

# Technical Specifications

**Solo™**

**Teladoc Health™**

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## Overview

This guide is a technical specification for the Practice Admin using Solo™, which is a virtual health platform that combines detailed intake processes, electronic health records, insurance eligibility checking, online payment, e-prescribing, and video conferencing into one platform that works with your internet browser on any device with a webcam and an internet connection.

**NOTE:** Any and all names used in this document are only used as example. They do not represent true persons.

## Intended Use

Solo™ provides high quality HIPAA compliant audio and video sessions between a provider and a patient over Teladoc Health's Network.

## Indications for Use

Solo™ is HIPAA compliant and can be used for audio and video telecommunications in a variety of clinical environments.

## Safety Instructions

Trained professionals are the intended users. Users require clinical experience to review and interpret the patient data transmitted. The equipment is not suitable for use in locations where children are likely to be present.

### Notes, Cautions, and Warnings

Notes, Cautions, and Warnings provide the users with information and alerts.

**NOTE:** Content presented here provides supplementary information to Teladoc Health's User Guides for the operation of the system.

**CAUTION:** Content presented here are instructions to avoid damage to the system.

**WARNING:** Content here may not be disregarded without possible safety hazards to a person near the Teladoc Health's Patient Access Device.

# Technical Specifications

## Requirements

Solo™ is designed to run on a broad range of devices under a variety of network conditions. Make sure your network and devices are optimized to meet the minimal requirements.

**NOTE:** Refer to MB-15513 Network Configuration for more information.

The Requirements topics are:

[Network](#)

[Software](#)

[Hardware](#)

### Network

Use the following to ensure high satisfaction and high quality audio and video communications with minimal latency.

### Firewall

Refer to MB-15513 Network Configuration for Teladoc Health Devices if your firewall needs to be whitelisted by IP address.

### Security Appliances

Refer to MB-15513 Network Configuration for Teladoc Health Devices to acquire a whitelist / bypass IP address for your practice, if your firewall and security appliances rely on a proxy server, deep packet inspection, or web filters.

### Email Filtering

Whitelist "\*"@teladochealth.com" and "\*"@visitnow.org" email domains if your company uses email filtering software (i.e. spam, junk).



## Network Quality of Service (QoS)

Enable a high level of QoS for all wireless and wired traffic due to the critical nature of providing medical services remotely .

Name	Specification	Description
Data Rate	$\geq 350$ kbps $\leq 4000$ kbps	<p>A connection must have the required up-stream and downstream bandwidth.</p> <ul style="list-style-type: none"> <li>• <b>Single user sessions:</b> A minimum of 700 kbps of upload and download speeds for 640x480 video and 1 Mbps for 720p. (minimum of 50 kbps for audio only).</li> <li>• <b>Group sessions:</b> Bandwidth requirements increase significantly as the number of attendees increase. A minimum of 700 kbps of upload speed is needed and approximately 500-700 kbps of download speed for each participant on a call for 640x480 video and 1 Mbps each for 720p (minimum of 50 kbps for audio only). For best performance, providers need approximately 2 Mbps or higher download speeds.</li> </ul> <p><b>Example A:</b> If four users are on the <u>same network</u>, then the network will use approximately 3 MB of upload and 12 MB of download bandwidth.</p> <p><b>Example B:</b> If four users are on <u>separate networks</u>, then each user will use approximately 700 kbps of upload and 3 MB of download bandwidth.</p>
Latency	$\leq 300$ ms	Max average network latency (delay) on a connection
Packet Loss	$\leq 3\%$	Max connection packet loss

## Session Quality Factors

Each of the following may become an issue in certain scenarios.

- Network configuration.
- Other software running on the device.
- Available bandwidth, wireless signal strength, and number of users on a network.
- Security or anti-virus software.
- Software versions. Install the latest versions of software when released.

## Software

The following Browsers and Operating Systems are supported. Browsers that are at least a year old, are not supported.



Browser	Provider	OS	Practice Admin.	OS
Chrome	v68.0 and later	Mac OS 10.14 and later Windows 7 and 10	v68.0 and later	Mac OS 10.14 and later Windows 7 and 10 Android v9.0 and later
Safari	12.1 and later for Safari	Mac OS 10.14 and later iOS 12.1 and later	12.1 and later for Safari	Mac OS 10.14 and later iOS 12.1 and later
	11. (included in iOS 11 and later) for iOS Provider App	Mac OS 10.14 and later iOS 11 and later	11.0 (included in iOS 11 and later) for iOS Patient Mobile App	Mac OS 10.14 and later iOS 11 and later
Firefox	v61.0 and later	Mac OS 10.14 and later. Windows 7 and 10	v61.0 and later	Mac OS 10.14 and later Windows 7 and 10
Edge	Not supported	N/A	Not supported	N/A
IE	Not supported	N/A	Not supported	N/A

## Hardware

Test all devices in real-world scenarios. Teladoc Health cannot guarantee device will work with your specific network, software, and hardware configurations without testing.

