Teladoc®
HEALTH

Lite® 5
USER GUIDE

Content

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Patent(s)

https://teladochealth.com/patents/

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Last updated: January 2025

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.

Safety Symbols

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

	Wireless Transmitter Notification non-ionizing electromagnetic radiation. This device communicates over the 802.11 ac/a/b/g/n standard for wireless communication.
	Pinch Point Avoid the labeled pinch point on the rear of the display of your device.
	Body Float Type B. Equipment of Type B provides a particular degree of protection against electric shock, particularly regarding allowable leakage current and reliability of the protective earth connection (grounding).

FCC

The FCC mark is a voluntary mark employed on electronic products manufactured or sold in the United States which indicates that the electromagnetic radiation from the device is below the limits specified by the Federal Communications Commission and the manufacturer has allowed the requirements of the Supplier's Declaration of Conformity authorization procedures.

Manufacturer

This symbol shall be accompanied by the name and address of the manufacturer.

Consult Operator's Manual

Operating instructions are contained in a separate instruction manual.

Do not push or lean

Do not push on cart when it is prevented from lateral movement by an obstruction.

Proposition 65: State of California: The law requires California to publish a list of chemicals known to cause cancer or reproductive toxicity, and for businesses with 10 or more employees to provide warnings when they knowingly and intentionally cause significant exposures to listed chemicals..

WARNING: This product can expose you to chemicals including Diisononyl Phthalate, which is known to the State of California to cause cancer, and Bisphenol A, which is known to the State of California to cause birth defects or other reproductive harm. For more information, go to www.P65Warnings.ca.gov.

WARNING

MODIFICATION: Any changes or modifications not expressly approved by the grantee of this device could void the user's authority to operate the device.
MODIFICATION: Tout changement ou toute modification non expressément approuvé par le bénéficiaire de cet appareil peut annuler l'autorisation de l'utilisateur à faire fonctionner l'appareil.high.

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 (FD&C) Act.

Intended Application

The Teladoc Health Lite 5 is intended to provide high quality HIPAA compliant audio and video sessions between a remote care provider and bedside over the Teladoc health Telehealth Network. Teladoc Health Lite 5 is intended to be used in professional healthcare facilities, primarily in the Emergency Department (ED) environment.

Anatomy and Components
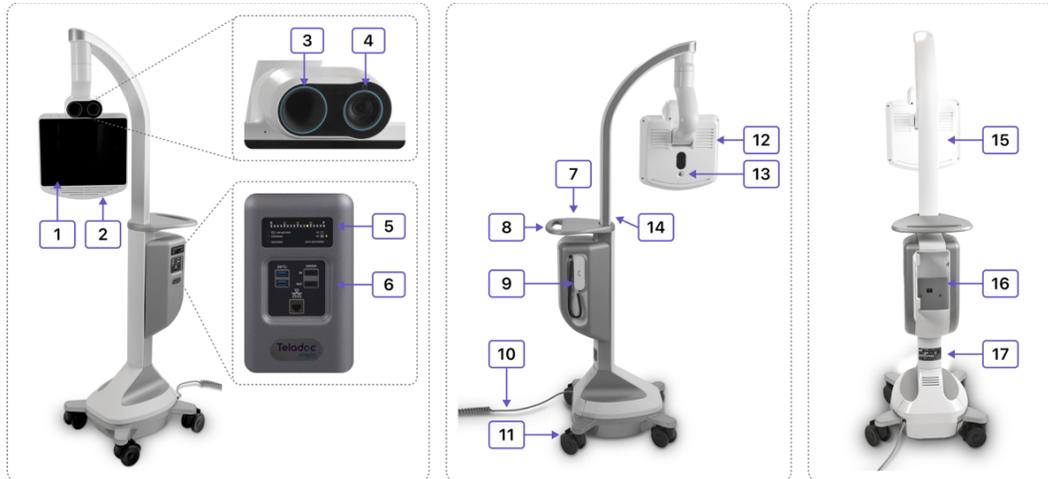
1	**Touchscreen Display**	Enables local controls for Device software and interaction with Virtual Consult care team.
2	**Speakers**	Output the device audio and voices of remote care team during virtual consult session.
3	**Directional Microphone**	Captures the voice from the person who is speaking
4	**High-Definition Camera**	Captures device side video for viewing on the Provider Access Software.
5	**Battery Meter**	Displays the power and charging status of the Lite 5.
6	**Expansion Panel**	Includes ports for approved USB peripheral devices, HDMI output, optional HDMI input, and Ethernet.
7	**Tray**	Work surface for a laptop or other items.
8	**Handle**	Easily maneuver the Lite 5.
9	**Privacy Handset**	Used for private conversations between device side users in semi-private areas and remote care teams.
10	**Power Cord**	Used to power the Lite 5 and recharge the battery.
11	**Wheel Locks**	Lock each wheel in place when stationary (four wheels).
12	**Air Vents**	Air vents help maintain a safe operating temperature for the device (Do not cover).

