

# Teladoc Health<sup>®</sup>

## Lite<sup>®</sup> 4 & 4.5

### User Guide

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## Definition of “Device”

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 Federal Food, Drug, and Cosmetic Act (FD&C) Act.

In addition, the term “mobile devices” refers to smartphones and tablets.

# 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.





**WARNING:** Information may prove hazardous to the safety of a person near the Teladoc Health Patient Access device.

**CAUTION:** Instructions for avoiding damage to the system.

## Safety Symbols

Symbols appearing on the Patient Access device and other equipment are defined in the table below.

<b>Wireless Transmitter Notification:</b> Non-ionizing electromagnetic radiation. This device communicates over the 802.11 ac/a/b/g/n standard for wireless communication.	
<b>Pinch Point:</b> Avoid the labeled pinch point on the rear of the display of your device.	
<b>Body Float:</b> Type B. A Type B piece of equipment is one that provides a particular degree of protection against electric shock, particularly regarding allowable leakage current and reliability of the protective earth connection (grounding).	
<b>Manufacturer:</b> This symbol shall be accompanied by the name and address of the manufacturer.	

<p><b>Country of Manufacture:</b> To identify the country of manufacture of products. CN = China as country of manufacture.</p>	
<p><b>Consult Operator's Manual:</b> Operating Instructions are contained in a separate instruction manual.</p>	
<p><b>Do not push or lean:</b> Do not push on cart when it is prevented from lateral movement by an obstruction.</p>	
<p><b>CE Label:</b> On commercial products, the letters CE mean that the manufacturer or importer affirms the good's conformity with European health, safety and environmental protection standards.</p>	

## Electromagnetic Compatibility - Guidance and Manufacturer's Declaration

The Teladoc Health system complies with IEC 60601-1-2 4th edition, General Requirements for Safety—Collateral Standard: Electromagnetic compatibility. Performance of the device is unaffected by exposure to the compliance levels described in Tables 1,2,3 and 4 in the following section.

Special precautions and installation information for the Lite 4 for electromagnetic compatibility (EMC) are provided below:

- Equipment in hospital environments, including the Lite 4 and other portable or mobile communications equipment, can produce Electromagnetic Interference (EMI), which may affect the function of these devices. Such effects are prevented by use of equipment with EMI characteristics proven below recognized limits, as identified in the tables below.
- In the event of suspected interference from other equipment, which prevents the proper functioning of the Lite 4, contact Teladoc Health and discontinue use of the system until the problem can be remedied.

The following tables contain the Manufacturer's declaration and additional information required by IEC 60601-1-2.

**Table 1: Electromagnetic Emissions**

The Lite 4 is intended for use in the electromagnetic environment specified below. The customer or the user of the Lite 4 should assure that it is used in such an environment.		
Emissions Test	Compliance	Electromagnetic Environment
RF Emissions CISPR 11	Group 1	The Lite 4 uses RF energy only for its internal function. Therefore, its RF emissions are very low and are not likely to cause any interference in nearby electronic equipment.
RF Emissions CISPR 11	Class A	
RF Emissions CISPR 32		
Harmonic Emissions IEC 61000-3-2	Class A	
Voltage Fluctuations /Flicker Emissions IEC 61000-3-3	Complies	

**Table 2: Electromagnetic Immunity**

The Lite 4 system is intended for use in the electromagnetic environment specified below. The customer or the user of the Lite 4 should assure that it is used in such an environment.

**CAUTION:** An ESD event may cause the system to lose functionality for a short amount of time. If the event does not recover automatically, power cycle the device.

Immunity Test	EC 60601 Test Level	Compliance Level	Electromagnetic Environment - Guidance
Electrostatic Discharge (ESD) IEC 61000-4-2	±8 kV Contact ±15 kV Air	±8 kV Contact ±15 kV Air	Floors should be wood, concrete or ceramic tile. If floors are covered with synthetic material, the relative humidity should be at least 30%.
Electrical Fast Transient / Burst IEC 61000-4-4	±2 kV for Power Supply Lines ±1 kV for Input / Output Lines	±2 kV for Power Supply Lines ±1 kV for Input / Output Lines	Mains power quality should be that of a typical commercial or hospital environment.
Surge IEC 61000-4-5	±1 kV Line(s) to Line(s) ±2 kV Line(s) to Earth	±1 kV Line(s) to Line(s) ±2 kV Line(s) to Earth	Mains power quality should be that of a typical commercial or hospital environment.
Voltage Dips, Short Interruptions, and Voltage Variations on Power Supply Input Lines IEC 61000-4-11	<5% $U_T$ (>95% dip in $U_T$ ) for 0.5 cycle 40% $U_T$ (60% dip in $U_T$ ) for 5 cycles 70% $U_T$ (30% dip in $U_T$ ) for 25 cycles <5% $U_T$ (>95% dip in $U_T$ ) for 5 sec	<5% $U_T$ (>95% dip in $U_T$ ) for 0.5 cycle 40% $U_T$ (60% dip in $U_T$ ) for 5 cycles 70% $U_T$ (30% dip in $U_T$ ) for 25 cycles <5% $U_T$ (>95% dip in $U_T$ ) for 5 sec	Mains power quality should be that of a typical commercial or hospital environment. If the user of the device requires continued operation during power mains interruptions, it is recommended that the Lite 4 be powered from an uninterruptible power supply (UPS) or a battery.
Power Frequency (50/60 Hz) Magnetic Field IEC 61000-4-8	30 A/m	30 A/m	Power frequency magnetic fields should be at levels characteristic of a typical location in a typical commercial or hospital environment.

$U_T$  is the a.c. mains voltage prior to application of the test level.



### Table 3: Electromagnetic Immunity

Lite 4 is intended for use in the electromagnetic environment specified below. The customer or the user of a Lite 4 should assure that it is used in such an environment.

Immunity Test	EC 60601 Test Level	Compliance Level
Conducted RF IEC 61000-4-6	3 Vrms 150 kHz to 80 MHz 6V in ISM bands between 150kHz and 80MHz	3 Vrms 150 kHz to 80 MHz 6V in ISM bands between 150kHz and 80MHz
Radiated FR IEC 61000-4-3	3 V/m 80 MHz to 2.5 GHz	3 V/m 80 MHz to 2.5 GHz

#### Electromagnetic Environment - Guidance

Portable and mobile RF communications equipment should be used no closer to any part of the Lite 4, including cables, than the recommended separation distance calculated from the equation applicable to the frequency of the transmitter. Recommended separation distance:

$$d = 1.2 \sqrt{P} \quad 150 \text{ kHz to } 80 \text{ MHz}$$

$$d = 1.2 \sqrt{P} \quad 80 \text{ MHz to } 800 \text{ MHz}$$

$$d = 2.3 \sqrt{P} \quad 800 \text{ MHz to } 2.5 \text{ GHz}$$

where P is the maximum output power rating of the transmitter in watts (W) according to the transmitter manufacturer and d is the recommended separation distance in meters (m). Field strengths from fixed RF transmitters, as determined by an electromagnetic site survey<sup>a</sup>, should be less than the compliance level in each frequency range<sup>b</sup>.

Interference may occur in the vicinity of equipment marked with the following symbol: 

#### NOTES:

1. At 80 MHz and 800 MHz, the higher frequency range applies.
2. These guidelines may not apply in all situations. Electromagnetic propagation is affected by absorption and reflection from structures, objects, and people.

#### CAUTIONS:

- Momentary video loss may occur in the presence of a 380MHz wireless signal.
- Audible tones may be heard when the device is in close proximity with equipment emitting 24-30MHz electromagnetic radiation. In this case, please move the device to another location, or call technical support for assistance.

a. Field strengths from fixed transmitters, such as base stations for radio (cellular/cordless) telephones and land mobile radios, amateur radio, AM and FM radio broadcast, and TV broadcast cannot be predicted theoretically with accuracy. To assess the electromagnetic environment due to fixed RF transmitters, an electromagnetic site survey should be considered. If the measured field strength in the location in which the Lite 4 is used exceeds the applicable RF compliance level above, the Lite 4 should be observed to verify normal operation. If abnormal performance is observed, additional measures may be necessary, such as re-orienting or relocating the Lite 4.

b. Over the frequency range 150 kHz to 80 MHz, field strengths should be less than [3] V/m.

**Table 4: Recommended separation distances**

Recommended separation distances between portable and mobile RF communications equipment and the Lite 4.

The Lite 4 is intended for use in an electromagnetic environment in which radiated RF disturbances are controlled. The customer or the user of the Lite 4 can help prevent electromagnetic interference by maintaining a minimum distance between portable and mobile RF communications equipment (transmitters) and the Lite 4 as recommended below, according to the maximum output power of the communications equipment.

Rated Maximum Output Power of Transmitter (W)	Separation distance according to frequency of transmitter (m)		
	150 kHz to 80 MHz $d = 1.2 \sqrt{P}$	80 MHz to 800 MHz $d = 1.2 \sqrt{P}$	800MHz to 2.5GHz $d = 2.3 \sqrt{P}$
0.01	0.12	0.12	0.23
0.1	0.38	0.38	0.73
1	1.2	1.2	2.3
10	3.8	3.8	7.3
100	12	12	23

For transmitters rated at a maximum output power not listed above, the recommended separation distance  $d$  in meters (m) can be estimated using the equation applicable to the frequency of the transmitter, where  $P$  is the maximum output power rating of the transmitter in watts (W) according to the transmitter manufacturer.

**NOTES:**

1. At 80 MHz and 800 MHz, the separation distance for the higher frequency range applies.
2. These guidelines may not apply in all situations. Electromagnetic propagation is affected by absorption and reflection from structures, objects and people.

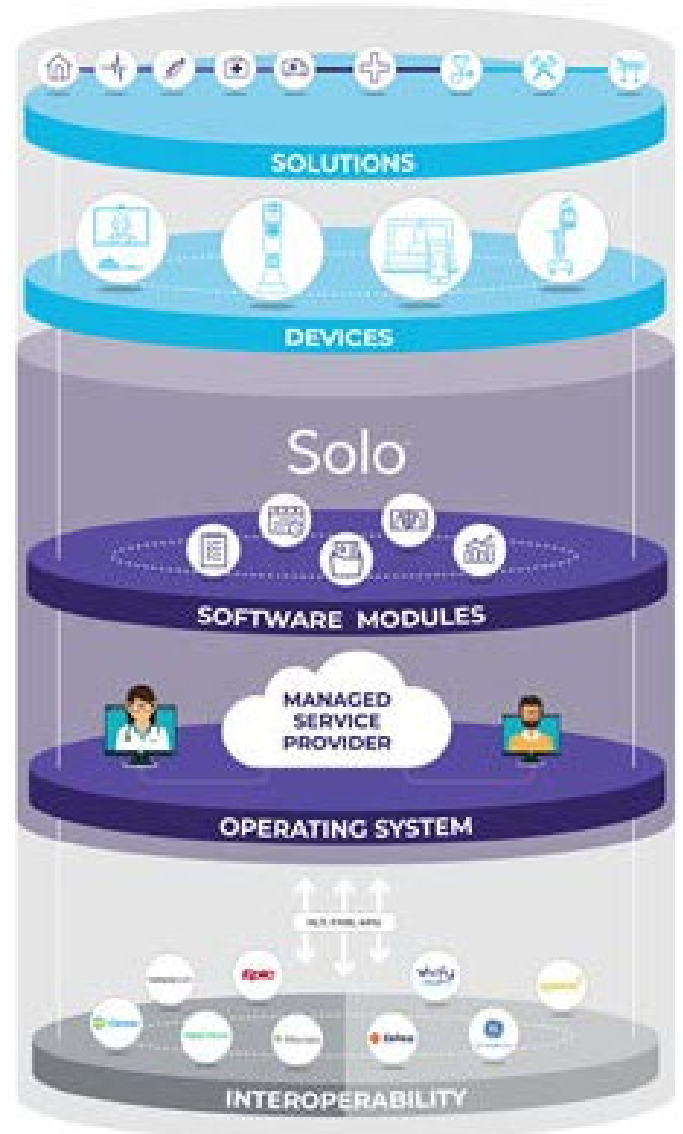
# Virtual Care System

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 any time. It provides users with everything they need to streamline their telehealth needs for fast user adoption.

## Designed for healthcare, security and reliability

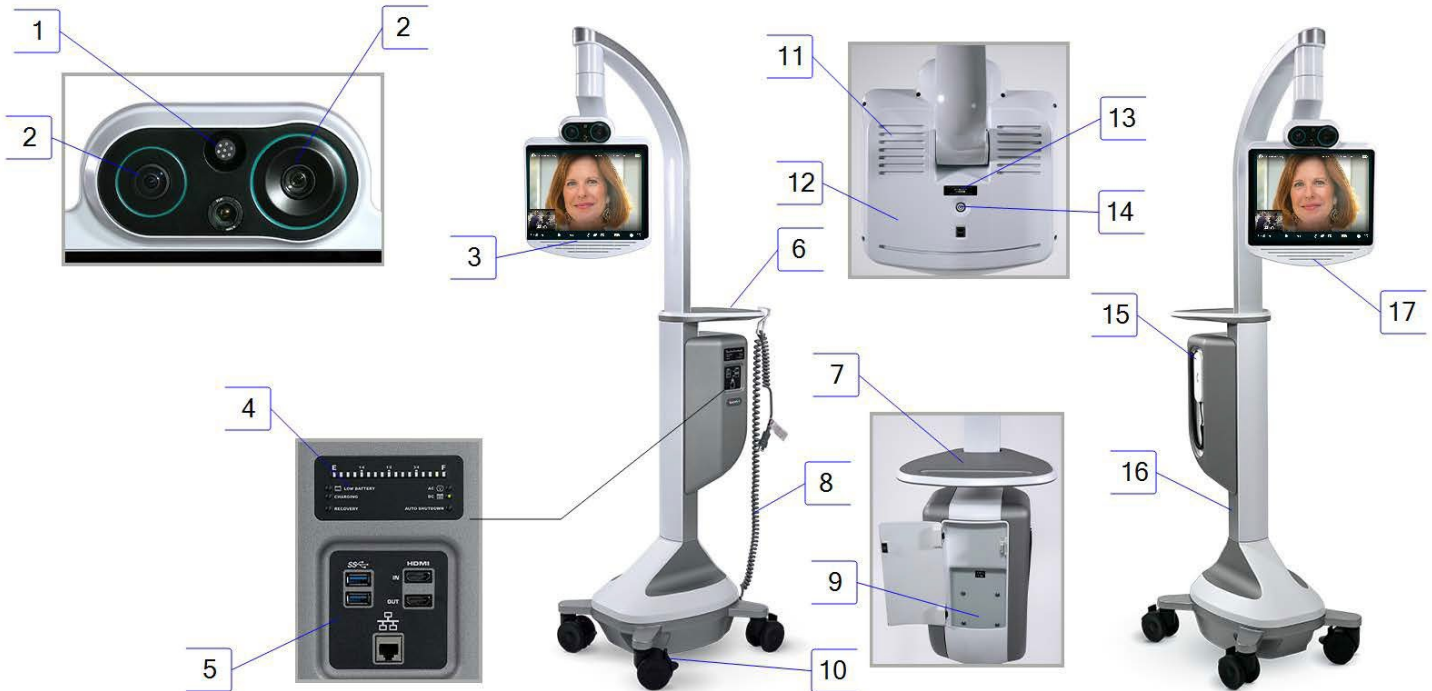
Our cloud-based, patented network ensures the industry's highest standards for protecting and securing sensitive healthcare information. Our downloadable and web-based platform allows users to access virtual care across a broad range of consumer and telehealth devices in a variety of clinical environments.



