



## MySleepDash User Manual



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## **Device Description**

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MySleepDash is a cross-platform mobile health app designed to support users of Transcend CPAP devices in managing their sleep apnea therapy. The app enables patients to wirelessly connect to their CPAP device via Bluetooth Low Energy (BLE), allowing for seamless data synchronization, review of therapy usage, and basic device configuration. Through a user-friendly interface the application provides intuitive access to usage summaries, compliance reports, and sleep metrics.

### **Intended Use**

The MySleepDash Mobile Application software is intended to be used in conjunction with Transcend Continuous Positive Airway Pressure (CPAP) devices to support individuals diagnosed with obstructive sleep apnea (OSA). The application enables users to view therapy data, monitor device usage, and adjust comfort settings. The application is also intended for healthcare professionals to configure Transcend CPAP device settings. It does not provide automated diagnosis or treatment recommendations and should be used in conjunction with professional medical oversight.

### **Intended Users**

Transcend CPAP devices are intended for use in adults weighing over 66 pounds (30 kg). These devices are intended for home and hospital/institutional use.

### **Compatible Devices**

MySleepDash is intended to be used with the Android operating system, 12.0 or newer and the iOS operating system, 17 or newer.

### **Prescription Use Only**

This mobile health application is for prescription use only (Rx Only).

## **Download and Install MySleepDash**

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Before connecting a Transcend CPAP to a smart device, ensure that the latest version of the MySleepDash app is installed on the smart device. The app is available for download from the App Store or Google Play.

### **STEP 1**

- Start by installing the app on your smart device.



[Scan or Click Here](#)

### **STEP 2**

- Find the MySleepDash App Icon  and tap on it to open the app.

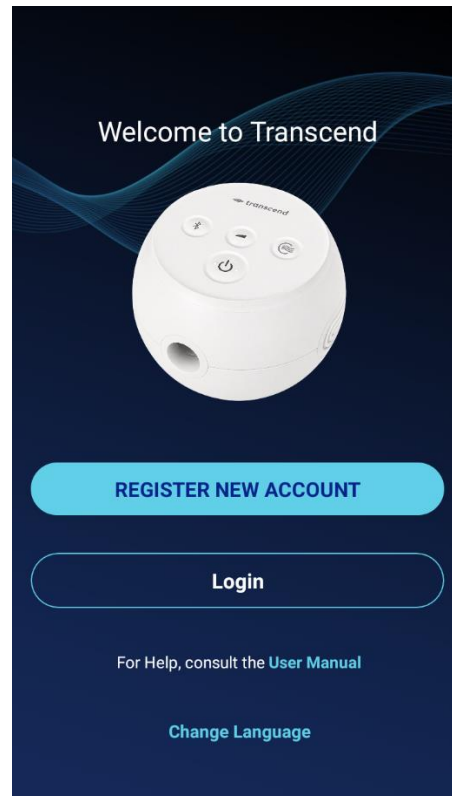
## Create an Account/Login

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From the welcome screen you have the option to register a new account or login. You can also change the language by tapping on change language at the bottom of the screen.

### **STEP 1**

If you have not registered an account before, tap on REGISTER NEW ACCOUNT to proceed. If you already have an account, skip to STEP 5 below.



### **STEP 2**

Fill in your Basic Information using the NEXT button to move between screens.

- Entering your Care Provide and Care Provider Email will allow you to quickly send emailed compliance reports with one-click from your account screen.
- When creating your password it will need to meet the following requirements:
  - 8-16 characters, 1 lowercase letter, 1 number, 1 uppercase letter and 1 special character

### **STEP 3**

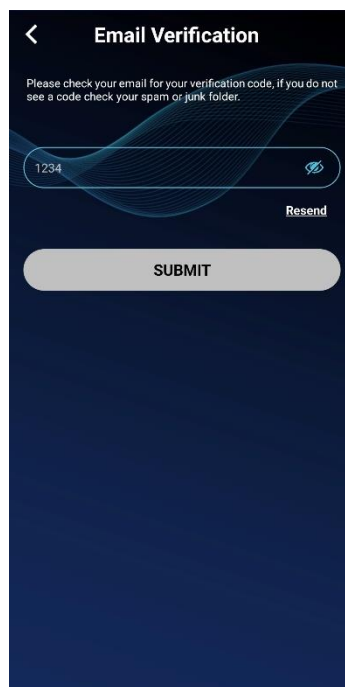
Please read the Terms of Use and Privacy Notice by tapping on them. Once read, check the consent box.

