prismaTS
prismaTSlab

prismaTS
prismaTSlab

Version 5.17

LÖWENSTEIN
medical

Table of contents

WM 68086k 03/2024

1 Introduction

These installation instructions provide general information concerning both the software program prismaTS and the program prismaTSlab.

- Intended use, operator and user qualification, function

- General safety information

- System requirements, installation, uninstallation, updating

- Function check

- Faults

- Technical data, declaration of conformity

| i | The software version of the screenshots in this document may vary 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 starting the therapy, controlling the therapy and performing the settings for service and maintenance. The program allows the centralized administration of patient and therapy monitoring data. Therapy data can be exported from therapy devices and device configurations transferred to therapy devices.

prismaTSlab allows the display and remote setting of the devices' therapy parameters.

The software should only be employed and used by the physician, specialist personnel authorized by the physician and specialist personnel employed by the authorized dealer.

It can be used in inpatient and outpatient examinations in sleep laboratories as well as outpatient examinations outside of clinics in the area of sleep medicine.

1.2 Operator and user qualification

As the operator or user, you must be fully familiar with the correct operation of this medical device. Observe the statutory requirements for operation and use (in Germany, particularly the German regulations governing owners/operators of medical devices (MPBetreibV)). General recommendation: You should seek instruction on the correct handling, use and operation of this medical device from a person authorized by the manufacturer.

1.3 Function

prismaTS

prismaTS offers the following functions:

- Centralized administration of patients and their therapy data

- Display of devices currently available locally and via the network

- Reading out therapy devices

- Display of therapy data (different views are available depending on the device version)

  - Statistics view:
    Statistical display of therapy settings, compliance, therapy quality and leaks for a specified therapy period.

  - Therapy calendar:
    Display of usage time, day of use, time of use, compliance, therapy quality and leaks by day

  - Annual view of therapy calendar:
    Display of usage time, day of use, time of use, compliance, therapy quality and leaks by week

  - Signal view:
    Graphic representation of signals and events

  - Therapy analysis
    Tabular overview of the relevant ventilation parameters, respiratory disorders and leaks depending on the respective pressure over the course of a therapy night

- Creation, saving, printing and sending of reports

- Configuration of therapy devices via a USB cable or SD card depending on device type.

prismaTSlab

prismaTSlab offers the following functions:

- Centralized administration of patients

- Remote setting of therapy devices

Options for connecting therapy device and PC depending on type of device and intended use						
	LM150TD	**WM120TD**	**WM110TD**	**WM100TD**	**WM090TD**	**SOMNO devices**
Importing therapy data	USB-C	LAN SD card	LAN SD card	LAN USB SD card	LAN SD card	USB SD card
Configuring therapy device	-	LAN*	LAN*	LAN* USB SD card	LAN* SD card	USB SD card

*If a LAN connection is used, configuration is only possible in prismaTSlab.

1.4 Supported devices

prismaTS and prismaTSlab support the following therapy devices:

Type LM150TD

- LUISA

Type WM090TD

- prisma SMART

- prisma SMART plus

- prisma SMART max

- prisma SOFT
- prisma SOFT plus
- prisma SOFT max

Type WM100TD

- prismaLAB
- prisma20C
- prisma20A
- prismaCR
- prisma25S-C
- prisma25ST
- prisma25S
- prisma30ST-C
- prisma30ST
- prisma30ST-HFT
- TIVAN

Type WM110TD

- prisma VENT30
- prisma VENT30-C
- prisma VENT40
- prisma VENT40-C
- TIVAN 30
- TIVAN 30-C
- TIVAN 40
- Prisma Comfort40

Type WM120TD

- prisma VENT50
- prisma VENT50-C

• TIVAN 50

Devices in the SOMNObalance / SOMNOsoft 2 range with SD card option
(referred to in the following text as "SOMNO devices")

• SOMNObalance

• SOMNObalance e

• SOMNOsoft 2

• SOMNOsoft 2 e

• WEINMANNbalance JP

• WEINMANNsoft 2 JP

prismaTS and prismaTSlab support SOMNO devices as of firmware version 10.0.

For further information on compatibility, please contact your local authorized dealer or the Löwenstein Medical Technology hotline for diagnostics and medical electronics, tel.: 0800 96 00 - 204 (only possible within Germany).

2 Safety

2.1 Safety information

2.1.1 Use of the software and therapy device

⚠ WARNING

Risk of injury if software is used to monitor the therapy!
The software is not an online monitoring system.
⇒ The software must not be used to monitor a life-sustaining therapy.

⚠ CAUTION

Incorrect therapy if the connection to the therapy device is interrupted when performing the therapy settings!
Interrupting the connection to the therapy device when performing the therapy settings may result in incomplete or incorrect therapy settings and could injure the patient.
⇒ Do not interrupt network or USB connection between the therapy device and the PC during data communication.
⇒ Do not disconnect the therapy device from the power supply during data communication.
⇒ Do not remove the SD card during data communication.
⇒ If necessary, check the therapy parameters set in the therapy device.

Impaired or incorrect therapy due to confusion of the therapy device!
If the therapy device is changed when using the software or if prismaTS is run multiple times on one PC, this may result in confusion of data and incorrect settings in the therapy device.
⇒ Compare the serial number of the therapy device with the display in the software.
⇒ When using the software, either operate one therapy device or read the SD card from the device.

Therapy data lost through manual deletion of the data on the SD card!

If the data are manually deleted via a file explorer program, they can be irretrievably lost.

⇒ Always import the data into prismaTSlab immediately.

⇒ Delete the data from the SD card while the SD card is inserted in the therapy device.

2.1.2 Using the server and network

⚠ CAUTION

Impaired therapy due to server or network crash or instabilities!

When running the software in a network, a server or network crash or instabilities can result in data loss or incorrect settings in the therapy device.

⇒ Ensure the network is constantly available.

⇒ If required, check the therapy parameters set in the therapy device.

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

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

⇒ Pay attention to possible peak loads as a result of the parallel operation of multiple therapy devices or other systems in a network.

Treatment prevented due to data loss!

Deleting the database and the imported therapy data in the **prismaServerFiles** folder leads to data loss.

The folder is only called **prismaServerFiles** if it was not renamed during the 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.

> **NOTICE**

Risk of material damage from malware, computer viruses and unauthorized access!

Malware and viruses can damage the PC and network and affect how they function.

⇒ Ensure that the external storage medium is not infected with viruses.

⇒ Scan the system for viruses regularly.

⇒ Update firewalls regularly.

