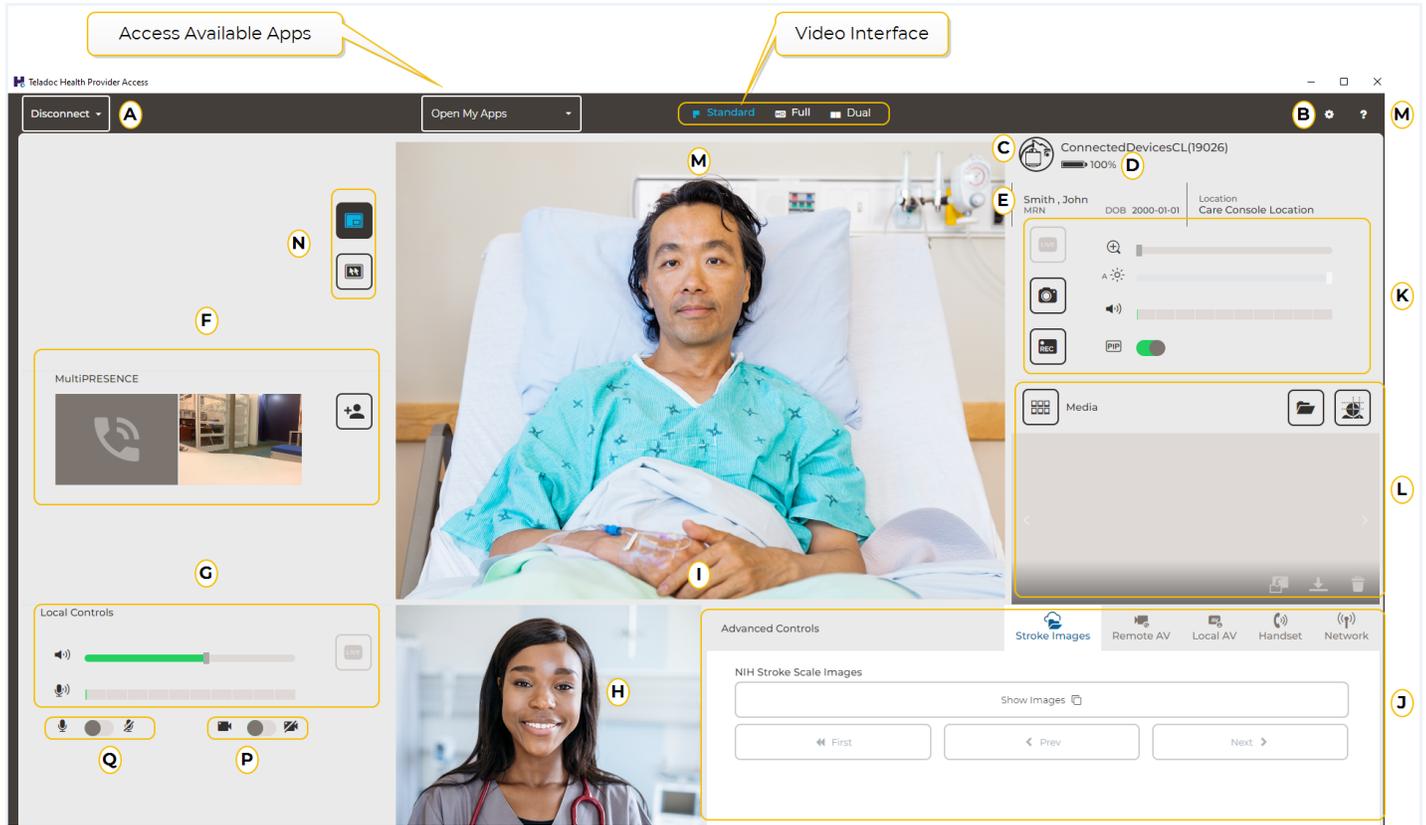


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Dashboard Overview

A description of the Teladoc Health Provider Access Software for Windows follows.



A	Disconnect	Used to Disconnect from a Patient Access Device and to Dock drivable Patient Access Devices.
B	Options	Used to open Patient Access Device options and administrate user accounts.
C	Model	Indicates model of Patient Access Device currently connected.

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D	Battery Charge Meter	Indicates battery charge level on the remote Device.
E	Assigned Patient Data	Patient encounter and appointment data.
F	MultiPresence	In MultiPresence sessions only, icons and controls for Provider Access Software guests, phone guests, and interpreters.
G	Local Controls (Provider Access Software)	Local Controls: Image and Video Capture, Brightness, Zoom, Focus, Volume, Screen Sharing (MultiPresence sessions only), and Microphone Mute.
H	Provider Access Software Camera View (local)	Shows local image captured by Provider Access Software Camera and is sent to Patient Access Device Monitor.
I	Virtual Joystick Vector Key (drivable Patient Access Devices only, not shown)	When selected on drivable devices, the key shown at the right pops up, allows you to slide left or right, backup, and drive forward, and/or turn using the mouse.
J	Advanced Controls	Access advanced features and applications (Stethoscope, VITA AutoDrive, Local and Remote Video, etc.).
K	Remote Controls (Patient Access Device)	Remote Controls: Image and Video Capture, Brightness, Zoom, Focus, Volume, Audio Mode, and Picture in Picture.
L	Media Controls	Used to access, save, delete, or share media (images and videos).
M	Remote Camera View	Shows remote image captured by Remote Camera sent to Provider Access Software.
N	Mouse Cursor Mode	Switches the mouse cursor between Normal, Live Cursor, and Laser Pointer modes.
O	Help	Used to open the User Guide in a browser.
P	Video Mute	Pauses the video feed to device and other participants.
Q	Audio Mute	Mutes the local microphone.