- If you are interested in receiving marketing emails from Transcend, you can consent to them here.

Click Submit to create your account.

### **STEP 4**

You will receive an email with a 4-digit one-time password (OTP). Enter the OTP code on the Email Verification screen (show below). Click Submit to complete your registration.



### **STEP 5**

Enter your email and password you created to login.

## **Registering and Pairing your CPAP Device**

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When you login for the first time you will be prompted to register a device. You can also return to this screen at any time by de-registering your device from the My Account tab.

### **STEP 1**

Verify that the Bluetooth on your CPAP device is turned on (the light above the Bluetooth button will be blue). Tap the green QR code icon on the right side of the screen. If it prompts you for permissions, you will need to approve/allow to continue setting up the app.

### **STEP 2**

Use the phone's camera to scan the QR code on the bottom of the CPAP.

### **STEP 3**

Verify the serial number in the box matches the serial number of your device. Click ADD to register the device with your account.

### **STEP 4**

The initial sync will begin automatically. You will get a popup asking to pair with the device; tap pair to continue. The Bluetooth light on the CPAP will turn green while the device is pairing. Once the device completes the initial pairing, you will be brought to the dashboard.

## **Internet Connectivity Requirements**

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Certain MySleepDash features require an active internet connection, including account creation, user authentication, cloud data synchronization, report sharing, and remote access to compliance data.

The following functions can be performed without an active internet connection when the mobile device is connected directly to the CPAP device via Bluetooth Low Energy (BLE): viewing previously synced data stored locally on the device, syncing data directly from the CPAP device, and adjusting user-accessible comfort settings. Cloud-based features become available once an internet connection is restored. Syncing Device Data to the Cloud.

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To view the most recent data/settings from your device you will need to sync the data. Users that require their compliance data should sync regularly as the CPAP only stores 3-6 months of compliance data depending on use.

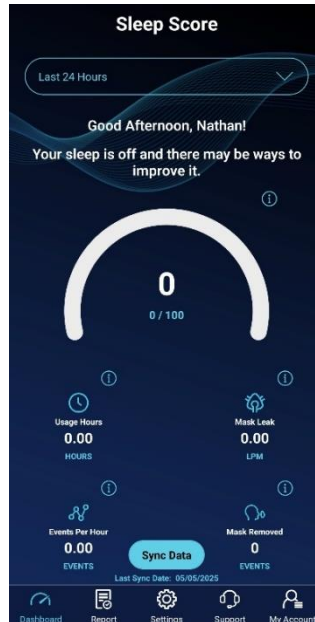
You can sync your data through Bluetooth by tapping the Sync Data button on the dashboard or by navigating to My Account and tapping the Sync Data with Device button. You will want to make sure the CPAP is nearby, powered and that the light above the Bluetooth icon is blue.

Once the data has been successfully uploaded you will get a "Sync completed successfully" popup.

# Dashboard

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On the dashboard you are presented with your Sleep Score along with four additional data points: Usage Hours, Mask Leak, Events Per Hour (AHI), Mask Removed.



The MySleepDash app gives you a daily Sleep Score based on the quantity and quality of your sleep. Your score is meant to guide you in a positive direction to help you sleep better if your score is below 70. It's also meant to reward and encourage consistency if you're regularly reaching a score above 70.

Your Sleep Score ranges from 0-100 — telling you, at a glance, the quantity and quality of your sleep and if there are things you can do to meet your sleep goals.

