Teladoc Health Mini™

User Guide

P/N: MA-20142-003

Teladoc HEALTH

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Copyrights

Patent(s):

http://www.intouchhealth.com/patents

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Virtual Care System

Health systems now 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, quality, and care to their patients.

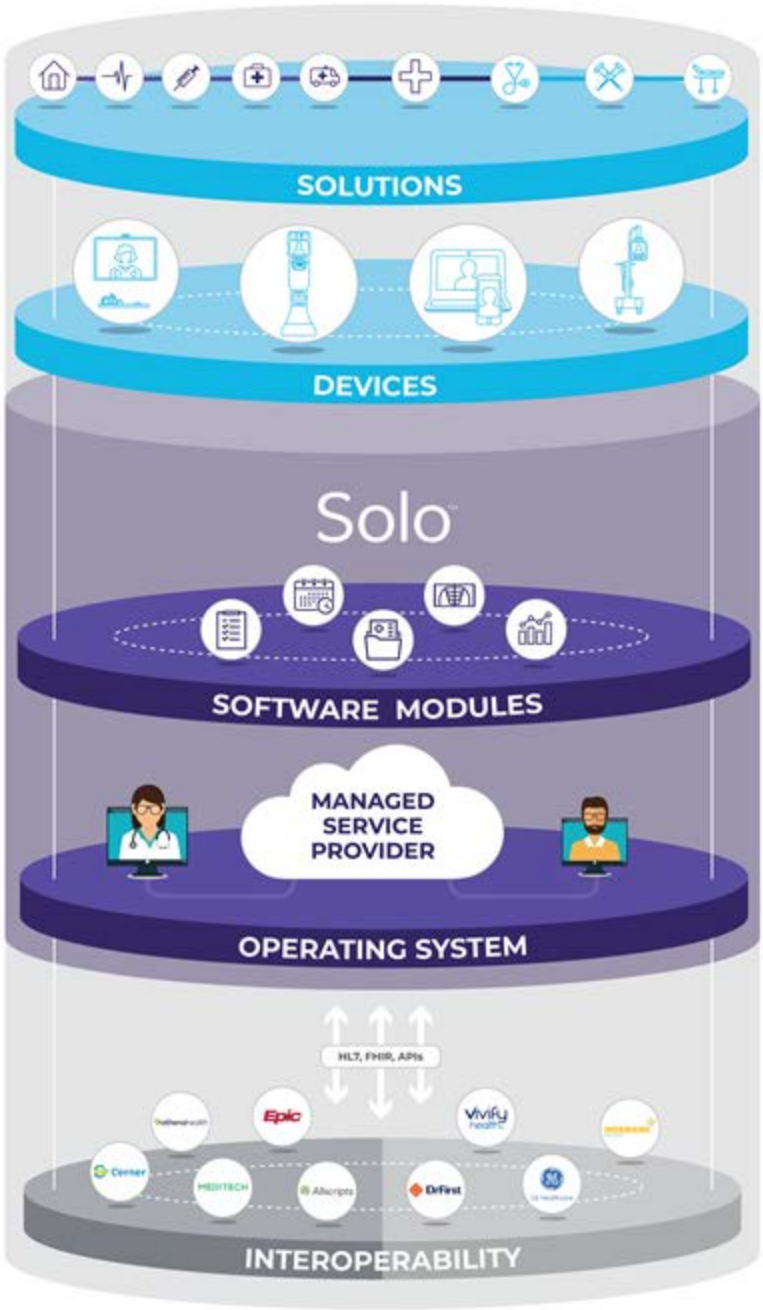
Enabling healthcare's only integrated virtual care platform, Teladoc Health powers virtual visits at clinics, healthcare facilities, and even your patients' home for an integrated experience across a multitude of use cases, environments, and budgets. Built on our cloud-based network, Solo™, our next generation software platform, is the backbone to delivering care anywhere at anytime. It provides users with everything they need to streamline their telehealth needs for fast user adoption and growth.

With Solo, you can connect people, healthcare systems, health information technology (HIT) systems, devices, and third-party software applications to enable telehealth solutions across the patient care journey. Whether launching a scheduled visit from your EMR, providing care for patients at home or in a clinic, Solo provides a core set of tools to easily deliver virtual care and provide users with an immersive, patient-centric view of their clinical work flows.

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.

Within a single platform, users are in control of their virtual experience with a configurable dashboard to meet the unique set of preferences for every user. Layer Solo into your existing HIT system investments or use it as the foundation to close your workflow gaps with our software modules, creating a solution unique to you.


SOLUTIONS
DEVICES
Solo
SOFTWARE MODULES
MANAGED SERVICE PROVIDER
OPERATING SYSTEM
HL7, FHIR, APIs
Epic
Vivify
Cerner
MEDITECH
Allscripts
DrFirst
INTEROPERABILITY

Safety Instructions

User Profile

Trained healthcare professionals are the intended users of any Teladoc Health Patient Access Device. Users of the system require clinical judgment and experience to review and interpret the patient data transmitted.

Notes, Cautions, and Warnings

℞ only **CAUTION**: Federal law restricts this device to sale by or on the order of a physician.

NOTE: Supplementary information for facilitating operation of the system.

CAUTION: Instructions for avoiding damage to the system.

WARNING: Disregarding this 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 include:

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 the Mini .	
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.	

Mini Overview

The Mini is an articulating, full motion head with a zoom camera, directional microphone, and speaker system.

Intended Application

The Mini is intended to provide high quality HIPAA compliant audio and video sessions between a provider and a patient over the Teladoc Health Telehealth Network.

Indications for Use

The Mini is HIPAA compliant and can be used for audio and video telecommunications in a variety of clinical environments.

Mini Available Options

The Mini is available in different configurations depending on the environment.

The available configurations are:

Mini Cart with Backpack	
Wall Mounted	
Tabletop	

Mini Anatomy and Components

Mini Cart with Backpack

Mini Cart's Backpack

The Mini Cart's Backpack provides a storage location for peripherals used with the Mini.

Mini Backpack Measurements

- Door: 7.6" tall x 5.6" wide
- Mini Backpack Interior Volume: 360 cubic inches
- Safe Working Load: 2.2lbs (1kg)

Expansion Ports

CAUTION:

- Adding third party software or hardware to the Mini 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 Mini. Please check with Technical Service PRIOR to installing any third party devices.

