

# LifeStream™ 5.5

## Windows Client Manager

### What's New?

LifeStream v5.4 and v5.5 features are designed for our next generation LifeStream Web interface. These new features are not available from the LifeStream Microsoft® Windows® thick-client application. Contact Resideo Life Care Solutions to begin planning for a transition to LifeStream's Web architecture, enabling access to the latest features as they are released.

### Updated LifeStream Software Requirements

The LifeStream application uses modern security protocols, and phases-out support for obsolete communication protocols used by older versions of Microsoft® Windows®. Customers opting to continue using our Microsoft® Windows® platform should accept all LifeStream software updates, or plan to complete any required software validation and testing within 60 days.

Microsoft .NET Framework v4.7.2 is required to run the LifeStream application, and an installer has been bundled with our LifeStream software updater. Due to this requirement, LifeStream software may only be run on the following Microsoft® Windows® Operating Systems:

- Microsoft® Windows® 7 (Service Pack 1 Required)
- Microsoft® Windows® 8.1 (Windows 8.1 Update Required)
- Microsoft® Windows® 10

Open the LifeStream application on any computer running the LifeStream Analytics Data Export Utility (LSAX) to accept all automatic software updates. Computers running LSAX must meet the minimum system requirements described in this notice.

Customers using an older version of LifeStream software (v4.11 or earlier) are prohibited from logging in to the LifeStream database, until a software upgrade is installed. **All customers are advised to upgrade to LifeStream v5.5 after release.**

For more information about upgrading LifeStream, or installing the Microsoft .NET Framework, refer to the FAQ provided in this document.

### Genesis Touch v3.8 Upgrade Available

A free Genesis Touch v3.8 software upgrade is available for compatible tablets beginning with a serial number of A2, A3 or A5. The latest Genesis Touch monitoring software update introduces an enhanced user interface, and compatibility with additional *Bluetooth*® peripherals. Refer to the updated Genesis Touch v3.8 User Manual for more information about this upgrade.

### Sign Up for Product Updates

Product and services communications are distributed to customers via email. We recommend all users of LifeStream sign up to receive important product information regularly. If you have not received an email from Resideo Life Care Solutions in the last 6 months, contact Customer Service at 1-888-353-5404, or visit our subscription page to be added to our email lists:

<https://resources.resideo.com/OPT-IN.html>

# LifeStream Technical Requirements

## SYSTEM REQUIREMENTS

### Microsoft® Windows® Operating Systems:

- Windows 7® (32- or 64-bit with **Service Pack 1**)
- Windows 8.1® (32- or 64-bit with 8.1 update)
- Windows 10® (32- or 64-bit)

The LifeStream™ Microsoft Windows® client is a Windows® application and has NOT been tested to run on an Apple/Mac computer.

Microsoft .NET framework, version 4.7.2 is required. An updated Microsoft .NET framework installer is bundled with the LifeStream updaters.

Install and maintain current anti-virus software on computers interacting with LifeStream™ to help protect patient data and your system.

## WORKSTATION REQUIREMENTS

**Processor:** 1GHz or faster x86- or x64-bit

**Memory:** 1GB RAM (32-bit); 2GB RAM (64-bit)

**Display:** A monitor screen capable of supporting at least a 1024 x 768 resolution

**Hard Drive:** At least 1GB available

**Internet:** An Internet connection is required

**User Access:** Windows® client users require read/write/execute permissions to the install folder in order to use the application.

**System Time:** Set the clock on your PC to match the time zone of your workstation location. To check the correct time for your time zone, use: <http://www.time.gov>.

**Peripherals:** Mouse and keyboard

**Credentials:** To install or access LifeStream™, authorized users need a username and password. Similarly, you may need administrative rights on your computer to install the LifeStream™ Windows® client. Windows 10® users may need to switch from a Standard User to an Administrative User. To do this, click the **Start** menu, and right click the name of the current user. Select **Change Account Type** and select **Administrator**.

