

# EncoreAnywhere modem FAQs

## How often does the modem call in?

Wireless Flow and Wired Flow modems call daily.

M Series Wired modems and PR System One Wired Data modems call according to the "declining frequency" call schedule pattern which is:

- Daily for 30 days
- Weekly for two months
- Bi-weekly for the remainder of the one-year subscription period

## Do I have to deactivate the modem every time I remove it from a patient's profile?

No. However, charges will apply if you do not deactivate the modem. In order to deactivate the modem:

- Go to the "Modem Administration" tab.
- Click on the Encore ID of the modem you want to deactivate.
- Click on the blue "Deactivate" button above the modem summary.

## Can I make the modem send in a manual call through the software?

No, this functionality is not supported. You can, however, ask the patient to press the manual call button on the modem to send data or receive the most recent prescription.

## Why can't the modem be added to the prescription?

You may not be able to add a modem to a patient prescription when the following conditions are present:

- The modem is deactivated.
- The modem is already assigned to another patient.
- The modem subscription has expired.

## What does "missed call" mean?

A scheduled call was supposed to happen but for some reason the call did not occur. You may want to ask the patient to press the manual call button on the modem to force the modem to call into EncoreAnywhere in order to retrieve the data.

Note: The data is not lost; it will upload to EncoreAnywhere the next time the modem makes a successful call.

## What does "unscheduled connect" mean?

Normally, the modem will automatically make a call and upload therapy data at predetermined times without human intervention. A user, however, can manually cause the modem to make a call by pressing and holding in the call button for at least two seconds. The manual modem call is identified by "unscheduled connect" status in the EncoreAnywhere application.

## How do I get the compliance data without waiting for the next scheduled call?

Ask the patient to press the manual call button on the side of the modem.

## The modem is no longer calling every day. How do I reset it so it will?

Contact an EncoreAnywhere user with the "Modem Manager" role in your company to reset the call frequency. Resetting the call frequency applies only to the PR System One Wired Data and M Series Wired Data modems and may incur a fee.

### What do I do if the modem stops calling in?

For wired data and M Series modems, the modem subscription may have expired. Contact an EncoreAnywhere user with modem manager role in your company to renew the subscription. This may incur a fee.

For wireless modems, the modem may be located in an area with little or no coverage. You can check the signal strength by tapping the manual call button on the side of the modem. On the device screen, you will see the cellular signal strength of the modem. If the signal is weak, please advise the patient to place the modem in an area with good AT&T network coverage.

### What do I do if the modem has never made a call and states “waiting for first call”?

Check with patients to make sure that:

- For wired modems – the modem is connected to a working telephone line
- For wireless modem – the modem is located in an area with good coverage

Also, recommend that the power is unplugged from the device and then plugged back in.

### How do you renew a modem?

EncoreAnywhere allows a user with the modem manager role to renew the subscriptions for M Series Wired and PR System One Wired Data modems starting one month before the subscription expires. This can be done from the Modem Administration page in EncoreAnywhere. Consult the online help file for detailed instructions.

### What is a device-related notification?

If a modem does not call on a specified time for two consecutive days, or if there is a prescription mismatch, the device-related notification is sent to the patient's clinician.

### How often is the waveform data uploaded?

Waveform data is only available from a Wired Flow modem or a Wireless Flow modem. These PR System One Wireless Flow modems will upload data on the second scheduled call and every seventh scheduled call that follows. When a patient executes a manual call via the device, no flow will be uploaded unless seven days have passed since the last waveform upload. The machine must have been off for eight hours prior to the call or it will not send waveform data.

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