



# Video Touch 4K and MDR Video Touch Installation Guide

PG11024 Rev018

# Documentation Notice

The information and software described in this document are furnished only under a separate agreement and may only be used or copied according to the terms of such agreement. It is against the law to copy the software except as specifically allowed in such agreement. Complying with all applicable copyright laws is the responsibility of the user. Without limiting the rights under copyright law, no part of this document may be reproduced, stored in or introduced into a retrieval system, or transmitted in any form or by any means (electronic, mechanical, photocopying, recording, or otherwise), or for any purpose, without the express written permission of Hyland Software, Inc. and/ or one of its affiliates.

Hyland, OnBase, Alfresco, Nuxeo, Content Innovation Cloud and other product or brand names are registered and/or unregistered trademarks of Hyland Software, Inc. and its affiliates in the United States and other countries. All other trademarks, service marks, trade names and products of other companies are the property of their respective owners.

Confidential © 2025 Hyland Software, Inc. and its affiliates.

The information in this document may contain technology as defined by the Export Administration Regulations (EAR) and could be subject to the Export Control Laws of the U.S. Government including for the EAR and trade and economic sanctions maintained by the Office of Foreign Assets Control as well as the export controls laws of your entity's local jurisdiction. Transfer of such technology by any means to a foreign person, whether in the United States or abroad, could require export licensing or other approval from the U.S. Government and the export authority of your entity's jurisdiction. You are responsible for ensuring that you have any required approvals prior to export.

**DISCLAIMER:** This documentation contains available instructions for a specific Hyland product or module. This documentation is not specific to a particular customer or industry. All data, names, and formats used in this document's examples are fictitious unless noted otherwise. This document may reference websites operated by third parties. In such a case, Hyland has no control or liability for the content of such third-party websites. The inclusion of such a link shall not constitute an endorsement or affiliation with such a third-party website; the reference is provided for information purposes only. If you have questions about discrepancies in this document, please contact Hyland. Hyland customers are responsible for making their own independent assessment of the information in this documentation. This documentation: (a) is for informational purposes only, (b) is subject to change without notice, (c) is confidential information of Hyland Software, Inc. and its affiliates and (d) does not create any commitments or assurances by Hyland. This documentation is provided "as is" without representation or warranty of any kind. Hyland expressly disclaims all implied, express, or statutory warranties. Hyland's responsibilities and liabilities to its customers are controlled by the applicable Hyland agreement. This documentation does not modify any agreement between Hyland and its customers

## Regulatory and compliance



**Manufacturer**  
**Hyland Software, Inc.**  
12919 Earhart Ave  
Auburn, CA 95602 USA

### **Support**

Telephone: 1-844-535-1404  
Web: <https://community.hyland.com>

### **Software Version**

Video Touch 4K 4.0 and earlier  
MDR Video Touch 1.32 and earlier

## General warnings and precautions



To ensure patient safety and adhere to HIPAA Privacy Rule involving patient health information, the Healthcare provider shall assign a unique Accession Number and Medical Record Number (MRN) to identify individual patient's health record affiliated with the patient to prevent erroneous medical data and duplicate identification with other patients.

There is no impact to patient population, body part or tissue contact with MDR Video Touch and Video Touch 4K; it does not have any applied parts.

Disconnection of the power cord is needed to electrically isolate the unite from the supply mains, the unit should not be installed in such a way as to make that difficult.

### **Note:**

A power failure during video capture can cause corrupted files and possible data loss.

# Symbols glossary



ISO - 15223-1 - Medical devices - Symbols to be used with medical device labels, labeling, and information to be supplied.  
3082 - Manufacturer: Indicates the medical device manufacturer.



ISO - 15223-1 - Medical devices - Symbols to be used with medical device labels, labeling, and information to be supplied.  
Authorized representative in European Community: Indicates the authorized representative in the European union. Symbol is accompanied by the name and address of the authorized representative adjacent to the symbol.



ISO - 15223-1 - Medical devices - Symbols to be used with medical device labels, labeling, and information to be supplied.  
2497 - Date of Manufacture: Indicates the date when the medical device was manufactured.