⇒ To protect personal data, secure your PC, network and personal data against unauthorized access.

2.2 General information

Those who integrate medical devices or medical software in an IT network or install it on a PC or integrate devices and software in a medical IT network or install it on a PC are responsible for the compliance with IEC 80001-1. If you have any questions, please contact your local IT risk manager or the manufacturer's customer services (prismaTS.hotline@loewensteinmedical.com, German and English) or the Löwenstein Medical Technology hotline for diagnostics and medical electronics,
tel.: 0800 96 00 - 204 (only possible within Germany).

• The software is a medical device. The installation or uninstallation of software products and the running of programs can have reciprocal effects. According to IEC 80001-1, the owner is responsible for the risk management of any reciprocal effects in the medical IT networks. Please note that the manufacturer does not offer any guarantee or liability for reciprocal effects between the system components in an IT network.

• Do not falsify or exchange any recorded data and do not interfere with the program files manually.

• Only have modifications to the software carried out by the manufacturer or by a technician expressly authorized by the manufacturer.

- Also observe the respective instructions for use of the device, the components and the accessories.

- 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 operator is responsible for compliance with the European Data Protection Regulation (GDPR) in Europe. In accordance with the GDPR, prismaTSlab attaches great importance to the protection of personal data and assists you in achieving GDPR compliance by

- password-protecting the SQL database used;

- logging access to personal data.

In addition, prismaTSlab offers you the following optional measures for GDPR implementation:

- Configurable access restrictions for certain users (see "Setting up an access check")

- Manual deletion of patient data (see prismaTSlab user manual)

- Automatic deletion of data imports after a defined period of time (see prismaTSlab user manual)

- Possibility of exporting patient data, statistics and reports (see prismaTSlab user manual)

It is the operator's responsibility to ensure an overall high level of data protection and data security within the IT environment. Widely accepted measures for raising the level of protection include:

- Protection of the network, computer and server against unauthorized access;

- Exclusive use of personalized user accounts;

- Regular backup of personal data;

- Passwords of sufficient complexity and careful guarding of said passwords;

- Up-to-date protection of all systems against malware (e.g., virus scanners).

Additional measures for compliance with the GDPR provisions include:

- Procurement of consent to data storage from the patient prior to data processing

- Transfer of data only after legalization, e.g., via consent or anonymization

- Compliance with data backup storage periods

- Assessment of residual risks with regard to data protection and data security

2.4 Warnings in this document

Warnings are used to flag up safety-relevant information. You will find a warning preceding any action that entails a hazard for persons or equipment.

Warnings consist of

- the warning symbol (pictogram),

- a signal word designating the hazard level,

- information about the hazard,

- instructions for avoiding the hazard.

The warnings appear in three hazard levels, depending on the degree of danger:

⚠ WARNING

Designates an extremely dangerous situation. Failure to observe this warning may lead to serious, irreversible, or fatal injury.

⚠ CAUTION

Designates a dangerous situation. Failure to observe this warning may lead to minor or moderately serious injury.

NOTICE

Indicates a harmful situation. Failure to observe this warning may lead to damage to equipment.

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Designates useful information relating to a particular action.

3 Installation

3.1 System requirements

Specification	Value
Processor	min. 1 GHz, 64 bit, min. 2 processor cores
Free storage space on hard disk	• Standalone installaion (prismaTS, prismaTSlab and database): Minimum 2 GB • Server installation (prismaTS, prismaTSlab and database): Minimum 2 GB • Client installation (only prismaTS and prismaTSlab without database): Minimum 1 GB • Additional storage space both for the installation of Microsoft®.NET 4.8 for the client and the server installation and for the installation of Microsoft® SQL Server 2019 or SQLite, depending on the installation version and usage.
Memory	At least 4 GB
Connection	1 free USB port 2.0 or 3.0, network minimum 100 Mbit
Screen resolution	Minimum resolution 1,200 x 800 pixels Color depth at least 32-bit
Graphics memory	Minimum 512 MB
Printer	Supported by Microsoft® Windows®
Input	Keyboard and mouse or other similar pointing device
Supported operating systems	Windows® Server 2016 (for operation of the server only) Windows® Server 2019 (for operation of the server only) Windows® Server 2022 (for operation of the server only) Windows® 10 64 bit Windows® 10 LTSC (Version 1809) Windows® 11

Specification	Value
Operating system languages	Deutsch English French Italian Dutch Spanish Portuguese (Brazil) Turkish Russian Japanese Chinese Danish Finnish Norwegian Swedish
Required software	Microsoft Edge 86.0.622.56 or higher

For further information on compatibility, please contact your local authorized dealer or the Löwenstein Medical Technology hotline for diagnostics and medical electronics,
tel.: 0800 96 00 - 204 (only possible within Germany).

3.2 Network settings

For it to be possible to run a prismaTS client/server installation and establish connections to therapy devices via a local network, the network must offer the following properties:

- Multicast/broadcast responses to UDP must be permitted on the network.

- The use of a proxy server in the local network may lead to communication problems or problems when importing data.

  - Do not use a proxy server for local networks. Deselect the **Use proxy server for LAN** check box (see **Control panel** > **Internet options**, **Connections** tab, **LAN settings**, **proxy server**).

  or

• Specify an exception for the IP address of the PC with the server installation. Select the **Use proxy server for LAN** check box (see **Control panel** > **Internet options**, **Connections** tab, **LAN settings**, **proxy server**). Click **Advanced** and enter the IP address of the server in the **Exceptions** field.

It is recommended to use the therapy devices in a network in which the IP addresses are 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/subnetwork. Set the IP addresses and subnet masks accordingly.

Firewall settings

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

• 51338 UDP/TCP

• 51337 UDP/TCP

• Prisma FileService service ("prismaServer" service)

• Prisma SQLExpressWTSService ("MSSQL$SQLEXPRESSWTS" service)

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

• 1434 UDP/TCP

• 1433, 80, 4022, 443, 2782 TCP

Check the settings of your firewall.

3.3 Installation

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During installation or updates, all the prisma HUB modules in the network are installed. Therefore, all the prisma HUB modules in the laboratory must be connected and powered up **before** installation begins.

3.3.1 System requirements

Microsoft®.NET Framework 4.8 and Microsoft® SQL Server 2019 are required for the installation and running of prismaTS. If this software is not yet installed on your PC, it will be installed automatically. If you are prompted to do so, restart your PC once the installation is complete. You require administrator rights to run the installation and at least main user rights to run the software.

You can execute a server installation, a standalone installation or a client installation (see "Installation versions").

