

ResMed AirSense™ 11 and Bilevel AirCurve™ 11 VAuto

Apria Sleep Therapy User Guide



Apria Sleep Therapy Checklist

- Set-up Kit Delivered**
Contains: ResMed CPAP AirSense 11 or Bilevel AirCurve 11 VAuto device, mask, kit including educational materials, cords, tubing and filters.
- Schedule Set-up Call**
A text will be sent to your phone to schedule your call. If you don't have a set-up call scheduled, please contact us at **877-265-2426, option 4** for assistance.
- Download Your Device App**
Information on how to download the app is on page 15.
- Obtain Distilled Water**
This is for your humidifier chamber tub, instructions on page 4.
- Your First Night of PAP Therapy**
Compliant use is often defined as usage that averages at least 4 hours per night within a 30-day period of time. If you have any discomfort or questions, contact our Sleep Coaches at **877-265-2426, option 4**.
- Stay on Track of Your Sleep Therapy**
Apria ensures you have the supplies you need to be successful by sending you automated sleep supply replacements every three months*. Learn more about our Supplies on Schedule Program at apria.com/onschedule. You can also order eligible supplies online at myApria.com or **download the mobile app, available at the App Store and Google Play.**

*Schedule of supplies may vary, depending on your physician's orders, your medical condition, and the discretion of your insurance company.



Go to Apria.com/Sleep/GettingStarted
for more information on your sleep journey.
**Apria is here to help you achieve your
best night's sleep every night.**

Overview

Your doctor has prescribed PAP therapy because you have been diagnosed with sleep apnea. Sleep apnea occurs when a person repeatedly stops breathing for 10 or more seconds at a time while sleeping. These events may occur hundreds of times throughout the night, causing oxygen levels in the blood to drop, putting stress on the heart. If left untreated, sleep apnea is linked to many other serious conditions like high blood pressure, diabetes, heart disease, and stroke.

This guide contains easy step-by-step instructions for using your PAP equipment and is designed to help you benefit from therapy as soon as your equipment arrives. Please visit [Apria.com/Sleep-Products](https://www.apria.com/sleep-products) for all of this information and more. You can also scan this code with your smartphone:



Your Device Settings and Duration of Use



Four Hours Per Night



70% of the Time



For First 90 Days

Your PAP machine has already been programmed with the settings your physician prescribed.

Remember to use your PAP therapy anytime you sleep, including during naps. Compliant use is often defined as usage that averages at least 4 hours per night — at least 70% of a 30-day time period — for the first 90 days to achieve the best clinical outcome and to ensure continued coverage beyond the first three months by most insurance companies. Contact an Apria Sleep Coach with any questions about your PAP device, mask, or therapy at **877.265.2426, option 4.**

Your Sleep Journey

Our Sleep Coaches are here for you!

As part of the Apria Sleep Care™ program, you have access to our Sleep Coaches. They'll work to motivate and coach you by providing personalized care as you acclimate to PAP therapy.

It's not uncommon to experience discomfort for the first several days, but you can rest assured you will receive the support you need to achieve a better night's sleep and minimize the impact of your sleep apnea. Our Sleep Coaches can motivate you to continue your PAP usage, coach you on obstructive sleep apnea, provide education on your device and mask and additional support when needed.

Patient 90-Day Sleep Journey



The Journey Begins

You will be sent a text to schedule your set-up call.

If you need to schedule a set-up call or would like to have one-on-one support with a Sleep Coach for your device set-up, or arrange a Telehealth appointment, call **877-265-2426, option 4.** Operating Hours for Sleep Coaches: (Central Time) Monday-Friday: 7am-8pm, Saturday: 9am-6pm
Visit [Apria.com/Sleep-Products](https://www.apria.com/sleep-products) for set-up videos and resources.



Month One

It's important to wear your PAP therapy at least 4 hours per night.

Apria Sleep Coaches are here to support and provide education. Helpful automated reminders through email, text or a phone call to help keep track of your therapy needs.
Download the manufacturer's app to track your adherence.



Month Two

Schedule an appointment with your physician to review your progress.

Technology for monitoring allows Apria to monitor your PAP unit remotely and provides adherence data to your physician.
Apria support is always available at **877.265.2426, option 4.**



Month Three

Prepare for ongoing therapy success by refreshing your sleep supplies regularly. Refer to the chart on following page.

