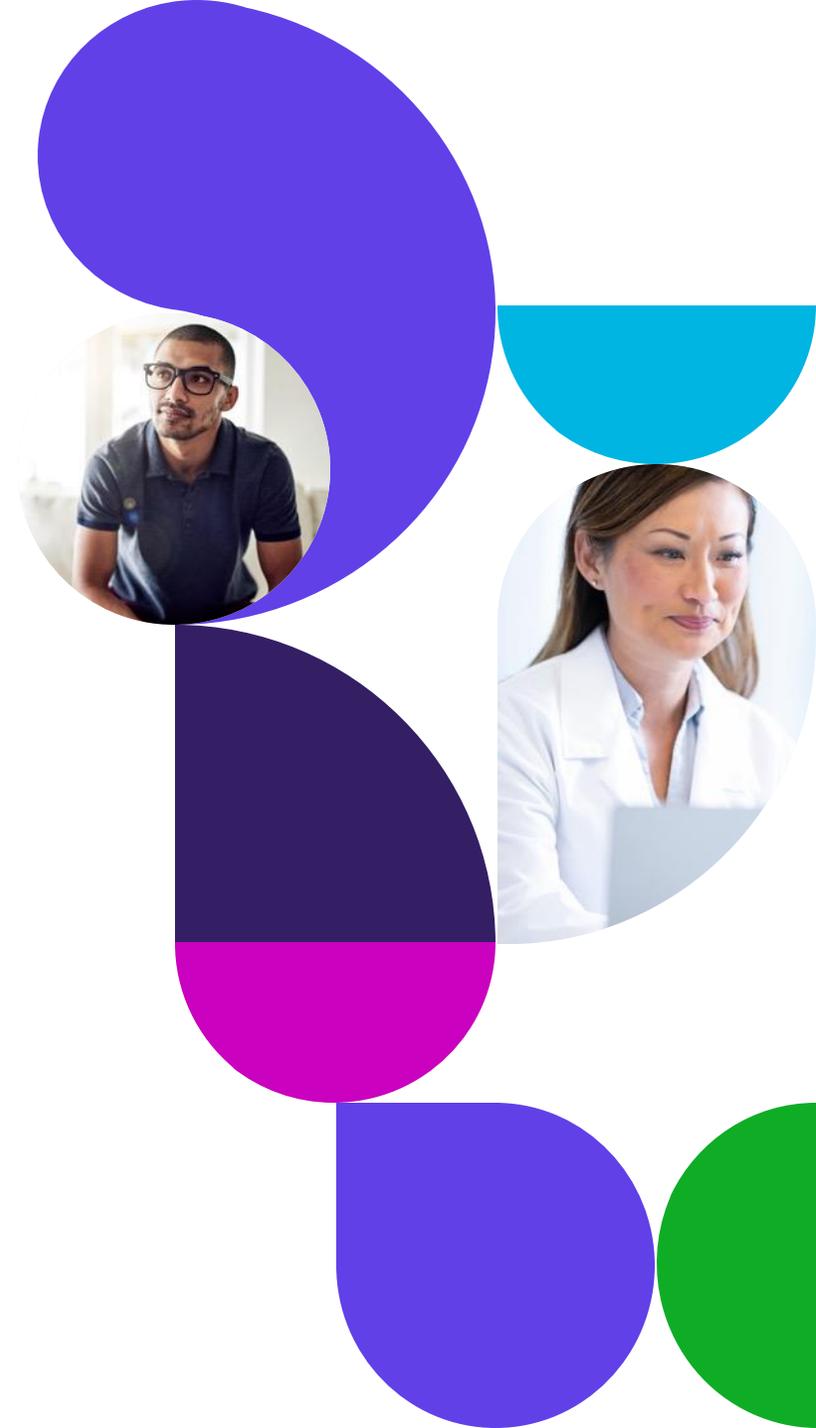


# Making a device operational

March 7, 2024



# Agenda slide

Introduction

Deploy a device

Create an order



# Moving a device from Warehouse to Clinical Use

## TWO MAIN FLOWS

### If you know the serial number of the devices that you are implementing

- Devices that are available to be deployed are available in the Devices page
  - In the Device -> Warehouse view you can see all devices that can be deployed and select the ones that you want to deploy to one of your Locations

