Teladoc Health™

Provider Access Software for Windows

User Guide

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Copyrights

Patent(s):

https://teladochealth.com/patents/

Teladoc Health utilizes the open source FFmpeg license to allow for recording of audio and video during MultiPresence session. As an open source project, users are free to make changes to FFmpeg. The software uses code of FFmpeg licensed under the LGPLv2.1 and its source can be downloaded from the Teladoc Health software download portal.

Last updated: January 2023

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.

Attention: An alert symbol to notify the user to read the r description of intended use.	
Consult Operator's Manual: Operating Instructions are contained in a separate instruction manual.	

WARNING:

- The operator must be trained.
- The Patient Access device should not be used in any activities where successful completion is dependent on uninterrupted communication.

- A tested backup method of communication should be available in the event network communication is lost.
- Access to the Provider Access software is password protected using the user's Windows' account. Only authorized users have passwords. Users should safeguard them, according to hospital policies.
- HIPAA regulation compliance requires that storage of pictures be carefully managed. Consult your hospital's HIPAA policy Director.
- To avoid inadvertent disclosure of patient-related conversations, use the microphone mute button when conversing during a Remote Presence session.
- The video images transmitted to, and displayed on, the Patient Access device and Provider Access software may not contain all of the information in the original scene.
- Color reproduction in the transmitted video is not guaranteed.
- Color reproduction in a video system is a combination of lighting, cameras, and display technology. The colors on the display are not an exact replication of the actual colors in the scene.
- Clinical judgment and experience are required to review and interpret images and information transmitted through the Patient Access device.

CAUTION:

- Videos taken through the Provider Access software are encrypted by default and may only be replayed through the Provider Access software.
- For computers with a stethoscope, a replacement headset must have a frequency response level down to 18 Hz for proper sound quality.

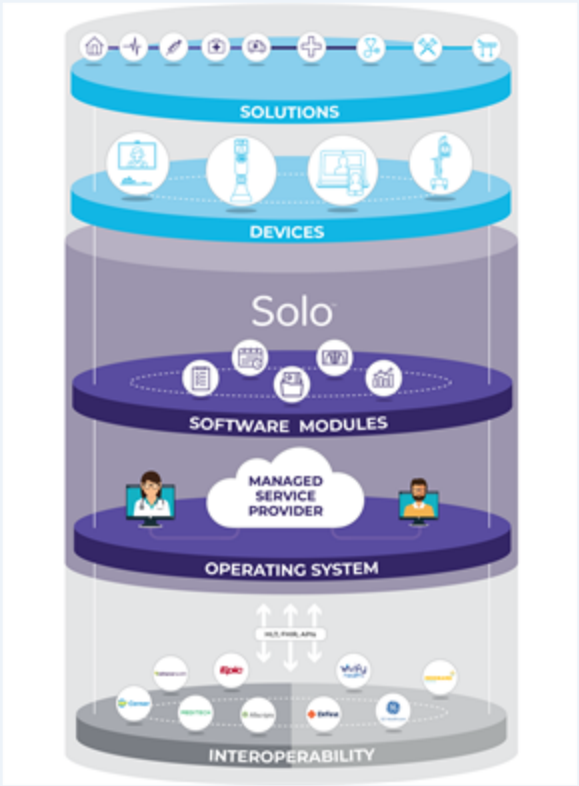
Virtual Care System

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.



Teladoc Health Provider Access Software for Windows

Teladoc Health Provider Access Software grants physicians access to our telehealth devices. It was designed so the user experience is as simple as possible. Provider Access Software can be downloaded to iOS or Windows devices to offer clinicians unprecedented levels of convenience, ease of use, and mobility; making it possible to connect on demand.

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.

Intended Use

Provider Access Software is intended to provide high quality HIPAA compliant virtual encounters between a provider and a patient over the Teladoc Health Telehealth Network. Provider Access Software can be used for audio and video telecommunications in a variety of clinical environments.

Provider Access Software is not intended to acquire, process, or analyze medical data.

Provider Access Software for Windows Features

Provider Access Software for Windows provides the following features during virtual encounters:

- Remote controls and features:
  - Pan, tilt, and zoom cameras
  - Switch between cameras on supported devices
  - Stethoscope auscultation on supported devices
  - Manual, point-to-point, and untethered driving controls for the Teladoc Health VITA
- Local controls and features:
  - Switch between cameras
  - Switch between speakers
  - Switch between microphones
  - Mute your audio and video
  - Enable and disable Picture-in-Picture thumbnail

- Media Controls and features
    - Capture images and record video
    - View and share media files
    - Automatic bandwidth and video quality optimization
    - Asynchronous control of brightness and speakers
    - Standards based H.264 Advanced Video Coding (AVC) connections

Teladoc Health Provider Access Software for Windows supports Teladoc Health Web Apps™ and is HIPAA compliant.

Downloadable Provider Access Software

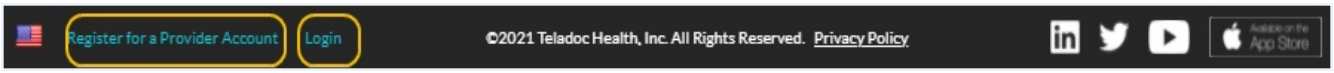
System Requirements

- Windows Operating System (OS): Windows 10 (32-bit and 64-bit) and Windows 11 (64-bit)
  - **Note**: Windows 11 (64-bit) will be supported in June 2022.
  - **Note**: Windows XP, 7, and 8 are not supported.
- CPU: Intel i5 1.9Ghz 2Core Class Processor (3rd Generation or comparable)
  - Windows Surface Pro 7s require an Intel i7 processor.
- Minimum Memory (RAM): 6GB
- Minimum Available Hard Disk Space: 4GB
- Video Capture Device: Webcam
- Audio: Speakers and a Microphone
- Monitor Resolution: 1280x800

NOTE: If you are using Windows 11 N Edition you must install the optional Media Feature Pack before you run Provider Access Software. See **"Using Windows Provider Access Software with Windows 11 N Edition" on page 19** for information.

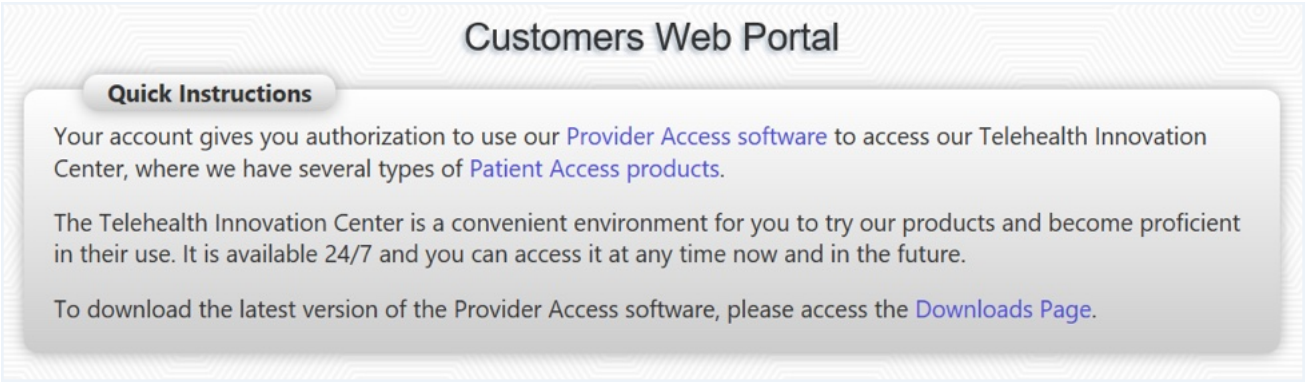
Download Provider Access Software

1. Open a browser and visit the Teladoc Health website (http://www.intouchhealth.com).
2. Scroll to the bottom of the web page.



New Users: Click **New User Registration** and follow the prompts to create a new account. Once your user account has been approved by Teladoc Health and the healthcare facility you work for, an email will be sent to you with instructions on how to create a password.

Existing Users: Click **Login** and login with your Teladoc Health Username and Password.



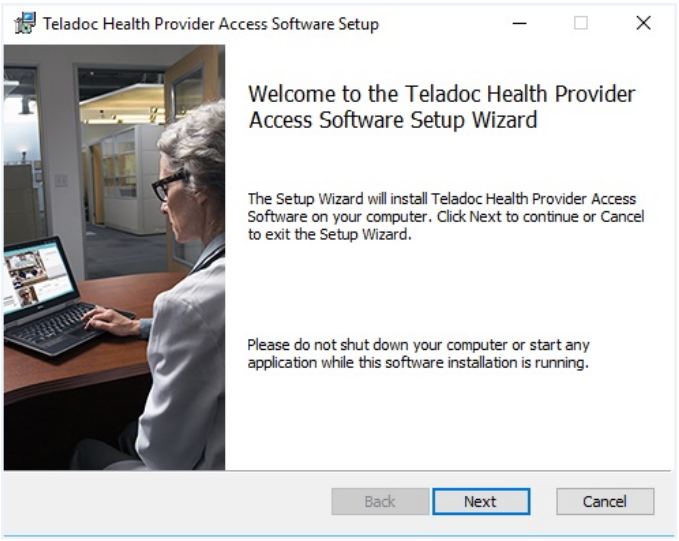
3. Select the **Downloads Page**.

4. Click **DOWNLOAD**.

Installing the Provider Access Software

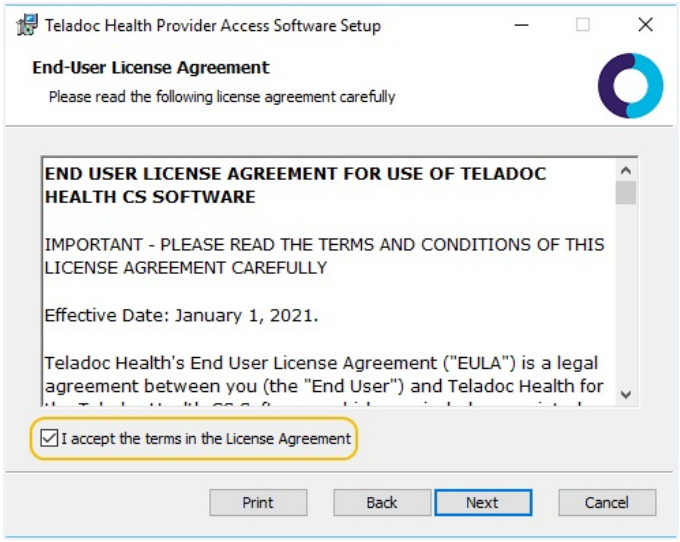
1. Open the Provider Access Software installer.
    - Several dialog boxes will appear and disappear. Wait for the Setup Wizard screen to appear before moving onto step 2.

2. When the Teladoc Health Provider Setup Wizard appears, click **Next**.

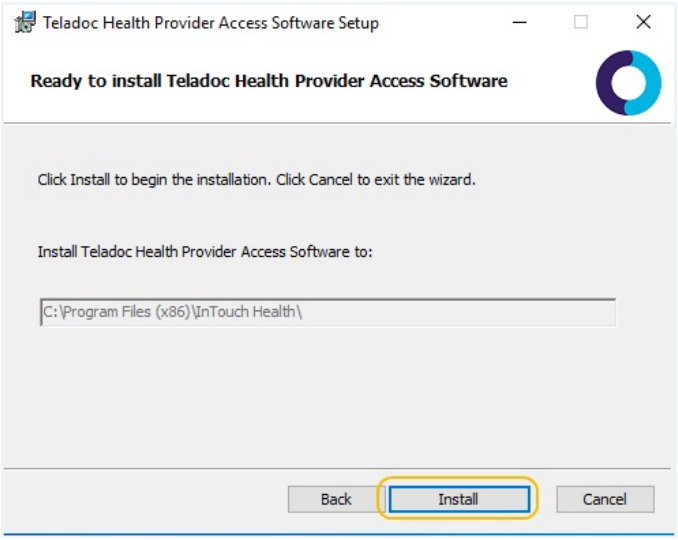


- The End-User License Agreement will appear.

3. Select the "**I accept the terms in the License Agreement**" check box, and then click **Next**.



4. Click **Print** to print the End-User License Agreement.
5. Click **Install** to begin installation.

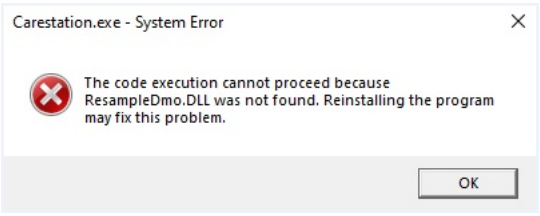


6. Click **Finish**.

The Provider Access Software (Provider Access by Teladoc Health) shortcut will appear on your desktop, along with a Quick Start Guide.

Using Windows Provider Access Software with Windows 11 N Edition

If you use Windows 11 N Edition you must install Microsoft's Media Feature Pack before attempting to run Windows Provider Access Software. If you do not install the Media Feature Pack popup message similar to the following will display and Windows Provider Access Software will quit.



Verify Media Feature Pack Installation

1. Click the Windows icon.
2. Click the Settings icon.
3. Click **Apps**.
4. Click **Optional features**.

Under installed features, search for "Media Feature Pack"; it should show up if it is installed. To verify if it is not installed, click the **View features** button next to **Add an optional feature**. From there you should be able to find "Media Feature Pack" if it is not already installed.

Download the Media Feature Pack

1. Click the Start button.
2. Click the Settings icon.
3. Click **Apps**.
4. Click **Optional features**.
5. Select **View features** next to **Add an optional feature**.
6. Select **Media Feature Pack**.

You must restart your computer to enable the update.

> **NOTE**: See the Microsoft article Media Feature Pack for Windows N for more information.

Provider Access Software Installation

Software Installation

Consider the following when planning for the Provider Access Software installation:

- A specific location for your computer must be determined, taking into account the desk space required, proximity to both an Internet connection and an electrical outlet, and the general lighting in the room.
- The HIPAA privacy regulations with respect to using Remote Presence Systems must be understood. A broadband Internet connection with the appropriate bandwidth for optimal system performance is required.

Space and Location Requirements

- **Desktop Space**: To use the Provider Access Software, your computer should have various components which sit easily on a desktop. The minimum desktop area required for a desktop computer is 30” (width) x 24” (depth). The minimum desktop area required for a laptop computer is 18” (width) x 14” (length).
- **Seating**: A chair for comfortable seating while viewing the screen is required.
- **Lighting**: Your computer should be located in a room where there is good lighting. Ideally, any window in the room would NOT be behind the operator but to one side of the setup, as the reflection of light, if coming from directly behind the operator, can interfere with proper camera operation.
- **Power & Internet**: Your computer will require power. A nearby Ethernet port (RJ45 jack) for connection to the Internet is also required. Please note that wireless Internet connection is not recommended for the Provider Access Software.

Internet Bandwidth Requirements

Internet access with sufficient bandwidth to use the Remote Presence System is required. This is generally accomplished with a broadband Internet connection having minimum upload and download speeds of 300 kbps.

If the desired location has Internet access:

- The bandwidth must be measured to ensure it meets the necessary broadband speed requirements. To do so, websites such as https://www.pcmatic.com/company/speed.asp or https://www.speakeasy.net/speedtest/ are used to run upload and download broadband tests.
- If the upload and download speeds are above 300 kbps (during the time of day when use is anticipated), then the Internet connection is adequate for the Remote Presence System application.
- If either the upload or download speed is below 300 kbps, then the Internet connection will need to be upgraded to a higher bandwidth through the local ISP provider.
- Once the appropriate broadband is available, a Teladoc Health representative can provide assistance with configuring your computer for optimal performance.

If the desired location does not have Internet access:

- The first option is to check with the local cable provider for high-speed Internet access.
- If not available, then service plans with ISP providers in the area will need to be researched.

In many cases, Teladoc Health personnel are available to assist with these tasks. However, the primary user or to the person designated may need to be available to work with Teladoc Health personnel or provide access to the Provider Access Software location (home, office, or clinic) during or outside of normal business hours. When working with ISP providers, they ALWAYS require the primary holder of the account to be present or a designate to identify themselves via private information (for example, Social Security Number).

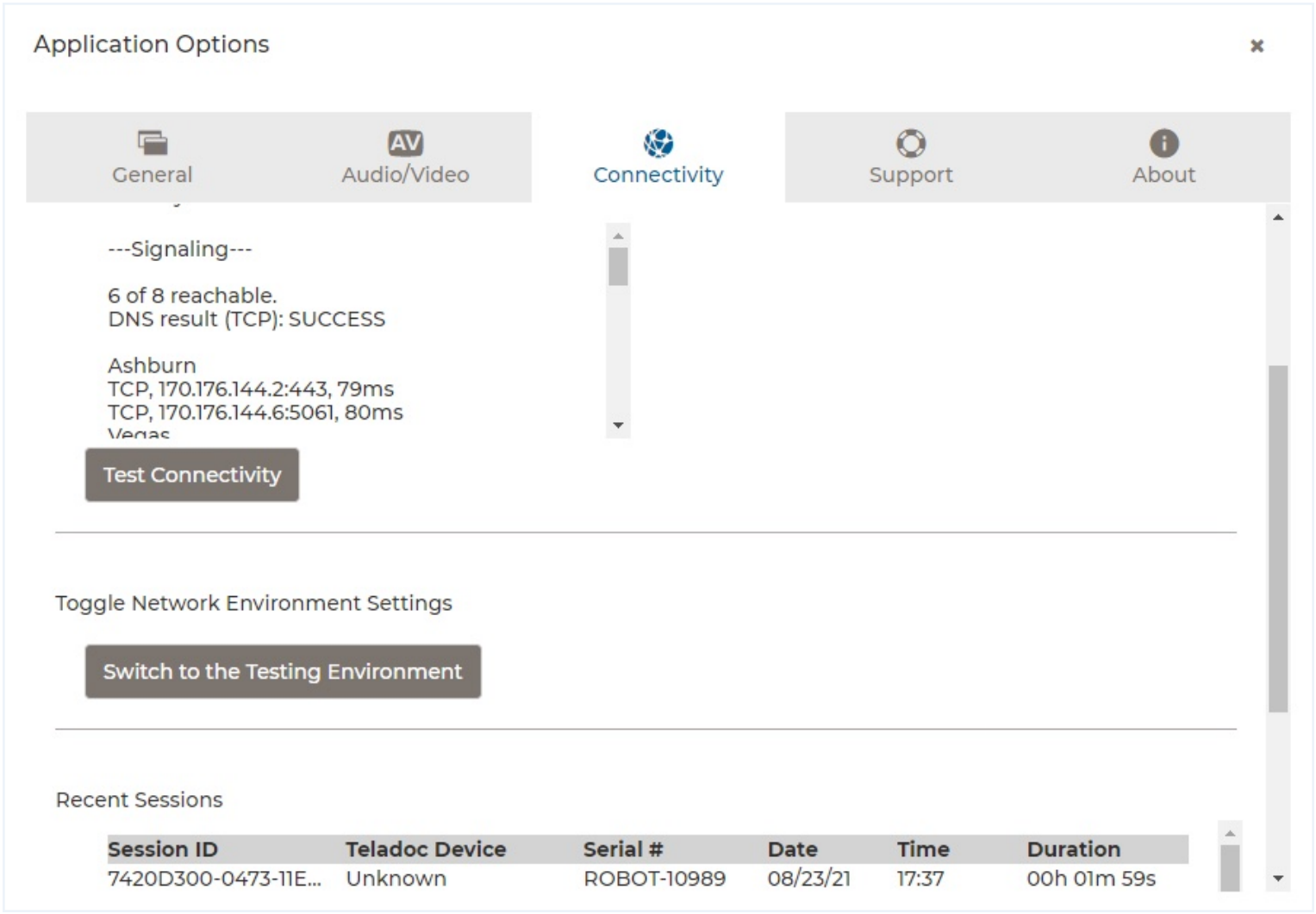
Provider Access Software Basics

Using the CAT Server

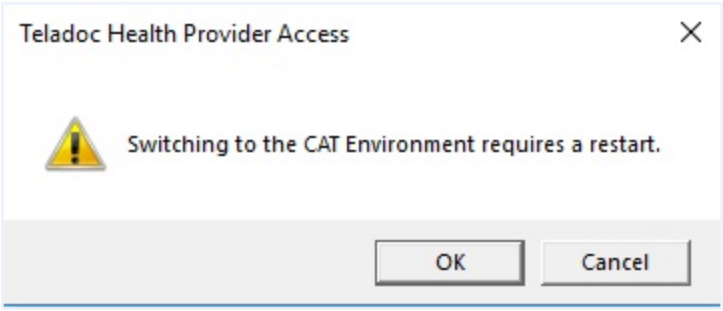
You can use the Customer Acceptance Server (CAT) instead of the Production server to test new features and train your personnel. Switch from Production to the CAT server and switch from CAT to the Production server before you log in.

Switch from Production to the CAT Server

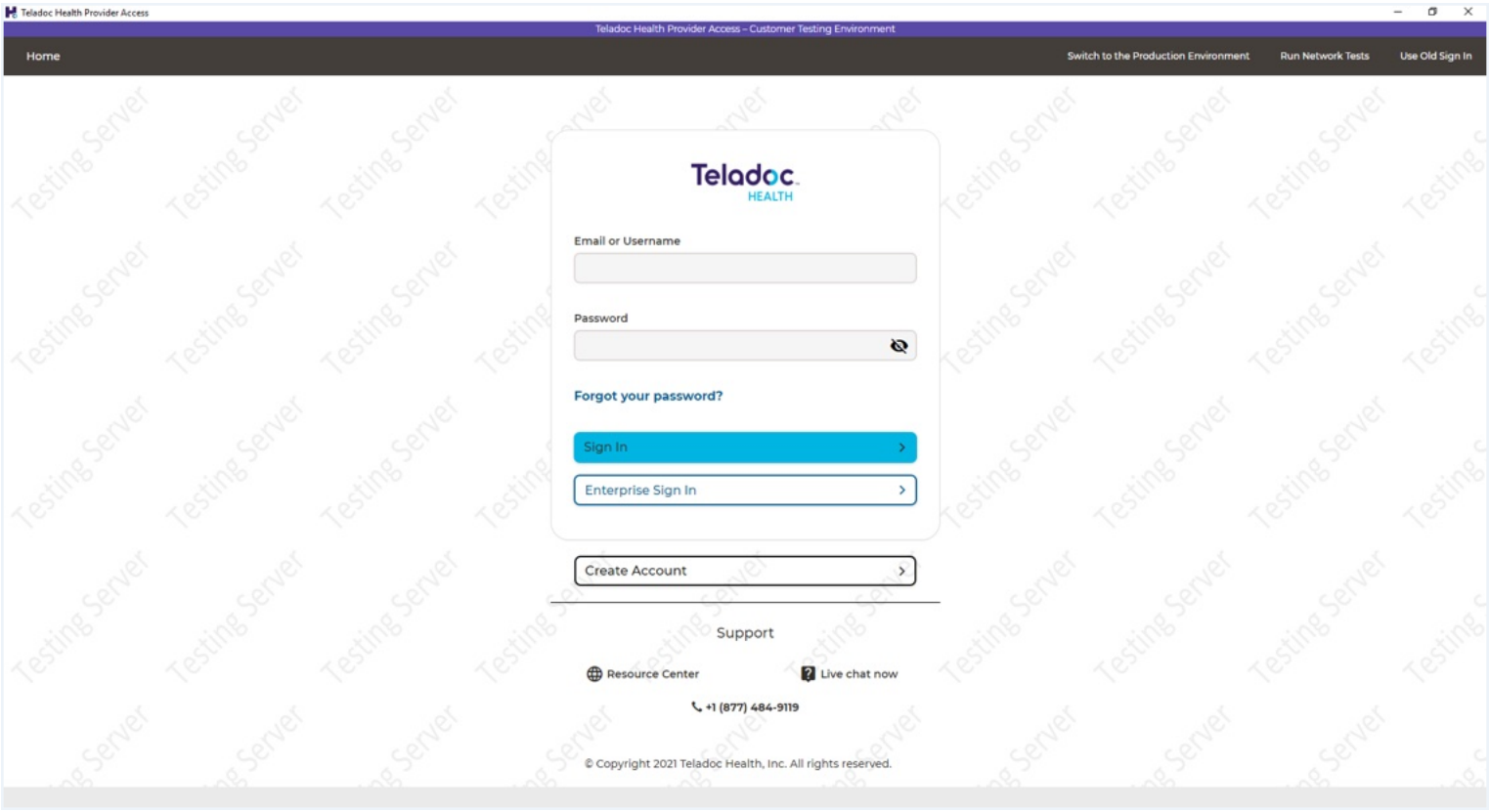
1. Click the gear icon (⚙) in the upper right hand corner
2. Click **Connectivity**.
3. Scroll down to **Toggle Network Environment Settings.**



4. Click **Switch to the Testing Environment**. The following will be displayed.



5. Click **OK**. Provider Access Software will restart and you will be prompted to log in. The login screen will now have a purple toolbar and a "Testing Server" watermark as shown below

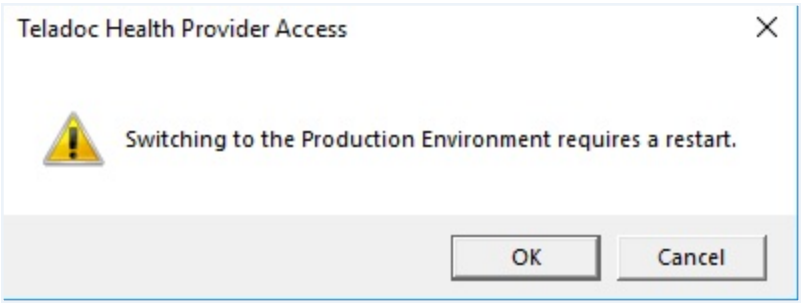


Switch from CAT to the Production Server

Switching Before Logging In

1. Click **Switch to the Production Environment**.

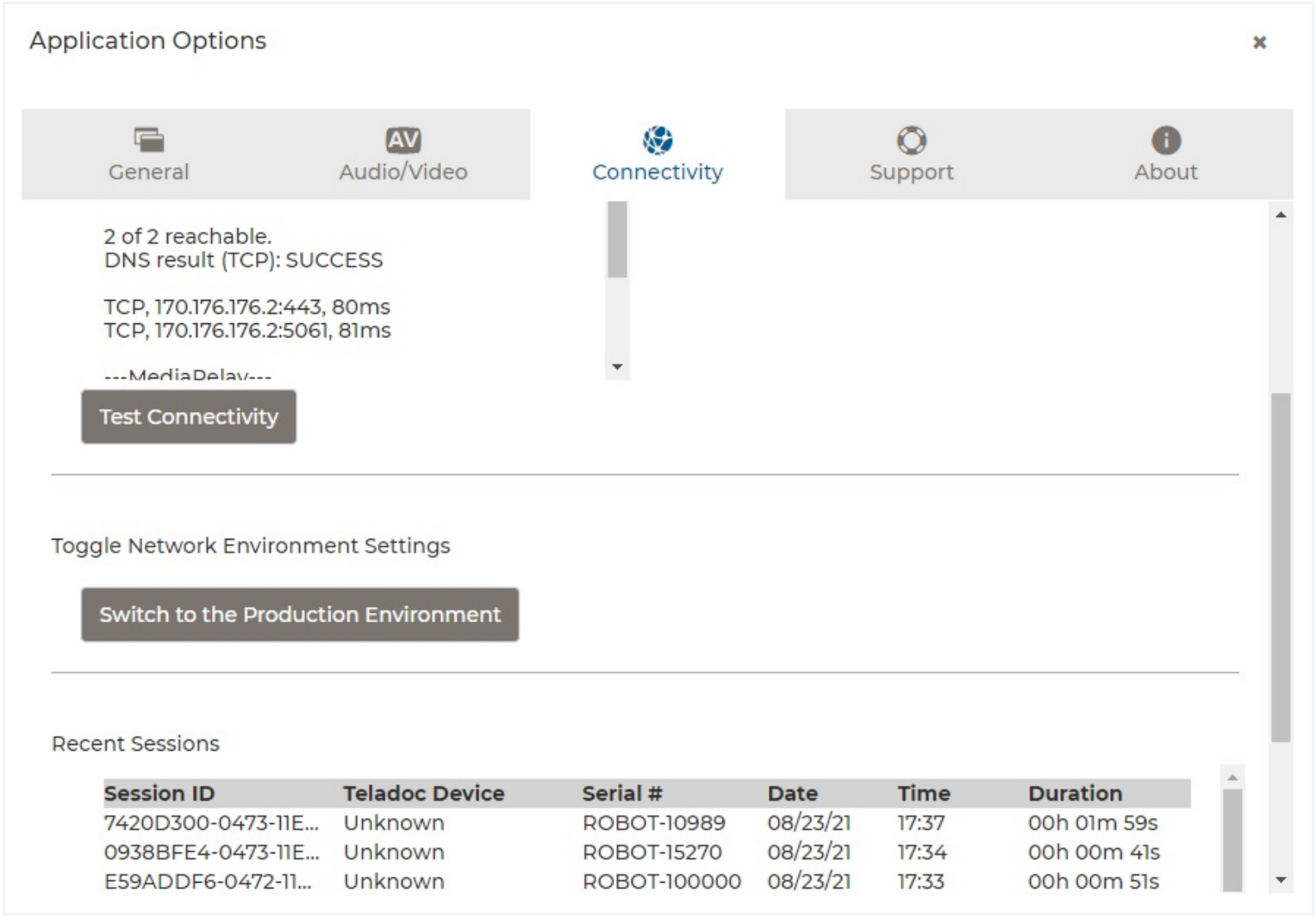
The following will be displayed.



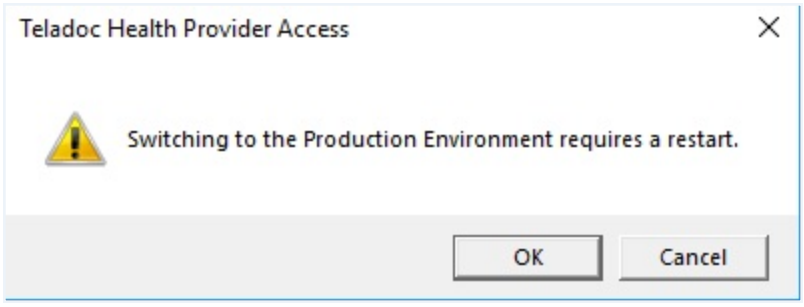
2. Click **OK**. Provider Access Software will restart and you will be prompted to log in.

Switching After Logging In

1. Click the click the gear icon (⚙) in the upper right hand corner
2. Click **Connectivity**.
3. Scroll down to **Toggle Network Environment Settings.**



4. Click **Switch to the Production Environment**. The following will be displayed.

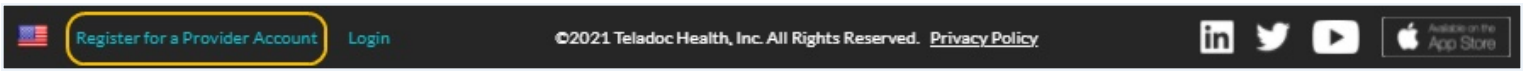


5. Click **OK**. Provider Access Software will restart and you will be prompted to log in.

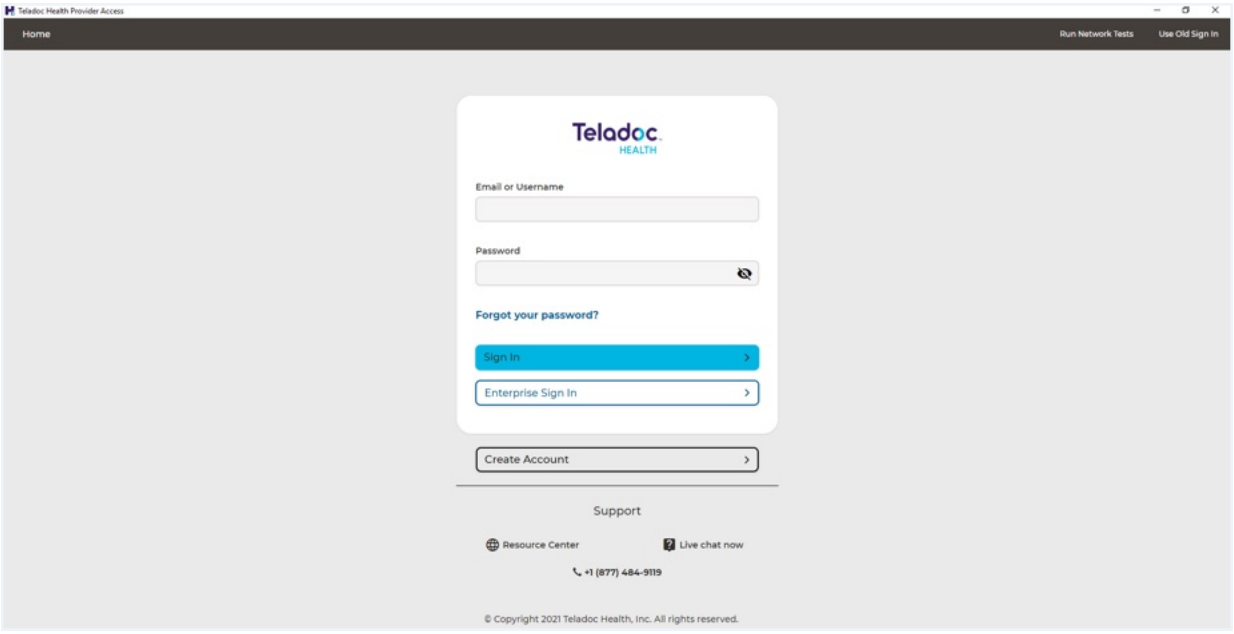
Getting Started

The latest Provider Access Software comes with enhanced, strong password security measures. The first time you launch the Provider Access Software you will be required to use a

username and password. You can request a User Account by visiting the Teladoc Health website and clicking on the **Register for a Provider** link from http://www.intouchhealth.com.



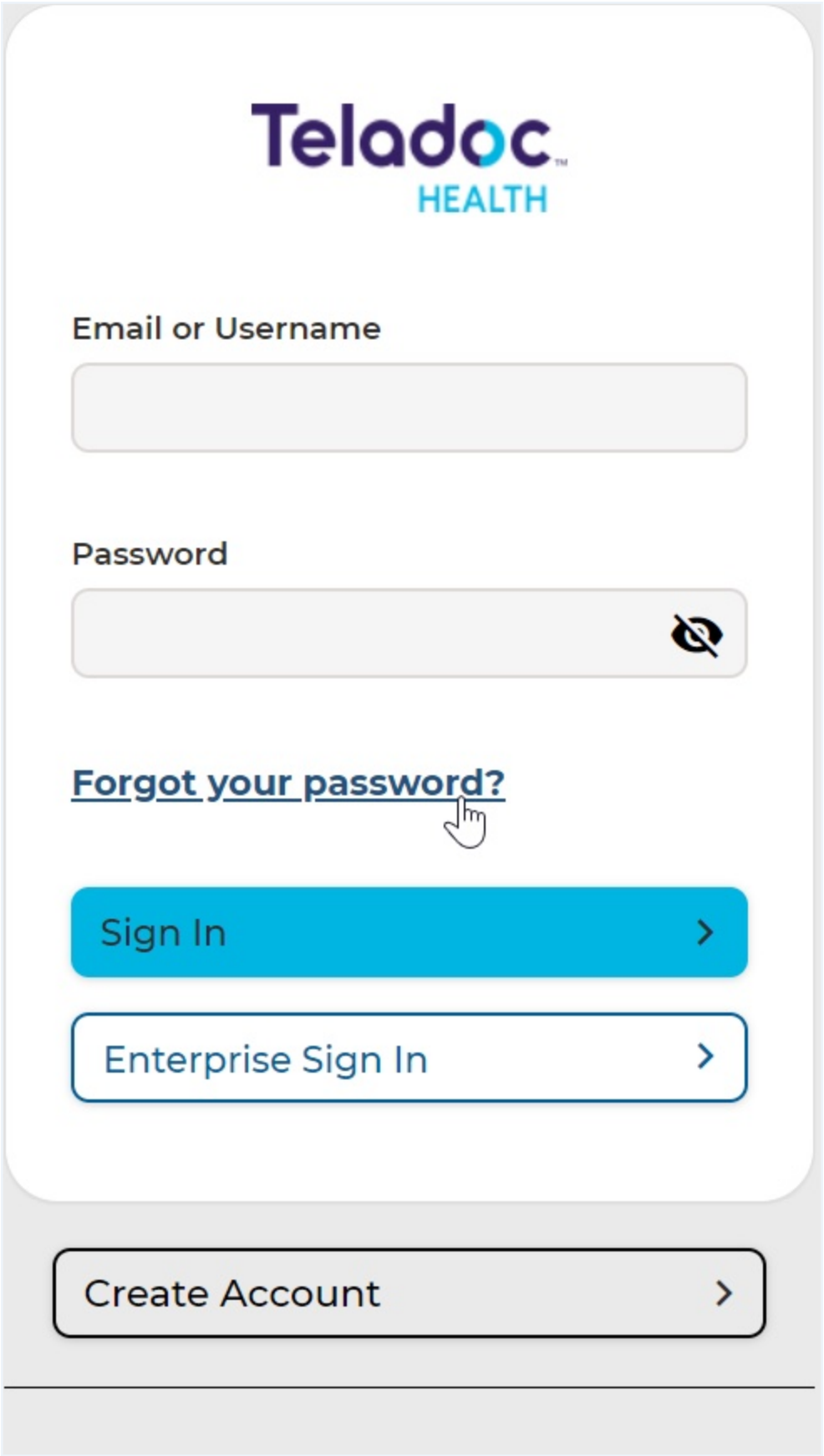
1. Double-click the **Provider Access by Teladoc Health** icon on your desktop.
2. Enter your **Username** and **Password**. If you do not have an account, you can request one by clicking the **Create New Account** link in the Login dialog box.



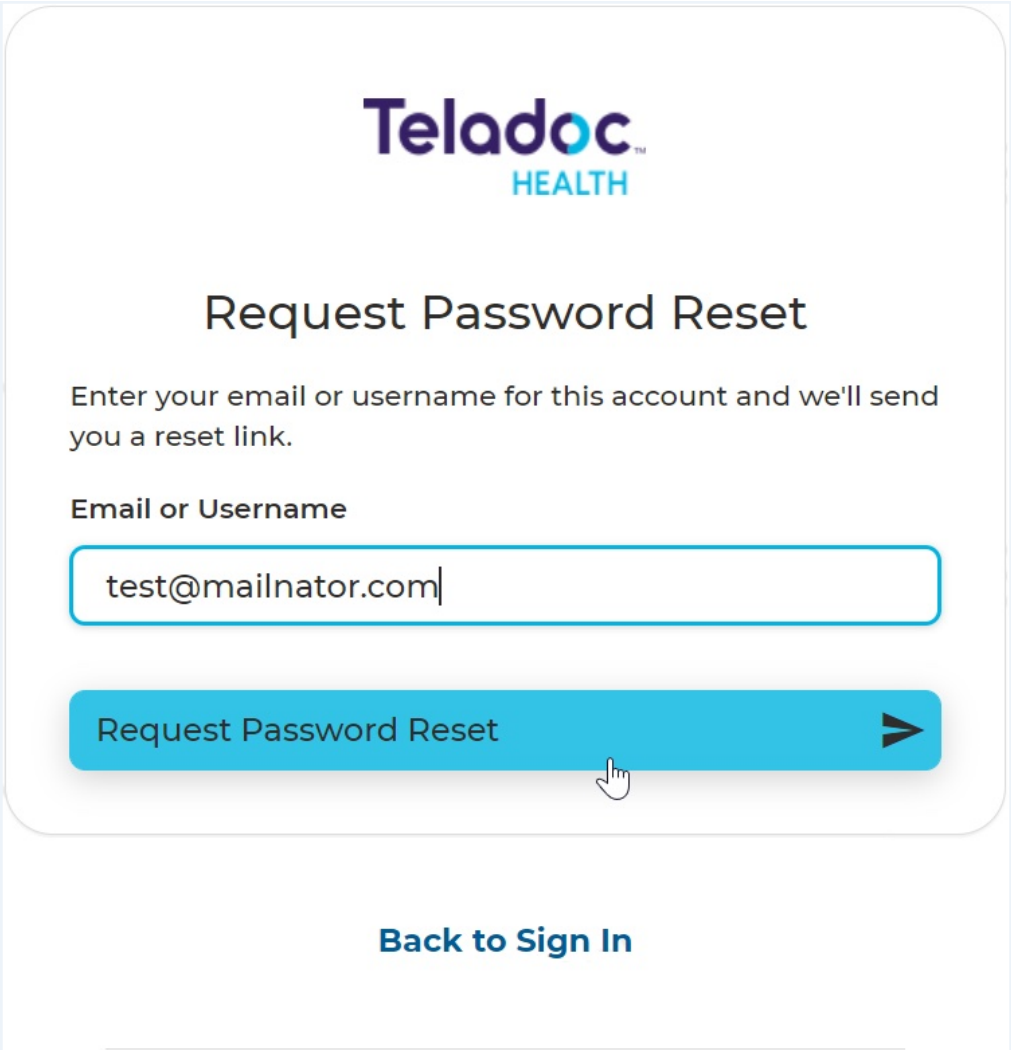
3. Click **Login**.

Forgot Password

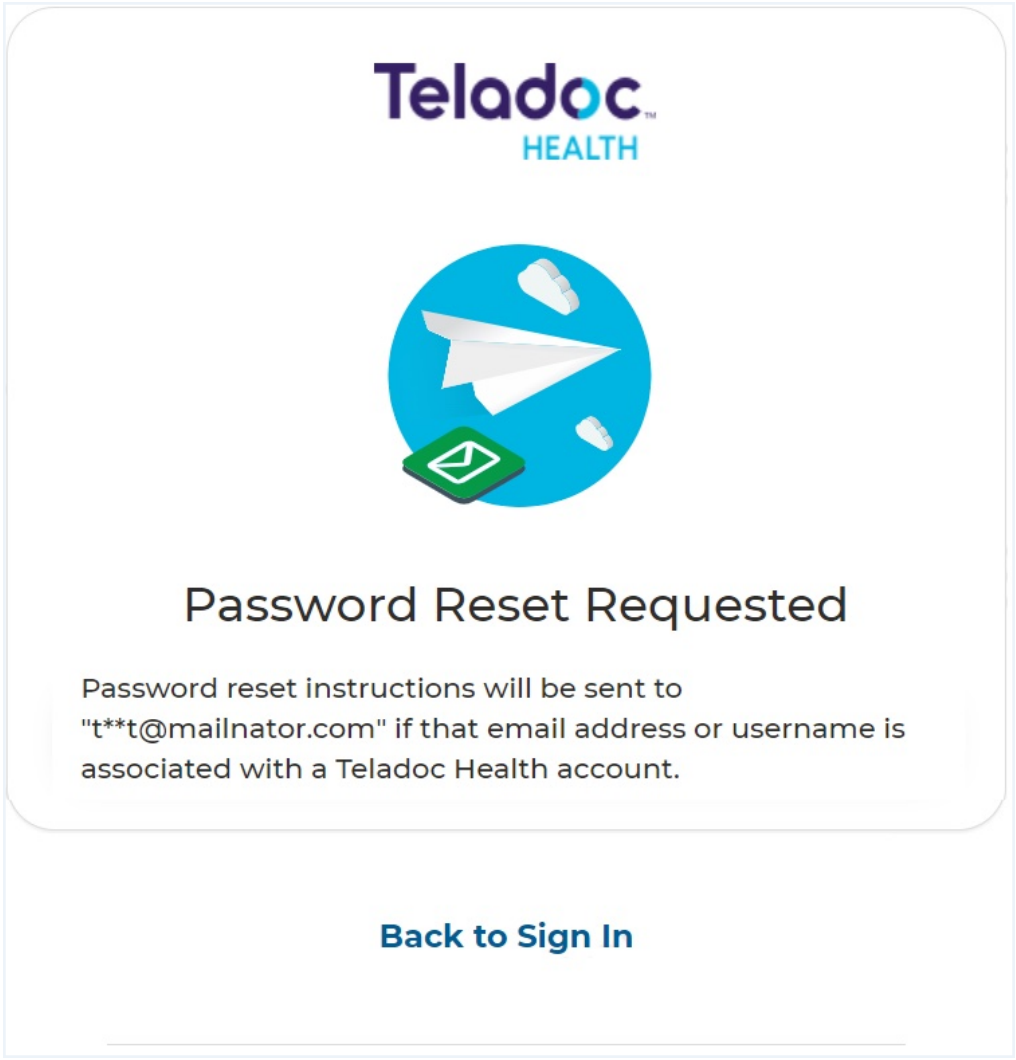
1. Click **Forgot your password?**


Teladoc HEALTH
Email or Username
Password
Forgot your password?
Sign In
Enterprise Sign In
Create Account

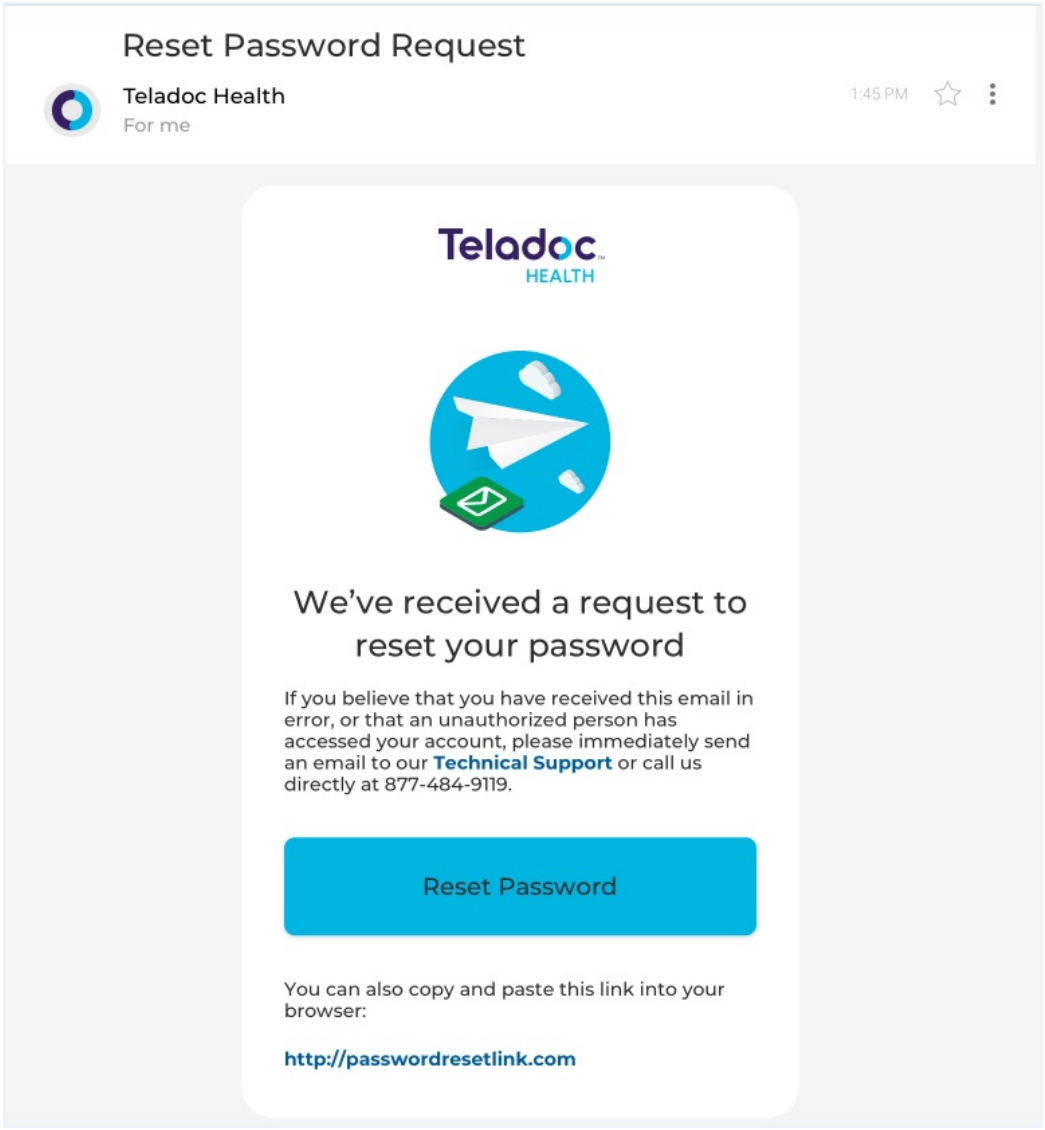
The following will be displayed.



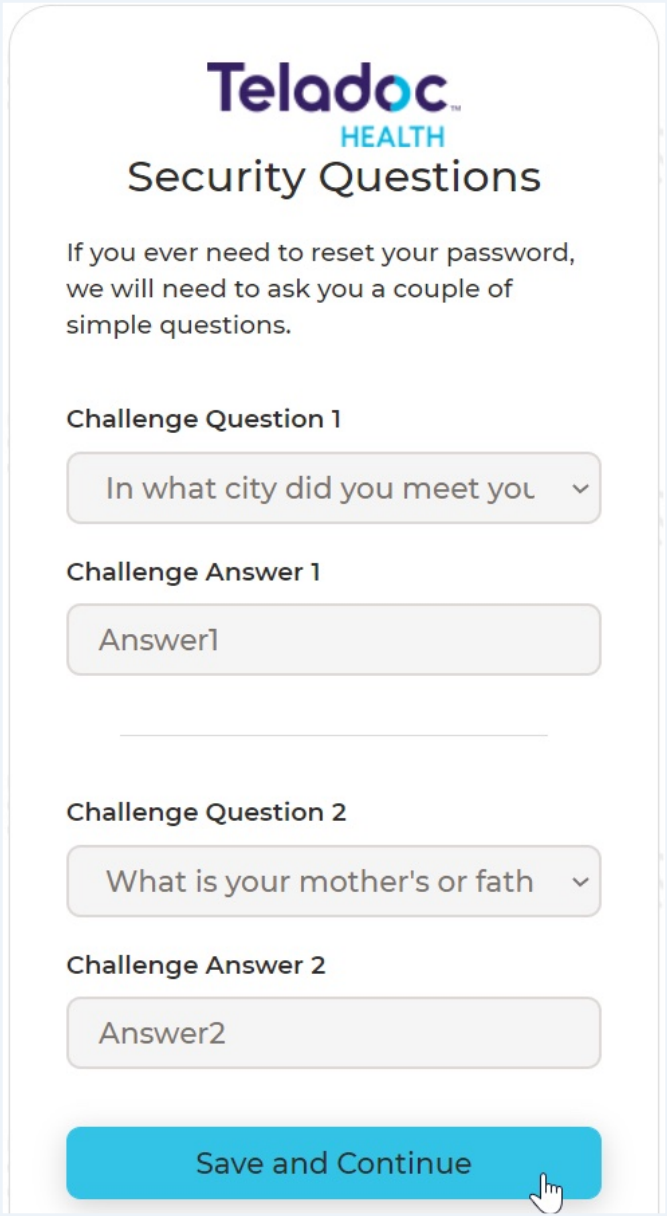
2. Enter your email address or username.
3. Click **Request Password Reset**.



