

Teladoc Health™
Lite® V2 & V3
User Guide

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Teladoc
HEALTH

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Patent(s):

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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.

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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.

Safety Symbols

Symbols appearing on the Patient Access device and other equipment are defined in the table below.

<p>Warning Dangerous Voltage: Touching exposed contacts may cause electrical shock. Safety features designed into the device do not allow exposed live AC contacts until the Patient Access Device is fully engaged with its docking station. When fully engaged, contacts are not accessible.</p>	
<p>Wireless Transmitter Notification: Non-ionizing electromagnetic radiation. This device communicates over the 802.11 ac/a/b/g/n standard for wireless communication.</p>	
<p>Pinch Point: This label is for the Teladoc Health Vantage and Vici device. The pinch point is located on the left column of the display</p>	
<p>Body Float: Type B. A Type B piece of equipment is one that provides a particular degree of protection against electric shock, particularly regarding allowable leakage current and reliability of the protective earth connection (grounding).</p>	

<p>Consult Operator's Manual: Operating Instructions are contained in a separate instruction manual.</p>	
<p>Do not push or lean: Do not push on cart when it is prevented from lateral movement by an obstruction.</p>	

Electromagnetic Compatibility - Guidance and Manufacturer's Declaration

The Lite system complies with IEC 60601-1-2, General Requirements for Safety– Collateral standard: Electromagnetic compatibility. Performance of the device is unaffected by exposure to the compliance levels described in Tables 1,2,3 and 4 in the following section.

Special precautions and installation information for the Lite for electromagnetic compatibility (EMC) are provided below:

- Equipment in hospital environments, including the Lite and other portable or mobile communications equipment, can produce Electromagnetic Interference (EMI), which may affect the function of these devices. Such effects are prevented by use of equipment with EMI characteristics proven below recognized limits, as identified in the tables below.
- In the event of suspected interference from other equipment, which prevents the proper functioning of the Lite, contact Teladoc Health and/or discontinue use of the system until the problem can be remedied.

The following tables contain the Manufacturer's declaration and additional information required by IEC 60601-1-2.

WARNING: Leakage current from interconnected electrical equipment may exceed safe levels. In order to maintain patient and user safety, it is important to interconnect only with devices in compliance with IEC 60601-1-1 requirements. It is the responsibility of the user to ensure that any interconnected equipment not supplied by Teladoc Health maintains compliance with IEC 60601-1-1 requirements.

Table 1: Guidance and Manufacturer's Declaration - Electromagnetic Emissions

The Lite is intended for use in the electromagnetic environment specified below. The customer or the user of the Lite should assure that it is used in such an environment.		
Emissions Test	Compliance	Electromagnetic Environment
RF Emissions CISPR 11	Group 1	The Lite uses RF energy only for its internal function. Therefore, its RF emissions are very low and are not likely to cause any interference in nearby electronic equipment.
RF Emissions CISPR 11	Class A	The Lite is suitable for use in all establishments other than domestic and those directly connected to the public low-voltage power supply network that supplies buildings used for domestic purposes.
Harmonic Emissions IEC 61000-3-2	Class A	
Voltage Fluctuations / Flicker Emissions IEC 61000-3-3	Complies	

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Table 2: Guidance and Manufacturer's Declaration - Electromagnetic Immunity


The Lite system is intended for use in the electromagnetic environment specified below. The customer or the user of the Lite should assure that it is used in such an environment.

Immunity Test	EC 60601 Test Level	Compliance Level	Electromagnetic Environment - Guidance
Electrostatic Discharge (ESD) IEC 61000-4-2	±6 kV Contact ±8 kV Air	±6 kV Contact ±8 kV Air	Floors should be wood, concrete or ceramic tile. If floors are covered with synthetic material, the relative humidity should be at least 30%.
Electrical Fast Transient /Burst IEC 61000-4-4	±2 kV for Power Supply Lines ±1 kV for Input /Output Lines	±2 kV for Power Supply Lines ±1 kV for Input /Output Lines	Mains power quality should be that of a typical commercial or hospital environment.
Surge IEC 61000-4-5	±1 kV Line(s) to Line(s) ±2 kV Line(s) to Earth	±1 kV Line(s) to Line(s) ±2 kV Line(s) to Earth	Mains power quality should be that of a typical commercial or hospital environment.
Voltage Dips, Short Interruptions, and Voltage Variations on Power Supply Input Lines IEC 61000-4-11	<5% U_T (>95% dip in U_T) for 0.5 cycle 40% U_T (60% dip in U_T) for 5 cycles 70% U_T (30% dip in U_T) for 25 cycles <5% U_T (>95% dip in U_T) for 5 sec	<5% U_T (>95% dip in U_T) for 0.5 cycle 40% U_T (60% dip in U_T) for 5 cycles 70% U_T (30% dip in U_T) for 25 cycles <5% U_T (>95% dip in U_T) for 5 sec	Main power quality should be that of a typical commercial or hospital environment. If the product user requires continued operation during power mains interruptions, it is recommended that the Lite be powered from an uninterruptible power supply (UPS) or a battery.
Power frequency (50/60 Hz) Magnetic Field IEC 61000-4-8	3 A/m	3 A/m	Power frequency magnetic fields should be at levels characteristic of a typical location in a typical commercial or hospital environment.

U_T is the a.c. mains voltage prior to application of the test level.

Table 3: Guidance and Manufacturer's Declaration - Electromagnetic Immunity

The Lite is intended for use in the electromagnetic environment specified below. The customer or the user of the Lite should assure that it is used in such an environment.

Immunity Test	EC 60601 Test Level	Compliance Level	Electromagnetic Environment - Guidance
Conducted RF IEC 61000-4-6 Radiated FR IEC 61000-4-3	3 Vrms 150 kHz to 80 MHz 3 V/m 80 MHz to 2.5 GHz	3 Vrms 150 kHz to 80 MHz 3 V/m 80 MHz to 2.5 GHz	Portable and mobile RF communications equipment should be used no closer to any part of the Lite, including cables, than the recommended separation distance calculated from the equation applicable to the frequency of the transmitter. Recommended separation distance: $d = 1.2 \sqrt{P}$ $d = 2.3 \sqrt{P}$ <div style="border: 1px solid gray; padding: 5px; display: inline-block; margin: 10px;"> 80 MHz to 800 MHz 800 MHz to 2.5 GHz </div> <p>where P is the maximum output power rating of the transmitter in watts (W) according to the transmitter manufacturer and d is the recommended separation distance in meters (m). Field strengths from fixed RF transmitters, as determined by an electromagnetic site survey^a, should be less than the compliance level in each frequency range^b.</p> <p>Interference may occur in the vicinity of equipment marked with the following symbol:</p> <div style="text-align: center;">  </div>

NOTES:

1. At 80 MHz and 800 MHz, the higher frequency range applies.
2. These guidelines may not apply in all situations. Electromagnetic propagation is affected by absorption and reflection from structures, objects, and people.

a. Field strengths from fixed transmitters, such as base stations for radio (cellular/cordless) telephones and land mobile radios, amateur radio, AM and FM radio broadcast, and TV broadcast cannot be predicted theoretically with accuracy. To assess the electromagnetic environment due to fixed RF transmitters, an electromagnetic site survey should be considered. If the measured field strength in the location in which the Lite is used exceeds the applicable RF compliance level above, the Lite should be observed to verify normal operation. If abnormal performance is observed, additional measures may be

necessary, such as re-orienting or relocating the Lite.

b. Over the frequency range 150 kHz to 80 MHz, field strengths should be less than [V1] V/m.

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Table 4: Recommended separation distances between portable and mobile RF communications equipment and the Lite.

The Lite is intended for use in an electromagnetic environment in which radiated RF disturbances are controlled. The customer or the user of the Lite can help prevent electromagnetic interference by maintaining a minimum distance between portable and mobile RF communications equipment (transmitters) and the Lite as recommended below, according to the maximum output power of the communications equipment.

Rated Maximum Output Power of Transmitter (W)	Separation distance according to frequency of transmitter (m)		
	150 kHz to 80 MHz $d = 1.2 \sqrt{P}$	80 MHz to 800 MHz $d = 1.2 \sqrt{P}$	800 MHz to 2.5 GHz $d = 2.3 \sqrt{P}$
0.01	0.12	0.12	0.23
0.1	0.38	0.38	0.73
1	1.2	1.2	2.3
10	3.8	3.8	7.3
100	12	12	23

For transmitters rated at a maximum output power not listed above, the recommended separation distance d in meters (m) can be estimated using the equation applicable to the frequency of the transmitter, where P is the maximum output power rating of the transmitter in watts (W) according to the transmitter manufacturer.

NOTES

1. At 80 MHz and 800 MHz, the separation distance for the higher frequency range applies.
2. These guidelines may not apply in all situations. Electromagnetic propagation is affected by absorption and reflection from structures, objects and people.

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

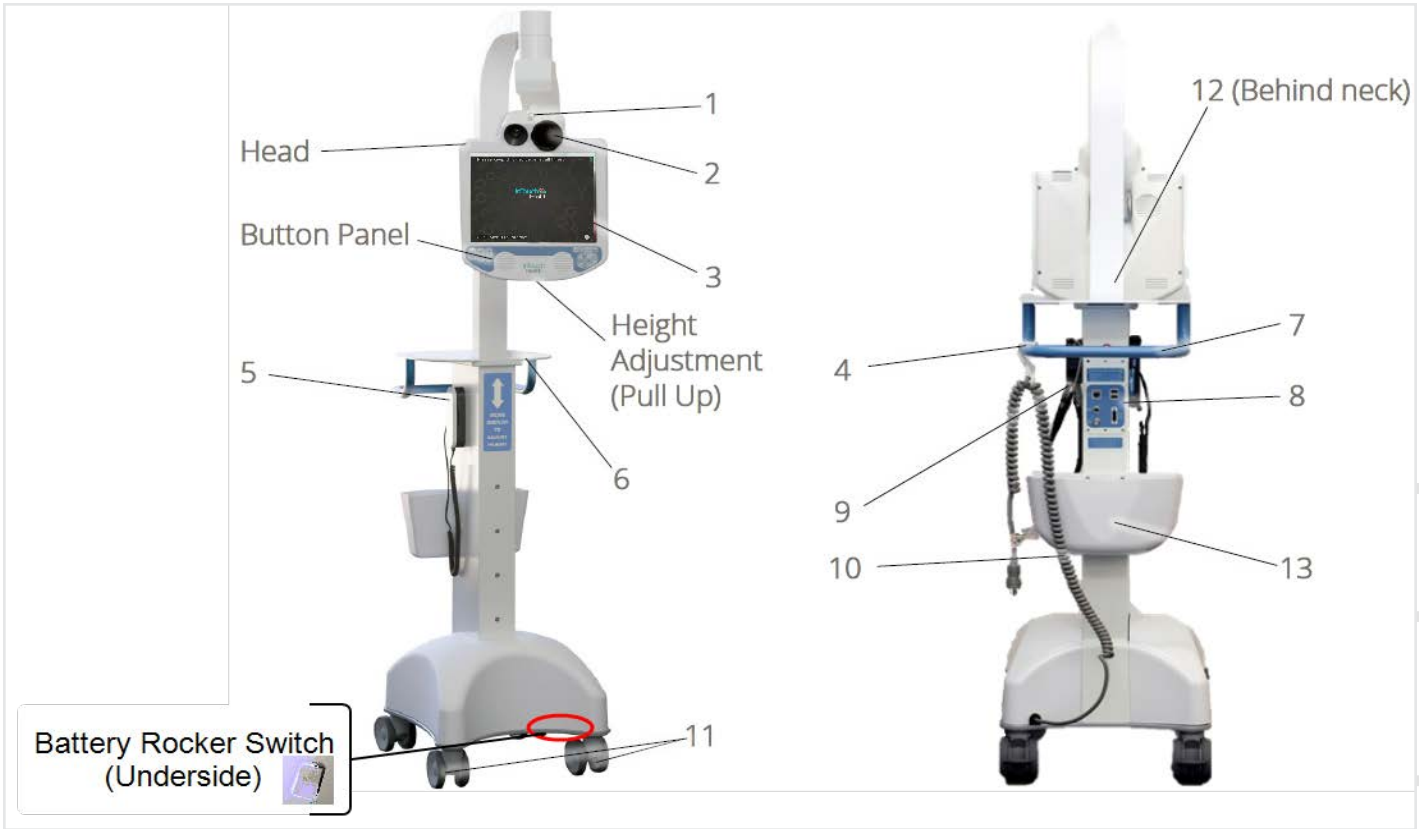
Our cloud-based, patented network ensures the industry's highest standards for protecting and securing sensitive healthcare information. Our downloadable and web-based platform allows users to access virtual care across a broad range of consumer and telehealth devices in a variety of clinical environments.