### If you don't know the serial number of the devices that you are implementing

- When installing Devices and you don't know the serial number of the devices. E.g. there are several TV Pros in a hospital and they need to be installed
  - There is an Orders page to create an order for the local staff in a location to installed devices and in which rooms each device is in.
  - Orders are created by Fleet Access Manager admins and fulfilled by local hospital staff
  - You don't need to know the serial numbers of the devices before time



# Deploying a Device Directly

# Deploying a warehouse device to a Location

The Devices page has a “Warehouse” view to see all devices that are owned by a tenant and ready to be implemented.

Fleet Access Manager Stakeholder Demo

Users  
Devices  
Orders  
Locations  
Organizations  
Programs  
Practices  
Services

Devices  
Manage the devices in your telehealth tenant.

Devices 58 Warehouse 243

Search Export CSV

Name	ID	Type	Status	Serial Number
100979 - Milky Way Hospital	52270	Viewpoint and TV Pro Win Viewpoint SW v1	Offline	100979
100980 - Milky Way Hospital	52271	Viewpoint and TV Pro Win Viewpoint SW v1	Offline	100980

Fleet Access Manager Stakeholder Demo

Users  
Devices  
Orders  
Locations  
Organizations  
Programs  
Practices  
Services

Devices  
Manage the devices in your telehealth tenant.

Devices 58 Warehouse 243

Search Export CSV Deploy Devices

Serial Number	Type
101009	Viewpoint and TV Pro Win Viewpoint SW v1
101010	Viewpoint and TV Pro Win Viewpoint SW v1
101014	Viewpoint and TV Pro Win Viewpoint SW v1
101015	Viewpoint and TV Pro Win Viewpoint SW v1

# Deploying a warehouse device to a Location

1. Select the devices that need to be deployed to a location by checking the checkbox next to each serial number
2. Hit the "Deploy Devices" button to choose the Location (from the ones in the Tenant) and Device Name for each the devices

The screenshot displays the 'Devices' management interface. At the top, there are input fields for 'Devices' (58) and 'Warehouse' (243). Below these are search and action buttons: 'Search', 'Export CSV', and 'Deploy Devices'. A table lists devices with columns for 'Serial Number' and 'Type'. Three devices are selected with checkboxes: 101010, 101014, and 101019. A modal window titled 'Deploy Devices' is open, showing dropdown menus for 'Location' and 'Organization (optional)'. Below these is a table with columns for 'Serial Number', 'Device SubType', and 'Device Name'. The table lists the three selected devices with their respective subtypes and names. At the bottom of the modal are 'Save' and 'Cancel' buttons.

Serial Number	Device SubType	Device Name
101010	Win Viewpoint SW v1	101010 - Win Viewpoint SW v1
101014	Win Viewpoint SW v1	101014 - Win Viewpoint SW v1
101019	Win Viewpoint SW v1	101019 - Win Viewpoint SW v1

# Deploying a warehouse device to a Location

After choosing a Device Name, and the Location (building where the device will be located)

Save the changes to progress to the service selection step

**Devices**

### Deploy Devices

Location  
Andromeda Clinic

Organization (optional)  
Demo Division 1

Serial Number	Device SubType	Device Name
101010	Win Viewpoint SW v1	101010 - Loaner
101014	Win Viewpoint SW v1	101014 - Clinic Spare
101019	Win Viewpoint SW v1	101019 - ICC Reinforcement

Total Devices: 3

**Save** **Cancel**

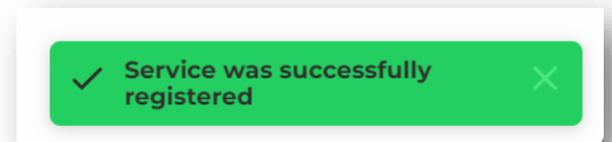
✓ Warehouse devices were successfully registered ✕

# Deploying a warehouse device to a Location

In this second step the Practice the location is associated with is displayed and the services that are available for that practice can be chosen from a dropdown.

