

# TytoHome™

## Quick Start Guide



 **tytocare™**  
health is in your hands

# Welcome to Tyto!

Congratulations on your recent purchase of TytoHome™, and your decision to put “health in your hands” by giving you and your family the convenience and peace of mind of a remote exam and telehealth visit, anytime, anywhere. We are excited to have you join the TytoCare family!

This guide walks you through setting up TytoHome for the first time and provides a brief overview on how to use it to conduct a comprehensive telehealth exam and visit with a doctor from the comfort of home.

**We recommend setting up TytoHome as soon as possible so it is ready to use when you really need it. The process is easy and will take less than 10 minutes.**



Please watch the training videos in the TytoApp

In addition to this Quick Start Guide, we have created a series of brief training videos to help you set up and use TytoHome. The videos will start automatically once you launch the TytoApp on your smart phone or tablet. You can also access these videos anytime by clicking on  at the top right corner of the TytoApp after you have logged in.

These videos are the best way for you to learn how to set up and use TytoHome and we strongly encourage you to watch them to help guide you through the process.

## Table of Contents

■ Welcome to Tyto .....	2
■ Product Overview .....	4
■ Setting up TytoHome .....	6
■ Conducting a Telehealth Session .....	8
■ Maintenance .....	14
■ Troubleshooting .....	15



# Product Overview

## Tyto Device



## Adaptors



\*Ear caps come in 3mm for small children age < 3 and large (4mm) for older children and adults.  
Tongue depressor comes in 6cm for children and 8cm for adults.

## Connecting the Otoscope, Stethoscope and Tongue Depressor

The Otoscope, Stethoscope and Tongue Depressor are easily attached to the Tyto Device by lining up the blue dots (see the Stethoscope example below, figure 1). To remove, gently pull the Adaptor away from the Tyto Device.



Figure 1

## How to Use the Ear Caps

To help keep your Otoscope clean you have been provided with plastic Ear Caps. These can be used on top of the Otoscope like a cap (figure 2). These come in 2 sizes, small (3mm) for small children (age < 3) and large (4mm) for older children and adults.

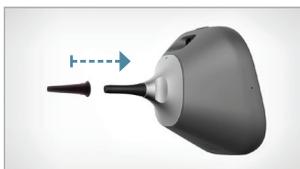


Figure 2

## How to Connect the Tongue Depressor

Plastic Tongue Depressors attach to the Tongue Depressor Adaptor for use, if needed, when conducting throat exams.

Attach the Tongue Depressor Adaptor to the Tyto Device by aligning the blue dots. Insert the Tongue Depressor into the Adaptor until you hear a clicking sound. To detach, press the locking latch at the bottom of the Tongue Depressor (figure 3).



Figure 3

## Using the Smartphone Stand

A smartphone stand has been built into the TytoHome case to help keep your hands free while you conduct exams using your TytoHome Device (figure 4).

## Turning Your Tyto Device On/Off

To turn the Device on simply press the on/off button located on top of the Device.

To turn it off, swipe down on the Device screen and select Shutdown (figure 5).

If the Device is unresponsive, hold down the top on/off button continuously for 10 seconds to force shutdown.



Figure 4

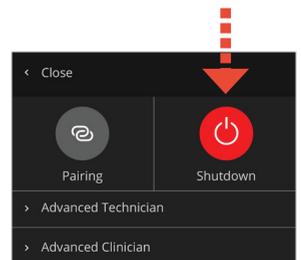


Figure 5

# Setting Up TytoHome

Please set up TytoHome as soon as possible so it is ready for use when you need it. The set up process is easy and will take less than 10 minutes. **You will need to have your home Wi-Fi password to complete this process.**

**Step 1: Download the TytoCare App** from the App store onto your smartphone or tablet.

**Step 2: Register** by opening the App and clicking on the **Sign up** button (figure 6). If you signed up through your doctor's office a username and password or registration code may be sent to you separately. Otherwise, enter a username and password of your choice.

You will be asked some questions about yourself, such as gender and date of birth. You can also register your family members at this time.