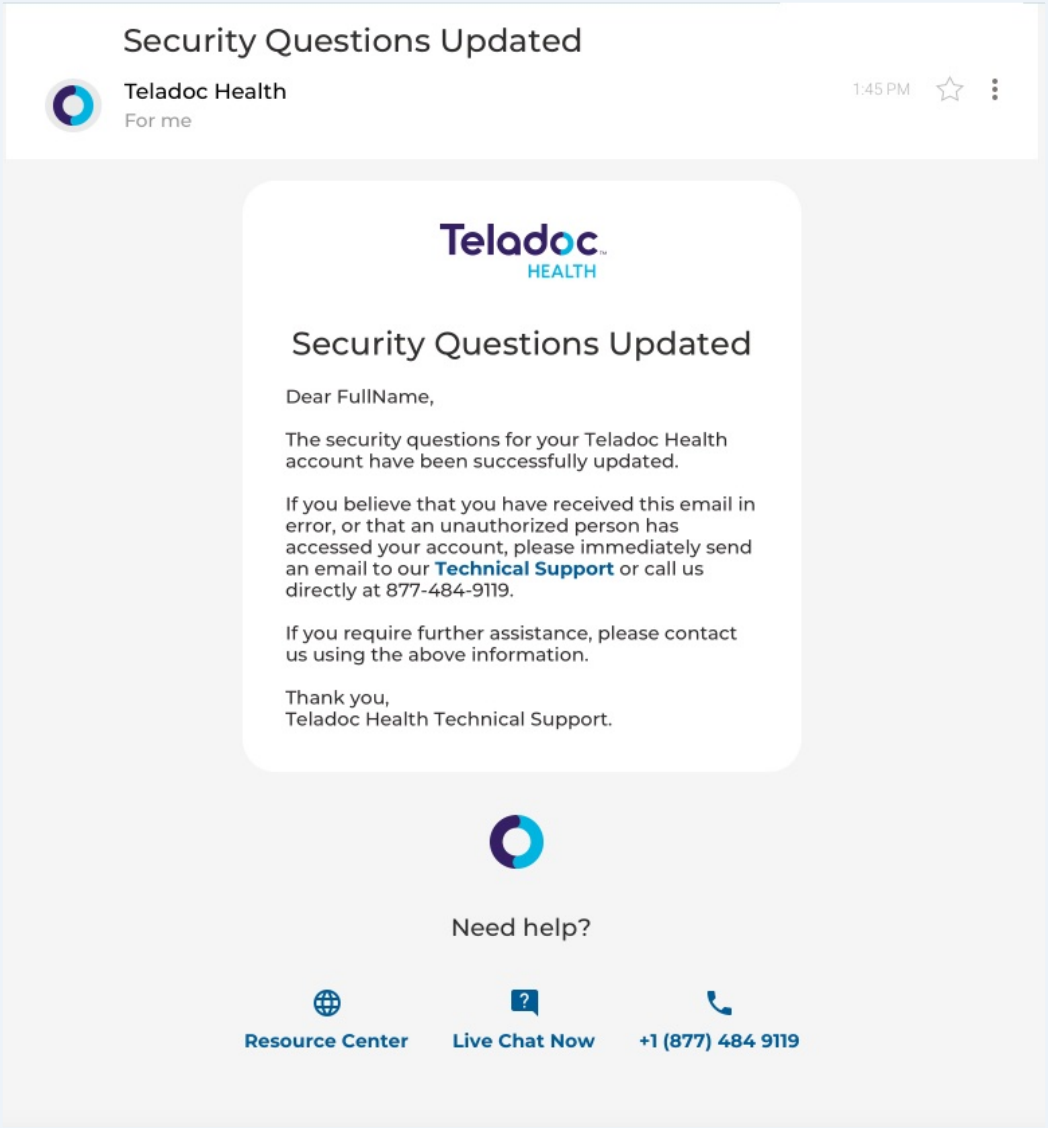
You will receive an email similar to the following.



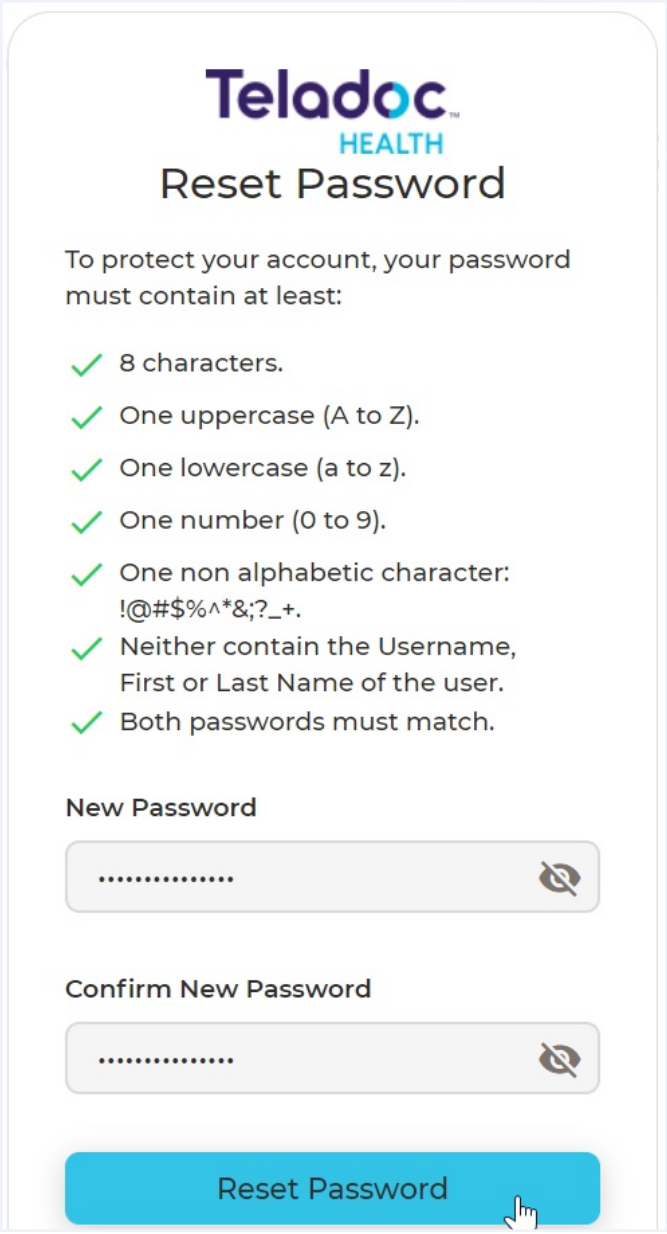
4. Click **Reset Password**.



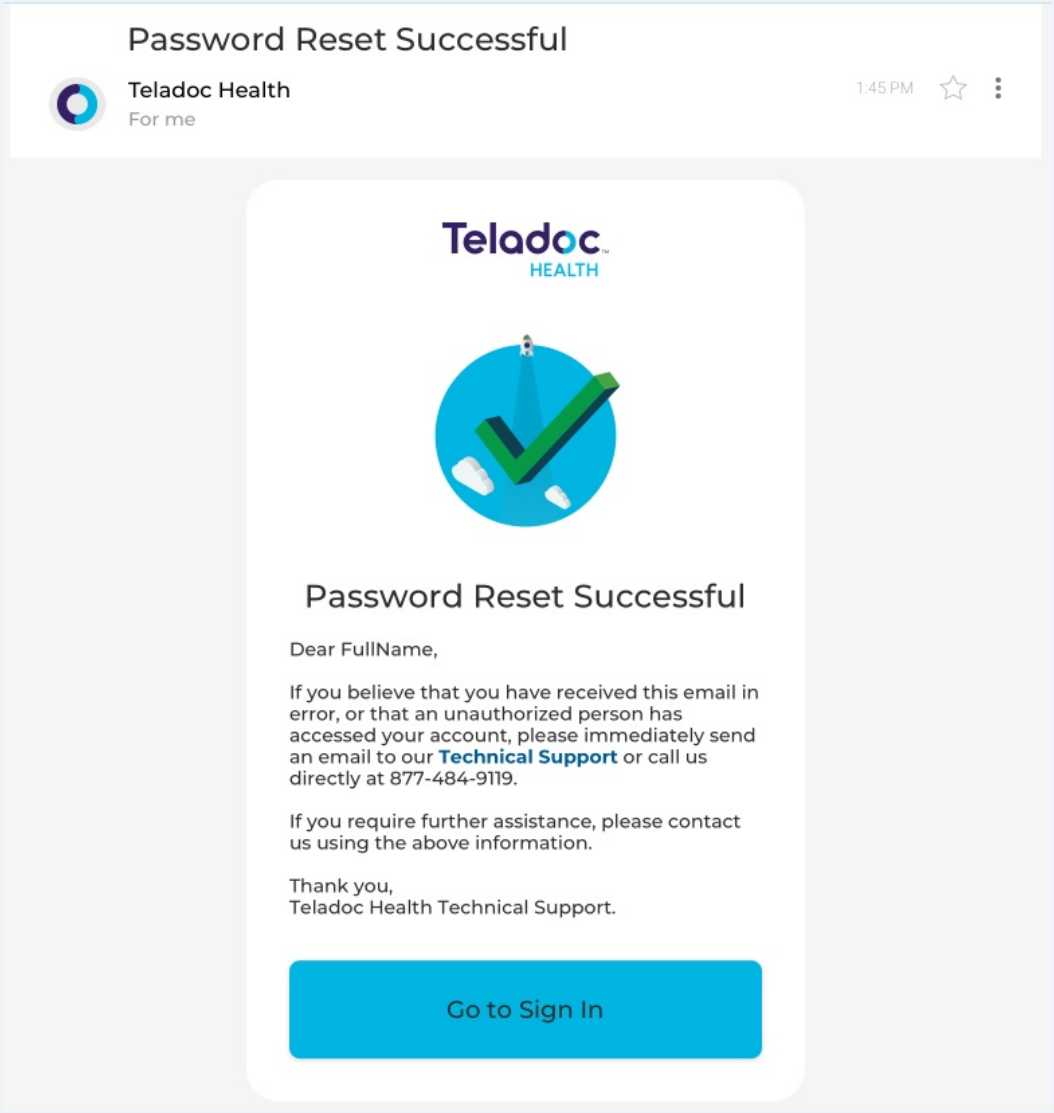
5. If you had not entered your security questions in the past answer them now and then click **Save and Continue**. You will receive a confirmation email.



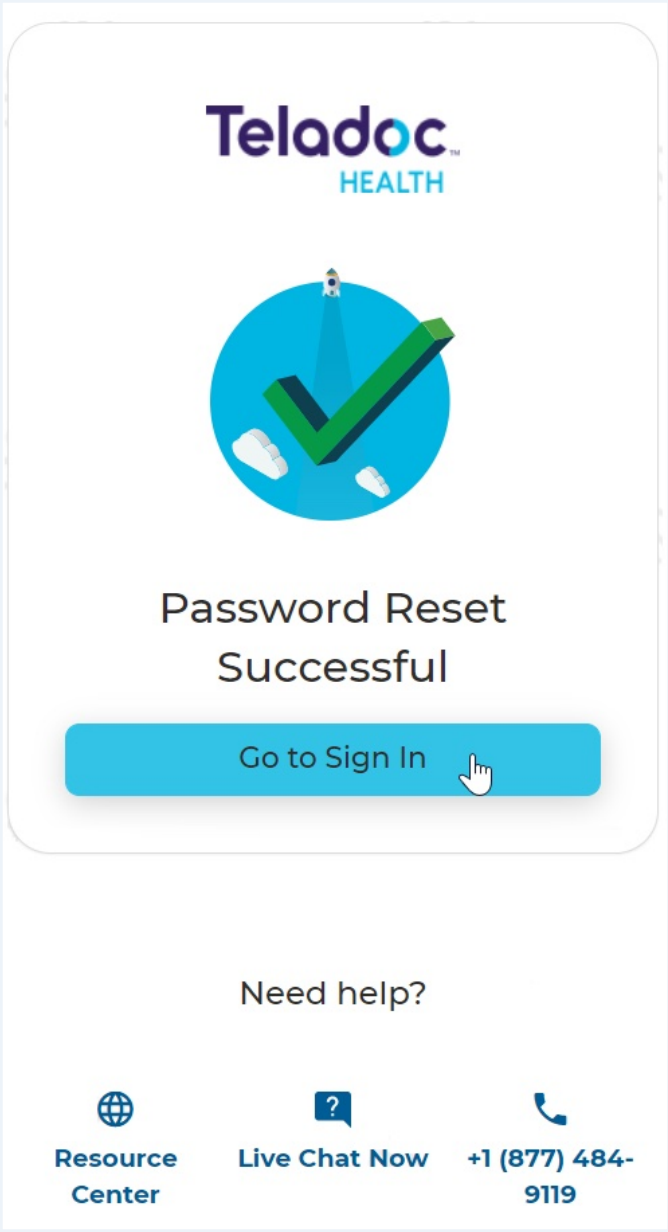
The following will be displayed.



6. Enter your new password. Make sure it meets all the conditions listed.
7. Enter your password again to confirm.
8. Click **Reset Password**. You will receive a confirmation email.



9. Click **Go to Sign In** to log in.

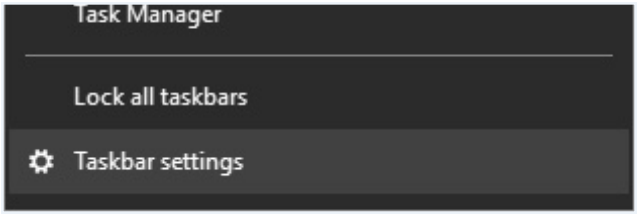


Automatic Updates

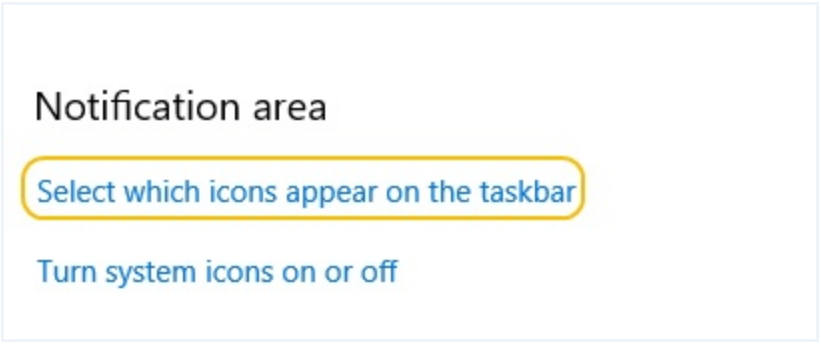
The Teladoc Health Updater icon will appear in the lower right hand corner of Windows' task bar and will notify you if any updates are being processed.

To toggle the Teladoc Health Updater icon in the Windows' taskbar:

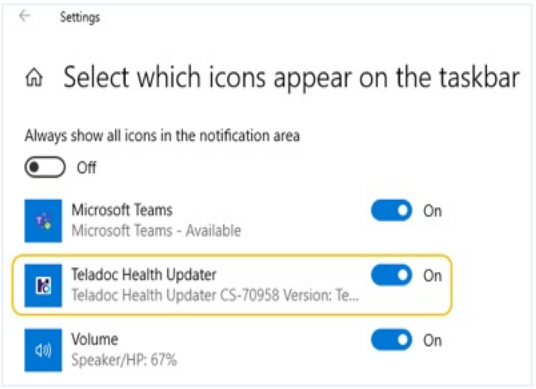
1. Right-click on the taskbar.
2. Select **Taskbar settings**.



3. Select **Select which icons appear on the taskbar**.



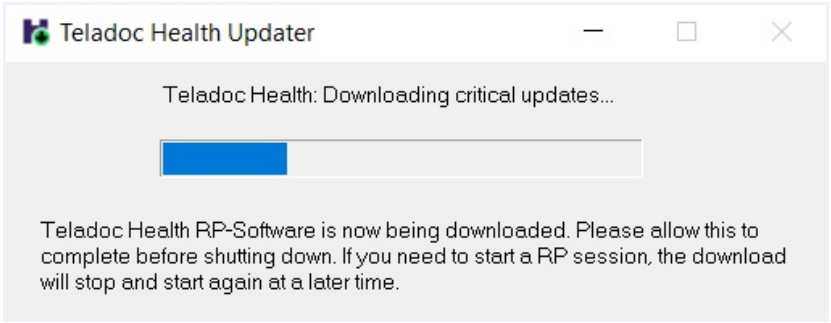
4. Locate **Teladoc Health Updater** and toggle to **On**.



5. Click the **X** in the upper right corner of the window to close it.

The Teladoc Health Updater icon will appear in the Windows taskbar.

When the Updater has finished downloading an update, you will see a dialog that begins the install.



Please allow this update to complete before shutting down. If you need to start a Remote Presence Session, the update or download will be halted and then started again at a later time.

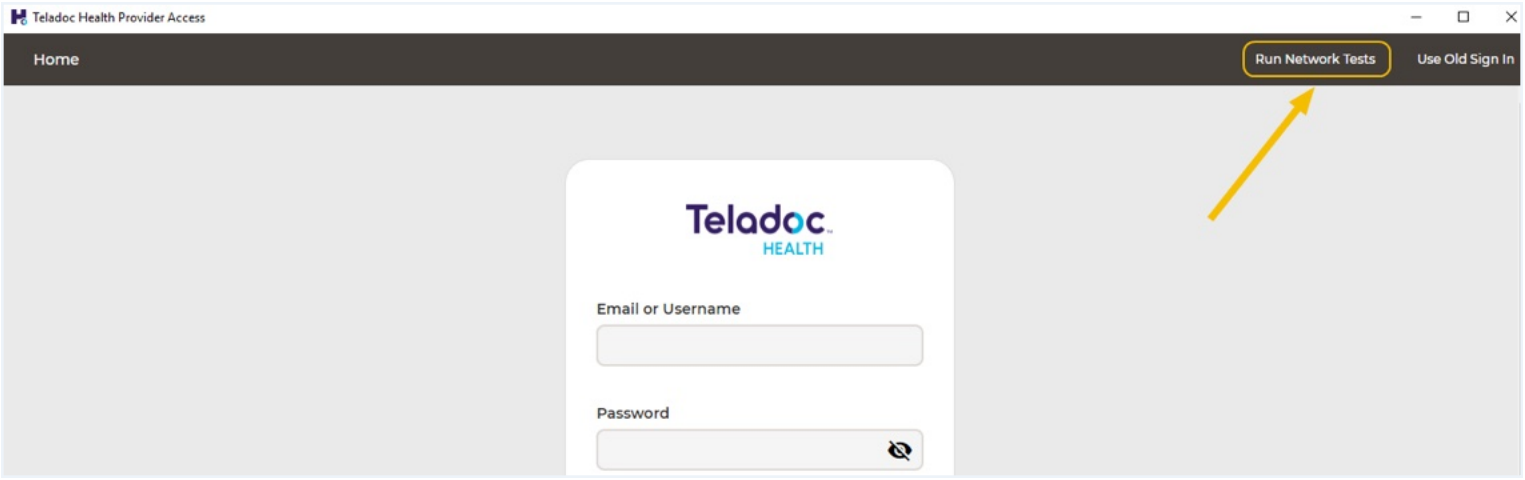
Updates will not occur while the Provider Access Software is connected to a Patient Access Device.

CAUTION: Teladoc Health does not support the addition of third party software or hardware to the Provider Access Software computer. Adding third-party software or hardware devices (especially for video conferencing) to the Provider Access Software computer can cause the Provider Access Software to malfunction. Please check with Technical Service PRIOR to installing any third-party devices. This refers only to software that is intended to work with the Provider Access Software and does not include other software installed on your PC.

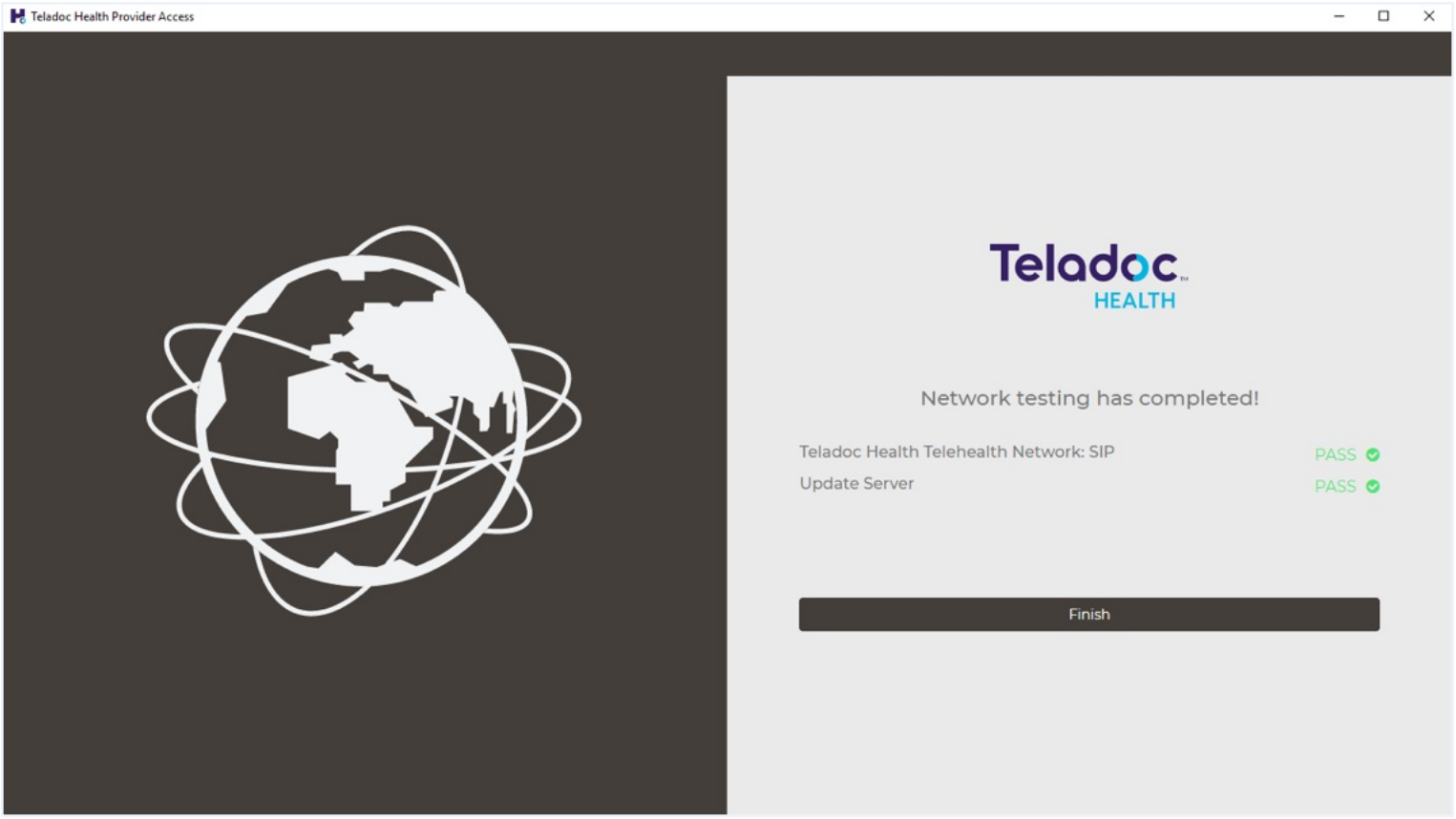
Computer qualifications performed on customer-provided equipment are valid only in the configuration tested. Any additional hardware or software additions to the qualified configuration will require a requalification by Teladoc Health personnel.

Run Network Tests

Prior to logging in you can run network tests to ensure network availability.



1. Click **Run Network Tests** in the upper right-hand corner of the screen.



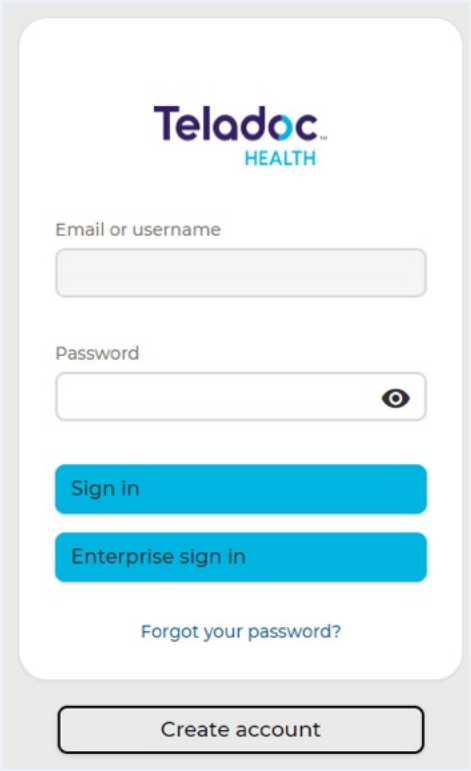
2. Click **Finish** to exit.

Enterprise Login

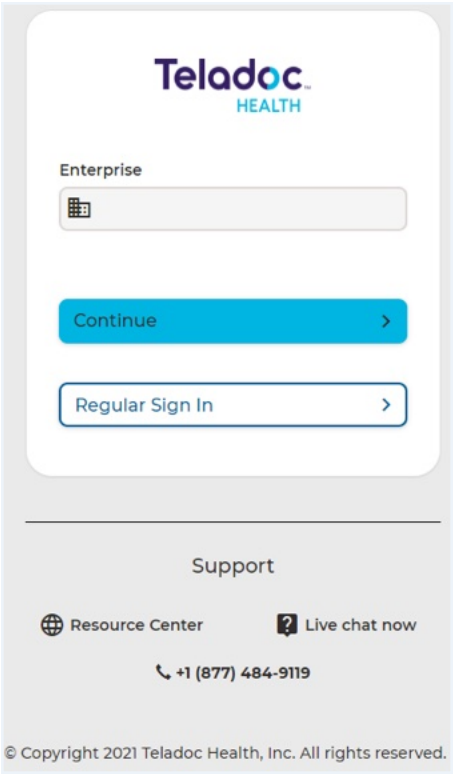
Enterprise login is enabled for specific hospitals that have been provisioned by Teladoc Health to login to the Teladoc Health Network using their hospital credentials.

NOTE: For help, contact Teladoc Health Technical Support.

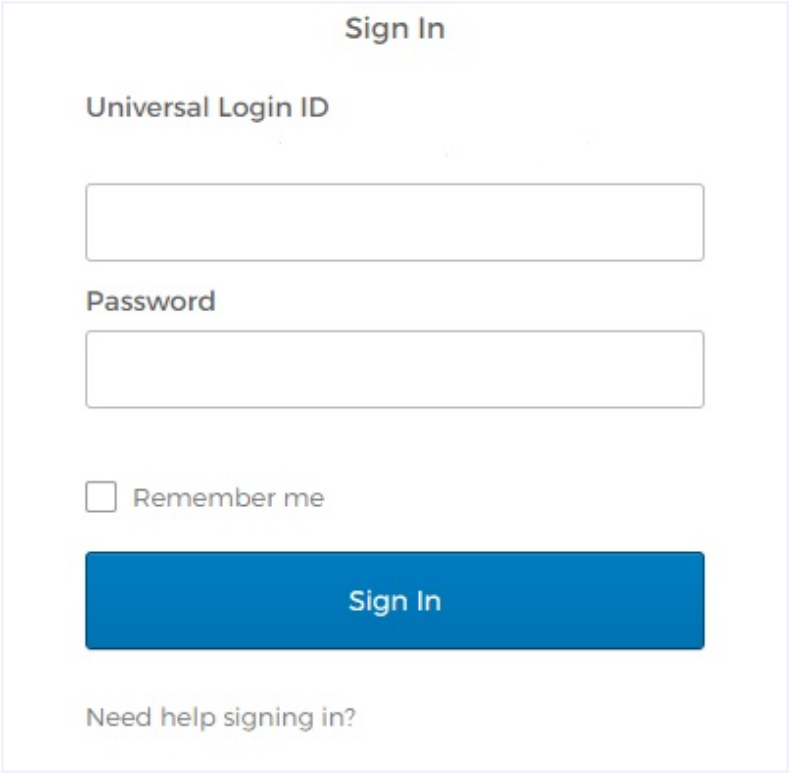
1. Click **Enterprise sign-in**.



The following will be displayed.



2. Enter the domain name provided to you by Teladoc Health.
3. Click **Continue**. A login screen similar to the following will be displayed.



4. Sign in using your hospital credentials.

> **NOTE:** If you forget your Enterprise username or password, contact your institution.

5. You now have access to the Teladoc Health telehealth network.

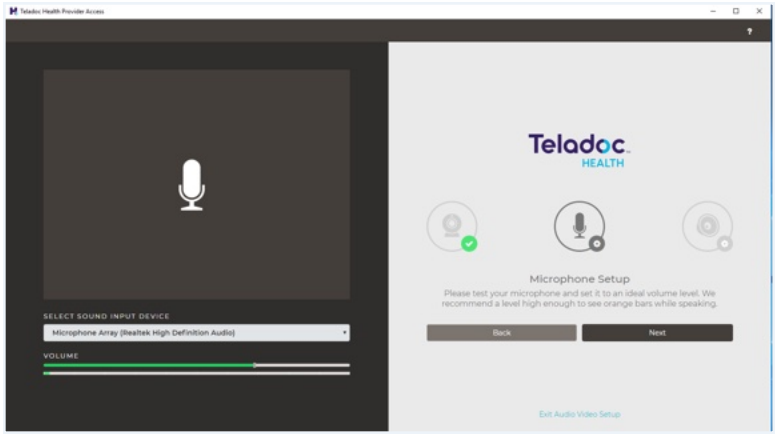
Audio/Video Wizard

The first time you open and log in to the Provider Access Software, the Audio/Video Wizard will automatically launch to lead you through steps to ensure that your camera, microphone, and speakers are properly set up.

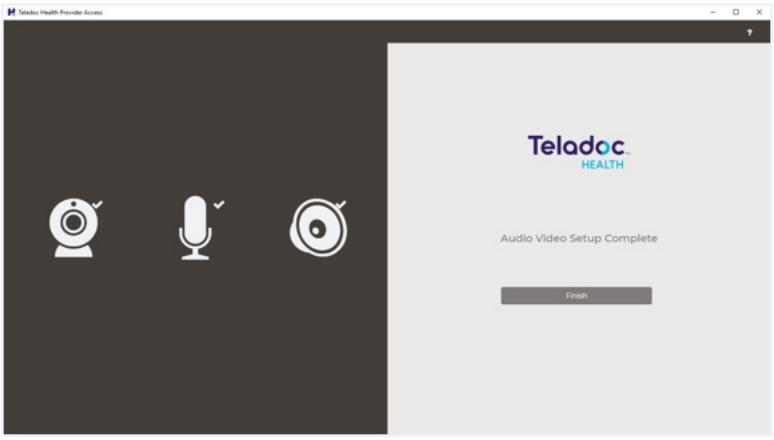
1. Log in to the Provider Access Software.

> **NOTE**: The first time the Audio/Visual Wizard is run, the Provider Access Software will restart.

2. When the Audio/Video Wizard automatically launches, select **Next**.
3. Select the video camera to use from the list of available devices.
4. Verify that you can see yourself. Use the Zoom and Brightness sliders to adjust the camera view and click **Next**.



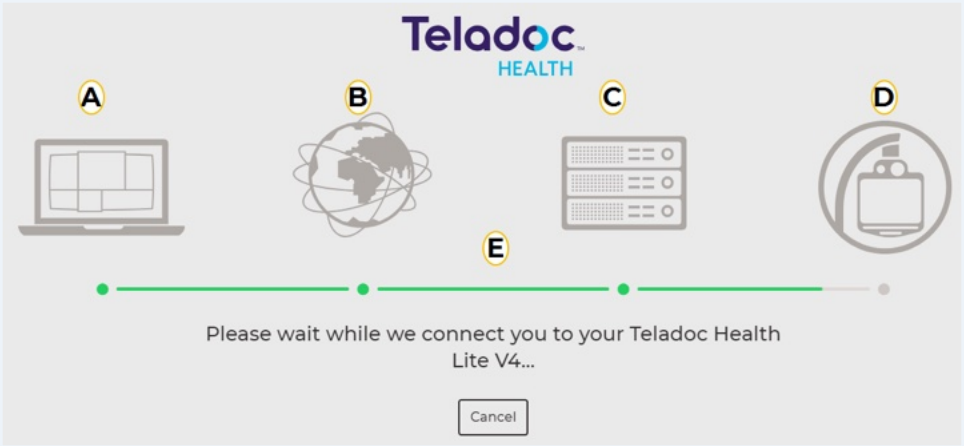
5. Select the microphone to use from the list of available devices.
6. Speak into the microphone and adjust the Volume slider. You should see the yellow bars while speaking.
7. Select **Next**.
8. Select the speaker or headset device to use from the list of available devices.
9. Select **Test** and adjust the slider bar to achieve the desired speaker/headset volume.
10. Select **Next**. The next button will not be available until the speaker test has completed.
11. The Audio/Visual Wizard setup is complete. Select **Finish**.



12. If the Audio/Video Wizard does not automatically launch, or you would like to relaunch it, open the **Options** menu located in the top left corner of Provider Access Software screen, select the **Audio/Video** tab, and click on **Run Audio/Video Wizard**. You can also launch it from the My Care Locations list with the button on the upper left labeled  .

Audio/Video Wizard Symbols

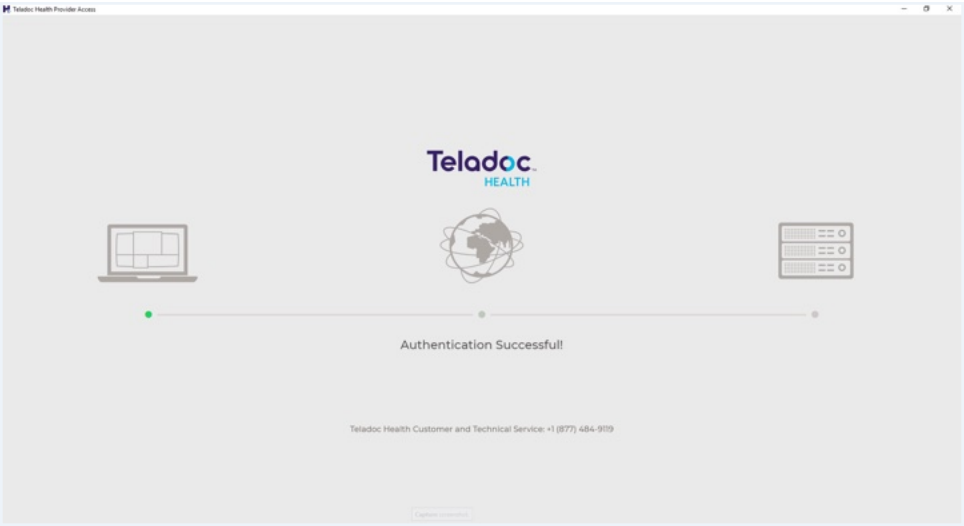
The following symbols are provided during different phases of your connection.



A	Teladoc Health Provider Access Software	Connection is initiated by the Provider Access Software
B	Internet	Appears translucent until connection is achieved
C	Teladoc Health Telehealth Network Server	Appears translucent until connection is achieved
D	Teladoc Health Patient Access Device	Appears translucent until connection is achieved
E	Green Connectivity Band	Will pulse until connection is achieved, then will be solid between connected points. A break in the band, anywhere along its path, indicates a broken connection between points.

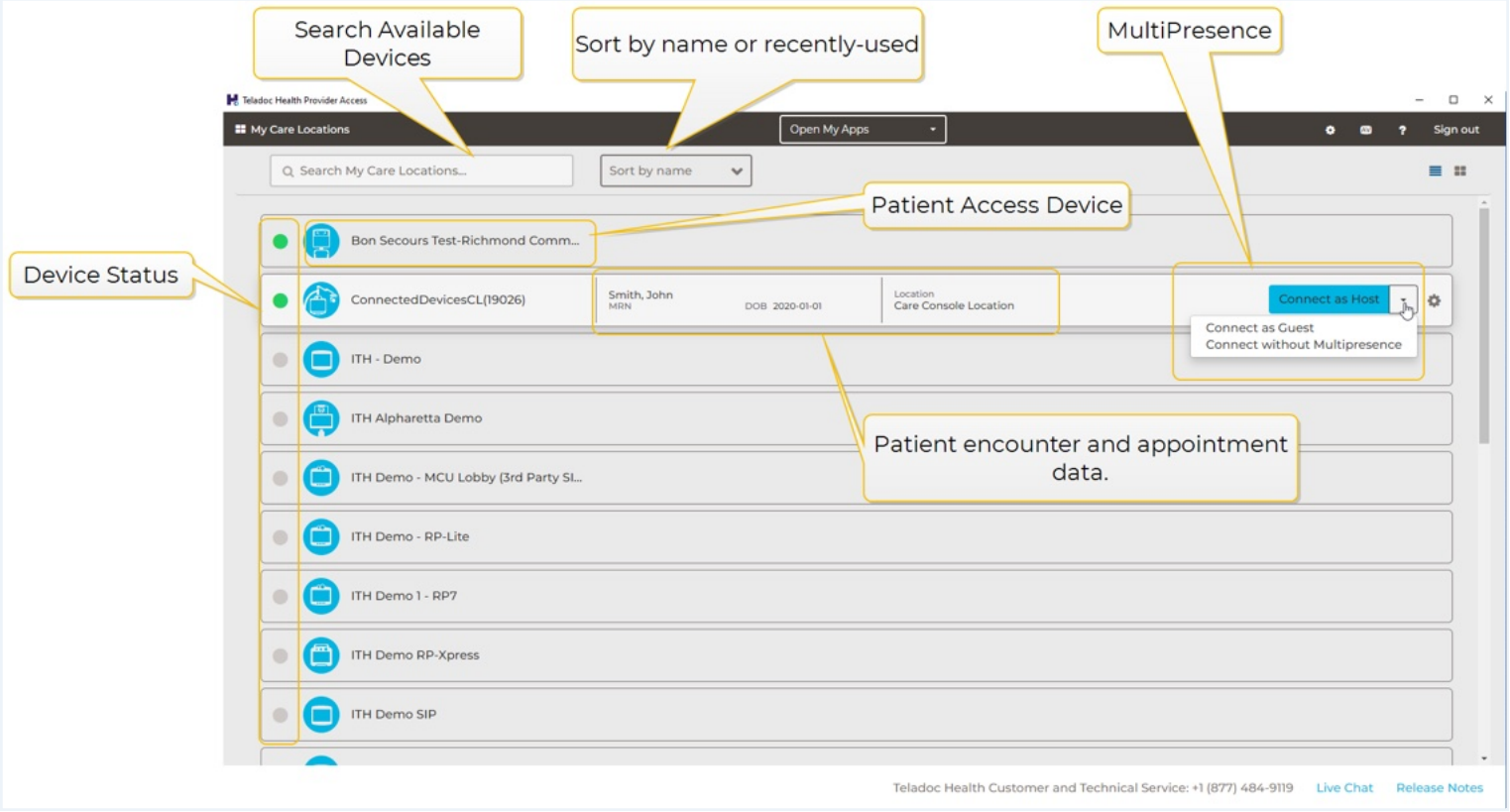
Connecting to a Patient Access Device

When the Provider Access Software is first opened, the “Dashboard” interface will appear and the Connection Wizard will establish a connection with the Teladoc Health Telehealth Network.



The Connection Wizard will monitor the Provider Access Software's progress in connecting to the Teladoc Health Telehealth Network. If a problem occurs, the Connection Wizard will walk you through the steps to fix your problem. For a description of the symbols used by the Connection Wizard, see **"Teladoc Health Telehealth Network Connection Wizard Symbols" on page 51**.

Once you are connected, you will either see the **My Care Locations** list or the **My RP Devices** list. If the **My Care Locations** dialog box appears, please continue reading for instructions to establishing a connection to a Patient Access Device.



My Care Locations

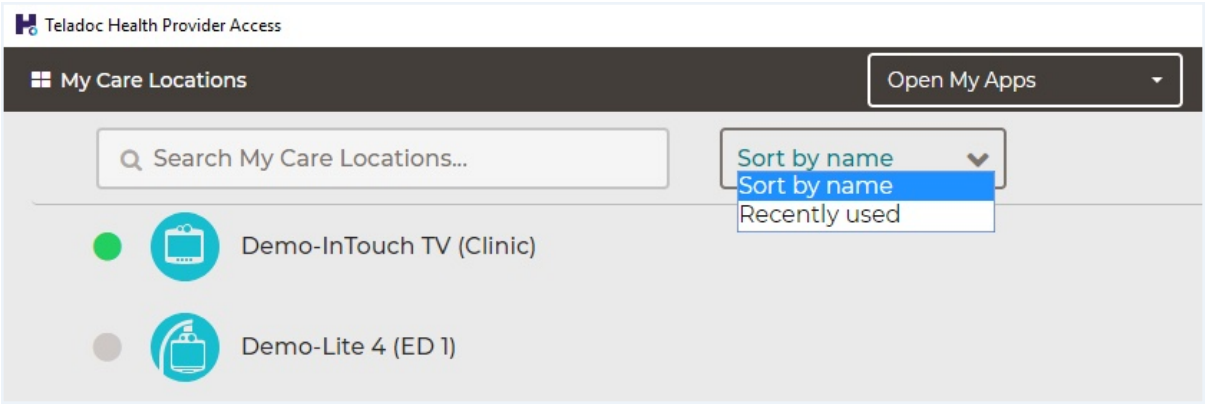
Up to 2,000 Care Locations can be displayed. Care Locations are sorted alphanumerically by default.

If you have a Teladoc Health Web Apps account, you can also display patient encounter and appointment data associated with the device. See **"Displaying Patient Encounters and Appointments" on page 65** for more information.

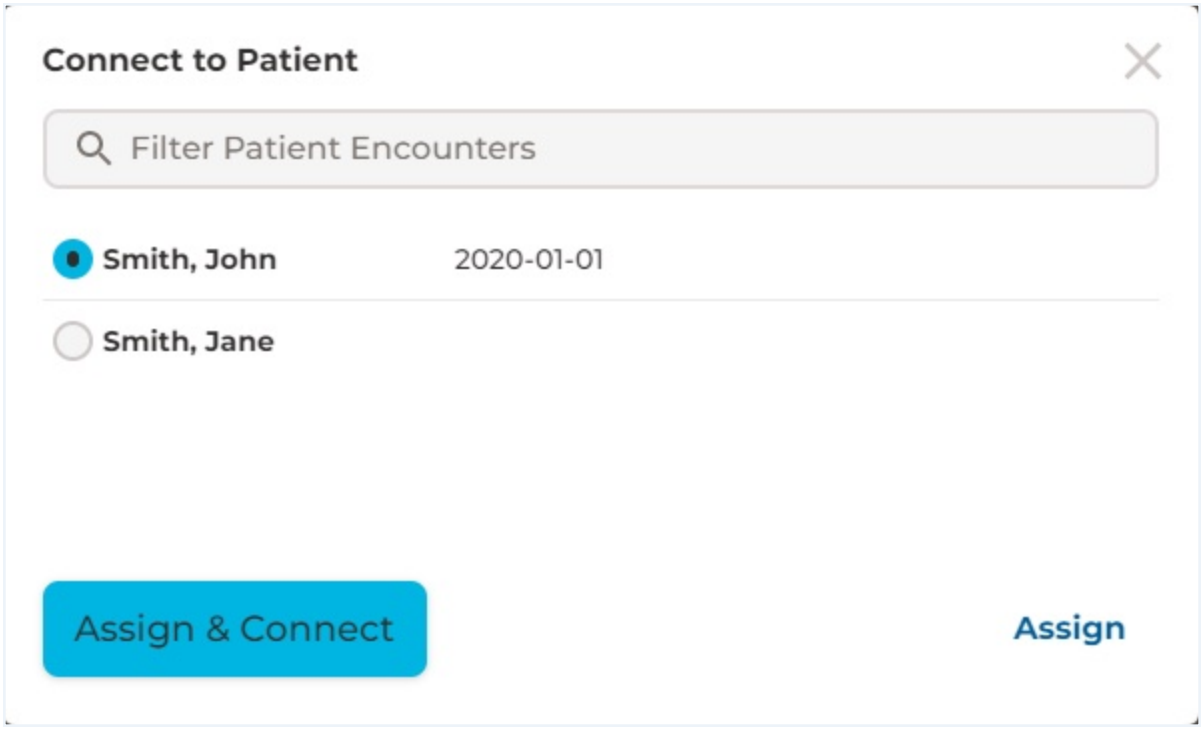
1. Click on the desired Patient Access Device name in the **My Care Locations** list.
    - Use the scroll bar to see additional Patient Access Devices or enter a Patient Access Device name, part of a Patient Access Device name, Location name, or part of a Location name in the Search box to shorten the list. Clear the search to see the

entire list again.

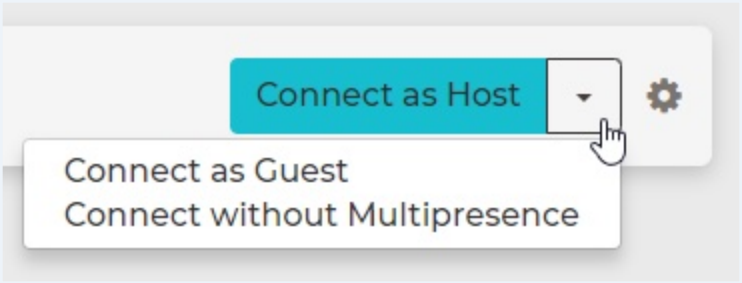
- Use the dropdown to switch between **Sort by name** and **Recently used**.



2. The colored icon next to the Patient Access Device name indicates its status (see table down below).
3. If more than one patient is assigned to this Patient Access Device, you will be prompted to select the patient when you click the device.



4. Select the patient and then click **Assign** or **Assign & Connect**.
5. If you would like to host a MultiPresence® session, select **Connect as Host**. If you would like to join a MultiPresence session as a guest, select **Guest**.



4. Double-click on the Patient Access Device name to begin a virtual encounter.

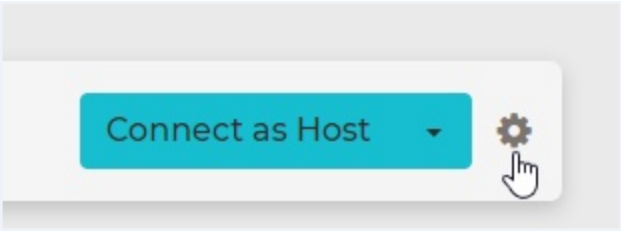
Status Guide

CAUTION: A tested backup method of communication should be available in case network communication is lost.

	Patient Access Device is ready.		Patient Access Device is configured for a private connection, not through the Teladoc Health Telehealth Network.
	Patient Access Device is busy.		Patient Access Device is initializing.
	Patient Access Device is in a MultiPresence® session. You may request to join by connecting.		Patient Access Device is Offline.

Device Connection Properties

1. To display the device's connection properties, click the gear icon (⚙).



The following will be displayed.

2. Click **OK** to exit.

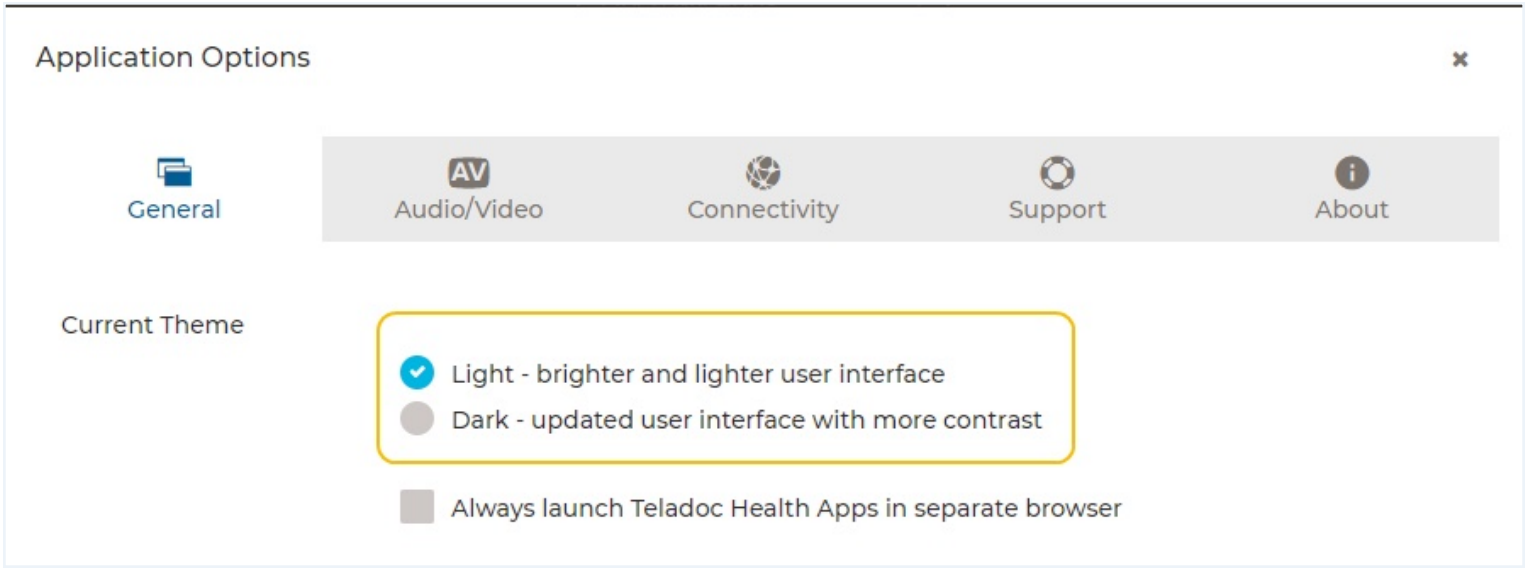
NOTES:

- Sessions are limited to 18 hours. To continue using the Patient Access Device, disconnect from the session and reconnect.
- Contact your Teladoc Health Representative if you would like to be migrated to **My Connections**.
- **Live Help Button**: Live technical support is available through this feature 24/7.

