Teladoc HEALTH

Devices Release Notes

October 22, 2024

Contents

General Information

Overview

The following is a list of features included in this software release. For any questions or issues, please contact our Technical Assistance Center via email at [TAC@TeladocHealth.com.](mailto:TAC@TeladocHealth.com)

General application improvements

This release includes various bug fixes, performance enhancements, and maintenance updates that improve the stability and performance of the application. We have addressed several issues reported by our users and have included various performance and technology updates to ensure that our software remains compatible with the latest operating systems and hardware.

Devices

TV Pro One: New Audio Wizard

The improved Audio Wizard from the TV Pro 300 is now available on the TV Pro One v1 and v2.

Key	Component	Version	Region
ROBOT-5729	Devices	48.1	Global

TV Pro 300 Cart: Option to passcode-protected cart settings

When "Enable Passcode to Unlock" is enabled on Provisioning server, TV Pro 300 Cart Settings will only be accessible behind a passcode, which is the device serial number.

Key	Component	Version	Region
ROBOT-5799	Devices	48.1	Global

TV Pro 300: Volume slider enabled for touchscreen displays

TV Pro 300 volume control slider functionality has been enabled for touchscreen displays.

Key	Component	Version	Region
ROBOT-5722	Devices	48.1	Global

Virtual Sitter: Auto-reconnect after device reboot or restart

TV Pro 300 will automatically attempt to rejoin a Virtual Sitter session in the event of a device software restart.

Key	Component	Version	Region
ROBOT-5753	Devices	48.1	Global

Virtual Sitter: AI Engine for Observation Assistant

AI Engine on device to support Virtual Sitter 2.0 Observation Assistant in Virtual Sitter sessions.

Key	Component	Version	Region
HHS-860	Devices	48.1	Global

Cameras will share their status with users while rebooting

When a camera is restarting in Camera Preview, the message will indicate that the camera is rebooting instead of only indicating that the device is unavailable.

Key	Component	Version	Region
ROBOT-5497	Devices	48.1	Global

Unplugged devices will remind users to "Please plug me in" regardless of battery level

When devices are not in session, and are running on battery, they will remind users to plug them in. This reminder is given regardless of battery level. Previously, the reminder was given only when devices were low on battery.

Key	Component	Version	Region
ROBOT-5690	Devices	48.1	Global