

Teladoc Health™

Mini™

Quick Start Guide

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Mini Pre-Installation

NOTES:

- The Mini should be installed by an IT professional to ensure proper setup and network configuration.
- Teladoc Health Manuals and documents are available at: <https://intouchhealth.com/support/device-resources/>.

Review the following documents for network requirements:

- MB-14011 - Teladoc Health Telehealth Network Specifications
- MB-15513 - Network Configuration for Teladoc Health Devices

Plan the installation of the Mini, making sure the following are available during the installation:

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

- The clinical, secure WiFi network name and credentials.
- All locations where the device is to be used.
- Any peripherals to be used with the Mini such as a stethoscope.

NOTE: Allow the Mini to fully charge before starting the installation.

Unpacking and Charging the Mini

WARNING: Plug the Mini into a grounded “Hospital Grade” electrical outlet to minimize the risk of electrical shock.

1. Carefully remove the Mini from its packaging, take care not to cause damage.
2. Plug the Mini into grounded "Hospital Grade" AC outlet and allow the system to charge for at least 2 hours to reach a full charge.

Mini Power On

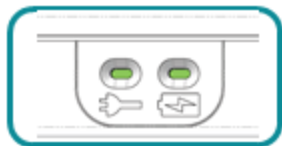
Powering On the Mini



Press and hold the power button for 2-3 seconds until the device powers on.

NOTE: It is recommended that the Mini remain powered on to receive updates and to be available for use.





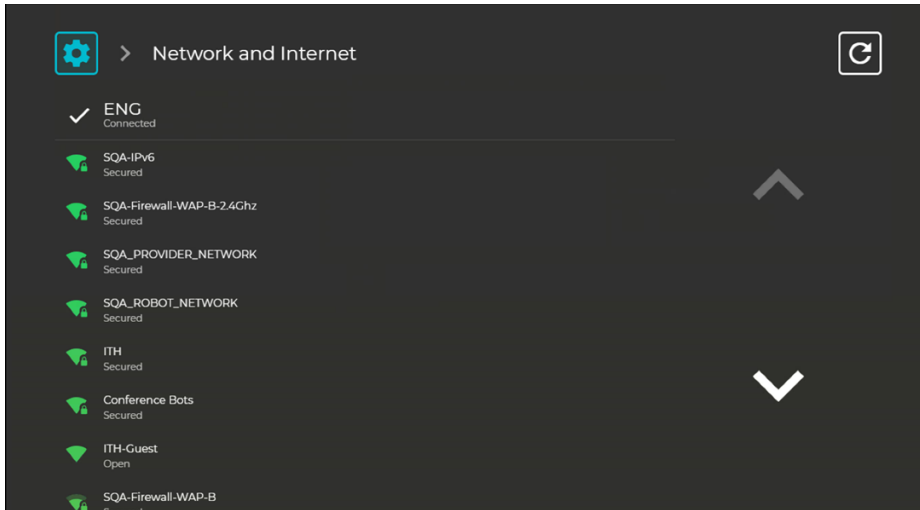
Mini Power and Charging Indicator



Unit Status	Power plug LED 	Battery LED 
Unplugged	Off	Off
Plugged in, charging	On	On, Blinking
Plugged in, fully charged	On	On

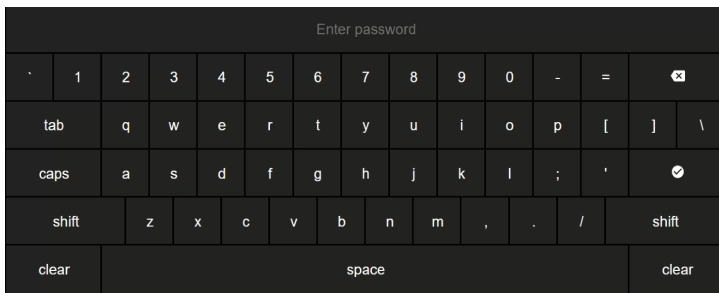
Mini Wi-Fi Connection Setup


1. Select **Wifi Setup**  from the **Settings** screen .
2. Select the desired secure, clinical wireless SSID network.



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3. Enter the network security key.