## Intended Application

The Lite 4 is intended to provide high quality Privacy compliant audio and video sessions between a provider and a patient over the Teladoc Health Telehealth Network in a variety of clinical environments.

# Lite 4 Anatomy and Components

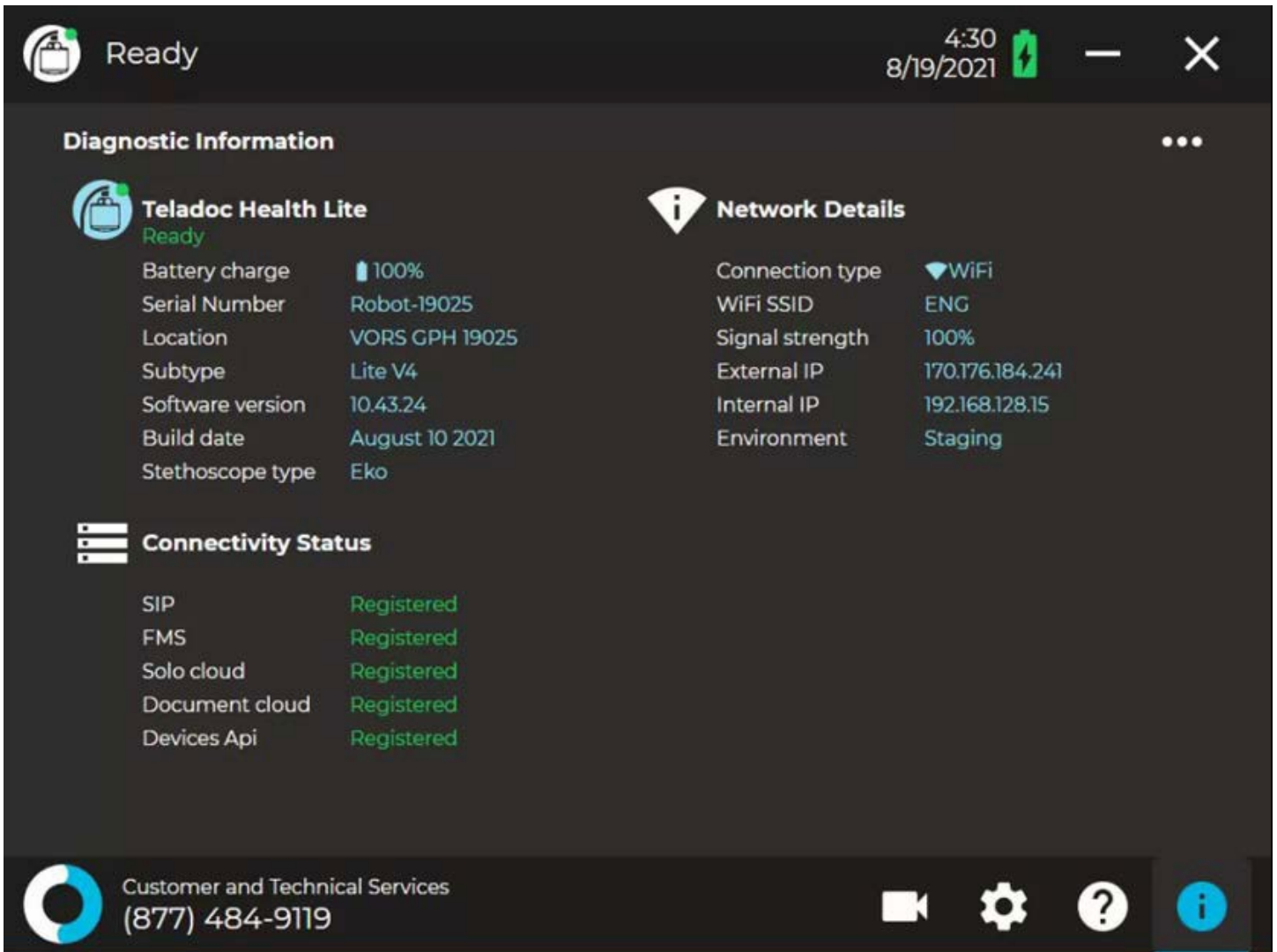


<b>1</b>	Directional Microphone	Used to pick up audio in a narrow zone.
<b>2</b>	Dual High-Definition Cameras	Captures remote video for viewing on the Provider Access Software.
<b>3</b>	Touch Sensitive Display	Enables local controls and shows Provider Access Software user's face.
<b>4</b>	Battery Charging Status	Displays the power and charging status of the Lite 4.
<b>5</b>	Expansion Panel	Includes ports for approved USB peripheral devices, HDMI output*, optional HDMI input*, and Ethernet.
<b>6</b>	Tray	Work surface for a laptop or other items.
<b>7</b>	Handle	Easily maneuver the Lite 4.
<b>8</b>	Power Cord	Used to power the Lite 4 and recharge the battery.
<b>9</b>	Storage Compartment	Holds miscellaneous items.
<b>10</b>	Wheel Locks	Locks each wheel in place when stationary (four wheels).
<b>11</b>	Air Vents	Air vents help maintain a safe operating temperature for the device. (Do not cover)
<b>12</b>	Back of Touch Display	Power button and additional USB ports.
<b>13</b>	Serial Number Plate	Contains the device's serial number and support contact phone number.
<b>14</b>	Power Button	Used to toggle the power for the Lite 4.
<b>15</b>	Privacy Handset	Used for conversations requiring privacy or intelligibility in loud environments.
<b>16</b>	Device Nameplate	Nameplate detailing the device's serial number and regulatory information.
<b>17</b>	Speakers	Used during sessions to hear the person connected to the device.

\*Only available on Lite 4; not available on Lite 4.5

## Lite 4 Information Screen

Select the  icon to display the Diagnostic Information for the Lite 4.



The screenshot shows the diagnostic information screen for a Teladoc Health Lite device. The top status bar displays 'Ready', the time '4:30', the date '8/19/2021', and a battery icon. The main content is divided into three sections: 'Teladoc Health Lite', 'Network Details', and 'Connectivity Status'. The 'Teladoc Health Lite' section shows device status as 'Ready' and lists various attributes. The 'Network Details' section shows connection type as 'WiFi' and provides IP addresses. The 'Connectivity Status' section shows that various services are 'Registered'. At the bottom, there is a contact number for Customer and Technical Services and a navigation bar with icons for video, settings, help, and information.

Teladoc Health Lite	
Battery charge	100%
Serial Number	Robot-19025
Location	VORS GPH 19025
Subtype	Lite V4
Software version	10.43.24
Build date	August 10 2021
Stethoscope type	Eko

Network Details	
Connection type	WiFi
WiFi SSID	ENG
Signal strength	100%
External IP	170.176.184.241
Internal IP	192.168.128.15
Environment	Staging

Connectivity Status	
SIP	Registered
FMS	Registered
Solo cloud	Registered
Document cloud	Registered
Devices Api	Registered

Customer and Technical Services  
(877) 484-9119

Select the  icon to display the Diagnostic Information for the Lite 4.



The screenshot shows the licensing information screen. It features the title 'Licensing Information' and two lines of text: 'This software uses libraries from the FFmpeg project under the LGPLv2.1' and 'This software uses libraries from the libusb project under the LGPLv2.1'. A more options icon is visible in the top right corner.

## Lite 4 Features

### Adjusting the Head Height on a Lite 4

The Lite 4 head can be placed between 64.5" and 85.5" off the floor by raising or lowering the head up or down to the desired height.



## Moving the Lite 4

The Lite 4 is designed to be moved by hospital staff into a broad array of locations such as clinics, emergency rooms, rural hospitals, long-term care communities and more. The requirement for operation is a grounded, hospital grade electrical outlet supplying a minimum of 100-240 VAC, 50/60 Hz, 6.5A for the Lite 4.

Prior to moving the Lite 4, and when moving the Lite 4, do the following:

- Ensure the Lite is set at its lowest position.
- Ensure any auxiliary devices attached to the Lite 4 are unplugged.
- Ensure the power cord is unplugged and hung on the Lite 4 's handle.
- Ensure the wheels are unlocked before moving.
- Exercise caution when encountering thresholds and doorways.
- Move to the desired location.
- Lock the wheels.
- Plug in the power cord.






## Lite 4 Main Power - Recharging

**NOTE:** Teladoc Health recommends keeping the Lite 4 plugged in at all times, so that it is ready for use and also to maintain battery health

The battery charge indicator is located on the Lite 4 on the side of the storage compartment.

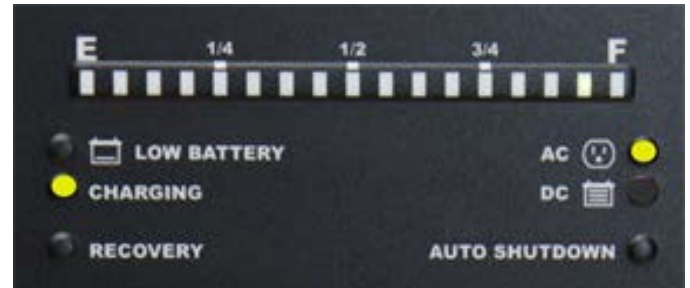
Another battery charge indicator is located in the upper right hand corner of the display and includes the percentage of the battery's charge.

- 
- Fully charged = 100%
- A lightning bolt indicates the battery is charging

If the Lite 4 is not plugged in, the power is provided from the battery.

The Battery charge lights will be lit indicating the remaining percentage of battery life whenever the Lite 4 is plugged in or turned on.

If the battery charge drops below the alarm threshold, the sound-byte **“Please plug me in”** will be played at intervals until the Lite 4 is plugged into AC power. Plug in the device as soon as possible.



Keep the Lite 4 plugged in and left powered on at all times. Plug the Lite into a grounded “Hospital Grade” electrical outlet to minimize the risk of electrical shock during the battery charging cycle.

- The system will charge to 85% in four hours.
- The system will charge to 100% in six hours.



#### **WARNINGS:**

- If the power plug of the Lite is damaged, the Lite 4 can be operated using the on-board battery system. Report this condition to Technical Service immediately for repair.
- The Lite 4 contains a sealed, rechargeable, lead-acid, gel-type battery. The Lite 4.5 contains a Lithium Iron Phosphate battery. The Lite 4 should always be plugged in to avoid deep discharge cycles that can shorten the battery’s useful life. Other than keeping the battery charged by keeping the Lite 4 plugged in, no user maintenance of the battery is required.

## Lite 4 Head Display

The Lite 4 is equipped with a touch-screen. This allows the user to access the many features available on the Lite 4. For example:

- Check device status
- Manage settings
- Access the User Guide
- Personalizing the patient side user experience

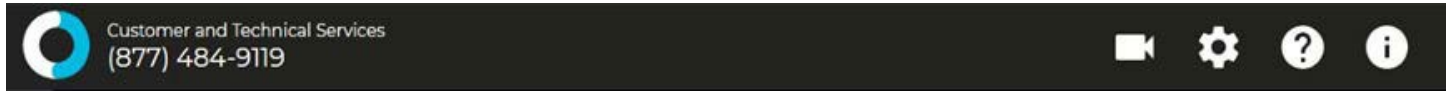




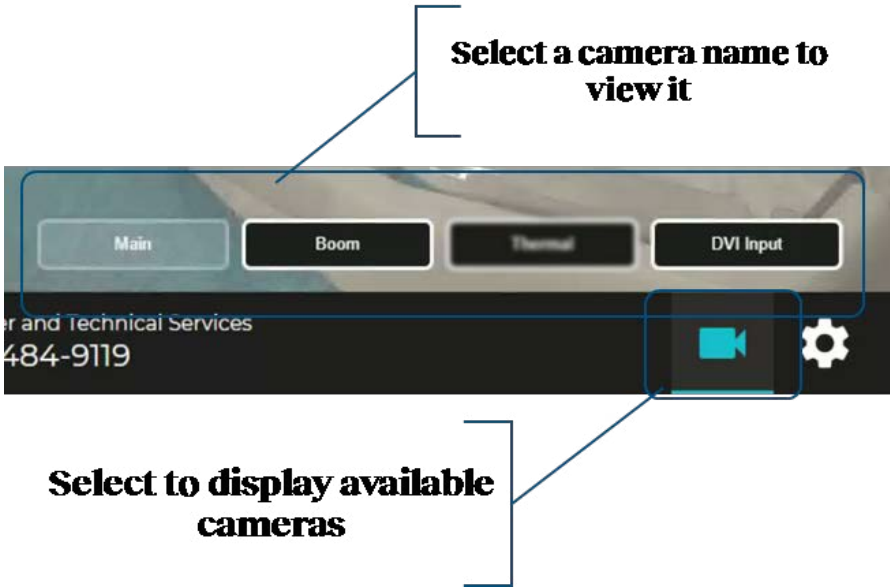
## Out of Session Screen Navigation




When the Lite 4 is not actively connected to the Provider Access Software, it is considered idle, and an animation will be displayed.

**NOTE:** Screensavers chosen by the customer may optionally be shown; to do so, consult your Teladoc Health representative or Technical Support.

Tap anywhere on the Lite 4's screen to access the available idle features.

