

# Teladoc Health™

## TV Pro One™

### User Guide

P/N: MA-20249-001

© Teladoc Health, Inc. All rights reserved.



# Table of Contents

COPYRIGHTS .....	1
SAFETY INSTRUCTIONS .....	2
VIRTUAL CARE SYSTEM .....	3
PATIENT ACCESS DEVICES OVERVIEW .....	4
TV PRO ONE OVERVIEW .....	5
Intended Application .....	5
Available Models and Component Requirements .....	6
Available Models .....	6
System Requirements TV Pro One .....	7
BEFORE YOU BEGIN .....	8
TV Pro One .....	9
TV Pro One Overview .....	9
What's In The Box .....	9
TV Pro One .....	9
TV Pro One V2 .....	10
TV Pro One V2 Specifications .....	10
Wall Mounted .....	10
Tabletop .....	11
TV Pro One Specifications .....	12
Wall Mounted .....	12
Tabletop .....	13
TV Pro One Wall Mounting .....	14
Tools Needed .....	14
Parts Included .....	14
Mounting Instructions .....	16
TV Pro One Hardware Setup .....	17
TV Pro One Wi-Fi Connection Setup .....	18
Advanced Wi-Fi Setup .....	18

Access Network & Internet Settings .....	18
WPA2 PSK - (Wi-Fi Protected Access 2 with Pre Shared Key) .....	20
WPA2-Enterprise - (Wi-Fi Protected Access for Enterprise) .....	20
<b>OUT OF SESSION SCREEN NAVIGATION .....</b>	<b>25</b>
<b>PTZ Camera Basic Settings .....</b>	<b>25</b>
Update PTZ Camera Basic Settings .....	26
<b>TV Pro One Settings Screens .....</b>	<b>27</b>
<b>TV Pro One Wi-Fi Connection Screen .....</b>	<b>28</b>
<b>Device Settings Bluetooth Setup .....</b>	<b>29</b>
<b>Stethoscope Setup .....</b>	<b>30</b>
<b>Audio/Video Wizard .....</b>	<b>31</b>
Running the Audio/Video Wizard .....	31
<b>Device Session Start Sound .....</b>	<b>33</b>
<b>HDMI CEC Controls Setting Screen .....</b>	<b>34</b>
<b>Date and Time Settings Screen .....</b>	<b>35</b>
<b>Device Settings - More Options .....</b>	<b>36</b>
<b>PRIVACY MODE .....</b>	<b>37</b>
Privacy Mode Toggle .....	37
<b>REQUEST A VIRTUAL NURSE .....</b>	<b>38</b>
<b>Television Status .....</b>	<b>38</b>
Television is Off .....	38
Entertainment Media is On .....	38
Request a Virtual Nurse .....	38
Request Sent .....	39
Watch TV .....	39
Cancel Virtual Nurse Request .....	40
Virtual Nurse Call .....	41
Active Virtual Nurse Video Call .....	42
<b>ACTIVE SESSION SCREEN NAVIGATION .....</b>	<b>44</b>

<b>DEVICE AUDIO AND VIDEO MUTE</b> .....	<b>45</b>
Practitioner Mute Icons .....	45
Device Mute Icons .....	45
<b>POWERING OFF THE TV PRO ONE</b> .....	<b>46</b>
Powering Off All TV Pro One .....	46
<b>DEVICE CLEANING</b> .....	<b>47</b>
Approved Cleaners .....	47
Pre-Cleaning .....	48
Cleaning Instructions .....	48
<b>PCP-USB STETHOSCOPE</b> .....	<b>50</b>
PCP-USB Stethoscope Kit Components .....	50
PCP-USB Stethoscope Operation .....	50
Cleaning, Preventive Inspection, Maintenance and Calibration .....	50
Troubleshooting .....	50
<b>TROUBLESHOOTING</b> .....	<b>51</b>
No video showing on display .....	51
No volume or unable to adjust volume .....	51
Keyboard not responding .....	51
Keyboard not paired: .....	51
<b>TECHNICAL SPECIFICATIONS</b> .....	<b>53</b>
Computer, NUC (v2) .....	53
Computer, NUC (v1) .....	54
Video Camera with Night Vision .....	55
Fone540 Speakerphone .....	56
Phoenix Spider Speakerphone .....	58
HDMI-CEC Controller .....	58
Wireless Bluetooth Keyboard .....	59
<b>CONTACT INFORMATION</b> .....	<b>60</b>

# Copyrights

© Teladoc Health, Inc. All rights reserved. This manual contains information including, but not limited to, instructions, descriptions, definitions, firmware and software, which are proprietary to Teladoc Health. Copyright information is protected under Title 17 of the United States Code. This information shall not be copied, modified, or used in any manner that violate any rights of Teladoc Health. We will strictly enforce all of our rights.

## Patent(s):

<https://teladochealth.com/patents/>

THIS SOFTWARE IS PROVIDED BY THE COPYRIGHT HOLDERS AND CONTRIBUTORS “AS IS” AND ANY EXPRESS OR IMPLIED WARRANTIES, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE DISCLAIMED. IN NO EVENT SHALL THE FOUNDATION OR CONTRIBUTORS BE LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL, SPECIAL, EXEMPLARY, OR CONSEQUENTIAL DAMAGES (INCLUDING, BUT NOT LIMITED TO, PROCUREMENT OF SUBSTITUTE GOODS OR SERVICES; LOSS OF USE, DATA, OR PROFITS; OR BUSINESS INTERRUPTION) HOWEVER CAUSED AND ON ANY THEORY OF LIABILITY, WHETHER IN CONTRACT, STRICT LIABILITY, OR TORT (INCLUDING NEGLIGENCE OR OTHERWISE) ARISING IN ANY WAY OUT OF THE USE OF THIS SOFTWARE, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGE.

Microsoft® and Windows® are either registered trademarks or trademarks of Microsoft Corporation in the U.S. and/or other countries.

Last updated: November 2022

# 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.

# Virtual Care System

Health systems view virtual care as an extension of their services; relying on a combination of software, hardware, networks, systems, and people to work together to deliver improved access and care to their patients.

Enabling healthcare's only integrated virtual care platform, Teladoc Health powers virtual encounters at clinics, healthcare facilities, and patient homes for an integrated experience across a multitude of use cases. Built on our cloud-based network, Solo™ is the backbone to delivering care anywhere at anytime. It provides users with everything they need to streamline their telehealth needs for fast user adoption.

## Designed for healthcare, security, and reliability

Our cloud-based, patented network ensures the industry's highest standards for protecting and securing sensitive healthcare information. Our downloadable and web-based platform allows users to access virtual care across a broad range of consumer and telehealth devices in a variety of clinical environments.



## Patient Access Devices Overview

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 FD&C Act.

In addition, the word "mobile devices" refers to smartphones and tablets.

## TV Pro One Overview

The TV Pro One is a telehealth solution, providing your practitioners and patients a gateway to the world's most reliable, secure, and easy-to-use telehealth experience.

The TV Pro One enables you to quickly scale your virtual footprint across the full continuum of patient care, and can be used with any existing HDMI-enabled TV or monitor.

### Intended Application

The TV Pro One is intended to provide high quality HIPAA compliant audio and video sessions between a provider and a patient over the Teladoc Health Telehealth Network in a variety of clinical environments.

## Available Models and Component Requirements

### Available Models

Included Components	TV Pro One	TV Pro One V2
NUC V2		X
NUC V1	X	
Teladoc Health 10x Night Vision Camera (includes customized firmware to support Box Zoom)	X	X
HDMI CEC Switch	X	X
Fone540 Speakerphone		X
Phoenix Spider Speakerphone	X	
Wireless Bluetooth Keyboard	X	X
Integrated Housing for Components	X	X

## System Requirements TV Pro One

Display	HDMI input enabled
Keyboard & Mouse	Bluetooth or USB
Wi-Fi or Ethernet	Access to a trusted Wi-Fi network or LAN network.

## Before You Begin

The TV Pro One should be installed by an IT Professional to ensure proper setup and network configuration.

Before setting up your TV Pro One, review the Teladoc Health Telehealth Network Specifications document (MB-14011) to configure your network to optimize the telehealth consultation experience. If you do not have the Telehealth Network Specifications document, please contact your local Teladoc Health Product Specialist.

It is not recommended that the TV Pro One be shut down, but if shut down is required, follow the procedure ["Powering Off the TV Pro One" on page 46](#).

## TV Pro One

### TV Pro One Overview

TV Pro One is an integrated telehealth product that allows for a 2-way virtual consult through the television. Equipped with a night vision camera, remote physicians can clearly examine the patient at any time of the day.