**Step 3: Pair the TytoApp to your Tyto Device.** In order for your Tyto Device to communicate with the TytoApp you need to pair it. **You will use your home Wi-Fi internet** whenever using the TytoApp, so please make sure the smartphone or tablet you are using is connected to your home Wi-Fi and that you are in a location where the signal is strong (e.g. close to the router).

**Please have your home Wi-Fi password available as you will need it to complete the pairing process.**

It is always preferred that you use your home Wi-Fi internet connection when using Tyto, but if you need a back-up or if you are traveling, you may use a smartphone

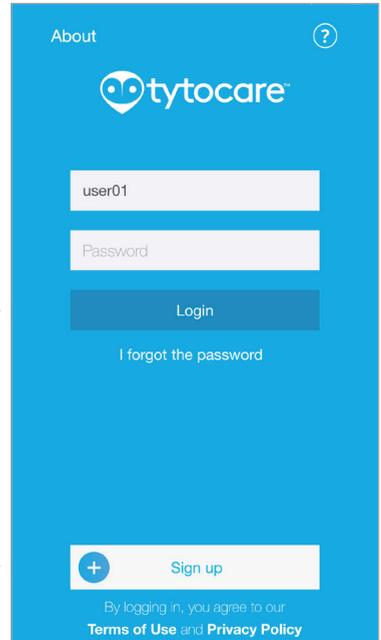


Figure 6

as a hotspot internet connection, but only when you are using the TytoApp on a different smartphone or on a tablet.

- a. The **Device pairing** screen will be displayed on the TytoApp. Enter your home Wi-Fi password and press **Next** (figure 7). If this screen is not displayed automatically, press the red pairing icon  located in the upper right corner of the App and the Device pairing screen will be displayed.
- b. Turn on your Tyto Device using the on/off button on top of the Device. Press **I have the App** and **Scan Barcode** on the Device.
- c. Use the camera on the Tyto Device to scan the barcode on the TytoApp as shown below (figure 8).

- d. You should now see a green pairing status  in the upper right corner of the TytoApp on your iPhone or iPad. This indicates that the TytoApp is successfully paired. On your Tyto Device screen you should see a connected icon  in the upper right corner of the Tyto Device screen. You are now ready to use TytoHome.

If pairing is unsuccessful, make sure the Wi-Fi password is correct and scan the barcode again. If the barcode screen on the Tyto Device does not appear automatically, swipe down on the screen and choose **Pairing**.

**After completing the set up process please make sure you fully charge the TytoHome Device so it is ready for use.**

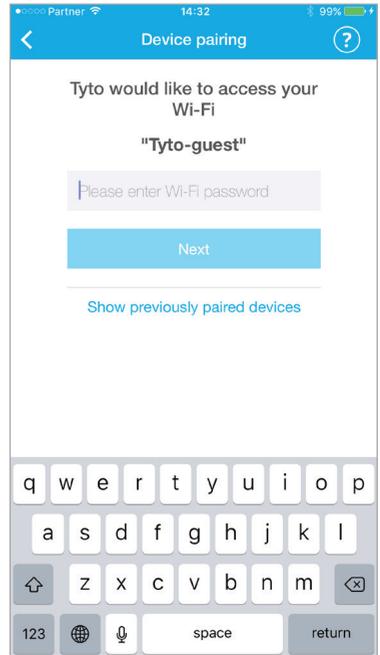


Figure 7

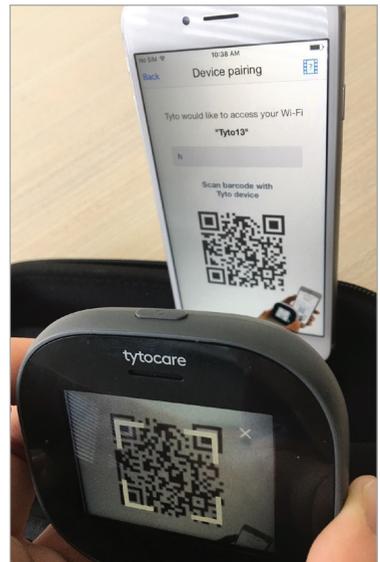


Figure 8

# Conducting a Telehealth Session

There are 2 ways to conduct a telehealth exam and visit using TytoHome:

- 1. See a Clinician Online** – this option lets you connect with a clinician immediately via video - the doctor will remotely examine you or your family member using the Tyto exam tools and provide an immediate diagnosis.
- 2. Exam and Forward** – this option guides you through the process of capturing examination data on yourself or a family member and sending it to a physician to diagnose at a later time.