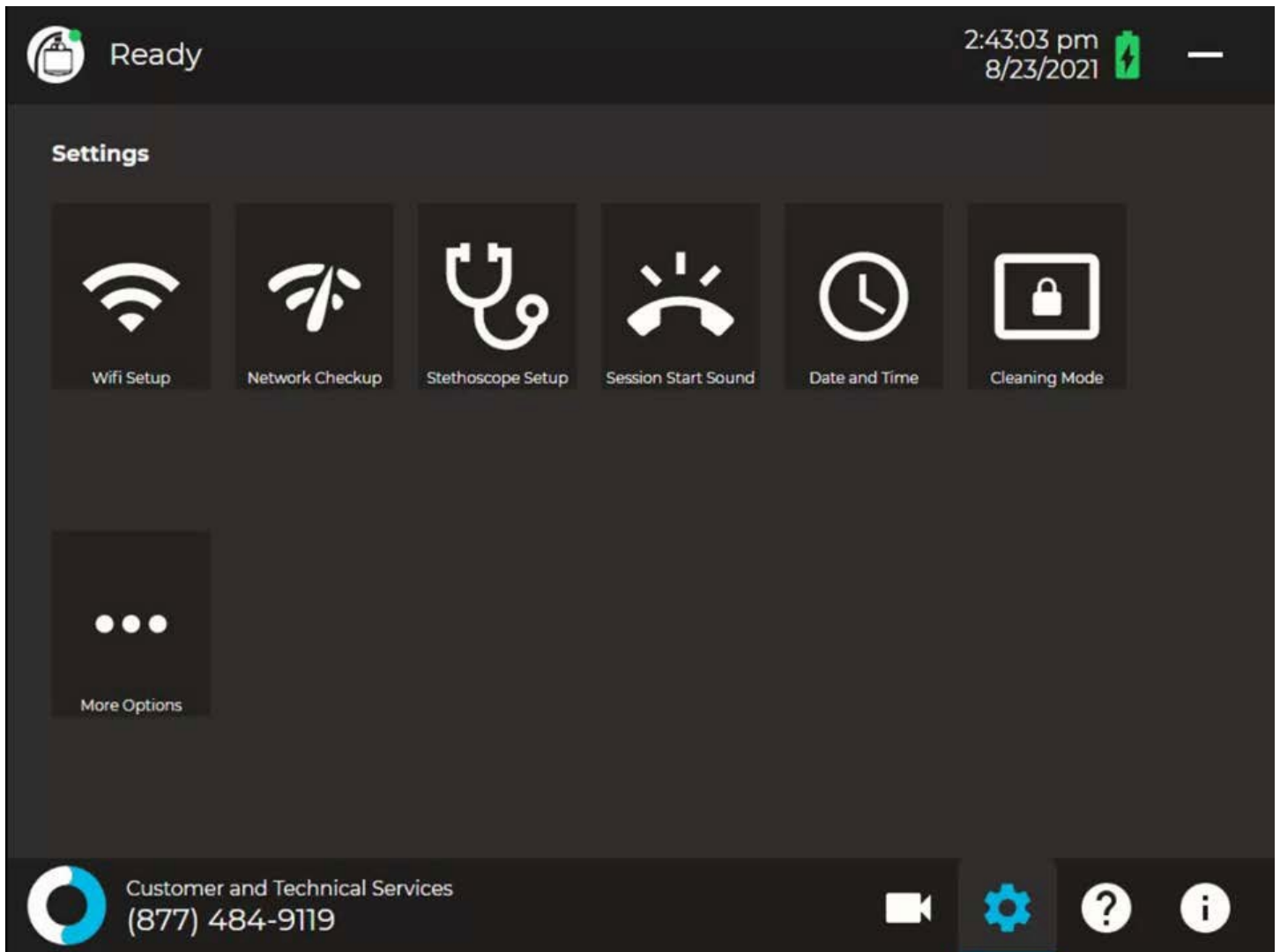


Icon	Function
	Exits and returns Lite 4 to idle mode.
	<p>Camera Preview mode allows the local user to preview the camera image, and that of any attached video peripheral.</p> <div style="text-align: center;"> <p><b>Select a camera name to view it</b></p>  <p><b>Select to display available cameras</b></p> </div> <div style="background-color: #e0e0e0; padding: 10px; border-radius: 10px; margin-top: 10px;"> <p><b>NOTE:</b> The available cameras depend on what is connected to the Lite 4. If no additional cameras or devices are connected, no buttons are displayed.</p> </div>

Icon	Function
	<p>Settings</p> <ul style="list-style-type: none"> <li>• <b>Wifi Setup</b> - allows user to establish a WiFi connection on the Lite 4.</li> <li>• <b>Network Check</b> - runs a diagnostic of the current network connection.</li> <li>• <b>Bluetooth Setup</b> - allows user to connect or remove Bluetooth devices to the Lite 4.</li> <li>• <b>Stethoscope Types</b> - select an optional stethoscope (if desired).</li> <li>• <b>Session Start Sound</b> - allows the level of the session start sound to be adjusted.</li> <li>• <b>Date and Time</b> - allows user to choose date and time display on the device in and out of the virtual encounter.</li> <li>• <b>Cleaning Mode</b> - turns off the touchscreen to allow cleaning.</li> <li>• <b>More Options</b> - other device display settings.</li> </ul>
	<p>Opens an online version of the Lite 4's User Guide.</p>
	<p>Displays Diagnostic Information - Includes useful technical information such as:</p> <ul style="list-style-type: none"> <li>• Serial number</li> <li>• Location</li> <li>• Battery charge</li> <li>• Wireless Network (SSID) and signal strength</li> <li>• IP addresses</li> <li>• Teladoc Health Telehealth Network connectivity</li> <li>• Device status</li> </ul>

## Lite 4 Settings Screens

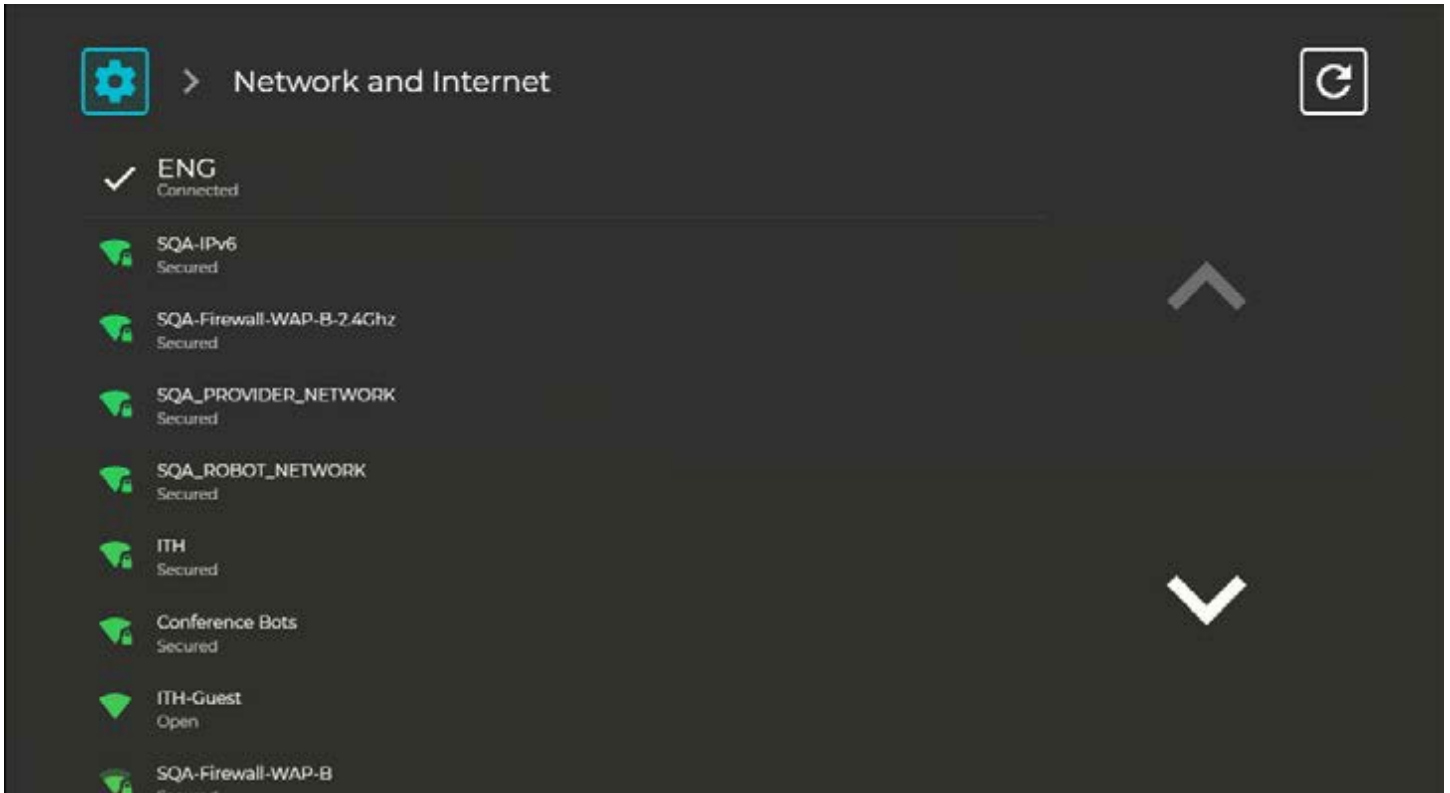
Tap the screen and then tap the Settings icon



## Lite 4 Wi-Fi Connection Setup Screen



"Lite 4 Wi-Fi Connection Setup" on page 40

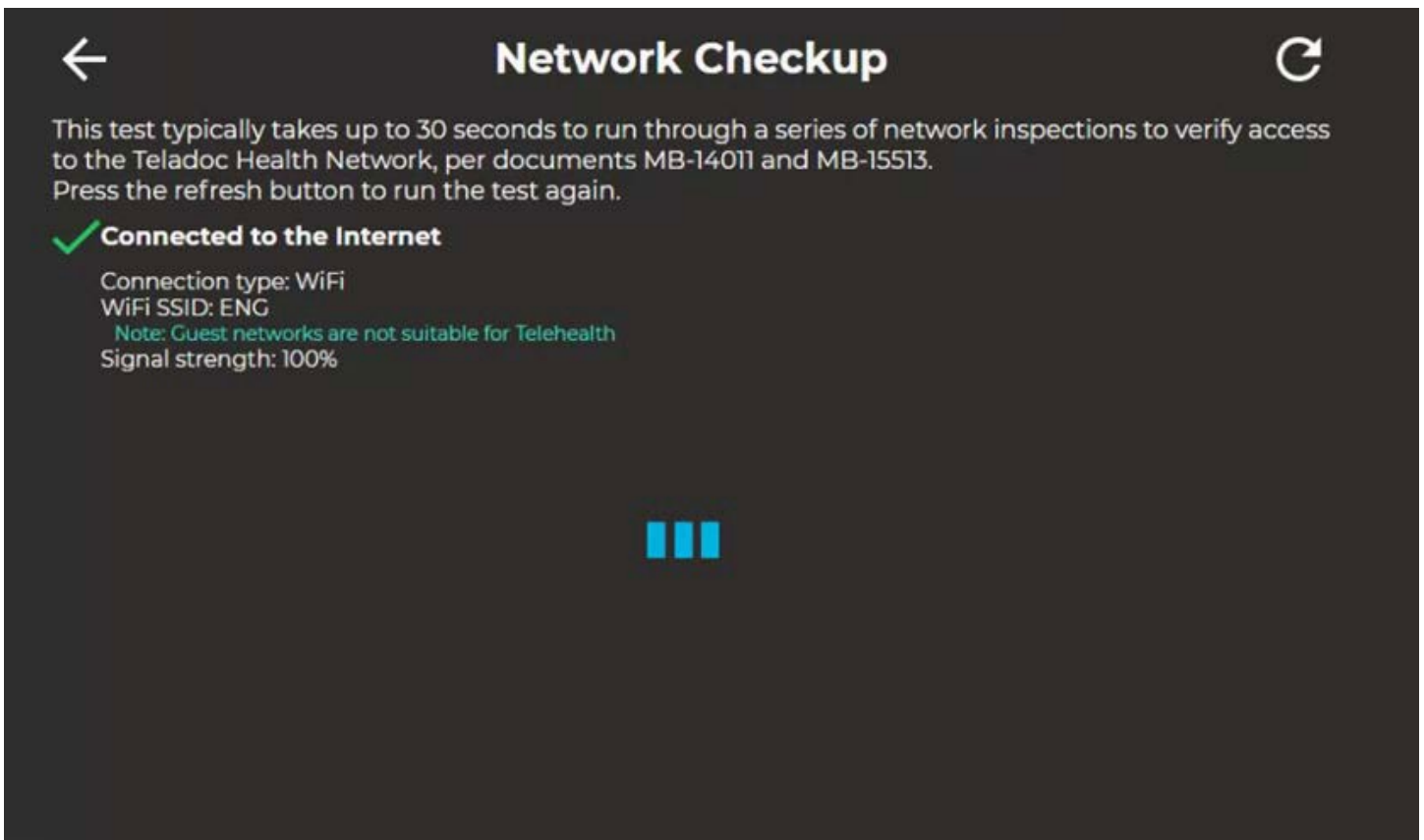


## Device Network Checkup



The Network Checkup screen runs and displays the results of a test of the device's current network connection.

- The checkup will automatically run when the screen opens.
- A green check-mark appears for each passed item.
- An orange X appears for any failed item with contact information on how to resolve any issues.





## Stethoscope Setup

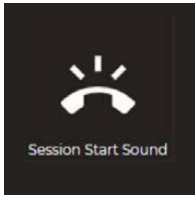


The **Stethoscope Setup** settings screen allows the user to select the optional third-party stethoscope during a virtual encounter.