4. Use the **Information Icon**  on the lower right corner of the screen and ensure that the status is **Ready** before attempting to make a connection.

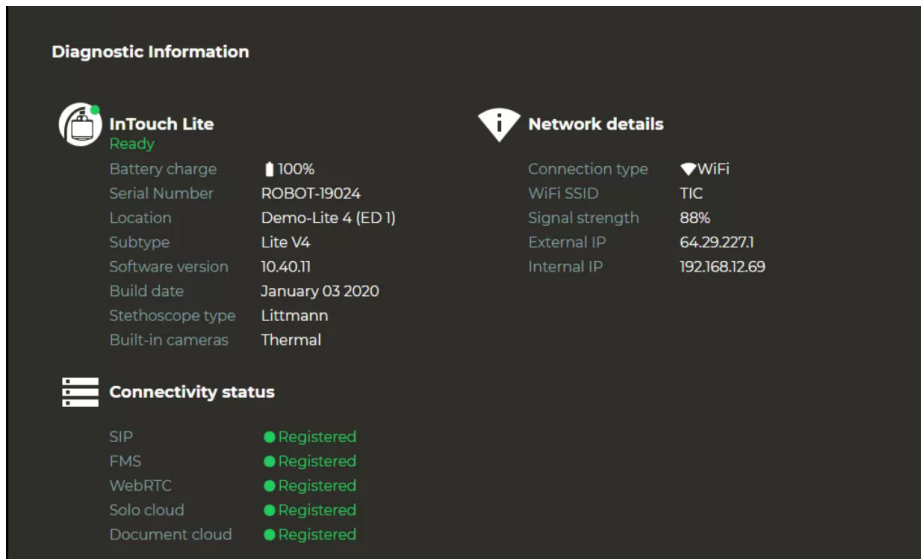
NOTES:





- The Diagnostic Information page will display current WiFi status.
- The Mini will automatically connect to known Wi-Fi profiles. For stored WiFi profiles, the password can be changed by selecting it and editing the password.

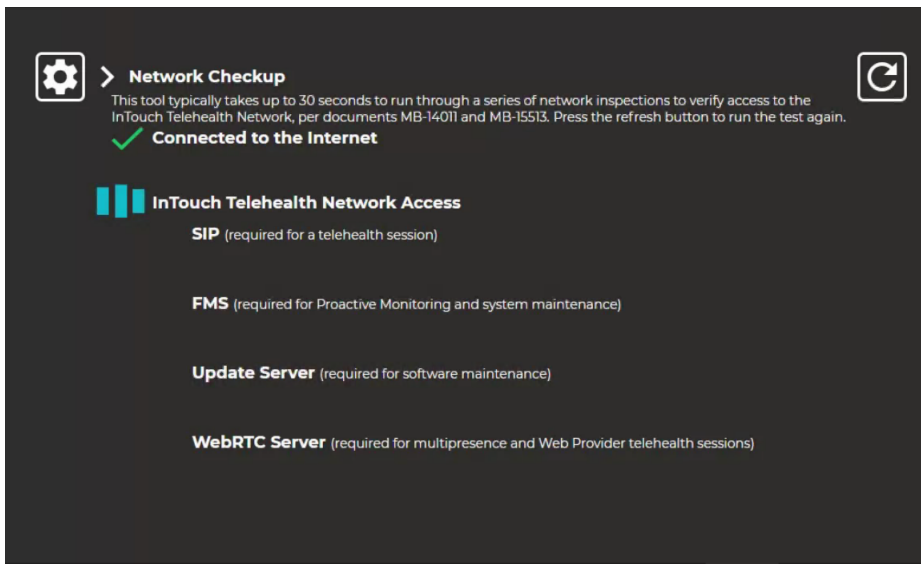
Verify Device Connectivity with Teladoc Health Network


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

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



2. Contact your Teladoc Health account manager to complete the installation of the Mini 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.

Contact Information

24/7 Live Technical Support

[+1 \(877\) 484-9119](tel:+18774849119)

24/7 Live Remote Technical Support & Live Chat

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

Email Support

ITHSupport@intouchhealth.com

Teladoc Health User Manuals

<https://intouchhealth.com/manuals/>

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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.