### What's In The Box



### TV Pro One

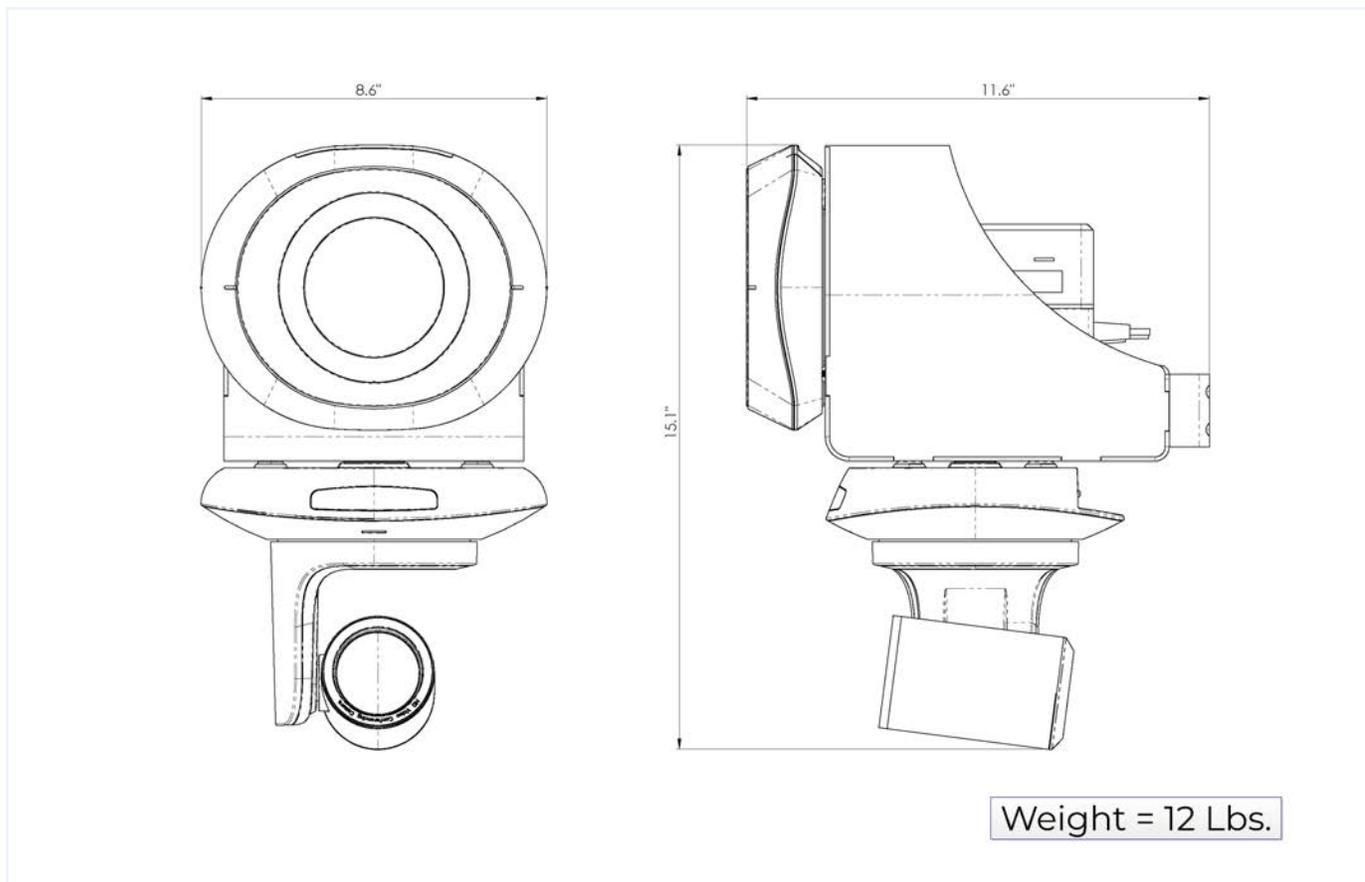


## TV Pro One V2

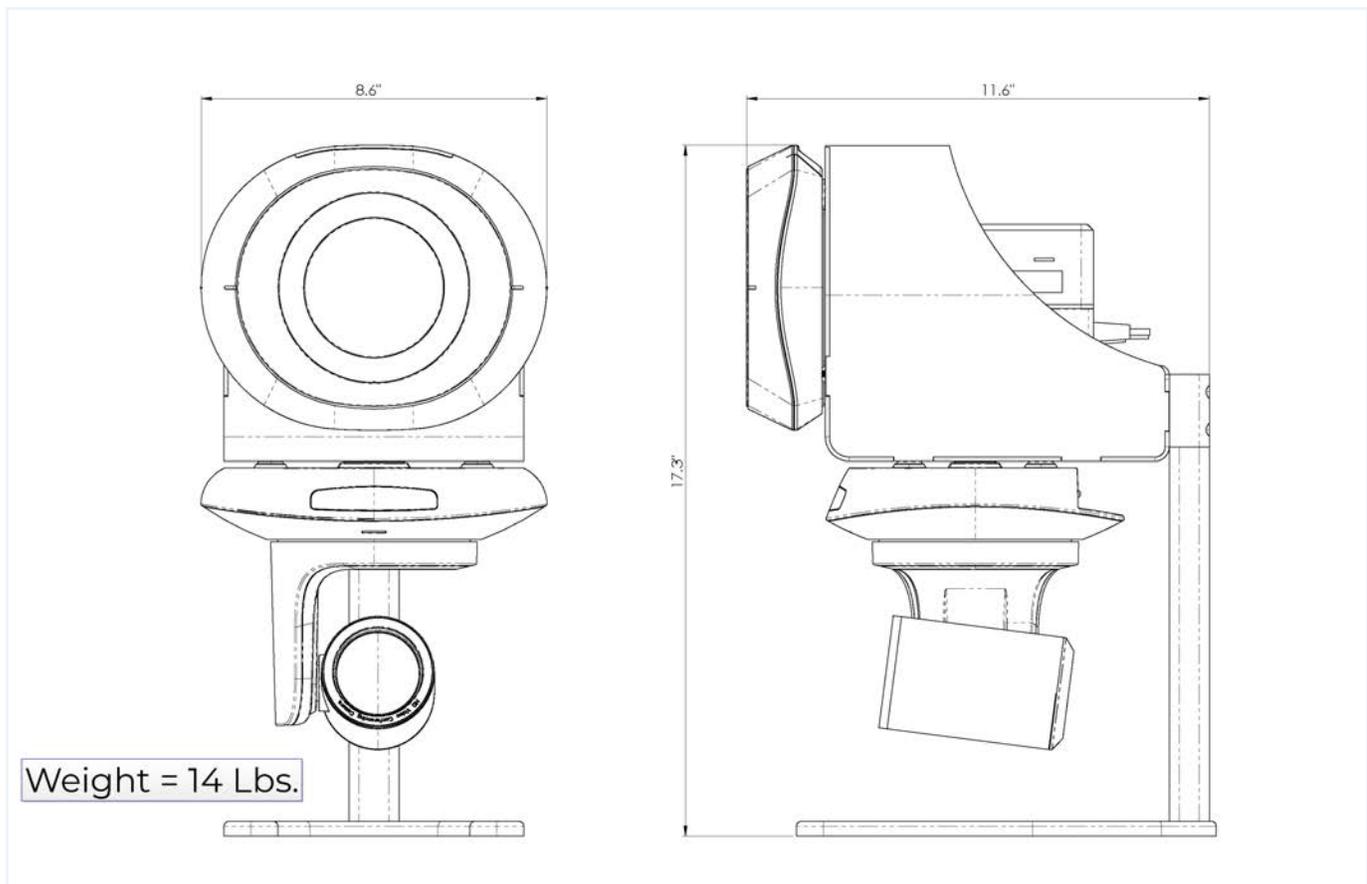


## TV Pro One V2 Specifications

### Wall Mounted



## Tabletop



## TV Pro One Specifications

Wall Mounted



Tabletop



## TV Pro One Wall Mounting

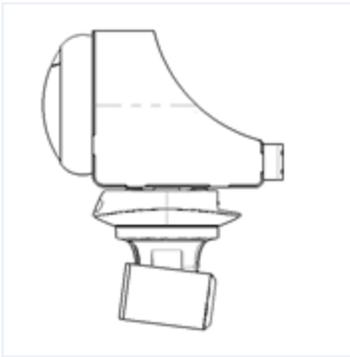
### NOTES:

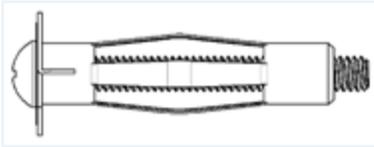
- Mount with the camera below the speaker, for optimal range of viewing.
- Mount near the television.
- Mount away from noisy areas such as air vents, ventilators.

### Tools Needed

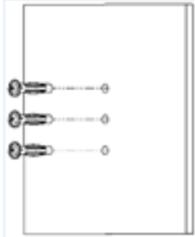
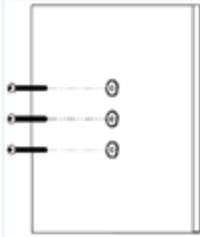
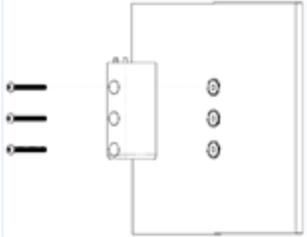
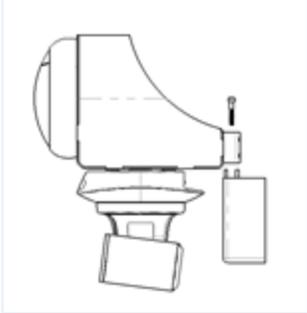
- Pencil
- Phillips head screwdriver
- Electric drill

### Parts Included

Reference Letter:	Parts List:	Description:	Quantity:
A		TV Pro One Main Housing in standard orientation, with camera below the speaker.	1
B		TV Pro One Wall Mounting Template	1
C		TV Pro One Wall Mounting Bracket	1
D		7/16-inch Drill Bit	1

E		1/4-20 by 2 1/8 Drywall Anchor	3
F		M6 Socket Head Cap Screw by 35mm Long	1
G		Allen Wrench for M6 Socket Head Cap Screws	1

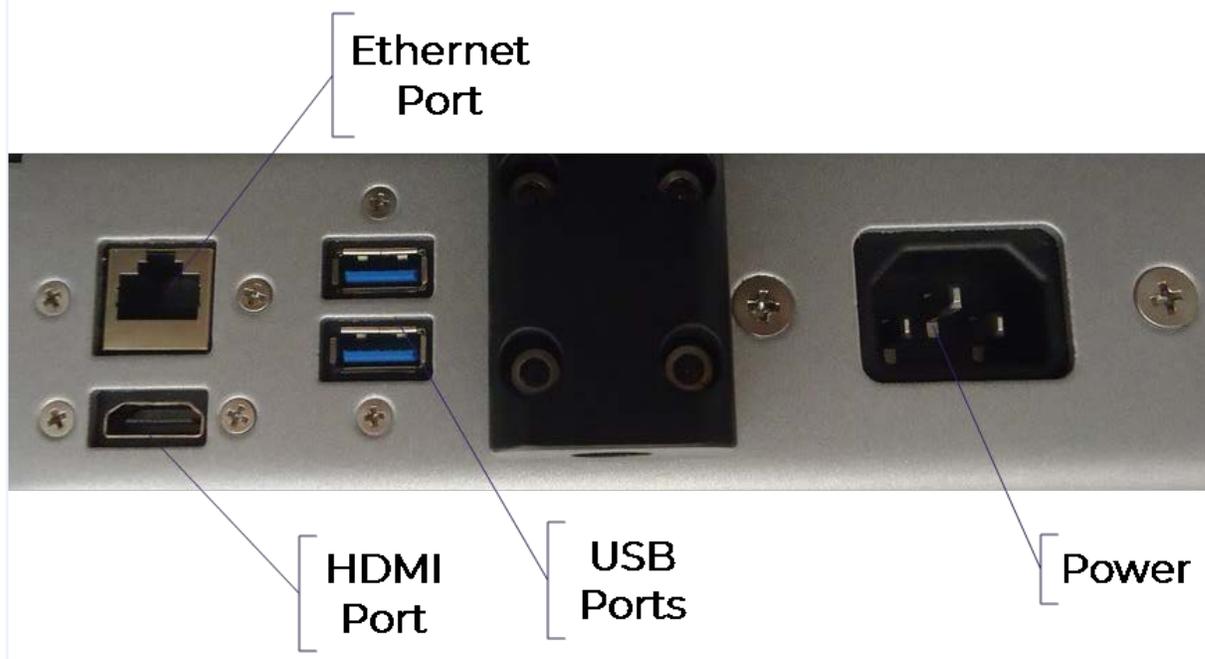
## Mounting Instructions

Step	Action	Image
1	<ul style="list-style-type: none"> <li>a. Draw a vertical line on desired surface using a level.</li> <li>b. Align the left or right edge of the Mounting Template (Part B) with the line and apply it to the wall.</li> <li>c. Drill three holes through each center mark (+) using a 7/16-inch drill bit (Part D).</li> <li>d. Remove mounting template and discard.</li> </ul>	
2	<ul style="list-style-type: none"> <li>a. Tap the anchor into the 7/16-inch holes until flush with drywall to install anchors (Part E).</li> <li>b. Turn screw to expand the anchor using a phillips head screwdriver.</li> </ul>	
3	Remove the screws from the anchors after wall anchors are fully seated.	
4	Attach Wall Mounting Bracket (Part C) to the drywall anchors using the screws removed in previous step.	
5	<ul style="list-style-type: none"> <li>a. Align the main housing (Part A) on top of the wall mount with respect to the locating pins.</li> <li>b. Affix the housing from the top to the wall mount using the M6 screw (Part F) and allen wrench (Part G).</li> </ul>	

## TV Pro One Hardware Setup

1. Connect the TV Pro One to a power outlet after mounting the TV Pro One.
2. Wait for the TV Pro One's PTZ camera to stop moving before connecting TV Pro One's HDMI cable to an available HDMI port on the television.
3. Note the HDMI port numbers on the television into which the products are respectively connected.
  - This information is needed later to provide to Teladoc Health Technical Service for Performance Verification.

### Back Port Panel of TV Pro One



## TV Pro One Wi-Fi Connection Setup

### NOTES:

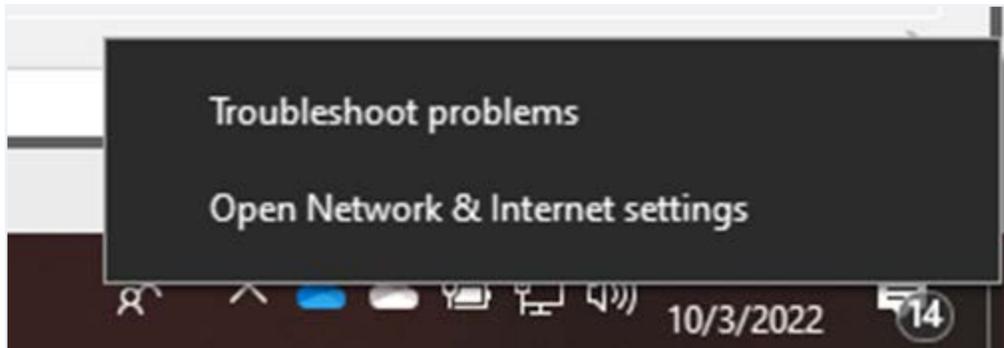
- The Teladoc Health software allows access to basic Wi-Fi networks with available SSIDs. If more advanced settings are needed, following the instructions for ["Advanced Wi-Fi Setup" below](#).
- Advanced Wi-Fi set up should be done only by a trained technician.