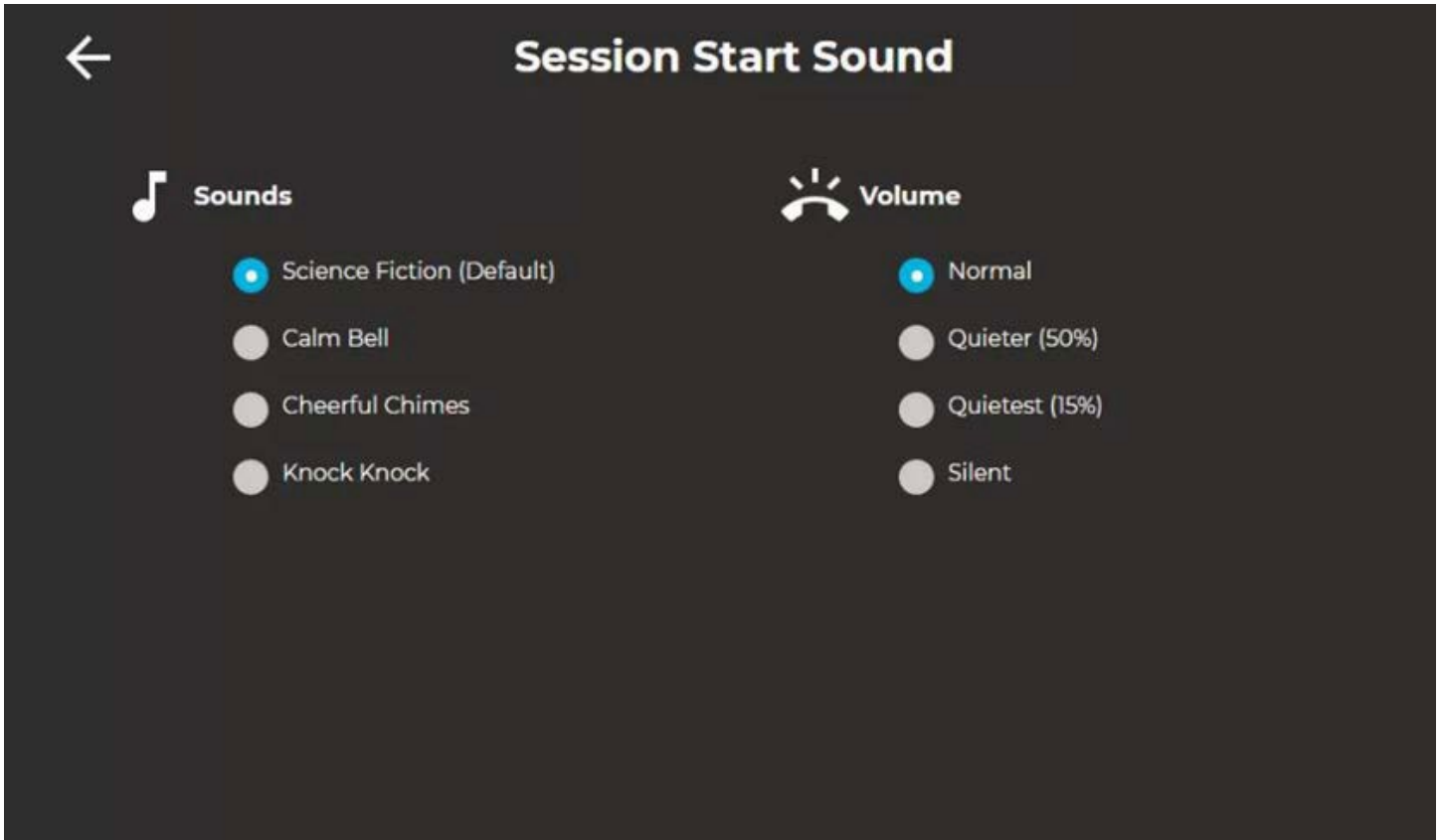
See "[Stethoscopes](#)" on page 47 for more details.



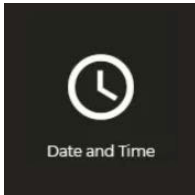
## Device Session Start Sound



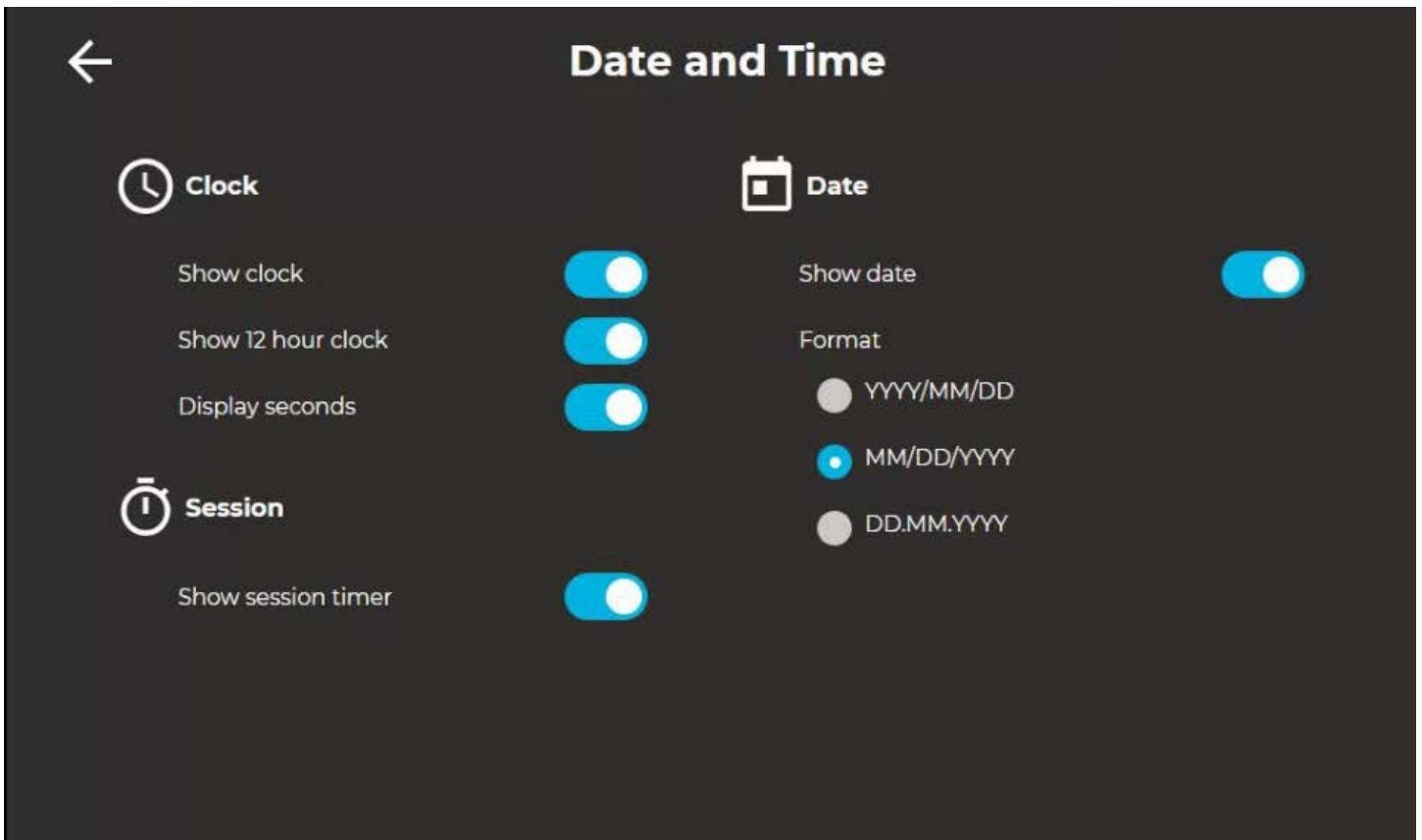
The Session Start Sound settings screen allows the user to change start sound volume on the device at the start of a virtual encounter.



## Date and Time Settings Screen



The Date and Time settings screen allows the user to change how and if time is displayed on the device.

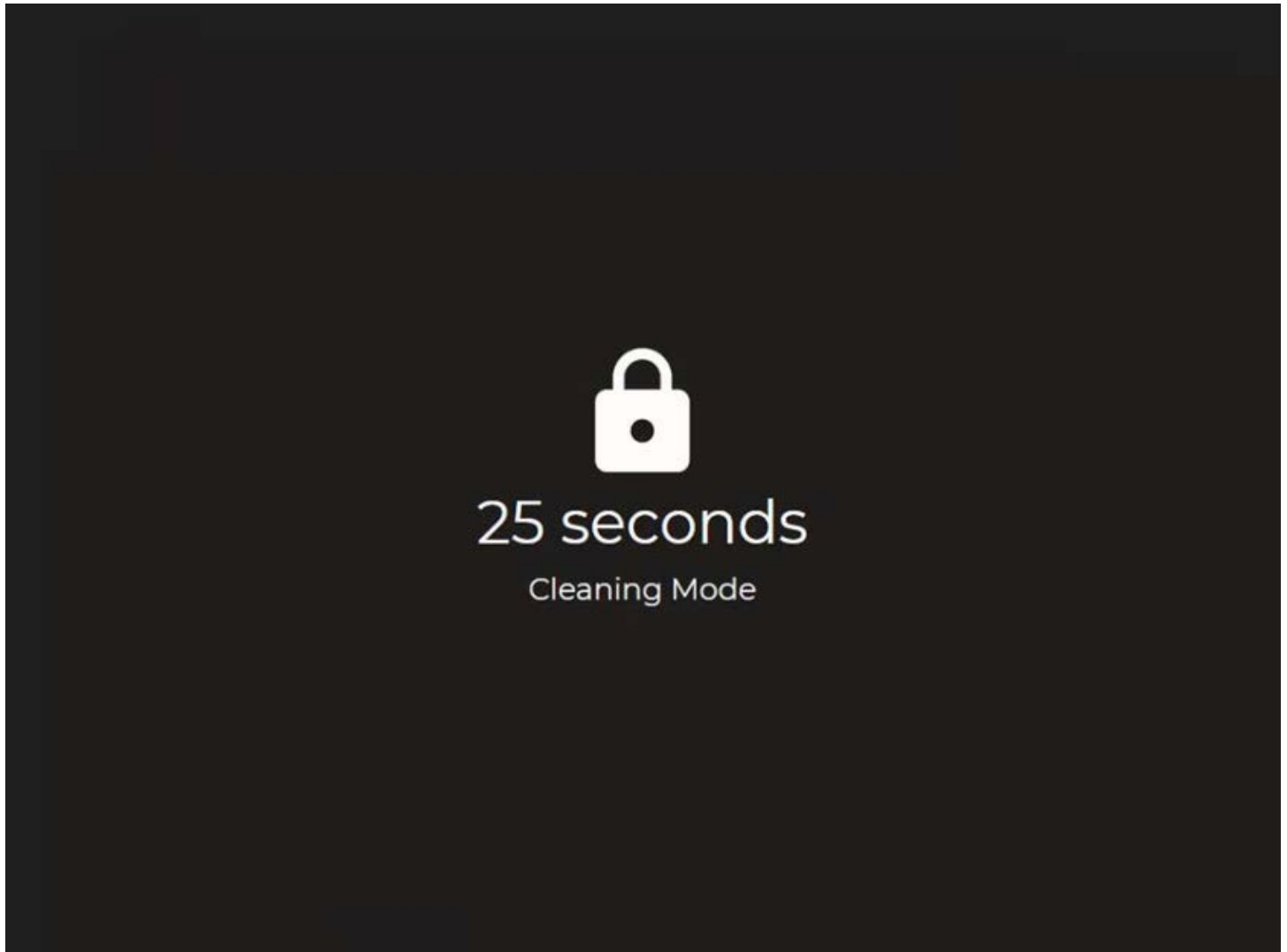


## Device Cleaning Mode

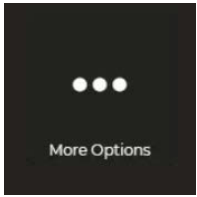
The Lite 4 has a screen-cleaning mode, so that no functionality is inadvertently called upon when cleaning.

- See "[Cleaning and Maintenance](#)" on page 56 for more details.

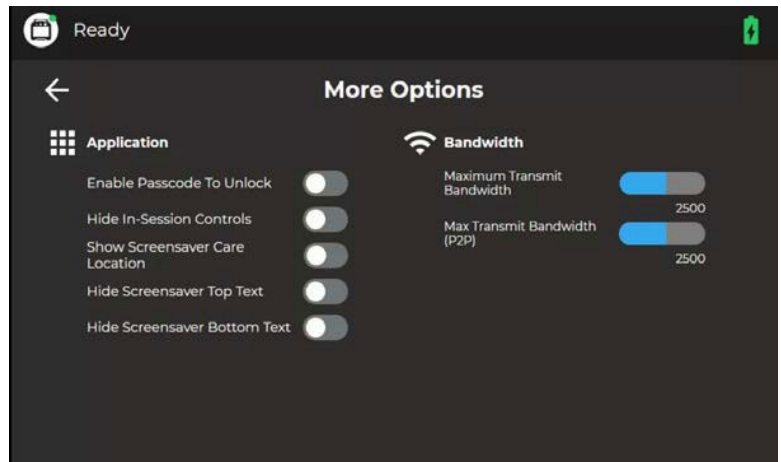
Tap Settings  > Cleaning Mode , to disable the screen for 30-seconds to allow cleaning.




## Device Settings - More Options



From the Settings screen, select the icon to display additional device settings.





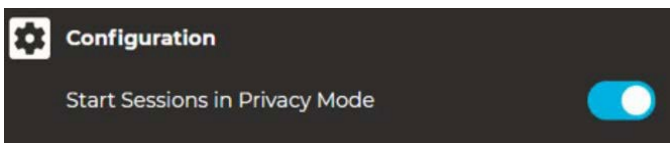
Hide In-Session Controls	Hides the In-Session controls on the bottom of the screen. While in-session, use the icon to  un-hide the In-Session Controls. See " <a href="#">Active Session Screen Navigation</a> " on page 31 for more details.
Show Screensaver Care Location	Shows the device's location in the upper-left corner of the screensaver screen.
Enable Passcode To Unlock	Enables a passcode to unlock the device. The Passcode is the Device's Serial Number. You will be prompted to confirm activation of the Passcode.
Hide Screensaver Top Text	When toggled on, the text, " <b>Please keep this device on at all times</b> " is not displayed on the screensaver.
Hide Screensaver Bottom Text	When toggled on, the text, <b>Touch to interact</b> is not displayed on the screensaver.
<b>Configuration</b>	
Start Sessions in Privacy Mode	When enabled, when a session starts, the device's camera will be disabled until the physician is told to activate the camera. See " <a href="#">Privacy Mode</a> " on page 32 for more details.
<b>Bandwidth</b>	
Maximum Transmit Bandwidth	Displays the current maximum transmit bandwidth setting
Max Transmit Bandwidth (P2P)	Displays the current maximum transmit bandwidth (P2P) setting


## Privacy Mode Toggle

The Privacy Mode can be toggled on or off in the device's **More Options** screen from the **Settings** screen.

To toggle the Privacy Mode on or off:

1. Select the Settings icon  to open the Settings screen.
2. Select the More Options icon  .
3. Toggle the **Start Sessions in Privacy Mode** on or off.



4. Select  to exit the **More Options** screen.

## Active Session Screen Navigation

When a Virtual Care session is in progress, a toolbar similar to the one below is displayed.



Icon	Function
	<p><b>Volume control:</b> Move slider to adjust device's volume.</p> <p>Mute the local volume by dragging the slider to the left or pressing the left-most speaker icon.</p>
	Toggles the device's privacy handset on or off. While the handset is active, the device's speakers and microphone will be inactive.
	Mutes the device's microphone; tap again to unmute.
	Turns off the video.
	Toggles the Picture-in-Picture.
	Ends the current remote session. A confirmation box will display before the remote session is ended.
	Battery charge status is located in the upper right hand corner of the display on the Diagnostic Information screen. A lightning bolt indicates the battery is charging.
	Toggles the tool bar between show and hide.

## Device Audio and Video Mute

The video can be paused by either the remote specialist or on the patient-side device.

### Practitioner Mute Icons



### Device Mute Icons



## Privacy Mode

With privacy mode enabled, physicians and care teams can request a visit with audio only and have the option to establish a video connection with the patient after receiving verbal approval to connect.

The inpatient care experience ensures patient privacy by allowing the patient to verbally accept or decline a virtual visit request.





Dr. Davidson



Tap to turn on  
your camera



PIP

End



## Privacy Handset

**NOTE:** Always place the Privacy Handset on the hook after use.

The Privacy Handset is for use in conversations that require privacy or understandability in a loud environment.