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A USB converter cable driver is required for the running of prismaTS and prismaTSlab with SOMNO devices (see "Setting up an access check").

3.3.2 Installation versions

prismaTS can be used in the following scenarios:

• Standalone installation: Use on a single PC

 Select this version if you only want to use prismaTS on one workstation.

• Server/client installation: Use on several workstations with prismaTS via a network

 Select this version if you want to use prismaTS on several workstations in a local network.

 Advantages:

- Centralized patient management

- Centralized storage of therapy data: Imported therapy data can be reached from any workstation.

- Devices connected to the network can be operated from every workstation (remote control, data import).

To operate several workstations in one network, install the server installation on one of the PCs (see "Running standalone installation"). This workstation PC then acts as a server for the remaining PCs. Only install the client versions on all the other workstations (see "Running client installation").

All prismaTS installations on the client PCs are updated automatically as soon as a server installation update is carried out.

There must only be one server installation available in a local network!

To ensure the proper running of prismaTS on client workstations in the same local network, the PC with the server installation must be switched on! The IP address of the server must remain the same. Should it prove necessary to change the IP address of the server, change all of the client installations over to the server's new IP address (see "Setting up an access check").

Running standalone installation

Changing from standalone installation to client/server installation is not possible.

1. Start Windows® and exit all running programs.

2. Insert the DVD in the drive.
   The installation wizard starts automatically. If this doesn't happen, start the prismaTS-Setup.exe program manually from the DVD.
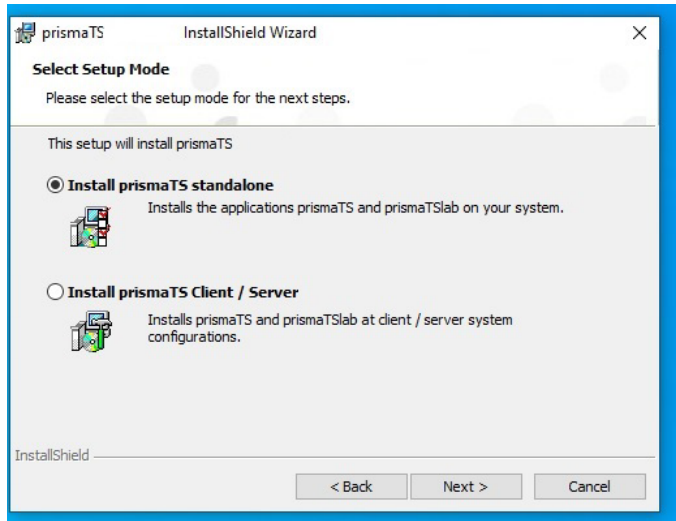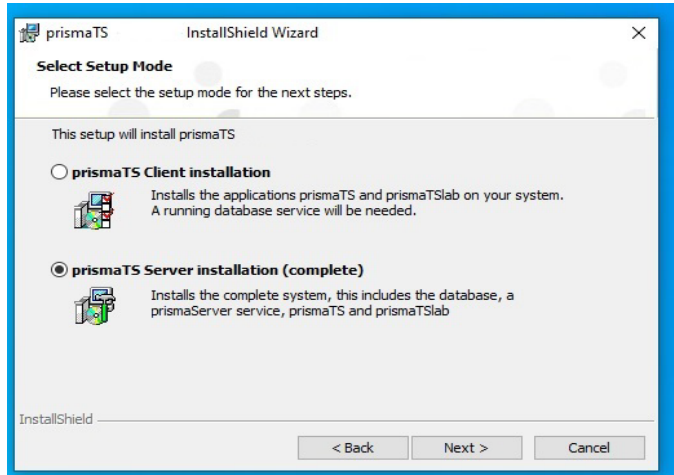
3. Select the **Install prismaTS standalone** option during the installation process.

4. Follow the instructions of the installation wizard.

Running server installation

A PC with a server installation can be used to provide its services to other clients in the network.

1. Observe the hardware requirements (see "System requirements").

2. Start Windows® and exit all running programs.

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

4. Select the **prismaTS Server installation (complete)** option during the installation process.

5. Follow the instructions of the installation wizard.

   The server (database and service for the data import), the applications prismaTS and/or prismaTSlab, the server configuration tool prismaTSconfig and the service tool prisma HUBconfig are installed.
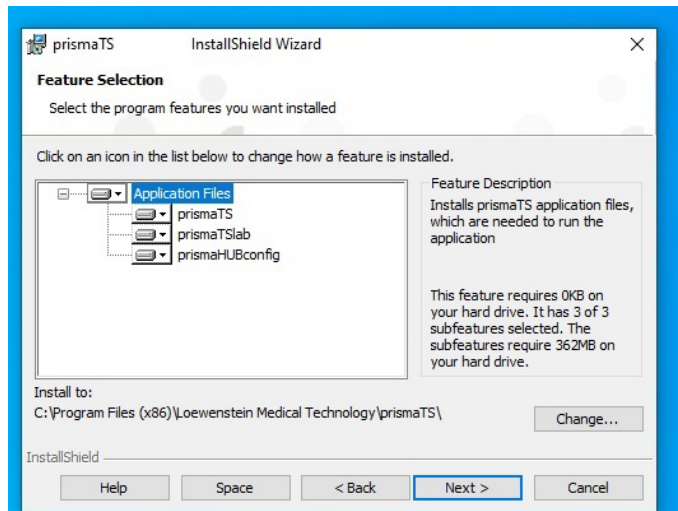
6. You can deselect prismaTS and/or prismaTSlab in the **Feature Selection** window as required.

   In this case, no desktop icon and no menu item will be created for the deselected application.

7. Perform a function check (see "Function check").

$$\boxed{\mathbf{i}}$$

You can change the storage location for the therapy data imports in the **FileService** window during the server installation. Ensure that the **prismaService** service has the necessary rights for writing in the selected folder (the service is run as a local system account by default).