You may have been enrolled in our **Supplies on Schedule** program to keep your sleep supplies updated.
Once confirmed, your supplies will be shipped directly to your doorstep for uninterrupted therapy.



Month Four and Beyond

Ensure annual follow-up appointments with your physician to discuss your PAP therapy.

Watch for your resupply text every few months.
Need a travel PAP unit? Visit [ApriaDirect.com](https://www.apriadirect.com) for additional retail resources.
After 5 years, you may be eligible for a new PAP machine.
For more information on Supplies on Schedule visit: [Apria.com/supplies](https://www.apria.com/supplies).





Step One:

Start your therapy tonight so you can feel refreshed in the morning.

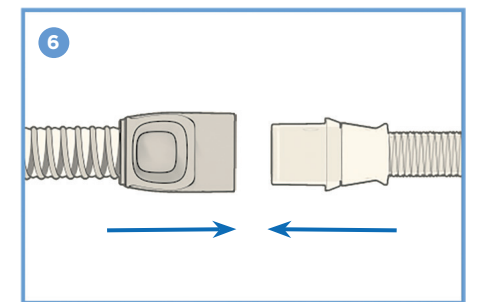
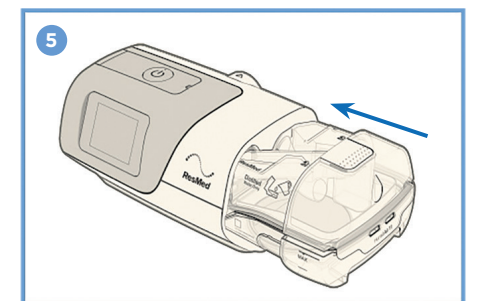
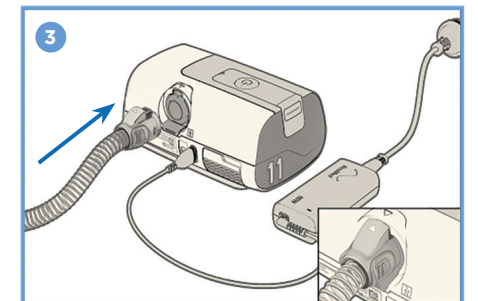
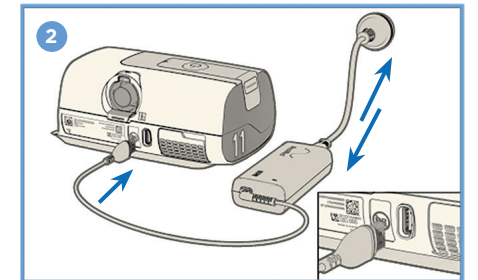
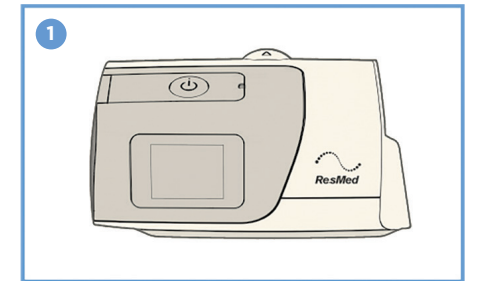
To set up the device:

1. Place the device on a stable level surface.
2. Connect the power cord into the power inlet at the rear of the device. Connect one end of the power cord into the AC adaptor and the other end into the power outlet. Ensure the device is set up and connected to power to enable settings to be applied wirelessly to the device, if required.
3. Connect the tubing firmly to the outlet connector at the rear of the device. If you were supplied with the ClimateLine heated tubing, one end will have an electrical connector on it. Connect this end to the back of the device with the connector facing up.
4. Open the humidifier water tub and fill it to just below the maximum fill line with distilled water. The humidifier tub must be removed from the device before adding water. The humidifier tub has a maximum capacity of 380 mL.
5. Close the humidifier tub and insert it into the side of the device.
6. Connect the free end of the air tubing firmly onto the assembled mask.

See the mask user guide for detailed information.

Notes:

- Do not insert any USB cable into the AirSense/AirCurve 11 device or attempt to plug the AC adaptor into a USB device. This may cause damage to the AirSense 11 device or USB device.
- The electrical connector end of the heated air tubing is only compatible with the air outlet at the device end and should not be fitted to the mask.
- Do not use electrically conductive or anti-static air tubing.



Step Two:

Get familiar with your PAP equipment.

