

Remote Assist guide

English

To navigate, open the patient's record and click Remote Assist.

Device status bar

Displays functional or faulty device messages:

-  Device performing as expected
-  Fault has occurred

✓
Device is performing as expected.

 <p>Device AirSense 10 AutoSet</p> <p>Serial number 11941854299</p> <p>SmartStart Off</p> <p>Total used hours 120 hrs</p>	 <p>Humidifier Internal: Connected</p> <p>Humidity level  Level 4</p> <p>Climate Control  Auto</p> <p>Ambient humidity 7 mg/L: Dry</p>	 <p>Air tubing ClimateLineAir: Connected</p> <p>Tube temperature  82°F (28°C)</p>	<p>Recent usage and leak 07/31 08/04</p> <div style="display: flex; justify-content: space-around;"> <div style="width: 10px; height: 10px; background-color: #4CAF50;"></div> </div> <p>Mask (online) AirFit P10: Medium</p> <p>Mask (device) Pillows</p>
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Device

Displays device type and serial number including the settings:
SmartStart [On, Off]
Total used hours [hrs].

Humidifier

Displays humidifier type and connection status including the settings:
Humidity level [Off, 1 to 8]
Climate Control [Manual, Auto]
Ambient humidity [Dry, Medium, Humid].

Air tubing

Displays the air tubing type and connection status including:
Tube temperature.

Recent usage and leak / Mask

Displays the **Recent usage and leak** (last five days) as shown in AirView's Wireless patients screen.
 Displays the mask type as:
Mask (online) as set in AirView
Mask (device) as reported in the device.



Device
 Humidifier
 Air tubing
 Recent usage and leak / Mask

Reported problem	Remote Assist status	Advice to patients
I am getting a dry mouth.	 Device performing as expected Humidity level setting is low while Ambient humidity is dry.	<ol style="list-style-type: none"> 1. Explain that the environment is dry and additional humidity might be needed. 2. Adjust settings if required. 3. Call back if any issues are identified.
I suspect my humidifier is not working.	 Device performing as expected Humidity level setting is high while Ambient humidity is high.	<ol style="list-style-type: none"> 1. Explain that if environment is humid, device does not add extra humidity to the air. 2. Adjust settings if required. 3. Call back if any issues are identified.
My ClimateLineAir is not working.	 Device performing as expected Air tubing connected is showing SlimLine.	<ol style="list-style-type: none"> 1. Disconnect ClimateLineAir and reconnect firmly. 2. Check if connection status displays 'Connected'. 3. Try out the new setting overnight. 4. Call back if any issues are identified.
I feel air pressure is not right.	 Device performing as expected Recent usage and leak indicates high leak, or mask used is different to device setting.	<ol style="list-style-type: none"> 1. Check that set Mask (online) and reported Mask (device) are the same mask type. 2. Make necessary adjustment. 3. Ensure leak is controlled.
My device keeps stopping.	 Device performing as expected SmartStart is On. Recent usage indicates leak.	<ol style="list-style-type: none"> 1. Set SmartStart to Off. 2. Try out the new setting overnight. 3. Call back if any issues are identified.
My device keeps stopping with an error.	 Fault has occurred Device fault message is displayed.	<ol style="list-style-type: none"> 1. Return the device to local ResMed dealer or office.

Note: For other troubleshooting scenarios, refer to the AirSense 10 user guide.

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