

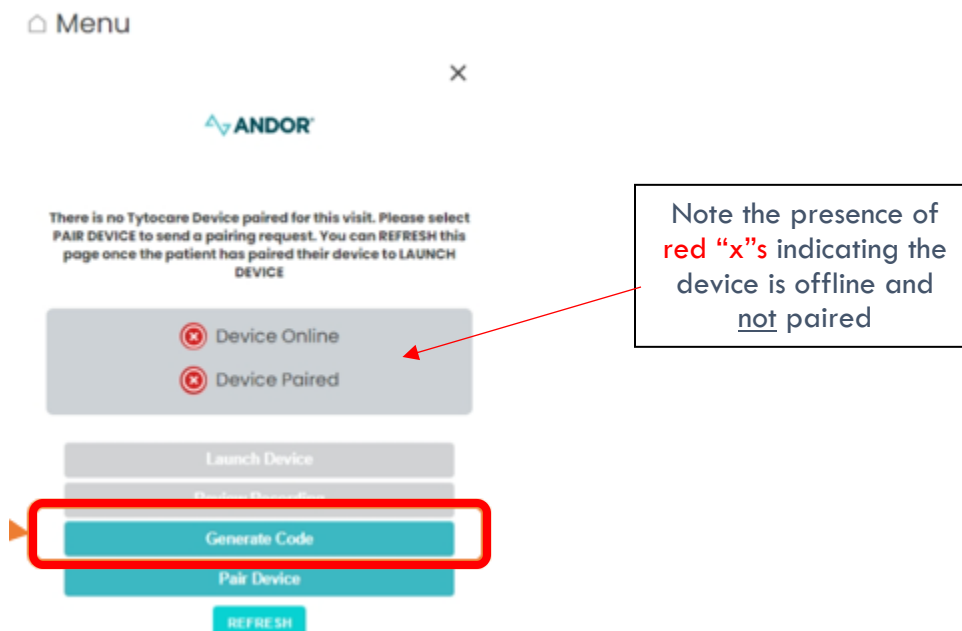
TytoCare Re-Pairing

About

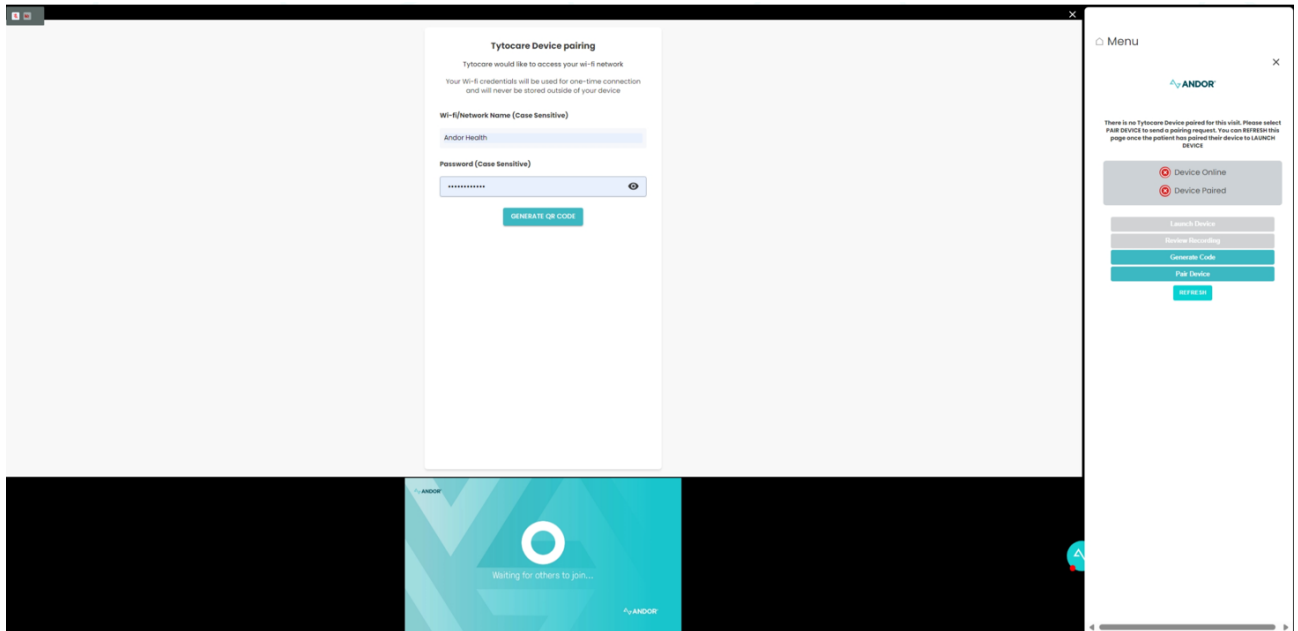
Occasionally the TytoCare device will need to be re-paired back onto the network. This is typically indicated by changes to the network, an “error 400” message, or failure to allow for software updates.