If your doctor prescribed a specific mask and size, follow the fitting instructions provided by the manufacturer, then proceed to Step 3. If you received a mask with cushions of multiple sizes, follow the instructions below and on the next pages.

There is a mask cushion currently attached to the frame of your mask. This size fits most patients. Once you begin therapy, if your mask is leaking or feels uncomfortable, try removing the existing cushion and replacing it with a different size cushion. If you are between sizes, it is best to use the larger cushion. Use the fitting template (for nasal mask and full-face mask) and/or the manufacturer's instructions included with your mask for help.



Nasal Mask



1. Release the lower strap from the frame of the mask. Make sure the logo on the headgear is facing outward. While holding the mask against your face, pull the headgear over your head.
2. Position the lower straps so they both sit below the ears and adjust so they are snug.
3. Adjust the fastening tabs on the upper straps until the mask feels even and stable. Do not over-tighten. Reattach the fastening tabs.
4. Repeat Step 3 with the lower straps. Reattach the fastening tabs.
5. Connect the hose to the front of the mask. Ensure that the nasal mask fits securely over your nose. It is normal to feel some air escaping through the small air vents on the elbow of the hose.

Please refer to the manufacturer's instructions for additional information on topics, such as:

- How to properly remove your mask.
- How to remove and change the mask cushion.
- How to adjust the length of the mask straps.

Nasal Pillow Mask



1. Hold the pillows away from your nose with the left (L) and right (R) indicators correctly facing toward you.
2. Guide the nasal pillows into your nostrils.
3. Pull the headgear over your head by holding the bottom strap and stretching it around the back of your head.
4. Adjust the top and bottom straps. The top strap should fit comfortably on the top of your head.
5. Ensure that the nasal pillows fit securely into your nostrils, with both pillows positioned upright. If not, move the mask away from your face and then place it back again.
6. To achieve a comfortable fit, adjust the straps. Spread the straps apart to loosen, or draw them closer together to tighten.
7. If the headgear comes with a buckle, adjust the headgear by pulling the headgear through the buckle to fix mask leaks. Adjust only enough for a comfortable seal and do not over tighten. The headgear may need to be adjusted as it can stretch over time.



Full-Face Mask



1. Twist and pull both magnetic clips away from the frame. With the logo on the headgear facing outward, hold the mask against your face and pull the headgear over your head.
2. Bring the lower straps below your ears and attach the magnetic clip to the frame.
3. Undo the fastening tabs on the upper headgear straps. Pull the straps evenly until the mask is stable and positioned as shown in the illustrations. Reattach the fastening tabs.
4. Undo the fastening tabs on the lower headgear straps. Pull the straps evenly until the mask sits firmly on the chin and reattach the fastening tabs.
5. Connect the air tubing from your device to the elbow. Attach the elbow to the mask by pressing the side buttons and pushing the elbow into the mask.
6. To achieve a comfortable fit, readjust the straps. Evenly apply only enough tension so that a seal is achieved.



Please refer to the manufacturer's instructions for additional information on topics, such as:

- How to properly remove your mask.
- How to remove and change the mask cushion.
- How to adjust the length of the mask straps.

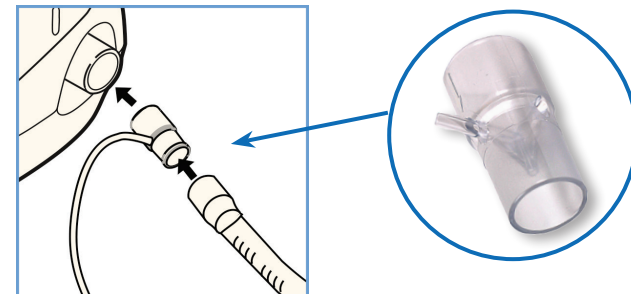
How to Attach Oxygen to Your PAP Machine

If you are using non-heated tubing, and you are also using prescribed oxygen, follow these instructions.

Attach the oxygen tee adapter that was included in the box to your PAP machine.

Next, attach the large-bore PAP tubing to the oxygen tee adapter. Finally, connect the small-bore oxygen tubing to the oxygen tee adapter.

For detailed instructions on oxygen use, you should also review the PAP and oxygen manufacturer's user guides included in your package. If you did not receive the oxygen adapter, please call the supply department at **877.265.2426, option 2**.



Oxygen Tee Adapter

Important Safety Note: If you are using prescribed oxygen with your PAP device, be sure to observe all the fire and safety rules associated with the use of oxygen. Follow this sequence of steps when turning your oxygen on and off.

