BILL'S HOME TECH
Home & Small Business Tech Solutions

BILL'S COMPLETE MANUALS

CPAP Machines & Their Apps

Phone apps, Bluetooth and cellular data, cleaning, supplies and travel — explained in plain English, one step at a time

A calm, plain-English guide for CPAP users and their families

Your settings belong to your doctor — the technology belongs to you

Written for you by Bill — Bill's Home Tech

(330) 200-8042 · BillsHomeTech.com

For ResMed myAir, Philips DreamMapper, React Health Luna & others · facts current November 2026

What's Inside

This is your plain-English guide to the technology side of a CPAP machine: the phone apps, Bluetooth pairing, the built-in cellular modem, cleaning and supplies as the manufacturers describe, and traveling with your machine. It never tells you how to change your therapy or what your numbers mean: that belongs to your doctor, sleep clinic and equipment supplier. Read in any order and at your own pace.

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PART 1

Getting Started

What CPAP apps do and don't do, who to call for what, which machine you have, and the facts about the Philips recall.

CHAPTER 1

A Note from Bill

Hello, and welcome. If you've been handed a CPAP machine (or a BiPAP or APAP) and told to "download the app," you're in good company. These machines are medical devices, but these days they're also little computers: they talk to your phone over Bluetooth, send data over a built-in cellular connection, and come with apps that show how each night went.

I'm Bill. For more than 30 years I've helped people make sense of their technology, and I serve folks here in Portage County, Ohio. I wrote this guide the way I'd explain it at your kitchen table: slowly, in plain English, one step at a time.

Who this guide is for

- Anyone with a CPAP, APAP or BiPAP machine from ResMed, Philips, React Health or another maker.
- Anyone whose app shows no data, won't pair, or asks for numbers they can't find.
- Anyone planning a trip with their machine, by car or by plane.
- Spouses, grown children and caregivers helping someone get set up.

WHAT THIS DOES FOR YOU

What this guide does for you

By the end you'll know how to set up your machine's app, pair it with your phone, understand how your data gets to your doctor and supplier, clean and order supplies the way the manufacturer describes, travel with confidence, and spot the scams that target CPAP users.

The most important promise in this guide

This is a technology guide, not a medical one. **I will never tell you to change your pressure or therapy settings, what your numbers mean, or whether your therapy is working.** Those decisions belong to your doctor or sleep clinic, and your equipment supplier handles the machine and mask. When a question is medical, this guide will always send you to them.

STAY SAFE

If you feel unwell, call for help

If you have chest pain, trouble breathing, or feel something is very wrong, call 911. For questions about your therapy or how you're sleeping, call your doctor or sleep clinic.

Can you break it?

Exploring the app and pairing your phone won't hurt anything. The one place to be careful is the machine's own settings menus: leave the clinical settings alone, and if a menu asks for a code or looks like it's for clinicians, back out.

You're never stuck alone

If anything in this guide feels like too much, call or text me at **(330) 200-8042**. We'll sort out the technology together.

— Bill

CHAPTER 2

What CPAP Apps Do, and What They Don't

A CPAP app is a scoreboard and a coach, not a control panel for your treatment. It shows how long you used the machine and how well the mask stayed sealed, and offers tips. Your doctor and supplier usually see their own, more detailed version of the same data.

What the apps do for you

Feature	What it does for you
Show your nights	Hours of use, how well your mask sealed, and a simple summary of each night.
Encourage you	Many apps give a nightly score, badges and short tips to help you stick with it.
Help with mask fit	Most apps show how well your mask stayed sealed, a clue for your supplier.
Keep you informed	Reminders, product videos and, with some apps, a link to order supplies through your supplier.

What they don't do

- They don't diagnose anything or decide your treatment.
- They don't replace your doctor's or sleep clinic's review of your data.
- They usually aren't how your doctor or supplier gets your data. That normally goes through the machine's own cellular modem or memory card (see Chapter 17, *How Your Data Gets to Your Doctor and Supplier*).
- They can't tell you whether to change your pressure. Only your doctor can change your prescription.

HEADS UP

If the app's numbers worry you

Some apps show figures like "events per hour." Don't try to interpret them on your own, and don't change settings. Write down your question and call your doctor or sleep clinic.

GOOD TO KNOW

Your screens may look a little different

Apps are updated often, and names and menus vary by country. If a button doesn't match exactly, look for the closest match. Facts in this guide are current as of November 2026.

CHAPTER 3

Who to Call for What

CPAP involves more people than most gadgets: your doctor, often a sleep clinic, an equipment supplier, the machine's manufacturer, and your insurance. Knowing who handles what saves a lot of phone tag.

Who	Call them about
Your doctor or sleep clinic	Your prescription and pressure settings, how therapy is going, sleep questions, any change to your treatment.
Your equipment supplier (DME)	The machine itself, mask fitting, replacement supplies, repairs, swapping a mask that doesn't fit, insurance paperwork for equipment. "DME" stands for durable medical equipment.
The manufacturer	App problems, account sign-in, Bluetooth pairing, recall information.
Your insurance or Medicare	What's covered, how often supplies are covered, what you'll pay.
Bill	Phones, apps, Bluetooth, Wi-Fi, accounts, travel tech, scam checks. See Chapter 32, *When to Call Bill*.

TIP

Write the numbers down

Put your supplier's and sleep clinic's phone numbers in the "Keep this handy" table in Chapter 33, *Your CPAP Cheat-Sheet*, and save them in your phone's contacts. Most problems start with one of those two calls.

STAY SAFE

Settings changes go through your doctor

If you think your pressure feels wrong, the fix is a call to your doctor or sleep clinic, never a menu you found online. Your machine's pressure is part of your prescription.

