

US ENGLISH



myAir™

User Guide

About myAir™

myAir is a mobile medical device and self-management application to support you throughout your sleep and respiratory health journey by providing education, enabling home sleep apnea testing, and providing encouragement to start and continue therapy. With myAir and a compatible Resmed device, you can:

- create and manage your account profile, including therapy equipment information.
- view personal therapy usage data from your compatible Resmed device, including usage hours, mask on/off, mask seal, events per hour, and, if available, your myAir score (myAir score is available for Air10™ and Air11™ PAP devices only).
- view informational and coaching articles and videos to supplement your prescribed treatment (for example, using your device, mask fitting, cleaning tips and reminders).
- view help and support information for the myAir app.
- access Personal Therapy Assistant, which provides a step-by-step device setup tutorial for Air11 Positive Airway Pressure (PAP) and non-invasive ventilation (NIV) respiratory device users. You can also control the device via Bluetooth® wireless technology connection to simulate therapy before using your prescribed therapy settings with pre-determined, scaled inspiratory pressures for PAP devices and inspiratory and expiratory pressures for respiratory devices, known as **Test Drive**.
- control your Air11 PAP device comfort settings and remotely operate your device from the myAir app using Bluetooth technology (available for Air11 CPAP devices only).
- pair with a compatible NightOwl™ home sleep apnea test (HSAT) device over Bluetooth to record and upload sleep test data for diagnostic use by your healthcare provider.



Note

- Not all features are available with all device models or in all markets.



CAUTION

In the US, Federal law restricts this device to sale by or on the order of a physician.

Indications for use

The myAir app is indicated for patients:

- prescribed with a compatible Resmed Air11 PAP or NIV device to simulate therapy prior to using their device with their prescribed settings.
- prescribed with a compatible Resmed Air11 PAP device to configure their settings to support therapy. It is an optional software accessory to allow patients to acclimate to and operate their therapy device.
- prescribed with a NightOwl wearable device to provide the user interface to operate the connected device and aid in the home sleep apnea testing process.

The device is intended for home and hospital use for:

- new and existing patients of Resmed Air10 and Air11 PAP and NIV therapy devices and
- new users who are prescribed a compatible NightOwl home sleep apnea test (HSAT).

Intended use

The myAir mobile application is a patient-centric platform intended for the following:

- Simulate therapy on a prescribed compatible Resmed Air11 PAP or NIV device before using their device with their prescribed settings.
- Configure their settings on a compatible Resmed Air11 PAP device to support therapy. It is an optional software accessory to allow patients to acclimate to and operate their therapy device.
- Self-tracking therapy usage data and receiving coaching (e.g., educational videos, tips) in a personal home or clinical setting.
- Connectivity and recording on/off operation of a prescribed compatible NightOwl device and transfer NightOwl diagnostic test data to the NightOwl cloud computing platform for subsequent processing by the NightOwl software.



Note

- Certain myAir features and device compatibility may not be available in all countries.

Clinical benefits

The myAir app is a patient engagement application that supports patients in managing their respiratory or Sleep-Disordered Breathing (SDB) condition. The myAir app provides patients with educational tools and allows patients to track their therapy data. For clinical benefits related to the NightOwl system, see the NightOwl accompanying documentation.

System requirements

- iOS™ 18.0 and later
- Android™ 11.0 and later.

Compatible Resmed devices



Note

- Not all compatible devices are available in all regions.
- Bluetooth technology features related to therapy are only available for Air11 devices.

Therapy devices

PAP devices

- AirSense 11 models
- AirCurve 11 models

- AirSense 10 models¹
- AirCurve 10 models¹

NIV respiratory devices

- AirCurve 11 ST models
- AirCurve 11 ST-A models

Compatible Resmed home sleep apnea test devices

- NightOwl Mini

Security

Built-in security features, steps you take to protect your smart device against malware, and keeping up with software and firmware updates all help to safeguard your privacy, protect your smart device and ensure optimal performance.