Connecting

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

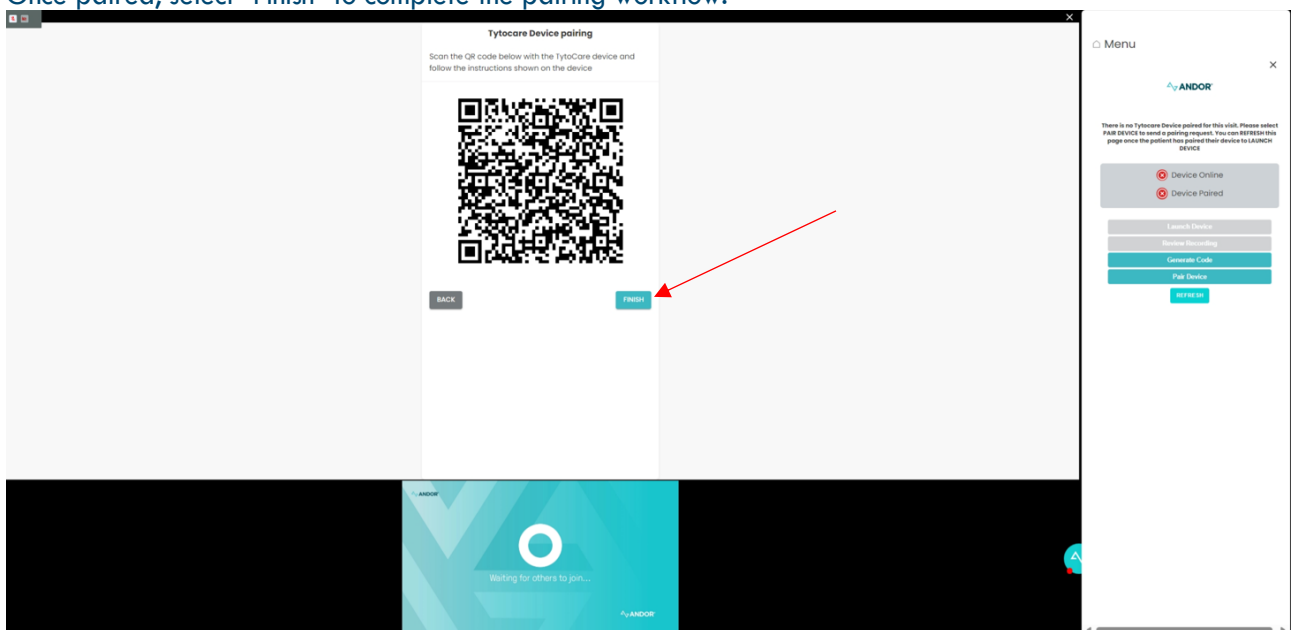


Next the provider will enter the Wi-fi network name and password (if there is one). Note: this information is stored in Box.