1. Always turn your PAP machine ON before turning ON the oxygen flow from your oxygen source.
2. Always turn OFF the oxygen flow from your oxygen source before turning OFF the PAP machine.



ClimateLineAir 11

The ClimateLineAir™ 11 is a heated tube that delivers air to a compatible mask. When used with the device tub, ClimateLineAir 11 heated air tubing allows you to use the Climate Control feature.

ResMed's Climate Control solution is designed to offer relief from dryness and congestion.

When using ClimateLineAir tubing, your device will automatically default to Climate Control Auto when you plug the tubing into the machine (unless your doctor has prescribed a specific heat and humidity setting).

Climate Control

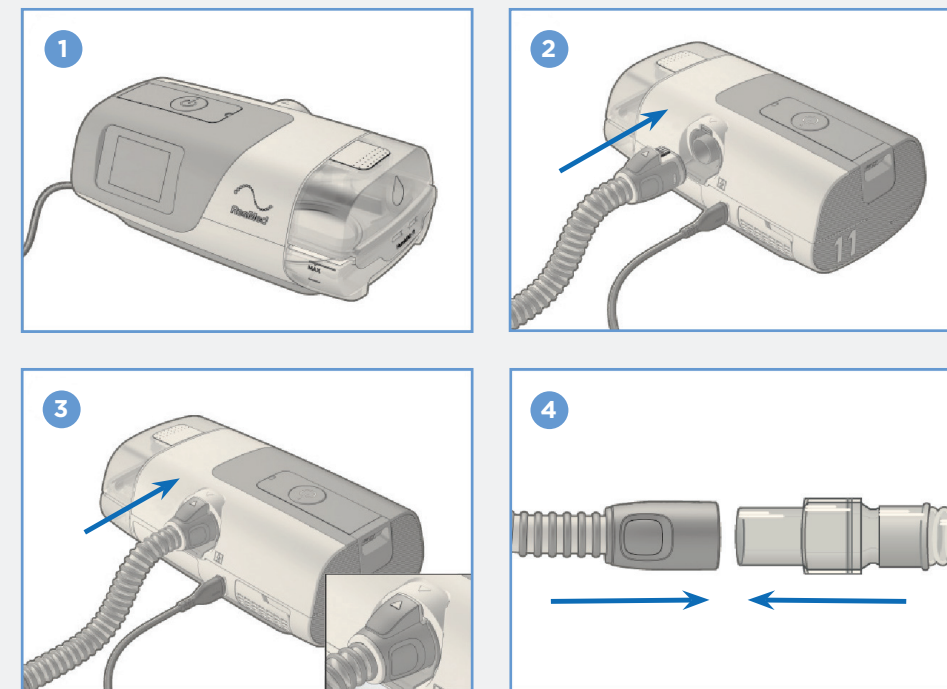
Climate Control is designed to make therapy more comfortable by enabling constant temperature and maintaining humidity.

Features of Climate Control:

- Delivers comfortable humidity level and temperature during therapy.
- Maintains the set temperature and relative humidity during sleep to prevent dryness in the mouth.
- Can be set to either "Automatic" or "Manual."
- Is available only when both the ClimateLineAir and HumidAir™ tub are attached.

If you have the ClimateLineAir heated tubing and would like to change your humidity level, go to the device's display screen and make adjustments. On the display screen, choose "My Options" and then "Climate Control." Switch the setting from "Automatic" to "Manual" and then adjust your humidity level and tubing temperature to a setting that is comfortable to you.

Setting Up the Device and Tubing



1. Make sure the device is turned on.
2. Hold the cuff of the heated air tubing and line up the tubing with the outlet connector at the rear of the device.
3. Push the cuff firmly into place. "ClimateLineAir connected" will briefly display on the device screen.
4. Connect the assembled mask to the free end of the heated air tubing.

Note: The electrical connector end of the heated air tubing is only compatible with the air outlet at the device end and should not be fitted to the mask.

Helpful Tips

For Nasal and Full-Face Masks

- To resolve leaks at the upper part of the mask, adjust the upper headgear straps.
- For leaks at the lower part, adjust the lower headgear straps.
- When adjusting straps, loosen or tighten both the left and right straps so that adjustments are made evenly.
- Adjust only enough for a comfortable seal.
- The upper strap adjustment is the key to seal and comfort.
- Do not over tighten the lower straps. They mainly serve to keep the cushion in position.
- If mask continues to leak after tightening, cushion may need to be changed.