The myAir app uses security features to help protect your privacy and prevent unauthorized access to your data. Security features include:

- Unique keys for Bluetooth pairing
- Application-level encryption for the transmission of data, in addition to Bluetooth security
- Data encryption
- Automatic email notification if there is suspicious authentication activity on your account

Protecting your smart device against malware helps keep your personal information and sleep data safe and secure. Resmed recommends the following:

- Use a strong account password and do not share it with anyone else.
- Enable personal identification number (PIN) or fingerprint security on your smart device. Refer to your smart device user instructions for information on enabling either feature.
- Avoid unsafe modification of the smart device's operating system.
- Consider enabling remote data wipe on your smart device. Remote data wipe is a function available on your smart device for remotely erasing personal data in the event that your device is lost or stolen. Refer to your smart device user instructions for information on enabling this feature.
- Keep your operating system and myAir application up to date with security patches.

If not already notified by your operating system, app store, or myAir itself, check your app store for new versions of myAir available for download. If there is a critical security patch, myAir may automatically update if permitted in your settings. Using the latest version of myAir ensures that your data is secure.

¹Air10 platform devices do not directly connect to or directly exchange data with the myAir app. The myAir app accesses therapy data indirectly through Resmed's secure cloud database.

Getting started for a home sleep apnea test

Setting up Bluetooth connection with the NightOwl device

If you are a first-time myAir user for sleep testing:

1. In the myAir app, select your device, and tap **NightOwl Mini**.
2. Follow the prompts on the app to activate your test.
3. Once activated, in the sleep testing dashboard, tap **Go to setup instructions**.
4. Follow the prompts on the app to complete the Bluetooth connection. Ensure that you give permission for myAir to access your Bluetooth connection. Once connected, you will see the **Connected** status on screen while you're setting up your test.

If you have already activated your test in myAir:

1. In the sleep testing dashboard, tap **Go to setup instructions**.
2. Follow the prompts on the app to complete the Bluetooth connection. Ensure that you give permission for myAir to access your Bluetooth connection.
3. Once connected, you will see the **Connected** status on the screen while setting up your test.

To exit the Bluetooth connection page:

- Tap the back arrow on the top left of the screen until you arrive at the myAir dashboard.

Starting/stopping a home sleep apnea test with the NightOwl device

For attaching and positioning the NightOwl device, use the instructions in the myAir App or refer to the NightOwl device user guide.

Starting and stopping the recording:

1. When you're ready, tap **Start recording**.
The screen will update to a **Goodnight** message and a button to stop recording.
2. Record your whole night's sleep to ensure enough information is collected about your sleep.
3. When you start recording, you may then lock your smartphone and leave it at your bedside. Ensure that it is plugged into power. It is important to keep your smartphone within six feet of your bed whilst you sleep. This is to ensure the NightOwl device remains connected to your smartphone and enables the sleep test to be conducted.
4. If you need to go to the bathroom, do not remove the NightOwl device or stop the recording. There is no further action required when you go back to bed. The device may disconnect, but as long as you return near to your smartphone at your bedside it will automatically reconnect and continue recording.
5. If you tap **Stop recording** before the minimum number of hours that your provider has set, we will ask you to confirm cancelling the test, as we will not have sufficient data to conduct the test.
6. When you wake up, unlock your smartphone and tap **Stop recording**. You will see the sleep testing dashboard screen and a processing status message to indicate that your test is being uploaded. This could take a few seconds.
7. After the upload, the test will be processed in our systems and you can continue with your day, using your smartphone as you wish. You will receive a notification when the processing has been completed. You will be informed on whether your test night has succeeded or failed.

Adding a new home sleep apnea test with the NightOwl device

If you are currently on therapy and need to complete additional sleep testing, you can add a new home sleep apnea test to myAir without disrupting your ongoing therapy experience.

1. In the myAir app, from the **Equipment** tab, tap the top-right icon next to **My equipment**.
2. Tap **Add new sleep test**.
3. Tap **Add** to add your NightOwl device.
4. Follow the prompts on the app to activate your test.

Getting started for therapy

Setting up Bluetooth connection with Air11 PAP or NIV devices

Make sure your Air11 device is powered on. For instructions on how to set up and power on your device, refer to the Air11 user guide.