13	**Power Button**	Used to toggle the power for the Lite 5.
14	**Adjustable Column**	Adjust height of the integrated head module with camera, audio system, and touchscreen display.
15	**Serial Number Plate**	Contains the device's serial number and support contact phone number.
16	**Storage Compartment**	Holds small items that need to stay with the cart.
17	**Device Nameplate**	Nameplate detailing the device's serial number and regulatory information.

Installation

Unpacking and Charging

> **WARNING**
> Plug the Lite 5 into a grounded "Hospital Grade" electrical outlet to minimize the risk of electrical shock.

1. Carefully remove the Lite 5 from its packaging, take care not to cause damage.

2. Plug the Lite 5 into a grounded "Hospital Grade" AC outlet, allow the device to automatically power on, and charge for 3 hours to reach a full charge.

Power Cycle Sequence
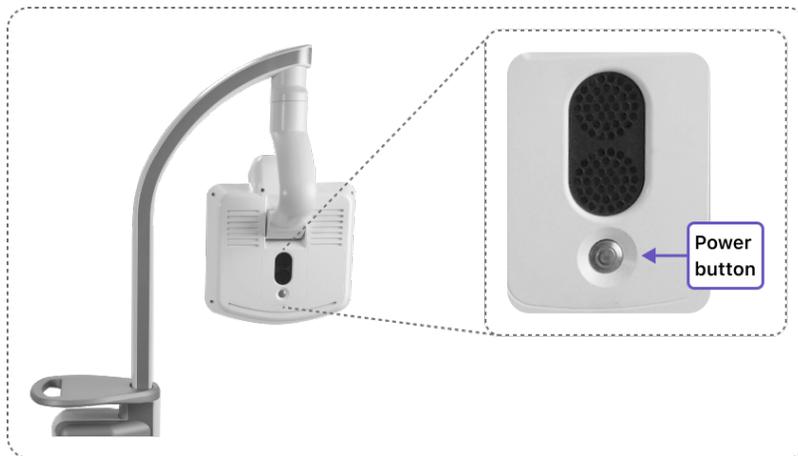
Power On

If the device is powered off, power on the device by pressing the power button located on the back of the head module.

Power Off

1. Press and release the power button once on the back of the head.

2. Disconnect power cord from AC wall outlet.

Wi-Fi Connection Setup

> **NOTE**
> Advanced Wi-Fi setup should be done only by a trained technician.

After the device software has fully initialized, basic Wireless Network setup can be done by navigating "About this device > Settings > Wi-Fi > Select the SSID".
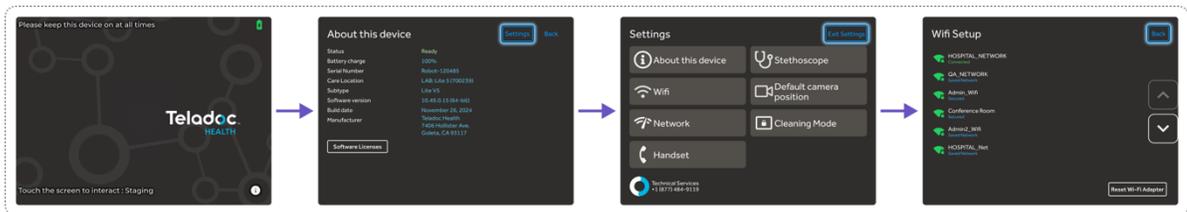
Network Configuration

> **NOTES**
> 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.

Virtual care can be delivered to patients by using the Teladoc Patient Access Device and at least one Solo Provider account, which are linked via the Internet over a secure connection.

Features

Touchscreen Display

The Lite 5 is equipped with a touchscreen that enables local controls and shows remote care provider(s).

Many interactive features are available on the Lite 5.

- Personalizing the patient side user experience.
- Check device status.
- Manage settings.

Height Adjustment

Using the Adjustable Column, the Lite 5 head can be placed between 64.5" (164 cm) and 85.5" (217 cm) off the floor by raising or lowering the head up or down to the desired height.

Max height
85.5"
217 cm

Min height
64.5"
164 cm

Moving the Device

The Lite 5 is designed to be moved by hospital staff within a broad array of environments such as clinics, emergency rooms, rural hospitals, long-term care communities and more.

Prior to moving the Lite 5:

- Ensure the Lite is set at its lowest position.
- Ensure any auxiliary devices attached to the Lite 5 are unplugged.
- Ensure the power cord is unplugged and hung on the Lite 5 's handle.
- Ensure the wheels are unlocked.

Moving the Lite 5:

- Exercise caution when encountering thresholds, door frames, and other obstacles.
- Move to the desired location.