## SUPPORTED LIFESTREAM SOFTWARE

To enable customers to validate any software updates, the previous release of LifeStream Windows software has been tested with our update, to provide customers with at least 60 days to test and validate any software changes. [All customers are advised to upgrade to LifeStream v5.5, or the latest version of software available, within 60 days of release. Resideo Life Care Solutions encourages timely transition from to LifeStream's Web interface.](#)

Customers using an older version of LifeStream software (v4.11 or earlier) will be prohibited from logging in to the LifeStream database, until a software upgrade is installed.

## LIFESTREAM™ SOFTWARE UPDATES

LifeStream™ uses a platform approach that limits the likelihood that incremental updates to a supported operating system would impact the product. However, if a deleterious impact were reported, LifeStream™ supports an update mechanism that creates a path to deliver revised software. These impacts are limited to the specific client workstation and do not impact the retrospective collection of patient data.

A software updater is activated when a user starts up the Windows client. If a system update is found, users may decline a software update, until their IT department has verified the new application.

**Consult your local IT Administrator if your organization deploys software via a Citrix environment or does not allow updates. An FAQ about the software update is provided within this document to assist with any questions.**

## COMPATIBILITY

All warranted Resideo Life Care Solutions monitors are designed to connect to LifeStream. As monitors, technology and equipment age beyond their expected lifecycle, additional exceptions may apply.

The following devices are NOT compatible with LifeStream. These products are no longer for sale, and may no longer be serviced and repaired.

### Personal Emergency Response Systems (PERS)

To use LifeStream's fax feature using the Microsoft® Fax Console, it is your agency's responsibility for any needed setup. WINFAX is no longer supported. Install all printer drivers before attempting to print from LifeStream™.

## DEFINITIONS

**Workstation:** Any location where a user will access and interact with the LifeStream™ Windows® client, and includes any computer that has internet access and meets the system recommendations. Each workstation, both within the agency and those at any remote location, should be evaluated by your IT support staff to ensure the minimum specifications have been met before installing the application.

**Internet Access:** LifeStream™ Windows® client software obtains all internet settings from Internet Explorer® properties. This means the machine must be set up to use the Internet, and all proxy information must be configured for LifeStream™ software to work. LifeStream™ uses TLS protocols and outbound server traffic on port 443 must be allowed.

If an exception needs to be made in your proxy server or firewall to allow access, we recommend it be made to the domain [vitalsmanager.com](http://vitalsmanager.com). Some network proxy configurations require authentication be entered at the Web browser level, and may require that an exception be entered in the proxy for the system to work.

**HIPAA Medical Privacy Standards:** LifeStream™ has been designed to comply with HIPAA regulations. It is the organization's responsibility for complying with privacy and security statutes for full HIPAA compliance, including any necessary and related policies and procedures. All users of the system hold responsibility and accountability for protecting the privacy of a client's health information.

**Data backup:** Life Care Solutions manages LifeStream data backup to preserve data and allow for recovery after a data loss event. Data is copied and stored at a secondary site at 4-hour intervals. Critical transaction data is backed up locally every 30 minutes. Data is archived daily and retained per the standards and requirements for retention of PHI data.

# FAQ: LifeStream System Updates

## Confirming LifeStream System Readiness

Resideo Life Care Solutions is dedicated to improving the security for all users of our LifeStream remote patient monitoring software for Microsoft Windows. This notice is intended for IT contacts in your organization, and provides a few guidelines for updating LifeStream and checking overall system readiness. We encourage you to share this information with the appropriate contacts at your organization, and to call customer service with any questions.

### FAQ: IMPACT AND REQUIREMENTS

#### Q. How does this impact my organization?

A. The deployment of upgraded technology requires all customers to validate and [accept an automatic LifeStream software update within 60 days](#) of our LifeStream v5.5 release. Users running LifeStream v4.11 or older, will not be allowed to log in after LifeStream v5.5 is released, until a new version is installed. Additionally, the LifeStream Windows application may only be run on a supported operating system, listed in this notice.