This is an optional step

The screenshot shows a web interface for deploying devices. At the top, there is a breadcrumb 'Devices' and a title 'Deploy Devices'. Below the title is an information icon and a message: 'The devices you chose have been successfully deployed. You may now choose a service for the group.' The 'Practice' section shows a dropdown menu with 'Taurus Practice' selected. Below this is another information icon and a note: 'To change the practice associated with this location please email fleetops@teladochealth.com.' The 'Services (optional)' section features a dropdown menu with two selected items: 'Aldebaran Service 1 - Patient Journey 1' and 'Service Shared w Demo. Ownd Tauro - Patient Journey 1'. At the bottom of the form are two buttons: 'Save' (in blue) and 'Cancel' (in grey).





# Deploying a Device via Orders

# Installing TV Pro 300 via an Order

When devices need to be installed in a Location and the Client Administrator doesn't know which serial numbers (Devices) are going to be used an order can be created to install several devices in a Location

Orders  
Manage the physical orders in your telehealth tenant.

Create Order +

Created 3   In Progress 2   Completed 2   Closed 5

Q Search   Search   Export CSV

Status	Order Name	Created By	Location	Devices	Creation Date	
Created	Order 453155	astreiten	Aldebaran Hospital	0 of 4	2/22/2024	...
Created	Order 7D4D87	javiertierno	Demo Hospital	0 of 2	12/13/2023	...
Created	Order 6F1F1F	astreiten	Antares Hospital	0 of 7	11/23/2023	...
In Progress	Order 1868C4	astreiten	Centauri Clinic	1 of 5	11/23/2023	...
In Progress	Order COA4BD	guido.specassassi	Andromeda Clinic	6 of 15	11/21/2023	...
Closed	Order 0EE535	guido.specassassi	Antares Hospital	1 of 30	12/13/2023	...

# Installing TV Pro 300 via an Order

The Orders page has 4 quick filters:

- Created: Orders that haven't started yet, they were created but no devices installed yet
- In Progress: Orders that have devices installed but haven't finished yet
- Completed: Orders in which all devices were installed
- Closed: Orders in which not all devices were installed but were closed and no new devices will be installed

The screenshot displays the 'Orders' management page. At the top, there are four filter buttons: 'Created' (3), 'In Progress' (2), 'Completed' (2), and 'Closed' (5). Below the filters is a search bar. The main content is a table with columns for Status, Order Name, Created By, and Location. The table shows three rows of 'Created' orders. At the bottom, there is a pagination control showing page 1 of 1.

Status	Order Name	Created By	Location
Created	Order 453155	astreiten	Aldebaran Hospital
Created	Order 7D4D87	javiertierno	Demo Hospital
Created	Order 6F1F1F	astreiten	Antares Hospital

# Installing TV Pro 300 via an Order

An Order gets created with the number of devices that need to be installed, the Location in which they are installed, and the email of the local staff that will install the devices.

Local staff don't need to have a Solo account and the email alone is enough for them to install the devices.

In addition, the programs that the device will be included in (Access) can be included as well as comments for the order.

The image shows a 'Create Order' form with the following fields and values:

- Device Type: TV Pro 300
- Device Quantity: 50
- Location: Antares Hospital
- Practice: Demo Practice
- Programs: ICC Floor 5
- Email address(es): LocalTecnician@AndromedaHospital.com, PaulSmith@AndromedaHospital.com
- Comments: These are the devices for the fifth floor.