Mini Cart with Backpack

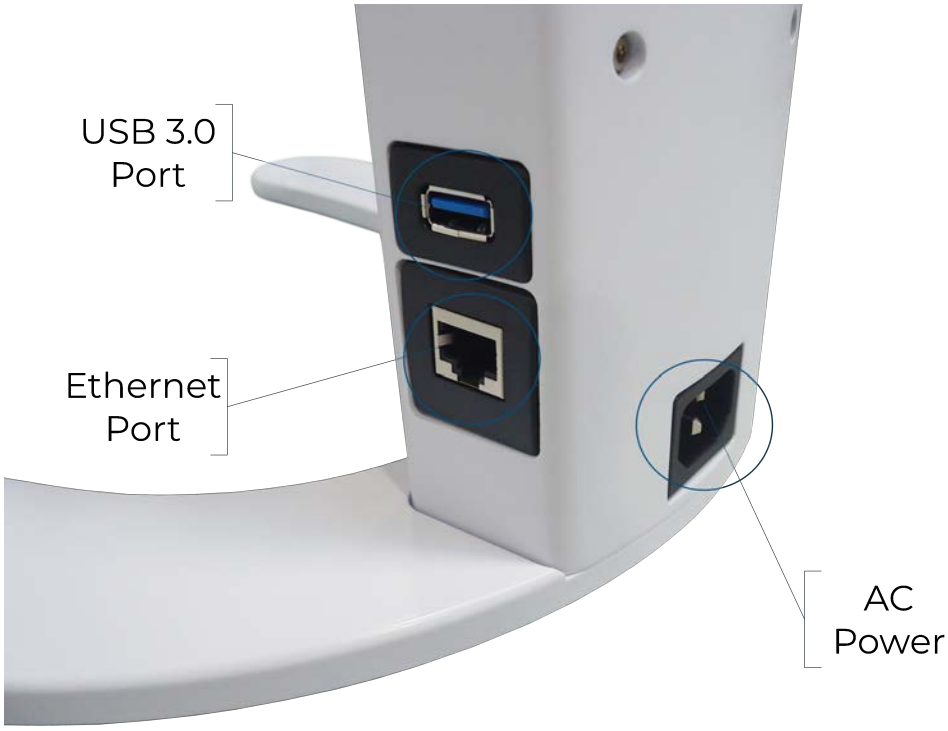
The Mini Cart with Backpack has two USB 3.0 ports that can be used to connect a variety of medical device peripherals for use during consults.

Mini Wall Mounted

The Mini Wall Mounted has one USB 3.0, one Ethernet and AC port located at the base of the unit.

Mini Tabletop

The Mini Tabletop has one USB 3.0, one Enternet, and AC port located near the base of the unit.



Getting Started

Unpacking and Charging the Mini

WARNING: Plug the Mini into a grounded “Hospital Grade” electrical outlet to minimize the risk of electrical shock.

1. Carefully remove the Mini from its packaging, taking care not to cause damage.
2. Plug the Mini into grounded "Hospital Grade" AC outlet and allow the system to charge for at least 2 hours to reach a full charge.

Mini Power and Charging Indicator

Unit Status	Power plug LED	Battery LED
Unplugged	Off	Off
Plugged in, charging	On	On, Blinking
Plugged in, fully charged	On	On

Moving the Mini Cart with Backpack

The Mini Cart with Backpack 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, 1.5A for the Mini Cart with Backpack.

Prior to moving the Mini Cart with Backpack, and when moving the Mini Cart with Backpack, do the following:

- Ensure any auxiliary devices attached to the Mini Cart with Backpack are unplugged.
- Ensure the power cord is unplugged and hung on the Mini Cart with Backpack'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.

Hanging Mini Wall Mounted

Use these instructions to mount the Mini Wall Mounted to a predetermined location.

Step	Action	Image
1.	a. Use the Wall Mounting Plate as a guide to mark installation locations for the wall anchors. b. Use either the supplied anchors or other anchors deemed suitable by facilities personnel. c. Use the bubble level as a reference to ensure the Wall Mounting Plate is level prior to marking hole locations. d. Drill holes and install anchors.	

2.	Fasten the Wall Mounting Plate to the anchors.	
3.	Position the Mini Wall Mount assembly over the Wall Mounting Plate.	
4.	Slide the Mini Wall Mount down over the Wall Mounting Plate until the locating pins on the top of the Mini Wall Mounting Plate are fully engaged.	
5.	Secure the Mini Wall Mount assembly to the Wall Mounting Plate using the supplied M3 Socket Head Cap screws.	

6.	Plug in the supplied AC cord into the bottom of the Mini Wall Mount assembly.	

Mini Power On and Off

Powering On the Mini

Press and hold the power button for 2-3 seconds until the device powers on.

Powering Off the Mini

1. Press and hold the power button for 2-3 seconds.
2. Slide the power-off slider on the screen when prompted.

NOTE: It is recommended that the Mini remain powered on to receive updates and to be available for use.

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 InTouch Devices
- MB-14011 - InTouch 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.

The optimal configuration is determined during installation.