Note: With a nasal mask, it is important to breathe in and out through your nose only.

For Nasal Pillow Masks

- Position the pillow cushion tips into your nostrils so they sit comfortably under your nose without any gaps. Pull the mask away from your face, then place it back to get a comfortable fit.
- Adjust the side straps evenly by pulling downward; the mask should feel secure and comfortable against your face. Do not over tighten.
- If leaks persist, try the next larger set of cushions.
- If the pillow is not staying in place in your nostrils, try the next smaller cushion size.

Handwashing Technique

Thorough handwashing must be done prior to all procedures. Contaminated, dirty hands are one of the most common sources of infection.

1. Wet your hands thoroughly with warm water.
2. Use soap.
3. Scrub hands for 20 seconds using a rotary motion and friction. Wash:
 - Back and palm of each hand
 - Between all fingers
 - Fingernails
4. Need a timer? Hum the "Happy Birthday" song from beginning to end twice.
5. Rinse your hands under the running water.
6. Dry on clean towel or with a paper towel.

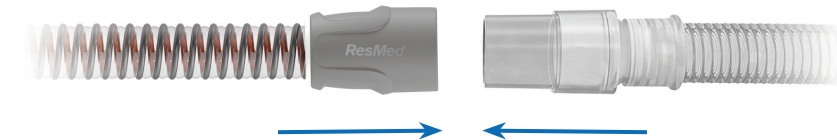


For additional good health habits, visit our patient education section on Apria.com.

Step Three: Start your PAP machine:

To Start Therapy:

1. Power on the PAP device. Your prescribed settings will be visible on the screen.
2. Fit your mask and put it on.
3. Connect the tubing to the mask.



4. Your machine may have an auto on feature enabled. If so, the machine will automatically start when you put on the mask and start breathing. If after four breaths your device does not turn on, verify your mask is fit properly with no leaks. If it still does not turn on, you can press the power button on top of the device to turn it on.



5. Check for air leaks. Small leaks are acceptable. If large leaks occur, try the following:
 - Grasp the mask frame and lift it away from your face. The cushions should also lift off your face. Lightly place the mask back on your face.
 - If large leaks still exist, adjust the headgear. If the headgear is either too tight or too loose, it can cause leaks.
 - Additional tips for managing mask leaks are provided on the next page. You should also review the manufacturer's user guides provided in your package.



Get Comfortable With Your Therapy

Use your PAP therapy during all hours of sleep, including during naps. Some people may need up to one or two weeks to adjust to PAP therapy, but the benefits are well worth it.

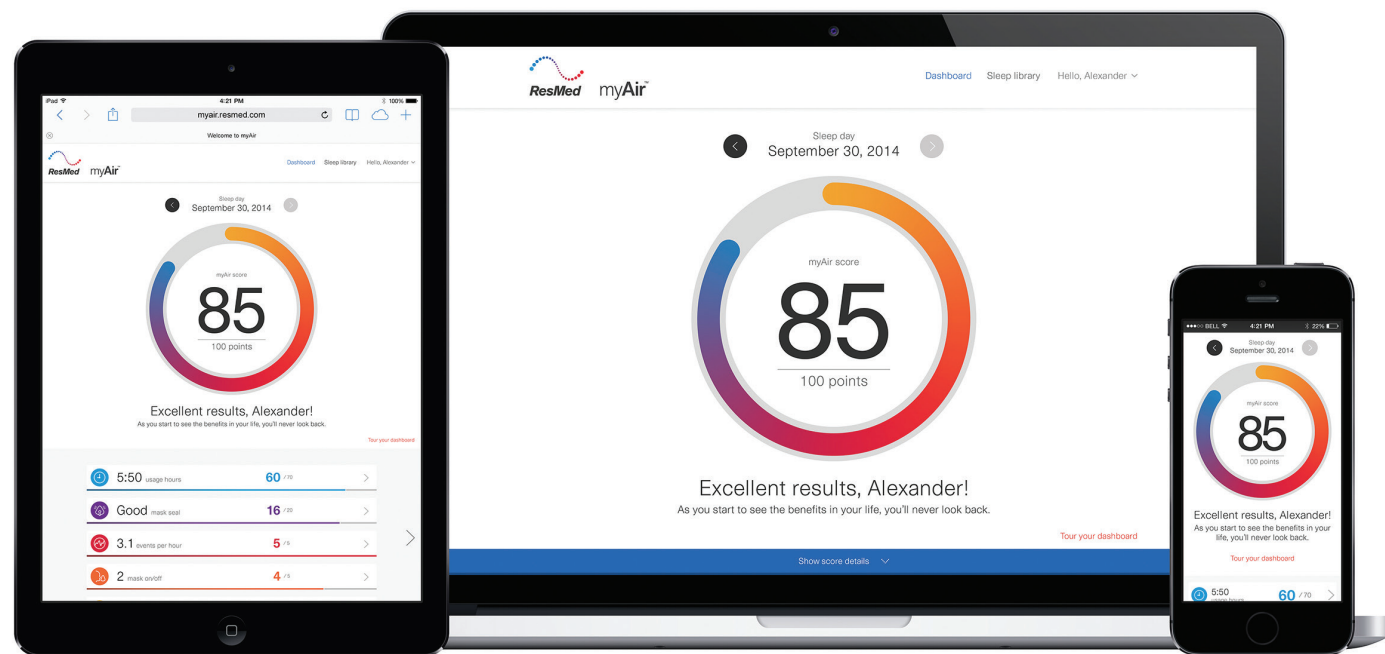
Ways to help you adjust:

- Try watching TV or reading while wearing your mask and headgear.
- Turn on the PAP device for short periods of time while wearing your mask to get used to the pressure.
- Use your equipment every night.
- Keep the device turned on for as long as you can tolerate, building up each night until you have reached at least 4 hours per night.
- Keep practicing until you are using PAP therapy during all hours of sleep, including during naps.



Track Your Progress

We encourage you to take an active role in managing your sleep therapy. You can download the manufacturer's mobile app to track usage, set personal goals, watch informational videos, and stay motivated to incorporate PAP into your sleep routine.



myAir™ is a smartphone app that guides you through the setup process. This includes setup videos, mask fitting videos, trying therapy using the **Test Drive Feature**, and tracking your sleep health progress. To download the myAir app on your mobile device, go to the App Store, search for and download the myAir app or scan the QR code provided by ResMed:



The app is not required to set up or use the device.

The device can be used without the app or, if you choose, you can decide to install the app at a later time. If you decide to install the app at a later time, data will only be shown from the day you download it.



Connect to myAir

1. Ensure your AirSense 11 device is set up correctly and plugged into a power source.
2. Launch the myAir app. Tap **Continue**.
3. Follow the prompts on the myAir app to complete the Bluetooth connection. AirSense/AirCurve 11 is now connected to the app. The Bluetooth connection symbol appears on the status bar to confirm the connection between the AirSense 11 device and the smartphone. If the 4 digit code does not populate on the AirSense/AirCurve 11 screen, you can select **+More** from the home screen. Then select MyAir app and the 4 digit code should populate.
4. Tap **Done**.

The app can be delayed in downloading data from the previous night. Check back around 12:00 p.m. and if the device has not updated, call us to ensure the device is transmitting.

Get Support

If you are having difficulties getting used to therapy, try using your machine's "comfort features" to help.

Do you have a dry nose or throat, or a runny nose?
Increase the humidity level.

Are there droplets of water or condensation inside your nose, mask, or tubing?
Decrease the humidity level. To change Humidity Level, see below.

Is the air pressure making it difficult for you to fall asleep?
Turn on the Auto Ramp or increase the Ramp Time.

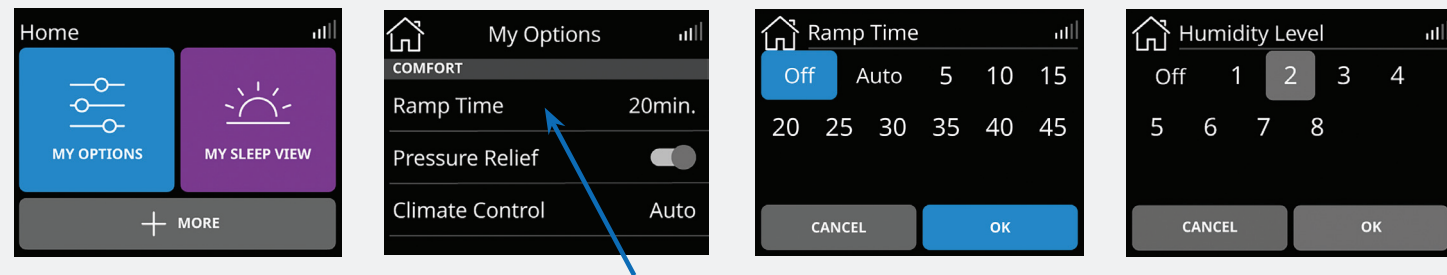
Do you feel bloated?
You may be swallowing air. Turn on the Auto Ramp or increase the Ramp Time.

