

# PHILIPS

## DreamMapper

## User Guide

### 3.3.1

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## 1. About DreamMapper

DreamMapper software provides patients, who are prescribed compatible Philips Respironics PAP therapy devices, the ability to view their therapy data via mobile device (Mobile Application) or Internet access (Web Application). The viewable data is to help the patient understand their therapy usage and not to diagnose any condition of the patient, as the DreamMapper software does not perform automatic scoring nor diagnosis. DreamMapper is highly secure to help meet requirements for HIPAA compliance and privacy laws; this includes access security, in addition to the privacy and security of transmitted data.

**Note:** DreamMapper should only be used with compatible Philips therapy devices.

## 2. Intended Use

DreamMapper provides compliance, coaching, and motivational feedback to encourage habitual use of Philips Respironics PAP therapy devices. It also allows data to be transmitted between supported Philips Respironics PAP therapy devices and the healthcare provider.

## 3. How to Report a Security Incident

Philips Security information can be found at <https://www.philips.com/security>. Reference Product Support - Contact Information for information on reporting a security issue.

Ensure that all the latest security updates are applied for proper operation.

## 4. Contraindications

No known contraindications.

## 5. Cautions

- All users should be aware of personal data displayed on DreamMapper screens, forms, and reports.
- U.S. Federal law restricts the supported therapy device to sale by, or on the order of, a licensed physician.

## 6. Warnings

- DreamMapper should not be used to diagnose any condition of the patient.
- Associated therapy device manuals should be read and understood prior to viewing compliance data.
- Use DreamMapper with Philips Respironics supported therapy devices only.
- DreamMapper is not compatible with therapy devices not supported by Philips Respironics.
- If you are not sure if your therapy device is supported by DreamMapper, contact Philips Respironics Product Support for information on the supported devices.
- A rooted or jailbroken therapy device can bypass security measures, making it easier for malware to gain access without your knowledge. This may lead to malicious activities such as data theft, unauthorized access, or financial fraud. DreamMapper will not function with a rooted or jailbroken device.
- When entering the device serial number during registration, disconnect the humidifier before turning the device upside down to scan the serial number.

## 7. What's New in This Release

- a. Corrected Errors or Faults: Resolved minor defects which impact user experience
- b. Impact on Safety and/or Security: No change
- c. Updates in Identification: Software version identification changed to version 3.3.1

**Note:** Screenshot images included in this document may differ slightly from those on your screen, based on the version of DreamMapper application being used.

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## 8. System Requirements

DreamMapper's minimum system requirements are shown below. As your device allows, please update to the latest supported version of the operating systems listed, and to the latest supported version of DreamMapper.

Chrome 130

Edge 129

Firefox 131








Safari 17

iOS 13

Android 8

## 9. Symbols Glossary

The following symbols are used in DreamMapper:

Symbol	Definition
	Batch code: Indicates the manufacturer's batch code so that the batch or lot can be identified.
	Unique Device Identifier: Indicates the Unique Device Identifier information.
	Catalog number: Indicates the manufacturer's catalog number so that the medical device can be identified.
	Manufacturer: Indicates the medical device manufacturer.
	Operator's manual; operating instructions: Indicates that the operating instructions should be considered when operating the device.
	Date and Country of Manufacture: To indicate the date on which a product was manufactured, and to indicate the country of manufacture of the product. <b>Note:</b> When applied to the label, "CC" is replaced by the country code.
	Rx Only: Caution! U.S. Federal law restricts this device to sale by, or on the order of, a licensed physician.

## 10. Supported Therapy Devices

The chart below lists all therapy devices that are supported by DreamMapper.

**Note:** Therapy devices available in the software may not be available in all markets.

Device Name	Data Display / Data Transfer	Bluetooth
DreamStation 2 CPAP	Yes	Yes
DreamStation 2 Auto CPAP	Yes	Yes
DreamStation 2 CPAP Advanced	Yes	Yes
DreamStation 2 Auto CPAP Advanced	Yes	Yes
DreamStation Go Auto CPAP	Yes	Yes
DreamStation Go CPAP	Yes	Yes
DreamStation CPAP	Yes	Yes
DreamStation Auto CPAP	Yes	Yes
DreamStation AVAPS	Yes	Yes
DreamStation BiPAP S/T	Yes	Yes
DreamStation ASV	Yes	Yes
System One CPAP	Yes	Yes
System One Auto CPAP	Yes	Yes
System One AVAPS	Yes	Yes
System One BiPAP S/T	Yes	Yes
System One ASV	Yes	Yes

# 11. Getting Started

## 11.1 Installing DreamMapper

DreamMapper may be installed by the user. To begin using DreamMapper on your mobile device, download the DreamMapper app from the App Store (for iOS users) or from the Google Play Store (for Android users). Install the app according to the instructions provided on your device.

To begin using DreamMapper on your desktop device, use your preferred browser to navigate to [www.dreammapper.com](http://www.dreammapper.com) and select your country to visit your local DreamMapper site.


**Note:** DreamMapper Web is not supported in the Japan market.

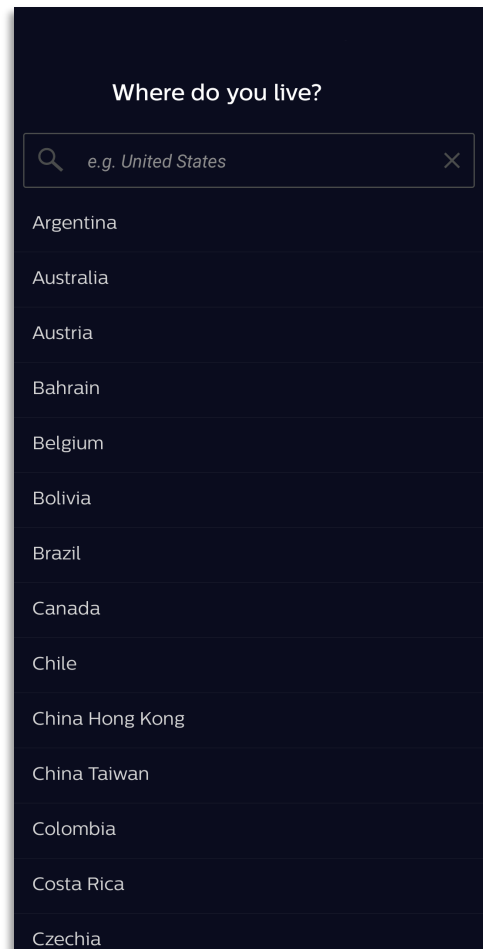
## 11.2 Creating an Account

### 11.2.1 Where Do You Live?

Once you have installed DreamMapper, scroll and tap on the *Where do you live?* screen to select your country of residence.