## See a Clinician Online

**Step 1:** Log into the TytoApp on your smartphone or tablet.

**Step 2:** Turn on your Tyto Device by pressing the on/off button at the top of the Device.

**Step 3:** Make sure that the TytoApp is paired to your Tyto Device. Pairing should happen automatically if you have already paired the TytoApp to your Tyto Device during the initial set up process, and you are using the same Wi-Fi connection. However, if it does not pair automatically, and you see the red pairing icon , please follow the directions for **Pairing** in the **Troubleshooting** section of this guide, or watch the pairing video found by pressing the  button in the upper right corner of the TytoApp.

**Step 4:** Choose which patient you want to be examined.

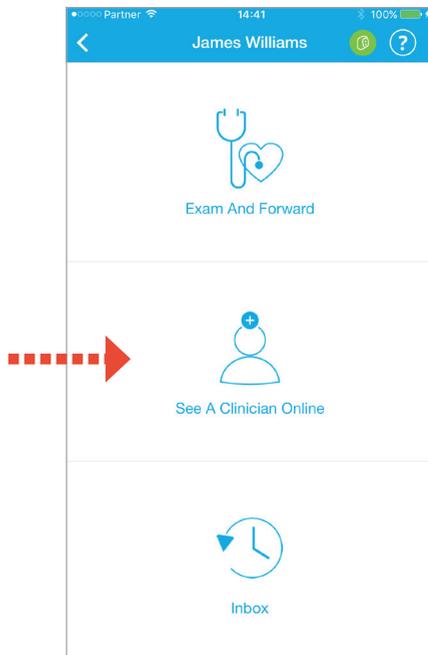


Figure 9

**Step 5:** Choose the type of telehealth visit you would like to perform – choose **See a Clinician Online** (figure 9).

**Step 6:** Select your preferred clinician to conduct the telehealth exam. You may choose a doctor who is “available, busy, or on call.”

- **Available** – the clinician is logged in and is available immediately for a visit
- **Busy** – the clinician is logged in, currently busy with a patient, but will respond as soon as he/she is available
- **On Call** – the clinician is NOT logged in but is on call, so can still accept the visit request

**Step 7:** Add the patient's **symptoms** and complete the short questionnaire to let the clinician know your main complaints.

**Step 8:** Wait until the clinician starts the online visit. Once the clinician starts the visit, you'll be asked to join. Press **Join** to start the video conference with the clinician.

**Step 9:** The video call with the clinician starts. During the online visit the clinician controls your Device remotely and will guide you through the examinations.

When the clinician performs exams, you will need to connect the correct adaptors to the Device depending on which exams he or she is performing.

- a. Stethoscope - for the heart, lungs, or heart rate exam
- b. Otoscope - for the ear exam
- c. Tongue Depressor – may be needed for throat exam
- d. For other exams, such as temperature or skin, no adaptor is required

**Step 10:** When the clinician ends the online visit, he or she may send you the notes which can be found in your **Inbox** along with your examination files (figure 10).

**Step 11:** When ready, you can close the application and turn off your Device by swiping down on the Tyto Device screen and choosing **Shutdown** (figure 11).

