

EN-US Installation instructions
Version 5.19



prismaTS, prismaTSlab

PC software

LÖWENSTEIN
medical

Contents

1	Introduction	4
1.1	Intended use.....	4
1.2	Health institution and user qualification.....	4
1.3	Description of function.....	5
1.4	Supported devices.....	6
2	Safety	8
2.1	Safety information	8
2.2	General information	9
2.3	Data protection and data security	10
2.4	Warnings in this document.....	11
3	Installation	12
3.1	System requirements.....	12
3.2	Network settings	13
3.3	Installation variants	14
3.4	Carrying out installation.....	14
3.5	Setting up access check.....	21
3.6	Setting a new password	22
3.7	Changing the server address and data directory	23
3.8	Transferring templates.....	24
3.9	Installing USB converter cable driver	24
3.10	Manually assigning COM port	27
3.11	Calling up the license agreement	29
3.12	Uninstalling	30
3.13	Updating.....	31
4	Function check	33
4.1	Checking prismaTS.....	33
4.2	Checking prismaTSlab	33
5	Faults	35
5.1	Faults during installation.....	35
5.2	Faults when connecting the therapy device	36
5.3	Faults when connecting SOMNO devices.....	37

5.4	1:1 connection faults.....	38
5.5	Faults when importing therapy data	38
5.6	Setting up remote servicing via TeamViewer	39
6	Annex	40
6.1	Technical specifications.....	40
6.2	Declaration of conformity	40

1 Introduction

In this installation manual you will find all general information relating to both the prismaTS program and the prismaTSlab program.

- Intended use, health institution and user qualification, description of function
- General safety instructions
- System requirements, installing, uninstalling, updating
- Function check
- Faults
- Technical specifications, Declaration of conformity



The software version of the screenshots in this document may differ from the installed software version.

1.1 Intended use

prismaTSlab and prismaTS are supplementary PC software programs for Löwenstein Medical Technology therapy devices.

prismaTS is used for initiating and monitoring therapy and the relevant settings for servicing and maintenance. The program enables central management of patient and therapy monitoring data. Therapy data can be read from the therapy devices and device configurations can be transmitted to the therapy devices.

prismaTSlab enables the display and remote setting of device therapy parameters.

The software programs are used and applied only by the physician or service personnel authorized by the physician and by service personnel employed by the specialist dealer.

Application areas are inpatient and outpatient examinations in sleep labs, as well as outpatient examinations outside of clinics in the field of sleep medicine.

1.2 Health institution and user qualification

As a health institution or user, you must be familiar with the operation of this medical device. Observe the legal requirements for operation and use (in Germany, the regulations governing the owners/operators of medical devices apply in particular). Basic recommendation: Get a person authorized by the manufacturer to provide you with proper instruction about the handling, use and operation of this medical device.

1.3 Description of function

prismaTS

prismaTS provides the following functions:

- Central management of patients and their therapy data
- Display of the devices currently available locally and via the network
- Reading of therapy devices
- Display of therapy data (different views are available depending on the device type)
 - Statistics view: Statistical representation of therapy settings, compliance, therapy quality and leakage for a specific therapy period
 - Therapy calendar: Display of usage time, day of use, time of use, compliance, therapy quality and leakage by day
 - Annual view of therapy calendar: Display of usage time, day of use, time of use, compliance, therapy quality and leakage by week
 - Signal view: Graphical representation of signals and events
 - Therapy analysis: Tabular summary of the relevant therapy parameters, breathing disorders and leakages depending on the respective pressure during the course of a therapy night
- Generating, saving, printing and sending reports
- Configuration of therapy devices via a USB cable or SD card, depending on the device type.

prismaTSlab

prismaTSlab provides the following functions:

- Central management of patients
- Remote setting of therapy devices

1.3.1 Interfaces for import of therapy data

Device	Importing therapy data
LM300CD	USB-C
LM150TD	USB-C
WM120TD	LAN SD card
WM110TD	LAN SD card

Device	Importing therapy data
WM100TD	LAN USB SD card
WM090TD	LAN SD card
SOMNO devices	USB SD card

1.3.2 Interfaces for configuration of the therapy devices

Device	Configure therapy device
WM120TD	LAN*
WM110TD	LAN*
WM100TD	LAN* USB SD card (from version 2.05)
WM090TD	LAN* SD card
SOMNO devices	USB (via Weinmann converter cable. Not possible if the device has been configured manually or the device is connected to prismaTSlab.) SD card (from version 10.0)

*Only possible in prismaTSlab.

1.4 Supported devices

prismaTS and prismaTSlab support the following therapy devices:

Type	Designation
LM300CD	CARO
LM150TD	LUISA TIVAN LS Life One
WM120TD	prisma VENT50 prisma VENT50-C TIVAN 50

Type	Designation
WM110TD	prisma VENT30 prisma VENT30-C prisma VENT40 prisma VENT40-C TIVAN 30 TIVAN 30-C TIVAN 40 Prisma Comfort40
WM100TD	prismaLAB prisma20C prisma20A prismaCR prisma25S-C prisma25ST prisma25S prisma30ST-C prisma30ST prisma30ST-HFT TIVAN
WM090TD	prisma SMART prisma SMART plus prisma SMART max prisma SOFT prisma SOFT plus prisma SOFT max
SOMNO*	SOMNObalance SOMNObalance e SOMNOsoft 2 SOMNOsoft 2 e

* SOMNObalance / SOMNOsoft 2 series devices with SD card option. prismaTS and prismaTSlab support SOMNO devices from firmware version 10.0.

For further information contact your local specialist dealer or the Löwenstein Medical Technology diagnostics and medical electronics hotline, telephone: 0800 96 00 - 204 (only in Germany).

2 Safety

2.1 Safety information

2.1.1 Handling software and therapy devices

Risk of injury from using the software to monitor therapy!

The software is not an online monitoring system.

⇒ Do not use the software to monitor life-supporting therapy.

Incorrect therapy due to interruption of the connection to the therapy device during the therapy setting!

The interruption of the connection to the therapy device during the therapy setting can lead to incomplete or incorrect therapy settings and injure the patient.

- ⇒ Do not interrupt the network or USB connection between the therapy device and PC during data transmission.
- ⇒ Do not pull out the mains plug of the therapy device during data transmission.
- ⇒ Do not remove the storage medium (SD card or USB-C flash drive) during data transmission.
- ⇒ If necessary, check the therapy parameters set in the therapy device.

Impeded or incorrect therapy due to therapy device mix-up!

If the therapy device is changed while the software is being used or if prismaTS is running multiple times on a PC, this can lead to a mix-up of data and incorrect settings in the therapy device.

- ⇒ Check the serial number of the therapy device with the number displayed in the software.
- ⇒ While using the software, either operate one therapy device or read from the therapy device's storage medium.

Loss of therapy data due to manual deletion of data on the storage medium!

If data is deleted manually directly via a file explorer, it may be irretrievably lost.

- ⇒ Always import data into prismaTS immediately.
- ⇒ Delete data from the storage medium while the storage medium is inserted in the therapy device.

2.1.2 Handling the server and network

Impeded therapy due to failure or instability of the server or network!

When operating the software in a network, a failure or instability of the server or network can lead to data loss or incorrect settings in the therapy device.

- ⇒ Ensure constant network availability.
- ⇒ As required, check the therapy parameters set in the therapy device.

