



# 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 <b>AirSense 10 AutoSet</b></p> <p>Serial number <b>11941854299</b></p> <p>SmartStart <b>Off</b></p> <p>Total used hours <b>120 hrs</b></p>	 <p>Humidifier <b>Internal: Connected</b></p> <p>Humidity level  <b>Level 4</b></p> <p>Climate Control  <b>Auto</b></p> <p>Ambient humidity <b>7 mg/L: Dry</b></p>	 <p>Air tubing <b>ClimateLineAir: Connected</b></p> <p>Tube temperature  <b>82°F (28°C)</b></p>	<p>Recent usage and leak</p> <p>07/31      08/04</p> <div style="display: flex; justify-content: space-around;"> <div style="width: 10px; height: 10px; background-color: #4CAF50;"></div> <div style="width: 10px; height: 10px; background-color: #4CAF50;"></div> <div style="width: 10px; height: 10px; background-color: #4CAF50;"></div> <div style="width: 10px; height: 10px; background-color: #4CAF50;"></div> </div> <p>Mask (online) <b>AirFit P10: Medium</b></p> <p>Mask (device) <b>Pillows</b></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.	 <b>Device performing as expected</b> Humidity level setting is low while Ambient humidity is dry.	<ol style="list-style-type: none"> <li>1. Explain that the environment is dry and additional humidity might be needed.</li> <li>2. Adjust settings if required.</li> <li>3. Call back if any issues are identified.</li> </ol>
I suspect my humidifier is not working.	 <b>Device performing as expected</b> Humidity level setting is high while Ambient humidity is high.	<ol style="list-style-type: none"> <li>1. Explain that if environment is humid, device does not add extra humidity to the air.</li> <li>2. Adjust settings if required.</li> <li>3. Call back if any issues are identified.</li> </ol>
My ClimateLineAir is not working.	 <b>Device performing as expected</b> Air tubing connected is showing SlimLine.	<ol style="list-style-type: none"> <li>1. Disconnect ClimateLineAir and reconnect firmly.</li> <li>2. Check if connection status displays 'Connected'.</li> <li>3. Try out the new setting overnight.</li> <li>4. Call back if any issues are identified.</li> </ol>
I feel air pressure is not right.	 <b>Device performing as expected</b> Recent usage and leak indicates high leak, or mask used is different to device setting.	<ol style="list-style-type: none"> <li>1. Check that set Mask (online) and reported Mask (device) are the same mask type.</li> <li>2. Make necessary adjustment.</li> <li>3. Ensure leak is controlled.</li> </ol>
My device keeps stopping.	 <b>Device performing as expected</b> SmartStart is On.  Recent usage indicates leak.	<ol style="list-style-type: none"> <li>1. Set SmartStart to Off.</li> <li>2. Try out the new setting overnight.</li> <li>3. Call back if any issues are identified.</li> </ol>
My device keeps stopping with an error.	 <b>Fault has occurred</b> Device fault message is displayed.	<ol style="list-style-type: none"> <li>1. Return the device to local ResMed dealer or office.</li> </ol>

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


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