



# Connectivity between LUISA and prisma CLOUD



Support guide

# Connectivity between LUISA and prisma CLOUD

This guide supports you to connect LUISA to prisma CLOUD and to enable a seamless data transfer.

Please also refer to the device user manual for information on connectivity topics.

## Prerequisites for a correct data transfer:

1. The LUISA ventilator must be registered in the prisma CLOUD (pre-registered or via PIC process).
2. The original accessories (cable, modem) must be used.
3. LUISA device is switched on.
4. Modem is connected.
5. LUISA device is not in flight mode.
6. LUISA device has the latest firmware version (v1.13.0006 or higher).
7. The signal quality of the network is strong enough.

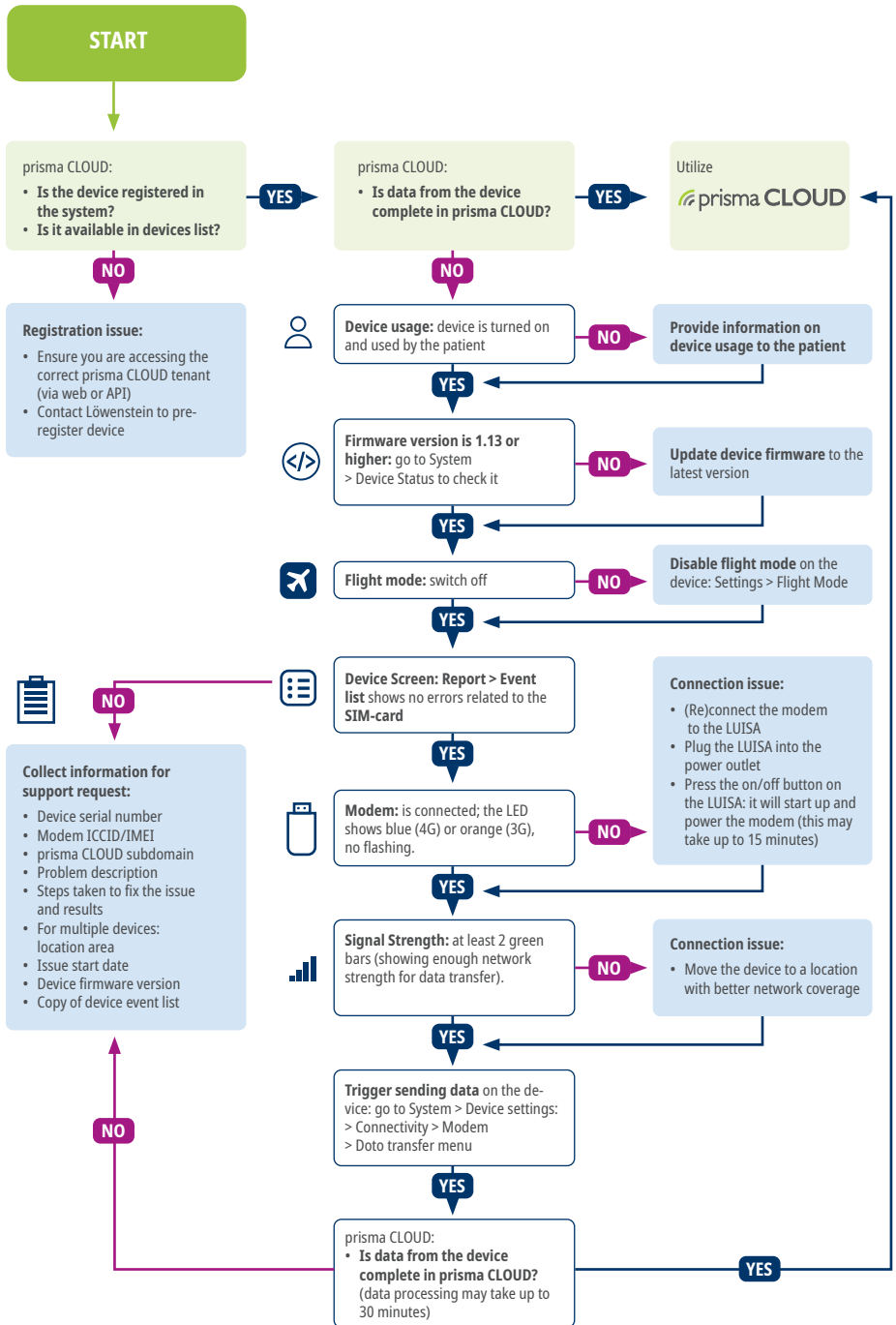
## Support request:

If the situation is not resolved using our tips, please contact us via [support.homecare@loewensteinmedical.com](mailto:support.homecare@loewensteinmedical.com)

## The following information is helpful for an effective and fast support:

- Device serial number
- Modem ICCID/IMEI
- prisma CLOUD Subdomain
- Problem description
- Steps taken to fix the issue and results
- For multiple devices: location area
- Issue start date
- Device firmware version
- Copy of device event list





**START**

prisma CLOUD:

- Is the device registered in the system?
- Is it available in devices list?

**NO**

**Registration issue:**

- Ensure you are accessing the correct prisma CLOUD tenant (via web or API)
- Contact Löwenstein to pre-register device

**YES**

prisma CLOUD:

- Is data from the device complete in prisma CLOUD?

**YES**

Utilize

prisma CLOUD

**NO**



**Device usage:** device is turned on and used by the patient

**NO**

**Provide information on device usage to the patient**

**YES**



**Firmware version is 1.13 or higher:** go to System > Device Status to check it

**NO**

**Update device firmware to the latest version**

**YES**



**Flight mode:** switch off

**NO**

**Disable flight mode on the device:** Settings > Flight Mode

**YES**



**NO**

**Collect information for support request:**

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**Device Screen:** Report > Event list shows no errors related to the SIM-card

**YES**



**Modem:** is connected; the LED shows blue (4G) or orange (3G), no flashing.

**NO**

**Connection issue:**

- (Re)connect the modem to the LUISA
- Plug the LUISA into the power outlet
- Press the on/off button on the LUISA: it will start up and power the modem (this may take up to 15 minutes)

**YES**



**Signal Strength:** at least 2 green bars (showing enough network strength for data transfer).

**NO**

**Connection issue:**

- Move the device to a location with better network coverage

**YES**

**Trigger sending data on the device:** go to System > Device settings: > Connectivity > Modem > Doto transfer menu

**YES**

prisma CLOUD:  
• Is data from the device complete in prisma CLOUD? (data processing may take up to 30 minutes)

**YES**

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p10411en2502

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