Delayed therapy through the shared use of data cables in a network!

The shared use of data cables in a network (e.g. LAN) can lead to delays in data transmission and the display of current device values.

- ⇒ Take into account possible peak loads due to parallel operation of several therapy devices or other systems in a network.

Impeded therapy due to data loss!

Deleting the database and the imported therapy data in folder **prismaServerFiles** will result in data loss.

The folder will only be named **prismaServerFiles** if it was not renamed during installation.

- ⇒ Only use one server installation in the network.
- ⇒ Back up the database regularly. You can do this using the backup tool which you can find on the prismaTS DVD in the /Tools subfolder. Consult the user manual before using the tool.
- ⇒ Back up the imported therapy data regularly.
- ⇒ Do not move the prismaServerFiles folder.

Material damage due to malware, computer viruses and unauthorized access!

Malware and viruses can damage the PC and the network and impair their function.

- ⇒ Ensure that any external storage medium is not infected by viruses.
- ⇒ Regularly perform a virus scan of the system.
- ⇒ Update firewalls regularly.
- ⇒ Secure PCs, network and personal data against unauthorized access to protect personal data.

2.2 General information

The health institution is responsible for the application of risk management for medical IT networks in accordance with IEC 80001-1. Medical IT networks are IT networks in which at least one medical device is integrated.

The manufacturer does not accept any warranty or liability for interactions between system components in a medical IT network.

The manufacturer is not a system configurator.

If you have any queries, please contact your local IT risk manager, the manufacturer's customer service department (prismaTS.hotline@loewensteinmedical.com , German and English) or the Löwenstein Medical Technology diagnostics and medical electronics hotline, telephone: 0800 96 00 - 204 (only in Germany).

The software is a medical device. The installation or uninstallation of software products and the execution of programs can lead to interactions.

Do not falsify or exchange record data and do not intervene manually in program files.

Modifications to the software must only be carried out by the manufacturer or by specialist personnel expressly authorized by the manufacturer.

The Instructions for Use for the device, the components and the accessories should also be followed.

In the EU: As a user and/or patient, you must report any serious incidents occurring in conjunction with the product to the manufacturer and to the responsible authority.

2.3 Data protection and data security

The health institution is responsible for compliance with the European General Data Protection Regulation (GDPR) in Europe. In accordance with GDPR, prismaTSlab attaches great importance to the protection of personal data and supports the implementation of GDPR with the following measures:

- Password protection of the SQL database used
- Logging of access to personal data

Furthermore, prismaTS offers the following optional measures for implementing GDPR:

- Configurable access restriction for specific users ([See Access check \[▶ 21\]](#))
- Manual deletion of patient data (see prismaTS user manual)
- Automatic deletion of data imports after a defined period of time (see prismaTS user manual)
- Export option for patient data, statistical values and reports (see prismaTS user manual)

It is the responsibility of the health institution to ensure a generally high level of data protection and data security in the IT environment. Generally recognized measures to increase the level of protection are, for example:

- Protection of the network, PCs and server against unauthorized access

- Exclusive use of personalized user accounts
- Regular backup of personal data
- Passwords with sufficient complexity and secure handling of these passwords
- Keeping all systems up to date against malware (virus scanner, etc.)

Further measures to comply with the provisions of GDPR are, for example:

- Obtaining the patient's consent to data storage prior to data processing.
- Disclosure of data only after it has been legalized, e.g. through consent or anonymization.
- Compliance with retention periods for data storage.
- Assessment of residual risks with regard to data protection and data security.

2.4 Warnings in this document

DANGER

Indicates an unusually significant hazardous situation. If you ignore this instruction, severe, irreversible or fatal injuries will result.

WARNING

Indicates an unusually significant hazardous situation. If you ignore this instruction, severe, irreversible or fatal injuries may result.

CAUTION

Indicates a hazardous situation. If you ignore this instruction, mild or moderate injuries may result.

ATTENTION

Indicates a harmful situation. If you ignore this instruction, material damage may result.

 Indicates useful information and hints.

3 Installation

You need administrator rights to install the software and at least main user rights to operate it.

Microsoft® .NET Framework 4.8 and Microsoft® SQL Server 2019 are required for the installation and execution of prismaTS. If this software is not yet installed on your PC, it will be installed automatically.

3.1 System requirements

Processor	Min. 1 GHz, 64 bit, min 2 cores
Free memory space on hard drive	Standalone installation (prismaTS, prismaTSlab and database): min. 2 GB <ul style="list-style-type: none"> • Server installation (prismaTS, prismaTSlab and database): min. 2 GB • Client installation (only prismaTS and prismaTSlab without database): min.1 GB • If necessary, additional storage space for the installation of Microsoft® .NET 4.8 for client and server installations, and also for the installation of Microsoft® SQL Server 2019 or SQLite, depending on the installation variant and usage.
RAM	Min. 4 GB
Connection	1 free USB port 2.0 or 3.0 network min. 100 Mbit
Screen resolution	Minimum resolution 1200 px x 800 px, color quality min. 32 bit
Graphics memory	Min. 512 MB
Printer	supported by Microsoft® Windows®
Input	Keyboard and mouse or other suitable pointing device
Supported operating systems	Windows® Server 2016 (only for operating the server) Windows® Server 2019 (only for operating the server) Windows® Server 2022 (only for operating the server) Windows® 10 64 bit, Windows® 10 LTSC (Version 1809) Windows® 11
Operating system languages	German, English, French, Italian, Dutch, Spanish, Portuguese (Brazilian), Turkish, Russian, Japanese, Chinese, Danish, Finnish, Norwegian, Swedish
Software required	Microsoft® Edge 86.0.622.56 or later

For further information contact your local specialist dealer or the Löwenstein Medical Technology diagnostics and medical electronics hotline, telephone: 0800 96 00 - 204 (only in Germany).

3.2 Network settings

To operate a prismaTS client-server installation and to establish connections to therapy devices via a local network, the network must have the following properties:

- Multicast/broadcasts responses on UDP must be permitted in the network.
- The use of a proxy server in the local network may lead to communication problems or problems when importing data. Choose one of the following options:
 - Do not use a proxy server for local networks: Deactivate the **Use proxy server for LAN** checkbox (**Control Panel > Internet Options, Connections tab > LAN settings**).
 - Set an exception for the IP address of the PC with the server installation. Activate the **Use proxy server for LAN** checkbox (**Control Panel > Internet Options, Connections tab > LAN settings**). Select **Advanced** and enter the IP address of the server in the **Exceptions** field.



It is advisable to use the therapy devices in a network in which the IP address is assigned by a DHCP server.

When using a manual network configuration, the therapy devices and PCs with prismaTS installations must belong to the same network or subnet. Set the IP addresses and subnet masks accordingly.

Firewall settings

The following ports and services are required for communication with the therapy devices and must be enabled on all PCs with prismaTS (client and server installation) and must not be blocked by a firewall:

- 51338 UDP/TCP
- 51337 UDP/TCP
- Prisma FileService Service (service "prismaServer")
- Prisma SQLExpressWTSService, (service "MSSQL\$SQLEXPRESSWTS")

The following ports must also be enabled for the PC with server installation:

- 1434 UDP/TCP
- 1433, 80, 4022, 443, 2782 TCP

Check your firewall settings.