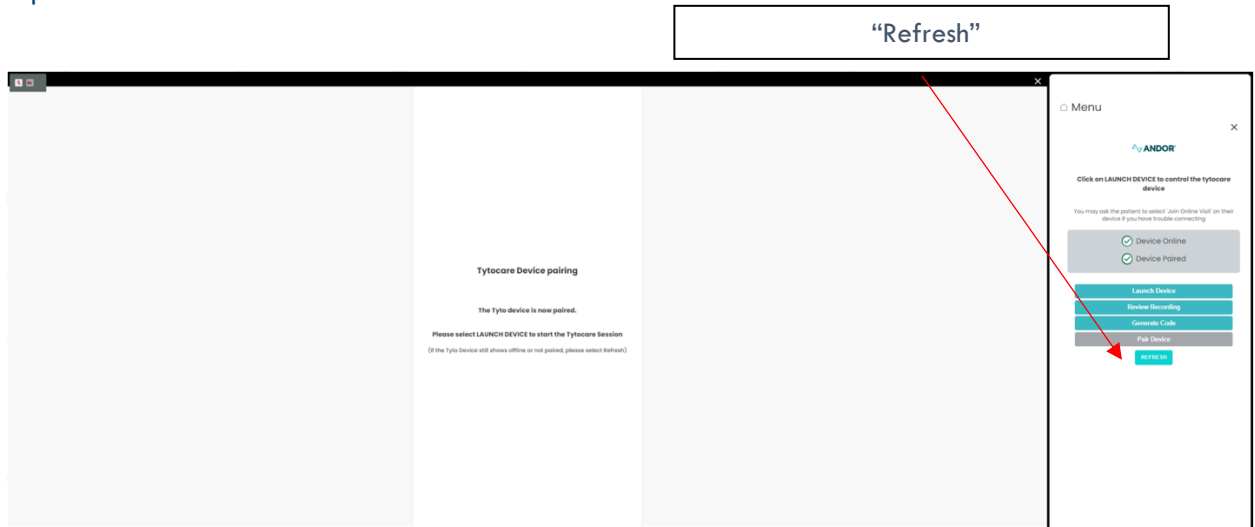


A pairing QR code will then be generated and scanned with the TytoCare G2 device.

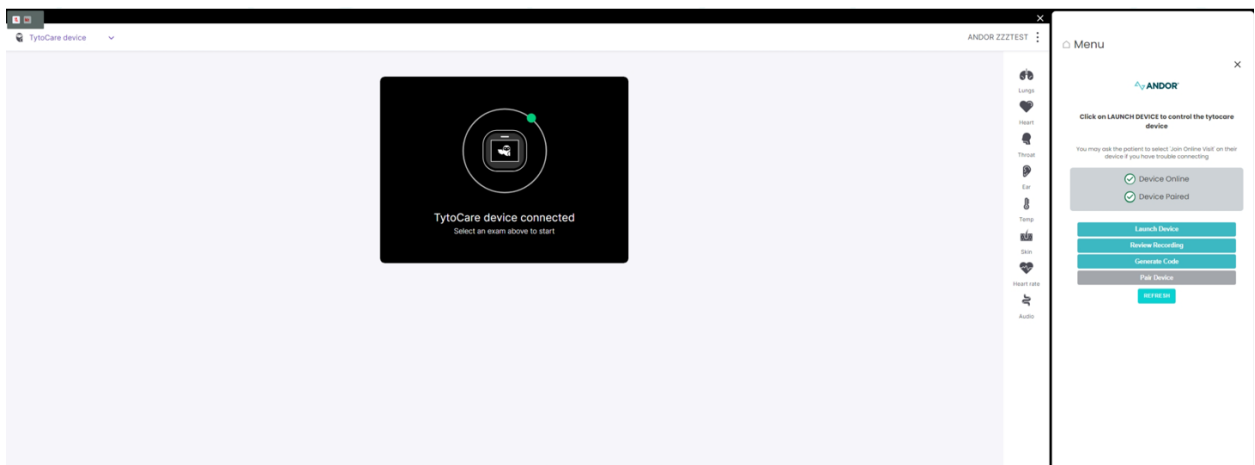
Once paired, select “Finish” to complete the pairing workflow.



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