Configuring the Mini Wireless Connection

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

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

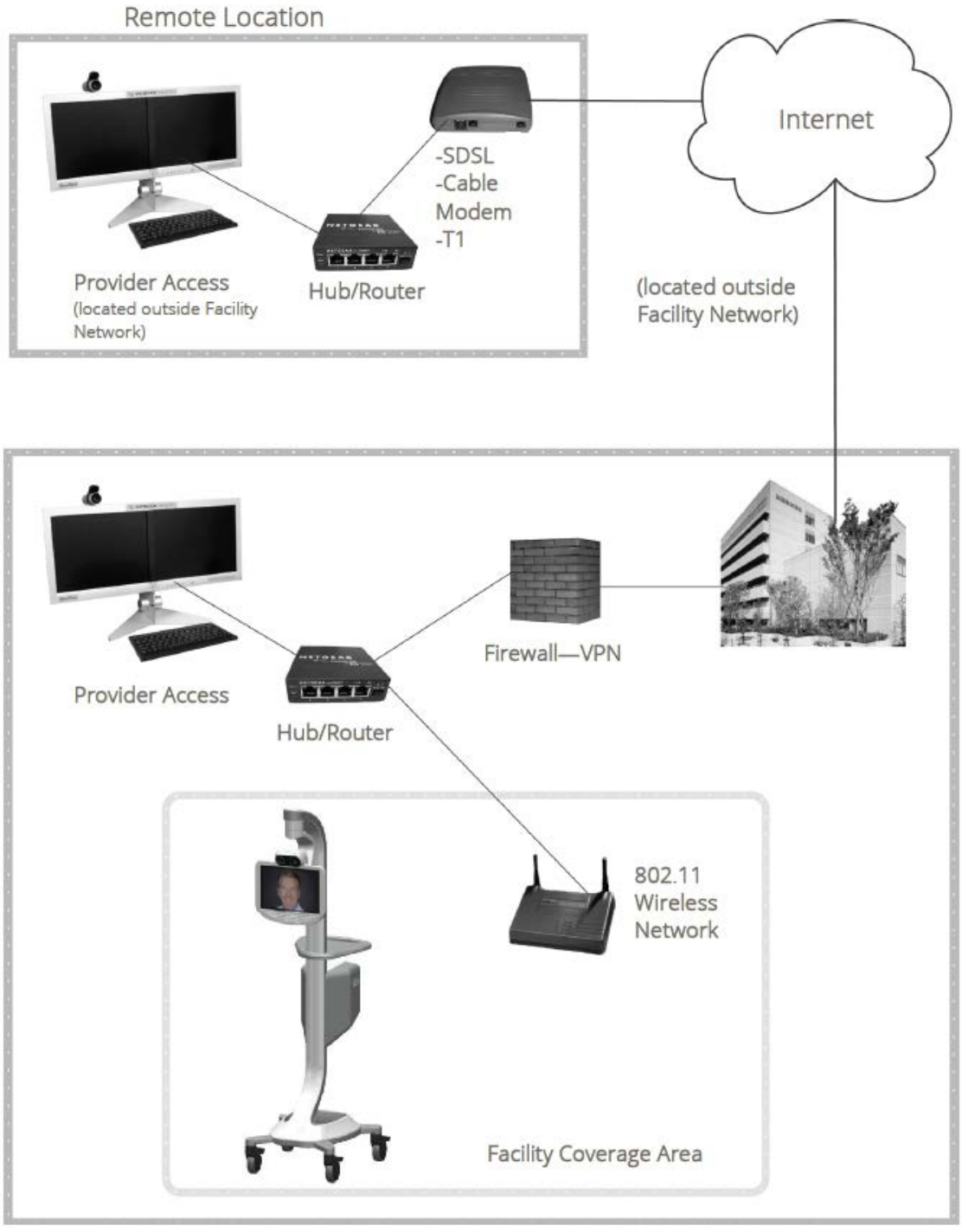
If WAPs are co-located in the same environment, radio frequency interference may be generated. Too many WAPs transmitting on overlapping channels may also degrade the wireless signal quality.

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 net-work. The ADU provides multiple features to configure the Mini 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



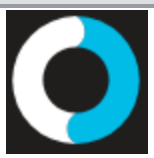
Mini Features

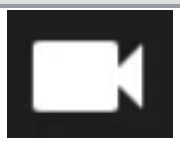
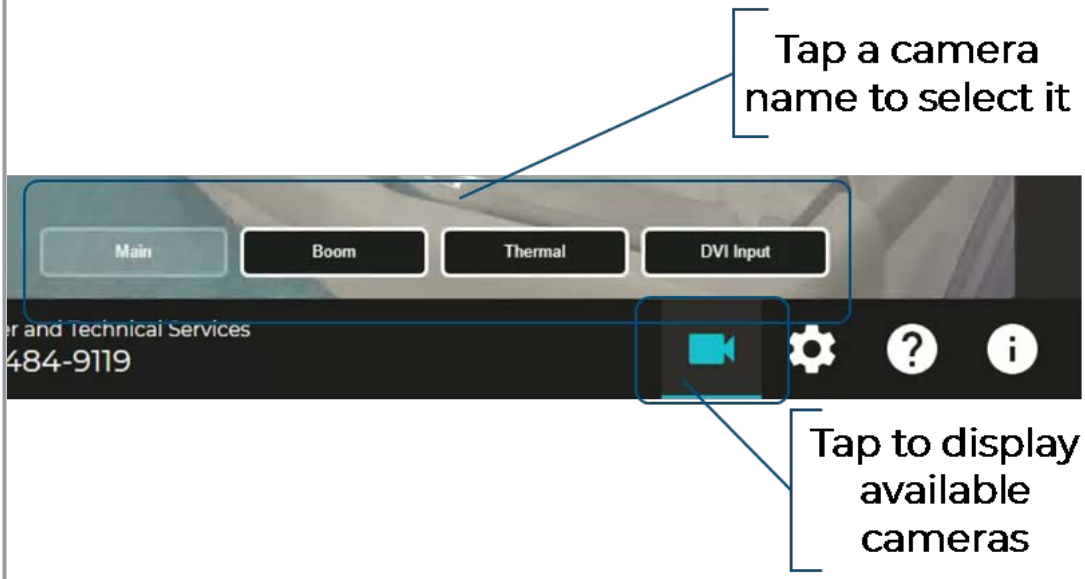
Mini Idle Features (Out of Session)

When the Mini 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 Mini's screen to access the available idle features.

Icon	Function
	Exits and returns Mini to idle mode.

Icon	Function
	Camera Preview mode allows the local user to preview the camera image, and that of any attached video peripheral. **NOTE**:The available cameras depends on what is connected to the Mini. If no additional cameras or devices are connected, no buttons are displayed. 
	Settings • **Wifi Setup** - allows user to establish a WiFi connection on the Mini. • **Cleaning Mode** - turns off the touchscreen to allow cleaning. • **Date and Time** – allows user to choose date and time display on the device in and out of the virtual encounter. • **Network Check** - runs a diagnostic of the current network connection. • **AV Wizard** - runs the audio/video setup. • **Session Start Sound** - allows the level of the session start sound to be adjusted. • **Stethoscope Types** - select the attached stethoscope (if any). • **More Options** - other device display settings.
	Opens an HTML version of the Mini's User Guide.