3.3 Installation variants

The following scenarios can be installed:

- Standalone installation: Use on a single PC. If you only want to use prismaTS at one workstation, select this variant ([See Carrying out standalone installation](#) ▶ 14]).
- Server/client installation: Use at several workstations with prismaTS via a network. If you want to use prismaTS on several workstations in a local network, select this variant ([See Carrying out server/client installation](#) ▶ 15]).
Benefits:
 - Central patient management
 - Centrally stored therapy data: Imported therapy data can be accessed from any workstation.
 - Devices connected to the network can be operated from any workstation (remote control, data import).

3.4 Carrying out installation

- During installation or an update, all prisma HUB modules that are available in the network are installed. Therefore, all prisma HUB modules present in the laboratory must be connected and supplied with power before installation.
- A USB converter cable driver is required to operate prismaTS and prismaTSlab with SOMNO devices ([See Install Weinmann USB converter cable driver](#) ▶ 24]).
- You need administrator rights to install the software and at least main user rights to operate it.
- Microsoft® .NET Framework 4.8 and Microsoft® SQL Server 2019 are required for the installation and execution of prismaTS. If this software is not yet installed on your PC, it will be installed automatically (this does not apply to standalone installation).

3.4.1 Carrying out standalone installation

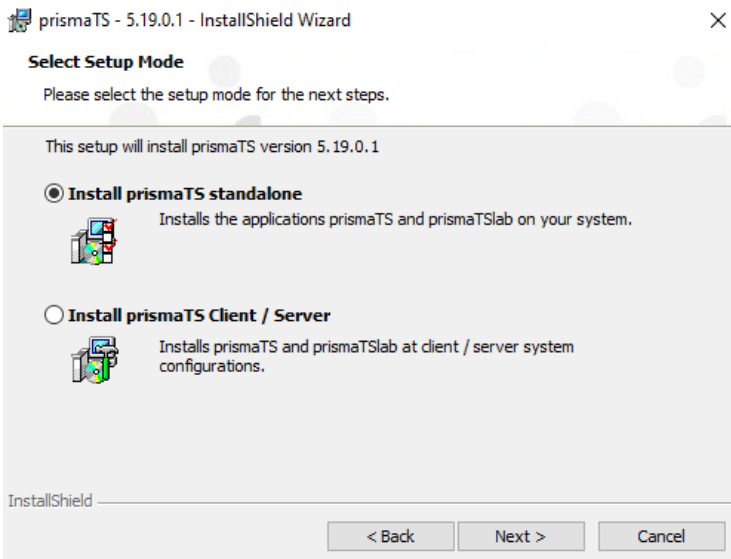


Switching from standalone installation to client/server installation is not available.

Requirement

- ✓ Observe the system requirements ([See System requirements](#) ▶ 12]).
1. End running programs.

2. Insert the DVD into the drive. The installation wizard starts automatically. If this doesn't happen, start the **prismaTS-Setup.exe** program manually from the DVD.



3. During the installation process select the **Install prismaTS standalone** option.
4. Follow the installation wizard instructions.
5. When Windows® prompts you to do so, restart the PC after installation.

3.4.2 Carrying out server/client installation

To operate several workstations in a network, install the server installation on one of the PCs (See [Carrying out server installation](#) [▶ 15]). This workstation PC will then act as a server for the other PCs. On all other workstations, just install the client versions (See [Carrying out client installation](#) [▶ 17]).

Server installation

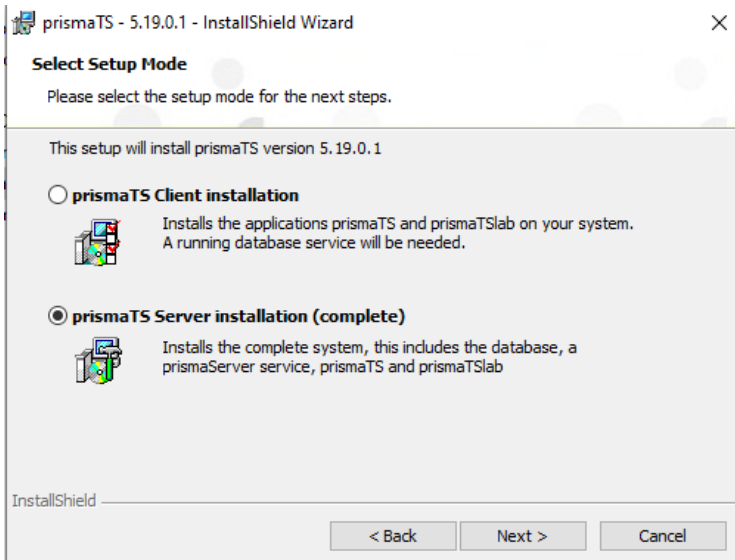
A PC with a server installation makes its services available to other clients in the network.

Requirement

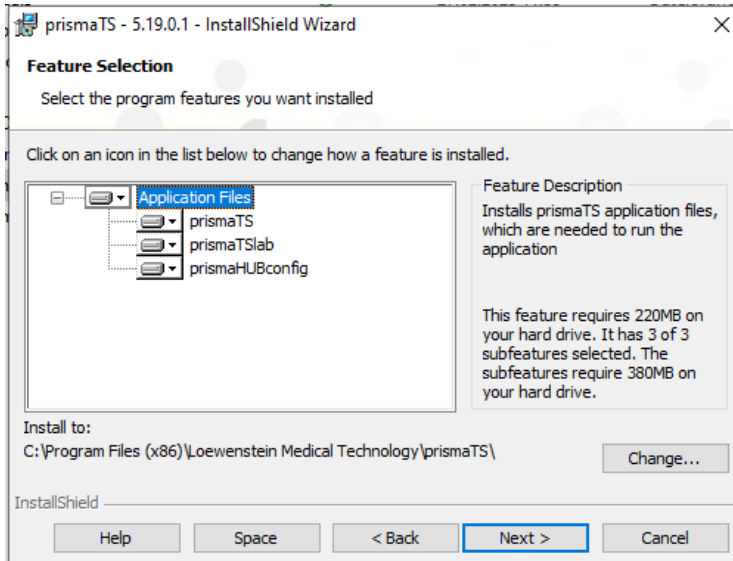
- ✓ Observe the system requirements (See [System requirements](#) [▶ 12]).

1. End running programs.

2. Insert the DVD into the drive. The installation wizard starts automatically. If this doesn't happen, start the **prismaTS-Setup.exe** program manually from the DVD.



3. During the installation process select the **prismaTS Server installation (complete)** option.
4. Follow the installation wizard instructions. The server (database and service for data import), the prismaTS and/or prismaTSslab applications, the prismaTSconfig server configuration tool and the prisma HUBconfig service tool are installed.
5. When Windows® prompts you to do so, restart the PC after installation.



6. If required: In the **Feature Selection** dialog window, deselect **prismaTS** and/or **prismaTSlab**. If this is done, desktop icons and menu entries are not created for the deselected application.
7. Perform a function check (See [Function check](#) ▶ 33).



During the server installation the storage location of the therapy data can be changed in the **FileService** dialog window. Ensure that the **prismaService** service has authorization to write to the selected folder (by default, the service is executed as a local system account). All installations of **prismaTS** on the client PCs are automatically updated as soon as the server installation has been updated.

