

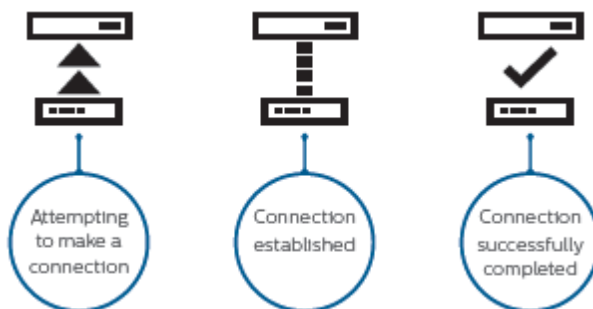
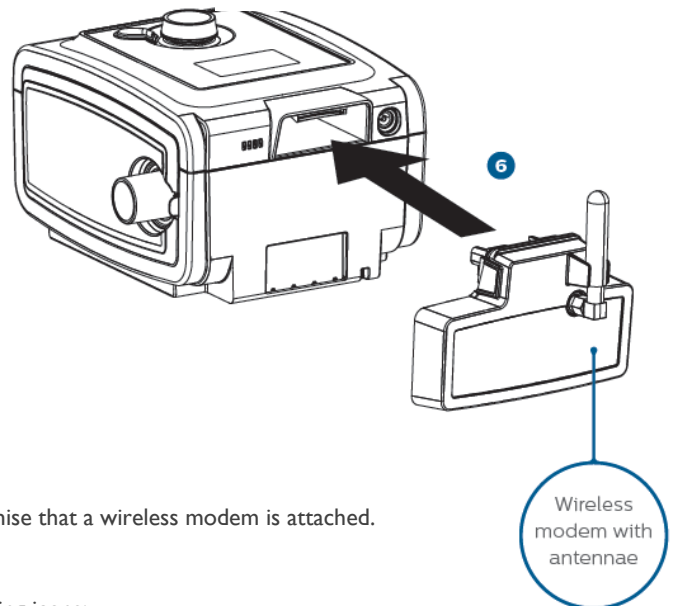
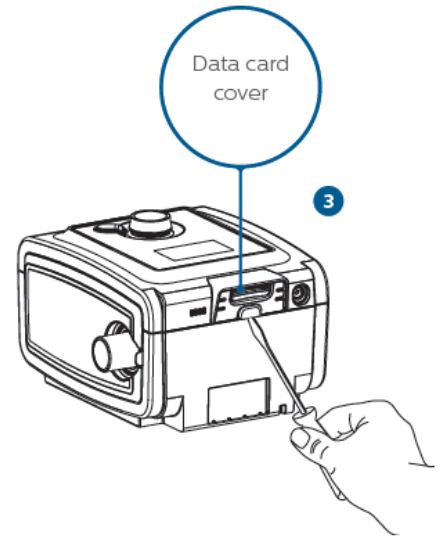
More information on this topic can be found in the EncoreAnywhere online user manual. Just click 'Help' at any stage to be directed to relevant guides.

EncoreAnywhere Help Guide

2. Modems

1. Physical Setup

1. Unplug your therapy device from the mains and remove the power cable.
2. Turn the therapy device round so the back of the device is facing you.
3. Safely and carefully remove the data card cover from the back of the therapy device as pictured **3**. Store the data card cover in a safe place in case you need it in the future.
4. Leave the current data card in the therapy device.
5. Take the wireless modem from the box and remove the red cap that protects the connection pins. Do not touch the connection pins.
6. Insert the wireless modem into the therapy device, as shown **6** until it seats into position. It is not necessary to remove the data card in order to install the wireless modem.
7. Insert the power cable into your therapy device and plug it into the mains.
8. Allow up to 30 seconds for the therapy device to recognise that a wireless modem is attached.
9. On the therapy device screen you should see the following icons:



10. The therapy device is now ready to use with the wireless modem

Note: This help guide does not replace the Wireless Modem Installation and Operation Guide

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EncoreAnywhere Help Guide

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2. Pairing Modems

1. All modems are shipped as Inactive. An Inactive modem will not be listed in the EncoreAnywhere modem list.
2. A modem must be in Active status in order for it to communicate with EncoreAnywhere.
3. A modem is automatically activated when it is paired with a therapy device through EncoreAnywhere.
4. The modem is paired when the therapy device serial number and the wireless modem serial number are both entered into the patient's profile through the patient prescription tab (see below). The modem serial number is entered into the Encore ID field of the Equipment Assignment pane.

The screenshot shows the 'Prescription' tab of a patient profile for 'Apple, Joe'. The 'EQUIPMENT ASSIGNMENT' section contains the following data:

Field	Value
Device Serial Number *	P07907989061C
Encore ID	C00405742E356

Annotations in the image:

- A blue circle around the 'Device Serial Number *' field is labeled 'Therapy device serial number'.
- A blue circle around the 'Encore ID' field is labeled 'Wireless modem serial number'.

Once Active, the status and information about a modem is available to the Modem Manager.

If the Modem Manager accesses the "Modem Administration" tab and clicks on an Encore ID, the "Modem List" screen will display the following information seen below :

The screenshot shows the 'Modem List' screen for a specific modem profile. The modem state is 'Active'.

Modem profile: C005033229B56
 Modem state: **Active** Deactivate

SUMMARY

Assigned to	Clinician	Next call	Status	Service start date	Expiration date
DEMO, LSRC	Administrator, Test	28/10/2014 3:10 PM	Missed call	4/07/2014 10:25 AM	N/A

HISTORY

Date/time	Reason	Status	Device	Assigned to	Assigned Device S/N	Results
27/10/2014 3:09 PM	New therapy device	OK	REMstar Auto (System One 60 Series)	DEMO, LSRC	P11149552D66C	🔗
27/10/2014 2:58 PM	Manual call	OK	REMstar Auto (System One 60 Series)	DEMO, LSRC	P11149552D66C	📄
15/07/2014 11:27 AM	Scheduled	OK	REMstar Auto (System One 60 Series)	Zero, Patient	P06602235CD75	📄
15/07/2014 10:23 AM	Scheduled	OK	REMstar Auto (System One 60 Series)	Zero, Patient	P06602235CD75	🔗
14/07/2014 10:16 AM	Scheduled	OK	REMstar Auto (System One 60 Series)	Zero, Patient	P06602235CD75	🔗📄

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
EncoreAnywhere Help Guide

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3. Modem Troubleshooting

What if the modem does not call when first paired and connected to the therapy device?

1. Use the control wheel/push button on your therapy device to highlight the **info** option and press the wheel
2. Using the control wheel/push button, highlight the **status** option and press the wheel
3. To ensure your wireless modem is correctly activated you will see a connectivity bar showing that there is signal to the wireless modem. The number of bars will vary from 0 to 5.

	Wireless signal strength 5 (maximum)
	Wireless signal strength 4
	Wireless signal strength 3
	Wireless signal strength 2
	Wireless signal strength 1 (minimum)
	Weak wireless signal, a connection may not be possible

2 – 5 bars: Signal strength is good; the modem should be able to connect. On the modem you will find a small button on the right-hand side. This is called the call button. Press and hold the call button for at least three seconds to initiate a manual call. If you still have problems activating the wireless modem, contact technical support.

0 – 1 bar: Signal strength is poor; the wireless modem is not able to get a signal. Try moving the therapy device with modem attached to another area of the house. If phone signal is poor in your area, a wireless modem may not be the appropriate technology at this time. Use an alternative connectivity method such as a Bluetooth accessory module or SD card.

Note: This help guide does not replace the Wireless Modem Installation and Operation Guide