Icon	Function
	Displays Diagnostic Information -- Includes useful technical information such as: • Serial number • Battery charge • Wireless Network (SSID) and signal strength • IP addresses • Teladoc Health Telehealth Network (SIP) connectivity • Device status

Mini Settings Screens

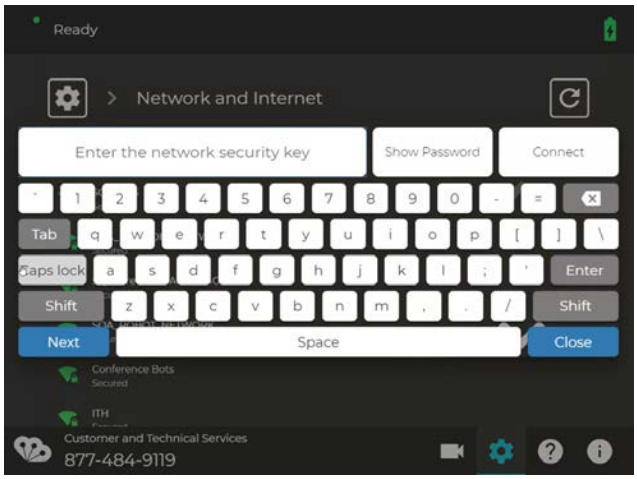
Tap the screen and then tap the Settings icon

Mini Wi-Fi Connection Setup

1. Select **Wifi Setup**  from the **Settings** screen  .
2. Select the desired secure, clinical wireless SSID network.

CAUTION: Guest, Staff, and VIP type networks are not suitable for connection of a medical device peripheral.

3. Enter the network security key.



4. Use the **Information Icon** ( ) on the lower right corner of the screen and ensure that the status is **Ready** before attempting to make a connection.

NOTES:

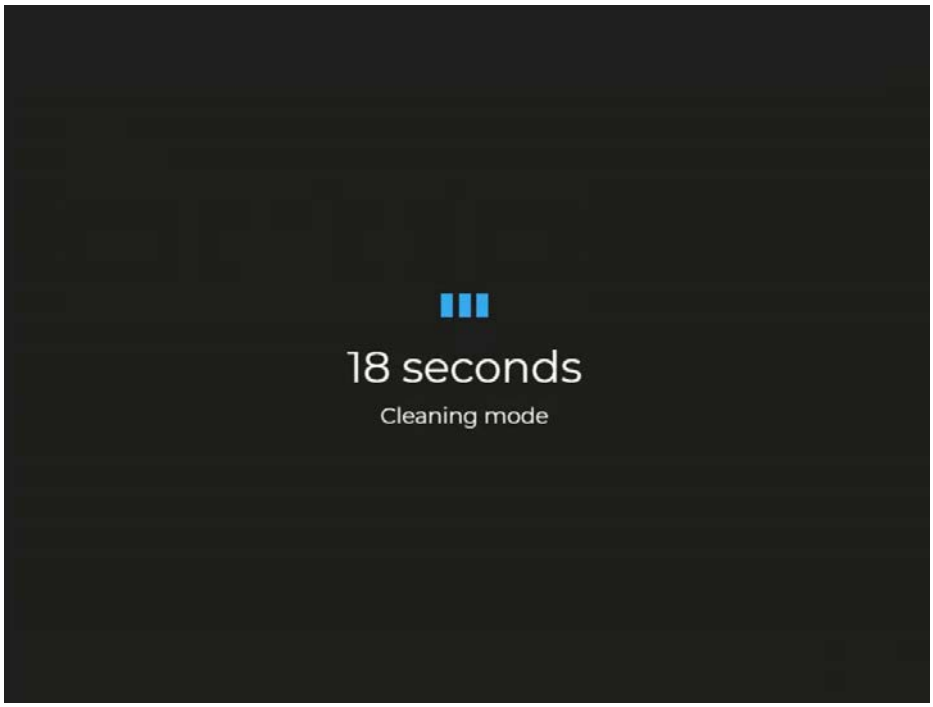
- The Diagnostic Information page will display current WiFi status.
- The Mini will automatically connect to known Wi-Fi profiles. For stored WiFi profiles, the password can be changed by selecting it and editing the password.

Device Cleaning Mode

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

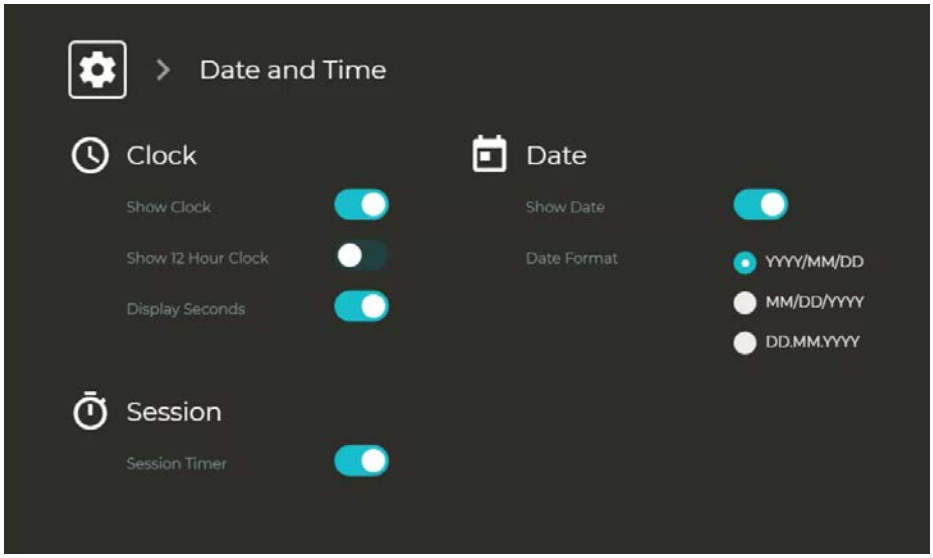
- See "Approved Disinfectants" on page 40 for more details.

