Teladoc Health™

Teladoc Health Vici®

User Guide

P/N: MA-20053-003

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Copyrights

Patent(s):

https://teladochealth.com/patents/

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Safety Instructions

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

Notes, Cautions, and Warnings

The types of safety instructions are:

NOTE: Supplementary information to facilitate the operation of the system.

CAUTION: Instructions for avoiding damage to the system.

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

ERROR: An error has occurred.

Safety Symbols

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

Wireless Transmitter Notification: Non-ionizing electromagnetic radiation. This device communicates over the 802.11 ac/a/b/g/n standard for wireless communication.	
Pinch Point: This label is for the Vantage and Vici device. The pinch point is located on the left column of the display	
Consult Operator's Manual: Operating Instructions are contained in a separate instruction manual.	
Do not push or lean: Do not push on cart when it is prevented from lateral movement by an obstruction.	

Safety Warnings and Cautions

WARNINGS

- If the power plug of the Teladoc Health Vici is damaged, the Teladoc Health Vici can be operated using the onboard battery system. However, this condition should be reported to Technical Service immediately for repair.
- The Teladoc Health Vici contains a sealed, rechargeable, lead-acid, AGM type battery. The Teladoc Health Vici 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 Vici plugged in, no user maintenance of the batteries is required.
- The power cord may pose a trip hazard if not properly secured prior to moving the Teladoc Health Vici.
- Avoid manually adjusting the camera's position. Doing so will reset the camera's default "Home", or resting, position. This can only be restored to the original front-facing centered view through the Provider Access Software.
- An ESD event may cause the PTZ camera to stop outputting live video. If this should occur, unplug the Teladoc Health Vici from the wall, and cycle the Teladoc Health Vici power.
- Wheels may lock when Teladoc Health Vici is in motion if lock is engaged accidentally.
- Teladoc Health Vici may tip forward if pushed with too much force when wheels lock. Please take care when moving to avoid damage or injury.

CAUTIONS:

- Teladoc Health does not support the addition of third party software to an Teladoc Health Vici. Adding third party software (especially for video conferencing) to the computer can cause the Teladoc Health Vici to malfunction. Please be advised to check with Technical Service PRIOR to installing any third party software.
- The Teladoc Health Vici should be plugged in whenever it is possible so it is fully charged and ready for a consult.

- Vici tablet can be removed using a 4mm Hex Allen Wrench. It is recommended to leave the device locked in place.
- There are no user-serviceable components. Refer servicing and repair to qualified personnel only.
- DO NOT IMMERSE the Teladoc Health Vici. DO NOT ALLOW any cleaning solution inside the Teladoc Health Vici. Avoid excess solution which may enter the Teladoc Health Vici through its openings.
- Keep the Teladoc Health Vici free from moisture and extreme temperatures.
- Teladoc Health has not performed safety and efficacy testing for many peripheral USB devices being used with the Teladoc Health Vici. Customers must test and validate third-party medical device peripherals for their own use cases and environments
- Ensure external USB devices are disconnected prior to moving the Teladoc Health Vici.

Electromagnetic Compatibility - Guidance and Manufacturer's Declaration

The Vici 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 Vici for electromagnetic compatibility (EMC) are provided below:

- Equipment in hospital environments, including the Vici and other portable or mobile communications equipment, can produce Electromagnetic Interference (EMI), that 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 Vici, contact Teladoc Health and 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.

Table 1: Electromagnetic Emissions

The Vici is intended for use in the electromagnetic environment specified below. The customer or the user of the Vici should assure that it is used in such an environment.		
Emissions Test	**Compliance**	**Electromagnetic Environment**
RF Emissions CISPR 11	Group 1	The Vici 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 Vici 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	

Table 2: Electromagnetic Immunity

The Vici system is intended for use in the electromagnetic environment specified below. The customer or the user of the Vici 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% UT (>95% dip in UT) for 0.5 cycle 40% UT (60% dip in UT) for 5 cycles 70% UT (30% dip in UT) for 25 cycles <5% UT (>95% dip in UT) for 5 sec	<5% UT (>95% dip in UT) for 0.5 cycle 40% UT (60% dip in UT) for 5 cycles 70% UT (30% dip in UT) for 25 cycles <5% UT (>95% dip in UT) for 5 sec	Main power quality should be that of a typical commercial or hospital environment. If the user of the requires continued operation during power mains interruptions, it is recommended that the Vici 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: Electromagnetic Immunity

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

Immunity Test	Conducted RF IEC 61000-4-6 Radiated FR IEC 61000-4-3
EC 60601 Test Level	3 Vrms 150 kHz to 80 MHz 3 V/m 80 MHz to 2.5 GHz
Compliance Level	3 Vrms 150 kHz to 80 MHz 3 V/m 80 MHz to 2.5 GHz
Electromagnetic Environment - Guidance	Portable and mobile RF communications equipment should be used no closer to any part of the Vici, including cables, than the recommended separation distance calculated from the equation applicable to the frequency of the transmitter. Recommended separation distance: $d = 1.2\sqrt{P}$ $d = 1.2\sqrt{P}$ 80 MHz to 800 MHz $d = 2.3\sqrt{P}$ 800 MHz to 2.5 GHz 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]. Interference may occur in the vicinity of equipment marked with the following symbol: 

NOTES:

- At 80 MHz and 800 MHz, the higher frequency range applies.
- 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 Vici is used exceeds the applicable RF compliance level above, the Vici should be observed to verify normal operation. If abnormal performance is observed, additional measures may be necessary, such as re-orienting or relocating the Vici.

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

Table 4: Recommended separation distances

Recommended separation distances between portable and mobile RF communications equipment and the Vici.

The Vici is intended for use in an electromagnetic environment in which radiated RF disturbances are controlled. The customer or the user of the Vici can help prevent electromagnetic interference by maintaining a minimum distance between portable and mobile RF communications equipment (transmitters) and the Vici 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.

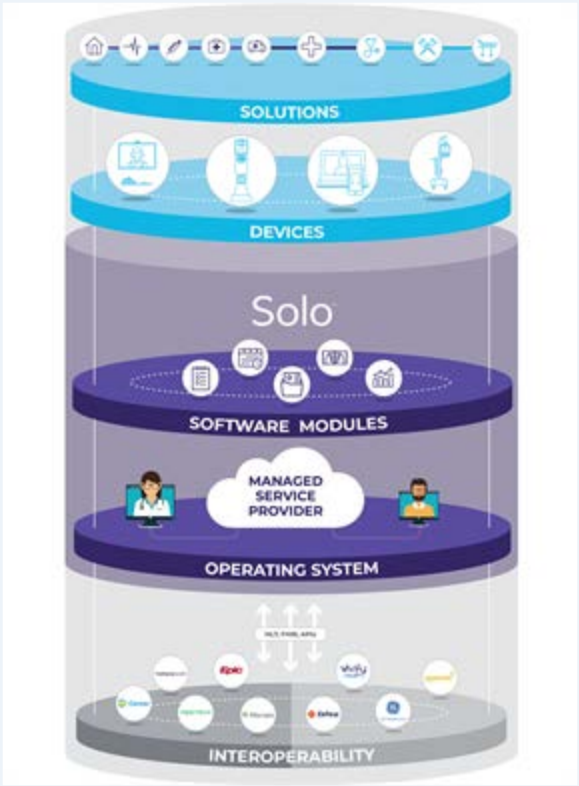
Virtual Care System

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.



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.

Vici Basics

Vici is an Teladoc Health Patient Access Device. Using Vici, patients can receive HIPAA compliant audio and visual medical consults from healthcare Providers through the Teladoc Health Telehealth Network.

Intended Application

The Vici 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.

Vici Anatomy and Components

1	Camera	Captures remote video for viewing at the Provider Access up to 720p HD.
2	Tablet Power Button	Powers on/off the tablet.
3	Display Tablet	Displays Provider Access Software user's face on the Vici tablet.
4	Echo Canceling Speaker and Microphone	Enhanced audio for speaking and listening to the whole room.
5	Base Battery Indicator	Base battery indicator with LED lights near the column.
6	Shelf	Shelf for holding a laptop, chart, etc.

7	Storage Drawer	Sliding, lockable drawer for storage.
8	Wheel Locks	Locks each wheel in place when stationary (four wheels).
9	USB Ports	Ports for service and peripheral device usage.
10	Neck	Move neck up or down to adjust height.
11	Nameplate	Specifies the manufacturer, model, serial number, regulatory body markings, WEEE trash symbol, patent numbers, and power ratings.
12	Power Cord and Hook	Used to power the Vici and recharge the batteries. The Power Cord Hook secures the power cord when moving the Vici to a new location.
13	Rocker Switch	Located under the base, next to the wheel to disengage power from battery (power off only when instructed by Teladoc Health personnel).

Vici Display

When the Vici is not actively connected to the Provider Access Software, a screen saver appears. Network and system readiness is displayed by tapping the “i” button located on the upper left-hand corner of the screensaver.

CAUTION: The Vici tablet is removable using a 4mm Hex Allen Wrench. It is recommended to leave the tablet locked in place.

Vici Pan Tilt Zoom Camera

The Vici is equipped with a 36x zoom camera that is capable of 1080p video. It has a tilt range of 120 degrees and a pan range of 340 degrees. The provider remotely controls the camera.

WARNING: Avoid manually adjusting the camera's position. Doing so will reset the camera's default "Home", or resting, position. This can only be restored to the original front-facing centered view through the Provider Access Software.

Vici Battery Status Meter

Battery Status Meter shows current status of battery and charging system internal to the Vici. If system is fully charged and not connected to a power source, the battery can last over 5 hours.

Vici Power Cord Hook

Vici is equipped with a hook for securing the power cord when in transit.