If you are a first-time myAir user:

1. In the myAir app, follow the prompts on the app to create an account.
2. To select your device, tap **Air11**.
3. Follow the prompts on the app to complete the Bluetooth connection.

If you have an existing myAir account:

1. In the myAir app, tap the **Equipment** tab.
2. Tap **Pair Bluetooth**.
3. Follow the prompts on the app to complete the Bluetooth connection.

The Air11 device is now connected to the myAir app. The Bluetooth connection symbol appears on the Air11 device status bar to confirm the connection between the device and the smartphone. Tap **Done** to finish.

Disconnecting Bluetooth

1. In the myAir app, tap the **Equipment** tab.
2. Tap **Update machine**.
3. Tap **Disconnect**.
4. To exit the page, tap the back arrow icon.

Test Drive



Caution

Test Drive is not a therapy mode and does not change your prescribed settings. During Test Drive, the device may deliver pressures that are higher or lower than your prescribed therapy settings.

Test Drive is designed for new users to help them experience what therapy feels like and become acclimated to using their device.

Starting/stopping therapy on Air11 CPAP devices

To use Test Drive, you need an active Bluetooth connection between your smartphone and your device.

To end Test Drive, press the **Start Therapy/Standby** button on your machine or disable the Bluetooth connection on your phone.

For PAP devices, Test Drive introduces therapy starting at a low pressure (4 cmH₂O) and allows progression to higher pressures (e.g., 7 and 10 cmH₂O). Pressure increases are not automatic. You choose when to progress with pressure increases.

For NIV respiratory devices, Test Drive exhalation pressure is a low (4 cmH₂O) pressure for both the 4 and 7 cmH₂O inhalation pressures. Then the exhalation pressure increases to 5 cmH₂O with the 10 cmH₂O inhalation pressure. Pressure increases are not automatic. You choose when to progress with pressure increases.

You can only use Test Drive for a maximum of 45 minutes. After this time, the device automatically returns to your prescribed therapy settings.

1. In the myAir app, tap **Coaching**.
2. Tap **Library**.
3. Tap **Test Drive**.
4. Tap the **Let's go** button.
5. Follow the on-screen prompts, Test Drive will slowly introduce you to higher pressure.

Starting/stopping therapy on Air11 CPAP devices

If you have an Air11 CPAP device, you can start and stop therapy from the myAir app. Make sure you have an active Bluetooth connection. If the Bluetooth connection is inactive, see [Setting up Bluetooth connection with Air11 PAP or NIV devices](#).

To start therapy

1. Fit your mask.
2. In the myAir app, from the **Dashboard** or from the **Equipment** tab, tap **Therapy control**.
3. Tap the **start/stop therapy** icon.

To stop therapy

1. Remove your mask.
2. In the myAir app, from the **Dashboard** or from the **Equipment** tab, tap **Therapy control**.
3. Tap the **start/stop therapy** icon.

Smart Comfort settings

If you are a new myAir user, you can begin your therapy journey with comfort settings tailored to you. Apply Smart Comfort to try our recommendations to support a more comfortable experience.



Note

You must apply your Smart Comfort recommendations within 48 hours after your first night of therapy on myAir or this feature will be removed from myAir.

If you apply them, you can access this feature at anytime from the **Equipment** tab > **My options** > **Smart Comfort**.

Apply Smart Comfort settings

You can use all the suggested comfort settings or adjust any of them to suit your needs. When you make changes, Smart Comfort turns off and keeps only the settings you didn't change.

1. In the myAir app, from the **Equipment** tab, tap **Therapy control** > **My options**.
2. From the **Smart Comfort** section, tap **On**.
3. On the **Your recommendation** screen, tap **Apply**.

Restore your previous comfort settings

If your therapy doesn't feel comfortable, you can turn Smart Comfort off to switch back to your original settings.

1. In the myAir app, from the **Equipment** tab, tap **Therapy control** > **My options**.
2. From the **Smart Comfort** section, tap **Off**.