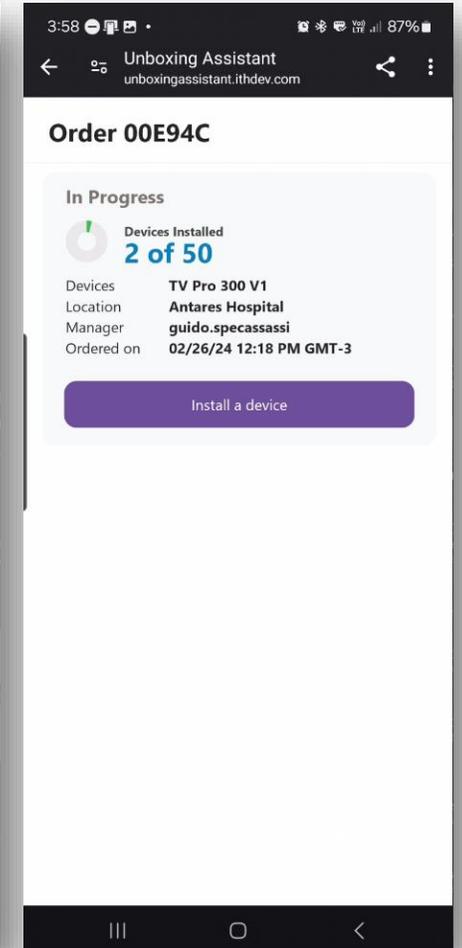
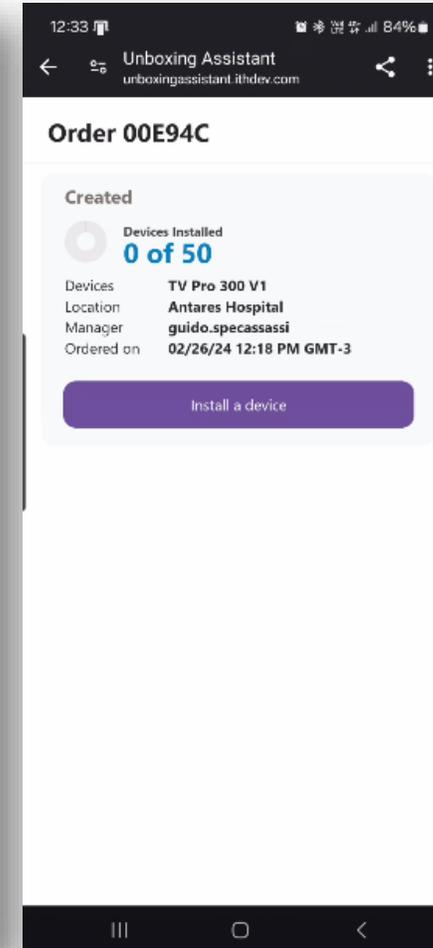
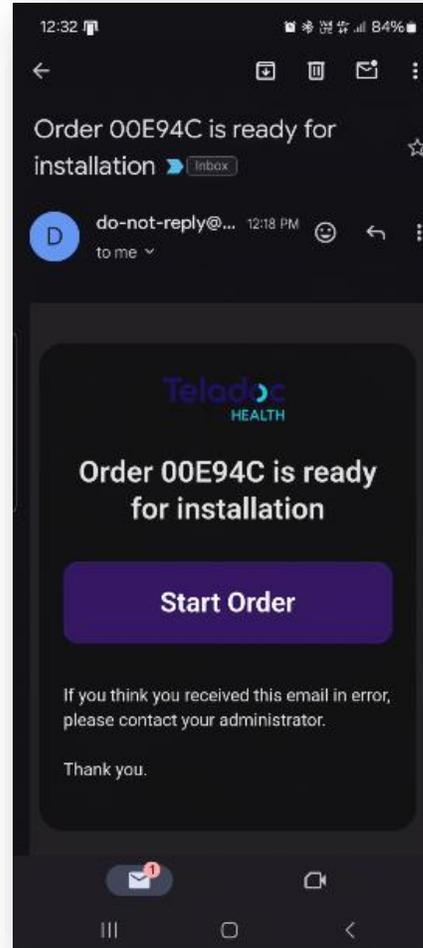
A green notification bar at the bottom left of the form displays a checkmark and the text 'The order was created'. At the bottom right, there are 'Cancel' and 'Submit' buttons.

# Installing TV Pro 300 via an Order

When an order gets created an email is sent to the people that will install the robots.