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Lite Overview

Lite V3 Anatomy and Components

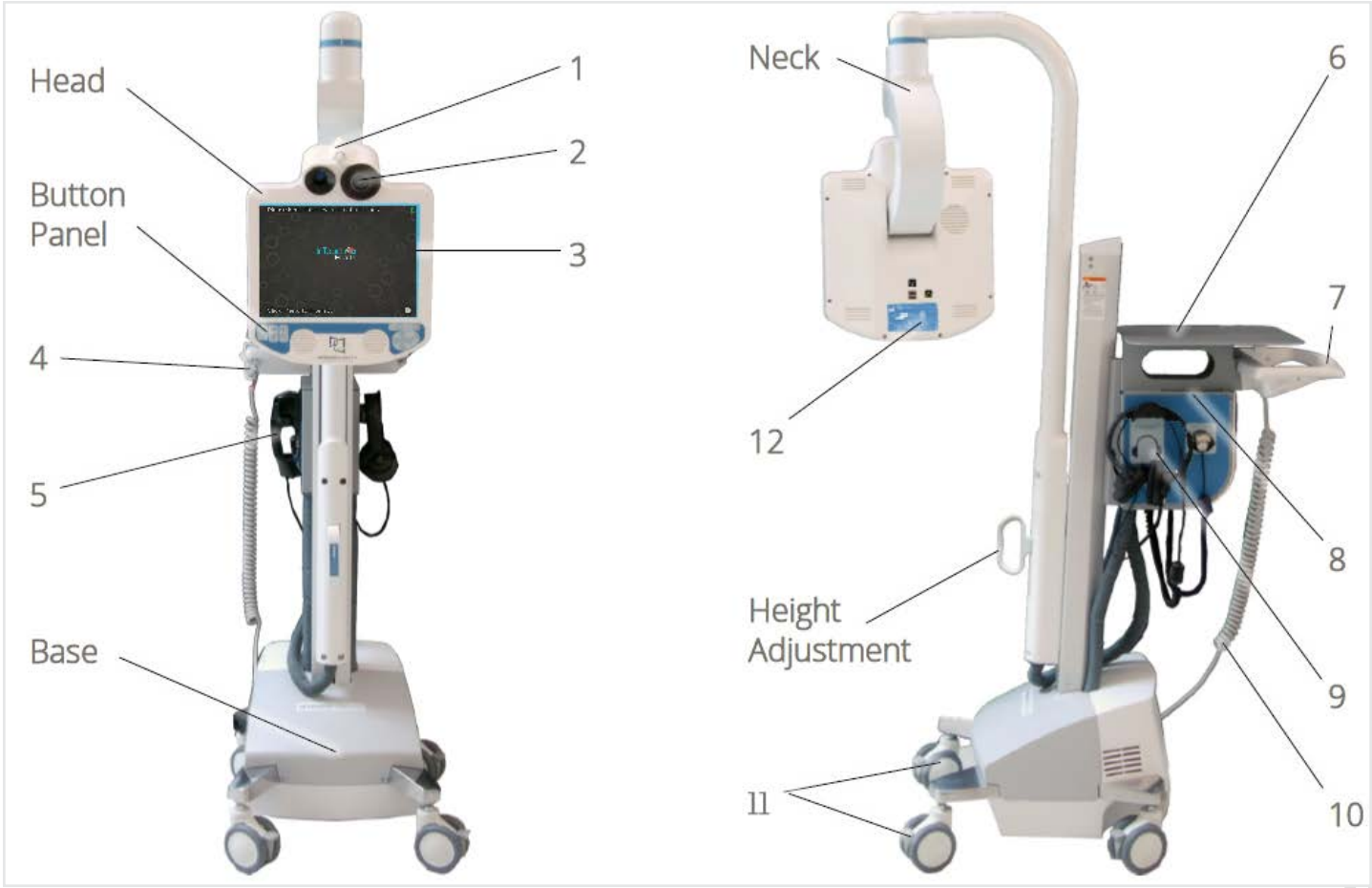


1	Directional Microphone	Used to pick up audio in a narrow zone.
2	Virtually There Cameras	Captures remote video for viewing at the Provider Access.
3	Display	Displays Provider Access Software user's face on the Teladoc Health Lite's head.
4	Power Cord Hook	Secures the power cord when moving the Lite to a new location.
5	Privacy Handset	Used for conversations requiring privacy or understandability in loud environments.
6	Shelf	Shelf for holding items such as a laptop or a chart.
7	Handle	Handle for moving the Teladoc Health Lite.
8	Expansion Bay	Holds the connectors for approved USB peripheral devices, Auxiliary Video inputs, and hardwire network. Also supports DVI input.

9	Littman Stethoscope	A feature of the Teladoc Health Lite V3 that allows remote auscultation. (Optional)
10	Power Plug and Cord	Used to power the Lite and recharge the batteries.
11	Wheel Locks	Locks each wheel in place when stationary (four wheels).
12	Nameplate	Specifies the manufacturer, model, serial number, regulatory body markings, WEEE trash symbol, patent numbers, and power ratings.
13	Basket	Holds miscellaneous items.

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Lite V2 Anatomy and Components

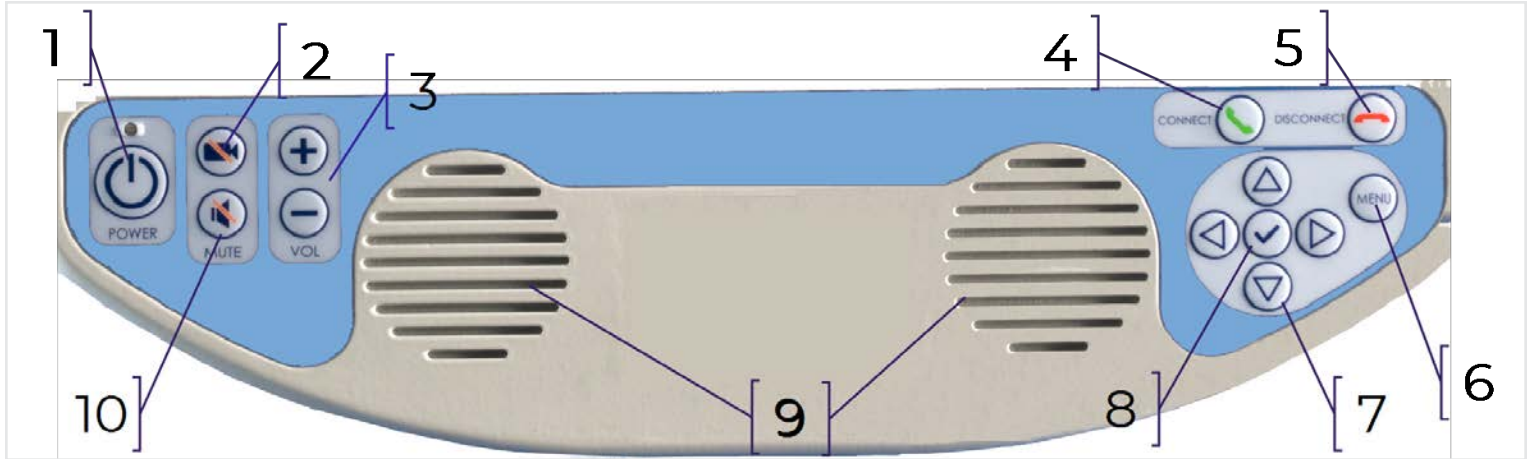


1	Directional Microphone	Used to pick up audio in a narrow zone.
2	Virtually There Cameras	Captures remote video for viewing at the Provider Access.
3	Display	Displays Provider Access Software user's face on the Teladoc Health Lite's head.
4	Power Cord Hook	Secures the power cord when moving the Lite to a new location.
5	Privacy Handset	Used for conversations requiring privacy or understandability in loud environments.
6	Shelf	Shelf for holding items such as a laptop or a chart.
7	Handle	Handle for moving the Lite.

8	Expansion Bay	Holds the connectors for approved USB peripheral devices, Auxiliary Video inputs, and hardwire network. Also supports an Auxiliary AC power receptacle.
9	PCP Stethoscope	A feature of the Teladoc Health Lite V2 that allows remote auscultation.
10	Power Plug and Cord	Used to power the Teladoc Health Lite and recharge the batteries.
11	Wheel Locks	Locks each wheel in place when stationary (four wheels).
12	Nameplate	Specifies the manufacturer, model, serial number, regulatory body markings, WEEE trash symbol, patent numbers, and power ratings.

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Lite Button Panel



1	POWER Button	Turn the Lite computer on or off. The Lite asks for confirmation before powering off the device.
2	Pause Video Button	Temporarily stops the live video feed from the Lite, to provide privacy locally.
3	VOL Volume Control	Used to adjust the speaker volume when in session.
4	CONNECT Button	Not functional.
5	DISCONNECT Button	Disconnects all remote users and ends the active session following a disconnect confirmation prompt.
6	MENU Button	Wakes device so that user can Interact.
7	Arrow Buttons	Allow user to navigate the on-screen controls in and out of session.
8	Check Button	Press to select highlighted item on screen.
9	Speakers	Plays audio from the Provider Access Software.
10	MUTE Button	Turns off the speakers on the Lite.

Auxiliary AC Power Receptacle (Lite V2 only)

The Auxiliary AC Power Receptacle is located under the shelf on the top of the Expansion Bay. The receptacle installed is the standard for the country location to which the Lite is delivered.

This receptacle is rated at: Teladoc Health (US) 115VAC, 60Hz, 2.1A; Lite(International) 230VAC, 50Hz, 1.7A.



Lite Basics

Lite Information Screen



Select the  icon to display the Diagnostic Information for the Lite.

Adjusting the Height

The Lite Head can be placed between 58 inches and 78 inches off the floor. Adjusting the head height is slightly different between the Lite V3 and the Lite V2. Refer to the following illustrations for each cart.

Adjusting the Head Height on an Teladoc Health Lite V3



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Adjusting the Head Height an Teladoc Health Lite V2



Moving the Lite

The Lite is designed to be moved by hospital staff into a broad array of locations ranging from clinics, emergency rooms, rural hospitals, long-term care communities and more.


- Ensure the Lite is set at its lowest position.
- Ensure any auxiliary devices attached to the Lite are unplugged.
- Ensure the power cord is unplugged.
- Ensure the wheels are unlocked before moving.
- Exercise caution when encountering thresholds.
- Move to the desired location.
- Lock the wheels.
- Plug in the power cord.

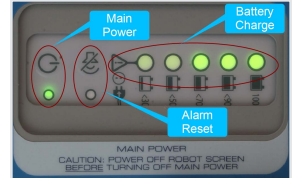
(For Lite V2, see ["Power Off Sequence for Lite v2" on page 28](#) to turn on power.)

(For Lite V3, see ["Power Off Sequence for the Lite v3" on page 26](#))

Main Power - Recharging the Lite

The battery charge indicator is located on the:

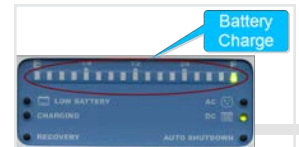
- idle screen and the information screen in the upper right corner ()
- The information screen
- Teladoc Health Lite V3, above the Expansion Bay.
- Lite V2, near the privacy handset. The power button located on the battery charge indicator turns off the main power to the Lite V2 and auxiliary AC Power Receptacle.



If the Lite is not plugged in, the power is provided from the battery.

The Battery charge lights will be lit indicating the remaining percentage of battery life whenever the Teladoc Health Lite is plugged in or turned on.

If the battery charge drops below the alarm threshold, the sound-byte “Please plug me in” will be played at intervals until the Teladoc Health Lite is plugged into AC power. Plug in the device as soon as possible.



The Teladoc Health Lite should be plugged in and left powered on at all times. Plug the Lite into a grounded “Hospital Grade” electrical outlet to minimize the risk of electrical shock during the battery charging cycle.