### Advanced Wi-Fi Setup

**CAUTION:** These steps should only be done by a trained technician.

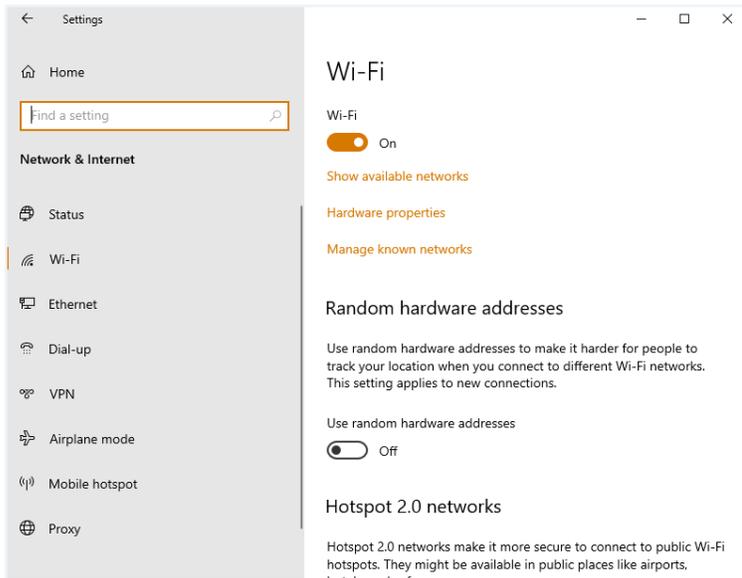
#### Access Network & Internet Settings

1. Attach a USB keyboard and mouse,
2. Press the "Windows" key (⊞) to show the taskbar,
3. Press "Ctrl - Shift - Space" on the keyboard to bring up Debug mode.
4. Click the "X" at the top-right of the window to close the Robot software.
5. Right-click the Wi-Fi  icon in the system tray and choose [Open Network & Internet settings](#)

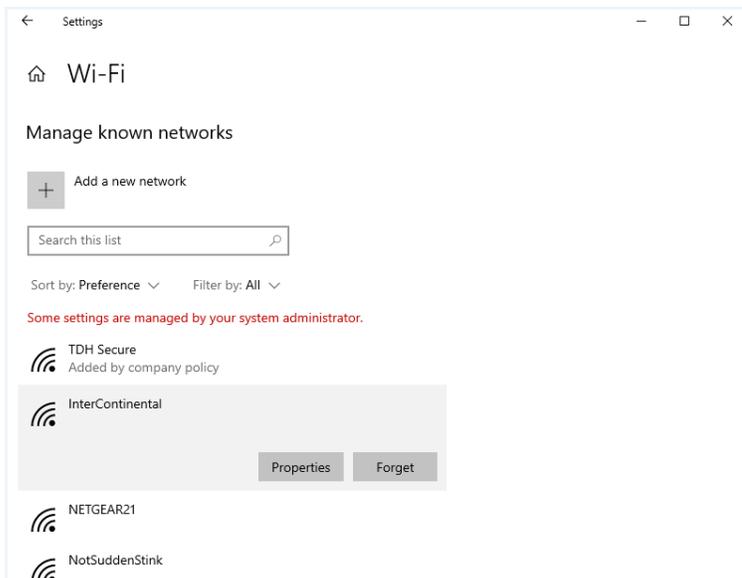


#### Select Network

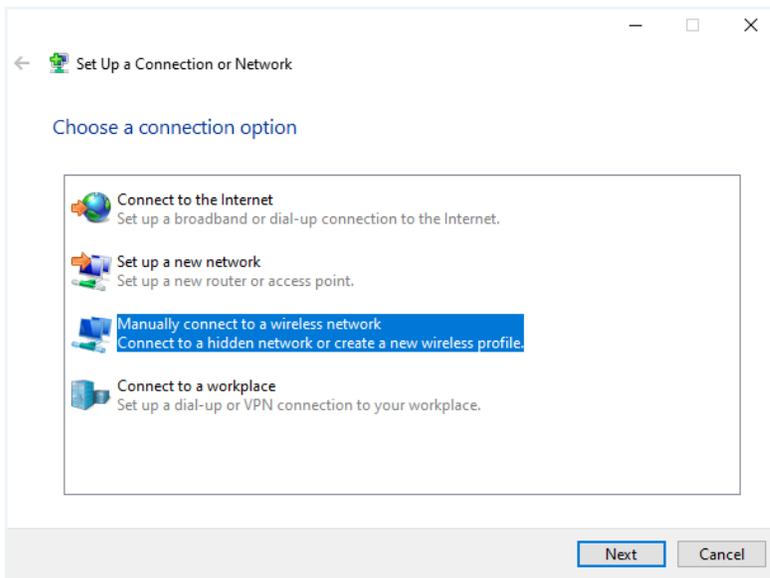
1. Click "[Wi-Fi](#)" on the left-hand side of the screen
2. Click [Manage known networks](#)



### 3. Click on any networks listed and choose **Forget**

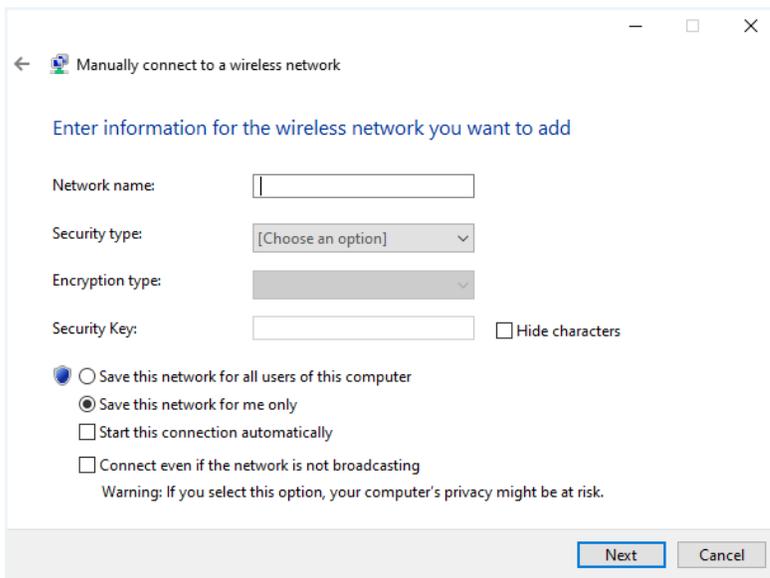


4. Click the back arrow at the top-left of the screen after all networks are removed,
5. Scroll down the Wi-Fi page until you see **Network and Sharing Center**, then click on that link
6. Click **Set up a new connection or network**
7. Click **Manually connect to a wireless network**



8. Type in the network name

9. Choose the correct security type



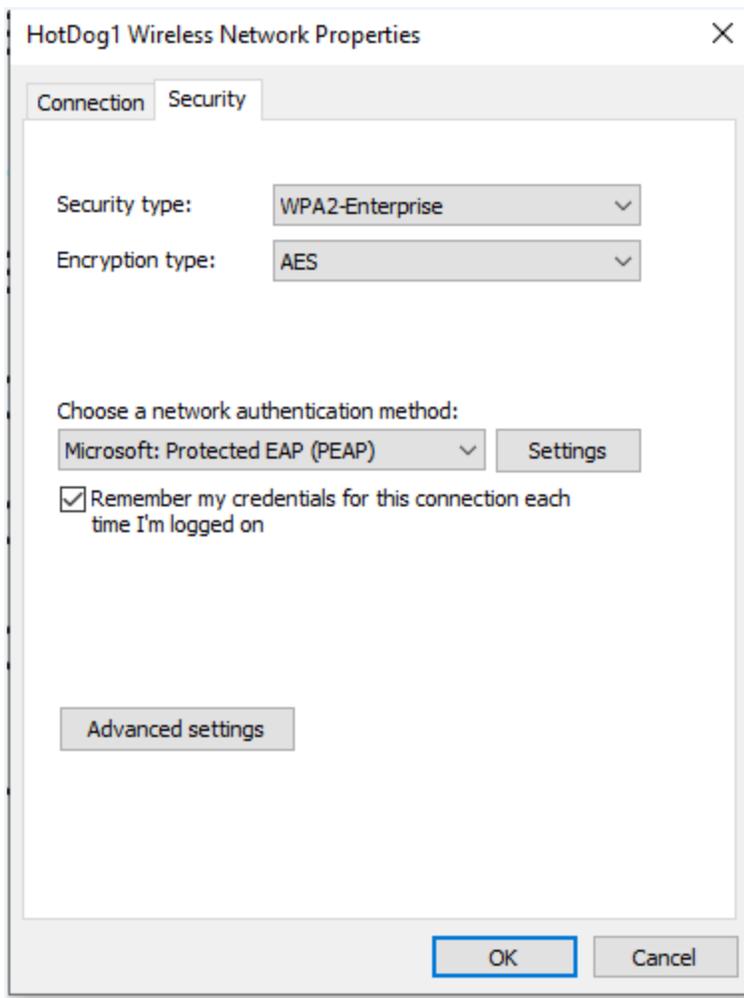
### WPA2 PSK - (Wi-Fi Protected Access 2 with Pre Shared Key)

1. Type in the password when prompted
2. Ensure **Start this connection automatically** is checked

### WPA2-Enterprise - (Wi-Fi Protected Access for Enterprise)

1. Ensure "Start this connection automatically" is checked, then click **Next**
2. Click **Change connection settings**

3. Click the **Security** tab

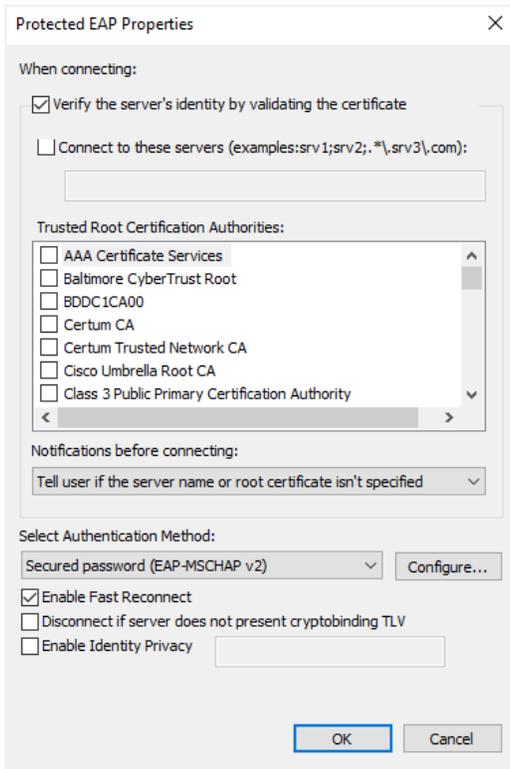


4. Click **Settings**

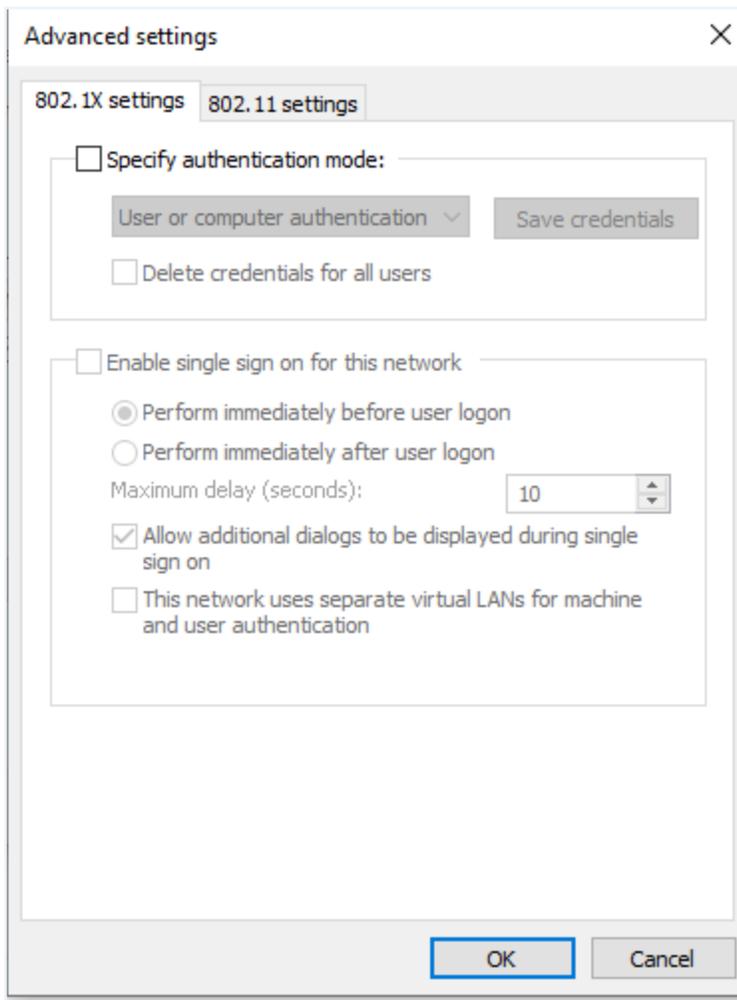
5. Uncheck **Verify the server's identity by validating the certificate**

6. Click **OK**

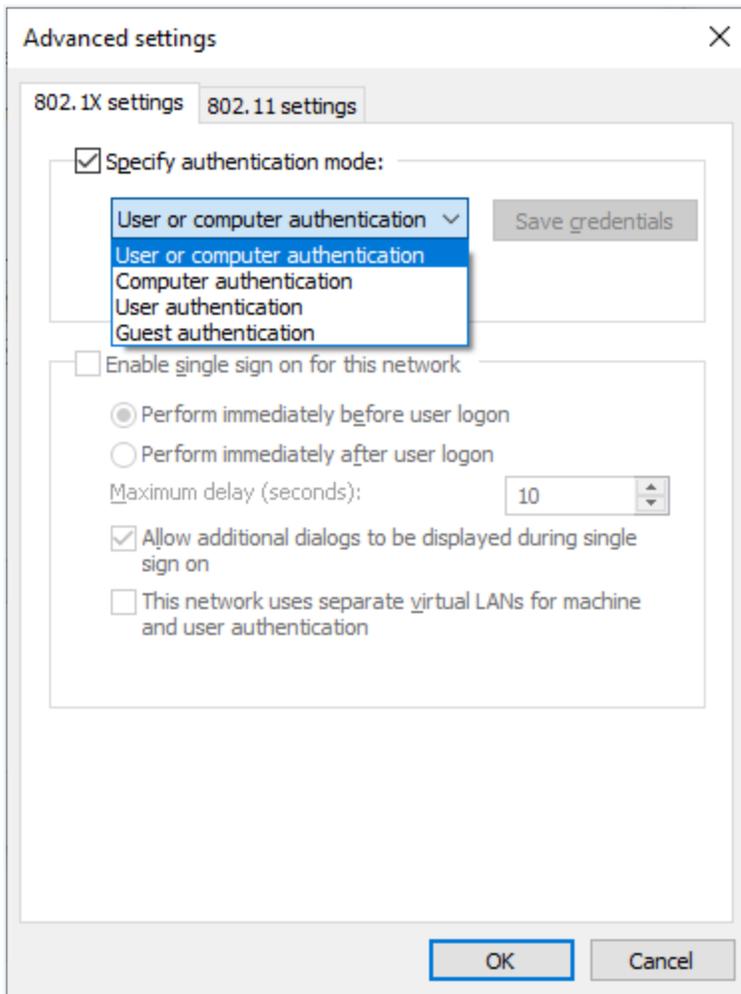
7. Click **OK**



8. Click **Change connection settings**
9. Click the **Security** tab
10. Click **Advanced settings**
11. Check the box for **Specify authentication mode**



12. Choose **User authentication** in the drop-down menu



13. Choose **Save credentials**
14. Type in the username and password and click **OK**

# Out of Session Screen Navigation

When the TV Pro One is not actively connected to the Provider Access Software, it is considered idle, and an animation will be displayed.