Running client installation

prismaTS and/or prismaTSlab, the server configuration tool prismaTSconfig and the service tool prisma HUBconfig are installed.
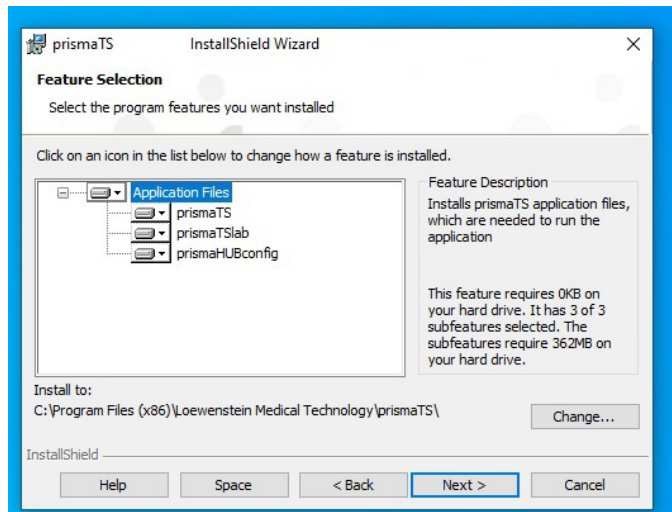
Requirement:

There is already a PC with a server installation of prismaTS present in the network (see "Running standalone installation").

1. Start Windows® and exit all running programs.

2. Insert the DVD in the drive.
   The installation wizard starts automatically. If this doesn't happen, start the prismaTS-Setup.exe program manually from the DVD.
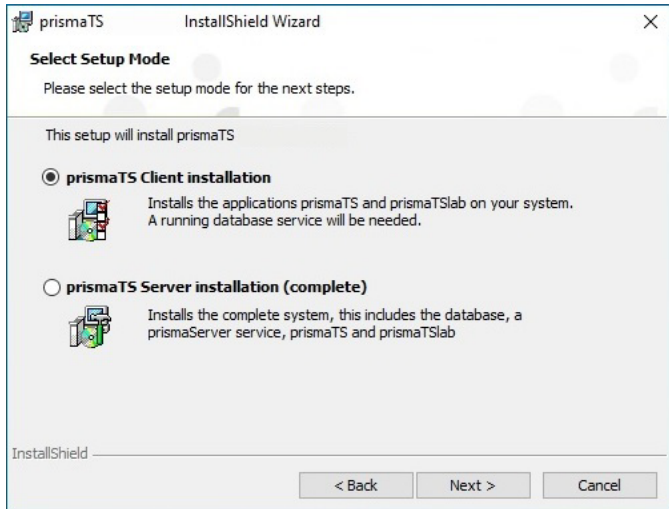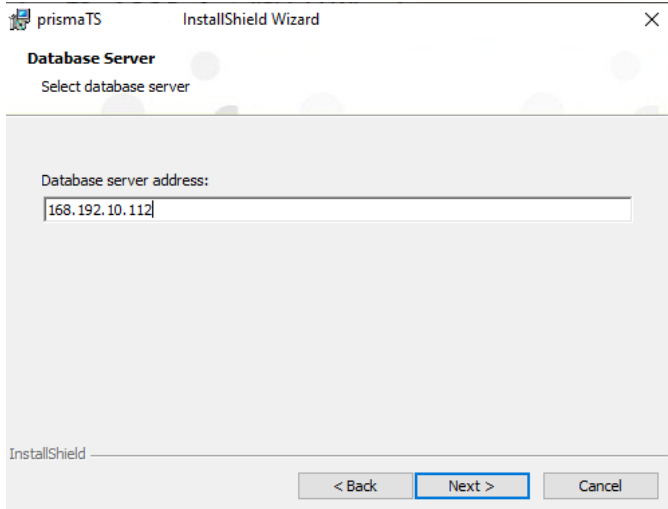
3. Select the **prismaTS Client installation** option during the installation process.

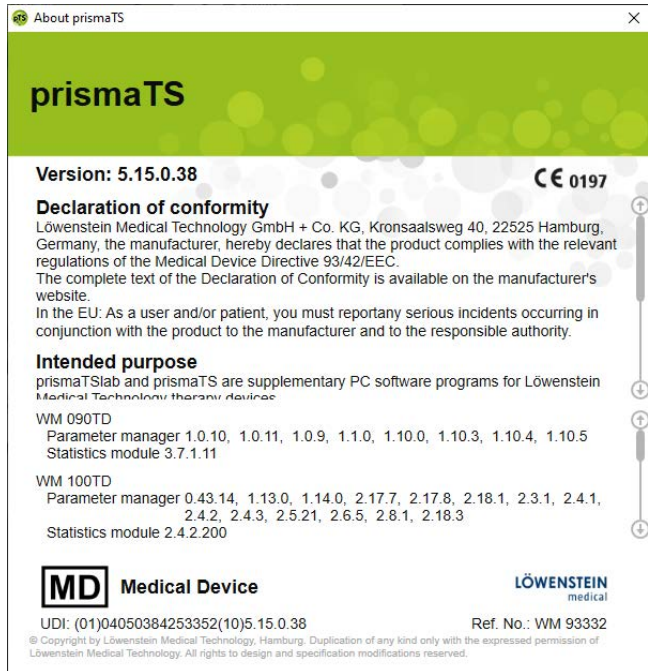4. Follow the instructions of the installation wizard.

5. You can deselect prismaTS and/or prismaTSlab in the **Feature Selection** window as required.

   In this case, no desktop icon and no menu item will be created for the deselected application.

prismaTS   InstallShield Wizard   ✕

Database Server

Select database server

Database server address:

168.192.10.112

InstallShield

< Back   Next >   Cancel

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 off from the prismaTS/prismaTSlab installed on this PC:


- Start prismaTS or prismaTSlab on the PC with the server installation.

- Select **Menu** > **Info…**

- The IP address can be found under **Server addresses of this installation**.

7. Follow the further instructions of the installation wizard.

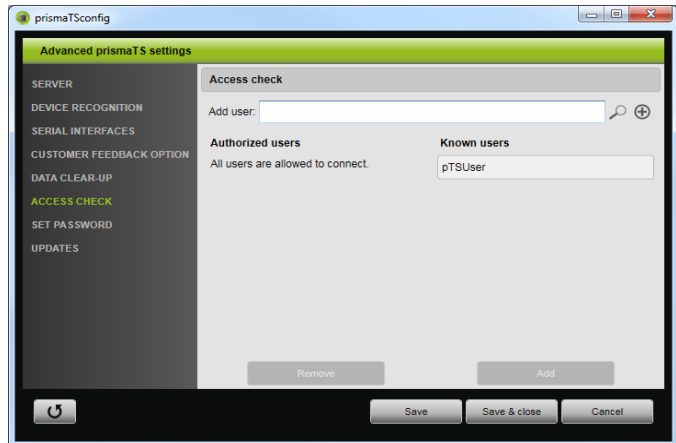8. Perform a function check (see "Function check").

3.4 Setting up an access check

An access check is used to control which user can work with prismaTS.