Position the Lite 5:

- Lock the wheels after the device is stationary in the desired location and orientation.
- Plug in the power cord.

> **NOTE**
> When positioning maintenance equipment (ME) near the disconnection device, ensure ample clearance is maintained to allow for easy access and operation of the device. Do not place ME in a way that obstructs or hinders the ability to safely disconnect power.

Power and Battery

> **NOTE**
> Teladoc Health recommends keeping the Lite 5 plugged in at all times into a grounded "Hospital Grade" electrical outlet to minimize the risk of electrical shock during the battery charging cycle and it is ready for use.

> **WARNINGS**
> • If the power plug of the Lite is damaged, the Lite can be operated using the on-board battery system. Report this condition to Technical Service immediately for repair.
> • The Lite contains a sealed, rechargeable, Lithium Iron Phosphate battery. The Lite 5 should always be plugged in to allow for maximum run time when in use.

Battery Meter

The battery charge indicator is located on the Lite 5 on the side of the storage compartment.

Battery charge indicator

Another battery charge indicator is 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.

Device Running on Battery

The battery indicator will inform the remaining percentage of battery life whenever the Lite 5 is plugged in or turned on.

If the battery charge drops below the threshold, the sound-byte "Please plug me in" will be played at intervals until the Lite 5 is plugged into a grounded AC power. After plugging in the device, the sound bite "thank you" will be played.

The system will charge to 100% within three hours.

Expansion Panel

The expansion panel includes:
2 - USB 3.0 ports
1 - HDMI input port (Optional)
1 - HDMI output port*
1 - Ethernet port

* HDMI output port can be used to mirror (duplicate) the Lite 5's main display on an external monitor or display.
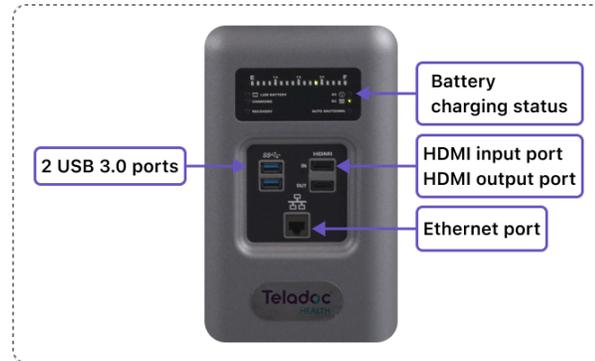
NOTE

If you wish to view streaming video from external inputs in 720p HD quality, ask Technical Support to configure the bandwidth settings on your account.
If you wish to install HDMI input after obtaining a Lite 5, contact your Sales Representative.

WARNINGS

• 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 5 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 5. Please check with Technical Service PRIOR to installing any third-party devices.
• Do not leave video equipment connected to the Auxiliary Video Input while moving the device. The equipment or the Patient Access Device may be damaged if the Patient Access Device is moved with equipment connected to the Input.

Storage Compartment

The storage compartment is used for storing small handheld peripherals and accessories that need to stay with the Lite 5. It can be accessed and closed by

pressing the door until it clicks. When closed, the door panel should be flush with the compartment so that the compartment is inconspicuous.

Privacy Handset

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

When the Privacy Handset is removed from the dock, audio can be transferred from the main audio system to the handset. This transfer can be done either by the remote provider using Provider Access Software during the virtual consult session or by the local user toggling a button on the touchscreen.

When the Privacy Handset is disabled and placed back on the dock, the audio system is transferred back to the standard Patient Access Device audio system.

> **NOTE**
> It is important to return the Privacy Handset to the dock on the Lite 5.