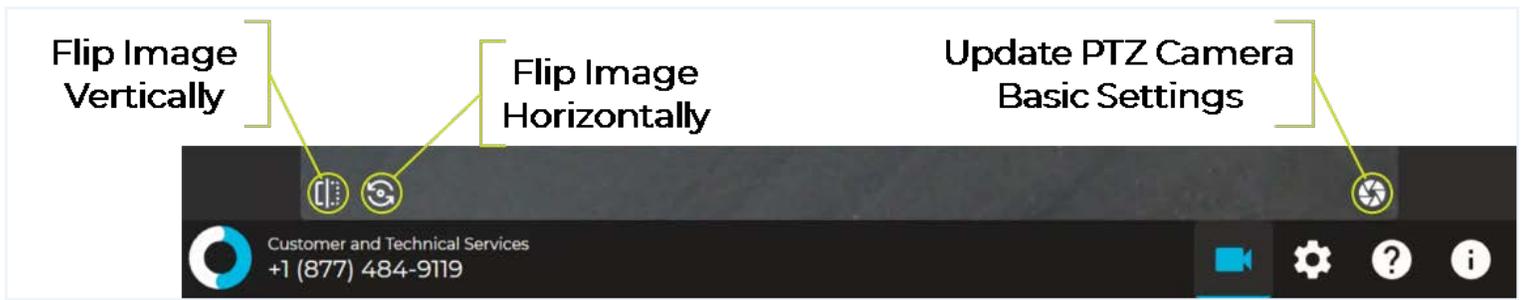
**NOTE:** Screensavers chosen by the customer may optionally be shown; to do so, consult your Teladoc Health representative or Technical Support.

Icon	Function
	Exits and returns TV Pro One to idle mode.
	Camera Preview mode allows the local user to preview the camera image, and that of any attached video peripheral. <div style="border: 1px solid purple; border-radius: 10px; padding: 5px; margin-top: 10px;"> <p><b>NOTE:</b> The available cameras depend on what is connected to the TV Pro One.</p> </div>
	Settings <ul style="list-style-type: none"> <li>• <b>Wifi Setup</b> - allows user to establish a WiFi connection on the TV Pro One.</li> <li>• <b>Bluetooth Setup</b> - allows user to connect or remove Bluetooth devices to the TV Pro One.</li> <li>• <b>Stethoscope Types</b>-select an optional stethoscope (if desired).</li> <li>• <b>Session Start Sound</b> - allows the level of the session start sound to be adjusted.</li> <li>• <b>Date and Time</b> - allows user to choose date and time display on the device in and out of the virtual encounter.</li> <li>• <b>AV Wizard</b> - runs the audio/video setup.</li> <li>• <b>More Options</b> - other device display settings.</li> </ul>
	Displays Diagnostic Information -- Includes useful technical information such as: <ul style="list-style-type: none"> <li>• Serial number</li> <li>• Location</li> <li>• Battery charge</li> <li>• Wireless Network (SSID) and signal strength</li> <li>• IP addresses</li> <li>• Teladoc Health Telehealth Network connectivity</li> <li>• Device status</li> </ul>

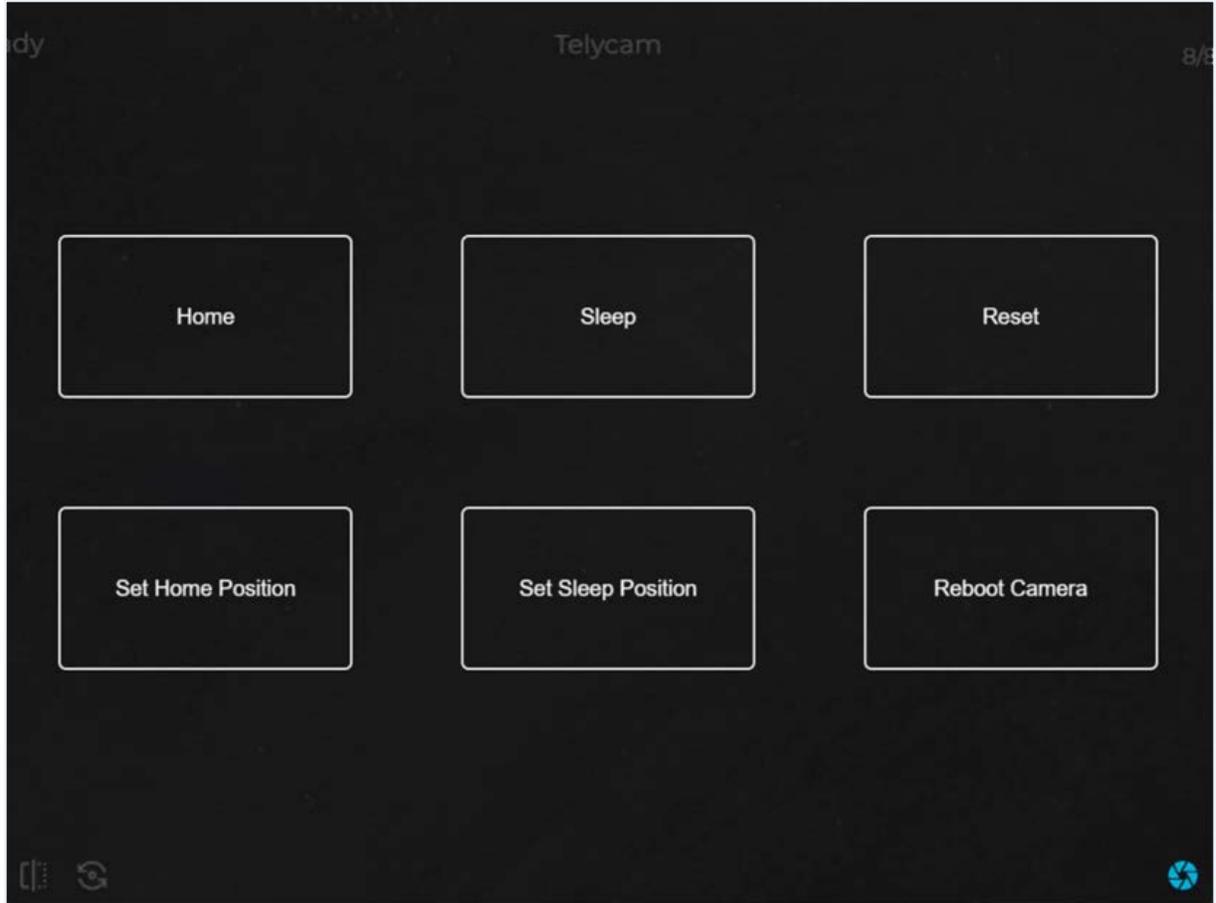
## PTZ Camera Basic Settings

Access the PTZ Camera while the device is idle, out of session:

1. Tap or click on the screen and select the  icon.
2. Select the PTZ Camera, unless already selected.

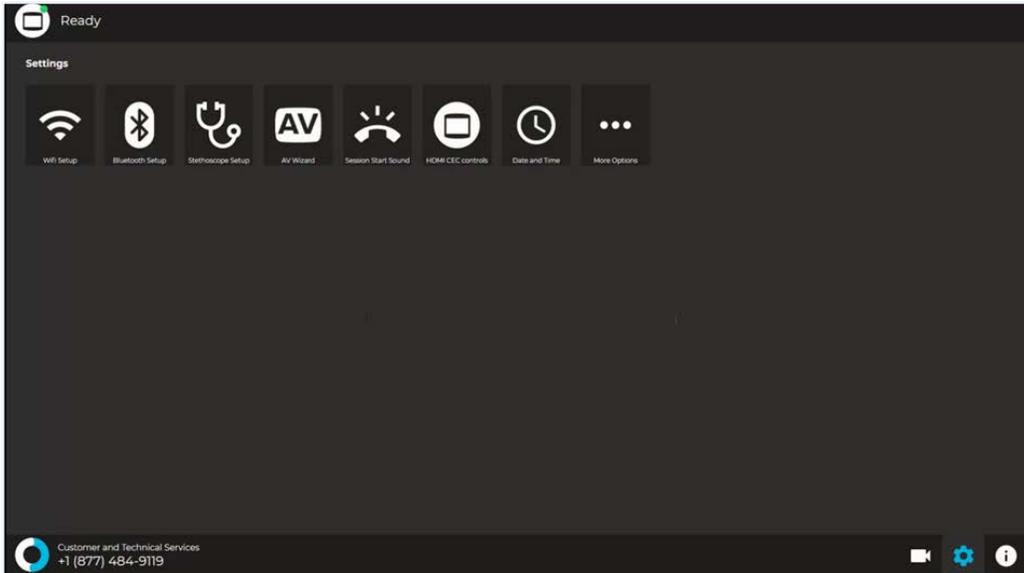
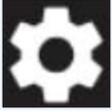


## Update PTZ Camera Basic Settings



Button	Function
<b>Home</b>	Point the PTZ camera to the preset <b>Home</b> location.
<b>Set Home Position</b>	Set the <b>Home</b> location for the PTZ camera.
<b>Sleep</b>	Point the PTZ camera to the preset <b>Sleep</b> location
<b>Set Sleep Position</b>	Set the <b>Sleep</b> location for the PTZ camera.
<b>Reset</b>	<b>Reset</b> the PTZ camera.
<b>Reboot Camera</b>	<b>Reboot</b> PTZ camera - cycles the PTZ camera's power.

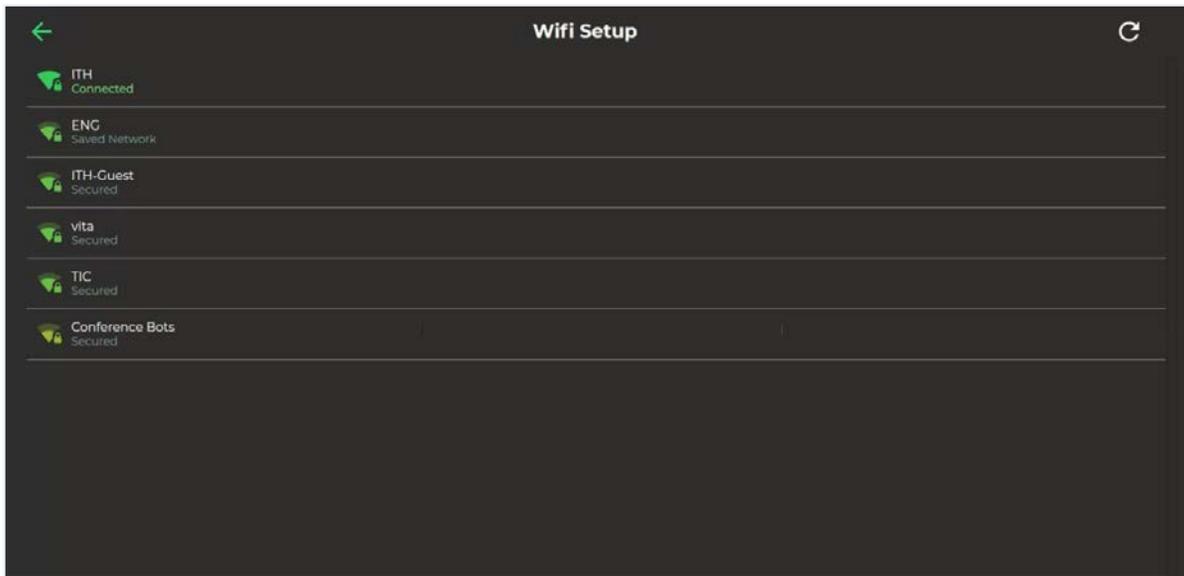
## TV Pro One Settings Screens



## TV Pro One Wi-Fi Connection Screen

The **Wifi Setup**  screen allows you to connect your device to any available Wi-Fi networks.

See ["TV Pro One Wi-Fi Connection Setup" on page 18](#) for more details.



