English

AirView™

AirView Online Help

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Legal and regulatory notices

AirView™ 4.41
Diagnosis, compliance and therapy management solution
English
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MANUFACTURER

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Important notice

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This product uses software developed by the:

- ANTLR project (http://www.antlr2.org)
- DOM4J Project (http://dom4j.sourceforge.net)
- jQuery foundation (https://jquery.org).

About AirView

AirView by ResMed is a diagnosis, compliance and therapy management solution used with compatible ResMed home sleep test and therapy devices. AirView assists in the diagnosis of sleep disordered breathing and is used to monitor and optimise the therapy of sleep apnoea or respiratory insufficient patients.

This application enables you to share patients' home sleep test and usage data across several different user groups, assists diagnosis and helps to ensure compliance.

With an intuitive and user-friendly interface, AirView is easy to learn and use. You can easily download patient data; this ensures that updates are fast and information is up to date. Physicians can download home sleep test data, view and edit the analysis on-screen, and generate a diagnostic report.

Clinical users, home care providers (HCPs) and other healthcare specialists can access the same information; this helps to transform your business, helps cost effectiveness and streamlines your diagnosis and compliance workflows.

AirView enables increased efficiency in the management of your business and helps to drive profitability. Healthcare specialists are able to address any issues in a timely manner and provide the necessary patient support for optimal outcomes.

Intended use

AirView is a web-based solution for healthcare specialists intended to:

- assist in the diagnosis of sleep disordered breathing in adult patients through analysis of data recorded by an AirView compatible home sleep test device.
- transfer and display device and therapeutic information that has been transmitted remotely from the patient’s therapy device. It is intended to support the standard follow-up care of patients who have been prescribed a compatible ResMed therapy device. AirView also provides remote settings capabilities for non-life support devices only.

Caution
AirView is not intended for remote titration. Consult a physician for any changes you make to therapy settings that modify an existing prescription.

Caution

- Qualified personnel or adequately trained carers must continuously monitor ventilator-dependent patients. Personnel and carers must be capable of taking the necessary corrective action in the event of a ventilator alarm or malfunction. This includes monitoring the effectiveness of ventilation after any settings or alarm changes.
- The continuous monitoring of ventilator-dependent patients must be independent of AirView, as AirView is intended to be used only for follow-up care.
- AirView does not allow settings changes for life support therapy devices including Astral.
- In the US, Federal law restricts this device to sale by or on the order of a physician.

Note

- For any serious incidents that occur in relation to AirView, these should be reported to ResMed and the competent authority in your country.
- AirView is a tool for communication; therefore, you should not use it as a substitute for medical records.

Intended patient population

The intended patient populations for AirView follow that of the compatible PAP or ventilator device, which may include patients with obstructive sleep apnoea (OSA), central sleep apnoea (CSA), mixed sleep apnoea, periodic breathing, respiratory insufficiency or respiratory failure.

Compatible devices

AirView is compatible with the following therapy devices[1], connectivity modules and home sleep test devices:

Therapy devices

- S9 AutoSet™, S9 Elite™, S9 V-Auto, S9 VPAP™ ST, S9 AutoSet CS™, S9 VPAP ST-A, S9 VPAP ST iVAPS and S9 AutoSet CS PaceWave™
- AirSense™ 10 AutoSet, AirSense 10 AutoSet for Her and AirSense 10 Elite
- AirSense 11 AutoSet, AirSense 11 Elite, AirSense 11 CPAP
- AirCurve™ 10 CS PaceWave, AirCurve 10 S, AirCurve 10 CS-A, AirCurve 10 CS-A PaceWave, AirCurve 10 ST, AirCurve ST US 30cmH2O PAC, AirCurve ST ROW 30cmH2O PAC and AirCurve 10 VAuto
- AirStart™ 10 APAP and AirStart 10 CPAP
- AirMini™
- Lumis™ 100 VPAP S, Lumis 100 VPAP ST, Lumis 150 VPAP ST, Lumis 100 VPAP ST-A, Lumis 150 VPAP ST-A, Lumis HFT and Lumis ST EU 30cmH2O PAC
- Astral™ 100 and Astral 150
- Stellar™ 100, Stellar 130 and Stellar 150

Connectivity modules

- ResMed Connectivity Module (RCM)

Home sleep test (HST) devices

- ApneaLink™ Air

Note
Not all devices are supported in all countries.

Clinical benefits

The clinical benefit of remote monitoring is the ability to collect and analyse PAP/ventilator data when used as intended, potentially allowing for early detection of treatment issues or other health problems and decreasing use of healthcare resources and costs of therapy.

Security features

AirView helps your organisation comply with the requirements of applicable privacy regulations in your country. To fulfill these requirements, AirView has implemented security features that enable your organisation to comply with applicable privacy regulations. They include:

- use of an identity provider's (IDP) security authentication method to sign in (see Sign in to AirView [7])
- password protection that restrict access to clinicians and healthcare providers who are authorised to view patient records
- role-based access with different access levels depending upon job function

[1] AirView no longer supports wireless connectivity for S9 devices.

- logs of any event related to patient files archived in the **Logs** tab
- data encryption that prevents anyone other than the intended recipient from viewing data.

⚠ Caution

Protect your computer equipment to help keep your company and patient data safe and patient treatment secure. ResMed recommends the following:

- Have up-to-date antivirus software.
- Use firewalls to prevent unauthorised access to your computer.
- Keep your operating systems and applications up to date with security patches.
- Follow other security policies and advice from your organisation.

System requirements

To use AirView fully, you must meet the following requirements in patient, HCP and physician locations.

The computer from which AirView is being accessed, must meet the following minimum requirements:

General requirements

For the wireless transfer of data to occur in a patient location, you must have the following:

- A prescribed and compatible ResMed therapy device.
- The therapy device must be located in a wireless coverage area (check the signal strength indicator for wireless coverage.)
- The therapy device must be turned on at all times.
- For home sleep testing requirements, see the user instructions provided with your device.

Hardware requirements

- PC: Pentium 1.6 GHz or greater, with an active internet connection
- Memory: 500 MB RAM or greater
- Screen resolution: 1024 x 768 (minimum)
- SD card reader (required to download data from a data card)
- USB port

Operating system requirements

One of the following:

- Microsoft™ Windows™ 7, 32 and 64 bit (Home Premium and Professional)
- Microsoft Windows 8.1 (Home Premium and Professional)
- Microsoft Windows 10 (Home Premium and Professional)

Browsers

One of the following:

- Mozilla Firefox™ 42.0 or newer
- Google Chrome™ 86.0 or newer
- Microsoft Edge™ 87.0 or newer

Additional software requirements

- Microsoft™ Office Excel™ 2007 or above
- Adobe™ Acrobat™ Reader 10.0.1 or above
- Oracle™ Java™ SE 8
- ResMed Cloud Connect

Get started

Before you can start to work in AirView, you must sign in and set up 2-Step Verification (2SV). See Sign in to AirView [7].

Note
AirView does not support 2SV in some regions; therefore, you may need to sign in with your username and password only.

Once you sign in, learn how to navigate the AirView user interface so you can begin to manage patients and devices. See Navigate AirView [19].

Sign in to AirView

AirView supports the ability for users to use an identity provider's (IDP) security authentication method to sign in to AirView. This replaces access certificates used to sign in to AirView with secure sign-in options comparable or equivalent to Multi-Factor Authentication (MFA). Now, you can use 2-Step Verification (2SV) to access your AirView account.

You can review the following list to familiarise yourself with secure sign-in terminology:

Identity Provider (IDP)

An Identity Provider (IDP) is a system that manages and provides authentication services for user identities. Through an IDP, users can securely access websites and applications using 2SV. AirView provides 2SV functionality through an IDP called Okta™.

2-Step Verification (2SV)

Two-step verification, also known as 2-Step Authentication (2SA), is an authentication method that requires a user to provide two credentials, a password and a passcode to sign in. A user must use two different verification methods of one authentication factor to obtain the credentials. (For example, one authentication factor is something the user knows, such as a password or passcode.) To complete the first verification method, the user enters their password (along with their username). To complete the second verification method, the user must enter a passcode from an email, SMS message or one-time passcode (OTP) app.

One-Time Password (OTP)

A One-Time Password or Passcode (OTP) is a randomly generated string of characters or numbers that a user can use only once for one sign-in session. OTPs can be generated by a physical device or sent to a user through email or SMS. OTPs are used in 2SV because they provide a higher level of security than traditional static passwords.

Get started in AirView

1. Go to AirView.
2. Sign in.
   See Set up 2SV for your AirView account [8].
3. Set up 2SV and access your account.

- For troubleshooting and questions, see:
  - Reset your password for your AirView account [14]
  - Reset 2SV for your AirView account [16]
  - Frequently Asked Questions (FAQs) [54]
- If you are an AirView administrator, see:
  - Manage 2SV with your AirView administrator account [16]

Set up 2SV for your AirView account

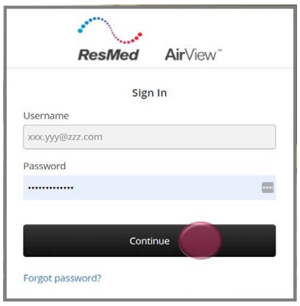
You are prompted to set up a verification method the first time you sign in. Depending on the verification method(s) you choose, you can receive your temporary passcode(s) by email, SMS or an OTP app.

Before you begin: We recommend that you contact your IT department for 2SV verification method suggestions or requirements.

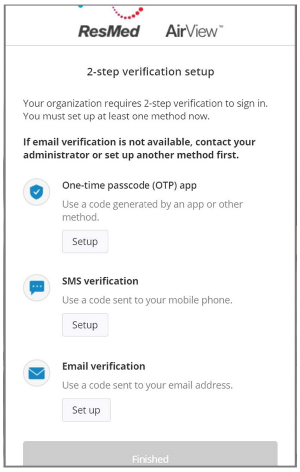
To set up 2SV for your account:

1. Go to the AirView sign-in page, enter your username and click **Next**.

2. Enter your password and click **Continue**.



3. Review the following 2SV verification methods displayed on-screen:
   - One-time passcode (OTP) app
   - SMS verification
   - Email verification



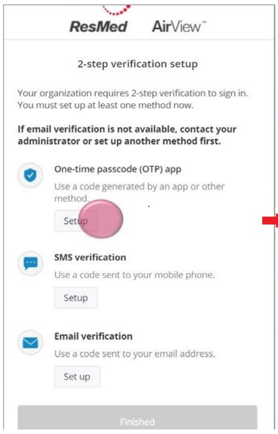
4. Depending on which verification method(s) you want to choose, or are required by your organisation to use, complete one or more of the relevant setup procedures.
   You may choose to set up more than one verification method. We recommend that you enroll in at least two different methods.

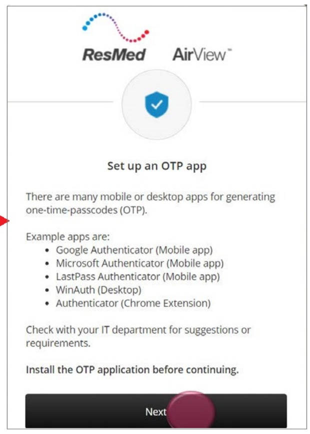
Set up OTP app verification

Before you begin: Contact your IT department for OTP app (mobile or desktop) suggestions or requirements and install the app on your mobile device or desktop computer.

To set up OTP verification:

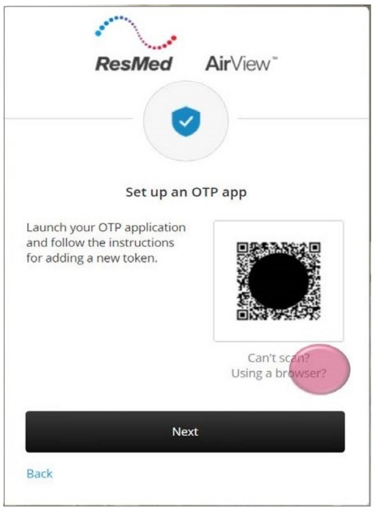
1. Under **One-time passcode (OTP) app**, click **Setup** and then after reading the information, click **Next**.

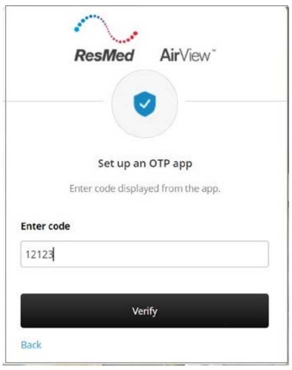


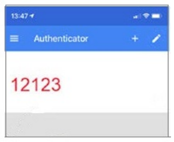


2. Open your OTP app and follow the prompts.
3. With your mobile device or desktop computer, scan the QR code and click **Next**.
   OR
   If you use a desktop OTP app, do the following:
   - Click **Can't scan? Using a browser?**
   - Follow the instructions on your app and enter the code provided.
   - Click **Verify**.

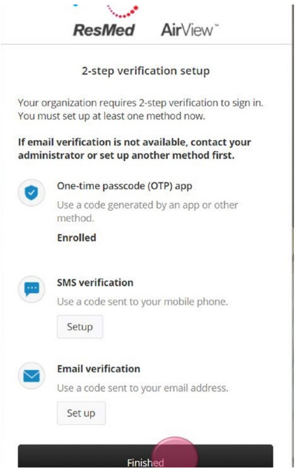
   If you see **Enrolled** under the verification method, you successfully set up the verification method.







4. After you set up your verification method(s), click **Finished**.
   For new accounts, AirView directs you to the Terms of Use and then the Home page.



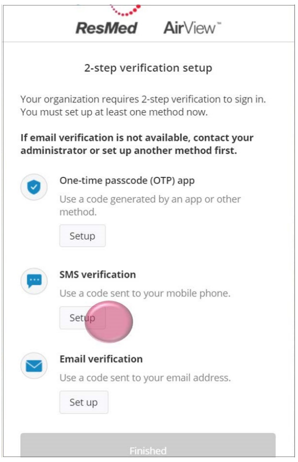
Set up SMS verification

Before you begin: Ensure you have access to a mobile device that can receive SMS messages.

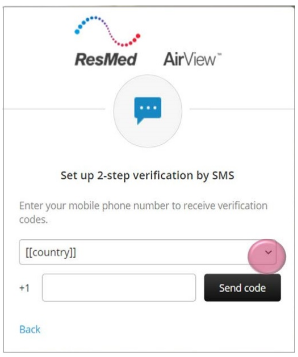
If your SMS code expires, click **Back** and then **Send** code.

To set up SMS verification:

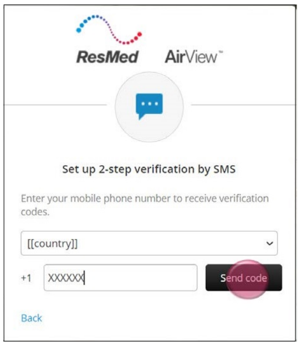
1. Under SMS verification, click **Setup**.



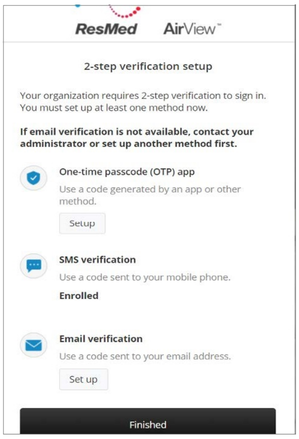
2. Select your country to determine the correct country code.



3. Enter your mobile number and click **Send code**.



4. Enter the passcode from your SMS message and click **Verify**.
   If you see **Enrolled** under the verification method, you successfully set up the verification method.
5. After you set up your verification method(s), click **Finished**.
   For new accounts, AirView directs you to the Terms of Use and then the Home page.



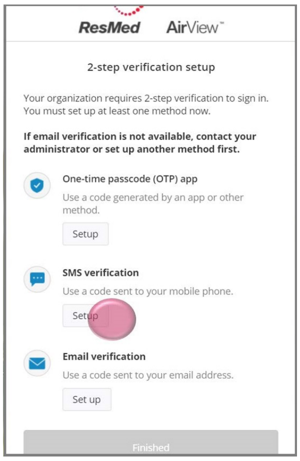
Set up email verification

Before you begin: If your AirView account does not have an assigned email address, email verification will not be available. Contact an administrator of your organisation for more information.

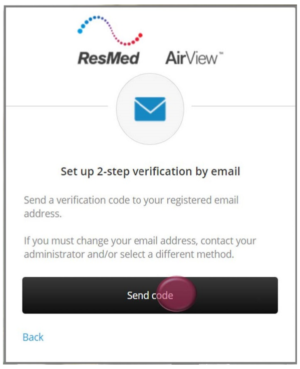
- To receive a new email and passcode, click **Send again**.
- If you do not see the email in your inbox, check your spam or junk folder.
- If you still do not see the email, check with your IT department to confirm that you can receive emails from ResMed.

To set up email verification:

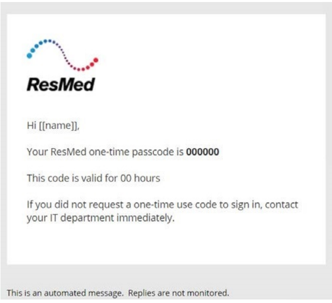
1. Under Email verification, click **Setup**.

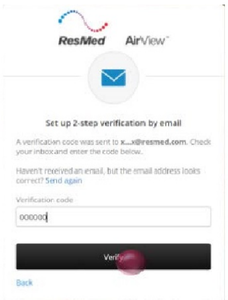


2. Click **Send code**.

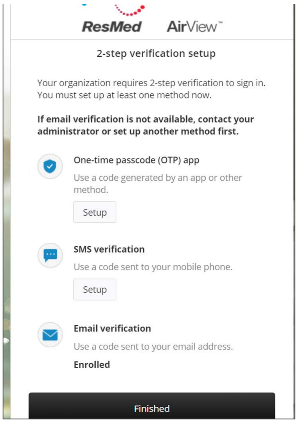


3. Check the inbox of your AirView account email address and enter the passcode provided. Then click **Verify**.
   If you see **Enrolled** under the verification method, you successfully set up the verification method.





4. After you set up your verification method(s), click **Finished**.
   For new accounts, AirView directs you to the Terms of Use and then the Home page.

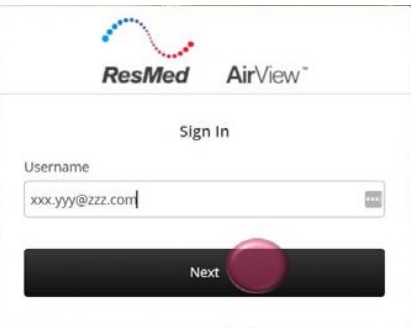


Sign in to your AirView account with 2SV

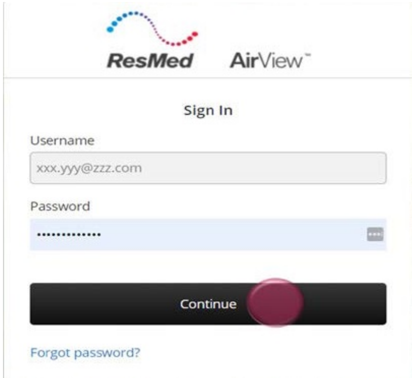
If you cannot sign in or get locked out of your account, contact your administrator.