ISO - 15223-1 - Medical devices - Symbols to be used with medical device labels, labeling, and information to be supplied.  
2493 - Catalog number: Indicates the manufacturer's catalog number so the medical device can be identified.



ISO - 15223-1 - Medical devices - Symbols to be used with medical device labels, labeling, and information to be supplied.  
2498 - Serial number: Indicates the manufacturer's serial number so that a specific medical device can be identified.



ISO - 15223-1 - Medical devices - Symbols to be used with medical device labels, labeling, and information to be supplied.  
1641 - Consult instructions for use: Indicates the need for the user to consult the instructions for use.



ISO - 15223-1 - Medical devices - Symbols to be used with medical device labels, labeling, and information to be supplied.  
0434A - Caution: Indicates the need for the user to consult the instructions for use for important information such as warnings and cautions.



ISO - 15223-1 - Medical devices - Symbols to be used with medical device labels, labeling, and information to be supplied.  
2610 - Patient number: Indicates a unique number associated with an individual patient.



Quantity: Indicates the number of units.



Directive 2012/19/EU on waste electrical and electronic equipment (WEEE).



Front panel. Power status light indicator.

Green light - power on.



Front panel. SSD activity indicator.

Blinking light - active state.

# Table of Contents

<b>Documentation Notice</b> .....	<b>2</b>
<b>Regulatory and compliance</b> .....	<b>3</b>
<b>General warnings and precautions</b> .....	<b>3</b>
<b>Symbols glossary</b> .....	<b>4</b>
<b>What are the Video Touch 4K and MDR Video Touch?</b> .....	<b>7</b>
<b>Set up the Video Touch 4K</b> .....	<b>7</b>
<b>Manage Video Touch 4K cables</b> .....	<b>10</b>
<b>License the Video Touch 4K and MDR Video Touch</b> .....	<b>12</b>
<b>Log in to the Video Touch 4K and MDR Video Touch</b> .....	<b>12</b>
<b>Change the administrator password</b> .....	<b>13</b>
<b>Update the MDR Video Touch firmware</b> .....	<b>13</b>
<b>Update the MDR Video Touch firmware from the server</b> .....	<b>14</b>
<b>Calibrate the touch screen</b> .....	<b>14</b>

## What are the Video Touch 4K and MDR Video Touch?

The Video Touch 4K and MDR Video Touch are the hardware devices that captures and sends high-resolution images and video from a wide range of modalities to PACS/VNA. They provide image and video capture and transfer at the point of care without the need for a workstation.

Notes:

- The term MDR applies to the MDR Video Touch, Video Touch 4K, MDR-VT products family.
- The default, non-secure communication port for MDR > PACSgear Enterprise Server is 80.

The default, secure communication port for MDR > PACSgear Enterprise Server is 443.

The Video Touch 4K and MDR Video Touch software are functionally the same, even though they have different hardware. When Video Touch 4K is specified, it may be assumed that this also applies to MDR Video Touch, unless it specifies that it apply to only one product.

The Video Touch 4K and MDR Video Touch have a built-in server that handles security, configuration, and the flow of data between the modalities and destination DICOM systems. However, the Video Touch 4K and MDR Video Touch can also connect to an external instance of PACSGear Enterprise Server to handle these functions.

To configure PACSGear Enterprise Server settings, administrators can use a browser-based interface called Core Server Console (CS Console). You can launch CS Console from a PC or within the Video Touch 4K and MDR Video Touch.

The MDR Video Touch 4k 4.0 and later is compatible with a PACSGear Enterprise Server 5.2.x and later.

