

TytoCare Re-Pairing

About

Occasionally the TytoCare device will need to be re-paired back onto the network. This is typically indicated by changes to the network, an “error 400” message, or failure to allow for software updates.

Connecting

If it's determined re-pairing is needed, the provider will click “Generate Code” on the right side of their launch screen.

Menu

X



There is no Tytocare Device paired for this visit. Please select
PAIR DEVICE to send a pairing request. You can REFRESH this
page once the patient has paired their device to LAUNCH
DEVICE

Note the presence of
red “x”s indicating the
device is offline and
not paired

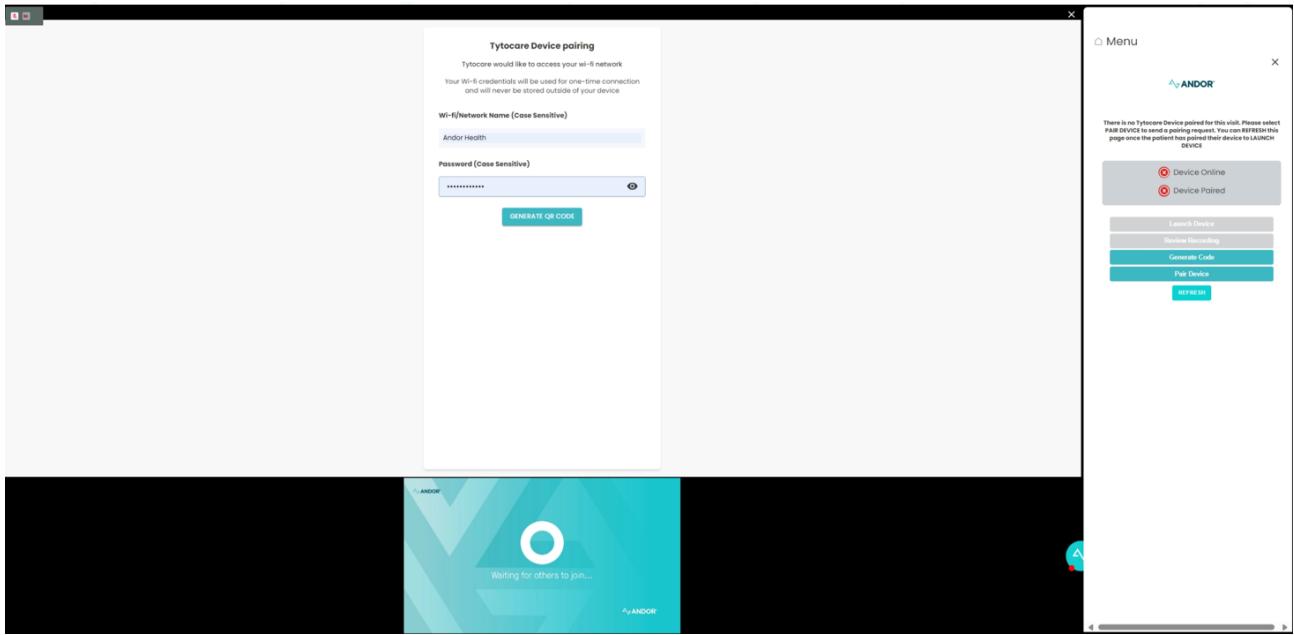
Device Online
 Device Paired

Launch Device

Pair Device

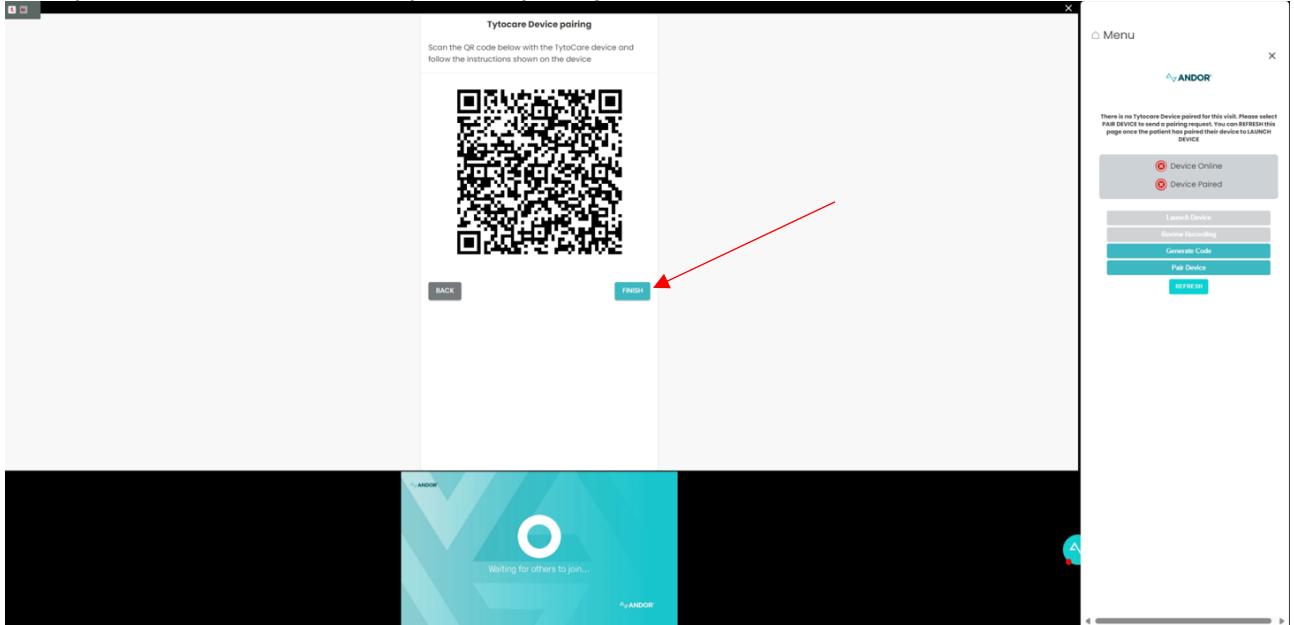