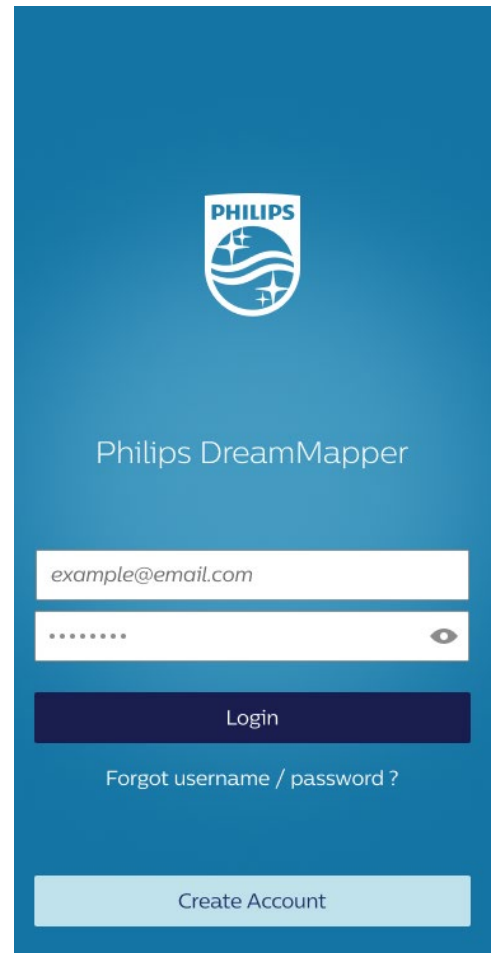
Tap the **Save** button to accept these settings.

Your country of residence can also be changed later, using the Profile icon  in the upper left corner of the screen. On the *Profile* screen, tap **Country** and then scroll and tap to select your country of residence.



### 11.2.2 Login Screen

Tap the **Create Account** button at the bottom of the DreamMapper login screen.



### 11.2.3 Register

On the *Register* screen, enter the appropriate information in the following fields:


**Name**

**Contact Information**

**Country**

**DSN (Device Serial Number)**

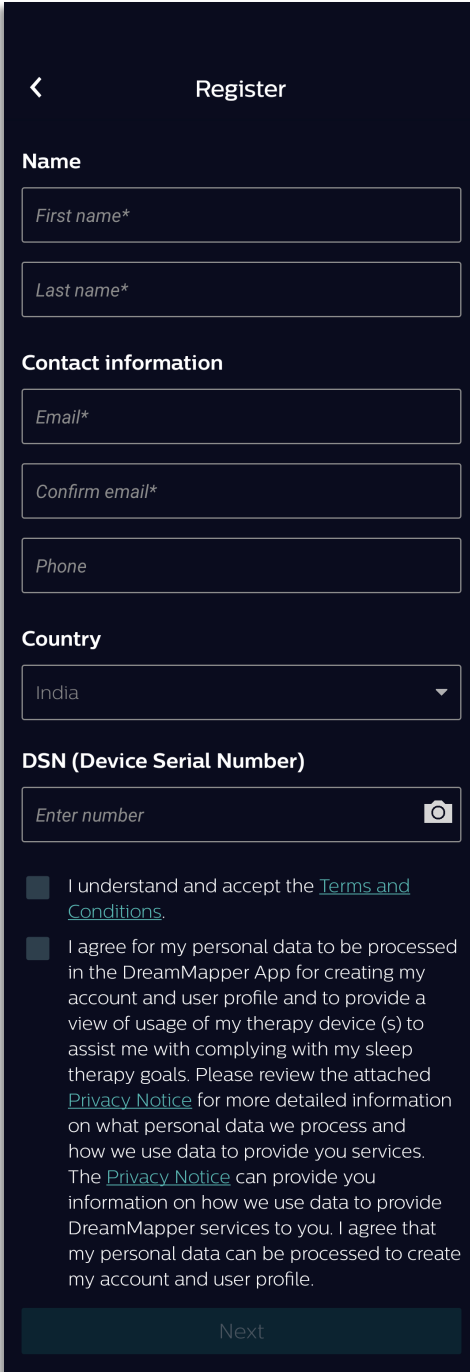
A valid email address is required to activate and use your DreamMapper account. Please verify that you have entered a valid, accessible email address.

On the right side of the **DSN (Device Serial Number)** field, tap the Camera icon  to access the Scanning instructions card. Follow the instructions on the screen to scan the DSN on your sleep device. If you prefer, you can also manually enter the serial number in the **DSN (Device Serial Number)** field.

If you experience difficulty registering your DSN, please see the [Troubleshooting](#) section of this user guide.

**Scanning Tip:** When looking at the underside of your therapy device, you may find multiple labels with serial numbers, depending on your system setup. Examine the labels to determine which aspect of the system each label refers to. Any labels attached to accessories or optional components, rather than to the core device, should not be scanned.

See the following page for examples of the DreamStation and DreamStation 2 labels on the underside of the devices, with QR Code and Serial Number locations highlighted in red.



**Name**

First name\*

Last name\*

**Contact information**

Email\*


Confirm email\*

Phone

**Country**

India

**DSN (Device Serial Number)**

Enter number 

I understand and accept the [Terms and Conditions](#).

I agree for my personal data to be processed in the DreamMapper App for creating my account and user profile and to provide a view of usage of my therapy device (s) to assist me with complying with my sleep therapy goals. Please review the attached [Privacy Notice](#) for more detailed information on what personal data we process and how we use data to provide you services. The [Privacy Notice](#) can provide you information on how we use data to provide DreamMapper services to you. I agree that my personal data can be processed to create my account and user profile.

Next






DreamStation underside




DreamStation 2 underside

Read the *Terms and Conditions* and *Privacy Notice* screens. Check the boxes to accept, then tap the **Next** button.

On the *Register* screen, enter a password in the **Create password** field that meets the listed requirements, then tap the **Create account** button. Next, review the information under *Help us improve* and tap the Toggle icons  according to your preferences. Next, tap the **Let's get started!** button.

On the *Mask* screen, select the appropriate mask type by tapping the radio button  on the left, then tap the **Next** button at the bottom of the screen. Select the appropriate mask model by tapping the radio button  on the left, then tap the **Save** button at the bottom of the screen. After saving, DreamMapper will advance to the *Dashboard* screen.



### 11.3 Deleting an Account

To delete your DreamMapper account, tap the Profile icon  in the upper left corner of the *Dashboard* screen and tap *Account*. At the bottom of the *Account* screen, tap **Delete account**. At the prompt **Are you sure?** tap **Yes**. After successful account deletion, DreamMapper will return to the *Where do you live?* screen.