## Set up the Video Touch 4K

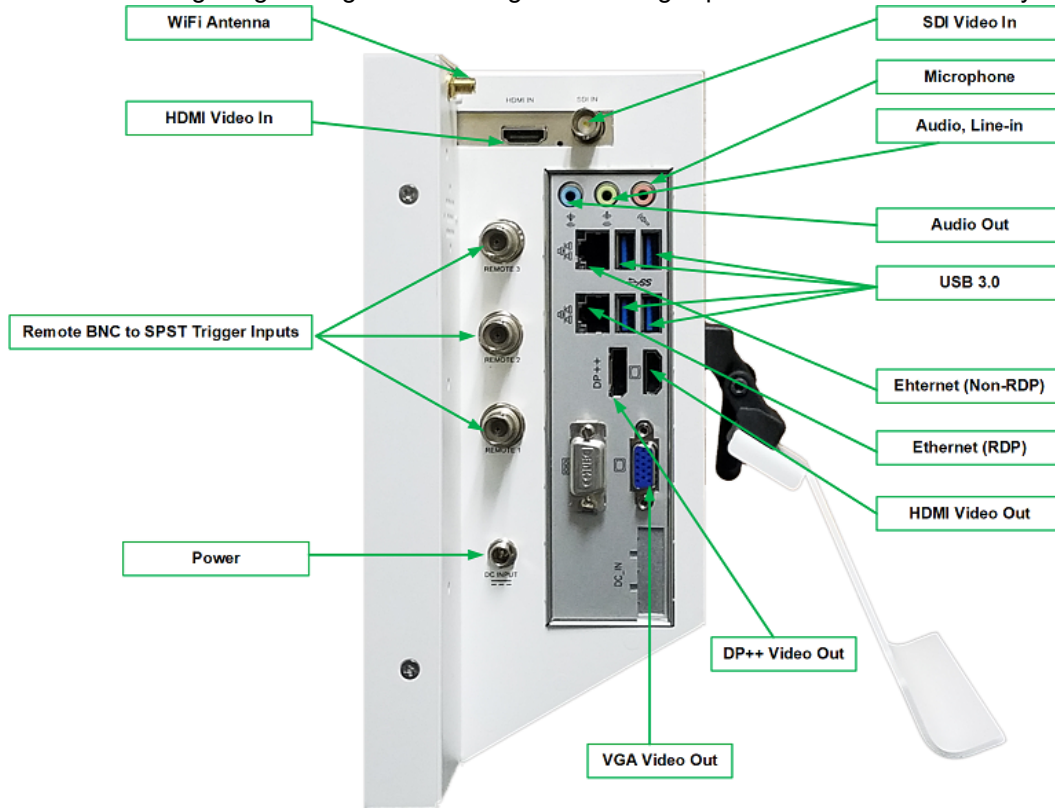
You must unpack and prepare the Video Touch 4K for usage and then configure the unit for the video signal it will record. If you want the Video Touch 4K to send images to PACS or use a worklist server, you must also perform the network setup.

To set up the Video Touch 4K unit, complete the following steps.

