



## AirSense™ 10 Card-to-Cloud Data Download

The following are process options available that can be implemented into your business.

**Important:** use only secure communication channels to send and receive customer data.

Option	Process
<p><b>Customer makes an appointment to come into store/clinic for a data download</b></p>	<ol style="list-style-type: none"> <li>Customer makes an appointment with Authorised Dealer to come in with their SD card for a data download.</li> <li>Authorised Dealer opens AirView™ or ResScan™ and downloads the data from their customer's SD card.</li> </ol>
<p><b>Check-up over the phone or virtual appointment</b></p>	<ol style="list-style-type: none"> <li>When setting up your customer's device at point-of-sale, enable '<b>Essentials Plus</b>' in the Clinical Settings.</li> <li>At the time of phone or virtual appointment, ask the customer to read out the details listed in their '<b>Sleep Report</b>'. Details include: <ul style="list-style-type: none"> <li>Usage hours</li> <li>Events per hour</li> <li>Mask Seal</li> <li>Humidifier</li> <li>Avg. Usage hours</li> <li>Used hours</li> <li>Pressure</li> <li>Leak</li> <li>AHI</li> <li>Total AI</li> <li>Central AI</li> <li>Days used over the last month (other periods available)</li> <li>How many days there has been over four hours of usage in the last month</li> <li>The average usage over the last month</li> <li>Total used hours</li> <li>Average pressure</li> </ul> </li> </ol> <p>Refer to <b>Sleep Report screen parameters</b> in AirSense 10 Clinical Guide.</p>





<p><b>Customer data sent to Authorised Dealer via secure communication channel* e.g. email</b></p>	<p><b>Note:</b> Requires customer to have an SD card reader to extract the therapy data.</p> <p>Refer to the <i><b>Air10™ SD Card Data Transmission Instructions ANZ</b></i> document.</p> <p><b>Customer process:</b></p> <ol style="list-style-type: none"> <li>1. Customer selects the appropriate data files from their device's SD card and zips the file.</li> <li>2. Customer attaches zipped therapy data files to email.</li> <li>3. Customer sends email to Authorised Dealer.</li> </ol> <p><b>Authorised Dealer process:</b></p> <p><b>Note:</b> Before downloading the data onto the SD card, ensure the SD card is blank.</p> <ol style="list-style-type: none"> <li>1. Authorised Dealer saves their customer's zipped therapy data files onto a blank SD card and unzips the file.</li> <li>2. Authorised Dealer opens AirView or ResScan and downloads the card data.</li> </ol>
<p><b>Sell or provide your customer with an additional SD card to take home at point of sale</b></p>	<ol style="list-style-type: none"> <li>1. Sell an additional SD card to your customer, product code 37378 - A10 SD CARD ENV DEL 1 PK.</li> </ol> <p>This ensures they have a back-up SD card for when they need to send their device's SD card in for a data download.</p> <ol style="list-style-type: none"> <li>2. If the customer requires a data download and they cannot come into store/clinic, they can send their device's SD card to the Authorised Dealer via mail.</li> <li>3. Once the Authorised Dealer has completed the data download, the SD card can be sent back to the customer.</li> </ol>



<b>Send customer a replacement SD card with Express Post envelopment</b>	<ol style="list-style-type: none"><li>1. If a customer requires a therapy check-up and cannot come into the store/clinic, the Authorised Dealer may opt to send their customer a replacement SD card along with an Express Post envelope.</li><li>2. The customer will use the Express Post envelope to send their device's SD card to their Authorised Dealer.</li><li>3. The customer will use the replacement SD card for their device so they can continue to record therapy data.</li></ol>
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\* Authorised dealers and healthcare professionals are responsible for ensuring they establish and maintain reasonable safeguards to protect customer data during their approved method of transmission. It is preferable for customers to make an appointment with their authorised dealer or healthcare professional to securely download data from the SD card. ResMed does not endorse and does not accept any responsibility or liability for communication of health data.