Navigating the Touchscreen Interface

Idle screen
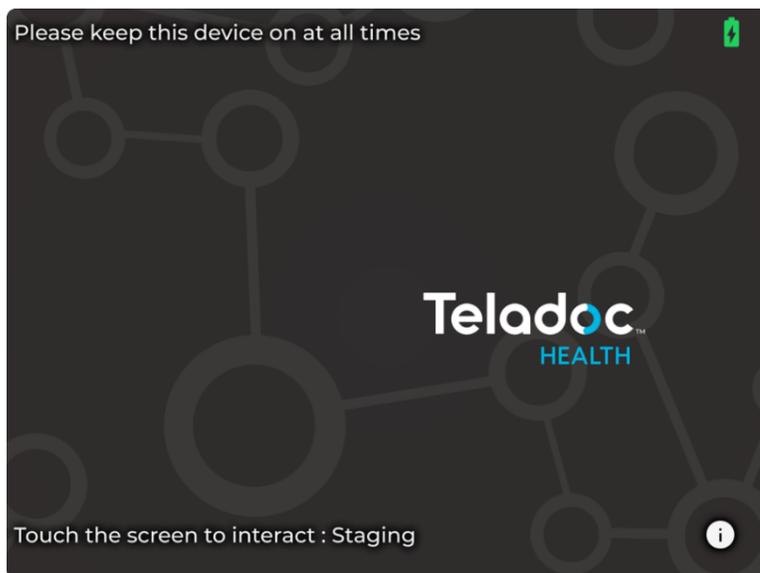
About this device

Select the ⓘ icon on the idle screen to display the About this device page.
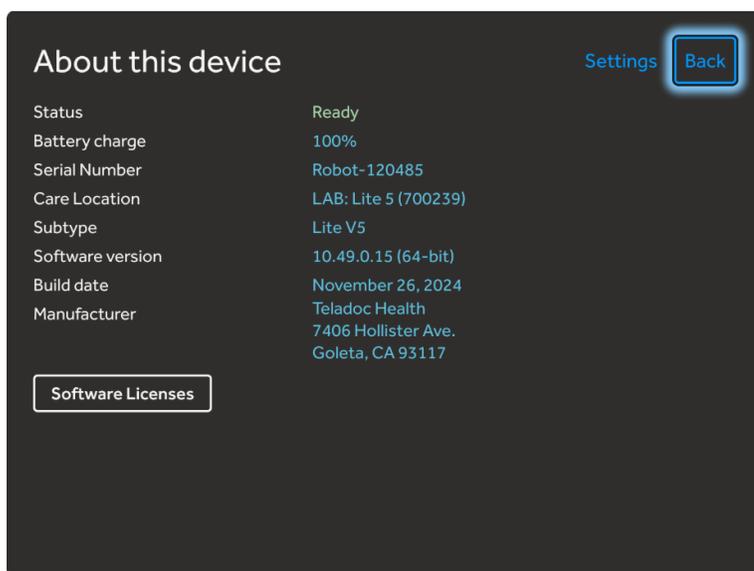
Select the Software Licenses button to display the Software Licenses Information for the Lite 5.

Software Licenses   Back

This software uses libraries from the FFmpeg and libusb projects under the LGPLv2.1
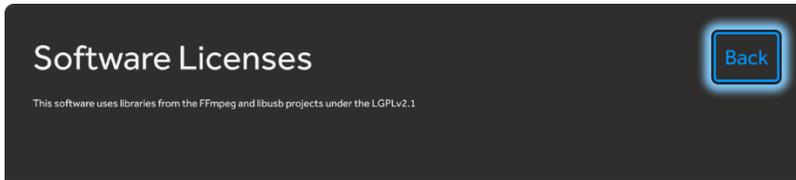
Settings Menu

When the Lite 5 is not actively connected to the Provider Access Software, it is considered out of session, and an animation will be displayed.

> **NOTE**
> Screensavers chosen by the customer may optionally be shown by consulting with your Teladoc Health representative or Technical Support.

Icon	Function
	Return to idle screen Exits and returns to idle screen.
	Settings • About this device – technical information on Lite 5. • Wi-Fi - allows user to establish a Wi-Fi connection on the Lite 5. • Network - runs a diagnostic of the current network connection. • Stethoscope - select an optional stethoscope (if desired). • Default camera position – preview and adjust the camera image. • Cleaning Mode - turns off the touchscreen to allow cleaning.
	About this device • Display useful technical information such as: • Serial number • Location • Battery charge • Wireless Network (SSID) and signal strength • IP addresses • Teladoc Health Telehealth Network connectivity • Device status

Settings Functions

To access "Settings", tap the "Idle screen > About this device > Settings button".

About this device

Settings

Wi-Fi

Reset Wi-Fi adapter restarts the device.
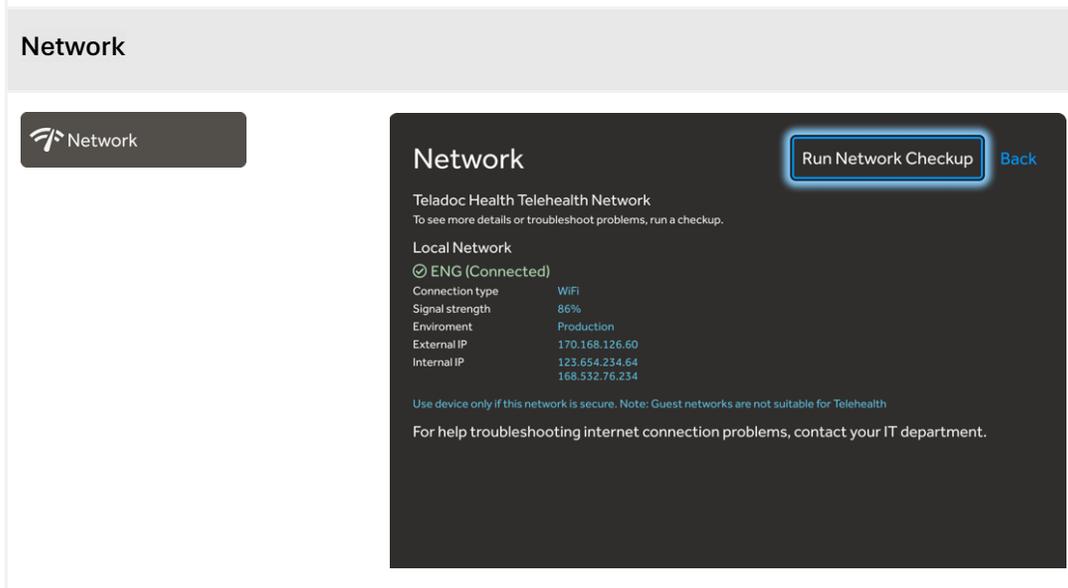
Network