Do you feel like you are not getting enough air?
Turn the Ramp Time to "off." To change Ramp Time, see below.

Do you have sore or dry eyes?
Adjust your mask or headgear. It may need to be repositioned. Refer to the instructions provided in the manufacturer's user guide for your mask. Also review Steps 2 and 3 in this guide.

Are you experiencing redness on your face where the mask touches the skin?
Your mask may be too tight. Try adjusting your headgear. If redness persists, contact Apria.

Do you have nasal, sinus, or ear pain?
You may have a sinus or ear infection. Stop using your machine and contact your doctor.



To update the setting for Ramp Time or Humidity Level, tap **My Options** from the Home screen, go down the list of options, and select the setting.

1. Tap **Ramp Time** or **Humidity Level**.
2. Tap the preferred setting.
3. Tap **OK** to save the change.

This information is intended for your general knowledge only and is not a substitute for medical advice or treatment for a specific medical condition. Should you have any healthcare-related questions, please consult your doctor.

Cleaning Your Equipment

The following instructions are for home cleaning. Instructions for reprocessing devices intended for multi-patient re-use can be found in the clinical guide. You should clean the device, humidifier tub, air tubing, and outlet connector as described.

Daily:

1. Empty the humidifier tub and wipe it thoroughly with a clean disposable cloth. Allow it to dry out of direct sunlight.
2. Refill the humidifier tub with distilled water just before using.

Weekly:

3. Wash the components using one of the following options:
 - Wash the humidifier tub, air tubing, and outlet connector in warm water using a mild, clear, and unscented dishwashing liquid. Components should not be washed in temperatures higher than 149°F (65°C). **OR**
 - Wash the humidifier tub and outlet connector in a solution of 1 part vinegar and 9 parts water. The air tubing should be washed in warm water using a mild, clear, and unscented dishwashing liquid. The air tubing should not be washed in temperatures higher than 149°F (65°C).
4. Rinse each component thoroughly in water.
5. Allow to dry out of direct sunlight or heat.
6. Wipe the exterior of the device with a dry cloth.

Notes:

- The humidifier tub may be washed in a dishwasher on the delicate cycle (top shelf only).
- Do not wash the heated air tubing in a dishwasher or washing machine.
- The air filter is not washable or reusable.

Replace Supplies Regularly

Replace your sleep supplies regularly. This helps to ensure a good mask seal and reduce buildup of bacteria, viruses, and allergens.¹ Ordering fresh, clean supplies to replace your old items helps improve the comfort of your mask and maintains the overall effectiveness of your therapy.

Please note that the frequency of resupply and your insurance's coverage of supplies will be governed by your insurance plan and may differ from the schedule provided here.

Source:
1. Horowitz A, Horowitz S, Chun C. CPAP Masks are Sources of Microbial Contamination. SleepHealth Centers, Div. of Sleep Medicine, Brigham and Women's Hospital, Harvard Medical School, Boston. APSS Poster; 2009.

Recommended Replacement Schedule	
Once Monthly <ul style="list-style-type: none"> • Full-face mask cushions 	Twice Monthly <ul style="list-style-type: none"> • Nasal mask cushions and nasal pillows • Disposable filters
Every Three Months <ul style="list-style-type: none"> • Mask frame • Tubing (Standard or heated) 	Every Six Months <ul style="list-style-type: none"> • Headgear and chin straps • Humidifier water chamber • Non-disposable filters

Supplies on Schedule Program*

We're glad you're here!

How it works: When you enroll in our Supplies on Schedule program, Apria's Sleep Care program provides our patients with the tools and resources needed to optimize sleep therapy results and achieve a better night's sleep, in addition to giving patients access to skilled Sleep Coaches and a convenient recurring supply replacement service.**

What to expect: To support the sleep care journey, you will be assigned a Sleep Coach to assist with proper equipment setup and make it easier to quickly adjust to sleep therapy. For convenience, our recurring supply replacement service will ship items directly to your home every three months when they are due for replacement, and a text will be sent to notify you when the order is being processed. By providing a convenient supply replacement solution, Apria's Sleep Care program will help you achieve optimal therapy results, maintain good healthy behaviors, and make it easy for you to keep your sleep system clean and functioning properly.