Personalizing therapy comfort for Air11 CPAP devices

Your healthcare provider can set up your device for your needs, but you may want to make personalized adjustments to make your therapy more comfortable. You can view and adjust certain comfort settings for functions, such as Ramp Time, Climate Control and Pressure Relief. To view and change comfort settings, you require an active Bluetooth connection to your Air11 CPAP device. If the Bluetooth connection is inactive, see [Setting up Bluetooth connection with the Air11 device](#).



Note

Not all functions are available in all regions. Functions vary based on therapy mode.

Setting Ramp Time

Ramp time is the period during which the pressure increases from a low start pressure to the prescribed treatment pressure. You can set Ramp Time to **Off**, **5** to **45** minutes (in 5-minute increments), or **Auto**.

1. In the myAir app, from the **Dashboard** or from the **Equipment** tab, tap **Therapy control**.
2. Tap **My options**.
3. Tap **Ramp Time**.
4. Tap the preferred setting.
5. Tap **Apply changes**.

Setting Climate Control

Climate Control is used for the ClimateLineAir 11 heated breathing tube that delivers air to a compatible mask. When used with the device humidifier tub, ClimateLineAir 11 heated air tubing allows you to use the Climate Control feature.



Note

- This feature is only available if a ClimateLineAir11 tube is connected to your device.
- Not all types of air tubing are available in all regions.

Climate Control is designed to make therapy more comfortable by enabling constant temperature and maintaining humidity. This feature:

- delivers comfortable humidity level and temperature during therapy
- maintains the set temperature and relative humidity during sleep to prevent dryness in the nose and mouth
- can be set to either **Auto** or **Manual**

Auto setting

Auto is the recommended and default setting. It is designed to make therapy as easy as possible so there is no need to change the temperature or humidity settings.

- Sets the tube temperature to Auto (80°F/27°C). If the air in the mask is too warm or too cold, you can adjust the tube temperature to anywhere from 60 to 86°F (16 to 30°C) or turn it off completely
- Adjusts the humidifier output to maintain a constant, comfortable humidity level of 85% relative humidity
- Protects against rainout (water droplets in the heated air tubing and mask).

Manual setting

Manual is designed to offer more flexibility and control over settings and offers the following:

- Temperature and humidity can be adjusted to find the most comfortable setting
- Temperature and humidity level can be set independently
- Rainout protection is not guaranteed. If rainout does occur, first try increasing the tube temperature
- If the air temperature becomes too warm and rainout continues, try decreasing the humidity.



Note

If Climate Control is set to **Manual**, the **Auto** Tube Temperature setting is not available.

1. In the myAir app, from the **Dashboard** or from the **Equipment** tab, tap **Therapy control**.
2. Tap **My options**.
3. Tap **Climate Control**.
4. Tap **Auto** or **Manual**.
5. Tap **Apply changes**.

Setting Humidity Level

The humidifier moistens the air and is designed to make therapy more comfortable.

- If you are getting a dry nose or mouth, turn up the humidity.
- If you are getting any moisture in your mask, turn down the humidity.
- You can set the Humidity Level to **Off** or between **1** and **8**, where 1 is the lowest humidity setting, and 8 is the highest humidity setting.

1. In the myAir app, from the **Dashboard** or from the **Equipment** tab, tap **Therapy control**.

2. Tap **My options**.
3. Tap **Humidity Level**.
4. Tap the preferred setting.
5. Tap **Apply changes**.

Setting Tube Temperature

The Tube Temperature **Auto** setting is only relevant when using the Climate Control **Auto** setting. If Climate Control is set to **Manual**, Auto set temperature is not a valid selection.

1. In the myAir app, from the **Dashboard** or from the **Equipment** tab, tap **Therapy control**.
2. Tap **My options**.
3. Tap **Tube Temperature**.
4. Tap the preferred setting.
5. Tap **Apply changes**.

Selecting Tube

Tube is used for the SlimLine™ or Standard non-heated breathing tube used with your device.



Note

This feature is not available if a ClimateLineAir11 tube is connected to your device.