1. Start prismaTSconfig.
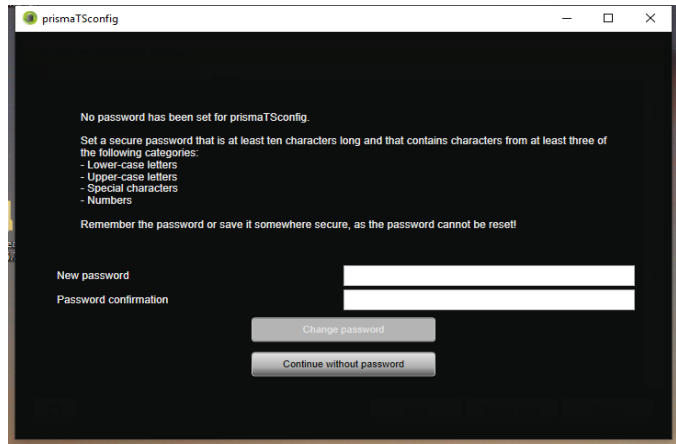
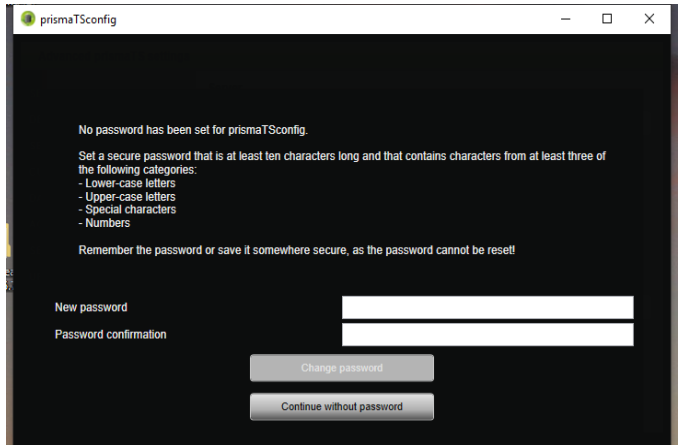2. The first time you start the program: Set a secure password.

3. Open the **ACCESS CHECK** section.

4. Add all the users who should be permitted access.

5. Save your input.

3.5 Setting a new password

1. Start prismaTSconfig.

2. Open the **SET PASSWORD** section.

3. Set a secure password.

4. Save your input.

| i | Administrators can change the password.

3.6 Changing the server address and data directory

To use another PC, another data directory, another IP address, or another name of the PC as a server for prismaTS applications following the installation, make the change with the prismaTSconfig tool.

1. If necessary, set up the new server (see "Running standalone installation").

2. Close all prismaTS applications running on the client PC.

3. Open the start menu and start prismaTSconfig on the client PC.
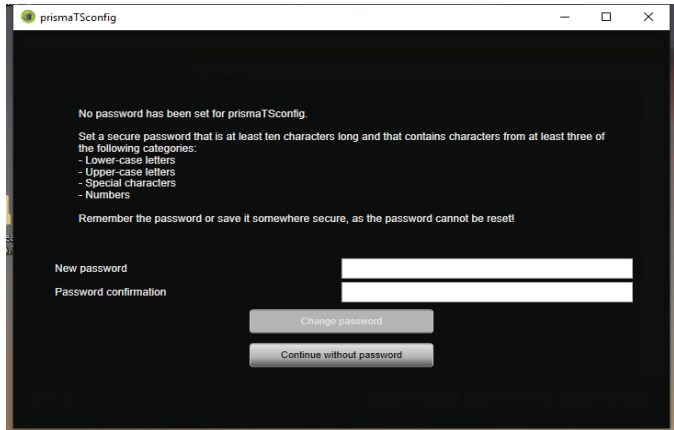
4. The first time you start the program: Set a secure password.
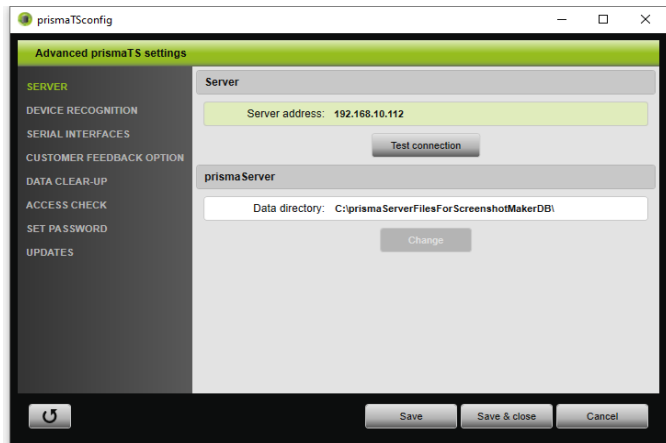
5. If necessary: Open the **SERVER** section.

6. Enter the new IP address or the new name of the PC that you wish to use as the new server in the **Server address** field. Search for the server's IP address (see "Running client installation").

7. Click on **Test connection** to check whether it is possible to connect to this server.

8. Enter the new data directory path in the **Data directory** field.

9. Click on **Change**.

10. Save your input.

11. Perform a function check (see "Function check").

3.7 Transferring templates

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

1. Start prismaTSconfig.

2. Open the **User settings** area.

3. Click **Export templates** or **Import templates**.

# 3.8 Installing the Weinmann USB converter cable driver

The SOMNO devices have a serial port (COM port), so that data can be transferred from a therapy device to a PC. A USB converter cable driver must be installed so that the USB port on a PC can be used for the transfer.