### 11.4 Uninstalling DreamMapper

To uninstall the DreamMapper app from your mobile device, follow the instructions provided with the device for the removal of applications. No uninstallation is necessary on desktop.

### 11.5 Appearance (Dark and Light Mode)

Dark mode is the default mode when DreamMapper is installed. To switch between Dark and Light modes, tap the Profile icon  in the upper left corner of the *Dashboard* screen. Halfway down the *Profile* screen is **Dark mode**. Tap the Toggle icon  to adjust the setting.

## 12. Dashboard

Upon logging in after registration, DreamMapper defaults to the *Dashboard* screen. To return to the *Dashboard* screen at any time, tap the Dashboard icon  at the bottom of the screen.

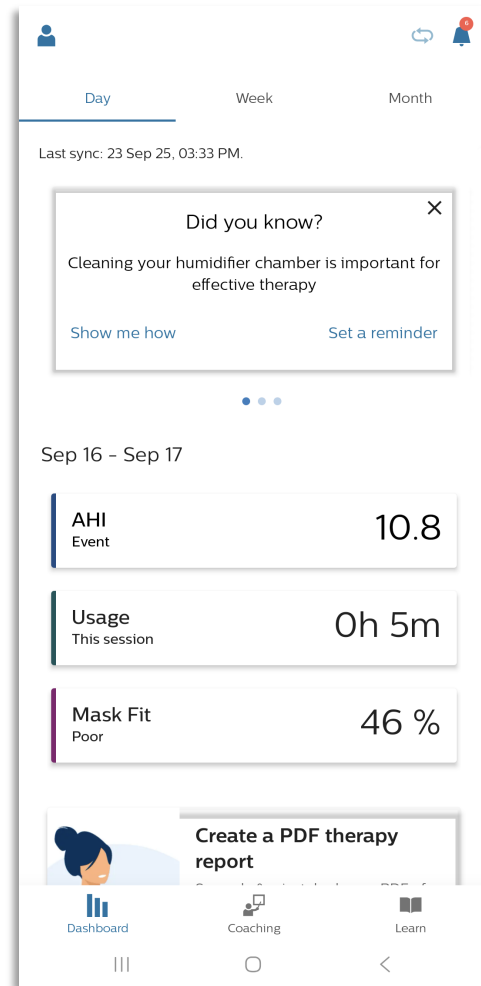
### 12.1 Greeting Card

On the *Dashboard* screen, the greeting card sits directly above the date. This feature is swipeable, and a maximum of three cards are displayed.

The default card is a personalized greeting that welcomes you to DreamMapper.

Additional cards offer Prompts, Achievements, and Reminders based on your usage and needs. These cards can be snoozed or dismissed. Snoozed cards will display again after 10 days. Dismissed cards will not display again until the app is relaunched from login.

Tapping the action at the bottom of the card, such as **Show my goals** or **Learn more**, will take you to the section of DreamMapper that completes the action.

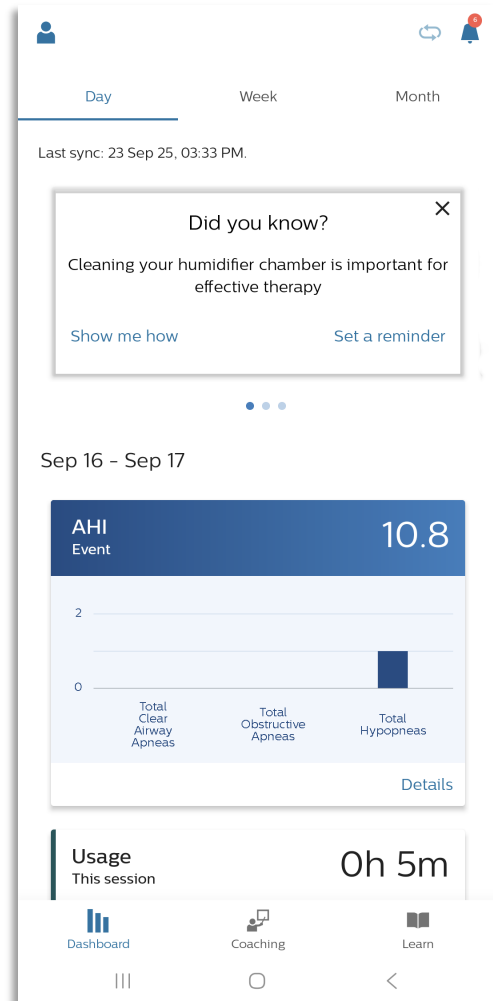


## 12.2 Therapy Data Cards

Below the greeting card, data is displayed for three therapy data categories: **AHI**, **Usage**, and **Mask fit**. Tap any of these categories to expand the card and view the relevant therapy data.

To view different time periods of available therapy data, tap **Day**, **Week**, or **Month** at the top of the screen.

To view more precise information, tap **Details** at the bottom right corner of the card. This screen will show expanded details appropriate to the category, such as apnea events under **AHI** or hours of wear under **Usage**.



## 12.3 Therapy Report Card

At the bottom of the *Dashboard* screen, the therapy report card is the starting point to generate the Therapy Report. The Therapy Report displays compliance data such as minimum and maximum usage, average usage, and number of days with device usage.

### 12.3.1 Generating the Therapy Report

Tap **Create report** to generate the Therapy Report.

On the *PDF therapy report* screen, there are four time frames that may be used to generate the report:

**Last 14 days**

**Last 30 days**

**Last 60 days**

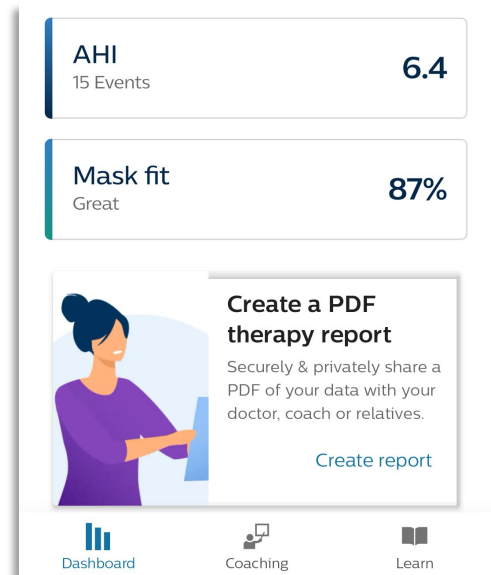
**Last 90 days**

Note that the beginning and end dates of each time frame is displayed under each option. Choose one of the time frames by tapping the radio button to the left of the text.

Tap the **Create Report** button.