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



Date and Time Settings Screen

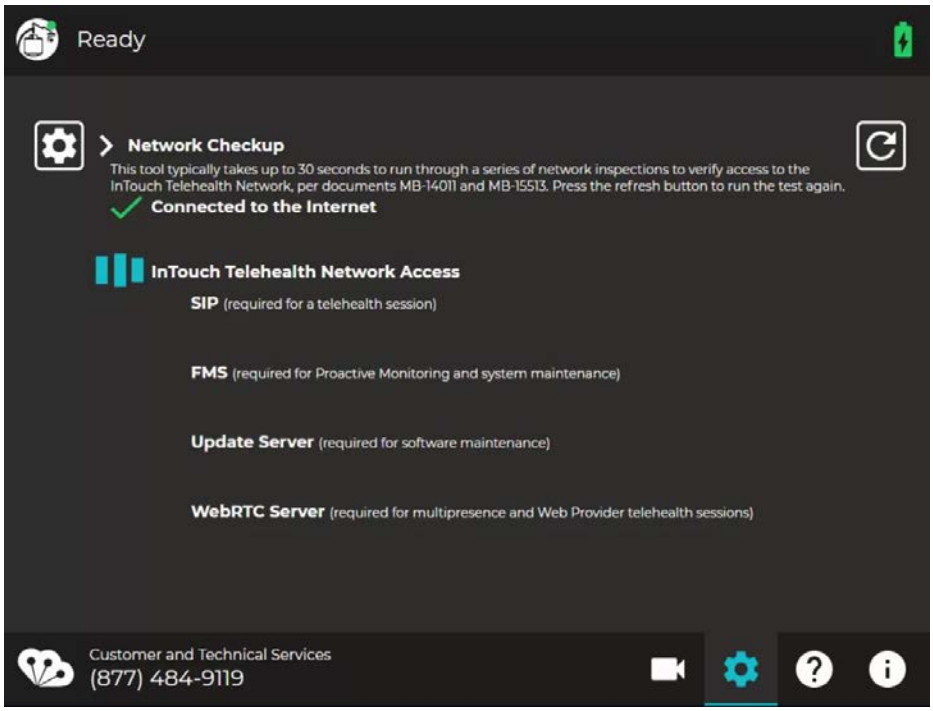
The Date and Time settings screen allows the user to change how and if time is displayed on the device.



Device Network Checkup

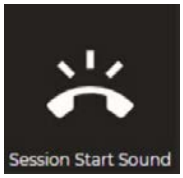
The Network Checkup screen runs and displays the results of a test of the device's current network connection.

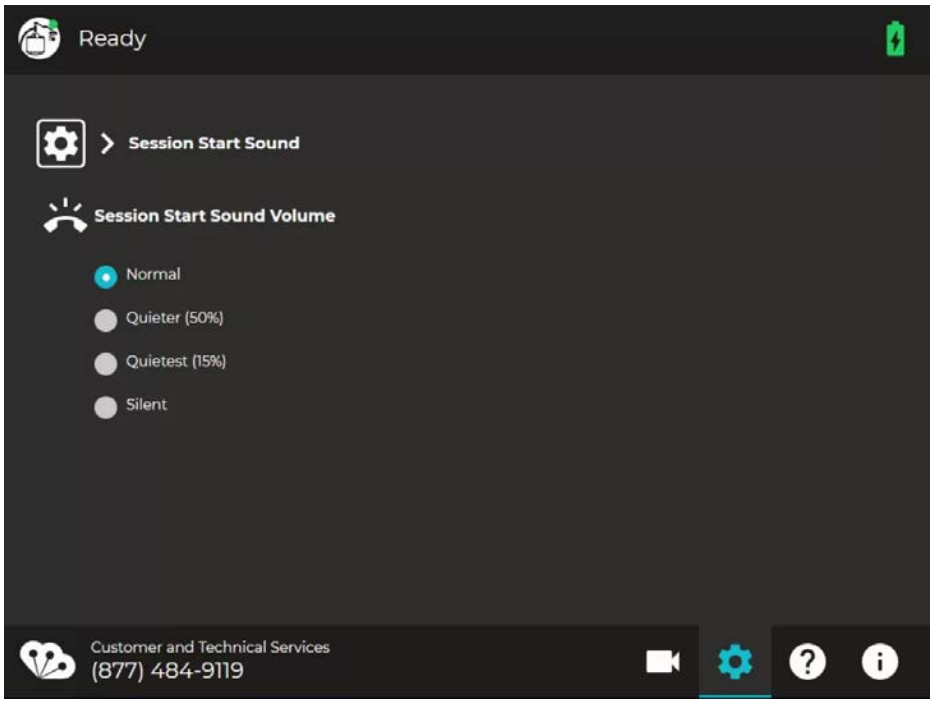
- The checkup will automatically run when the screen opens.
- A green check-mark appears for each past item.
- An orange X appears for any failed item with contact information on how to resolve any issues.