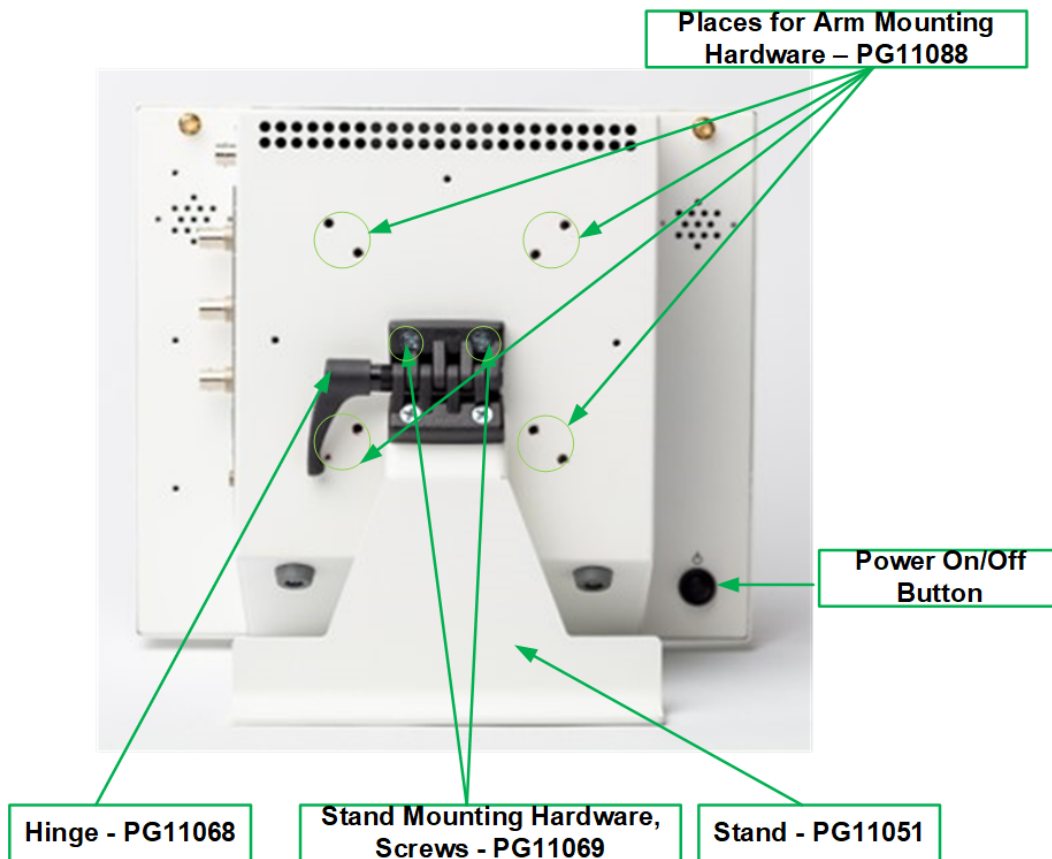
1. Unbox the Video Touch 4K device. The box includes the following components.
  - Video Touch 4K unit - PER9802
  - Power supply - PG11075
  - Power cord - PG11076
  - Stand and hinge - PG11051 and PG11068
  - Stand mounting hardware (Qty 2) - PG11069
  - Arm mounting hardware (Qty. 2) - PG11088
  - HDMI cable - PB11106
  - WiFi antennas (Qty. 2)
  - Remote trigger cables, BNC or 3.5 mm connector to SPST switch closure (Qty. 3) - PG11092
  - Cable management hardware

- Screw M3-0.5 x 6 PPH Sem (Qty. 3) - 380-00002-00
- Clamp screw down (Qty. 3) - 400-00084-00
- Tie wraps (Qty. 3) - 400-00012-00

2. Use the following image as a guide for finding the following important items on the side of your unit.



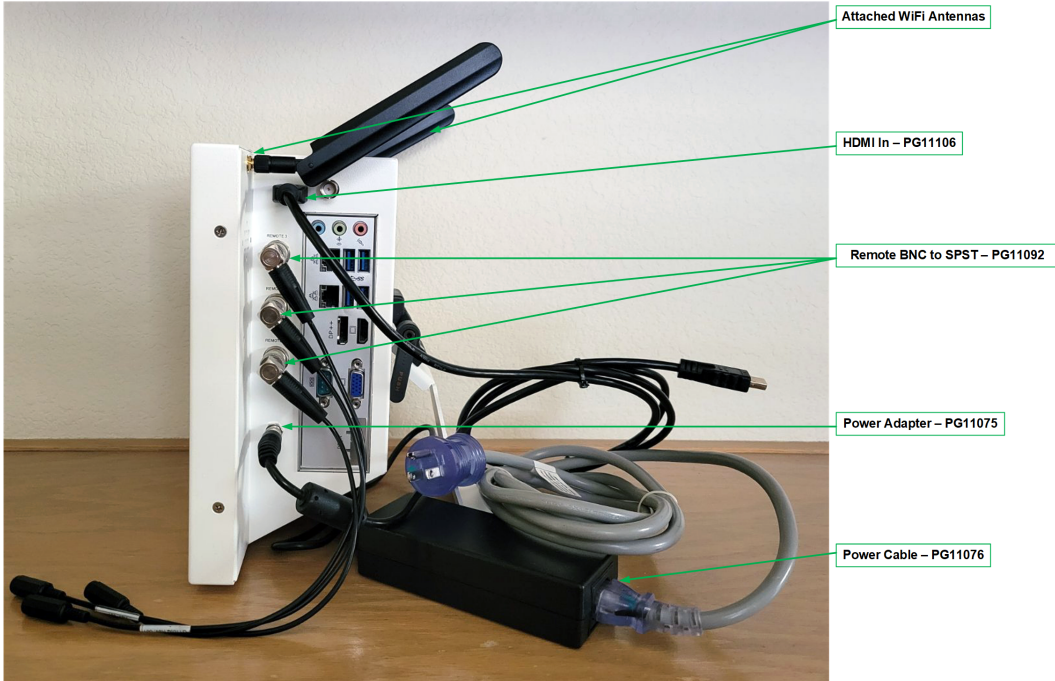
3. Use the following image as a guide for finding the following important items on the mounting hardware.