To sign in to your account with 2SV:

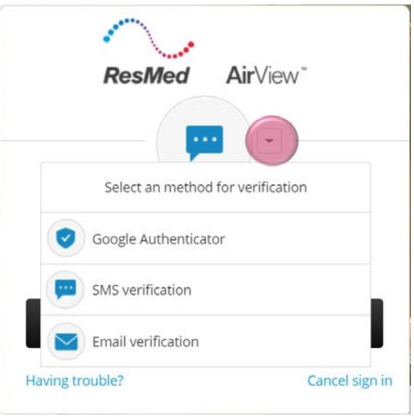
1. Go to the AirView sign-in page, enter your username and click **Next**.



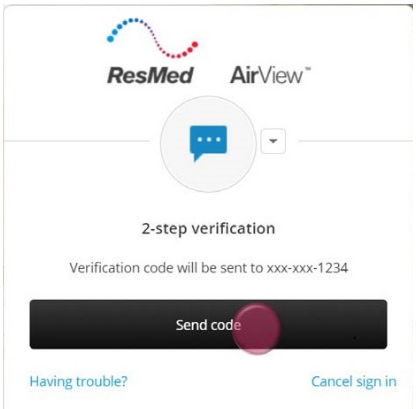
2. Enter your password and click **Continue**.



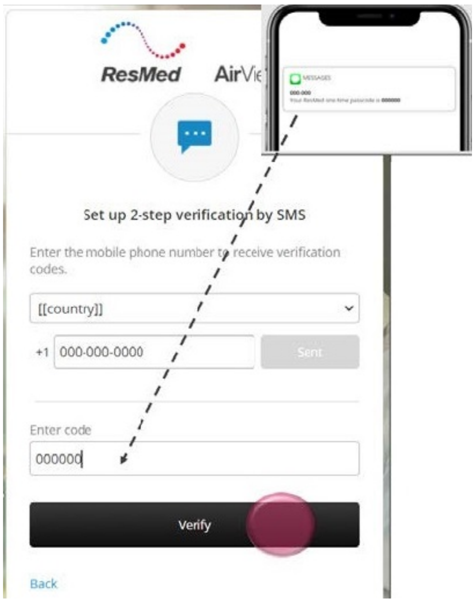
3. Optional: Only if you are enrolled in more than one verification method, do the following:
   - Click the list arrow, and then select your preferred verification method.



4. Click **Send code**.



5. Depending on the selected verification method, find your passcode in your email, SMS message or OTP app.
   Enter your passcode and click **Verify**. AirView directs you to the Home page.

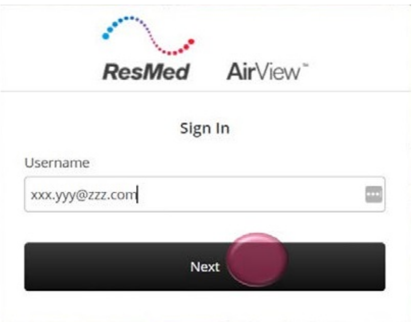


Reset your password for your AirView account

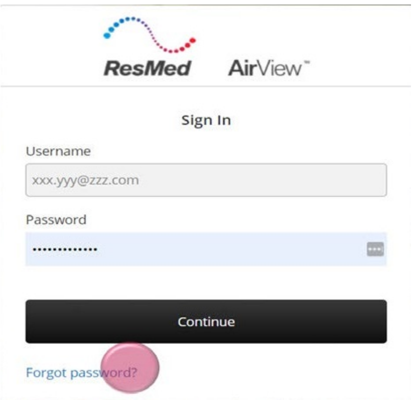
If your account does not have an email address on file, or you do not receive the password reset email, you must contact your administrator.

To reset your password:

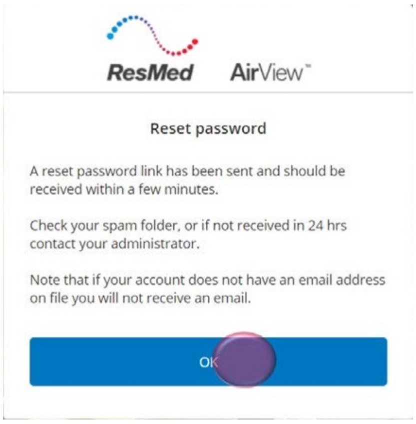
1. Go to the AirView sign-in page, enter your username and click **Next**.



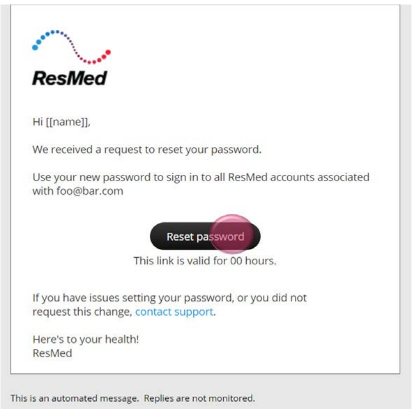
2. Click **Forgot Password?**



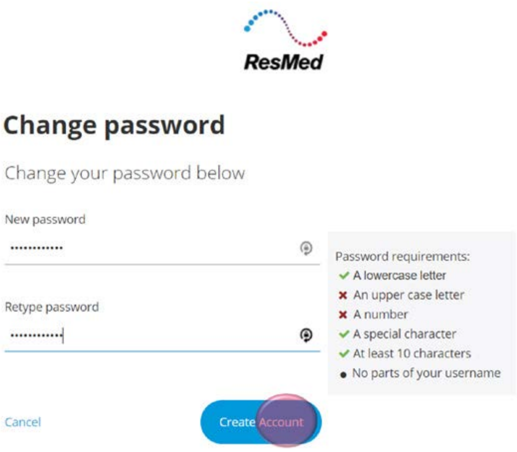
3. After reading the information, click **OK**.



4. Check your inbox and click the link in the reset password email to create a new password. AirView directs you to a page where you can change your password.



5. Enter your new password and retype it to confirm.

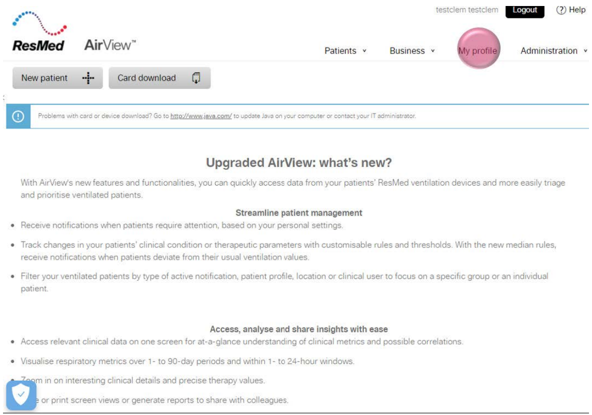


6. The next time you sign in to AirView, enter your new password.

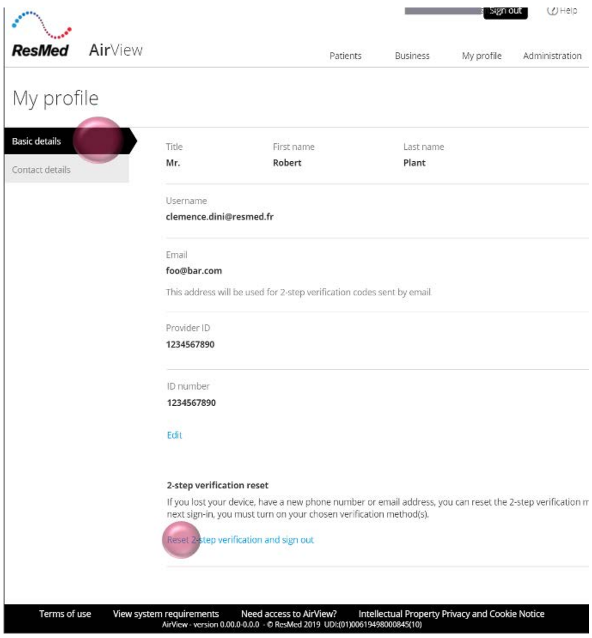
Reset 2SV for your AirView account

To reset 2SV for your account:

1. In AirView, click **My profile**.



2. Click **Basic details**.
3. At the bottom of the page, click **Reset 2-step verification and sign out**. AirView signs you out of your account.



4. Sign in to AirView again and set up your verification method(s).
   See Set up 2SV for your AirView account [8].
   You may choose to set up more than one verification method.

Manage 2SV with your AirView administrator account

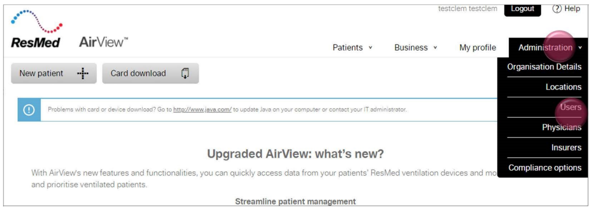
This section applies to AirView administrators only.

Set up 2SV for a new user in AirView

- Users have access to SMS and OTP app verification methods by default; no action is required by you to enable those methods.
- If the user wants to use the email verification method, you must enter their email address in step 3.

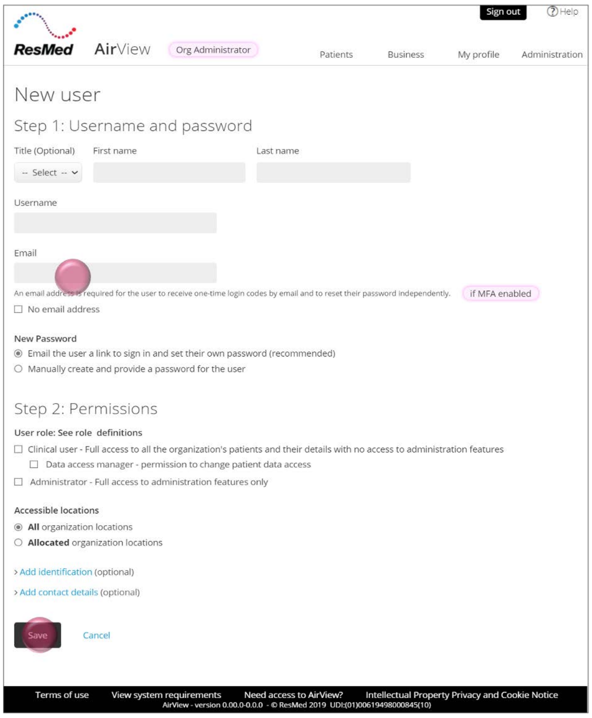
To set up 2SV for a new user:

1. From the **Administration** menu, click **Users**.



2. Click **New user** and enter the required information.

3. Optional: In the **Email** field, enter the user's email address.



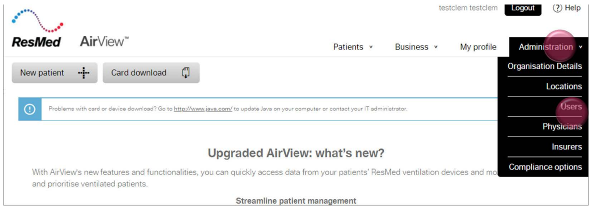
4. Once finished, click **Save**.

Reset 2SV for a user

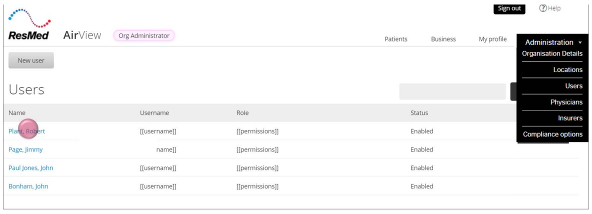
- You can only reset 2SV for a user if they are already enrolled in a verification method.
- If you added an email address to an existing user's account for the first time and the user already enrolled in a verification method, you, or the user, must reset the user's verification methods before the user can enroll in the email verification method.

To reset 2SV for a user:

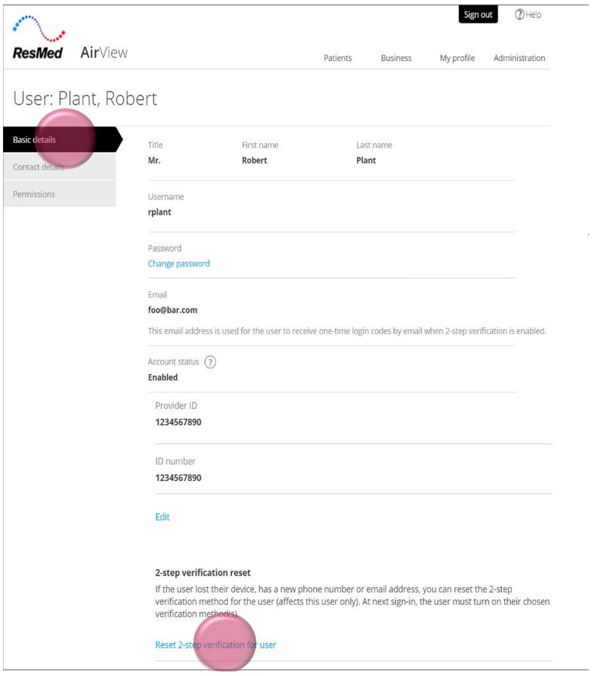
1. From the **Administration** menu, click **Users**.



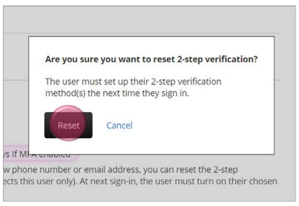
2. Select the user's name.



3. In **Basic details**, at the bottom of the page, click **Reset 2-step verification for user**.



4. To confirm, click **Reset**.

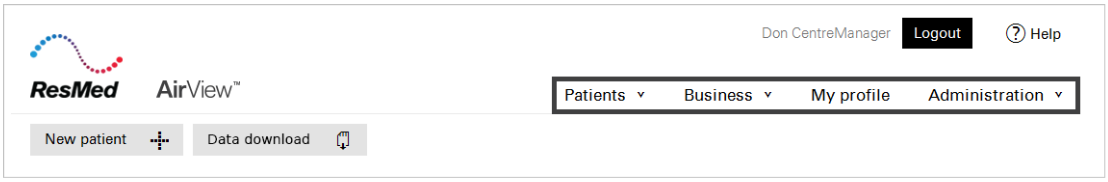


If you see **Verification methods reset** under the **2-step verification reset** section, you successfully reset the user's verification method(s).

Navigate AirView

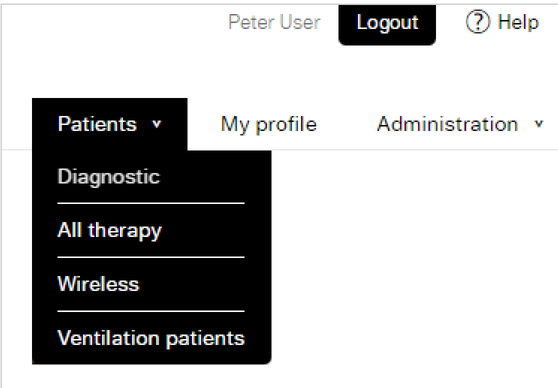
Once you sign in, AirView directs you to the Home [20] page. At the top of the **Home** page, you can see the menu bar [21]. AirView is divided into the following four main areas[2]:

- Patients
- Business
- My profile
- Administration

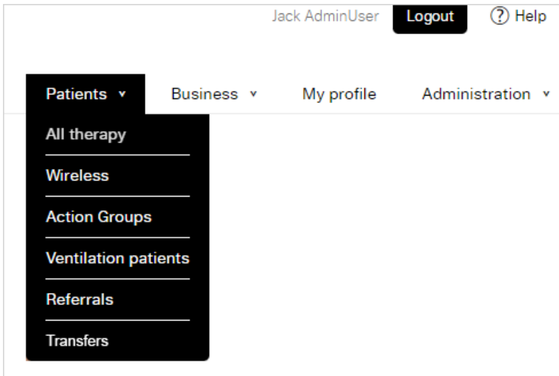


Depending on your role and permissions, you can access individual patient files in AirView from the following pages. From the **menu bar**, hover the cursor over **Patients** to see the following:

- Diagnostic [22]
- All therapy [23]
- Wireless [23]
- Action Groups [24][3]
- Ventilation patients [24][4]
- Referrals [26]
- Transfers



Physician organisation view



HCP organisation view

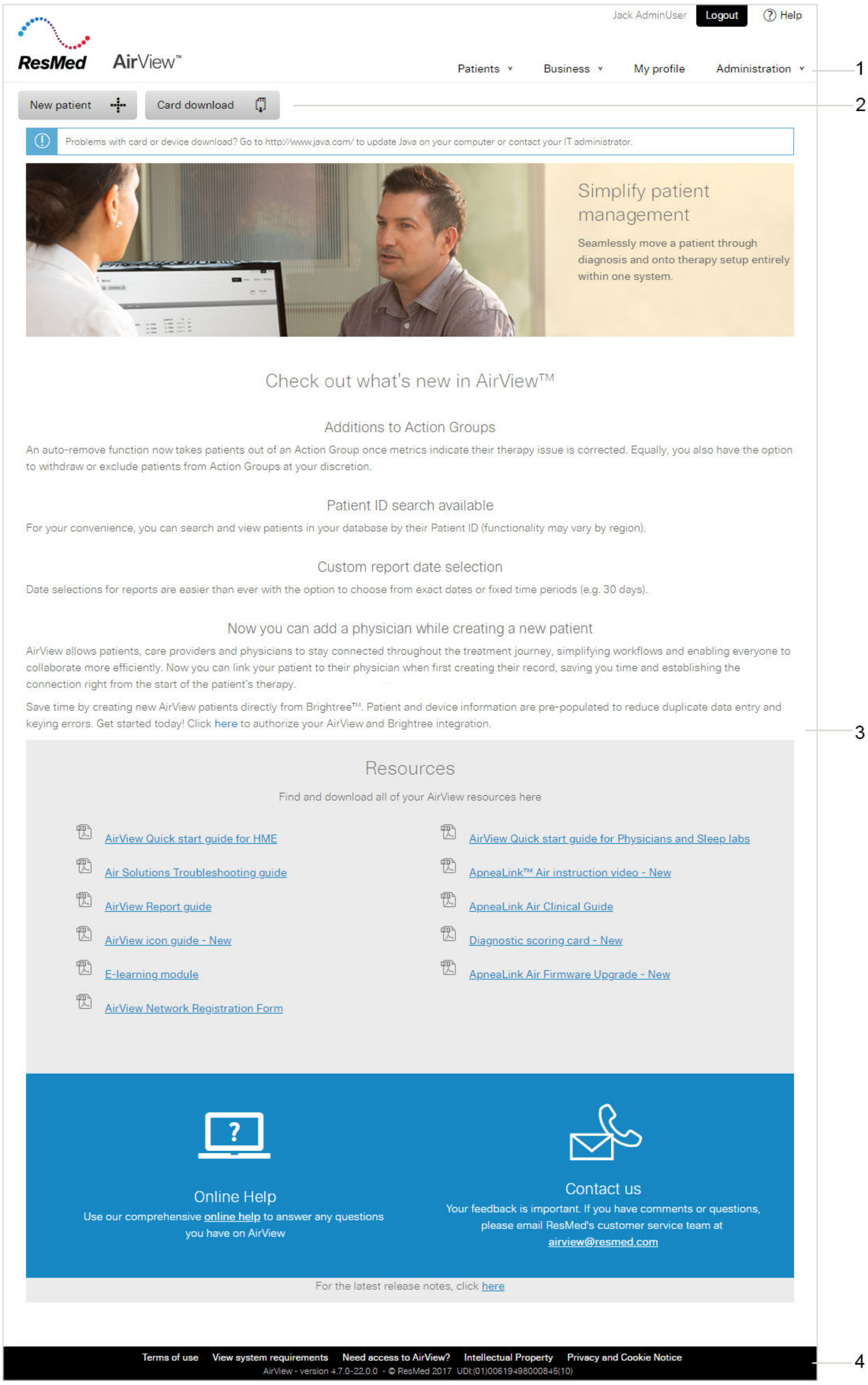
To find patients quickly, you can apply filters to refine your search results on each page. For more information see, Search for records [26] and Filter records [26].

