

# Teladoc Health™

## Lite® 4

### Quick Start Guide

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## Lite 4 Pre-Installation

### NOTES:

- The Lite 4 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 Lite 4, 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 Lite 4 such as a stethoscope.

**NOTE:** Allow the Lite 4 to fully charge before starting the installation.

# Unpacking and Charging the Lite 4

**WARNING:** Plug the Lite 4 into a grounded "Hospital Grade" electrical outlet to minimize the risk of electrical shock.



1. Carefully remove the Lite 4 from its packaging, take care not to cause damage.
2. Flip the battery switch to the right.
  - Pressing the button to the left will disconnect the batteries, and pressing to the right will connect the batteries.

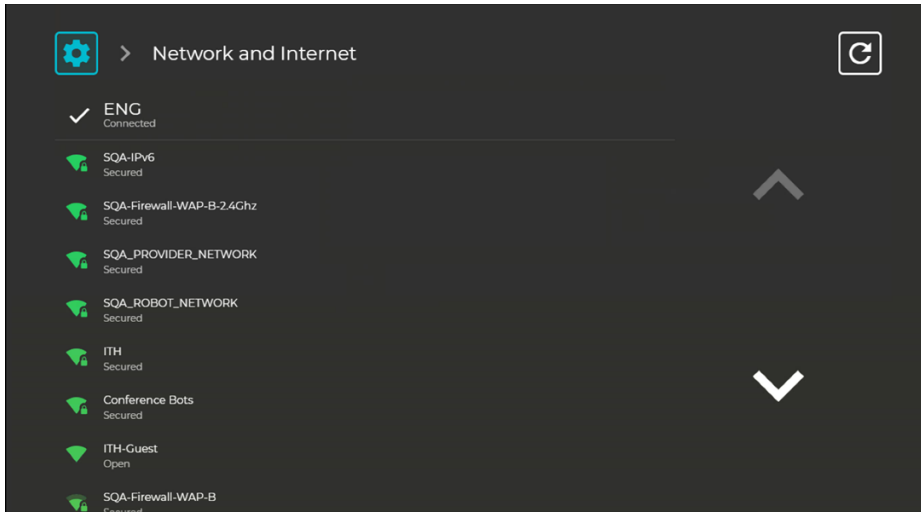


3. Plug the Lite 4 into grounded "Hospital Grade" AC outlet and allow the system to charge for at least 6 hours to reach a full charge.
4. Power on the Lite 4 by pressing the power button located on the back of the head.



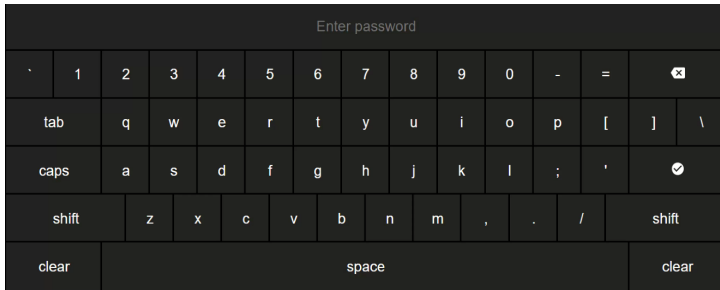
# Lite 4 Wi-Fi Connection Setup


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



(missing or bad snippet)

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.

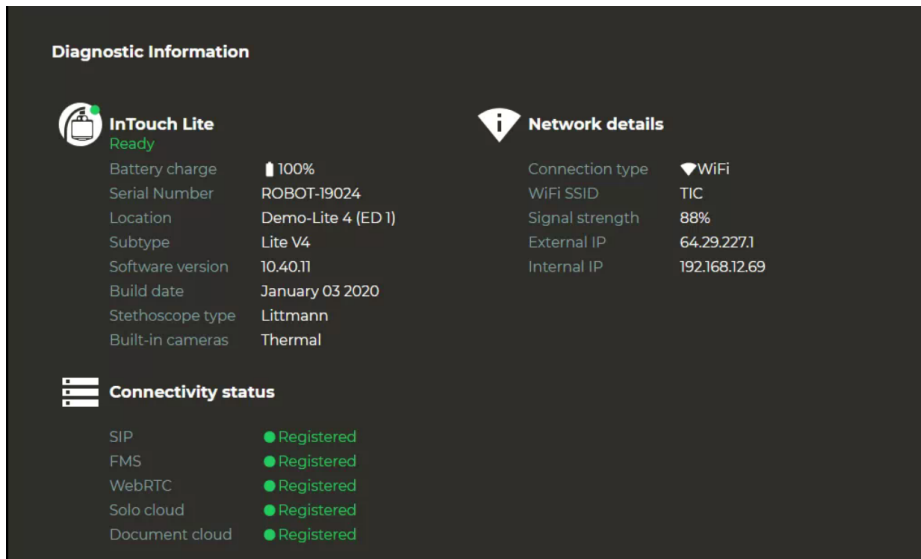
## NOTES:





- The Diagnostic Information page will display current WiFi status.
- The Lite 4 will automatically connect to known Wi-Fi profiles. For stored WiFi profiles, the password can be changed by selecting it and editing the password.

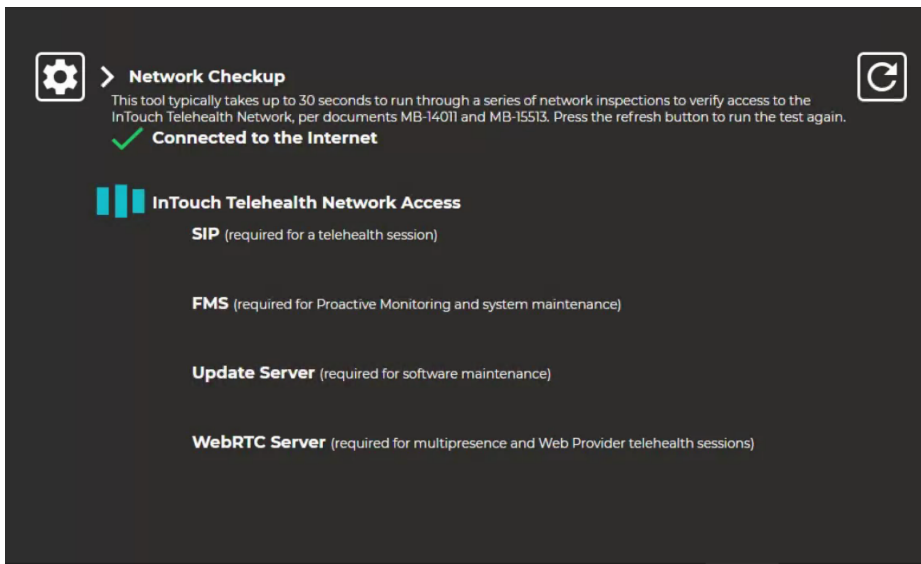
# Verify Device Connectivity with Teladoc Health Network


**NOTE:** These steps must be completed prior to granting connectivity between the Provider Access Software and the Lite 4 for clinical use.

1. Open the Lite 4 information screen by selecting the  icon from the idle screen.



2. Contact your Teladoc Health account manager to complete the installation of the Lite 4 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](mailto:ITHSupport@intouchhealth.com)

## Teladoc Health User Manuals

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

## Sales & Product Demos

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