Find your supplier's name

If you don't remember who your supplier is, look for a sticker on the machine or its bag, the paperwork that came with it, or your insurance statement, which usually lists who billed for the equipment.

CHAPTER 4

Which Machine Do You Have?

Each brand has its own app, and even within a brand, older and newer machines connect differently. The name is usually printed on the front or top of the machine, and the model and serial number are on a label on the back or bottom.

Machine	App	How it connects
ResMed AirSense 11	myAir	Bluetooth to your phone; built-in cellular to your supplier and doctor
ResMed AirSense 10 / AirCurve 10	myAir	Built-in cellular modem (no phone pairing); some units have no modem
ResMed AirMini	AirMini app	Bluetooth to your phone; no screen on the machine
Philips DreamStation 2	DreamMapper	Bluetooth to your phone; some models also have cellular
React Health Luna G3	3B Luna QR app	Scan a QR code on the screen; cellular modem standard

TIP

Find the serial number now

Some apps need the serial number to sign up. Look on the label on the back or bottom of the machine and write it in Chapter 33, *Your CPAP Cheat-Sheet*. On ResMed machines you'll also see a short device number.

GOOD TO KNOW

A different brand?

Other machines exist, and many have their own apps or use a memory card. See Chapter 16, *Other Machines, Memory Cards and No App at All*. Your supplier can always tell you which app, if any, goes with your machine.

CHAPTER 5

The Philips Recall: the Facts in Plain English

If you use a Philips Respironics machine, you've probably heard about the recall. Here are the facts as Philips and the FDA describe them, without the drama.

What happened

- In 2021, Philips Respironics recalled many sleep and breathing machines, including the original DreamStation, because of sound-reducing foam inside that could break down.
- In 2024, Philips reached a consent decree with U.S. authorities. Under it, Philips stopped selling new CPAP and BiPAP sleep therapy machines in the United States until it meets the decree's requirements.
- Philips says the decree still allows it to sell masks and other accessories in the U.S., and to keep servicing machines people already have.
- As of Philips' November 3, 2026 update, new U.S. sales of its CPAP and BiPAP machines had not resumed.
- Philips says the DreamStation 2 is not part of the foam recall.

What to do if you have a Philips machine

1. Find the model name on your machine.
2. Check Philips' official recall page, **philips.com/src-update**, typed into your browser, to see whether your model is affected.
3. Talk to your doctor or sleep clinic before you stop using any machine. Don't make that decision alone.
4. Your supplier can explain your options for a replacement.
5. For U.S. recall questions, Philips lists Philips Respironics at **1-877-387-3311**.

SCAM ALERT

Recall news doesn't come from strangers

Lawsuit ads and callers sometimes use the recall to collect personal information. Get recall facts from Philips, the FDA, your doctor or your supplier. Never give your Medicare number or Social Security number to someone who contacted you out of the blue.

PART 2

ResMed Machines and the myAir App

Signing up for myAir, pairing an AirSense 11, how the AirSense 10 sends data on its own, what to do when a night doesn't show up, and the AirMini travel machine.

CHAPTER 6

What myAir Shows You

myAir is ResMed's free app (and website) for people who use ResMed machines. Each morning it shows a short summary of the night before, along with a score from 0 to 100 meant to encourage you.

The myAir score

ResMed says the score is calculated from your nightly therapy data in four categories:

Category	What it reflects
Usage hours	How long you used the machine.
Mask seal	How well your mask stayed sealed. ResMed says a lower score here can be a sign you need to adjust or change your mask.
Events per hour	A figure from the machine. Ask your doctor what it means for you.
Mask on/off	How many times the mask came off during the night.

HEADS UP

The score is encouragement, not a diagnosis

A low score one night isn't a reason to worry or change anything. If you're concerned about a pattern, write it down and call your doctor or sleep clinic. Mask seal problems usually go to your supplier (see Chapter 29, *Mask Leaks and Comfort: Who Can Help*).

Other things you'll find in myAir

- Short videos and tips about masks, cleaning and getting comfortable with therapy.
- Your equipment list, under your profile.
- Optional connections to your phone's health app (see Chapter 11, *myAir and Your Phone's Health App*).
- ResMed has added an AI assistant called **Dawn** that answers general questions about sleep, ResMed products and CPAP. Treat its answers like a helpful brochure, and take therapy questions to your doctor.

GOOD TO KNOW

Two apps with similar names

In some app stores you'll see "myAir by Resmed" and regional versions. Choose the one from ResMed for your country. In the U.S., download it from the App Store or Google Play.

CHAPTER 7

Creating Your myAir Account

You need a free myAir account before the app can show your nights. Sign-up takes about ten minutes. Sit next to your machine, because you'll need information from its label (AirSense 10) or its screen (AirSense 11).

Sign up

1. Download **myAir** from the App Store or Google Play, and open it. (You can also sign up on ResMed's myAir website.)
2. Tap to create an account. Enter your name, email address and a password. Write the password down in a safe place.
3. Confirm your email address using the message ResMed sends. Check your spam or junk folder if it doesn't arrive.
4. Tell the app which machine you have.
5. For an **AirSense 11**, the app guides you through Bluetooth pairing (see Chapter 8, *Pairing an AirSense 11 with Your Phone*).
6. For an **AirSense 10** or **AirCurve 10**, enter the 11-digit serial number and the 3-digit device number from the label on the back of the machine.

GOOD TO KNOW

One machine per account

ResMed says myAir supports one machine per email account. If two people in your home use ResMed machines, each needs their own account and email address.

