DreamMapper
Connection Guide for SD Card, Bluetooth, and Modem

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Table of Contents

DreamMapper Data Card Uploader for Windows 7 - Install ......................................................... 1
DreamMapper Data Card Uploader for Windows 7 - Uninstall...................................................... 2
Windows 8 / 10 - Turn on Smartcard service .................................................................................. 3
DreamMapper Retrieving Log Information on Windows 7 .......................................................... 3
DreamMapper Data Card Uploader for MAC Install ................................................................. 4
DreamMapper Data Card Uploader for MAC Uninstall ............................................................. 6
DreamMapper Retrieving Log Information on MAC ................................................................. 6
DreamMapper Bluetooth Connection - External Bluetooth Accessory ........................................ 8
  Pair Bluetooth Device 100200B on System One PAP Unit .......................................................... 8
  Data Sync .................................................................................................................................... 8
DreamMapper Bluetooth Connection - Internal Bluetooth on Board Device ............................. 9
  Pair Bluetooth Device on DreamStation PAP Unit ...................................................................... 9
DreamMapper Modem Connection ............................................................................................. 9
  Modem Data Upload – System One PAP Unit ............................................................................ 9
  Modem Data Upload – DreamStation Cellular Modem .......................................................... 10
  Modem Data Upload – DreamStation WiFi Modem ..................................................................... 11
DreamMapper Data Card Uploader for Windows 7 - Install

- Open web browser and navigate to the website www.myDreamMapper.com
- Login to DreamMapper account
- Click on Settings
- Click on Data Connection
- Scroll down the page
- Click on Download for Windows
- Run DreamMapper Data card Uploader installer

If installer does not run, please make sure any Firewall and AntiVirus programs are temporarily disabled.
If previous version of SleepMapper data card uploader was installed click Yes to update existing installation. Click Next on the installation window

Choose the appropriate selections, click Finish. The DreamMapper Data Card uploader will open.
Plug in SD card to computer this screen will Pop-Up.

Enter DreamMapper credentials click on “Remember Me” box so future uploads will begin automatically.
Click Login.
Once logged in the uploader will process card data and display download was successful.

When transfer is complete, remove SD card from computer
Login to DreamMapper account at www.myDreamMapper.com to view data results

**DreamMapper Data Card Uploader for Windows 7 - Uninstall**

First to stop the Data Card Uploader on the bottom right of the computer screen. This is where the clock is displayed.
Find the Data Card uploader Icon and Right click, click Exit to stop the uploader.
Open Control panel, click on Programs and Features
Please uninstall “DreamMapper Data Card Uploader”
Follow uninstall screen, click Next and then Finish
Windows 8 / 10 - Turn on Smartcard service

- If the SD card is not being recognized by Windows 8 system please follow these steps
- Click the Windows button on your keyboard (to enter the Start App menu)
- Start Typing – services.msc Click on
- Scroll down the Services list and find “Smart Card”, Right click on the Smart Card service, Select Properties
- Select Startup Type as Automatic, click Start to Start the service, then click Apply and OK. Close the Services Menu

DreamMapper Retrieving Log Information on Windows 7

- Any issues with SD card upload please send the following information to DreamMapper.support@philips.com or call DreamMapper support at 855-699-6276.
- Open DreamMapper Data Card Uploader, click on the menu on top left
- Click on View Log
- Click the mouse anywhere on the log information, On the Keyboard click Ctrl+A to Select All
- Then click Ctrl+C to Copy
- Open email To: DreamMapper.support@philips.com and Ctrl+V to Paste info to the email and send
- Next please send your SD card data. Please insert your SD card to the computer Click on Start
- Click on computer
- Double left click on the SD card. Should look similar to this
- Once you that you should see a P-Series folder
- Right click on P-Series folder a menu should appear
- Then choose “Send to” then chose “Compressed (zipped) folder”.