**Note:**

The included hinge and stand are already mounted together.

Only mounting arms compliant with tensile strength requirements of IEC 60601-1 may be used. For more information, see the arm manufacturer's installation instructions.

- Use the following image as a guide for finding the location of the cable connections to the unit.



## Manage Video Touch 4K cables

To secure MDR VT 4K cables, complete the following steps.



To prevent damage to the connectors and secure cables, secure cables using the included cable management hardware.

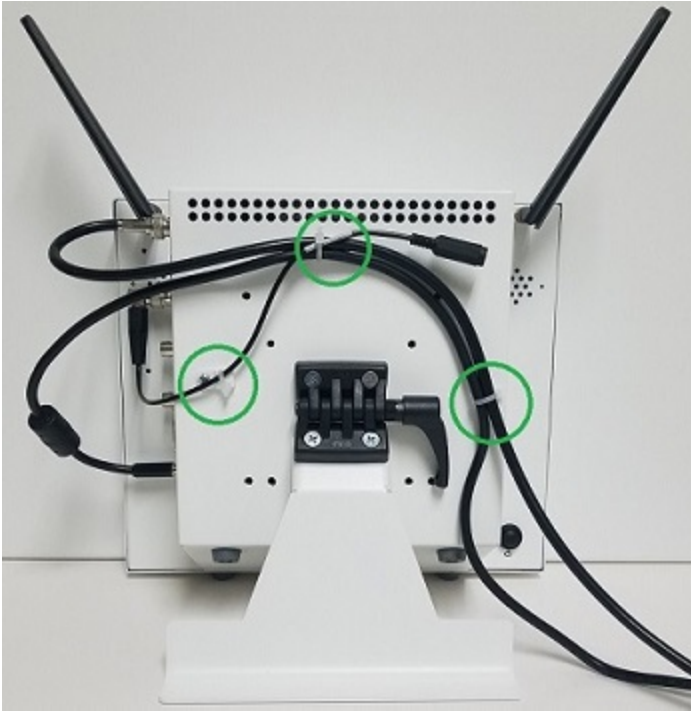
- Remove the included cable management hardware accessories from the package.



2. Note the possible attachment points on the back of the unit and then attach the clamp screw down (p/n 400-00084-00) using screws (p/n 380-00002-00).



3. Tie the cables using the tie wraps (p/n 400-00012-00). Use the following image as a guideline for how to manage the cables.



## License the Video Touch 4K and MDR Video Touch

You must license the MDR Video Touch before you can begin using it. To license the MDR Video Touch, complete the following steps.

1. From a web browser, go to *http://localhost/pgapps*.
 

**Note:** If not logging in from the server computer, substitute *localhost* with the IP address of the server computer.
2. On the **License** page, in the **System ID** box, note the system ID.
3. In the **License key** box, type your license key.
4. To install a demo, select the **Enable demo** check box and enter the expiration date in the **Expiration** box.
5. Click **Save**.

## Log in to the Video Touch 4K and MDR Video Touch



To avoid login and security issues, you must configure user roles for MDR\_User and MDR\_Admin for local and domain users, before logging in to the Video Touch 4K and MDR Video Touch. For more information, refer to the User Management chapter in the PACSgear Enterprise Server User Help.

To log in to the Video Touch 4K and MDR Video Touch, complete the following steps.

1. Turn on the MDR Video Touch.
2. Optional. To connect to PACSGear Enterprise Server, complete the following substeps.
  1. On the login screen, click **Settings**.