- The system will charge to 85% in four hours.
- The system will charge to 100% in six hours.

WARNINGS:

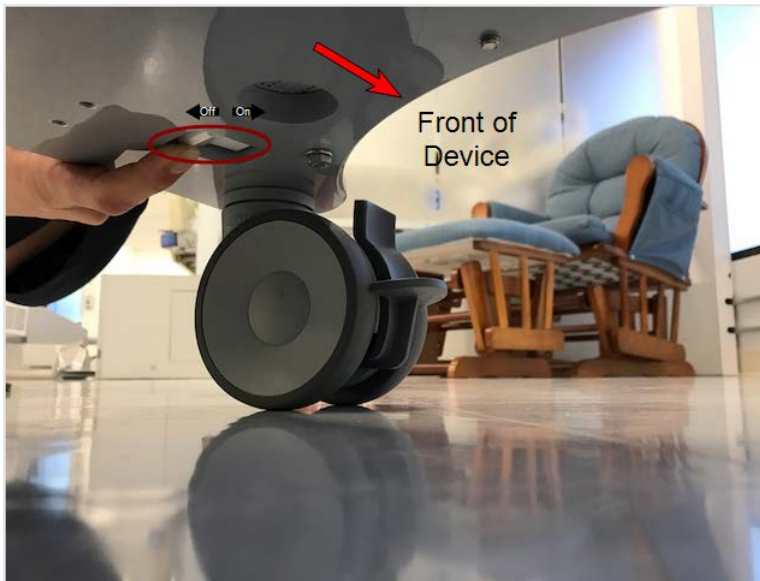
- If the power plug of the Lite is damaged, the Teladoc Health Lite can be operated using the on-board battery system. Report this condition to Technical Service immediately for repair.
- The Teladoc Health Lite contains sealed, rechargeable, lead-acid, gel-type batteries. The Teladoc Health Lite should always be plugged in to avoid deep discharge cycles that can shorten the battery’s useful life. Other than keeping the batteries charged by keeping the Teladoc Health Lite plugged in, no user maintenance of the batteries is required.

Unpacking and Charging the Lite V2 and Lite V3

1. Carefully remove the Patient Access Device from its packaging, taking care not to cause damage.
2. Switch on the device:

Lite V3

- Flip battery switch pressed down toward front. Flipping the switch to the back will disconnect the batteries.



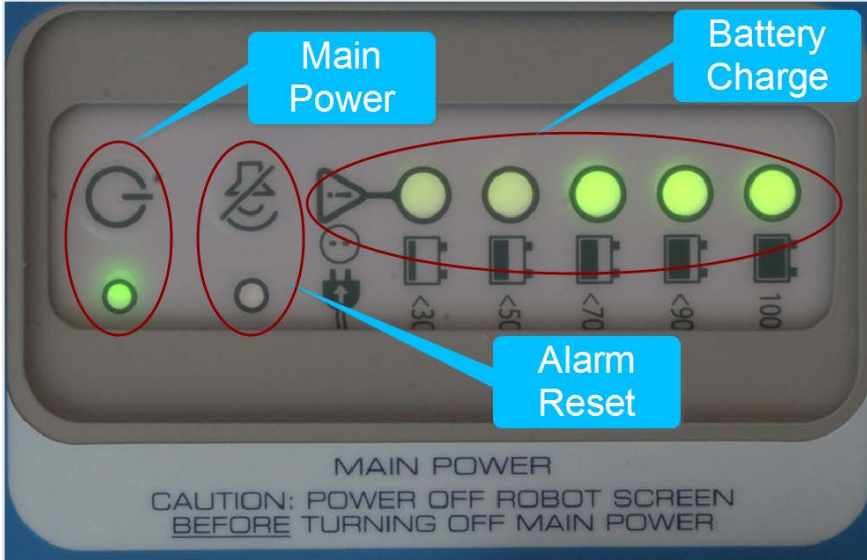
- Press the Power button on the button panel



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Lite V2

- Press the main power button on the battery meter until the light comes on.



- Press the Power button on the button panel



3. Plug the Patient Access Device into a standard grounded AC outlet and allow the system to charge for at least 6 hours to reach a full charge.

NOTE: For the Teladoc Health Lite V3 , switch on the battery switch (located on the base) before plugging the Patient Access Device into an AC outlet.

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Power Off Sequence for the Lite v3

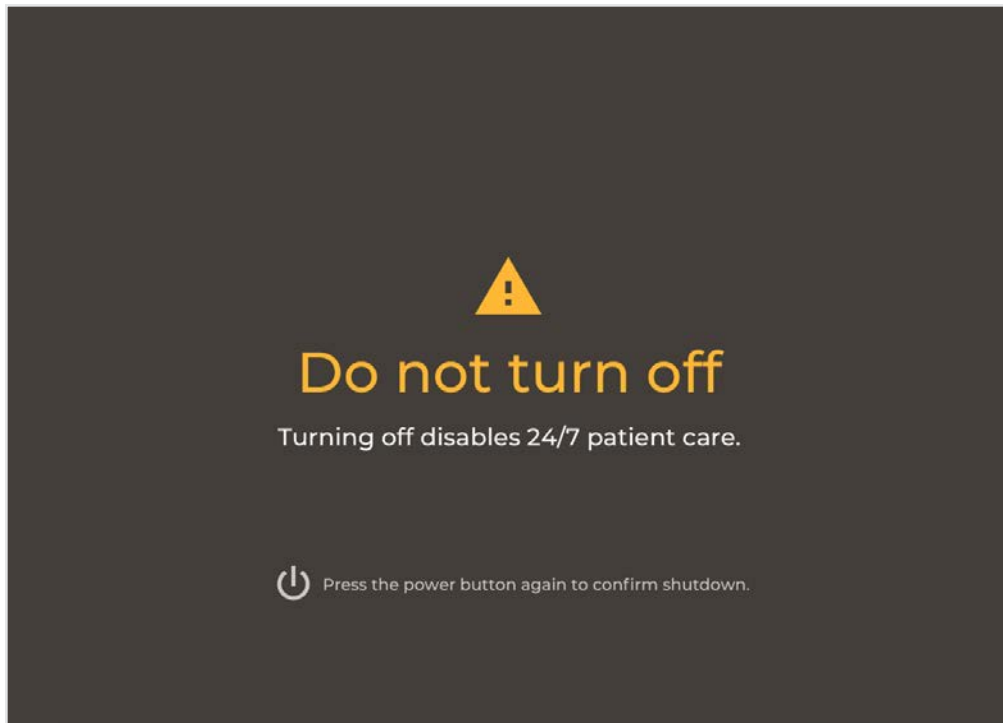


NOTE: Powering off is not recommended unless instructed to do so by Teladoc Health Technical Support.

CAUTION: When powering down the Lite V3 for any reason, always ensure that the Button Panel Power button is powered off first and that the Lite V3 Display screen turns off (goes to black, approximately 30-45 seconds) before turning off the Main power.

Turn Off the Power at the Button Panel:

1. Press the power button on the panel once.
2. Confirm the shutdown when prompted by again pressing the power button.
3. Unplug the power cord from the AC outlet.



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4. Toggle the rocker switch, located on the base of the Lite V3, to the off position.



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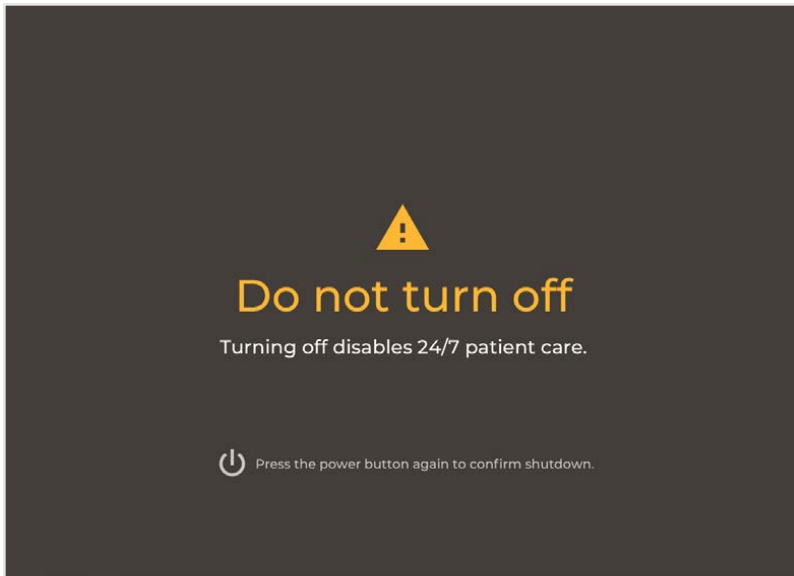
Power Off Sequence for Lite v2

NOTE: Powering off is not recommended unless instructed to do so by Technical Support.

The Lite should be plugged in and left powered on at all times.

CAUTION: When powering down the Lite V2 for any reason, always ensure that the Button Panel Power button is powered off first and that the Lite V2 Display screen turns off (goes to black, approximately 30-45 seconds) before turning off the Main power.

1. Turn Off the Power at the Button Panel:
 - Press the power button on the panel once.
2. Confirm the shutdown when prompted by again pressing the power button.
3. Unplug the power cord from the AC outlet.



- If you do not press the check button within seven seconds, the Lite will assume shutdown was initiated by accident. You will need to wait one minute to re-initiate shutdown.

4. Turn Off the Main Power at the Expansion Bay:

- Press and hold (3-5 sec.) the main power button.
- Ensure that the power light goes off.



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Lite Display

When the Lite is actively connected to Provider Access Software the name of the person logged on to the Lite is displayed.

When the Lite is idle, an animation is displayed. Screensavers chosen by the customer may optionally be shown.

- To display your own images, consult your Teladoc Health representative or Technical Support.



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Telehealth Consults on the Lite

Lite can be accessed by a remote provider using Teladoc Health’s software. A provider can connect to the Lite without interaction on the Lite, as the Lite automatically accepts a connection request from any authorized provider(Care Location).

Active Session Screen Navigation

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



Icon	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.
	Tap to mute the device's microphone, tap again to un-mute.
	Mutes the video.
	Toggle the Picture-in-Picture.
	Tap to end the current remote session. A confirmation box will display before the remote session is ended.
	Battery charge status is located in the upper right hand corner of the display on the Diagnostic Information screen. A lightning bolt indicates the battery is charging.
	Toggles the tool bar between show and hide.

Device Audio and Video Mute

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

Practitioner Mute Icons



Device Mute Icons



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Lite Idle Features (Out of Session)



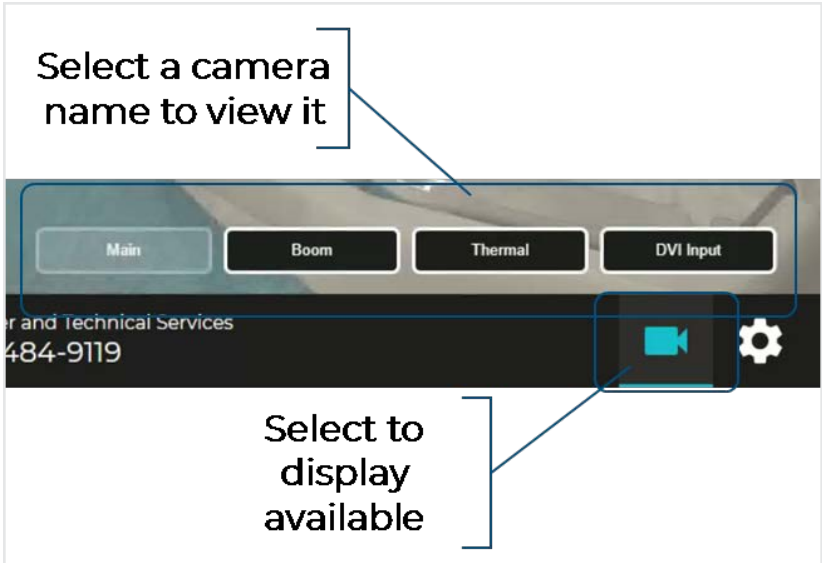
When the Lite is not actively connected to the Provider Access Software, it is considered idle, and an animation will be displayed.





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

Press the **MENU** button () to enable out of session interaction with the Lite.

