireless Receiver can be connected to a video printer that has a yellow RCA video input plug.

15. Can I use one Tele-View Wireless Otoscope with multiple Wireless Receivers (installed in different exam rooms)?

Yes. However, since the Wireless Otoscope has a 33 foot transmission range, there is a good chance that it will be displayed on all TV sets in all exam rooms (not just in the exam room you are working in). This cross-talk can be prevented by turning off the power of the Wireless Receivers or the TVs when they are not being used. The Wireless Otoscope package comes with one WR-15 Wireless Receiver. Additional WR-15 Wireless Receivers can be purchased for use in additional exam rooms for a cost of $295.00 each.

16. If I purchase multiple Tele-View Wireless Otoscopes with multiple Wireless Receivers and install the receivers on televisions in each exam room, will there be cross-talk between the Wireless Otoscopes and the Wireless Receivers in the different exam rooms?

Yes, if all the Wireless Otoscopes and Wireless receivers are set to the same channel. The Wireless Otoscopes and the Wireless receivers can be set on four separate channels (1-4) to prevent this from occurring. This is accomplished by changing the otoscope channel selector which is found inside the battery compartment. The Wireless Receiver channel must be changed to correspond to the new channel of the otoscope. The channel selector is found on the side of the Wireless Receiver. Please see the User Manual for detailed instructions.

17. Are the specula disposable or reusable?

The specula are reusable and should be cleaned with a cold sterilization product. Disposable specula are available.

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18. How long will the battery last with each charge and how long is the battery life?

The battery will last for approximately 90-120 minutes of continuous use when fully charged. To fully charge a completely discharged battery, it will take about 6 hours. The battery life is approximately 300 recharges. If the user recharges the battery every other day, it will last approximately 1-2 years.   As the battery is Lithium-Ion, there is no memory effect with this type of battery.

19. How do I charge the battery?

The battery can be charged by connecting the otoscope either to the USB port of the Wireless Receiver, the USB port found on any computer or to a wall outlet with a USB cable. A wall adapter that fits on the end of the USB cable is included with the otoscope as well as two USB cables. The black USB cable is to connect the wireless receiver to the computer and the silver USB is to recharge the otoscope.

20. How do I replace the battery?

The battery is user replaceable. Replacement batteries are available through AMC at 858-536-8237 x102. Follow the instructions in the User Manual to open the battery compartment, disconnect the battery cable Molex connector and replace the battery with a new one.

21. How do I save images and video to the computer hard drive?

Saving images to the computer hard drive depends on if you are using the otoscope with a computer or a TV. First, you will need to capture the image to the otoscope handle by pressing the Image Capture Button (Key B). You will then need to go into the Memory function of the otoscope (I-O/M button) so that the captured image is showing on the screen. When in Memory, there will be a yellow arrow showing in the top right of the screen.

If you are using on a computer and have the Video Capture Software open and have the captured image showing on the screen from memory, click on 'Snapshot' icon in the program window. You can then set-up a folder on desktop where you can save the images. Once you have saved into the desktop folder, you can change the name of the file. If you are using Electronic Medical Records, you can save to the Patient Record by going into the record and clicking on the 'attach' button (or similar button). You can then browse to the folder that contains the file that you want to upload to the record. This is just like attaching a document to an e-mail message.

Keep in mind that if you want to save as high resolution images (1600 x 1200), you will need to download the images to the computer from the otoscope via the USB cable. If you to save in low resolution (760 x 480), you can save through the Debut Video Capture Software as described in the paragraph above.

For TV usage, you will need to download the images via the USB cable. This will also charge the battery of the otoscope. Once the otoscope is attached to the computer, the computer will recognize the otoscope as an external hard drive (just like a digital camera). The computer will then ask you what you want to do. If you open the folder that contains the images on the otoscope handle, you can then drag and drop the images to a folder on your computer. This is just like moving your images from your digital camera to your computer.

To save video, click on the 'Record' icon in the video capture program window.

22. How long is the warranty on the Tele-View Wireless Otoscope and how are repairs handled?

The warranty on the Wireless Otoscope and accessories is for 12 months from time of purchase. The warranty covers manufacturing related defects. It does not cover malfunction or damage that is the result of misuse, abuse or intentional damage to the product. It also does not cover the battery. For product repair or replacement, please contact Advanced Monitors Corporation at 877-838-8367 x102, 858-536-8237 x102 or support@admon.com. You will then be issued an RGA number for return of the product. After you receive an RGA number, the product will need to be shipped to: **Advanced Monitors Corporation, 7098 Miratech Drive, #130, San Diego, California, 92121, USA.**

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