Only one server installation should be available in the local network! To ensure that **prismaTS** runs properly on client workstations in the same local network, the PC with the server installation must be switched on! The server's IP address must remain the same. If it is necessary to change the IP address of the server, change all client installations to the server's new IP address (See [Function check](#) ▶ 33).

Client installation

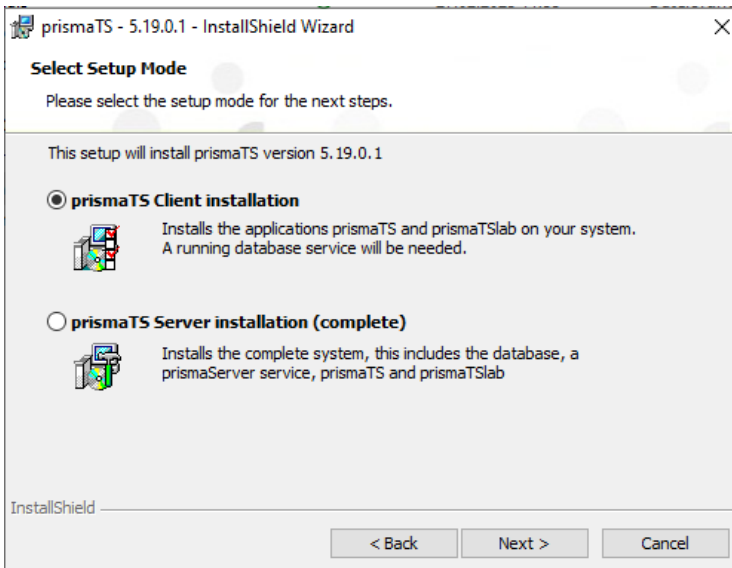
prismaTS and/or **prismaTSlab**, the server configuration tool **prismaTSconfig** and the service tool **prisma HUBconfig** will be installed.

Requirement

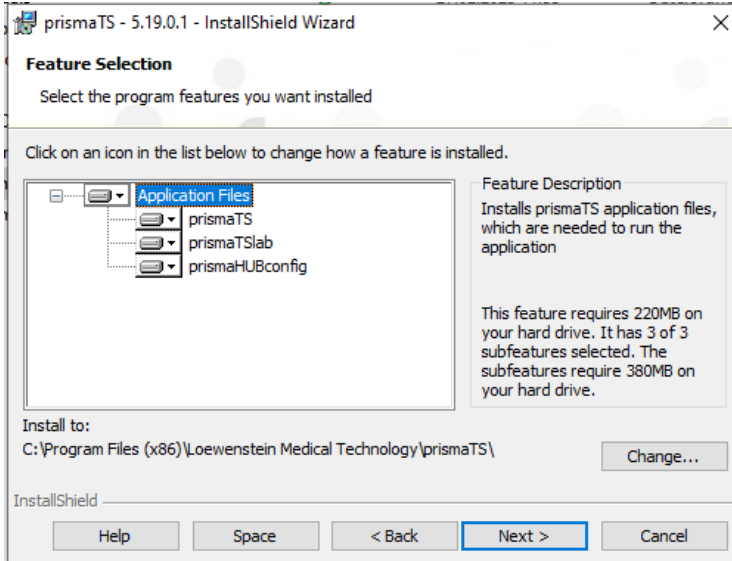
- ✓ Observe the system requirements (See [System requirements](#) [▶ 12]).
1. End running programs.
 2. Insert the DVD into the drive. The installation wizard starts automatically. If this doesn't happen, start the **prismaTS-Setup.exe** program manually from the DVD.

Requirement

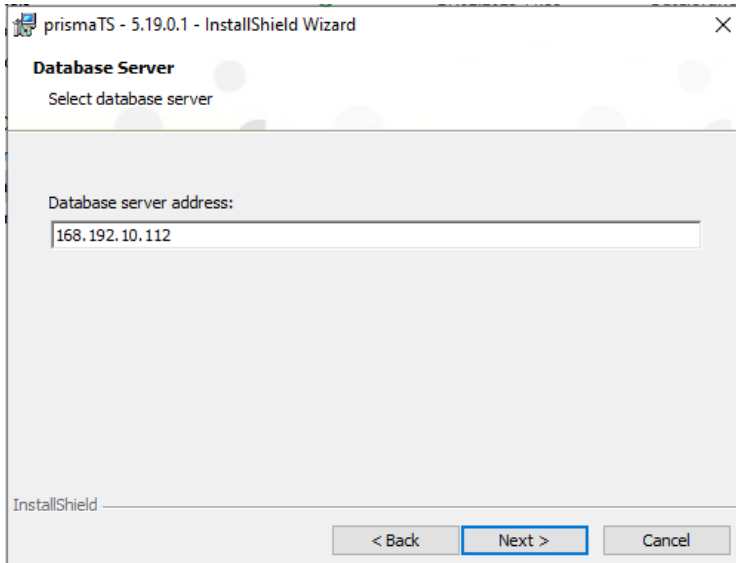
- ✓ One PC with a prismaTS server installation is a part of the network (See [Carrying out server installation](#) [▶ 15]).



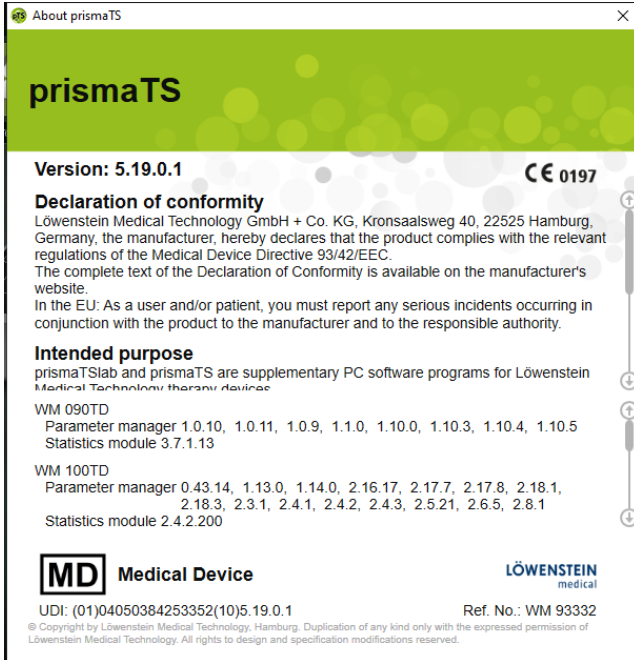
3. During the installation process select the **prismaTS client installation** option.
4. Follow the installation wizard instructions



5. If required: In the **Feature Selection** dialog window, deselect **prismaTS** and/or **prismaTSlab**. If this is done, desktop icons and menu entries are not created for the deselected application.



6. Enter the IP address or the name of the PC on which the server is installed. The IP address of the PC with the server installation can be read from the prismaTS/prismaTSlab installed on this PC. To do this, start prismaTS or prismaTSlab on the PC with the server installation and select **Menu > Info... > Server addresses of this installation**.