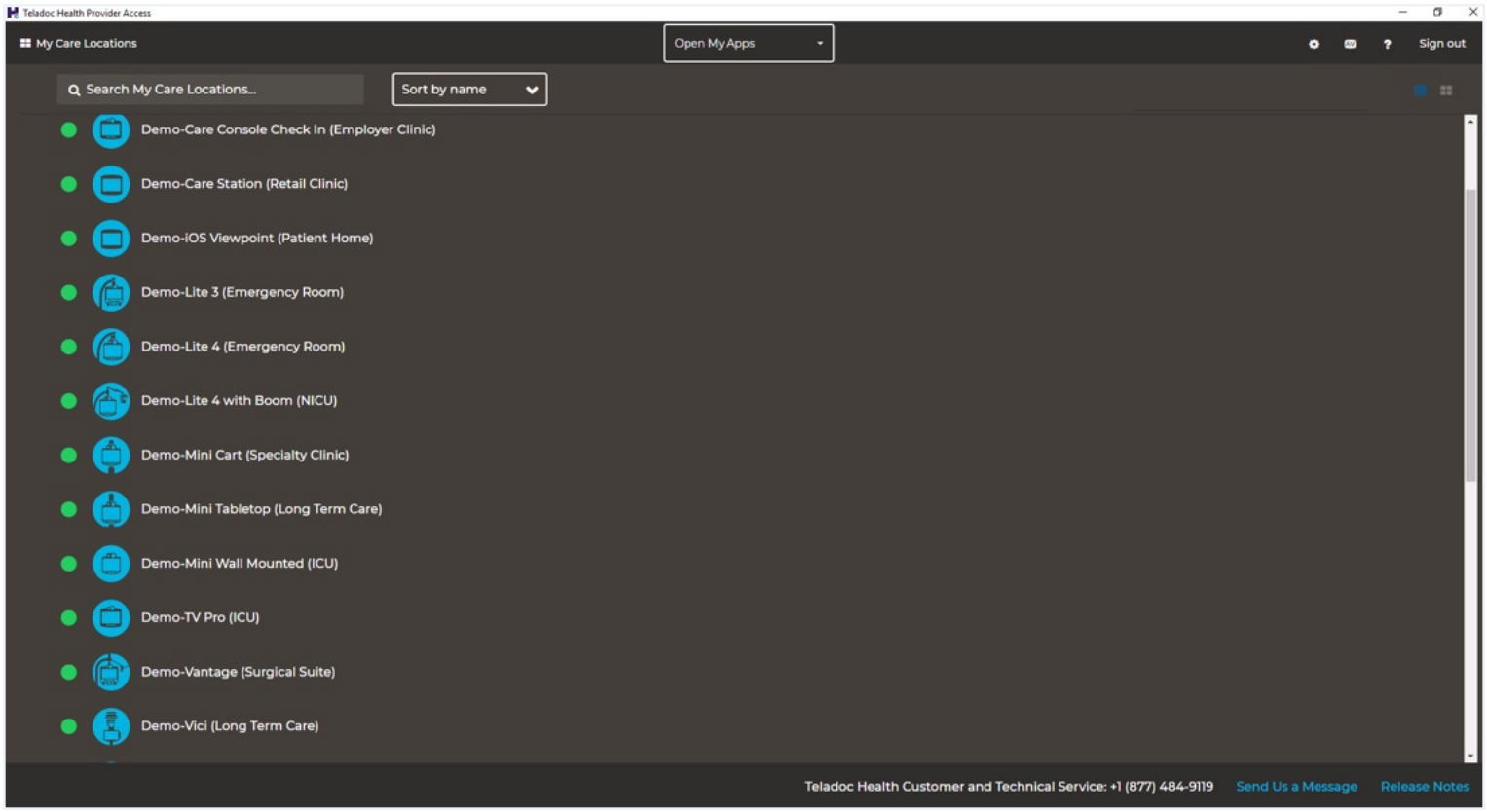
Light and Dark User Interface Modes

The Provider Access Software user interface uses a "light" mode by default. Follow the steps below to switch to a "dark" mode user interface.

1. Click the click the gear icon (⚙) in the upper right hand corner
2. Click **General**.



3. Select **Dark**.
4. Click the **X** to close the window.



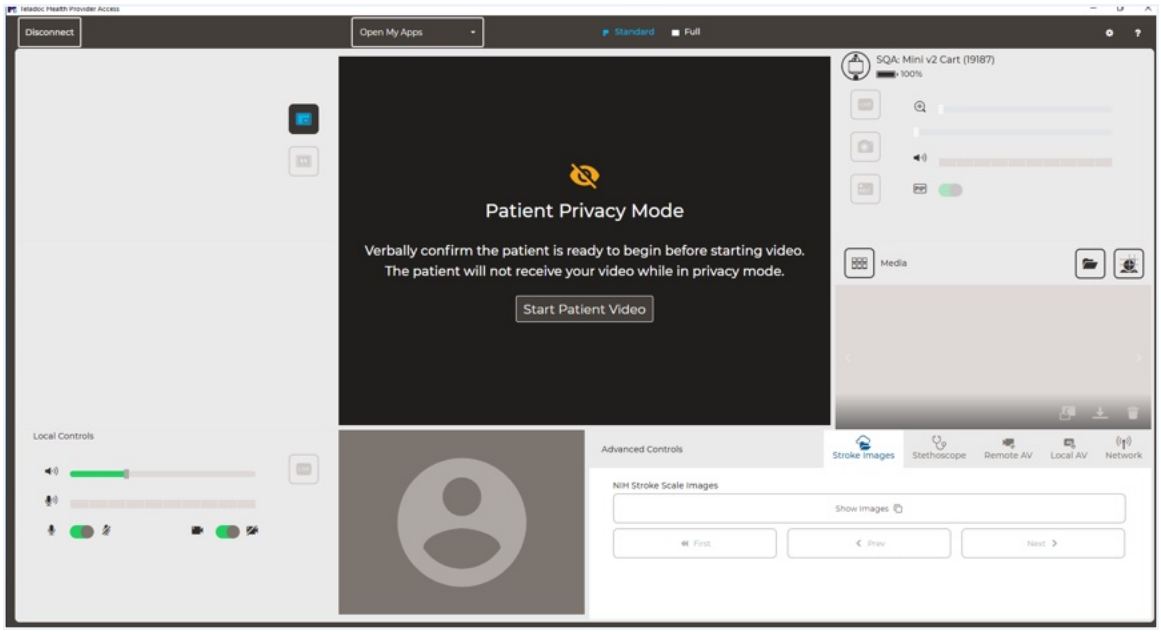
Patient Privacy Mode

If enabled, Patient Privacy Mode pauses the video connection so the remote patient and provider have time to get ready for the Encounter. You can still hear the remote provider and

patient so they can communicate to you when they are ready for the video to be enabled.

> **NOTE**: This feature is disabled by default. Contact your Teladoc Health representative, if you would like it enabled.

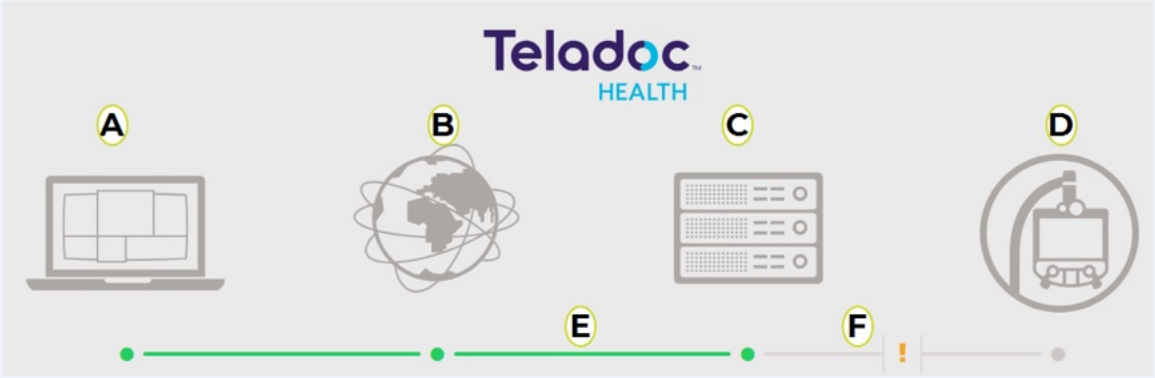
1. Connect to the remote device. After you have connected to the remote device the following will be displayed.



2. Ask the remote location if they are ready for the video connection.
3. When the remote location tells you it is ready, click **Start Patient Video** and the video connection will start.

Teladoc Health Telehealth Network Connection Wizard Symbols

The following illustration and table describe the symbols you may see while connecting to a Patient Access Device.



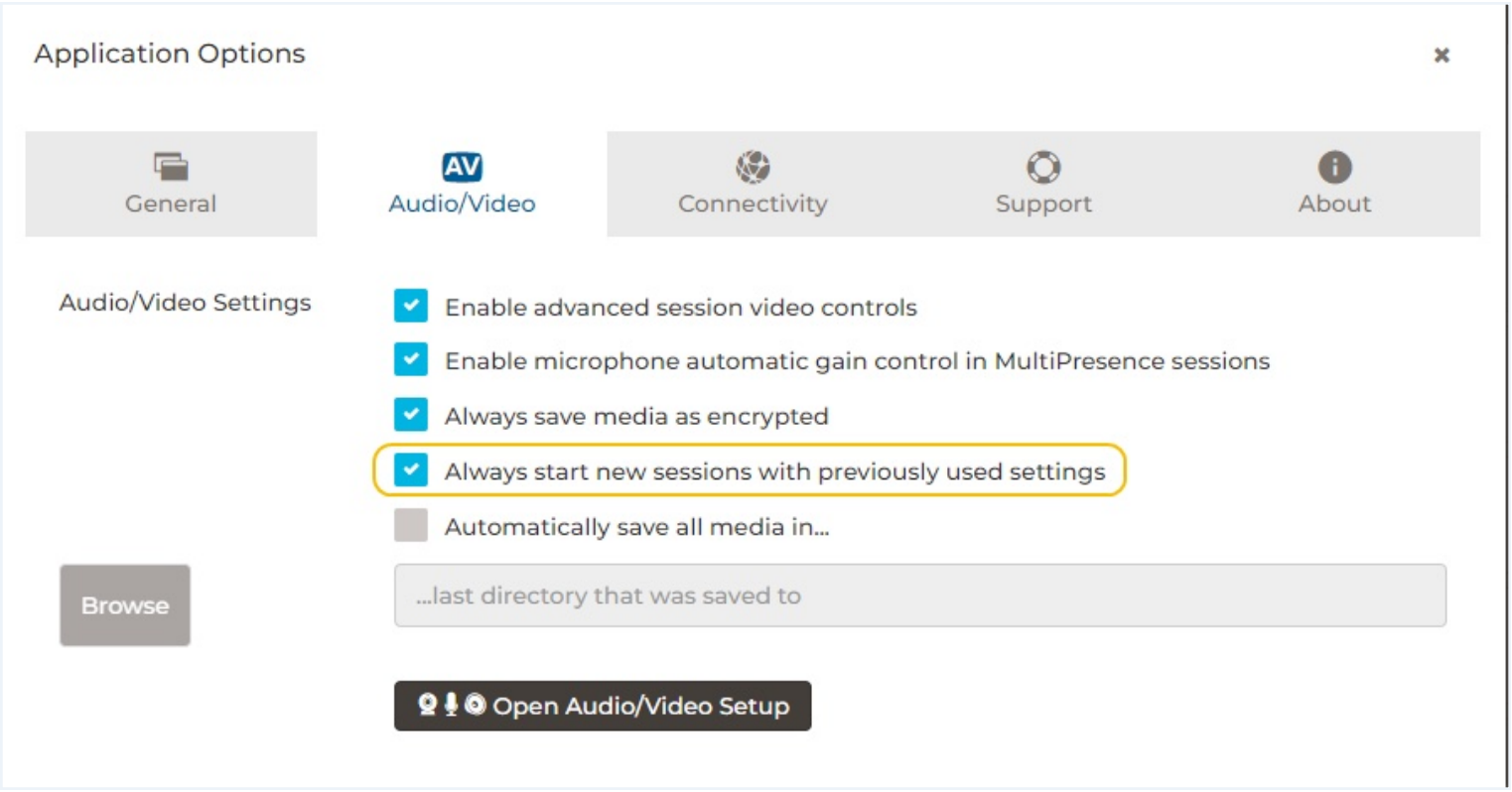
A	Provider Access Software	Connection is initiated by the Provider Access Software.
B	Internet	Appears translucent until connection is achieved.
C	Teladoc Health Telehealth Network	Appears translucent until connection is achieved.
D	Teladoc Health Patient Access Device	Appears translucent until connection is achieved.
E	Connectivity Band	Will pulse until connection is achieved, then will appear solid between connected points. A break in the band anywhere along its path indicates a broken connection between points.
F	Exclamation Signs	A problem, unrelated to connectivity, has occurred on the device adjacent to the exclamation sign.

Saved Viewing Modes

When you start a session on any device, the last view (e.g., Dual View, Alternative View, or Standard View) will be the view you see the next time you connect to the same device with the same workstation. In addition, your view will also default to the last remote camera sources (A&B) that were last set. When in Alternate View, your view will default to the last used healthcare application (e.g., Teladoc Health Provider App, Imaging, etc.).

This feature is enabled by default. To disable it, follow the steps below.

1. Click the ⚙ icon.
2. Click **Audio/Video**.
3. Deselect **Always start new sessions with previously used settings**.



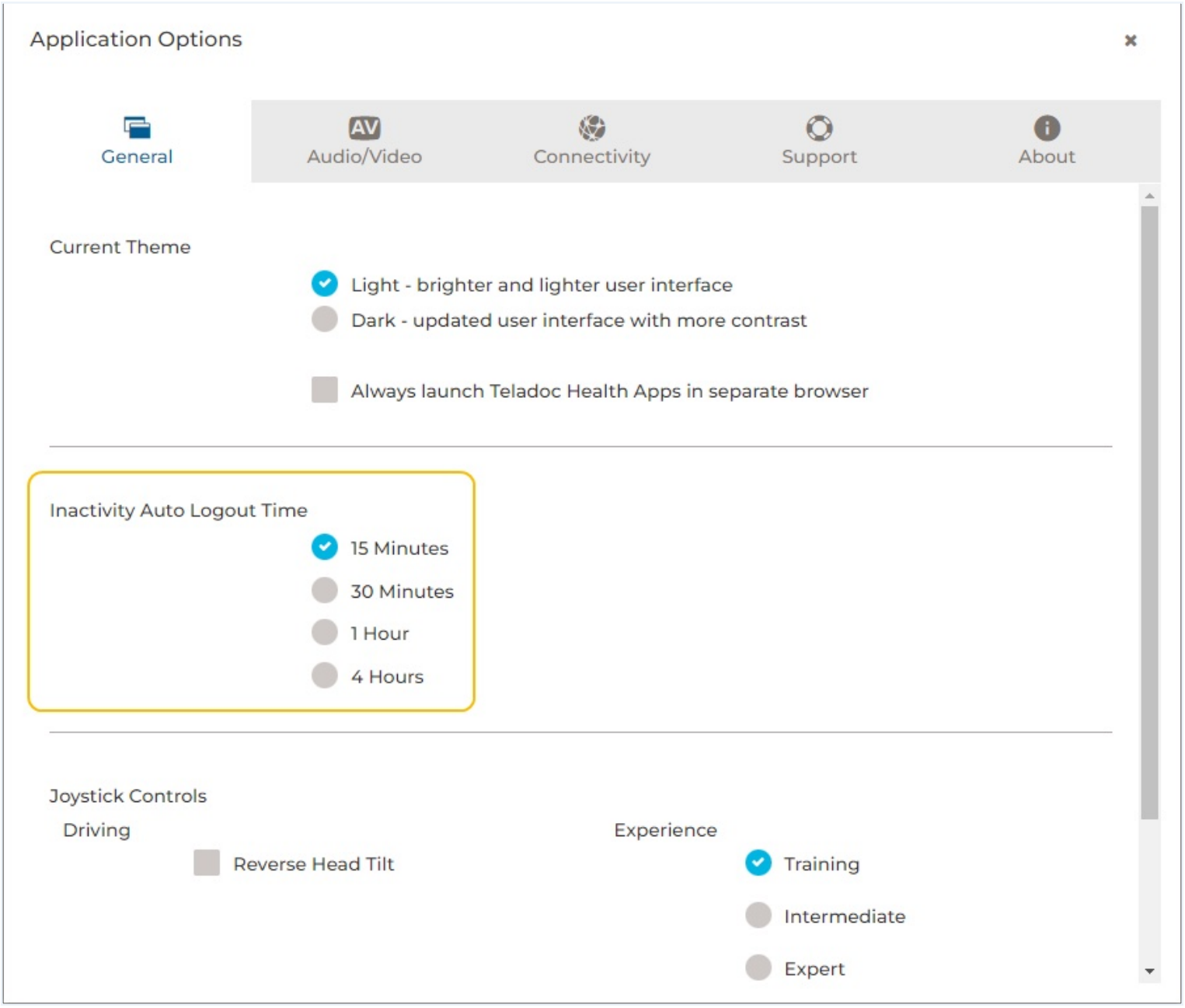
4. Click the **X** to close the window.

Auto-Logout

By default, the Provider Access Software will automatically logout after 15 minutes of inactivity. Auto-logout only occurs when the Provider Access Software is not currently in a session.

To modify the auto-logout period, follow the steps below.

1. Click the gear icon (⚙) in the upper right-hand corner
2. Click **General**.
3. Scroll down to **Inactivity Auto Logout Time**.
4. Select **15 minutes**, **30 minutes**, **1 Hour**, or **4 Hours**.

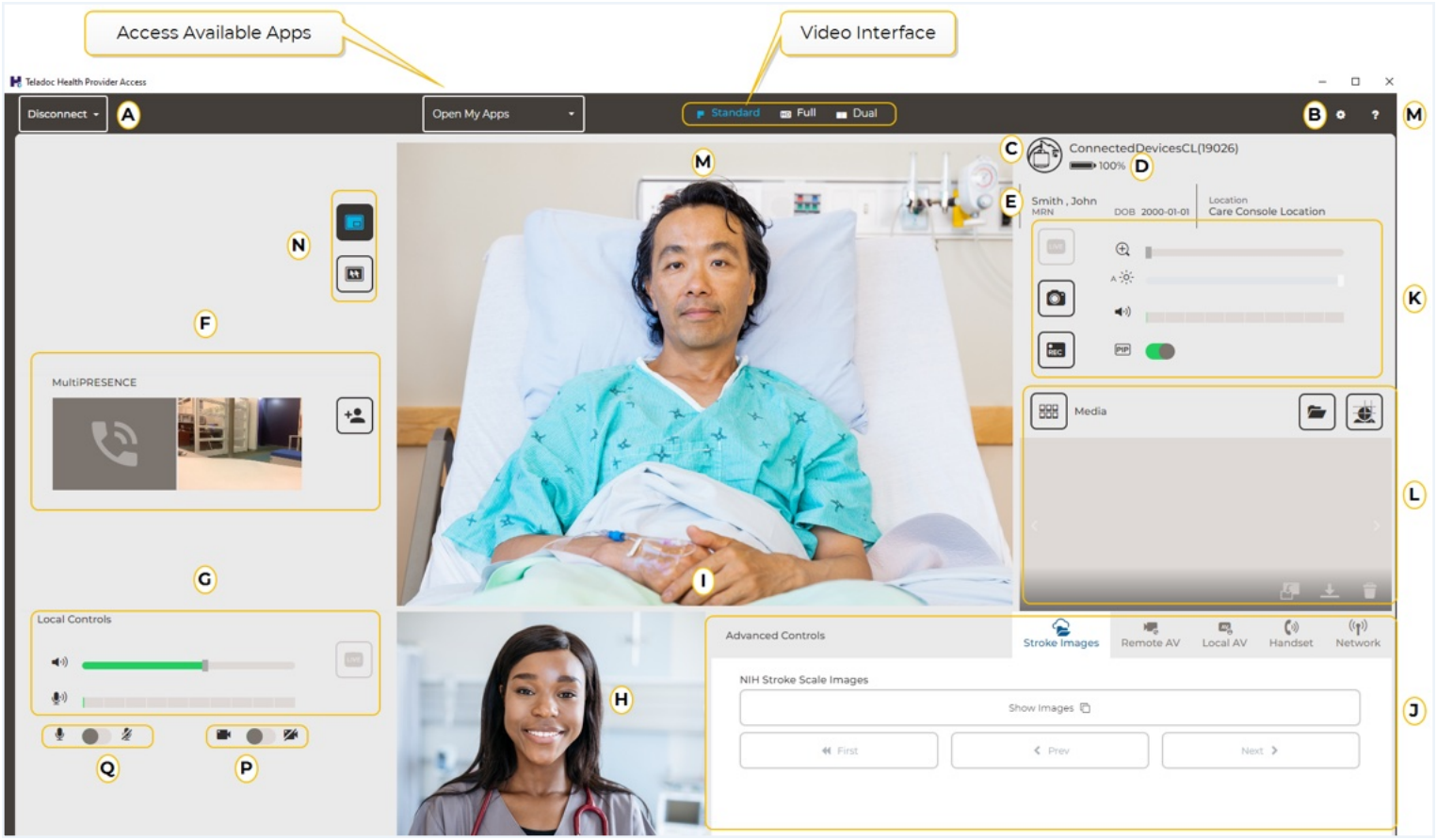


5. Click the **X** to close the window.

Dashboard Overview

Dashboard Overview

A description of the Teladoc Health Provider Access Software for Windows follows.



A	Disconnect	Used to Disconnect from a Patient Access Device and to Dock drivable Patient Access Devices.
B	Options	Used to open Patient Access Device options and administrate user accounts.
C	Model	Indicates model of Patient Access Device currently connected.
D	Battery Charge Meter	Indicates battery charge level on the remote Device.
E	Assigned Patient Data	Patient encounter and appointment data.
F	MultiPresence	In MultiPresence sessions only, icons and controls for Provider Access Software guests, phone guests, and interpreters. See **"MultiPresence" on page 83** for more information.
G	Local Controls (Provider Access Software)	Local Controls: Image and Video Capture, Brightness, Zoom, Focus, Volume, Screen Sharing (MultiPresence sessions only), and Microphone Mute.
H	Provider Access Software Camera View (local)	Shows local image captured by Provider Access Software Camera and is sent to Patient Access Device Monitor.
I	Virtual Joystick Vector Key (drivable Patient Access Devices only, not shown)	When selected on drivable devices, the key shown at the right pops up, allows you to slide left or right, backup, and drive forward, and/or turn using the mouse. See **"Virtual Joystick Mouse-Based Driving" on page 106**.
J	Advanced Controls	Access advanced features and applications (Stethoscope, VITA AutoDrive, Local and Remote Video, etc.).

K	Remote Controls (Patient Access Device)	Remote Controls: Image and Video Capture, Brightness, Zoom, Focus, Volume, Audio Mode, and Picture in Picture.
L	Media Controls	Used to access, save, delete, or share media (images and videos).
M	Remote Camera View	Shows remote image captured by Remote Camera sent to Provider Access Software.
N	Mouse Cursor Mode	Switches the mouse cursor between Normal, Live Cursor, and Laser Pointer modes.
O	Help	Used to open the User Guide in a browser.
P	Video Mute	Pauses the video feed to device and other participants.
Q	Audio Mute	Mutes the local microphone.

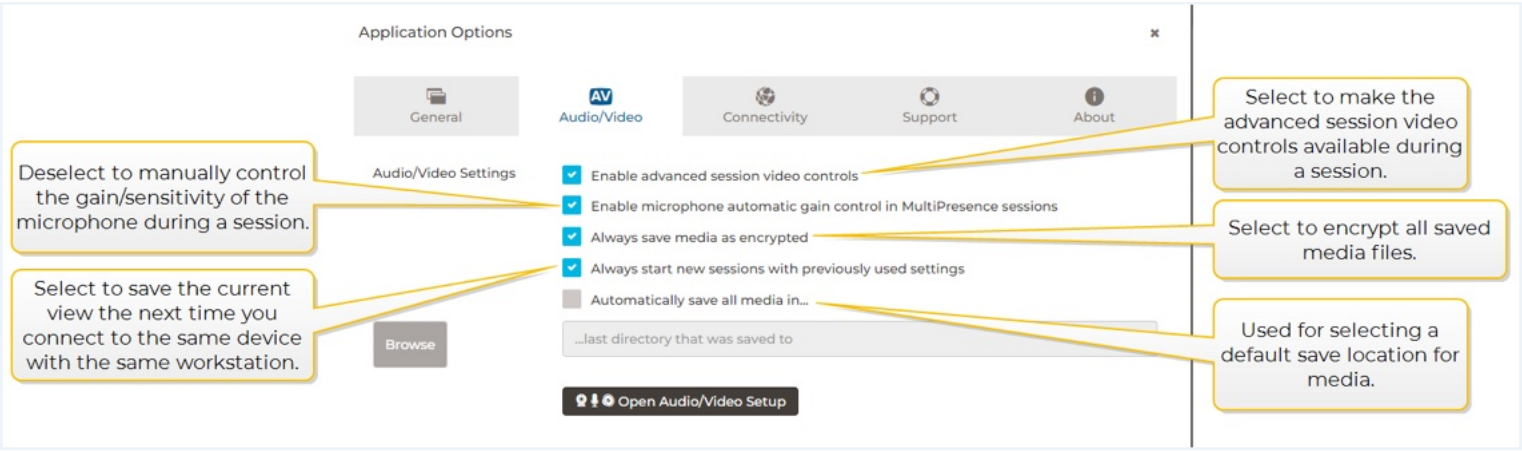
Application Options Overview

The Application Options are accessed while in session, by clicking the ⚙.

The following tabs are then available:

- **General** - Offers adjustments to Current Theme, Inactivity Auto Logout Time, launching Teladoc Health Apps in a separate browser, and displaying patient encounters and appointments in the My Care Locations list. See **"Light and Dark User Interface Modes" on page 48**, **"Auto-Logout" on page 52**, and **"Displaying Patient Encounters and Appointments" on page 65** for more information.
- **Audio/Video** - Allows changes to some of the audio and video settings available during a session.
- **Connectivity** - Displays connection information about the current session.
- **Support** - Provides contact information for technical assistance.
- **About** - Provides information about the Provider Access Software.

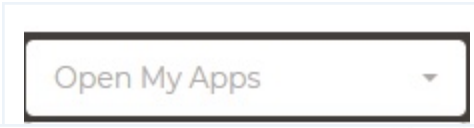
Application Options - Audio Video Tab

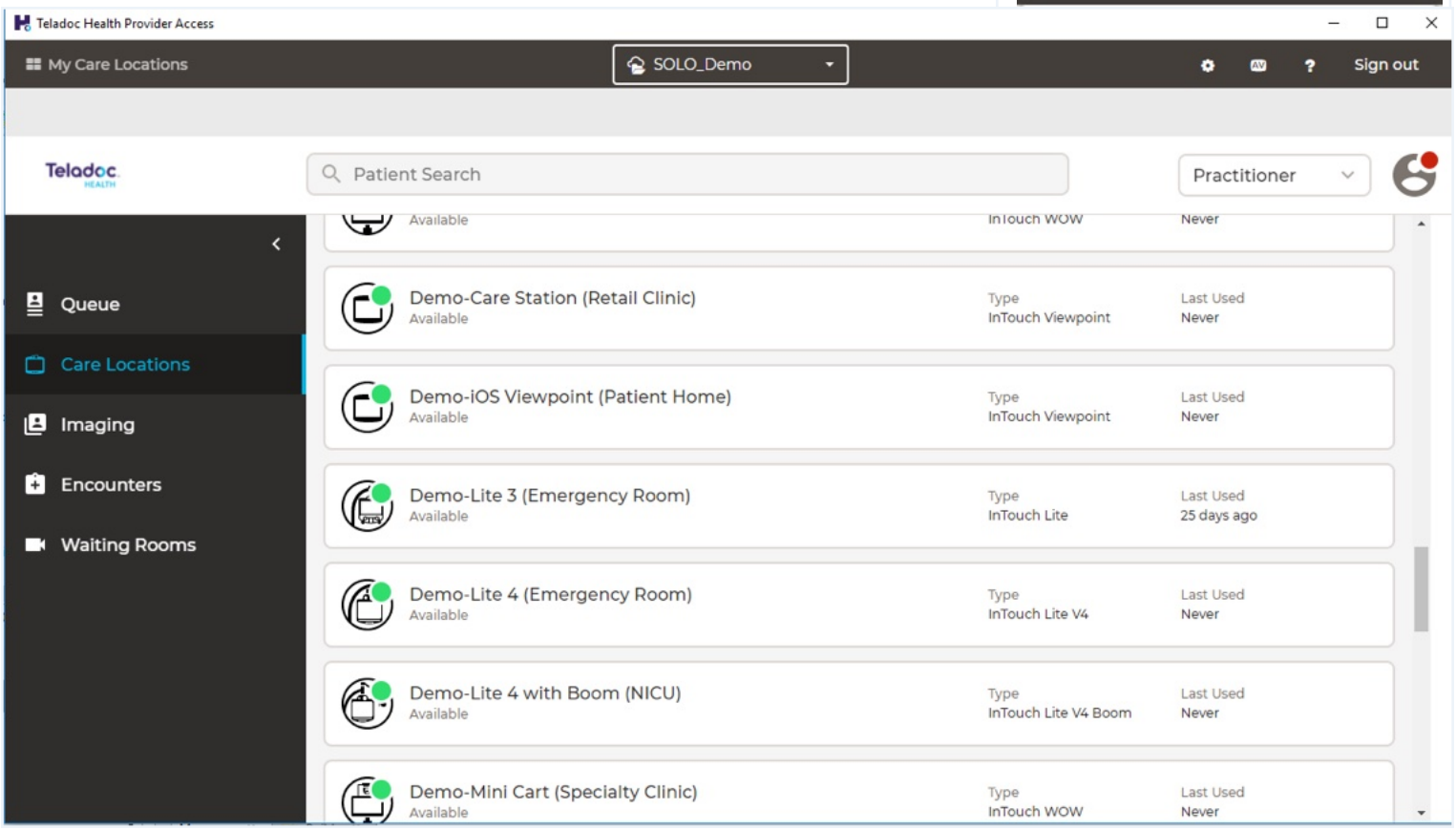


Open My Apps

You can access other web-based Teladoc Health applications by selecting them from the Open My Apps dropdown.

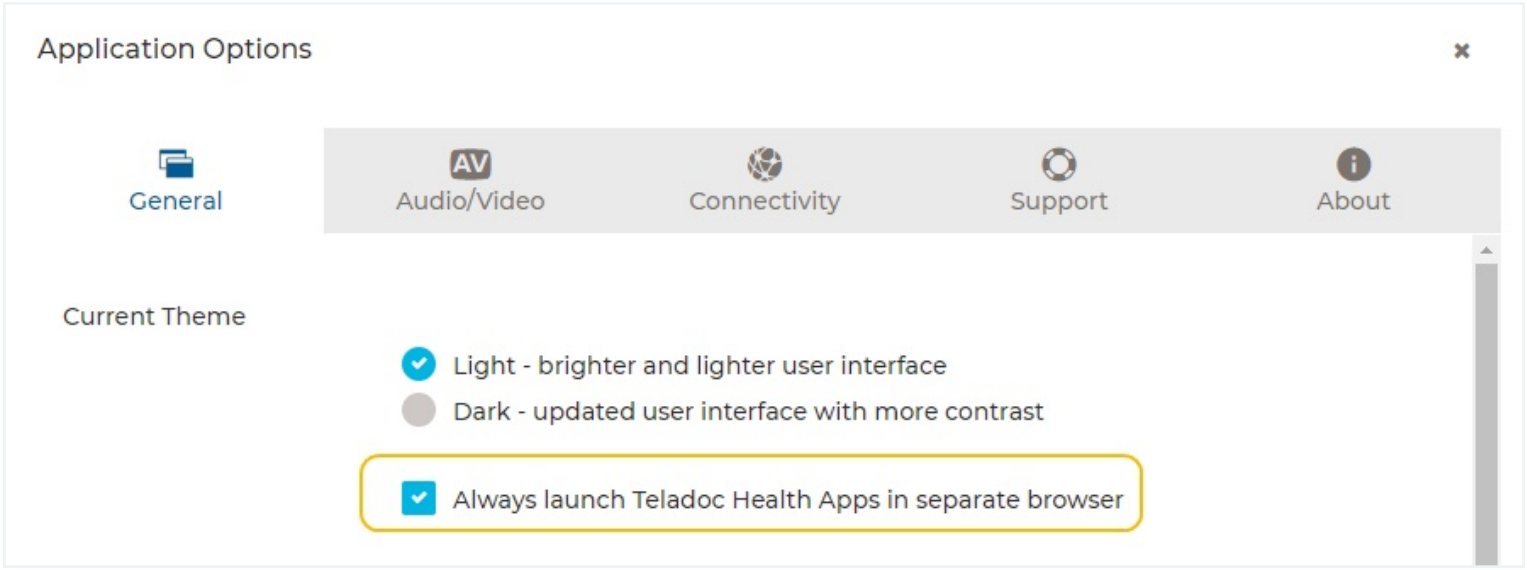
By default, the other application will be displayed within the Provider Access Software window as shown below.





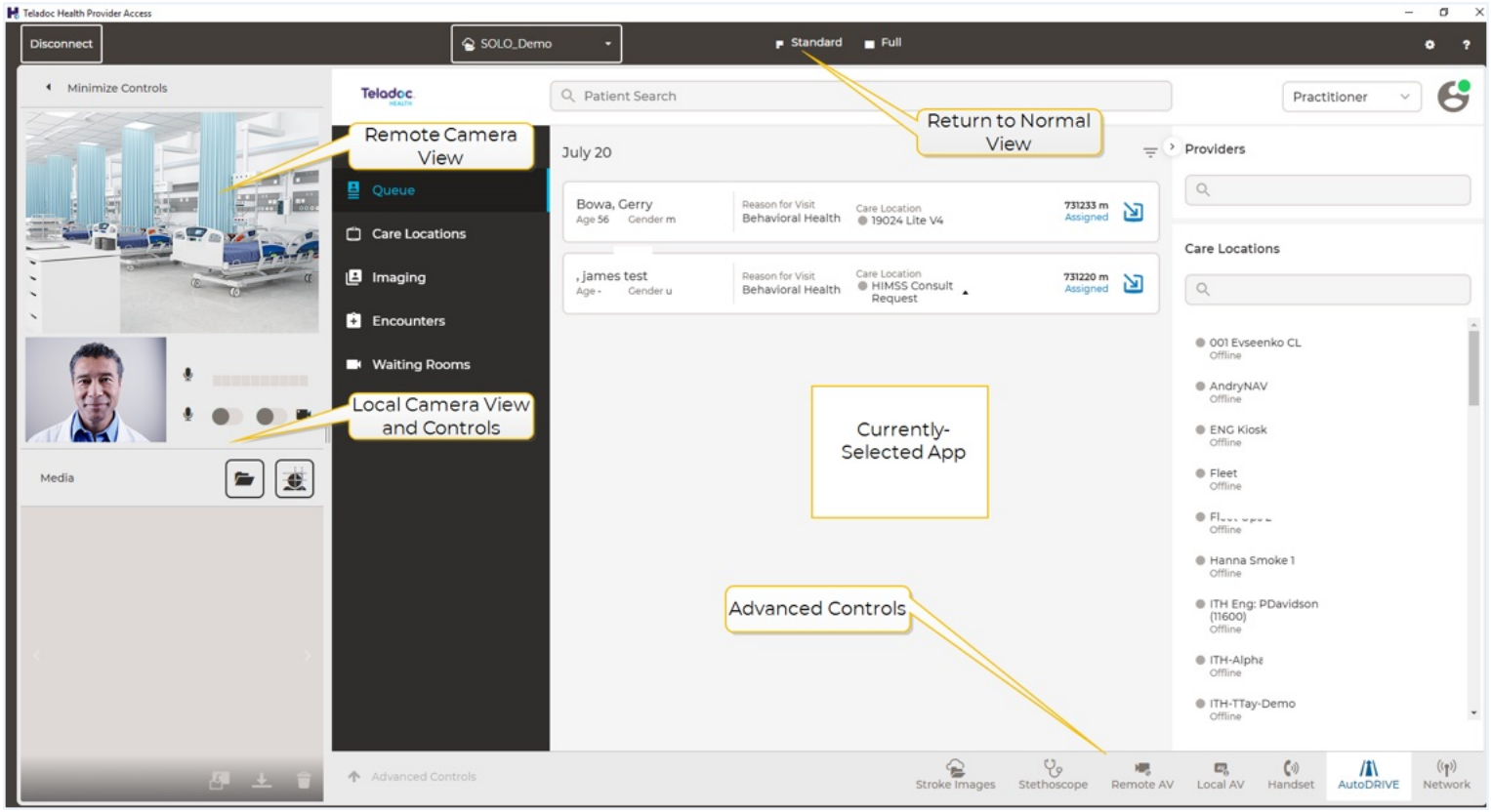
To display the other application in a separate browser tab, follow the steps below.

1. Click the click the gear icon (⚙) in the upper right hand corner
2. Click **General**.



3. Select **Always launch Teladoc Health apps in separate browser**.
4. Click the **X** to close the window.

Alternate Interface



The Alternate Interface is available when running one of the apps from the **Open My Apps** drop down in Provider Access Software after you have connected to a device.

The Provider Access Software Alternate Interface displays a much larger Advanced Controls area. This interface contains much of the same functionality as the normal interface; however, several buttons and panels do not appear:

- The battery meter is not shown.
- The only Remote Controls are:
  - Live, Snapshot, and Video Capture.
  - A second video source at the same time by enabling an aux video channel.
- The only Local Controls are:
  - Live and the microphone controls.

To switch back to the normal interface, click one of the video interface buttons (**Standard**, **Full**, or **Dual**) or press the **Esc** key.

Higher Resolution Video (1080p) Support

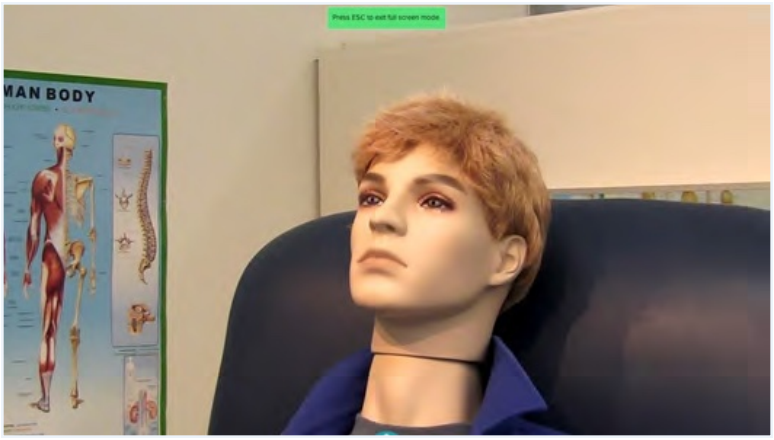
> **NOTE**: Higher resolution video (1080p) is disabled by default. Contact your Teladoc Health representative to enable it.

Provider Access Software supports 1080p mode if the following conditions are met:

- You are running Provider Access Software version 43.1a118 or later.
- The device's camera is capable of capturing 1080p video at 20 frames per second or higher.
- The device is running Viewpoint software version 43.1a118 or later.
- Provider Access Software needs to be in full-screen HD mode with enough available bandwidth on the device side to send HD video frames.
- You are in a single session or the host in a MultiPresence session.

Full-screen Video Interface

The Provider Access Software Full-screen Video Interface maximizes the video to fit the entire display screen. There are no Dashboard controls, however, the mouse can still be used to control the Patient Access Device.

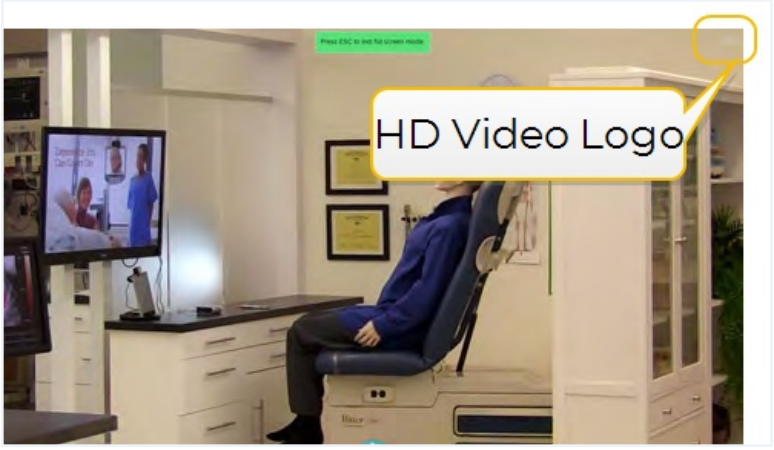


- To switch to the Full-screen Video interface, click **Full-screen Video**.
- To return to the Normal Interface, press the **Esc** key.

> **NOTE**: To return to the Normal Interface if you are using a touch-based system, click **Normal Interface** in the top-right corner of the screen.

HD Video Interface (VITA and Viewpoint Only)

The Provider Access Software HD Video Interface maximizes the video to fit the entire display screen while allowing the user to view high definition video. The HD Video Interface is only available while connected to a VITA or Viewpoint.



1. Log in to your Provider Access Software and connect to a VITA or a Viewpoint. If you see VITA HD in the upper left-hand corner of the dashboard, your VITA is configured to allow HD.
2. Zoom in to the area that you would like to view in HD. The Full-screen button will change

to the Full-screen HD when HD becomes available.

3. To switch to the HD Video Interface, click **Full-screen HD Video**.

NOTES:

- HD is only available on VITA when the remote camera zoom level is in the yellow zone.
- External video inputs from Lite V2 and Vantage V2 can also be viewed in HD.
- HD can be received in the default view mode if the monitor resolution is greater than 1920x1080 and the Robot is configured to send over 2000kbps.

When you enter the Full-screen HD Video Interface you will see an HD Video logo in the upper right-hand corner of your screen, letting you know that you are viewing HD quality video.

NOTE: If bandwidth drops below 2Mb/second the full-screen video resolution will drop to 640x480 and the HD logo will disappear. Once bandwidth is restored to 2Mb/second or greater, the video will automatically adjust back to HD quality and the HD Video logo will reappear.

To return to the Normal Interface, press the **Esc** key.

Provider Access Software requirements for HD:

- You must be zoomed in.
- Computer must have two or more CPUs.
- Primary monitor display resolution must be 1280 x 720 or greater.
- The computer must be able to receive data at a minimum rate of 2.5 Mb/second (4.0 Mb/second is optimal). Ensure you are connected to a high speed Internet connection.

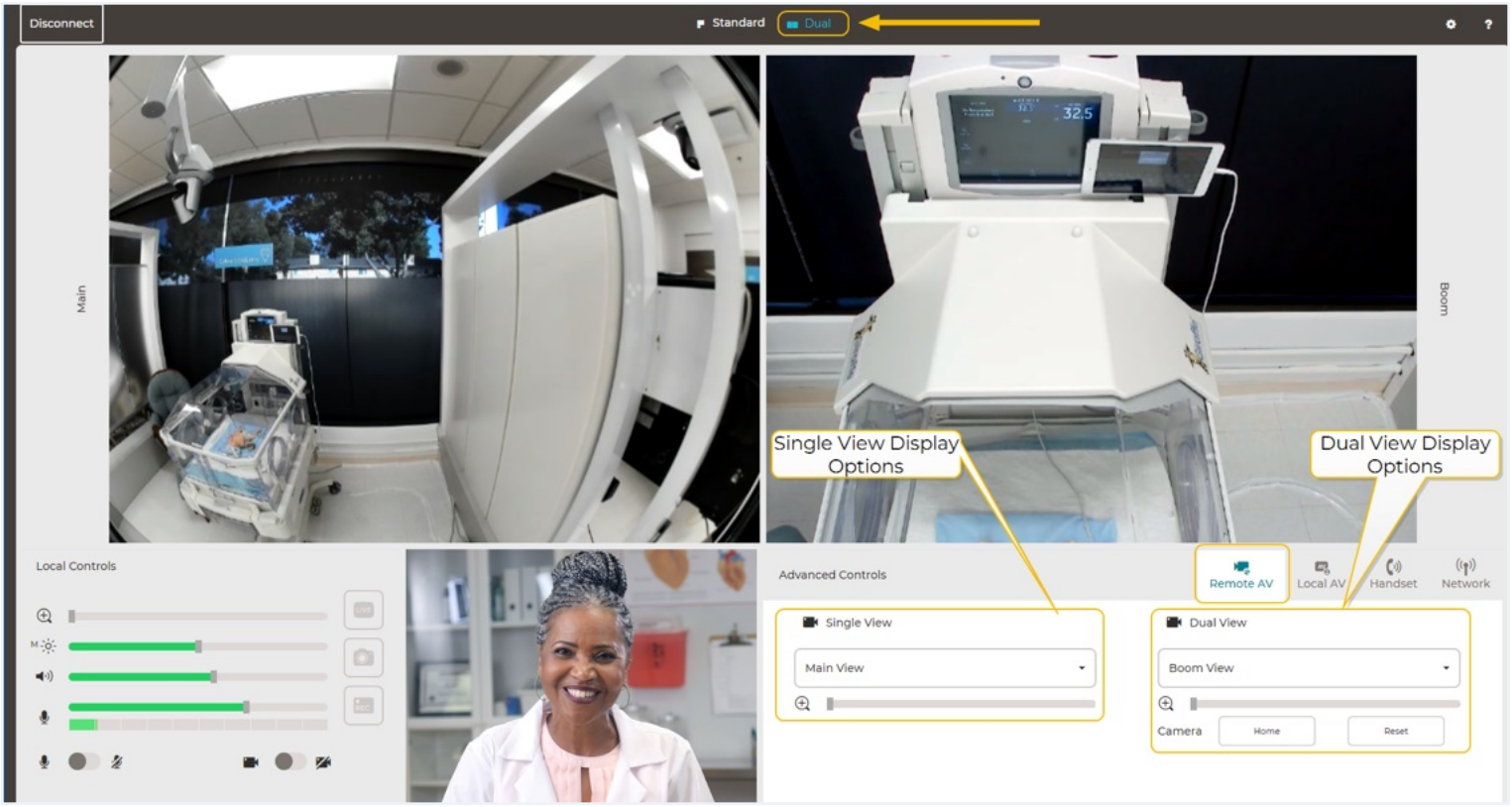
VITA Requirements for HD:

- Teladoc Health Patient Access Device Software Version 10.30.xx or newer.
- The VITA must be able to transmit data at a minimum rate of 2.5 Mb/second (4.0 Mb/second is optimal).

Contact your Teladoc Health representative for assistance in configuring your VITA.

NOTE: To view the HD Video Interface, your computer must be able to receive data at a minimum of 2.5 Mb/second (4.0 Mb/sec optimal), and the VITA must be able to transmit data at a minimum of 2.5 Mb/second (4.0 Mb/sec optimal).

Dual View Interface



The Provider Access Software Dual View Interface provides for two remote camera views. Dual View can receive HD if the computer resolution is greater than 1920x1080. An HD watermark will be displayed in the live video.

The Dual View interface retains some of the same Advanced Controls and Local Controls functionality as the normal interface; however, several buttons and panels do not appear when:

- The battery meter is not shown.
- The only Local Controls are Live and the microphone controls.
- The mouse can be used to control the Patient Access Device depending on the functionality of the selected camera (highlighted in yellow on the top and bottom of the camera view).

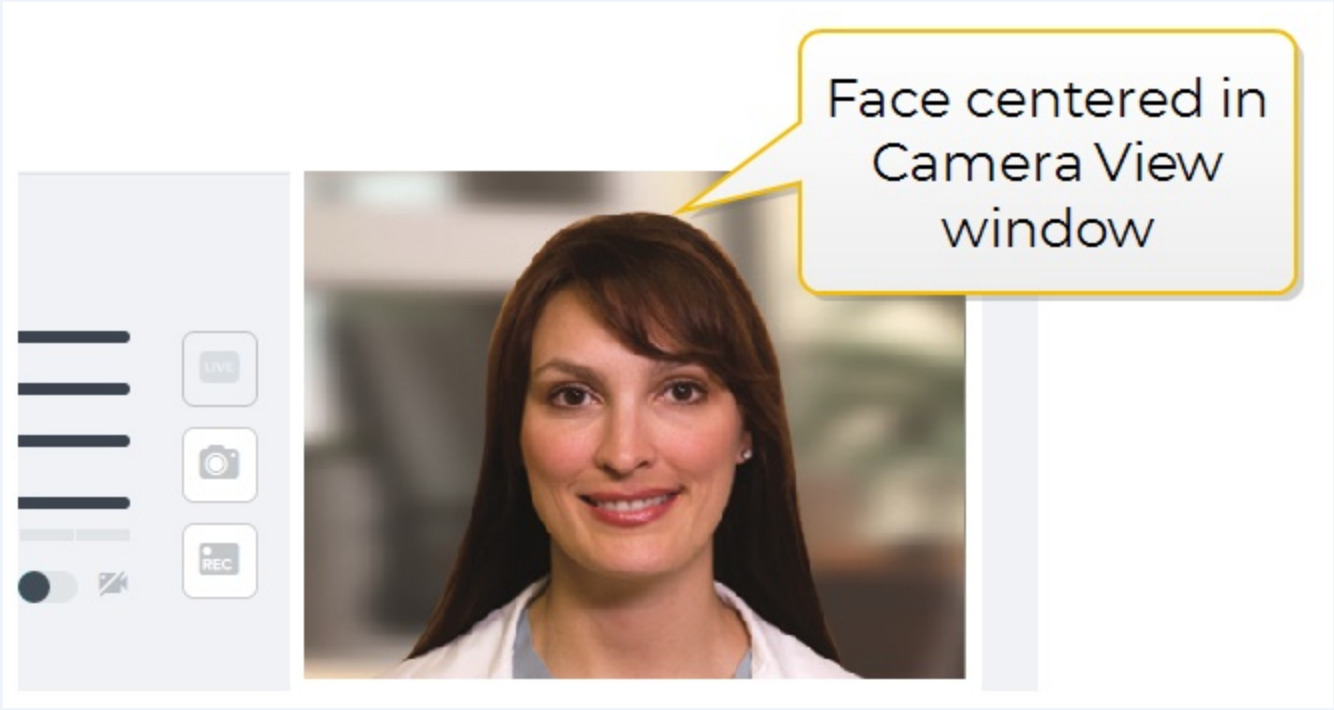
- The Provider Access Software display resolution must be set to 1280 x 800 or greater for the Dual View to work.

To switch to the Dual View interface, click **Dual View**, or click on the **Remote AV** tab of the Advanced Controls and select the view you would like to see on each side of the Provider Access Software dashboard.

To return back to the normal interface click **Standard** or press **Esc**.

> **NOTE**: To record a **Dual View**, from **Standard View** click **REC** and then select **Dual View**.

Positioning of the User

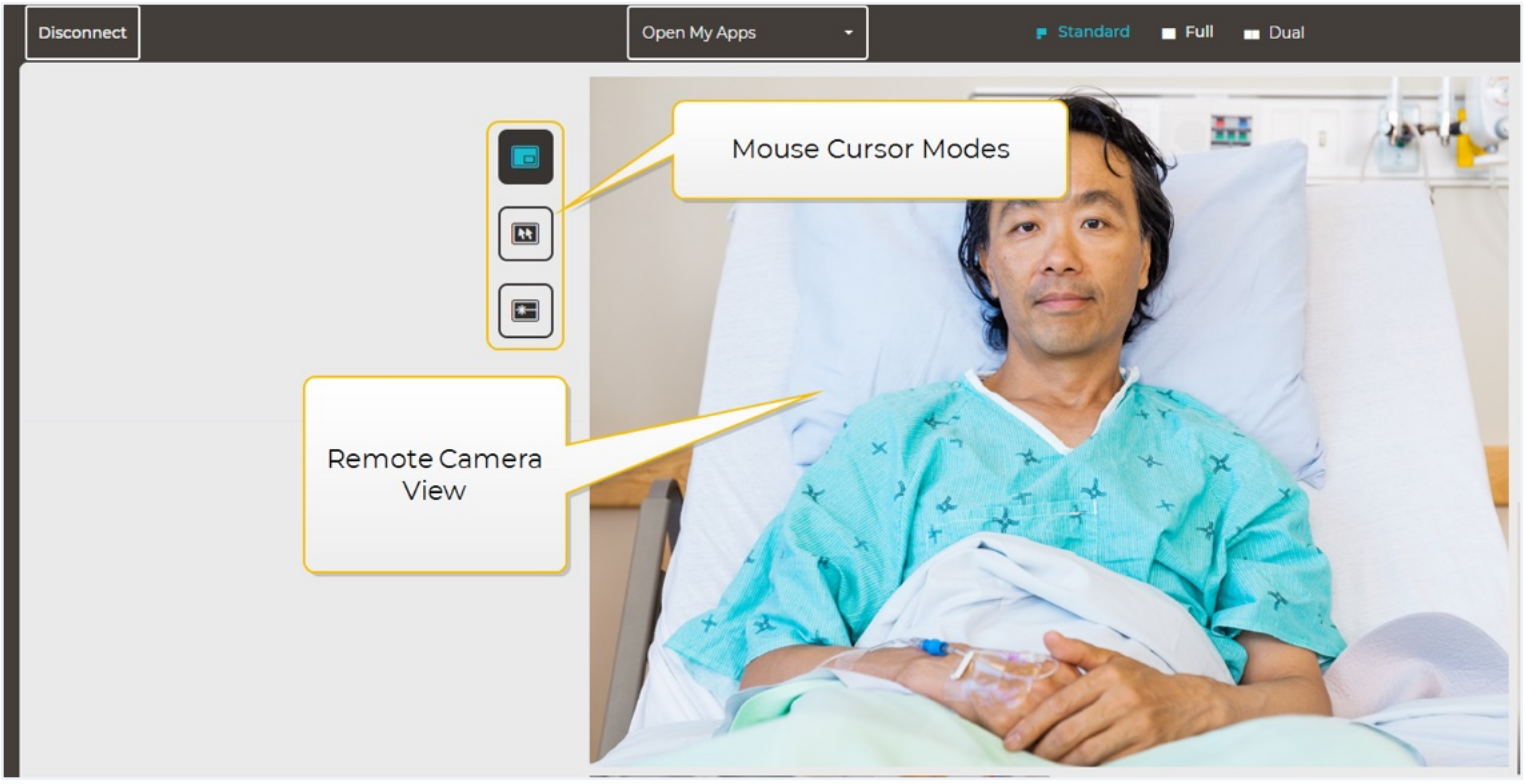


Manually adjust the Provider Access Software camera angle (or the chair height) until the user's face is centered in the Provider Access Software Camera View window.