Run Network Checkup runs and displays the results of a test of the device's current network connection after 30 seconds.

- The checkup will automatically run when the screen opens.
- A green checkmark appears for each item that passes the test.
- An orange checkmark appears for any failed item with contact information on how to resolve any issues.

Stethoscope Setup

Stethoscope

Stethoscope type Back

○ None
○ PCP (USB)
◉ Eko Littmann CORE

To connect a new stethoscope, make sure it is on and hold it near the Teladoc device. The stethoscope should appear below, and you can select it to connect.

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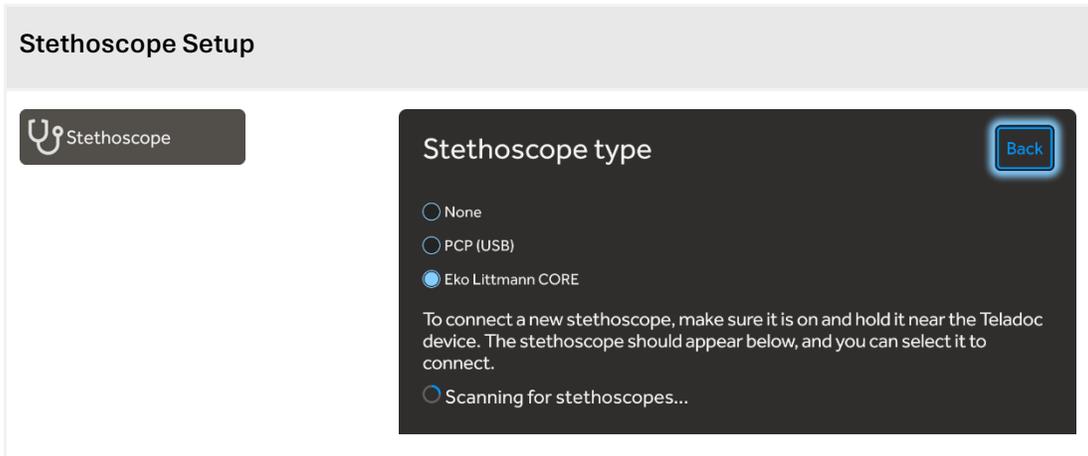
The Stethoscope Setup settings screen allows the user to select the optional third-party stethoscope during a virtual encounter.

See the document section on "Stethoscopes" for more details.

Default camera position

Default camera position

Main Back

Home preview   Sleep preview

Set home position   Set sleep position
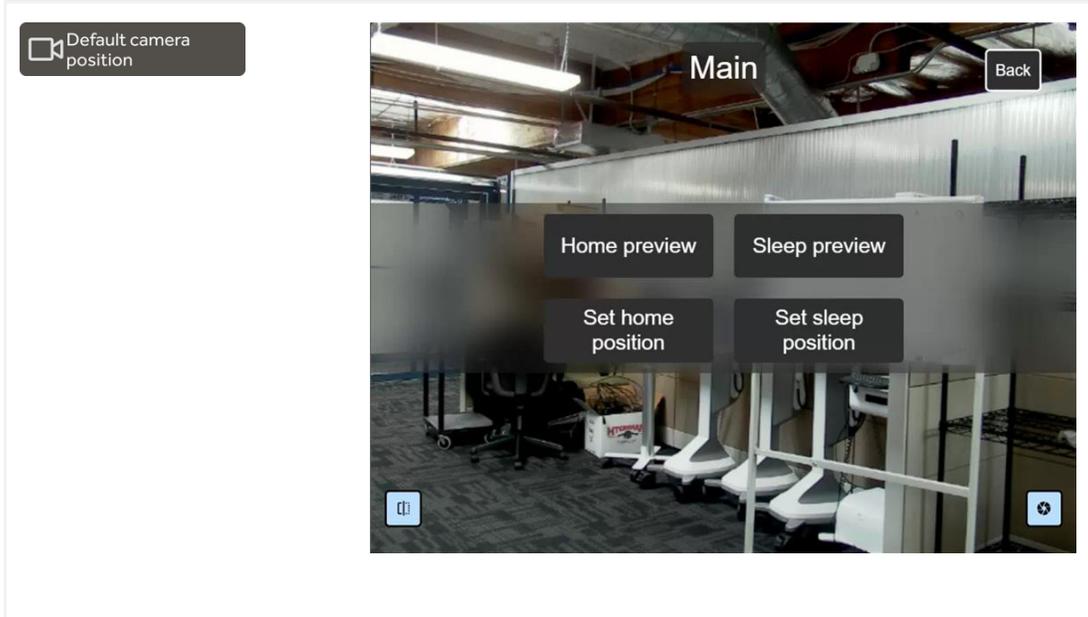
The Default camera position screen allows the user to preview the Lite 5 camera and any other optional video peripherals.