Note
Not all features are available in all regions.

[2]Some areas are available to specific user roles only. See Review user roles and permissions [27].
[3]If enabled for your organisation.
[4]For supported ventilation devices only.

Navigate the Home page

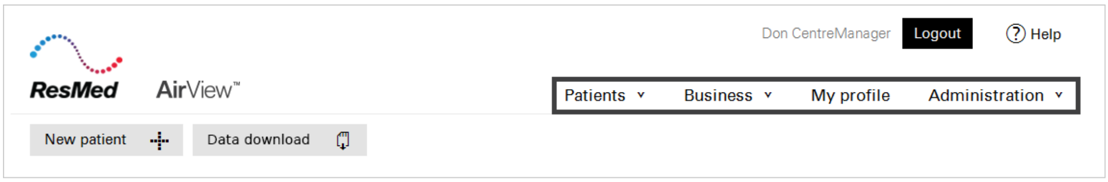
The AirView Home page provides links to information and tools for managing patients and devices.



1	The **menu bar** provides permission-based access to AirView menus.
2	The **toolbar** provides quick, permission-based access to common tasks and key functions.
3	The **main panel** displays news, information and links to resources.
4	The **link bar** displays link to the licence agreement, system requirements, intellectual property notices and access information. Below the links, you can find the AirView version and build number. In the example above, the version is 4.7.0, and the build number is placed after the hyphen: 22.0.0.

Navigate the menu bar

The **menu bar** provides access to AirView menus based on user permissions; therefore, the available menu options vary by user role.



The following table describes the purpose of AirView menus and indicates which users can access each one:

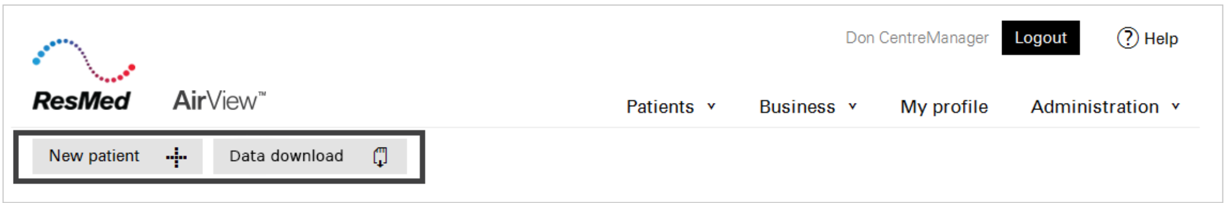
Menu	Description	Access
Patients	You can use the **Patients** menu to access diagnostic and compliance or therapy patient details and device data. For referral management, access this menu to manage patients recently referred to by a physician or sleep lab.	The **Patients** menu is available to all clinical users, but is visible only when an HCP has provided access to a patient's therapy data. For diagnostic patient management, the menu is available to physician and sleep lab organisations.
Business	You can use the **Business** menu to access and manage module assignments.	The **Business** menu is available to clinical and administrator users within HCP organisations.
My profile	You can use the **My profile** menu to access and customise user account details.	The **My profile** menu is available to all users.
Administration	You can use the **Administration** menu to access administrative functions including creating user accounts, changing user passwords, creating and managing user accounts, locations, insurers and physicians, and linking an external physician for interpretation.	The **Administration** menu is available to all administrator users.

Note

Not all features are available in all regions.

Navigate the toolbar

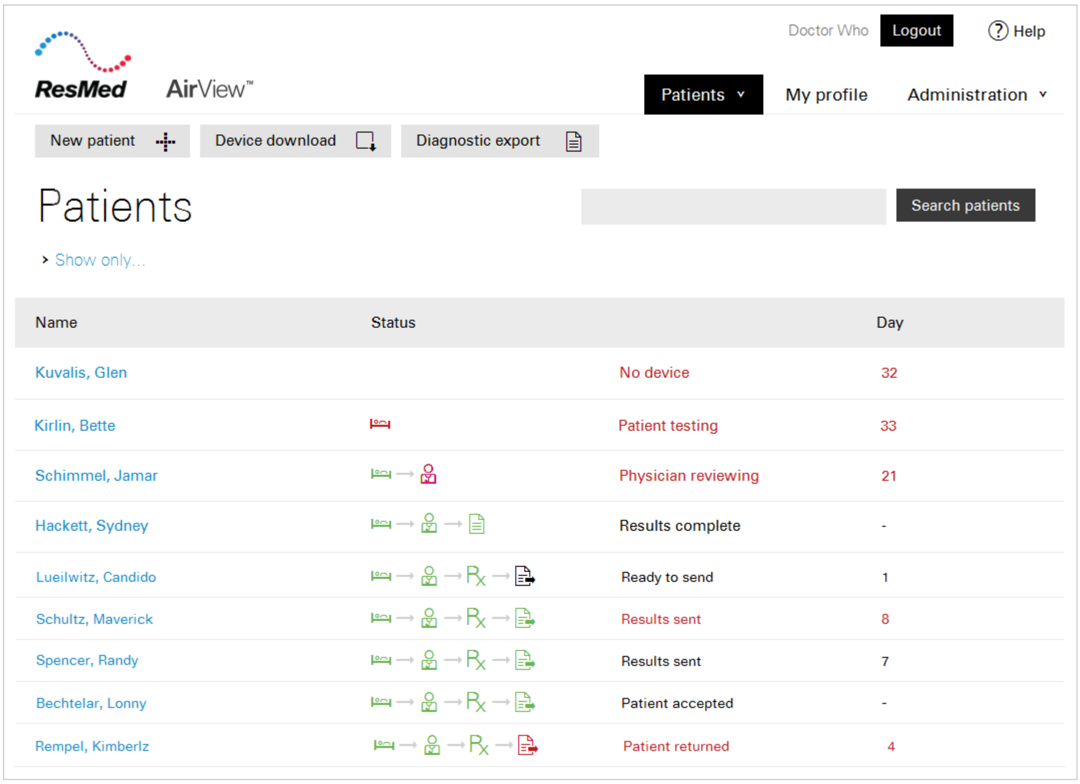
The AirView **toolbar** provides quick access to key tasks. Based on the task that you perform, and the active AirView window, icons and options displayed in the **toolbar** are enabled or disabled.



View the Diagnostic page

The **Diagnostic** patients page displays all home sleep test patients within your organisation.

To open the **Diagnostic** page, from the **Patients** menu, select **Diagnostic**.



Status icons change from green to red if a patient's status has not transitioned after seven days. Once the patient's status transitions, the colour changes back to green.

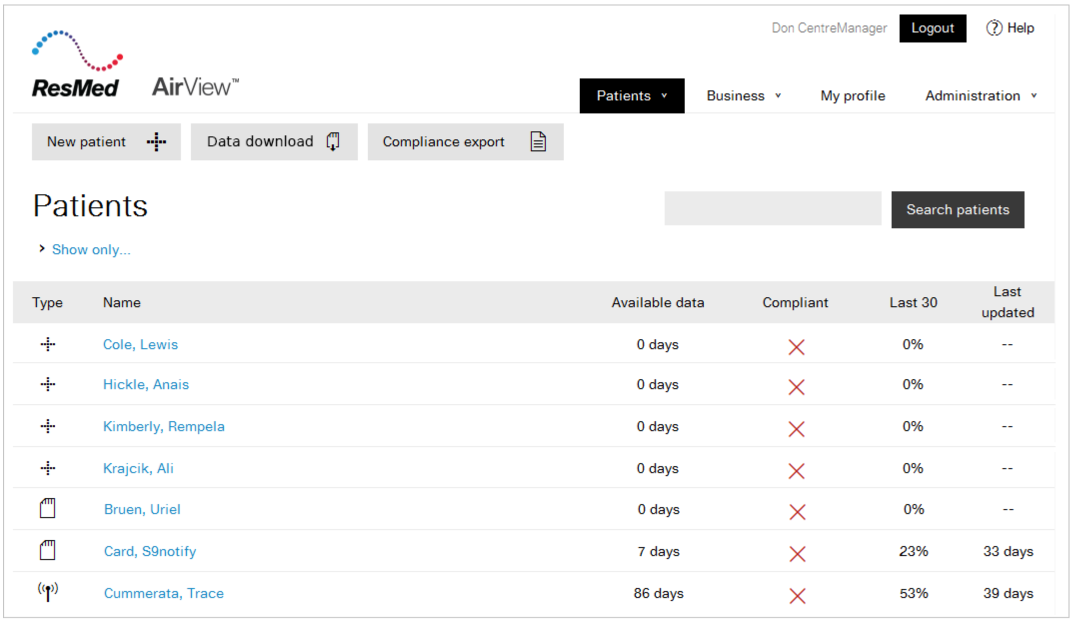
For more information about the icons AirView displays on this page, see Icons [77].

Note
This feature is not available in all regions.

View the All therapy page

The **All therapy** page displays all therapy patients, including those who you monitor wirelessly.

To open the **All therapy** page, from the **Patients** menu, select **All therapy**.



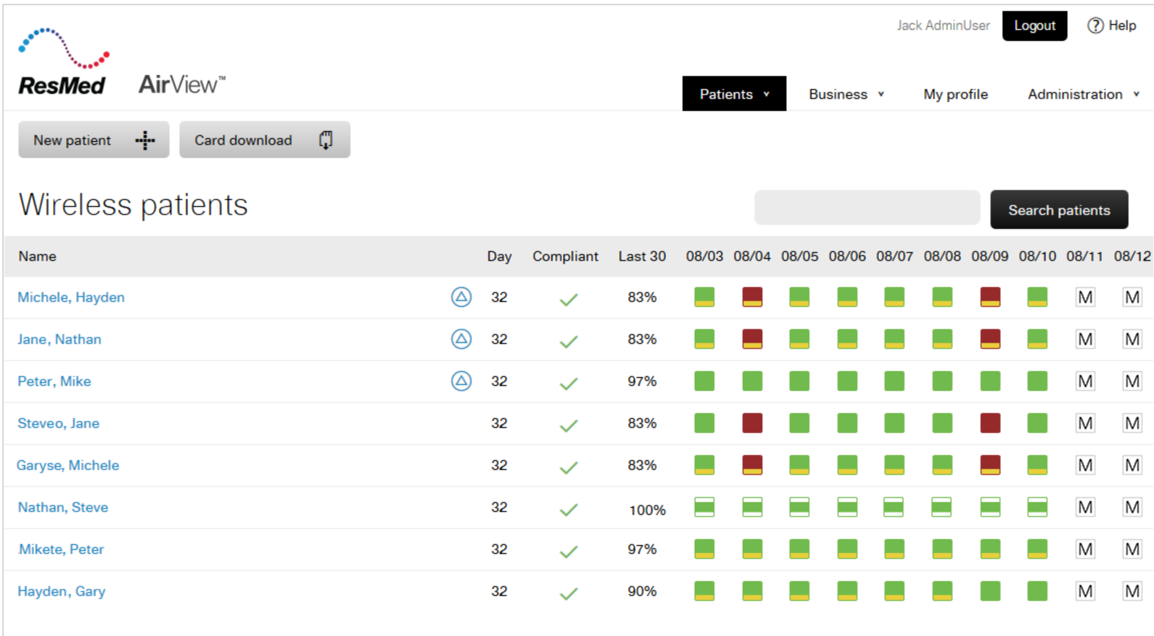
Type	Name	Available data	Compliant	Last 30	Last updated
	Cole, Lewis	0 days		0%	--
	Hickle, Anais	0 days		0%	--
	Kimberly, Rempela	0 days		0%	--
	Krajcik, Ali	0 days		0%	--
	Bruen, Uriel	0 days		0%	--
	Card, S9notify	7 days		23%	33 days
	Cummerata, Trace	86 days		53%	39 days

View the Wireless page

The **Wireless** page displays only those patients who you can monitor wirelessly.

To open the **Wireless** page, from the **Patients** menu, select **Wireless**.

AirView displays patients in descending order. First according to their setup date and second by their last name and first name.

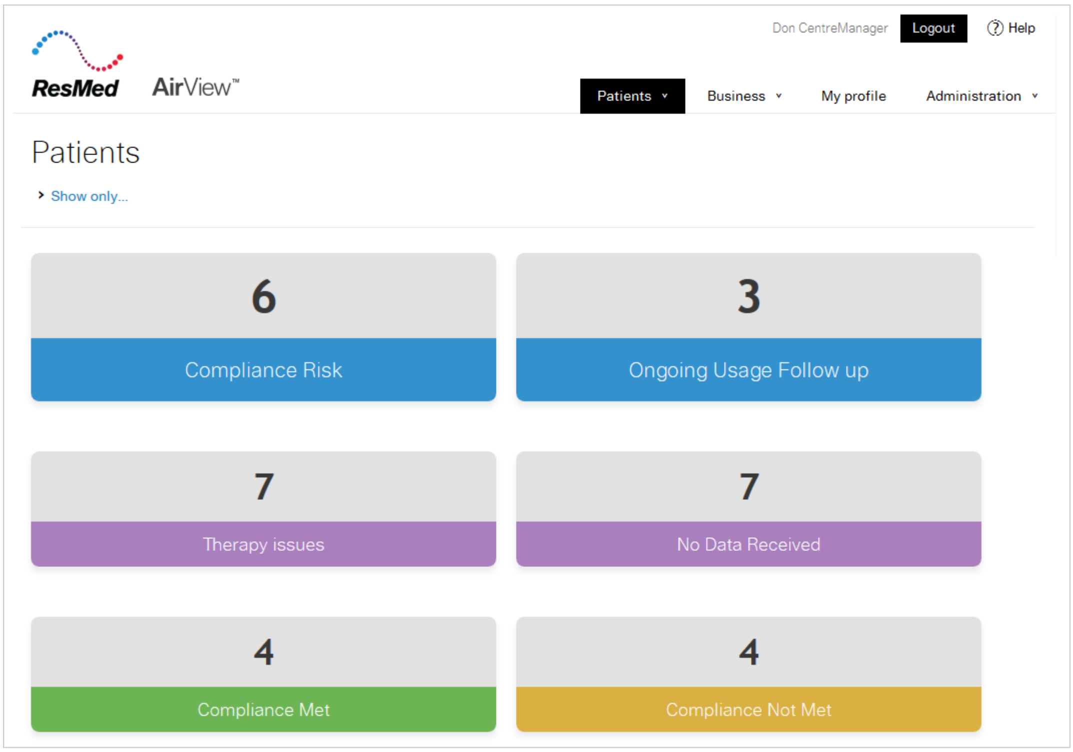


Name	Day	Compliant	Last 30	08/03	08/04	08/05	08/06	08/07	08/08	08/09	08/10	08/11	08/12
Michele, Hayden	32		83%									M	M
Jane, Nathan	32		83%									M	M
Peter, Mike	32		97%									M	M
Steveo, Jane	32		83%									M	M
Garyse, Michele	32		83%									M	M
Nathan, Steve	32		100%									M	M
Mikete, Peter	32		97%									M	M
Hayden, Gary	32		90%									M	M

View the Action Groups page

The **Action Groups** page displays patient groups arranged by priority of focus. For more information on how you can use Action Groups, see Manage patients in Action Groups [48].

To open the **Action Groups** page, from the **Patients** menu, select **Action Groups**.

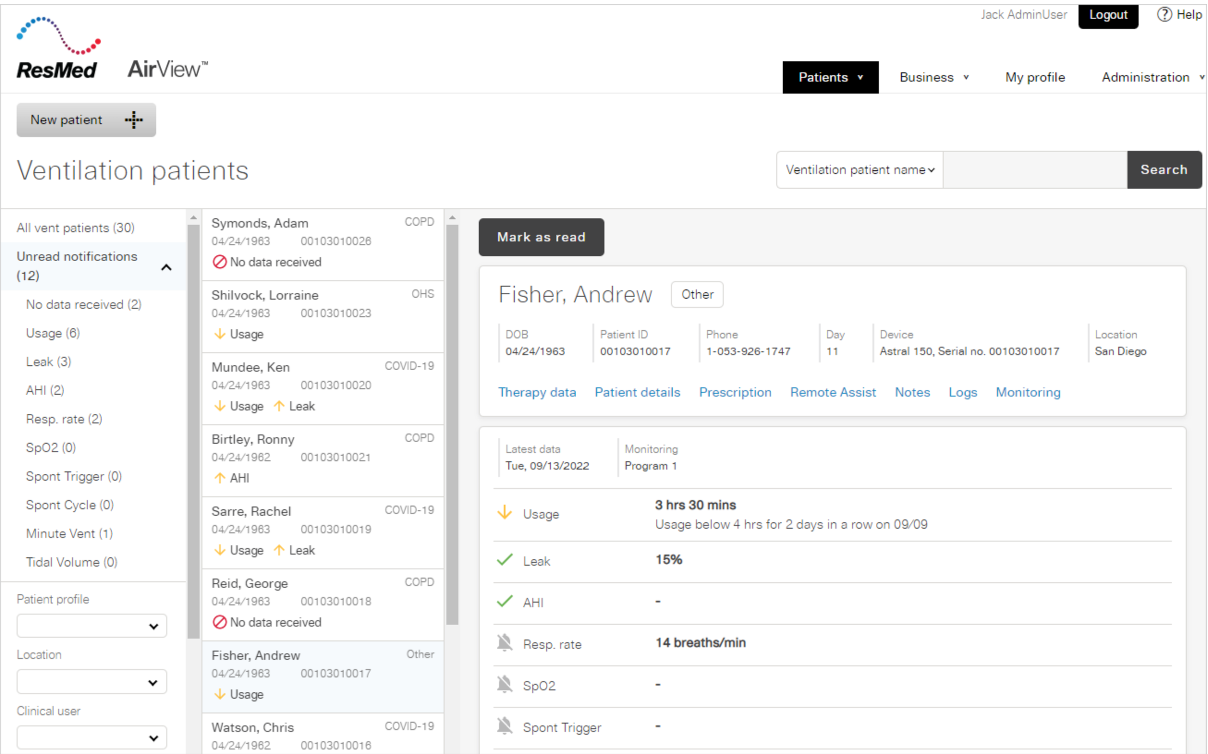


View the Ventilation patients page

The **Ventilation patients** page displays all patients with ventilation devices and their usage and therapy notifications. Access to view or edit certain information varies by user role.

You can identify which ventilation patients have low usage, high leak, high AHI, low resp. rate, high resp. rate or no data. For each ventilation patient with a notification, you can also view their latest daily therapy values[5]. Once you mark a notification as read, the ventilation patient status icon on the patient entry is dimmed and the patient no longer appears in the **Unread notifications** filtered list.

To open the **Ventilation patients** page, from the **Patients** menu, select **Ventilation patients**.