> **NOTE**: A solid background can improve video quality.

Mouse Cursor Modes

> **NOTE**: To utilize the full functionality of the mouse cursor modes, it is recommended that you use an external USB Mouse.



To enhance communication with remote users, the Provider Access Software has three mouse cursor modes:

- Normal Mode
- Live Cursor Mode
- Laser Pointer Mode (VITA only)

When the mouse cursor is within the remote camera view, the mouse buttons have special functions, which control the Head and Camera.

Icon	Mode	Left-Mouse Button	Wheel-Button	Right-Mouse Button
	**Normal**	**Click**—**Point-to-See**, Head Camera moves to the location of the cursor **Drag**—Box-Zoom, Head Camera zooms to the selected area **Point-to-Drive** (VITA only), Click and Hold for two seconds on a floor location in the Remote Camera View. A green marker will appear on the display to indicate a valid location and the VITA will attempt to drive to that location	**Scroll**—Head Camera zooms in or out **Drag**—Head Camera tracks the cursor location	**Click**—Head Camera returns to full view from any zoom level

Icon	Mode	Left-Mouse Button	Wheel-Button	Right-Mouse Button
	**Live Cursor**	Username is displayed next to your cursor on everyone's Provider Access Software (and on the Patient Access Device, if desired). **Click**— Point-to-See, Head Camera moves to the location of the cursor **Drag**—Point to selected areas on live video from the Patient Access Device Camera	**Scroll**—Head Camera zooms in or out **Drag**—Head Camera tracks the cursor location	**Click**—Select Hide Live Cursor from Patient Access Device, if desired. Head Camera returns to full view from any zoom level
	**Laser Pointer** **(VITA)**	**Click and Hold**—Laser is activated to the center of the current Head Camera View **Drag**—Laser can be directed to locations in the Remote Camera View	Laser is off	

The VITA utilizes a Class II laser which complies with 21 CFR Chapter 1, subchapter j (Part 1040.10). Maximum laser radiation output is less than one milliWatt (635nm).

CAUTION: Provider Access Software users should not direct the laser beam at persons or at reflective surfaces that may cause disturbances. Dazzle, flash-blindness, and afterimages may be caused by a beam from a Class II laser product, particularly under low ambient light conditions. This may have indirect general safety implications resulting from temporary disturbance of vision or from startle reactions. Such visual disturbances could be of particular concern when performing safety-critical operations. Do not direct the laser beam at persons or at reflective surfaces that may cause disturbances.

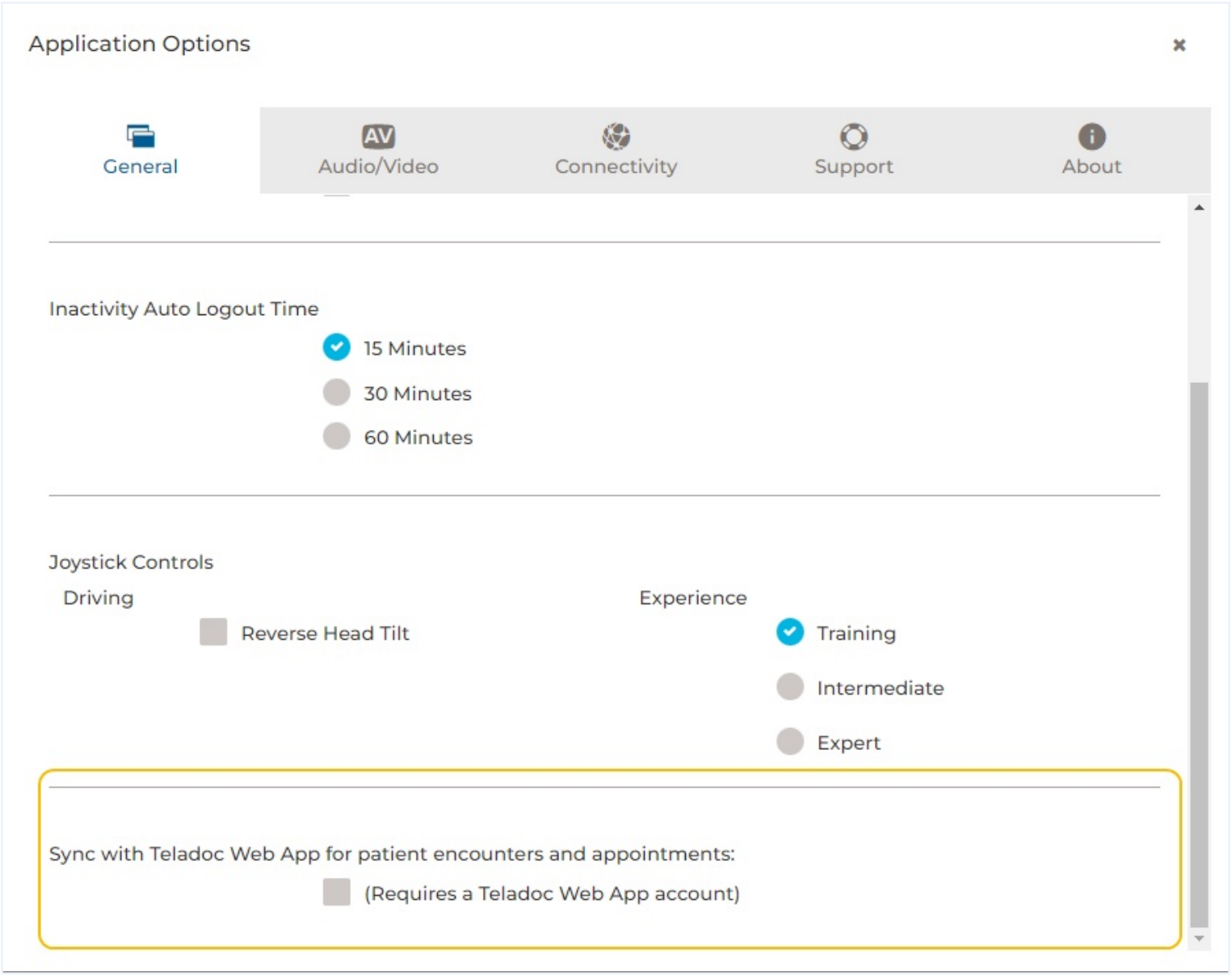
Standard Features

Displaying Patient Encounters and Appointments

Follow the steps below to display patient encounters and appointments in your My Care Locations list.

> **NOTE**: You must have a Teladoc Health Web Apps account to enable this feature. Contact your Teladoc Health representative if you have questions.

1. Click the click the gear icon (⚙) in the upper right hand corner
2. Click **General**.



3. Select the **Sync with Teladoc Web App for patient encounters and appointments** checkbox.
4. Click the **X** to close the window.

Battery Charge, Wireless Signal, and Network Quality Meters

The Battery Charge meter is located on the left-hand side of the Dashboard. Wireless Signal and Network Quality meters are located on the Network tab of the Advanced Controls.

Battery Charge meter

- **Green**: Full to Medium Charge
- **Yellow**: Low Charge
- **Red**: Charge Depleted -The Patient Access Device should be charged immediately

NOTES:

- The Patient Access Device should be plugged in when not in use and left powered ON at all times.
- If the Patient Access Device is unplugged and battery level drops too low, a voice message can be heard, “Please plug me in”.

Wireless Signal Meter

The Wireless Signal meter displays the 802.11 signal strength at the Patient Access Device.

- **Green**: Strong Signal
- **Orange**: Weak Signal

  - User may experience some audio/video delays or difficulty operating the Patient Access Device.

  - User may need to return Patient Access Device to an area with a stronger wireless signal.

- **Red**: Poor Signal
- - User will likely experience some audio/video delays or difficulty operating the Patient Access Device.
- - User should return Patient Access Device to an area with a stronger wireless signal immediately.
- - Connection to Patient Access Device may be lost.

Network Quality Meter

The Network Quality meter indicates the overall quality of the current network connection. More detailed information can be viewed on the Network tab in the Advanced Controls area.

Audio/Video Controls

It is not necessary to raise your voice when speaking through the Provider Access Software. We recommend simply asking, “Can you hear me?”

The Dashboard icons for audio/video feature controls are located in two areas:

- Local Controls
- Remote Controls

Local controls

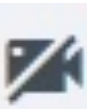
Audio/video settings can be manually adjusted where applicable in one of two

ways:

- Slider: Using the mouse, click on the desired slide control and drag to the left/right.
- Icon: Click on the appropriate icon to toggle the feature.

Local Controls—Used to control the Provider Access Software Settings

Icon	Feature	Controls	Resulting Action
	Brightness	Slider adjusts your image brightness.	Adjust the slider to change the brightness of your image on the Patient Access Device screen.
	Zoom	Slider adjusts the zoom of your camera.	Adjust the slider to change the size of your image on the Patient Access Device screen.
	Microphone Gain Control	Slider adjusts the sensitivity of your headset microphone or your microphone.	Adjust the slider to change the volume heard on the Patient Access Device.

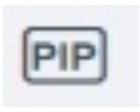
	Volume	Slider adjusts the volume heard at your computer.	Adjust the slider to change the volume that you hear on your headset or speakers.
	Mute MIC	Toggle the Mute MIC icon to mute the microphone.	When checked, conversation at the Provider Access Software cannot be heard on the Patient Access Device or at other Provider Access Software during a MultiPresence session.
	Video Mute	Toggle the Video Mute icon to stop sharing your image.	When selected, the Patient Access Device that you are logged into will show an icon in place of your video feed from your Provider Access Software.

NOTE: If a slide control bar or icon is not visible or is grayed out, the audio/video feature may not be available.

WARNINGS:

- The video images transmitted to and displayed on the Patient Access Device and Provider Access Software may not contain all of the information in the original scene. Video information from the camera is captured, compressed, transmitted, and redisplayed remotely at a different resolution. As a result, information in the original scene may be lost.
- Color reproduction in the transmitted video is not guaranteed. Color reproduction in a video system is a complicated combination of lighting, cameras, and display technology. It should not be assumed that the colors on the display are an exact replication of the actual colors in the scene.
- Clinical judgment and experience are required to review and interpret images and information transmitted via the Patient Access Device and Provider Access Software.

Remote Control for Patient Access Device Settings

Icon	Feature	Controls	Resulting Action
	Automatic Brightness	Click the icon to toggle Brightness Mode.	A=Automatic Brightness control
	Manual Brightness	Slider adjusts the Patient Access Device image brightness.	Adjust the slider to change the brightness of the image from the Patient Access Device on your Provider Access Software screen. M=Manual Brightness control The brightness slider is only active in manual mode.
	Zoom	Slider adjusts the zoom of the Patient Access Device cameras.	Adjust the slider to change the size of the Patient Access Device image on your Provider Access Device image on your Provider Access Software screen. On most cameras, you may also be adjusted with the mouse. (See **"Mouse-Based Control" on page 75**)
	Volume	Slider adjusts the volume heard at the Patient Access Device.	Adjust the slider to change the volume heard remotely on the Patient Access Device speakers or handset.
	Audio Mode	Click the icon to toggle Audio Mode.	Select Immersive or Focused Audio mode (Immersive Audio mode requires headset).
	Picture in Picture (PIP)	Click the icon to toggle Picture in Picture (PIP)	When selected, a small image is shown on Patient Access Device monitor of what you see on the Provider Access Software.
	Pinwheel Pan and Tilt (PTZ Cameras Only)	Click the arrows to pan and tilt the camera.	On PTZ cameras only, select **Show pan/tilt controls** to display this pinwheel.

NOTE: If a slide control bar or icon is not visible or is grayed out, the audio/video feature may not be available. For the Brightness feature, the slide control may only appear in the Backlight mode.

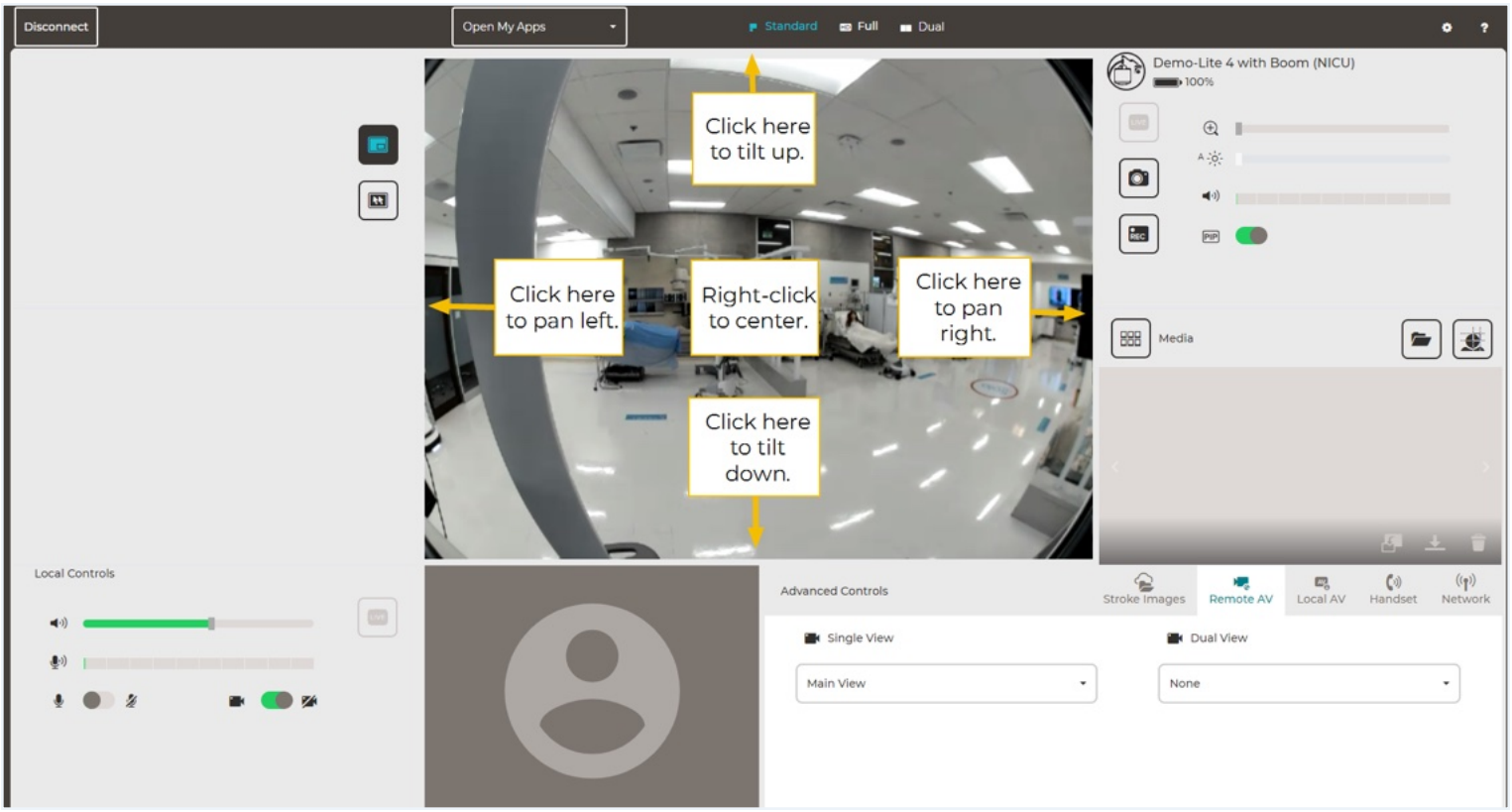
Picture-In-Picture (PIP)

NOTE: When PIP is checked, a shaded box appears in the Provider Access Software Camera View. The user should be positioned such that his or her face is not covered by the shaded box.

Pan and Tilt

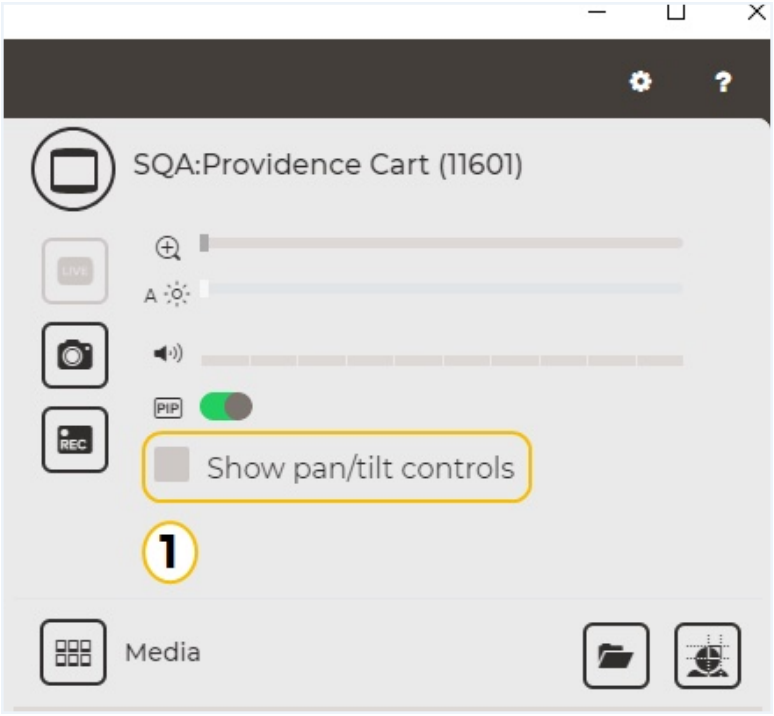
For most remote cameras, perform the following to pan and tilt:

- Click the top of the screen to tilt up.
- Click the bottom of the screen to tilt down.
- Click the left of the screen to pan left.
- Click the right of the screen to pan right.
- Right-click the center of the screen to center.

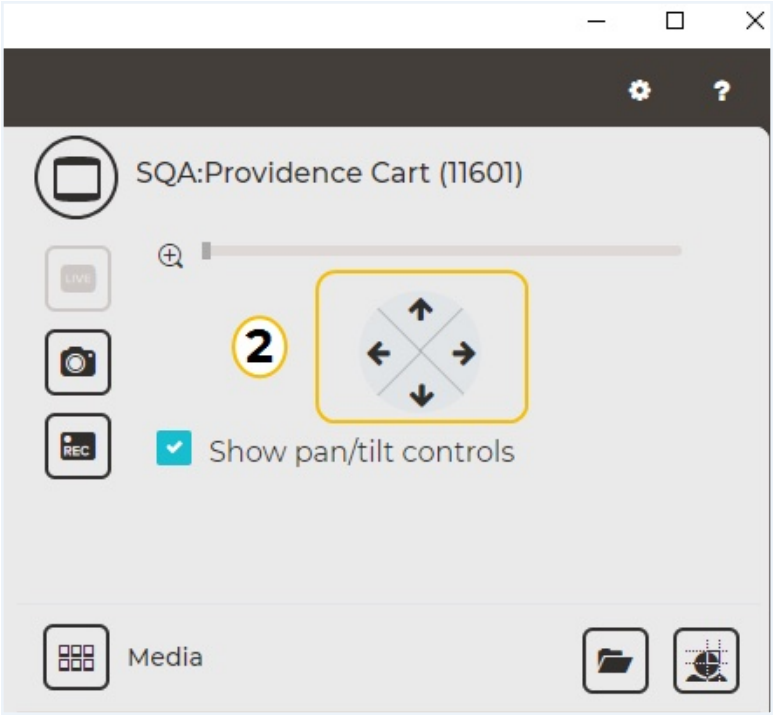


For Pan-Tilt-Zoom (PTZ) cameras, including the Sony SRG-X400 and Sony SRG-360SHE, perform the following steps.

1. In the upper left-hand corner select **Show pan/tilt controls**.



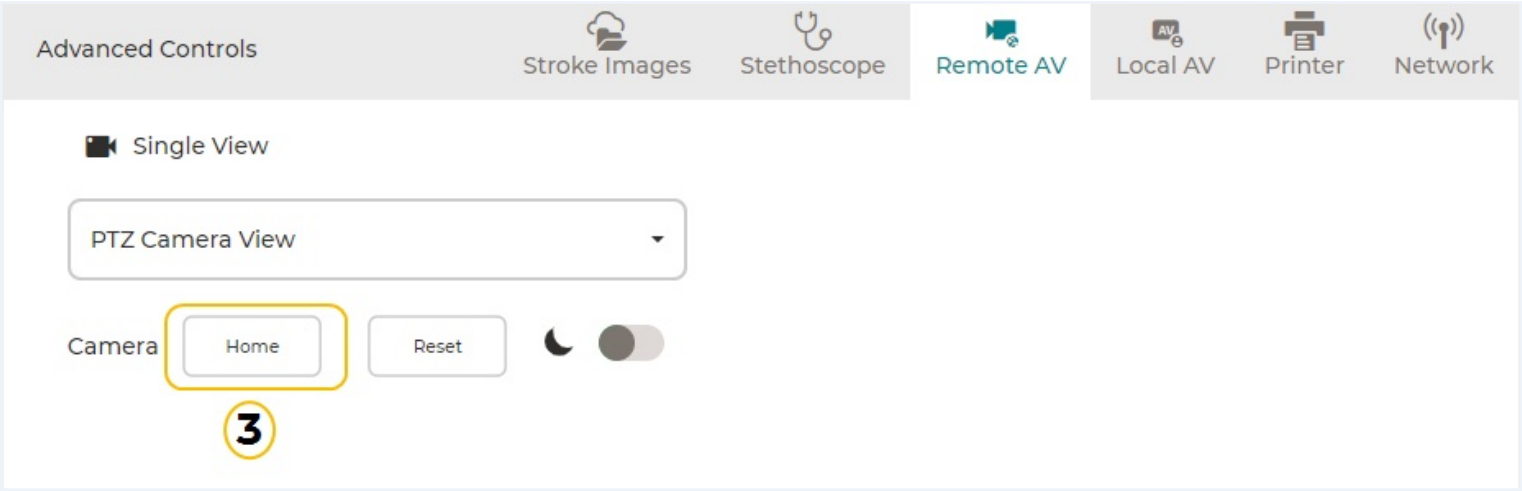
The following will be displayed.



2. Perform one of the following:
    - Click the up arrow to tilt up.
    - Click the down arrow to tilt down.

- Click the left arrow to pan left.
- Click the right arrow to pan right.

3. Click **Remote AV** in the Advanced Controls panel and then click **Home** to center.



Echo and Echo Cancellation

A person at the Provider Access Software or near a Patient Access Device in session may hear an echo of the person speaking. This could happen if the computer with Provider Access Software has external speakers that are loud or if the Provider Access Software does not have echo cancellation enabled. Using a headset with the Provider Access Software will remove the echo. Teladoc Health recommends that all Provider Access Software users wear a headset for the best quality and experience.

Mouse-Based Control

The Patient Access Device utilizes a dual-camera system to obtain both the greatest field of view for driving and the maximum zoom capability during Remote Presence sessions. When zooming in or out, the application automatically switches to the appropriate camera for the desired focus.

On the Zoom slide control bar, this transition occurs when the slider is moved between the blue and yellow portions of the bar. (You may notice a slight visual shift when this occurs.)

The mouse may be used to control the Remote Camera View using Point-to-See, the Box-Zoom function, or the mouse scroll-wheel.

Point-to-See

A left click of the mouse anywhere on the Remote Camera View centers focus to that location.

Box Zoom

Left click at the center of what you want to view, then hold and drag the Mouse cursor over the area to be enlarged, and then release the Mouse button. This zooms in on the selected area.

> **NOTE**: Box Zoom is not supported on PTZ cameras. See **"Relative Zoom (PTZ Cameras)" on page 81** for more information.

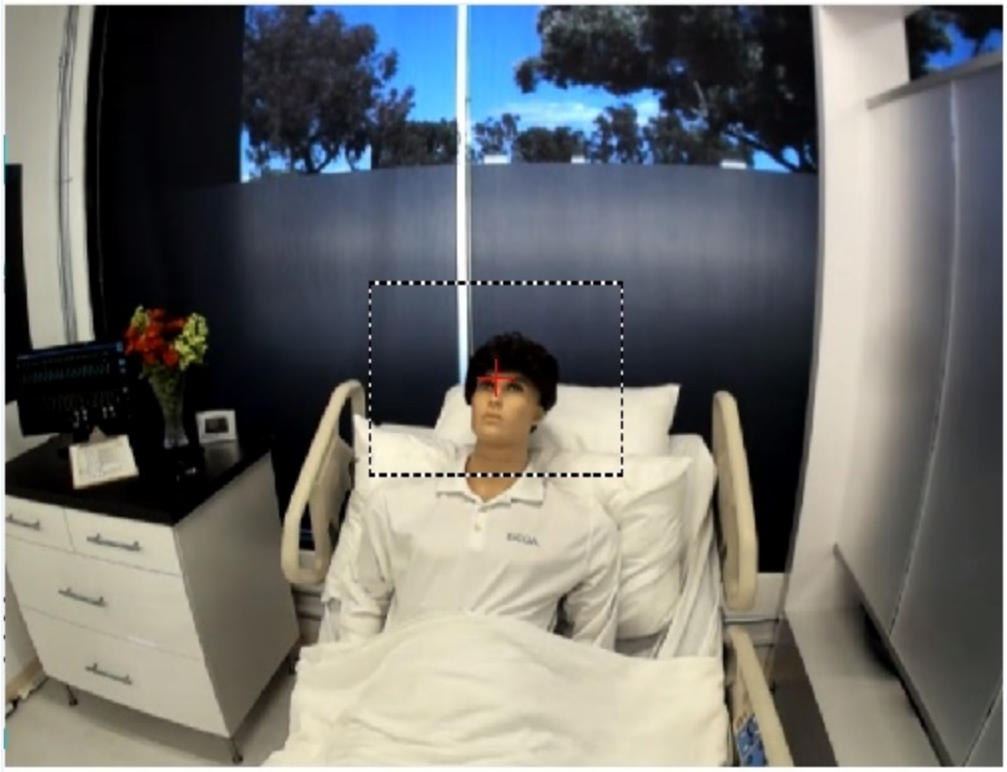
Scroll Wheel Zoom

Zoom In - Roll the mouse scroll-wheel forward.

Zoom Out - Roll the mouse scroll-wheel back.

Return to Full View

If zoomed in using any means, a right click of the mouse anywhere on the Remote Camera View zooms out to full view.



Touch-Based Video Control

When using the Provider Access Software on a Windows 10 touch-based operating system, gestures are used to control the pan/tilt/zoom of the video cameras on all Patient Access Devices. In many cases these gestures are controlling the head motion of the Patient Access Device, not just the camera.

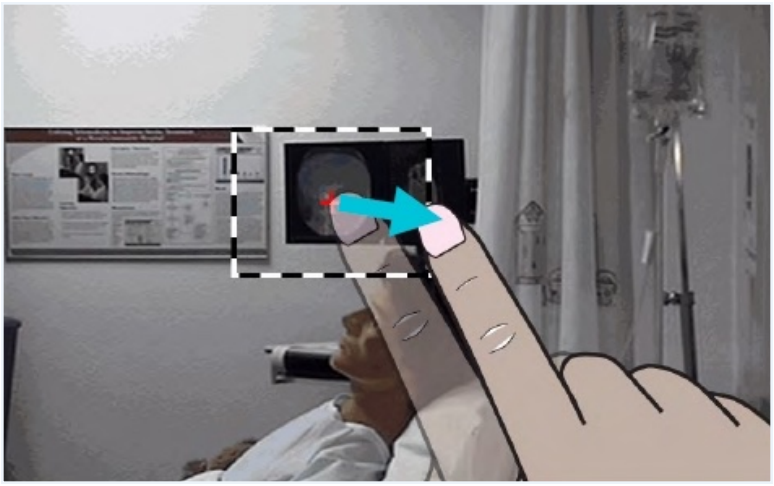
Tap

Gently press and release with a single finger. Tap to select a button in a tool bar or dialog box. When you tap in a live Remote Camera View (Point-to-See), the Patient Access Device will center and focus on that point in the Remote Camera View.

NOTE: When in session on an Xpress, or other Patient Access Device without head motion, the camera view will not re-center to a Point-to-See if the zoom setting is full screen.

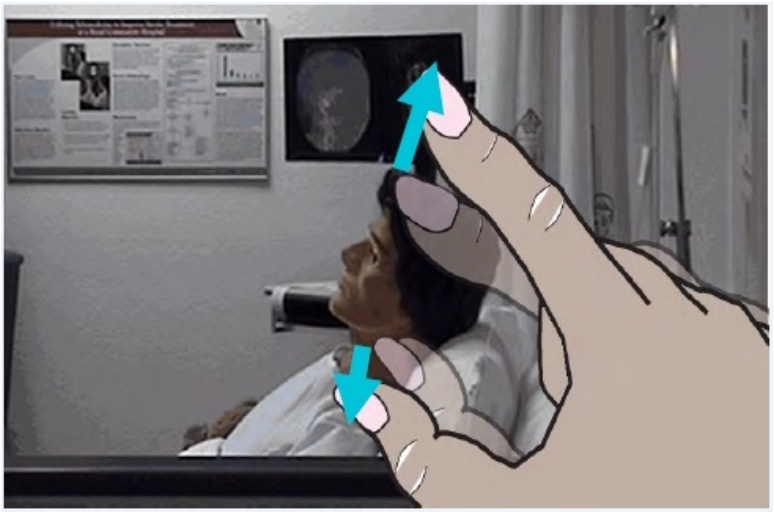
Box Zoom (Zoom In)

Gently press and drag with a single finger to make a zoom box. Start with your finger in the center of the view you would like to see close up, then drag until the zoom box includes all that you want to see. The Box Zoom outline will follow as you move your finger, but when released the zoomed video will take a second to appear.



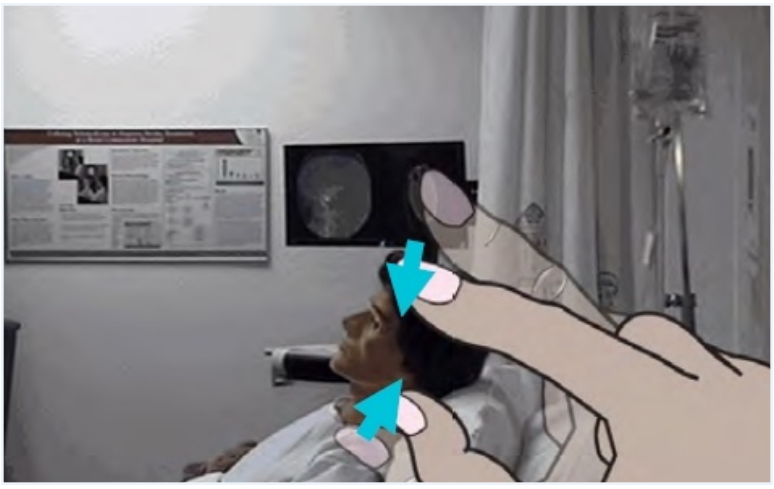
Spread (Zoom In)

Gently press with two fingers and spread them apart until you zoom in to the desired level. The zoomed video will take a second to appear after you remove your fingers from the display. Remember that both fingers must remain in contact within the Remote Display view (either full screen or normal).



Pinch (Zoom Out)

Gently press with two fingers and pinch them together until you zoom out to the desired level. The zoomed video will take a second to appear after you remove your fingers from the display. Remember that both fingers must remain in contact within the Remote Display view (in either full screen or normal view).



NOTE: Box Zoom is not supported on PTZ cameras. See **"Relative Zoom (PTZ Cameras)" on page 81** for more information.

Double-tap (Zoom Out)

Gently and quickly press and release twice with a single finger. When you double-tap in a live Remote Camera View, the Patient Access Device will return to full view from any zoom level while remaining focused on the same spot.

Triple-tap (Zoom Out and Center Head)

Gently and quickly press and release three times with a single finger. When you Triple-tap in a live Remote Camera View, the Patient Access Device will return to full view from any zoom level and return to its home head position. The home head position is typically level and facing straight forward.

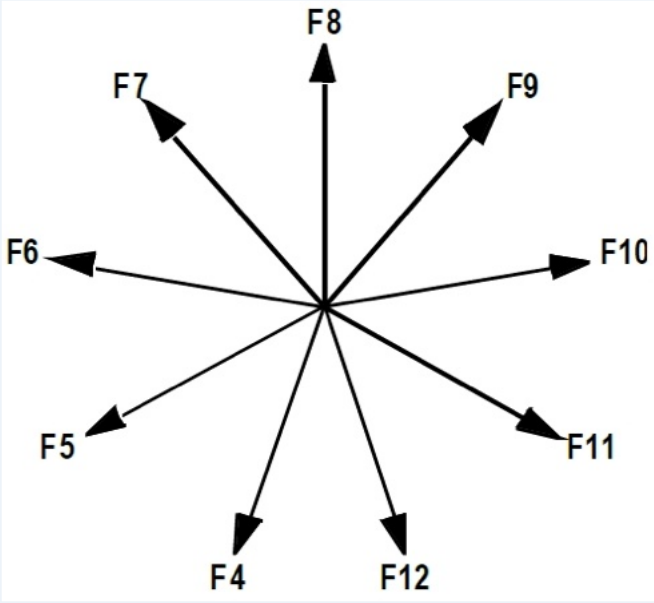
Programmable Head Positions

Preset Positions

The Provider Access Software has nine preset Patient Access Device Head positions that can be accessed by pressing any F key from F4 through F12 on your keyboard. The diagram on the right shows the preset positions and their associated F keys. When a specific key is pressed, the Patient Access Device Head will move to face the direction indicated, at an angle parallel to the floor.

Setting Preferred Positions

Any of the nine preset positions can be overridden and replaced during a session.



- With the head location and zoom set as desired, press and hold down any **F** key from F4 through F12 until the message “Head Position Programmed” appears in the lower right

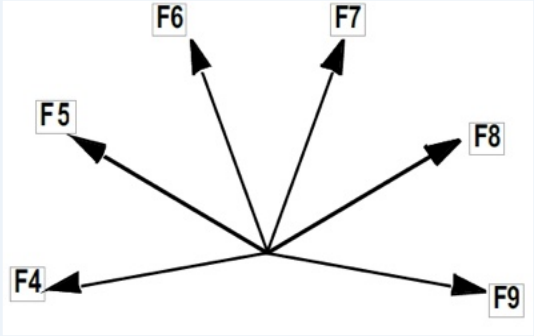
corner of the Remote Camera View window.

- Release the **F** key.
- Each time the programmed F key is pressed during that session, it will now return to the preferred location and zoom.
- The programmed F key will return to the original preset position if the Patient Access Device is turned off or another user logs on the Patient Access Device.

Boom Camera Preset Positions (Vantage)

The Provider Access Software has six preset Vantage Boom Camera PTZ positions that can be accessed by pressing any F-key from F4 through F9 on your keyboard.

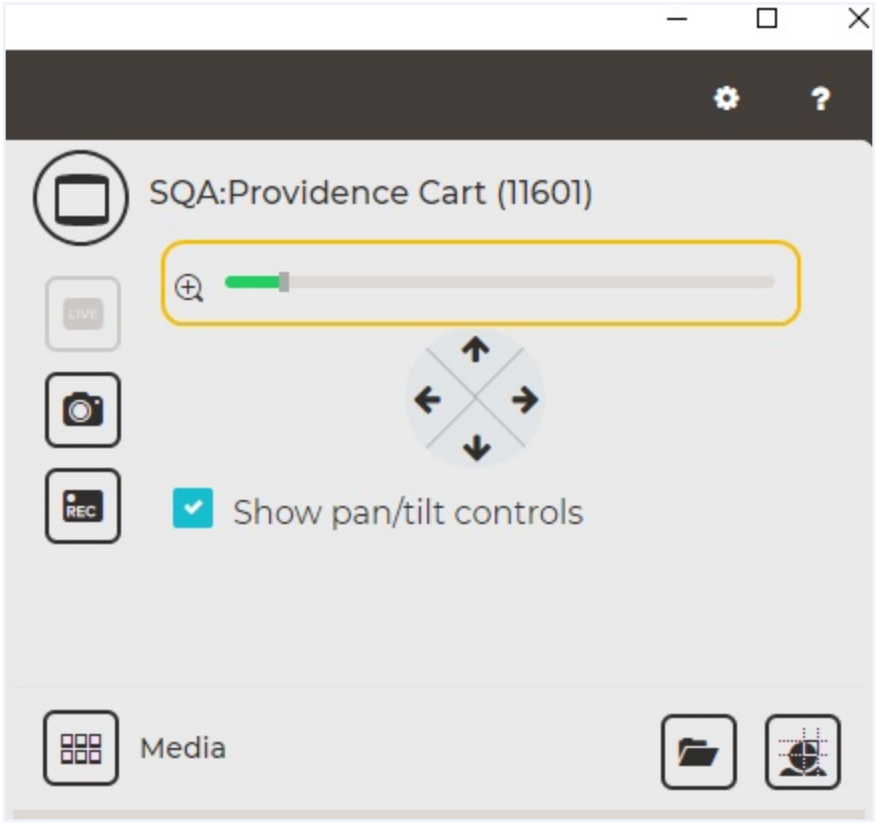
The diagram below shows an example of the preset positions for the Boom Camera. These default preset positions can be programmed as required. Contact 24/7 Technical Support for more information.



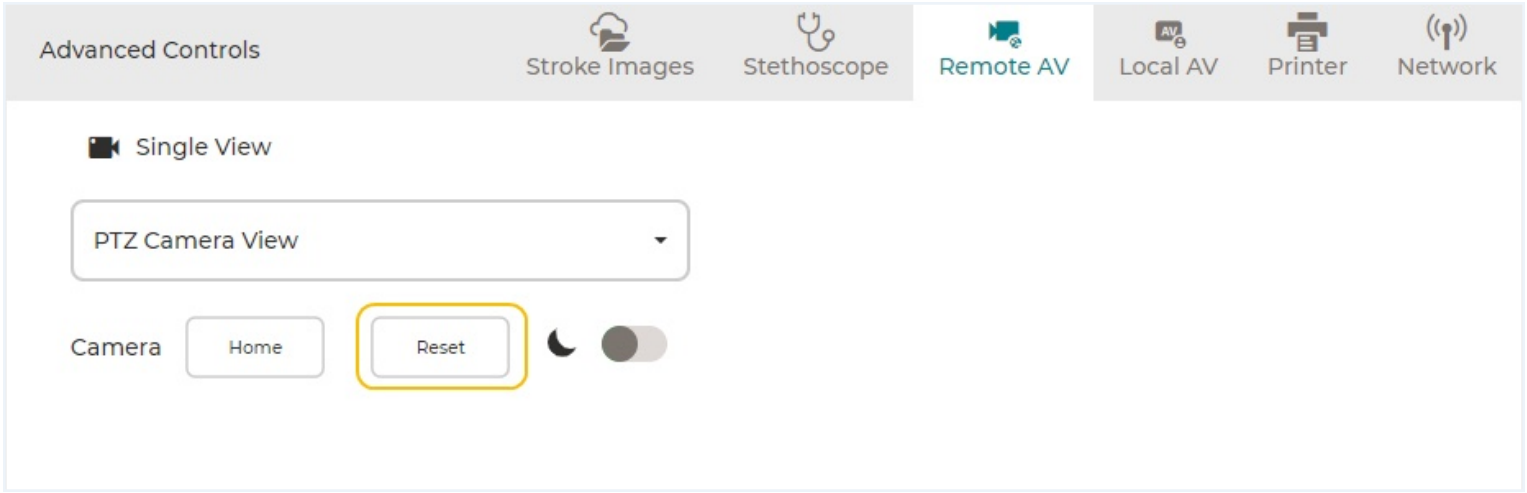
Remember that any of the preset positions can be overridden and replaced during a session as described above, but they will revert to the default presets if the Vantage is turned off or another user logs on to the Vantage.

Relative Zoom (PTZ Cameras)

For Pan-Tilt-Zoom (PTZ) cameras, including the Sony SRG-X400 and Sony SRG-360SHE, box zoom is not supported. Instead, use the zoom slider.



To reset the camera's zoom, click **Remote AV** and then click **Reset**.



MultiPresence

MultiPresence Overview

MultiPresence is a companion product to the Remote Presence platform and has been designed specifically to enable multiple Provider Access Software users to connect to the same Patient Access Device at the same time. MultiPresence enables a group of clinical experts to collaborate together in real-time on the care of a patient.

In MultiPresence mode, users at multiple locations using the Provider Access Software are connected to the Patient Access Device. The session is controlled by a Host user. Guests are able to join the session in progress. Features included in Provider Access Software are:

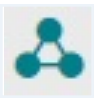
- **Independent Connections**: Guest users are allowed to remain in a session after the Host leaves.
- **Control Transfer**: Host is allowed to transfer controls to a Guest at any time; unless the Guest is restricted to a 'Guest only' role.
- **Video Mute**: All users in a MultiPresence can mute their video.
- **Audio Only Session**: Guests do not need a web camera to join a session.
- **Peripheral Support**: Guests can listen to the stethoscope or handset.
- **iOS Support**: Users can access MultiPresence as either a Host or a Guest from their iOS devices.

NOTE: We support up to 3 guests using Teladoc Health Provider Access Software, 4 guests invited by phone, and 1 interpreter in a MultiPresence call. The performance of the session may vary for more than 3 guests in a call (especially for user using older devices with lower processing power).
For example, another provider on Windows Provider Access Software, another provider on iOS Provider Access Software, a video interpreter, a video guest, and a phone guest can all be on the call at the same time.

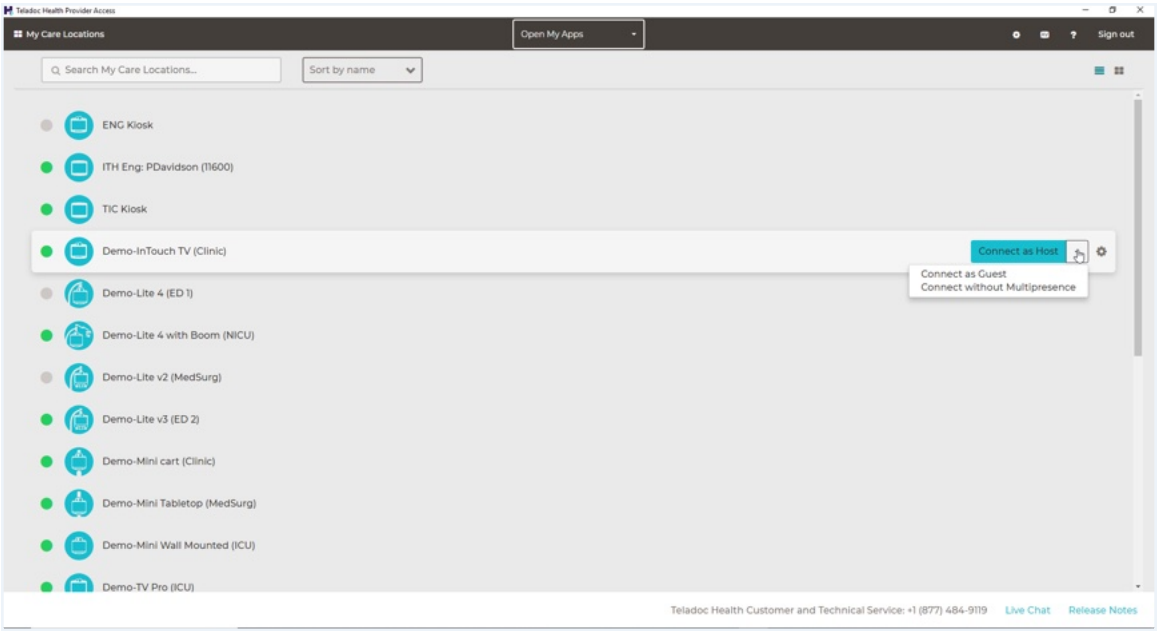
Hosting a MultiPresence Session from a Windows Device

In MultiPresence mode, multiple Guest users may be connected to the Patient Access Device. The session is controlled by a Host user. Once you log on, you will see the **My Care Locations** list.

Win	
	Green — Patient Access Device is Ready

	Blue — Patient Access Device is Busy
	Gray — Patient Access Device is Offline or Status is Unavailable
	Three Blue Connected — MultiPresence is Available

My Care Locations



1. Locate the device to connect to.
2. Select from the dropdown list:

- **Connect as Host** - The default. The host has the ability to control access of guest users and how they interact with the remote session. The host also has control of the Patient Access Device.
- **Connect as Guest** - There can be multiple guests during a MultiPresence session. The guests have limited capability during the session. The host has the ability to transfer the host status to any guest and can also remove a guest from the session.
- **Connect without Multipresence** - This option only allows for one user to log into a session. Will show the device as unavailable for other users.

NOTES

- If a Guest connects first, they may be requested to stand by for the Host to start the MultiPresence session. Contact your Provider Access Software representative for more information on controlling guest access to a MultiPresence session.
- If the Host has already connected, the Patient Access Device status shows the MultiPresence icon,  , in the **My Care Locations** list.
- When connecting as a Host in MultiPresence, you must connect using the **Host** option in the connection drop-down instead of clicking **Connect** next to the Patient Access Device name, which will connect to the device without MultiPresence. If this occurs, disconnect from the device and reconnect to the device by selecting **Host** from the Connect drop-down menu.

Default Connection Preferences

You can ask Admin to default your preference for connecting to devices. Your role can be defaulted to:

- Host
- Guest
- Guest only
- Connect (Connect without MultiPresence)

Double clicking on the device row will connect you with your default preference set by your admin.

After Connecting to a Patient Access Device

Host controls, including camera movement and zooming, and other views, are displayed on the Guest's device.

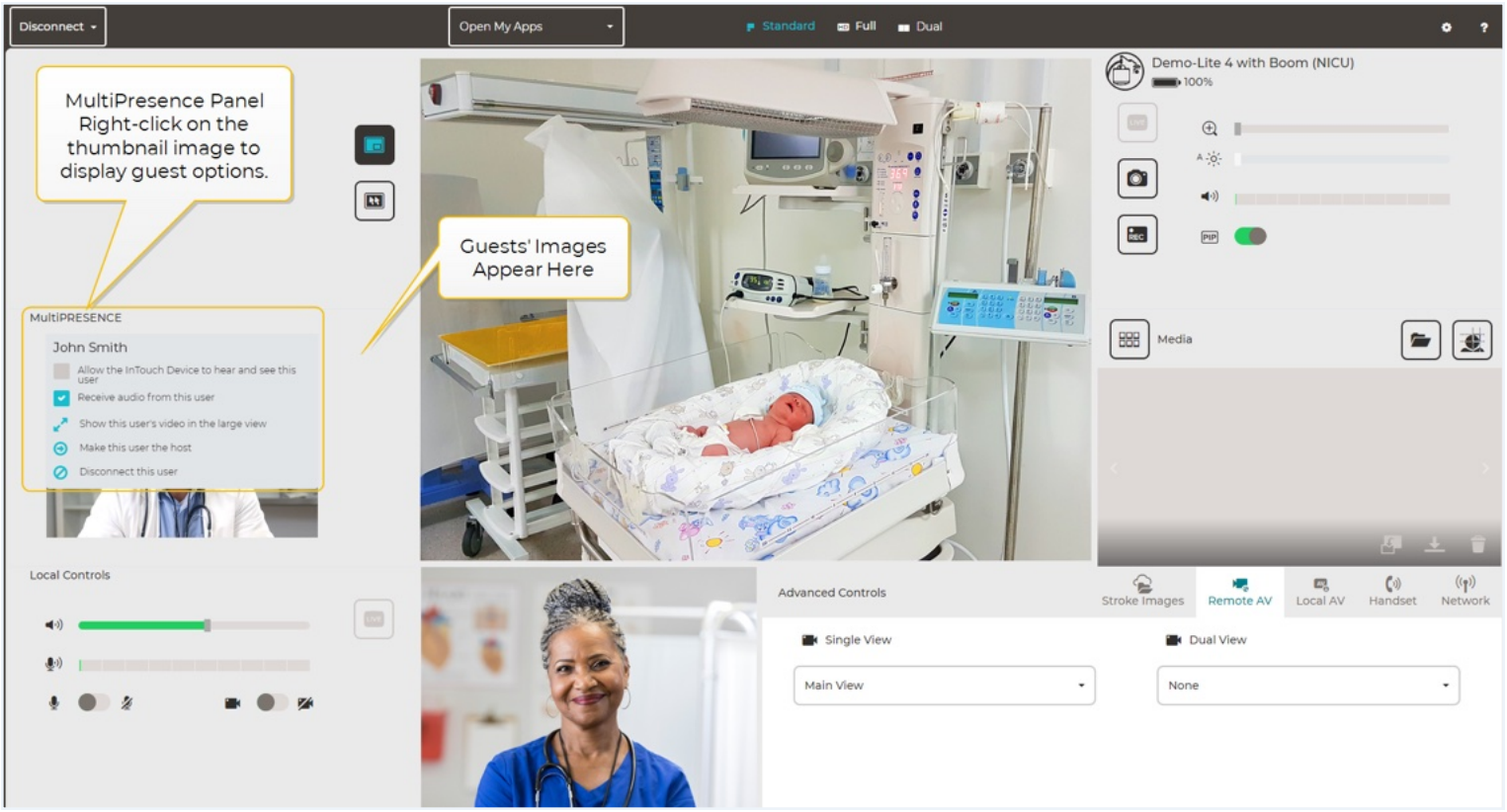
The Host controls the access each Guest is allowed in the session using a right-click menu. Right click on any thumbnail of a Guest and set the session access for that Guest from the following choices:

- Allow the device to hear and see this user
- Make this user the host unless the user is set to 'Guest only' role by the admin
- Disconnect this user

NOTES:

- The default access setting for a Guest joining the session as a full participant is that the Guest is able to be seen and heard on the Patient Access Device.
- To change the default to not allow Guests to be seen and heard on the Patient Access Device, contact your Teladoc Health representative for assistance.

The Host will see a thumbnail video of the Guest in the MultiPresence Panel.