### 12.3.2 Reading the Therapy Report

On the *Review your report* screen, the Therapy Report shows the *Compliance Summary*. The data categories are as follows:



Label	Definition
<b>Date Range</b>	Date range of downloaded patient data.
<b>Device Serial Number</b>	The serial number for the device for which the Therapy Report was generated.
<b>Device Model Name</b>	The associated device model name.
<b>Days with Device Usage</b>	Total days the patient received device therapy.
<b>Days without Device Usage</b>	Total days the patient received no device therapy.

Label	Definition
<b>Percent Days with Device Usage</b>	Total days the patient received device therapy divided by the total days in the date range.
<b>Cumulative Usage</b>	Total hours the patient received device therapy.
<b>Maximum Usage (1 Day)</b>	Longest device therapy session.
<b>Average Usage (All Days)</b>	Total hours the patient received device therapy divided by the total days in the date range.
<b>Average Usage (Days Used)</b>	Total hours the patient received device therapy divided by the total days with device usage.
<b>Minimum Usage (1 Day)</b>	Shortest device therapy session.
<b>Count of Days with Usage <math>\geq</math>4 Hours</b>	Number of days with greater than or equal to 4 hours of therapy.
<b>Percent of Days with Usage <math>\geq</math>4 Hours</b>	Percent of days with greater than or equal to 4 hours of therapy.
<b>Count of Days with Usage <math>\geq</math>6 Hours</b>	Number of days with greater than or equal to 6 hours of therapy.
<b>Percent of Days with Usage <math>\geq</math>6 Hours</b>	Percent of days with greater than or equal to 6 hours of therapy.
<b>Percent of Days with Usage <math>&lt;</math> 4 Hours</b>	Percent of days with less than 4 hours of therapy.
<b>Total Blower Time</b>	Total running time of the device's blower unit with and without breathing detected.


Underneath the *Compliance Summary* are graphs displaying *Usage*, *AHI*, and *Mask Fit*. Each of these graphs provides a visual representation of the data.


The *Usage* graph shows the amount of therapy time for each day over the selected report date range. Therapy dates are displayed along the bottom of the graph, while total daily usage times are displayed along the left side of the graph.

The *AHI* graph shows the average number of apneas per night of use. Therapy dates are displayed along the bottom of the graph, while apnea events are displayed along the left side of the graph.

The *Mask Fit* graph shows the value 100 - %Large Leak for each day across a specified time range. %Large Leak is the percentage of time that the mask leak was so high that it was no longer possible for the device to identify respiratory events with statistical accuracy.


### 12.3.3 Saving the Therapy Report

To save the Therapy Report after it displays on the screen, tap the PDF icon  in the upper right corner of the screen. A PDF will generate and display in a new window. Once the report is

displayed in the new window, tap the Share icon  in the upper right corner of the screen to share the report to other applications or to print the report.

The Therapy Report shall not be used for diagnostic purposes.

## 13. Coaching

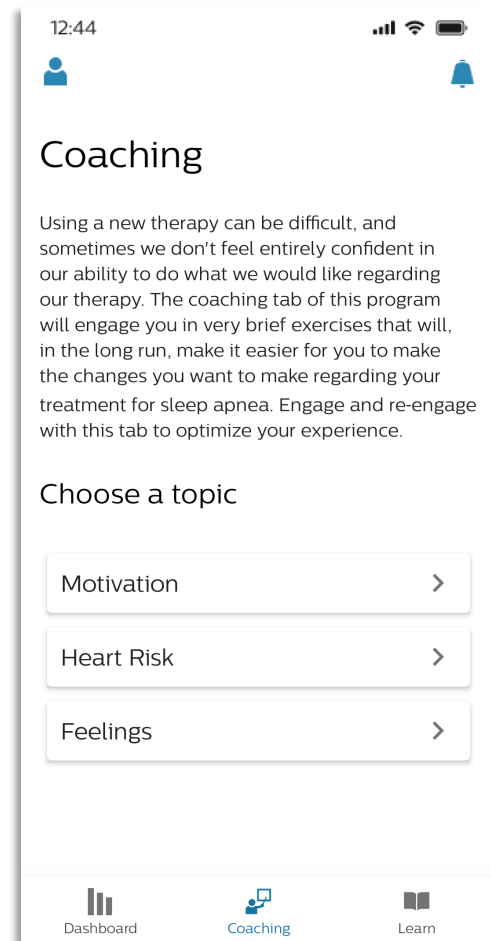
The *Coaching* screen uses brief exercises to evaluate concerns regarding the use of your therapy device. To access the *Coaching* screen, tap the Coaching icon  at the bottom of the screen.

Tap **Motivation**, **Heart Risk**, or **Feelings** to complete the exercises and address therapy concerns.


Tap the **Back** and **Next** buttons at the bottom corners of the screen to navigate through the exercise questions.

When you have completed the exercise, tap the **Finish** button to return to the *Coaching* screen.

As you progress with your therapy, you may wish to revisit these exercises. Tapping the **Edit** button within each exercise will allow you to change your previous answers.



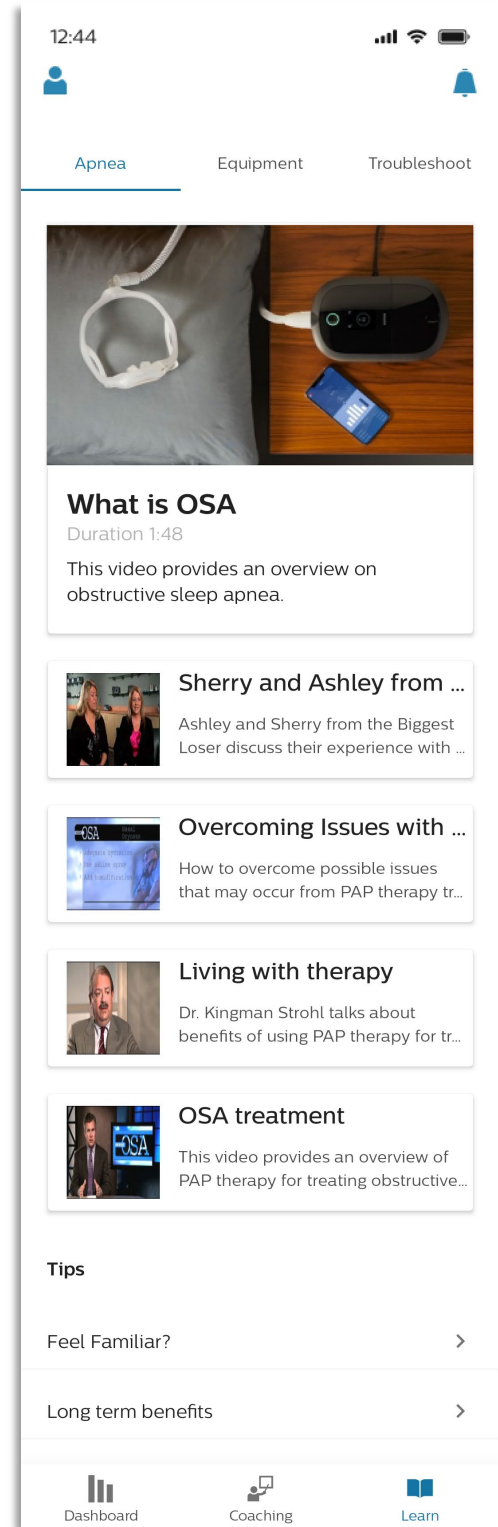
## 14. Learn

The *Learn* screen provides videos and other resources to educate you on sleep apnea, apnea equipment, and equipment troubleshooting. To access the *Learn* screen, tap the Learn icon  at the bottom of the screen.