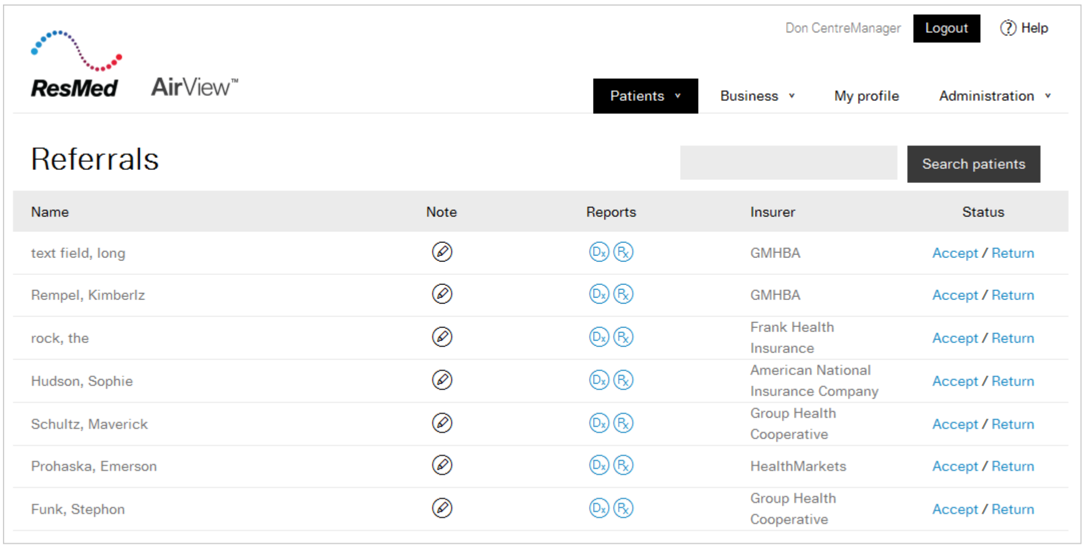


[5]Not threshold values.

View the Referrals page

The **Referrals** page displays home sleep test patients referred for therapy. Once you accept a referral, AirView no longer displays the patient on the **Referrals** page. Instead, AirView displays them on the **All therapy** page.

To open the **Referrals** page, from the **Patients** menu, select **Referrals**.



Note
This feature is not available in all regions.

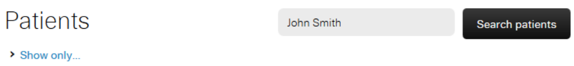
Search for records

AirView's search functionality searches for records that begin with or exactly match each search term entered. For example, if you search for John Smith, the results would include John Smith, John Q. Smith and Johnathan Smithely but not John Doe.

You can perform searches on patient, location, user, physician and insurer pages.

To search for records:

1. In the search field, enter your search criteria.



2. Click **Search**.

Filter records

You can refine your search results by applying filters.

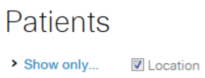
You can filter patient search results by multiple criteria, including user, location, status and other criteria, depending on which patient category is being searched.

The filter feature is not available on the **Wireless** page, and only patients in active status, with or without monitoring schedules, are displayed in search results on the **Wireless** page.

To filter records:

1. To filter search results on the **Diagnostic** or **All therapy** page, click **Show only**.
2. Select search criteria from the lists.

3. Click **Apply**.
   The selected filter is indicated by a check mark.

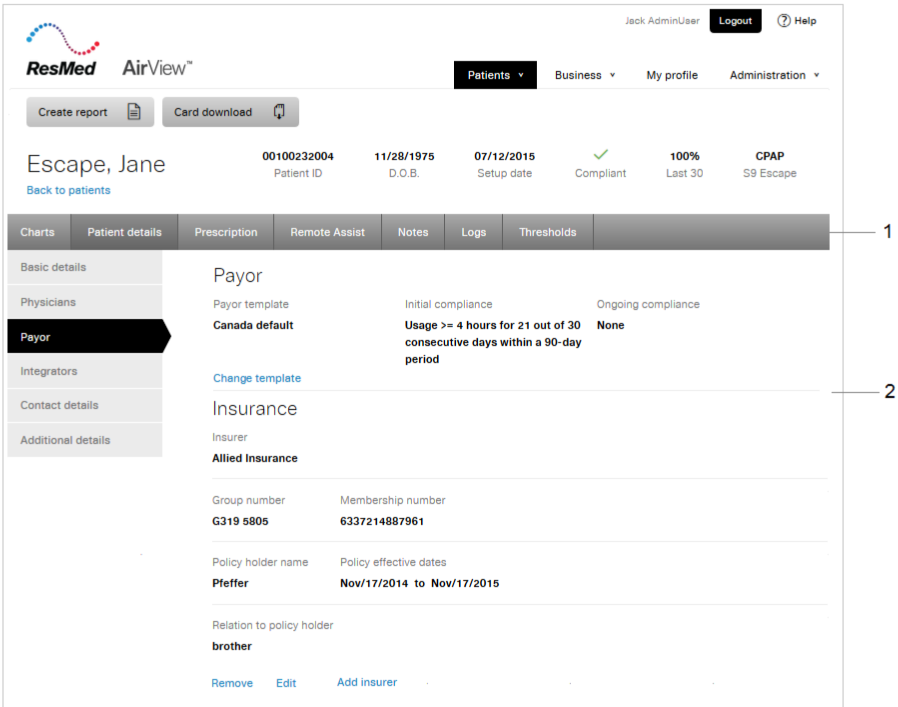


To remove a filter, click the check mark to deselect it.

Navigate a patient file

Patient files consist of personal, therapy and diagnosis information arranged in tabs and panels. Access to view or edit certain information varies by user role.

To open a patient file, from the **Patients** menu, select **Diagnostic**, **All therapy**, or **Wireless**. Once AirView displays all patients in the group you selected, select a patient to view the patient's file.



1	Each tab provides access to different options or patient information.
2	The main panel displays content related to a menu selection, patient information, tasks or messages.

Review user roles and permissions

The roles that you assign to AirView users determine what permissions the user has to view patient information and perform tasks within AirView. You can assign users one or more roles within an organisation.

Physician and sleep lab clinical users have full access to all patients in an organisation (and their details), but no access to administration features.

Contact your local administrator to request a change to your level of access.

AirView supports the following roles:

Role	Permissions
HCP organisation	

Role	Permissions
Administrator	• Create a new location • Create a new user • Edit an existing user • Create or edit an insurer • Edit physician access
Clinical user	• Create a new patient file • Set up wireless monitoring • Accept or reject patient referrals • Edit a patient file • Associate a physician to a patient • Download card data • View patient compliance data • Remotely update settings for compatible devices • Create reports
Physician organisation	
Administrator	• Create a new location • Create a new user • Edit an existing user • Add an interpreting physician • Link a HCP
Clinical user	Diagnostic • Create a new home sleep test patient file • Associate a device to a patient file • Download device data • View and manually score raw data signals • Add a physician interpretation and an electronic signature • Generate a diagnostic report • Refer a patient to a preferred HCP • Deactivate or reactivate a patient • Filter patient data • Add patient notes • View logs Therapy • Create a new patient file during a data card download[a.] • Access a patient's compliance data • Generate compliance or therapy reports • Add patient notes • Update therapy settings[a.]

[a.] Not available for Astral, Lumis HFT, Stellar and AirMini devices.

Note
Not all features are available in all regions.

Review my profile

You can use the **My profile** menu to view and change your personal and contact details. Only your local AirView administrator can change your permission details for security reasons.

Review my details

To view or edit your details:

1. In AirView, click **My profile**.
2. Click one of the following options to view details:
   - **Basic details**
   - **Contact details**
   - **Preferences**—standard or detailed diagnostic report format.

3. Click **Edit**.
4. Edit or enter all necessary information and click **Save**.

Manage diagnostic patients

As a clinical user of a physician practice or sleep lab, the **Diagnostic** patients list page (**Patients** > **Diagnostic**) is where you can enter new home sleep test (HST) patient details, download HST device data and associate HST device data to a patient.

You can view or update patient details through these available functions:

- **Patient details**—view and edit basic and other details.
- **Diagnostic**—view summary recording and statistics, view and manually score data signals, add interpretation and create diagnostic reports.
- **Prescription**—create a prescription for therapy report with the appropriate therapy device, settings, accessories and replenishment schedule.
- **Notes**—create notes.
- **Logs**—view access logs.

To create a summary diagnostic report:

1. From the **Diagnostic** patients list page, click **Diagnostic export**.
2. Click **Open** or **Save** as a Microsoft Excel format.

Add a diagnostic patient

Once you add a diagnostic patient, you can associate a home sleep test (HST) device with a patient, download device data and create a diagnostic report.

We recommend that you associate the device with the patient after you create the patient file. This ensures that AirView can locate the patient during device download.

To add a diagnostic patient:

1. From the **Patients** menu, select **Diagnostic** and click **New patient**.
2. Enter the following details:

Clinical details

Field/section	Description
Clinical user	Defaults to currently signed-in user. Select another user from the list who will accept the patient.
Referred physician	Select a physician who is linked to share the patient record for interpretation.

Patient details

Field/section	Description
Name	Enter the patient's title, first name and last name.
Date of birth	Enter the patient's date of birth.
Patient ID (optional)	Enter the patient's identification.

Healthcare details (optional)

Field/section	Description
Insurer	Select the patient's insurer.
Group number, membership number, policy holder name, policy effective dates and relation to policy holder	Enter this information when it is available.

Contact details (optional)

Field/section	Description
Contact details	Enter the patient's telephone number and email address.
Address	Enter the patient's address including country, province and city details.

Additional details (optional)

Field/section	Description
Gender	Enter the patient's gender.
Marital status	Enter the patient's marital status.
BMI	Enter the patient's body mass index.

3. Click **Save**.

Associate a device

When AirView is unable to find a home sleep test (HST) device associated with a patient file, you can associate the device to a patient file through the device association feature in AirView.

- When you connect a device, AirView detects the home sleep test (HST) device and automatically downloads the data.
- When you associate a device, AirView deletes all existing data from the HST device.

Note
AirView no longer supports Nox T3 devices. Your existing patient data remains in AirView, but you cannot run any new analysis or make any new associations to the Nox T3 devices.

To associate a device:

1. From the **Patients** menu, select **Diagnostic** and open a patient's file.
2. From the toolbar, click **Associate** device.
3. Connect a compatible HST device into your computer with a USB cable and click **Continue**.
4. Click **Associate**.

Download device data

Once the home sleep test (HST) device is returned from your location, it is time to download the data.

If the device is already assigned to another patient outside your organisation, you cannot reassign the device. Contact your local technical services team for assistance.

To download device data:

1. From the **Patients** menu, select **Diagnostic** and click **Device download**.
2. Connect a compatible HST device into your computer with a USB cable and click **Continue**.
   AirView detects the device and automatically looks for an active patient with a matching serial number. If AirView does not find a patient, you can search for a patient or create a new patient.
3. If AirView displays the correct patient, click **Download**.
4. If AirView displays the wrong patient, click **Search active patients**.
   Ensure you selected the correct patient because you cannot undo this action. The device download starts automatically and AirView displays a confirmation message.

Update a diagnostic patient

You can modify, add or delete data from a diagnostic patient's file.

Patients with an active status are visible in the patients list; whereas, AirView does not display patients with an inactive status. Furthermore, inactive patients do not appear in search results when you download data from a device.

To edit a diagnostic patient's details:

1. From the **Patients** menu, select **Diagnostic** and open the patient's file.
2. In the **Patient details** tab, click **Basic details**.
3. Click **Edit** and enter the following information:
   - First and last name
   - Date of birth
   - Location
   - Patient ID
   - Status: active or inactive
   - Clinical details: clinical user and associated physician
4. Click **Save**.

Start a new test for an existing patient

You can start a new test for an existing patient if they must use another HST device. The new test permanently deletes any existing raw data signals and adds the signed diagnostic report to the **Notes** section.

1. From the **Patients** menu, select **Diagnostic** and select the relevant patient.
2. From the toolbar, click **New HST**.
   AirView displays a confirmation message.
3. Select the check box and click **Continue**.

Delete a patient file

You can delete a patient's file from AirView.

Once you delete a patient's file, users can no longer access the patient's information; therefore, when you delete a patient file, ensure that you advise the relevant physician.

To delete a patient's file:

1. From the **Patients** menu, select **Diagnostic** and open the patient's file.
2. From the toolbar, click **Delete patient file**.
3. To permanently delete this patient file, select **Yes**.
4. To confirm, enter the patient's last name.
5. Click **Delete patient file**.

Review diagnostics

The **Diagnostic** tab allows you to view summary recordings and statistics. You can access detailed raw data signals and diagnostic reports on this page.

Data signal types and their positions are dependent on the HST device type. For more information on signal types, see the device manual.

1	**Events legend**: identifies events with colour coding.
2	**Hypnogram**: summarizes chart recordings during a sleep study.
3	**View bar**: represents a three-minute epoch in the hypnogram.
4	**Epoch window**: represents a zoom-in display of the view bar.

View data signals

You can view or download data signals from a diagnostic patient's file.

To download raw HST data, in the bottom right corner of the **Data signals** page, click **Download HST raw data**.

To view raw data signals:

1. From the **Patients** menu, select **Diagnostic** and open the patient's file.
2. In the **Diagnostic** tab, click **Raw data signals**.
3. To navigate through the data:
   a. On the hypnogram, click the **left** or **right** arrow to display a three-minute epoch. You can also use the **left** or **right** arrow keys on the keyboard.
   b. Press the **control** + **left** or **right** arrow key to display a 90-second increment.
   c. Click and drag the **view bar** within the hypnogram.

Manually score raw data signals

If required, you can manually score raw data signals in AirView. You can:

- insert additional events and allocate them to an event type
- delete an existing event from the signal view
- subsequently amend the duration and allocation of the event type (in the case of editable events).

To insert an event:

1. From the **Patients** menu, select **Diagnostic** and open the patient's file.
2. From the **Diagnostic** tab, click **Raw data signals**.
3. Move the cursor to a channel at the start of the event.
4. Left-click and drag the cursor to the right or left at the end of the event.
5. Select the desired event type.
6. Click **Save**.

To delete an event:

1. From the **Data signals** page, hover the cursor over the event.
2. On the keyboard, press **Delete**.
3. Click **Save**.

To define event duration:

1. From the **Data signals** page, hover the cursor over the event.
2. Move the cursor to the beginning or end of the event.
3. Drag the left-right arrow to the desired position.
4. Click **Save**.

Reanalyse data signals

You can reanalyse your downloaded data to comply with American Academy of Sleep Medicine (AASM) guidelines. You may also require a new analysis if the analysis parameters changed or if you must correct a manual analysis.

When you reanalyse data, AirView reverts the statistics and signals back to the original auto score.

To reanalyse data signals:

1. From the **Patients** menu, select **Diagnostic** and open the patient's file.
2. From the **Diagnostic** tab, at the bottom of the **Statistics** section, in the **Analysis guidelines** list, select the analysis guidelines.
3. Click **Reanalyse**.

Create a diagnostic report

As a physician, you can add your interpretation to the diagnosis and create a patient's diagnostic report. You can view, print or save a copy of the report.

- We recommend that you check the raw data signals for correctness if you use the results to assist in diagnosis and interpretation.
- To change the interpretation before you sign the report, click **Edit**.
- Only users with "interpreting physician" permissions can electronically sign diagnostic reports.

To create a diagnostic report:

1. From the **Patients** menu, select **Diagnostic** and open the patient's file.
2. From the **Diagnostic** tab, under the **Reports** panel, click **Add interpretation**.
3. In the report, enter an interpretation.
4. Click **Save**.

5. To finalise the report, click **Sign**.
6. To open the report, under the **Reports** panel, click **Diagnostic report**.

Tip
To change the report format to standard (data only) or detailed (data and graph), on the **Reports** page click **Change format** or go to **My profile** > **Preferences**.

To remove an electronic signature:

1. From the **Diagnostic** tab, under the **Signature** panel, click **Remove signature**.
2. To confirm, click **Yes** to remove the signature.

Create and sign a prescription

In the **Prescription** tab, you can sign or review a prescription for a therapy report. You can also select therapy settings and accessories, and assign a replenishment schedule for device accessories.

To create and sign a prescription for therapy:

1. From the **Patients** menu, select **Diagnostic** and open the patient's file.
2. From the **Prescription** tab, select the following (if required):
   - Therapy device and the required pressure(s).
   - Mask, humidifier, air tubing and filters.
3. Enter additional notes.
4. To finalise the prescription for therapy, click **Sign**.
5. To view, print or save a copy of the report, click **Prescription for Therapy Report**.

Tip
If you select the **Patient requires ongoing replenishment** check box, the replenishment schedules AirView displays are based on the US Centers for Medicare & Medicaid Services (CMS) standards.

Note
This feature is not available in all regions.

Send a patient for therapy

When a physician signs a prescription for a therapy report, the patient's status on the **Diagnostic** patients list page changes to **Ready to send**. Only users with administration rights can access this option.

- On the **Diagnostic** patients list page, you can also send results (next to the patient, click).
- For a HCP to appear on the **HCPs** list, go to **Administration** > **HCPs** to link the HCP. See Link a provider (HME/HCP) [52] for more information.
- If the HCP returned the patient, to send the results back, you can click .

To send a diagnostic patient for therapy:

1. From the **Patients** menu, select **Diagnostic** and open the patient's file.
2. From the **Prescription** tab, at the top of the page, click **Send results**.
3. Select a HCP from the list.
4. Enter a message (if required) and click **Send**.

Manage therapy patients

You can view, create and update patient files from the **Patients** menu. If your permissions allow you to access patient data, you can access this menu and perform all available functions, including:

- **Charts**: Create charts that show patient usage data (for CPAP devices).
- **Therapy data**: View patient's therapy data and device settings (for ventilation devices[6]).
- **Patient details**: View and edit demographic, insurance and physician details.
- **Prescription**: View, assign or unassign equipment and set therapy mode and device type.
- **Remote Assist**: View Remote Assist data[7].
- **Notes**: View and create notes.
- **Logs**: View prescription changes, data access changes and device faults.
- **Monitoring**: View patient’s usage and therapy notification rules (for ventilation devices*).
- **Thresholds**: View and edit leak threshold values.

Note
Not all features are available in all regions.

View patient files

The **Patients** menu provides access for clinical users to view patient data on the **Patients** page for all therapy patients within their organisations (**Patients** > **All therapy**).

The **Patients** page displays all patients within your organisation in locations you can access. AirView displays patients based on the search criteria you enter, which may be constrained by group or location.

To view data for all therapy patients in your organisation:

1. From the **Patients** menu, select **All therapy**.
2. Enter your search criteria.
3. Click **Apply**.
   AirView displays a list of therapy patients in your organisation who match your search criteria.
4. Select the name of the patient whose data you want to view.
   AirView displays basic data for the patient you selected.

To view data for wireless therapy patients in your organisation:

1. From the **Patients** menu, select **Wireless**.
   AirView displays a list of wireless therapy patients in your organisation.
2. Select the name of the patient whose data you want to view.
   AirView displays basic data for the selected patient.

Create a compliance export for multiple patients

You can save compliance exports created in AirView to Microsoft Excel (therapy patients list).

You can create compliance exports for all patients in your location or locations. If your permissions allow you to access patient data, you can download compliance exports.

AirView cannot create compliance exports with more than 365 days of data.

[6]For select ventilation devices only.
[7]Remote Assist is not available for all devices.