REFRESH

Next the provider will enter the Wi-fi network name and password (if there is one). Note: this information is stored in Box.

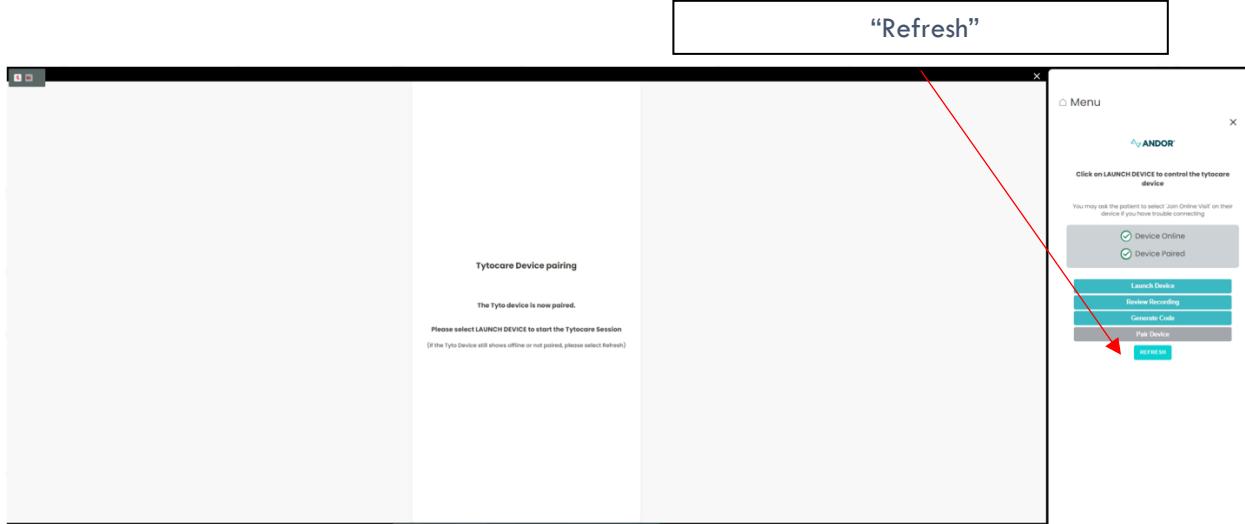


A pairing QR code will then be generated and scanned with the TytoCare G2 device.

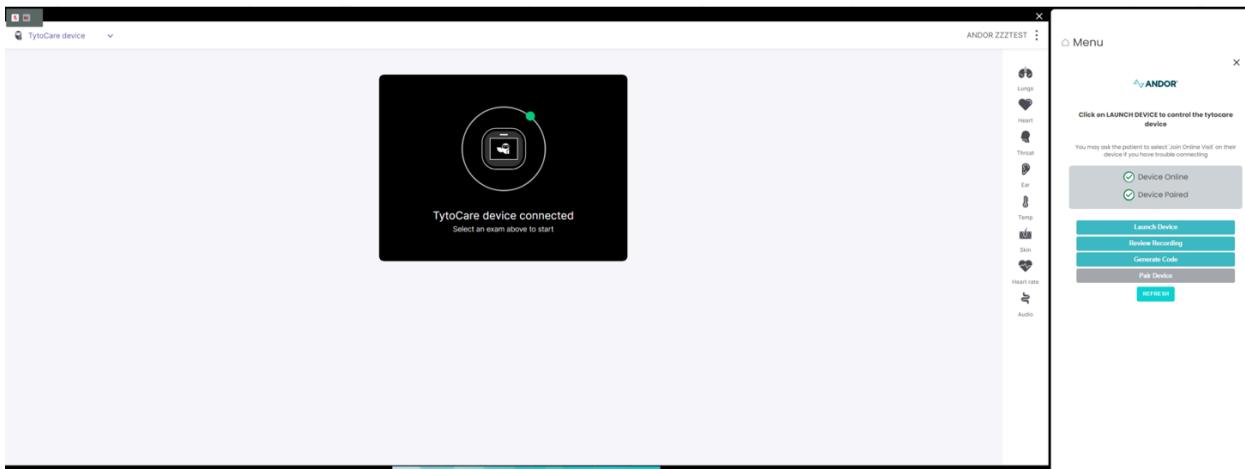
Once paired, select "Finish" to complete the pairing workflow.



The provider may need to select “Refresh” on the TytoCare panel to the right of their screen to show it is paired.



The provider can click the “x” to the right of their screen to close the pairing window screen and then click “launch device” to perform the exam.



Additional Notes and Contact Information

For technical support, please contact the Telehealth Technology Team (TTT) ttt@musc.edu; 843.792.5361