**CAUTION:** Guest, Staff, and VIP type networks are not suitable for connection of a third-party medical device peripheral.

## Device Settings Bluetooth Setup



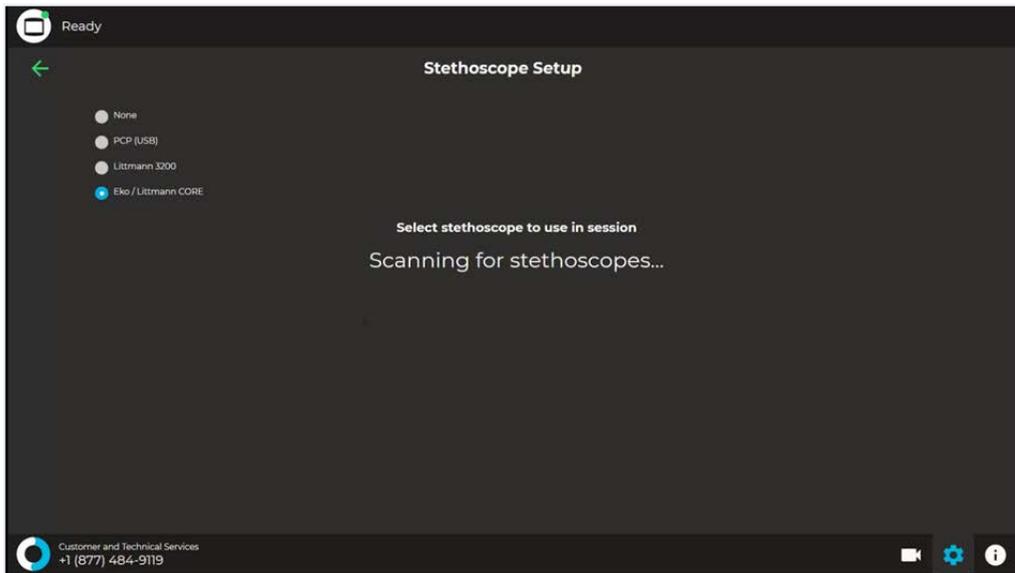
Use to connect or disconnect Bluetooth devices to the TV Pro One.



## Stethoscope Setup

The **Stethoscope Setup** settings screen allows the user to select the optional third-party stethoscope during a virtual encounter.

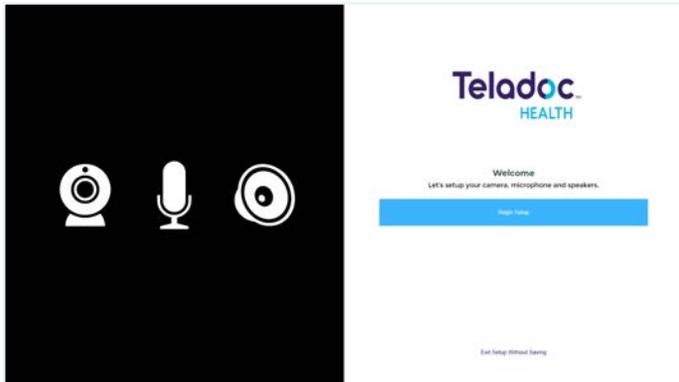
See "[PCP-USB Stethoscope](#)" on page 50 for more details.



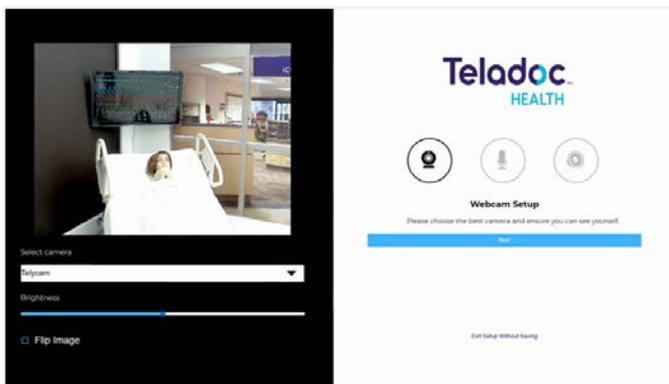
## Audio/Video Wizard

### Running the Audio/Video Wizard

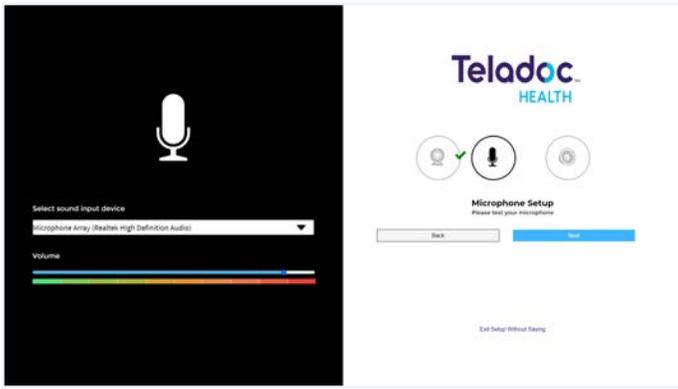
1. Click anywhere on the screen to view the idle icons.
2. Click the Settings icon (  ) in the bottom, right corner of the screen.
3. Click the AV Wizard icon (  ).
4. Click **Begin Setup** when the Audio/Video Wizard welcome screen appears.



5. Select the webcam attached to the TV Pro One from the **Select Camera** drop-down.

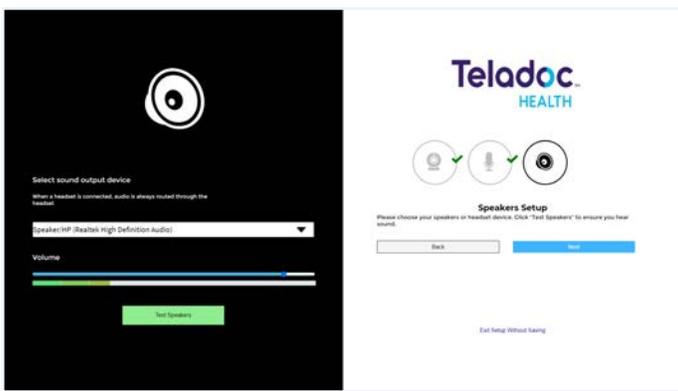


6. Click **Next**.
7. Select the microphone attached to the TV Pro One from the **Select Sound Input Device** drop-down on the Microphone Setup page, if not already selected.



8. Speak normally to test the microphone and to ensure the microphone picks up your voice. The audio bar will fluctuate to indicate voice detection.

9. Click **Next**.



10. Select the speakers being used with the TV Pro One from the **Select Sound Output Device** drop-down on the Speakers Setup page, if not already selected.

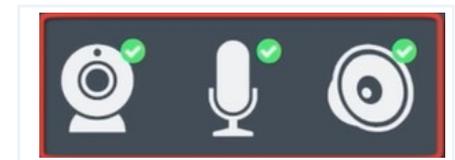
11. Click **Test Speakers** to test the audio.

12. Adjust the blue slider bar to raise or lower the volume as necessary.

- If unable to adjust the volume using the A/V Wizard, try adjusting either the display's volume or the volume in Windows.

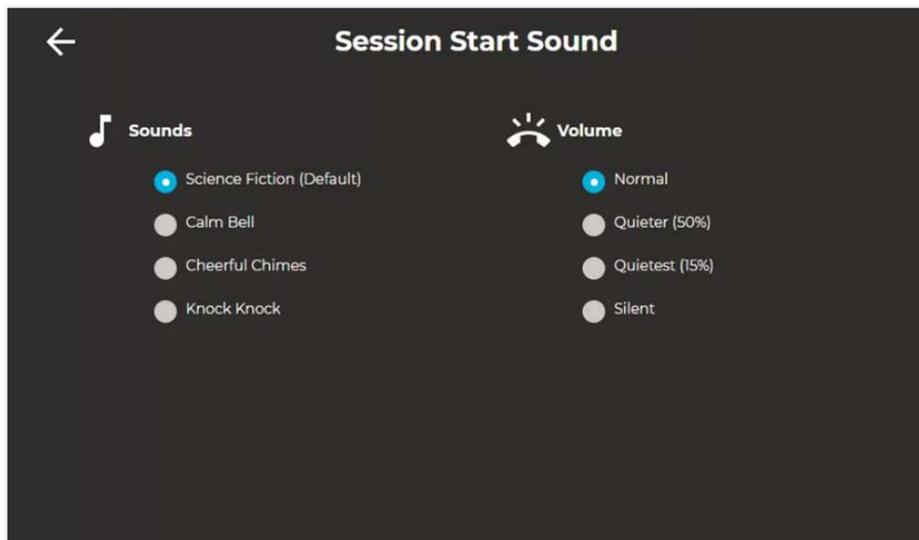
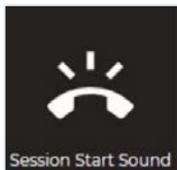
13. Click **Next**

14. Click **Finish** when green check-marks appear next to the video, microphone, and speaker icon.



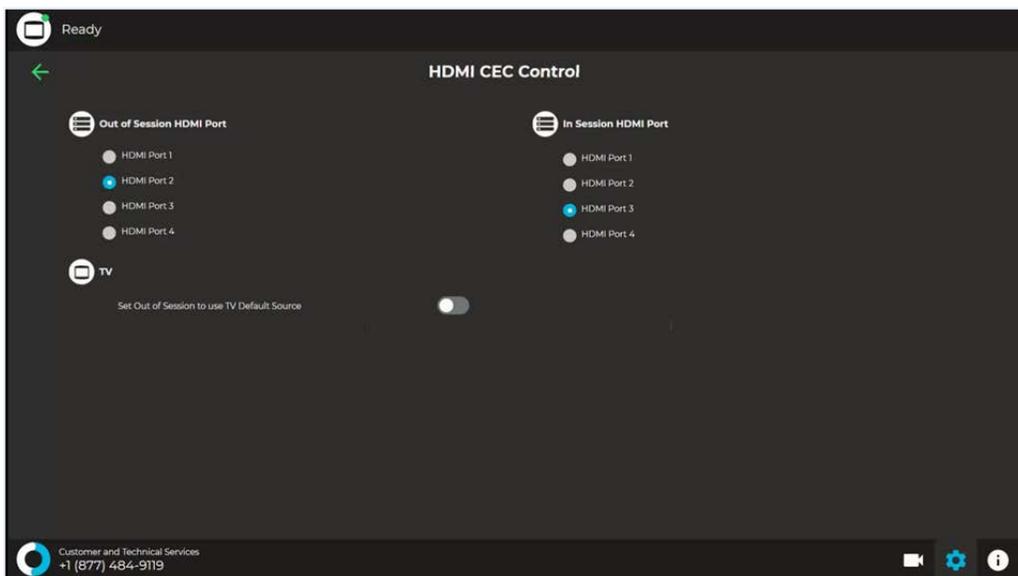
## Device Session Start Sound

The Session Start Sound settings screen allows the user to change start sound volume on the device at the start of a virtual encounter.



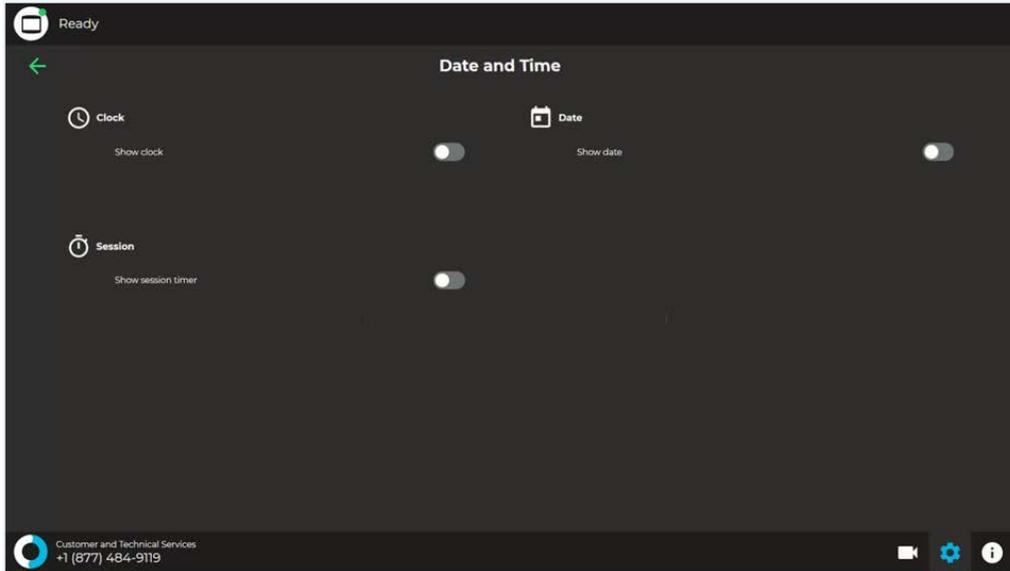
## HDMI CEC Controls Setting Screen

The HDMI CEC Controls settings screen allows the user to select the default HDMI port on the TV for when the TV Pro One is in session and when it is out of session and idle. There is also the option to allow the TV the TV Pro One is attached to, to use the TV's default input when the TV Pro One is out of session.