To create a summary compliance export for multiple patients:

1. From the **Patients** menu, select **All therapy**.
2. Apply the relevant filter(s) to the list of patients.
3. From the toolbar, click **Compliance export**.
4. Click **Start export**.
   After AirView sends you a notification that the export is finished, go to **Business** > **Compliance exports** to download the export file. The compliance export is displayed in Microsoft Excel format, which you can either save as a file or print, if required.

Accept a diagnostic patient

When a physician refers a diagnostic patient for therapy, an HCP can accept or return the patient for setup.

Note
This feature is not available in all regions.

To accept a referral:

1. From the **Patients** menu, select **Referrals**.
2. Find the relevant patient and in the **Status** column click **Accept**.
3. Select the following from the lists:
   - Location
   - Clinician (required)
   - Insurer (as it appears from your organisation)
4. Click **Accept**.
   AirView removes the patient from the list and moves the patient to the **All therapy** patients list with the **Patient awaiting setup** status.

To send back a referral:

1. From the **Patients** menu, select **Referrals**.
2. Find the relevant patient and in the **Status** column click **Return**.
3. To confirm, click **Return**.
   AirView removes the patient from the list and moves the patient back to the **Diagnostic** patients list with the **Patient returned** status.

Tip
For more details, move your cursor over the **Notes** icon or click the **Diagnostic** or **Prescription report** icon.

Add a therapy patient

Clinical users can create new patient files in AirView. Once you create a file, you can:

- update the patient's prescription
- assign equipment
- add notes
- set up the patient's device in AirView.

Important
When AirView asks for a serial number, ensure you enter it correctly.

To create a new patient file:

1. From the **Patients** menu, select **All therapy** or **Wireless** and click **New patient**.
   AirView displays the **New patient** page.
2. Enter the following details:
   Clinical details

<table>
<tr><th>Field</th><th>Description</th></tr>
<tr><td>Patient setup date</td><td>The date you enter must indicate the date when monitoring began and cannot be more than 365 days in the past. AirView bases all compliance calculations on this date.

(Wireless monitoring schedules default to no end date unless you specify otherwise.)</td></tr>
<tr><td>Clinical user</td><td>By default, AirView displays the name of the user currently signed in. To select a different clinical user, next to the Clinical user field, select a user from the list.</td></tr>
<tr><td>Physician</td><td>When AirView creates a new patient file, you must either associate the name of a physician with the new file or, if the patient's physician is not in AirView, you must indicate that you will not associate a physician with the new patient file. When you associate a physician, this physician can view the new patient file.

To specify a physican's name:
a. Click Add physican.
AirView displays the Add physician dialog.
b. Enter search criteria in the Search field.
c. Click Search.
AirView returns a list of physicians matching your search criteria.
d. Select a physician from among the search results.
e. To save your selection, click Add.

To indicate that the patient has no physician:
• Click No Physician.
AirView displays a notation indicating that the patient has no physician.</td></tr>
</table>

Patient details

Field	Description
Name	Enter the patient's title, first name and last name.
Date of birth	Enter the patient's date of birth.
Location	Select the patient's clinical location.
Compliance option	Select the appropriate compliance option from the list.
Patient ID	Enter the patient's identification (optional).

Device and accessories

<table>
<tr><th>Field</th><th>Description</th></tr>
<tr><td>Add a device</td><td>You can assign only one therapy device to a patient. You must add a device before you can add any accessories.

• Scan the device's bar code or enter its serial number.
• For S9 devices, select the device from the list and click Next.
• For Air Solutions or AirMini devices, enter the 3-digit device number located on the device's rear label and click Next.
For supported devices, AirView asks if you want to invite the patient to myAir. See Send a myAir invitation to a patient [39] for more information.
• For Astral/Stellar devices, enter the 3-digit device number located in the device user interface and click Next.</td></tr>
<tr><td>Select a data access option[a.]</td><td>Select a data access option from the list.</td></tr>
<tr><td>Add a communication module[b.]</td><td>You can assign only one module to each patient. Scan the device's bar code or enter its serial number.</td></tr>
<tr><td>Add a mask (optional)</td><td>Select a mask and mask size from the list. (This includes a tracheostomy tube and a mouthpiece for Astral/Stellar.)</td></tr>
</table>

Field	Description
Add air tubing (optional)	Select air tubing from the list. (This includes patient circuits for Astral/Stellar.)
Add humidifier (optional)[b.]	Select a humidifier from the list.

[a.]Users with permission to change patient data access only. Not applicable for S9 devices.

[b.]For S9 devices only (AirView no longer supports wireless connectivity for S9 devices). Air Solutions devices have built-in on-demand wireless communication modules and humidifiers.

Integrator details (optional)

Field	Description
Integrate with	Select the patient level integrator from the list, click **Save** and enter the required member/insurance ID to match with a patient in the integrator's database. If the integration was successful, AirView shows the Integration status as **Complete**.

Contact details

Field	Description
Contact details	Enter the patient's telephone number and email address.
Address	Enter the patient's address including country, province and city.

Additional details

Field	Description
Gender	Enter the patient's gender.
Marital status	Enter the patient's marital status.

3. Click **Save**.
4. If you added a patient with a ventilation device[8], complete the following steps:
   - On the **New ventilation patient** page, in the **Patient profile** list, select the option that applies to the patient and click **Save**.
   - In the **Monitoring** tab, review the patient's profile, monitoring options and therapy notification rules.

Send a myAir invitation to a patient

You can send a myAir invitation when you create a patient or at a later time in a patient's file[9]. For more information on a patient's myAir status, see the Icons [77] section.

Note
This feature is not available in all regions.

To send a myAir invitation when you create a patient:

1. On the **Home** page, **All therapy** or **Wireless patient** list pages, click **New patient**.
2. In the **Device and accessories** section, click **Add device**.
3. Scan the device's bar code or enter its serial number and click **Add**.
4. For Air Solutions or AirMini devices[10], enter the 3-digit device number located on the device's rear label and click **Next**.
5. Enter the patient's email address and click **Yes**.
   AirView sends the patient a myAir invitation email with a myAir account activation link.

[8]For select ventilation devices only.
[9]One or more options may be available depending on your organisation's AirView settings.
[10]This feature is not available for all devices.

To send a myAir invitation from an existing patient’s file:

1. In the patient's file, next to the patient's name, hover your cursor over the **circular myAir** icon.
2. Click **Invite**.
3. In the **Email address** field, enter the patient's email address or, if already present, ensure it is correct and click **Send invite**.
4. Click **OK**.

Download card data

Clinical users within HCP organisations can download patient data from a compatible data card and save the data in AirView.

Note
This option is not available for all devices.

- To enable the card download, ensure that you have ResMed Cloud Connect installed on your computer.
- When you reuse a data card used to store patient data, ensure you delete all previous patient data.
- If the device is already assigned to another patient outside your organisation, you cannot reassign the device.
- If you assign a new device to an active patient, you may be prompted to change the patient's prescription.
- Physicians cannot perform card downloads.

To download patient data from a data card:

1. On the **Home page**, **All therapy** or **Wireless patient** list pages, click **Card download**.
2. Insert a compatible data card in the card reader.
3. Follow the on-screen prompts for ResMed Cloud Connect.
4. If preferred, select **Include detailed data**.
5. If the correct patient file is displayed, click **Yes, start download**.
   The data download starts automatically and AirView displays a confirmation message.
6. If AirView does not display the correct patient file, click **No, incorrect patient**.
   You can then either search for an active patient or create a new patient file. You cannot undo a download; therefore, ensure you select the correct patient before you download the data.

Note
Detailed data is not available on all supported devices.

Add a therapy patient from a card download

If AirView is unable to locate a patient file associated with a device serial number, you can create a new patient file from the card download with which to associate the downloaded data.

Note
This option is not available for all devices.

To create a new patient file from a card download:

1. On the **Home page**, **All therapy** or **Wireless patient** list pages, click **Card download**.
2. Insert a compatible data card in the card reader.
3. Follow the on-screen prompts for ResMed Cloud Connect.
4. On the **Card download** page, in the **Patient details** section, click **Create a patient file**.

5. Enter the required information.
6. Click **Save**.
7. If preferred, select **Include detailed data**.
8. Click **Yes, start download**.
   AirView now creates a new file containing only basic patient information. To add more details, open the patient's file from the **Patients** menu.

Note
Detailed data is not available on all supported devices.

View sleep therapy charts

The **Charts** tab allows you to monitor a patient's usage data and Care Check-in responses. You can view their usage history on a 30-day compliance period or a fixed time period:

- **30-day compliance period**—shows the 30-day continuous period when the patient used their device for >=4 hours for 70% of the days since the setup date.
- **Fixed time period**—a time period of up to 90 days selected by the clinician. The clinician can set the period and the end date.

It shows the following usage data:

- Compliant (>=4 hours) and non-compliant (<4 hours) use
- Total usage and Program 1 usage (for compatible ventilation devices only)
- Time, day and date of use.

For ventilation devices, time is not shown.

Each bar represents daily use with the following indicators:

- **Green bar**—compliant use
- **Red bar**—non-compliant use
- **Gray bar**—indicates a day of unknown usage. AirView did not receive usage data for this day.
- **Red outline bar**—indicates an unused day. The patient did not use the therapy device on this day.

For more information on usage data, refer to the logs for troubleshooting.

View ventilation therapy charts

The **Therapy data** tab allows you to monitor a patient's therapy data for ventilation devices[11]. When you assign a patient to a ventilation device, this tab replaces the **Charts** tab. On this tab, you can see a breakdown of data based on time period and program.

To view data for a specific time period, you can use the calendar date selection panel and select one of the following options:

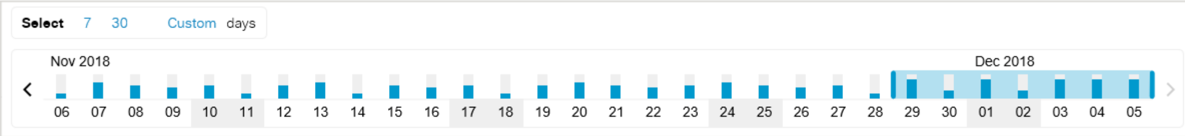
- **7 days**—shows the last week of data available.
- **30 days**—shows the last month of data available.
- **Custom**—shows the date range that you select.

The highlighted area represents the displayed time period.

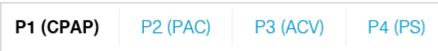
In the calendar date selection panel, each bar represents daily total usage (hours and minutes) across all available programs with the following indicators:

[11]For select ventilation devices only.

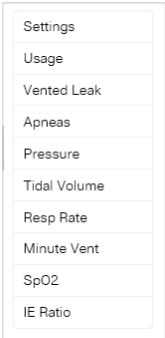
- **Full bar**—24-hour usage.
- **Half bar**—12-hour usage.
- **Empty bar**—no usage or no data.



Below the calendar date selection panel, you can see the available programs on the patient's device. To only view therapy data for a particular program, select one of the available programs[12].



On the left side of the screen, you can use the navigation menu to open one of the therapy metric charts.



To open or close a chart:

1. Click on the chart title (for example, **Settings**).
2. To open all charts, at the top of the page, click **Expand all**.

To reorder the list of charts:

1. Click **Reorder**.
2. Select a list item then drag and drop it anywhere in the list.
3. Click **Apply**.

To print, or save to PDF, all visible data in the Therapy Data tab:

Before you print, ensure you display what you want printed.

1. Expand/collapse charts, select different day ranges, or for detailed data, select a day to zoom in on the interesting part that you want printed.
2. At the top of the page, click **Print**.

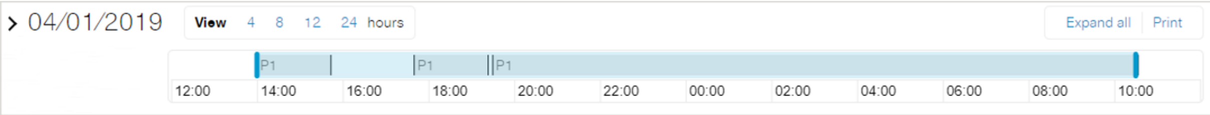
To zoom in on detailed therapy data:

In the **Therapy Data** tab, for select ventilation devices, you can zoom in on detailed therapy data by the hour for all programs on the therapy metric charts.

1. On the calendar date selection panel, select any **day** (any bar) to zoom in on detailed data for the 24-hour period.

[12]Not all programs are available on all devices.

2. To view a specific period of the day, next to **View**, select **4**, **8**, **12** or **24** hours.
3. To zoom in further, click and drag either end of the **time selection bar** (blue stripe) to narrow down your selection to a specific hour or set of hours.



To get the latest therapy data from the patient's device:

The update may take some time, so you do not need to remain on the page while AirView retrieves the latest data.

1. Click **Update data now**.
2. To confirm, click **Request latest data**.
3. Refresh the page so the latest data can appear.

To view the patient ventilation monitoring rule threshold on the usage charts:

If your organisation does not have monitoring usage rules enabled or the patient does not have a monitoring usage rule enabled, AirView does not display the **Change** option.

1. On the left side of the screen, in the navigation menu, select **Usage**.
2. On the **Usage** chart, in the upper-right corner, click **Change**.
   The view changes from a compliance perspective to a monitoring perspective to show your organisation's monitoring rule thresholds.

Update a therapy patient

You can modify, add or delete data from a patient's file.

To edit a patient's basic details:

1. From the **Patient details** tab, click **Basic details**.
2. Click **Edit** to update the following information:
   - First and last name
   - Date of birth
   - Clinical location
   - Patient ID
   - Status: active[13] or inactive[14]
   - Clinical details: setup date and clinical user
3. Click **Save**.

Add a physician to a patient's file

If you are a HCP user, you can add a physician to a patient file. This enables the physician to view the patient's data.

- When you use address details to search for a physician, you must enter the state's abbreviation (for example, TX for Texas.)
- If AirView does not list the physician's name, contact ResMed customer service.

[13]Active—You can view the patient on **All therapy** or **Wireless** patient list pages. When you create a new patient file, the default status is **Active**.

[14]Inactive—AirView hides the patient from the **All therapy** patient list page and if any active monitoring schedule exists, AirView discontinues it.

To add a physician:

1. From the **Patient details** tab, select **Physicians**.
2. Click **Add physician**.
3. Enter search criteria and click **Search**.
4. Select either:
   - **organisation name**—allows all physician clinical users in the selected organisation to view this patient's data.
   - **physician's name**—associates this specific physician with the patient's file and allows all physician clinical users within the physician's organisation to view the patient's data.
5. Click **Add** to complete the setup, **Back** to select another physician or click **Cancel** to return to the **Patient details** page.

Assign a physician to a patient’s file (physician self-assignment)

Physician users can use the following procedure to assign themselves or another physician in their practice to their patients so they can co-manage patients with a patient care provider who uses AirView.

To assign a physician to a patient’s file (physician self-assignment):

1. In AirView, select the **Patients** tab and click **All therapy**.
2. Click **Access patient file**.
3. Search for your patient by specifying:
   a. date of birth (MM/DD/YYYY)
   b. the serial number of the patient’s device (11 digits)
   c. the device number of the patient’s device (three digits)

   The patient details must be an exact match for one patient. If the information you provide matches multiple patients, or no patients, you receive an error noting 'no patient file found'.
4. Click **Search**.
5. Verify the patient is correct and select the check box to confirm you received consent from the patient to handle their health data.
6. Click **Continue**.
7. Select the correct physician from the **Patient’s physician** list.
8. Click **Save**.

   The assigned physician can now view the patient file and all physician clinical users within the physician's organisation can also view the patient's file.

> **Note**
> This feature is not available in all regions.

Remove a physician from a patient file

You can remove a physician from a patient file. This disables the physician's ability to view the patient's data.

When you remove a physician from the patient's file, AirView does not remove the physician's details from the system. This allows you to reassign the same physician to other patients, if necessary.

1. From the **Patient details** tab, select **Physicians**.
2. Under the physican's name, click **Remove**.
3. To remove the physician, click **Yes**.
4. If you remove the only physician in an organisation linked to the patient, select either:
   - **Yes, access is still required**—allows the organisation to continue to view this patient's data.
   - **No**—removes the organisation's ability to view this patient's data.

Update a prescription

Caution
AirView is not intended for remote titration. Consult a physician for any changes you make to therapy settings that modify an existing prescription.

If a patient's prescription has changed, you can use one of the following methods to update their therapy settings:

- Send settings changes wirelessly to a device. AirView applies the changes to the device when the device is turned on and within a coverage area.
- Save settings changes to a data card. When you insert the data card into the device, the changes are applied to the device.

Note

- This option is not available for all devices.
- Ensure that your user permissions allow you to change patient therapy settings. For more information on user roles and permissions, see Review user roles and permissions [27].

Before you update a patient's therapy device settings, ensure that:

- the device serial number shown from the **Prescription** tab matches the serial number of the patient's therapy device
- the device type shown from the **Prescription** tab matches the type of device the patient is using
- the system has received at least one day's worth of data, for devices other than AirSense CPAP, AirSense AutoSet or AirSense Elite. For devices such as AirSense CPAP, AirSense AutoSet or AirSense Elite prescribed for patients with obstructive and central sleep apnoea, you can update prescription settings before the system receives data.
- ResMed Cloud Connect is installed on your computer if you plan to save changes to a data card.

Important

- Incorrect settings can cause incorrect therapy to be applied. Ensure that all prescription changes are approved by the patient's physician.
- Because AirView erases all existing data on a data card, ensure that you have selected the correct card before saving changes.

To update therapy settings:

1. From the **Prescription** tab, click **Edit settings**.
2. Update the patient's therapy settings as needed.
3. If the patient's device supports wireless communication, complete the following steps:
   a. To wirelessly update the patient's settings, click **Send settings to device**.
   b. Verify that the new settings are displayed.
   c. Click **Yes, change settings**.
   From the **Prescription** tab, the status is updated to **Changes pending**. This status changes to **No changes pending** after the settings are written to the device.
   Setting changes may take some time to complete. You may need to refresh your display to see an updated status.
   If the settings update is unsuccessful, an error message displays. For more information on error messages, refer to Troubleshooting [71].
4. If the patient is not using a communication module, complete the following steps:
   a. Click **Save settings to card**.

b. Click **Next**.
c. After verifying that the data card is formatted correctly and not locked for editing, insert the card into the card reader.
d. Click **Continue**.
e. Select the data card to which you want to save the changes.
f. Click **Continue**.
g. Verify that the status from the **Prescription** tab indicates **Settings written to card**.
   All prescription changes are displayed from the **Logs** tab for future reference.
   Because the changes that you saved to the data card are only applied when the card is inserted into the device, your changes do not appear immediately in AirView.

Remotely assist a patient

The **Remote Assist** tab displays settings and status information for Air Solutions devices.

> **Note**
> This option is not available for all devices.

The device status bar displays functional or faulty device messages.

The settings section displays device, humidifier, air tubing and mask settings. For Astral R6, this section also displays the next service date and battery information.

The **Recent usage and leak** section displays the last five days of data as shown on the **Wireless** page.

For additional information, refer to the Remote Assist guide.

Update monitoring options for ventilation therapy

From the **Monitoring** tab, you can review and update the ventilation patient's profile, monitoring options and therapy notification rules.

Review and adjust the default thresholds as needed after you enable notifications.