Select the Camera Shutter button to setup and view the home and sleep positions of the Lite 5 head module.

> **NOTE**
>
> The available cameras depend on what is connected to the Lite 5. If no additional cameras or devices are connected, no buttons are displayed to select between cameras.
>
> Home position is the initial Lite 5 camera position when virtual consult session starts, and privacy mode is turned off.
>
> Sleep position is the Lite 5 camera position when device is out of session in privacy mode.
>
> Privacy mode is a provisioned setting. When enabled, it allows the virtual consult session to start with audio only so the remote provider can get verbal consent from the patient before streaming patient video. This mode respects patient privacy by ensuring patient actively gives consent to a video call before the provider sees the patient.

Device Cleaning Mode
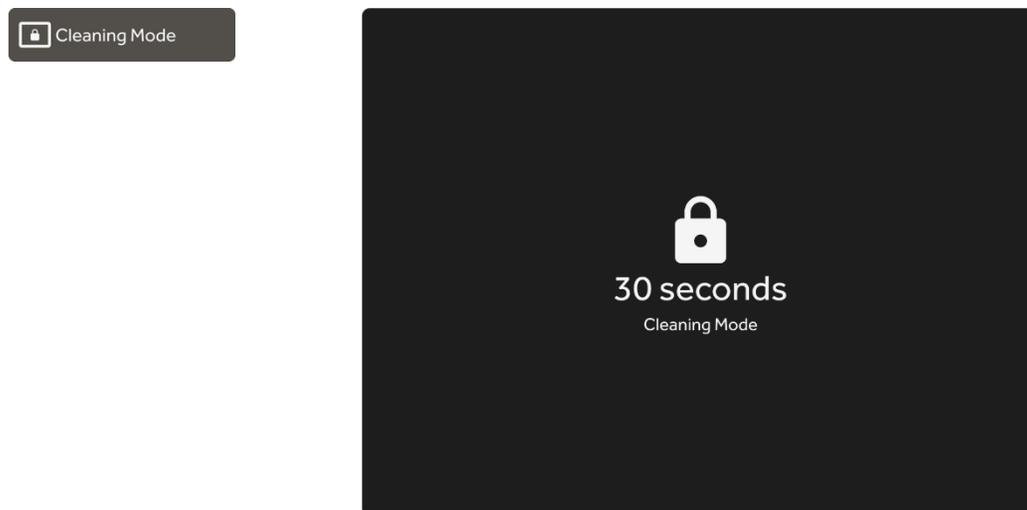
When the user taps "Settings > Cleaning mode", the Lite 5 screen will lock for 30 seconds during cleaning. See the "Cleaning and Maintenance" section for more details.

In Session Audio and Video

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

Icon	Function
	Volume control: Move slider to adjust device's volume.
	Mute the local volume by dragging the slider to the left or pressing the left-most speaker icon.
	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.
	Turn off the camera; tap again to turn it on.
PIP	Toggle the Picture-in-Picture.
End	Ends the current remote session. A confirmation box will display before the remote session is ended.
	Toggles the tool bar between show and hide.
	Battery charge status is in the upper right-hand corner of the display on the Diagnostic Information screen. A lightning bolt indicates the battery is charging.