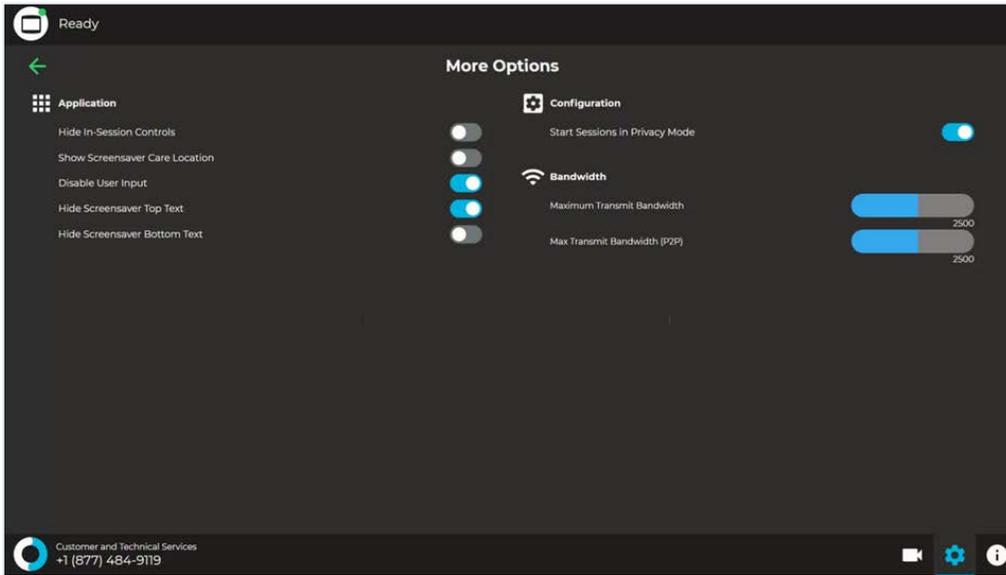
## Date and Time Settings Screen

The Date and Time settings screen allows the user to change how and if time is displayed on the device.



## Device Settings - More Options

From the **Settings** screen, select the icon to display additional device settings.

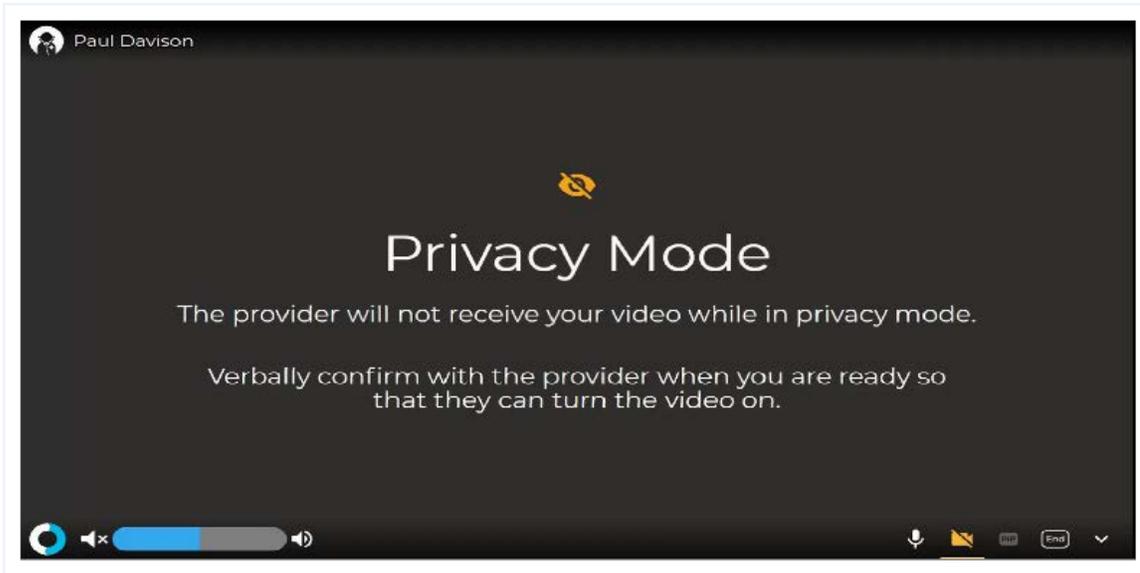


Application	
Hide In-Session Controls	Hides the In-Session controls on the bottom of the screen. <ul style="list-style-type: none"> <li>While in-session, use the icon to  un-hide the In-Session Controls.</li> <li>See "<a href="#">Active Session Screen Navigation</a>" on page 44 for more details.</li> </ul>
Show Screensaver Care Location	Shows the device's location in the upper-left corner of the screensaver screen.
Disable User Input	Disables all user input on the TV Pro One. User can still access settings to reenable user input.
Hide Screensaver Top Text	When toggled on, the text, <b>Please keep this device on at all times</b> is not displayed on the screensaver.
Hide Screensaver Bottom Text	When toggled on, the text, <b>Touch to interact</b> is not displayed on the screensaver.
Configuration	
Start Sessions in Privacy Mode	When enabled, when a session starts, the device's camera will be disabled until the physician is told to activate the camera. <ul style="list-style-type: none"> <li>See "<a href="#">Privacy Mode</a>" on the next page for more details.</li> </ul>
Bandwidth	
Maximum Transmit Bandwidth	Displays the current maximum transmit bandwidth setting
Max Transmit Bandwidth (P2P)	Displays the current maximum transmit bandwidth (P2P) setting

# Privacy Mode

With privacy mode enabled, physicians and care teams can request a visit with audio only and have the option to establish a video connection with the patient after receiving verbal approval to connect.

The inpatient care experience ensures patient privacy by allowing the patient to verbally accept or decline a virtual visit request.

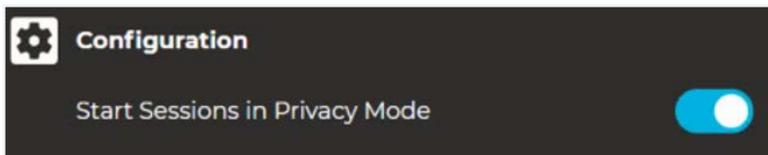


## Privacy Mode Toggle

The **Privacy Mode** can be toggled on or off in the device's **More Options** screen from the **Settings** screen.

To toggle the **Privacy Mode** on or off:

1. Select the **Settings** icon  to open the Settings screen.
2. Select the **More Options** icon .
3. Toggle the **Start Sessions in Privacy Mode** on or off.



4. Select  to exit the **More Options** screen.

# Request a Virtual Nurse

## Television Status

### Television is Off

Go to the Virtual Nurse home screen, from the remote control:

1. Press OK,
2. Press the Home button.

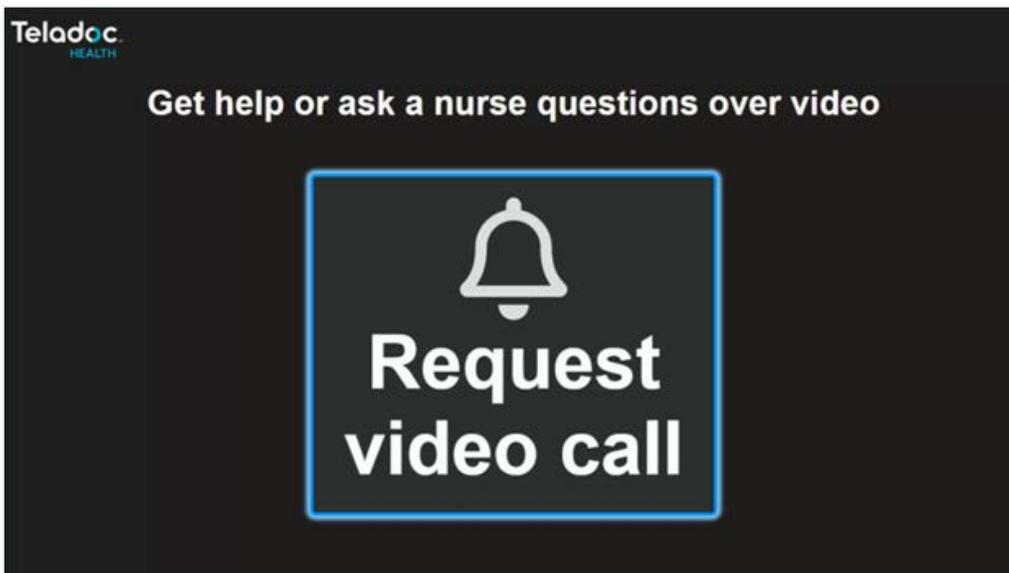
### Entertainment Media is On

Press the Home button on the remote control to open the Virtual Nurse home screen.

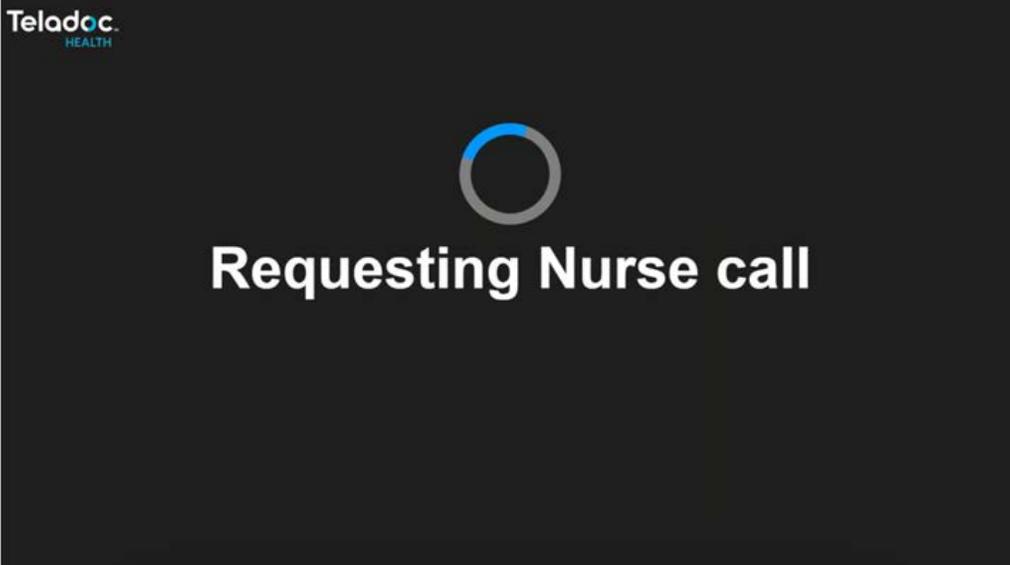
## Request a Virtual Nurse

1. Press the OK button on the remote control.
  - This will open the Request video call screen.

**NOTE:** If there is no input from the remote control after 10 minutes, the virtual nurse experience returns to the Idle screen.

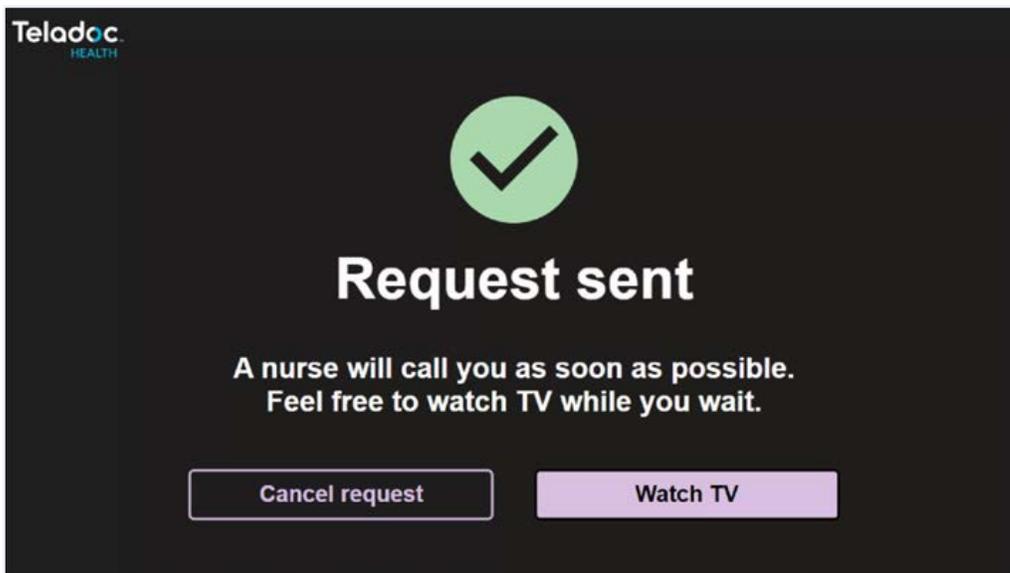


2. Press the OK button on the remote control.
  - This opens the Requesting Nurse call screen



## Request Sent

From the Request Sent screen, the options to **Cancel request** and **Watch TV** are available by using the remote control.