1. In the myAir app, from the **Dashboard** or from the **Equipment** tab, tap **Therapy control**.
2. Tap **My options**.
3. Tap the tube type used with your machine.
4. Tap **Apply changes**.

Turning on/off Expiratory Pressure Relief (EPR)

When Expiratory Pressure Relief (EPR) is enabled, you may find it easier to breathe out. This setting can help you get used to therapy.

1. In the myAir app, from the **Dashboard** or from the **Equipment** tab, tap **Therapy control**.
2. Tap **My options**.
3. Tap **Pressure Relief**.
4. Tap to turn it on or off.
5. Tap **Apply changes**.

Setting the Expiratory Pressure Relief Level

The Expiratory Pressure Relief (EPR) Level determines the extent of pressure relief during exhalations. When EPR is turned **On**, you can set this from Level 1 to Level 3, representing the reduction in pressure in 1 cmH₂O increments. The EPR Level cannot be adjusted when EPR is turned **Off**.

1. In the myAir app, from the **Dashboard** or from the **Equipment** tab, tap **Therapy control**.
2. Tap **My options**.
3. Tap **Pressure Relief Level**.
4. Tap the preferred setting.
5. Tap **Apply changes**.

Setting the Start Pressure value

This is the Start Pressure if **Ramp Time** is enabled. You can select a start pressure value at or below the current value (minimum 4 cmH₂O).

1. In the myAir app, from the **Dashboard** or from the **Equipment** tab, tap **Therapy control**.
2. Tap **My options**.
3. Tap **Start Pressure**.
4. Tap the preferred setting.
5. Tap **Apply changes**.

Setting AutoSet Response

AutoSet Response changes how gradually pressure increases during therapy. You can set AutoSet Response to **Standard** or **Soft**. If you wake up frequently during the night, try turning **Soft** on.

1. In the myAir app, from the **Dashboard** or from the **Equipment** tab, tap **Therapy control**.
2. Tap **My options**.
3. Tap **AutoSet Response**.
4. Tap the preferred setting.
5. Tap **Apply changes**.

Turning on/off SmartStart™

When SmartStart is enabled, therapy starts automatically when you breathe into your mask.

1. In the myAir app, from the **Dashboard** or from the **Equipment** tab, tap **Therapy control**.
2. Tap **My options**.
3. Tap **SmartStart**.
4. Tap to turn it on or off.
5. Tap **Apply changes**.

Turning on/off SmartStop

When SmartStop is enabled, therapy stops automatically after a few seconds when you remove your mask.

1. In the myAir app, from the **Dashboard** or from the **Equipment** tab, tap **Therapy control**.
2. Tap **My options**.
3. Tap **SmartStop**.
4. Tap to turn it on or off.
5. Tap **Apply changes**.

myAir score for PAP devices

If you have an Air10 or Air11 PAP device, myAir calculates your score by analyzing your nightly therapy data. The higher your score, the better. You get points based on the following four key categories.

Usage hours

The point system for usage is calculated in hours and minutes. If you use your therapy for 1 hour you get 10 points, or for 2.3 hours (2 hours, 18 minutes) you get 23 points. The more time you use your therapy, the more points you receive, up to a maximum of 70 points.

Mask seal

The better your mask seal, the more points you get. This category can help you know if you need to adjust or change your mask to get a better fit. If your mask seal is poor, it can affect your comfort and the quality of your treatment. Your score reduces as your mask leak increases. You can get up

Mask fitting issues

to 20 points for minimal mask leak, 10 to 15 points for moderate leak, and 0 to 10 points for higher leak.

Events per hour

The fewer breathing events you have each hour, the more points you get. These breathing events are also known as the apnea-hypopnea index (or AHI). myAir measures how many times your breathing partially or fully stops each hour. If you have minimal events, you get 4 to 5 points.

Mask on/off

The fewer times you take your mask on and off throughout the night, the more points you get. Everyone has to take their mask on and off one time during treatment. So, for example, if you remove your mask one or two times, you get 5 points. However, if you take your mask on and off several times, it can indicate a problem with mask fit or with your sleep in general.

