

Software release notes

myAir by Resmed 5.5

- iOS™ 5.5
- Android™ 5.5
- myAir web 3.48

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

We've updated myAir to help improve your therapy experience with new features, including:

- an enhanced myAir score with clearer insights into your nightly therapy
- a nightly therapy timeline to help you understand what events occurred throughout your night
- updated navigation to help you make it easier to find what you need
- dark mode that you may find more comfortable for viewing
- bug fixes and enhancements.

Asia, Australia, Europe and New Zealand

- If you have an Air11™ machine, you can now start and stop therapy and adjust your machine settings for comfort. To adjust your settings, from the **Equipment** tab, tap **My options**.

Canada and the United States

- You can now manage your therapy equipment from the **Equipment** tab to schedule replacement reminders and set reorder dates for your parts or machine.

Deferred issues

myAir app

iOS and Android

- **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.
- **Problem:** If your language is set to Indonesian, Korean, Portuguese (Brazil), Thai or Vietnamese, the video that shows you how to connect to your therapy machine may not load.
Solution: Follow the connection instructions on your therapy machine and use the written instructions in the app. Contact Resmed support if you need additional help.

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 (for respiratory insufficiency)¹
- AirCurve 11 ST-A (for respiratory insufficiency)¹
- 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	• 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
- Sweden: myairsupport@resmed.se
- Switzerland:
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- United Kingdom:
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