

From: UKTechSupport <UKTechSupport@devilbisshc.com>
Sent: 12:52 2017 מאי 03 יום רביעי
To: גורביץ ולדימיר
Subject: RE: DV57D in SmartFlex mode
Attachments: DV57D-125_Rev_B.pdf

Dear Dr Gurevich,

I have checked the manual and you are correct sir.
Please accept my apologies.
I assume that you were using the unit in auto bi-level mode.

Going back to your original question on how to lock the Smartflex settings.
If you go to the Smartflex setting you will see a padlock. If this is open it will allow the patient to change the settings.

To lock the settings you will need to enter the clinical menu.
Scroll to the Lock Out menu press the down arrow key to enter it.
Scroll to the Smartflex item and from here you can lock the settings.

Turn the unit off and back on again.
This will get you out of the Clinical menu.
If you now scroll to the Smartflex menu you should see a closed padlock which means you can't change the settings.

I have attached a quick set up guide on how to enter the clinical menu.
Please be aware that the patient should never know how to enter the clinical menu as pressure changes can be done here.
It is mean for clinicians and doctors only.


Kind Regards,

Robert Brookes

Technical Support



DeVilbiss Healthcare Ltd.
Unit 3, Bloomfield Park, Bloomfield Road, Tipton, West Midlands, DY4 9AP
Phone: +44 (0) 121 521 3140 - Fax: +44 (0) 121 521 3141
e-Mail: robert.brookes@devilbisshc.com
www.drivedevilbiss-int.com



Drive DeVilbiss International
announces new website

www.drivedevilbiss-int.com



NOTE: This message is confidential to DeVilbiss Healthcare. If you are not the addressee, don't use or distribute this message, and please notify the sender by return e-mail. The information is intended to be for the use of the individual(s) or entity named above. If you are not the intended recipient be aware that any disclosure, copying, distribution or use of the contents of this information is prohibited. If you have received this electronic message in error, please notify us by telephone or email (to the numbers or address above) immediately. All recipients should check this email for viruses. DeVilbiss Healthcare does not accept any responsibility for loss or damage caused by any virus transmitted by this email. Activity and use of the DeVilbiss Healthcare E-mail system is monitored to secure its effective operation and for other lawful business purposes. Communications using this system will also be monitored and may be recorded to secure effective operation and for other lawful business purposes.

DeVilbiss Healthcare Ltd.

Registered office: Unit 3, Bloomfield Park, Bloomfield Road, Tipton, West Midlands, DY4 9AP

Registered in England no. Company No. 07097418 VAT No GB 982 1638 00

From:
Sent: 03 May 2017 10:21
To: UKTechSupport
Subject: RE: DV57D in SmartFlex mode

Dear Mr. Brookes,

I have use device DV57 during 1 year in **CPAP mode with SmartFlex** and you start now explain to me that DV57D does not have SmartFlex!!!???

I very strong recommend you to read DV57 brochure before you start debate DV57 device with DV57 customer!

See page EN-7 in the brochure:



Regards,

Dr. V. Gurevich

From: UKTechSupport [<mailto:UKTechSupport@devilbisshc.com>]

Sent: Wednesday, May 03, 2017 11:53 AM

To: גורביץ ולדימיר

Subject: RE: DV57D in SmartFlex mode

Dear Dr Gurevich,

The DV57D does not have Smartflex.
There is no need for this as the unit is an Auto Bi-level.

The only 2 units that have Smartflex is the DV53 and DV54 auto adjust.
I hope this helps.