Hardware	Minimum Required
Processor	1.9 GHz Intel dual processor (Second Generation)
RAM	6 GB
Webcams	Provider Access Web App supports most webcams. However, we have seen issues with SunPlus cameras and drivers on HP computers. Teladoc Health recommends using Logitech cameras.
Microphone	Required
Speakers	Required
Headsets	<p>Teladoc Health supports most headsets. We recommend the following</p> <ul style="list-style-type: none"> <li>• Logitech headsets</li> <li>• Sennheiser headsets</li> <li>• Apple AirPods</li> <li>• Apple EarPods</li> </ul> <p><b>Note:</b> We do not recommend Plantronics headsets at this time.</p>

Peripheral Type	Requirements
Specialized exam cameras and listening devices	Peripherals should work with USB, even when they require software to take advantage of their custom functions. We can help you configure a test device prior to buying in bulk.

Mobile devices are only recommended for patients. The provider experience will be supported on mobile devices soon.

iOS Device	Provider Minimum Hardware Version	Patient Minimum Hardware Version
iPhone	iPhone 5s and later	iPhone 5s and later
iPad	iPad 5th generation and later iPad Mini 2 and later	iPad 5th generation and later

Android Device	Patient Minimum Hardware Version
Android devices	Most Android devices running a minimum OS version are expected to work. Older models typically have reduced frame rate and lower quality cameras.

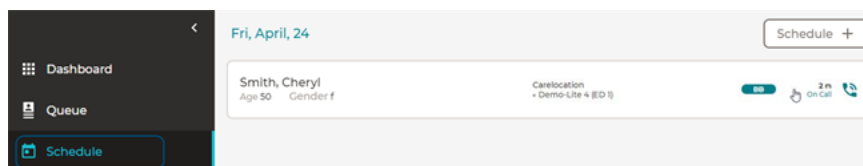


# End Virtual Encounters

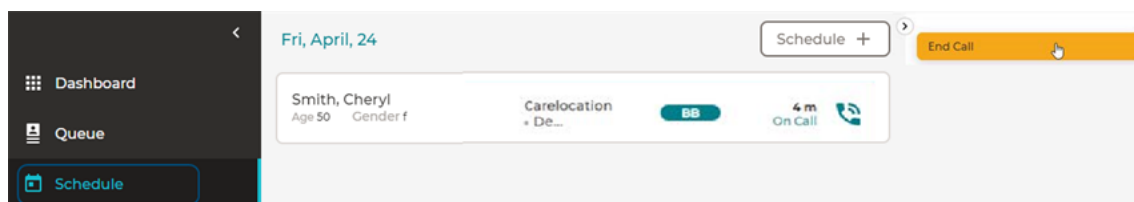
Only Practice Admins can end a virtual Encounter or visit

To end a virtual encounter:

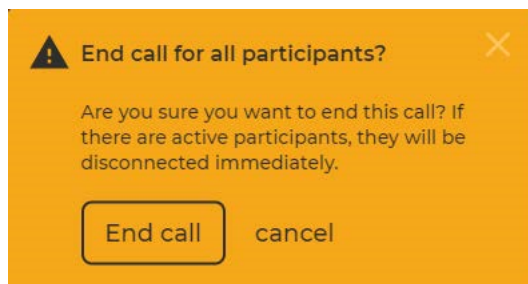
1. Click **Schedule** from the left navigation panel.



2. Click the appointment bar of the call you want to end, which will have an **On Call** status shown below.



3. Select **End Call**.



4. A confirmation message will be displayed and the Encounter will end.

# Contact Information

## 24/7 Live Technical Support

- (877) 484-9119

## 24/7 Live Remote Technical Support & Live Chat

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

## E-mail Support

- [ITHSupport@TeladocHealth.com](mailto:ITHSupport@TeladocHealth.com)

## Website

- [www.TeladocHealth.com](http://www.TeladocHealth.com)

## Sales & Product Demos

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