



Solo™

Virtual Sitter Workstation Troubleshooting 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 (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.

A Guide to Workstation Troubleshooting

This guide aims to provide instructions to help Health System IT leaders and end users rapidly diagnose and isolate issues that may arise on hospital workstations. Our goal is to empower your teams with best practices so that problems—whether stemming from our telehealth application, OS configuration, or rare local network issues—can be quickly identified and resolved.

Before diving into technical troubleshooting, it is critical to remember that uninterrupted patient care is the priority. If an issue is detected all teams understand that the focus is resuming care. However, if possible, document the incident after care is resumed and note all relevant details so your IT and product support teams can address the root cause later. This approach ensures that patient care is never compromised while maintaining a process for long-term resolution.

Our telehealth platforms (Solo and Virtual Sitter) are designed to run on IT-managed workstations on supported browsers that are less than six months old for optimal performance. For further details on technical specifications and network requirements, please refer to the following Teladoc Health resources:

- [Teladoc Health Solo by Teladoc Technical Specifications](#)
- [Teladoc Network Configuration](#)
- [Provider Support for Apps, Browsers, and Operating Systems](#)
- [Virtual Sitter Support for Apps, Browsers, and Operating Systems](#)

Virtual Sitter has unique workstation requirements since the workstations is in use 24x7 with up to 25 video streams in parallel. If your team uses Virtual Sitter we recommend reviewing the documentation on [Recommended Hardware for running the Virtual Sitter Application](#).

By following the guidelines in this document, your team will be better-equipped to quickly isolate and address issues—whether they stem from our telehealth application, OS configuration, or local network.

For further assistance or to escalate an issue, please contact Virtual Sitter line for Support at [+1 855-751-7243](tel:+18557517243) , or for less urgent issues tac@teladochealth.com or [+1 877-484-9119](tel:+18774849119)

Common Issue Types & Troubleshooting Overview

Patient Safety First:

Always prioritize patient safety. If at any time you feel patient safety may be compromised, follow your virtual sitter policy guidelines.

Application-Specific Issues

Observation: If the Virtual Sitter app does not appear to operate correctly.

Action: Note the issue and the steps immediately preceding the observed behavior. Consider opening a ticket with the Teladoc support team using the Virtual Sitter line for Support at [+1 855-751-7243](tel:+18557517243), or for less urgent issues tac@teladochealth.com or [+1 877-484-9119](tel:+18774849119)

Observation: Camera Unresponsiveness for Select Rooms, for under 20 seconds. If one or two camera video feeds appear temporarily frozen.

Action: Allow the Virtual Sitter platform to auto-recover if it was an isolated internet issue. A brief video freeze—typically under 20 seconds—is generally due to temporary internet issues on the traffic path to telehealth video server interrupting real-time video traffic and will resolve without intervention.

Action: Check for any error messages within the app. If the problem persists, document the error.

Observation: Camera Unresponsiveness for Select Rooms, for more than 20 seconds. If one or two camera video feeds appear frozen without auto-recovery.

Action: Remove and Re-add the Room. If the affected room remains in the current session, remove it from the grid view. Once the room is removed, add the room back into your current session to attempt re-establishing the video connection.

Action: Check for any error messages within the app. If the problem persists, verify the status of the device in the patient room. If the device needs a restart please contact the TAC Virtual Sitter line for Support at [1-855-751-7243](tel:18557517243).

Observation: Camera Unresponsiveness Across All Rooms. If all remote devices appear frozen.

Action: First verify that there is a valid network connection by opening another tab on your browser and going to a website unrelated to Teladoc that isn't cached by your browser, e.g. [Microsoft.com](https://www.microsoft.com).

Action: Check for any error messages within the app. If the problem persists, document the error and consider restarting the browser and rejoining the session. You can also contact the TAC Virtual Sitter line for Support at [1-855-751-7243](tel:18557517243).

App Unresponsiveness:

Observation: If the Virtual Sitter app appears frozen, first verify that there is a valid network connection by opening another tab on your browser and going to a website unrelated to Teladoc that isn't cached by your browser, e.g.

[Microsoft.com](https://www.microsoft.com).

Action: Check for any error messages within the app. If the problem persists, document the error and consider restarting the browser and rejoining the session. Please contact the TAC Virtual Sitter line for Support at [1-855-751-7243](tel:1-855-751-7243).

Browser Functionality:

Observation: Browser restart

Note: The browser operates as a client application on the workstation Operating System. Issues such as unexpected reboots or slow performance are more likely due to OS-level or IT management software issues rather than the web-based app.

Action: Rejoin your session if possible once you have browser access again. Document browser performance issues and escalate to IT as necessary.

Operating System or Device Management Issues

Observation: A full workstation reboot

Note: Modern browsers run as user-level processes managed by the Operating System, so a reboot usually indicates an underlying Operating System or IT management software issue.

