Software release notes

myAir by Resmed 5.3

- iOS™ 5.3
- Android™ 5.3
- myAir web 3.46

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

United States

(Optional) HIPAA consent for optimized myAir experience:

- If you're a new myAir user, Resmed asks you to accept or decline the HIPAA authorization when you create your myAir account.
- If you're a current myAir user, Resmed asks you to accept or decline the HIPAA authorization when you sign in again.

For more information about HIPAA, tap the three-bar icon on the top left of the screen and tap **App settings** > **myAir support** > **Account** > **HIPAA authorization**. To manage your consent, tap **App settings** > **Consent management** to accept or decline your consent.

Canada

- Support for AirCurve™ 11 respiratory machines (AirCurve 11 ST [for respiratory insufficiency] and AirCurve 11 ST-A models).

Global

- Bug fixes and enhancements.

Deferred issues

myAir app

iOS and Android

- **Problem**: If you decline HIPAA authorization, you may receive an error when you save your machine information.
  Solution: Sign out of myAir and then sign in again.
- **Problem**: If you go to **myAir support** > **Dawn** to request support for Dawn™ (Resmed's GenAI sleep coach), the options for **Subcategory** or **Questions** may not be available to complete your request.
  Solution: From the **myAir support** screen, select a different category or at the bottom of the **myAir support** screen, tap **contact myAir support** to complete your Dawn support request.

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 ASV[1]
- AirCurve 11 S[1]
- AirCurve 11 ST[1]
- AirCurve 11 ST (for respiratory insufficiency) [1]
- AirCurve 11 ST-A [1]
- AirCurve 11 VAuto[1]
- AirSense™ 10 AutoSet
- AirSense 10 AutoSet for Her
- AirSense 10 CPAP
- AirSense 10 Elite
- AirSense 11 AutoSet[1]
- AirSense 11 CPAP[1]
- AirSense 11 Elite[1]
- Sleepmate™ 10 Auto (web only)
- Sleepmate 10 Elite (web only)
- NightOwl™ Mini[1]

[1]AirCurve 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	• Argentina • Australia • Brazil • Chile • Colombia • Mexico • New Zealand • United States	• Portuguese (Brazil) • Spanish (Latin America) • UK English • US English
Asia	• Indonesia • Japan • Taiwan • Thailand • Vietnam	• Japanese • Traditional Chinese • UK English • US English
Canada	• Canada	• French Canadian • US English

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

Region	Locations	Languages
Europe	• 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	• 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
- Vietnam: myairsupport@resmed.com

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
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- United Kingdom: myairsupporteurope@resmed.eu

MANUFACTURER

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