Device Session Start Sound Setting

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



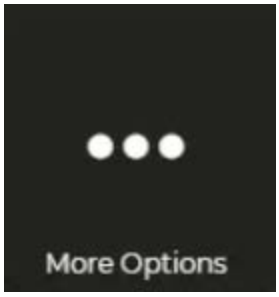


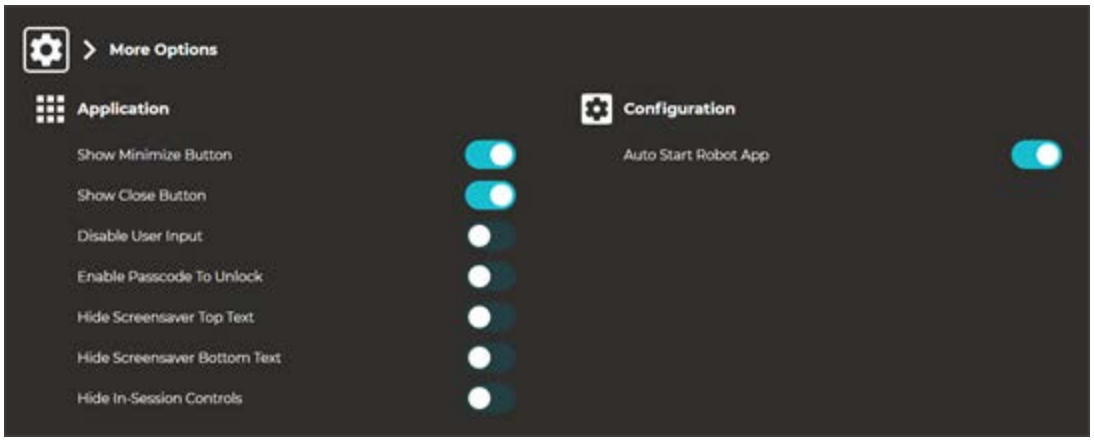
Stethoscope Types

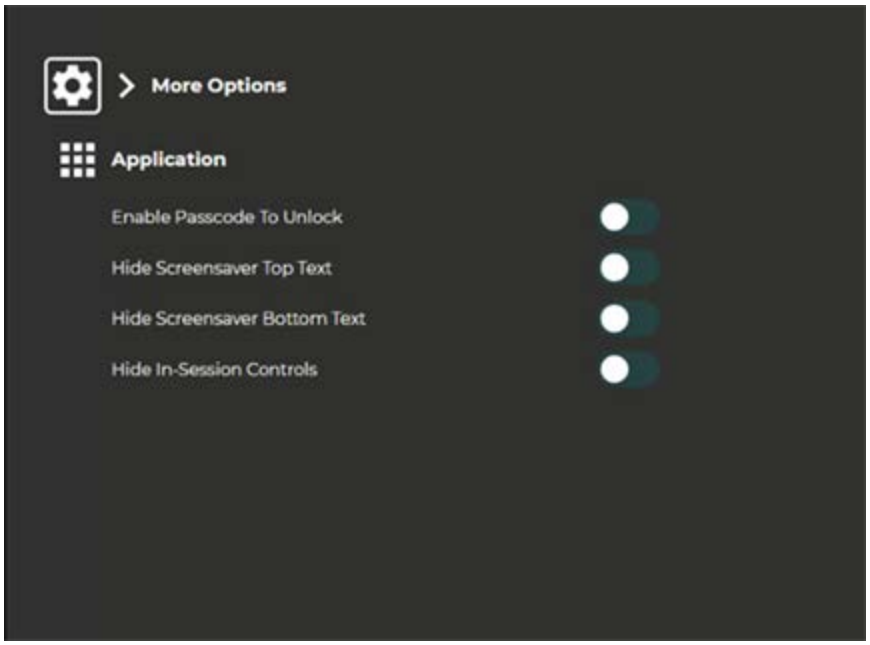
The **Stethoscope Types** settings screen allows the user to select the stethoscope used during a session.

Device Settings - More Options

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

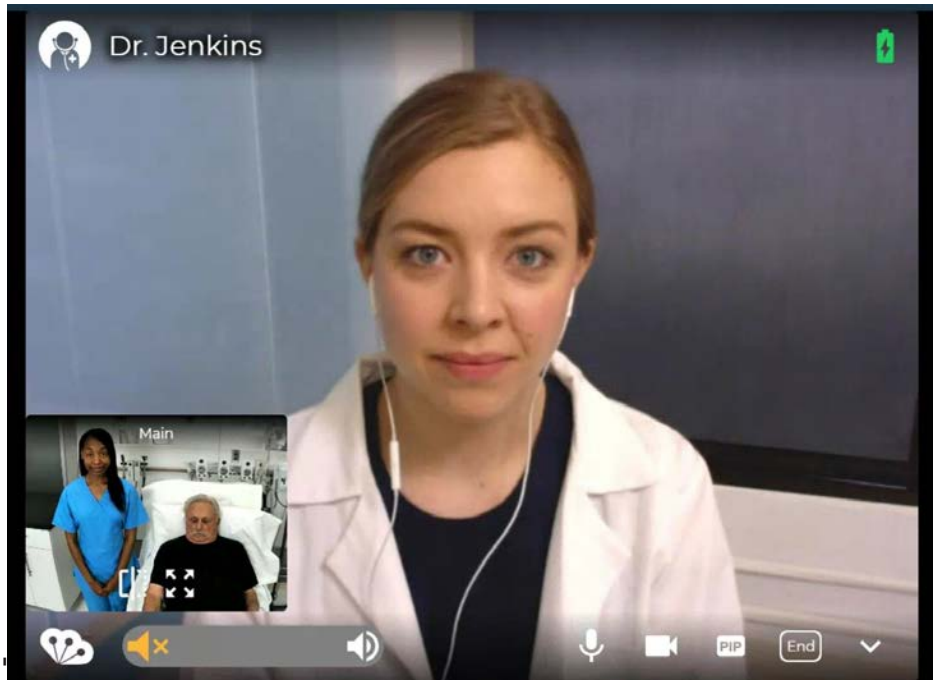


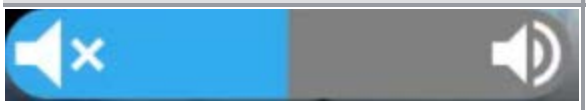
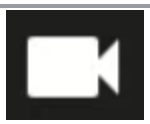
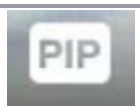


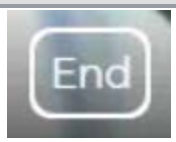
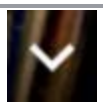


Active Session Screen Navigation

When a Virtual Care session is in progress, a screen similar to 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.
	Tap to mute the device's microphone, tap again to un-mute.
	Mutes camera on the Patient side.
	Toggle the Picture-in-Picture.

Icon	Function
	Tap to end 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.

Cleaning and Maintenance

Approved Disinfectants

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

NOTE: The following agents are for the exterior, not the lens or screen.

- PDI bleach wipes
- OxyCide
- Ethyl Alcohol
- Isopropol 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 Mini.
- Do not remove any covers to reduce the risk of electric shock. There are no user-serviceable components inside.
- Refer servicing and repair to qualified personnel only.
- 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.

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, especially of the undercarriage may require some disassembly and this should only be done by an 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.

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. See "Device Cleaning Mode" on page 32

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

Mini Maintenance

The Mini 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 (877) 484-9119.

Mini Recycling and Disposal

Leased Units

- Teladoc Health leased Mini units must be returned at the conclusion of their lease contract for recycling or reuse.
- Contact Teladoc Health Technical Support at (877) 484-9119 for details on returning the Teladoc Health Mini.

Purchased Units

- If the equipment was purchased, it is the responsibility of the customer to make sure any electronic waste or equipment is properly disposed of when necessary.
- For more information about where you can drop off your waste for recycling, please contact your local authority.