TIP

"Serial number already in use"?

ResMed says to double-check the numbers on the back of the machine first. If they're right, the machine may still be registered to someone else (common with a used or loaner machine). Contact myAir Support, or your supplier.

HEADS UP

Nine-digit serial number?

myAir is designed for machines with an 11-digit serial number and a 3-digit device number. If yours doesn't have those, ResMed suggests asking your supplier for help.

CHAPTER 8

Pairing an AirSense 11 with Your Phone

The AirSense 11 talks to the myAir app over Bluetooth. Pairing lets the app show your nights and use the extra features ResMed offers AirSense 11 owners. You pair once, and again only if you get a new phone.

Pairing step by step

1. Make sure the AirSense 11 is set up and plugged in, and turn on Bluetooth on your phone.
2. Open myAir and sign in. If you're new, the app leads you to pairing after sign-up. If you've used myAir before, tap **Profile**, then **My equipment**, then **Pair Bluetooth**.
3. Follow the prompts in the app. When asked, look at the machine's touchscreen: it shows a 4-digit key.
4. Type the 4-digit key into the app.
5. If your phone asks to allow pairing or Bluetooth access, tap **Allow** or **Pair**.
6. A Bluetooth symbol appears on the machine's status bar to confirm the connection. Tap **Done** in the app.

TIP

If the key doesn't appear

ResMed's instructions say to go to the machine's Home screen and follow the on-screen pairing steps there. If you're still stuck, see Chapter 28, *When Bluetooth Won't Connect*.

GOOD TO KNOW

Bluetooth isn't how your doctor gets data

The AirSense 11 sends therapy data to your supplier and doctor over its own built-in cellular connection, whether or not your phone is paired. Pairing is for you and the app.

CHAPTER 9

The AirSense 10: Data That Sends Itself

The AirSense 10 and AirCurve 10 don't pair with your phone. Instead, most have a built-in cellular modem, like a tiny cell phone, that sends a summary of each night to ResMed's system. From there it reaches your supplier, your doctor and the myAir app.

How it works

- ResMed says data is sent about one hour after a therapy session ends.
- The machine needs cellular coverage where you sleep, and must not be in airplane mode.
- You don't set up or sign in to the modem; it works on its own once the machine is plugged in.
- Some AirSense 10 machines (called "card to cloud") have no modem. ResMed says myAir doesn't work with those; they store data on an SD memory card instead.

Check your signal

1. Look at the top of the AirSense 10's screen.
2. Signal bars mean the modem has coverage. More bars is better.
3. No bars, or an airplane symbol, means data can't send. See Chapter 10, *When a Night Isn't Showing in myAir*.

TIP

Weak signal at home?

Sometimes moving the machine a few feet, away from a metal headboard or to the other side of the bed, helps. ResMed also says your supplier can provide an SD card to store data where coverage is poor. Ask your supplier before buying anything.

CHAPTER 10

When a Night Isn't Showing in myAir

You used the machine, but myAir shows nothing, or yesterday is blank. This is the most common myAir question, and most of the time the data simply hasn't arrived yet.

Work through these in order

1. Wait. Data usually arrives about an hour after you end therapy, so a morning check right after waking may be too early.
2. Check the machine isn't in **airplane mode**. An airplane symbol on the screen means data can't send.
3. Check the signal bars (AirSense 10) or the Bluetooth symbol (AirSense 11).
4. On an AirSense 11, open myAir near the machine so the app can sync over Bluetooth.
5. Make sure you're signed in to the account that matches this machine.
6. Update the myAir app, then close and reopen it.
7. Leave the machine plugged in. Data can't send if the machine is unplugged right after use.
8. If several nights are missing, contact myAir Support or your supplier.

GOOD TO KNOW

Missing data in the app isn't missing therapy

The machine still treated you; the app just didn't receive the summary. Your machine keeps its own record. If you're worried your supplier or doctor isn't seeing your data, call your supplier.

HEADS UP

Insurance can depend on this data

Some insurance plans, including Medicare, look at usage data early on. If your data hasn't been sending, tell your supplier soon so it can be sorted out. See Chapter 18, *Usage, Insurance and Medicare: the Basics*.

CHAPTER 11

myAir and Your Phone's Health App

myAir can connect to Apple Health on iPhone or Health Connect on Android. This is optional. ResMed describes the connection as bringing in data such as steps, so myAir can show it alongside your therapy.

Turning it on or off

1. In myAir, tap **Profile**, then **Settings**, then **Permissions** (wording may vary).
2. Turn on Apple Health (iPhone) or Health Connect (Android).
3. Your phone shows which kinds of data myAir can read. Choose what you're comfortable with, then tap **Allow**.
4. To turn it off later, use the same switch in myAir, and on iPhone also check the Health app: tap your picture, and under **Privacy** tap **Apps**, then **myAir**.

GOOD TO KNOW

What goes where

ResMed's articles describe myAir requesting step data from Health Connect. Whether therapy data is also sent to Apple Health has varied between app versions, so check the permissions screen on your phone to see exactly what's shared.

TIP

You can say no

myAir works fine without this connection. Turn it on only if you'd find it useful.

CHAPTER 12

Getting the Most from myAir Day to Day

Once myAir is set up, a minute each morning is all it takes. Here are a few habits that make the app useful without letting it take over your day.

A simple morning routine

1. After you've been up about an hour, open myAir.
2. Glance at last night's summary: did it record, and how long did you use it?
3. If the mask seal part looks low several nights in a row, note it for your supplier.
4. Close the app and get on with your day.