Your sleep score is made-up of four different sleep elements known as sleep contributors. Your contributors help you look at what is impacting your overall sleep.

## **Usage Hours**

The MySleepDash app measures the amount of time you use your device each night. The more, the better. The maximum Sleep Score is attained with seven hours of using your device. 70% of your Sleep Score is based on your usage hours.

## **Mask Leak**

If your mask does not seal properly, it can impact the effectiveness of your treatment. The better your mask fits and seals, the higher your Sleep Score. 20% of your Sleep Score is based on the quality of your mask seal.

## **Taking your Mask Off and On**

The fewer times you need to take your mask off during the night, the more effective your treatment and the better your sleep. 5% of your Sleep Score is based on how many times you take your mask off and on during the night.

## **AHI**

CPAP therapy helps control apneas and hypopnea breathing events. The fewer breathing events you have at night, the higher your Sleep Score. 5% of your Sleep Score is based on how many breathing events you have while you sleep.

You can use the drop down at the top of the page to adjust the period that the Sleep Score is using.

To view more details about the Sleep Score or an individual metric, you can tap on the score/metric. This will bring you to a page allowing you to view your results broken out by days/weeks/months.

The Sleep Score is an estimate provided by sleep apnea breathing therapy equipment and not diagnostic parameters.

## Viewing, Downloading, and Sharing Compliance

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To view your Compliance Report, tap the Report icon at the bottom of the app.

The Compliance Report will provide you with a summary of your therapy compliance based on the time period selected in the drop down. You can also look at an Advanced report that will give you additional metrics.


The Compliance Report includes:

- Apnea Index – number of Apnea events
- Hypopnea Index – number of Hypopnea events
- AHI Index – (# of Apnea Events + # of Hypopnea events)/therapy time in hours

These values are estimates provided by sleep apnea breathing therapy equipment and not diagnostic parameters.

If data appears to be missing, sync the device from the Dashboard page or My Account to pull the most recent data from your CPAP device. You will want to make sure the CPAP is nearby, powered and that the light above the Bluetooth icon is blue.



To send your report to your physician, tap the share icon  at the top of the page. This will bring up your share options (these will depend on what apps you have on your device). Selecting email for example will open your preferred email application, start a new email and attach the report.

You can also quickly share your report with your physician by tapping the Send Report to My Care Team button under My Account.

To download a copy of your report, tap the download icon  in the upper right corner of the screen.

## Viewing and Adjusting Comfort Settings

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To view the settings on your CPAP, click the settings icon at the bottom of the app.

If your settings appear to be missing/incorrect, sync the device from the Dashboard page or My Account to pull the most recent data from your CPAP device. You will want to make sure the CPAP is nearby, powered and that the light above the Bluetooth icon is blue.



There are 6 settings on your CPAP device, however you can only adjust the AirRelief, GentleRise Pressure and GentleRise duration settings as the pressure settings are set by prescription. The settings are:

1. **Starting Pressure** – is the pressure the device will begin therapy once the ramp time has ended.
2. **Minimum Pressure** – is the lowest pressure the device will operate at during therapy.
3. **Maximum Pressure** – is the highest pressure the device will operate at during therapy.
4. **AirRelief** – is your pressure relief setting. The higher the value, the more relief that is being offered. It is recommended to keep this at the lowest comfortable setting.
5. **GentleRise Pressure** – is the pressure your device will start at when first turned on. It will ramp from this pressure to your starting pressure over the ramp duration.
6. **GentleRise Duration** – is how long ramp will run before therapy begins.

### **To Adjust Settings**

Use the green up and down arrows to make adjustments to the settings. Once the settings are correct, tap the now blue UPDATE SETTINGS button to sync the settings with the device. You will want to make sure the CPAP is nearby, powered and that the light above the Bluetooth icon is blue.

## Support

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By tapping on Support at the bottom of the app you can access FAQs, review troubleshooting steps and/or submit a report to Transcend, provide feedback to Transcend and access videos/setup guides.