Device Audio and Video Mute

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

Practitioner Mute Icons
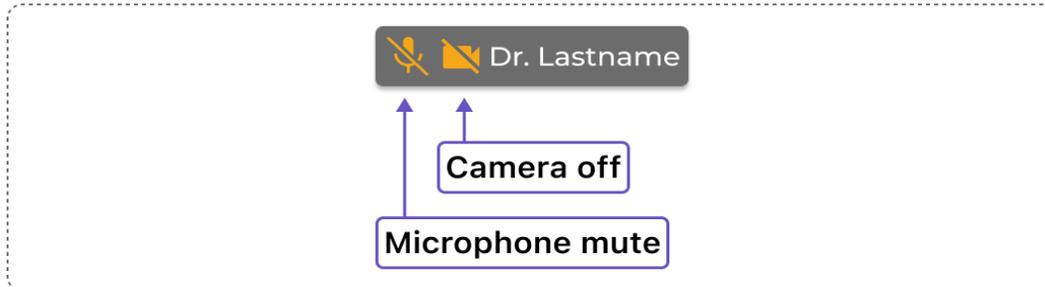
Device Mute Icons
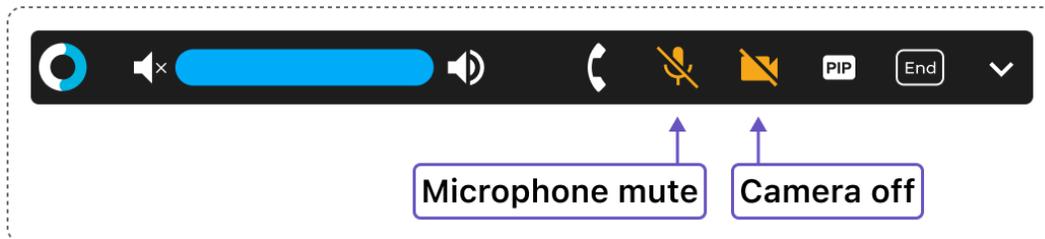
Activating the Privacy Handset

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

- The icon shape changes and the color becomes yellow [icon].
- Activating the Privacy Handset deactivates the Lite 5's main speakers and microphone.

> **NOTE**
> The remote provider can deactivate the Privacy Handset and reactivate the Lite 5's main speakers and microphone from their Provider Access Software.

Deactivating the Privacy Handset

Select the [icon] icon from the device's screen to deactivate the Privacy Handset.

- The icon shape changes and the color becomes white [icon].
- The Lite 5's main speakers and microphone will again be active.

Stethoscopes

The Lite 5 does not have integrated stethoscopes. However, it does support PCP-USB and 3M Littmann Core stethoscopes.

Instructions on pairing a Bluetooth stethoscope with the Lite 5 device are included in the stethoscope manual if a stethoscope is purchased separately.

Error Messages

These text messages may appear in the lower right of the Lite 5'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."	A problem was detected on the reverse side (i.e., at Provider Access). These messages are shown if a problem is only being detected in one direction.	
"Internet failure: Audio lost."	Packets containing audio data are lost, therefore the 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."	A problem was detected on the reverse side (i.e., at Provider Access). These messages are shown if a problem is only being detected in one direction.

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 user serviceable 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.

Pre-cleaning

- Wear gloves.
- On the touchscreen, navigate to Settings and press Cleaning Mode to lock the display for 30 seconds during cleaning.

Cleaning Instructions

Clean the outer surfaces of the device when visibly soiled or after contact with any contaminates. 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.

1. 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.
2. Wipe surfaces that have become soiled or contaminated. Avoid applying excess solution, which may enter the device through its openings.
3. Allow to air dry.

Maintenance and Inspection

Lite 5 Maintenance

The Lite 5 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 Assistance Center at +1 (877) 484-9119.

Technical Specifications
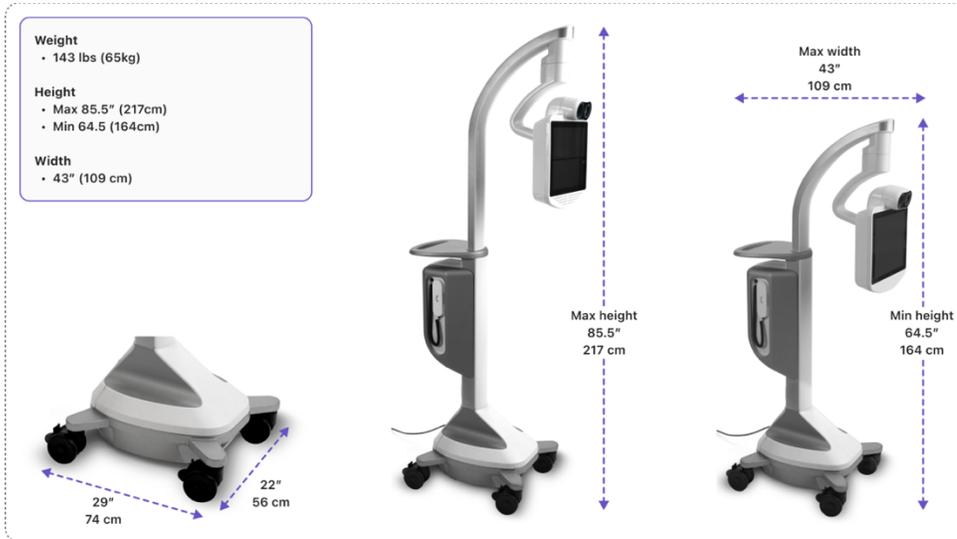
Weight	143 lbs (65 kg)
Height	Min: 64,5" (164 cm) Max: 85,5" (217 cm)
Camera Height	Min: 53.5" (136 cm) Max: 72" (183 cm)
Width	43" (109 cm)
Power Cord Length	Min: 5.3" coiled (161 cm) Max: 16.6" fully extended (505 cm)
Head	Pan range: +/- 155° Tilt range: +27° / -65° max
Audio	Directional Microphone Linear Array Microphone Speaker: 20W full-range speaker
Video	Pan-Tilt-Zoom Camera: High Definition (HD), 20x Optical + 3.5x Digital Zoom, 30 fps, 1080p Display: 15" LCD, 1024x768 px, 500 nit, projected-capacitive touchscreen
Network	Wi-Fi 802.11 ac/a/b/g/n Bluetooth 5.3 Gigabit Ethernet
Battery Life	6 hours (depending on use)
Charging Time	3 hours to 100% charge

