

DreamMapper User Guide 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. New Features: General user interface improvements, light and dark mode for APAC, greeting card carousel for APAC, update contact details (separate from log-in information) for APAC
- b. Corrected Errors or Faults: Resolved minor defects which impact user experience, reminder mails displaying in an incorrect language, DM reports calculating incorrectly due to inclusion of current date, Bluetooth® therapy uploads in Care Orchestrator missing serial number and device model, Bluetooth® pairing issue
- c. Impact on Safety and/or Security: No change
- d. Updates in Identification: Software version identification changed to version 3.1
- e. Updates in Accompanying Documents: IFU updated to describe new features, to reflect changes to user interface, and to correct typographical errors

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	
LOT	Batch code: Indicates the manufacturer's batch code so that the batch or lot can be identified.	
UDI	Unique Device Identifier : Indicates the Unique Device Identifier information.	
REF	Catalog number: Indicates the manufacturer's catalog number so that the medical device can be identified.	
	Manufacturer: Indicates the medical device manufacturer.	
ĺ	Operator's manual; operating instructions: Indicates that the operating instructions should be considered when operating the device.	
∧∽∽∫ cc	 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. Note: 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 <u>www.dreammapper.com</u> 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.

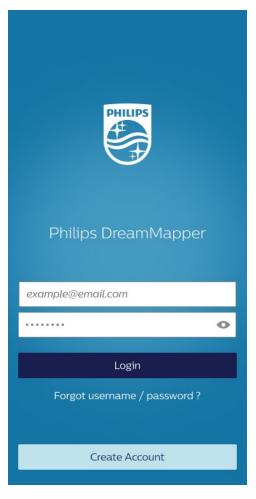
Your country of residence can also be changed

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.

Where do you live?
C e.g. United States X
Argentina
Australia
Austria
Bahrain
Belgium
Bolivia
Brazil
Canada
Chile
China Hong Kong
China Taiwan
Colombia
Costa Rica
Czechia

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)

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.

<	Register
Name	
First name	÷.
Last name	*
Contact i	nformation
Email*	
Confirm e	mail*
Phone	
Country	
India	-
DSN (Dev	rice Serial Number)
Enter num	ber O
	erstand and accept the <u>Terms and</u> itions.
in the accou view assist thera <u>Privac</u> on wi how The <u>F</u> inforr Drear my p	e for my personal data to be processed e DreamMapper App for creating my unt and user profile and to provide a of usage of my therapy device (s) to r me with complying with my sleep py goals. Please review the attached <u>cv Notice</u> for more detailed information nat personal data we process and we use data to provide you services. <u>Privacy Notice</u> can provide you nation on how we use data to provide mMapper services to you. I agree that ersonal data can be processed to create count and user profile.



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 *cording 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.

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

U to adjust the setting.

12. Dashboard

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

12.1 Greeting Card

On the dashboard, 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 log in.

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.

12:44		ա 🗢 🖿
4		Φ 🖡
Day	Week	Month
Welcome	Morning U	
May 7th - 8th		
AHI 15 Events		6.4
Usage Last session	7h	45m
Mask fit _{Great !}		87%
	with your do or relatives.	report privately F of your data poctor, coach
Dashboard	Coaching	Learn

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**.

4		Ŗ
Day	Week	Month
	ood Afternooi ome to DreamMa	
Oct 27 - Oct	28	
AHI 20 events		6.4
10 6 2 Obstructe airway apn		Hypopnea
		Details
Usage Last sessio	_{2n} 7h 4	45m
Mask f _{Great !}	ît	87%
Dashboard	Coaching	Learn

12.3 Therapy Report Card

At the bottom of the dashboard, 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

AHI 15 Events		6.4
Mask fit _{Great}		87%
	Create a P therapy re Securely & priv PDF of your da doctor, coach o	port ately share a ata with your
Dashboard	Coaching	Learn

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
Date Range	Date range of downloaded patient data.
Device Serial Number	The serial number for the device for which the Therapy Report was generated.
Device Model Name	The associated device model name.