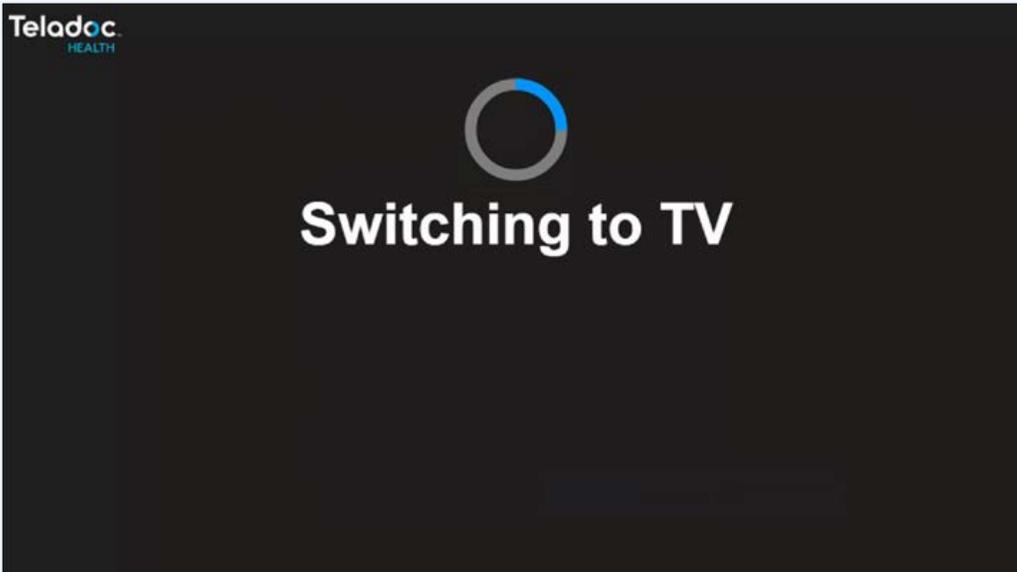


## Watch TV

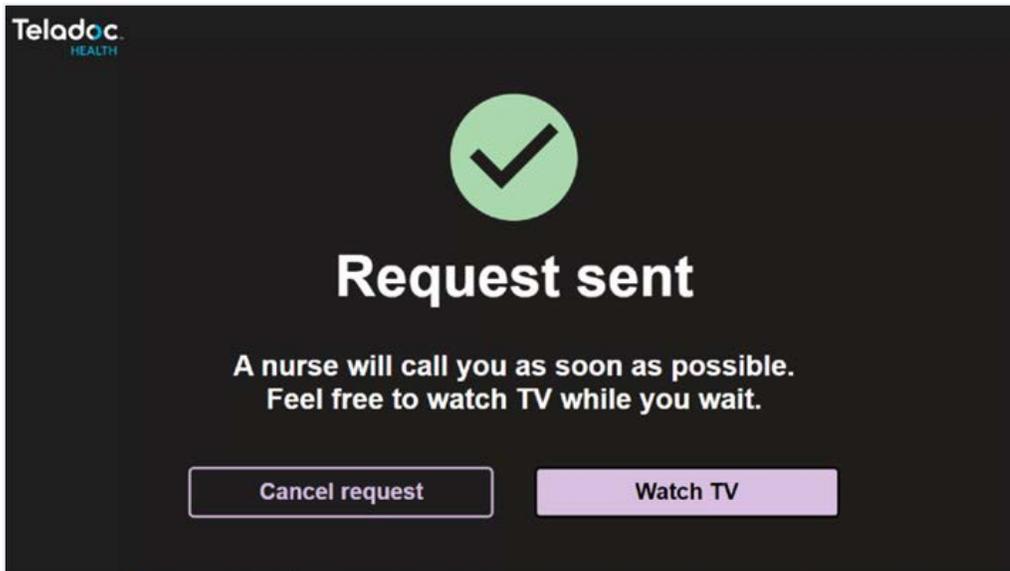
Select Watch TV using the navigation buttons on the remote control, then press OK.

- The Switching to TV screen will display.

**NOTE:** While watching TV , press the Home button on the remote control to return to the Request Sent screen.



### Cancel Virtual Nurse Request



From the Request Sent screen,

1. use the navigation keys on the Remote Control to select **Cancel request**.
2. Press OK on the Remote Control.
3. Use the Remote Control to confirm request cancellation.

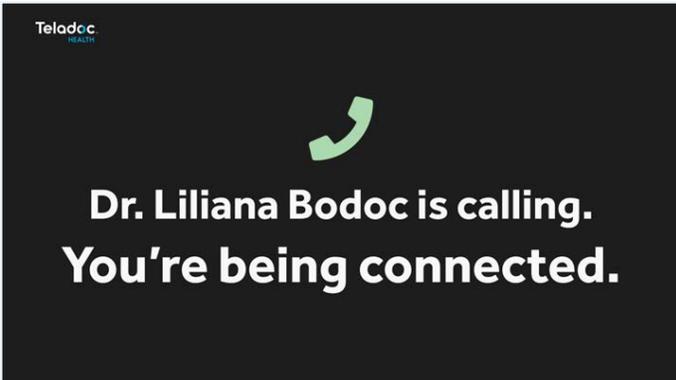


**Yes cancel** - Returns to **Request video call** screen.

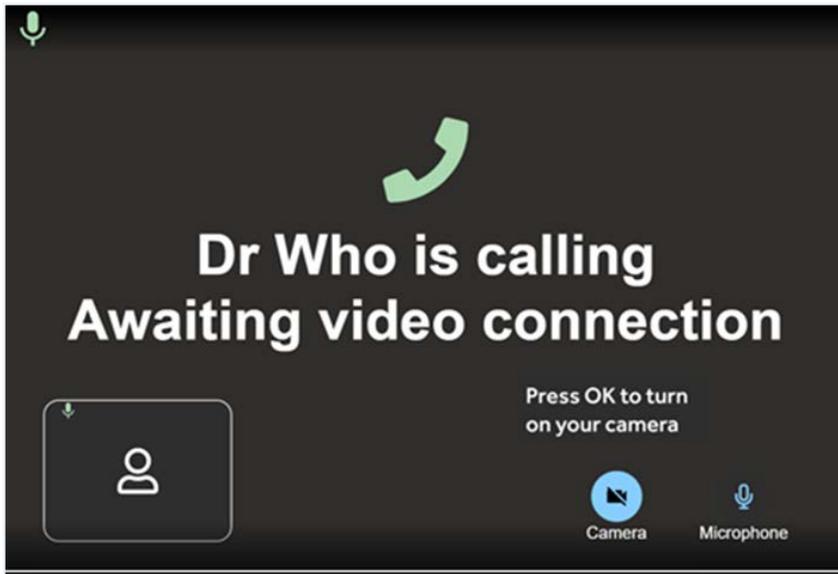
**No, don't cancel** - Returns to the **Request sent** screen.

## Virtual Nurse Call

When the Virtual Nurse call is getting ready to begin, the following screen will display.



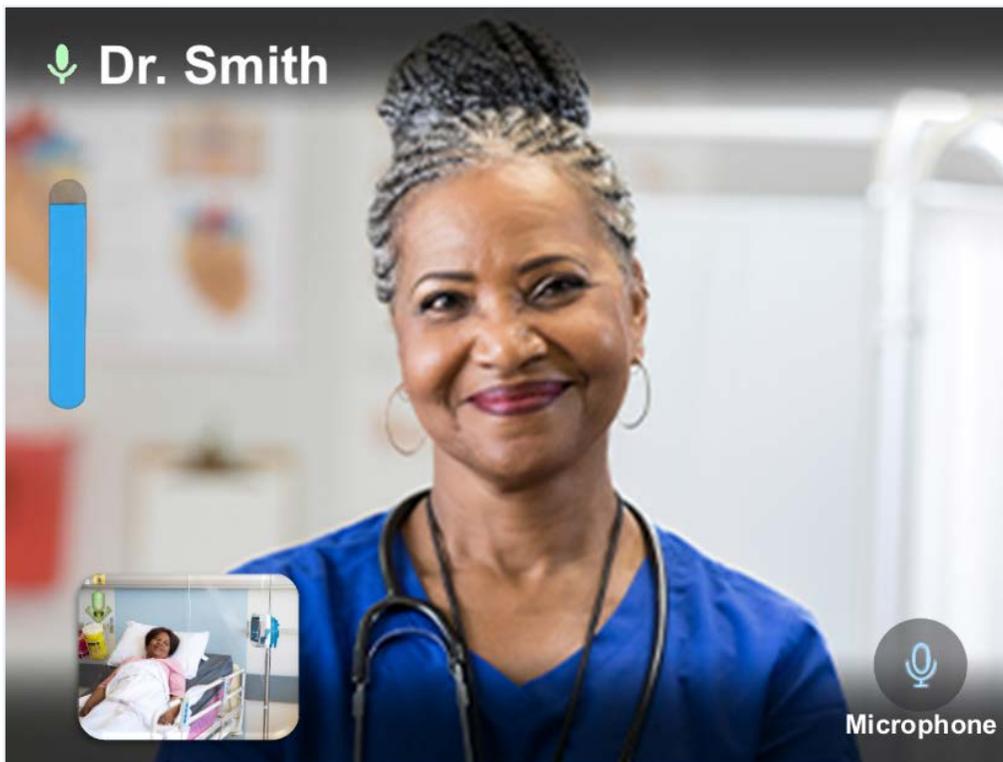
**NOTE:** The call is automatically placed in Privacy Mode with the patient side camera turned off.



Press OK on the remote control to turn on the patient side camera or tell the virtual nurse the camera can now be turned on.

**NOTE:** The camera icon will disappear when the patient side camera is active.

### Active Virtual Nurse Video Call



The following screen displays when the call is ended.



**Call ended**

You're being redirected...

# Active Session Screen Navigation

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

**NOTE:** If the device does not have a touch-screen, either a Bluetooth or USB keyboard can be attached to the device and used to select any of the below options.



Icon	Function
	Mutes the device's microphone, tap again to un-mute.
	Mutes the video.
	Toggles the Picture-in-Picture.
	Ends the current remote session. A confirmation box will display before the remote session is ended.

## Device Audio and Video Mute

The video can be paused by either the practitioner or on the device.

### Practitioner Mute Icons



### Device Mute Icons



## Powering Off the TV Pro One

There is no need to power OFF the TV Pro One if simply turning off the display.

**NOTE:** This process needs to be done if moving the TV Pro One to a different display or location.

## Powering Off All TV Pro One

Unplug the TV Pro One from the power outlet.

# Device Cleaning

## Approved Cleaners

The following disinfectants have been tested for compatibility with Teladoc Health devices:

- PDI bleach wipes-
- OxyCide
- Ethyl Alcohol
- Isopropol Alcohol
- Sodium Hypochlorite  
(5.25%-6.15% household bleach diluted 1:500 provides >100 ppm available chlorine)
- Iodophor Germicidal Detergent Solution  
(follow product label for use dilution)
- Quaternary Ammonium Germicidal Detergent Solution  
(follow product label for use dilution)

### WARNINGS:

- Do not attempt to open or remove any parts of the TV Pro One.
- Do not remove any covers to reduce the risk of electric shock. There are no user-serviceable components inside.
- Wear safety glasses when handling solution prior to dilution.
- Wear rubber or nitrile gloves, if in contact with liquid.
- Avoid contact with eyes, skin and clothing.
- Wash hands after cleaning device.
- Do not wear product-contaminated clothing for prolonged periods.
- Always follow manufacturer's instructions on product labels when mixing chemicals.

## CAUTIONS:

- **DO NOT USE** phenolic germicidal detergent solutions on any parts of the device. Contact Teladoc Health Technical Support for approved cleaning solutions.
- Severe contamination may require some disassembly and this should only be done by an Teladoc Health representative.
- **DO NOT IMMERGE** the device.
- **DO NOT ALLOW** any cleaning solution inside the device.
- Keep the device from moisture and extreme temperatures.
- Avoid excess solution that could enter the device through its openings.

**NOTE:** Refer to the TV manufacturer for details about cleaning the TV attached to the TV Pro One

## Pre-Cleaning

1. Contact Teladoc Health Technical Support (TAC) at TAC@teladochealth.com or +1 (877) 484-9119 before powering down the device so they can pause monitoring the device.
2. Wear gloves.
3. Power off the TV Pro One.

## Cleaning Instructions

Clean the outer surfaces of the Device when visibly soiled or after contact with any contaminants. All surfaces, such as display monitors or sensor windows may be disinfected using the following procedure. Use a commercial LCD screen cleaner to prevent craze, staining, or discoloration of the display monitors and use optical lens cleaners to clean the camera lenses.

1. Power down and unplug the device.
2. Soak a lint-free cloth in a hospital grade disinfectant solution of sodium hypochlorite 6.15%, e.g., dilution 1:500 (1/4 oz. per gallon water) and wring out the cloth so that drips do not appear when wiping surfaces.
3. Wipe surfaces that have become soiled or contaminated. Avoid applying excess solution which may enter the device through its openings.
4. Allow to air dry.

## Post-Cleaning

1. Power on the TV Pro One.
2. Contact Technical Support (TAC) to let them know cleaning is complete so they can resume monitoring the device.