Mask fitting issues

Throughout the Test Drive process, myAir will monitor for mask air leak issues. In the event that a mask air leak issue is detected, myAir will display mask troubleshooting tips specific to your mask.

Follow the on-screen prompts and instructions.


Once myAir detects the mask air leak issue has been resolved, you will be notified and returned to Test Drive.

Additionally, myAir will notify the user if Test Drive failed due to a device error. To understand and resolve the error, please refer to the front panel of your device and the Air11 user guide.

Troubleshooting

If you experience any problems, try the following suggestions. Also refer to your Air11 or NightOwl user guide. If you are not able to fix the problem, contact your care provider or Resmed at [Resmed support](#).

If you experience problems with the Air11 device, do not open it.

Problem/possible cause	Solution
I cannot establish a Bluetooth connection. Bluetooth may be disabled.	Check your smartphone to determine whether Bluetooth is enabled  Reconnect and pair your device and smartphone. Refer to Setting up Bluetooth connection with the Air11 device or Setting up Bluetooth connection with the NightOwl device for more information. If these solutions do not resolve the issue, try restarting your smartphone.
Your Bluetooth connection may be poor.	Ensure that your device is placed away from potential sources of interference such as microwaves, wireless local area network (WLAN) routers or cordless phones.
Your device may be in airplane mode.	Turn off Airplane Mode . For instructions, refer to your Air11 user guide.
The device appears in the device list, but I cannot establish a connection.	Tap the device name in the device list to confirm that you want to connect to that device.

Further information

For information on cleaning your device, maintenance, troubleshooting, patient population, conditions, and technical specifications, please refer to your appropriate hardware device user guides.

Any serious incident that has occurred in relation to this device should be reported to Resmed and to the competent authority in your country. For incidents related to the NightOwl device, refer to the NightOwl accompanying documentation.



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Smart Comfort
User Guide

About the Smart Comfort software

The Smart Comfort software:

- intakes various data about a particular patient, submitted via external applications
- uses a machine-learning model to output recommended configurations of Resmed therapy device comfort settings based on the input data
- delivers the recommendations to the patient or their healthcare provider via the external applications.



CAUTION

In the US, Federal law restricts this device to sale by or on the order of a physician.

Indications for use

Smart Comfort software is an optional software accessory indicated for use by healthcare professionals and patients, providing recommended non-prescription settings options to support patients when using their compatible Resmed therapy device. The outputs provided by Smart Comfort are optional recommendations and are not required to use the therapy device.



Note

A healthcare professional is a clinical role and may range from a DME/HME Technician to an advanced practice provider, such as a medical doctor, physician assistant or nurse practitioner.

Intended patient population

The Smart Comfort software recommends comfort settings for a Resmed PAP therapy device. The intended patient populations and medical conditions for the Smart Comfort software follow the compatible parent device, primarily patients with obstructive sleep apnea (OSA) indicated for PAP therapy.

Intended users

The intended users for Smart Comfort software are persons (clinical or non-clinical) who program PAP devices for patients throughout the course of therapy. An individual who configures the Resmed device to initiate operation may do so based on the recommended comfort settings provided by the Smart Comfort software.

Intended use environment

The Smart Comfort software will be used in any environment, such as the clinical or home environment, where users may support PAP therapy device setup for patient use throughout the course of therapy. The Smart Comfort software is intended for use with a Resmed PAP therapy device, which will be used in either the home or hospital/institutional environment.

Contraindications

There are no contraindications directly associated with the Smart Comfort software. Instead, the contraindications of the compatible Resmed devices apply when used together with the Smart Comfort software.

Intended use

Smart Comfort is Artificial Intelligence (AI)-enabled software which, when integrated with a provider or consumer-facing product, provides personalized comfort setting recommendations to patients using compatible Resmed PAP therapy devices. Smart Comfort is an optional tool to recommend specific comfort settings for individual patients.



Note

Smart Comfort is not available for all therapy device models. See [Compatible Resmed devices](#) for more details.

Clinical benefits

The Smart Comfort software recommends specific settings for the comfort features of the compatible PAP therapy device to aid individual patients with continuation of their therapy.