2. In the **Server Settings** dialog box, type the IP address of the computer hosting **PACSGear Enterprise Server**.
3. If the server requires a secure connection, select the **Secure (https)** check box.
4. Click **Save**.
3. On the login screen, log in as `admin`, with password `pacsgear1`.

## Change the administrator password

To increase security, you can change the administrator password by completing one of the following steps.

1. If you are running PACSGear Enterprise Server 4.0 or an earlier version, complete the following substeps.
  1. On the main screen, click **Settings** and click **Server Config**.
  2. In the browser, on the **Log in** page, log in as `admin`, with password `pacsgear1`, and then click **Log In**.
  3. On the menu bar, click **Settings** and select **Users**.
  4. Under **Restrict access permissions to**, click **Local Users**.
  5. In the list of users, click the `admin` user name and then click **Edit**.
  6. In the **Add/Edit User** dialog box, type a new password in the **Password** and **Confirm password** boxes.
  7. Select **Administrator** and click **Save**.
2. If you are running PACSGear Enterprise Server 5.0 or a later version, complete the following substeps.
  1. On the main screen, click **Settings** and click **Server Config**.
  2. In the browser, on the **Log in** page, log in as `admin`, with password `pacsgear1`, and then click **Log In**.
  3. On the menu bar, click **Settings** and select **User Management**.
  4. Click **Local Users**.
  5. In the list of users, click the `admin` user name and then click **Edit**.
  6. In the **Edit Local User** dialog box, select **Change Password**, and then type a new password in the **Password** and **Confirm password** boxes.
  7. Under **Selected Roles**, select **MDR\_Admin** or **MDR\_User** and under **Selected Departments**, select the appropriate department, and then click **Submit**.

## Update the MDR Video Touch firmware

Updates to the MDR Video Touch firmware may become available after shipment from the factory. To update the firmware, complete the following steps.

1. Download the zipped upgrade file onto a USB flash drive with at least 512 MB of free space.
2. Turn off the power to the MDR Video Touch, insert the USB flash drive, and then turn the power back on.
3. Tap **Settings**, and in the lower right corner of the screen, tap the hidden button three times.
4. On the **Utilities** form, tap **Upgrade Software**. The system copies the installation files.
5. When prompted, remove the upgrade USB flash drive and tap **Yes**.
6. When the **MDR Software Upgrade** message appears, tap **Yes** to restart.
7. After the MDR Video Touch restarts, follow the MDR installer prompts to complete the update.
8. Tap **Finish**. The system reboots MDR Video Touch.

**Note:** During the reboot process, do not tap or press any keys. The **Patient Demographics** screen displays when the reboot process completes.

## Update the MDR Video Touch firmware from the server

Updates to the MDR Video Touch firmware may become available after shipment from the factory. To update the firmware from the server, complete the following steps.

1. Tap **Settings**, and then in the lower right corner of the screen, tap the hidden button three times.
2. On the **Utilities** form, tap **Upgrade Software from Server**.
3. In the **Software Upgrade** dialog box, tap **Yes**. The system copies the installation files.
4. When prompted, tap **Done**.
5. When the **MDR Software Upgrade** message appears, tap **Yes** to restart.
6. After the MDR Video Touch restarts, follow the MDR installer prompts to complete the update.
7. Tap **Finish**. The system reboots MDR Video Touch.

**Note:** During the reboot process, do not tap or press any keys. The **Patient Demographics** screen displays when the reboot process completes.

## Calibrate the touch screen



The touch screen is calibrated by default and does not require calibration prior to using MDR Video Touch. Calibration should be performed only when necessary. To calibrate the touch screen, complete the following steps.

1. Attach a keyboard to the MDR device.
2. Tap **Settings**, and then in the lower right corner of the screen, tap the hidden button three times.
3. Tap **Calibrate Touch Screen** and then click **OK**.
4. Follow the screen instructions to perform the calibration.

To ensure correct calibration, tap only the crosshair shown on the screen during the calibration process. If incorrect calibration data is saved and touch functionality becomes unreliable, you will need to reboot the MDR device.