



## Troubleshooting Device Issues

### **Description:**

*When using Air Solutions and Lumis devices, device status and settings can be shown in the Remote Assist panel.*

### **To access the Remote Assist page:**

1. From the patient's record, click the **Remote Assist** tab.
2. Device status and settings will be shown in the Remote Assist panel:
  - **Device status bar** - displays functional or faulty device messages
  - **Settings** - displays device, humidifier, air tubing, and mask settings
  - **Recent usage and leak** - displays the last 5 days of data as shown in the Wireless patients screen.

*Note: For more details, refer to the Remote Assist guide.*