Action: Rejoin your session if possible once you have browser access again. Document the reboot event and notify IT if it recurs.

Observation: Sluggish workstation performance

Note: Overall workstation performance issues may be due to high resource usage from an application, or background IT processes that does not typically interrupt the workstation. Even if at first glance you believe you are just running Virtual Sitter, you may find there are background tasks with high memory or CPU utilization running on the workstation.

Action: Use Task Manager (or Activity Monitor on Mac) to review running processes. Note which processes have high CPU or memory usage. If the high CPU or memory usage is for the browser tab used by Virtual Sitter, this would indicate it is a problem isolated to the Virtual Sitter app. If necessary, restart your workstation and rejoin your session. Document any unusual resource usage and report to IT.

Connectivity Issues

Connectivity Checks:

Observation: If the app stops responding

Action: Open a new browser tab and attempt to access an external site (e.g., [Microsoft.com](https://www.microsoft.com) or [Fast.com](https://www.fast.com)).

If the site loads: Network is likely intact; the issue may be isolated to the Virtual Sitter application or the workstation's local configuration.

If the site fails to load: There is likely a local network issue. Remedy connectivity if possible and contact IT and once connectivity is re-established refresh the Virtual Sitter application or rejoin your session.

Action: Note any connectivity issues, even if resolved quickly.

Troubleshooting Guidelines for End Users

Camera Unresponsiveness for Select Rooms, for under 20 seconds. If one or two camera video feeds appear temporarily frozen.

Action: Allow the Virtual Sitter platform to auto-recover if it was an isolated internet issue. A brief video freeze—typically under 20 seconds—is generally due to temporary internet issues on the traffic path to telehealth video server interrupting real-time video traffic and will resolve without intervention.

Action: Check for any error messages within the app. If the problem persists, document the error.

Camera Unresponsiveness for Select Rooms, for more than 20 seconds. If one or two camera video feeds appear frozen without auto-recovery.

Action: Remove and Re-add the Room. If the affected room remains in the current session, remove it from the grid view. Once the room is removed, add the room back into your current session to attempt re-establishing the video connection.

Action: Check for any error messages within the app. If the problem persists, if possible verify the status of the device in the patient room. If you cannot verify the status of the device or if the device needs a restart please contact the TAC Virtual Sitter line for Support at [1-855-751-7243](tel:1-855-751-7243).

Reboot Scenario:

Observation: If your workstation reboots unexpectedly, note that this is managed by the OS and is not necessarily a browser or app issue.

Action: Report the incident to IT after ensuring patient care is uninterrupted.

Performance Issues:

Action: Press Ctrl+Shift+Esc (or Command+Option+Esc on Mac) to open Task Manager. Look for high CPU or memory usage. Document any unusual activity and contact IT if necessary.

Network Connectivity:

Action: If the app stops responding, open a new browser tab and visit [Microsoft.com](https://www.microsoft.com) or [Fast.com](https://www.fast.com)

If the site loads: The network is functioning; restart the browser and sign back into Virtual Sitter.

If the site loads, but Virtual Sitter does not load: Please contact the TAC Virtual Sitter line for Support at [1-855-751-7243](tel:1-855-751-7243).

If the site does not load: Remedy connectivity if possible and contact your IT team immediately.

Document and Report:

Even if you quickly resolve an issue, note down what happened so IT and support teams can investigate later.

Do Not Modify Settings:

Avoid altering system or network settings. Instead, follow these steps and contact IT if problems persist.

Troubleshooting Guidelines for Managers

System Monitoring & Policy Testing:

Ensure workstations adhere to recommended hardware and OS configurations, including having browsers updated to a version within the last 6 months. Also ensure that no processes running on the workstation are intercepting Virtual Sitter traffic.

Consider testing workstations with a more restrictive IT update policy (or within a dedicated user group) to isolate potential conflicts that could be caused by broad IT management software policies.

If Users Report Workstation Performance Issues, Review Workstation Resources and Process:

Monitor CPU, memory, and disk usage via Task Manager or equivalent tools.

Identify and document any non-standard processes that could be affecting performance.

Network & Security Settings:

Confirm that firewall and proxy settings are correctly configured to allow traffic for our domains and IP ranges (refer to [Teladoc Network Configuration](#)).

Verify that local network issues (such as packet loss or latency) are not impacting the telehealth experience.

Escalation Process:

Establish clear communication channels with Teladoc Health Product Support and document all incidents for further analysis.

Solo & Virtual Sitter

IT Troubleshooting Quick Reference

OS & Device Checks:

Unexpected Reboots:

Action: Check the OS event logs for system-initiated reboots rather than app crashes. Document the incident.

Note: Modern browsers operate as user-level processes; a reboot suggests an OS-level event.