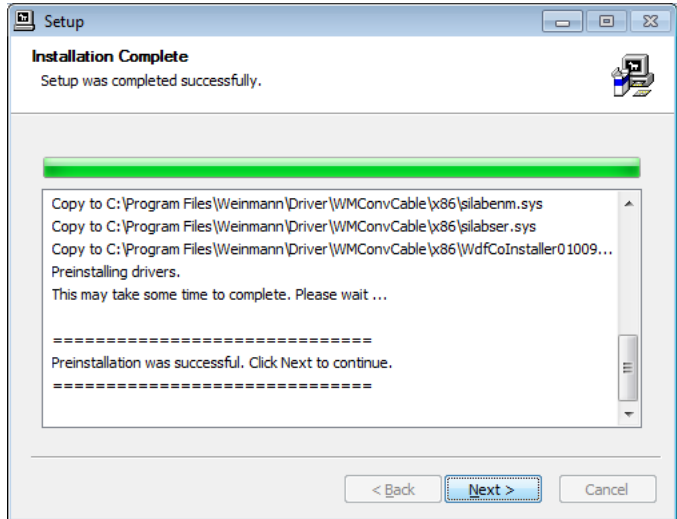1. Click on the **setup.exe** file in the **USB Driver WM93318** folder (see installation DVD or installation directory).
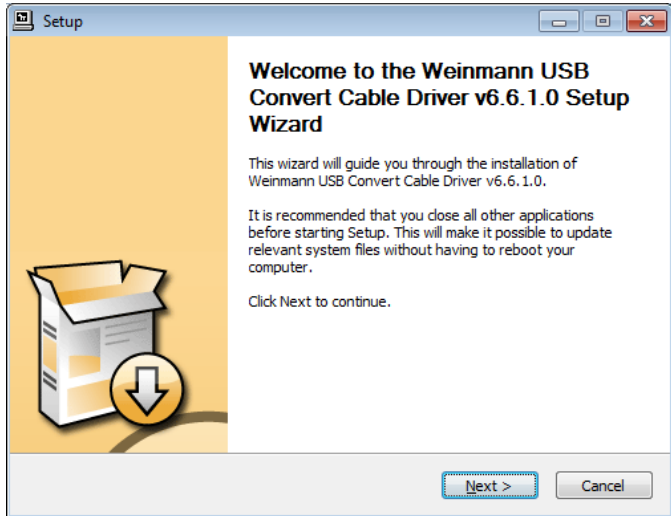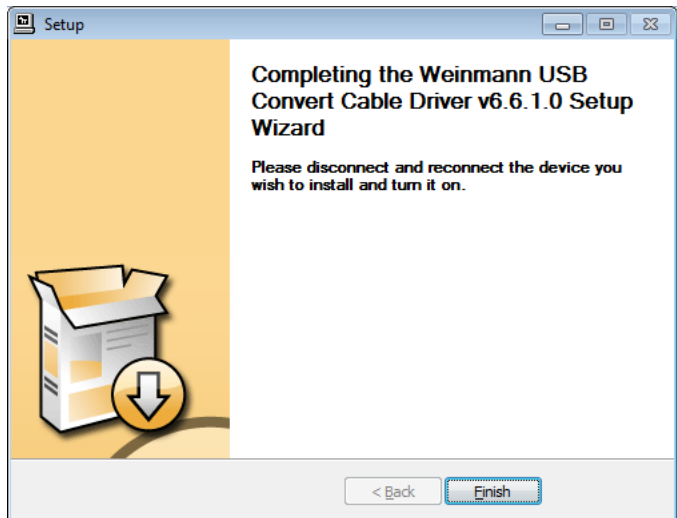
2. Click on **Next**.
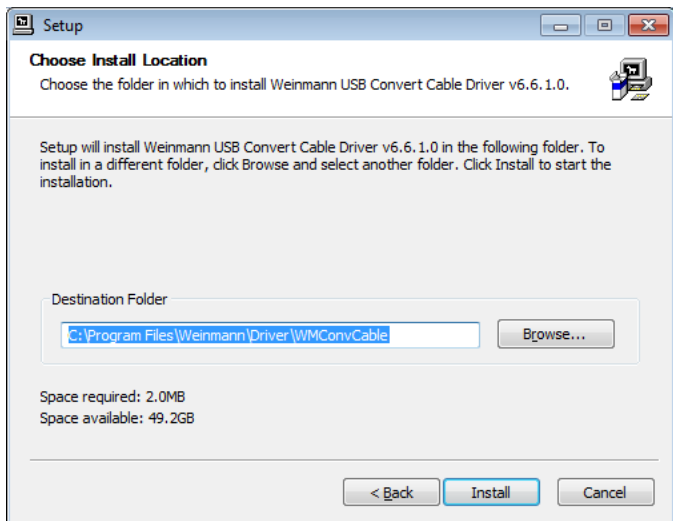
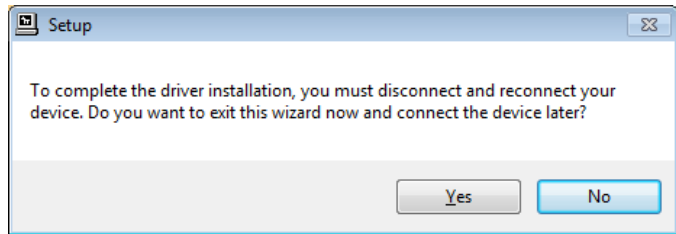3. If necessary: Specify a new storage location.

4. Click on **Install**.

5. Click on **Next**.

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

7. Click on **Finish**.

   or

If you want to connect the therapy device later: Click on **Yes** in the **Setup** window.

3.8.1 Assigning a COM port manually

If the Windows**®** converter cable is automatically assigned to an occupied COM port, you can assign a free COM port manually.

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

1. Open the **Device Manager** in Windows**®** (e.g., in Windows**®** 10: Start > Control Panel > Hardware and Sound > Device Manager).

2. Open the **Ports (COM & LPT)** section.

3. Check whether the Weinmann converter cable USB-RS485 has the same COM number as another device.
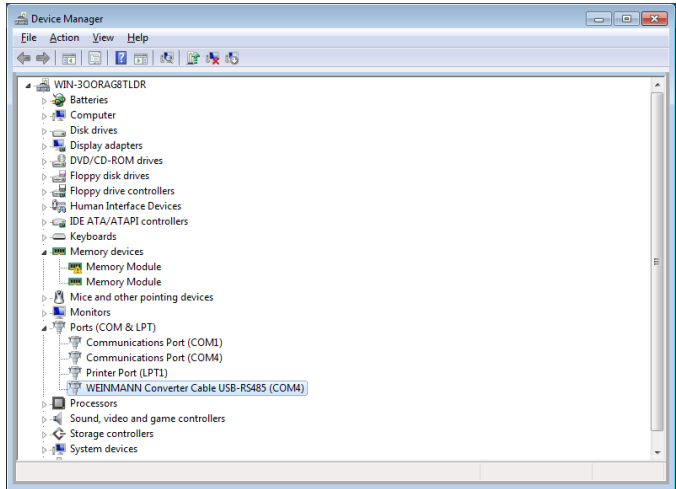
4. To change the COM number, right-click on **Weinmann Converter Cable USB-RS485**.