Kind Regards,

Robert Brookes

Technical Support



DeVilbiss Healthcare Ltd.
Unit 3, Bloomfield Park, Bloomfield Road, Tipton, West Midlands, DY4 9AP
Phone: +44 (0) 121 521 3140 - Fax: +44 (0) 121 521 3141
e-Mail: robert.brookes@devilbisshc.com
www.drivedevilbiss-int.com



Drive DeVilbiss International
announces new website

www.drivedevilbiss-int.com



NOTE: This message is confidential to DeVilbiss Healthcare. If you are not the addressee, don't use or distribute this message, and please notify the sender by return e-mail. The information is intended to be for the use of the individual(s) or entity named above. If you are not the intended recipient be aware that any disclosure, copying, distribution or use of the contents of this information is prohibited. If you have received this electronic message in error, please notify us by telephone or email (to the numbers or address above) immediately. All recipients should check this email for viruses. DeVilbiss Healthcare does not accept any responsibility for loss or damage caused by any virus transmitted by this email. Activity and use of the DeVilbiss Healthcare E-mail system is monitored to secure its effective operation and for other lawful business purposes. Communications using this system will also be monitored and may be recorded to secure effective operation and for other lawful business purposes.

DeVilbiss Healthcare Ltd.

Registered office: Unit 3, Bloomfield Park, Bloomfield Road, Tipton, West Midlands, DY4 9AP

Registered in England no. Company No. 07097418 VAT No GB 982 1638 00

From:

Sent: 03 May 2017 09:31

To: UKTechSupport

Subject: RE: DV57D in SmartFlex mode

Dear Robert,

1. I don't ask about SmartLink!
2. The DV57D device **have SmartFlex!!!!**

Regards,

Dr. V. Gurevich

From: UKTechSupport [<mailto:UKTechSupport@devilbisshc.com>]

Sent: Wednesday, May 03, 2017 11:07 AM

To: גורביץ ולדימיר

Subject: RE: DV57D in SmartFlex mode

Dear Dr Gurevich,

Please let me apologise for my error.

What I meant to say is that the DV57 doesn't have Smartflex

Of course it has Smartlink.

My apologies

Kind Regards,

Robert Brookes

Technical Support



DeVilbiss Healthcare Ltd.

Unit 3, Bloomfield Park, Bloomfield Road, Tipton, West Midlands, DY4 9AP

Phone: +44 (0) 121 521 3140 - Fax: +44 (0) 121 521 3141

e-Mail: robert.brookes@devilbisshc.com

www.drivedevilbiss-int.com



NOTE: This message is confidential to DeVilbiss Healthcare. If you are not the addressee, don't use or distribute this message, and please notify the sender by return e-mail. The information is intended to be for the use of the individual(s) or entity named above. If you are not the intended recipient be aware that any disclosure, copying, distribution or use of the contents of this information is prohibited. If you have received this electronic message in error, please notify us by telephone or email (to the numbers or address above) immediately. All recipients should check this email for viruses. DeVilbiss Healthcare does not accept any responsibility for loss or damage caused by any virus transmitted by this email. Activity and use of the DeVilbiss Healthcare E-mail system is monitored to secure its effective operation and for other lawful business purposes. Communications using this system will also be monitored and may be recorded to secure effective operation and for other lawful business purposes.

DeVilbiss Healthcare Ltd.

Registered office: Unit 3, Bloomfield Park, Bloomfield Road, Tipton, West Midlands, DY4 9AP

Registered in England no. Company No. 07097418 VAT No GB 982 1638 00

From:
Sent: 03 May 2017 04:07
To: UKTechSupport
Subject: RE: DV57D in SmartFlex mode

Hi, Robert,

You are sure?

You are sure, that you fellow worker with Technical support division if you do not know about your company devices features, if you do not know difference between SmartFlex and SmartLink?

A special for you: DV57 BiLevel device has and SmartFlex and SmartLink!

Dr. Vladimir Gurevich

From: UKTechSupport [<mailto:UKTechSupport@devilbisshc.com>]
Sent: Tuesday, May 02, 2017 1:50 PM
To: גורביץ ולדימיר
Subject: FW: DV57D in SmartFlex mode

Dear Sir,

Please be aware that the DV57 is an Auto Bi-Level and will not have the Smartlink feature.
This is for DV53 and DV54 Auto adjust units only.