To edit the patient profile:

1. When viewing the patient's page, click the **Monitoring** tab.
2. Click the **Patient profile** label and select a new option from the list.
3. Click **Save**.

To update monitoring options for ventilation therapy:

1. When viewing the patient's page, click the **Monitoring** tab.
2. Click **Notifications on** or **Notifications off** to turn on or off the relevant notification for the patient.
3. Select the **Notify** check box next to each relevant notification rule if you want to be notified when that rule threshold is met.
4. For each relevant notification rule, click the default threshold label, enter a new value and click **Save**.

Create a report

You can produce the following reports for each patient:

- Compliance report [47]—a one page report that provides device settings, summarises key statistics and includes a usage chart based on a given date range.
- Therapy report [47]—a multi-page report that includes graphs that display key statistics based on a given date range.
- Compliance and therapy report [47]—displays a combined summary of the patient's compliance and therapy data.

- Detailed report [48]—a multi-page report that includes detailed graphs that display key statistics for each night based on a given date range.

AirView creates all reports in Adobe PDF format, which you can either save as a file or print, if required.

Create a compliance report for an individual patient

You can export compliance reports created in AirView and save them in Adobe PDF format (an individual patient).

If your permissions allow you to access patient data, you can download compliance reports.

AirView cannot create compliance reports with more than 365 days of data.

Individual patient compliance reports

There are two ways to create a patient compliance report.

To create a compliance report on the Therapy patients page:

- Click ✓ next to a compliant patient's name.

To create a compliance report on the individual patient page:

1. Open the patient's file.
2. From the toolbar, click **Create report**.
3. From the **Report type** list, select **Compliance report**.
4. Select one of the following time periods (where the number of days with data does not exceed 365):
   - **Fixed time period**
   - **Date range**
5. Click **Continue**.

Create a therapy report

Therapy reports display summary and statistical information on an individual patient's therapy details in graphical format.

- For more information on therapy data, refer to the Therapy report guide and clinical guide provided with the device.
- Leak and AHI may not be available or shown for certain devices.
- You can only create therapy reports for periods when a single mode or device is used.

To generate a therapy report:

1. Open the patient's file.
2. From the toolbar, click **Create report**.
3. From the **Report type** list, select **Therapy report**.
4. Select one of the following time periods:
   - **Fixed time period**
   - **Date range**
5. Click **Continue**.
   The therapy report is displayed in Adobe PDF format, which you can either save as a file or print, if required.

Create a compliance and therapy report

A combined compliance and therapy report contains both the patient's compliance and therapy data.

You can only create the combined report for periods when a single mode or device is used.

To create a combined report:

1. Open the patient's file.
2. From the toolbar, click **Create report**.
3. From the **Report type** list, select **Compliance & Therapy report**.
4. Select one of the following time periods:
   - **Fixed time period**
   - **Date range**
5. Click **Continue**.
   The combined compliance and therapy report is displayed in Adobe PDF format, which you can either save as a file or print, if required.

Create a detailed report

Detailed reports contain a patient's detailed data.

AirView stores the most recent 30 days of available detailed data (90 days for AirSense 11 devices). It may not be continuous calendar days and may be interrupted with days without data. For example, if AirView receives three days of data per month for the past 12 months, and you select a preferred time period of 30 days, then the report would show the last 10 months with three days of data per month (a total of 30 days).

> **Note**
> Detailed data is not available in all supported devices.

To create a detailed report:

1. Open the patient's file.
2. From the toolbar, click **Create report**.
3. From the **Report type** list, select **Detailed report**.
4. Select one of the following time periods (within a period where the number of days with data does not exceed 30):
   - **Fixed time period**
   - **Date range**
5. Click **Continue**.
   The detailed report is displayed in Adobe PDF format, which you can either save as a file or print, if required.

Manage patients in Action Groups

Action Groups identify patients who need attention based on low usage, risk of non-compliance, high leak, high AHI/CAI or no data received for wireless patients.

Once AirView inserts a patient into a particular Action Group, you can review their data and determine what the best course of action is. Once you have acted on the information, you can mark the patient as reviewed. For more information, see Review or restore Action Group patients [49] and Review or exclude patients from an Action Group [49].

AirView arranges Action Groups by usage, compliance status and the following therapy criteria:

- Therapy issues
- Ongoing therapy follow up
- Ongoing usage follow up
- Usage issues
- No data received

If a patient corrects an issue or negative trend, AirView automatically removes the patient from the respective Action Group.

> **Note**
> Action Group criteria may be different for your region.

Review or restore Action Group patients

After you action a patient, you can mark the patient as reviewed or restore the patient to a group.

To mark a patient as reviewed:

1. While in the group, select the check box next to the patient's name.
2. In the toolbar, click **Mark as reviewed**.

To restore a reviewed patient to a group:

1. On the patient group page, click **View reviewed patients**.
2. Select the check box next to the name of the patient you want to restore.
3. Click **Restore selected to group**.
   Each patient remains in the restored patients list for 48 hours.

Review or exclude patients from an Action Group

You many not need to monitor some patients for certain therapy issues. You can choose to exclude these patients from appearing in groups.

To exclude a patient from a group:

1. While in the group, click the patient's name.
2. In the patient summary information menu, click **Exclude from group**.
3. Select the check boxes for the therapy issues you want to exclude.
4. Click **Save**.

Manage administration

The **Administration** menu is only visible to users with administration rights.

AirView administrator tasks include managing:

- your organisation
- locations
- users
- physicians
- HCPs
- physician referrals
- insurers
- compliance options.

If your user permissions allow you to access the **Administration** menu, you can view, edit and create locations and users within your organisation. You can also add a list of physicians and insurers to associate with a patient.

Create a user account

If your permissions allow you to create a user account, you must set the permissions for the user account.

To create a user account:

1. From the **Administration** menu, select **Users**.
2. Click **New user**.
3. Enter the following information:
   Username and password

Field	Description
Title First name Last name	Enter the user's first name and last name.
Username	Enter the user's sign in name. If the username already exists, the administrator must create a new one.
Email	Enter the user's email address.
New Password	• By default, the option for a user to set their own password is selected. A link is sent by email to the user. • If you prefer, you can select the second option that allows you to enter a password on behalf of the user. Ensure you let the user know the temporary password.

Permissions

Option	Description
User role	Select one of the following options: • **Administrator**—full access to administration features. • **Clinical user**—full access to patient details and modules. • **Interpreting physician**—certified to interpret diagnostic reports and issue prescriptions for therapy (user must have an NPI number and email address). • **Physician referral**—certified to interpret diagnostic reports and issue prescriptions for therapy (user must have a referral number and email address). • **Data access manager**—permission to change patient data access (for HCP users only).
Accessible locations	Select one of the following options: • **All organisation locations** • **Allocated locations only** To add a location to the **Allocated** locations list, select the location from the **Available locations** list and click **Add**. Alternatively, you can remove a location from the **Allocated** locations list by selecting the location in the **Allocated** locations list and clicking **Remove**.

Add identification (optional)

Field	Description
Provider ID	Enter the user's license details.
ID number	Enter the user's ID number.

Add contact details (optional)

Field	Description
Country Address City/Suburb State/Territory Postcode	Enter the user's address.
Type	From the list, select the type of telephone number the user has.
Area code and number	Enter the user's telephone number. Click the **Add number** link to add an additional telephone number for the user.

4. Click **Save**.

Manage physician access

All physicians associated with an organisation can view patient data, add notes and (depending on their permission level) edit therapy settings. If enabled for their organisation, the physician can access the patient file on the **All therapy** page (**Patients** > **All therapy** > **Access patient file**).

After signing in, a physician may find a lock icon displayed next to the patient's name, which means that the physician cannot edit the patient's therapy settings.

If the physician requires access to the patient's therapy settings, they should contact the organisation's HCP to update their permission level.

A physician's access in AirView is based on their organisation's security settings. You can contact the local AirView administrator to update your organisation's security settings.

AirView for Ventilation

AirView for Ventilation allows HCPs to manage the editing permissions of physician organisation users' for ventilation notification rules.

Editing permission for physican organisations are disabled by default.

To enable or disable a physician organisation user's editing permissions:

1. Go to **Administration** > **Physicians** > **Edit ventilation notifications**.
2. Enable or disable editing permission for the ventilation notification rules.
   If an administration user disables editing permissions, the physician organisation user associated with a patient sees the ventilation notification rules in read-only mode and cannot edit notification rules.

Link a physician

To link a referring physician:

1. From the **Administration** menu, select **Physician referrals**.
2. Click **Link physician**.
3. Enter the physician's name, organisation or provider number and click **Search**.
4. Select the required physician.
5. Click **Link**.

You can associate the linked physician referral with the patient in the **Clinical details** section on the **New patient** page, or **Basic details** section from the **Patient details** tab on the **Diagnostic patients** page.

Link a provider (HME/HCP)

If you must send a diagnostic patient to a preferred HCP, you must first link the HCP from the **Administration** > **HCPs** menu and identify the HCP by a nickname.

To link an HCP:

1. From the **Administration** menu, select **HCPs**.
2. Click **Link HCP**.
3. In the field, enter the HME name, location or address.
4. Click **Search**.
5. Select the required HME.
6. In the **Nickname** field, enter a name to identify the HCP.
7. Click **Link**.

Set up an integration partner

You can allow an approved integrator to access, modify and create patient records within your organisation by adding the integrator as an authorised integration partner.

To add an integration partner:

1. From the **Administration** menu, click **Organisation details**.
2. Click **Integration partners**.
3. Click **Add integration partner**.
4. From the **Integration partner** list, select the integrator.
5. Click **Add**.

To remove an integration partner:

1. From the **Integration partners** page, next to the integration partner you want to remove, click **Remove**.

2. Click **Cancel** to keep the original settings.

Frequently Asked Questions (FAQs)

Security and access

Do I need an internet connection to use AirView?

Yes. AirView requires an internet connection.

How do I get sign-in credentials for AirView?

You must contact ResMed customer support to create an account for your organisation.

I forgot my password. What should I do?

See Reset your password for your AirView account [14].

Can I change my username?

If your username is not associated with other ResMed accounts, you can ask your organisation administrator to update your username. The organisation administrator can update your username in your user profile. Go to **Administration** > **Users**, select the relevant user, click **Edit** and update the **Username** field.

Why did AirView sign me out?

For security purposes, AirView automatically signs you out when there has been no activity for more than 10 minutes.

Can my organisation just have one set of sign-in credentials for the entire office?

AirView requires each individual to have a separate account. Each user at any organisation will have their own profile and sign-in credentials.

As a physician, how do I link myself with a provider in AirView?

Once you submit the physician organisation registration form, ResMed adds you to AirView. You will then appear in searches for all HCPs. When an HCP user is in a patient file, they can link you to the patient. You as the assigned physician, can then view the patient file.

Where can I access the latest version of the software release notes for AirView?

You can access the latest version of the software release on the AirView Home page after you sign in. Alternatively, you can contact your local ResMed representative.

How can I see the changes to a patient's file?

When a user creates, views and edits a patient's file, AirView records the action in the **Patients** > **Logs** section.

2-Step Verification (2SV)

How do I set up 2SV for my AirView account?

Follow the instructions outlined in Set up 2SV for your AirView account [8].

Can I turn 2SV off for my account?

No, 2SV cannot be turned off. 2SV is mandatory in AirView to ensure that the appropriate security measures are in place to protect patient data.

How often must I complete 2SV to access my AirView account?

You must complete 2SV at least once every six months. Also, every time you use a different device or browser to access your AirView account, you must complete 2SV.

I have a new phone and cannot receive the passcode to sign in. What should I do?

First, check if you are enrolled in another verification method (email or OTP desktop app) that you can use to sign in. Once you sign in, follow Reset 2SV for your AirView account [16] to set up the relevant verification method(s) with your new phone. Otherwise, contact your administrator and ask them to reset your verification method(s) for you.

If you are an administrator, contact another administrator to reset your verification method(s). If you are the only administrator in your organisation, contact ResMed support for help.

I accidentally deleted the SMS message that had my passcode. What should I do?

Click **Cancel sign in**, sign in again, click **Send code** and enter the passcode from the new message.

I accidentally deleted the email message that had my passcode. What should I do?

Click **Send again** to receive a new passcode and enter the passcode from the new message.

I want to set up a different verification method to sign in. How can I?

In AirView, go to **My profile** > **Basic details** > **Sign out and reset 2-step verification**. The next time you sign in to your AirView account, you must set up your verification methods.

I want to use email verification but I don't see it available. How can I set it up?

Your account may not have an assigned email address. For now, set up an alternative verification method. Later, contact your administrator and ask them to assign your email address to your AirView account. Once this is done, go to **My profile** > **Basic details** > **Sign out and reset 2-step verification**.

What is a one-time passcode (OTP) app?

An OTP app allows you to securely receive a one-time passcode for 2SV. There are numerous OTP apps available, such as Google™ Authenticator, Microsoft™ Authenticator, LastPass™ and Authy™. We recommend that you contact your IT department to see which OTP app they recommend or require you to use.

Can I choose from a list of verification methods to sign in?

Yes, you can enroll in one or several verification methods. See Set up 2SV for your AirView account [8].

When does my passcode expire?

- OTP app verification passcode—expires after 30 seconds.
- SMS verification passcode—expires after five minutes.
- Email verification passcode—expires after five minutes.

How often must I change my password?

Refer to your organisation's password expiration policy to see how often you must change your password.

I can't sign in to my AirView account with 2SV and need help. Whom should I contact?

First, attempt to sign in again. If possible, use an alternative verification method and enter the verification passcode. If you still cannot sign in, contact your administrator or IT department. If they cannot help you, contact ResMed support. To find the list of ResMed contact information for your region, attempt to sign in and click **Having trouble?** > **ResMed Support**.

Compatibility

What browsers are supported by AirView?

- Mozilla Firefox™ 42.0 or newer
- Google Chrome™ 86.0 or newer
- Microsoft Edge™ 87.0 or newer

What additional software is required for AirView?

- Microsoft™ Office Excel™ 2007 or above
- Adobe™ Acrobat™ Reader 10.0.1 or above
- Oracle™ Java™ SE 8
- ResMed Cloud Connect

Which operating systems are supported ?

- Microsoft™ Windows™ 7, 32 and 64 bit (Home Premium and Professional)
- Microsoft Windows 8.1 (Home Premium and Professional)
- Microsoft Windows 10 (Home Premium and Professional)

What data and reports are available for supported devices in AirView?

Available modes, data and reports for devices in AirView

Device model	Available download modes	Available data	Reports
• S9 AutoSet • S9 Elite • S9 V-Auto • S9 Auto 25 • S9 VPAP ST • S9 AutoSet CS • S9 VPAP ST-A • S9 VPAP ST iVAPS • S9 AutoSet CS PaceWave	• SD card download	• Summary data • Detailed data	• Compliance report • Therapy report • Detailed report
• AirSense 10 AutoSet • AirSense 10 Respond W • AirSense 10 AutoSet for Her • AirSense 10 Elite • AirSense 11 AutoSet • AirSense 11 Elite • AirSense 11 CPAP • AirCurve 10 CS PaceWave • AirCurve 10 S • AirCurve 10 ST • AirCurve 10 VAuto • AirCurve 10 CS-A • AirCurve 10 CS-A PaceWave • Lumis 100 VPAP S • Lumis 100 VPAP ST • Lumis 150 VPAP ST • Lumis 100 VPAP ST-A • Lumis 150 VPAP ST-A	• SD card download • Wireless communication	• Summary data • Detailed data • Device status data	• Compliance report • Therapy report • Detailed report[a.]
• Lumis HFT	• Wireless communication	• Summary data	• Compliance report • Therapy report
• AirMini	• AirMini app sync after device Bluetooth sync	• Summary data • Detailed data	• Compliance report • Therapy report • Detailed report

Device model	Available download modes	Available data	Reports
• Astral 100 • Astral 150 • Stellar 100 • Stellar 130 • Stellar 150	• Wireless communication	• Summary data • Detailed data	• Compliance report • Therapy report • Detailed report
• AirStart 10 APAP • AirStart 10 CPAP	• SD card download	• Summary data	• Compliance report • Therapy report
• ApneaLink Air	• HST device download	• HST data	• Standard diagnostic report • Detailed report

[a] Not available for AirSense CPAP devices.

Note
Not all devices are supported in all regions.

Data download

Diagnostic

What does Test complete on the Device download page mean?

It means the device has recorded greater than four hours of valid flow and oximeter data.

What happens if I have multiple studies on my ApneaLink Air?

AirView displays the longest recorded session available on your device.

What happens if devices are mistakenly swapped and the patient records their study on a wrong device?

During the device download process, you can search for active patients to associate the data to the correct patient.

How do I download card data in AirView?

See Download device data [31].

What is the default recording threshold set on my ApneaLink Air?

The default recording threshold is four hours for flow and oximetry data.

Does AirView support data downloads from ApneaLink Plus?

No. See the Data Management Device Compatibility List guide for supported devices.

How do I link an HST device to an active patient record?

See Associate a device [31].

Can I download the diagnostic data from AirView and import it to my PC software?

To download diagnostic data, see View data signals [33]. Contact ResMed customer support for import instructions.

Therapy

Why can't I see daily detailed data?

The data set for detailed data is likely to have been corrupted for the expected day and was not downloaded to AirView. To avoid data corruption, ensure that you insert the SD card correctly into the device before use.

What types of data cards are compatible with AirView?

We recommended that you use the SD supplied by ResMed with the S9/Air Solutions device. Contact ResMed customer service for more information. See Customer support [76].

I can't download data from my SD card. Why?

You may need to consider the following:

- ResMed Cloud Connect is not installed on your computer or it requires an update.
- Your session expired. Click back or the ResMed logo to sign in again.
- Your browser or operating system are incompatible. For more information, see Compatibility [56].
- The card reader may be faulty. Try to use another card reader or test the card reader on a different computer.
- You may have more than one card reader connected to your computer.
- You may have one of the following SD card issues:
  - The SD card may contain files that are not suitable for AirView.
  - The SD card may contain corrupt data.
  - The SD card may contain no data.

What is the maximum amount of data I can download at one time?

You can download up to 365 days of summary data.

From what date does AirView downloaded my patient's data?

AirView downloads data from the patient setup date. If a patient used the therapy device prior to the patient setup date, AirView does not download that data.

If you create a new patient file through an AirView card download, the setup date defaults to the first day of available data on the card.

I have not received data from a patient's device for more than three days. Why?

Check the following:

- The therapy device is turned on at all times. (If not on, the device cannot transmit data.)
- The device serial number listed in AirView matches the number assigned to the patient.

I have no wireless connectivity. Why?

Wireless coverage may be poor. Check the wireless signal strength icon on the Air Solutions device.

I'm a physician and I'm unable to perform a card download. Why?

Only individuals with the clinical user role can perform a card download.

Why can't I see the Include detailed data check box when I download card data?

AirView does not support detailed data for this device. See Compatibility [56].

What is the maximum number of days of detailed data that I can download?

You can download a maximum of 30 days of data from your last available detailed data sessions.

How often does AirView receive Remote Assist data?

AirView receives Remote Assist data daily for wirelessly monitored patients.

The device transmits Remote Assist data to AirView when therapy has stopped for at least one hour, the patient is within a cellular coverage area and the device is not in airplane mode.

Can I remove the existing RCM and add a new one? Will data still send?

Yes, you can remove and add an RCM (the data will still send). Ensure that you assigned the correct device serial number to the correct patient.

