

Software release notes

myAir by Resmed 5.0

- iOS™ 5.0
- Android™ 5.0
- myAir web 3.43

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

Australia and United States

- Australia:
 - Dawn™, Resmed's 24-hour virtual assistant, now gives you clear explanations and tips based on your therapy data to help you feel comfortable every step of your sleep journey. Dawn only uses your data when you ask a question. Previously available for users in the United States only.
- United States users only:
 - Support for AirCurve™ 11 non-invasive ventilation (NIV) respiratory machines (AirCurve 11 ST NIV and AirCurve 11 ST-A NIV models).
 - For new myAir users: You can now apply recommended Smart Comfort settings to support a more comfortable therapy experience. You must apply your Smart Comfort recommendations within 48 hours after your first night of therapy on myAir or this feature is removed from myAir. If you apply them, you can access this feature at any time from the Equipment tab > My options > Smart Comfort.

Global

- Enhanced interface for easier navigation. You can now access your **Profile, Coaching and App settings** from the three-bar icon on the top left of the screen.
- You can now connect your machine to myAir with Bluetooth® technology to get your myAir score in seconds. Previously available for users in the United States only.
- Bug fixes and enhancements.

Deferred issues

myAir app

iOS and Android

- **Problem:** If you're prescribed a NightOwl™ sleep apnea test after you register your Resmed machine, you may not receive the HIPAA consent form.
Solution: Contact Resmed support (on behalf of your healthcare provider) or your healthcare provider to request a HIPAA consent form to authorize Resmed to process your NightOwl home sleep apnea test data.
- **Problem:** If you adjust some machine settings in the **My options** menu, you may lose your Bluetooth connection.
Solution: Go to the **Equipment** tab > **Pair Bluetooth** to connect your machine with myAir again.

System requirements

myAir web

Browser (one of the following)

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

myAir app

Supported operating systems

Android

- Android 11.0 and later

iOS

- iOS 18.0 and later

myAir web and app

Compatible machines

- AirCurve 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
- AirCurve 11 ASV¹
- AirCurve 11 S¹
- AirCurve 11 ST¹
- AirCurve 11 ST NIV¹
- AirCurve 11 ST-A NIV¹
- AirCurve 11 VAuto¹
- 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)
- NightOwl™ Mini¹

¹AirCurve 11 and AirSense 11 machines and NightOwl Mini devices are not supported in all countries.

Supported locations and languages

myAir web

Region	Locations	Languages
Americas, Australia, New Zealand	<ul style="list-style-type: none"> • Argentina • Australia • Brazil • Chile • Colombia • Mexico • New Zealand • United States 	<ul style="list-style-type: none"> • Portuguese (Brazil) • Spanish (Latin America) • UK English • US English
Asia	<ul style="list-style-type: none"> • Japan • Taiwan • Thailand 	<ul style="list-style-type: none"> • Japanese • Traditional Chinese • UK English • US English
Canada	<ul style="list-style-type: none"> • Canada 	<ul style="list-style-type: none"> • French Canadian • US English

Region	Locations	Languages
Europe	<ul style="list-style-type: none"> • Austria • Belgium • Cyprus • Czech Republic • Denmark • Estonia • Finland • France • Germany • Greece • Iceland • Ireland • Italy • Malta • Netherlands • Norway • Poland • Portugal • South Africa • Spain • Sweden • Switzerland • United Kingdom 	<ul style="list-style-type: none"> • Czech • Danish • Dutch • Estonian • Finnish • French (France) • German • Greek • Italian • Norwegian • Polish • Portuguese (Portugal) • Spanish (Spain) • Swedish • UK English • US English

Supported locations and languages

myAir app

Region	Locations	Languages
Americas, Australia, New Zealand	<ul style="list-style-type: none"> • Argentina • Australia • Brazil • Chile • Colombia • Mexico • New Zealand • United States 	<ul style="list-style-type: none"> • Portuguese (Brazil) • Spanish (Latin America) • UK English • US English
Asia	<ul style="list-style-type: none"> • Hong Kong • India • Japan • Malaysia • Philippines • Singapore • South Korea • Taiwan • Thailand 	<ul style="list-style-type: none"> • Japanese • Korean • Malay (Partial support: Privacy Notice and legal consent statement only) • Traditional Chinese • UK English • US English
Canada	<ul style="list-style-type: none"> • Canada 	<ul style="list-style-type: none"> • French Canadian • US English

Region	Locations	Languages
Europe	<ul style="list-style-type: none"> • Austria • Belgium • Cyprus • Czech Republic • Denmark • Estonia • Finland • France • Germany • Greece • Iceland • Ireland • Italy • Luxembourg • Malta • Netherlands • Norway • Poland • Portugal • South Africa • Spain • Sweden • Switzerland • United Kingdom 	<ul style="list-style-type: none"> • Czech • Danish • Dutch • Estonian • Finnish • French (France) • German • Greek • Italian • Norwegian • Polish • Portuguese (Portugal) • Spanish (Spain) • Swedish • UK English • US English

Still having problems?

Contact support (Americas, Australia, New Zealand)

myAir web and app

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

Contact support (Asia)

myAir web and app

- Hong Kong: CustomerService-GCG@Resmed.com (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 (app only)
- Singapore: myairsupport-sg@resmed.sg (app only)
- South Korea: myairsupportkr@resmed.kr (app only)
- Taiwan: CustomerService-GCG@Resmed.com
- 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
- Estonia: myairsupporteurope@resmed.eu
- Finland: myairsupport@resmed.fi
- France: myairsupporteurope@resmed.eu
- Italy: 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

- Germany:
myairsupporteurope@resmed.eu
- Greece: myairsupporteurope@resmed.eu
- Iceland: myairsupporteurope@resmed.eu
- Ireland: myairsupport@resmed.ie
- South Africa:
myairsupporteurope@resmed.eu
- Spain: myairsupport@resmed.es
- Sweden: myairsupport@resmed.se
- Switzerland:
myairsupporteurope@resmed.eu
- United Kingdom:
myairsupporteurope@resmed.eu

**Resmed Corp**

9001 Spectrum Center Boulevard San Diego CA 92123 USA

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