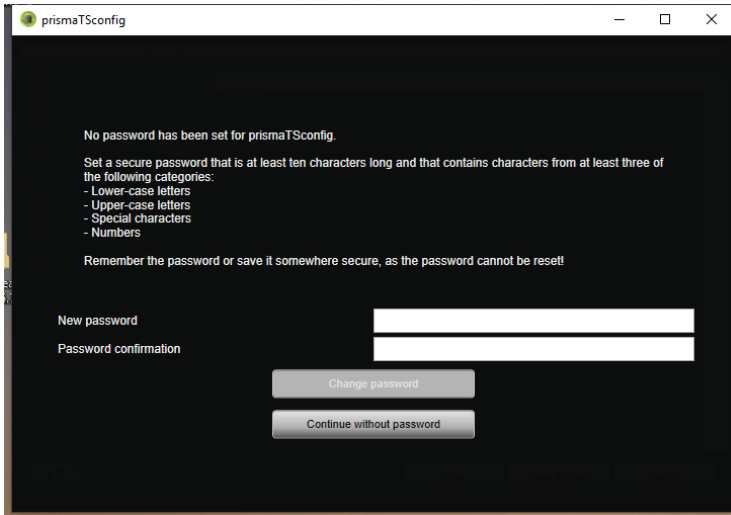


7. Follow the additional installation wizard instructions.
8. When Windows® prompts you to do so, restart the PC after installation.
9. Perform a function check (See [Function check](#) [▶ 33]).

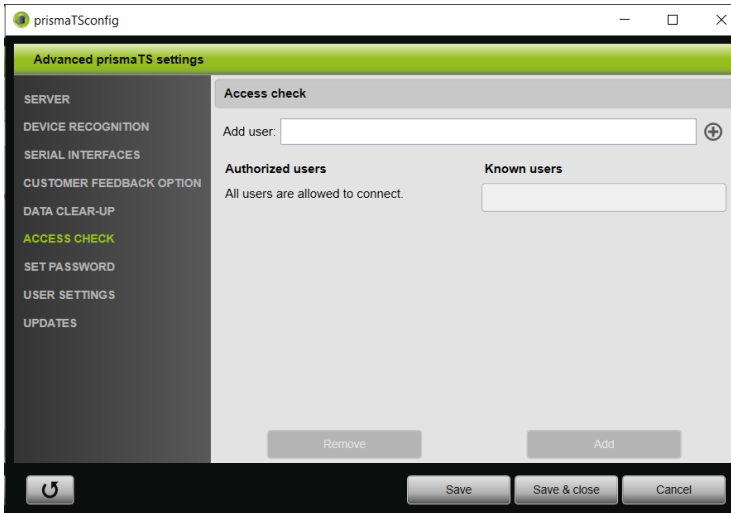
3.5 Setting up access check

Access control is used to control which users are allowed to work with prismaTS.

1. Start **prismaTSconfig**.



2. When starting for the first time: set a secure password.

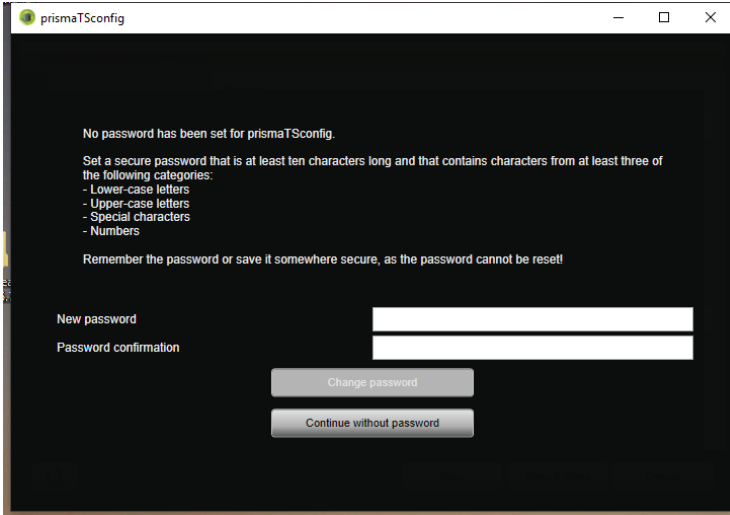


3. Select **ACCESS CHECK**.
4. Add all users who are to be given permission.
5. Save entry.

3.6 Setting a new password

1. Start **prismaTSconfig**.

2. Select SET PASSWORD.



3. Set a secure password.

4. Save entry.

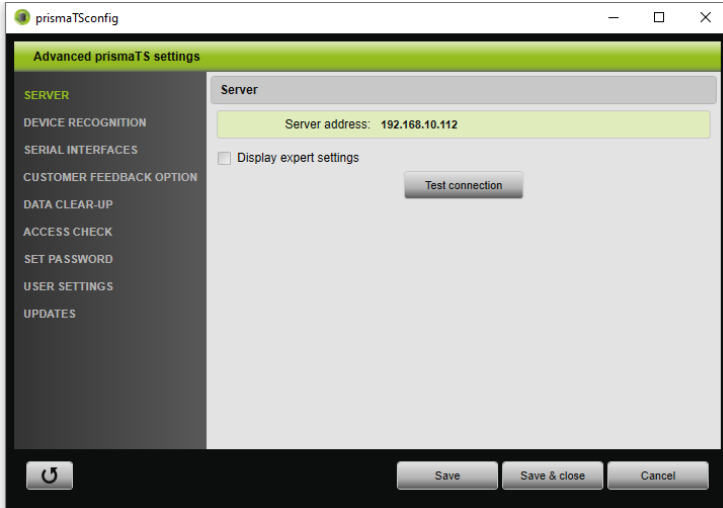


Administrators can change the password.

3.7 Changing the server address and data directory

To use a different PC, a different data directory, a different IP address or a different PC name as the server for prismaTS applications after installation, make these changes using the **prismaTSconfig** tool.

1. If required: Set up the new server (See [Carrying out server installation \[▶ 15\]](#)).
2. Close all open prismaTS applications on the client PC.
3. Open the start menu and start **prismaTSconfig** on the client PC.
4. When starting for the first time: Set a secure password.



5. If required: Select **SERVER**.
6. Enter the new IP address or the new name of the PC to be used as the new server in the **Server address:** field. Locate the IP address of the server (See [Carrying out client installation \[▶ 17\]](#)).
7. To check whether connection to this server is possible, select **Test connection**.
8. Enter the path to the new data directory in the **Data directory:** field.
9. Select **Change**.
10. Save entry.
11. Perform a function check (See [Function check \[▶ 33\]](#)).

3.8 Transferring templates

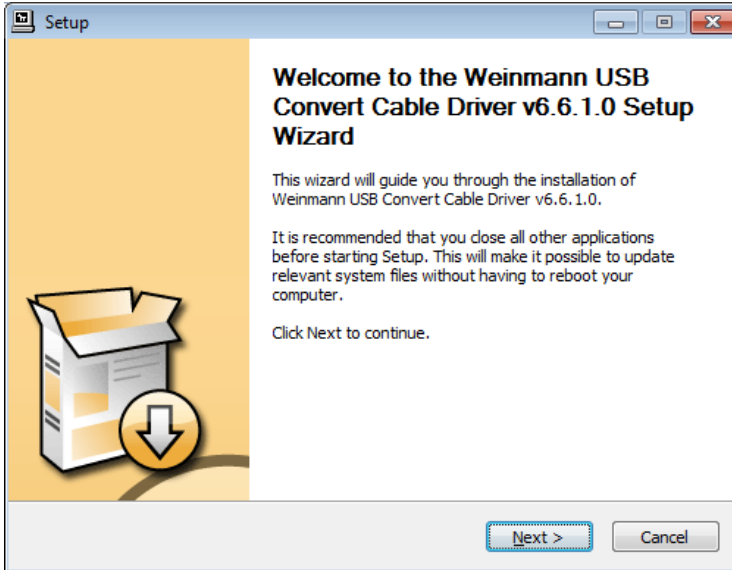
It is possible to export or import signal views and templates for reports as a file.

