Teladoc Health™
Viewpoint® Cart
Quick Start Guide

Teladoc ™
HEALTH

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24 /7 Technical Support

+1 (877) 484-9119

Viewpoint Cart Pre-Installation

> **NOTES:**
>
> - The Viewpoint Cart should be installed by an IT professional to ensure proper setup and network configuration.
>
> - Teladoc Health Manuals and documents are available at: www.InTouchHealth.com/manuals.

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 Viewpoint Cart, 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 Viewpoint Cart such as a stethoscope.

> **NOTE**: Allow the Viewpoint Cart to charge for at least 2 hours before starting the install-ation.

Unpacking and Charging the Viewpoint Cart

> **WARNING:** Plug the Viewpoint Cart into a grounded "Hospital Grade" electrical outlet to minimize the risk of electrical shock.

1. Carefully remove the Viewpoint Cart from its packaging, taking care not to cause damage.

2. Plug the Viewpoint Cart into grounded "Hospital Grade" AC outlet and allow the system to charge for at least 2 hours to reach a full charge.

Moving the Viewpoint Cart

> **WARNINGS:**
>
> - The Viewpoint Cart is not MRI (Magnetic Resonance Imaging) safe and are not MRI compatible. The Viewpoint Cart should only be used in locations where the presence of metal is not controlled.
> - Flammable Anesthetics: The Viewpoint Cart 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 Viewpoint Cart is designed for convenient mobility within care locations ranging from clinics, urgent care, skilled nursing facilities, specialty clinics, and more.

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

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

Power on Viewpoint Cart

Press the tablet power button to power on the Viewpoint tablet.

- The software is pre-installed and will launch on startup.
- The screen to the right displays when tablet is on and the software initialized.

> **CAUTION: Keep the Viewpoint Cart plugged in whenever possible to keep it fully charged and ready for use.**

Viewpoint Cart Wi-Fi Connection Setup

1. Select **Wifi Setup** from the **Settings** screen .

2. Select the desired secure, clinical wireless SSID network.

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

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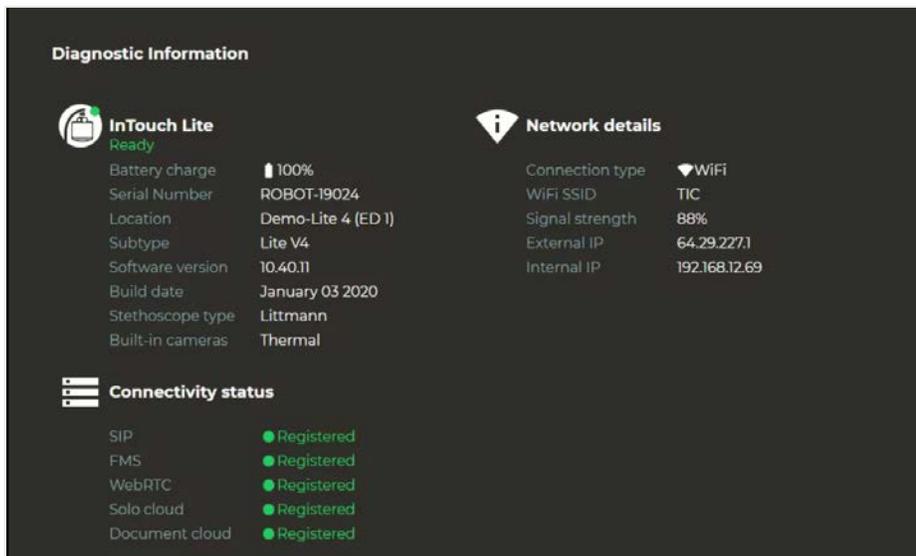
> **NOTES:**
>
> - The Diagnostic Information page will display current WiFi status.
> - The Viewpoint Cart will automatically connect to known Wi-Fi profiles. For stored WiFi profiles, the password can be changed by selecting it and editing the password.

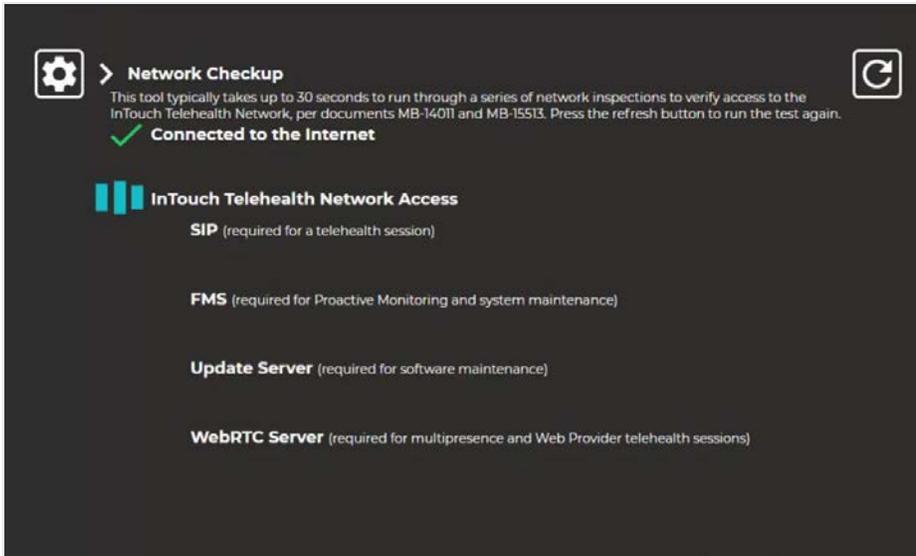# Verify Device Connectivity with Teladoc Health Network

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

1. Open the Viewpoint Cart information screen by selecting the icon from the idle screen.

Diagnostic Information

InTouch Lite
Ready

Battery charge	100%	Connection type	WiFi	
Serial Number	ROBOT-19024	WiFi SSID	TIC	
Location	Demo-Lite 4 (ED 1)	Signal strength	88%	
Subtype	Lite V4	External IP	64.29.227.1	
Software version	10.40.11	Internal IP	192.168.12.69	
Build date	January 03 2020			
Stethoscope type	Littmann			
Built-in cameras	Thermal			

Network details

Connectivity status

SIP	● Registered
FMS	● Registered
WebRTC	● Registered
Solo cloud	● Registered
Document cloud	● Registered

2. Contact your Teladoc Health account manager to complete the installation of the Viewpoint Cart 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 X .

5. Follow the instructions on the screen if any unsuccessful test results that may arise.

6. Select the icon to rerun the Network Checkup before calling Customer and Technical Services at +1 (877) 484-9119.

Schedule a Test Session

> **NOTES:**
>
> - These steps must be completed prior to granting connectivity between the Provider Access Software and the Viewpoint Cart for clinical use.
>
> - It may take up to a day to receive a response for the request for test.
>
> - Before scheduling the test session, make sure all areas where the Viewpoint Cart is to be used are available at the time of the test.

1. Email SystemTest-ITH@teladoc.com for Performance Verification of the Viewpoint Cart installation.

2. You will receive an email from Teladoc Health Technical Service to complete setup and to schedule a test session within one business day.

Contact Information

24/7 Live Technical Support

+1 (877) 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://intouchhealth.com/manuals/

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Teladoc HEALTH

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.