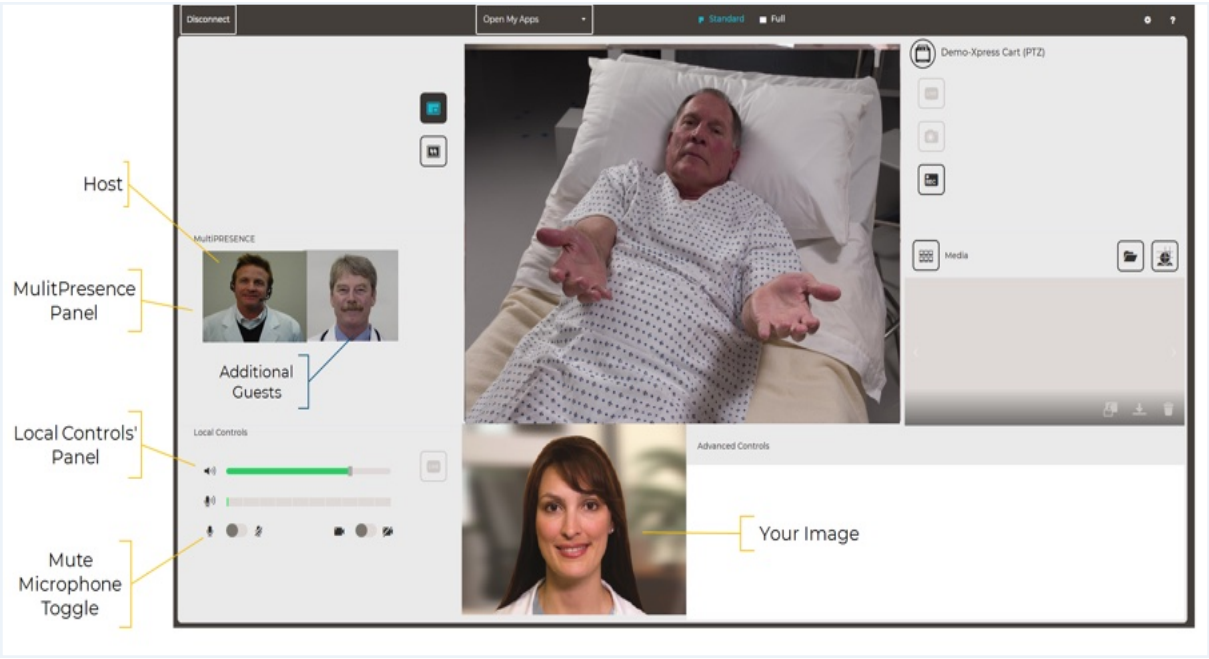
MultiPresence Guest

NOTE: This section describes inviting guests who are using Teladoc Health provider Access Software. To invite other guests, see **"Inviting Unauthorized Guests by Phone or Email" on page 94** for more information.

The Guests of the MultiPresence session will see a screen like the one below on their PC running the Provider Access Software.

The MultiPresence panel on the left side of the screen shows thumbnail images of the other users in the session.

The Host will be shown at the top of this list of thumbnail images.



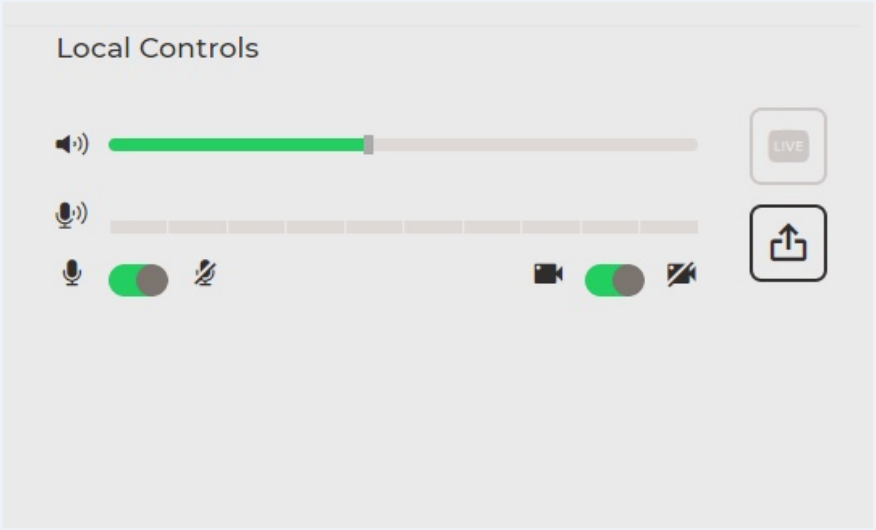
NOTES:

- Because the software utilizes Auto Gain Controls, a feature that automatically adjusts your microphone's gain and loudness, microphone volume controls are not available during MultiPresence.
- Each participant can control the loudness of their speakers by adjusting the speaker slider bar located in the Local Controls' Panel of the Provider Access screen.

Screen Sharing During MultiPresence Sessions

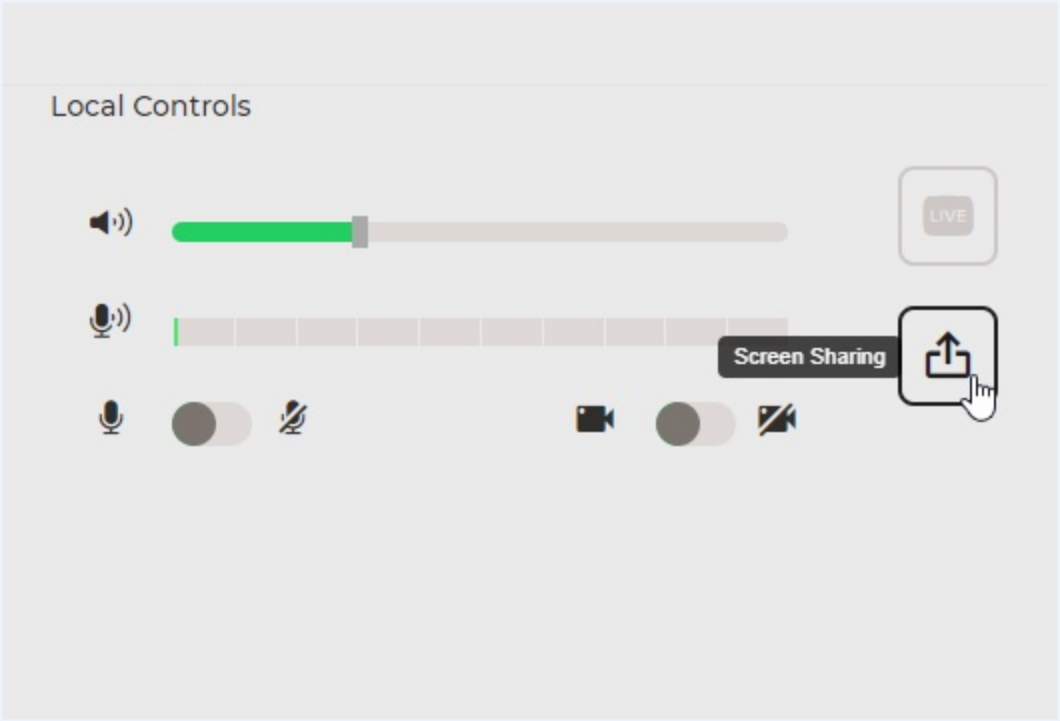
> **Note**: Screen sharing must be enabled before you can use it. Contact your Teladoc Health telehealth coordinator to enable it.

If you are a MultiPresence host you can screen share a window or an application with guests.

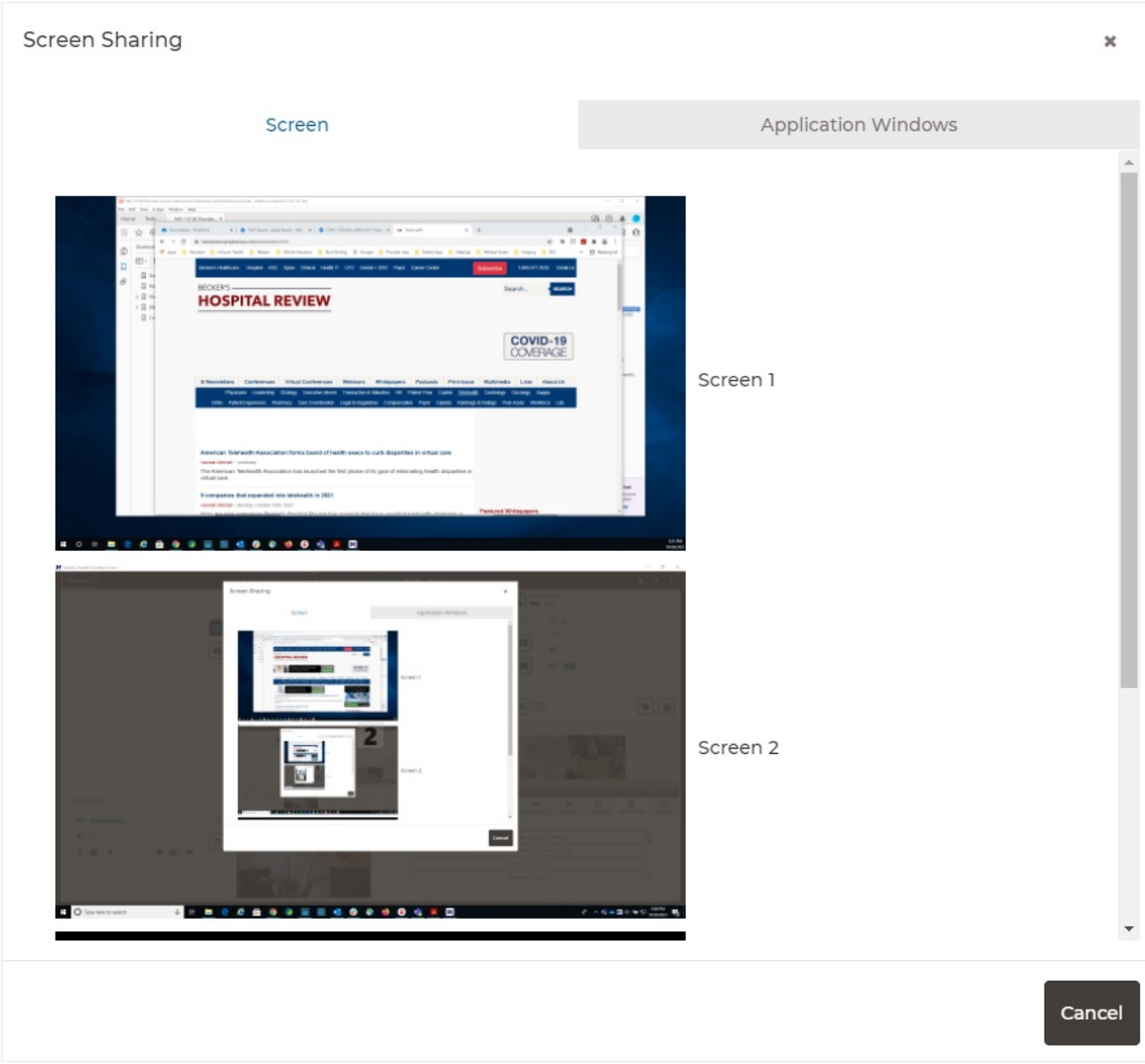


Start Screen Sharing

1. Click the start share screen button ( ).

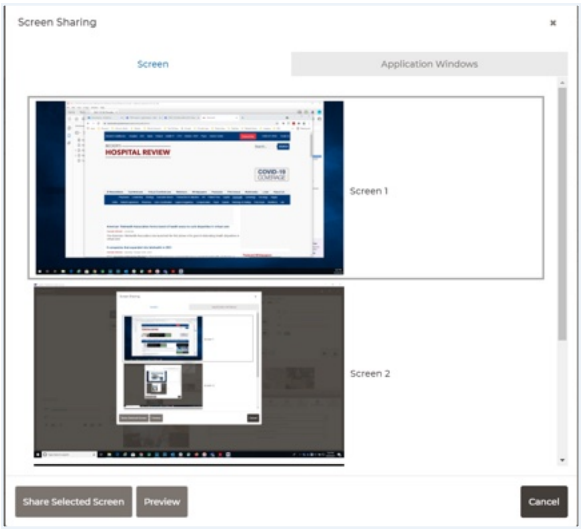


The following will be displayed.

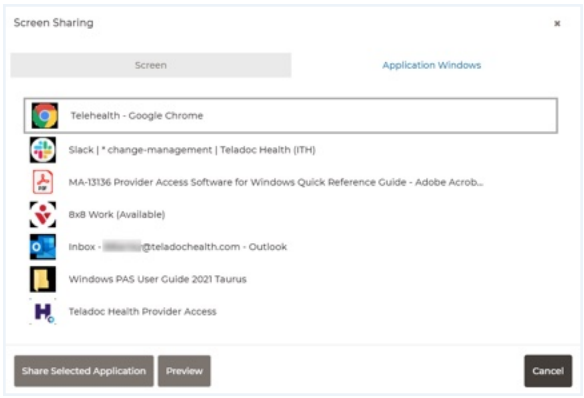


2. Click **Screen** to share an entire screen or click **Application Windows** to share a specific application.
3. Select the screen or application you want to share.

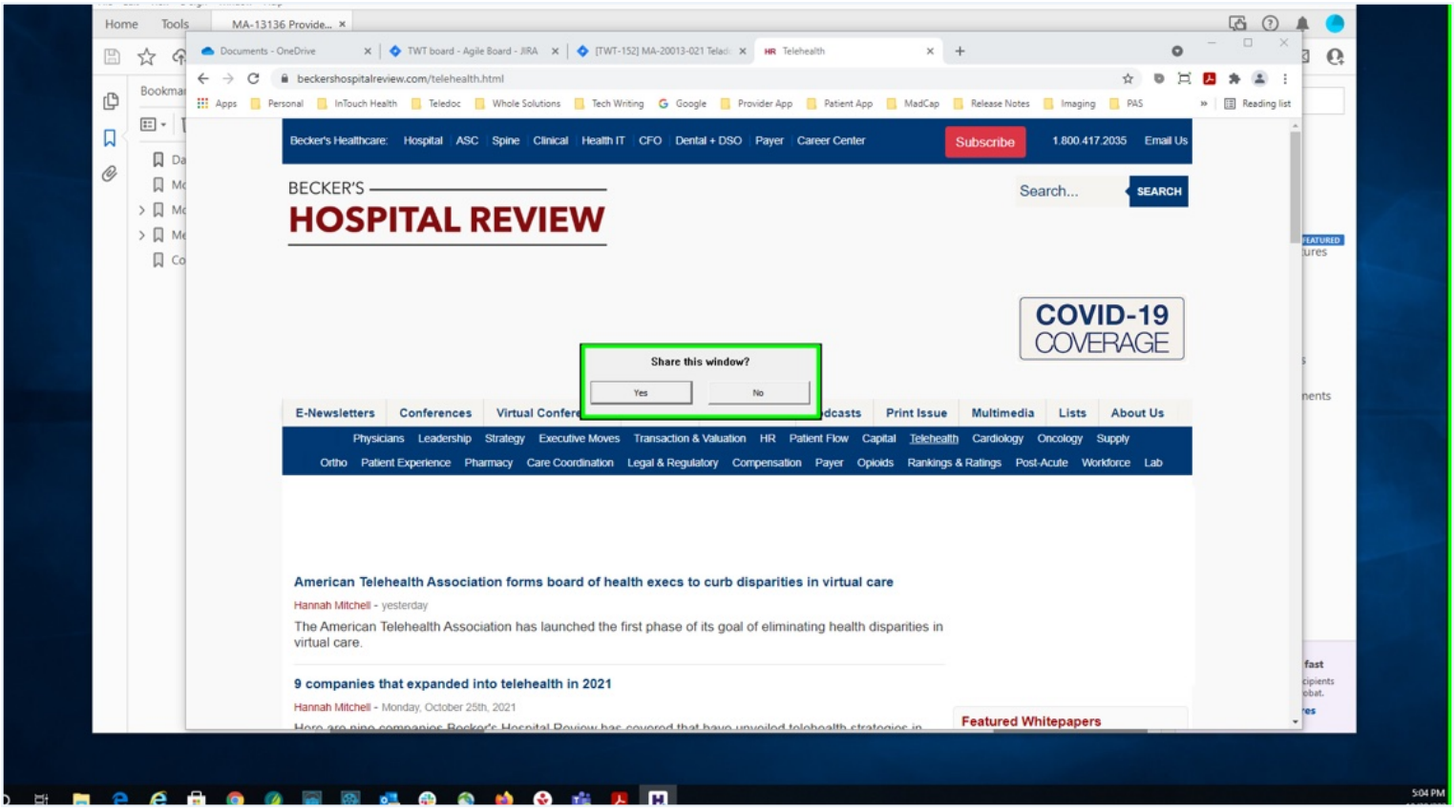
Share a Screen



Share an Application

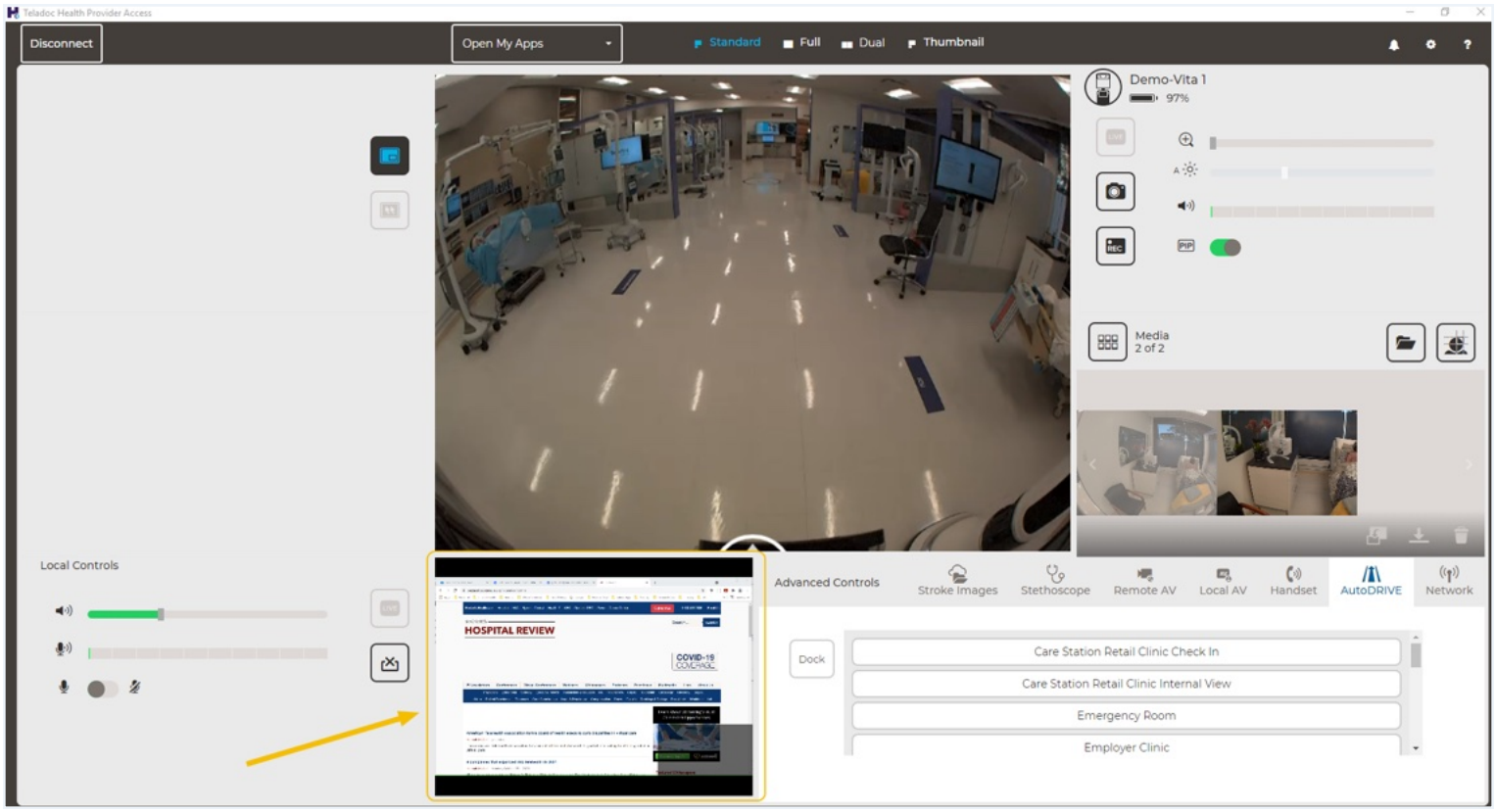


4. Click **Share Selected Screen** or **Share Selected Application** to share your screen or application immediately or click **Preview** to display a preview. If you clicked **Preview** the following prompt will be displayed.

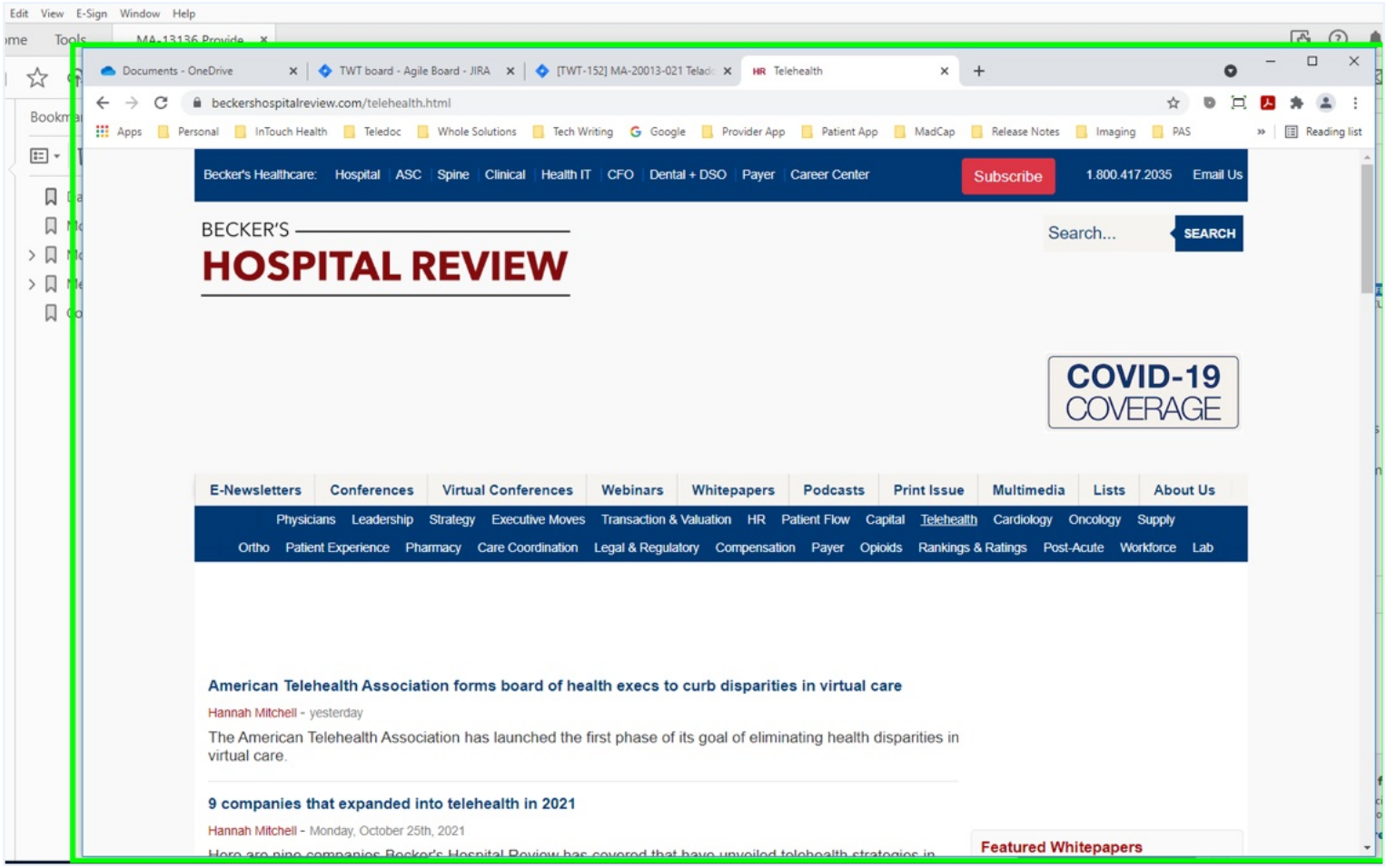


5. Click **Yes**.

Your local video will be replaced by the screen or application you are sharing.

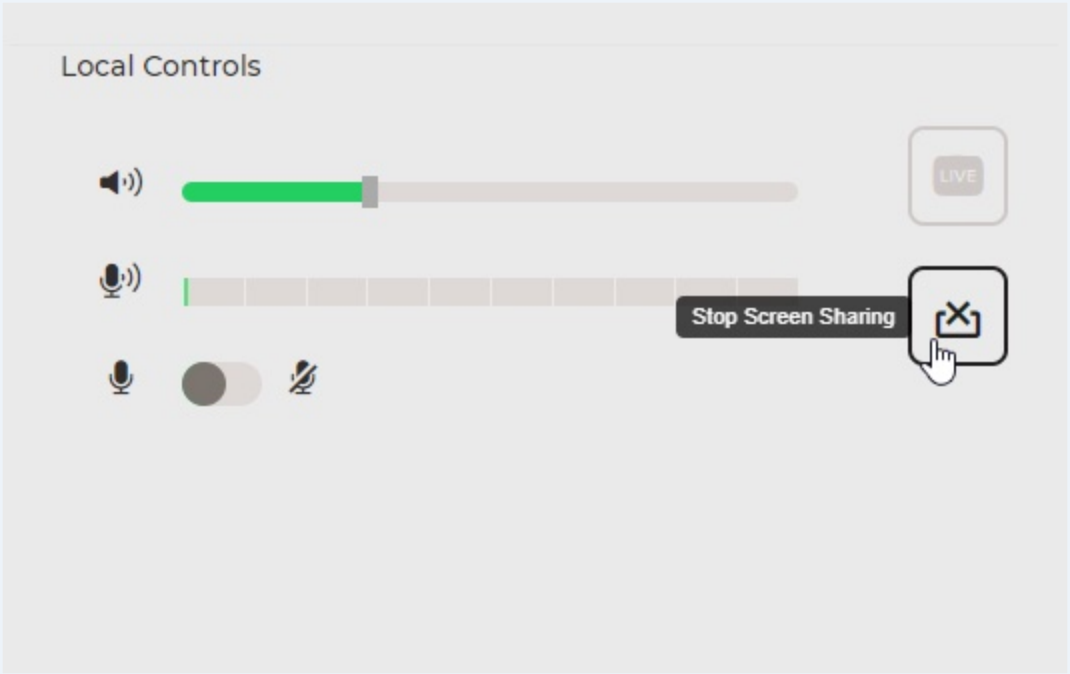


A green border shows the window or application being shared.



Stop Screen Sharing

Click the stop share button ( ) to stop screen sharing.

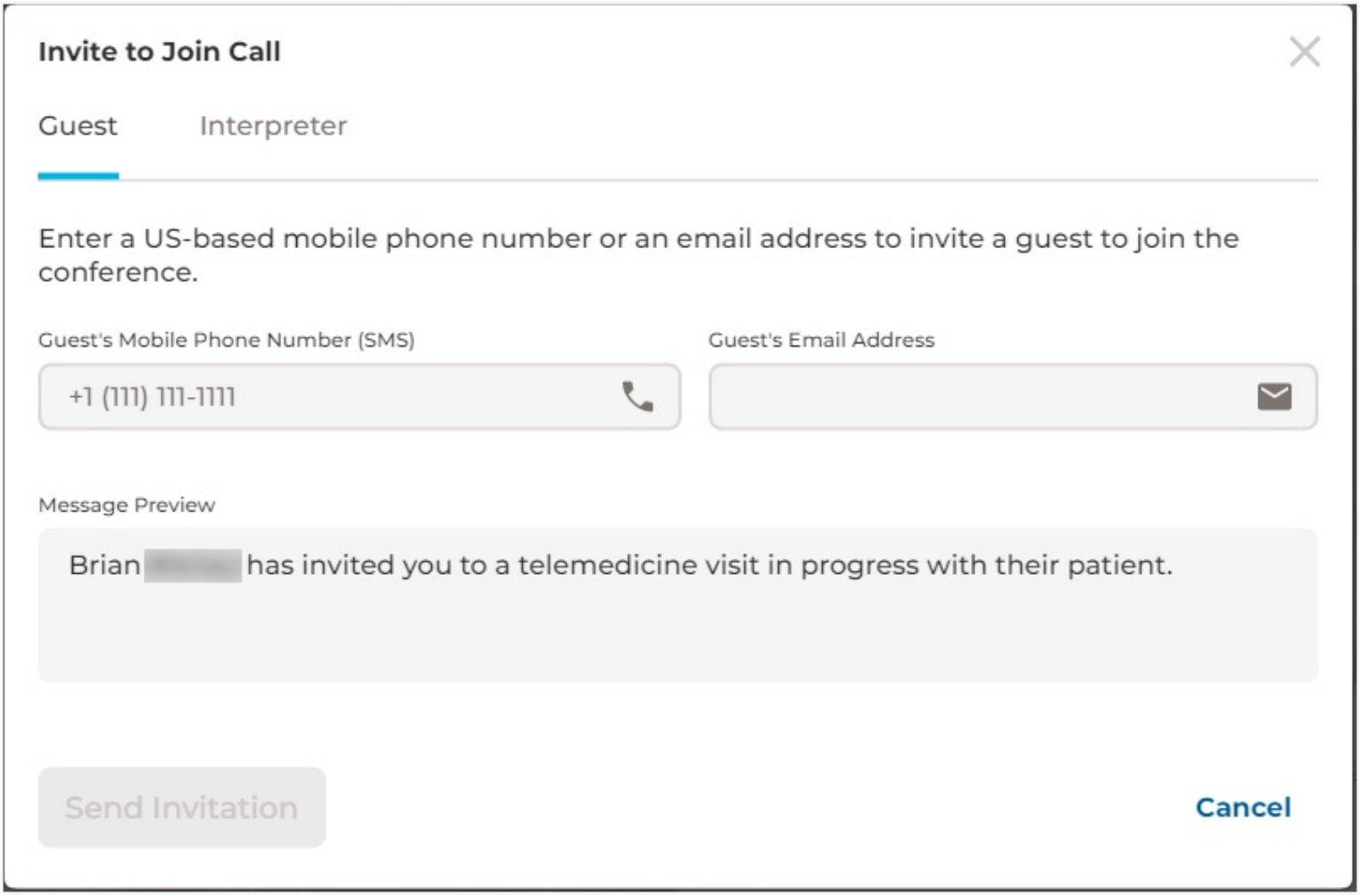


Inviting Unauthorized Guests by Phone or Email

NOTE: Contact your Teladoc Health representative to enable this feature.

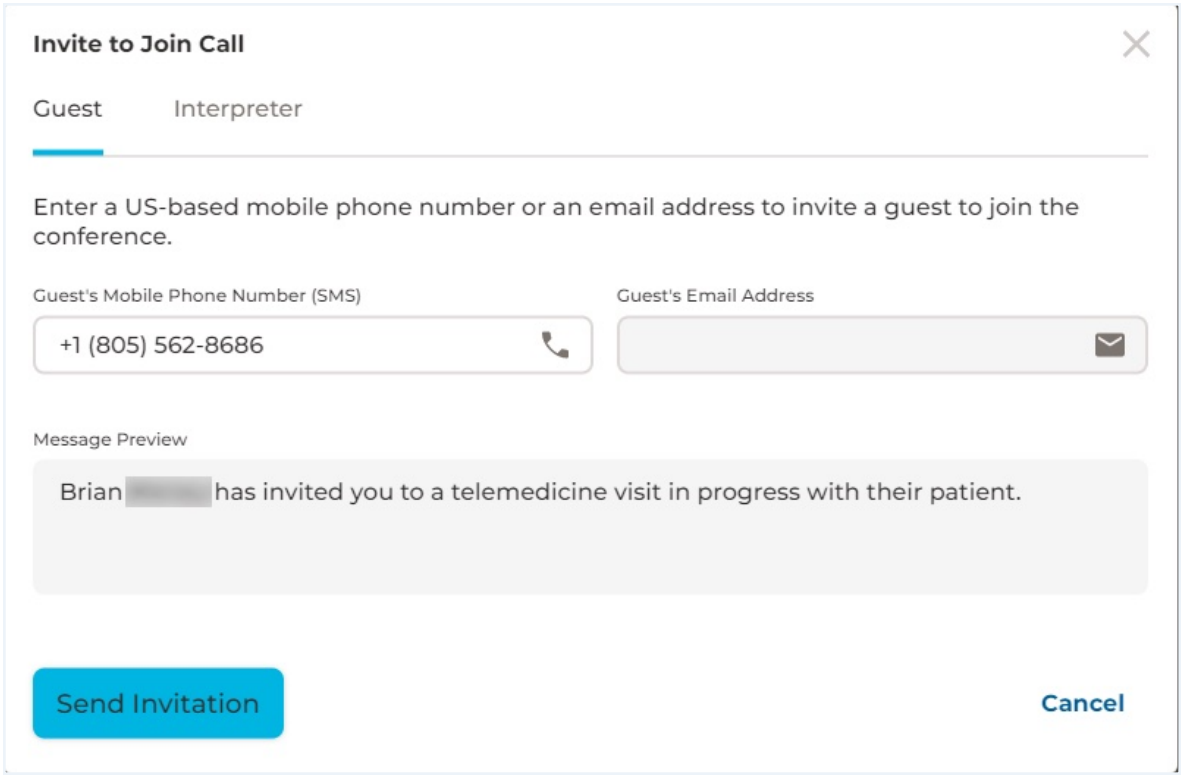
Follow the steps below to invite a guest by phone to a MultiPresence session.

1. Connect to the Teladoc Health device as a MultiPresence host.
2. Click the invite button ( ).

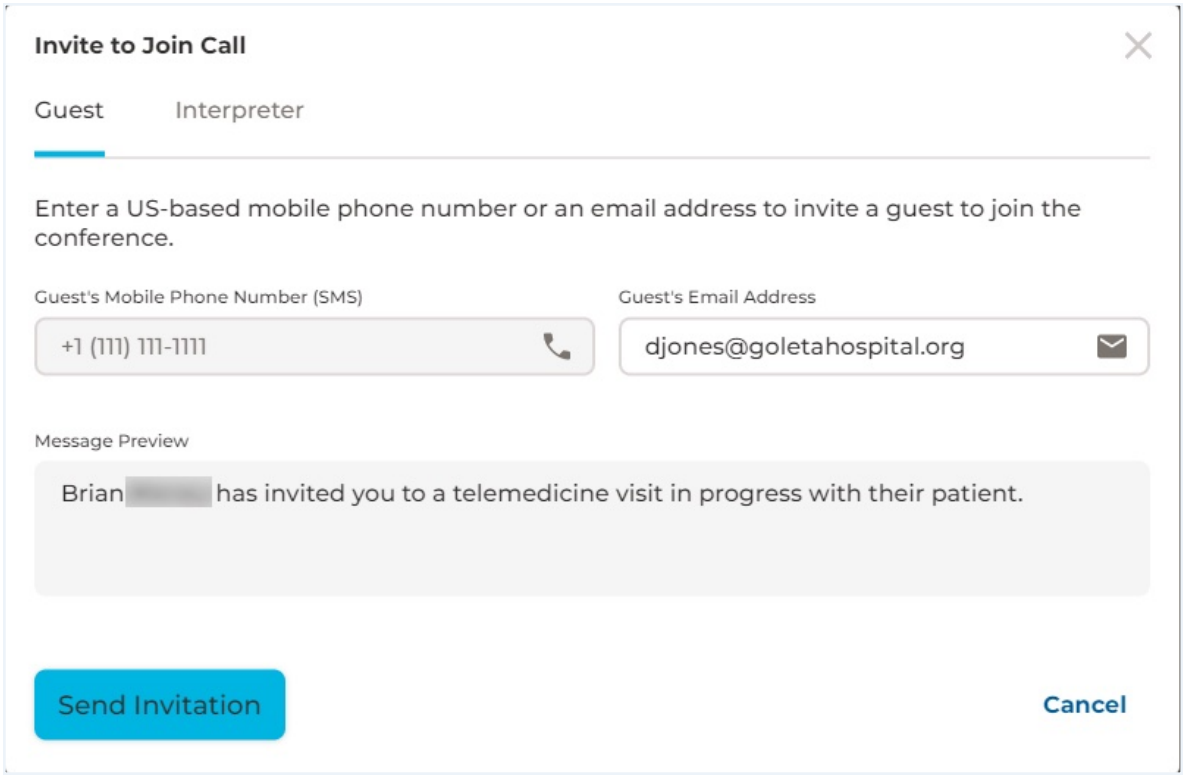


3. Enter the guest's phone number or email address. The default for phone numbers is US format.

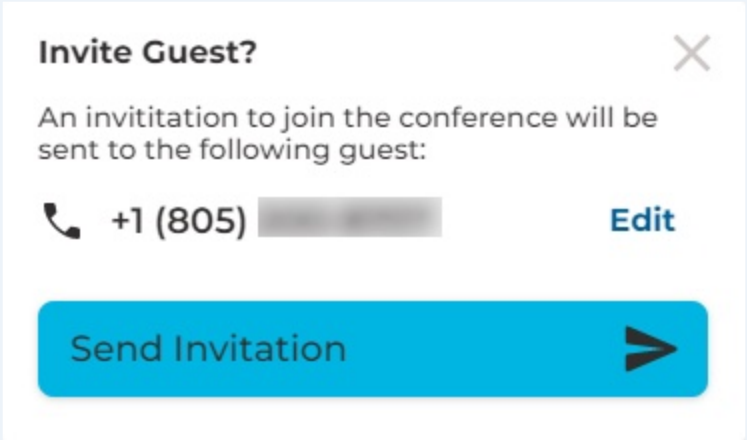
Invite by Phone



Invite by Email

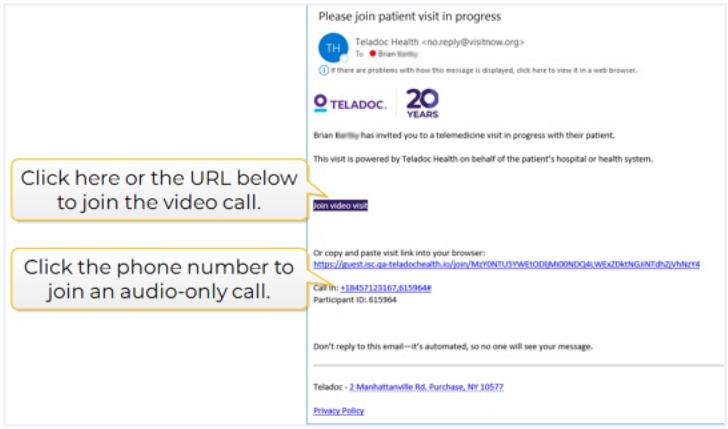


4. Click **Send Invitation**.

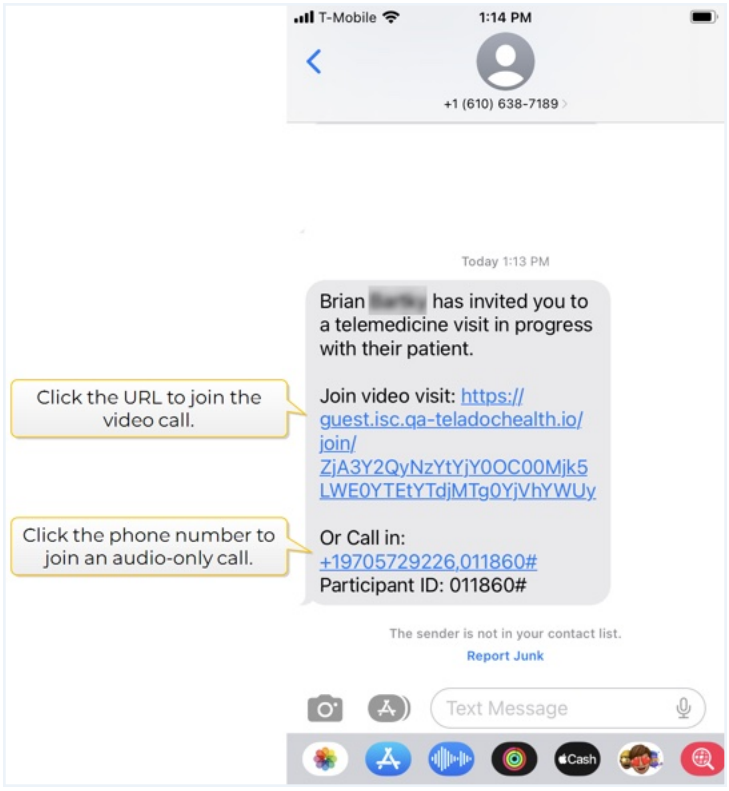


5. Click **Send Invitation**. The guest will receive a text message or an email with a link to join the session as shown below.

Sample Email

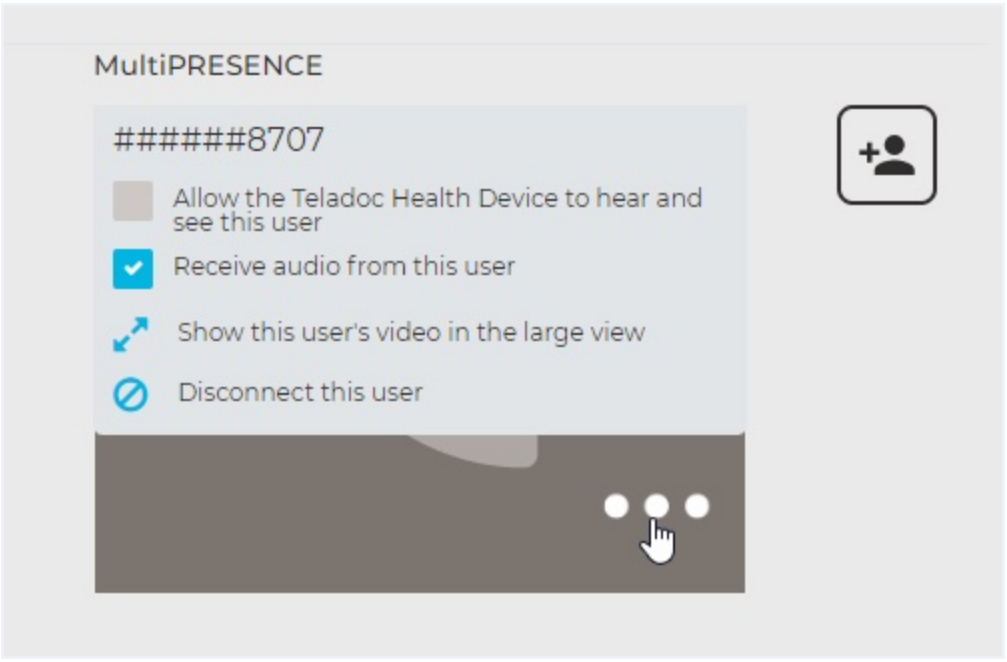


Sample Text



Once the guest has joined the session you will see a phone icon for audio-only calls or the guest's thumbnail for video calls under MultiPresence.

Click the phone icon or the guest's thumbnail in the lower right-hand corner to display the following options.

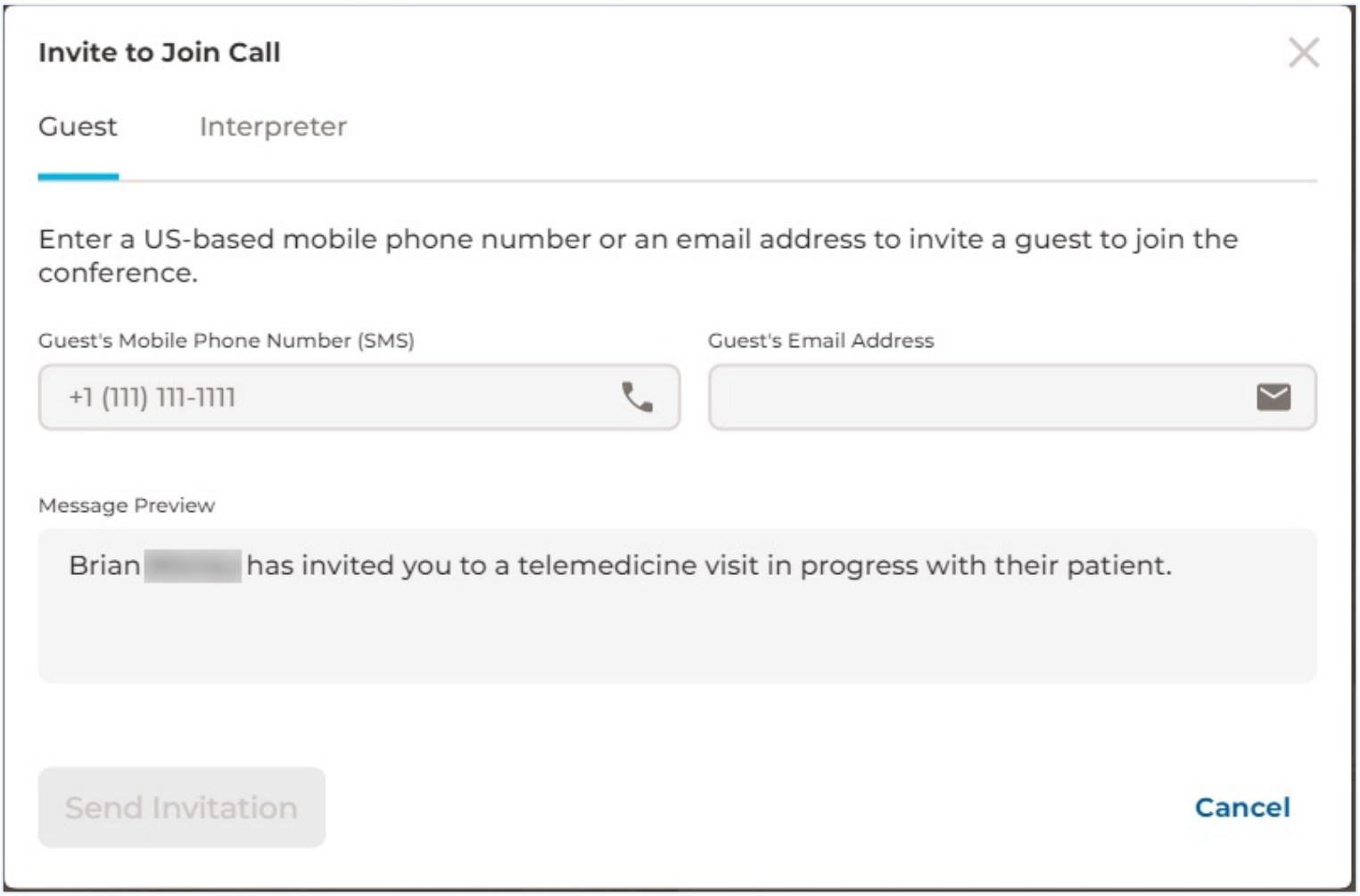


Inviting Interpreters

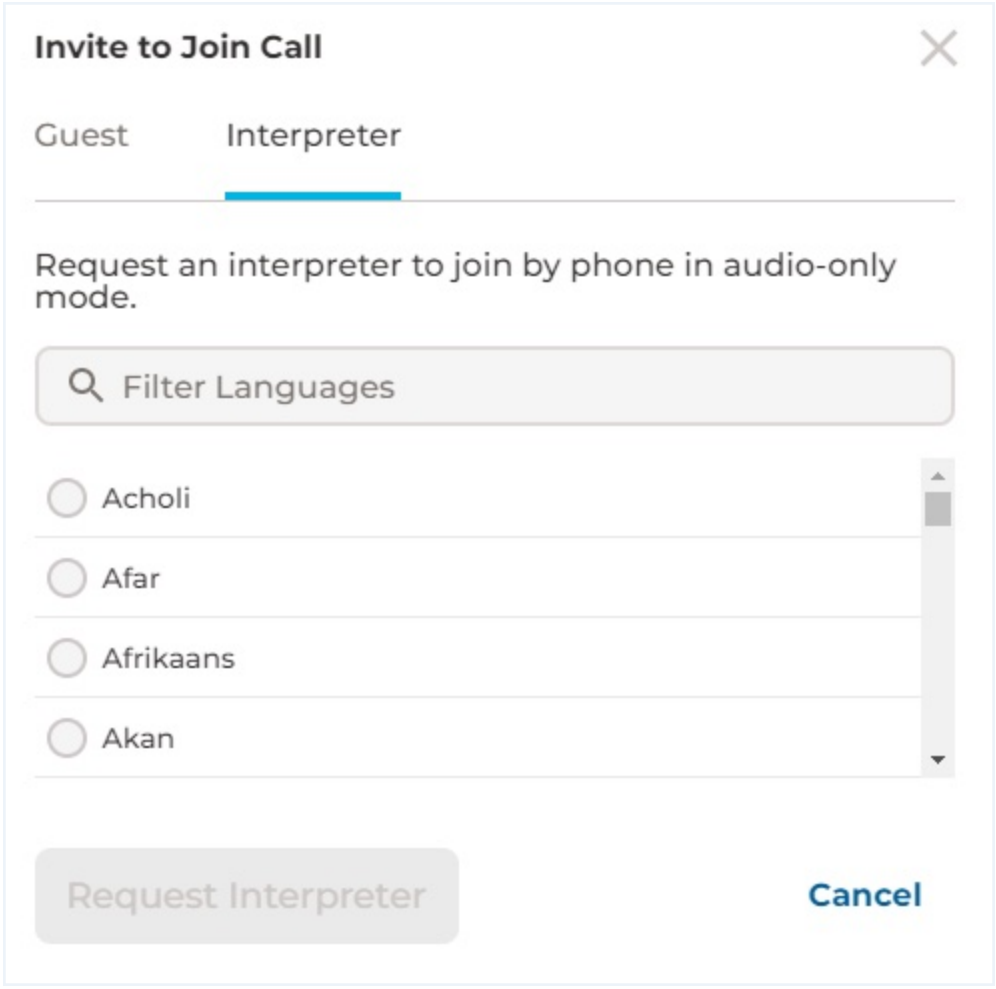
NOTE: Contact your Teladoc Health representative if you have questions.

Follow the steps below to invite an interpreter to a MultiPresence session.