5. Select **Properties**.

6. Click on the **Port Settings** tab.
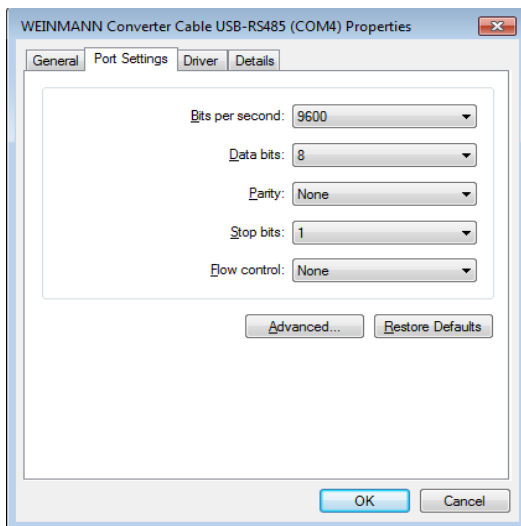
7. Click on **Advanced...**.
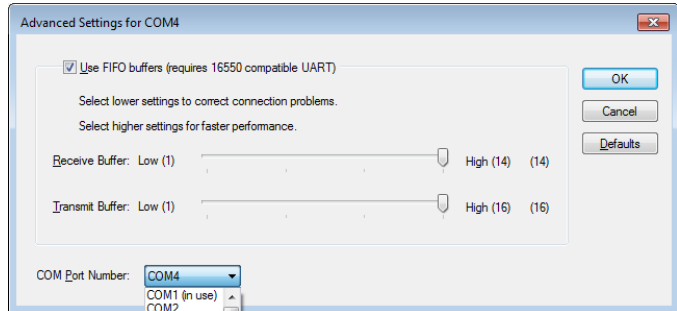
8. Select a free number from the **COM Port Number** list.

9. Click on **OK**.

10. Click on **OK** in the **Port Settings** window.

3.9 Calling up the license agreement

1. Start prismaTS or prismaTSlab.

2. To call up the license agreements for the libraries used, click on
   Menu > **Licenses...**.

3.10 Performing uninstallation

1. Open the list of programs installed on your PC. You can find
   this via the Control panel, for example.

2. Select prismaTS.

3. Depending on the operating system: Click on **Change**.

   or

   Double-click on prismaTS.

4. Follow the onscreen instructions.
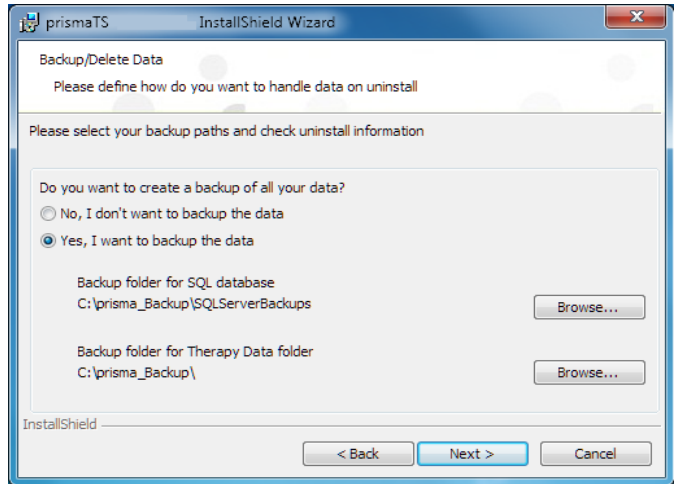
5. In the case of a server uninstallation, you can create a backup of the saved data (patient database and saved therapy data). To do so, select **Yes, I want to backup the data**. You can change the storage location if you wish.

   It is **not** currently possible to restore the data. You can, however, use the backup tool to import the database in prismaTS in an identical database version. The therapy data can only be copied manually.

ⓘ The software installed additionally for the running 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 required, please uninstall the software items individually. Make sure that no other programs are using this software. Otherwise, the other programs may not function correctly following the uninstallation.

3.11 Performing update

3.11.1 with the prismaTSconfig tool

1. Start the prismaTSconfig tool on the PC with the prismaTS server installation.

2. Open the **Updates** section.

3. Click on **Check now** to see whether there is a newer version available.

4. Click on **Download and install**.

5. Once the update has completed successfully: Start prismaTS or prismaTSlab on all client PCs.
   The instances are updated automatically.

6. Perform a function check (see "Function check").

3.11.2   with the DVD

1. Start Windows® and exit all running programs.

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

3. Confirm the prompt for whether to overwrite an existing earlier version.
   All existing patient and therapy data are retained and not deleted.

4. Follow the further onscreen instructions.

5. Once the update has completed successfully: Start prismaTS or prismaTSlab on all client PCs.
   The instances are updated automatically.

6. Perform a function check (see "Function check").

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Updates can only be performed from one client installation to another client installation and from a server installation to another server installation. It is **not** possible to perform an update from a client installation to a server installation.

4 Function check

Carry out a function check at regular intervals:

- After installation

- After each update

- After changes to the complete system

4.1 Checking prismaTS

1. Start prismaTS.

2. Connect up a therapy device and all components (see prismaTSlab instructions for use).

   Requirement: The therapy device is shown in the list of detected devices.

3. Add a new patient.

   Requirement: New patient is saved.

4. Double-click on a therapy device in the list of detected devices.

5. Assign the newly added patient to the device.

   Requirement: The device is displayed for the patient.

6. Import the therapy data from the device.
   If there are no therapy data available on the device, a therapy must be performed first.

   Requirement: Therapy data are imported and displayed.

If one or more requirements are not satisfied or prismaTS is not functioning correctly, please check that the therapy device and PC are connected properly (see "Faults"). Restart the device and prismaTS.

4.2   Checking prismaTSlab

1. Connect up a therapy device and all components for remote setting (see prismaTSlab instructions for use).

2. Start prismaTSlab.

   Requirement: The therapy device is shown in the list of detected devices.

3. Select a therapy device from the list of detected devices.

   or

   In case of 1:1 connection: Check whether the therapy device connected is selected automatically (see prismaTSlab instructions for use).

4. Assign a patient to the therapy device.

   There is a functioning connection between prismaTSlab and the therapy device if

   • the connected therapy device model and the correct serial number are displayed in the prismaTSlab information bar.

   • you click the **on/off** button ⏻ in prismaTSlab and can start and end the therapy with the therapy device.

   • values are displayed when therapy is in progress and you can change the therapy settings and transfer them to the therapy device.

If one or more requirements are not satisfied or prismaTSlab is not functioning correctly, please check that the therapy device and PC are connected properly (see "Faults"). Restart the device and prismaTSlab.

5 Faults

If you are not able to rectify a fault with the aid of the table below, or if the device functions differently than expected, or an incident occurs, please contact your authorized dealer. To avoid serious damage, do not continue using the software.