The email has a button “Start Order” that takes them to the order dashboard that shows how many devices have already been installed

From there they can install a new device



# Installing TV Pro 300 via an Order

To install a new device add the serial number of the recently installed device (Taken from the device's box or device itself)

After the Serial gets validated (it belongs to the Tenant, is a TV Pro 300 and it is not in use) the only remaining step is to complete the room placement information and hit “Complete setup”

12:33 Unboxing Assistant  
unboxingassistant.ithdev.com

Install device Antares Hospital Cancel

Enter Serial Number Step 1 of 2

Serial Number  
Code located in back of the device

Add serial number

12:34 Unboxing Assistant  
unboxingassistant.ithdev.com

Install device Antares Hospital Cancel

Enter Serial Number Step 1 of 2

Serial Number  
Code located in back of the device

Invalid serial number

Add serial number

12:36 Unboxing Assistant  
unboxingassistant.ithdev.com

Install device Antares Hospital Cancel

Fill the fields Step 2 of 2

Device TV Pro 300 V1  
Serial Number 101743

Department (Required)  
  
e.g. Neurology

Room Number (Required)  
  
e.g. 123

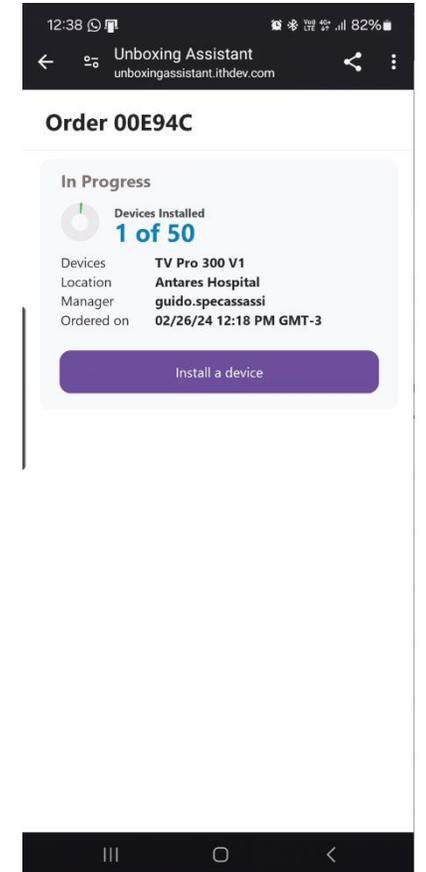
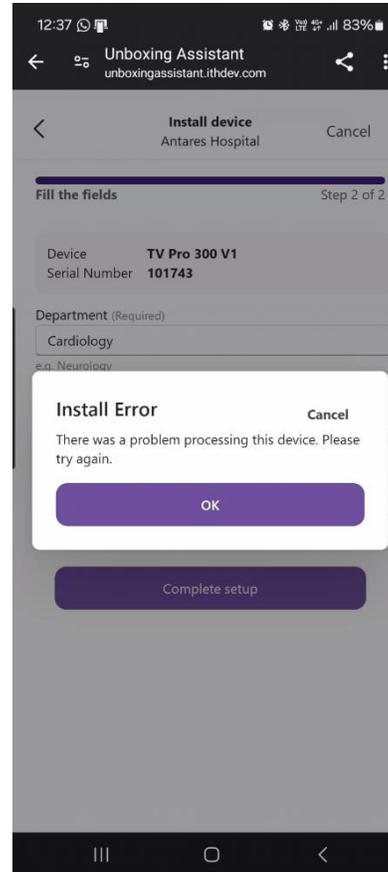
Bed  
  
e.g. 1

Complete setup

# Installing TV Pro 300 via an Order

After the setup is complete the device is ready to be used. The Serial Number is no longer a Warehouse Device, it is associated with the location and has the room information. It was added to the programs if they were part of the order