I received an error signal on the RCM? What should I do?

See the troubleshooting section of the RCM user guide for more information.

I have two Astral/Stellar devices. Can I connect the same RCM to both of them?

You can use the same RCM for multiple devices but not at the same time. Within AirView, multiple-device support for patient files is not available. You must create a separate patient file for each device.

I have two Astral/Stellar devices. Is it possible to combine patient data from these two devices into one patient profile?

No, this is not possible at this time.

Can I download AirView detailed data wirelessly?

You can wirelessly download AirView detailed data for the following devices: AirSense, AirCurve, Lumis, Astral and Stellar.

For AirStart and all other S9 devices, you must download data through an SD card. For ApneaLink Air devices, you must download through the device. For the AirMini device, you can download AirView detailed data after you sync your device with the AirMini app.

View data and create reports

Diagnostic

I want to download my data and have it comply with the AASM guidelines. How can I do this?

After you download the data, open your patient's file, go to **Diagnostic** > **Statistics** > **Analysis guidelines** and select your preferred guidelines. AirView reanalyses the study with the guidelines you selected.

When I manually score data signals, can I adjust the amplitude (height) of the signals?

You cannot adjust the height; however, AirView automatically scales the height to help filter out spikes in the signals and optimise the signals on-screen.

Can I see sleep staging (EEG/EOG) in the HST study?

No. HST devices only record data such as respiratory flow, respiratory effort, SpO2, pulse and snore.

Can I see the abdominal effort in the ApneaLink Air study?

No. ApneaLink Air only has a single thoracic belt.

Why does the ApneaLink oximetry signal clip below 70%?

The pulse oximeter used by the ApneaLink Air is only validated to 70% SpO2 desaturation.

What are the amplitudes of the signals?

The filtering ratios are calculated in the ranges below:

- Flow—excluded 1:1000 (displays 0.05 to 99.95 percentile)
- Effort—excluded 1:100 (displays 0.5 to 99.5 percentile)
- Ox %—absolute value
- Pulse—absolute value
- Snore—unfiltered (displays native signal).

Can I clear my diagnostic patients list?

Yes. You can deactivate diagnostic patients to remove them from the list.

AirView automatically sorts the patients list as they move through the diagnostic process.

I analysed the patient's diagnostics details but the patient's status is still Physician reviewing. Why?

You must add an interpretation of the results to change this patient's status to **Results complete**.

I cannot find a patient in my exported summary report. Why?

The exported summary report only contains the patients that AirView displays on the **Patients** list page based on the filters you apply. Ensure that the patient appears when you apply your preferred filters. (This applies to both summary diagnostic and compliance reports.)

What is the difference between a standard and a detailed diagnostic report?

A detailed diagnostic report includes data and graphs in a two-page report. A standard diagnostic report only includes data in a one-page report.

How do I change the default diagnostic report format?

Go to **My profile** > **Preferences**, select the preferred format and click **Save**.

I changed my default diagnostic report format to a detailed report but I can only see the standard report. Why?

The report may already have been signed electronically. To create a detailed diagnostic report for this patient, you must remove the signature and sign again electronically.

Therapy

Why is the compliance report showing less than 30 days?

If the patient met CMS compliance guidelines within the first 30 days from the start of therapy, the report may display less than 30 days.

How can I create a report with custom dates?

The fixed time period or date range report options allows you to specify custom dates. For the fixed time period report option, enter the number of days prior to the report end date in the provided field (up to a maximum of 365 days). For the date range report option, select the two dates for the report period to cover.

The report end date is displayed in DD/MM/YYYY format.

How do I print a report?

When you create a report, AirView automatically opens it in your browser. You can save the report and then print the report from the save destination.

How many days are displayed in the compliance report chart?

The on-screen report shows a maximum of 90 days. The printed report can show up to 365 days.

I successfully downloaded the SD card data and on the Charts page I see the message: Day period ending must be in a valid date format. What can I do to see the chart?

Click **Update** or refresh the page to load the chart again.

Where can I find patient therapy information such as AHI and AI?

You can find this information in the therapy section of the compliance/therapy report or a fixed-time report for an individual patient.

I want to add our company logo to the AirView report. How can I do this?

Contact ResMed customer support. See Customer support [76].

The usage statistics (in reports) do not match the usage charts in AirView. Why?

Summary data with non-matching pairs of Mask ON and Mask OFF events cause this. This does not affect compliance calculations shown under usage for that day in the report.

AirView shows the usage for a day on the Charts page in green while the tooltip says the usage period is not compliant. Why?

The colour of the compliance bar and also the duration in the compliance PDF report is based on the total duration. The **Charts** page is based on Mask ON/Mask OFF events.

How can I tell if changes were made to my therapy/prescription?

Note
Wireless settings changes are not available for all devices.

What do the dotted lines on the pressure graph for iVAPs on the therapy PDF report represent?

The first dotted line on the therapy report for iVAPs represents the sum of EPAP and Min Pressure Support (PS). The second dotted line on the graph represents the sum of EPAP and Max Pressure Support. See the AirView report guide on the AirView **Home** page for more information.

The patient chart displays the bar graph in grey even when the patient used the device for that day. How can I check that this is correct?

For Air Solutions devices, check that the device is located in a network coverage area. If the issue persists, contact ResMed customer support. See Customer support [76].

If network coverage is not the issue, change the setup date to a day before the data was not received.

To change the setup date:

1. From the **All therapy** patients list page, select the patient name.
2. Click the **Patient details** tab.
3. Click **Edit**.
4. Change the setup date and click **Save**.
   Once AirView receives the data, you can change the setup date back to the original date.

My patient has a compatible device but I cannot create a detailed report?

It is possible that:

- you did not download the card data

- you did not select the **Include detailed data** check box when you downloaded the card data
- detailed data is not available on the card.

Which signals are available in the detailed report?

For sleep therapy devices, the detailed report includes leak, pressure, events signals and SpO2 (average) (dependent on device type and available only if you connect the device module).

For ventilation devices, the detailed report includes leak, pressure, events signals (not available for Astral), SpO2 (min and average), minute ventilation, tidal volume, respiratory rate and spont trigger/cycle.

When I tried to create a detailed report and I entered "last 30 days," AirView only generates seven nights of data. Why?

Only seven nights of detailed sessions are available. Download another card to load more data. (Not supported for Astral and Stellar devices.)

AirView stores the most recent 30 days of available detailed data (90 days for AirSense 11 devices). Use the report creation dialog and enter the last "x" days of detailed data sessions. AirView automatically scans through the patient file and generates the report for the most recent "x" days of available data.

How can I see leak, pressure and event graphs in AirView?

You must create a PDF report to view this information.

Are the detailed data parameters on the graph average or median values?

The detailed data parameters are average values.

What do CSR and RERA mean as shown in the compliance/therapy report and compliance export file?

Cheyne-Stokes Respiration (CSR) is a form of sleep-disordered breathing characterised by a periodic waxing and waning of respiration. Respiratory Effort Related Arousal (RERA) is a period of increasing respiratory effort that is terminated by an arousal. (CSR and RERA are not available for ventilation devices.)

Why can’t I see mask on/off events on the Astral charts?

Astral devices do not support mask on/off events.

How do I know if the leak graph in the therapy report is for a valved mask or vented mask?

The report shows vented leak as **Leak (L/min)** and valve leak as **Leak (%)**.

Why is the Charts page time scale different for Astral?

For Astral devices, AirView shows a scale from 0 to 24 hours. For other devices, AirView shows a scale from mid-day to mid-day. For Astral devices, the Y-axis shows the total hours of usage instead of when therapy was used.

Set up and manage patients

Diagnostic

When creating a user, I have allocated which locations are accessible to the physician clinical user but all patients can still be seen in all organisation locations. Why?

When creating a new physician clinical user, you have an option of allocating locations but this option is only applied to HCP clinical users.

Where do I add the BMI information?

You can add BMI information under the **Additional details** in the new patient form. If the patient file has already been created, you can add the BMI information to the **Additional details** panel from the **Patient details** tab.

What filtering options are available on the Diagnostic patients page?

The **Diagnostic patients** page displays the following filters: **User**, **Location**, **Patient status**, **Test status** and **Overdue status**.

Therapy

How do I change the number of patients displayed in the All therapy patients list?

Scroll down to the bottom left of the **All therapy** patients page. You can change the display to 10, 25, 50 or 100 patients per page.

Can I change the setup date after I have created a patient record?

Yes. You can change a patient's setup date from the **Patient details** tab. If a patient is set up for wireless monitoring, when you change the setup date, the monitoring schedule is affected.

The setup date determines the starting day of the monitoring schedule/data access. For Air Solutions devices, contact your administrator with data access permission. If you change the setup date, the new setup date cannot be more than 365 days in the past.

Is the setup date equivalent to the start day of monitoring?

Yes. If you change the setup date, the monitoring schedule and compliance calculation is shifted accordingly.

How do I extend my monitoring schedule?

Currently there are two ways to extend a patient's monitoring schedule. After the first 90-day schedule has ended, you can complete one of the following steps:

- From the patient's **Prescription** tab, click **Set to no end date**. Data is monitored and transmitted continuously until you manually remove the communication module from the patient.
- Change the patient setup date, which resets the monitoring schedule for another 90 days from the new setup date.

To extend the monitoring schedule for Air Solutions devices, contact an administrator with data access permission.

Why can I no longer see the Notes icon on the All therapy patients page for my patient?

The **Notes** icon is only displayed on the **All therapy** patients page for ten days after the note is created.

There is no option for you to manually hide the **Notes** icon on the **All therapy** patients page. You can always access the notes history from the **Notes** tab within each patient record.

For more information on updating patient details, see Update a therapy patient [43].

What filtering options are available in AirView?

The **All therapy** patients page displays the following filters: **User**, **Location**, **Patient status**, **Average usage**, **Data access**, **Notification** and **Therapy mode**.

I have successfully created a location but am unable to see the new location in the location list. Why?

This may happen if you have search results displayed on the **Locations** page from a previous search prior to creating a new location. Clear all contents of the search box and click **Search locations** again.

When someone enters a comment in the Notes section, is it flagged so others know there is a new note?

When someone adds a note to a patient file, a blue **Notes** icon is displayed next to the patient name on the **All therapy** patients page, and it is visible for ten days after the note is created.

What happens if a modem is on and the device is physically changed by the doctor? Will the new settings be reflected in AirView? Or will it be reset to the settings in place in AirView?

For Astral and Stellar devices, data is not transferred to AirView until you update the device serial number (SN) and device number (DN) in the patient's file. The new settings are then reflected in AirView the next time the device transmits the data.

Can physicians make changes to a patient's therapy?

Physicians who do not have Read-only permissions are able to make changes to a patient's therapy.

Wireless settings changes are not available on all devices.

For more information on access levels, see Review user roles and permissions [27].

Who can delete a patient?

Only clinical users (with administration rights) from HCPs can delete patients from their organisation. Once you delete a patient file, you cannot recover it.

Can I deactivate my patients?

Yes. To deactivate a patient, complete the following steps:

1. On the **All therapy** patient's page, open the relevant patient's details.
2. Click the **Patients details** tab, then from the **Basic details** tab, click **Edit**.
3. Under **Status**, select **Inactive** and click **Save**.

How do I see the list of deactivated patients?

On the **All therapy** patients page, set the **Status** filter as **Inactive**.

I deactivated a patient yesterday in AirView; however, today I can see that the patient has an Active status and is displayed on the All therapy patients page. Why?

If you complete a card download for an inactive patient, the patient's status automatically changes to **Active**. The patient is then displayed as **Active** and is listed on the **All therapy** patients page.

Will AirView monitor the patient automatically?

No. AirView does not automatically monitor patients. For Air Solutions devices, a user with data access permission must assign monitoring data access to the patient.

I have just activated one of my inactive patients. How do I activate the monitoring schedule for this patient?

For Air Solutions devices, complete the following steps:

1. On the **All therapy** patients page, open the relevant patient's details.
2. From the **Prescription** tab, under **Data access**, click **Change**.
3. Select the required data access.
4. Click **Save**.

Only a user with data access permission can assign data access for a patient.

Where can I find the device number?

For Air Solutions devices, the device number (DN) is located next to the serial number (SN) on the label at the rear of the device.

For Astral and Stellar devices, on the user interface, go to **Information** > **Device** to find the device number.

What do "Mask (online)" and "Mask (device)" in Air Solutions devices status logs mean?

"Mask (online)" means a user has added the mask on the **Prescription** page in AirView. "Mask (device)" means the mask is displayed in the **Settings** menu of the Air Solutions device.

What does the Incomplete status on the Integrator page indicate?

The **Incomplete** status means that the integrator was unable to verify the patient details. Click **Edit Integrator** and re-enter the required information.

I am unable to see the required integrator in the list on the Integrator page. Why?

The HCP administrator needs to add the required integrator to the organisation.

The Add Integrator button is not visible on the Integrators page. Why?

You must add all the available integrators to the organisation first.

I have added the correct integrator details; however, the status still shows as incomplete. Why?

Click **Edit Integrator** and add the correct details. If the issue persists, please call ResMed Technical Services.

I have changed the data access plan for a patient. How do I check the patient's previous data access plan?

Go to **Logs** > **Data access changes** to view the patient's previous data access plan.

How can I add accessories, such as tracheostomy tubing or a mouthpiece, to a patient file?

You can select these accessories during the patient setup process under **Add mask**.

Why can't I see the Remote Assist page for patients using Astral, Stellar or AirMini devices?

Remote Assist is not supported for AirMini, Stellar or Astral (R5 or older) devices.

Why can't I see the Therapy Data tab for patients who use CPAP devices?

The **Therapy Data** tab is available for patients who use specific ventilation devices only. The **Charts** tab is available for patients who use CPAP devices.

> **Note**
> This feature is not available in all regions.

What program data is shown on the wireless page for Astral devices?

The following program data is available for Astral devices:

- total usage for all four programs
- AHI and leak for program one

Change settings in AirView

You cannot change the settings for Astral, Lumis HFT, Stellar and AirMini devices through AirView.

I have just changed the device settings for a wireless patient in AirView but the old settings are still displayed under Prescription. What should I do to display the new settings?

- Refresh your browser to reflect the new settings. After you update settings in AirView, they are displayed as **Pending** until they are applied to the device.
- Remind your patients to check that they have a good wireless signal on their devices before they start therapy to ensure that prescription settings are applied remotely.
- To verify the wireless signal strength on an AirSense device, patients can locate the wireless signal strength icon at the top right of the device's screen. If the icon displays all bars, it indicates good wireless coverage. If the icon displays only a few bars, it indicates poor wireless coverage. If the icon displays no bars, it indicates there is no connection.
- Instruct patients to leave their device connected to the power outlet at all times and make sure that the device is not in Airplane mode.

The availability and quality of the wireless network can be affected by terrain, buildings and the weather. Wireless communication depends on network availability. Coverage is not available everywhere and varies by service.

If you apply setting changes to an SD card, the new settings are only reflected in the device after they are successfully downloaded from the card.

I see more than one "Removable Disk" drive while writing new settings to a data card. Which one should I select?

In AirView, there is no easy way to distinguish ResMed or non-ResMed data cards if more than one data card is connected to a computer. To identify the ResMed data card, open Windows Explorer and confirm the correct drive to which the required ResMed data card is connected. Alternatively, disconnect any non-ResMed removable media (such as data cards and USB mass storage devices) from the computer and try again.

How do I know if the device settings change has been applied successfully?

You can refresh the patient's **Prescription** page by pressing F5 on your keyboard or by clicking **Refresh** in your browser. Alternatively, go to **Patients** > **Logs** to view the new setting.

I have just changed the device settings for a patient in AirView. Is there a way to view the old settings saved on this device?

Yes. If you changed settings through AirView, a record of all settings for patients is displayed under the **Logs** section.

I am a patient using a wireless module. How can I request a change to my device settings?

See Update a therapy patient [43].

I am a patient using a data card. How can I request a change to my device settings.

See Update a therapy patient [43].

What is AutoSet for Her mode? How is it different from AutoSet mode?

AutoSet for Her mode is based on key aspects of ResMed's AutoSet algorithm and delivers therapeutic responses tailored to the characteristics of female OSA patients.

The AutoSet for Her mode is similar to ResMed's AutoSet algorithm with the following modifications:

- Reduced rate of pressure increments designed to help prevent arousals
- Slower pressure decays
- Treats apnoeas up to 12 cm H_2O (12 hPa) and continues to respond to flow limitations and snore up to 20 cm H_2O (20 hPa)
- Minimum pressure (Min. Pressure) that adjusts according to the frequency of apnoeas. If two apnoeas occur within a minute, the pressure reached in response to the second apnoea will become the new minimum treatment pressure until the next treatment pressure.

Can the device settings be changed from the Remote Assist panel?

No. The **Remote Assist** panel is intended for users to remotely troubleshoot patient-perceived device issues. The settings on this panel are read-only values.

Is it possible to do wireless setting changes for patients who are not remotely monitored?

No. Wireless settings changes require an active remote monitoring in AirView.

Care Check-In

What is Care Check-In?

Patients can take short surveys on the AirSense 11 and myAir app about how they are doing with therapy.

Where can I access the information from Care Check-In?

In AirView, go to **Patients** > **Wireless** and look for "Care Check-In" next to the patient's name.

Alternatively, you can go to the **All Therapy** page or the **Charts** tab. If your organisation uses Action Groups, you can also go to any of the Action Group pages. To review the available information, click the **Care Check-In** icon.

What questions does the survey ask the patient?

The survey asks patients a series of questions throughout the first 30 days of their therapy. At the beginning of therapy, the survey asks the patient a baseline question.

For example:

"Prior to starting therapy, how sleepy did you usually feel during the day?"

The survey asks a few additional questions, about once per week, during the early stages of therapy.

For example:

- "How sleepy did you feel this week?"
- "How is your therapy?"
- "What bothers you most?"

What kind of answers can the patient submit?

For sleepiness questions, the patient can submit one of the following answers:

- "Extremely sleepy"

- "Very sleepy"
- "Moderately sleepy"
- "Slightly sleepy"
- "Not at all"

For therapy questions, the patient can submit one of the following answers:

- "Great"
- "OK"
- "Challenging"

If the patient indicates therapy is not going well, they are asked to identify the issue. The patient can submit on of the following answers:

- "Getting used to therapy"
- "Fitting the mask"
- "Using the machine"

Who can see Care Check-In information in AirView?

Any authorised user in AirView with access to the patient can see the **Care Check-In** icon displayed next to the patient (this includes assigned physicians) and see information from the **Charts** tab.

How can Care Check-In help my organisation?

Care Check-In informs you about how your patient is feeling on a weekly basis during the first 30 days of therapy. This may improve the conversations you have with the patient about their therapy and allow you to be better prepared for these conversations, which may help the patient acclimate to therapy sooner.

Is Care Check-In enabled by default?

Care Check-In is currently enabled by default on all AirSense 11 devices and in AirView for all users.

Can I turn Care Check-In off?

You can manually disable Care Check-In on the device. You cannot disable Care Check-In in AirView. Patients can choose not to provide answers on their device and myAir app.

Can I filter patients based on their Care Check-In feedback?

Filtering patients based on their Care Check-In feedback is not currently available.

Why don't I see a Care Check-In icon for all patients?

The Care Check-In icon is displayed only if:

- the patient has an AirSense 11 device, and
- the patient has responded to a question in the last 10 days, and
- the patient has agreed to share the information with the provider.