System requirements

Smart Comfort software is cloud-based software that requires no installation or maintenance by the user. It is designed to communicate only with authorized applications. Therefore, Smart Comfort software does not have its own system requirements for the user's device.

Compatible Resmed devices

Smart Comfort software is compatible with CPAP therapy devices featuring the **AutoSet Response** feature from the following Resmed models:

- AirSense™ 10
- AirSense 11



Note

Not all compatible devices or features are available in all regions.

Security

The Smart Comfort software is cloud-based software designed to communicate only with authorized applications. It includes the following security measures to keep users' data safe:

- design of data inputs and outputs to require minimal sensitive information as possible
- API authentication to ensure that only legitimate applications can communicate with the Smart Comfort software
- data encryption for data-in-transit and data-at-rest in the Smart Comfort network

Using the Smart Comfort software

- logging and monitoring of network activity for security vigilance

These security measures are enabled by default and do not require action from users. However, it is recommended to protect the device and application users use to interact with the Smart Comfort software with the following security best practices:

- Use a strong account password and do not share it with anyone else.
- Enable personal identification number (PIN) or fingerprint security on their smart device. Users can refer to their smart device instructions for information on enabling either feature.
- Avoid unsafe modification of the smart device operating system.
- Consider enabling remote data wipe on the smart device. Remote data wipe is a function available on a smart device for remotely erasing personal data in the event that a device is lost or stolen. Users can refer to their smart device information for enabling this feature.
- Keep their operating system and application up to date with security patches.

Users can refer to their computer or smartphone support documentation for more security best practices.

Using the Smart Comfort software

Smart Comfort data inputs

The following data inputs are required from the user for the Smart Comfort software to produce comfort settings recommendation outputs.



Note

- In some cases, if the input data is already available in the system, it may be automatically included in the query to the Smart Comfort software without the need for manual entry.
- The names for the data input parameters in a device's user interface may differ slightly from the labels listed in the following table. Users can contact [Resmed support](#) or their healthcare provider if they have any questions about what to enter.

Data input parameter	Possible values	Description
Age	<ul style="list-style-type: none">• less than 45 years old• 45-60 years old• greater than 60 years old	The therapy patient's age range.
Birth sex	<ul style="list-style-type: none">• Female• Male• Prefer not to say	The therapy patient's sex assigned at birth.
Test pathway	<ul style="list-style-type: none">• Lab• Home	The type of sleep testing that was used for diagnosis of the therapy patient's OSA. A patient providing this information should consult with their healthcare provider if they are unsure which test pathway was used for their diagnosis.
Diagnosed AHI	<ul style="list-style-type: none">• Minimum (less than 5)• Mild (5-15)• Moderate (15-30)• Severe (greater than 30)	AHI is the combined average number of apneas and hypopneas that occur per hour of sleep, as measured at the time of OSA diagnosis.
Mask type	<ul style="list-style-type: none">• Nasal• Pillows• Full face	The type of mask used by the patient for OSA therapy delivery from the therapy device.

Troubleshooting

Data input parameter	Possible values	Description
Initial sleepiness	<ul style="list-style-type: none"> • Extremely • Very • Moderately • Slightly • Not at all • Unknown 	The patient's subjective self-assessment of how sleepy the patient was prior to starting OSA therapy.
Minimum Pressure	<ul style="list-style-type: none"> • Min: 4.0 • Max: 20.0 • Increment: 0.2 	The Minimum Pressure setting currently configured on the patient's therapy device in cmH ₂ O. This must match exactly with the settings on the therapy device.
Start Pressure	<ul style="list-style-type: none"> • Min: 4.0 • Max: 20.0 • Increment: 0.2 	The Start Pressure setting currently configured on the patient's therapy device in cmH ₂ O. This must match exactly with what is set in the therapy device.

Smart Comfort data outputs

The following data outputs are generated by the Smart Comfort software as recommendations for the user to update their comfort settings configurations. The output recommendations are optional to implement and can be changed at any time. The user can review the recommendations with their healthcare provider.