Notifications

myAir can send reminders and encouragement. If they help, keep them on. If they're too much, turn them down in your phone's settings: on iPhone, **Settings > Notifications > myAir**; on Android, **Settings > Apps > myAir > Notifications**.

TIP

Use the website on a bigger screen

If the phone's text feels small, ResMed's myAir website shows the same account on a computer or tablet. Sign in with the same email and password.

HEADS UP

Don't chase the score

The score is there to encourage you. Questions about how your therapy is going belong with your doctor or sleep clinic, not the app.

CHAPTER 13

The ResMed AirMini and Its App

The **AirMini** is ResMed's small travel machine. It has no screen, so you control it with the **AirMini** app over Bluetooth, and a button on the machine. It's a separate prescription device; your doctor and supplier decide whether it's right for you and set it up.

What the AirMini app does

- Starts and stops therapy.
- Adjusts comfort settings your doctor allows.
- Shows a summary of each night, such as usage and mask seal.

Pairing

1. Install the **AirMini** app from the App Store or Google Play.
2. Plug in the AirMini and turn on your phone's Bluetooth.
3. Open the app and follow its pairing prompts. When the app asks, press the Bluetooth button on the AirMini.
4. Wait for the app to show it's connected.
5. App names for the AirMini have varied by region. If your supplier tells you to use a different ResMed app, follow their instructions.

GOOD TO KNOW

Flying with an AirMini

ResMed describes the AirMini as approved for in-flight use. Before a flight, check with your airline (see Chapter 26, *Flying with a CPAP*), and plan to start therapy with the machine's own button if Bluetooth is off.

HEADS UP

Costs

Travel machines are expensive and often not covered by insurance as a second machine. Ask your insurance and supplier before buying one.

PART 3

Philips, React Health and Other Machines

The DreamMapper app for Philips DreamStation machines, the Luna QR app for React Health machines, and what to do if your machine uses a memory card or a different app.

CHAPTER 14

Philips DreamStation 2 and DreamMapper

DreamMapper is Philips' free app for DreamStation machines. Like myAir, it shows a summary of each night and offers tips. It pairs with the machine over Bluetooth. Philips' recall and U.S. sales situation is explained in Chapter 5, *The Philips Recall: the Facts in Plain English*; DreamMapper itself still works for people who have a machine.

What you need

- An iPhone with iOS 13 or later, or an Android phone with Android 8.0 or later, according to Philips' DreamMapper FAQ.
- Bluetooth turned on.
- On Android, permission for DreamMapper to find nearby devices.

Pairing step by step

1. Install **DreamMapper** from the App Store or Google Play, open it, and create an account or sign in.
2. Keep the DreamStation powered on and your phone close by.
3. In the app, start Bluetooth setup and follow the prompts.
4. Your phone will look for a device named **PR BT** followed by four characters, which are the last four of your machine's serial number. Choose it.
5. The DreamStation shows a 6-digit PIN. Confirm it on the machine or type it into the app, as the prompts ask.
6. Wait for the success message on the machine.

GOOD TO KNOW

One phone at a time

Philips says a DreamStation can be paired with only one phone at a time. If you get a new phone, pair the new one and the old pairing is replaced.

TIP

When DreamMapper won't sync

Philips' suggested fix: unpair Bluetooth, uninstall the app, restart the phone, reinstall, and pair again. Philips also suggests turning the DreamStation and the phone off and on before syncing again.

CHAPTER 15

React Health Luna and the QR Code App

React Health (formerly 3B Medical) makes the **Luna** family of machines. Instead of Bluetooth pairing, the Luna G3 shows a QR code on its screen. You scan it with the free **3B Luna QR** app to see your therapy summary.

Viewing your data

1. Install the **3B Luna QR** app from the App Store or Google Play.
2. On the Luna's screen, open the option that displays the QR code (your machine's quick guide shows where).
3. In the app, tap to scan, and point your phone's camera at the code.
4. The app shows the summary contained in the code.

How your doctor and supplier get the data

React Health says cellular modems are standard on the Luna G3 CPAP and Auto CPAP machines, sending data to React Health's **iCodeConnect** system, which clinicians use. Wi-Fi requires an optional module. Data can also be read from the included SD card.

GOOD TO KNOW

A gray Wi-Fi symbol

React Health's FAQ says a gray Wi-Fi icon usually means the machine doesn't have the optional Wi-Fi module. That's normal; the cellular modem still sends data.

TIP

App names change

Some React Health documents are older and use different names. If the app in your store doesn't match, ask your supplier which app they want you to use.

CHAPTER 16

Other Machines, Memory Cards and No App at All

Not every machine has an app, and that's fine. Many store each night on a small **SD memory card**, the same kind used in cameras, and some also have a modem. Your therapy works the same either way.

If your machine uses an SD card

- Your supplier or sleep clinic may ask you to bring or mail the card in, or to bring the machine.
- Don't erase or reformat the card, and only remove it when the machine is off, following its manual.
- Keep the card in the machine unless someone asks for it. Losing it means losing that record.

Questions to ask your supplier

1. Does my machine have an app? Which one?
2. Does it have a modem that sends data on its own?
3. Do you need me to send you the card, and how often?
4. Who do I call if the app or modem stops working?

HEADS UP

Third-party data programs

Some people use free computer programs to read the SD card and look at detailed charts. That's a personal choice, but those charts are not a reason to change your settings yourself. Any question they raise belongs with your doctor.

TIP

Used or hand-me-down machine?

A CPAP is a prescription device, and a used one may still be registered to its old owner's account. Talk to your doctor and supplier before using a machine that wasn't set up for you.

