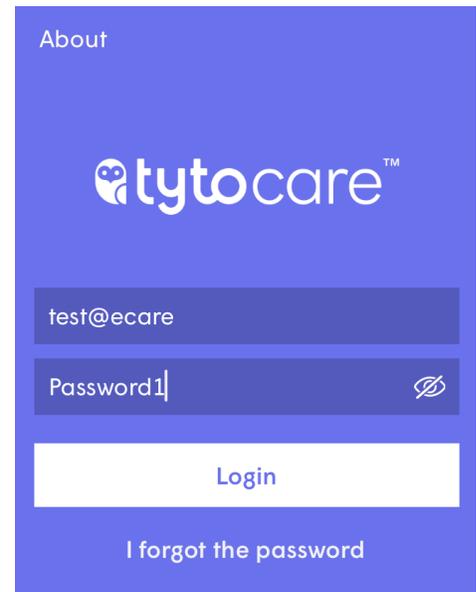
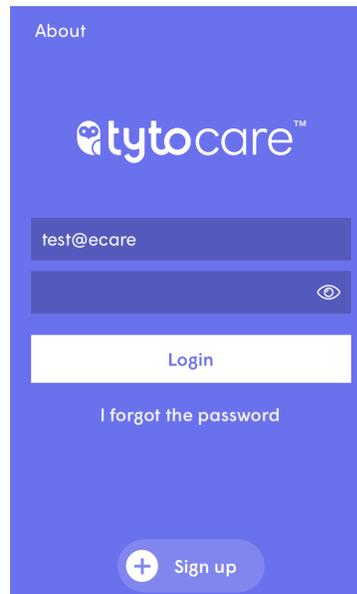
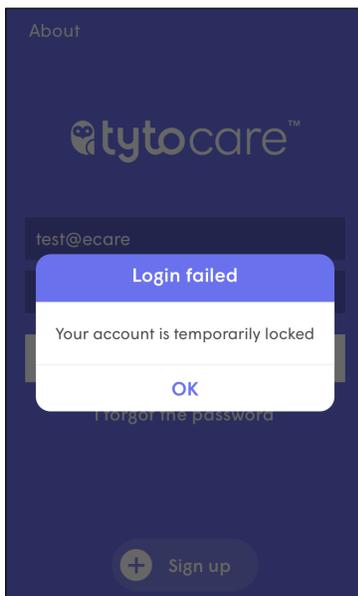


## TytoCare | Platform Troubleshooting

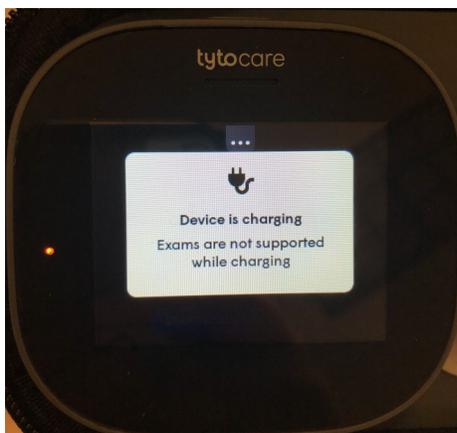
### 1. User exceeded login attempts, "Login failed - Your account is temporarily locked"

- User will be temporarily locked out of the application for 2 minutes
- After 2 minutes, attempt application login using the provided login credentials
- To view the password entered, select the icon to the right of the password field (see images below)



### 2. The TytoCare device won't turn on

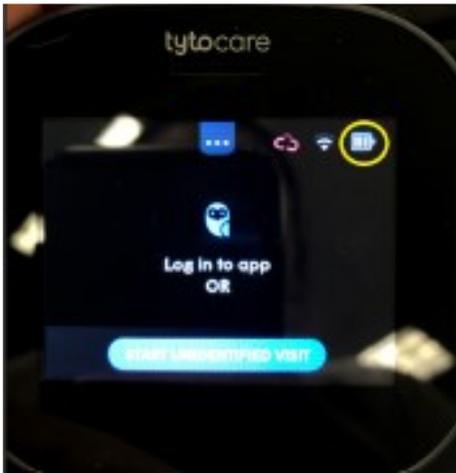
- Confirm the device is charged. Connect the charging cable to the device; an orange LED illuminates while charging and appears green when fully charged.
- In the event the battery on the TytoCare device dies, the device will be unavailable for 20 minutes for recharging.



## TytoCare | Platform Troubleshooting

### 3. The TytoCare device battery is low

- Best practice is to maintain a battery level of 20% or greater.
- If the TytoCare device reaches a level of 20% or less, user may experience ineffective use or shut down during a patient exam.
- If the TytoCare device reaches a level of 10% or less, user cannot use the TytoCare device for a patient exam.
- If TytoCare device battery level is depleted, the TytoCare device will need to be plugged into power and will take up to 20 minutes to be at optimal charge for patient use.



### 4. The TytoCare device will not charge

- Confirm the cart is plugged into power.
- Confirm the charging cable is inserted into the correct port (see image below), the orange LED will illuminate when charging correctly.



## TytoCare | Platform Troubleshooting

### 5. The TytoCare device screen is frozen

- Force shut down on the device by holding the power button found on the top of the TytoCare device for a full 10 seconds. The screen will appear black to confirm the power down was successful.
- To power on, press the power button once.



### 6. I cannot hear the provider

- On the side of the iPad, locate the volume control button and ensure the volume is turned up.
- If user is still unable to hear the provider, contact the eCare team to facilitate troubleshooting.

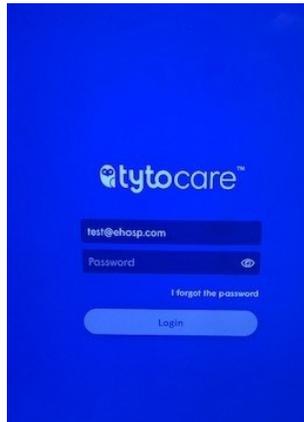
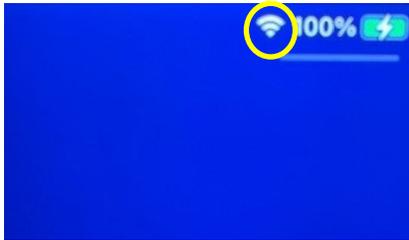
### 7. The image on the video exam appears blurry or is not sharp

- If the image will not focus during the throat or skin exam, touch the device screen to the area of interest to apply auto-focus.
- During the skin exam, optimal depth in positioning the device is 3" - 5" away from the area of interest.

### 8. I cannot log into the TytoCare application

- Confirm the iPad is connected to the internet
- Confirm the TytoCare username and password is accurate. See 'User Login Instructions' located on the cart to confirm.
- Force close the TytoCare application by swiping upward from the bottom of the screen followed by swiping the TytoCare application upward to push it off the screen.

## TytoCare | Platform Troubleshooting



### 9. The TytoCare device will not connect to the iPad

- The TytoCare device must be unplugged from the charging cord and powered on for patient care use. If the red icon is displayed (see image below), refer to step 8 to establish connectivity.
- User may experience 1-2 minutes before the icon turns green while establishing connectivity.
- If the icon does not turn green, see Network Connection & Pairing instructions for troubleshooting.
- If the iPad cannot detect the TytoCare device, the below message will be displayed.
- Confirm the TytoCare device is charged and powered on. Once the device is powered on, select 'Try again.'