When the Privacy Handset is enabled from the Provider Access Software, the standard Patient Access Device audio system is disabled. This means the Patient Access Device 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.

It is important to return the Privacy Handset to the hook on the Patient Access Device. Ask someone on the Patient Access Device-side to return the Privacy Handset to the hook if necessary.

Activating the Privacy Handset from the Lite 4


Select the  icon from the device's screen to activate the Privacy Handset.




- The icon changes to .
- Activating the Privacy Handset deactivates the Lite 4's main speakers and microphone.

**NOTE:** The provider has the ability to deactivate the Privacy Handset and reactivate the Lite 4's main speakers and microphone.

## Deactivating the Privacy Handset from the Lite 4

Select the  icon from the device's screen to activate the Privacy Handset.

- The icon changes to  .
- The Lite 4's main speakers and microphone will again be active.

**NOTE:** The provider also has the ability to activate the Privacy Handset from their Provider Access Software.

## Expansion Panel

The Lite 4's expansion panel includes:

- 1 - HDMI output port\*\*†
- 1 - HDMI input (optional)†
- 2 - USB 3.0 ports
- 1 - Ethernet port

\* HDMI output port can be used to mirror (duplicate) the Lite 4's main display on an external monitor or display.

† HDMI input and output ports are only available on Lite 4 and not available on Lite 4.5

**NOTE:** If you wish to view streaming video from external inputs in 720p HD quality, please ask Technical Support to configure the bandwidth settings on your account.



### 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 Lite and Provider Access Software.

**CAUTION:**

- Adding third party software or hardware to the Lite 4 may cause it to malfunction or operate erratically; excluding those devices designed for connection through existing hardware ports. Teladoc Health does not support the addition of third party software or hardware to the Lite 4. Please check with Technical Service PRIOR to installing any third party devices.
- Do not leave video equipment connected to the Auxiliary Video Input. The equipment or the Patient Access Device may be damaged if the Patient Access Device is moved with equipment connected to the Input.

## Lite 4 Power On

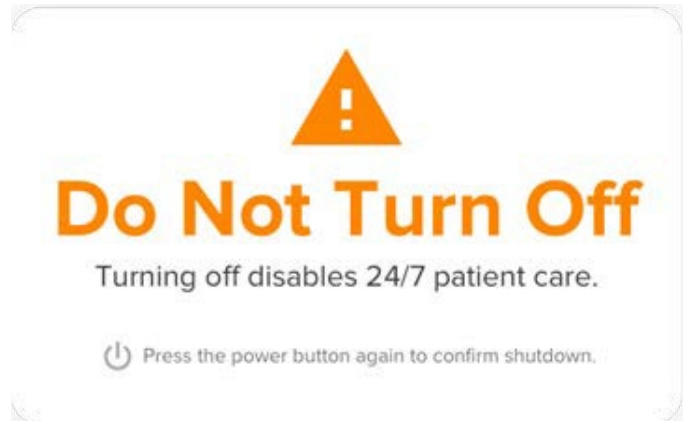
1. Locate the rocker battery switch on the front-bottom of the device.
2. Flip the rocker battery switch to the right.
  - Pressing the rocker battery switch to the left will disconnect the batteries, and pressing to the right will connect the batteries
3. Plug the Patient Access Device into a standard grounded AC outlet and allow the system to charge for at least 6 hours to reach a full charge.
4. Power on the Teladoc Health Lite 4 by pressing the power button located on the back of the head.



## Lite 4 Power Off

Follow these steps to power off an Lite 4:

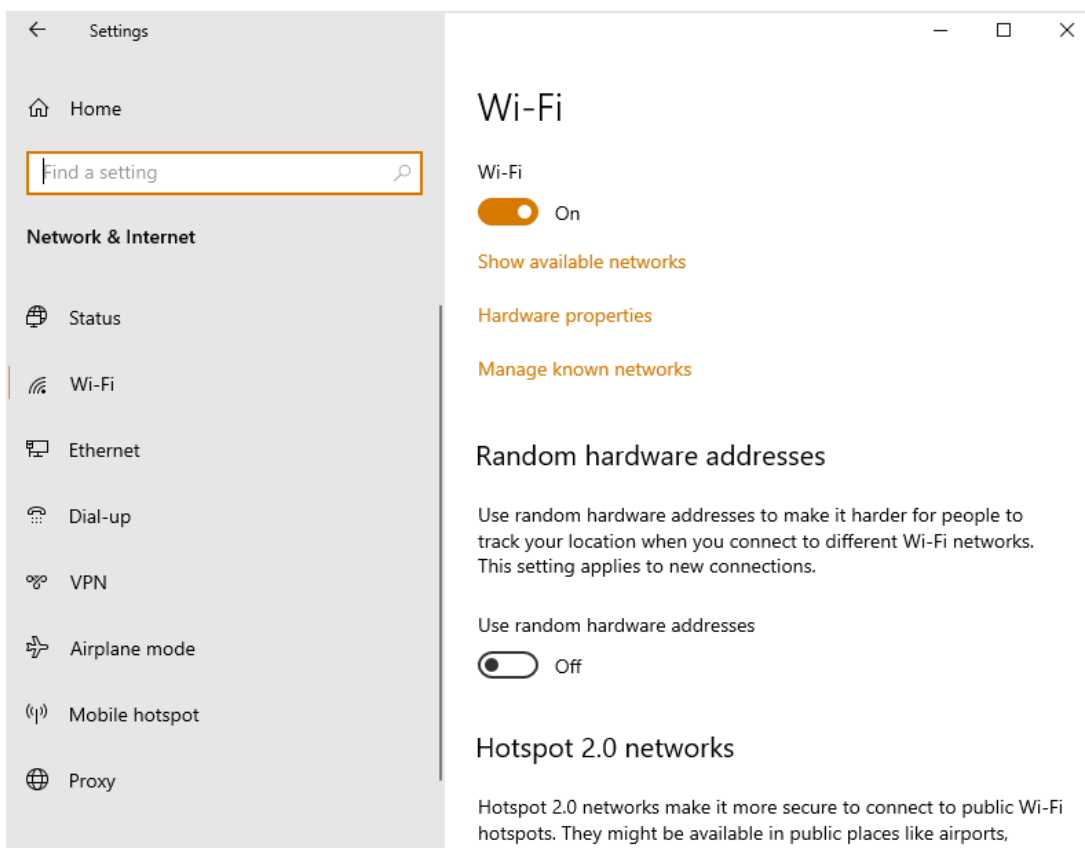
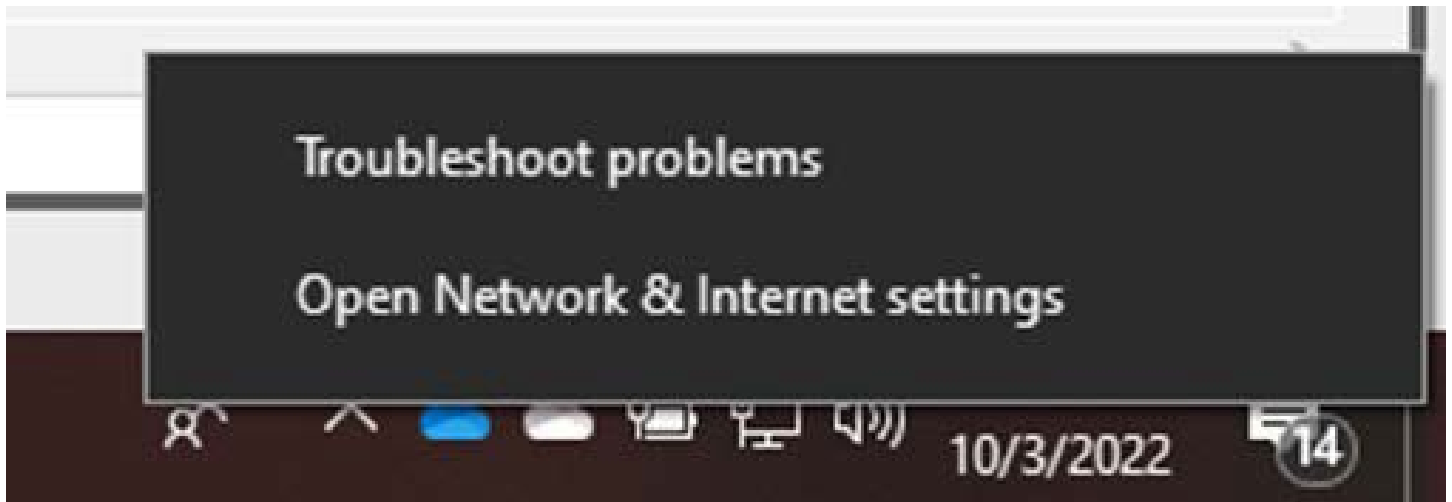
1. Press power button on back of the head.
2. Confirm the power off with Teladoc Health Patient Access Software by pressing power button a second time.
3. Unplug from wall.
4. Flip the battery switch to the off position (press left side of switch down).



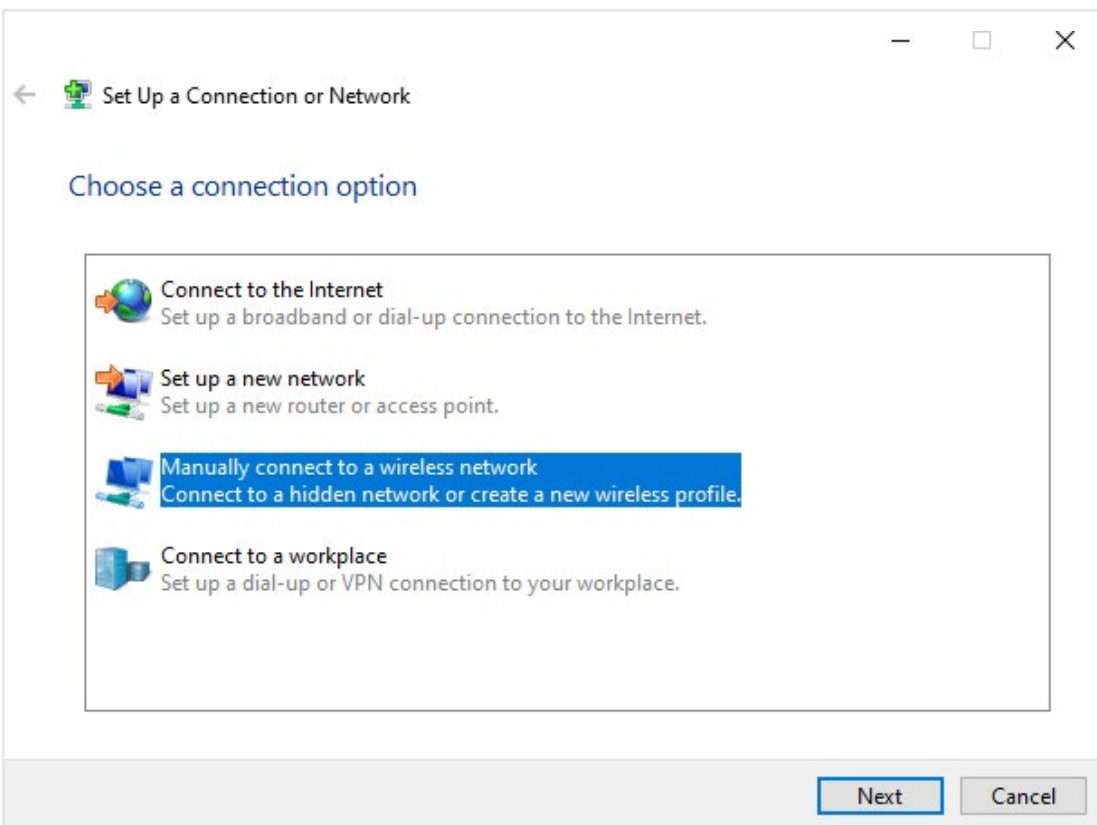
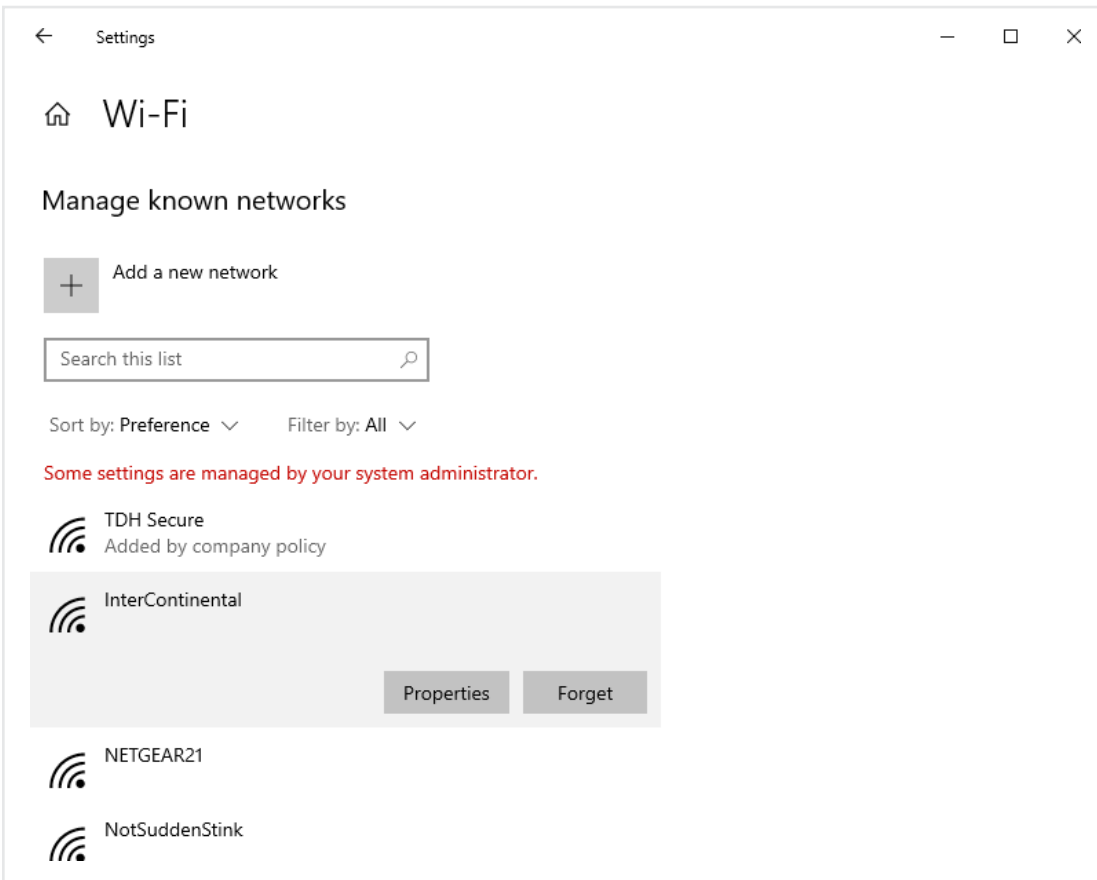
## Lite 4 Wi-Fi Connection Setup

**NOTE:** Advanced Wi-Fi set up should be done only by a trained technician.

1. Press "Ctrl - Shift - Space" on the keyboard to bring up Debug mode.
2. Click the "X" at the top-right of the window to close the Robot software.