ResMed Cloud Connect

What is ResMed Cloud Connect?

ResMed Cloud Connect is a desktop application that allows you to download SD card or Home Sleep Testing (HST) device data, associate an HST device and save therapy settings to SD cards without you needing Java installed on your computer. The application enables the same downloading/saving functionality as the Java Web Start (existing) workflow in AirView.

How do I download and install ResMed Cloud Connect?

In AirView, click **Card download** and follow the instructions to install ResMed Cloud Connect. Alternatively, you can change card settings or associate an HST device to trigger the on-screen prompts. AirView provides step-by-step instructions to guide you through the new workflow.

What happens if I don't install ResMed Cloud Connect?

Without ResMed Cloud Connect installed, AirView cannot read or write data on your device, such as card downloads or save therapy settings (unless you have Java SE 8 installed on your computer).

How is ResMed Cloud Connect different from the Java Web Start workflow in AirView?

The downloading/saving functionality is the same. Only the technology behind how the functionality works is different. The ResMed Cloud Connect application is embedded with Java; therefore, you do not need a paid-license version of Java installed on your computer.

What's required to use ResMed Cloud Connect compared to the Java Web Start workflow in AirView?

Requirements for ResMed Cloud Connect workflow:

- ResMed Cloud Connect installation
- Chrome™, Firefox™ or Edge™ (Chromium™-based version)
- Windows™ 8 or Windows 10
- Browser certificate

Requirements for the Java Web Start workflow:

- Java SE 8
- Browser certificate (specific to each browser)

If you used the Java Web Start application for the SD card previously, you do not need to reinstall the browser certificate.

How long will installation take?

Installation takes only a few seconds.

Do I need any special permissions to install ResMed Cloud Connect?

You must have local administrator rights to install the application. If you are unable to install it, ask your administrator to install the application for you. To download ResMed Cloud Connect without signing in to AirView, the administrator can go to the AirView sign in page > **View system requirements** > **Additional Software**.

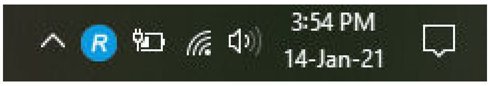
I clicked Next before ResMed Cloud Connect was installed on my computer. What should I do?

If you clicked **Next** before the application was actually installed, return to the Cloud Connect installation page (Step 1) to download and install the application:

1. Click **Download ResMed Cloud Connect**.
2. In your browser, double-click the download file.
3. In the Setup Wizard dialog, click **Next**.
4. Select your desired language and click **OK**.
5. Click **Install**.
6. Ensure you selected **Run ResMed Cloud Connect** and click **Finish**.

I've installed ResMed Cloud Connect, but I still see the Java Web Start workflow in AirView. What should I do?

AirView shows you the Java Web Start workflow if it cannot connect to ResMed Cloud Connect. Before you continue in AirView, ensure the application is running. To launch the application, double-click the **ResMed Cloud Connect** icon on your Desktop. When the application is running, a small **ResMed Cloud Connect** icon becomes visible in the System Tray in the lower-right corner of your screen.



Do I need to install the latest version of ResMed Cloud Connect?

We strongly recommend you install the latest version of ResMed Cloud Connect. This ensures that AirView and ResMed Cloud Connect reference the same device settings updates and enables AirView to read SD card data correctly.

Can I still use the Java Web Start workflow with Chrome, Firefox and Edge?

Yes. If you do not have ResMed Cloud Connect installed (or there is a connection issue) but you have Java SE 8 installed on your computer, you can use the Java Web Start workflow to download SD card or HST device data or save therapy settings to SD cards in AirView.

General

Who do I contact for any AirView administrative questions?

For all AirView administrative questions, contact us at airview@resmed.com.

Who do I contact for AirView support?

For all AirView support questions, the email address is airviewsupport@resmed.com.

What is the definition of compliance or a compliant patient?

Patient compliance is calculated over a period of 28 consecutive days, starting from the setup date. During this period, the patient must use the CPAP device for at least three hours a day for 20 days and 84 hours in total. If your organisation uses Action Groups you may choose other compliance options.

Troubleshooting

Diagnostic

Error message and possible cause	Solution
Device download has stopped responding. Restart your browser and try again.	
The device download applet may have crashed or become unresponsive for unknown reasons.	Restart the browser. If this does not resolve the issue, close the Java application (Java.exe) in the Task Manager, if needed, restart the computer.
Device association has stopped responding. Restart your browser and try again.	
The device download applet may have crashed or become unresponsive for unknown reasons.	Restart the browser. If this does not resolve the issue, close the Java application (Java.exe) in the Task Manager, if needed, restart the computer.
Association is not available. Check your browser's Java settings then restart your browser and try again.	
The device download applet may have crashed or become unresponsive for unknown reasons.	Restart the browser. If this does not resolve the issue, close the Java application (Java.exe) in the Task Manager, if needed, restart the computer.
Download is not available. Check your browser's Java settings then restart your browser and try again.	
Java is not installed on the PC.	Ensure that Java is installed on your PC.
There is a temporary issue with loading the applet.	Close and restart your browser. Try downloading the applet again.
A device communication error occurred. Try again.	
The HST device PC software may be running in the background.	Close the HST device PC software and try again.
A new device has been detected. Try again.	
During the device association process, the device was unplugged and a new device was connected.	Ensure that the correct device is used during the device association process. Alternatively, cancel the current operation and start again.
An error was detected during initialization of the device. Try again.	
AirView is unable to associate the device to a patient or prepare the device for the new patient.	• Wait for a few seconds and try to associate the device again. • Unplug the device from your PC. Plug the device into a new USB port and try to associate the device again. • Check if the device can be associated to the same patient from another PC. • Check if the HST device is shown as a removable drive on your PC. • If the issue persists, the device may be faulty.
Initialization of device timed out. Restart your browser and try again.	
The communication to the device has timed out during the initialisation process.	• Wait for few seconds and try to associate the device again. • Unplug the device from your PC. Plug the device into a new USB port and try to associate the device again.
No device detected. Connect device and then try again.	
The device is not connected to the computer during the patient association.	Connect a supported HST device and try again.
Connect a supported device and then try again.	
The customer is using a device that is unsupported.	Ensure that you are using a supported HST device and try again.
Wait 40 seconds for the completion of the currently running device initialisation.	
A problem occurred when AirView was trying to associate the device to a patient and prepare the device for the new patient.	Wait for about ten seconds for the device association to complete.
Multiple devices detected. Ensure only one device is connected and then try again.	
Only one HST device must be connected to your PC at any point of time.	Ensure that only one HST device is connected to your PC.
OS not compatible. Unable to load a required library.	
The applet is unable to load the required library to perform the task.	Ensure that the supported operating system and the browser is being used for AirView. If the issue persists, try again at a later time or contact ResMed Technical Services at 0080073763322.

Error message and possible cause	Solution
There was an error downloading from the device.	
• Device is not connected to the PC properly. • An unsupported operating system and browser are used. • The latest Java version is not installed.	Ensure the following: • Device is connected to the PC properly. • A supported operating system and browser are being used. • Java SE 8 is installed.
No data recorded on device	
There is no data on the device. Issue with Java and browser compatibility.	Ensure the following: • There is data recording on the device for the patient. To check this, browse through the removable drive on the PC and check if the recording is available. • Try again at a later time or contact ResMed Technical Services at 0080073763322.
• **Corrupted data and device data did not download. Try again and if unresolved contact ResMed.** • **Analysis of data failed and devices data did not download. Try again and if unresolved contact ResMed.**	
Device is not connected to your PC properly. An unsupported operating system and browser are being used. The latest Java version is not installed.	Ensure the following: • Device is connected to the PC properly. • A supported operating system and browser are being used. • Java SE 8 is installed. • Try again at a later time or contact ResMed Technical Services at 0080073763322.
An error occurred	
An error occurred when the therapy files are being sent to the server.	Click **Device download** to perform the download again. Try again at a later time or contact ResMed Technical Services at 0080073763322.
Corrupt data detected	
Corruption of data occurred during the recording or downloading.	Data on the device is corrupt. A repeat study is required by the patient. Try again at a later time or contact ResMed Technical Services at 0080073763322.
Analysis of data failed	
The HST device is using an unsupported software version.	Upgrade the HST device software to a supported version and perform the required task.

Data download

Error message and possible cause	Solution
Detailed data on card is corrupt.	
The detailed data on the SD card is corrupt.	Do not switch off the device and remove the SD card immediately after the therapy. The device should not be switched off until five minutes have elapsed after the end of therapy or the data on the SD card could get corrupted.
Reporting period must be less than 31 days	
The reporting period for the Detailed report has a maximum of 30 days.	Enter a period less than 31 days.
No days of detailed data	
There is no detailed data on the SD card.	Insert the SD card before the start of the therapy for the detailed data to be recorded on the card.
Data card did not contain any new summary data, no summary data was updated.	
There are no new days of summary data on the SD card.	No action is needed.
Card data is corrupt.	
Card data is corrupted. The SD card does not contain valid data.	Insert an SD card with valid data and download again. If still unsuccessful, try another card reader. Reinsert the SD card into the device and download the data again in AirView.

Error message and possible cause	Solution
Card download could not be completed at this time.	
The AirView server is down or offline.	Try again at a later time or contact your local ResMed Customer Support (see Customer support [76]).
Card download has stopped responding. Restart your browser to try again.	
The card download applet may have crashed or become unresponsive for unknown reasons.	Restart the browser. If this does not resolve the issue, close the Java application (Java.exe) in the Task Manager and, if needed, restart the computer.
New card detected.	
A new SD card has been inserted during the card download process. A user may have inserted an SD card into the reader, clicked the **Card download** button, clicked **Continue** and then changed the card before starting the download process.	Insert the correct SD card in the card reader and try again.
Unable to find card.	
There is no data card in the card reader.	Insert a valid SD card in the card reader and try again.
Card data is not supported by AirView.	
Invalid data on the SD card.	Insert a data card with valid information to successfully perform a download.
An unknown error has occurred, contact your administrator.	
An unknown error occurred that is associated with the Java and browser interaction.	Restart the browser. If this does not resolve the issue, close the Java application (Java.exe) in the Task Manager and, if needed, restart the computer. If the error still exists, contact your system administrator.
Serial number is not valid.	
Card data is corrupted.	Insert a data card with a valid serial number to successfully perform a card download.
Prescription could not be changed at this time.	
This is an internal system error.	Try again at a later time or contact your local ResMed Customer Support (see Customer support [76]).

General errors

Error message and possible cause	Solution
• **You don't have permission to access this page. If this is incorrect, contact your administrator.** • **Unable to open this page (403).** • **Unable to open this page.**	
This is related to URL permissions. The user may be trying to access a URL for a page that is intended for another user role, or AirView has provided a link to a page that the user does not have access to.	Contact your local ResMed Customer Support (see Customer support [76].
• **The page does not exist in the system. If the problem persists, contact ResMed on 0080073763322.** • **Unable to locate this page (404).** • **Unable to locate this page.**	
The page the user is trying to access does not exist anymore.	Contact your local ResMed Customer Support (see Customer support [76].
• **You tried to change something you didn't have access to.** • **The change you wanted was rejected (422).** • **The change you wanted was rejected.**	
A user has sent an unauthorised change request to the AirView server.	Check with the user to ensure that they performed a valid action based on their role. Alternatively, contact your local ResMed Customer Support (see Customer support [76]).
• **If the problem persists, contact ResMed on 0080073763322.** • **An unknown problem occurred (500).** • **An unknown problem occurred.**	

Error message and possible cause	Solution
This is an internal system error.	Contact your local ResMed Customer Support (see Customer support [76].
The action requested could not be completed at this time. Try again later.	
This is an internal system error.	Try again at a later time or contact your local ResMed Customer Support (see Customer support [76]).

Settings

Error message and possible cause	Solution
Device settings could not be changed because an unknown error occurred. Try again later.	
This is an internal system error.	Try again at a later time or contact your local ResMed Customer Support (see Customer support [76]).
No therapy device found. Settings cannot be edited at this time.	
This may occur when the settings are being edited by one person but then the device or module is removed by another person on another PC. These messages could then be shown when **Send settings to device** or **Write settings to card** are selected. This may also occur if the same user sends the settings to the device in one browser tab but accidently removes the device in another browser window or tab.	Ensure that the module is switched on and correctly assigned to the patient.
No communication module found. Settings cannot be edited at this time.	
This may occur when the settings are being edited by one person but then the device or module is removed by another person on another PC. These messages could then be shown when **Send settings to device** or **Write settings to card** are selected. This may also occur if the same user sends the settings to the device in one browser tab but accidentally removes the device in another browser window or tab.	Ensure that the module is switched on and correctly assigned to the patient.
Settings will display after data is received for this patient. If data has been received, ensure the device type shown is correct.	
Usage data is required to display device settings.	For devices other than AirSense CPAP, AirSense AutoSet or AirSense Elite, the patient must run the device for at least one day before AirView displays the settings. Check the device type in AirView under **Prescription**.
Card settings has stopped responding. Restart your browser to try again.	
The Java applet required to download the card data is unavailable.	Restart your browser and try again.
Writable card could not be found.	
No data card is inserted into the computer. The data card is not properly inserted in the card reader. The data card is inserted in a locked position.	Insert a ResMed-compatible data card and try again. Check the data card is inserted properly or reinsert the data card. Unlock the data card and try again.
Settings could not be written to this card.	
This is an internal system error.	Try again at a later time or contact your local ResMed Customer Support (see Customer support [76]).
Prescription could not be changed at this time.	
This is an internal system error.	Try again at a later time or contact your local ResMed Customer Support (see Customer support [76]).
The serial and device number entered do not match our records.	
A user entered an incorrect device or serial number.	Enter the correct device number (DN) and serial number (SN), which you can find at the back of the device.
There are currently no patient level integrators associated. Contact your organisation's AirView administrator to associate a patient level integrator.	

Error message and possible cause	Solution
The patient level integrator has not been added to the HCP.	Ask the HCP administrator to add the patient level integrator to the organisation. If the issue persists, try again at a later time or contact ResMed Technical Services at 0080073763322.
This patient does not have any patient level integrators associated.	
There is no patient level integrator to add to this patient.	Add the patient level integrator if needed. If the issue persists, try again at a later time or contact ResMed Technical Services at 0080073763322.
Compliance option could not be deleted	
• Another HCP administrator has deleted the compliance option. • The user has deleted this compliance option from another tab in the same browser. • There is an internal error.	Browse through the **Compliance options** list, reselect the compliance option and try to delete the compliance option again. If the issue persists, try again at a later time or contact ResMed Technical Services at 0080073763322.
This compliance option is assigned to patients and cannot be deleted until the patients are reassigned to a different payor.	
The compliance option is currently assigned to a patient.	• Do not delete the compliance option. • Reassign the patients to a different compliance option and then try deleting it.
This compliance option is the default compliance option for your organisation and cannot be deleted until a different payor is made default.	
The compliance option is currently the default compliance option for the HCP.	Change the default compliance option for the HCP and then try deleting the compliance option.
Setup date entered cannot be more than 365 days in the past.	
The patient setup date is not valid and must be no earlier than 365 days in the past.	Select a valid setup date for the patient.

Logs

Error message and possible cause	Solution
A general error has occurred. Contact ResMed on 0080073763322.	
An error has occurred within the system.	Try again at a later time or contact your local ResMed Customer Support (see Customer support [76]).
• **Inactive communication module.** • **The communication module is inactive. Contact ResMed on 0080073763322.**	
The communication module has an inactive SIM card.	Contact your local ResMed Customer Support (see Customer support [76]).
• **Serial number mismatch.** • **An incorrect device serial number has been entered. Confirm the serial number for the therapy device.**	
The therapy device paired to the wireless module has been changed but the patient prescription has not been updated to reflect this change.	Update the patient prescription with the correct device and module serial number.
• **Data not received.** • **There is no response from the device. Confirm the: Device is turned on, Device is in a coverage area, Communication module is functioning.**	
The device is turned off.	Check if the device is turned on.
The device is not in a coverage area.	Verify that the patient lives in a coverage area by going to: • For Air Solutions devices: https://aeris.cellmaps.com
The communication module is not functioning.	
• **Unsupported device.** • **Refer to the eHelp for a list of supported devices. If you have a supported device connected, contact ResMed on 0080073763322.**	
An unsupported therapy device is connected to a wireless module.	Connect a supported device to a wireless module and update the patient prescription accordingly.
An unrecoverable fault has been detected on the device. Return the device for service.	
An unrecoverable error has occurred on the device.	Contact your local ResMed dealer or ResMed office. Do not open the device.

Customer support

Europe, Middle East and Africa

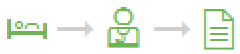
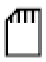
Support is available Monday to Friday from 08:30 to 17:30, CET/CEST (UTC +1/UTC +2), excluding holidays.

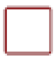
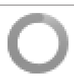
Language	Email	Phone
English	support.airview@resmed.eu	0080073763322
French		
German		

For support in other languages, see below:

Language	Email	Phone
Danish	support@resmed.dk	+45 54757549
Finnish	airview@resmed.fi	+358 98676820
Italian	airview@resmed.it	+39 366 3423208
Norwegian	airview@resmed.no	+47 67118850
Portuguese	airview@resmed.pt	
Spanish	airview@resmed.es	
Swedish	airview@resmed.se	+46 84771000

Icons

Icon	Description
Diagnostic test status[a]	
	Patient undergoing home sleep test
	Diagnostic data available for physician to review
	Diagnostic data reviewed by the physician; electronically-signed report is available
	Interpretation has been completed and awaiting prescription for therapy[b]
	Prescription completed and can be on several stages (Ready to send, Results sent, Patient accepted or Patient returned)[b]
Monitoring type	
	Referred diagnostic patient awaiting setup[b]
	Patient not wirelessly monitored
	Data downloaded via SD card
	Patient wirelessly monitored
	Remote Assist only[b]
Dashboard notification	
	Patient's prescription changed
	Notes added to a patient file
	Diagnostic report[b]
	Prescription for therapy report[b]
Patient compliance status	
	Compliance conditions met
	Compliance conditions not met
Daily compliance status	

Icon		Description
Icon legend:		Top—AHI / Bottom—Leak • Below threshold (green) • Above threshold (yellow) • Data not supported (white) Overall color—Usage • Above threshold (green) • Below threshold (red)
Usage above threshold 	Usage below threshold 	
		Leak above threshold
		Leak data not supported
		AHI above threshold
		AHI data not supported
		AHI above threshold, leak data not supported
		Leak above threshold, AHI data not supported
		AHI, leak above threshold
		AHI, leak data not supported
		Device not used
		Monitoring—no data received yet
		Not monitoring—no data available
		Device has fault—no data available
myAir status [b.]		
		Patient registered in myAir
		Patient invited to myAir
		Patient not registered in myAir
		Patient's myAir status is unknown
Care Check-In status [b.]		

Icons

Icon	Description
	Patient status available with positive responses
	Patient status available with negative responses
	Patient submitted a neutral or positive response
	Patient submitted a negative response
Ventilation patient status [b.]	
	Value within threshold—notification not required
	Value above threshold—notification conditions met
	Value below threshold—notification conditions met
	Not monitoring—no notification
	No data available

[a.] If a patient has not moved to the next status after seven days, the icon changes to red. When the next step is completed, the icon changes back to green.

[b.] Feature not available in all regions.