Kind regards,

Robert Brookes

Technical Support



DeVilbiss Healthcare Ltd.
Unit 3, Bloomfield Park, Bloomfield Road, Tipton, West Midlands, DY4 9AP
Phone: +44 (0) 121 521 3140 - Fax: +44 (0) 121 521 3141
e-Mail: robert.brookes@devilbisshc.com
www.drivedevilbiss-int.com





NOTE: This message is confidential to DeVilbiss Healthcare. If you are not the addressee, don't use or distribute this message, and please notify the sender by return e-mail. The information is intended to be for the use of the individual(s) or entity named above. If you are not the intended recipient be aware that any disclosure, copying, distribution or use of the contents of this information is prohibited. If you have received this electronic message in error, please notify us by telephone or email (to the numbers or address above) immediately. All recipients should check this email for viruses. DeVilbiss Healthcare does not accept any responsibility for loss or damage caused by any virus transmitted by this email. Activity and use of the DeVilbiss Healthcare E-mail system is monitored to secure its effective operation and for other lawful business purposes. Communications using this system will also be monitored and may be recorded to secure effective operation and for other lawful business purposes.

DeVilbiss Healthcare Ltd.

Registered office: Unit 3, Bloomfield Park, Bloomfield Road, Tipton, West Midlands, DY4 9AP

Registered in England no. Company No. 07097418 VAT No GB 982 1638 00

From: UKTechSupport
Sent: 02 May 2017 11:45
To:
Subject: RE: DV57D in SmartFlex mode

Dear Sir,

Could I ask what the settings are for your CPAP.

What are the IPAP and EPAP settings on your unit?

Could I ask if the pressure gauge you use is calibrated?

If it isn't then this could cause the discrepancy of the 2 readings.

The Smartflex feature when activated will lower the pressure of up to 3 cmH₂O depending on settings when you expire.

This may be locked from the patient.

To unlock it you need to enter the clinical menu. This will have to be done by a dealer I'm afraid.

If you would like to contact the dealer you purchased from they will be able to help.

Kind Regards,

Robert Brookes

Technical Support




DeVilbiss Healthcare Ltd.

Unit 3, Bloomfield Park, Bloomfield Road, Tipton, West Midlands, DY4 9AP

Phone: +44 (0) 121 521 3140 - Fax: +44 (0) 121 521 3141

e-Mail: robert.brookes@devilbisshc.com

www.drivedevilbiss-int.com



Drive DeVilbiss International
announces new website

www.drivedevilbiss-int.com



NOTE: This message is confidential to DeVilbiss Healthcare. If you are not the addressee, don't use or distribute this message, and please notify the sender by return e-mail. The information is intended to be for the use of the individual(s) or entity named above. If you are not the intended recipient be aware that any disclosure, copying, distribution or use of the contents of this information is prohibited. If you have received this electronic message in error, please notify us by telephone or email (to the numbers or address above) immediately. All recipients should check this email for viruses. DeVilbiss Healthcare does not accept any responsibility for loss or damage caused by any virus transmitted by this email. Activity and use of the DeVilbiss Healthcare E-mail system is monitored to secure its effective operation and for other lawful business purposes. Communications using this system will also be monitored and may be recorded to secure effective operation and for other lawful business purposes.

DeVilbiss Healthcare Ltd.

Registered office: Unit 3, Bloomfield Park, Bloomfield Road, Tipton, West Midlands, DY4 9AP

Registered in England no. Company No. 07097418 VAT No GB 982 1638 00

From:

Sent: 27 April 2017 07:05

To: UKTechSupport

Subject: DV57D in SmartFlex mode

Dear Sir/Madam,

I use DV57D (SE) device about 1 year in **SmartFlex** CPAP mode. At last time I have found difference between pressure setting (13 cm) and actual output pressure measured by external electronic meter (10 cm).

In your brochure "DeVilbiss SmartFlex" I have found short explanation for this case:
"Settings can be fine-tuned over time. Settings can be locked to prevent changes"

So, my question: how I can to lock SmartFlex setting?

Thanks.

Best regards,

Vladimir Gurevich, Ph. D.