# HotDog1 Wireless Network Properties



Connection

Security

Security type: WPA2-Enterprise

Encryption type: AES

Choose a network authentication method:

Microsoft: Protected EAP (PEAP) Settings

Remember my credentials for this connection each time I'm logged on

Advanced settings

OK

Cancel

## Request a Service from an Teladoc Health Device

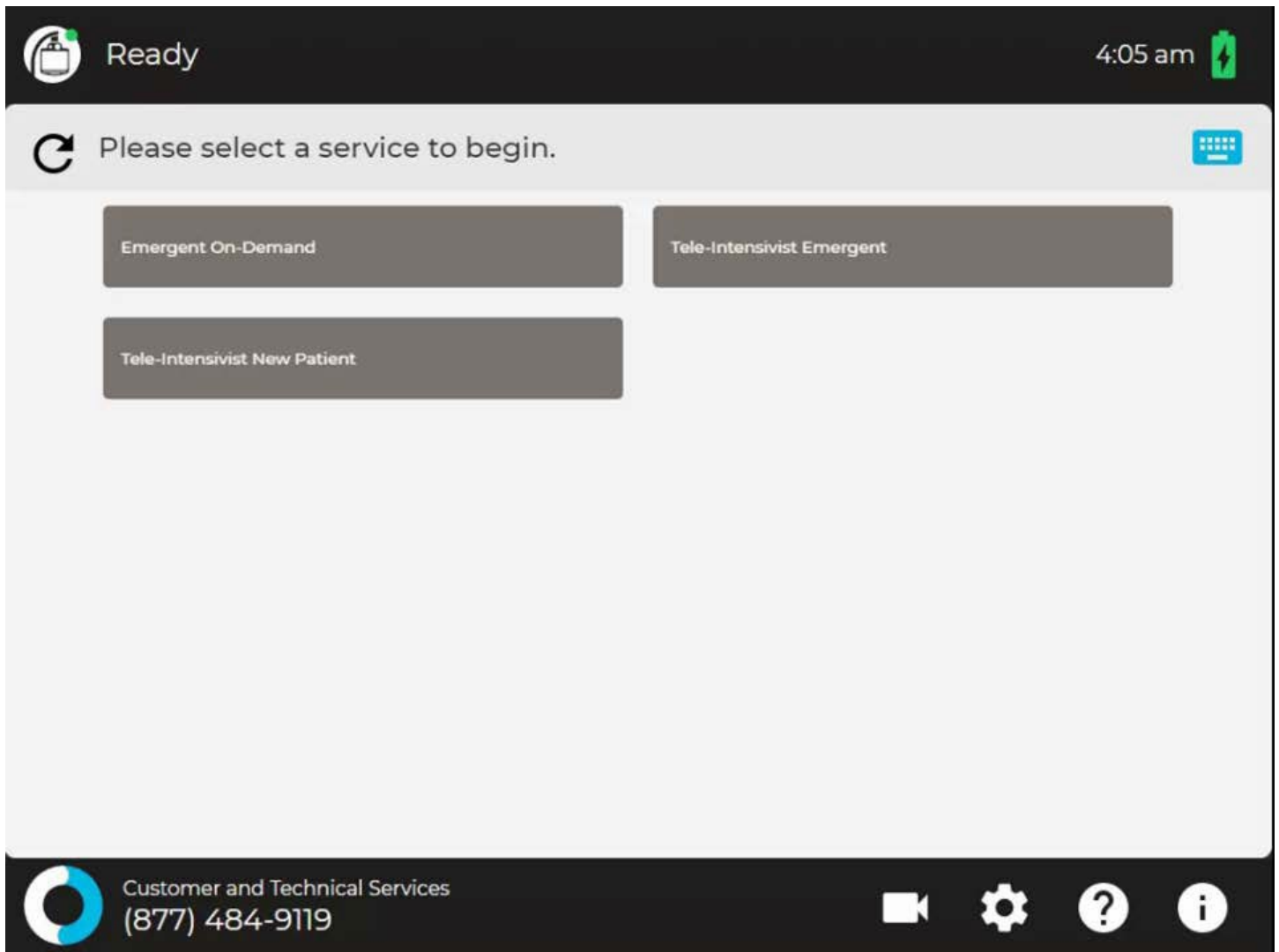
Some Lite 4 devices are equipped to allow the user to request a consultation with a medical specialist.

### Requesting a Consult from a Lite 4

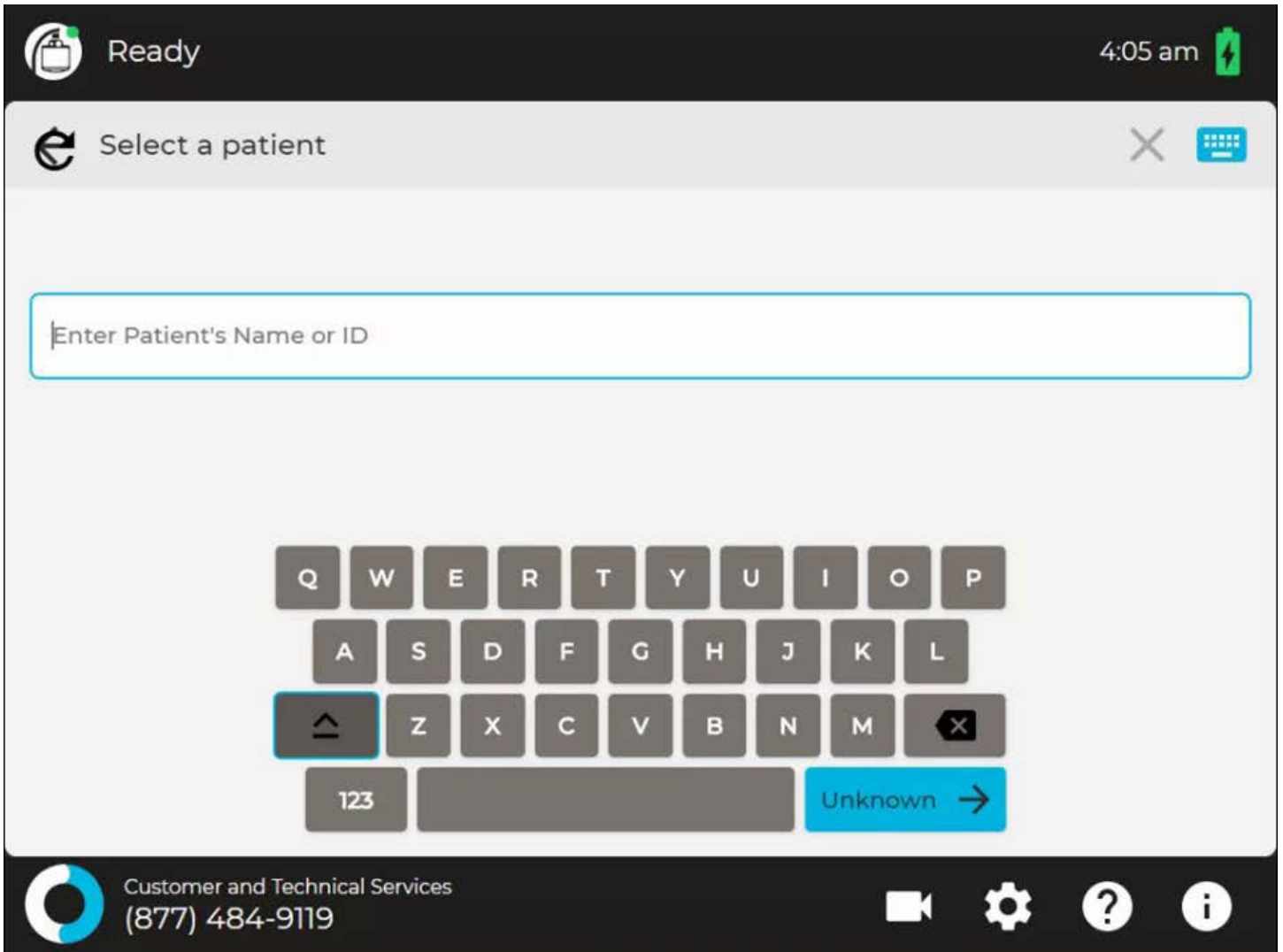
1. Tap anywhere on the screen to access the available services and providers.



- A screen displays with the available specialties.



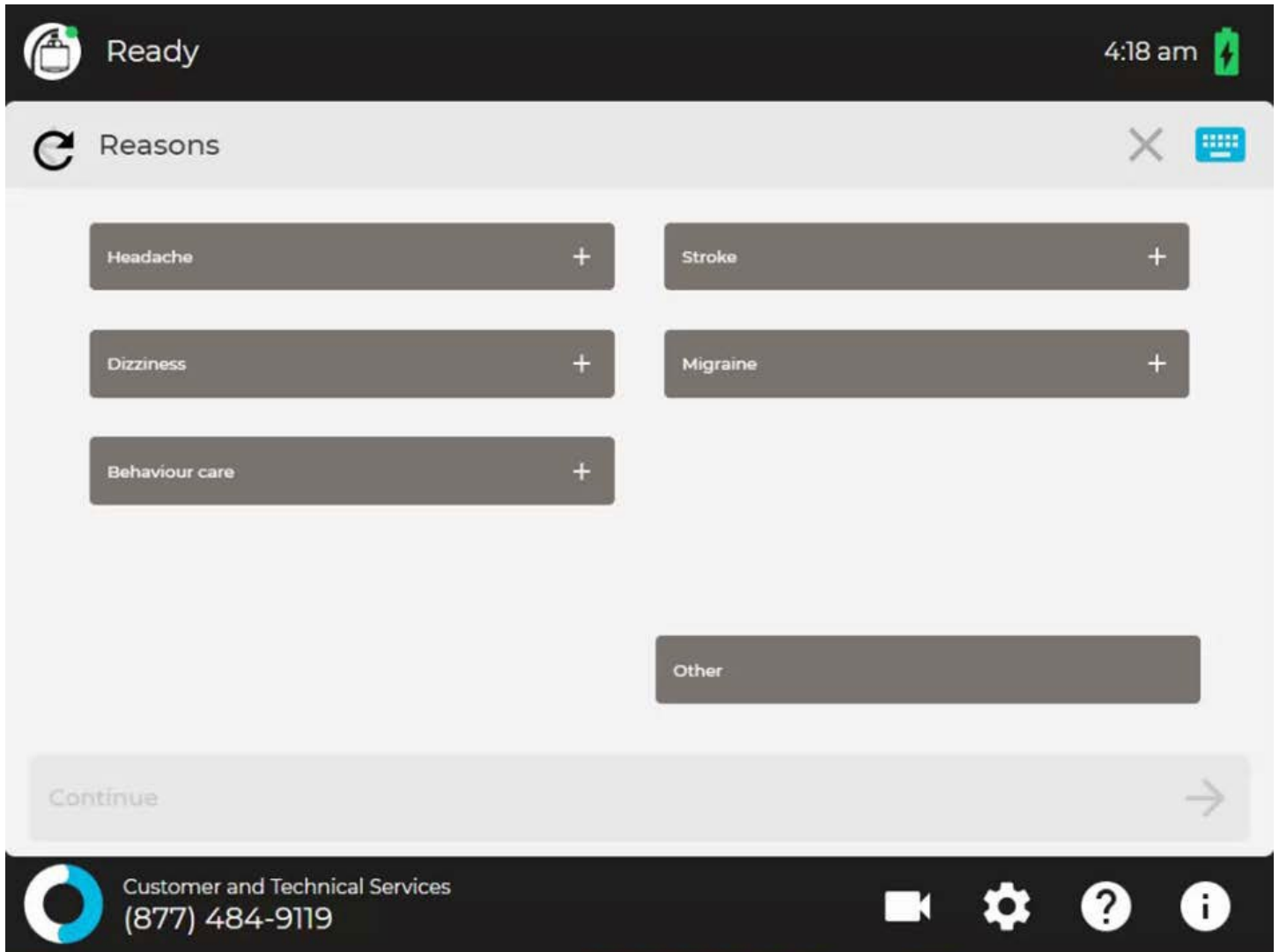
2. Select the specialty from the available list.
  - A status screen displays
3. Enter the patient's name or ID.



4. Select Continue.



5. Select one or more reasons.



The screen will change when the specialist connects to the device.

# Stethoscopes

## PCP-USB Stethoscopes

**NOTE:** For more information regarding the Riester PCP-USB Stethoscope, see Riester, the manufacturer's web site: <https://riester.de/>

### PCP-USB Stethoscope Kit Components

The third-party PCP-USB stethoscope has been verified to function with all Windows based Teladoc Health Devices.

- Stethoscope chest piece

### PCP-USB Stethoscope Operation

The Stethoscope chest piece is applied to a patient by hospital staff following the physician's directions (received through normal Patient Access Device audio).

- Ensure the Patient Access Device is within 6 feet of the patient.
- Connect the PCP-USB stethoscope into the USB port of the Patient Access Device.
- Put on gloves.
- Apply the stethoscope chest piece on the patient as directed by the remote physician.
- Disinfect the chest piece after the consult.
- Remove gloves.

### Cleaning, Preventive Inspection, Maintenance and Calibration

The PCP-USB requires no preventive inspection, no preventive or routine maintenance, and it does not have to be calibrated.

The PCP-USB is not a sterile device and does not require sterilization or disinfection. It can be cleaned, as required, by wiping with alcohol or a sanitizing towelette.

### Troubleshooting

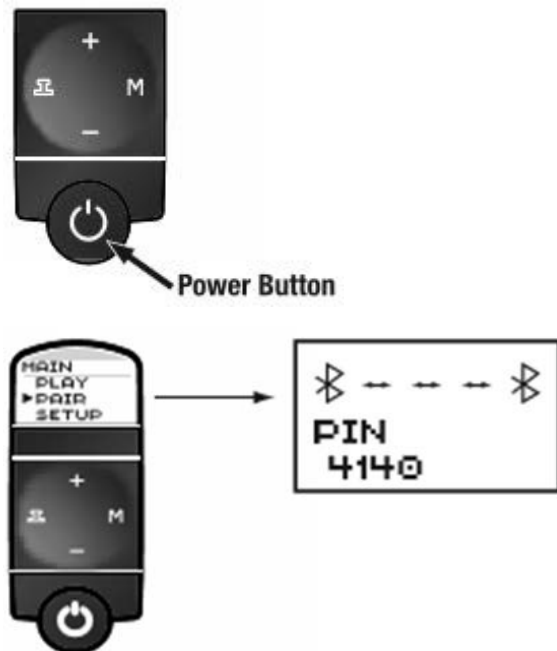
If no stethoscope sounds are heard from the Provider Access side, please contact Teladoc Health 24/7 Live Phone Support at +1 (877) 484-9119.