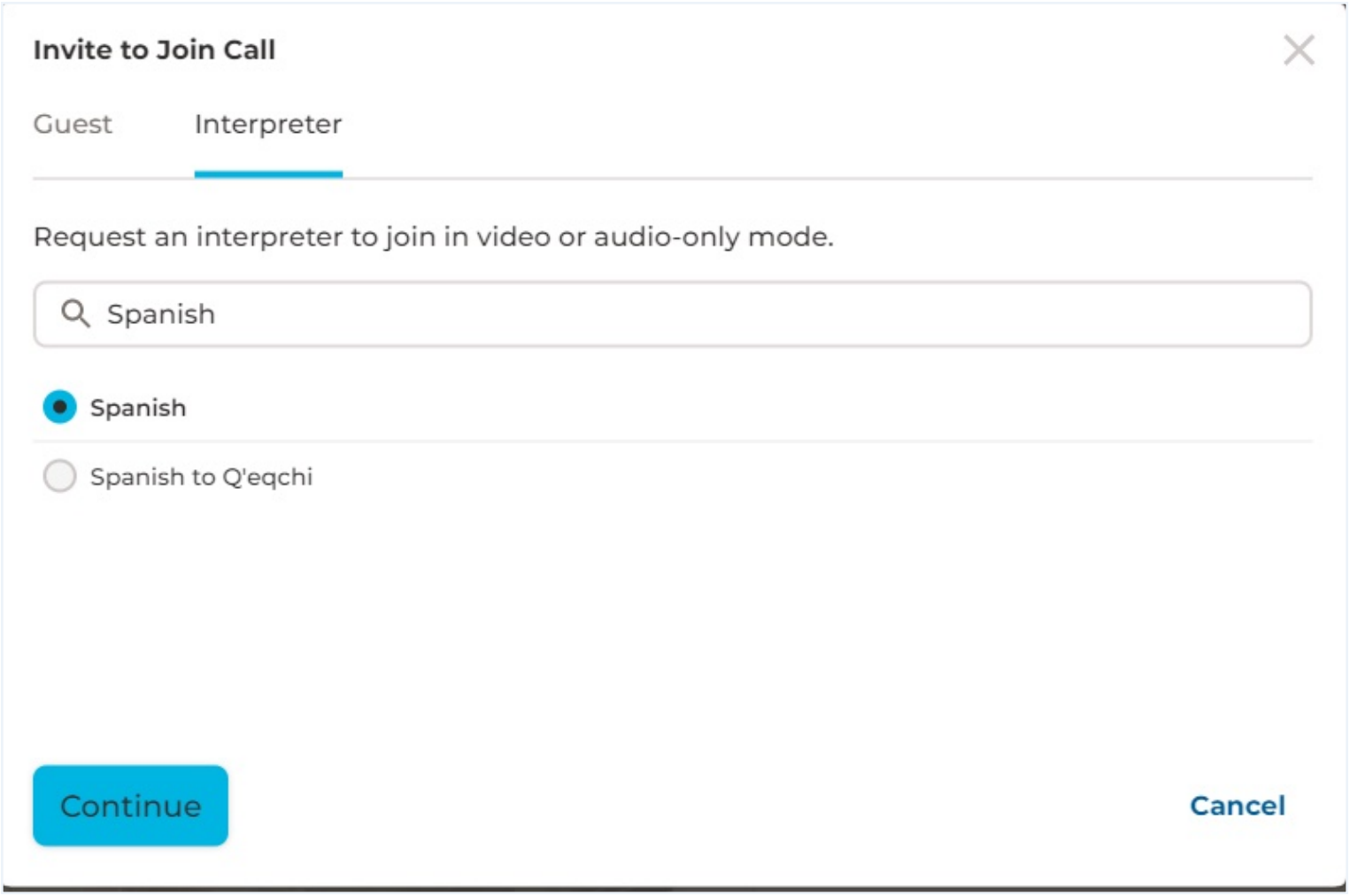
1. Connect to the Teladoc Health device as a MultiPresence host.
2. Click the invite button ( ).



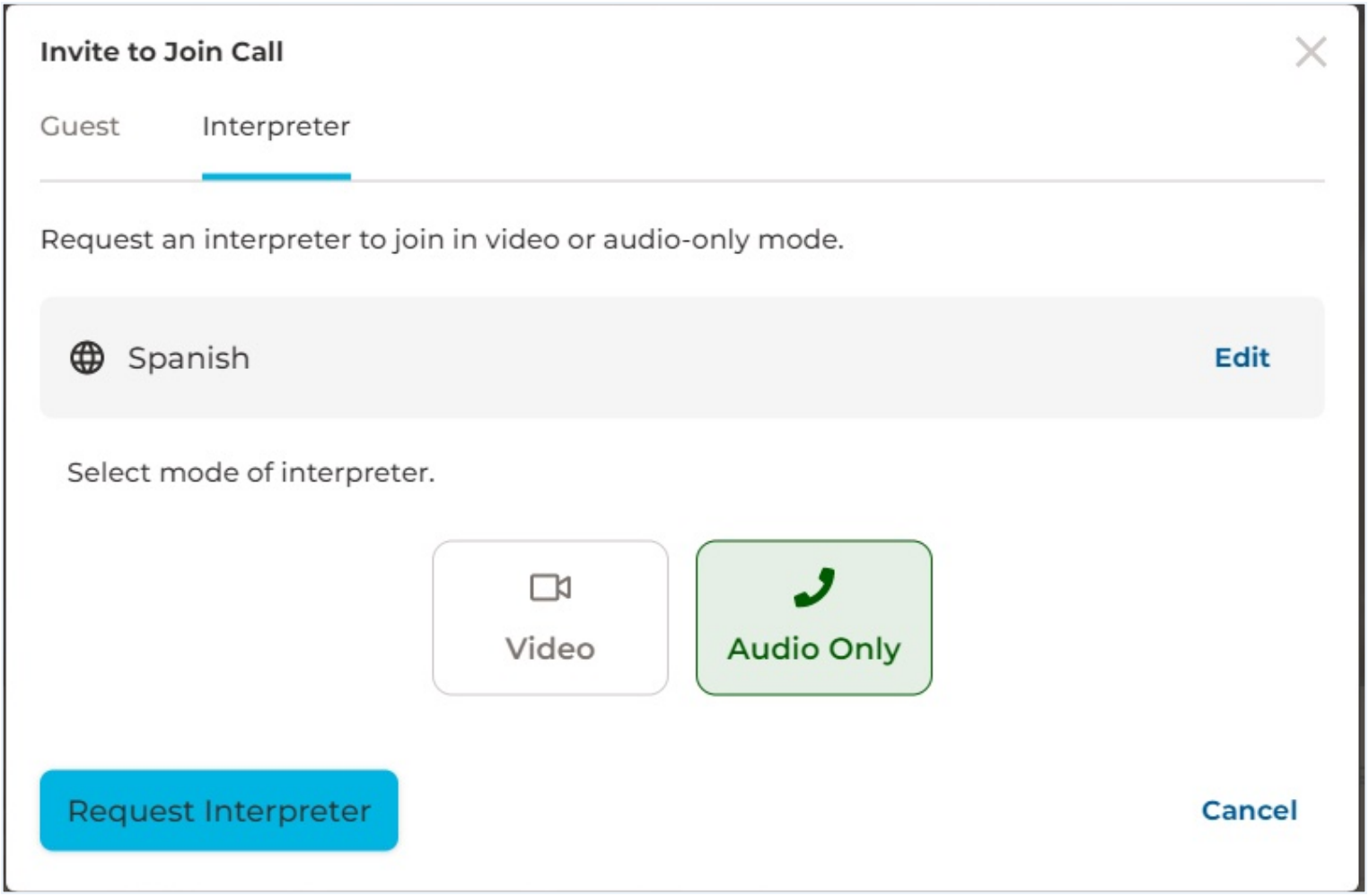
3. Click **Interpreters**.



4. Scroll for the language you want or enter the name of the language. Matching names will be displayed as you type.
5. Select the language you want.



The following will be displayed.

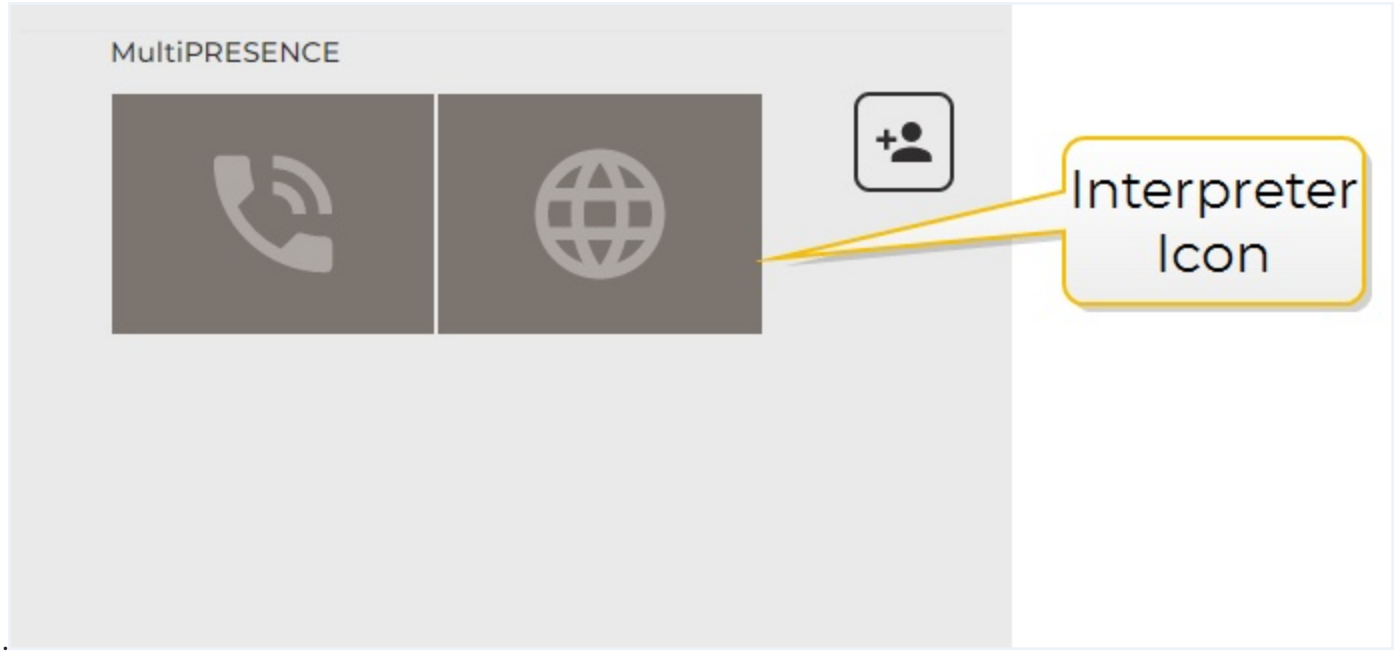


6. Click **Video** or **Audio Only**.

> **NOTE**: If the Video option or Audio Only option is unavailable then the button will be grayed out and you will not be able to select it.

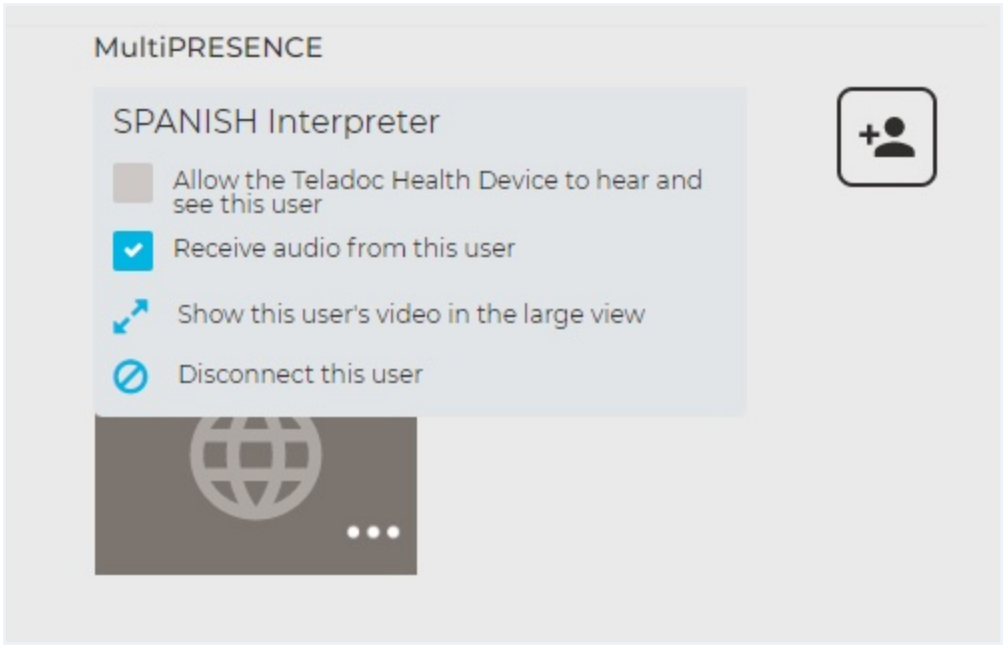
7. Click **Request Interpreter**.

The interpreter will be notified to join the session. Once the interpreter has joined the session you will see an interpreter icon or the interpreter's thumbnail under MultiPresence.



.

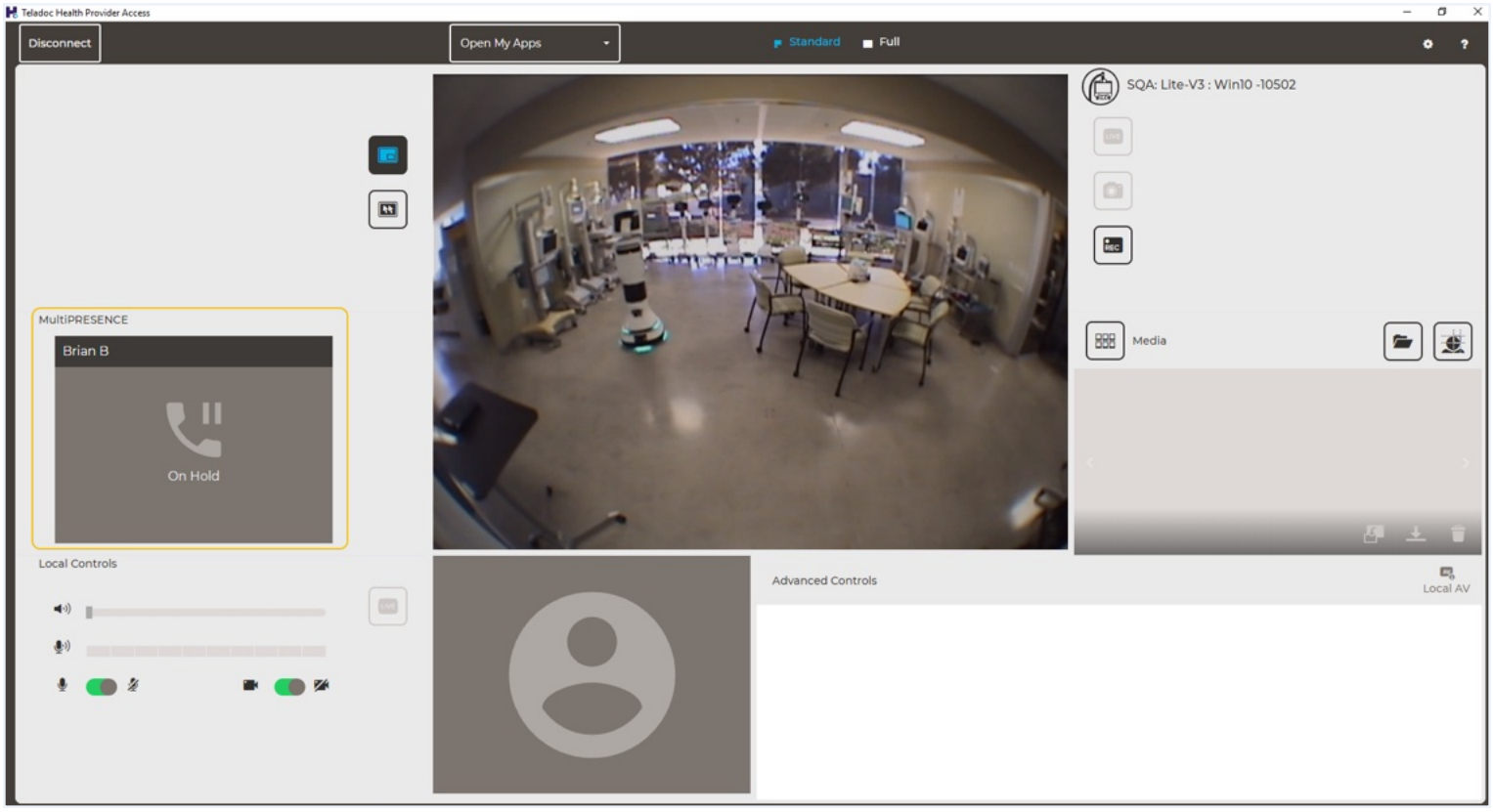
Click the three horizontal dots in the interpreter icon or the interpreter's thumbnail in the lower right-hand corner to display the following options.



MultiPresence iOS Users on Hold

If you are in a MultiPresence session with an iOS Provider Access Software user and the user takes an incoming call and goes on hold, the user's thumbnail will change to the "On Hold"

thumbnail. While the iOS Provider Access Software user is on hold, your interaction with that user will be limited. You will not hear or see this user while they are on hold.



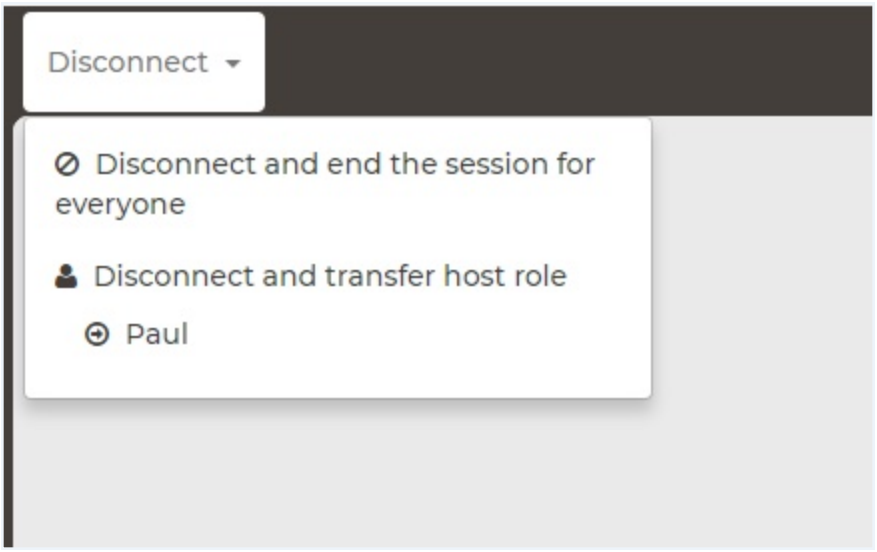
When the same user returns (goes off hold), the iOS Provider Access Software user's thumbnail will go back to its original state, and you will be able to interact with the user again.

> **NOTE**: If the iOS Provider Access Software user makes an outgoing call you will not see the On Hold icon

Disconnecting from a Session as Host

Clicking **Disconnect** opens a dialog box giving the host the option to:

- Disconnect and end the session for everyone.
- Disconnect and transfer the host role to a selected guest.



NOTE: A guest cannot be made Host if the user is set to 'Guest only' role by the admin.

Driving Basics-VITA

WARNING:

- The VITA uses a Class II laser in compliance with 21 CFR Chapter 1, subchapter j (Part 1040.10). Maximum laser radiation output is less than one milliWatt. Refer to the VITA User Guide to determine the specific wavelength (color) employed by the laser pointer.
- While driving, always look in the direction the Patient Access device is traveling. The driver is responsible for its safe operation.

CAUTION:

- Avoid driving the VITA on wet carpets or flooring.

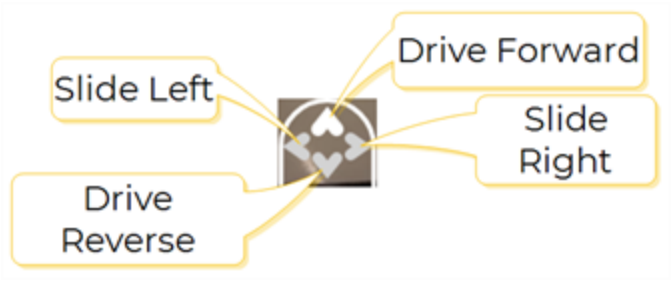
Virtual Joystick Mouse-Based Driving

Manual driving with the mouse is accomplished with a vector key you can popup from the bottom of the Remote Camera View. The footprint will turn orange when in Nudge mode. Refer to **"Collision Avoidance" on page 108**.

The vector key has four buttons to control the motion of the Patient Access Device.

When you stop driving, the buttons will minimize after about 10 seconds.

NOTE: The first time you click on one of the arrow buttons you will see a warning message that these buttons will move the Patient Access Device. Select **Don't show this again** to disable the warning in future sessions.



Slide Right

Click and hold on the right arrow button and the Patient Access Device will slide to the right.

Slide Left

Click and hold down the left arrow button and the Patient Access Device will slide to the left.

Both of the slide buttons will always slide to the left or right in relation to the front of the Patient Access Device, not to the direction that the Head is facing (the camera view). If the Head is facing backwards, the slide buttons will move the Patient Access Device in the opposite direction from what is intuitively seen on the camera view. The slide speed is always set to slow.

Driving Reverse

Click and hold on the back arrow button. The Patient Access Device will first rotate its head to face backwards and then drive backward. The reverse speed is always set to slow.

Drive Forward/Turn

Click and “drag” the forward arrow button. The Patient Access Device will first rotate its head to face forward and then drive forward. The white vector indicates the direction and speed you are commanding. The Patient Access Device will always attempt to turn and face the direction you are commanding; thereby always driving forward in the direction you see in the Remote Display.

NOTE: If the Patient Access Device is in contact with an obstacle, it must be moved directly away from the obstacle until its bumper is free. In some cases, it may be

necessary to override the collision avoidance sensors to move the Patient Access Device. See **"Collision Avoidance" below**.

Collision Avoidance

An array of sensors is placed around the Patient Access Device's waist and at the base to help the driver "detect" when the Patient Access Device is nearing an object.

WARNING: Collision avoidance sensors do not serve as a substitute for safe driving. Collision avoidance sensors do not always detect sharp drop-offs such as stairs. Do not attempt to drive the Patient Access Device down stairs and exercise extreme caution while driving near stairs.

NOTE: Only the VITA's sensors detect possible collisions and automatically slow or turn the VITA to avoid obstacles. Other drivable Patient Access Devices will stop only when their bumper is contacted.

Collision Avoidance Override (Nudge Mode)

The Patient Access Device is designed to allow you to push an obstacle or open a door by pushing on it (Nudge mode) using the bumpers. The collision avoidance feature can be overridden to drive in very tight spaces or to nudge an obstacle. The speed of the Patient Access Device is limited when using Nudge mode.

CAUTION: When using Nudge mode, ensure that contact with the Patient Access Device is only at the bumpers on the base of the Patient Access Device. The Patient Access Device can be damaged if pushed into an obstacle against any part other than the bumpers.

Turn on Nudge Mode

Using a Mouse	While driving with the left mouse button held down, simultaneously press and hold the right mouse button to drive in Nudge mode.
Using a Keyboard	Press and hold down **Ctrl-n** while driving.

AutoDRIVE-Vita Only

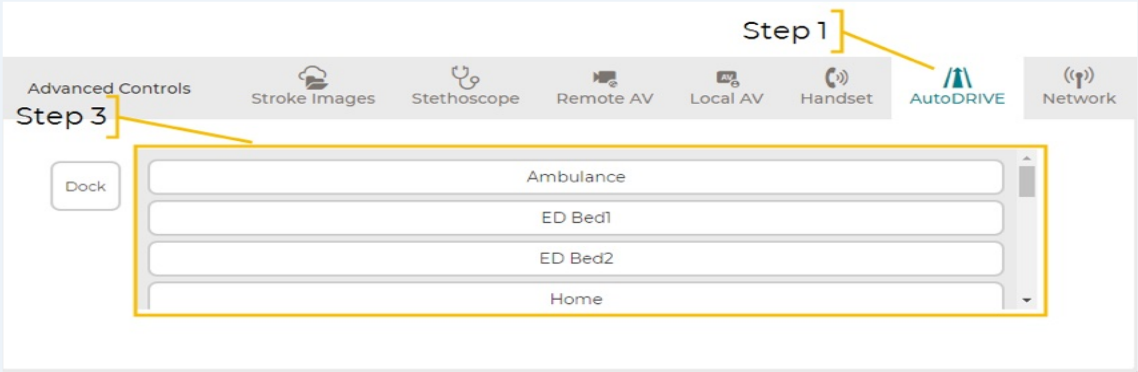
Auto Drive

The VITA has the ability to drive to predefined locations by selecting a location from the Advanced Controls AutoDrive tab. The VITA supports tiered destinations for quicker access to a final location. Contact Technical Support to install or modify tiered destinations. Different floors of your hospital may be mapped, but Technical Support must be notified in advance.

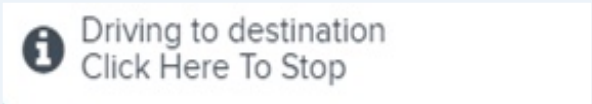
> **NOTE**: If the VITA is in transition between floors, AutoDrive will be unavailable before it is docked onto the new floor.

Destination

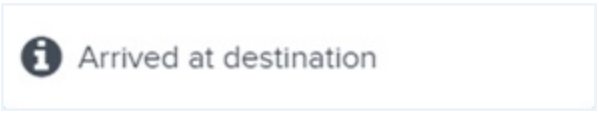
1. Select **AutoDrive** from the Advanced Controls section in the Provider Access Software.



2. Click on a tier location to see grouped destinations if this feature has been enabled.
    - The tier name will be shown above the list and the Back button will appear.
3. Click on the desired location from the list.
    - The VITA will begin navigating to the selected location and the message **Driving to destination** will be shown on the Remote Camera View of the Provider Access Software.
4. Click on the message to cancel the AutoDrive. You can then select a new destination or drive manually.



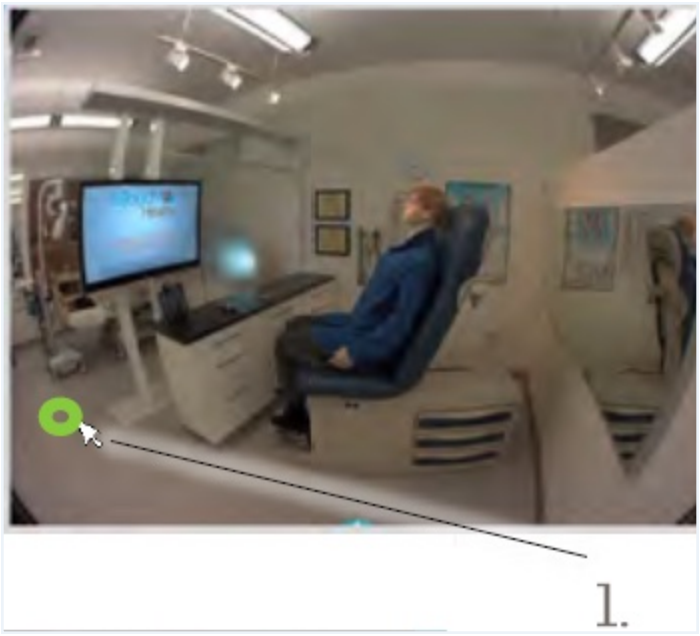
5. When the VITA arrives at the selected location, the message **Arrived at destination** is shown on the Remote Camera View of the Provider Access Software.



Point-to-Drive

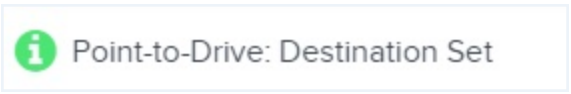
The VITA can drive to a floor location that you select in the VITA Remote Camera View with a mouse click or by using your finger on a touch-screen display. A green circle will appear on the display to indicate a valid location is selected and Point-to-Drive is available. The VITA will attempt to drive there.

1. When in Normal Cursor Mode, left-click and hold (press and hold on touch screen) for two seconds.



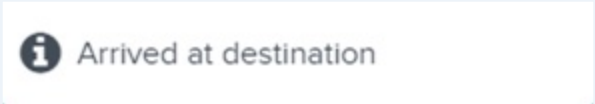
2. If the VITA is required to adjust its view, you will see this message and you must select the location again.

3. When a valid destination is selected and set, the VITA will start driving to that location.



4. Click on the message Driving to destination to stop the VITA. If you stop, you can then select a new location.

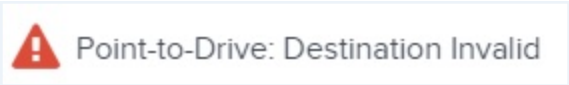
5. When the VITA arrives, the message Arrived at destination is shown on the Remote Camera View on the Provider Access Software.



Other messages you may see displayed include the following:

Destination Invalid

You may have selected a location on the Remote Camera View that is not located on the floor or is located outside the area the VITA is allowed to go.



AutoDrive Not Available

The most common cause of this fault is that the VITA is not localized. Push the VITA to its dock, plug into the dock, and wait a few minutes before again trying to use the AutoDrive.

Remote Stop Pressed

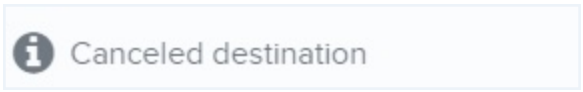
The VITA has been manually stopped while performing an AutoDrive maneuver by someone pressing the Chest Display.

Undocking in Progress

The VITA is docked when a location is selected and a destination is set. It will only take a moment for the VITA to undock and continue to the selected location.

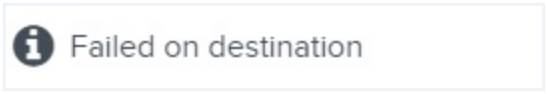
Canceled Destination

The VITA has been manually stopped (either from the Provider Access Software or from the VITA Chest Display) while performing an AutoDrive maneuver. If the AutoDrive maneuver was selected from the AutoDrive menu, the intended destination will be shown on the message.



Failed on Destination

The VITA has tried and failed to reach a set location. This could be the result of an obstruction in the path of the VITA needs to take. If the AutoDrive maneuver was selected from the AutoDrive menu, the intended destination will be shown on the message.



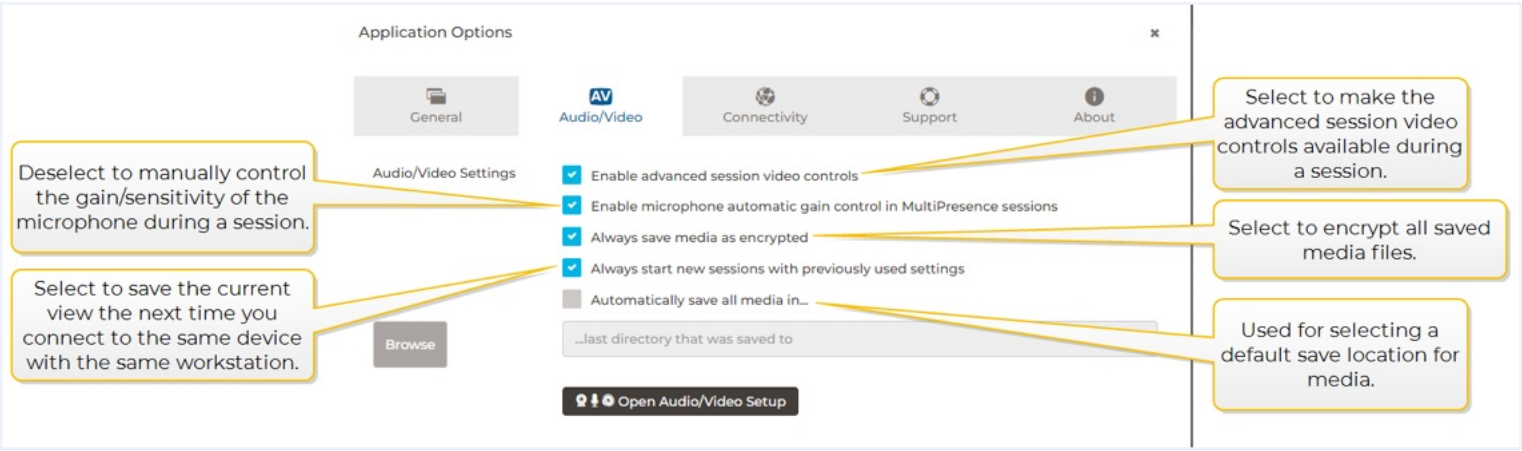
Media Controls

Setting a Default Save Location for Media Files

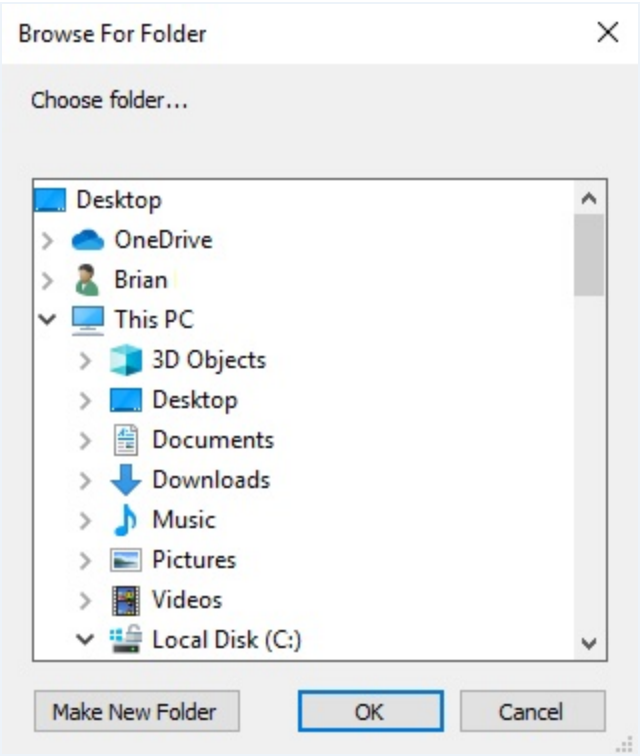
A default location can be set in Teladoc Health Provider Access Software for all images and videos captured on a Teladoc Health device.

To set a default location:

1. Click the options icon (⚙) in the Provider Access Software.
2. Select the **Audio/Video** tab.

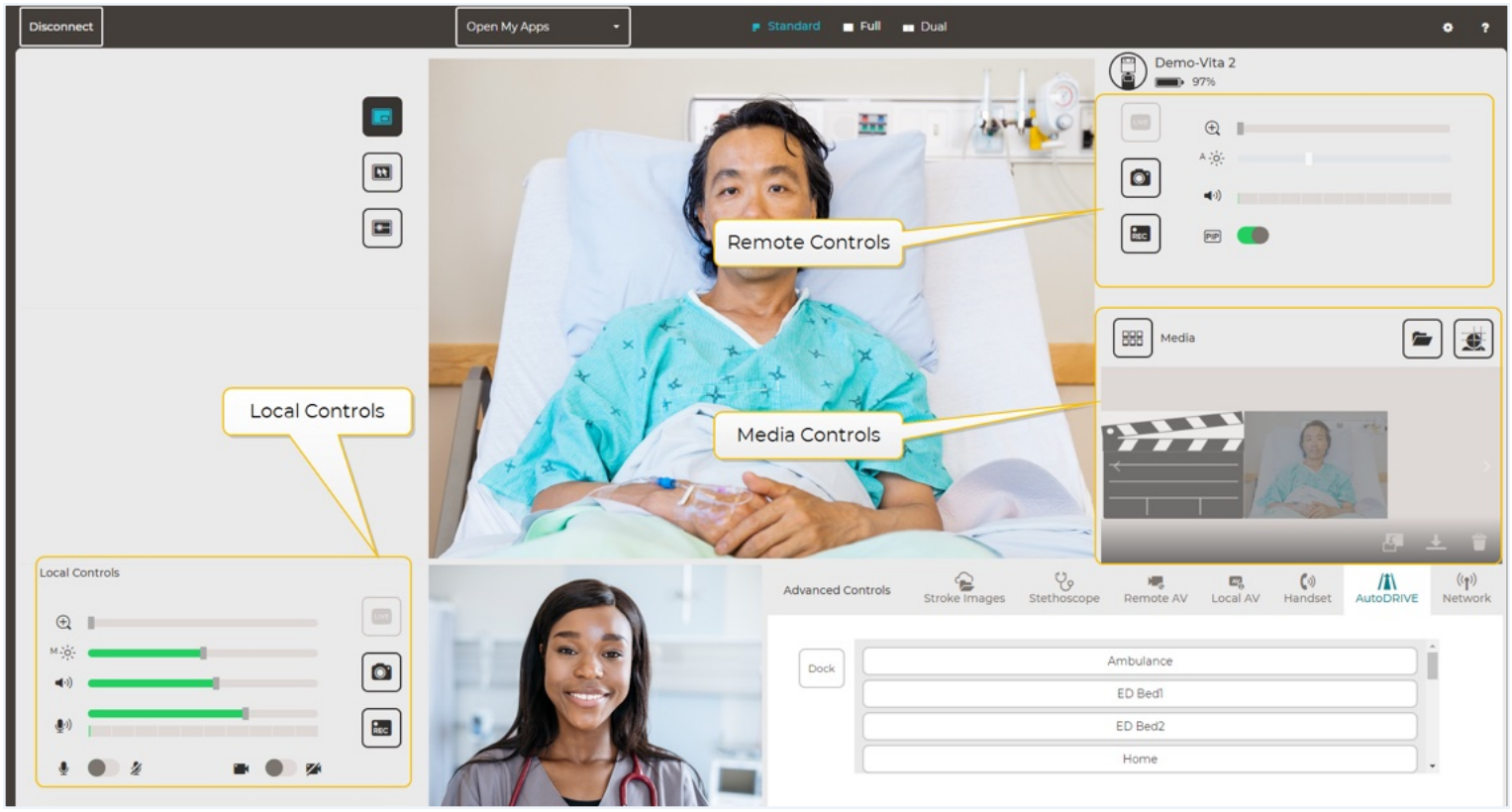


3. Check the **Automatically save all media in...** box.
4. Click **Browse**.



5. Select the location to save media files and click **OK**.
6. Click **OK** on the **Options** dialog box when done.

Dashboard Icons

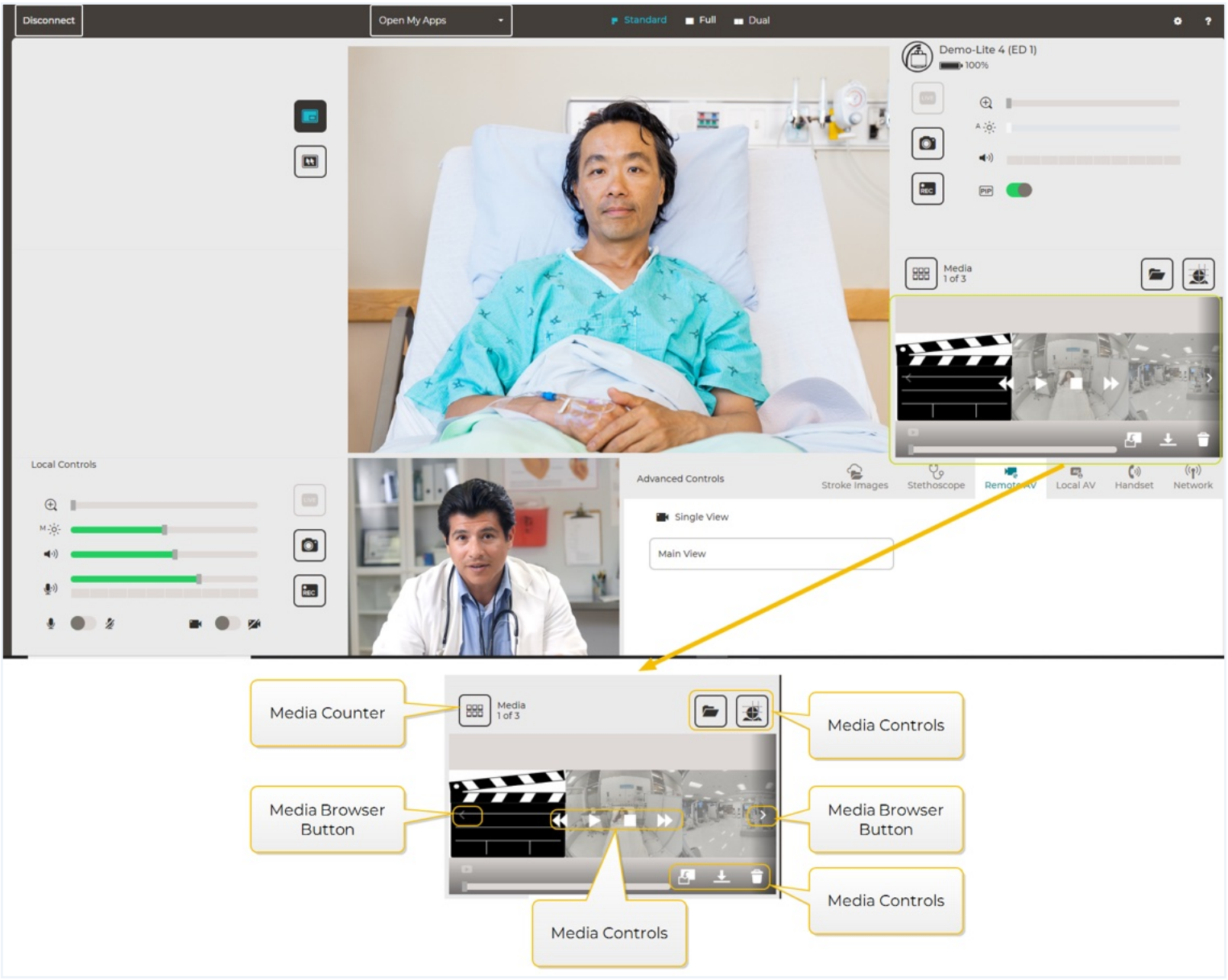


The Dashboard icons for managing images are located in three areas:

- Remote Controls (Patient Access Device)
- Media Controls
- Local Controls (Provider Access Software)

NOTE: The Patient Access Device cannot be manually driven while a picture is displayed in the Remote Camera View. Return to live video by clicking LIVE .

Media Browser Buttons



Media Browser buttons are used to scroll through media (both still images and videos) including both of the following:

- Media captured during the current session
- Previously saved media which has been opened during the current session

To display available media on the remote device, see:

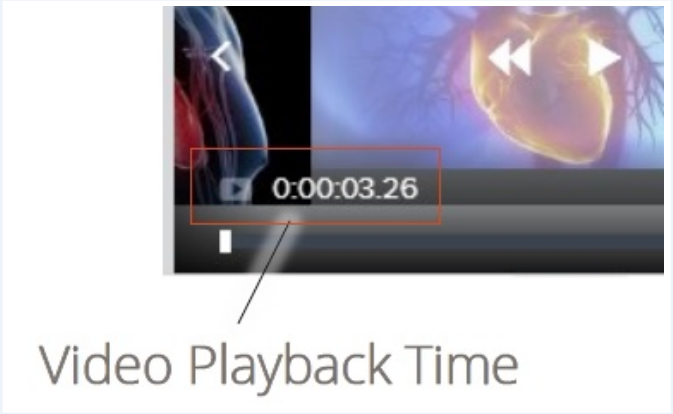
- For video: **"Sharing Video" on page 136**
- For pictures: **"Sharing Pictures" on page 121**

Media Counter

The Media Counter displays information about media (still images and videos) which have been captured or reviewed (previously saved and opened for reviewing) during the current session.

When a picture is displayed on the Patient Access Device Camera View, the Media Counter shows which image is displayed out of the total number of captured and reviewed media during the current session (e.g., 3 of 5).

When a video is displayed on the Patient Access Device Camera View or the Provider Access Software Camera View, the Media Counter shows information regarding the position in a video. The Video Playback Time is also displayed in the bottom left corner.



- When a video is playing, the Media Counter shows the current location (in units of time) in the video and current frame of the video being viewed, such as hours: minutes: seconds. frame number.
    - For example, when “0:00:03.26” is displayed in the media counter, the video is zero hours: zero minutes : three seconds : twenty-six frames into the video.

While a video is recording, the Media Counter shows the progressive length of the recording measured in time and frames.

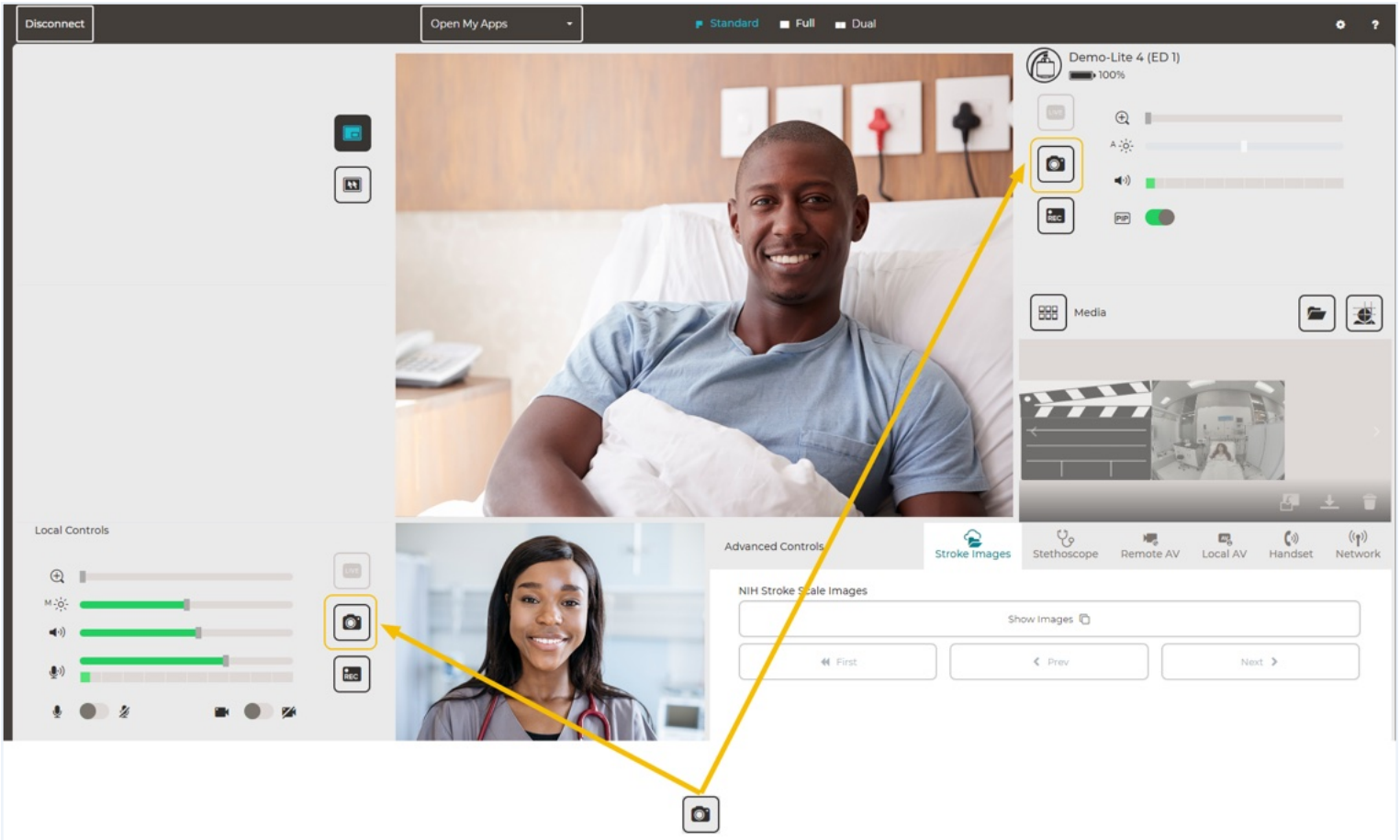
When no media is being recorded, saved, shared, or reviewed, the Media Counter shows the number of media items captured or reviewed during the current session.

Pictures

Taking Pictures

Pictures may be taken from the Provider Access Software or the Remote camera.

1. To take a picture, click the Camera icon (Remote or Local).
2. The image will be encrypted and stored temporarily in the Media Browser. Click on the Media Browser to select an image to view.



NOTE: When you end the session, you will be prompted to save any media files that you have not manually saved. If you chose not to save, the files will be deleted.

Importing Pictures

To import a photo into the Provider Access Software:

1. Click .
2. Browse to the file location and select the image.
3. Click **Open**.

The imported image must be saved as one of the following file formats:

- .jpg
- .jpeg
- .bmp
- .tif
- .tiff
- .png
- .ithimg
- .avi
- .ithmov

Viewing Pictures

All pictures remain in memory until the end of a session and then are discarded unless the image is saved.

- To view saved images from the current or a previous session, or to import a media file from another application, click the . Browse to the file location, if required, and open the desired image.
- To view pictures taken during a session but not saved, click on the Media Browser or the Thumbnail slider to scroll through the media.
- Drag the Thumbnail slider to see thumbnail views of all the stored media.

The **Media Counter** displays information about media (images and videos) which have been captured or reviewed (previously saved and opened for reviewing) by medical staff during the current session.

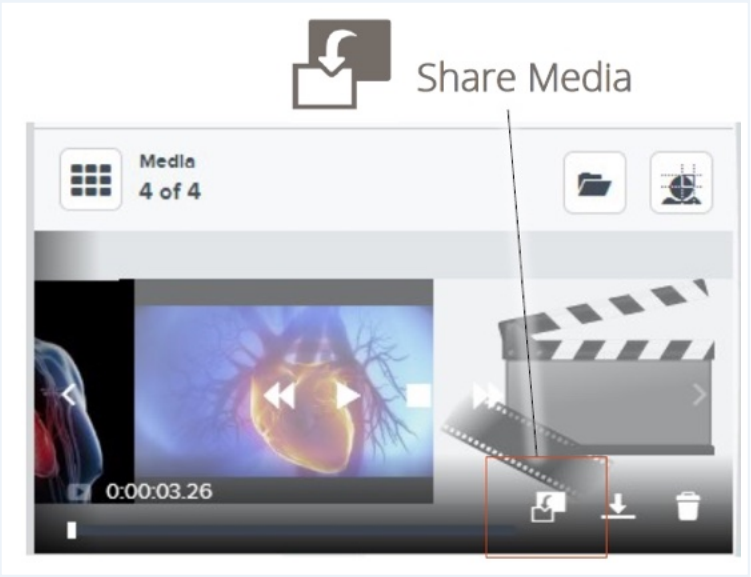
> **NOTE**: The Provider Access Software can load any picture stored in JPEG, TIFF, or BMP format on local machine. A picture saved in .ithimg format (encrypted) can only be viewed by the user that saved it and can only be viewed within the Provider Access Software.

Sharing Pictures

To display a picture on the Patient Access Device Monitor:

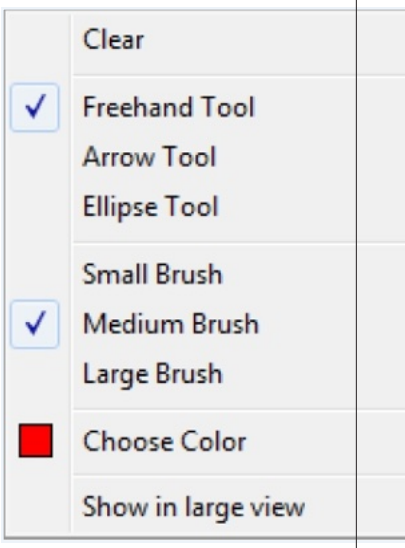
1. View the picture to be shared in the Remote Camera View.
2. Click the **Share Media** icon to move the image to the Patient Access Device Monitor.

- If you shift-click the Share Media icon, the next picture will be shared as you direct. Picture-in-Picture (PIP) and automatic return to live view will be disabled.



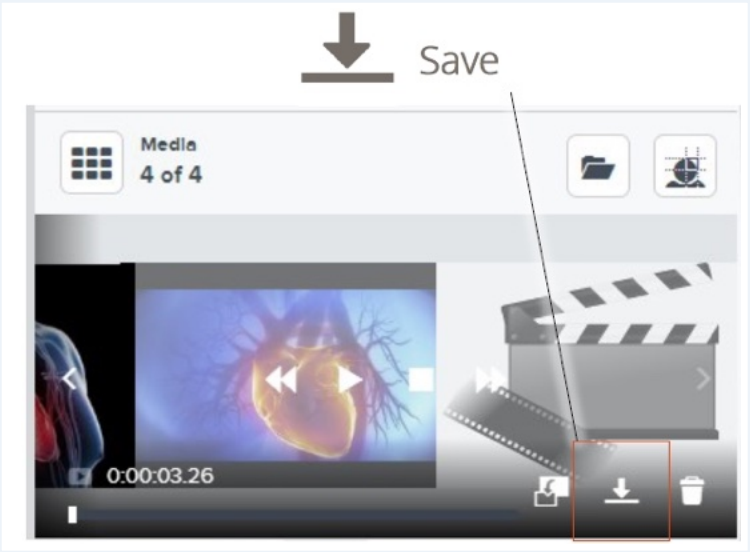
To **telestrate** on the shared image:

1. Place the mouse cursor over the image and drag the cursor to draw.
2. Right click with the mouse to access the menu shown below to clear telestration; change drawing tool, size, or color; or display and telestrate on the image in the Remote Camera View.