You can navigate through both the FAQs and Troubleshooting sections by tapping on the various menu items. Return to previous pages by using the back icon in the upper left corner.

To submit a report to Transcend, navigate to Troubleshooting > Report an Issue to Transcend Customer Support. This will send device data directly to Transcend Support to be used while trouble shooting your device.

## My Account

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Under My Account you will be able to manage your profile, change your password, view information about your CPAP and the app, deregister your CPAP device, sync your device adjust auto sync/email reminders, send a report to your care team, change languages and logout.

**Manage Profile** – Under this section you will be able to adjust the information you initially entered when setting up your account as well as provide an email for your Care Provider team.

**Change Password** – Allows you to change the MySleepDash app password. You will need your previous password to make this change.

**About Device** – Provides basic information such as total usage, firmware and serial number for your CPAP device.

**About App** – Provides the version and terms of use/privacy policy for the MySleepDash App.

**Deregister Device** – This will deregister your current CPAP and return you to the Register screen to set up a new device.

**Sync Data with Device** – This will start a sync with your CPAP device. Ensure the device is nearby, has power and that Bluetooth is enabled.

**Auto Sync Data with Device** – Toggling this on will prompt you to sync the device each time you open the MySleepDash app.

**Receive Email Reminders** – Toggling this on will opt you in for reminder emails from Transcend. These emails will include changing filters, hoses, masks as well as general maintenance of the CPAP device.

**Send Report to My Care Team** – This will bring up a popup to quickly send a report to the email you have provided for your care team. You will be able to select the range and report style.

**Languages** – This will allow you to adjust the language the app is displaying.

**Logout** – This will log you out of the MySleepDash app.

# Cybersecurity Information for Users

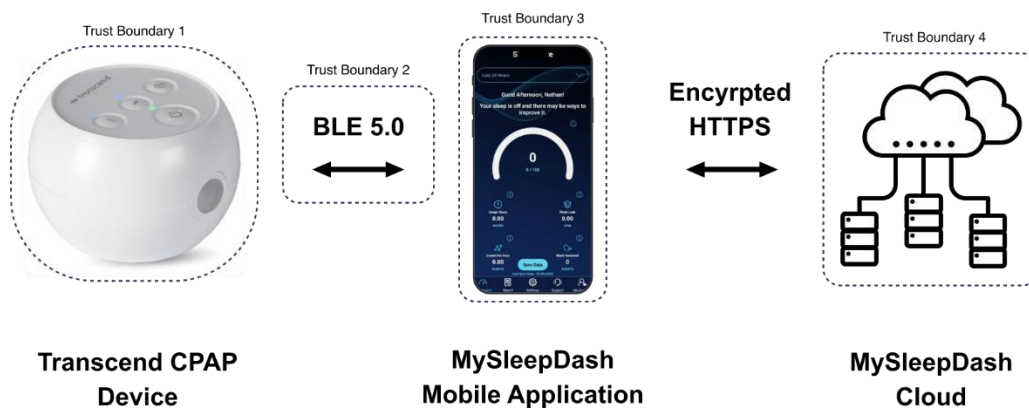
## Device Instructions and Recommended Cybersecurity Controls

Users should ensure that the mobile device running the MySleepDash app:

- Has a secure screen lock enabled.
- Runs the most recent version of the operating system.
- Has anti-malware software installed.
- Avoids use on public or untrusted Wi-Fi networks.
- Uses strong passwords as required during account setup:
  - 8–16 characters, with at least one lowercase letter, one uppercase letter, one number, and one special character.

