



Software release notes

myAir by ResMed 2.17

- iOS[™] 2.17
- Android[™] 2.17
- myAir web 3.23

Product description

myAir is a personalized therapy management tool that encourages you to start and continue on therapy and resolve basic questions to increase your comfort. myAir empowers you to stay engaged with your therapy.

What's new

Global

- myAir app:
 - You can now sync additional health data (weight and active energy) from Apple Health (iOS) or Health Connect (Android) with myAir to view your therapy usage and health data trends together in the **History** > **Usage** section.
- Bug fixes and enhancements.

United States and Canada

• Additional data transmission process for your myAir score if you have Bluetooth® enabled.

Europe

- For new users only, we added the goal tracking feature so you now can:
 - track your therapy usage
 - reach milestones as you progress through therapy, such as using therapy for 4 or more hours for your first day, for three days and for seven days
 - receive notifications when you earn achievement badges for reaching milestones
 - view your progress and track your achievements in the goal tracking calendar.
- To turn off goal tracking notifications, go to My notifications > Achievements.



Deferred issues

myAir app

iOS and Android

• **Problem**: If EPR settings are on, and you increase the pressure in Test Drive from 4 to 7, the pressure remains at 4, and when increasing pressure from 7 to 10, the pressure increases to 7 instead of 10.

Solution: There is currently no solution to this problem.

General

• **Problem**: You can't sign in to myAir if your password contains part of your username. **Solution**: Change your password so it doesn't contain any part of your username.

 Problem: If you have an AirSense 11TM, you might see AirSense 10 articles when you access the Coaching screen.

Solution: There is currently no solution to this problem.

System requirements

myAir web

Browser (one of the following)

- Microsoft Edge® EdgeTM latest version (auto updates)
- Safari® latest version (auto updates)
- ChromeTM latest version (auto updates)
- Safari mobile on iPhone® and iPad®

myAir app

Supported operating systems Android

Android 9.0 and later

iOS

• iOS 15.0 and later





myAir web and app

Compatible machines

- AirCurveTM 10 ASV
- AirCurve 10 CS-A (web only)
- AirCurve 10 CS PaceWave (web only)
- AirCurve 10 S
- AirCurve 10 ST
- AirCurve 10 ST-A
- AirCurve 10 VAuto
- AirSense 10 AutoSet

- AirSense 10 AutoSet for Her
- AirSense 10 CPAP
- AirSense 10 Elite
- AirSense 11 AutoSet¹
- AirSense 11 CPAP¹
- AirSense 11 Elite¹
- Sleepmate™ 10 Auto (web only)
- Sleepmate 10 Elite (web only)

¹ AirSense 11 machines are not supported in all countries.



Supported locations and languages

myAir web

Region	Locations	Languages
Americas, Australia, New Zealand	Argentina	Portuguese (Brazil)
	Australia	Spanish (Latin America)
	Brazil	UK English
	• Chile	US English
	Colombia	
	Mexico	
	New Zealand	
	United States	
Asia	• Japan	• Japanese
	• Taiwan	Traditional Chinese
	Thailand	UK English
		US English
Canada	• Canada	French Canadian
		US English
Europe	Austria	Czech
	Belgium	Danish
	• Cyprus	• Dutch
	Czech Republic	• Finnish
	• Denmark	• French (France)
	• Finland	• German
	• France	Greek
	Germany	• Italian
	• Greece	Norwegian
	• Iceland	• Polish
	• Ireland	
	• Italy	Portuguese (Portugal)
	Malta	• Spanish (Spain)
	Netherlands	• Swedish
	Norway	UK English
	• Poland	• US English



 Portugal 	
• South Africa	
• Spain	
• Sweden	
 Switzerland 	
United Kingdom	

Supported locations and languages

myAir app

Region	Locations	Languages
Americas, Australia, New Zealand	Australia	Portuguese (Brazil)
	Brazil	• Spanish (Latin America)
	New Zealand	UK English
	United States	• US English
Asia	Hong Kong	• Japanese
	• India	• Korean
	• Japan	Malay (Partial support:
	Malaysia	Privacy Notice and legal consent statement only)
	Philippines	Traditional Chinese
	Singapore	UK EnglishUS English
	South Korea	
	Taiwan	
	Thailand	
Canada	Canada	French Canadian
		US English





Europe	Austria	• Czech
	Belgium	• Danish
	• Cyprus	• Dutch
	Czech Republic	• Finnish
	• Denmark	• French (France)
	• Finland	• German
	• France	• Greek
	Germany	• Italian
	• Greece	 Norwegian
	• Iceland	• Polish
	• Ireland	Portuguese (Portugal)
	• Italy	• Spanish (Spain)
	Luxembourg	• Swedish
	• Malta	UK English
	Netherlands	• US English
	Norway	
	• Poland	
	Portugal	
	South Africa	
	• Spain	
	• Sweden	
	Switzerland	
	United Kingdom	





Still having problems?

Contact support (Americas, Australia, New Zealand)

myAir web and app

- Argentina: myairsupport@resmed.com (web only)
- Australia: myairsupportanz@resmed.com.au
- Brazil: myairsupport@resmed.com
- Canada: myairsupport@resmed.com
- Chile: myairsupport@resmed.com (web only)
- Colombia: myairsupport@resmed.com (web only)
- Mexico: myairsupport@resmed.com (web only)
- New Zealand: myairsupportanz@resmed.com.au
- United States: myairsupport@resmed.com

Contact support (Asia)

myAir web and app

- Hong Kong: myairsupport-hk@resmed.hk (app only)
- India: myair.india@resmed.com.au (app only)
- Japan: myairsupport@resmed.jp
- Malaysia: myairsupport-my@resmed.my (app only)
- Philippines: myairsupport-ph@resmed.ph (apponly)

- Singapore: myairsupport-sg@resmed.sg (app only)
- South Korea: myairsupportkr@resmed.kr (app only)
- Taiwan: support@api.myair-prd.dht.live
- Thailand: myairsupport-th@resmed.co.th

Contact support (Canada)

myAir web and app

• Canada: myairsupport@resmed.com

Contact support (Europe)

myAir web and app

- Austria: myairsupporteurope@resmed.eu
- Belgium: myairsupport@resmed.be
- Cyprus: myairsupporteurope@resmed.eu
- Czech Republic: myairsupport@resmed.cz
- Denmark: myairsupport@resmed.dk
- Finland: myairsupport@resmed.fi
- France: myairsupporteurope@resmed.eu
- Germany: myairsupporteurope@resmed.eu

- Luxembourg: myairsupporteurope@resmed.eu (app only)
- Malta: myairsupporteurope@resmed.eu
- Netherlands: myairsupport@resmed.nl
- Norway: myairsupport@resmed.eu
- Poland: myairsupport@resmed.pl
- Portugal: myairsupport@resmed.pt
- South Africa: myairsupporteurope@resmed.eu





- Greece: myairsupporteurope@resmed.eu
- Iceland: myairsupporteurope@resmed.eu
- Ireland: myairsupport@resmed.ie
- Italy: myairsupporteurope@resmed.eu
- Spain: myairsupport@resmed.es
- Sweden: myairsupport@resmed.se
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