1. Start **prismaTSconfig**.
2. Select **USER SETTINGS**.
3. Select **Export templates** or **Import templates**.

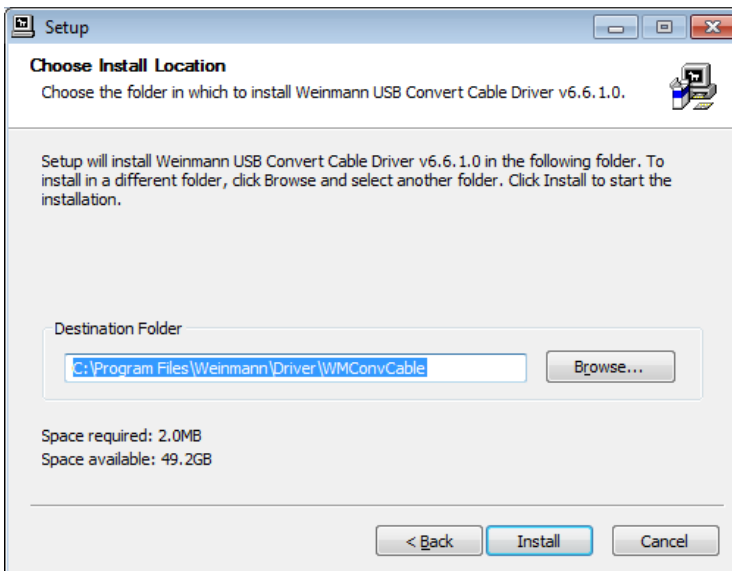
3.9 Installing USB converter cable driver

SOMNO devices have a serial connection (COM port) for transferring data from a therapy device to a PC. In order to be able to use the USB port of a PC for transmission, a USB converter cable driver must be installed.

1. In the folder **USB Driver WM93318** select file **setup.exe** (see installation DVD or installation directory).

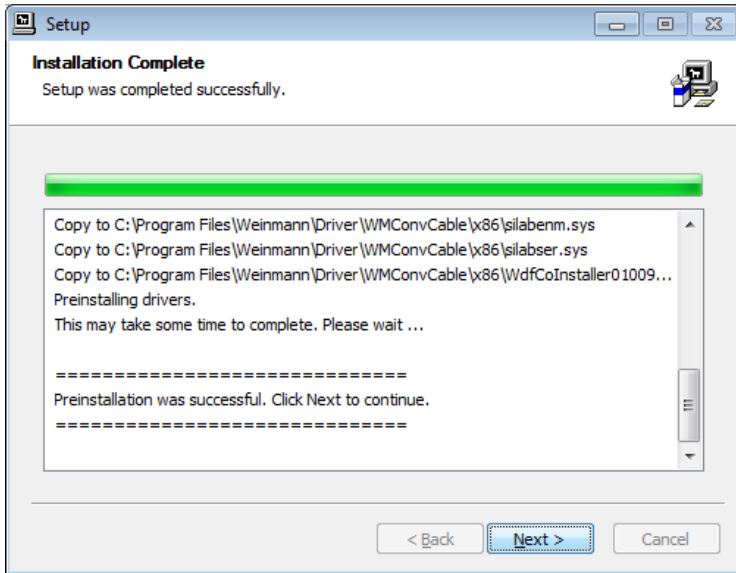


2. Select **Next**.



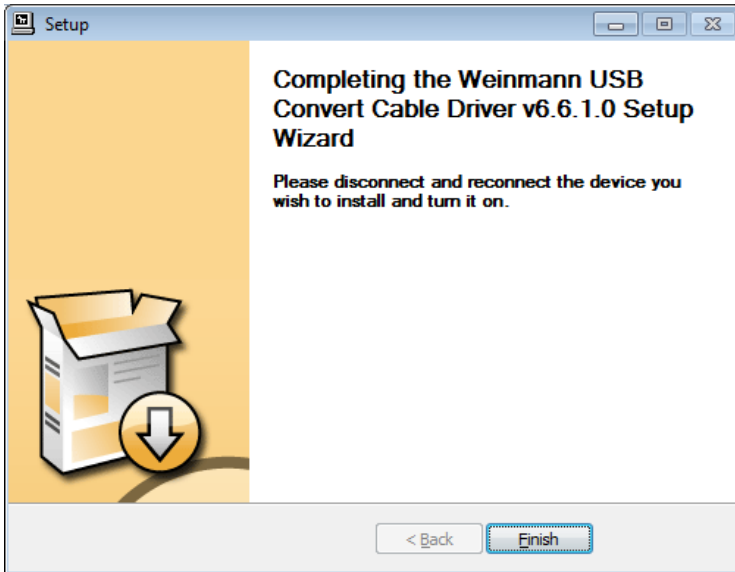
3. If required: Specify new storage location.

4. Select **Install**.



5. Select **Next**.

6. Connect the converter cable to the serial interface of the therapy device (see instructions for use of the converter cable).



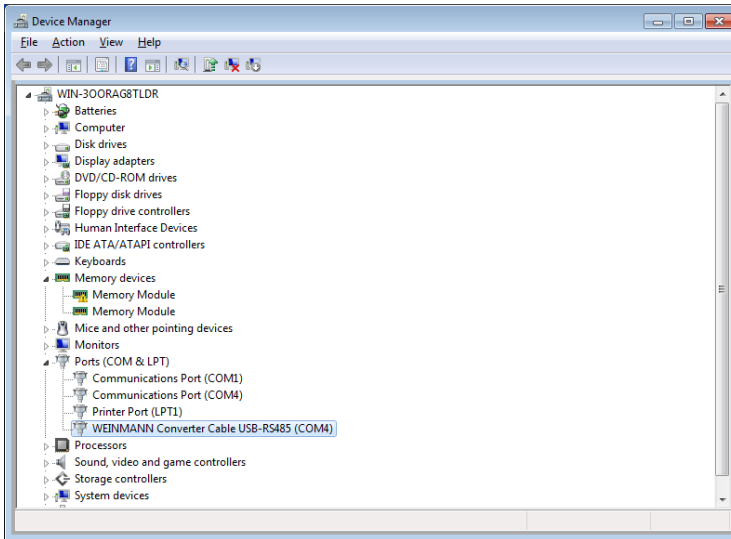
7. Select **Finish**. If the therapy device is to be connected later, select **Setup > Yes**.