## Cybersecurity Diagram

The following diagram enables users to understand where cybersecurity controls apply:



## Network Interfaces and Communication Ports

The MySleepDash app communicates with the CPAP device over **Bluetooth Low Energy (BLE)**. The app also communicates with secure cloud servers over **HTTPS (port 443)** to transmit user data. All data transmission is encrypted in transit.

| Interface | Type         | Direction     | Description   |
|-----------|--------------|---------------|---|
| Bluetooth | BLE          | Bidirectional | Used to sync data with the CPAP device.                                     |
| HTTPS     | TCP Port 443 | Outgoing only | Used to transmit and retrieve encrypted user data from the Transcend cloud. |

## **Supporting Infrastructure Requirements**

To ensure proper functionality and secure operation:

- Devices must support Bluetooth 4.0 or later.
- Users must grant the app permission to access Bluetooth and camera (for QR code scanning).
- A reliable internet connection is required for full application functionality.
- Wi-Fi is preferred over mobile data for reliable transmission.

## **SBOM (Software Bill of Materials)**

A software bill of materials (SBOM) is maintained by Transcend Inc. for all critical software components used in MySleepDash. Users can request access to the SBOM by contacting Transcend Support at [support@mytranscend.com](mailto:support@mytranscend.com). The SBOM is available in a machine-readable format upon request and is updated periodically.

## **Software Updates**

Transcend notifies users of new app versions via the App Store (iOS) or Google Play (Android). Only download official updates from these platforms.

To ensure continued security:

- Regularly check for app updates.
- Enable auto-update in your mobile device settings.

## **Detection of Anomalous Conditions**

If abnormal behavior is detected (e.g., failed sync attempts, unexpected logouts), users should:

- Restart the app and CPAP device.
- Re-attempt pairing.
- Report incidents through the in-app support or email Transcend directly.

Security events such as failed login attempts, device re-registration, or network anomalies may be logged on the server for analysis and auditing.

## **Critical Functionality Protections**

The MySleepDash app does not deliver therapy or directly control device operation. The app allows users to adjust select comfort-related settings, such as:

- **AirRelief**
- **GentleRise Pressure**
- **GentleRise Duration**

Key therapy parameters, including pressure settings, are visible in the app but cannot be changed by the user. These settings are configured by authorized personnel during device setup and are protected against unintended modification.

In the event of app failure, uninstall, or loss of connectivity:

- Therapy on the CPAP device continues uninterrupted using the most recent configuration.
- Any setting changes made through the app require confirmation via manual sync with the powered CPAP device in close proximity.

### **Backup and Recovery**

User accounts and compliance data are backed up to the Transcend cloud. If a user deletes the app or changes devices:

- Reinstallation and login with the same credentials will restore data.
- Pairing the CPAP device again using the QR code may be required.

### **Secure Configuration and User-Modifiable Settings**

The app limits access to certain settings based on user role and ensures secure defaults:

- Password-protected login is required.
- The only adjustable CPAP settings via the app are: AirRelief, GentleRise Pressure, and GentleRise Duration.
- Critical pressure settings are fixed and not user-configurable.

### **Forensic Evidence and Logging**

Security logs are maintained server-side. These may include timestamps of login attempts, device pairings, sync events, and report downloads. These logs are stored securely and only accessible to authorized personnel for troubleshooting and security review.

### **End-of-Support and End-of-Life (EOL)**

If MySleepDash or the CPAP model it supports approaches end-of-support:

- Transcend will notify users through the app and/or email.
- Users may be prompted to migrate to an updated app or discontinue use.
- Security updates will cease after the EOL date, and users will be advised to stop using the app.

### **Secure Decommissioning**


When discontinuing use of the MySleepDash app:

- Log out of the app.
- Uninstall the app from your mobile device.

- Factory-reset your CPAP device by contacting Transcend Support if necessary.
- For secure removal of cloud data, submit a data deletion request to [support@mytranscend.com](mailto:support@mytranscend.com).

## Symbols Glossary

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|---|--|
| <p><b>Rx Only</b></p>   | <p>Prescription only – indicates that the device is restricted to sale by or on the order of a licensed healthcare practitioner.</p> |
|  | <p>Indicates the manufacturer of the medical device, as defined in the applicable regulations.</p>                                   |

## Contact Transcend

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Corporate headquarters      Transcend Inc.  
Email                              [support@mytranscend.com](mailto:support@mytranscend.com)  
Web                                 <https://www.MyTranscend.com/>  
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