



Viewpoint® Tablet USER GUIDE



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Patent(s)

https://teladochealth.com/patents/

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Safety Instructions

Users of the system require clinical judgment and experience to review and interpret the patient data transmitted.

Notes, Cautions, and Warnings

The types of safety instructions are:

NOTE Supplementary information to facilitate the operation of the system.

CAUTION Instructions for avoiding damage to the system.

WARNING

Information may prove hazardous to the safety of a person near the Teladoc Health Patient Access device.



Definition of "Device"

Use of the word "device(s)" in this User Guide refers to Teladoc Health telehealth products, not medical devices as defined in Section 201(h) of the Federal Food, Drug, and Cosmetic (FD&C) Act.

Intended Application

The Teladoc Health Viewpoint[®] Tablet is intended to provide high quality HIPAA compliant audio and video sessions between a remote care provider and bedside over the Teladoc health Telehealth Network. This product is intended to be used in schools, employer sites, and professional healthcare facilities.



Product Overview



The Teladoc Health Viewpoint® Tablet leverages the latest Microsoft Surface Pro tablet with pre-installed Teladoc software load and configured Windows Operating System.

Tablet	Microsoft Surface Pro Copilot+ PC for Business, 11th Edition Intel	
Pre-Installed Software	Teladoc Health Device software loadConfigured Windows 11 IoT Enterprise 2024 LTSC	
Support	 24/7 Proactive monitoring Technical Assistance Center support Remote desktop support 	

Microsoft Surface Pro 11 | Intel Technical Specifications

Reference: Surface Pro 11th Edition Intel Technical Specifications

Size and weight	Length: 11.3 inches (287 mm)	
	Width: 8.2 inches (209 mm)	
	Height: 0.37 inches (9.3 mm)	
	Weight: 1.92 lbs (872 g)	
Processor	Intel Core Ultra 5	
Memory	32 GB	
Storage	Solid-state drive (Gen 4 SSD): 256GB	
Display	 Touchscreen: 13-inch PixelSense™ Flow display Resolution: 2880 x 1920 (267 PPI) Aspect ratio: 3:2 	
Battery and power information	 39 W Power Supply 2 hours in-session, depending on use	
Graphics	Intel® Arc™ Graphics	
Connections	 2 x USB-C[®] Charging Data transfer DisplayPort 2.1 with support for up to 2 x 4K monitors 	
Cameras, video and audio	 1440p Quad HD camera with ultrawide field of view10 MP Ultra HD rear-facing camera 2W stereo with Dolby Atmos[®] Support for Bluetooth[®] LE Audio 	
Security	Enterprise grade security with TPM 2.0 chip	
Network and connectivity	Wi-Fi 7 Bluetooth Core 5.4 technology	



Installation

Unboxing and Charging

- 1. Carefully remove the Viewpoint[®] Tablet from its packaging, take care not to cause damage.
- 2. Plug the Viewpoint[®] Tablet into a grounded "Hospital Grade" AC outlet, allow the device to automatically power on, and charge until it reaches 100% upon initial use.

Power Cycle Sequence

Power On

If the device is powered off, power on the device by pressing the power button located on the top corner of the tablet.

Power Off

Press the physical power button located on the top left corner of the tablet, then press "shutdown anyway" button on the screen.

CAUTION

The Tablet device should be plugged in whenever it is possible, so it is fully charged and ready for a consult. The Tablet will remind you to plug it in by playing the audio message "Please plug me in".

Wi-Fi Connection Setup

NOTE

Advanced Wi-Fi setup should be done only by a trained technician.

After the device software has fully initialized, basic Wireless Network setup can be done by navigating "About this device > Settings > Wi-Fi Setup > Select the SSID".





Network Configuration

NOTES

For the best performance from the device in terms of Device Optimization and connection success, utilize the information found in these two documents:

- MB-15513 Network Configuration for Teladoc Health Devices
- MB-14011 Teladoc Health Telehealth Network Specifications
- Contact your Teladoc Health representative for copies of these documents.



Features

Touchscreen Display

The Viewpoint[®] Tablet is equipped with a touchscreen that enables local controls and shows remote care provider(s).

- Personalizing the patient side user experience
- Check device status
- Manage settings

Power and Battery

Battery Charge Indicator

The battery charge indicator is in the upper right-hand corner of the display and includes the percentage of the battery's charge.



- Fully charged = 100%
- A lightning bolt indicates the battery is charging.
- Battery icon color turns orange when it reaches a provisionable low percentage threshold.

If the battery charge drops below the threshold, the sound-byte "Please plug me in" will be played at intervals until the tablet is plugged into a grounded AC power. After plugging in the device, the sound bite "thank you" will be played.



Navigating the Touchscreen Interface

Out of Session Interface

Idle Screen



NOTE

Screensavers chosen by the customer may optionally be shown by consulting with your Teladoc Health representative or Technical Support.