#### Q. How does a user update software?

A. LifeStream checks for software updates whenever the application is started by an end user. When the update is found, the LifeStream user is asked if they would like to install it. Users should select **Yes** when a message asks if a software update may be installed.

#### Q. Have software updates been blocked?

- A. The following scenarios may block users from updating our software. Contact your organization's IT Administrator for additional assistance.
- A local user does not have administrative rights to install software on any computer.
  - Software updates must first be verified by an IT Administrator, or the software updater has been manually turned off by an organization's IT policy.
  - LifeStream is deployed in a Citrix environment and the updater may not be triggered by opening the application.

#### Q. How do I check that I have the latest?

A. If an update notice is not seen, users may log in and select the **Help** menu, then select **About**. From the *About* screen, check that the latest LifeStream version 5.5 or higher is displayed. If the latest version of software is not listed, we recommend manually installing LifeStream by downloading the latest installer.

#### Q. Is LifeStream available as a web application?

A. Yes. We recommend transitioning your organization to our LifeStream Web interface. Access the same features of LifeStream plus many more, through a standard Web browser, reducing your organization's installation and setup overhead. Upgrading to LifeStream Web helps ensure users continue to receive access to the latest features, developed for a modern Web architecture.

#### Q. Why did the Microsoft version requirements change, and does the service pack matter?

A. Microsoft's .NET Framework is required to run many modern applications on Windows. Our software updater will bundle a modern Microsoft .NET Framework v4.7.2 installer with it, if it is not detected on the workstation. This requires the LifeStream application to be running on a compatible operating system. The LifeStream application is tested and validated for the following Microsoft Operating Systems:

- Microsoft Windows 7 (Service Pack 1 required)
- Microsoft Windows 8.1 (Windows 8.1 update required)
- Microsoft Windows 10

#### Q. Where do I get the latest .NET installer?

A. Microsoft's .NET Framework 4.7.2 installer is available online at: <https://www.microsoft.com/net/download/dotnet-framework-runtime>  
Third-party links are subject to change without notice. For more help, visit [www.microsoft.com/net/](http://www.microsoft.com/net/).

#### Q. How do I sign up a Systems Admin to receive technical communications like this one?

A. Product and services communications are distributed to email lists on record. To sign up an IT contact in your organization for technical notices, and more, please visit: <https://resources.resideo.com/SystemsAdminRegistration.html>

# LIFESTREAM INSTALLATION INSTRUCTIONS

Read/write administrative access is required on the workstation that will be running LifeStream™ 5.5.

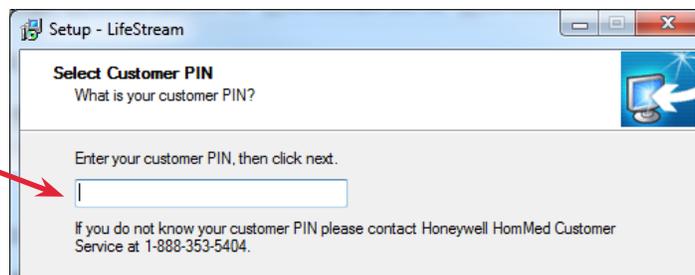
1. Navigate to the *Downloads* section of the Life Care Solutions website: [lifecaresolutions.resideo.com/download](http://lifecaresolutions.resideo.com/download)
2. Register for a user name and password if this is your first time visiting the website. It may take up to 24 hours to receive a login, Monday through Friday. Continue to number 3 after you have logged in.
3. Read the software download directions and right-click the hyperlink of the file type you prefer (.ZIP or .EXE file). Save the file to a folder that is easily accessible to you. Open this folder once your download completes.
4. Open the **Setup.EXE** application. If you have downloaded the .ZIP file, first extract all files by right-clicking the compressed folder, and selecting **Extract All**. Open the **Setup.EXE** application in the extracted folder.
5. Once the setup application begins, select a language from the drop-down menu and click **OK**.
6. The *Welcome Screen* is displayed. Click **Next** to begin.
7. The *LifeStream Setup* window first asks you to enter your **Customer PIN**. After you have entered your PIN, click **Next**.