- Use the arrow keys to navigate to the desired function, and press the Check button to select.

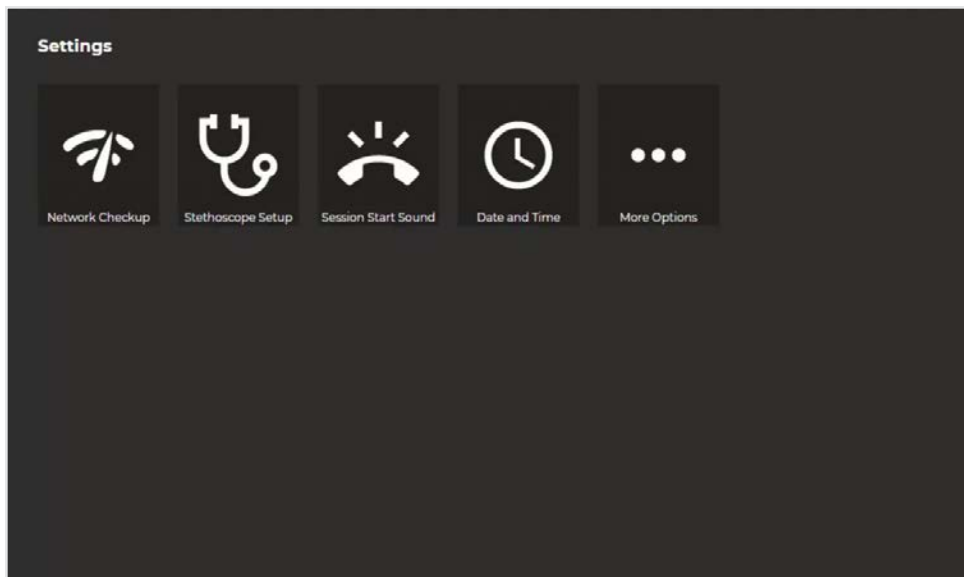


Icon	Function
	Exits and returns Lite to idle mode.
	<p>Camera Preview mode allows the local user to preview the camera image, and that of any attached video peripheral.</p> <div data-bbox="597 1005 1414 1564"><p>Select a camera name to view it</p><p>Select to display available</p></div> <p>NOTE: The available cameras depend on what is connected to the Lite. If no additional cameras or devices are connected, no buttons are displayed.</p>

Icon	Function
	<p>Settings</p> <ul style="list-style-type: none"> • Network Check - runs a diagnostic of the current network connection. • Stethoscope Types-select an optional stethoscope (if desired). • Session Start Sound - allows the level of the session start sound to be adjusted. • Date and Time - allows user to choose date and time display on the device in and out of the virtual encounter. • More Options - other device display settings.
	<p>Displays Diagnostic Information -- Includes useful technical information such as:</p> <ul style="list-style-type: none"> • Serial number • Location • Battery charge • Wireless Network (SSID) and signal strength • IP addresses • Teladoc Health Telehealth Network connectivity • Device status
	<p>Arrows and Check</p> <ul style="list-style-type: none"> • The arrow buttons let the user to navigate the on-screen controls in (and out) of session. • The check button () acts as Enter key when navigating with the arrows.

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Lite Settings Screens



To access the device's **Settings** screen:

1. Use the arrow buttons to navigate to the Settings icon.
2. Press the check button when the Settings icon is highlighted.
 - The icons will turn teal when highlighted.

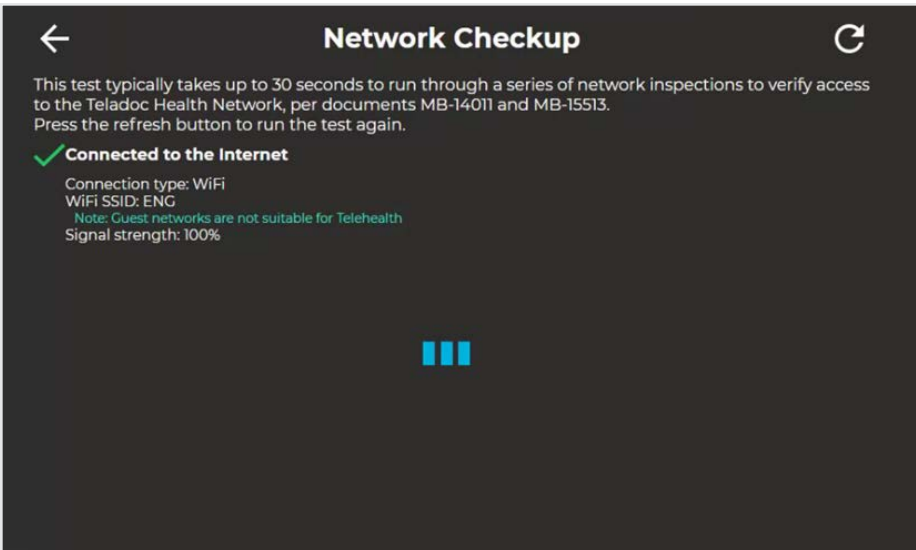


Confidential

Device Network Checkup

The Network Checkup screen runs and displays the results of a test of the device's current network connection.

- The checkup will automatically run when the screen opens.
- A green check-mark appears for each past item.
- An orange X appears for any failed item with contact information on how to resolve any issues.



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Stethoscope Setup (Lite V3 Only)

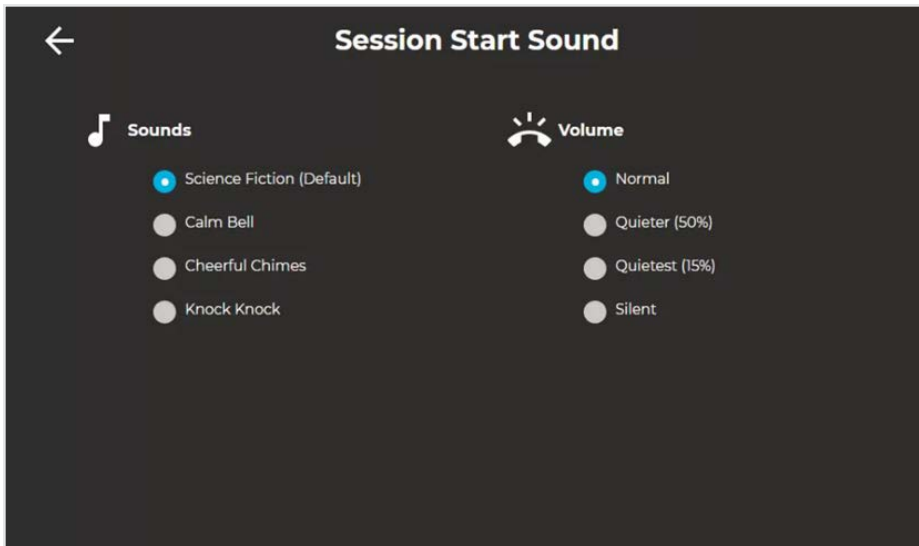
The **Stethoscope Setup** settings screen allows the user to select the stethoscope during a virtual encounter.



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Device Session Start Sound

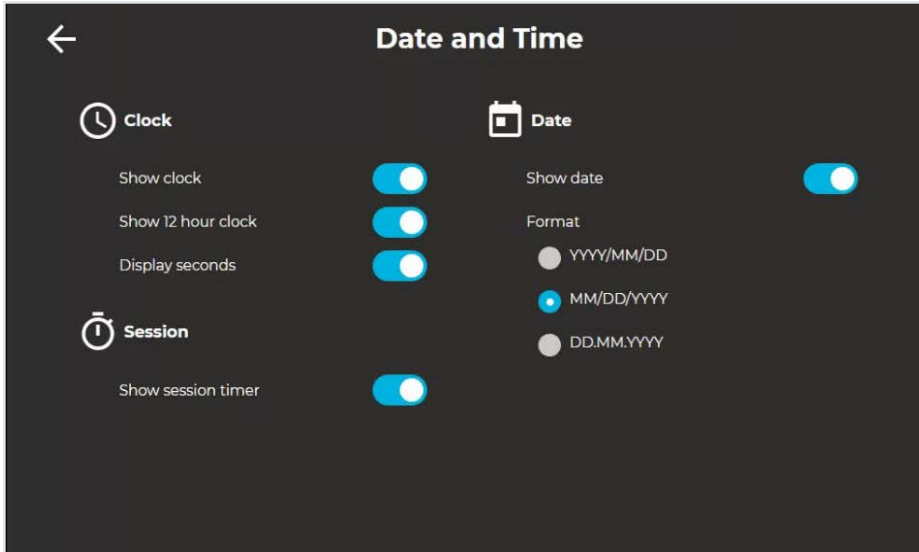
The Session Start Sound settings screen allows the user to change start sound volume on the device at the start of a virtual encounter.



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Date and Time Settings Screen

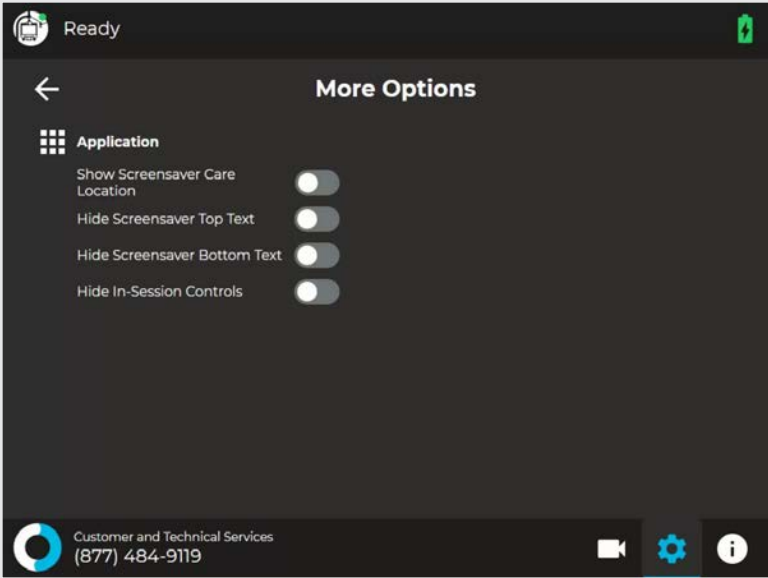
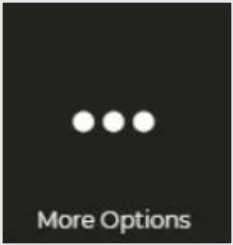
The Date and Time settings screen allows the user to change how and if time is displayed on the device.




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Device Settings - More Options








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






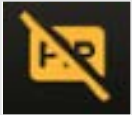



Application	
Show Screensaver Care Location	Shows the device's location in the upper-left corner of the screensaver screen.
Hide Screensaver Top Text	When toggled on, the text, Please keep this device on at all times is not displayed on the screensaver.
Hide Screensaver Bottom Text	When toggled on, the text, Touch to interact is not displayed on the screensaver.
Hide In-Session Controls	<p>Hides the In-Session controls on the bottom of the screen.</p> <ul style="list-style-type: none"> • While in-session, use the icon to  un-hide the In-Session Controls. • See "Active Session Screen Navigation" on page 31 for more details.

Lite In Session Controls



Panel Button	Screen Icon	Function
	  <p>Muted Not Muted</p>	<p>Camera Mute</p> <p>Toggle on and off using keypad button or arrow-interface.</p> <p>The screen icon changes to show the camera muted or not.</p>
		<p>Volume Mute</p> <p>Toggle on and off using keypad button or arrow-interface.</p>
		<p>Volume Control</p> <p>The volume is adjusted using the Volume Control buttons, located on the Button Panel.</p> <p>The volume level displayed on the screen changes as the + or - volume buttons are pressed.</p>

		<h3>End Session</h3> <p>Use red Disconnect button or End button using arrow-interface, then confirm that you want to End the session.</p>
		<ul style="list-style-type: none"> • The arrows let the user to navigate the on-screen controls in (and out) of session. • The check box acts as Enter key when navigating with the arrows.
 <p>Muted</p>	 <p>Not Muted</p>	<h3>Microphone Mute</h3> <p>Toggle on and off using arrow-interface.</p>
 <p>PIP Off</p>	 <p>PIP On</p>	<h3>PIP Mute</h3> <p>Toggle on and off using arrow-interface.</p>

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Stethoscope Features

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 assembly (pre-mounted on the Patient Access Device)
- Stethoscope chest piece
- Headset with in-line volume control

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).