System Input Power

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

IEC 60601-1 Classification

Lite 5 - Class I, Type B, Continuous Operation

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).

Storage

Designed to store in 0° to +50° C, 10 to 95% RH, 700 hPa to 1,065 hPa.

Electrical Equipment Test Standards

Standard category	Standard field	Certificate	Detail standards
IT	EMC/RF	FCC	FCC Part 15.109 FCC 47CFR Part 15 Subpart B:2021
IT	EMC/RF	IC	CAN ICES-003(A)/NMB-003(A) Issue 7 (2020-10)

FCC

WARNINGS

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at their own expense.

Cet équipement a été mis à l'essai et déclaré conforme aux limites d'un appareil numérique de classe A, conformément à la partie 15 des règles de la FCC. Ces limites sont conçues pour fournir une protection raisonnable contre les interférences nuisibles lorsque l'équipement est utilisé dans un environnement commercial. Cet équipement génère, utilise et peut émettre des fréquences radio et, s'il n'est pas installé et utilisé conformément au manuel d'instructions, peut causer des interférences nuisibles aux communications radio. L'utilisation de cet appareil dans une zone résidentielle est susceptible de provoquer des effets nocifs sur la santé. dans lequel cas l'utilisateur devra corriger l'interférence à ses propres frais.

The device supports the 5 GHz U-NII 1 frequency band, which is 5.150 to 5.250 GHz. It will be restricted for use in the indoor environment only.

L'appareil prend en charge la bande de fréquence U-NII 1 de 5 GHz, qui va de 5,150 à 5,250 GHz. Son utilisation sera limitée à l'intérieur des bâtiments.

Telehealth Communications system should be installed and operated with minimum distance of 20 cm between the radiator and your body.

Le système de communication pour la télésanté doit être installé et utilisé en respectant une distance minimale de 20 cm entre le radiateur et votre corps.

The device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

L'appareil est conforme à la partie 15 des règles de la FCC. Le fonctionnement est soumis aux deux conditions suivantes : (1) cet appareil ne doit pas causer d'interférences nuisibles, et (2) cet appareil doit accepter toute interférence reçue, y compris les interférences susceptibles de provoquer un

fonctionnement indésirable.

MODIFICATION: Any changes or modifications not expressly approved by the grantee of this device could void the user's authority to operate the device.

MODIFICATION: Tout changement ou toute modification non expressément approuvé par le bénéficiaire de cet appareil peut annuler l'autorisation de l'utilisateur à faire fonctionner l'appareil.

IC

WARNINGS

English Version

The device supports 5GHz U-NII 1 frequency band, which is 5.150 to 5.250 GHz. It will be restricted for indoor use only.

Telehealth Communications System complies with IC radiation exposure limits set forth for a controlled environment. This equipment should be installed and operated with minimum distance of 20 cm between the radiator and your body.

This device contains license-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's license-exempt RSS(s). Operation is subject to the following two conditions:

1. This device may not cause interference.
2. This device must accept any interference, including interference that may cause undesired operation of the device.

Version française

L'appareil prend en charge la bande de fréquences 5 GHz U-NII 1, qui est de 5 150 à 5 250 GHz. Il ne sera utilisé qu'à l'intérieur.

Telehealth Communications System est conforme aux limites d exposition aux rayonnements de la IC établies pour un environnement non contrôlé. Cet équipement doit être installé et fonctionner à au moins 20 cm de distance du radiateur ou de votre corps.

L'émetteur/récepteur exempt de licence contenu dans le présent appareil est conforme aux CNR d'Innovation, Sciences et Développement économique Canada applicables aux appareils radio exempts de licence. Le fonctionnement est autorisé selon les deux conditions suivantes:

1. L'appareil ne doit pas produire d'interférences.
2. L'appareil doit accepter toute interférence radioélectrique subie, même si

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Teladoc Health User Manuals

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