## Check Your Email:

Enter the number assigned to you in your welcome email from customer service.

## Ask Your Administrator:

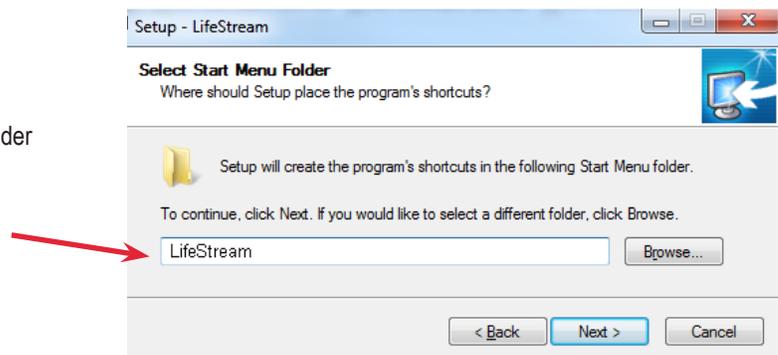
Check with your system administrator to receive your PIN number.



8. Select your **Region** from the drop-down menu when you are asked to pick a nearby hosting facility. Click **Next** to continue.
9. At the *Select Start Menu Folder* window, select **Next** to accept the default installation location. If you would like to install to a different location, click **Browse** to navigate to that location and select **OK**.

## Installation Folder:

You may type a new installation folder name here.



10. Like the previous step, select **Next** to accept the default location for shortcuts installed on the Windows® *Start Menu* or *Browse* for a new location. You may always add another shortcut to LifeStream™ after the program is installed.
11. Click the checkbox to place a shortcut on your desktop for LifeStream™ and click **Next**.
12. If you see a message indicating Microsoft.NET framework version v4.7.2 not found, follow the instructions on the previous page, or in the hyperlink referenced below to install the latest framework after the LifeStream installation.
13. A confirmation window appears prior to installing LifeStream™. If the detail in the box in the confirmation window reflects the choices you made in previous windows, click **Install**. Select **Back** to change the selections you made.
14. The wizard indicates when the installation is complete. Click **Finish**.
15. If you require a new version of Microsoft .NET framework, please download and install from Microsoft at <https://www.microsoft.com/net/download/dotnet-framework-runtime> before starting LifeStream.
16. Use your regular LifeStream login and password to log in. If you have forgotten your password, ask your local LifeStream administrator (a *LifeStream* user with an *Admin* role in your organization) to issue you a temporary password.

HomMed®, LifeStream™ and Genesis Touch® are either trademarks or registered trademarks of Resideo Technologies, Inc.. All other product names, trademarks, logos and brands cited herein, are property of their respective owners.

Android™, Google, Chrome™ browser and the Google logo is a trademark of Google Inc.; Adobe® and Adobe® Acrobat® Reader are registered trademarks of Adobe Systems Incorporated; Microsoft, Windows, Internet Explorer, Windows XP, Windows 7, Windows 10, Windows 8 and Windows 2000 are either registered trademarks or trademarks of Microsoft Corporation. WINFAX is a trademark of Symantec Corporation.

**For more information**

[lifecaresolutions.resideo.com](http://lifecaresolutions.resideo.com)

**Life Care Solutions**

3400 Intertech Drive, Suite 200  
Brookfield, WI 53045 USA

**Customer Service: 1-888-353-5404 | Ext. 1**

Resideo Life Care Solutions is not responsible for the technical support of any workstations defined herein.