WARNING: The power cord may pose a trip hazard if not properly secured prior to moving the Vici.

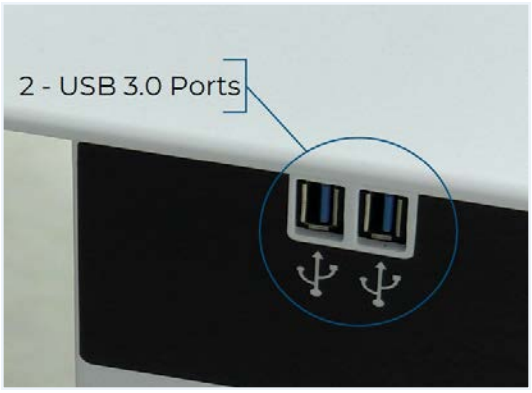
Vici Storage Drawer

The Vici has a work surface and storage drawer. The storage drawer can be locked using a 4mm Hex Allen Wrench.

NOTE: The Safe Working Load (S.W.L.) for the drawer is 1 kg.

CAUTIONS:

- **Teladoc Health Vici does not support the addition of third party software to an Teladoc Health Vici. Adding third party software (especially for video conferencing) to the computer can cause the Vici to malfunction. Please check with Technical Service PRIOR to installing any third party software.**
- **Teladoc Health Vici has not performed safety and efficacy testing for many peripheral USB devices used with the Teladoc Health Vici. Customers must test and validate third-party medical device peripherals for their own use cases and environments.**
- **Disconnect all USB devices prior to moving the Teladoc Health Vici.**



Getting Started

Vici Power On

Powering on the Vici

1. Position yourself behind the cart.
2. Locate the rocker switch near the rear wheel on your r
   of the base of the Vici.
3. Flip the switch to the **ON** position, de-pressed toward t

NOTE: Rocker switch is not used in day to day operation. It is only necessary in certain situations, such as when powering on for the first time, when moving to a new permanent location, or if battery was fully drained during the last use.

4. Plug the power cable into a hospital grade electrical ou
   - Within 2-3 seconds an audible tone will come from the base of the Vici.

CAUTION: Keep the Vici plugged in whenever possible so it is fully charged and ready for a consult.

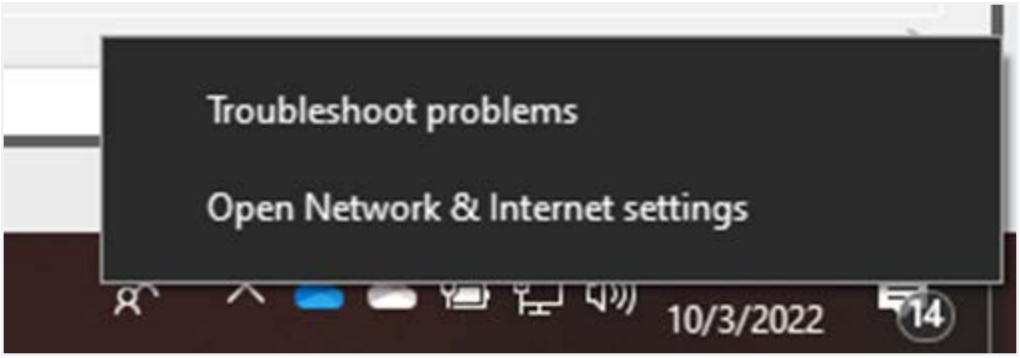
5. Power on the Vici tablet.
   - The Software is pre-installed on Vici and will launch on startup.
   - The screen to the right will display when tablet is on.

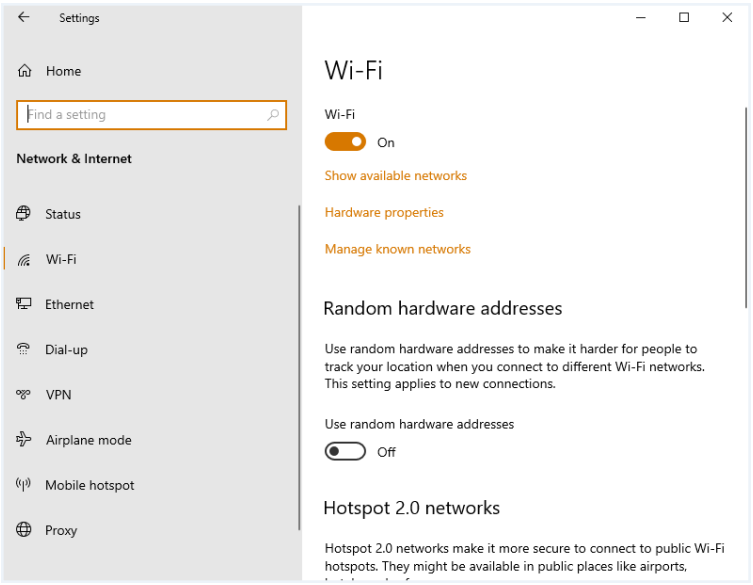
Vici Wi-Fi Connection Setup

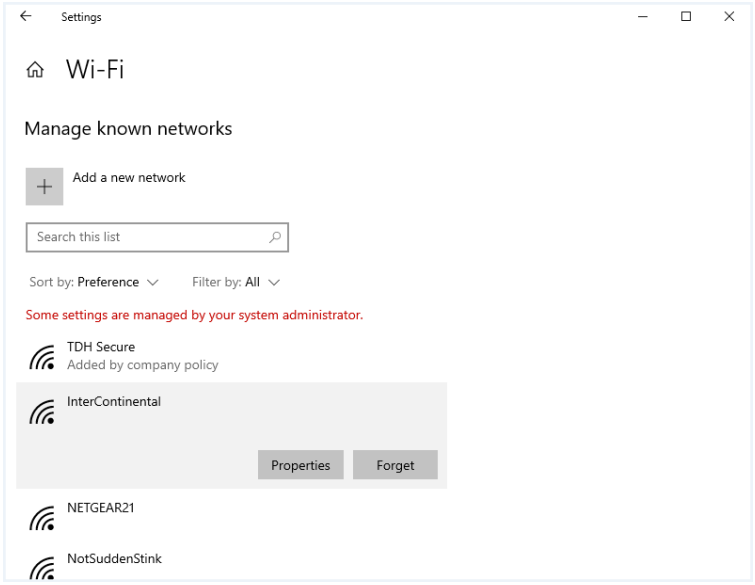
NOTES:

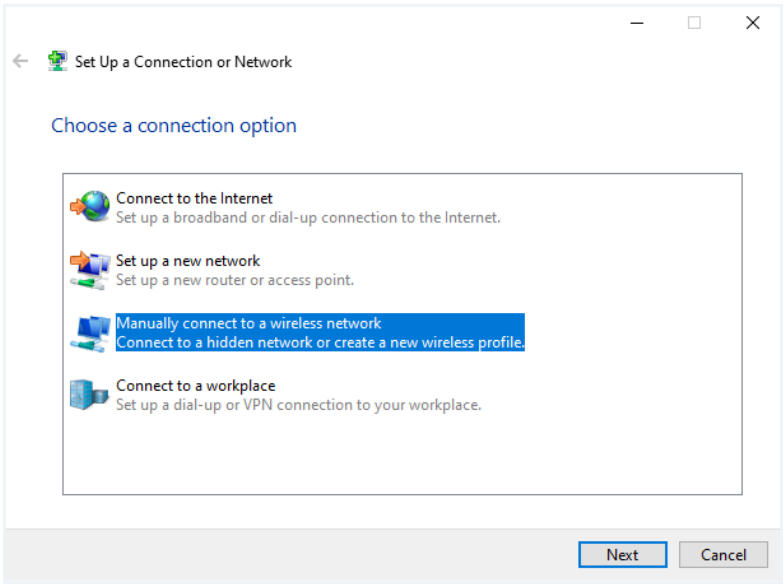
- Advanced Wi-Fi set up should be done only by a trained technician.

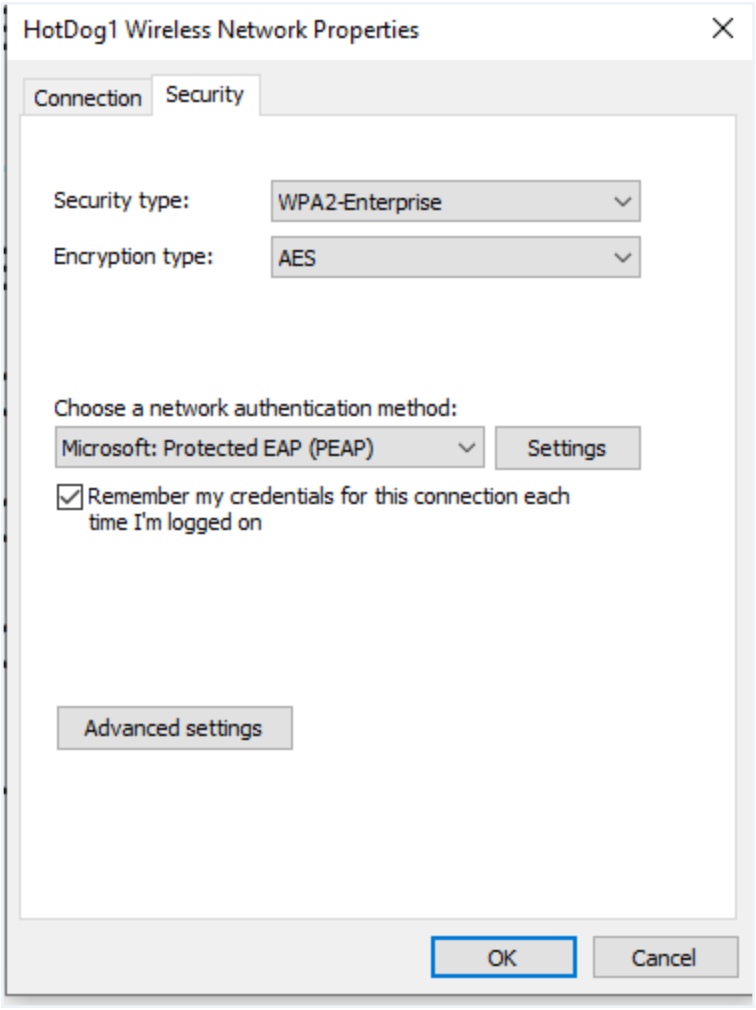
1. Press "Ctrl - Shift - Space" on the keyboard to bring up Debug mode.
2. Click the "X" at the top-right of the window to close the Robot software.