Tap **Apnea** at the upper left to view educational material about sleep apnea. As you progress in your therapy, videos and links may change to better address your needs.


Tap **Equipment** at the upper center to view guides and videos for device use and fitting, and to view this [DreamMapper User Guide](#).

Tap **Troubleshoot** at the upper right to view corrections for mask fit and discomfort, device pressure settings, equipment issues, and side effects.



## 15. Profile

The *Profile* screen allows you to manage account information, customize device details, and set therapy goals.

To access the *Profile* screen, tap the Profile icon  in the upper left corner of the *Dashboard* screen.

### 15.1 Information and Preferences


The top section of the *Profile* screen allows you to change contact information and DreamMapper preferences. Tap each category to change the listed information.

#### 15.1.1 Name, Contact email, Password, and Phone

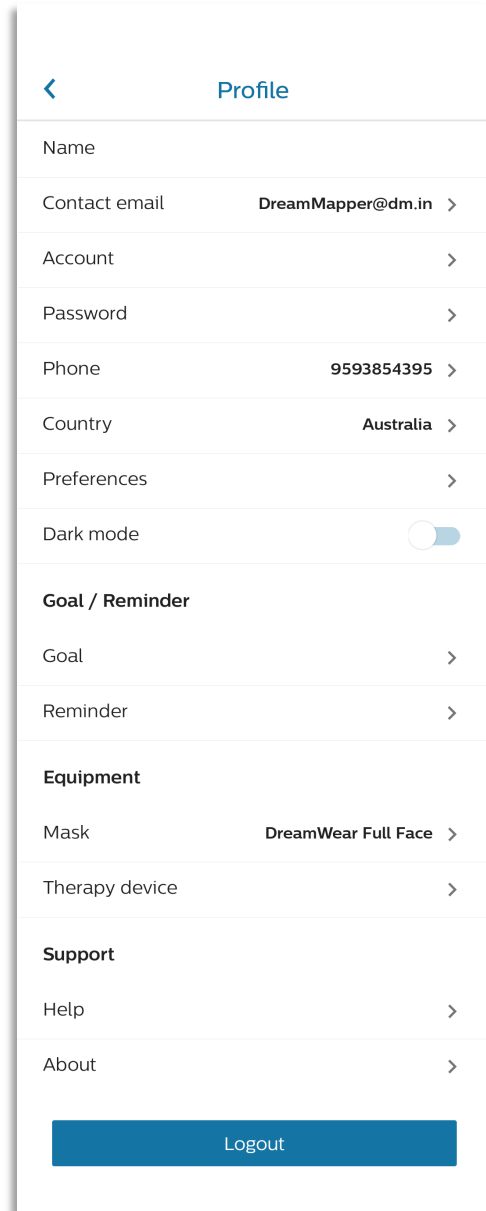
Ensure that the contact information you choose is your preferred location for receiving DreamMapper information and push notifications. Your contact email can be different from the email you use to login to DreamMapper.

#### 15.1.2 Account

To link to your Care Orchestrator patient record, tap **Account**. In the *Care Provider* field, tap the **Link Account** button. Enter the PIN provided by e-mail and tap the **Next** button. The app will validate the PIN and confirm the link. Tap the **Okay** button to return to the *Account* screen.

For security purposes, you may set your password to expire after 90 days. In the *Automatic Password Expiration* field, tap the Toggle icon  to adjust the setting.


The *Account* screen also allows you to delete your DreamMapper account. At the bottom of the *Account* screen, tap the **Delete account** button. At the prompt **Are you sure?** tap **Yes**. After successful account deletion, DreamMapper will return to the *Where do you live?* screen.




### 15.1.3 Country

You will have already set your country during the registration process, but you may make adjustments to this setting if needed. Tap **Country** and then scroll and tap to select your new country of residence.

### 15.1.4 Preferences

Tap **Preferences** to adjust sharing preferences for data, cookies, analytics, and marketing. Tap the Toggle icons  to adjust the settings, then tap the **Done** button. If you want more information about each type of data, tap **What does this mean?** under each section for further details.

### 15.1.5 Dark Mode

To activate or deactivate Dark mode, tap the Toggle icon  to adjust the setting.

## 15.2 Goal / Reminder

The *Goal / Reminder* menu allows you to set therapy goals and reminders.

### 15.2.1 Goal

Tap **Goal** to access the *Goals* screen. There are two types of goals, *Monthly* and *Personal*. Each goal has a progress bar to track progress made towards the goal, as well as numerical values listed in the right corner below the progress bar.

For *Monthly Goal*, you must successfully use the therapy device for 4 (or more) hours per night on 22 (or more) consecutive nights. Tap **Monthly Goal** to access a detailed screen with the goal description and a maximum of three recent goal achievements. This goal cannot be customized.

For *Personal Goals*, there are three options:

**Consecutive days with use**

**Consecutive days with 4+ hours of use**

**Consecutive days with >75% Mask Fit**

Tap any of the personal goals to customize. A detailed screen will display the goal description, previous achievements, and a slider to set a personalized goal. Move the slider to choose a goal, then tap the **Save** button to return to the *Goals* screen.

## 15.2.2 Reminder

Tap **Reminder** to access the *Reminders* screen. There are two types of reminders, *Cleaning Reminders* and *Follow-up Reminder*.

### 15.2.2.1 Cleaning Reminders

Cleaning reminders allow you to set recurring prompts to clean the therapy device accessories. Under *Cleaning Reminders*, there are four reminder fields:

**Mask reminder**

**Humidifier reminder**


**Tubing reminder**

**Device Filters reminder**

Each reminder lists the recommended cleaning frequency. In the middle of each reminder, use the drop-down menu to select the desired reminder frequency and then tap **Done** in the upper right corner of the card. Confirm that the reminder has updated to the desired frequency.