PART 4

Your Data: Cellular, Insurance & Privacy

How your nightly data travels to your supplier and doctor, why insurance cares about it, who can see it, and why airplane mode at home causes trouble.

CHAPTER 17

How Your Data Gets to Your Doctor and Supplier

It surprises many people that their phone isn't how the doctor sees their data. Most modern machines have their own cellular modem that sends a nightly summary to the manufacturer's secure system. Your supplier and doctor look at it there.

The three paths

Path	How it works
Built-in cellular modem	Most common. Works automatically when the machine is plugged in and has coverage. ResMed AirSense 10 and 11, many Luna G3 machines, and some DreamStation models.
Your phone (Bluetooth)	Feeds the app you look at, such as myAir or DreamMapper. Usually not what your doctor relies on.
SD memory card	Stores everything on the card. Your supplier or clinic reads it when asked.

GOOD TO KNOW

No Wi-Fi password needed (usually)

Most machines' modems use cellular service, not your home Wi-Fi, so there's nothing to set up. Some React Health machines offer an optional Wi-Fi module; your supplier will explain if yours uses one.

Keep the modem happy

- Leave the machine plugged in after you use it, so it can send that night's data.
- Keep it out of airplane mode at home (see Chapter 20, *Airplane Mode at Home: Why It Causes Trouble*).
- If there's no signal, tell your supplier. They have options for poor-coverage areas.

TIP

Not sure your supplier sees your data?

Just ask: "Are you receiving my data from the machine?" They can check in seconds.

CHAPTER 18

Usage, Insurance and Medicare: the Basics

Your therapy data does more than fill an app. Many insurance plans, including Medicare, look at how much you use the machine, especially in the first few months, to decide whether they'll keep paying for it. This chapter explains the general rules so the paperwork doesn't surprise you. Your supplier and plan are the final word for your situation.

How Medicare generally works for CPAP

- Medicare's contractor guidance describes an initial trial period. To keep coverage, a person typically needs to use the machine at least 4 hours a night on at least 70% of nights during a 30-day stretch within the first 90 days, and have a follow-up with their doctor.
- Medicare usually rents the machine for 13 months, after which it belongs to you.
- Medicare Part B generally pays 80% of the approved amount after your deductible, and you pay the other 20%. Supplemental or Medicare Advantage plans can change what you owe.

HEADS UP

These are coverage rules, not health advice

How long and how often to use your machine is between you and your doctor. If you're struggling to use it, tell your doctor and supplier early. They can often help with comfort and mask fit.

TIP

Ask your supplier these questions

"Am I meeting my plan's usage requirement?" "When is my follow-up visit due?" "What will I owe each month?" Write the answers in Chapter 33, *Your CPAP Cheat-Sheet*.

Private insurance plans have their own rules, which may differ from Medicare's. Call the number on your insurance card if you're unsure.

CHAPTER 19

Who Can See Your CPAP Data

CPAP data is health information. Here's who usually sees it, and how to keep your own app account safe.

Who typically sees it

Who	How
You	Through the app or website, after you create an account.
Your supplier	Through the manufacturer's clinician system, to support your equipment and insurance.
Your doctor or sleep clinic	Through the same system, or reports from your supplier.
Your insurance or Medicare	Usage reports your supplier sends to show you meet coverage rules.

Keeping your account safe

- Use a strong password that you don't use anywhere else, and keep it somewhere safe.
- Lock your phone with a passcode, Face ID or fingerprint.
- Be careful about connecting third-party apps. Read each permission screen.
- If you stop using the app, you can usually delete your account from its settings or by contacting the manufacturer's support.

SCAM ALERT

Nobody needs your app password

Your supplier, doctor and the manufacturer never need your myAir or DreamMapper password. Anyone asking for it is not who they claim to be.

GOOD TO KNOW

Privacy policies

Each manufacturer publishes a privacy notice in its app and on its website. If you have questions about how your data is used, that's the place to start.

CHAPTER 20

Airplane Mode at Home: Why It Causes Trouble

Some machines have an airplane mode, which turns off the modem and Bluetooth. It's meant for flights. Turning it on at home is one of the most common reasons data stops reaching the app and your supplier.

Check and turn it off

1. Look at the top of the machine's screen for an airplane symbol.
2. If you see it, open the machine's menu and look for **Airplane Mode** (on ResMed AirSense machines, it's in the settings menus your user guide describes).
3. Turn it off, and leave the machine plugged in.
4. Check the next morning that your night arrived in the app.

TIP

Worried about the signal at night?

Some people turn on airplane mode because they're uneasy about wireless signals by the bed. If that's you, talk with your supplier about other ways, such as an SD card, to get your data to them, instead of quietly turning the modem off.

HEADS UP

Only the airplane mode setting

When you're in the machine's menus, change only the setting you came for. Leave pressure and clinical settings alone; those belong to your doctor.

GOOD TO KNOW

Back from a trip?

If you used airplane mode on a flight, remember to turn it off when you get home. See Chapter 26, *Flying with a CPAP*.

CHAPTER 21

Helping a Parent or Spouse with CPAP Tech

Many CPAP users have a spouse or grown child who helps with the technology. That help is valuable, as long as the person using the machine stays in charge of their own therapy and health information.

A simple setup for someone you help

1. Write the machine's model, serial number and the supplier's phone number in Chapter 33, *Your CPAP Cheat-Sheet*.
2. Set up the app on **their** phone, with **their** email address, and write the password down for them.
3. Pair the machine (if it pairs) and check that a night shows up the next morning.
4. Turn on notifications so the app can remind them.
5. Agree on who calls the supplier for supplies and who calls the doctor about therapy.