Settings
Wi-Fi
Manage known networks
Add a new network
Search this list
Sort by: Preference
Filter by: All
Some settings are managed by your system administrator.
TDH Secure
Added by company policy
InterContinental
Properties
Forget
NETGEAR21
NotSuddenStink


Set Up a Connection or Network
Choose a connection option
Connect to the Internet
Set up a broadband or dial-up connection to the Internet.
Set up a new network
Set up a new router or access point.
Manually connect to a wireless network
Connect to a hidden network or create a new wireless profile.
Connect to a workplace
Set up a dial-up or VPN connection to your workplace.
Next
Cancel

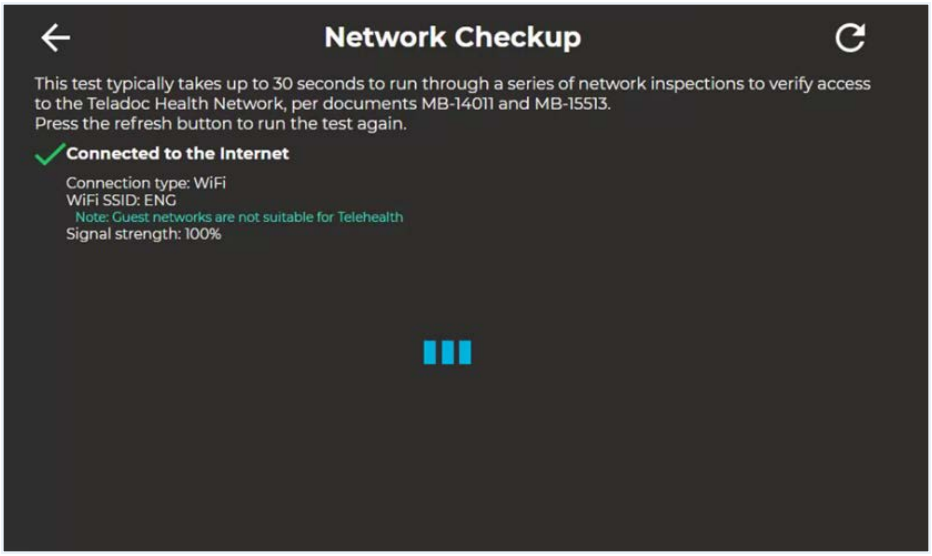


Verify Device Connectivity with Teladoc Health Network

NOTE: These steps must be completed prior to granting connectivity between the Provider Access Software and the Vici for clinical use.

1. Open the Vici information screen by selecting the icon from the idle screen.

2. Contact your Teladoc Health account manager to complete the installation of the Vici and to allow it to be available for use.
3. Select the icon from the bottom of the Diagnostic Information Screen.
4. Select the icon to open and run the Network Checkup.
    - Successful test results will display a green check mark .
    - Unsuccessful tests results will display a red .



5. Follow the instructions on the screen should there be any unsuccessful test results.
6. Select the  icon to rerun the Network Checkup before calling Customer and Technical Services at +1 (877) 484-9119.

Moving the Vici

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

Wheels locked (brake lever pressed)

Wheels unlocked (brake lever lifted off)

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

WARNINGS:

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

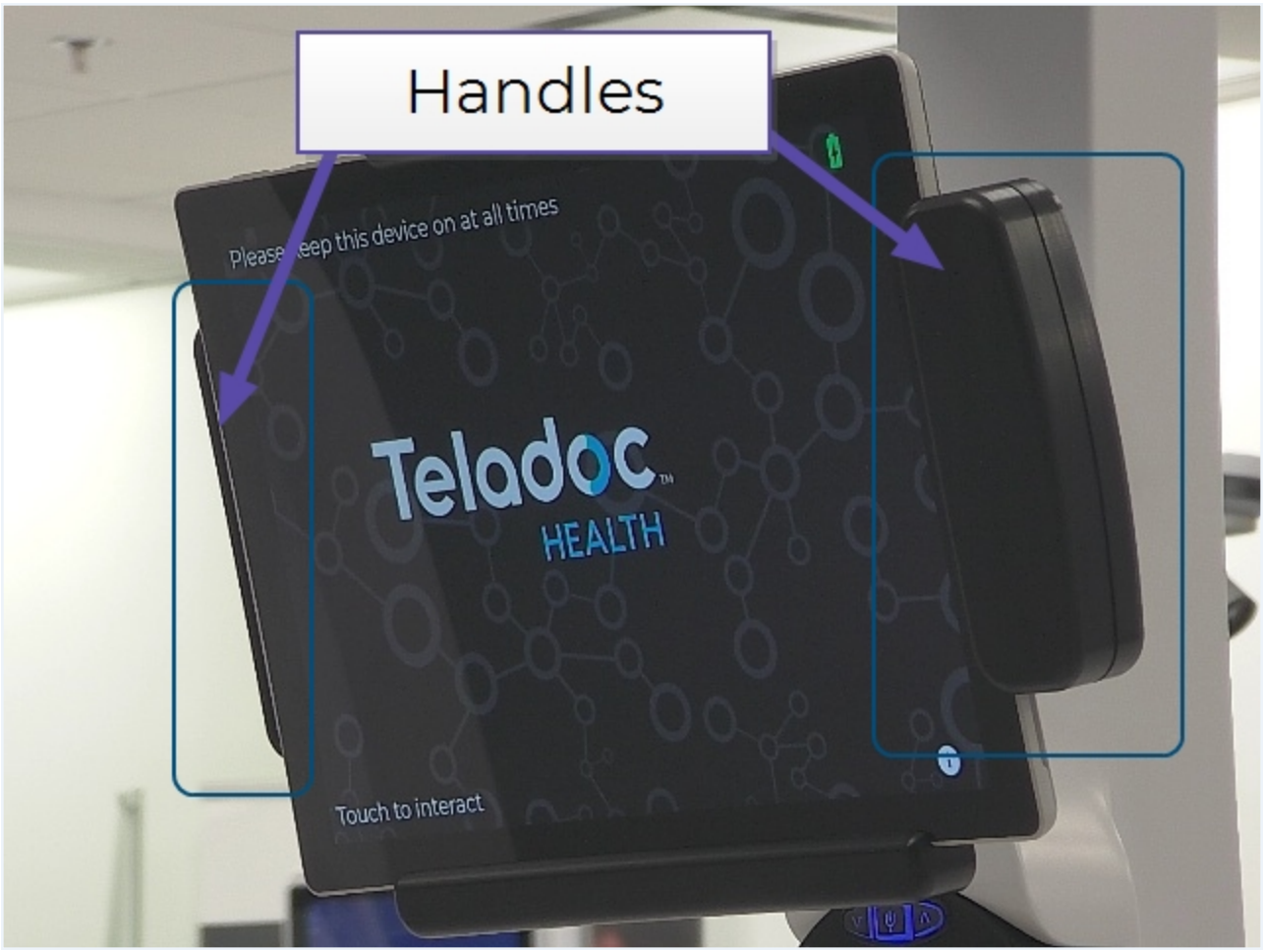
Teladoc Health Vici Features

Vici Highlights

- HIPAA compliant.
- Automatic bandwidth and video quality optimization.
- Ability to transmit HD video.
- Teladoc Health Telehealth Network supports standards based H.264 Advanced Video Coding (AVC) connections.
- 24/7 remote support and monitoring.

Adjusting the Vici's Height

Adjust the height by gripping the handles on both sides of the display and gently guide it up or down.



Tilting the Vici Display Monitor

The tablet can also be adjusted for easier viewing. This is done by manually tilting the monitor backward or forward.

Adjusting Vici Speaker Volume and Muting Microphone

The Vici speaker volume can be adjusted and muted directly from the Integrated Speaker Microphone or by using the touch screen (see "Active Session Screen Navigation" on page 33).

- Adjust the volume by pressing the up and down volume buttons.
- Mute the microphone by pressing the center button.
    - The lights on the device will flash when microphone is muted

Request a Remote Consult

NOTE: You can use your standard protocol to request a connection from a remote Provider such as a page or telephone request.

- Once the remote provider has been notified.
  - A provider can connect to the Vici without interaction on the Vici, as a powered-on Vici automatically accepts a connection request from any authorized provider who knows the device's serial number or Care Location's name (available on Diagnostic Information screen).
- When the connection is established, the video feed of the Provider displays in the main screen, and the provider is seeing (Picture in Picture) displays in the lower left-hand corner. The Provider's name is displayed while in session.