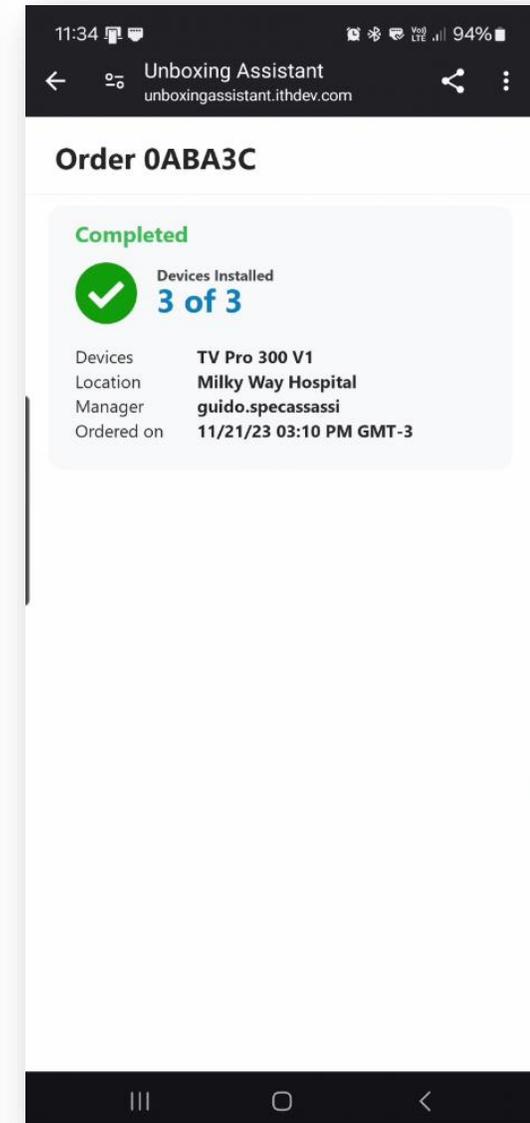
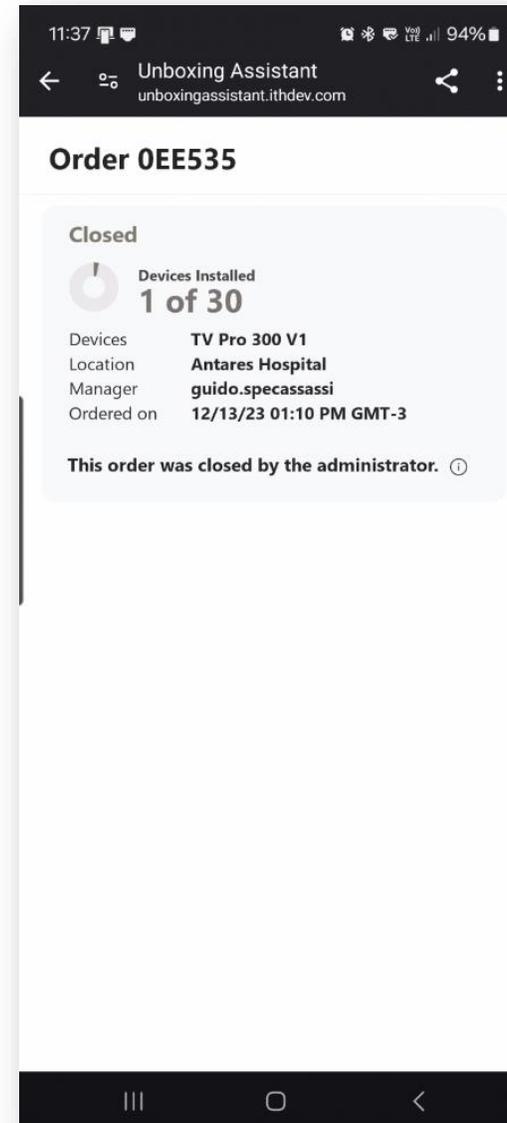
From this point the Location staff can continue with other devices or stop installing devices and continue later



# Installing TV Pro 300 via an Order

An order gets completed when all the devices that need to be installed are installed

If local staff is done installing devices and there are remaining devices in the order, because of an error or because the amount of devices ended up being less the order can be closed using Fleet Access Manager.