To remove a cleaning reminder, use the drop-down menu to select **None** and then tap **Done** in the upper right corner of the card.

### 15.2.2.2 Follow-up Reminder



Follow-up reminder allows you to set a dated prompt to follow up with a home care provider by appointment. Follow-up appointment(s) may be required by your insurance provider. Under *Follow-up Reminders*, tap the Toggle icon  to activate this reminder. Next, use the drop-down menu to select a date, then tap **Done** in the upper right corner of the card. Confirm that the reminder shows the selected date.

## 15.3 Equipment

The *Equipment* menu allows you to change mask type, adjust or add therapy devices, adjust advanced settings, and connect to Bluetooth.

### 15.3.1 Mask

Tap **Mask** to access the *Mask* screen. The mask chosen during the registration process will be displayed. To change the mask, tap the **Change mask** button on the bottom right side of the card.


Select the appropriate mask type by tapping the radio button  on the left, then tap the **Next** button at the bottom of the screen. Select the appropriate mask model by tapping the radio button  on the left, then tap the **Save** button at the bottom of the screen. DreamMapper will return to the *Profile* screen.

For further information about your specific mask, refer to the instructions for use provided with the mask.


### 15.3.2 Therapy Device

Tap **Therapy device** to access the *Therapy Device* screen. This screen displays the name of your linked therapy device(s), and allows you to add a secondary therapy device. This may be used for backup or travel purposes.

#### 15.3.2.1 Add a device

To add a device, tap the plus sign  on the right side. Add the secondary therapy device by either scanning the QR code with your phone's camera, or by manually entering the therapy DSN (device serial number).

#### 15.3.2.2 Bluetooth setup (manual sync)

To manually pair your therapy device with Bluetooth, tap the name/serial number for your **Primary device** or your **Secondary device**. On the *Primary device* or *Secondary device* screen, tap **Pair this device** under *Actions*. On the *Bluetooth setup* screen, review the on-screen text and the Privacy Notice, then tap the Toggle icon  and the **Continue** button to begin pairing. Adjust your device permissions as needed to allow DreamMapper to access the device location.

If pairing fails, tap **Troubleshoot guide** at the bottom of the screen to be taken to DreamMapper Online Help to work through the process. (You can also access DreamMapper Online Help directly by navigating from Profile > Help > FAQ.) Under DreamMapper Online Help, scroll down to *How do I reset the Bluetooth connection?* and follow the procedure listed. Return to the *Bluetooth setup* screen and tap the **Try again** button to attempt pairing again.

#### 15.3.2.3 Foreground Bluetooth sync (automated sync)

Data sync will automatically begin when a user logs in, when the app is launched, or when the app returns to the foreground on the dashboard screen. This will only work if the therapy device is assigned and paired. Pairing is removed when the app is un-installed and re-installed, which disables both automatic sync and the Refresh icon. Pair the therapy device again to enable data sync.


If the therapy device is updated outside the DreamMapper app, such as by calling Product Support or by your care provider, data sync will not update to include the latest device details until DreamMapper is relaunched from login.

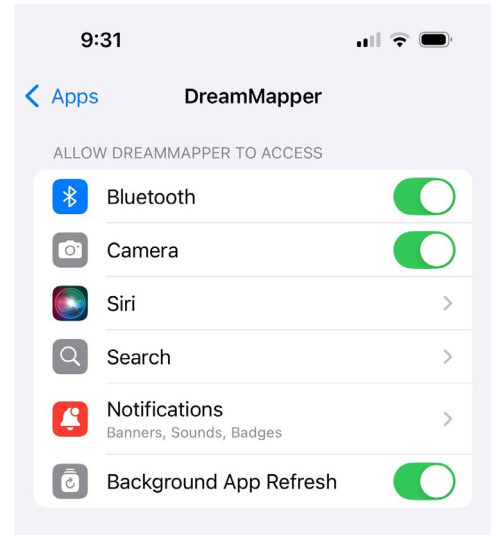
#### 15.3.2.4 Background Bluetooth sync (automated sync)

To automatically pair your therapy device with Bluetooth, adjust your device settings to enable location permissions. The exact method to adjust these settings may vary, based on your device or operating system.

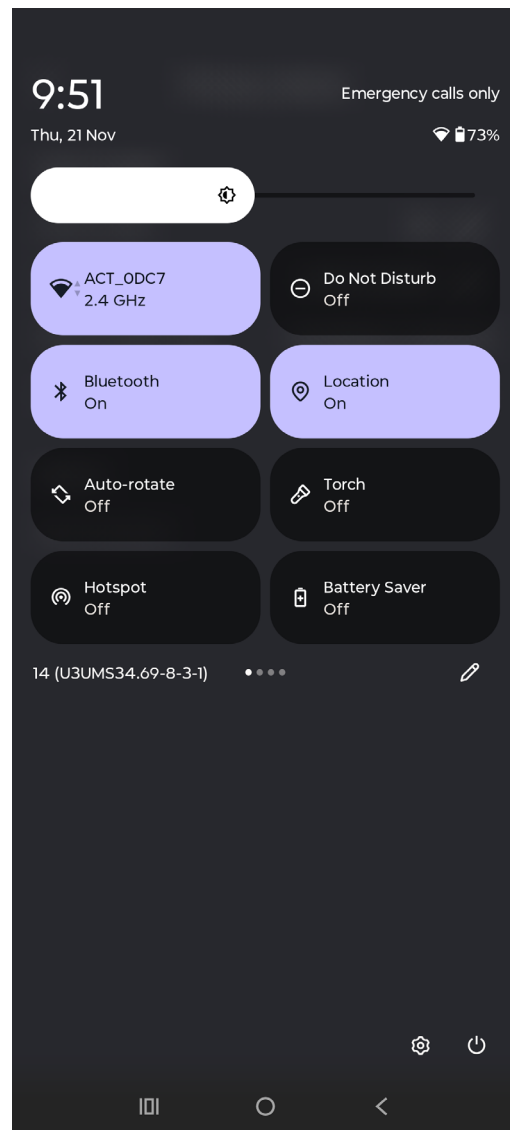
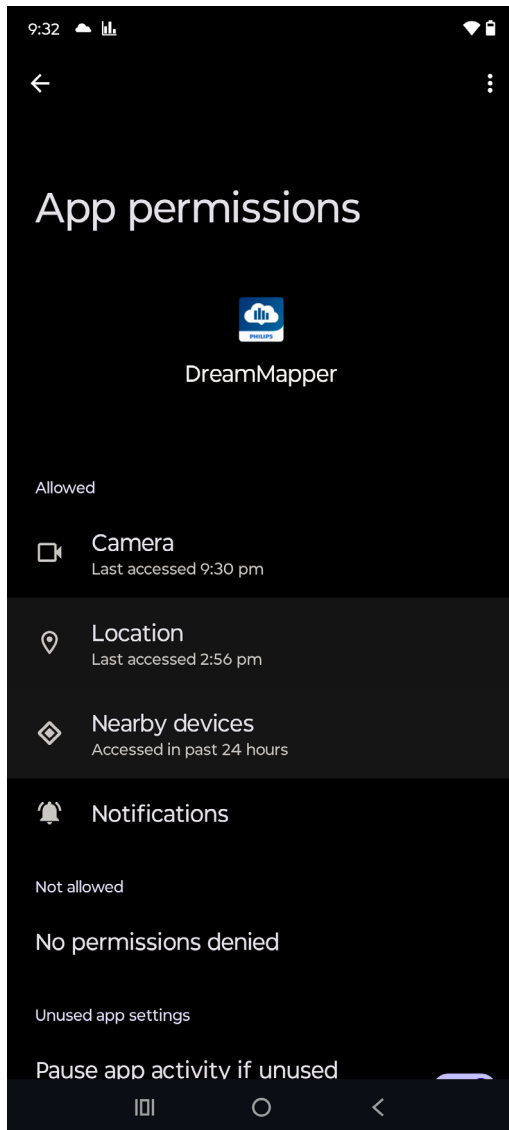
**Note:** Functionality of this feature may be limited by your device or operating system. Background sync on iOS is supported only for DreamStation 2 therapy devices, due to limitations of the iOS operating system. Background sync may not be supported for Android devices manufactured in China.