Label	Definition
Days with Device Usage	Total days the patient received device therapy.
Days without Device Usage	Total days the patient received no device therapy.
Percent Days with Device Usage	Total days the patient received device therapy divided by the total days in the date range.
Cumulative Usage	Total hours the patient received device therapy.
Maximum Usage (1 Day)	Longest device therapy session.
Average Usage (All Days)	Total hours the patient received device therapy divided by the total days in the date range.
Average Usage (Days Used)	Total hours the patient received device therapy divided by the total days with device usage.
Minimum Usage (1 Day)	Shortest device therapy session.
Count of Days with Usage >=4 Hours	Number of days with greater than or equal to 4 hours of therapy.
Percent of Days with Usage >=4 Hours	Percent of days with greater than or equal to 4 hours of therapy.
Count of Days with Usage >=6 Hours	Number of days with greater than or equal to 6 hours of therapy.
Percent of Days with Usage >=6 Hours	Percent of days with greater than or equal to 6 hours of therapy.
Percent of Days with Usage < 4 Hours	Percent of days with less than 4 hours of therapy.
Total Blower Time	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 IPPF 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.

2 Coaching Using a new therapy can be difficult, and sometimes we don't feel entirely confident in our ability to do what we would like regarding our therapy. The coaching tab of this program will engage you in very brief exercises that will, in the long run, make it easier for you to make the changes you want to make regarding your treatment for sleep apnea. Engage and re-engage with this tab to optimize your experience. Choose a topic Motivation > Heart Risk > Feelings > 9 llı. Dashboard Coaching Learn

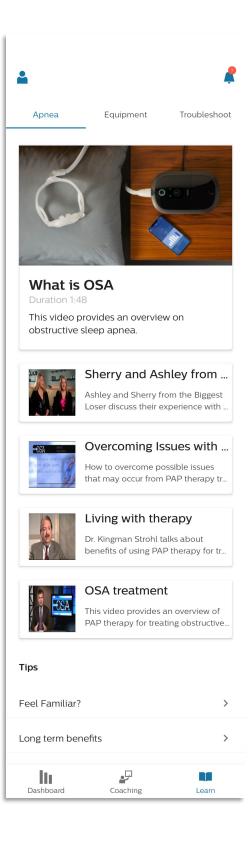
14. Learn

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 log in 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. < Profile Name Contact email DreamMapper@dm.in > Account > Password > Phone 9593854395 Country Australia Preferences > Dark mode Goal / Reminder Goal > Reminder 5 Equipment Mask DreamWear Full Face Therapy device > Support Help > About 5 Logout

The app will validate the PIN and confirm the link. Tap the **Okay** button to return to the *Account* screen.

Note: Manual link is not supported in Hong Kong, India, Myanmar, Philippines, Singapore, South Korea, Taiwan, or Thailand. The link to CO is not supported in Japan.

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

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,

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 Background Bluetooth sync (automated sync)

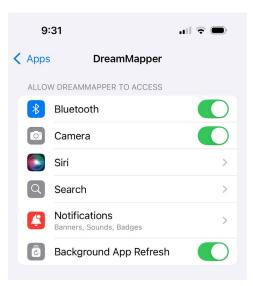
To automatically pair your therapy device with Bluetooth, adjust your device settings to enable location permissions. The exact method to adjust these settings may vary, based on your device or operating system.

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.

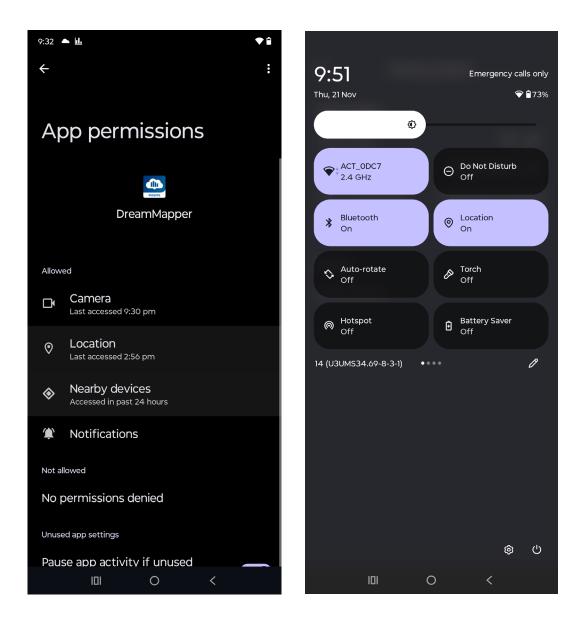
DreamMapper will communicate the status of background sync operation through Feed notifications, detailed in the Feed section of this user guide. You can also verify sync status by checking the time stamp at Profile > Therapy device > Device name > Last Sync. If background sync appears to have stopped 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