What is recurring shipment? As a convenience, our program will track your supply replacement schedule and send your supplies right to your door when they are due. With fresh supplies delivered every three months, we make it easy to adhere to sleep therapy best practices. We verify your insurance coverage and handle claims accordingly with each shipment, and we keep you informed by sending a notification when your order is on its way.

What is on-demand shipment? It's important to replace your supplies regularly based on manufacturer and insurance guidelines to ensure you maintain a healthy treatment regimen. However, if recurring shipments aren't for you, you can change your order status to on-demand shipping and instead receive a notification when your supplies are due for replacement. With on-demand shipping, you will not receive supplies until you reply or contact us to send your supply order, and you'll need to be mindful of replacing your supplies on time to maintain good device functionality and mitigate bacterial exposure. To switch to on-demand shipping, simply complete the request form to change your ordering status. If you'd like to speak to a Sleep Resupply Specialist for replacement schedule options, we'd love to help. Simply call **877-265-2426 Option 3**, and we'll be glad to assist.

Need to opt out of recurring shipment? If the convenient recurring shipping method is not for you, you can change to on-demand shipping by completing our opt out request form to change your ordering status. With on-demand shipments, you will receive notification when your supplies are due for replacement but will not receive supplies until you contact us or confirm your order. If you'd like to speak to a Sleep Resupply Specialist for replacement schedule options, we'd love to help. Simply call **877-265-2426 Option 3**, and we'll be glad to assist.

**Schedule of supplies may vary, depending on your physician's orders, your medical condition, and the discretion of your insurance company.*

Rest Easy with Supplies on Schedule



Convenient Recurring Supplies**

Recurring supply shipments make it easy to follow best practices with fresh supplies sent directly to your home when your supplies are due for replacement.

Prefer to confirm your order before shipment? Switch to on-demand shipping instead, and we'll notify you when it's time to reorder.

Scan the code below:



Free Delivery Right to You

We never charge for delivery. Sleep supply specialists process each order and then ship the supplies right to your door for ultimate convenience.



No More Missing an Order

Never worry about running out of fresh PAP supplies. We'll keep you informed throughout the process by providing timely order status updates.



Let Us Handle the Paperwork

Our billing experts will handle the hassle. We complete and file claims forms with your insurance, so you have less paperwork and more free time to do the things you enjoy.

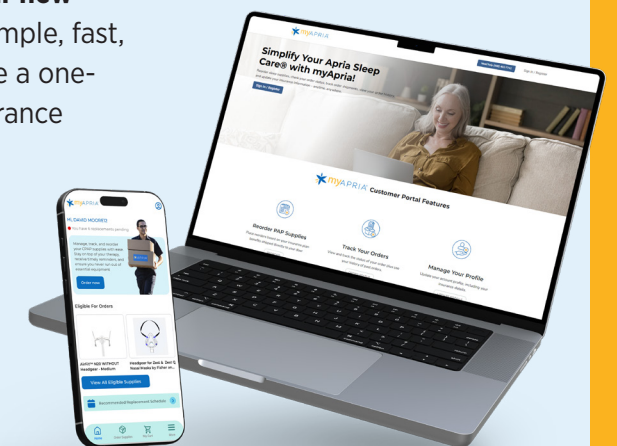
***Recurring supplies may not be available for some insurance plans.*

myApria Website Platform and Mobile App* Download today!

You can make on-demand sleep supply orders through myApria, **our new patient platform and mobile app** designed to provide you with a simple, fast, and more convenient experience. myApria allows you to easily place a one-time order for your eligible supplies, update your personal and insurance information, and track your orders, all with just a few clicks.



To register and create your account, visit myApria.com or download the mobile app, **available in the App Store and Google Play.**





If you have any questions or need help setting up your device and getting started, please call an Apria Sleep Coach.

877.265.2426, option 4

Apria is committed to safe, quality patient care. We encourage you to report any concerns to your local Apria branch. If your concern is not resolved, please contact the Patient Satisfaction team at: **800.260.8808**



An **Accendra Health** Brand