About this Device

Select the Dicon on t	the idle screen to display the About this device page.
About this device	Settings Back
Status	Ready
Battery charge	100%
Serial Number	Robot-105602
Care Location	SQA: Closed Viewpoint v7 (105602)
Subtype	Win Viewpoint Tablet v7
Software version	10.49.1.82 (64-bit)
Build date	May 13, 2025
Manufacturer	Teladoc Health 7406 Hollister Ave. Goldan CA 93117
User Guide Software	Licenses



Select the Software Licenses button to display the Software Licenses Information for the tablet.



Select the User Guide button to display the User Guide for the tablet.





Settings Menu

To access "Settings", tap the "Idle screen > About this device > Settings button".



Settings

Settings	Settings	Exit Settings
	(i) About this device	Default camera position
	Wifi	Cleaning Mode
	T Network	⊁ Bluetooth Setup
	UStethoscope	
	Technical Services +1 (877) 484-9119	

- About this device technical information on the Tablet.
- Wi-Fi allows user to establish a Wi-Fi connection on the Tablet.
- Network runs a diagnostic of the current network connection.
- Stethoscope select an optional stethoscope (if desired).
- Default camera position preview and adjust the camera image.
- Cleaning Mode turns off the touchscreen to allow cleaning.
- Bluetooth Setup allows user to pair Bluetooth devices with the Tablet.



Wi-Fi	
Wifi	<section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><image/><image/><image/><image/><image/></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header>
Reset Wi-Fi adapter restarts the de	evice.
Network	
The two rk	<section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header>
Run Network Checkup runs and	displays the results of a test of the device's current network

connection after 30 seconds.

- The checkup will automatically run when the screen opens.
- A green checkmark appears for each item that passes the test.
- An orange checkmark appears for any failed item with contact information on how to resolve any issues.



Stethoscope Setup	
UStethoscope	Stethoscope type None PCP (USB)
The Stethoscope Setup settings stethoscope during a virtual enco	screen allows the user to select the optional third-party unter. The Tablet supports USB stethoscope.
Default Camera Position	
Default camera position	Front Back
Device Cleaning Mode	
Cleaning Mode	30 seconds Cleaning Mode
When the user taps "Settings > Cle during cleaning. See the "Cleanin	eaning mode", the Tablet screen will lock for 30 seconds g and Maintenance" section for more details.



In Session Audio and Video

Control Toolbar

When a Virtual Care session is in progress, a toolbar like the one below is displayed.

◊ ◀		
lcon	Function	
	Volume control: Move slider to adjust device's volume.	
▲ × ● ●	Mute the local volume by dragging the slider to the left or pressing the left-most speaker icon.	
	Mutes the device's microphone; tap again to unmute.	
	Turn off the camera; tap again to turn it on.	
	The video can be paused by either the remote provider or on the local device.	
PIP	Toggle the Picture-in-Picture.	
End	Ends the current remote session. A confirmation box will display before the remote session is ended.	
~	Toggles the tool bar between show and hide.	
	Battery charge status is in the upper right-hand corner of the display on the Diagnostic Information screen.	
	A lightning bolt indicates the battery is charging.	

Remote Provider Mute Icons





Tablet Mute Icons



Error Messages

These text messages may appear in the lower right of the Viewpoint® Tablet's display.

Message	Explanation	Action
"Internet connection failure." "Internet connection slow."	Very high round-trip latency at Provider Access or Patient Access Device. Possible cause: poor internal network conditions, low Quality of Service Internet connection or excessive bandwidth usage.	These error messages represent non-optimal Internet connection conditions. They may happen periodically on many networks under normal conditions. However, if they persist, contact the hospital's IT department.
"Internet failure: Severe loss."	Packets lost. May see jumpy video with lower frame rates at Provider Access or Patient Access Device. Possible cause: poor internal network conditions, low Quality of Service Internet connection or excessive bandwidth usage.	
"Internet failure: Audio lost."	Packets containing audio data are lost, therefore the user may notice loss of audio at Provider Access or Patient Access Device. Possible cause: poor internal network conditions or low Quality of Service Internet connection or excessive bandwidth usage.	
"Internet failure: Severe loss remotely." "Internet failure: Audio lost remotely."	A problem was detected on the reverse side (i.e., at Provider Access). These messages are shown if a problem is only being detected in one direction.	



Cleaning and Maintenance

Device Cleaning

Pre-cleaning

- Wear gloves.
- On the touchscreen, navigate to Settings and press Cleaning Mode to lock the display for 30 seconds during cleaning.

Cleaning instructions

To clean a Microsoft Surface Pro tablet, use a soft, lint-free cloth dampened with water or a mild, non-abrasive cleaner. Reference: Microsoft Surface Pro Cleaning Guidance

Maintenance and inspection

The Viewpoint® Tablet contains no user serviceable parts and requires no maintenance. For further information regarding preventive maintenance, maintenance or assistance with troubleshooting, customers should contact Teladoc Health Technical Assistance Center at +1 (877) 484-9119.



Contact Information

24/7 Live Technical Support

1-877-484-9119

Email Support

tac@teladochealth.com

Teladoc Health User Manuals

https://solosupport.teladochealth.com

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Teladoc Health is the global virtual care leader, helping millions of people resolve their healthcare needs with confidence. Together with our clients and partners, we are continually modernizing the healthcare experience and making high-quality healthcare a reality for more people and organizations around the world.

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