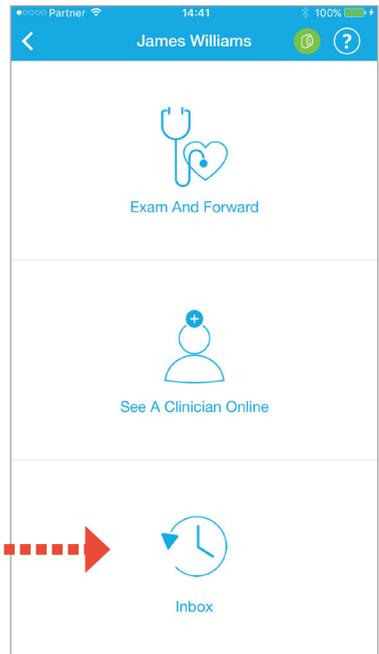


Figure 10

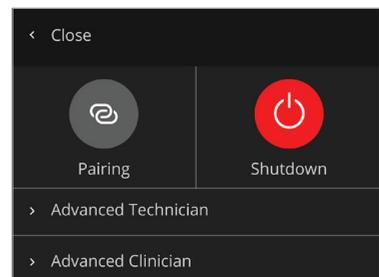


Figure 11

# Exam and Forward

**Step 1:** Log into the TytoApp on your smartphone or tablet.

**Step 2:** Turn on your Tyto Device by pressing the on/off button at the top of the Device.

**Step 3:** Make sure that the TytoApp is paired to your Tyto Device. If it does not pair automatically please follow the directions for **Pairing** in the **Trouble Shooting** section of this guide, or watch the pairing video found by clicking on  in the upper right corner of the TytoApp.

**Step 4:** Choose which patient you want to be examined .

**Step 5:** Choose the type of telehealth visit you would like to perform – choose **Exam And Forward**.

**Step 6:** On the Tyto Device, select the type of exam you would like to perform.

**Step 7:** The Tyto Device and TytoApp will guide you through each exam you would like to conduct. Step-by-step instructions are also available on the following pages in the “Conducting Exams” section.

**Step 8:** When all desired exams are recorded, press **Submit** on the Device to send the recordings to the TytoApp.

Review the exam data collected on the TytoApp. Click on each line to review the recordings. You may delete and retake exams if you like.

**Step 9:** If exams are satisfactory, press **Finish Exam**, then **Send to Clinician** for review. Note: If you want to start an online

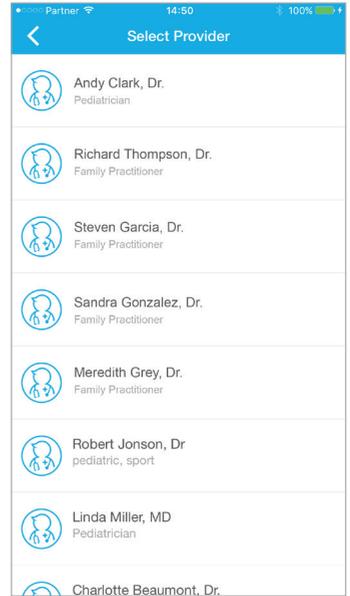


Figure 12

visit with a clinician, and allow him to review the recorded exams before the visit, press **See a Clinician Online**.

**Step 10:** Select the clinician that you would like to review your recorded exams (figure 12).

**Step 11:** Add the patient's **symptoms** and complete the short questionnaire to let the clinician know the patient's main complaints.

**Step 12:** You'll be notified in the App once the clinician has reviewed your exams and sent you the notes. Make sure notifications on your smartphone are turned on for the TytoApp. The notes will appear in your **Inbox**. All exams captured will also be stored in your inbox.

# Conducting Exams

## Heart and Lung Exam

**Step 1:** Choose **Heart**  or **Lung**  exam from the Tyto Device screen (both exams operate the same way). The lung exam requires readings to be taken on your back so it is recommended that you have someone help you with this exam.

**Step 2:** The Tyto Device will prompt you to connect the Stethoscope. Remember to follow the blue dots for correct positioning.

**Step 3:** Place the stethoscope on the chest, in the correct position, as indicated on the Device and App. Please make direct contact with the skin and make sure not to confuse the left and right sides. Press **Start** to begin recording each point of the heart or lungs.

Avoid unnecessary noise during the recording, and make sure the Stethoscope is in full contact with the skin. Observe the signal strength bar, trying to keep it in the green zone. If the bar is yellow this means the sound quality is poor, to improve sound quality make sure the Stethoscope is pressed to the skin and the patient is breathing deeply. If the bar indicates red **Noisy**, it means there is loud external noise or you are moving the Stethoscope. Make sure to hold it steady and refrain from talking.