Active Session Screen Navigation

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

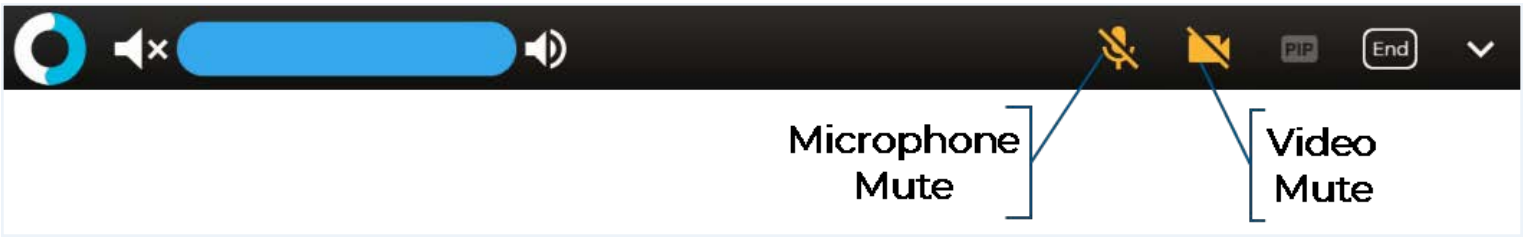
Icon	Function
	**Volume control** - Move slider to adjust device's volume.
	Mute the local volume by dragging the slider to the left, or pressing the left-most speaker icon.
	Mutes the device's microphone, tap again to un-mute.
	Mutes the video.
	Toggles the Picture-in-Picture.
	Ends the current remote session. A confirmation box will display before the remote session is ended.
	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

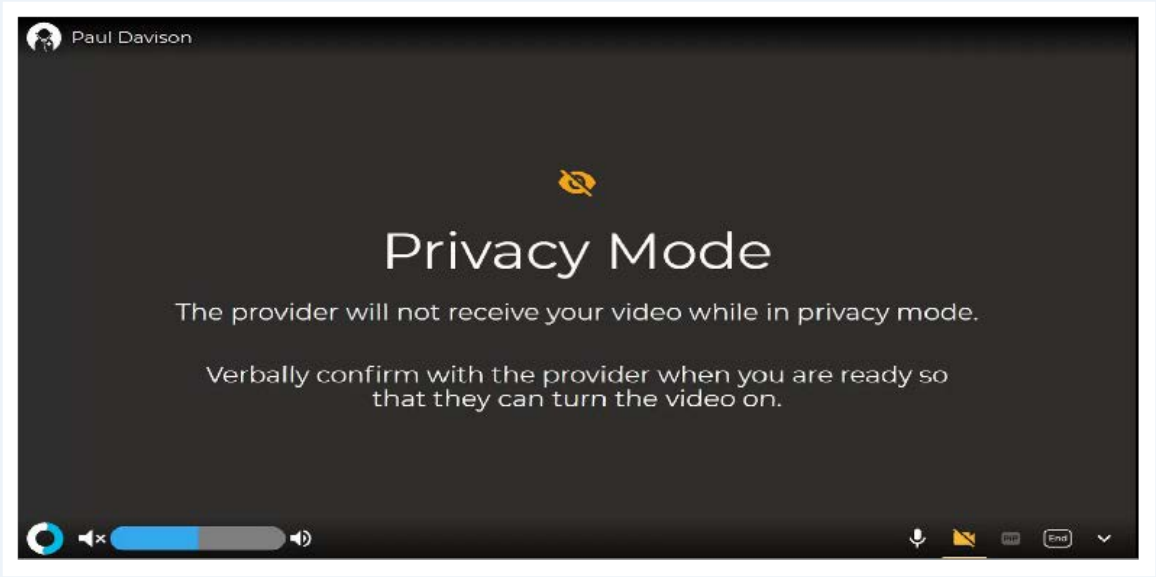
Device Mute Icons



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.

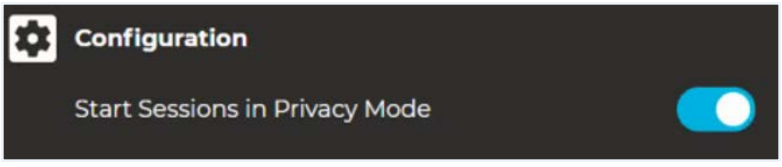


Privacy Mode Toggle

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.

Out of Session Screen Navigation

When the Vici 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.

Tap anywhere on the Vici's screen to access the available idle features.

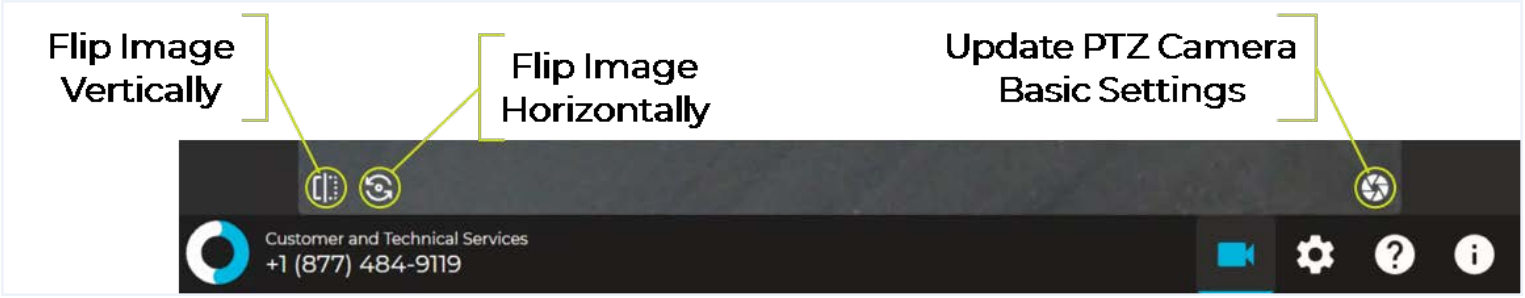
Icon	Function
	Exits and returns Vici to idle mode.
	Camera Preview mode allows the local user to preview the camera image, and that of any attached video peripheral. **NOTE:** The available cameras depend on what is connected to the Vici. If no additional cameras or devices are connected, no buttons are displayed.
	Settings • **Wifi Setup** - allows user to establish a WiFi connection on the Vici. • **Network Check** - runs a diagnostic of the current network connection. • **Bluetooth Setup** - allows user to connect or remove Bluetooth devices to the Vici. • **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. • **Cleaning Mode** - turns off the touchscreen to allow cleaning. • **More Options** - other device display settings.

Icon	Function
	Opens an online version of the Vici's User Guide.
	Displays Diagnostic Information -- Includes useful technical information such as: • Serial number • Location • Battery charge • Wireless Network (SSID) and signal strength • IP addresses • Teladoc Health Telehealth Network connectivity • Device status

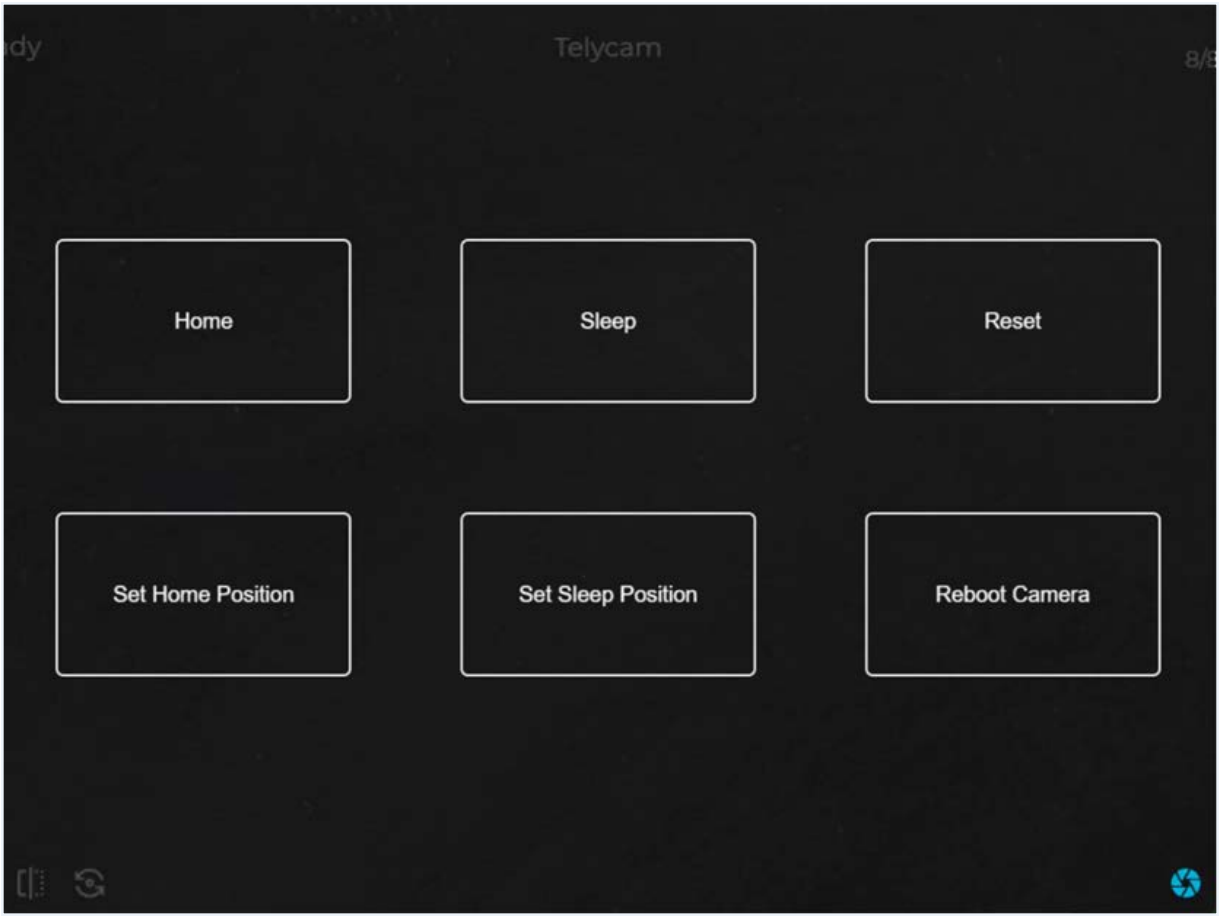
PTZ Camera Basic Settings

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
Home	Point the PTZ camera to the preset **Home** location.
Set Home Position	Set the **Home** location for the PTZ camera.
Sleep	Point the PTZ camera to the preset **Sleep** location
Set Sleep Position	Set the **Sleep** location for the PTZ camera.
Reset	**Reset** the PTZ camera.
Reboot Camera	**Reboot** PTZ camera - cycles the PTZ camera's power.