HEADS UP

One account per machine

Don't sign a parent's machine into your own app account. ResMed, for example, supports one machine per account, and mixing them up confuses everyone, including the supplier.

TIP

From a distance

A short weekly call ("Did last night show up? Any supplies due?") catches most problems early, such as a machine left in airplane mode after a trip.

GOOD TO KNOW

Talking to the supplier or doctor for someone

Offices usually need the patient's permission before they'll discuss details with a family member. Ask the office how to set that up.

FROM BILL

Want a hand?

Setting up a parent's CPAP app and phone is exactly the kind of thing I help with. See Chapter 32, *When to Call Bill*.

PART 5

Cleaning, Supplies & Travel

Looking after your equipment the way the manufacturer describes, the truth about ozone and UV cleaners, ordering supplies safely, and taking your machine on the road or in the air.

CHAPTER 22

Cleaning Your Equipment the Manufacturer's Way

Clean equipment lasts longer and is more pleasant to use. The best instructions are always the ones in your own machine's and mask's user guides, because materials differ. Here is what ResMed describes for the AirSense 11 and its HumidAir water tub, as an example of a typical routine.

Daily (ResMed's guidance for the water tub)

1. Empty the water tub in the morning.
2. Wipe it out and let it air-dry away from direct sunlight.
3. Refill it at bedtime with the type of water your user guide names, up to the maximum fill line only.

Weekly (ResMed's guidance)

1. Unplug the machine before cleaning.
2. Wash the water tub and air tubing in warm water with a mild dishwashing liquid.
3. Rinse well and let everything air-dry completely, out of direct sunlight.
4. Check the tubing for holes, tears or cracks, and replace it if you find any.
5. Wash your mask as its own user guide says.

GOOD TO KNOW

Which water?

Manufacturers' guidance differs by machine and country. ResMed's AirSense 10 support page recommends distilled water; the AirSense 11 guide refers to drinking-quality water. Use what your own user guide or supplier tells you.

TIP

White mineral spots in the tub?

ResMed suggests soaking the tub in a solution of one part household vinegar to about ten parts water, then rinsing well. Check your user guide first.

HEADS UP

Filters

Machines have an air filter, usually at the back. ResMed's guide says to check it and replace it on a schedule (every six months for some filters, or sooner if dirty). Your supplier can send replacements.

CHAPTER 23

Ozone and UV "CPAP Cleaners": What the FDA Says

You may see ads for gadgets that promise to sanitize your CPAP with ozone gas or UV light, no washing needed. Before you spend money, here's what the U.S. Food and Drug Administration has said.

The FDA's position

- The FDA says it has not authorized any device that uses ozone gas or UV light to clean, disinfect or sanitize CPAP machines and accessories such as masks and tubing.
- The FDA warned that ozone exposure can worsen existing breathing problems, and that UV cleaners may not disinfect properly.
- In 2023, SoClean recalled its SoClean 2 and SoClean 3 devices. In 2024, the FDA authorized a SoClean3+ device as an add-on after regular cleaning to reduce bacteria on certain masks and hoses.

SCAM ALERT

"Never wash your mask again!"

That's an ad, not advice. The FDA's guidance is to follow your machine and mask maker's cleaning instructions. Using an unauthorized cleaner may also affect your machine's warranty, so check with the manufacturer.

TIP

Ask your supplier first

If a cleaning gadget appeals to you, ask your supplier whether your machine's maker allows it.

CHAPTER 24

Ordering Replacement Supplies Safely

Masks, cushions, tubing, filters and water tubs wear out and get replaced on a schedule. Insurance plans, including Medicare, usually cover replacements at set intervals, and your supplier handles the ordering.

The simplest, safest way

1. Ask your supplier for their replacement schedule for your mask, cushions, tubing and filters.
2. Ask how they want you to reorder: a phone call, their website, a text or email reminder, or an automatic shipment.
3. When supplies arrive, check the box against what you expected, and keep the packing slip.
4. Check your insurance or Medicare statement for anything you didn't receive.

HEADS UP

Automatic shipments

Some suppliers offer automatic reorders. That can be convenient, but it can also mean items arriving that you didn't need. You can ask the supplier to call or text you before each shipment instead.

GOOD TO KNOW

Buying online without insurance

Masks and parts are also sold online, but a mask is a fitted, prescribed item. Ask your supplier or sleep clinic before switching to a different mask style or size, and buy only from well-known sellers.

SCAM ALERT

"Your supplies are ready" calls and texts

If someone you don't recognize says they're shipping you free or overdue CPAP supplies and needs your Medicare number to do it, hang up and call your own supplier using the number you already have. See Chapter 31, *Scams That Target CPAP Users*.

CHAPTER 25

Packing for a Trip

With a little planning, your CPAP travels easily. The machine usually goes in its own carrying bag, and your supplies go with it.

A packing list

- The machine, power supply and power cord.
- Your mask, headgear and tubing.
- The water tub (empty for travel), and water of the type your guide names, bought at your destination.
- A copy of your prescription and your supplier's phone number.
- An extension cord, because hotel outlets aren't always near the bed.
- A plug adapter if you're traveling abroad. ResMed machines' power supplies accept a range of voltages; check your user guide before plugging in overseas.

TIP

Label everything

Put your name and phone number on the bag and on the machine's power supply.

GOOD TO KNOW

Driving

On road trips, keep the machine in the car with you rather than in a hot or freezing trunk overnight. For using it in a vehicle or camper, see Chapter 27, *Power Outages, Cars and Campers*.

HEADS UP

Airplane mode

If you turn on airplane mode for a flight, remember to turn it off when you arrive, or your nights won't send (see Chapter 20, *Airplane Mode at Home: Why It Causes Trouble*).