CAUTION: Do not pull on the cables. Do not pull the Patient Access Device using the cables. Cables may break, especially near the junction points with the Patient Access Device.

- 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 the Stethoscope headset (if desired).
- Put on gloves.
- Apply the stethoscope chest piece on the patient as directed by the remote physician.
- Disinfect the chest piece after the consult and return it to its bracket.
- Remove gloves.
- Return the headset to its bracket.

PCP-USB Stethoscope Headset

Using the headset is optional, but it may be used to assist with placement of the chest piece on the

patient or as an aid for teaching or mentoring. The Patient Access Device headset allows the medical assistant to listen to the Stethoscope while still being able to hear the normal Patient Access Device audio and other sounds in the environment.

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.

Installing and Pairing a Littmann Bluetooth Stethoscope (Lite v3 Only)

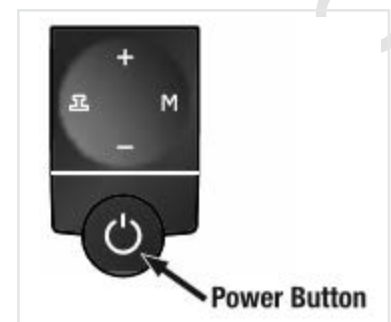
IMPORTANT: It is recommended that only stethoscopes supplied by Teladoc Health be used. Littmann Bluetooth Stethoscopes purchased through Teladoc Health are prepared with power management settings that minimize timeouts.

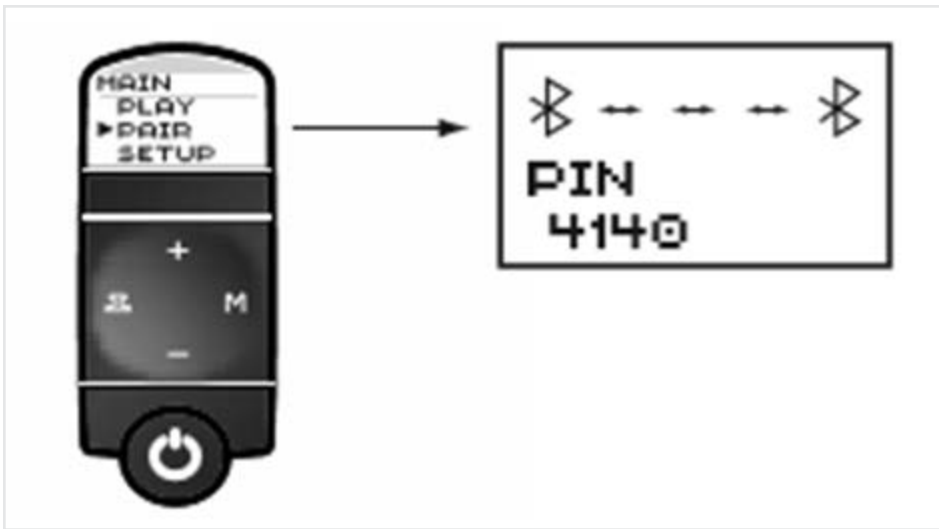
NOTE: The Littmann Bluetooth Stethoscope is only compatible with the Teladoc Health Lite V3.

Option 1 for novice users

Initiate the Pairing Process on the Stethoscope

1. Press the power button to power on the stethoscope.
2. Select the menu option on the stethoscope by pressing the (M) button.
3. Scroll down to the PAIR option by pressing the (-) button.
4. Press the (M) button to select the **PAIR** option.
 - A four-digit PIN will appear on the stethoscope.



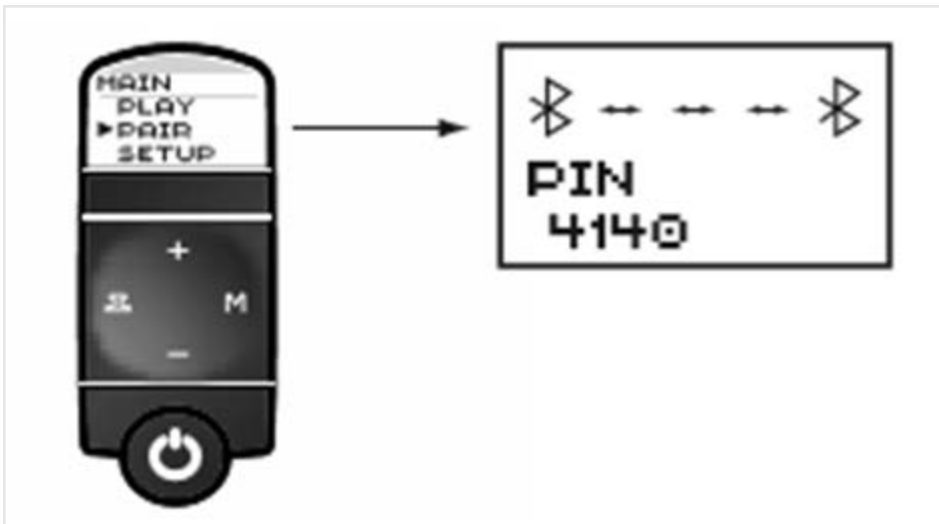


5. Call Teladoc Health Technical Assistance Center (TAC), +1 (877) 484-9119 with the PIN and the device's serial number to pair the Teladoc Health device.

Option 2 for advanced users

Initiate the Pairing Process on the Stethoscope

1. Press the power button to power on the stethoscope.
2. Select the menu option on the stethoscope by pressing the (M) button.
3. Scroll down to the PAIR option by pressing the (-) button.
4. Press the (M) button to select the PAIR option.
 - A four-digit PIN will appear on the stethoscope.


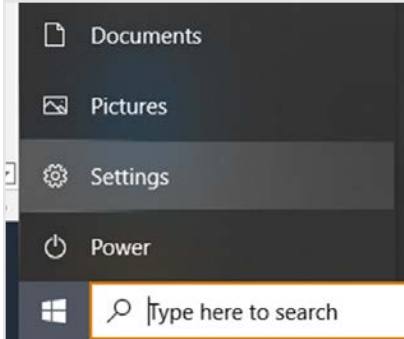


Prepare the Teladoc Health Patient Access Device for Pairing

1. Access the desktop:

Device Type	Action
For all other Teladoc Health Patient Access Devices	<ol style="list-style-type: none"> Plug a USB keyboard into a USB port on the Teladoc Health Patient Access Device. Right click, then hold ctrl-shift-space to bring up the debug screen. Close the screen by clicking the X in the upper right-hand corner.

2. Open Control Panel

Device Type	Action	Example
For all other Teladoc Health Patient Access Devices	<ol style="list-style-type: none"> Press the Windows logo key  to display the Windows Start menu. Select Settings from the Windows Start menu. 	

3. Select **Devices**.

4. Select **Add Bluetooth or other device** .

5. Select **Bluetooth** from the **Add a device** dialog box.

- A list of Bluetooth devices will be displayed in the window.

NOTE: Remove any existing Littmann Bluetooth Stethoscope from the Bluetooth devices before proceeding.

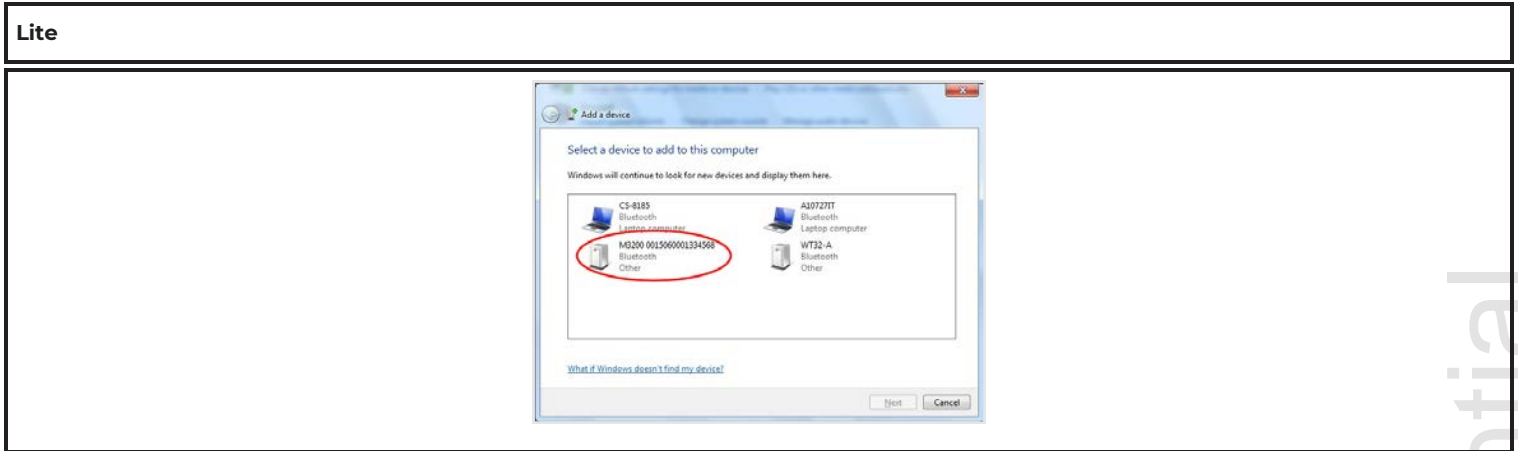
- These have a similar number as the one being paired (M3200...), with the last four digits being the same as the PIN.

Complete the Pairing Process

The M3200 stethoscope will appear in the list of Bluetooth devices in the Add a Device dialog box on the Teladoc Health Patient Access Device.

NOTE: Depending on the operating system used by the patient access device, the term used for PIN is either **passcode** or **pairing code**. For consistency, **PIN** is used in this guide.

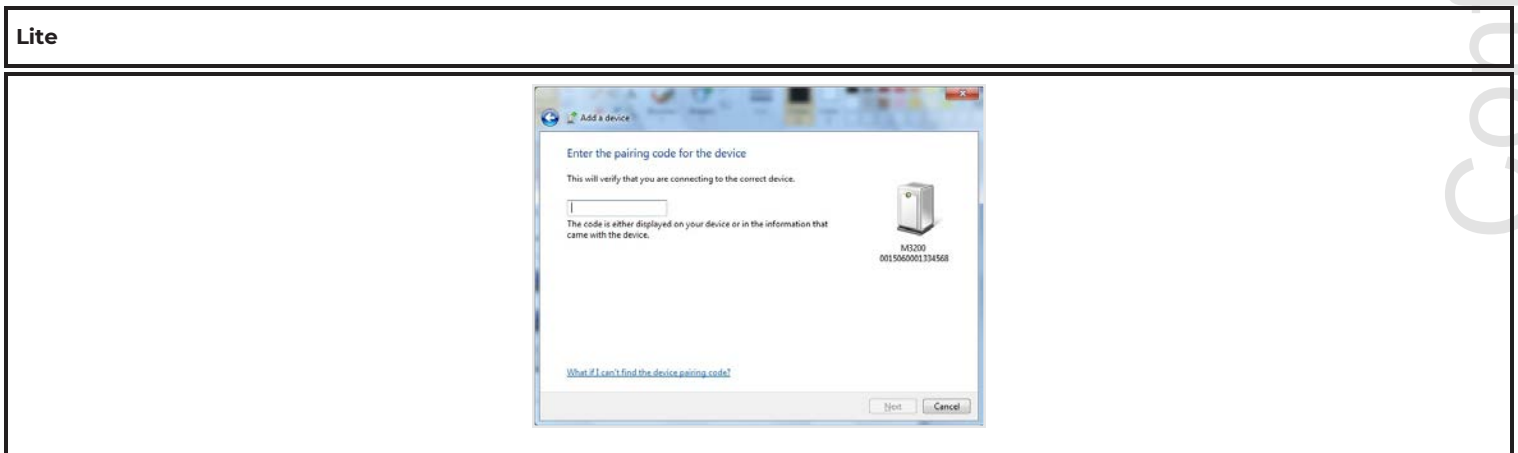
1. Select the **M3200** device.



