Teladoc® HEALTH

Solo™

Technical Specifications

Contents

Copyrights

Patent(s):

https://teladochealth.com/patents/

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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 (FD&C) Act.

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

Virtual Care System

Solo™ integrated virtual care platform

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.

Technical Specifications

Requirements

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

Network, Firewall and Security Appliances.

Please review MB-15513 Network Configuration for Teladoc Health Devices.

The document will also include details on how to acquire a whitelist / bypass IP address for your practice, if your firewall and security appliances rely on a proxy server, deep packet inspection, or web filters.

Email Filtering

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

Network Quality of Service (QoS)

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

Name	Specification	Description
Data Rate (Video)	≥ 700 kbps (SD) per participant ≥ 1.5 mbps (720p) per participant	A connection must have the required up-stream and downstream bandwidth. Single user sessions: A minimum of 700 kbps of upload and download speeds for 640x480 video and 1.5 Mbps for 720p. Group sessions: Bandwidth requirements increase significantly as the number of attendees increase. A minimum for each 640x480 video participant and 1.5 Mbps each for 720p (minimum of 70 kbps for audio only) participant. For best performance, providers need approximately 2 Mbps or higher download speeds per 720p video participant. Including video interpreters, multiple providers, or running a device for more than one session at once (e.g. Virtual Sitter and a Provider Consult from the same device) also increases the participant count so should also be considered when calculating the cumulative bandwidth needed for your use case.
Data Rate (Audio)	≥ 70 kbps	Bandwidth required for the audio VoIP codec.
Latency	≤ 150 ms	Max average network latency (delay) on a connection for a "near-real-time" experience.
Packet Loss	≤ 2%	Max connection packet loss for uninterrupted video. For excellent quality <0.5% is recommended.

Session Quality Factors

Each of the following may become an issue in certain scenarios.
- Network configuration.
- Other software running on the device.
- Available bandwidth, wireless signal strength, and number of users on a network.
- Security or anti-virus software.

- Software versions. Install the latest versions of software when released.

Software Requirements

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

Supported Apps:

App	OS	Hardware Requirements
Provider app for Windows	Windows 10 or newer	10th gen i3 or faster 8gb or more of RAM
Patient app for Windows	Windows 10 or newer	10th gen i3 or faster 8gb or more of RAM
Provider app for Mac	Any MacOS currently supported by Apple	Any Mac not on **Apple's vintage or obsolete list**
Patient app for Mac	Any MacOS currently supported by Apple	Any Mac not on **Apple's vintage or obsolete list**
iOS app	Any of the latest three major releases of iOS	Any iPhone not on **Apple's vintage or obsolete list**
iPad app	Any of the latest three major releases of iPadOS	Any iPad not on **Apple's vintage or obsolete list**
Android app (Patient only)	Any of the latest three major releases of Android OS	Quad core processor 4GB of RAM

Supported browsers:

For the highest quality and most stable experience, we recommend that providers keep their browsers up-to-date and use a browser release version that is less than six months old. Many older browser versions that have WebRTC support may still work but are not officially supported and an up-to-date browser is highly recommended.

Browser	Version	OS
Chrome	Browser versions less than 6 months old.	Mac OS 10.14 and later Windows 10 and later Android 7.0 and later
Firefox	Browser versions less than 6 months old.	Windows 10 and later Not supported on Teams Mobile
Edge	Browser versions less than 6 months old.	Windows 10 and later
Safari	Browser versions less than 6 months old.	Mac OS 10.14 and later iOS 14 and later
Internet Explorer	Not supported	Not supported

This outlines the general OS requirements for the browser-based version of the experience. iOS requirements for native apps on an iPhone are listed in the Appstore.

Contact Information

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24/7 Live Remote Technical Support & Live Chat

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Teladoc Health User Manuals

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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.