3.10 Manually assigning COM port

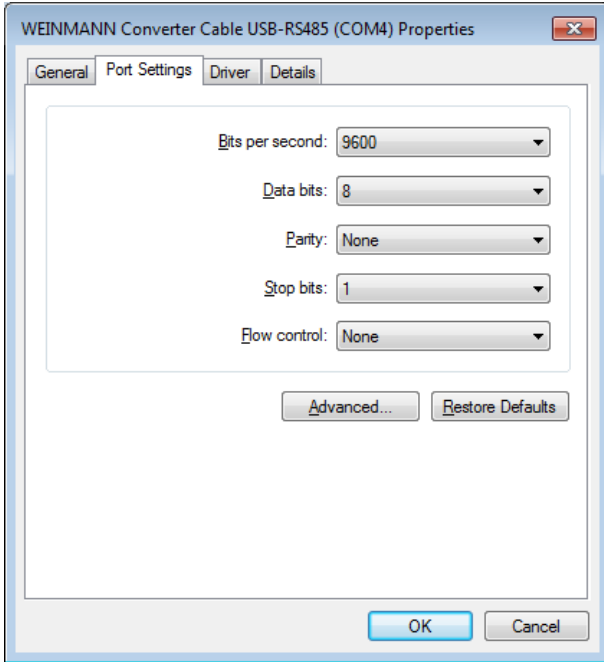
If the converter cable has been automatically assigned by Windows® to a COM port that is already in use, you can assign a free COM port manually.

All serial COM ports used for device detection in prismaTS and prismaTSlab are listed in the **prismaTSconfig** tool in the **Serial interfaces** area.

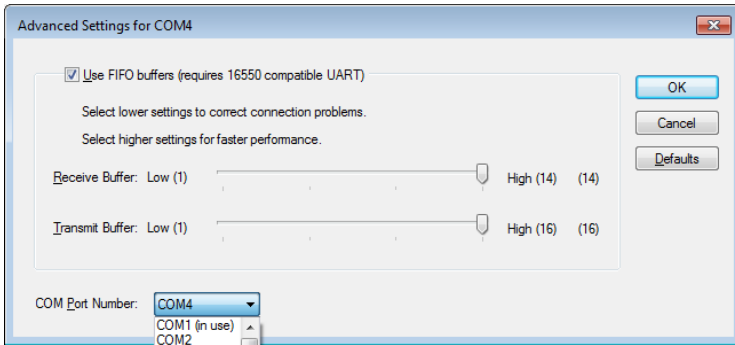
1. Open the device manager in Windows® (e.g. in Windows® 10: **Start > Control panel > Hardware and sound > Device manager**).
2. Select **Ports (COM & LPT)**.
3. Check whether the USB-RS485 converter cable has the same COM number as another device.



4. To change the COM number, right-click on **Converter cable USB-RS485** and select **Properties**.
5. Select **Port settings**.



6. Select **Advanced....**



7. Select a free number from the **COM Port Number** list.

8. Confirm with **OK**.

9. Select **Port Settings > OK**.

3.11 Calling up the license agreement

1. Start prismaTS or prismaTSlab.

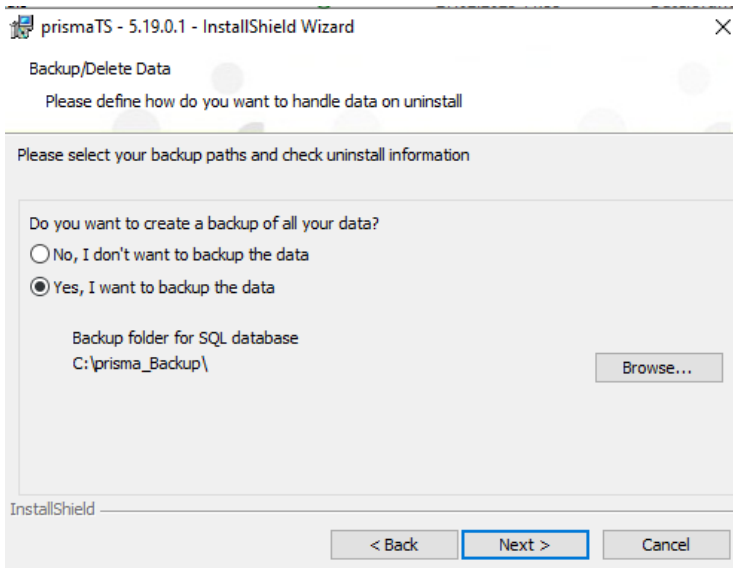
2. To call up the license agreements of the libraries used, select **Menu > Licenses**

3.12 Uninstalling

- The additional software installed for operation and installation (Microsoft® .NET Framework 4.8, Windows® Microsoft® Installer 3.1, Microsoft® SQL Server 2019, Weinmann USB converter cable driver) is not automatically uninstalled. If necessary, the software can be uninstalled individually. Make sure that no other programs use this software. After uninstalling, these other programs will no longer work.
- Data recovery is currently not supported. However, you can use the backup tool to restore the database in prismaTS with an identical database version. Therapy data can only be copied manually.

Uninstalling

1. Open the list of installed programs (e.g. via the Control Panel).
2. Select **prismaTS**.
3. Depending on the operating system: Select **Change** or double-click on **prismaTS**.
4. Follow the instructions.



5. A backup copy of the stored data (patient database and stored therapy data) can be created during a server uninstallation. To do this, select **Yes, I want to backup the data**. Adjust the storage location if required.

3.13 Updating

To update with the prismaTSconfig tool

1. Start **prismaTSconfig** on the PC with the prismaTSlab server installation.
2. Select **UPDATES**.
3. To check if there is a more recent version, select **Check now**.
4. Select **Download and install..**
5. Once the update has been successfully completed: start prismaTSlab or prismaTS on all client PCs. The entities will be updated automatically.
6. Perform a function check (See [Function check](#) [▶ 33]).

To update with the DVD

Requirement

- ✓ Observe the system requirements (See [System requirements](#) [▶ 12]).
1. End running programs.

2. Insert the DVD into the drive. The installation wizard starts automatically. If this doesn't happen, start the **prismaTS-Setup.exe** program manually from the DVD.
3. Confirm message whether an existing older version should be overwritten. All existing patient and therapy data will be retained and not deleted.
4. Follow the instructions.
5. Once the update has been successfully completed: start prismaTSlab or prismaTSlab on all client PCs. The entities will be updated automatically.
6. Perform a function check ([See Function check \[▶ 33\]](#)).



An update can only be carried out from a client installation to a client installation and only from a server installation to a server installation. It is not possible to update from a client installation to a server installation.

4 Function check

Perform a function check at regular intervals:

- Following installation
- After every update
- After changes to the overall system

If one or more **requirements** are not met or prismaTS/prismaTSlab is not working properly, check whether the device and the PC are properly connected (See [Faults \[▶ 35\]](#)). Restart the device and prismaTS/prismaTSlab.


4.1 Checking prismaTS

1. Start prismaTS.
2. Connect the therapy device and all components (see prismaTSlab user manual).
Requirement: The therapy device is displayed in the list of recognized devices.
3. Add a new patient.
Requirement: New patient is stored.
4. Double-click on a therapy device in the list of recognized devices.
5. Assign the patient currently created to the device.
Requirement: The device is displayed for the patient.
6. Import therapy data from device. If there is no therapy data on the device, therapy must first be carried out.
Requirement: Therapy data are imported and displayed.

4.2 Checking prismaTSlab

1. Connect the therapy device and all components for remote control (see prismaTSlab user manual).
2. Start prismaTSlab.
Requirement: The therapy device is displayed in the list of recognized devices.
3. Select a therapy device from the list of recognized devices. For 1:1 connection: Check whether the connected therapy device has been selected automatically (see prismaTSlab user manual).
4. Assign a patient to the therapy device.