# Additional Order Features

# Order details and history

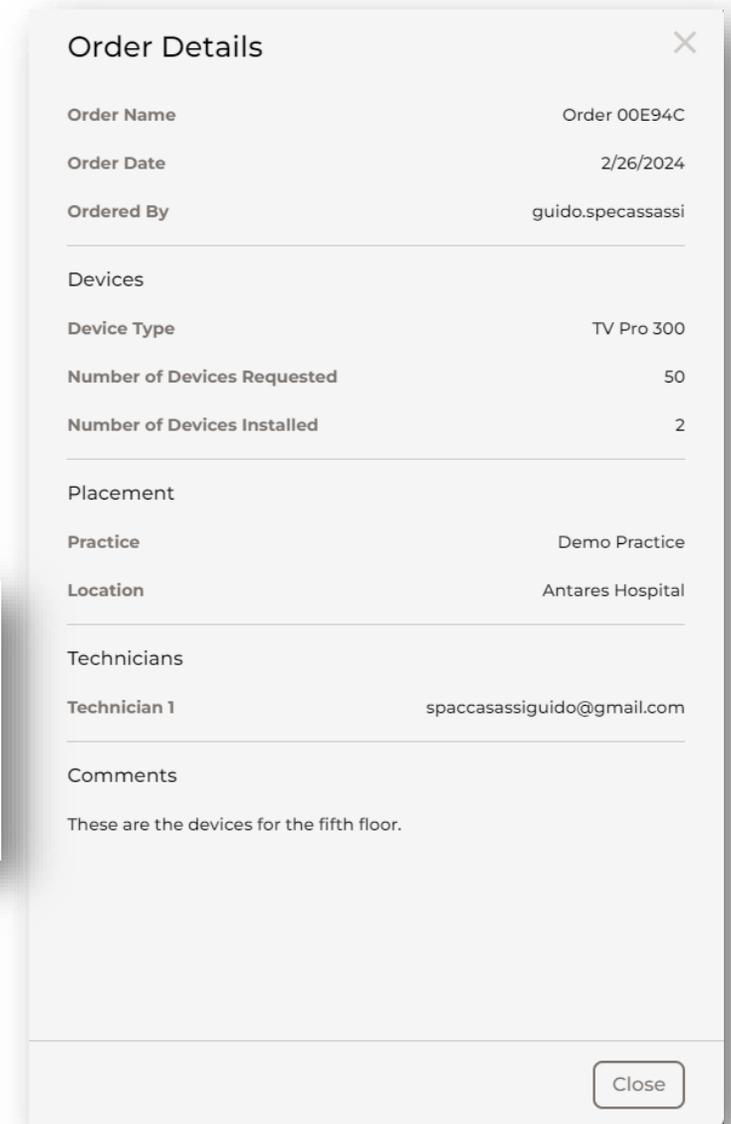
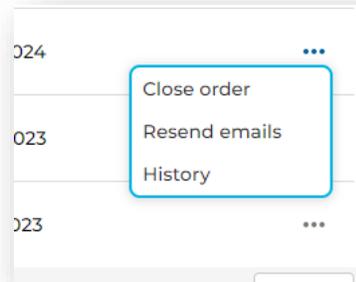
Clicking in on an Order in Fleet Access Manager displays the order details. In the details panel the information that was added to the order when created can be review.

The Orders page has additional features for each order.