DreamMapper Data Card Uploader
A P-series zipped folder is created
Please move this file to your desktop and email this file
Paste info to the email and send
Open email To: DreamMapper.support@philips.com
When emailing DreamMapper support, please also include the information for the Windows OS
Click the Start Button, then Right click Computer, click properties
Please send the Windows Version and System Type

DreamMapper Data Card Uploader for MAC Install
Open internet web browser (Safari) and navigate to the website www.myDreamMapper.com
Login to DreamMapper account
Click on Settings
Click on Data Connection
Scroll down the page
Click Download for MAC
Click the arrow to look at the download
When download completes, click on the DreamMapper_Data_Card_Uploader file to start installation.
When you run the file, the drive folder DreamMapper Data will be created.

Click on DreamMapper Data Card Uploader Installer file, this page appears. Click Open to begin install.

Click Next on the installation window(s)

Choose the appropriate selections, click Finish. The DreamMapper Data Card uploader will open.

Plug in SD card to computer this screen will Pop-Up.

Enter DreamMapper credentials click on “Remember Me” box so future uploads will begin automatically.

Click Login.
Once logged in the uploader will process card data and display download was successful.

When upload is complete, Eject the drive and then remove the SD card. Login to DreamMapper to view current data.

After the Data card uploader install is complete, the installer drive folder can be removed. Click to Eject “DreamMapper Data”.

DreamMapper Data Card Uploader for MAC Uninstall

Drag and Drop DreamMapper Data Card Uploader program to Trash and Empty Trash

DreamMapper Retrieving Log Information on MAC

At any time, if there are any issues with DreamMapper please follow these instructions:

- In the Searchlight box, type in DreamMapper
- Click on the "DreamMapperDataCardUploaderSettings" Folder
Click the Logs folder

Click the settings menu and Compress “Logs”

A Zipped Logs file will be created

Drag and Drop this zipped file to the desktop and email to DreamMapper.Support@philips.com

Next please send your SD card data. Please insert your SD card to the computer P-Series folder will display.

Click on P-Series folder, then click Settings and click Compress “P-Series”. A Zipped P-Series file is created.
Drag and Drop this zipped file to the desktop and email to DreamMapper.Support@philips.com

When emailing DreamMapper support, please also include the information for the MAC OS
Click the Apple, then click About this MAC, please note the OS Version and Processor

DreamMapper Bluetooth Connection - External Bluetooth Accessory

Pair Bluetooth Device 100200B on System One PAP Unit
- Verify Bluetooth in mobile device is on: In the mobile device: Settings > General > Bluetooth (May need to turn Bluetooth off and back on to attempt connection)
- Press the button on the side of the Bluetooth Module ONE time. The module will temporarily enter pairing mode and the module's blue LED will blink rapidly for 3 minutes.
- PRBT #### will appear in the list of devices. Click on this connection
- Enter the pin code "1-0-0-8" when prompted to complete the pairing process.
- Open DreamMapper app to begin data sync

Data Sync
If the sync fails on the app, please try these steps:
- Unplug the CPAP machine
- Take off the Bluetooth module
- Place Bluetooth back on the device
- Plug in CPAP machine
- Open DreamMapper app
- The sync should count to 100% Then data will be able for viewing
DreamMapper Bluetooth Connection - Internal Bluetooth on Board Device

Pair Bluetooth Device on DreamStation PAP Unit
Mobile App will display "Your therapy device has built-in support for Bluetooth..."

- Make sure CPAP machine is plugged in, but not blowing air
- Exit DreamMapper
- Verify Bluetooth in mobile device is on: In the mobile device: Settings > General > Bluetooth (May need to turn Bluetooth off and back on to attempt connection)
- PRBT ### will appear in the list of devices. Click on this connection
- Compare the codes displayed on your therapy device and this mobile device.
- If the codes match, confirm on both devices to complete the pairing process. (Click pair on both PAP unit and mobile device) The mobile device should now indicate that your therapy device is "Connected"
- Once connected, open DreamMapper app and enter the settings menu
- Click on Data connection and click the blue or green button to the right of Choose Bluetooth
- On the Bluetooth page scroll down and click Begin Using
- The sync should count to 100% Then data will be available for viewing on Sleep tab
- Please begin each day by launching DreamMapper so that it can synchronize with your therapy device. Remember that this can succeed only if you are in the same room as your therapy device.
- Although your therapy device may contain data that precedes the creation date of your DreamMapper account, that data will not be shown in DreamMapper
- For any additional troubleshooting, please contact the homecare provider or contact DreamMapper Support at DreamMapper.support@philips.com or call DreamMapper Support at 855-699-6276.