Mini Technical Specifications

Mini Performance Specifications

Audio	Microphone: directional (hyper-cardioid), 10Hz-40kHz Speakers: 2X 5W mono
Camera	High Definition (HD) Camera:10x optical zoom & 1.9 digital zoom (19x effective zoom), 30 fps, 1920 x 1080p resolution, 24-bit color
PC	MS Surface Pro 6 i5 8GB RAM, 128 GB SSD, Windows 10 LTSC
Display	12.3" Diagonal Touchscreen 2736 X 1824 pixels
Head	Pan Range: 266 degrees
	Tilt Range: 92 degrees
USB Ports	2 - USB 3.0 - Cart 1 - USB 3.0 - Wall Mounted and Tabletop
Wireless Network	Wi-Fi 802.11 ac/a/b/g/n Bluetooth 4.1
Wired Network	1 x Gigabit Ethernet (Wall Mounted and Tabletop only)
Battery Life	2 Hours in session
Charging Time	3 Hours from fully discharged to 80% charge

Mini System Input Power Requirements

Voltage	100-240 VAC
Frequency	50/60 Hz
Current	1.5 Amps

Mini Classification

Mini – 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

-IEC 60601-1:1988 Ed.2 +A1;A2;C1 Medical Electrical Equipment - Part 1: General Requirements For Basic Safety And Essential Performance

-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 Ed.3 +A1;C1:2014 - Medical Electrical Equipment – Part 1: General Requirements For Basic Safety & Essential Performance

-IEC 60601-1-2 ed.2.1 (2005) Medical electrical equipment - Part 1-2: General requirements for safety - Collateral standard: Electromagnetic compatibility - Requirements and tests

-IEC 60601-1-6:2010 Ed.3 - Medical electrical equipment - Part 1-6: General requirements for basic safety and essential performance - Collateral standard: Usability

-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 60601-1-2 ed 4.0 (2014-02) Medical electrical equipment – Part 1-2: General requirements for basic safety and essential performance – Collateral Standard: Electromagnetic disturbances – Requirements and tests

-IEC 60601-1-2 Ed. 2.0 Medical electrical equipment - Part 1-2: General requirements for safety - Collateral standard: Electromagnetic compatibility - Requirements and tests

-IEC 62366-1:2015 Ed.1 Medical Devices - Part 1: Application Of Usability Engineering To Medical Devices

-AAMI 62366-1: 2015 - Medical devices – Part 1: Application of usability engineering to medical devices

-CAN/CSA/IEC 62366-1: 2015 - Medical devices – Part 1: Application of usability engineering to medical devices

-CENELEC EN 62366-1: 2015 - 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

-UL 62368-1:2014 Ed.2 Audio/Video, Information And Communication Technology Equipment - Part 1: Safety Requirements

-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 <= 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 <=16 A Per Phase & Not Subject To Conditional Connection

-EN 55032: 2012/AC: 2013 Electromagnetic compatibility of multimedia equipment – Emission requirements (CISPR 32:2012 (EQV))

-EN 55035:2017 Electromagnetic Compatibility Of Multimedia Equipment - Immunity Requirements

-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

Mini Environmental Specifications

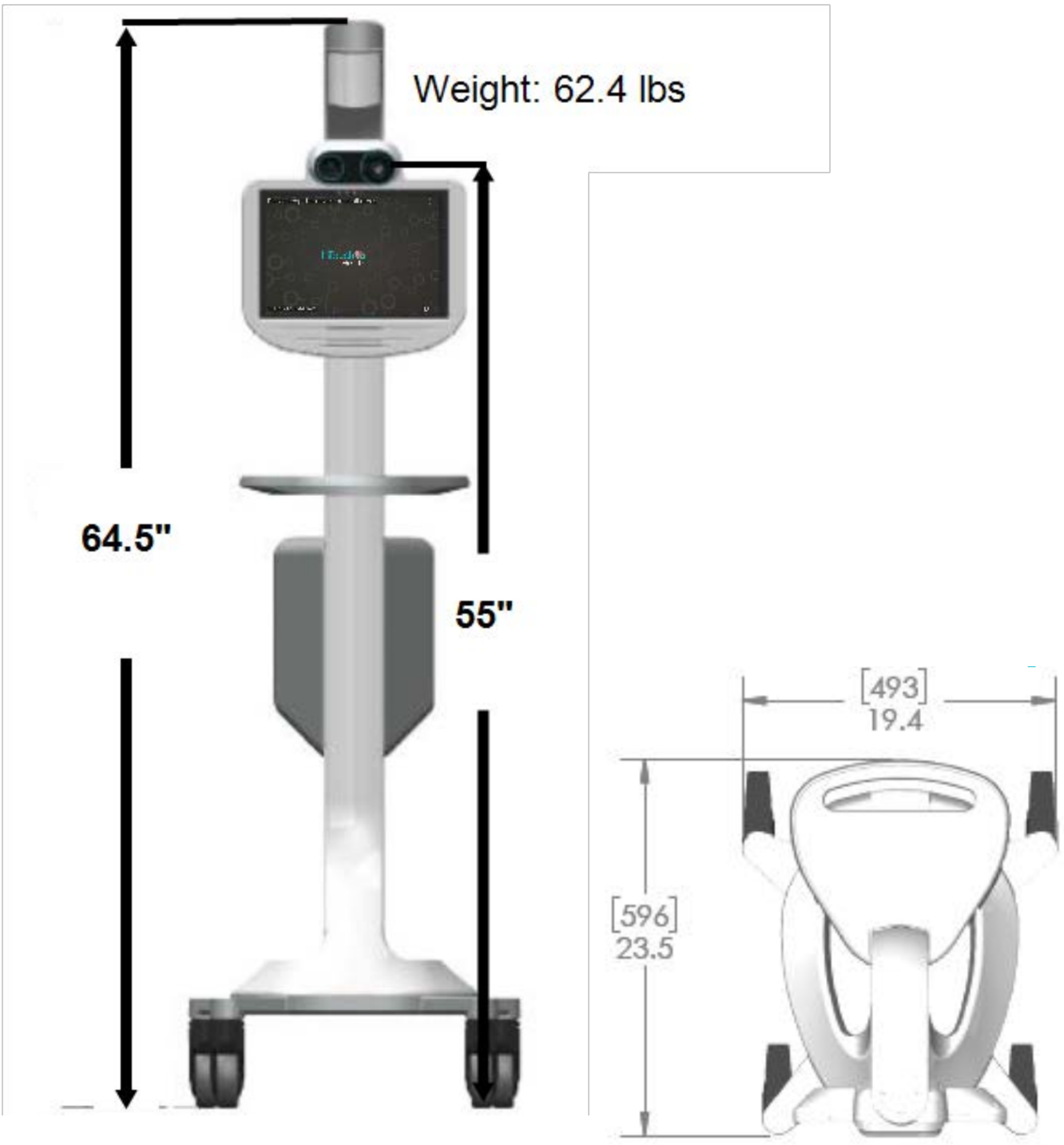
Operating:

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)

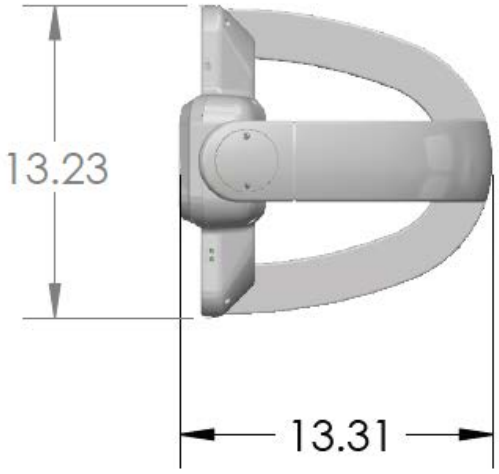
Mini Cart with Backpack Physical Specifications



Mini Tabletop Physical Specifications

Weight: 21 lbs

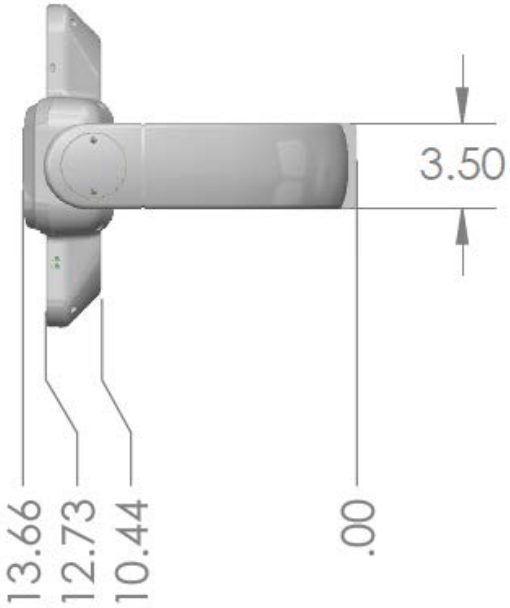
Electric cord is 10 ft coiled cord that fully extends to 13.5 ft.



Mini Wall Mounted Physical Specifications

Weight: 17 lbs

Electric cord is 10 ft coiled cord that fully extends to 13.5 ft.



Electromagnetic Compatibility - Guidance and Manufacturer's Declaration

The Mini 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 Mini for electromagnetic compatibility (EMC) are provided below:

- Equipment in hospital environments, including the Mini 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 Mini, 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 Mini is intended for use in the electromagnetic environment specified below. The customer or the user of the Mini should assure that it is used in such an environment.

Emissions Test	Compliance	Electromagnetic Environment
RF Emissions CISPR 11	Group 1	The Mini 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	The Mini is suitable for use in all establishments other than domestic and those directly connected to the public low-voltage power supply network that supplies buildings used for domestic purposes.
Harmonic Emissions IEC 61000-3-2	Class A	
Voltage Fluctuations / Flicker Emissions IEC 61000-3-3	Complies	

Table 2: Electromagnetic Immunity

The Mini system is intended for use in the electromagnetic environment specified below. The customer or the user of the Mini 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% UT (>95% dip in UT) for 0.5 cycle 40% UT (60% dip in UT) for 5 cycles 70% UT (30% dip in UT) for 25 cycles <5% UT (>95% dip in UT) for 5 sec	<5% UT (>95% dip in UT) for 0.5 cycle 40% UT (60% dip in UT) for 5 cycles 70% UT (30% dip in UT) for 25 cycles <5% UT (>95% dip in UT) 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 Mini 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

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

Immunity Test	EC 60601 Test Level	Compliance Level	Electromagnetic Environment - Guidance
Conducted RF IEC 61000-4-6 Radiated FR IEC 61000-4-3	3 Vrms 150 kHz to 80 MHz 6V in ISM bands between 150kHz and 80MHz 3 V/m 80 MHz to 2.5 GHz	3 Vrms 150 kHz to 80 MHz 6V in ISM bands between 150kHz and 80MHz 3 V/m 80 MHz to 2.5 GHz	Portable and mobile RF communications equipment should be used no closer to any part of the Mini, including cables, than the recommended separation distance calculated from the equation applicable to the frequency of the transmitter. Recommended separation distance: $d = 1.2\sqrt{P}$ $d = 1.2\sqrt{P}$ 80 MHz to 800 MHz $d = 2.3\sqrt{P}$ 800 MHz to 2.5 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[a], should be less than the compliance level in each frequency range[b]. 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.

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

Immunity Test	EC 60601 Test Level	Compliance Level	Electromagnetic Environment - Guidance
			considered. If the measured field strength in the location in which the Mini is used exceeds the applicable RF compliance level above, the Mini should be observed to verify normal operation. If abnormal performance is observed, additional measures may be necessary, such as re-orienting or relocating the Mini.
			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 Mini.

The Mini is intended for use in an electromagnetic environment in which radiated RF disturbances are controlled. The customer or the user of the Mini can help prevent electromagnetic interference by maintaining a minimum distance between portable and mobile RF communications equipment (transmitters) and the Mini 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 $d = 1.2\sqrt{P}$	800 MHz to 2.5 GHz $d = 2.3\sqrt{P}$
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.

Contact Information

24/7 Live Technical Support

(877) 484-9119

24/7 Live Remote Technical Support & Live Chat

https://intouchhealth.com/contact-us/

E-mail Support

ITHSupport@intouchhealth.com

Website

www.InTouchHealth.com

Teladoc Health User Manuals

https://intouchhealth.com/manuals/

Sales & Product Demos

(805) 562-8686

Intouch Technologies Inc.
7402 Hollister Avenue, Goleta, CA 93117
Ph: 805.562.8686 • Fax: 805.562.8663
www.intouchhealth.com

LEARN MORE

TeladocHealth.com | engage@teladochealth.com

Teladoc 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.