NOTE: On a computer with a trackpad, place the cursor over the image, double tap the trackpad, and drag to draw.

Saving Encrypted



1. View the picture to be saved in the Remote Camera View using the Media Browser buttons.

   To view saved images from the current or a previous session, or to import a media file from another application, click the  . Browse to the file location, if required, and open the desired image.

2. Click the Save icon.
3. Name the picture and choose a storage location.

- You can save your media to your default My Teladoc Media Vault, removable media, or a network drive.
- By default, the picture will be stored as an encrypted file (**.ithimg**), viewable only in the Provider Access Software by the user that saved it. We recommend saving all media in the My Teladoc Media Vault to keep it secure.

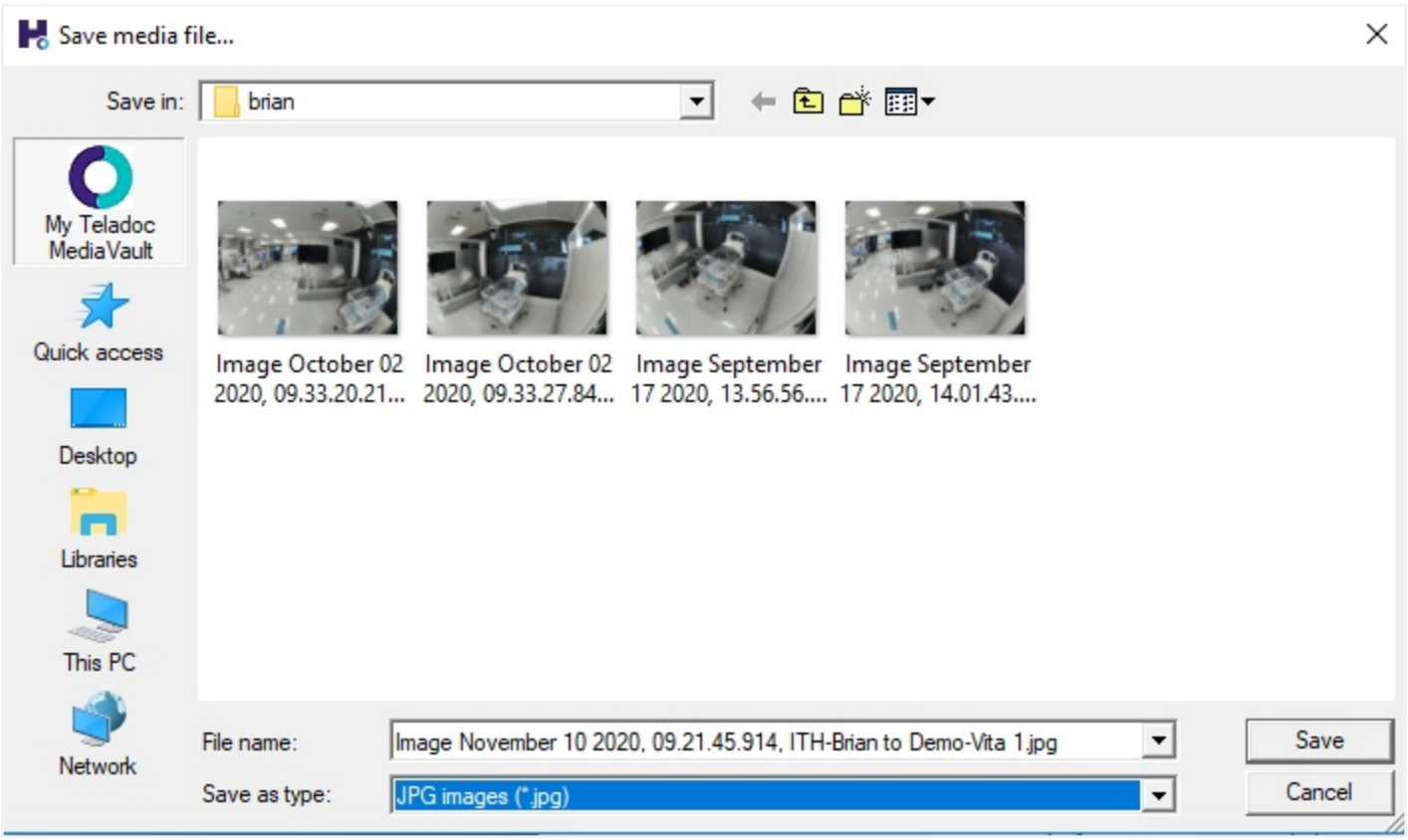
If you want to view the picture in a different application or allow a different user to view it, you can save it in an accessible location in an unencrypted JPEG format — See **"Saving Unencrypted" on the next page**.

CAUTION: HIPAA regulation compliance requires that the storage of pictures be carefully managed. Consult the hospital's HIPAA policy director for clarification.

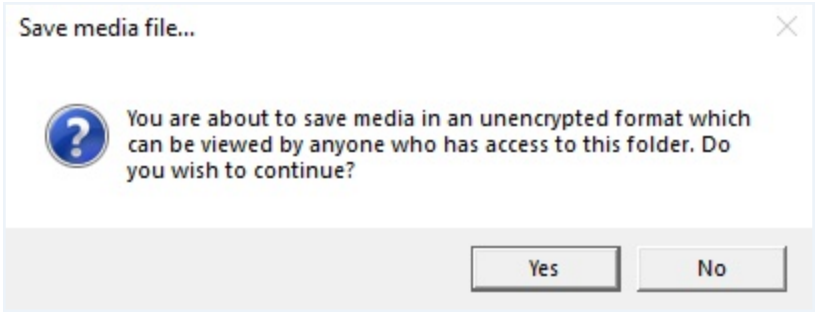
Saving Unencrypted

To view saved images from the current or a previous session, or to import a media file from another application, click the  . Browse to the file location, if required, and open the desired image.

1. Click on the Save icon.
2. Name the picture and choose a storage location. You can save your media to your default My Teladoc Media Vault, removable media, or a network drive.



To save the picture as unencrypted, select JPG image from the Save as type drop-down menu. If you chose to save the file unencrypted, you will be prompted to verify this action.



To save media in an unencrypted format by default, open the Options menu and select the **Audio/Video** tab. Uncheck the **Always save media as encrypted** box.

> **NOTE**: If the **Always save media as encrypted** option is unavailable, please contact your Teladoc Health representative to enable this feature.

Return to Live Video

To remove the picture from the Patient Access Device or Provider Access Software Camera View and return to live video:

- Click on the LIVE icon in the Remote or Local Controls.

NOTE: The Patient Access Device cannot be manually driven while a picture is displayed in the Remote Camera View. Return to live video by clicking on the **LIVE** icon.

Deleting Pictures

All pictures remain in memory until the end of a session and then are discarded unless they are saved.

NOTES:

- This does not delete previously saved pictures.
- The Patient Access Device cannot be manually driven while a picture is displayed in the Remote Camera View. Return to live video by clicking on the LIVE icon.

1. Select the picture for deletion in the Remote Camera View.
2. Click the Delete icon.

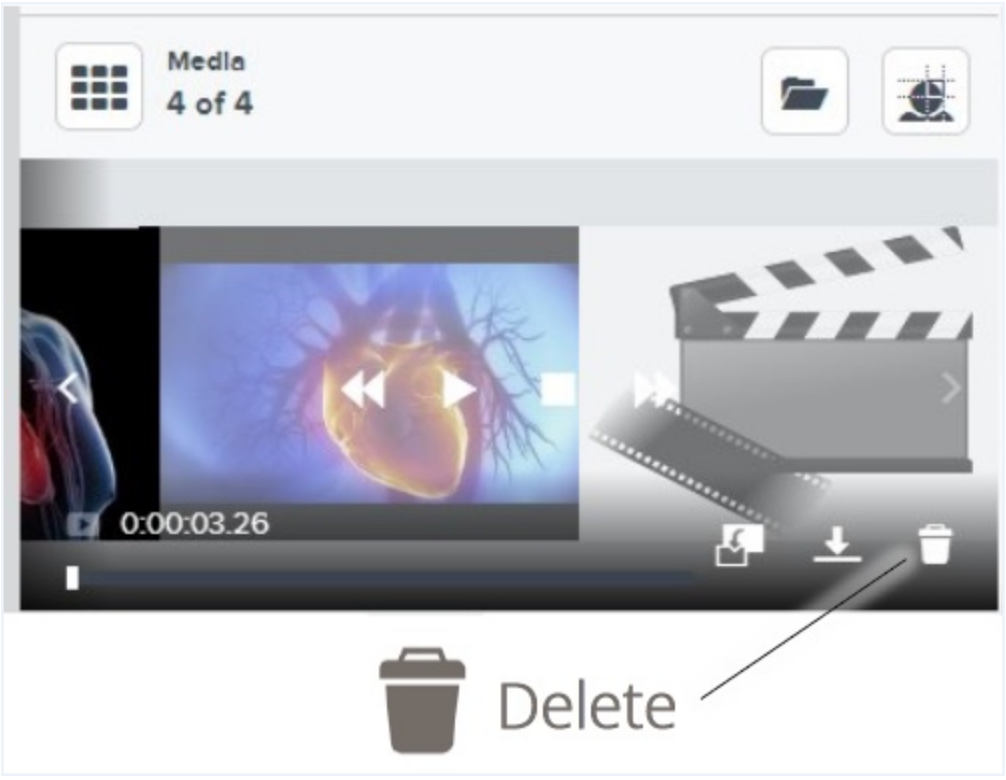

Media
4 of 4
0:00:03.26
Delete

Image-grabber

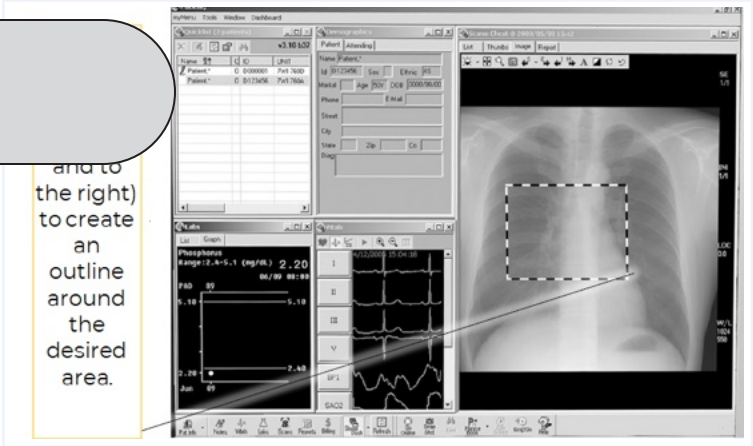
This feature allows static imagery from any application (PACS, Electronic Medical Records, PowerPoint presentations, the Internet, etc.) displayed on the monitor screen to be captured as an image and then shared to the Patient Access Device's screen.

NOTE: When using a laptop, you can only capture images from applications different than the Provider Access Software. (See **"Laptop Image-grabber" on page 130** for more information.)

The Image-grabber application automatically configures any "grabbed" image into the format required by the Provider Access Software.

Desktop Image-grabber

NOTE: The Image-grabber will not work on video displayed in the Remote Camera View.



Use the following procedure to capture an image from any portion of either desktop screen:

1. Click the Image-grabber icon (in Media Controls).
    - The cursor will change to a **+**.
2. Move the cursor to the upper left corner of the image to be captured.
3. Click and drag (down and to the right) to create an outline around the desired area. Click again to capture the image.

The captured image will immediately be displayed as an image on the Remote Camera View of the Provider Access Software.

The image can now be saved, shared to the Patient Access Device's screen at the remote location, or telestrated upon. See **"Viewing Pictures" on page 120**.

Laptop Image-grabber

When using a laptop, clicking on the Image-grabber icon will minimize the Provider Access Software so that an image may be grabbed from a different application. Use the following procedure to capture an image:

1. Minimize the Provider Access Software.
2. Open desired application and ensure area to be captured is visible.
3. Maximize the Provider Access Software leaving the second application maximized behind the Provider Access Software.
4. Click the Image-grabber icon (in Media Controls). The Provider Access Software will minimize automatically.

5. Move the mouse cursor to the upper left corner of the image to be captured.
6. Drag (down and to the right) to create an outline around the desired area. Click again to capture the image.

The captured image will immediately be displayed as an image on the Patient Access Device Camera View (remote) and on the Provider Access Software in the window that normally displays the patient.

- The image can now be saved, shared to the Patient Access Device's screen at the remote location, and telestrated upon. See **"Viewing Pictures" on page 120**.

NOTE: The Patient Access Device cannot be manually driven while a picture is displayed in the Remote Camera View. Return to live video by clicking on the LIVE icon.

Video

Recording Video

Video may be recorded from the Provider Access Software Camera or the Patient Access Device Camera. Pictures:

- The adjustable video properties are zoom, focus, and brightness.

NOTE: These features may also be adjusted while recording.

- To start recording a video using the Patient Access Device Camera, click on the Video Record icon in the Remote Controls. To start recording a video from the Provider Access Software Camera, click on the Video Camera icon in the Local Controls.

- The Video Record icon will toggle to become the Stop Recording icon while a video is being recorded.
- Text will appear on the Patient Access Device Monitor screen which says "**Recording**".

To turn off this "Recording" message on the Patient Access Device monitor, right click on the Video Record/Stop Recording icon in the Remote Controls and select **Do not inform viewers of recording**.

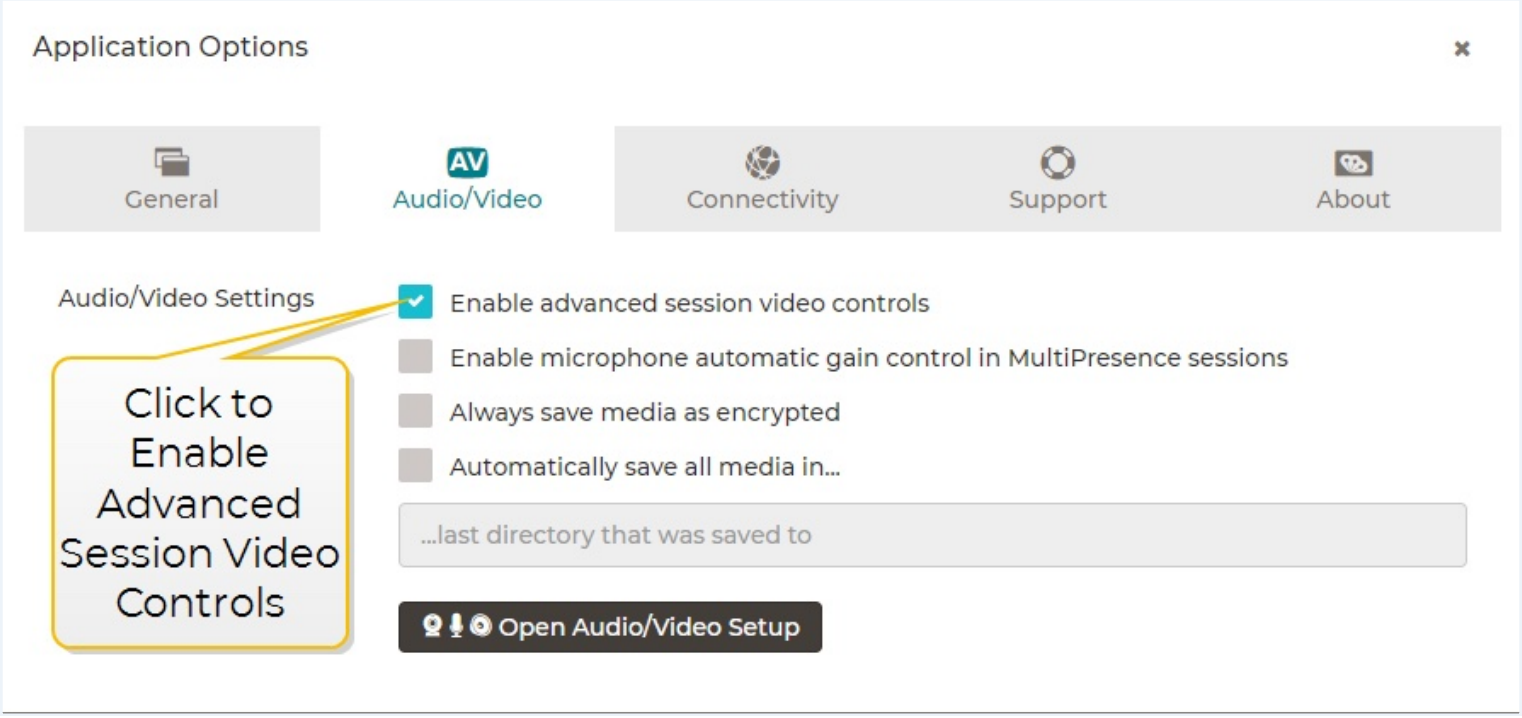
NOTE: The Video Camera icon will change appearance slightly to indicate this change in feature. (The red dot will disappear from the center of the circle in the upper right corner of the Video Camera icon.)

- To turn this message on again, right click on the Video Camera/Stop Recording icon and select **Inform viewers of recording**.
- To stop recording, click on the Stop Recording icon in the Remote Controls, or in Media Controls.

The Video Camera icon and the Stop Video icon in Media Controls will both toggle to the Stop Recording icon and will flash while a video is being recorded.

NOTE: The Patient Access Device cannot be manually driven while a picture is displayed in the Remote Camera View. Return to live video by clicking on the Stop Recording icon.

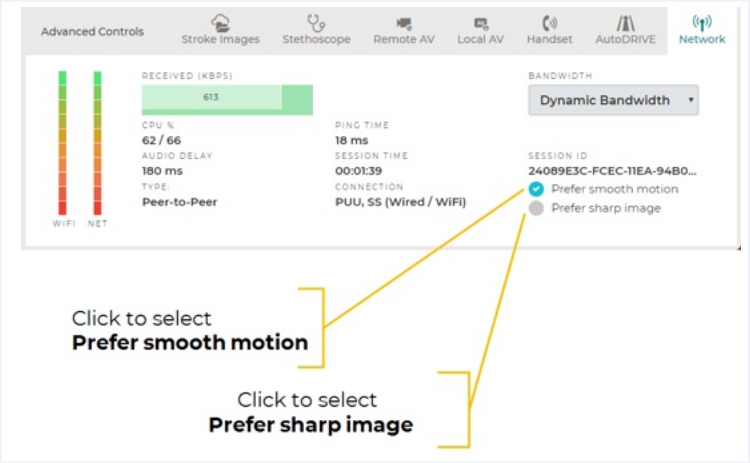
Dynamic Video Quality



Users can **Enable advanced session video controls** to allow them to specify their preference for video quality.

- Click the **Options** button on the Provider Access Software dashboard to open the Options window.

- Click on the **Audio/Video** tab to bring it to the front.
- This checkbox is clear by default. Once enabled this setting will be remembered during future sessions for each Provider Access Software user.



When advanced video controls are enabled, two new radio buttons will appear on the Network tab during a session as shown at the right.

You can specify a preference for smoother motion or a sharper image. **Prefer smooth motion** is the default option and is always selected at the start of a session. **Prefer sharp image** will provide the highest possible video resolution within the available network bandwidth, but some choppiness may occur in scenes with motion, especially over low bandwidth connections.

NOTE: Prefer smooth motion and Prefer sharp image options are available only on select devices.

Recorded Video Compatibility Mode: By default, videos are recorded in native My Teladoc Health mode to provide the best possible quality. However, the output video may be compatible with external video players. We recommend using the latest Windows Media Player. This will not degrade the video quality of the session in any way.

The right click menu of the Video Camera icon in the Remote Controls area allow the user to turn on the fixed-resolution **Compatibility Mode**. Video recorded in **Compatibility Mode** is always compatible with external viewers. The video recorded while in **Compatibility Mode** is recorded at 320x240, so recording in this mode may result in a lower quality video and may influence the video quality of the session during video recording.

NOTE: Once a recording is started (whether by a Host or a Guest in a MultiPresence® session), the recording mode will not change.

Reviewing Video

All videos remain in memory until the end of a session and are discarded unless the video is saved. You can review videos in one of two ways:

- To view a saved video from the current or a previous session, click the Media Folder icon. Browse to the folder, if required, and open the desired video.
- Click the Media Browser buttons to scroll through the videos (and images) captured or the current session.

NOTE: If you shift-click the Share Media icon the next video will be shared as you direct. PIP and automatic return to live view will be disabled.

The selected video will be displayed in the Patient Access Device Camera View.

Icon	Actions
▶	• Click the **Play Video** icon to start the video. • The Play Video icon toggles to the Pause Video icon while a video is being played. • Click the **Pause Video** icon to pause the video (**Play** button will turn into the pause button once playing).
■	Click the **Stop Video** icon to stop the video. **NOTE**: Clicking the Stop Video icon automatically rewinds the video to the beginning.
◀◀ ▶▶ LIVE	• Click on the Fast Forward or Rewind arrows to move quickly forward or backward through the video. • Return to live video when finished. (Click on the "LIVE" icon.)

NOTE: The Provider Access Software application can only load videos taken with the Provider Access Software. These video formats include .avi and encrypted .ithmov. An encrypted video (**.ithmov**) can only be played by the user that recorded it.

Importing Video

To import a video into the Provider Access Software, click the **Media Folder** icon. Browse to the file location and select the video. Click **Open**.

NOTE: It is not possible to import videos that were not originally recorded from a Provider Access Device. If you need to import videos not recorded through a Provider Access Device, please contact Technical Support for assistance.

The imported video must be saved as one of the following file formats:

- .avi
- .ithmov

Sharing Video

Once a video has been recorded, it may be shared.

To display a video on the Patient Access Device Monitor:

1. Locate the video to be shared using the Media Browser buttons.
    - Shift-click the Share Media icon the next video to share.
    - PIP and automatic return to live view will be disabled.
2. When the desired video appears in the Patient Access Device Camera View, click the Share Media icon to send the video to the Patient Access Device Monitor.
3. Click the Play Video icon. (The Play Video icon changes to the Pause Video icon.)

The Patient Access Device Monitor screen will display the text, “Video Playback”.

NOTES:

- This text cannot be disabled.
- A video may be shared from the stopped position or at any point during playback. However, a video may not be shared to the Patient Access Device Monitor while it is being recorded.
- The Patient Access Device cannot be manually driven while a picture is displayed in the Remote Camera View. Return to live video by clicking the **LIVE** icon.

Saving Video - Encrypted

NOTES:

- Videos cannot be saved while recording is in progress.
- Encrypted recorded videos are not available in Provider Access Software sessions.

1. View the video to be saved in the Remote Camera View using the Media Browser buttons.
    - To view saved videos from the current or a previous session, or to import a media file from another application, click 🗁.
    - Browse to the file location, if required, and open the desired video.
2. Click the Save icon.
3. Name the video and choose a storage location. You can save your media to your default My Teladoc Media Vault, removable media, or a network drive.

    By default, the video will be stored as an encrypted file (.ithmov), viewable only in the Provider Access Software by the user who saved it. We recommend saving all media in the My Teladoc Media Vault to keep it secure.

If you want to view the video in a different application or allow a different user to view it, you can save it in an accessible location in an unencrypted format — See **"Saving Video - Unencrypted" below**.

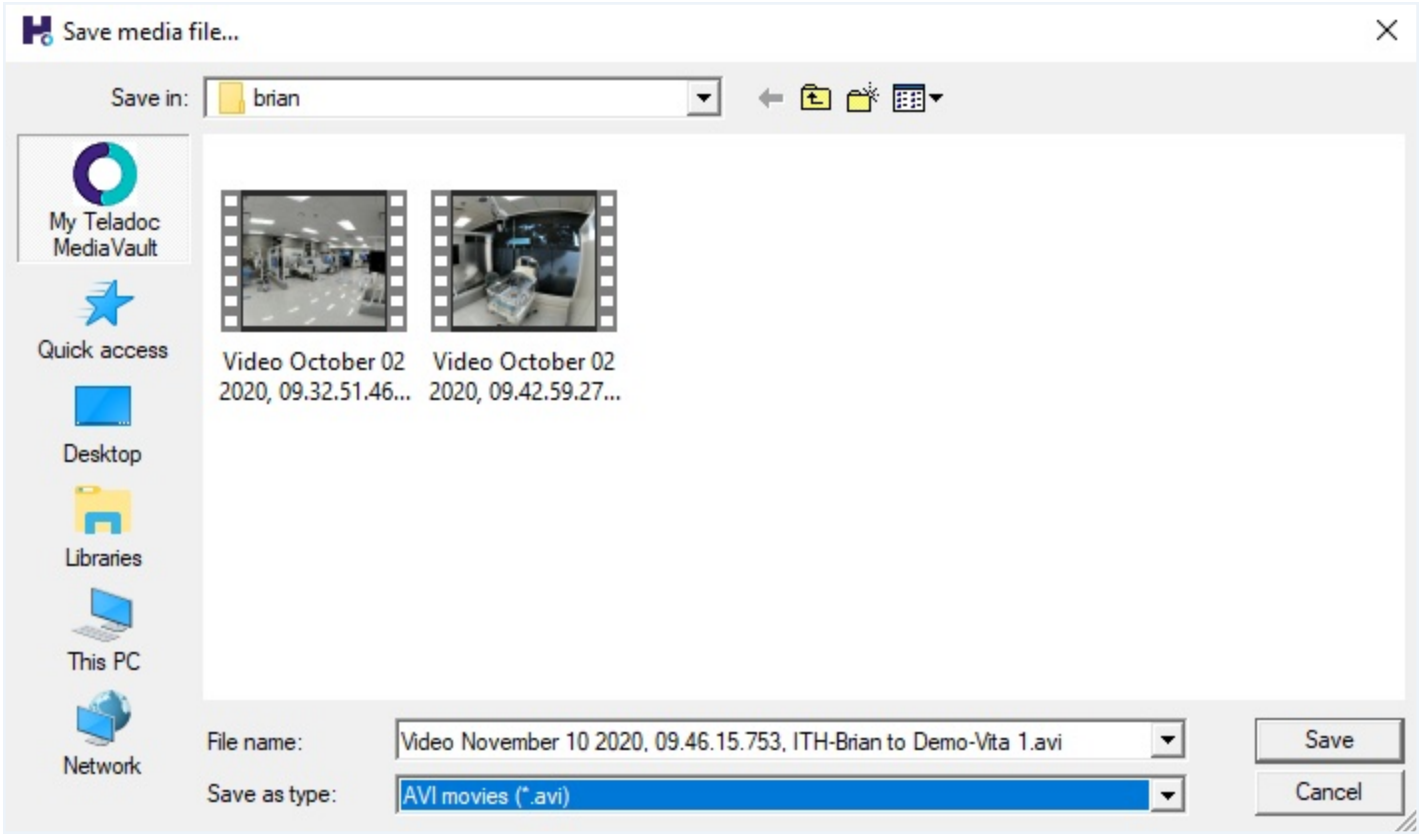
CAUTION: HIPAA regulation compliance requires that the storage of videos be carefully managed. Consult the hospital's HIPAA policy director for clarification.

Saving Video - Unencrypted

1. View the video to be saved in the Remote Camera View using the Media Browser buttons. To view saved videos from the current or a previous session, or to import a media

file from another application, click the icon. Browse to the file location, if required, and open the desired video.

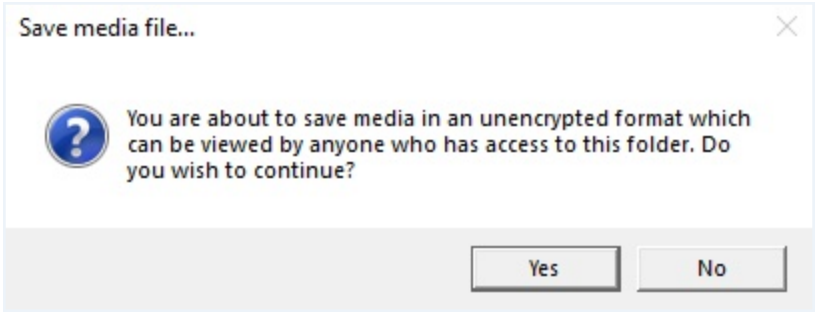
2. Click on the Save icon.
3. Name the video and choose a storage location. You can save your media to your default My Teladoc Media Vault, removable media, or a network drive.



To save the video as unencrypted, select AVI movies from the **Save As** drop-down menu. If you chose to save the file unencrypted, you will be prompted to verify this action.

To save media in an unencrypted format by default, open the Options menu and select the **Audio/Video** tab. Uncheck the **Always save media as encrypted** box.

NOTE: If the **Always save media as encrypted** option is unavailable, please contact your Teladoc Health representative to enable this feature.



NOTE: In some cases, an administrator may wish to restrict all storage of pictures or videos from within the Provider Access Software. Contact your account manager for assistance.

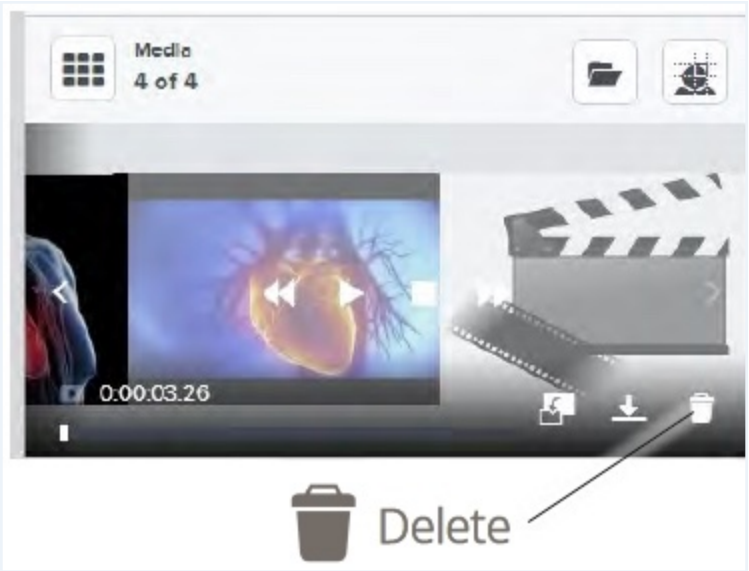
Return to Live Video

To remove the video from the Remote or Provider Access Software Camera View and return to live video:

- Click on the LIVE icon in the Remote Controls.

NOTE: The Patient Access Device cannot be manually driven while a picture is displayed in the Remote Camera View. Return to live video by clicking on the LIVE icon.

Deleting Video



To delete a video from active memory:

1. View the video for deletion in the Patient Access Device Camera View.
2. Click on the Delete icon.

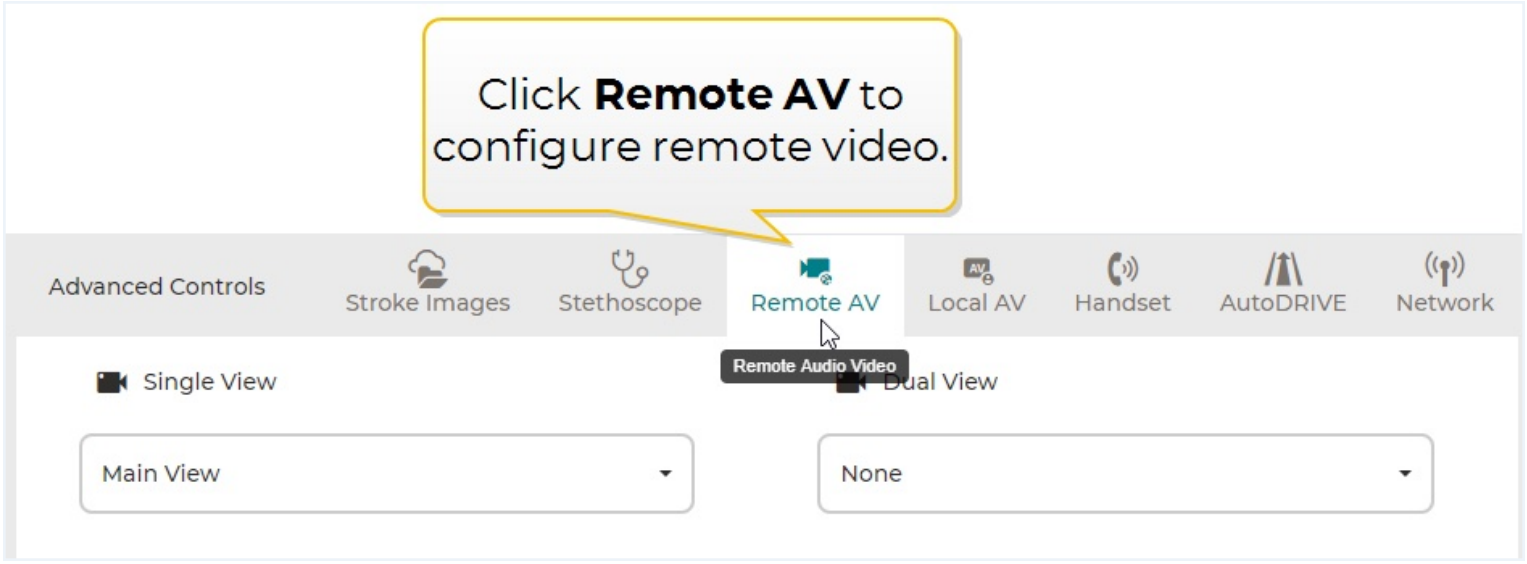
   All videos remain in memory until the end of a session and then are discarded unless they are saved.

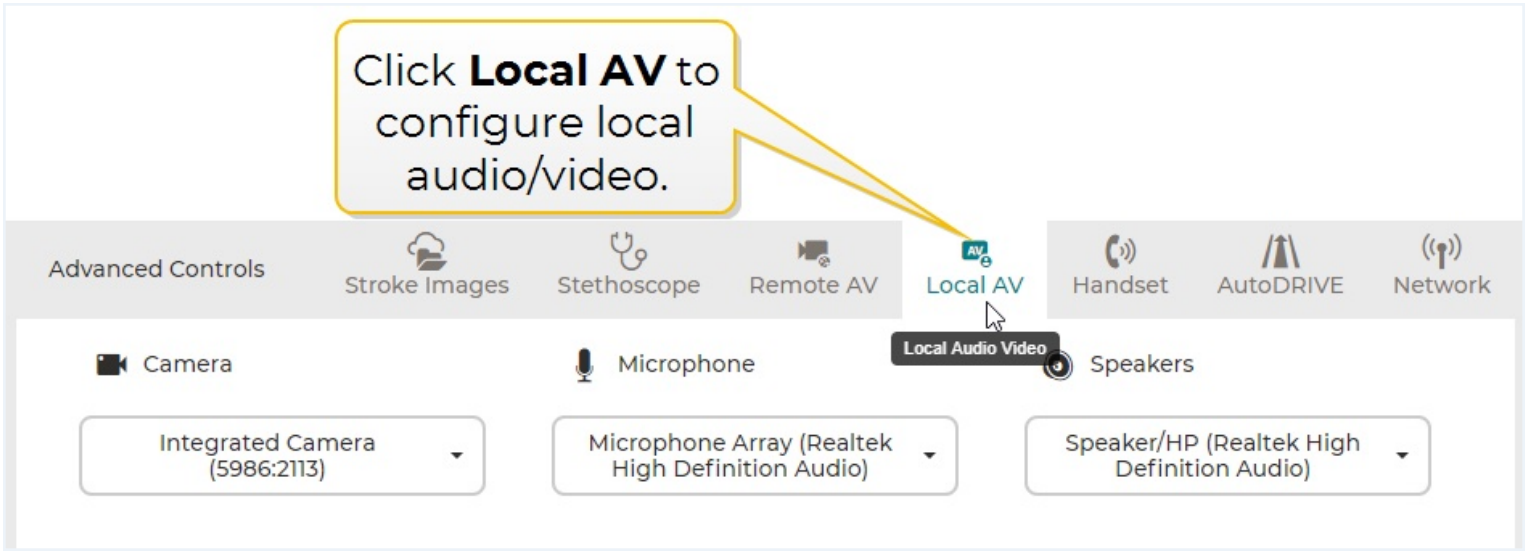
NOTE: This does not delete previously saved videos.

Advanced Controls

Audio/Video Overview

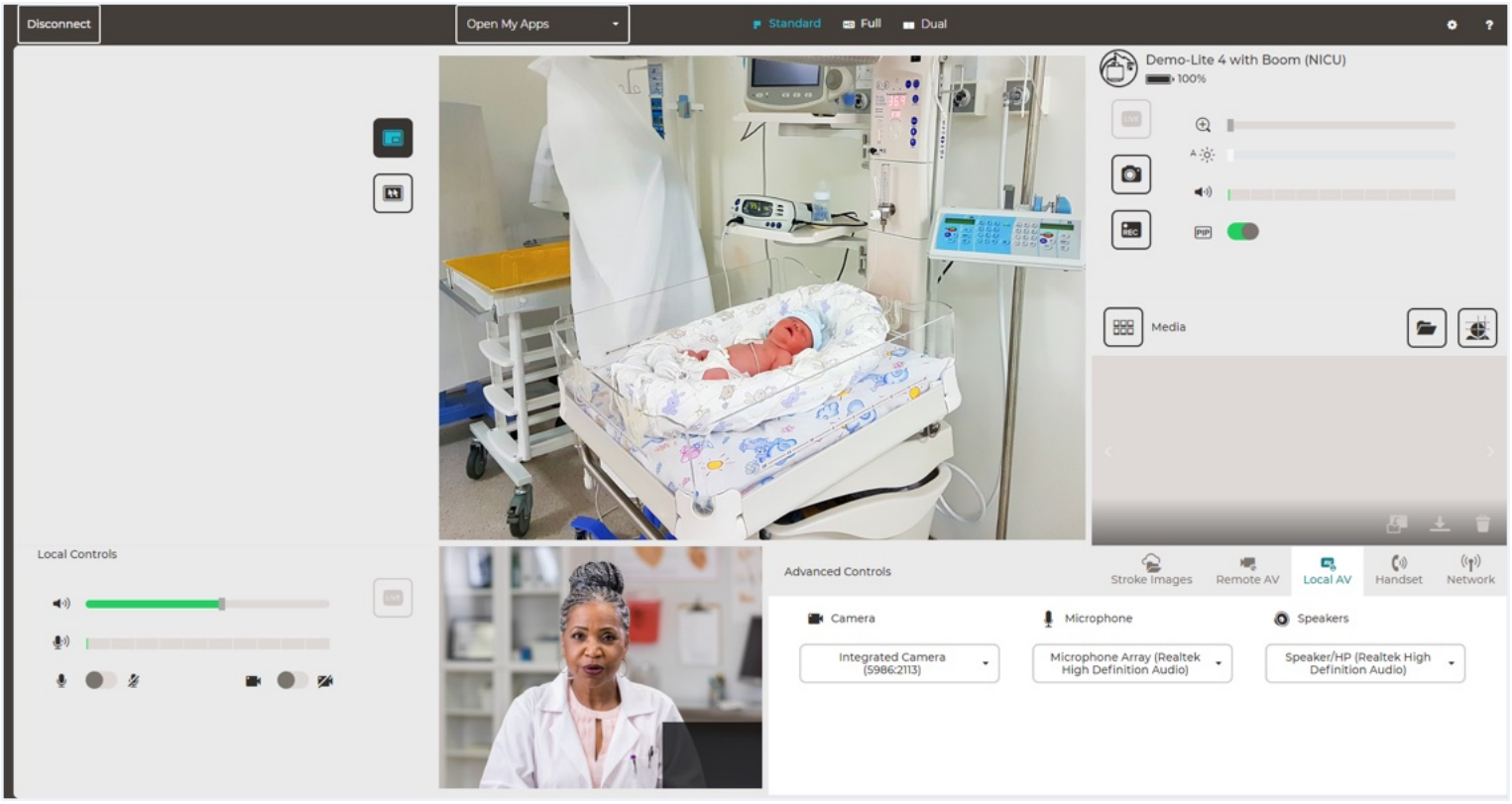
You can control both local and remote audio/video during live encounters on the Advanced Controls tab.





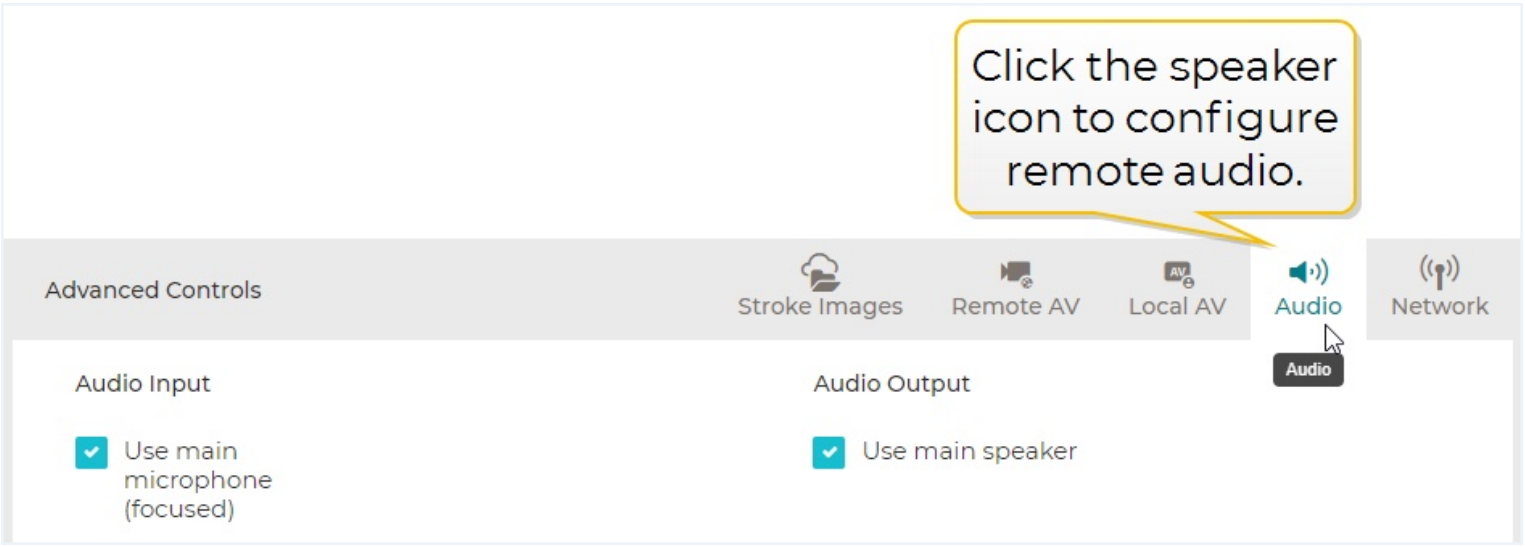
Local Audio/Video

Click **Local AV** on the Advanced Controls tab to configure local and audio and video. A practitioner can change their camera, microphone, and speaker while in a session. In MultiPresence sessions, when you select a new camera, the user may see their video input being cycled.



Remote Audio/Video

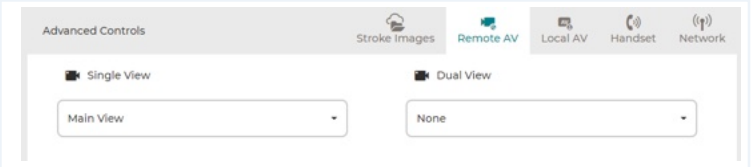
Click **Remote AV** in the Advanced Controls tab to configure remote video. On some devices, including the Xpress, you also configure remote audio by clicking the speaker icon on the Advanced Controls tab.



NOTE: Automatic Brightness, Speaker Volume, and Video Quality Preferences controls are not available on iOS Viewpoint devices.

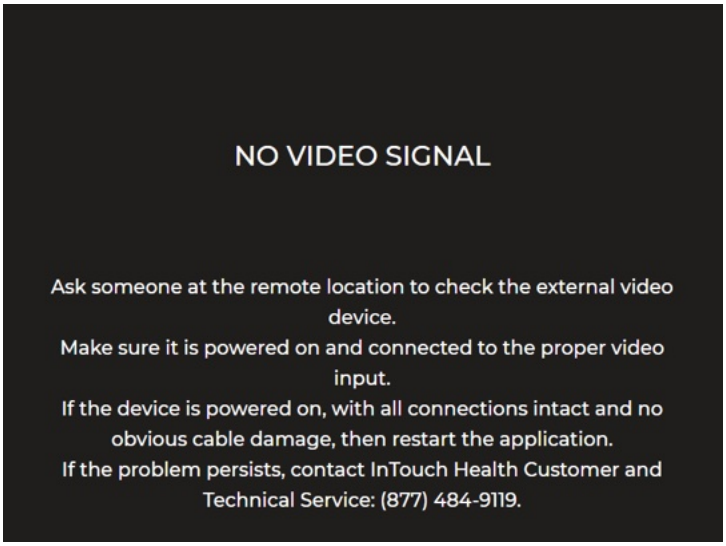
Remote Video Controls

Auxiliary Video Inputs



Auxiliary Video Input Ports are available on most Patient Access Devices. For example, the Vantage has a second boom-mounted camera and the Lite V3 has a built-in 700 transmission DVI. For HD quality output, refer to **"To Enable Built-in DVI - Lite V3" on page 145**. Select the video input from these devices on the Advanced Controls Remote AV tab.

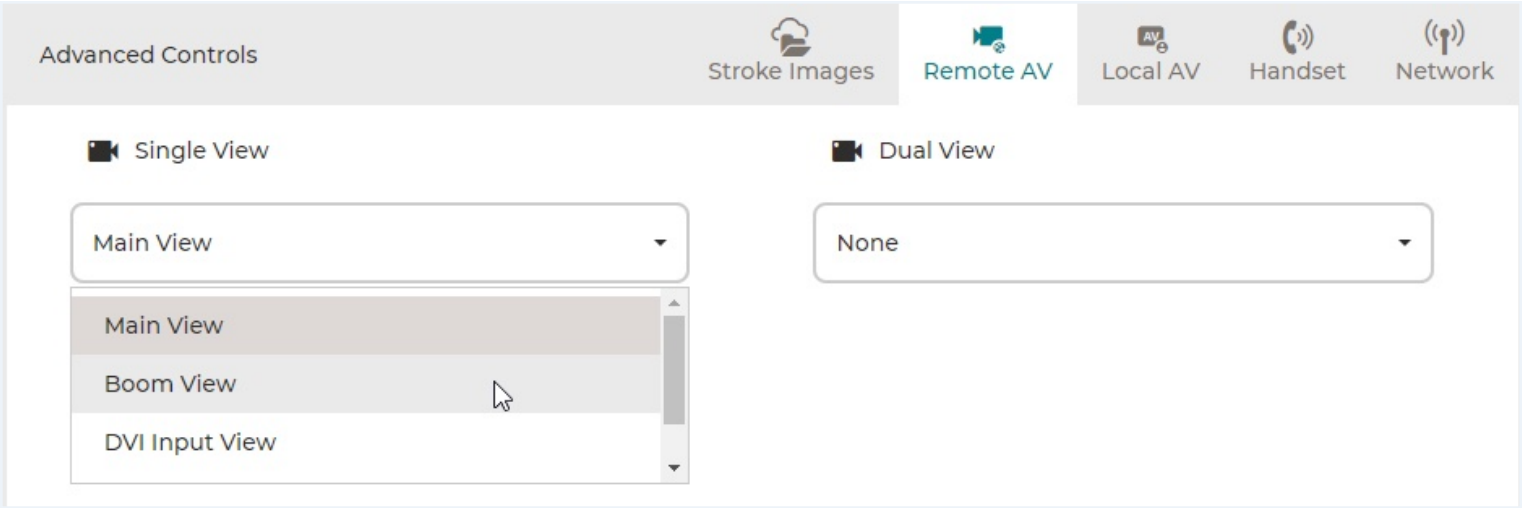
To Enable the Auxiliary Video Port



1. Connect an appropriate video device to one of the auxiliary video ports on the Patient Access Device.
2. Click on the **Remote AV** tab of the Advanced Controls section of the Provider Access Software.
3. Click to switch to another Video Camera view.

If the video feed is not available for any reason, you will see the message shown above. Contact someone at the remote location to check that the video device is present and powered on.

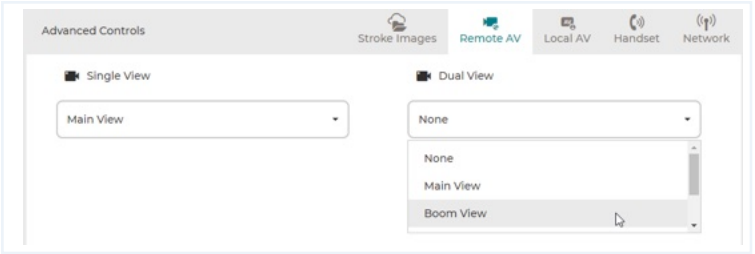
To Enable the Boom Camera - Lite 4 with Boom and Vantage



1. Click the **Remote AV** tab of the Advanced Controls section of the Provider Access Software.
2. Select **Boom View** to enable the boom camera. When the Boom View is selected, the Home and Reset buttons become active.
    - Click **Home** to reposition the Boom Camera to a preset PTX position.
    - Click **Reset** to reset the controllers for the Boom Camera location. If the Boom Camera is moved physically during a session, it can lose track of where it is pointing and a Reset is required. The Vantage and Lite 4 with Boom perform a reset whenever a new Remote Presence session is started.

To Enable Dual View

1. Select any of the options under the **Dual View** dropdown to view two different camera views at once.
2. Select **None** under the **Dual View** dropdown to return to a single camera view.



NOTE: Video recording is not supported in dual view.

To Enable Built-in DVI - Lite V3

1. Click on the **Remote AV** tab of the Advanced Controls section of the Provider Access Software.
2. Click to switch to the DVI Input. When the DVI Input is selected, the input stream from the DVI will be shown on the remote screen.

To Enable HD Viewing of DVI Video Stream

To view the stream in HD, the received bandwidth has to reach a threshold of 2000kbps. Once the threshold has been reached, the HD symbol will appear on top of the full screen icon. Click the HD full screen icon to view the stream in HD.

> **NOTE**: Contact Hospital IT to configure your internet connection if the bandwidth is not reaching the threshold to enable HD quality. The bandwidth threshold must be configured by Teladoc Health Technical Support before users can view video streams in HD quality. If the problem persists, please contact Teladoc Health Technical Support.

To Return to the Main Camera View

1. If not already selected, click on the **Remote AV** tab of the Advanced Controls section in the Provider Access Software.
2. Click **Main View** to enable that Camera View.

Cautions

- Do not use the Boom Camera Remote Commander during an active session.
- Do not move the Boom Camera with your hand at any time. If the camera is manually moved, the motion controllers can lose track of the camera location. A reset is required to synchronize the camera with the controllers.
- Do not leave video equipment connected to the Auxiliary Video Input of a drivable Patient Access Device. The equipment and/or the Patient Access Device may be damaged if the Patient Access Device is driven with equipment connected to the Input.