DreamMapper Modem Connection

- If there is a modem on your PAP device, the data should automatically be transmitted between the sleep therapy device and DreamMapper.
- If data is not displaying on MyDreamMapper.com, contact the homecare provider and ask them to enter the following information into EncoreAnywhere patient profile:
  - The email address used to register DreamMapper account
  - The device serial number used to register DreamMapper account

Modem Data Upload – System One PAP Unit
If all information is entered and data is not displaying in DreamMapper, follow these steps:

- Unplug CPAP machine
- Take off modem, leave off for 10 – 15 minutes
- Place modem back onto CPAP machine
➤ Plug in CPAP machine
➤ Push button on the modem for 10 seconds, Watch the CPAP screen

- First the CPAP will attempt to establish a connection and display triangles
- Next, the modem initiates transmission displaying dashes
- Finally, the modem connection is successful when the CPAP displays a checkmark

➤ When the checkmark displays all the data should be caught up in the DreamMapper account and Encore for the homecare provider.
➤ If the final icon on the CPAP screen is any other symbol besides a checkmark, please contact the homecare provider for further troubleshooting or contact DreamMapper Support at DreamMapper.support@philips.com or call DreamMapper Support at 855-699-6276.

Modem Data Upload – DreamStation Cellular Modem
If all information is entered and data is not displaying in DreamMapper, follow these steps:
➤ Unplug CPAP machine
➤ Take out modem
➤ Place modem back into DreamStation machine
3. Plug in CPAP machine
4. Normally, the modem will automatically make a call and upload therapy data once every day.
   The modem will not make a call while the blower is on and therapy device is delivering therapy.
   You can manually make a call by navigating to the My Provider menu in the therapy device and selecting “Upload”. The device will then display the animated Sending screen, then display that the upload was completed.

   ➢ If the device displays a Failed Screen, note the numbers displayed on the failed screen.
   ➢ Please contact the homecare provider for further troubleshooting or contact DreamMapper Support at DreamMapper.support@philips.com or call DreamMapper Support at 855-699-6276.

Modem Data Upload – DreamStation WiFi Modem
If all information is entered and data is not displaying in DreamMapper, follow these steps:
   ➢ Unplug CPAP machine
   ➢ Take out modem
   ➢ Place modem back into DreamStation machine

   1. Open Accessory Door
   2. Remove the Modem
3. Plug in CPAP machine
4. To connect to your home network, on the DreamStation Unit, navigate to My Setup menu and Select Wifi

- The WiFi modem will search for available networks within range of your device.
- Select your network when it appears on the screen.

- If your network does not appear in the list, scroll to the bottom of the list of networks and select “Other…” and enter the name of your network connection.
- If your network is secure, a Passkey pop up screen will appear after selecting of adding your network.
- Enter your password to your network on this screen (Case Sensitive)

- Once your password is entered, the Wi-Fi modem will connect to your network.
Once connected to your network, the network name and signal strength will be displayed in the My Setup menu.

If a red “X” appers over the signal strength icon, the WiFi modem detects a wireless router, but cannot connect to it. Try repeating steps 1 – 3 above, making sure you select the correct network and enter the correct password.

If you need to remove any known network information from the WiFi modem, navigate to the Available WiFi networks screen as described above and select the “Forget Networks” option.

Normally, the modem will automatically make a call and upload therapy data once every day.

The modem will not make a call while the blower is on and therapy device is delivering therapy.

You can manually make a call by navigating to the My Provider menu in the therapy device and selecting “Upload”. The device will then display the animated Sending screen, then display that the upload was completed.

If the device displays a Failed Screen, note the numbers displayed on the failed screen.

Please contact the homecare provider for further troubleshooting or contact DreamMapper Support at DreamMapper.support@philips.com or call DreamMapper Support at 855-699-6276.
Consult the modem manual and SleepMapper online help for additional information.