Vici Settings Screens

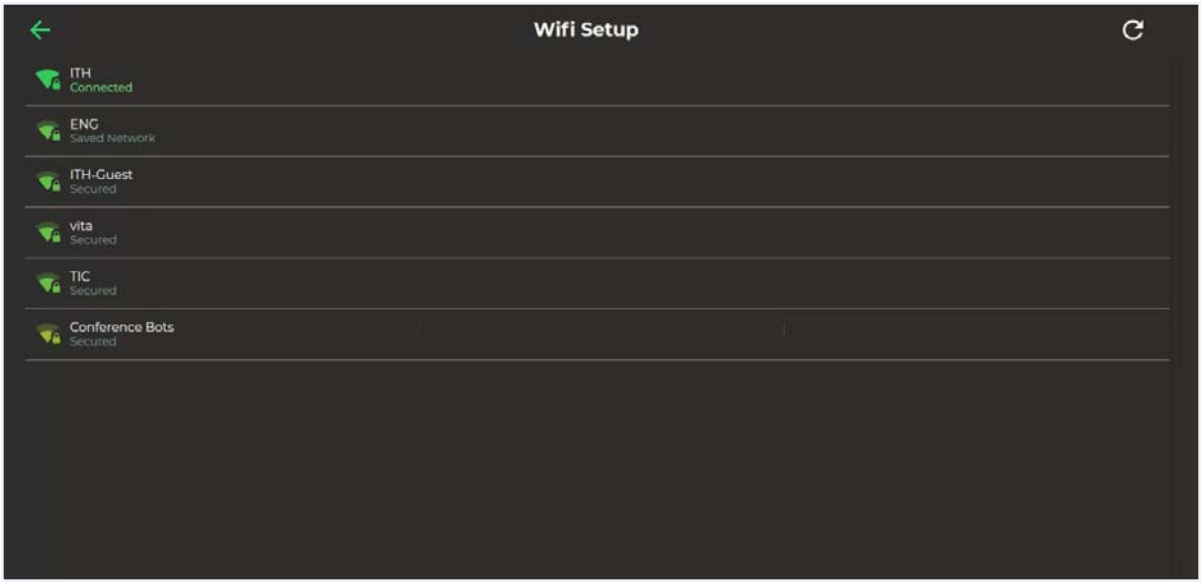
Tap the screen and then tap the Settings icon

Vici Wi-Fi Connection Screen

The **Wifi Setup** 

screen allows you to connect your device to any available Wi-Fi networks.

See "Vici Wi-Fi Connection Setup" on page 24 for more details.



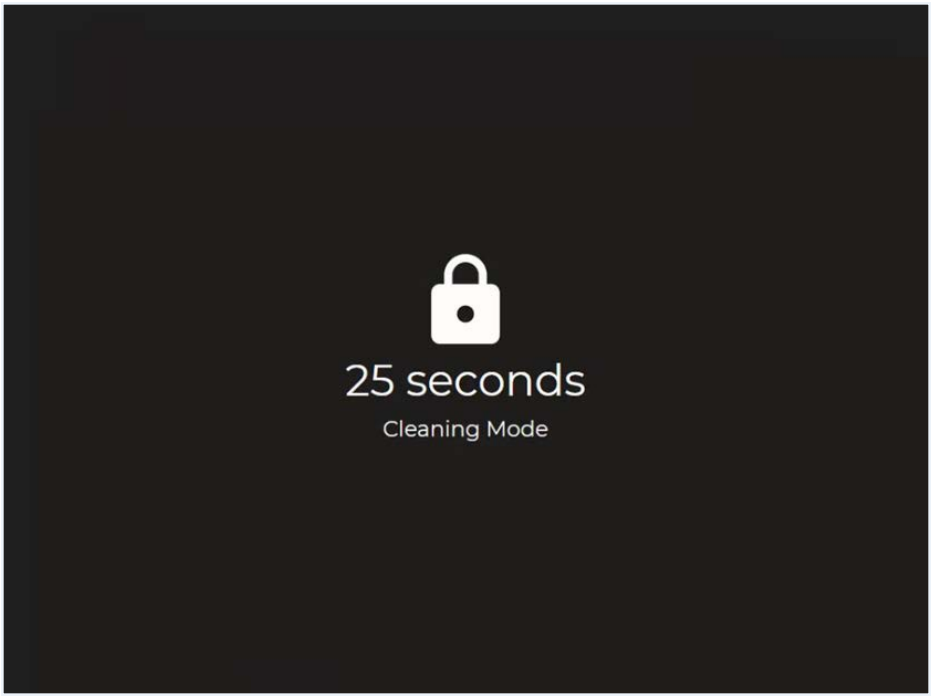
CAUTION: Guest, Staff, and VIP type networks are not suitable for connection of a third-party medical device peripheral.

Device Cleaning Mode

The Vici has a screen-cleaning mode, so that no functionality is inadvertently called upon when cleaning.

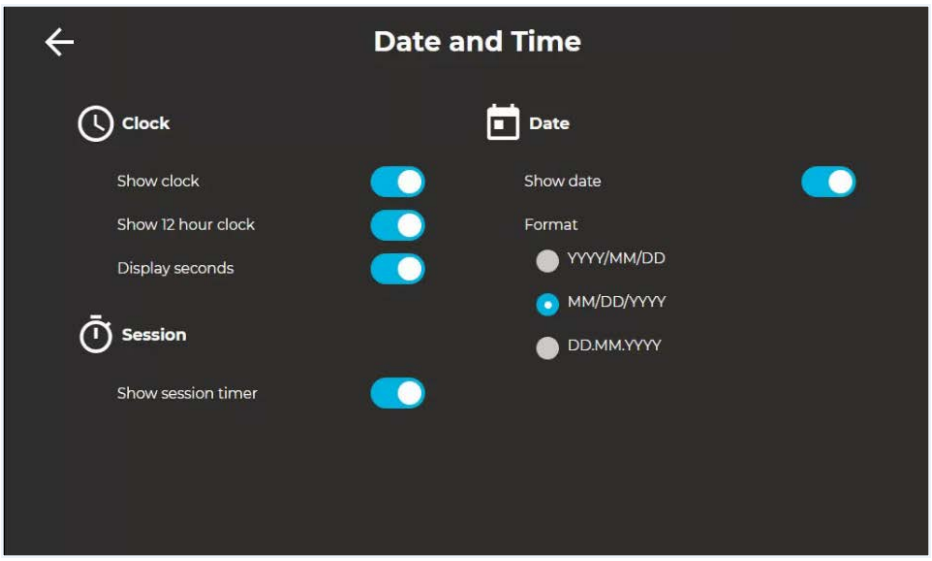
- See "Device Cleaning" on page 52 for more details.

Tap Settings  > Cleaning Mode  , to disable the screen for 30-seconds to allow cleaning.



Date and Time Settings Screen

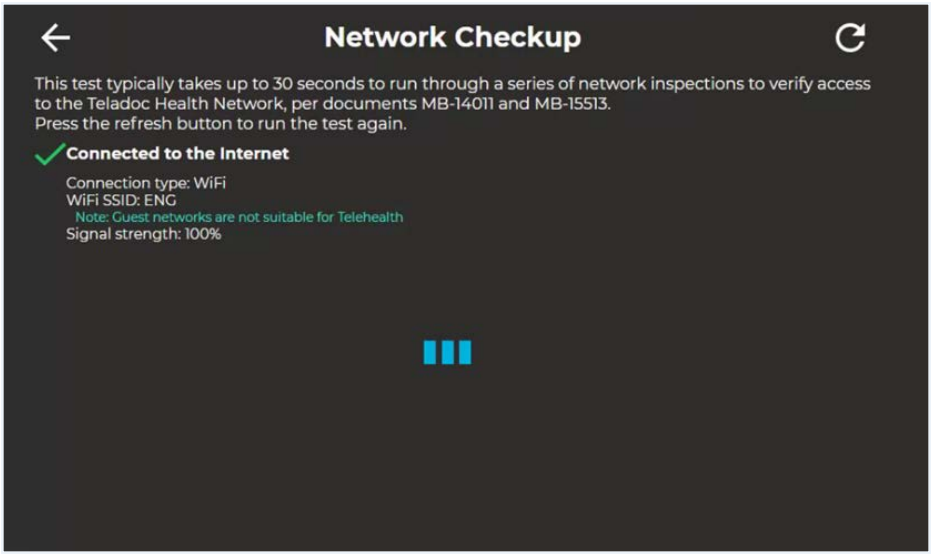
The Date and Time settings screen allows the user to change how and if time is displayed on the device.



Device Network Checkup

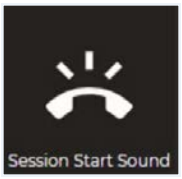
The Network Checkup screen runs and displays the results of a test of the device's current network connection.