Warnings

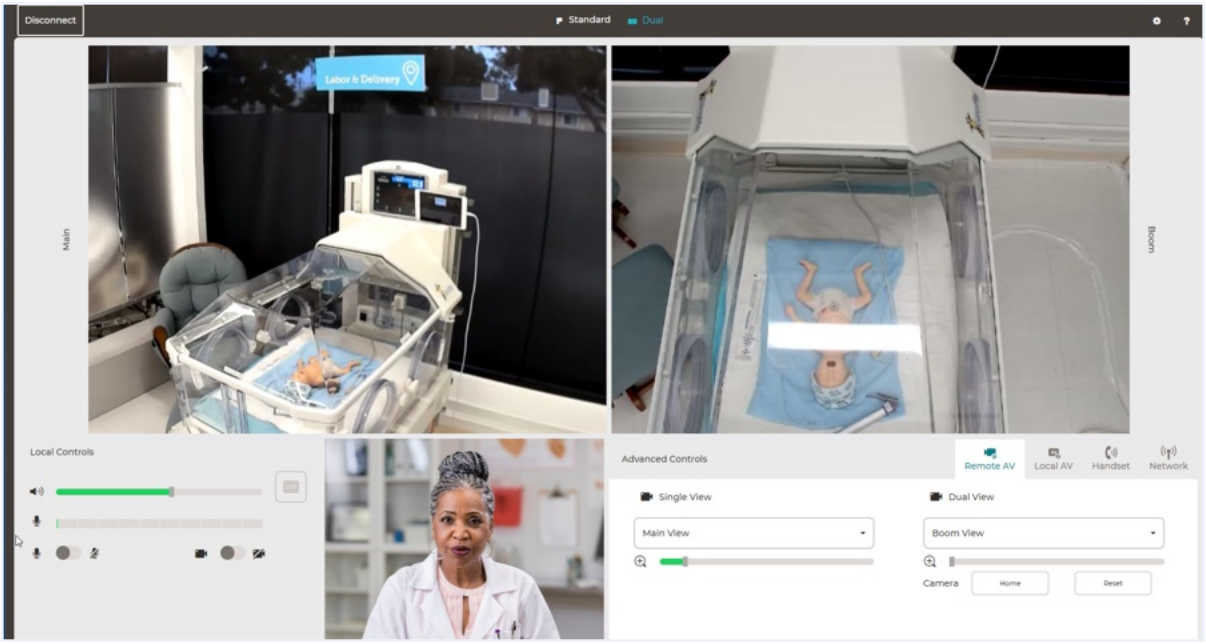
- The video images transmitted to and displayed on the Provider Access Software may not contain all of the information in the original scene. Video information from the camera is captured, compressed, transmitted, and redisplayed remotely at a different resolution. As a result, information in the original scene may be lost.

- Color reproduction in the transmitted video is not guaranteed. Color reproduction in a video system is a complicated combination of lighting, cameras, and display technology. It should not be assumed that the colors on the display are an exact replication of the actual colors in the scene.
- Clinical judgment and experience are required to review and interpret images and information transmitted via the Patient Access Device and Provider Access Software.
- The video images transmitted to and displayed on the Provider Access Software may not contain all of the information in the original scene. Video information from the camera is captured, compressed, transmitted, and redisplayed remotely at a different resolution. As a result, information in the original scene may be lost.
- Color reproduction in the transmitted video is not guaranteed. Color reproduction in a video system is a complicated combination of lighting, cameras, and display technology. It should not be assumed that the colors on the display are an exact replication of the actual colors in the scene.
- Clinical judgment and experience are required to review and interpret images and information transmitted via the Patient Access Device and Provider Access Software.

To Enable Dual View on Lite 4/VITA Head Cameras

You can view the wide-angle lens camera and zoom camera of the main camera system in dual-view when beamed into a Lite 4 and VITA devices. With both cameras in view side by side, box zoom, scroll wheel, and zoom slider can all be used to selectively update the camera zooms.

1. Click **Remote AV** in the Advanced Controls panel.
2. Under Dual View select **Main View**.

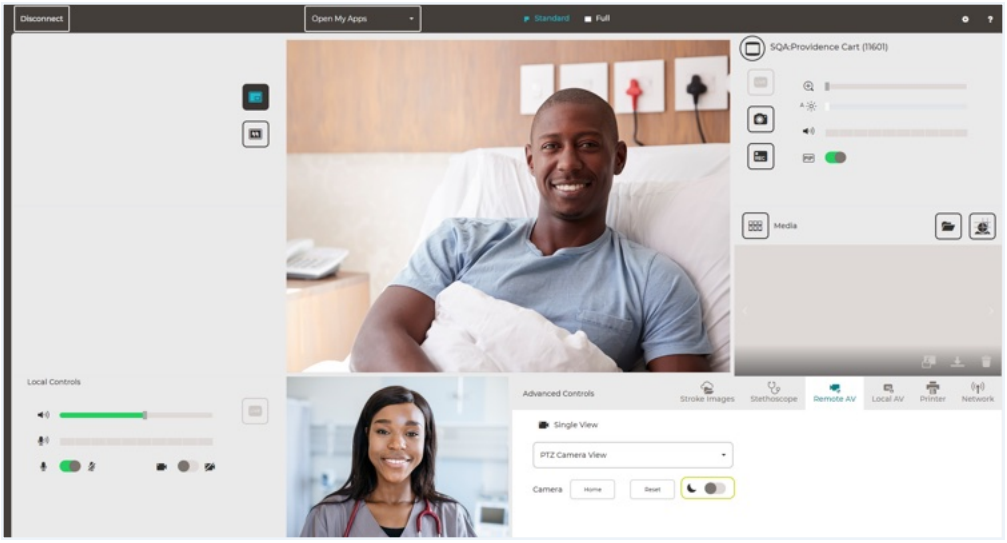


To Enable Manual Night Mode

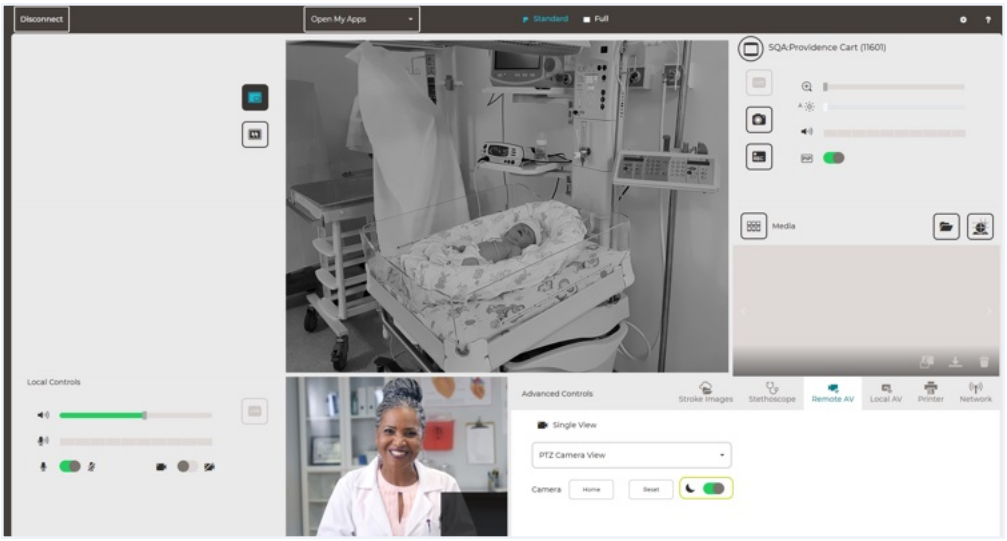
You can toggle Night Mode on and off for supported cameras with Infrared (IR) modes, such as the Sony SRG-X400, SRG-360SHE, Sony EVI-H100V, Sony EVI-D70, and Telycam TLC-300-U2-10-IR. For Sony SRG-X400 and SRG-360SHE cameras, technical support is required to enable the setting on the Teladoc Health device.

Click the slider to toggle between day and night modes.

Night Mode Disabled:

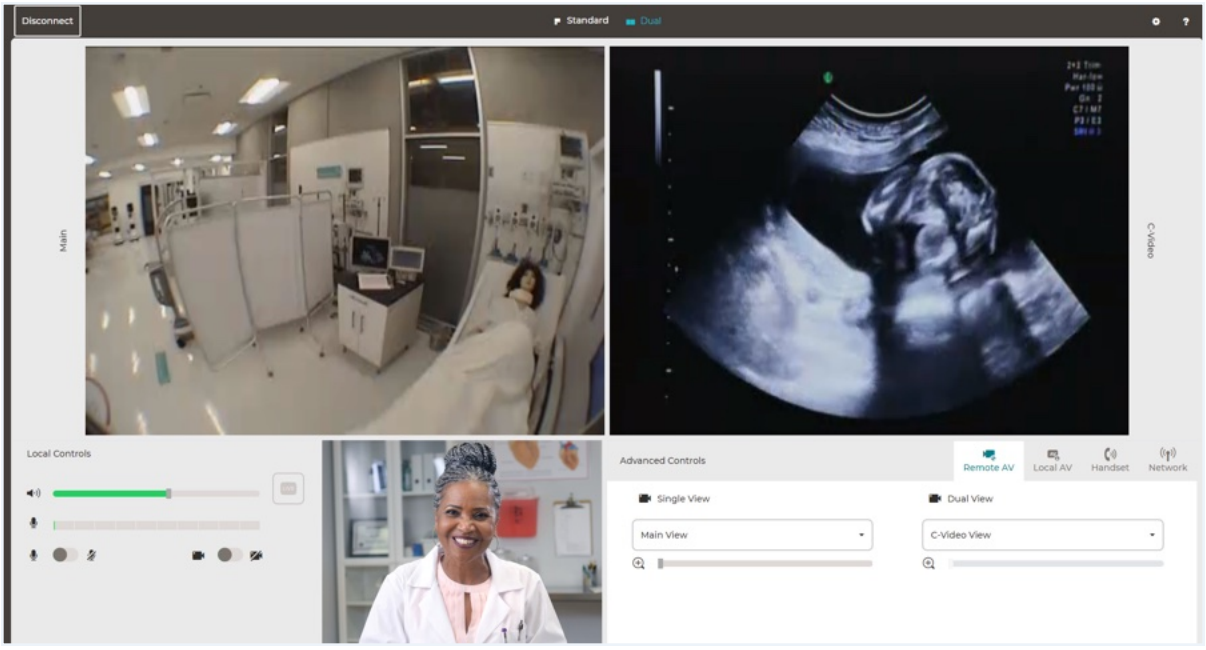


Night Mode Enabled:



Epiphan Video Converter Support

High-quality video from Epiphan USB3.0 video converters connected to Teladoc Health devices is supported. However, you must contact Teladoc Health Technical Support to enable it on the Teladoc Health device.



Remote Audio

The Audio tab in the Advanced Controls area allows you to select between Main Focused, Main Immersive (Vantage V1 only), and Boom (Vantage and Lite 4 with Boom only).

Headphones and Headsets

When a clinician has a headset (Bluetooth or USB) connected to a Teladoc Health device, audio is routed to the headset for single and MultiPresence sessions. Meanwhile, the Windows Provider Access Software handset mode is disabled when the headset is connected to the Teladoc Health device, but re-enabled when the headset is disconnected.

Vantage and Lite 4 with Boom

Main Focused (Vantage V1 Only)

Select **Main focused** mode on the Audio tab to allow the remote user to focus in on a specific conversation through the Patient Access Device. Ambient noise around the Patient Access Device is filtered out so that the Provider Access Software user can clearly hear the remote person that is in their direct line of sight.

Main Immersive (Vantage V1 Only)

Select **Main immersive** to enable the remote user to determine where sound is coming from. It is like using your own two ears, if someone standing behind you starts talking, you can tell their position relative to yourself.

The audio around the Vantage is received by a pair of stereo microphones located much like ears on the Vantage head.

Boom (Vantage and Lite 4 with Boom)

Select **Boom** to enable audio from the Vantage or Lite 4 with Boom.

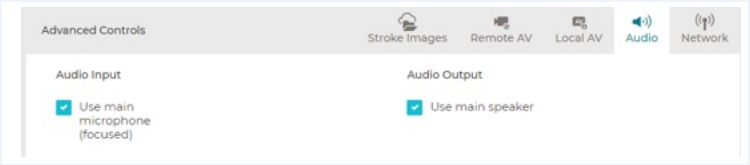
Line in

When selected, an auxiliary audio input can be mixed into the selected audio input.

Xpress

Main Mic

Clear the **Use main microphone** check box to turn off the main microphone and enable audio from Aux microphone input (if an auxiliary microphone is plugged in).



Main Speaker

Clear the Main Speaker check box to turn off the main speaker and enable audio from the Bluetooth earpiece (if active) and the Aux line output (if an auxiliary line out is plugged in).

Cautions

- Do not connect any auxiliary equipment to the Vantage in such a way as to cause or lead to a sterile field being penetrated if the Vantage is moved with equipment connected.
- Do not leave equipment connected to any auxiliary connectors. The equipment and/or the Vantage may be damaged if the Vantage is moved with equipment connected.

Third-Party Stethoscopes

RNK PCP-1 and RNK PCP-USB Stethoscopes

Depending on the Patient Access Device you beam in to, you may see one of four different stethoscope configurations. The third-party medical device peripheral, RNK PCP-1 Stethoscope is used with the Lite v2 and VITA. The RNK PCP-USB stethoscope is used with the Mini, Lite V2, Lite V3, Lite 4, Lite 4 with Boom, Xpress V2, microPC, TV, TV Pro, and Windows Viewpoint Tablet and most computer audio/video systems.

Some Patient Access Devices use another third-party medical device peripheral, the Littmann Bluetooth Stethoscope or the 3M™ Littmann® CORE Stethoscope. Refer to **"Littmann Bluetooth Stethoscope" on page 152** or **"3M Littmann CORE Stethoscope" on page 154**. The Stethoscope tab will let you know which Provider Access Software side stethoscope you may use.

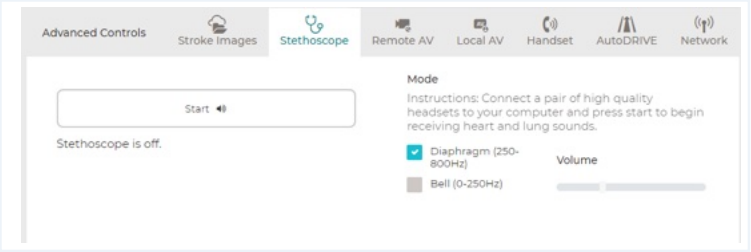
RNK PCP USB Stethoscope Device

The stethoscope is an enhancement feature of the Patient Access Device that allows remote auscultation. When you beam in to a Patient Access Device with an optional RNK PCP-1 or an RNK PCP USB stethoscope that can be used with most computer audio/video systems, you will see the Stethoscope tab in the Advanced Controls section of the Dashboard.

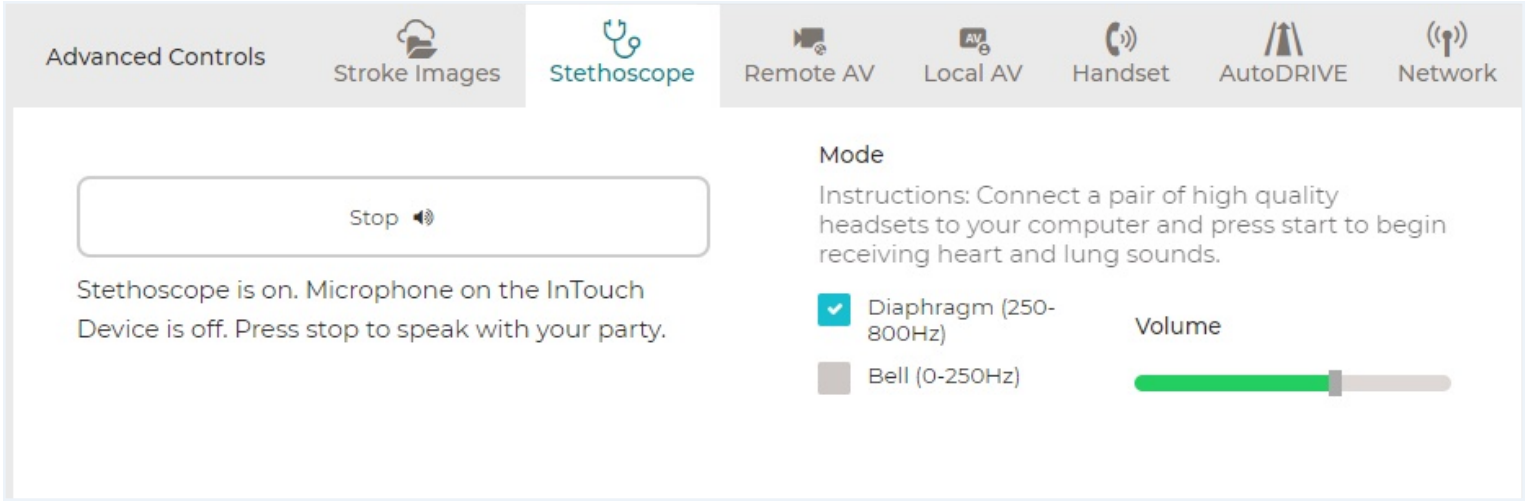
When the RNK PCP-USB stethoscope is connected and set as the stethoscope type, gain is applied to the stethoscope for real-time auscultation.

Provider Access Software Stethoscope Operation

When logging into a Patient Access Device with an optional RNK PCP-1 stethoscope or an RNK-PCP USB stethoscope that can be used with most computer audio/video systems, the Stethoscope tab shown will appear in the Advanced Controls area of the Provider Access Software Dashboard.



1. Select the **Stethoscope** tab in the Advanced Controls area of the Provider Access Software Dashboard.
2. To start the stethoscope click **Start**.
    - Adjust the volume as needed, keeping the volume level to the lowest gain necessary to avoid sound distortions.
    - Teladoc Health recommends using only high quality headsets. Request the publication for a list of validated headsets.
    - When using the stethoscope it is important that both the Provider Access Software user and the patient refrain from talking. Press the **Stop** button if you need to communicate, then press **Play** to start again.
3. When finished, click the **Stop** button.



NOTE: The Patient Access Device software's priority is to guarantee that sound taken in from the stethoscope is reproduced with complete fidelity on the Provider Access

Software side. To achieve this, a buffering scheme is used to guard against Internet delays. This means that the audio which is heard from the stethoscope is accurate, but is not exactly real-time; it is lagging about one second behind.

RNK PCP-1 and RNK PCP-USB Stethoscopes' Technical Service

If a problem should arise in regard to use of either the RNK PCP-1 or RNK PCP-USB Stethoscope on the Patient Access Device, please contact Teladoc Health Technical Service, so that Technical Service can determine the source of the issue. Questions about the RNK PCP-1 and RNK PCP-USB Stethoscopes' controls can be answered by reference to the RNK PCP-1 manual or the RNK PCP USB Stethoscope manual.

Littmann Bluetooth Stethoscope

Depending on the Patient Access Device you beam in to, you may see one of four different stethoscope configurations. The third-party medical device peripheral, Littmann Bluetooth Stethoscope, available as an accessory component to the Mini, Lite V3, Lite V4, Lite 4 with Boom, microPC, TV, TV Pro, Xpress V2, and Vici, and can be used with most computer audio/video systems, is described in this section. Other Patient Access Devices use another third-party medical device peripheral, the RNK PCP-1 Stethoscope, RNK PCP-USB Stethoscope, or the 3M Littmann CORE Stethoscope. Refer to **"RNK PCP-1 and RNK PCP-USB Stethoscopes" on page 150** or **"3M Littmann CORE Stethoscope" on page 154**. The Stethoscope tab will let you know which Provider Access Software side stethoscope you may use.

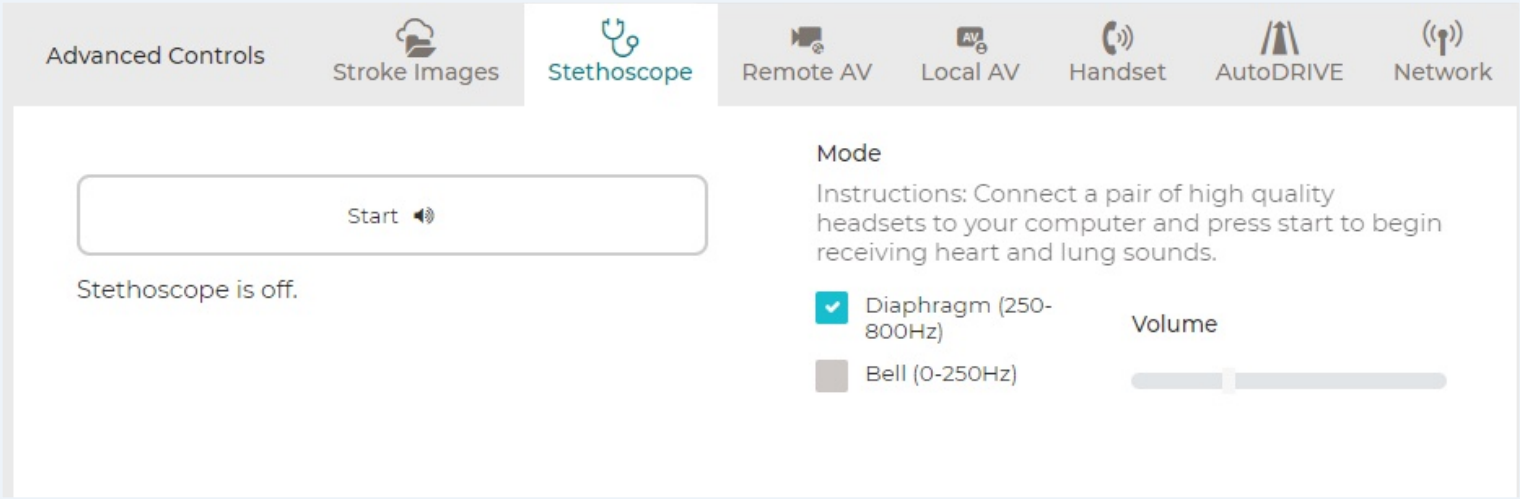
Littmann Bluetooth Stethoscope Device

The stethoscope is an enhancement feature of the Patient Access Device that allows remote auscultation. When you beam in to a Patient Access Device, you will see the Stethoscope tab in the Advanced Controls section of the Dashboard.

NOTE: Providers must wear headsets to listen to auscultations. It is strongly recommended that Providers test headsets through the **"Audio/Video Wizard" on page 42** before using them during consultations.

Provider Access Software Stethoscope Operation

When logging into a Patient Access Device with the Littman Stethoscope in use, the Stethoscope tab shown will appear in the Advanced Controls area of the Provider Access Software Dashboard.

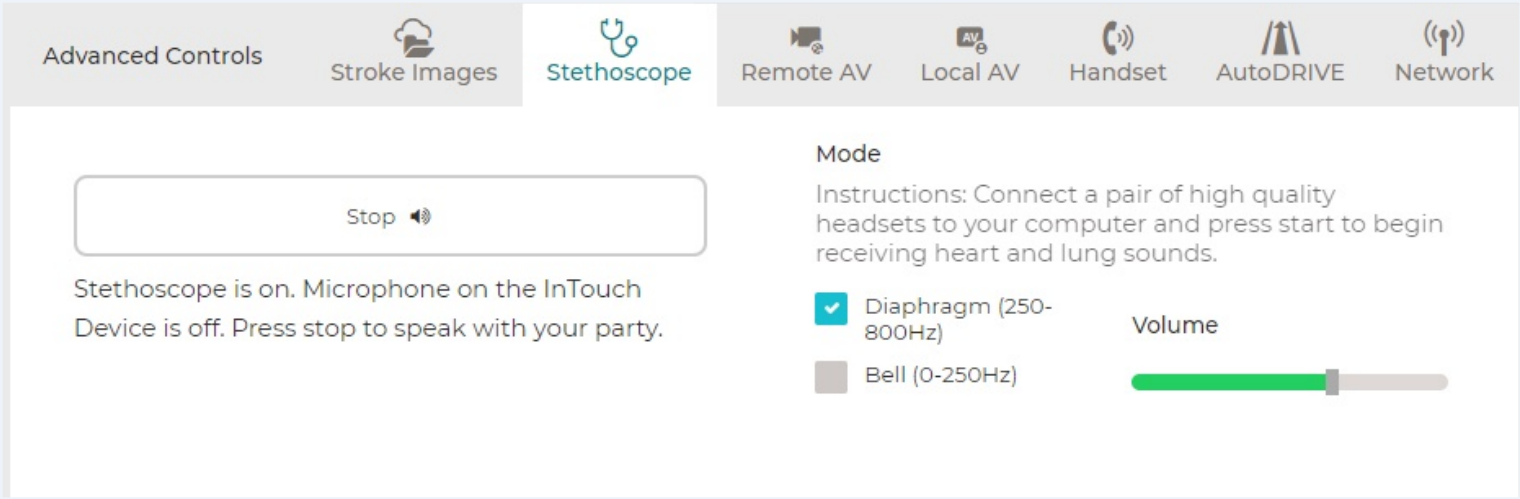


1. Select the **Stethoscope** tab in the Advanced Controls area of the Provider Access Software Dashboard.
2. To start the Stethoscope, click on the **Start** button.
    - Adjust the volume as needed, keeping the volume level to the lowest gain necessary to avoid sound distortions.

NOTE: Only the Provider has control of the audio settings on the Littmann Bluetooth device.

- Teladoc Health recommends using only high quality headsets. Request the publication for a list of validated headsets.
- When using the stethoscope, it is important that both the Provider Access Software user and the patient refrain from talking. Press **Stop** if you need to communicate, then press **Play** to start again.

3. When finished, click the **Stop** button.



NOTES:

- The Patient Access Device software's priority is to guarantee that sound taken in from the stethoscope is reproduced with complete fidelity on the Provider Access Software side. To achieve this, a buffering scheme is used to guard against Internet delays. This means that the audio which is heard from the stethoscope is accurate, but is not exactly real-time; it is lagging about one second behind.
- When a replacement battery is needed, the stethoscope will be shown as unavailable on the Provider Access Software. Alert the patient or nurse attending the Patient Access Device to check the batteries if the stethoscope is not available for use.

Littmann Bluetooth Stethoscope Status

Under the Stethoscope tab of the Advanced Controls section, you will see the Status of the Littmann Stethoscope. The status will inform you if the battery in the Littmann Stethoscope is low and if the stethoscope is on, enabled or in the appropriate connecting state.

Littmann Bluetooth Stethoscope Technical Service

If a problem should arise in regard to use of the Littmann Bluetooth Stethoscope on the Patient Access Device, please contact Teladoc Health Technical Service, so that Technical Service can determine the source of the issue. Questions about the Littmann Bluetooth Stethoscope controls can be answered by reference to the Littmann Bluetooth Stethoscope manual.

3M Littmann CORE Stethoscope

Depending on the Patient Access Device you beam in to, you may see one of four different stethoscope configurations. The third-party medical device peripheral, 3M Littmann CORE

stethoscope is used with the Mini, Windows Tablet, and Vici v3, and most computer audio/video systems. Some Patient Access Devices use another third-party medical device peripheral, the Littmann Bluetooth Stethoscope, the RNK PCP-1 Stethoscope, the RNK-PCP USB Stethoscope. Refer to **"Littmann Bluetooth Stethoscope" on page 152** or **"RNK PCP-1 and RNK PCP-USB Stethoscopes" on page 150**. The Stethoscope tab will let you know which Provider Access Software side stethoscope you may use.

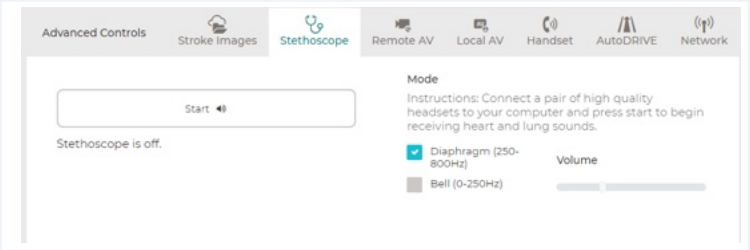
3M Littmann CORE Stethoscope Device

The stethoscope is an enhancement feature of the Patient Access Device that allows remote auscultation. When you beam in to a Patient Access Device with an optional 3M Littmann CORE stethoscope, you will see the Stethoscope tab in the Advanced Controls section of the Dashboard.

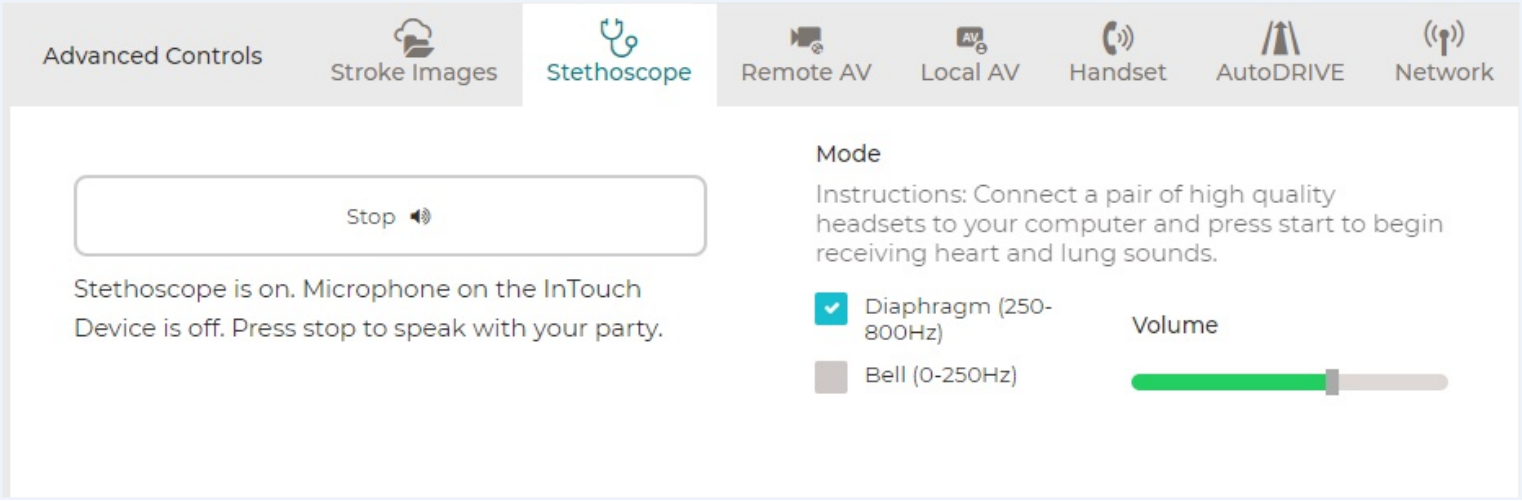
> **NOTE**: 3M Littmann CORE works on PCs with Windows 10 Pro (build 15063 or higher), all Mini variants, Vici v3, and Lite v3 with Windows 10 2019 LTSC without a Bluetooth dongle.

Provider Access Software Stethoscope Operation

When logging into a Patient Access Device with an optional 3M Littmann CORE stethoscope, the Stethoscope tab shown will appear in the Advanced Controls area of the Provider Access Software Dashboard.



1. Select the **Stethoscope** tab in the Advanced Controls area of the Provider Access Software Dashboard.
2. To start the stethoscope click **Start**.
    - Adjust the volume as needed, keeping the volume level to the lowest gain necessary to avoid sound distortions.
    - Teladoc Health recommends using only high quality headsets. Request the publication for a list of validated headsets.
    - When using the stethoscope, it is important that both the Provider Access Software user and the patient refrain from talking. Press the **Stop** button if you need to communicate, then press **Play** to start again.
3. When finished, click the **Stop** button.



NOTE: The Patient Access Device software's priority is to guarantee that sound taken in from the stethoscope is reproduced with complete fidelity on the Provider Access Software side. To achieve this, a buffering scheme is used to guard against Internet delays. This means that the audio which is heard from the stethoscope is accurate, but is not exactly real-time; it is lagging about one second behind.

3M Littmann CORE Stethoscope Technical Service

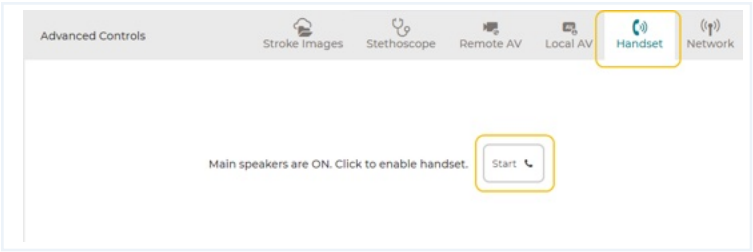
If a problem should arise in regard to use of the 3M Littmann CORE Stethoscope on the Patient Access Device, please contact Teladoc Health Technical Service, so that Technical Service can determine the source of the issue. Questions about the 3M Littmann CORE Stethoscope controls can be answered by reference to the 3M Littmann CORE Stethoscope manual.

Privacy Handset Device

The Privacy Handset is for use in conversations that require privacy or understandability in a loud environment. When the Privacy Handset is enabled, the standard Patient Access Device audio system is disabled. This means the microphone is not active and the Patient Access Device speaker is not active. When the Privacy Handset is disabled, the audio system is transferred from the phone, back to the standard Patient Access Device audio system.

NOTE: The Privacy Handset can only be turned on or off by the Provider Access Software.

Using the Privacy Handset:

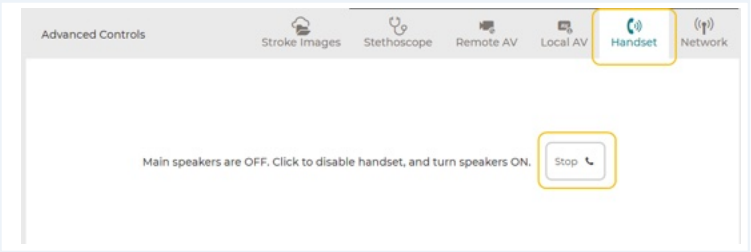


1. Select the **Handset** tab of Advanced Controls section in the Provider Access Software.
2. Click **Start** to enable the Privacy Handset.

   The Patient Access Device audio system is transferred to the phone. Conversations can only take place through the phone. Remember that when enabled, only the user holding the Privacy Handset will be able to hear the Provider Access Software user.

3. When finished, click **Stop** to disable the Privacy Handset.

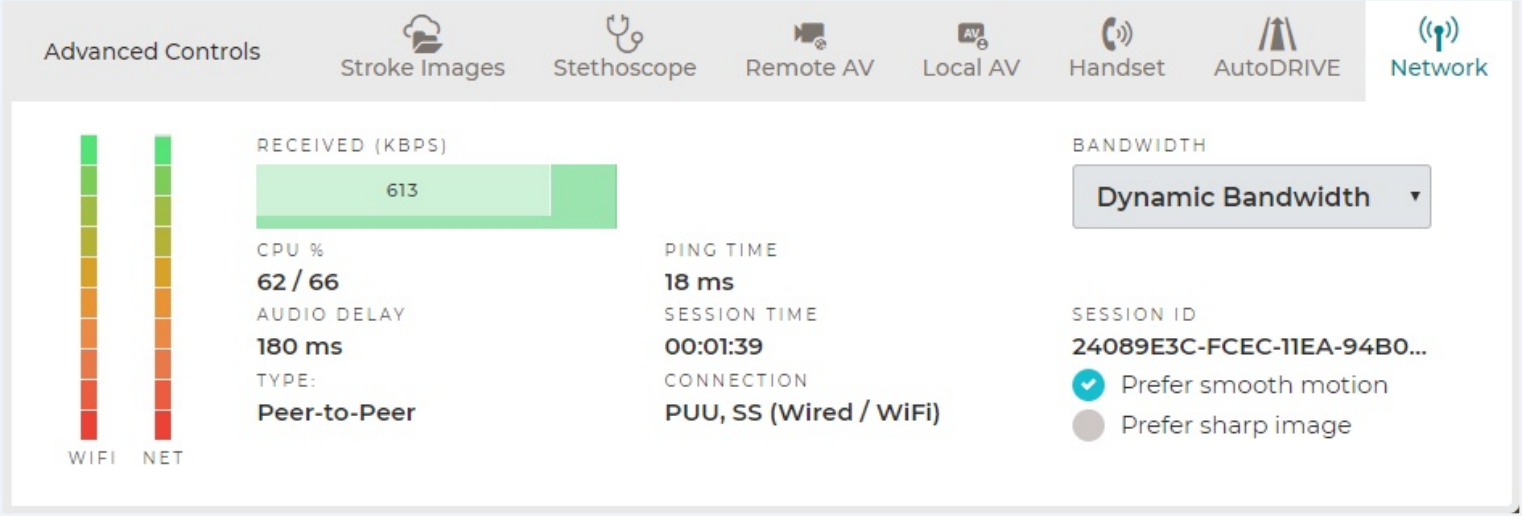
   At this point the audio is back on the Patient Access Device speaker and microphone. The conversation is no longer private.



4. Ensure that someone at the Patient Access Device returns the Handset to the hook.

CAUTION: Do not allow the Privacy Handset to drag behind the Patient Access Device. It must be placed on the hook after use for safe driving.

Network Information



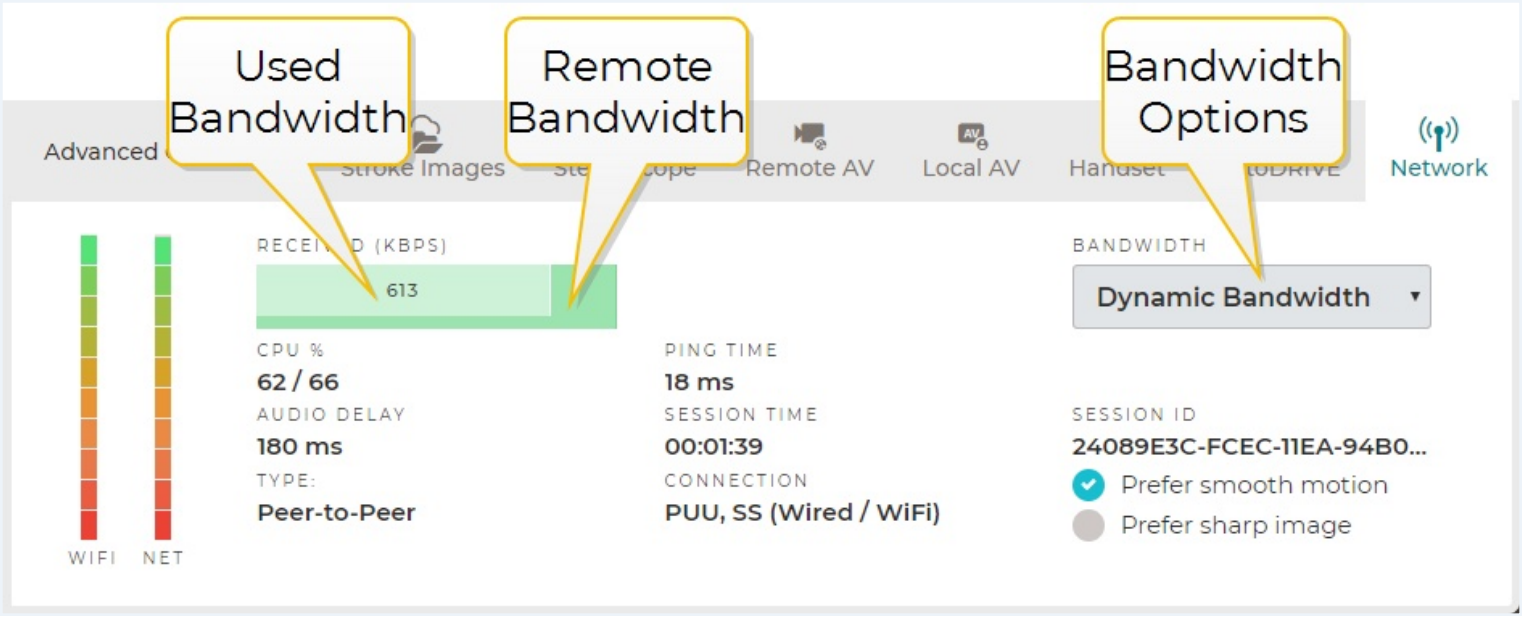
The Network tab in the Advanced Controls area provides the Wireless Signal and Network Quality meters, and other useful network information.

- Bandwidth Usage and clamping:
  - Received and Sent
- FPS
- Ping time
- CPU %
  - Local - Provider Access Software
  - Remote - Patient Access Device
- Serv: Ready, IP address

- Session Time
- Bandwidth control options drop-down
- Connection type (PUU, SUU, SUT, STU, STT)

The internet connections between the Provider Access Software and the Patient Access Device (Wired, or Wi-Fi) are noted after the connection type. The Patient Access Device wireless signal strength and connection type are shown with the Wireless Signal Quality meter.

Optimizing Bandwidth Usage



The Network tab displays the amount of bandwidth being used, both sent and received. These are shown as numerical values (in white text) on top of a gray bar which displays the values graphically. The **Sent** bandwidth includes all data (video, audio, and control) sent to the Patient Access Device, as well as to other Provider Access Software users in a MultiPresence® session. The **Received** bandwidth includes all data (video, audio, and sensor) sent by the Patient Access Device to the Provider Access Software users.

NOTE: In a MultiPresence® session, when a Provider Access Software user (typically a Guest) is not projecting full-screen video to the Patient Access Device, their **Sent** bandwidth usage will be very low.

There are times when the bandwidth limitation of one party in a particular session dramatically affects the video quality for all the other participants. In these cases, if the responsible party is a Guest, the Host may want to prevent video from being sent to that Guest, in order to improve the experience of the other users.

When the mouse hovers over the **Sent** area, a tooltip pops up which displays the responsible party for the low bandwidth being sent by that Provider Access Software.

On the Host interface, when the mouse hovers over the **Received** area, a tooltip displays the responsible party for the low bandwidth being sent by the Patient Access Device. (Note that low bandwidth results in poorer video quality; more specifically a low frame rate.) The Host then has the option of right-clicking on a Guest's thumbnail and disallowing them from seeing the Patient Access Device video or disconnecting them from the session entirely.

Dynamic Bandwidth Management

The software employs a dynamic bandwidth mechanism whereby the bandwidth allotment changes over time depending on the network capabilities of each system. Network and wireless dropouts, as well as competition for bandwidth on a user's network (or their ISP) may cause available bandwidth to decrease or increase, and the dynamic bandwidth mechanism will detect this and respond accordingly, as reflected by the green bar.

The actual bandwidth use will fluctuate much more than the green bar, and may often be far below the green bar. This is because the video compression used varies substantially from frame to frame. In addition, certain cameras, particularly laptop cameras, are only capable of lower frame rates, and hence produce far less bandwidth. Also, variations in lighting, movement, and background patterns can cause substantial deviations in the bandwidth usage.

An additional drop-down option in the lower right corner of the Network tab disables the dynamic bandwidth, while a fixed bandwidth is used instead. The fixed bandwidth options include **Medium**, **Low** and **Lowest**. These should only be used in circumstances when multiple Remote Presence sessions are occurring simultaneously on the same limited network. Note that in the fixed mode, bandwidth will not adjust dynamically to changing network conditions, so even a **Medium** fixed level might be too high for certain networks and result in poor network behavior.

Troubleshooting

Symptom	Explanation	Action
Echoing, Beating ("whumping"), Feedback	These audio symptoms may result from one or more of: • Provider Access Software computer speakers placed behind microphone. • Provider Access Software and Patient Access Device volume levels set too high. • Gain on Preamplifier set too high. • Patient Access Device has entered a space where acoustic environment has changed (e.g., large room to small room). • Echo cancellation software has not reached equilibrium.	For optimal audio performance: • Provider Access Software users should wear a headset. • Ensure speakers are in front of microphone. • Ensure preamplifier gain is properly adjusted (12-3 o'clock). • Use onscreen controls to lower volume and then slowly raise audio levels. • Allow cancellation software to reach equilibrium when moving Patient Access Device from one room into another.
Noise	May result from: • Speaker or microphone connectors loose. • Speaker or microphone cables routed next to sources of line noise (e.g., AC power cable, transformer).	Check that: • Connectors are firmly seated. • Cables are not routed next to potential sources of line noise (e.g., AC power cable or transformer).
Clipping (audio dropout)	May result from: • Poor bandwidth • Poor Quality of Service (latency)	It may be necessary to reduce (clamp) video/audio stream to stay within available bandwidth. **NOTE**: Maximum speed allowed by the Provider Access Software is 700 kbps. Minimum recommended is 384 kbps.
Application not started or hung	Operating system malfunction	Reboot Provider Access Software computer and/or Patient Access Device (as needed) to close down open applications and processes and restart system.
Delay in Patient Access Device response to input command Frozen or chopped video stream	Network congestion or high latency resulting in poor Quality of Service	The Patient Access Device may still be driven safely. It may be necessary to give a few driving commands at a time, waiting for right Patient Access Device response before initiating next command. Please report this condition to Teladoc Health Technical Service.

Symptom	Explanation	Action
Patient Access Device disconnects while driving	May result from: • Wireless network has limited and defined coverage area. Driving Patient Access Device out of bounds causes connection to be lost. • “Handshake” fails during pass off from one WAP to next.	Become aware of boundaries of wireless network coverage area at remote location. If Patient Access Device disconnects, reconnect. If problem persists, contact Teladoc Health Technical Service.
Vantage Boom Display is blank	No power or display is not turned on	Verify that power is on and display is on.

Error Messages

The following text messages may appear in a dialog box which pops up on the monitor screen.

NOTES: Patient Access Device and RP Device are interchangeable terms, and Provider Access and Teladoc Health CS are interchangeable terms.

Message	Explanation	Action
"The video failed to start on the RP Device side." [Detailed message follows.]	May indicate a problem on Patient Access Device camera (e.g., not plugged in). Detailed message provides further data.	Contact Teladoc Health Technical Service.
"Video failed to start on your computer." [Detailed message follows.]	May indicate a problem the Provider Access camera (e.g., not plugged in). Detailed message provides further data.	Contact Teladoc Health Technical Service.
"... Connection Failure - The connection has failed."	Indicates a problem with network Quality of Service or physical connection itself, severe enough to shut down a session.	Wait a minute and then try reconnecting. If problem persists, reboot Patient Access Device and the Provider Access computer.
"There is a problem with the RP Device's head mechanism."	Patient Access Device Head mechanism malfunction.	Reboot Patient Access Device. If problem persists, contact Teladoc Health Technical Service.
"The ... Device is not connected to Teladoc Health Telehealth Network."	The Patient Access Device you are trying to connect to is not currently connected to the Teladoc Health Server, which is required for making connections.	Make sure Patient Access Device is turned on and has Internet access, then retry Teladoc Health Technical Service.
"Teladoc CS not connected to the Teladoc Server."	Provider Access is unable to access the Teladoc Health Server, which is required for making connections	Make sure Provider Access computer has Internet access, then retry connection. If problem persists, contact Teladoc Health Technical Service.
"Teladoc Device is Busy."	Patient Access Device is already in use.	Log in at a later time when Patient Access Device is available.
"Did not receive first message from RP Device."	Initial connection was made, but Patient Access Device software failed to complete the connection.	On the Patient Access Device, make sure software is running, status shows ready, and then retry connection. If problem persists, contact Teladoc Health Technical Service.
"Your key does not match RP Device's key."	Security keys are mismatched. Login cannot occur.	Please contact Teladoc Health Technical Service.
"RP Device has no key for this Teladoc CS."	Security key is absent. Login cannot occur.	Please contact Teladoc Health Technical Service.
"There is a problem with one of the RP Device's internal systems."	Patient Access Device self-testing has failed.	Reboot Patient Access Device. If problem persists, please contact Teladoc Health Technical Service.
"The RP Device has shut itself down because of a serious error. Please have the RP Device rebooted, then try reconnecting."	Patient Access Device has detected an internal error.	Reboot Patient Access Device. If problem persists, please contact Teladoc Health Technical Service.
"The RP Device software has hit an error and shut down abnormally."	Patient Access Device has detected an internal error.	Reboot Patient Access Device and Provider Access computer. If problem persists, please contact Teladoc Health Technical Service.

Message	Explanation	Action
“Battery level is too low to drive the RP Device. Driving function is disabled. We recommend you save any media captured and plug the RP Device in immediately.”	Patient Access Device battery needs recharging. Patient Access Device cannot be driven until battery is recharged.	Save any media captured during the session and plug in the Patient Access Device immediately.
“No license file found.”	No valid license file can be found.	Please contact Teladoc Health Technical Service.
“License file <name> expired.”	The license file has expired. (Software will post a warning message prior to expiration of license.)	Please contact Teladoc Health Service.

Additional Provider Access Software Messages: There are text messages that may appear on the Provider Access app in the lower right of the Remote Camera View.

Message	Explanation	Action
"Internet connection failure."	Total interruption in network packets occurred for a significant period of time. Possible cause: poor connectivity, system being powered down or being disconnected from public network.	Wait for Internet connection to return, or disconnect.
"Unplug RP Device before Driving."	Patient Access Device must be unplugged from power source before driving.	Look back and drive Patient Access Device carefully until it becomes unplugged.
"Emergency stop pressed in."	Patient Access Device's Emergency Stop Button has been pressed, disabling movement.	Ask someone at the Patient Access Device's location to twist the red Emergency Stop Button clockwise until it pops out.
"Internet connection slow." "Internet slow on RP Device."	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 slow"	Problem was detected on reverse side (i.e., at Provider Access if located at Patient Access Device, or on Patient Access Device if operating Provider Access). These messages are shown if problem is only being detected in one direction.	
"Internet failure: Data lost." "Internet failure: Data lost on RP Device."	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: Data lost on Teladoc CS."	Problem was detected on reverse side (i.e., at Provider Access if located at Patient Access Device, or on Patient Access Device if operating 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 on RP Device."	Problem was detected on reverse side (i.e., at Provider Access if located at Patient Access Device, or on Patient Access Device if operating Provider Access). These messages are shown if problem is only being detected in one direction. Important because user might be able to hear, but people on reverse side cannot hear user.	
"Internet failure: Audio lost."		

HIPAA Compliance

The Teladoc Health Provider Access platform is a main component of Teladoc Health's telehealth system and are developed with HIPAA compliant safeguards for use in healthcare. They are available as a pre-loaded Windows Desktop or Laptop, a Software Install, or as an app for iOS. Connections are supported by the Teladoc Health Telehealth Network; a cloud-based server infrastructure that provides secure connectivity and unprecedented flexibility and scalability.

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.

Server Database Topology

The Teladoc Health Telehealth Network service offers guaranteed uptime using redundant networks and servers. All customer-facing servers are backed up nightly and supported by load balancers that failover to redundant servers as needed. Technologies are deployed to guard against malicious hacking attempts by brute force attacks, cracking algorithms, social engineering, keystroke logging, or stolen password attempts.

Security Specification	
User Authentication Parameters	
Strong password requirements	Secure password changes
Password history tracking	Mobile device management solutions
User authentication logs and audit trails	Required password changes on first login
Automatic log off and lock out	Single login controls to Teladoc Health Solo™ and Teladoc Health Imaging™
Data Encryption, Security, and Reliability	
Provisioning of digital images and video	Provisioning of digital images and video saving rights prevents storage of ePHI on iPads. Data encryption at rest and transit of all video and audio feeds (256 bit AES encryption, SSL, TLS and SRTP).
Data back-up, redundancy, and failover infrastructure	Data back-up, redundancy, and failover infrastructure and procedures ensures availability of Patient Access Device. Integrity controls and user authentication through password protection and automatic logoff.
Fleet Monitoring Servers (FMS)	Fleet Monitoring Servers (FMS) maintain complete audit trails and have extensive audit capabilities showing date/time of access (user and hospital) for all connections.
User Rights Access, Controls, and Site Management	
Auto-logout	Teladoc Health provides centralized user access and control privileging to ensure all users are given the minimum level of access to fulfill their job requirements and supports an auto-logout feature time interval that can be configured according to the customer's preference.
Automated alert system	Automated alert system for individual video encounter quality metrics and analysis tools give visibility into all remote presence virtual encounters.

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

Please contact your Teladoc Health Account Representative for product User Manuals

Sales & Product Demos

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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.