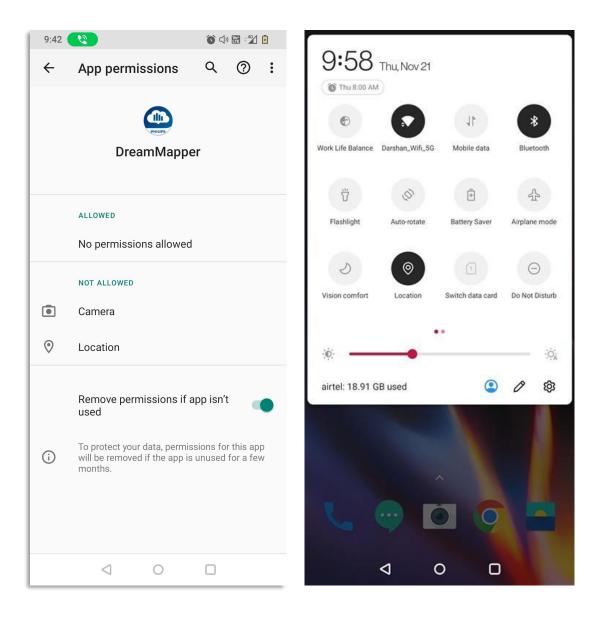
toggle icons for **Bluetooth** and **Background App Refresh**.



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. 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.

16.1 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.

16.2 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

	New (6)	Older (0)
	New (0)	
riday	, 25th Oct	
0	Recommendatio	n
that	you use for your	oper with the mask therapy will allow us ning good mask fit.
		Click here
0	Reminder	
the		ment next week with cribed your CPAP
		Click here
0	Data Sync	
	r device has succ a from your sleep	essfully updated your therapy device.
0	Recommendatio	n
plea		e with your device st Night Guide for

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.

17. Troubleshooting

Issue: DreamMapper is giving a "not able to connect" message.

Cause: You may have revoked permissions for "Location" or "Nearby device" at the device level.

Solution: Quit and reopen DreamMapper. If the problem persists, examine your device permissions.

Issue: DreamMapper is not accepting the entered Device Serial Number during registration.

Cause 1: The Device Serial Number is incorrect due to invalid format or incorrect characters.

Solution 1: Verify the entered Device Serial Number and try again.

Cause 2: Device Serial Number is valid, but is not registered with DreamMapper.

Solution 2: Contact support to register your Device Serial Number.

Cause 3: Device is already assigned to an existing patient.

Solution 3: Contact support to have your device reassigned.

Issue: The feed is showing both successful and failed efforts to sync data.

Cause: The "New" tab on the Feed screen was not cleared in between sync efforts.

Solution: 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.

Issue: Three or more mobile devices are paired with a single therapy device, which prevents a new mobile device from being paired with the therapy device.

Solution: Remove the existing paired mobile devices from the therapy device to make a new pairing.

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.



DreamMapper Web	LOT	3.1.0 REF 1128262 UDI (01) 00606959070431 (10) 3.1.0
DreamMapper Mobile App iOS	LOT	3.1.0 REF 1128264 UDI (01) 00606959070448 (10) 3.1.0
DreamMapper Mobile App Android	LOT	3.1.0 REF 1128265 UDI (01) 00606959070455 (10) 3.1.0

Respironics Inc. 1001 Murry Ridge Lane Murrysville, PA 15668 USA

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