# PCP-USB Stethoscope

**NOTE:** For more information regarding the RNK-PCP USB Stethoscope, see the manufacturer's web site: <https://rnkproducts.com/telemedicine-stethoscopes/>

## PCP-USB Stethoscope Kit Components

PCP-USB stethoscope has been verified to function with all Windows based Teladoc Health Devices.

- Stethoscope chest piece

## PCP-USB Stethoscope Operation

The Stethoscope chest piece is applied to a patient by hospital staff following the physician's directions (received through normal Patient Access Device audio).

- Ensure the Patient Access Device is within 6 feet of the patient.
- Connect the PCP-USB stethoscope into the USB port of the Patient Access Device.
- Put on gloves.
- Apply the stethoscope chest piece on the patient as directed by the remote physician.
- Disinfect the chest piece after the consult.
- Remove gloves.

## Cleaning, Preventive Inspection, Maintenance and Calibration

The PCP-USB requires no preventive inspection, no preventive or routine maintenance, and it does not have to be calibrated.

The PCP-USB is not a sterile device and does not require sterilization or disinfection. It can be cleaned, as required, by wiping with alcohol or a sanitizing towelette.

## Troubleshooting

If no stethoscope sounds are heard from the Provider Access side, please contact Teladoc Health 24/7 Live Phone Support at +1 (877) 484-9119.

# Troubleshooting

## No video showing on display

- Confirm the display is turned on.
  - Make sure the TV Pro One is powered on.
  - Following the display's manufacturer's procedures, verify the display is set to the HDMI input that corresponds to where the TV Pro One is connected to the display.
  - Verify the TV Pro One is plugged in fully to the HDMI input. If using the HDMI extension cable, verify both ends are properly connected.
1. Power down by following the ["Powering Off the TV Pro One" on page 46](#).
  2. Wait 7 seconds for the TV Pro One to fully power down.
  3. Unplug the power cord and the HDMI cable.
  4. Plug in the power cord of the TV Pro One.
  5. Wait 1 min before plugging in the HDMI.

## No volume or unable to adjust volume

- Volume can be controlled or adjusted using the:
  - Audio/Video wizard
  - Window's volume setting either from the desktop or using the volume controls on the keyboard
  - Settings on the display device

## Keyboard not responding

Confirm that Keyboard/Mouse is charged by turning it on and looking for green power indicator light.

- If the keyboard is not charged, plug in the included USB cable and charge it.

### Keyboard not paired:

**NOTE:** A USB keyboard and mouse attached to the TV Pro One may be needed to complete the pairing of the Bluetooth keyboard/mouse.

1. Pair Bluetooth Keyboard to TV Pro One.
2. Turn ON Bluetooth Keyboard/Mouse by sliding the power switch on the left side.
3. Minimize the Viewpoint software by right-clicking in the center of the screen then simultaneously press: Control + Shift + Spacebar.
4. Navigate to Windows Bluetooth settings.
  - a. Return to the desktop by clicking the **Minimize** icon.
  - b. Click the **Windows** icon.
  - c. Click the **Settings** icon.
  - d. Click the **Devices** icon.
  - e. Select **Bluetooth** from the Devices menu.
5. Press the Bluetooth icon on the keyboard.
6. Key in Bluetooth code to keyboard, and press Enter.
7. Re-maximize Viewpoint by Keying the combination: Control + Shift + Backspace.

# Technical Specifications

## Computer, NUC (v2)

Teladoc PN	76 -20052 "Intel NUC 11 Pro miniPC"
Model	Intel NUC 11 Mini PC - NUC MPN: BNUC11TNH130Z0199AT9M
OS	Windows 11 Enterprise LTSC 64-bit
Processor	Intel® Core™ i3-1115G4 Processor (6M Cache, up to 4.10 GHz)
RAM	8 GB
Hard Drive	128 GB SSD
Graphics Output	Dual HDMI 2.0b w/HDMI CEC
Integrated LAN	Intel® Ethernet Controller i225-LM
Integrated Wireless	Intel® Wi-Fi 6 AX201
Peripheral Ports	4 USB Ports <ul style="list-style-type: none"><li>• Front: 2x USB 3.2</li><li>• Rear: 1x USB 3.2, 1x USB 2.0</li><li>• Internal: 1x USB 3.2 on m.2 22x42 (pins), 2x USB 2.0 (headers)</li></ul>
Driving Range (distance)	Related to the range of the wireless network in use
Baseboard power requirements	19V, 65W wall-mount AC-DC power adapter
Dimensions	4.61" x 4.41" x 2.13" /117 x 112 x 54 [mm] (LxWxH)
More Information	<a href="https://ark.intel.com/content/www/us/en/ark/products/121572/intel-nuc-11-pro-kit-nuc11tnhi30z.html">https://ark.intel.com/content/www/us/en/ark/products/121572/intel-nuc-11-pro-kit-nuc11tnhi30z.html</a>

## Computer, NUC (v1)

- , TV Pro+, TV Pro+ with Night Vision and TV Pro One V1

Model	Intel NUC 7 Mini PC - NUC7i3BNHXF
OS	Windows 10 Enterprise LTSC 64-bit
Chipset Brand	Intel
RAM	4 GB DDR4 and 16 GB Optane Memory
Hard Drive	1 TB HDD
Graphics	<ul style="list-style-type: none"> <li>• Intel HD Graphics 620</li> <li>• One HDMI 2.0 port with 4K at 60 Hz</li> <li>• USB Type-C port with DisplayPort 1.2</li> </ul>
Network Adapter	Intel Dual Band Wireless-AC 8265 (802.11ac), 2x2, up to 867 Mbps
Bluetooth	Dual Mode Bluetooth® 4.2
Peripheral Ports	4 Super Hi-Speed USB3.0 (2 back panel ports and 2 front ports including 1 charging port) USB Type-C port providing USB 3.1 Gen 2 with data transfer up to 10 Gbps
Driving Range (distance)	Related to the range of the wireless network in use
Baseboard power requirements	19V, 65W wall-mount AC-DC power adapter
Dimensions	4.53" x 2.01" x 4.37" (W x H x D)
More Information	<a href="https://www.intel.com/content/www/us/en/products/boards-kits/nuc/mini-pcs/nuc7i3bnhxf.html">https://www.intel.com/content/www/us/en/products/boards-kits/nuc/mini-pcs/nuc7i3bnhxf.html</a>

## Video Camera with Night Vision

Teladoc Health Part Number	20-20362
Dimensions	5.83" x 5.2" x 6.34" (W x H x D)
Net Weight	2.8 LBS
Mounting Bracket Size	6.1/2" x 8 1/8" x 3 1/8"
Zoom	10x optical zoom + 3.5x digital zoom = 35x effective zoom
Resolution	1920x1080p 30fps
Range of Motion	Pan Rotation Angle: -170° ~ +170° Tilt Rotation Angle: -30° ~ +90°
View Angle	62.5°( wide) ~6.43°( tele) field of view
Focal Length	f = 4.7 ~ 47mm X), F1.8 -14
Input Voltage	DC12V
Control Port	RS232 (Sony Visca)
Manufacturers P/N	TLC-300-U2-10-IR-Teladoc-AA
IR Wavelength	850nm
IR Distance	Up to 10 meters
Min. Lux	0.01lux
For more information.: <a href="https://www.telycam.com/wp-content/uploads/2022/05/TLC-300-U2-10-IR.pdf">https://www.telycam.com/wp-content/uploads/2022/05/TLC-300-U2-10-IR.pdf</a>	

## Fone540 Speakerphone

<b>Speakerphone</b>	Full duplex microphone array speakerphone
	Two omnidirectional microphones support 360° pickup
	Full duplex echo cancellation
	Advanced noise suppression
	Powerful wideband voice processing
	Speaker volume: adjustable to 90 dB SPL at 0.5 m
	Touch controls for volume down/up, mute, phone input, call, and hang up
<b>Connectivity</b>	12V power adapter
	Micro USB connector
	LAN for IP remote access
	Expansion port (daisy-chain speakerphone or microphone)
	3.5 mm phone-in jack
	3.5 mm line out
<b>Control</b>	UAC, plug and play
	WebUI: browser IP access via Chrome™ browser (Internet Explorer not supported)
	PTZApp
<b>USB</b>	3.1 Gen 1, backward compatible with USB 2.0
	UVC 1.1 (USB video), UAC 1.0 (USB audio)
<b>Security</b>	Kensington slot
<b>System Requirements</b>	Windows® 7/10 or later
	Mac OS X v10.13 or later
<b>Hardware Specifications</b>	Processor: 3.2 GHz Intel® Core™ i5-4460 or later
	4 GB RAM
	USB port
<b>Power supply</b>	AC 100V to 240V, 50/60 Hz
	Consumption: 12V, 5A

<b>Environmental Data</b>	Operation temperature: 0°C to 40°C
	Operation humidity: 20% to 80%
	Storage temperature: -20°C to 60°C
	Storage humidity: 20% to 80%
<b>Dimensions (WxDxH)</b>	Speakerphone: 8.66 x 7.14 x 1.94 in/0.85 kg (1.87 lbs)
<b>More Information</b>	<a href="https://averusa.com/products/vc-accessories/fone54-0?msclkid=ace8e449cfbe11ec8a28f23d136ef928">https://averusa.com/products/vc-accessories/fone54-0?msclkid=ace8e449cfbe11ec8a28f23d136ef928</a>

## Phoenix Spider Speakerphone

Model	SMART SPIDER (MT503)
Connectivity	USB connector
Size	7" diameter, 1-7/8" height - Weight: 1.75 lbs
Performance	Speech processing and echo suppression at 16KHz sampling rate.
Audio	<p>100% Full duplex performance - No attenuation (either way) during full duplex</p> <p>Acoustic echo cancellation &gt; 40dB with conversion speed of 40dB/sec Residual echo is suppressed to the environment noise level, preventing artificial ducking of signal</p> <p>High-end performance: conforms to ITU-T G.167 Standard</p> <p>Noise cancellation &gt;10dB</p> <p>Residual echo is suppressed to the environment noise level to prevent artificial ducking of signal</p> <p>Automatic voice-level adjustment (AGC)</p> <p>Convergence speed 40 dB/sec</p> <p>Broadcast level (peak): 92dB SPL @ 1m (5 watts RMS)</p> <p>Convergence during full duplex (no recovery time after full duplex)</p> <p>Low delay (10 ms)</p> <p>Broadcast level (peak): 92dB SPL @ 1m (5 watts RMS)</p>
More information	<a href="https://www.phnxaudio.com/wp-content/uploads/2020/11/Spider_MT503_Manual.pdf">https://www.phnxaudio.com/wp-content/uploads/2020/11/Spider_MT503_Manual.pdf</a>

## HDMI-CEC Controller

SKU:	P8-USBCECV1
Input:	HDMI 2.0
Output:	HDMI 2.0
USB:	USB Mini B to USB Type A
Operating Temp Range:	0 to +35°C (32 to +95°F)
Operating Humidity Range:	5 to 90% RH (no condensation)
Certification:	CE, FCC, RoHS
More Information	<a href="https://docs.pulse-eight.com/Content/Product/Manuals/Accessories/CEC-USB/040_Specification.htm">https://docs.pulse-eight.com/Content/Product/Manuals/Accessories/CEC-USB/040_Specification.htm</a>

## Wireless Bluetooth Keyboard

Model	CANDYBOARD Universal Wireless Bluetooth Mini QWERTY Keyboard
Operating Voltage	3.3V
Operating Current	<80mA
Charge voltage	4.2V - 5.05V
Charge current	<300mA
Keys	69
Operating range	< 10 meters
Power supply	Rechargeable 280mAh polymer lithium-ion battery
Dimensions	151mmX59mmX12.5mm (W x H x D)
Weight	104g
More information	<a href="https://www.visiontek.com/candyboard-universal-wireless-bluetooth-mini-qwerty-keyboard-windows-mac-chrome-android-ios.html">https://www.visiontek.com/candyboard-universal-wireless-bluetooth-mini-qwerty-keyboard-windows-mac-chrome-android-ios.html</a>

# Contact Information

## 24/7 Live Technical Support

[1-800-484-9119](tel:1-800-484-9119)

## 24/7 Live Remote Technical Support & Live Chat

<https://intouchhealth.com/contact-us/>

## Email Support

[ITHSupport@intouchhealth.com](mailto:ITHSupport@intouchhealth.com)

## Teladoc Health User Manuals

<https://manuals.intouchcustomer.com>

## Sales & Product Demos

1-805-562-8686

Teladoc Health

7402 Hollister Avenue Goleta, CA 93117

Ph: +1.805.562.8686 • Fax: +1.805.562.8663

InTouch Health and InTouch Technologies are now a Teladoc Health company, and InTouch Health is a registered trademark of Teladoc Health

## LEARN MORE

[TeladocHealth.com](https://TeladocHealth.com) | [engage@teladochealth.com](mailto:engage@teladochealth.com)



## About @ Teladoc Health

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.

© Teladoc Health, Inc. All rights reserved.