2. Click **Next**.

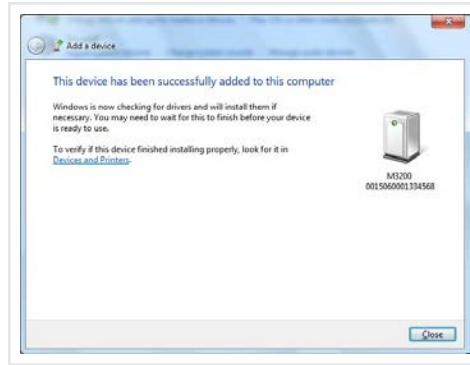
- If prompted, select **Enter the device's pairing code**, and click **Next**.

3. Enter the four-digit PIN displayed on the stethoscope.



4. Click **Next**.

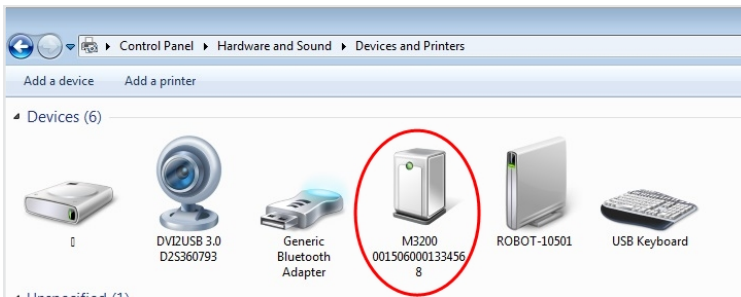
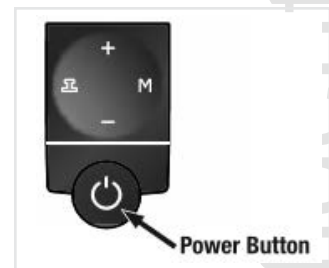
- The stethoscope is paired with the Teladoc Health Patient Access Device when the following is displayed:



5. Call Teladoc Health Technical Assistance Center (TAC), +1 (877) 484-9119 to enable the stethoscope on the patient access device.

Confirm Stethoscope Pairing

1. Turn the stethoscope off by pressing and holding the power button.
2. Turn on the stethoscope.
 - The stethoscope will be added to the device list.
3. Select **Devices and Printers** from the **Start** menu.
4. Verify the M3200 device is listed in the **Devices**.
 - The last four digits of the M3200 device are the same numbers used for the PIN.





5. Restart the Teladoc Health Patient Access Device's software by double clicking the  icon on the desktop.

Littmann Bluetooth Stethoscope Use


See "[Installing and Pairing a Littmann Bluetooth Stethoscope \(Lite v3 Only\)](#) " on page 44 if the Littmann Bluetooth Stethoscope has not yet been paired with the device.

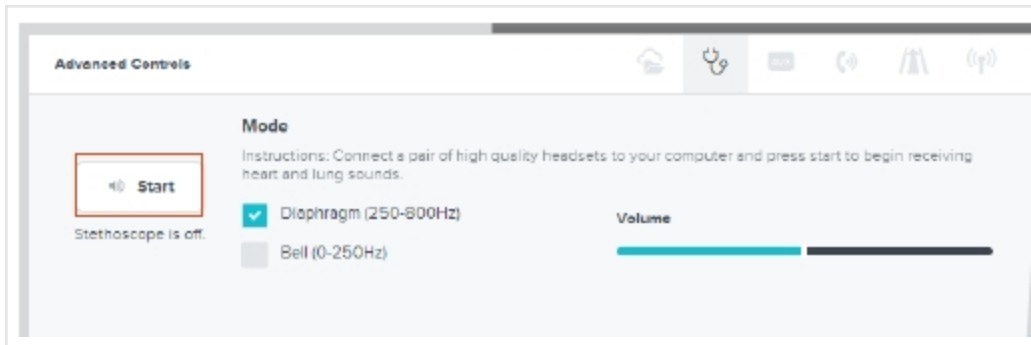
Starting a Stethoscope Session

Patient Side


1. Patient-side operator powers on the Littmann Bluetooth Stethoscope.
2. Ask the remote provider to start the stethoscope session when the blinking  icon appears on the stethoscope.
 - If the  icon does not appear on the stethoscope, press **M** and then select **Connect** from the menu.

Provider Side

3. Select the Stethoscope icon  from the Advanced Controls in session.
4. Click **Start** on the Stethoscope tab after the patient-side operator says the stethoscope is ready.



NOTES:

- For best auscultation, it is recommended that the provider use a noise-canceling head-set connected to the computer running the Windows Provider Access Software.
- If the attached head-set is not receiving sound,
 - a. Click **Disconnect** on the Windows Provider Access Software.
 - b. Run the Audio/Video (AV) Setup by clicking  in the Windows Provider Access Software.
 - c. Reconnect to the device after completing the AV Setup.

- Volume and diaphragm mode of the auscultation session are controlled on the provider's side through the Stethoscope tab in the Advanced Controls.

- For best auscultation, it is recommended that the provider use a noise-canceling head-set connected to the computer running the Windows Provider Access Software.
- If the attached head-set is not receiving sound,
 - a. Click **Disconnect** on the Windows Provider Access Software.
 - b. Run the Audio/Video (AV) Setup by clicking **AV** in the Windows Provider Access Software.
 - c. Reconnect to the device after completing the AV Setup.
- Volume and diaphragm mode of the auscultation session are controlled on the provider's side through the Stethoscope tab in the Advanced Controls.

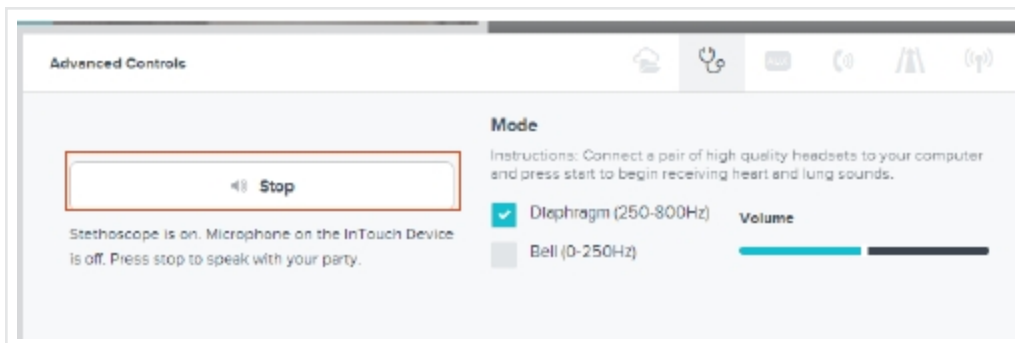
Patient Side and Provider Side

5. Auscultate after the  icon turns solid.

Ending a Stethoscope Session

Provider Side

Click **Stop** on the Stethoscope tab of the Advanced Controls.



Lite Expansion Bay

Privacy Handset

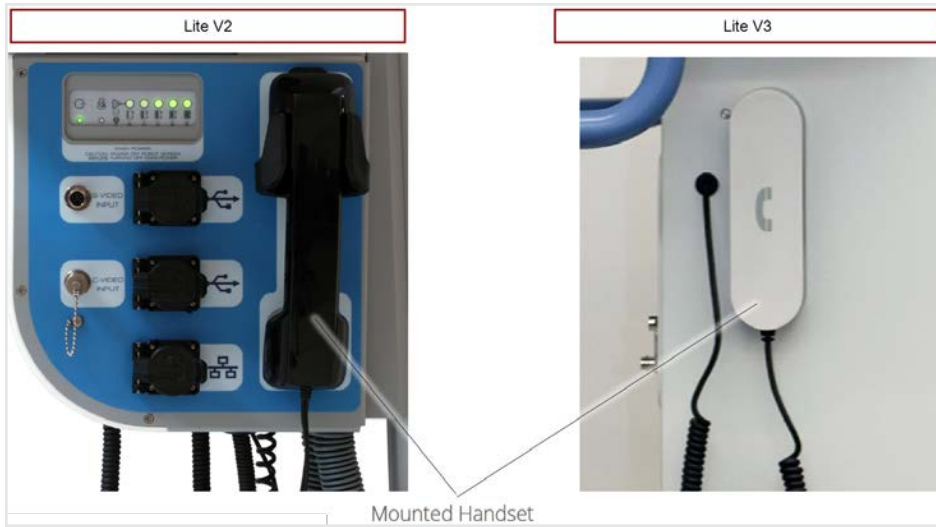
NOTE: Always place the Privacy Handset on the hook after use.

The Privacy Handset is for use in conversations that require privacy or understandability in a loud environment.

When the Privacy Handset is enabled from the Provider Access Software, the standard Patient Access Device audio system is disabled. This means the Patient Access Device microphone is not active, and the Patient Access Device speaker is not active.

When the Privacy Handset is disabled, the audio system is transferred from the phone, back to the standard Patient Access Device audio system.

It is important to return the Privacy Handset to the hook on the Patient Access Device. Ask someone on the Patient Access Device-side to return the Privacy Handset to the hook if necessary.



Network and USB Interfaces

The Patient Access Device's expansion bay includes two USB Ports for approved USB devices. Typically, these devices include video cameras to provide additional views to the remote physician.

Also included is an Ethernet connector for a hardwire connection to a local network in the event that wireless communication is inadequate or not available.

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Auxiliary Video Ports



The Teladoc Health Lite's expansion bay includes two Auxiliary Video Input Ports:

- S-Video
- Composite Video.

The Lite (US) supports NTSC video; the Lite (International) supports PAL video. The Lite V3 supports DVI inputs. This allows for a variety of devices to be connected for the remote physician to view through the Provider Access Application.

NOTE: If you wish to view streaming video from external inputs in 720p HD quality, please ask Technical Support to reconfigure the bandwidth settings on your account.

WARNINGS:

- The video images transmitted to and displayed on the Patient Access Device and Provider Access may not contain all of the information in the original scene. Video information from the camera is captured, compressed, transmitted, and redisplayed remotely at a different resolution. As a result information in the original scene may be lost.
- Color reproduction in the transmitted video is not guaranteed. Color reproduction in a video system is a complicated combination of lighting, cameras, and display technology. It should not be assumed that the colors on the display are an exact replication of the actual colors in the scene.
- Clinical judgment and experience are required to review and interpret images and information transmitted via the Lite and Provider Access Software.

CAUTIONS:

- Adding third party software or hardware to the Lite may cause it to malfunction or operate erratically. Excluding those devices designed for connection through existing hardware ports, Teladoc Health does not support the addition of third party software or hardware to the Lite. Please check with Technical Service PRIOR to installing any other third party devices.
- Do not leave video equipment connected to the Auxiliary Video Input. The equipment or the Patient Access Device may be damaged if the Patient Access Device is moved with equipment connected to the Input.

Patient Access Device - Error Messages

These text messages may appear in the lower right of the Lite's Display.

Message	Explanation	Action
<p>"Internet connection failure." "Internet connection slow."</p>	<p>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.</p>	<p>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.</p>
<p>"Internet failure: Severe loss."</p>	<p>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.</p>	
<p>"Internet failure: Severe loss remotely."</p>	<p>Problem was detected on reverse side (i.e., at the Provider Access). These messages are shown if problem is only being detected in one direction.</p>	
<p>"Internet failure: Audio lost."</p>	<p>Packets containing audio data lost, therefore 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.</p>	
<p>"Internet failure: Audio lost remotely."</p>	<p>Problem was detected on reverse side (i.e., at the Provider Access). These messages are shown if problem is only being detected in one direction.</p>	

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Cleaning and Maintenance

Approved Disinfectants

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 Lite.
- Do not remove any covers to reduce the risk of electric shock. There are no user-serviceable components inside.
- Refer servicing and repair to qualified personnel only.
- 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, especially of the undercarriage may require some disassembly and this should only be done by an Teladoc Health representative.
- **DO NOT IMMERSE** 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.

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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. 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.
2. Wipe surfaces that have become soiled or contaminated. Avoid applying excess solution which may enter the device through its openings.
3. Allow to air dry.

Maintenance and Inspection

Lite Maintenance

The Lite 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 Support at +1 (877) 484-9119.