A connection from prismaTSlab to the therapy device exists and functions correctly if the following conditions are met:

- The connected therapy device type and the correct serial number are displayed in the prismaTSlab info bar.
- Therapy can be started and stopped on the therapy device using the On/Off  button.
- Values during ongoing therapy are displayed and therapy settings can be made and transferred to the therapy device.

5 Faults

If you are unable to remedy faults with the aid of the table, or in the event of unexpected operation or an incident, contact your authorized specialist dealer. Do not continue operating the software in order to prevent even greater damage.

5.1 Faults during installation

To check the system before installation or if problems occur during installation, you can use the **pTS.checker** tool. It can be found in the **\Tools\pTS.checker** folder on the installation DVD.

Fault: Installation of prismaTS has failed

Cause	Remedy
The current PC is a domain controller and the Microsoft® SQL server cannot be installed due to Microsoft's security policy.	Check whether the prismaTSlab setup has failed to start and install the SQL server with the prismaDBinstaller.exe file (Setup-DVD \Tools\prismaDBinstaller).
SQL Server instance SQLEXPRESSWTS is installed, but does not start.	Start SQLEXPRESSWTS manually (Computer Management > Services > SQL Server (SQLEXPRESSWTS) > Properties > Start). If starting is not possible, check the log files (C:\Program Files\Microsoft SQL Server\MSSQL10_50.SQLEXPRESSWTS\MSSQL\Log > ERRORLOG) or contact the hotline.
The user name is identical to the PC name.	Install prismaTSlab with another user account or rename PC.
Compressed or encrypted system folders or system drives are present on the PC.	Unpack or decrypt system drives or folders with program files.

Fault: Installation of prismaTS is aborted during SQL Server installation

Cause	Remedy
An instance of Microsoft® SQL Server 2014 SP2 is already installed on the PC.	Check whether the prismaTS setup has not been started. Install SQL server with the file prismaDBinstaller.exe (Setup-DVD \Tools\prismaDBinstaller).

5.2 Faults when connecting the therapy device

Fault: The therapy device is not displayed in the list of recognized devices

Cause	Remedy
When connected via LAN: There is no connection between the therapy device and the PC.	Check whether a USB data cable is being used.
	Check whether the therapy device is connected to the network via the corresponding communication module.
	Check whether the PC is connected to the network (See Network settings [▶ 13]).
	Check the network connectivity.
	Check the proxy server settings.
	Check whether the IP address of the device and the IP address of the PC belong to the same network.
	Check the firewall settings (See Network settings [▶ 13]).
	If the detection of therapy devices in several networks is used, check whether the subnet masks in the therapy device and on the PC are the same.
	If global device detection within several networks is used, the devices may not be accessible due to Windows errors. In the prismaTconfig tool, use the Global broadcast on all network cards or Network-specific options. If required: Deactivate device detection in the networks not used for prismaLINE.
For direct connection via network cable: There is no connection between the therapy device and the PC.	Check whether the IP address of the device and the IP address of the PC belong to the same network.
For direct connection via network cable: Network identification is not yet completed by Windows®.	In Control panel > ... > Network connections check whether the network identification has been completed by Windows®.

Cause	Remedy
Other prismaTS or prismaTSlab application(s) run on a PC that uses the same server but belongs to a different network.	Close all other prismaTS and prismaTSlab applications. All client PCs that use a server must belong to the same network.
Therapy device is not connected to the power supply.	Connect the therapy device to the power supply (see instructions for use for the therapy device).

Fault: Several error messages are displayed when trying to connect

Cause	Remedy
The therapy device is in use and there are several servers in the network.	Only operate one server installation per network.

5.3 Faults when connecting SOMNO devices

Fault: The therapy device is not displayed in the list of recognized devices

Cause	Remedy
USB converter cable driver is not installed.	Install the USB converter cable driver (See Installing USB converter cable driver [▶ 24]).
USB converter cable was automatically assigned by Windows® to a COM port already in use.	Manually assign a free COM port (See Manually assigning COM port [▶ 27]).
Therapy device was previously configured with WEINMANNadjust.	Disconnect the therapy device from the power supply and reconnect it.
Therapy device is connected to WEINMANNadjust and WEINMANNadjust is being used.	Do not use WEINMANNadjust and prismaTS at the same time. Close WEINMANNadjust.
Data from the therapy device has been imported into WEINMANNsupport.	Do not use WEINMANNsupport and prismaTS at the same time. Close WEINMANNsupport.

5.4 1:1 connection faults

Fault: 1:1 connection is not established

Cause	Remedy
An incorrect communication module serial number has been entered.	Check the serial number of the communication module and enter the correct number (see prismaTSlab user manual).
Incorrect communication module parameters have been entered.	Check the parameters of the communication module and enter the correct parameters (see prismaTSlab user manual).
The therapy device is not connected to the communication module.	Connect the therapy device to the communication module (see instructions for use for the prismaCONNECT module or the prisma HUB module).
There is no connection between the PC and the communication module.	Check whether the communication module is connected to the network.
	Check whether your PC is connected to the network.
	Check the connectivity of your network.
	Check whether the IP address of the device and the IP address of the PC belong to the same network (See Network settings [▶ 13]).
	Check the proxy server settings (See Network settings [▶ 13]).
	Check the firewall settings (See Network settings [▶ 13]).

5.5 Faults when importing therapy data

Fault: Therapy data cannot be imported or opened

Cause	Remedy
Device is used in prismaTSlab (on the same or a different PC).	Close the prismaTSlab application or select another device for remote control.

Cause	Remedy
The status of the therapy device does not permit import: ongoing therapy, device is currently processing data, device is currently exporting data.	End ongoing therapy or wait until the therapy data has been processed or exported.
prismaService does not have sufficient rights to save in the folder that was specified for saving therapy data during installation.	Check whether prismaService has write permissions in the folder that was specified for saving therapy data during installation.
A proxy server is being used.	Check the network settings in the proxy server settings.
TCP port 2782 is blocked.	Check the firewall settings (network settings). Check whether TCP port 2782 is being used by another service or other software.

5.6 Setting up remote servicing via TeamViewer

Remote servicing can be set up for service or support that cannot be resolved without external access to the PC.



CAUTION

While a TeamViewer session is running, data can be viewed on the PC.

1. Select **Menu > Help > Remote maintenance....** Alternatively: Call up **Start > All Programs > Löwenstein Medical Technology > Tools > Remote Support Tool.**
2. Follow the **TeamViewer** instructions.
3. Close **TeamViewer** immediately after completing each service or support case.

Löwenstein Medical Technology is not the manufacturer of the **TeamViewer** tool, and only allows access via prismaTS/prismaTSlab to enable remote servicing.

6 Annex

6.1 Technical specifications

Product class in accordance with directive 93/42/EEC	Ia
Software risk classification according to IEC 62304	B

6.2 Declaration of conformity

The manufacturer Löwenstein Medical Technology GmbH + Co. KG (Kronsaalsweg 40, 22525 Hamburg, Germany) hereby declares that the product complies with the relevant regulations of Directive 93/42/EEC governing medical devices. The unabridged text of the Declaration of Conformity can be found on the manufacturer's website.

680861 06/2025 EN-US

CE 0197



Manufacturer

**Löwenstein Medical
Technology GmbH + Co. KG**

Kronsaalsweg 40
22525 Hamburg, Germany

T: +49 40 54702-0

F: +49 40 54702-461

www.loewensteinmedical.com



680861

LÖWENSTEIN
medical