**Step 4:** Follow the instructions in the App and record all required points as guided by the system.

**Step 5:** When you finish recording all points successfully, press **Done** to end the exam.

**Step 6:** When an exam is complete there will be a check mark next to it on the exam screen.

## Heart Rate Exam

**Step 1:** Choose **Heart Rate**  on the Tyto Device.

**Step 2:** The Tyto Device will prompt you to connect the Stethoscope. Remember to follow the blue dots for correct positioning.

**Step 3:** Place Stethoscope on the chest as indicated by the image on the Tyto Device screen and press **Start**. The Stethoscope will start capturing your heart rate. Make sure to hold the Device steady to ensure a strong reading and don't speak. If it is a weak reading Tyto will prompt you to retake the exam.

**Step 4:** Wait until the exam is complete and hit **Done**.

**Step 5:** When an exam is complete there will be a check mark next to it on the exam screen.

## Temperature

**Step 1:** Select Temp exam  on the Tyto Device. No adaptors are needed to conduct this exam.

**Step 2:** Hold the Device to the center of your forehead, close to your skin but not touching it, no more than 2 inches away, and make sure no hair interferes. The exam screen should be facing outward. Press **Start**.

**Step 3:** Temperature result will be

# Conducting Exams

displayed on the screen and you will hear a beep indicating that the exam is complete. Press **Done** to finish. If you would like to retake the exam, press **Repeat**.

**Step 4:** When you return to the main exam screen on the Device you will see the temperature exam with a check mark next to it indicating that the exam has been captured.

## Throat Exam

**Step 1:** Select **Throat** exam  on the Tyto Device.

**Step 2:** Press **Start** to begin recording and follow the instructions guiding you to place the Tyto Device in your mouth, with the camera facing towards the back of your throat. You want to get a good visualization of the throat and tonsils. The TytoApp will show what images you will want to capture.

**If you are having trouble visualizing the tonsils** you may want to attach the Tongue Depressor. See page 5 for instructions.

**Step 3:** Once you see the correct image, press **Stop** to end the recording and press **Done** to finish the exam.

**Step 4:** When you return to the main exam screen on the Device you will see the throat exam with a check mark next to it indicating that the exam has been captured.

## Ear Exam

**Step 1:** Connect the Otoscope to the Tyto Device. Align blue dots for correct positioning.

**Step 2:** Place the Ear Cap on the Otoscope tip. Two sizes are provided: adults and children (4mm) and children <3 years old (3mm).

**Step 3:** Select the **Ears**  exam. Select the first ear you're about to examine, left or right. Make sure not to confuse left and right. Make sure you press **Start** on the Tyto Device to begin recording.

**Step 4:** When you have visualized the eardrum (an image will be provided to you in the App) you can end the exam by pressing **Stop** to end the recording. Be careful not to push too far into the ear canal as you do not want to touch the eardrum.

**Step 5:** Press the **Right Ear** (or Left Ear) to continue recording the next ear, press **Stop** to end the recording, and then **Done** to finish the exam.

**Step 6:** When you return to the main exam screen on the Device you will see the ear exam with a check mark next to it indicating that the exams have been captured. Make sure you clean the Otoscope lens with rubbing alcohol after use.

## Skin Exam

**Step 1:** Select **Skin** exam  on the Tyto Device. This exam icon is on a second

exam screen; swipe right to access it. No adaptors are needed to conduct this exam.

**Step 2:** Select **Start** to activate the camera. Point the camera towards the skin and press  to take a picture. Leave enough distance (1.5-3 inches) from skin to allow the camera to focus. Auto-focus is applied automatically when taking pictures. You can also press the screen at the point of interest to activate local focus. If the picture you took is not in focus press **Repeat** to take another photo.

**Step 3:** When finished taking the required skin pictures, press **Done**.

**Step 4:** After you click **Submit** to send the exam data to the TytoApp, you can review the images and tag the body parts if desired to help your doctor when reviewing the exams:

- i. Press the **Skin** exam line in the App.
- ii. Review pictures and optionally **tag the body part** where the image was taken, by pressing tag body part and typing in the name of the relevant body part.
- iii. If a picture is not satisfactory, you can delete it. Press on the trash can icon on the bottom right corner to delete the selected image.