Performance Issues:

Action: Use Task Manager/Activity Monitor to monitor CPU, memory, and disk usage.

Tip: Determine if resource usage is caused by our app or background IT processes. Document any anomalies.

Network Diagnostics:

Connectivity Verification:

Action: From the workstation, open a browser and visit an external site unrelated to virtual sitter (e.g.,

[Microsoft.com](https://www.microsoft.com) or [Fast.com](https://www.fast.com)).

Outcome:

Site Loads: The network is likely fine; the issue may be app-specific.

Site Fails: Investigate local network issues or firewall/proxy settings.

Firewall & Whitelisting:

Action: Verify that the workstation adheres to the Teladoc Health firewall configuration requirements (see [Teladoc Network Configuration](#) and [Teladoc Health Solo by Teladoc Technical Specifications](#)).

Application-Specific Checks:

App Unresponsiveness:

Action: Check the browser session and review error messages in the console logs.

Tip: Clear the browser cache or restart the browser if necessary. Document the issue.

Escalation Process:

Documentation:

Collect screenshots, logs from Task Manager, and browser console details.

Communication:

Escalate to Teladoc Health Product Support with a summary of the incident and documented details.

Workstation Policies and Updates:

To ensure consistent performance and minimize disruptions, we recommend evaluating the Windows 11 group policies applied to these Virtual Sitter workstations. Consider placing them in a dedicated Organizational Unit (OU) that restricts frequent OS changes and prevents other audio/video applications (e.g., Zoom, Webex) from installing or updating in the background. At the same time, these policies should allow Microsoft Edge to remain

on a version released within the last six months. By balancing the need for a stable environment with up-to-date browser requirements, you help ensure that workstation resources remain focused on the telehealth application and avoid conflicts or forced reboots. Whenever possible, coordinate OS and browser updates during planned maintenance windows to maintain uninterrupted patient monitoring.

Solo & Virtual Sitter

End User Troubleshooting Guide

Verify if it is a Virtual Sitter App Issue

Unexpected App Behavior: *Observation:* If you note any unexpected behavior *within* the virtual sitter app, and you know you have internet by having checked on another browser or tab, then it's likely a virtual sitter app issue.

Action: Remedy the situation to resume care, then report the incident to the Teladoc Assistance Center using the Virtual Sitter line for Support at [+1 855-751-7243](tel:+18557517243) , or for less urgent issues tac@teladochealth.com or [+1 877-484-9119](tel:+18774849119).

Slow Performance within the App but not within other apps on the Workstation:

Action: Remedy the issue, which may include a patient transfer and browser restart, then report the incident to the Teladoc Assistance Center using the Virtual Sitter line for Support at [+1 855-751-7243](tel:+18557517243) , or for less urgent issues tac@teladochealth.com or [+1 877-484-9119](tel:+18774849119)

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Action: Remove and Re-add the Room. If the affected room remains in the current session, remove it from the grid view. Once the room is removed, add the room back into your current session to attempt re-establishing the video connection.

Action: Check for any error messages within the app. If the problem persists, verify the status of the device in the patient room if possible. If you cannot verify the status of the device or the device needs a restart please contact the TAC Virtual Sitter line for Support at [1-855-751-7243](tel:1-855-751-7243).

Verify Workstation Health

Unexpected Reboots:

Observation: If your workstation unexpectedly reboots, this is an OS-managed event—not necessarily a browser or app issue.

Action: Remedy the situation to resume care, then report the incident to your IT support.

Slow Performance on all apps on the Workstation:

Action: Note the details and contact IT if needed.

Advanced Action: If IT allows, open Windows Task Manager on your PC (or MacOS Activity Monitor on a Mac). Look for any processes using excessive resources. Note the details and contact IT if needed.

Check Network Connectivity**If the app stops responding**

Action: Open a new browser tab and attempt to access an external site (e.g., [Microsoft.com](https://www.microsoft.com) or [Fast.com](https://www.fast.com)).

If the site loads: Network is likely intact; the issue may be isolated to the Virtual Sitter application or the workstation's local configuration.

If the site fails to load: There is likely a local network issue. Remedy connectivity if possible and contact IT and once connectivity is re-established refresh the Virtual Sitter application or rejoin your session.

Follow Standard Procedures

Do Not Alter Settings: Avoid modifying system or network settings on your own.

Contact Support: If issues persist, note down your observations and contact your IT support.

Contact Information

24/7 Live Technical Support

1 855-751-7243 (Virtual Sitter line for Support)

1-877-484-9119 (General line)

24/7 Live Remote Technical Support & Live Chat

<https://teladochealth.com/contact>

Email Support

tac@teladochealth.com

Teladoc Health User Manuals

<https://solosupport.teladochealth.com>

Sales & Product Demos

1-805-562-8686

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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.

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