Last sync will be displayed on the dashboard screen and under Profile > Therapy device > Device name > Last Sync. If background sync appears to have stopped and you do not see updated sync information, manually sync your device using the instructions in the [Bluetooth setup \(manual sync\)](#) section of this user guide.

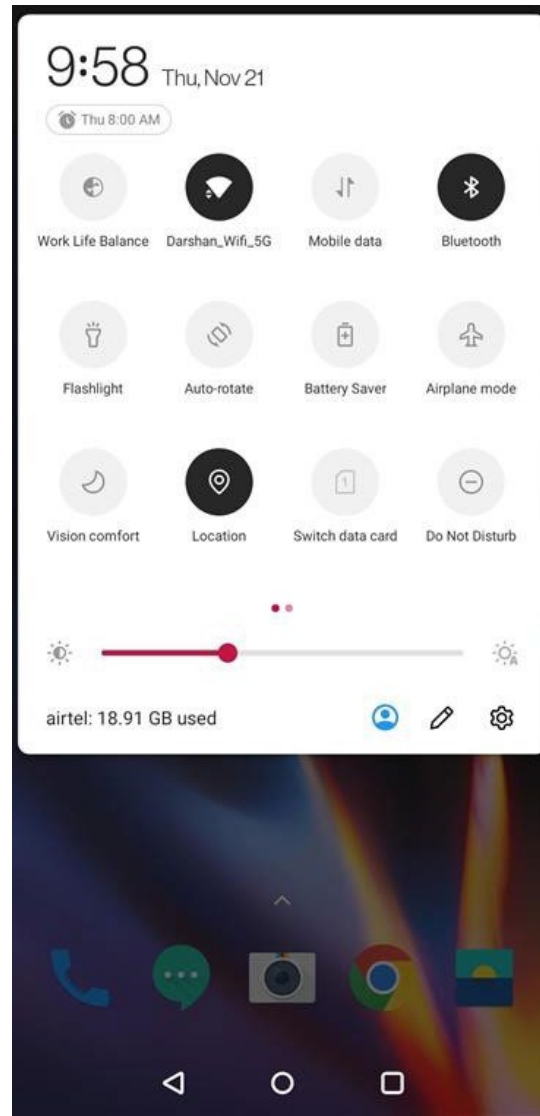
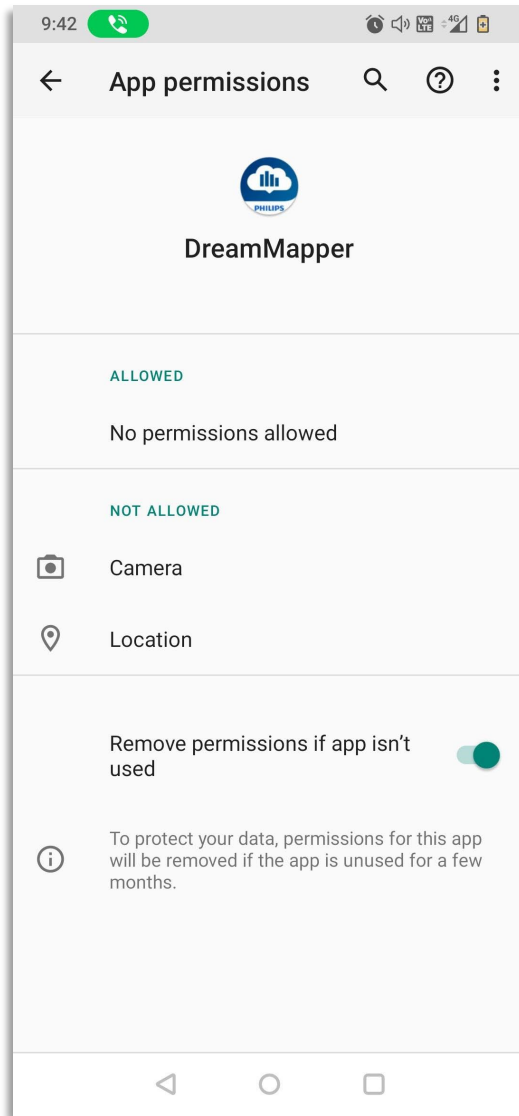
To enable location permissions for automated background Bluetooth sync in iOS, tap the toggle icons  for **Bluetooth** and **Background App Refresh**.



To enable location permissions for automated background Bluetooth sync in Android 13 and newer, tap to turn on **Bluetooth** and **Location**. Enable DreamMapper app permission for **Location** and **Nearby devices**.



To enable location permissions for automated background Bluetooth sync in Android 12 and older, tap to turn on **Bluetooth** and **Location**. Enable DreamMapper app permission for **Location**.



## 15.4 Support

The *Support* menu allows you to find answers to common DreamMapper questions, and to find DreamMapper contact and version information.

### 15.4.1 Help

Tap **Help** to access the *Help* screen. Tap the **FAQ** tab to view a list of frequently asked questions. Tap the down arrow beside each question to view the answer. Tap the **Contact** tab to view contact information for DreamMapper support.