CHAPTER 26

Flying with a CPAP

You can fly with your CPAP, and in the U.S. it doesn't count against your carry-on bag limit. Here's what the Department of Transportation, TSA and ResMed say.

The rules

Topic	What to know
Carry-on limit	The U.S. Department of Transportation lists CPAP machines as assistive devices, which don't count against your carry-on bag limit.
Checked-bag fees	DOT says if your assistive device can't be stowed in the cabin, you don't pay a checked-bag fee for it.
Security screening	TSA says CPAPs, BiPAPs and APAPs, along with masks and tubing, may stay in their case for X-ray, but you may be asked to remove the machine.
Using it in flight	Ask your airline in advance. ResMed advises asking at least two weeks before you fly and carrying a copy of any written approval.

At the airport

1. Pack the machine in its own bag, without other items, so it's clearly a medical device.
2. At security, tell the officer you have a CPAP. Follow their instructions about removing it.
3. Carry it on the plane. Don't check it in your suitcase, where it could be lost or damaged.

Using it on the plane

- Turn on the machine's airplane mode if it has built-in wireless (ResMed's travel guidance says to).
- ResMed says don't use the humidifier during a flight, because turbulence could spill water into the machine.
- ResMed says its power supply works with aircraft power, but you may need a specific adapter for the seat outlet. Check with the airline first.

TIP

Before you go

Call your airline about in-flight use and seat power, and ask your supplier for a travel letter if you don't have one.

CHAPTER 27

Power Outages, Cars and Campers

A CPAP needs power every night. A little preparation means a storm or a camping trip doesn't leave you without your machine.

Options to ask your supplier about

Option	What it is
DC converter	ResMed sells an official AirSense 11 DC/DC converter for 12V or 24V sources, such as a car's accessory socket or a camper.
Battery packs	Some makers sell batteries designed for their machines. Running time depends on settings and whether the humidifier is on. Ask your supplier what's approved for your machine.
Generators	Some people use a home generator during outages. Ask an electrician and your supplier how to do it safely.

STAY SAFE

Medical device during a long outage

If you rely on your machine and a long outage is expected, ask your doctor what they'd like you to do. It's also worth asking your electric company whether it keeps a list of customers who use medical equipment. Never run a generator indoors or in a garage.

TIP

Humidifier and batteries

Your machine's user guide explains how the humidifier and other settings affect running it on battery power, and which batteries are approved.

PART 6

Fixing Problems, Staying Safe & Getting Help

Bluetooth that won't connect, mask leaks and who to call about them, new or lost phones, scams that target CPAP users, and how to reach me.

CHAPTER 28

When Bluetooth Won't Connect

Bluetooth trouble is almost always fixable at home. Work down this list in order. These steps are for machines that pair with a phone (AirSense 11, DreamStation 2, AirMini); the AirSense 10 doesn't use Bluetooth with myAir.

Work through these in order

1. Check that Bluetooth is on in your phone's settings, and that the app is allowed to use it. On iPhone: **Settings**, scroll to the app, turn on **Bluetooth**. On Android: **Settings > Apps**, choose the app, then **Permissions**, and allow **Nearby devices**.
2. Keep the phone within a few feet of the machine, and make sure the machine is plugged in and on.
3. Close the app completely and reopen it.
4. Update the app from the App Store or Google Play.
5. Restart your phone.
6. Remove the old pairing: in your phone's Bluetooth settings, find the machine and choose **Forget This Device** (iPhone) or **Unpair** (Android). Then pair again from inside the app (see Chapter 8, *Pairing an AirSense 11 with Your Phone* or Chapter 14, *Philips DreamStation 2 and DreamMapper*).
7. Philips also suggests uninstalling and reinstalling DreamMapper and turning the DreamStation off and on.
8. Still stuck? Call the app's support line or your supplier.

GOOD TO KNOW

Therapy works without Bluetooth

Your machine treats you the same whether or not the phone is connected. Bluetooth only affects what the app shows.

TIP

Two phones in the house?

Philips machines pair with one phone at a time. If a spouse's phone paired by accident, it may be holding the connection.

CHAPTER 29

Mask Leaks and Comfort: Who Can Help

Air hissing from your mask, a mask-seal score that keeps dropping, a dry mouth or marks on your face: these are common, and help is available. The app can point out a leak; fixing it is a job for your supplier and, for anything medical, your doctor.

Simple things the manufacturers describe

- Put the mask on as its user guide pictures, then lie down in your sleeping position before judging the fit.
- Wash the cushion as your mask guide says; skin oils can keep it from sealing.
- Check that cushions are the right size and haven't worn out. Worn cushions are a common cause of leaks.
- Watch the mask seal part of your app's nightly summary for a few nights after any change, and tell your supplier what you see.

Who to call

Problem	Call
Leaks, mask fit, worn parts, a different mask style	Your supplier. Many will refit you or swap a mask that doesn't work.
Dry mouth, nose problems, pressure feels wrong, trouble sleeping	Your doctor or sleep clinic.
App says something you don't understand	Write it down and ask your doctor at your next contact.

STAY SAFE

Never change your pressure yourself

Online videos sometimes show how to reach hidden clinician menus. Please don't. Your pressure is part of your prescription, and only your doctor or sleep clinic should change it.

TIP

Bring the details

Before you call, note how often the leak happens, which mask and size you use, and what the app shows. That makes the call quicker.

CHAPTER 30

New Phone, Lost Phone, or Forgot Your Password

Your app history lives in your account, not on your phone. A new phone, lost phone or deleted app doesn't mean lost data, as long as you can sign back in.