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Mouse Modes

When the mouse cursor is placed over the Remote Camera View in the Provider Access Software, the mouse buttons have special functions which control the Patient Access Device. The following options are available:

- **Normal Mode**—BoxZoom, Point-to-See, Point-to-Drive
- **Live Cursor Mode**—During live video, the remote user’s mouse cursor displays their user name and they can point to areas of interest they are seeing on their Provider Access Software Camera View. This also shows on the Patient Access Device’s display
- **Laser Pointer Mode**—Not available on all Patient Access Devices.

Refer to the following table for a summary of the mouse mode controls.

	Left-Mouse Button	Wheel Button	Right-Mouse Button
Normal Mode	<p>Point-to-See — single click, Patient Access Device camera moves and focuses to the location of the cursor.</p> <p>BoxZoom — click and drag, Patient Access Device camera zooms to the selected area. Point-to-Drive (Teladoc Health VITA only), Click and hold for two seconds on a floor location in the Remote Camera View.</p> <p>A Green marker will appear on the display to indicate a valid location and the VITA will attempt to drive there</p>	<p>Scroll—Patient Access Device camera zooms in or out.</p> <p>Drag—Patient Access Device camera tracks the cursor location.</p>	<p>Click—Zooms out to full view. Patient Access Device camera returns to full view from any zoom level.</p>

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	Left-Mouse Button	Wheel Button	Right-Mouse Button
Live Cursor Mode	<p>User Name is displayed next to your cursor on everyone's Provider Access Software (and on the Patient Access Device, if desired).</p> <p>Click— Point-to-See, Head Camera moves to the location of the cursor.</p> <p>Drag—Point to selected areas on live video from the Patient Access Device Camera.</p>	<p>Scroll—Patient Access Device camera zooms in or out.</p> <p>Drag—Patient Access Device camera tracks the cursor location.</p>	<p>Click—Select Hide Live Cursor from Patient Access Device, if desired. Patient Access Device camera returns to full view from any zoom level.</p>
Laser Pointer Mode (VITA only)	<p>Click and Hold—Laser is activated to the center of the current Patient Access Device camera View.</p> <p>Drag—Laser can be directed to locations in the Remote Camera view.</p>	<p>Laser is off</p>	

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Mouse-Based Control

The Patient Access Device utilizes a dual-camera system to obtain both the greatest field of view for driving and the maximum zoom capability during Remote Presence sessions. When zooming in or out, the application automatically switches to the appropriate camera for the desired focus.

On the Zoom slide control bar, this transition occurs when the slider is moved between the blue and yellow portions of the bar. (You may notice a slight visual shift when this occurs.)

The mouse may be used to control the Remote Camera View using Point-to-See, the Box-Zoom function, or the mouse scroll-wheel.

Point-to-See

A left click of the mouse anywhere on the Remote Camera View centers focus to that location.

Box Zoom

Left click at the center of what you want to view, then hold and drag the Mouse cursor over the area to be enlarged, and then release the Mouse button. This zooms in on the selected area.

Scroll Wheel Zoom

Zoom In - Roll the mouse scroll-wheel forward.

Zoom Out - Roll the mouse scroll-wheel back.

Return to Full View

If zoomed in using any means, a right click of the mouse anywhere on the Remote Camera View zooms out to full view.

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Media Controls

Taking Snapshots/Videos

1. Click the camera icon () to take a picture of the local or remote view, or click the video icon () to take a video of the local or remote view. Click **STOP REC** to stop recording.
2. Scroll to view media thumbnails (still or video) using the thumbnail slider in the Media Controls.

Your media is stored for the current session only. Media can be saved for later review; by default, it will be stored encrypted. Encrypted files are only viewable in the Provider Access Software by the user that saved them.



3. Select the save icon () to save media files. By default, media is saved in an encrypted format.
4. Select the folder icon () to view files that have been saved.

Viewing/Sharing Media to the Patient Access Device

1. Click the Media Browser arrows to view stored images.
2. Click the Share Media icon () to display the image on the Patient Access Device. If you shift-click the Share Media icon, the next picture in the media queue will be selected and shared.
3. Click the LIVE icon () to return to live video.

Contact Information

24/7 Live Technical Support

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24/7 Live Remote Technical Support & Live Chat

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

Email Support

ITHSupport@intouchhealth.com

Website

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Teladoc Health User Manuals

<https://intouchhealth.com/manuals/>

Please contact your Teladoc Health Account Representative for product User Manuals

Sales & Product Demos

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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.