**Close order:** It closes and order and no new devices can be installed using it.

**Resend emails:** Resends the email to all email addresses associated with the order

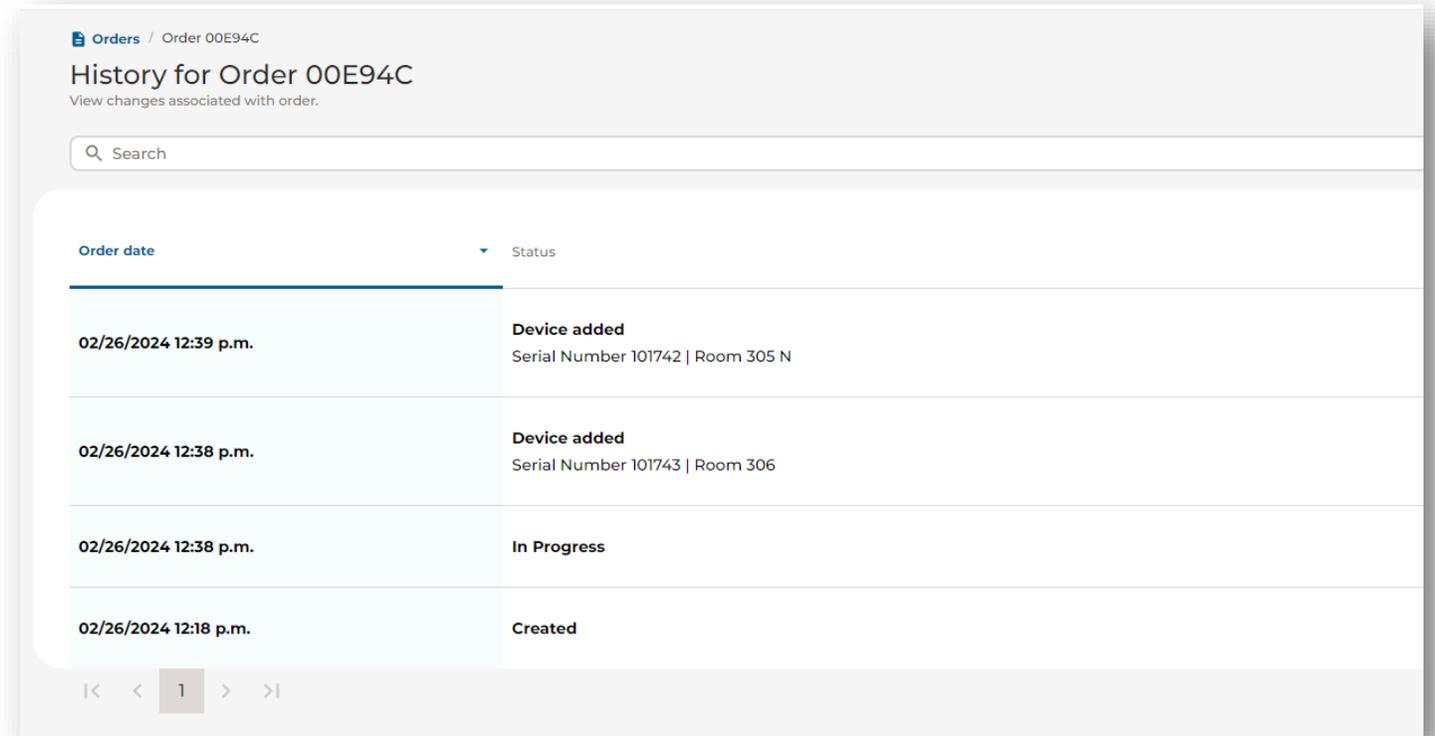
**History:** Access the history of an order



# History of an Order

The history of an order shows all events related to an order, when the order

- was created
- started to be in progress,
- when the different devices were added to it
- it was completed or closed



The screenshot shows a web interface for viewing the history of an order. The breadcrumb is 'Orders / Order 00E94C'. The title is 'History for Order 00E94C' with a subtitle 'View changes associated with order.' Below the title is a search bar. The main content is a table with two columns: 'Order date' and 'Status'. The table contains four rows of data.

Order date	Status
02/26/2024 12:39 p.m.	Device added Serial Number 101742   Room 305 N
02/26/2024 12:38 p.m.	Device added Serial Number 101743   Room 306
02/26/2024 12:38 p.m.	In Progress
02/26/2024 12:18 p.m.	Created

At the bottom of the table, there is a pagination control showing '< < 1 > >'.

# History of an Order

The “Device Added” rows in an order history are clickable and display additional information related to the serial number.

Placement Information shows the department, room and bed added by the local staff

Program Update shows all the programs the device was added.

The screenshot displays the 'History for Order 00E94C' interface. The main panel shows a table of order events:

Order date	Status
02/26/2024 12:39 p.m.	Device added Serial Number 101742   Room 305 N
02/26/2024 12:38 p.m.	Device added Serial Number 101743   Room 306
02/26/2024 12:38 p.m.	In Progress
02/26/2024 12:18 p.m.	Created

A 'Device details' modal is open on the right, showing information for Serial number 101743:

- Serial number: 101743
- Placement:
  - Department: Cardiology
  - Room: 306
  - Bed: A
- Program Update:
  - Program 1: ICC Floor 5
- Technicians:
  - Technician: spaccasassiguido@gmail.com