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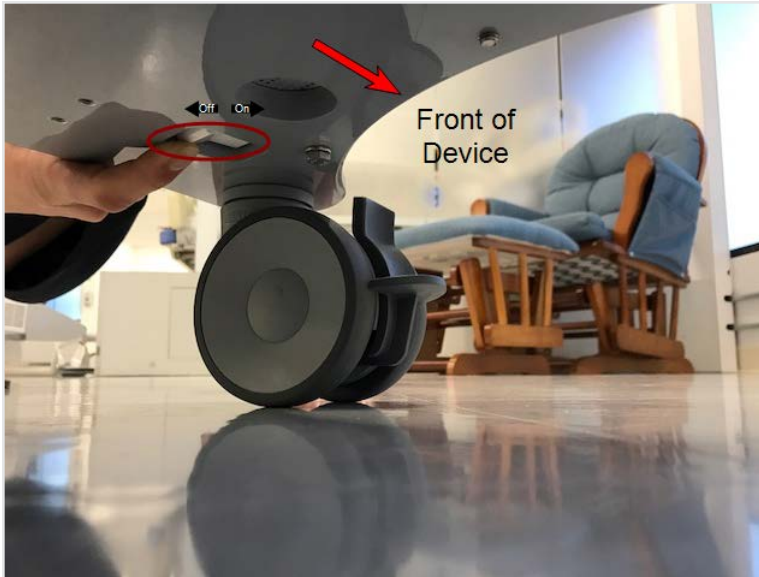
Lite and Network Installation

Unpacking and Charging the Lite V2 and Lite V3

1. Carefully remove the Patient Access Device from its packaging, taking care not to cause damage.
2. Switch on the device:

Lite V3

- Flip battery switch pressed down toward front. Flipping the switch to the back will disconnect the batteries.



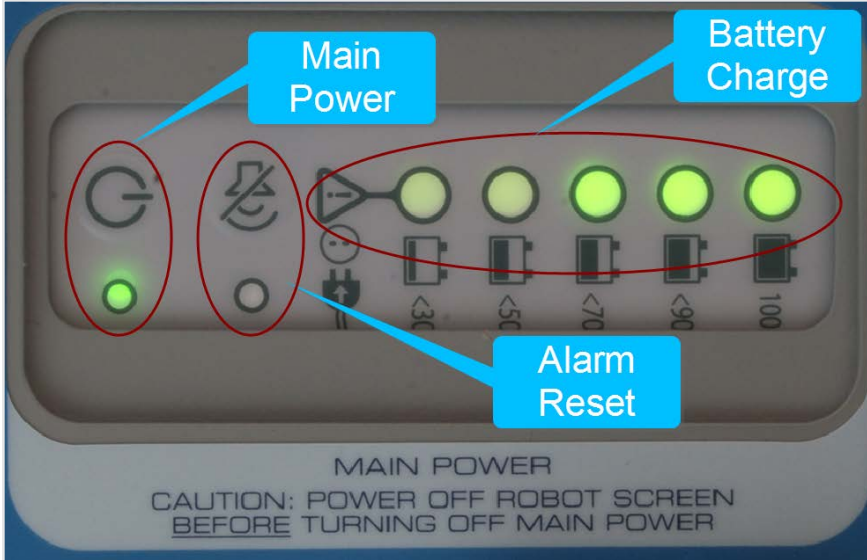
- Press the Power button on the button panel



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Lite V2

- Press the main power button on the battery meter until the light comes on.



- Press the Power button on the button panel



3. Plug the Patient Access Device into a standard grounded AC outlet and allow the system to charge for at least 6 hours to reach a full charge.

NOTE: For the Teladoc Health Lite V3 , switch on the battery switch (located on the base) before plugging the Patient Access Device into an AC outlet.

Moving the Lite

WARNINGS:

- The Lite is not MRI (Magnetic Resonance Imaging) safe and are not MRI compatible. The Lite should only be used in locations where the presence of metal is not controlled.
- Flammable Anesthetics: The Lite is not suitable for use in the presence of flammable anesthetic mixture with air, or in the presence of a flammable anesthetic mixture with oxygen or nitrous oxide.

The Lite is designed for convenient mobility within care locations ranging from clinics, urgent care, skilled nursing facilities, specialty clinics, and more.

1. Set the Lite to its lowest position.
2. Unplug any auxiliary devices attached to Lite.
3. Unplug the power cord and hook it securely on the handle.
4. Unlock the wheels before moving.
 - Exercise caution when encountering thresholds.
5. Move the Lite to the desired location.
6. Lock the wheels.
7. Plug in the power cord.

CAUTION: The Lite contains sealed, rechargeable, lead-acid, gel-type batteries. The Lite should always be plugged in to avoid deep discharge cycles that can shorten the battery's useful life. Other than keeping the batteries charged by keeping the Lite plugged in, no user maintenance of the batteries is required.

WARNINGS:

- Wheels may lock when Lite is in motion if lock is engaged accidentally.
- Lite may tip forward if pushed with too much force when wheels lock. Please take care when moving to avoid damage or injury.

Monitor Display Lite



When the Patient Access Device is not actively connected to a Provider Access Software, a screen saver will appear. Technical information can be displayed by pressing the check button.

Network Configuration

NOTE: 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-14 011 - Teladoc Health Telehealth Network Specifications

Contact your Teladoc Health representative for copies of these documents.

The Teladoc Health System is comprised of a Remote Presence Patient Access Device and a minimum of one Provider Access Software Device. The Provider Access and Patient Access Devices are linked via the Internet over a secure connection.

Teladoc Health Lite V3:

The Lite V3 operates on either an 802.11 ac/a/b/g/n Wi-Fi network or via Ethernet.

Teladoc Health Lite V2

The Lite V2 operates on either an 802.11 a/b/g/n Wi-Fi network or via Ethernet.

Configuring the Lite Wireless Connection

The Lite Control Core uses a Windows computing environment and a wireless network card.

For the Lite, basic Wireless Network connections can be made using the touch-screen, under Settings.

Non-Overlapping Channels

In order to achieve a smooth transition from one wireless access point (WAP) to the next it's important to configure each WAP on a non-overlapping channel.

Transmitting Power

The WAPs may be configured to provide the wireless signal at different power transmission levels. Setting the WAP to the maximum power transmission will deliver the maximum coverage area.

Interference

If WAPs are co-located in the same environment, radio frequency interference may be generated. Too many WAPs transmitting on overlapping channels may also degrade the wireless signal quality.

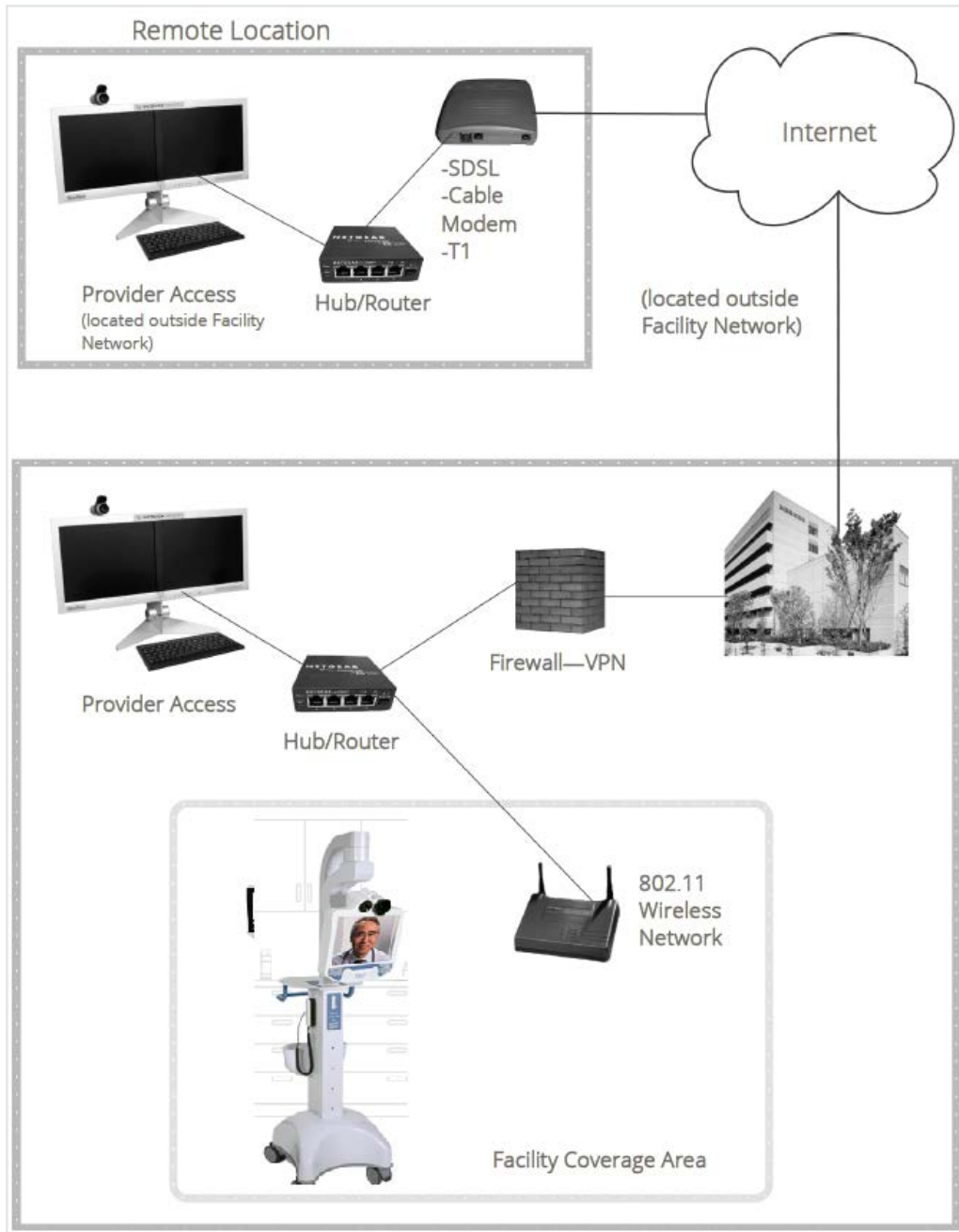
WAPs placed too close to one another may also produce RF congestion. In this case, the WAP transmission power should be reduced; therefore, reducing the coverage area and limiting the overlap between adjacent WAPs.

Security Options

Each wireless network must be configured with security to prevent unauthorized access to the network. The ADU provides multiple features to configure the Lite to access as well as secure the wireless network. Domain membership is not supported, but all other current security configurations can be configured. WPA2/AES-PSK is preferred.

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Network Installation

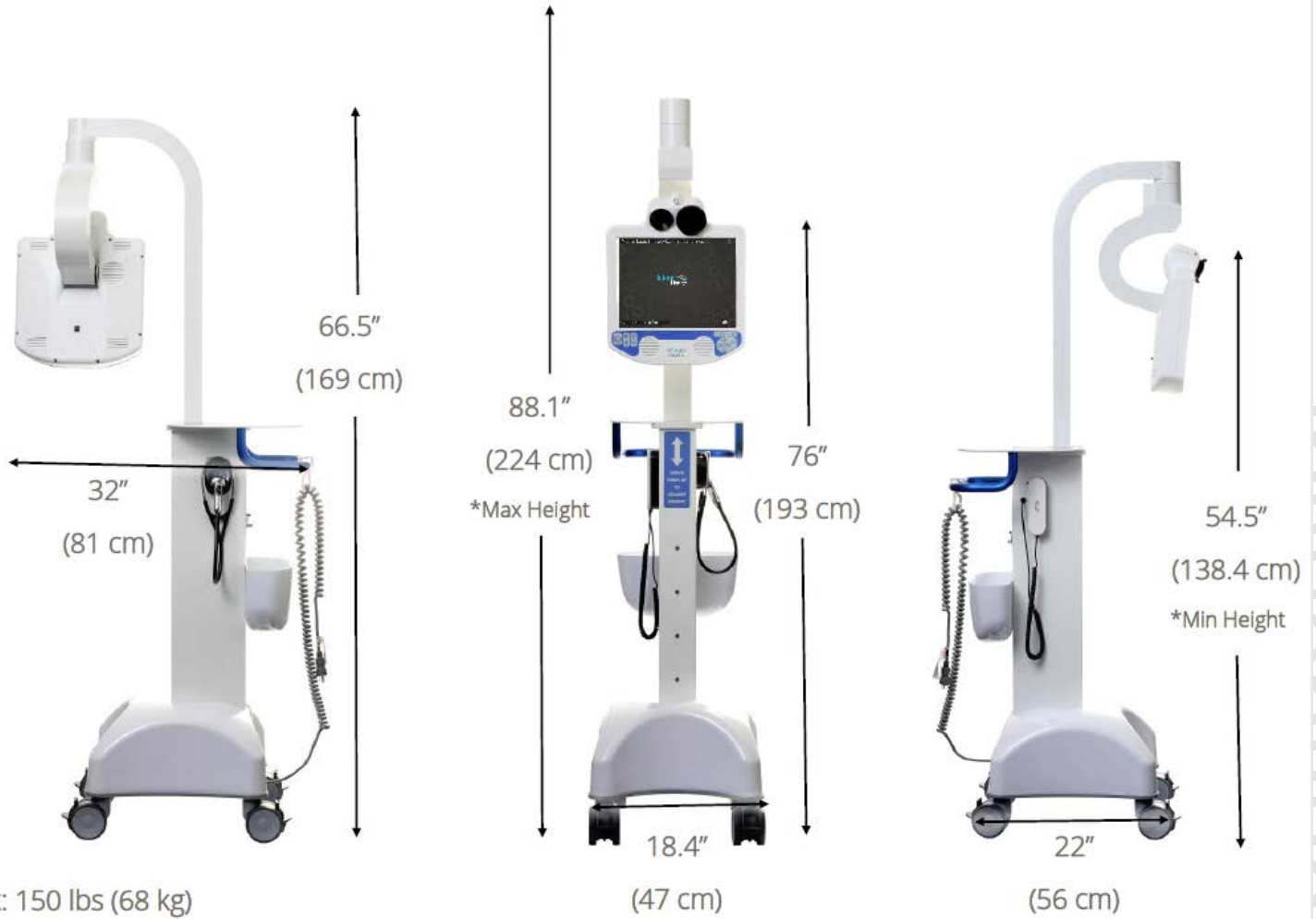


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Lite Technical Specifications