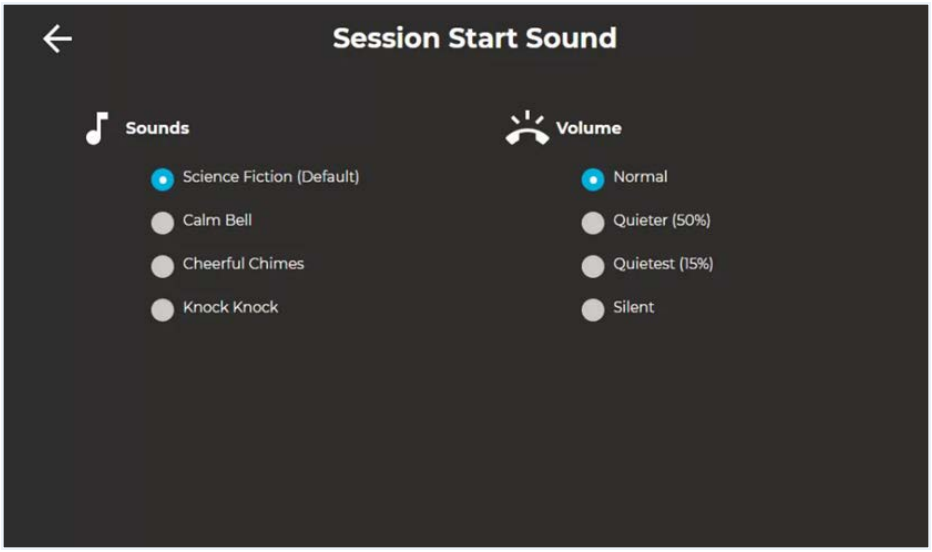
- The checkup will automatically run when the screen opens.
- A green check-mark appears for each past item.
- An orange X appears for any failed item with contact information on how to resolve any issues.



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.





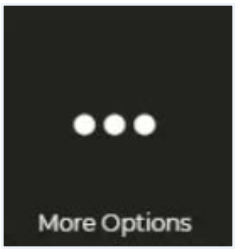
Stethoscope Setup

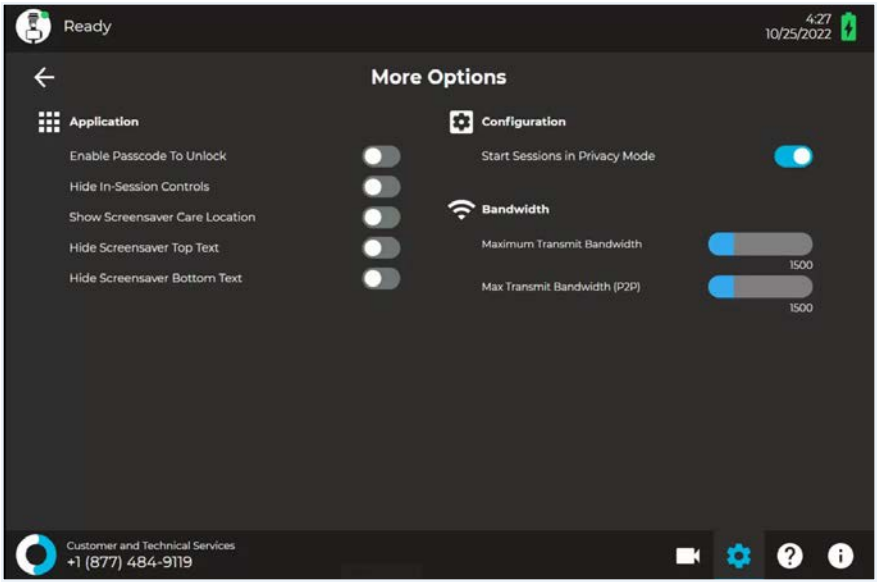
The **Stethoscope Setup** settings screen allows the user to select the optional third-party stethoscope during a virtual encounter.

See "PCP-USB Stethoscope" on page 49 for more details.

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. • While in-session, use the icon to  un-hide the In-Session Controls. • See "Active Session Screen Navigation" on page 33 for more details.
Show Screensaver Care Location	Shows the device's location in the upper-left corner of the screensaver screen.
Enable Passcode To Unlock	Enables a passcode to unlock the device. The Passcode is the Device's Serial Number. You will be prompted to confirm activation of the Passcode.
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.
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. • See "Privacy Mode" on page 35 for more details.
Bandwidth	
Maximum Transmit Bandwidth	Displays the current maximum transmit bandwidth setting
Max Transmit Bandwidth (P2P)	Displays the current maximum transmit bandwidth (P2P) setting

Patient Access Device - Error Messages

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

Message	Explanation	Action
"Internet connection failure." "Internet connection slow."	Very high round-trip latency at Provider Access or Patient Access Device. Possible cause: poor internal network conditions, low Quality of Service Internet connection or excessive bandwidth usage.	These error messages represent non-optimal Internet connection conditions. They may happen periodically on many networks under normal conditions. However, if they persist, contact the hospital's IT department.
"Internet failure: Severe loss."	Packets lost. May see jumpy video with lower frame rates at Provider Access or Patient Access Device. Possible cause: poor internal network conditions, low Quality of Service Internet connection or excessive bandwidth usage.	
"Internet failure: Severe loss remotely."	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.	
"Internet failure: Audio lost."	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.	
"Internet failure: Audio lost remotely."	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.	

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.

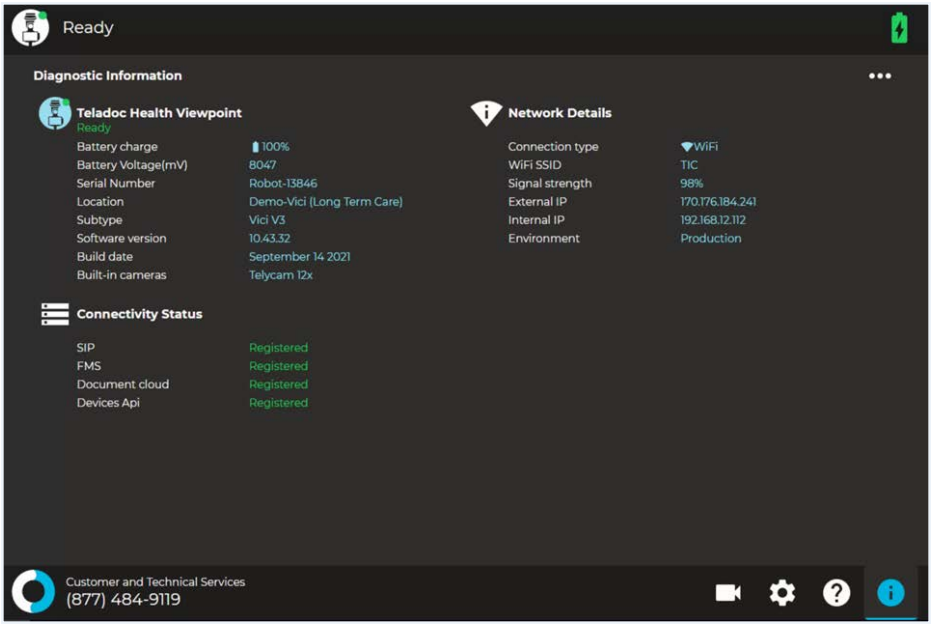
Troubleshooting

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.

Vici Troubleshooting

Check the Vici Status Screen by tapping  .

This will display WiFi connection, battery charge, and status.



Symptom	Action
Vici cannot connect to Wi-Fi.	Contact Teladoc Health Technical support to assist in configuring WiFi.
Vici screen is black/blank.	Verify that the Vici is plugged in. Quickly press and release power button. If the screen remains black/blank, make sure the device is powered on- See "Vici Power On" on page 23.
Vici says “Please plug me in.”	Plug in the device. It is low on battery.

NOTE: Teladoc Health offers 24/7 support by phone, email or live chat. See "Contact Information" on page 66. Please contact TAC (Technical Assistance Center) at any time if you need assistance with Vici.

Cleaning and Maintenance

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 Teladoc Health Vici.
- 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 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.

NOTE: Refer to the TV manufacturer for details about cleaning the TV attached to the Vici

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 Vici.

Cleaning Instructions

Clean the outer surfaces of the Device when visibly soiled or after contact with any contaminates. 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.

NOTE: For devices with touch screens, go to Settings > Cleaning Mode, to temporarily disable the touch interface for 30-seconds to enable cleaning. See "Device Cleaning Mode" on page 41

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 Vici.
2. Contact Technical Support (TAC) to let them know cleaning is complete so they can resume monitoring the device.

Maintenance and Inspection

Vici Maintenance

The Vici 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.

Vici Recycling and Disposal

Leased Units

- Teladoc Health leased Vici units must be returned at the conclusion of their lease contract for recycling or reuse.
- Contact Teladoc Health Technical Support at +1 (877) 484-9119 for details on returning the Teladoc Health Vici.