Note

The labels for the data output parameters in a user's device interface may differ slightly from the labels listed here. Users can contact their healthcare provider if they have any questions about the recommendations.

Data output parameter	Possible values	Description
AutoSet Response Soft Mode	<ul style="list-style-type: none"> • Off • On 	An optional setting that may help support patient comfort by using a softer (more gradual) increase of pressure automatically initiated in response to apnea events. This may reduce the discomfort some users experience with the pressure increases for the standard AutoSet mode.
Ramp	<ul style="list-style-type: none"> • On • Off 	An optional setting that may help support patient comfort by slowly ramping up to the prescribed pressure setting during the falling asleep period, rather than starting at the prescribed pressure.
EPR Mode	<ul style="list-style-type: none"> • Off • Fulltime 	An optional setting that may support patient comfort by reducing the delivered air pressure during their exhalation so exhalation is easier.
EPR	<ul style="list-style-type: none"> • N/A • One • Two • Three 	If EPR Mode is enabled, this is the level of expiratory relief reduction in single cmH ₂ O increments, up to three.

Troubleshooting

If users experience any problems using the Smart Comfort software, they can try the following possible solutions, contact their healthcare provider or [Resmed support](#).

Error codes

Problem	Possible solution
Did not receive a recommendations response from the system.	Ensure the device is connected to its appropriate WiFi or cellular network so it can communicate with the Smart Comfort cloud. If a user is connected to the network and still not receiving a response, they can try to resubmit their data inputs if their user interface device allows it. Otherwise, they can monitor for an error code and contact Resmed support .
The comfort setting recommendations received from the system are not working.	While Smart Comfort was carefully trained and tested to provide optimal configuration for the majority of patients, comfort setting configurations are personal and should be chosen based on patient comfort. Patients should update their comfort settings based on their sleep therapy experience and in consultation with their healthcare provider. Resmed appreciates any feedback on product effectiveness. Users can contact Resmed support if Smart Comfort is not meeting their needs.

For issues with the device user interface, see the device user guide for technical and support information.

Error codes

Error code	Error type	Description
401	The incoming token has expired	The provided access token has expired. Try to resubmit the Smart Comfort request.
403	Forbidden	The requesting application is not allowed by the Smart Comfort API. Ensure the user interface device is legitimate.
403	Access denied	An access token was not provided. Ensure the user interface device is legitimate and resubmit the Smart Comfort request.
502	Internal server error	An internal error occurred when processing the Smart Comfort request. Resubmit the Smart Comfort request. If the same error occurs again, contact Resmed support .

Artificial intelligence/machine-learning information

Inclusion of artificial intelligence (AI)

The Smart Comfort software uses a machine-learning model to perform its intended use of output for comfort settings recommendations. No expertise in AI/ML systems or technical knowledge of the Smart Comfort model is required to use the Smart Comfort software.

Model inputs and outputs

See [Smart Comfort data inputs](#) and [Smart Comfort data outputs](#) for an overview of model input and output data.

Model quality

The Smart Comfort model was developed using AI development best practices. Training and test data were carefully selected and validated to ensure optimal model performance. Performance metrics and live monitoring were implemented to ensure the model continues to deliver high-quality outputs.

Installation and use

Smart Comfort software is cloud-based so requires no user installation or maintenance. It is designed to communicate only with authorized applications. It is not possible to customize or configure the model. See [Using the Smart Comfort Software](#) for instructions for use.

Artificial intelligence/machine-learning information

Smart Comfort software has an authorized Pre-determined Change Control Plan (PCCP) due to its incorporation of machine learning, and therefore may receive updates over time according to the plan. These updates may modify the software's performance, input or use. This user guide will be updated accordingly to reflect any relevant changes. However, no action is needed from the user to perform these updates.

Further information

For information on cleaning the therapy device, maintenance, troubleshooting, patient population, conditions and technical specifications, refer to the appropriate hardware device user guides.

Any serious incident that occurred in relation to the Smart Comfort software should be reported to Resmed and the competent authority in the user's country.



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GMDN 60711 Home CPAP Unit

Software made in USA

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