Teladoc Health Lite V3 Technical Specifications

Physical Specifications For Lite V3



Performance

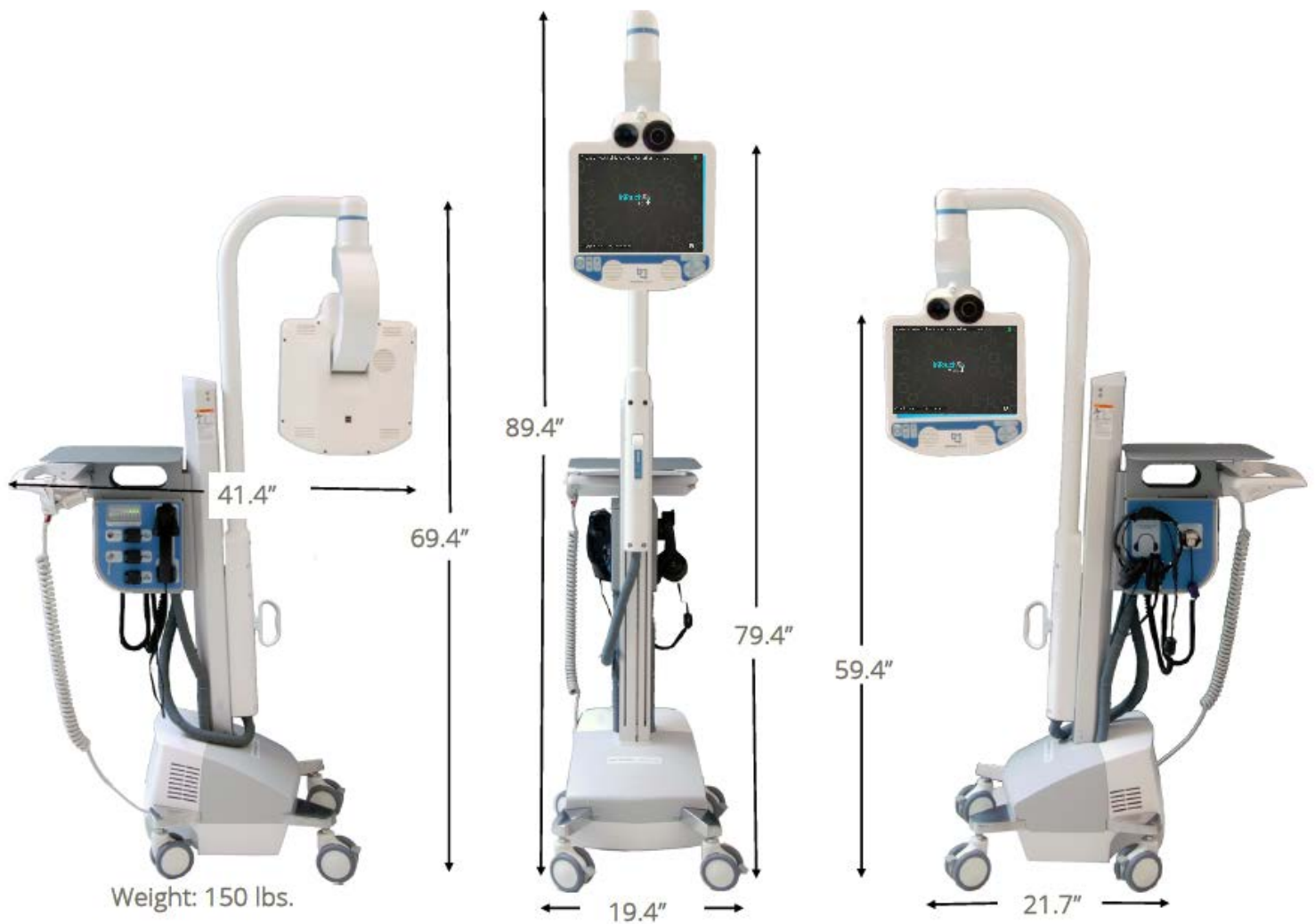
Head	Pan range: +/- 170°	Tilt range: +27° / -65° max
Audio	Microphone: directional (hyper-cardioid), 10Hz-40Hz Speakers: Two 60 W	16 kHz sampling rate, 16-bit audio
Video	Camera: 26X equivalent zoom, remote zoom & focus Video: 30 fps, 640x480 px resolution, 24-bit color	Display: 15" LCD, 1024x768 px, 400 NITS
Wireless Network	802.11 ac/a/b/g/n	

Battery Life	7 hrs (depending on use)
Charging Time	4 hrs from 100% discharge to 80% charge (6 hrs to 100% charge)

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Teladoc Health Lite V2 Technical Specifications

Physical Specifications For Lite V2



Performance

Head	Pan range: +/- 170°	Tilt range: +27° / -65° max
Audio	Microphone: directional (hyper-cardioid), 10Hz-40Hz Speakers: Two 60 W	16 kHz sampling rate, 16-bit audio
Video	Camera: 26X equivalent zoom, remote zoom & focus Video: 30 fps, 640x480 px resolution, 24-bit color	Display: 15" LCD, 1024x768 px 400 NITS

Wireless Network	802.11 ac, a,b/g//n
Battery Life	7 hrs (depending on use)
Charging Time	4 hrs from 100% discharge to 80% charge (6 hrs to 100% charge)

Lite V3 Overall Specifications

System Input Power Requirements for Lite V3

	Lite V3
	US and International
Voltage	100-240 VAC
Frequency	50/60 Hz
Current	6.5 Amps

Classification

Lite V3	Class I, Type B, Continuous Operation
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General Specifications Lite V3

IEC 60601-1

Issued: 2012/08/20 Ed: 3.1 Medical Electrical Equipment - Part 1:
General Requirements for Basic Safety and Essential Performance;
Consolidated Edition. Ed. 3: 2005, Corrigendum 1: 11/2012

CENELEC EN 60601-1

Issued: 2006/10/01 Ed: 3 Medical Electrical Equipment - Part 1:
General Requirements for Basic Safety and Essential Performance;
Cor. 1: 2010, Amd. 11: 2011, Amd. 1: 2013

AAMI ES60601-1:2005+A1

Medical Electrical Equipment - Part 1: General Requirements For
Basic Safety And Essential Performance (R2012)

CAN/CSA C22.2#60601-1

Issued: 2014/03/01 Ed: 3 Medical Electrical Equipment - Part 1:

General Requirements for Basic Safety and Essential Performance (Adopted IEC 60601-1:2005, third edition, 2005-12, including amendment 1:2012, with Canadian deviations)

IEC 60601-1-6

Issued: 2013/10/29 Ed: 3.1 Medical Electrical Equipment - Part 1-6:

General Requirements for Basic Safety and Essential Performance

- Collateral Standard: Usability

IEC 62366

Issued: 2014 /01/28 Ed. 1.1 Medical Devices - Application of Usability Engineering to Medical Devices

IEC 62304

Issued:2006/05/09 Ed:1 MEDICAL DEVICE SOFTWARE -SOFTWARE LIFE CYCLE PROCESSES

IEC 60601-1-4

Issue:2000/04 /01 Ed:1.1 Medical Electrical Equipment - Part 1-4:

General Requirements for Safety - Collateral Standard:

Programmable Electrical Medical Systems; Edition 1:1996

Consolidated with Amendment 1:1999

IEC 60601-1-6

Issued:2004 /06/01 Ed:1 Medical electrical equipment - Part 1-6:

General requirements for safety - Collateral Standard: Usability

EMC Classifications

EC 60601-1-2:2014

Medical Electrical Equipment - Part 1-2: General requirements for basic safety and essential performance - Collateral Standard: Electromagnetic disturbances - Requirements and tests

ETSI EN 301 489-17

Issue:2009/05/12 ELECTROMAGNETIC COMPATIBILITY AND RADIO SPECTRUM MATTERS (ERM); ELECTROMAGNETIC

COMPATIBILITY (EMC) STANDARD FOR RADIO EQUIPMENT; PART 17: SPECIFIC CONDITIONS FOR BROADBAND DATA TRANSMISSION SYSTEMS - V2.1.1

ETSI EN 301 489-17:2017Ed.V3.1.1

Electromagnetic Compatibility (EMC) Standard for Radio Equipment and Services; Part 17: Specific Conditions for Broadband Data Transmission Systems; Harmonised Standard Covering the Essential Requirements of Article 3.1(B) of Directive 2014/53/EU

Environmental Specification for Lite V3

Operating:

Designed to operate in an indoor environment suitable for human personnel. (10° to 38° C, 30 to 75% RH, 700 hPa to 1,065 hPa)

Non-operating:

Designed to travel to installations in commercial and cargo airliners and standard ground transportation. (0° to +50° C, 10 to 95% RH, 700 hPa to 1,065 hPa)

Confidential

Lite V2 Overall Specifications

System Input Power Requirements for Lite V2

Lite V2		
	US	International
Voltage	120 VAC	230 VAC
Frequency	60 Hz	50 Hz
Current	5.1 Amps	2.7 Amps

Auxiliary AC Power Receptacle

Lite V2		
	US	International
Voltage	115 VAC	230 VAC
Frequency	60 Hz	50 Hz
Current	2.1 Amps	1.7 Amps

Classification

Lite V2	Class I, Type BF, Continuous Operation
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General Specifications Lite V2

- IEC 60601-1: 2005 + CORR. 1 (2006) + CORR. 2 (2007) Medical Electrical Equipment - Part 1: General Requirements for Basic Safety and Essential Performance
- CAN/CSA C22.2 No. 60601-1: Issue: 2014 /03/01 Medical electrical equipment - Part 1: General requirements for basic safety and essential performance (Adopted IEC 60601-1:2005, third edition, 2005-12, including amendment 1:2012, with Canadian deviations)

EMC Classifications

- EN 60601-1-2:2007 Medical electrical equipment - General Requirements for Basic Safety and Essential Performance - Collateral standard: Electromagnetic compatibility - Requirements and tests
- IEC 60601-1-2:2014 - Medical Electrical Equipment - Part 1-2: General requirements for

basic safety and essential performance – Collateral Standard: Electromagnetic disturbances – Requirements and tests

Environmental Specification for Lite V2

Operating:

Designed to operate in an indoor environment suitable for human personnel. (10° to 40° C, 30 to 75% RH, 700 hPa to 1,065 hPa)

Non-operating:

Designed to travel to installations in commercial and cargo airliners and standard ground transportation. (0° to +50° C, 10 to 95% RH, 700 hPa to 1,065 hPa)

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Contact Information

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