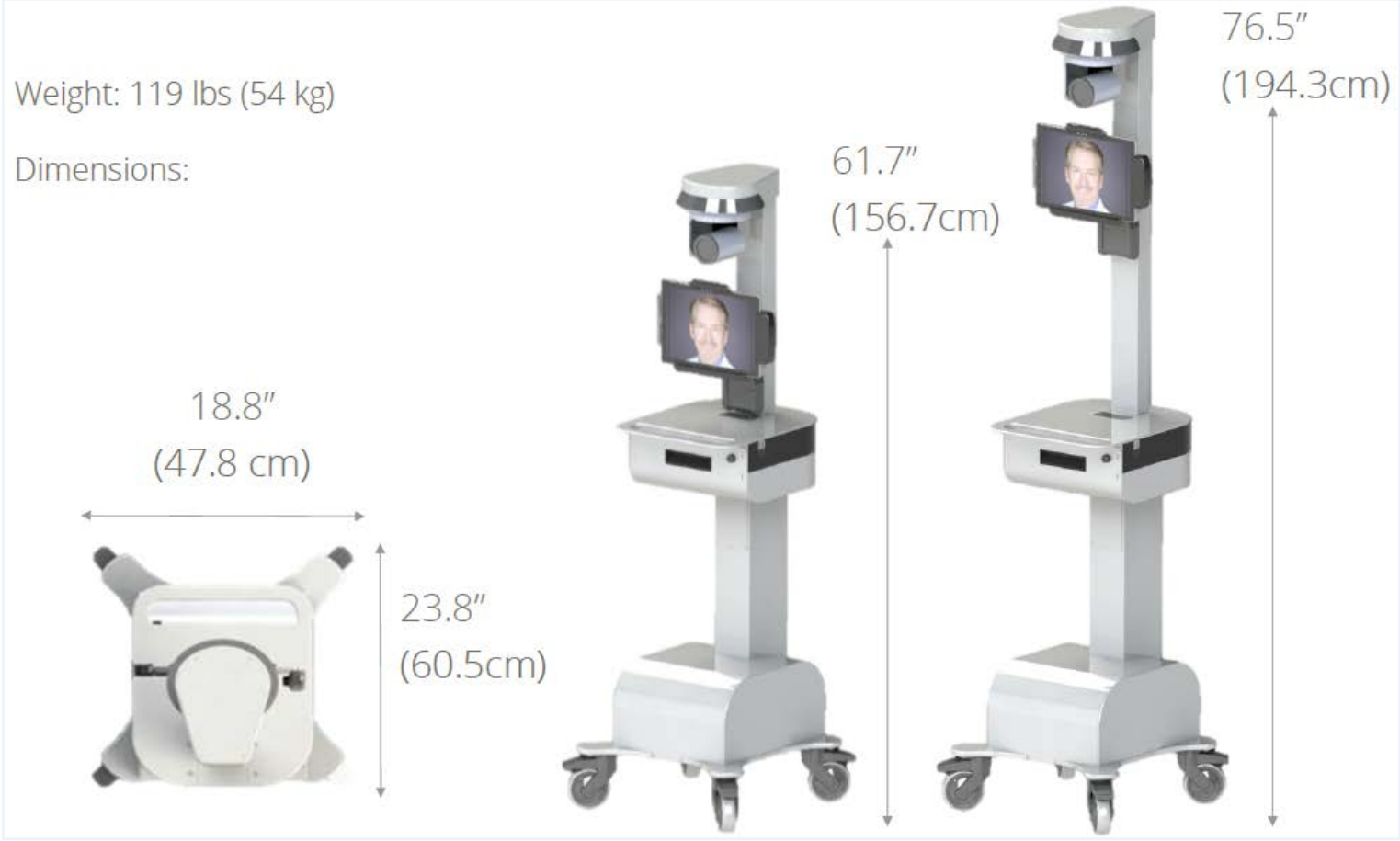
Purchased Units

- If the equipment was purchased, it is the responsibility of the customer to make sure any electronic waste or equipment is properly disposed of when necessary.
- For more information about where you can drop off your waste for recycling, please contact your local authority.

Vici Technical Specifications

Weight: 119 lbs (54 kg)

Dimensions:



Performance Specifications for the Vici

Audio	Microphone: 20Hz – 16kHz, Speaker: HD Audio 16kHz Bandwidth, Echo Cancellation
Pan– Tilt– Zoom Camera	36x (12x optical, 3x digital), 1080p, Pan Range:-170 to +170 Deg, Tilt Range: -90 to +30 Deg
Tablet	MS Surface Pro 6 i5
Display	12.3" Diagonal Touchscreen 2736 X 1824 pixels
USB Ports	1- USB 3.0 on the tablet 2 - USB 3.0 on the side of the storage drawer
Wireless Network	Wi-Fi 802.11 ac/a/b/g/n
Battery Life	>5 Hours
Charging Time	4 Hours from fully discharged to 80% charge
Voltage	100-240 VAC
Frequency	50/60 Hz
Current	6.5 Amps

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-14011 - 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.

Configuring the Vici Wireless Connection

The Teladoc Health Vici Control Core uses a Windows computing environment and a wireless network card.

For the Vici, 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 net-work. The ADU provides multiple features to configure the Teladoc Health Vici 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.

Vici General Specification

IEC 60601-1:2012 Ed. 3.1 Medical Electrical Equipment - Part 1: General Requirements For Basic Safety And Essential Performance

IEC 60601-1:2005Ed.3+A1 Medical Electrical Equipment - Part 1: General Requirements For Basic Safety & Essential Performance

IEC 60601-1-6:2010Ed.3+A1 2013 Medical Electrical Equipment - Part 1-6: General Requirements For Basic Safety And Essential Performance - Collateral Standard: Usability

IEC 62366:2007Ed.1+A1 2014 Medical Devices - Application Of Usability Engineering To Medical Devices

IEC 62304:2006 Ed.1 +A1 2015 Medical Device Software - Software Life Cycle Processes

AAMI ES60601-1:2005+A1 Medical Electrical Equipment

CSA C22.2#60601-1:2014Ed.3 Medical Electrical Equipment - Part 1: General Requirements For Basic Safety And Essential Performance

Vici Classification

Vici – Class I, Type B, Continuous Operation

Vici EMC Classifications

IEC 60601-1-2:2014Ed.4 Medical Electrical Equipment - Part 1-2: General Requirements For Safety - Collateral Standard: Electromagnetic Compatibility - Requirements And Tests

ETSI EN 301 489-1 V2.2.0 (2017-03) Electromagnetic Compatibility (EMC) standard for radio equipment and services; Part 1: Common technical requirements; Harmonised Standard covering the essential requirements of article 3.1(b) of Directive 2014/53/EU and the essential requirements of article 6 of Directive 2014/30/EU

ETSI EN 301 489-9 V2.1.1 (2017-03) Electromagnetic Compatibility (EMC) standard for radio equipment and services; Part 9: Specific conditions for wireless microphones, similar Radio Frequency (RF) audio link equipment, cordless audio and in-ear monitoring devices; Harmonised Standard covering the essential requirements of article 3.1(b) of Directive 2014/53/EU

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 Specifications

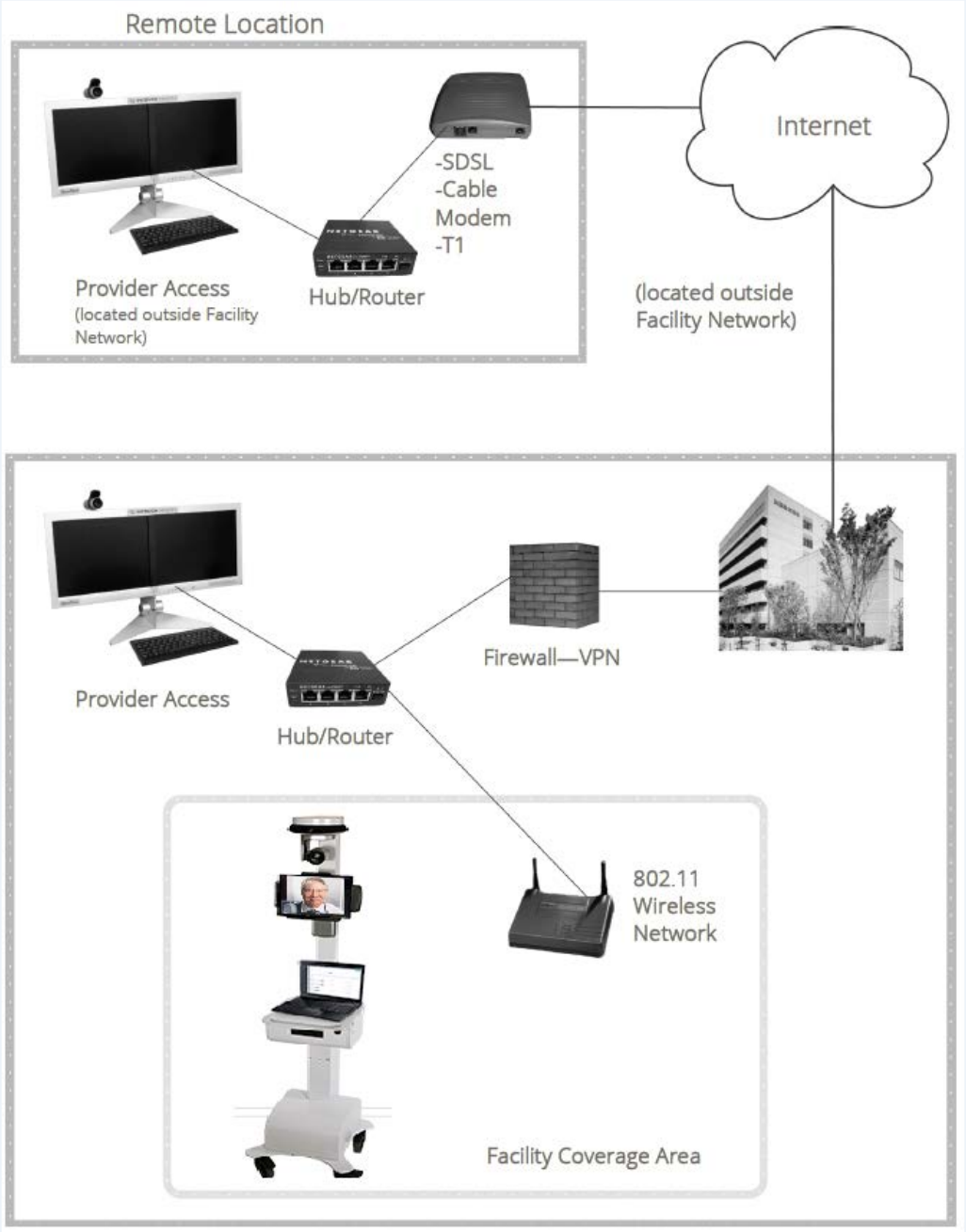
Operating:

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)

Network Installation



Network Requirements

Provider Access User Authentication

Users launch the Provider Access Software from their desktops and login to begin consults. Users have a unique username and password for their Provider Access accounts, which is created at registration.