### 15.4.2 About

Tap **About** to access the *About* screen. This screen provides details about the version of DreamMapper you are currently using.

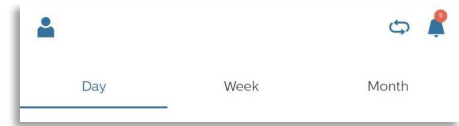
## 15.5 Logout

Tap **Logout** to log out of the DreamMapper application.

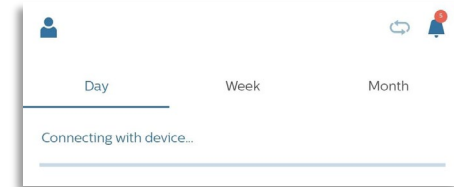
## 16. Refresh

The Refresh icon allows you to manually sync your device without leaving the *Dashboard* screen. To use the Refresh icon, tap the blue Refresh icon  in the upper right corner of the

*Dashboard* screen. If the Refresh icon is gray instead of blue, confirm that your therapy device is assigned to DreamMapper and paired to Bluetooth. The Refresh icon will only be enabled if the therapy device is assigned and paired, otherwise it will be disabled. The Refresh icon will also be disabled if data sync is already in progress.



When sync begins, the Refresh icon will turn gray, and a blue progress bar will appear. Text above the progress bar (called the progress label) will explain each step of the sync process.



If two devices are assigned and paired, refresh will first connect and sync the primary device, then connect and sync the secondary device.



When sync is complete, the blue progress bar will be full, and the Refresh icon will return to blue. The progress label will note if no new data was found since the previous sync, and will also note when the most recent sync occurred.




If sync fails for your primary or secondary device, the progress label will explain the issue and suggest an action. You may need to stand closer to your therapy device, turn on Bluetooth, or perform device pairing again.



## 17. Feed


The *Feed* screen allows you to view customized messages for recommendations, reminders, and errors.

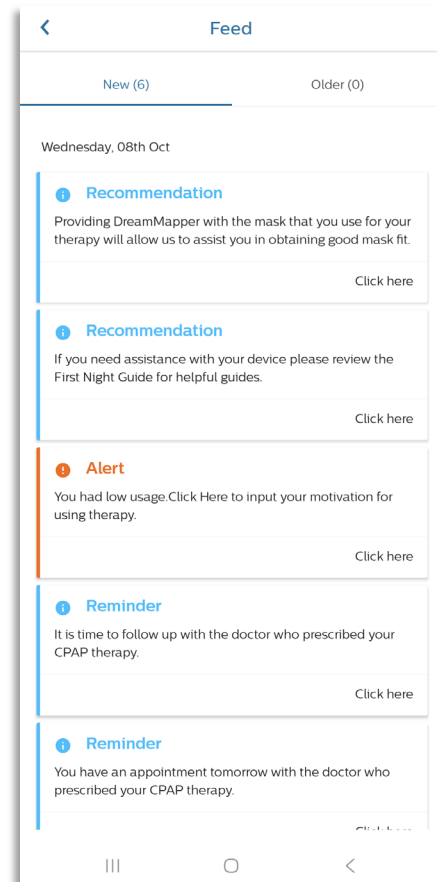
To access the *Feed* screen, tap the Feed icon  in the upper right corner of the *Dashboard* screen. New or unread messages will create a notification badge over the feed icon, shown as a red circle with a number in the middle.

### 17.1 New

Tap the **New** tab to view messages from the past three days. Tapping the action at the bottom of the message, such as **Show Goals** or **Click here**, will take you to the section of DreamMapper that completes the action. Once messages have been viewed, they will automatically move to the **Older** tab after 3 days.

### 17.2 Older

Tap the **Older** tab to view older messages. To delete an individual message under the **Older** tab, tap the Trash icon  on the right side of the message. To delete all messages under the **Older** tab, scroll to the bottom of the feed and tap **Delete all messages**. Confirm **Yes** when the prompt asks if you want to delete all.



## 18. Troubleshooting


Common issues with DreamMapper can be addressed by searching the FAQ, located under Profile > Help > FAQ. For more advanced assistance, use the DreamMapper support contact information for your location, located under Profile > Help > Contact.

Issue	Why it happened	What to do
DreamMapper gives a “not able to connect” message.	You may have revoked permissions for “Location” or “Nearby device” at the device level.	Quit and reopen DreamMapper. If the problem persists, examine your device permissions.
DreamMapper does not accept the entered Device Serial Number during registration.	The Device Serial Number is incorrect due to invalid format or incorrect characters.	Verify the entered Device Serial Number and try again.
	Device Serial Number is valid, but is not registered with DreamMapper.	Contact Product Support to register your Device Serial Number.
	Device is already assigned to an existing patient.	Contact Product Support to have your device reassigned.
The feed shows both successful and failed efforts to sync data.	The “New” tab on the <i>Feed</i> screen was not cleared in between sync efforts.	Because messages are displayed in the order in which they are received, you may see multiple messages regarding the status of DreamMapper’s data sync. The top-most message will display your data’s current sync status, while similar messages lower in the feed show previous sync status.

<p>The therapy device could not be paired successfully.</p>	<p>The therapy device has reached its maximum limit of paired mobile devices, preventing it from connecting to a new one.</p>	<p>Remove the existing paired mobile devices from the therapy device to make a new pairing.</p>
<p>DreamMapper shows repeated sync failure for users with a secondary device that is not used often.</p>	<p>DreamMapper will attempt to sync with all paired devices during each sync cycle.</p>	<p>If you wish to retain secondary device pairing for intermittent use, ignore secondary device sync failure when secondary device is not in use.</p>
		<p>If you wish to remove secondary device pairing, contact Product Support.</p>
<p>Data sync is not working and the <i>Dashboard</i> screen is showing an error.</p>	<p>Therapy device may be turned off.</p>	<p>Turn on therapy device and verify that it is nearby. If the app still fails to connect with the therapy device, clear the Bluetooth pairing from the phone settings and from the therapy device, then initiate pairing again.</p>
	<p>Therapy device may be located too far away.</p>	
	<p>Pairing has been cleared, either in the mobile device, or from therapy device bluetooth settings.</p>	



DreamMapper Web	<b>LOT</b>	3.3.1	<b>REF</b>	1128262	<b>UDI</b>	(01) 00606959070431 (10) 3.3.1
DreamMapper Mobile App iOS	<b>LOT</b>	3.3.1	<b>REF</b>	1128264	<b>UDI</b>	(01) 00606959070448 (10) 3.3.1
DreamMapper Mobile App Android	<b>LOT</b>	3.3.1	<b>REF</b>	1128265	<b>UDI</b>	(01) 00606959070455 (10) 3.3.1

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