5.1 Faults during installation

You can use the pTS.checker tool to check the system prior to installation or if any problems occur during installation. It can be found in the \Tools\pTS.checker folder on the installation DVD.

Fault	Cause	Remedy
Installation of prismaTS has failed	Your current PC is a domain controller and Microsoft SQL Server cannot be installed due to Microsoft's safety provisions.	Ensure that the prismaTSlab setup has not started and install SQL Server using the file prismaDBinstaller.exe which can be found on the setup DVD (\Tools\prismaDBinstaller).
	The SQL Server instance SQLEXPRESSWTS is installed, but doesn't start.	Start the SQLEXPRESSWTS instance 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.
	Your user name is identical to the PC name.	Install prismaTS using another user account or rename your PC.
	There are compressed or encrypted system folders or drives on your PC.	Unzip or decrypt the system drives or folders with program files.
Installation of prismaTS is canceled during SQL Server installation.	There is already a Microsoft SQL Server 2014 SP2 instance installed on your PC.	Ensure that the prismaTSlab setup has not started and install SQL Server using the file prismaDBinstaller.exe which can be found on the setup DVD (\Tools\prismaDBinstaller).

5.2 Faults during connection to the therapy device

Fault	Cause	Remedy
The therapy device is not shown in the list of available devices.	The therapy device is not connected to the power supply.	Connect the therapy device up to the power supply (see instructions for use for the therapy device).
	Connection via USB: There is no connection between the therapy device and PC.	Check whether the therapy device is connected to the PC. If necessary, reconnect the therapy device.
	Connection via USB: The therapy device is not detected by Windows®.	Check whether the therapy device has been detected by Windows® (Weinmann drive must be shown in Windows® Explorer). Reconnect the device.
		Check whether you are using a USB data cable.
	Connection via LAN: There is no connection between the therapy device and PC.	Check whether the therapy device is connected to the network via the corresponding communication module.
		Check whether your PC is connected to the network (see "Network settings").
		Check the connectivity of your network.
		Check the settings of the proxy server.
		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").
		If you are using the detection of therapy devices across multiple networks, ensure that the subnet masks in the therapy device and on your PC are the same.
		If you are using global device detection within multiple networks, the devices may not be accessible due to Windows errors. Use the **Global broadcast on all network cards** or **Network specific** option in the prismaTSconfig tool. Disable the device detection in the networks not used for prismaLINE if necessary.

Fault	Cause	Remedy
The therapy device is not shown in the list of available devices.	Direct connection via LAN cable: There is no connection between the therapy device and PC.	Check whether the IP address of the device and the IP address of the PC belong to the same network.
	Direct connection via LAN cable: Network identification is not yet completed by Windows®.	Check that the network identification has been completed by Windows® under Control Panel >….> Network connections.
	There are other prismaTS or prismaTSlab application(s) running on a PC which uses the same server but belongs to a different network.	Close all other prismaTS and prismaTSlab applications. All the client PCs which use a server must belong to the same network.
Several error messages are shown when an attempt is made to connect.	The therapy device is in use and there are several servers in the network.	Only operate one server installation per network.

5.3 Faults during connection to SOMNO therapy devices

Fault	Cause	Remedy
The therapy device is not shown in the list of available devices.	The USB converter cable driver is not installed.	Install the USB converter cable driver (see "Setting up an access check").
	Converter cable was automatically assigned to an occupied COM port by Windows®.	Assign a free COM port manually (see "Assigning a COM port manually").
	The therapy device has previously been configured with WEINMANNadjust.	Disconnect the therapy device from the power supply and reconnect it.
	Therapy device is connected with WEINMANNadjust and WEINMANNadjust is in use.	Do not use WEINMANNadjust and prismaTS simultaneously. Close WEINMANNadjust.
	Data are being imported from the therapy device in WEINMANNsupport.	Do not use WEINMANNsupport and prismaTS simultaneously. Close WEINMANNsupport.

WM 68086k 03/2024

5.4 Faults in case of 1:1 connection

Fault	Cause	Remedy
1:1 connection is not established.	The wrong communication module serial number has been entered.	Check the communication module's serial number and enter the correct number (see prismaTSlab user manual).
	The wrong communication module parameters have been entered.	Check the communication module's parameters and enter the correct parameters (see prismaTSlab user manual).
	The therapy device is not connected to the communication module.	Connect the therapy device up to the communication module (see instructions for use for the prismaCONNECT module or 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").
		Check the settings of the proxy server (see "Network settings").
		Check the firewall settings (see "Network settings").

5.5 Faults when importing therapy data

Fault	Cause	Remedy
Therapy data cannot be imported or opened.	Device is being used in prismaTSlab (on the same or another PC).	Close the prismaTSlab application or select another device for the remote setting.
	The state of the therapy device does not permit an import: • Therapy is running • Device is currently processing data. • Device is currently exporting data.	End the therapy in progress or wait until the therapy data have been processed or exported.
	prismaService service does not have sufficient rights to save data in the folder specified for the saving of therapy data during the installation.	Ensure that the prismaService service has write access for the folder specified for the saving of therapy data during the installation.
	A proxy server is being used.	Check the settings of the proxy server (see "Network settings").
	TCP port 2782 is occupied.	Check the firewall settings (see "Network settings").
		Check whether TCP port 2782 is being used by another service or another software.

5.6 Setting up remote maintenance via TeamViewer

If you require service or support that can only be provided with external access to your PC, you can set up remote maintenance.

⚠ CAUTION

During a TeamViewer session, data on your PC can be accessed remotely.

1. Click **Menu** > **Help** > **Remote Maintenance...**.

    or

2. Call up the menu items **Start** > **All Programs** > **Löwenstein Medical Technology** > **Tools** > **Remote Support Tool**.

3. Follow the instructions given by TeamViewer.

4. As soon as service or support is complete, you should end TeamViewer immediately.

Löwenstein Medical Technology is not the maker of the TeamViewer tool, but merely allows access via prismaTS/prismaTSlab for the purpose of remote maintenance.

6 Appendix

6.1 Technical data

Specification	prismaTS
Product class to directive 93/42/EEC	IIa
Software risk class according to IEC 62304	B

6.2 Declaration of conformity

Löwenstein Medical Technology GmbH + Co. KG, Kronsaalsweg 40, 22525 Hamburg, Germany, the manufacturer, hereby declares that the product complies with the relevant regulations of the Medical Device Directive 93/42/EEC.
The complete text of the Declaration of Conformity is available on the manufacturer's website.

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