Moving to a new phone

1. Install the same app on the new phone.
2. Sign in with the same email and password. Don't create a new account.
3. For machines that pair (AirSense 11, DreamStation 2, AirMini), pair the new phone. The old pairing can be forgotten.
4. Check that last night appears.

Forgot your password

1. On the app's sign-in screen, tap **Forgot password**.
2. Enter the email address you used.
3. Open the reset email from ResMed, Philips or React Health and follow the link. Check spam or junk if it doesn't arrive.
4. Write the new password somewhere safe.

SCAM ALERT

Password emails you didn't ask for

If you get a password-reset or "account locked" email you didn't request, don't click it. Open the app yourself and sign in normally.

TIP

Lost phone?

Losing the phone doesn't affect your machine or your supplier's data. Sign in on the new phone when you have one. For finding or locking a lost phone, see my guide to lost or stolen phones.

CHAPTER 31

Scams That Target CPAP Users

CPAP users are a favorite target, because supplies are recurring, Medicare is involved, and the recall made headlines. Here are the patterns so you can say no with confidence.

The "free supplies" call

The Federal Trade Commission has warned that scammers call, mail letters and run ads offering "free" or "low-cost" medical equipment to people on Medicare, then use the Medicare number to bill for things you never needed. Medicare doesn't call you to offer free devices or supplies.

1. Hang up on anyone who calls offering free CPAP supplies or equipment.
2. Never give your Medicare number to someone who called you.
3. Order supplies only through the supplier you already use, at the number you already have.
4. Don't accept equipment in the mail that you or your doctor didn't order.
5. Check your Medicare Summary Notice for supplies you didn't receive, and report them to 1-800-MEDICARE.

Other patterns

Pattern	What to do
Recall callers	Strangers using the Philips recall to collect your details. Get recall facts from Philips, the FDA or your supplier (see Chapter 5, *The Philips Recall: the Facts in Plain English*).
Fake support numbers	Ads and pop-ups that pretend to be ResMed or Philips. Use numbers from your app or the company's website typed into your browser.
Phishing emails	Messages saying your account is locked or a shipment is waiting. Open the app yourself instead of clicking.
Unauthorized cleaners	Gadgets with big promises. See Chapter 23, *Ozone and UV "CPAP Cleaners": What the FDA Says*.

SCAM ALERT

Report it

Report scam calls at **ReportFraud.ftc.gov**, and Medicare fraud at 1-800-MEDICARE. If you gave out your Medicare number, call 1-800-MEDICARE right away.

CHAPTER 32

When to Call Bill

Many people get their CPAP app working with this guide alone. But some jobs are simply easier with a second pair of hands, and there's no prize for struggling.

Good reasons to call me

- The app won't pair or sign in, and Chapter 28, *When Bluetooth Won't Connect* didn't help.
- You got a new phone and want everything moved over.
- You'd like help setting up a parent's app, or checking their phone's permissions.
- You're traveling and want your phone, chargers and adapters sorted out.
- You've had a suspicious call, text or email about supplies or the recall.

WHAT THIS DOES FOR YOU

Device Training

This guide pairs with my **Device Training** service: an unhurried, one-on-one session where we set up your CPAP app and phone together and practice until it feels natural.

HEADS UP

What I don't do

I help with the technology. I don't change machine settings, interpret your data or give medical advice. For those, please call your doctor, sleep clinic or supplier.

How to reach me

I'm Bill, and Bill's Home Tech serves **Portage County, Ohio**. Call or text **(330) 200-8042**, or book online at **billshometech.com/book**. If you reach my assistant **Sophie** on the main line, she can answer simple questions and get you on my schedule. My help is **$49 remote · $99 in your home**. With 30+ years of professional experience, I promise there's no question too basic.

STAY SAFE

In an emergency, call 911, not me

If you have trouble breathing or someone is in danger, call 911 right away.

— Bill

CHAPTER 33

Your CPAP Cheat-Sheet

The whole guide, boiled down to what you'll reach for most.

Apps and pairing

Machine or problem	Do this
ResMed AirSense 11	myAir: **Profile > My equipment > Pair Bluetooth**, then type the 4-digit key from the machine's screen
ResMed AirSense 10	myAir: enter the 11-digit serial and 3-digit device number from the back label
Philips DreamStation 2	DreamMapper: choose **PR BT** plus four characters, confirm the 6-digit PIN
React Health Luna G3	3B Luna QR app: scan the QR code on the machine's screen
Night not showing	Wait an hour, check airplane mode is off, check signal, leave it plugged in

Who to call

About	Call
Pressure, therapy, how you feel	Doctor or sleep clinic
Mask fit, leaks, supplies, repairs	Your supplier (DME)
App sign-in or pairing	The manufacturer's app support, or Bill
Emergency	911

Staying safe, the short list

1. Never change pressure settings yourself.
2. Medicare doesn't call to offer free supplies.
3. Order supplies only through your own supplier.
4. The FDA hasn't authorized ozone or UV CPAP cleaners.
5. Carry your CPAP on the plane; it doesn't count as a carry-on bag.
6. Turn airplane mode off when you get home.

Keep this handy

Keep handy	Fill in
My machine (model)	_____
Serial number / device number	_____
My mask and size	_____
App account email	_____
Supplier name and phone	_____
Doctor or sleep clinic phone	_____
Bill's Home Tech	(330) 200-8042 · billshometech.com/book

FROM BILL

You've got this

You now know how your machine's app works, how your data travels, how to keep things clean and how to travel without stress. Go gently, and call me any time you'd like a hand with the tech. — Bill, (330) 200-8042