Enterprise login allows users to use their company credentials to login to the Provider Access Software. If your system is configured to use Enterprise login, your system may automatically login to the Provider Access Software.

Users should make sure to comply to HIPAA standards by ensuring that they log off when away from their computers for extended periods of time. Users must log into Provider Access Software using their Teladoc Health username and password. After a period of inactivity, users are logged out automatically as a security feature.

Firewall Requirements

The Teladoc Health Telehealth System uses bidirectional communication under TCP and/or UDP. The Teladoc Health Telehealth Network consists of connections made through either our SharedComm or SIP servers. For optimal connections using SharedComm, Patient Access Devices and Provider Access Software require outgoing UDP access on ports 9000-9101 with reflexive UDP access ('UDP Replies') enabled. (Note: UDP replies are enabled by default on most firewalls). For optimal connections using SIP, Patient Access Devices and Provider Access Software require outgoing UDP access on ports 35000-35500 with reflexive UDP access ('UDP Replies') enabled.

For training and support purposes (including software upgrades), Teladoc Health routinely makes use of remote desktop applications (Kaseya, GoToAssist & GoToMyPC). Teladoc Health requires access to all Patient Access Devices and Provider Access Software via one of these applications.

For a detailed list of IP addresses and ports to white list, please refer to the document: Network Configuration for Teladoc Health Devices (MB-15513). Additional modifications may be necessary for use with a Web Filter and/or Stateful Packet Inspection.

Video Information

Frame rate: Video is captured at 30 frames per second but can be reduced for low bandwidth connections.

Codec (video and audio compression): Teladoc Health uses the standards-based H.264 AVC codec for video and the Opus or Speex codec for audio.

Dynamic Video Quality provides the ability to dynamically adjust resolution and video quality during a live session without user interaction. Advanced users can specify preferences for

adjusting resolution. Video quality depends on factors such as robot motion, available bandwidth, and user preference.

Bandwidth Requirements

The ideal bandwidth required is 700 kbps in both directions from any Provider Access Software or Patient Access Device. For Provider Access Software located in homes, lower bandwidths such as home cable broadband can be configured with good performance effectively utilizing 300 kbps. For installations where higher audio and video quality is desired, higher bandwidths above 700 kbps can be allocated.

For HD video, your Provider Access Device must be configured to allow 2000-3000 kbps.

Line Quality Requirements

Network performance is critical to maintaining a responsive Provider Access Software to Patient Access Device session. Metrics cover a range of network characteristics which impact delivery of complete correct data in the proper order in a timely fashion. Teladoc Health runs tests using proprietary and third party software tools to determine if a broadband connection meets a sufficient level of network performance to maintain a session. Teladoc Health can provide these tools to customers upon request.

NOTE: During any particular session, quality may be degraded or the session may be disconnected if the network performance limits described below are exceeded, even though performance measurements were within limits at another point in time.

There are five important network characteristics affecting connectivity:

Data rate: A connection must have the required up-stream and downstream bandwidth, as discussed above.

Latency (delay): Average network latency on a connection should not exceed 300ms.

Maximum Transfer Unit: The Maximum Transfer Unit (MTU) must not be set below 1400 bytes.

Reliability: A connection must be reliable, without significant packet loss. A connection should experience no more than 3% packet loss.

Jitter: Jitter is variability in latency. Jitter on a connection should not exceed +/- 50ms during 95% of the duration of a session.

NOTE: Teladoc Health's software is fully capable of dealing with the normal variability of data over the Internet. It is the quality of the endpoint connections which is critical and must be tested.

Wireless Network Requirements

The Teladoc Health System is compatible with 802.11 ac, a, b, g, and n protocols. The Maximum Handoff Threshold time must be less than 150ms.

In environments which experience network congestion, the Teladoc Health application requires Quality of Service (QoS) or priority of traffic to ensure a successful connection.

Satellite Networks

The network characteristics detailed above (bandwidth requirements, packet loss, jitter, and MTU) are strongly recommended to achieve an audio/video session of functional quality over a satellite network. The one notable exception is the expected latency typical of satellite networks.

The Teladoc Health System can maintain an audio/video session of functional quality with latency up to 900 ms if all other network characteristics are met. Please note that this delay will be evident on both sides of any audio/video/command communication as is typical of satellite net-works.

If utilizing a satellite network with latency above 600 ms, the delay in drive commands may hinder the operator from maintaining safe control over the movement of mobile devices. Teladoc Health therefore does not recommend utilizing mobile devices, such as the Teladoc Health 7i, on a satellite net-work.

Encryption

The Teladoc Health System incorporates encryption methodology utilizing a combination of RSA public/private key and 256-bit AES symmetric cryptography. The following is a brief summary:

Each time a Provider Access session is initiated, a symmetric key is created using AES 256-bit cryptography. The encrypted data is then transmitted using RSA 4096-bit public-private key cryptography. PHI and other sensitive health information is further secured using SSL/TLS and other different forms of authentication.

Virus Protection

TrendMicro's OfficeScan is installed on every system. This software automatically updates as soon as new virus definitions are available. Teladoc Health staff monitor software updates as they be-come available. Teladoc Health staff install all necessary security updates on Patient Access De-vices.

HIPAA

As a business associate, Teladoc Health is subject to compliance of the law under 45 CFR §164.308 (Administrative Safeguards), under 45 CFR §164.310 (Physical Safeguards), and under 45 CFR §164.312 (Technical Safeguards) to maintain and transmit protected health information in electronic form in connection with transactions performed by the customer (covered entity).

The policy of this organization is to ensure, to the greatest extent possible, that Protected Health Information (PHI) is not intentionally or unintentionally used or disclosed in violation of the HIPAA Privacy Rule or any other federal or state regulations governing confidentiality and privacy of health information.

There are a number of safeguards implemented into the telehealth system to ensure that the system complies with the latest HIPAA regulations. One of the key requirements is Teladoc Health's ongoing implementation and updating of its HIPAA security policies and procedures to ensure for the availability, security, and privacy of telehealth connections and ePHI (electronic protected health information). Teladoc Health maintains a policy to ensure workforce HIPAA compliance and training. Teladoc Health additionally maintains HIPAA security policies and procedures, a data destruction policy, and security incident response procedures.

Guidelines for Compliance

The telehealth system helps hospitals and medical professionals comply with HIPAA regulations. The tabs to the left describe some of the ways the telehealth system supports HIPAA compliance.

HIPAA requires all healthcare organizations to have policies and procedures, and the guidelines to the left. However, these may not cover all situations for a specific organization. For example, from time to time, automatic software upgrades may be downloaded which may contain new features. Teladoc Health will inform users of significant features added, their impact and how they may affect HIPAA policies, procedures, and safeguards.

Access to Provider Access

The computer using the Provider Access should be placed in a location that is only accessible to individuals who have authorized access to Protected Health Information (PHI). It is recommended that Provider Access be password protected via a Windows or iOS user account.

Only authorized users should have passwords, and users should safeguard passwords according to hospital policies and procedures. Passwords should be treated as highly confidential information. If you believe your password may have been compromised, it should be changed as soon as possible. Change your password by clicking on the "Forgot Password" link on the login screen of the Teladoc Health Provider Access.

The Auto Logout feature is set to log out of the Teladoc Health Provider Access when the system is inactive for 30 minutes. Also, all users should be trained to log out of Windows, iOS or the Virtual Private Network (VPN), when away from the system for any period of time. This is important for security reasons, so that any person attempting access to the Provider Access will be required to enter a password for secure access.

Discussion and Display of PHI

From time to time a physician will likely engage in remote communications with patients and medical staff in which patient information (records, images and video) will be discussed or displayed. In general, the same care should be exercised as though the physician were physically present. For example:

- Use Head rotation to look around and see who else is nearby and might see or hear the sensitive information, and use appropriate discretion.
- Use the microphone mute button when conversing with someone alongside the Teladoc Health Provider Access to avoid the inadvertent conferencing of patient-related conversation.
- The Teladoc Health Provider Access screen should be positioned to point away from public areas, so as not to be visible to a passersby.

Images and Video

By default when saved, all captured images and video files are stored encrypted files; viewable only by the Provider Access user who captured them. All files are saved in the user's Teladoc Health Media Vault to provide added protection.

For convenience, these files may be saved in common formats, e.g., JPEG for still images. These files are no longer encrypted and therefore are viewable by any user who can access them. As such, there are a few recommended techniques for safeguarding PHI contained in these images and video:

- Ensure all personnel who have access to the Provider Access Software also have full permission to access stored images and videos under the hospital's policies and

procedures;

- Make sure to store captured images and videos only on removable media (e.g., recordable CD-ROMs) which can be taken with each user or on secure network drives;
- Do not save any captured images and video clips. Use these images and video segments only while logged in for a virtual encounter.

Disclosure of PHI

If the physician plans to transmit or copy stored images or video to other individuals or organizations, e.g., to a healthcare operator, the physician needs to abide by standard HIPAA codes governing who may receive PHI and under what conditions. The hospital's HIPAA compliance officer should be consulted for details.

Contact Information

24/7 Live Technical Support

1-800-484-9119

24/7 Live Remote Technical Support & Live Chat

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

Email Support

ITHSupport@intouchhealth.com

Website

www.InTouchHealth.com

Teladoc Health User Manuals

https://manuals.intouchcustomer.com

Sales & Product Demos

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LEARN MORE

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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.