**Step 5:** When you return to the main exam screen on the Device you will see the skin exam with a check mark next to it indicating that the exam has been captured.

## Submit to a Clinician for Review

**Step 1:** When all desired exams are recorded, press **Submit** on the Tyto Device to send the recordings to the TytoApp.

**Step 2:** Review the exam data collected on the TytoApp. You can delete exams if you like. If the exam data is satisfactory, select **Finish Exam**, then **Send to Clinician**.

**Step 3:** Select the clinician you would like to review your recorded exams.

**Step 4:** Add the patient's **symptoms**.

**Step 5:** You will be notified in the App once the clinician has reviewed your exams and sent you the notes. The notes will appear in your **Inbox**. All exams captured will also be stored in your Inbox.



## How to Charge your Tyto Device

- Your Tyto Device has a rechargeable battery.
- There is a battery indicator in the upper right corner of your Tyto Device screen that indicates how charged your battery is (1, 2 or 3 bars) .
- It is recommended that you recharge the battery after each use.
- Remove the rubber cover at the bottom of the Device and connect the charger cable to the smaller charging outlet (larger outlet is used for headphones).
- Charging is indicated by a light on the front of the Device. When fully charged it will turn green.
- For safety reasons examinations are disabled while the Device is charging.

## Power Saving

Your Tyto Device features an automatic battery saving mechanism.

- If the Device is not in use for 1 minute when performing an exam, it will exit the exam and go into sleep mode as indicated by a blinking green light.
- If the Device is in sleep mode for 3 minutes, it will shut down.
- When turning on the Device, it will return automatically to the same status as before.

## Cleaning the Device and Adaptors

- Clean the Device before use. Cleaning should be done using 70% isopropyl alcohol wipes or cloth/cotton swabs dipped in rubbing alcohol.
- Clean the outer surface by wiping the surface with the alcohol wipes. Use a cotton swab on narrow and less accessible surfaces, such as the Otoscope lens.
- Make sure the lens located on the front of the Otoscope and Camera are clean before use.

## Wi-Fi Network Requirements

- Make sure you have an internet connection before logging in to the TytoApp.
- Always connect to your home Wi-Fi internet and use TytoHome in a location that will have a strong internet connection (e.g. near your router).
- You should only use your smartphone hotspot connection when using the TytoApp on a different smartphone or on a tablet.
- For security reasons a Wi-Fi password is mandatory.
- If you experience poor video or sound quality, make sure your internet connection meets the minimum requirements: 2 Mbps (megabytes per second) download, 2 Mbps upload. For good quality the following network speed is recommended: 20 Mbps download, 5 Mbps upload.

# Troubleshooting

## I cannot pair the TytoApp and the Tyto Device

- If your TytoApp and Device are not paired you will see the red pairing icon , in the upper right corner of the App.
- Check that you are using the correct Wi-Fi password and try pairing again.
- Press the red pairing icon  on upper right corner of TytoApp on your smartphone or tablet and enter your home Wi-Fi internet password.
- The Tyto Device screen will indicate that you should pair your Device. If it does not appear, swipe down and choose **Pairing** from the menu (figure 13).
- Once the barcode has been scanned successfully a message on the TytoApp will appear letting you know that the pairing has been successfully completed.
- You can always watch the online tutorial video on Pairing if you have any issues. All video tutorials can be found by clicking on  in the upper right corner of the TytoApp.



Figure 13

## I cannot turn off the Tyto Device

- Swipe down on the Device screen and select **Shutdown**.
- If the Device is unresponsive or you encounter a blue screen, press the top button continuously for 10 seconds to force a shutdown.

## I am experiencing poor video or sound quality

- If you experience poor video or sound quality, make sure you are using TytoHome as close to your router as possible.
- Check your internet speed by running a speed test. You can google sites that provide this service for free, such as [www.speedtest.net](http://www.speedtest.net). Minimum requirements are 2 Mbps (megabytes per second) for both download and upload speed.
- Check with your internet provider and make sure your internet connection meets the minimum requirements.



For any questions,  
please contact us at:  
**+1-(866)-971-TYTO (8986),**  
or **support@tytocare.com**

**[www.tytocare.com](http://www.tytocare.com)**