## Installing and Pairing a Littmann Bluetooth Stethoscope

**IMPORTANT:** It is recommended that only stethoscopes supplied by Teladoc Health be used. Littmann Bluetooth Stethoscopes purchased through Teladoc Health are prepared with power management settings that minimize timeouts.

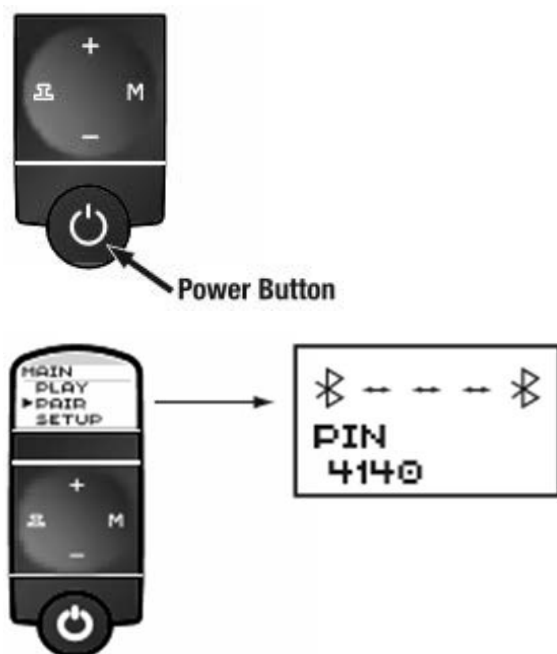
### Option 1 for novice users: Initiate the Pairing Process on the Stethoscope

1. Press the power button to power on the stethoscope.
2. Select the menu option on the stethoscope by pressing the (M) button.
3. Scroll down to the PAIR option by pressing the (-) button.
4. Press the (M) button to select the PAIR option.
  - A four-digit PIN will appear on the stethoscope.
5. Call Teladoc Health Technical Assistance Center (TAC), +1 (877) 484-9119 with the PIN and the device's serial number to pair the Teladoc Health device.



### Option 2 for advanced users: Initiate the Pairing Process on the Stethoscope

1. Press the power button to power on the stethoscope.
2. Select the menu option on the stethoscope by pressing the (M) button.
3. Scroll down to the PAIR option by pressing the (-) button.
4. Press the (M) button to select the PAIR option.
  - A four-digit PIN will appear on the stethoscope.




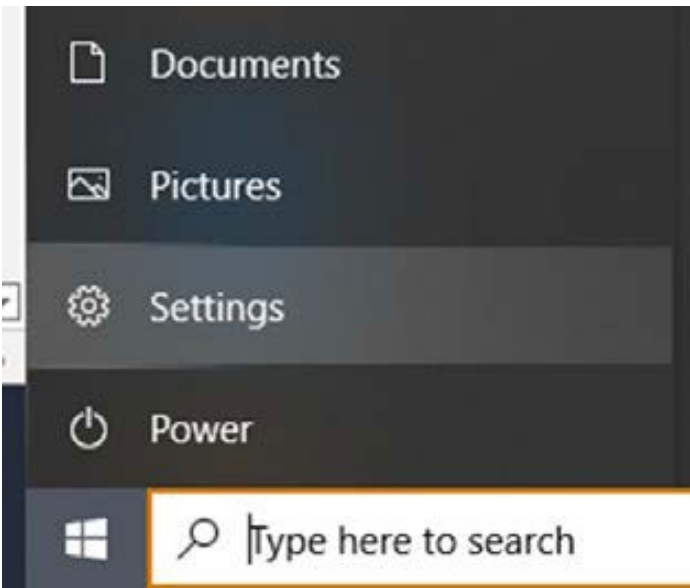


## Prepare the Teladoc Health Patient Access Device for Pairing

### 1. Access the desktop:

Device Type	Action
For all other Teladoc Health Patient Access Devices	<ol style="list-style-type: none"><li>Plug a USB keyboard into a USB port on the Teladoc Health Patient Access Device.</li><li>Right click, then hold ctrl-shift-space to bring up the debug screen.</li><li>Close the screen by clicking the X in the upper right-hand corner.</li></ol>

### 2. Open Control Panel

Device Type	Action	Example
For all other Teladoc Health Patient Access Devices	<ol style="list-style-type: none"><li>Press the Windows logo key  to display the Windows Start menu.</li><li>Select Settings from the Windows Start menu. right-hand corner.</li></ol>	

### 3. Select **Devices**.

### 4. Select **Add Bluetooth or other device**.

### 5. Select **Bluetooth** from the **Add a device** dialog box.

- A list of Bluetooth devices will be displayed in the window.

**NOTE:** Remove any existing Littmann Bluetooth Stethoscope from the Bluetooth devices before proceeding.

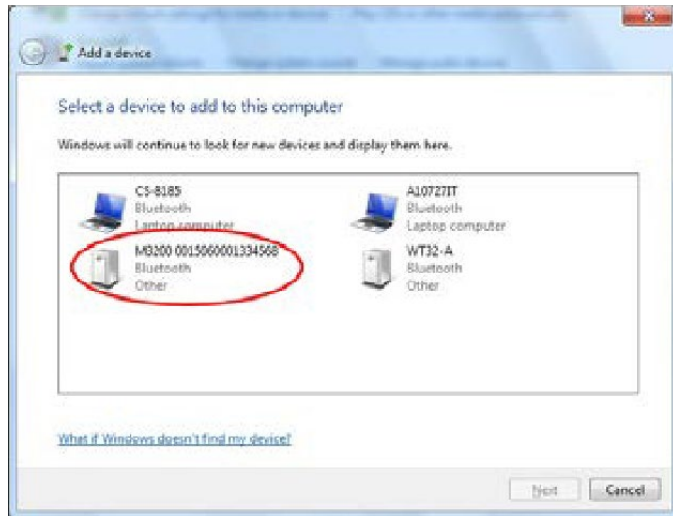
- These have a similar number as the one being paired (M3200...), with the last four digits being the same as the PIN.

## Complete the Pairing Process

The M3200 stethoscope will appear in the list of Bluetooth devices in the Add a Device dialog box on the Teladoc Health Patient Access Device.

**NOTE:** Depending on the operating system used by the patient access device, the term used for PIN is either passcode or pairing code. For consistency, PIN is used in this guide.

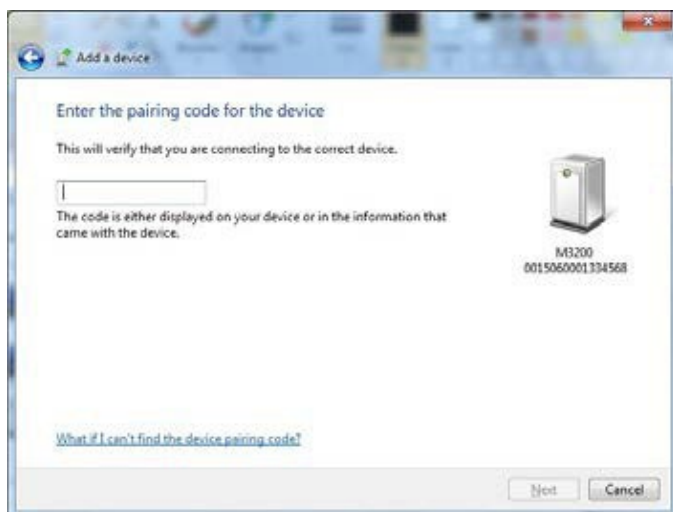
1. Select the M3200 device.



2. Click Next.

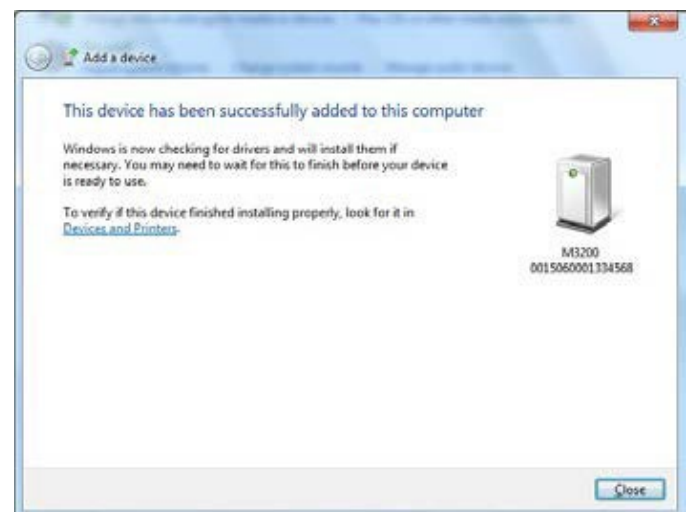
- If prompted, select Enter the device's pairing code, and click Next.

3. Enter the four-digit PIN displayed on the stethoscope.



4. Click Next.

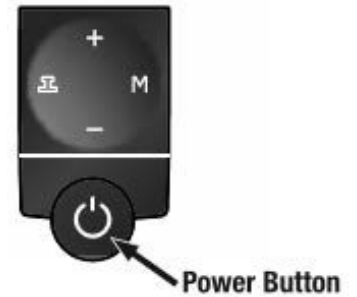
- The stethoscope is paired with the Teladoc Health Patient Access Device when the following is displayed:



5. Call Teladoc Health Technical Assistance Center (TAC), +1 (877) 484-9119 to enable the stethoscope on the patient access device.

## Confirm Stethoscope Pairing

1. Turn the stethoscope off by pressing and holding the power button.
2. Turn on the stethoscope.
  - The stethoscope will be added to the device list.
3. Select Devices and Printers from the Start menu.
4. Verify the M3200 device is listed in the Devices.
  - The last four digits of the M3200 device are the same numbers used for the PIN.



5. Restart the Teladoc Health Patient Access Device's software by double clicking the  icon on the desktop.

## Littmann Bluetooth Stethoscope Use


See "[Installing and Pairing a Littmann Bluetooth Stethoscope](#)" on page 48 if the Littmann Bluetooth Stethoscope has not yet been paired with the device.

### Starting a Stethoscope Session


#### Patient Side


1. Patient-side operator powers on the Littmann Bluetooth Stethoscope.
2. Ask the remote provider to start the stethoscope session when the blinking on the stethoscope.
  - If the icon does not appear on the stethoscope, press M and then select Connect from the menu.

#### Provider Side

3. Select the Stethoscope icon  from the Advanced Controls in session.
4. Click Start on the Stethoscope tab after the patient-side operator says the stethoscope is ready.

#### NOTES:

- For best auscultation, it is recommended that the provider use a noise-canceling head-set connected to the computer running the Windows Provider Access Software.
- If the attached head-set is not receiving sound,
  - a. Click Disconnect on the Windows Provider Access Software.
  - b. Run the Audio/Video (AV) Setup by clicking  in the Windows Provider Access Software.
  - c. Reconnect to the device after completing the AV Setup.
- | Volume and diaphragm mode of the auscultation session are controlled on the provider's side through the Stethoscope tab in the Advanced Controls.

- For best auscultation, it is recommended that the provider use a noise-canceling head-set connected to the computer running the Windows Provider Access Software.
- If the attached head-set is not receiving sound,
  - a. Click Disconnect on the Windows Provider Access Software.
  - b. Run the Audio/Video (AV) Setup by clicking  in the Windows Provider Access Software.
  - c. Reconnect to the device after completing the AV Setup.
- Volume and diaphragm mode of the auscultation session are controlled on the provider's side through the Stethoscope tab in the Advanced Controls.

### **Patient Side and Provider Side**

5. Auscultate after the  icon turns solid.

## **Ending a Stethoscope Session**

### **Provider Side**

Click Stop on the Stethoscope tab of the Advanced Controls.

### **For more details about the Lite 4 stethoscope,**

- Visit: <https://support.ekohealth.com>
- Call Eko Customer service at: 1-844-356-3384 (M-F 9am-5pm PST).

## Patient Access Device - Error Messages

These text messages may appear in the lower right of the Lite 4's Display.

Message	Explanation	Action
"Internet connection failure." "Internet connection slow."	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 failure: Severe loss."	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: Severe loss remotely."	Problem was detected on reverse side (i.e., at the 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 remotely."	Problem was detected on reverse side (i.e., at the Provider Access). These messages are shown if problem is only being detected in one direction.	
"No stethoscope audio. Power cycle it next to the device."	Physician cannot auscultate because the stethoscope audio is no longer connected to the Provider Access Software.	Restart stethoscope and try again.
"Stethoscope disabled due to critically low battery (10%). Please replace battery for normal operation."	Battery needs to be charged or replaced by the nurse on the Patient Access side.	Charge or replace battery.
"Stethoscope battery is critically low (10%). Sound degradation expected. Please replace battery soon."	Battery is critically low. Consider charging or replacing the battery soon.	Charge or replace battery.

# Cleaning and Maintenance

## Device Cleaning

### Approved Cleaners

The following disinfectants have been tested for compatibility with Teladoc Health devices:

- PDI Bleach Wipes
- OxyCide
- Ethyl Alcohol
- Isopropyl Alcohol
- Sodium Hypochlorite  
(5.25%-6.15% household bleach diluted 1:500 provides >100 ppm available chlorine)
- Iodophor Germicidal Detergent Solution  
(follow product label for use dilution)
- Quaternary Ammonium Germicidal Detergent Solution  
(follow product label for use dilution)

### WARNINGS:

- Do not attempt to open or remove any parts of the Lite.
- Do not remove any covers to reduce the risk of electric shock. There are no userserviceable components inside.
- Wear safety glasses when handling solution prior to dilution.
- Wear rubber or nitrile gloves if in contact with liquid.
- Avoid contact with eyes, skin and clothing.
- Wash hands after cleaning device.
- Do not wear product-contaminated clothing for prolonged periods.
- Always follow manufacturer's instructions on product labels when mixing chemicals.
- Ensure a power cord is connected to the AC wall outlet with protective earthing connection.



## CAUTIONS:

- DO NOT USE phenolic germicidal detergent solutions on any parts of the device. Contact Teladoc Health Technical Support for approved cleaning solutions.
- Severe contamination may require some disassembly, and this should only be done by a Teladoc Health representative.
- DO NOT IMMERSE the device.
- DO NOT ALLOW any cleaning solution inside the device.
- Keep the device from moisture and extreme temperatures.
- Avoid excess solution that could enter the device through its openings.

**NOTE:** Refer to the TV manufacturer for details about cleaning the TV attached to the Lite 4.

## Pre-cleaning

1. Contact Teladoc Health Technical Support (TAC) at [TAC@teladochealth.com](mailto:TAC@teladochealth.com) or +1 (877) 484-9119 before powering down the device so they can pause monitoring the device.
2. Wear gloves.
3. Power off the Lite 4.

## Cleaning Instructions

Clean the outer surfaces of the device when visibly soiled or after contact with any contaminants. All surfaces, such as display monitors or sensor windows, may be disinfected using the following procedure. Use a commercial LCD screen cleaner to prevent craze, staining or discoloration of the display monitors and use optical lens cleaners to clean the camera lenses.

**NOTE:** For devices with touch screens, go to Settings > Cleaning Mode, to temporarily disable the touch interface for 30-seconds to enable cleaning. See "[Device Cleaning Mode](#)" on page 28.

1. Power down and unplug the device.
2. Soak a lint-free cloth in a hospital-grade disinfectant solution of sodium hypochlorite 6.15%, e.g., dilution 1:500 (1/4 oz. per gallon water) and wring out the cloth so that drips do not appear when wiping surfaces.
3. Wipe surfaces that have become soiled or contaminated. Avoid applying excess solution, which may enter the device through its openings.
4. Allow to air dry.

## Post-cleaning

1. Power on the Lite 4.
2. Contact Technical Support (TAC) to let them know cleaning is complete so they can resume monitoring the device.

## Maintenance and Inspection

### Lite 4 Maintenance

The Lite 4 contains no user serviceable parts and requires no maintenance. For further information regarding preventive maintenance, maintenance or assistance with troubleshooting, customers should contact Teladoc Health Technical Support at +1 (877) 484-9119.

# Lite Installation

## Unpacking and Charging the Lite 4

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

1. Carefully remove the Lite 4 from its packaging, take care not to cause damage.
2. Flip the battery switch to the right.
  - Pressing the button to the left will disconnect the batteries and pressing to the right will connect the batteries.
3. Plug the Lite 4 into grounded "Hospital Grade" AC outlet and allow the system to charge for at least 6 hours to reach a full charge.
4. Power on the Lite 4 by pressing the power button located on the back of the head.



## Network Configuration

**NOTE:** For the best performance from the device in terms of Device Optimization and connection success, utilize the information found in these two documents:

- MB-15513 - Network Configuration for Teladoc Health Devices
- MB-14011 - Teladoc Health Telehealth Network Specifications

Contact your Teladoc Health representative for copies of these documents.

The Teladoc Health System is comprised of a Remote Presence Patient Access Device and a minimum of one Provider Access Software Device. The Provider Access and Patient Access Devices are linked via the Internet over a secure connection.

### Configuring the Lite 4 Wireless Connection

The Lite Control Core uses a Windows computing environment and a wireless network card.

For the Lite 4, basic Wireless Network connections can be made using the touch-screen, under Settings.

### Non-Overlapping Channels

In order to achieve a smooth transition from one wireless access point (WAP) to the next it's important to configure each WAP on a non-overlapping channel.

### Transmitting Power

The WAPs may be configured to provide the wireless signal at different power transmission levels. Setting the WAP to the maximum power transmission will deliver the maximum coverage area.

### Interference

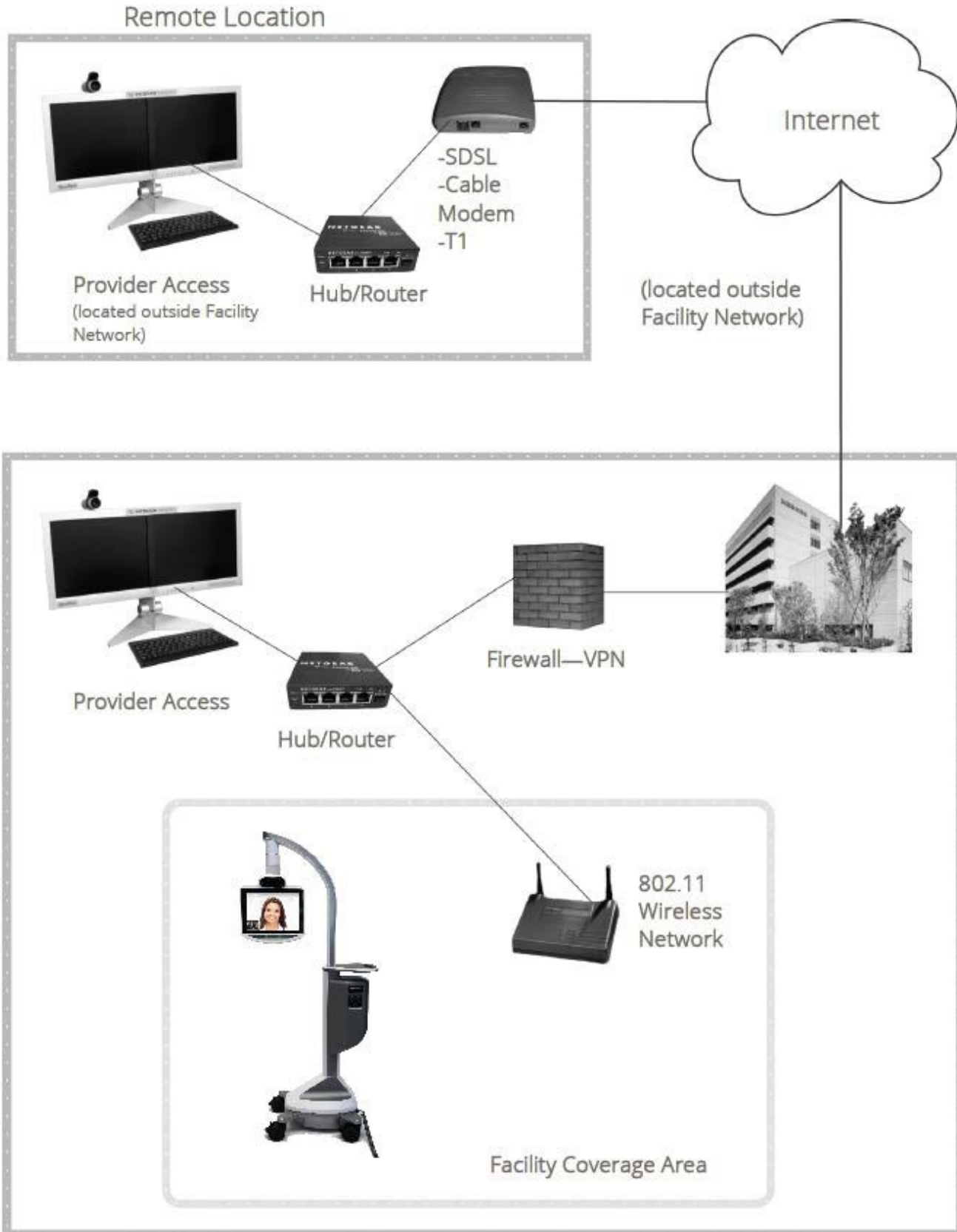
If WAPs are co-located in the same environment, radio frequency interference may be generated. Too many WAPs transmitting on overlapping channels may also degrade the wireless signal quality.

WAPs placed too close to one another may also produce RF congestion. In this case, the WAP transmission power should be reduced; therefore, reducing the coverage area and limiting the overlap between adjacent WAPs.

### Security Options

Each wireless network must be configured with security to prevent unauthorized access to the network. The ADU provides multiple features to configure the Lite to access as well as secure the wireless network. Domain membership is not supported, but all other current security configurations can be configured. WPA2/AES-PSK is preferred.

# Network Installation



## Lite 4 Technical Specifications



## Performance

<b>Head</b>	Pan range: +/- 170° Tilt range: +27° / -65° max
<b>Audio</b>	Microphone: directional (hyper-cardioid), 10Hz-40kHz Speakers: 4X 5W mono 16 kHz sampling rate, 16-bit audio
<b>Video</b>	High Definition (HD) Cameras: 45X equivalent zoom, 30 fps, 1920 x 1080p resolution, 24-bit color Display: 15" LCD, 1024x768 px, 500 nit, projected-capacitive touch-screen
<b>Network</b>	802.11 ac/a/b/g/n Bluetooth 4.1 + HS Gigabit Ethernet
<b>Battery Life</b>	5 hrs (depending on use)
<b>Charging Time</b>	4 hrs from 100% discharge to 80% charge (6 hrs to 100% charge)

## System Input Power

	US and International
<b>Voltage</b>	100-240 VAC
<b>Frequency</b>	50/60 Hz
<b>Current</b>	6.5 Amps

## Lite 4 Classification

Lite 4 - Class I, Type B, Continuous Operation

## Medical Electrical Equipment Test Standards

- IEC 60601-1-2:2014 Ed.4 Medical Electrical Equipment - Part 1-2: General Requirements for Safety - Collateral Standard: Electromagnetic Compatibility - Requirements and Tests
- IEC 60601-1-6 Ed: 3.1 Medical Electrical Equipment - Part 1-6: General Requirements for Basic Safety and Essential Performance - Collateral Standard: Usability
- AAMI ES 60601-1:2005+A1 Medical Electrical Equipment - Part 1: General Requirements For Basic Safety And Essential Performance
- CSA C22.2#60601-1:2014 Ed.3 Medical Electrical Equipment - Part 1: General Requirements For Basic Safety And Essential Performance
- IEC 60601-1:2005, COR1:2006, COR2:2007, AMD1:2012 Medical electrical equipment Part 1: General requirements for basic safety and essential performance
- IEC 60601-1:2012 (Edition 3.1) Medical electrical equipment Part 1-6 General requirements for safety - Collateral Standard: Usability
- IEC 62304:2015 (CSV) Medical device software - Software lifecycle processes
- IEC 62366-1:2007 + A1:2014 Medical Devices - Part 1: Application Of Usability Engineering To Medical Devices

## Information and Communication Technology Equipment Test Standards

- IEC 60950-1:2005 (Second Edition) + A1:2009 + A2:2013 Information Technology Equipment - Safety - Part 1: General requirements
- IEC 62368-1: 2014 Ed.2 +C1 Audio/Video, Information And Communication Technology Equipment - Part 1: Safety Requirements
- AS/NZS 62368.1:2018 - Audio/Video, Information and Communication Technology Equipment - Safety Requirements (Australia / New Zealand)
- DS/EN 62368-1:2014 - Audio/Video, Information and Communication Technology Equipment - Part 1: Safety Requirements (Denmark)
- EN 62368-1:2014+A11:2017 - Audio/Video, Information and Communication Technology Equipment. Safety Requirements (British Standard)
- CEI EN 62368-1:2016 - Audio/Video, Information and Communication Technology Equipment - Part 1: Safety Requirements (Europe)
- J 62368-1 (H30) - Audio/Video, Information and Communication Technology Equipment - Safety Requirements (Japan)
- CSA/UL 62368-1:2014 - Audio/Video, Information and Communications Technology Equipment - Part 1: Safety Requirements (Canada)
- UL 62368-1:2014 Ed.2 Audio/Video, Information And Communication Technology Equipment - Part 1: Safety Requirements
- EN 55035:2017 Electromagnetic Compatibility Of Multimedia Equipment - Immunity Requirements
- EN 55032:2015 Electromagnetic Compatibility of Multimedia Equipment - Emission Requirements
- EN 61000-4-2:2009 EMC - Part 4.2: Testing and measurement techniques - Electrostatic discharge immunity test
- EN 61000-4-3:2006/A1:2008/A2:2010 EMC - Part 4.3: Testing and measurement techniques - Radiated, radio-frequency, electromagnetic field immunity test
- EN 61000-4-4:2012 EMC - Part 4-4: Testing and measurement techniques - Electrical fast transient/ burst immunity test
- EN61000-4-5:2014/A1:2017 EMC - Part 4-5: Testing and measurement techniques - Surge immunity test
- EN 61000-4-6:2014 EMC - Part 4-6: Testing and measurement techniques - Immunity to conducted disturbances, induced by radio-frequency fields
- EN 61000-4-8:2009 Ed2.0 EMC - Part 4.8: Testing and measurement techniques - Power frequency magnetic field immunity test



- EN 61000-4-11:2004 EMC - Part 4.11: Testing and measurement techniques - Voltage dips, short interruptions and voltage variations immunity test
- CSA C22.2#62368-1:2014 Ed.2 Audio/Video, Information And Communication Technology Equipment - Part 1: Safety Requirements
- IEC 60065:2014 (Eighth Edition) Audio, video and similar electronic apparatus - Safety requirements
- EN 61000-3-2:2014 Electromagnetic Compatibility (Emc) - Part 3-2: Limits - Limits For Harmonic Current Emissions (Equipment Input Current  $\leq$  16 A Per Phase)
- EN 61000-3-3:2013 Electromagnetic Compatibility (Emc) -Part 3-3: Limits - Limitation Of Voltage Changes, Fluctuations & Flicker In Public Low-Voltage Supply Systems For Equipment With Rated Current  $\leq$ 16 A Per Phase & Not Subject To Conditional Connection
- ETSI EN 301 489-1 V2.2.3 (2019-11) ElectroMagnetic Compatibility (EMC) standard for radio equipment and services; Part 1: Common technical requirements; Harmonised Standard for ElectroMagnetic Compatibility
- ETSI EN 301 489-17:2017Ed.V3.1.1 Electromagnetic Compatibility (EMC) Standard For Radio Equipment And Services; Part 17: Specific Conditions For Broadband Data Transmission Systems; Harmonised Standard Covering The Essential Requirements Of Article 3.1(B) Of Directive 2014/53/Eu
- IC ICES-003:2016 (Ed. 6) - Information Technology Equipment (Including Digital Apparatus) - Limits and Methods of Measurement
- AS/NZS CISPR 32:2015 Electromagnetic Compatibility Of Multimedia Equipment - Emission Requirements
- CISPR 32:2015 Ed.2.0 Electromagnetic Compatibility Of Multimedia Equipment - Emission Requirements

## Lite 4 Environmental Specifications

### **Operating:**

Designed to operate in an indoor environment suitable for human personnel. (10° to 35° C, 30 to 75% RH, 700 hPa to 1,065 hPa)

### **Non-operating:**

Designed to travel to installations in commercial and cargo airliners and standard ground transportation. (0° to +50° C, 10 to 95% RH, 700 hPa to 1,065 hPa)

## Contact Information

### 24/7 Live Technical Support

1-800-484-9119

### Email Support

[tac@teladochealth.com](mailto:tac@teladochealth.com)

### Website

<https://www.teladochealth.com/>

### Teladoc Health User Manuals

<https://solosupport.teladochealth.com/>

### Sales & Product Demos

1-805-562-8686

### Teladoc Health Product Name Manufactured by



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

InTouch Health and InTouch Technologies are now a Teladoc Health company, and InTouch Health is a registered trademark of Teladoc Health.

## Learn More

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HEALTH

## About Teladoc Health

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