



# Transcend Micro™ Frequently Asked Questions

## TRANSCEND MICRO PRODUCT OVERVIEW

### My CPAP Device

What features does the Transcend Micro have?	<p>The Transcend Micro has similar features to home CPAP devices. These include:</p> <ul style="list-style-type: none"> <li>• GentleRise™ Ramp – Slowly increase pressure over a set period for user to fall asleep</li> <li>• AirRelief pressure adjustments – Adjust pressure on exhalation to make it easier when breathing out</li> <li>• Leak compensation – Device adjusts automatically as it detects leak to keep pressure static</li> <li>• Altitude adjustments - Device adjusts automatically to keep pressure static at various altitudes</li> <li>• Auto-Start – Device starts upon inspiration</li> <li>• Auto-Off – Device shuts off when the mask is removed</li> <li>• Drying Mode – Cycle ran after therapy to dry hose and mask</li> <li>• Bluetooth capabilities – Capable of connecting to Android and iOS devices through MySleepDash</li> </ul>
Does the Transcend Micro collect compliance data?	Yes. The Transcend Micro collects and stores compliance data from 6-12 months depending on usage. View your compliance data by navigating to the Report section of the MySleepDash app.
Where can I find my pressure and other device settings?	Navigate to the Settings screen on the MySleepDash app from the bottom icons.
My CPAP device has flashing lights or error codes listed. What should I do?	Navigate to Support > Troubleshooting on the MySleepDash app or the Troubleshooting section of the Transcend Micro User Manual. Attempt the basic troubleshooting provided for your issue. If the problem persists, tap "Report an Issue to Transcend Customer Support", fill in a basic description of your issue and click "Send."
How do I change my CPAP device settings?	<p>CPAP pressure settings are prescribed by your healthcare provider and can only be changed by a healthcare provider, a durable medical equipment supplier or Transcend. You will need to contact the appropriate party to facilitate these changes.</p> <p>To change your comfort settings, use the MySleepDash app. These include GentleRise ramp feature and the AirRelief pressure feature.</p>
My pressure feels lower than it used to. Why?	<p>Some patients feel the pressure is lower once they adjust to therapy. Also, changes to your overall health may affect the pressure needed for effective treatment. Your Transcend device (unless set to a fixed pressure) will monitor your sleep during the night and adjust the pressure to ensure you receive the best outcome.</p> <p>If you have a concern about your CPAP treatment, please contact your healthcare provider or customer service.</p>
How often should I run the drying cycle?	Running the drying mode at the end of each therapy session is recommended to properly dry the attached air hose and accessories.
My device is too loud. What should I do?	<p>Due to their condensed size, travel devices may be louder or sound different than home CPAP devices. However, there are steps you can take to control noise level:</p> <ul style="list-style-type: none"> <li>• Ensure there are no leaks in the system as this will cause the device to work harder and increase the volume</li> <li>• Turn the AirRelief feature as low as comfortable</li> <li>• Use a Transcend WhisperSoft™ muffler</li> <li>• If you have the option, try a different mask</li> </ul>



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When I get up to go to the restroom, should I turn my device off or leave it running?	You can turn your CPAP device off if you need to get up to use the restroom. Restarting your CPAP device can reset the ramp feature, making it more comfortable for you to fall back asleep.
<b>My Power Options</b>	
What power options are available?	<ul style="list-style-type: none"> <li>• Transcend PowerAway P8 Battery</li> <li>• Transcend Portable Solar Charger – charges the Transcend PowerAway™ P8 Battery</li> </ul>
How long will a battery power my Transcend CPAP?	The length of charge depends on a variety of factors including starting percentage of charge, pressure settings, mask leak rate, altitude and tidal volume. The PowerAway P8 battery will run for up to two nights (16-20 hours of runtime).
Do I need to charge the battery pack before I use it for the first time?	Yes, make sure the Transcend battery is fully charged before using it with your Transcend Micro for the first time. Please refer to the battery user manual for initial use, care and storage instructions.
Can I charge the battery pack while it is connected to my Transcend Micro?	Yes, the Transcend battery can be recharged with the AC power supply while you are using your Transcend Micro.
How should I store my battery?	<p>For long term storage, which is 3+ months, the battery should be:</p> <ul style="list-style-type: none"> <li>• Stored at a temperature above -20C/-4F but below 20C/68F.</li> <li>• Stored in a dry location with a relative humidity below 70%.</li> <li>• Stored with a 30-40% charge.</li> <li>• When the battery is depleted, charging time is approximately two hours for the PowerAway P8 battery to get to 30 percent.</li> </ul>
<b>My Mask</b>	
What masks can be used with the Transcend Micro?	The Transcend Micro is compatible with any CPAP mask on the market that uses a standard 20mm hose connection.
How can I know if my mask is leaking?	When reviewing your MySleepDash score this will be listed as Mask Leak. You can also find this information on your Summary report listed as Average Leak.
<b>Cleaning and Replacement</b>	
How often should I replace my mask cushion?	Because the timing and reasons for replacing your mask cushion greatly depend on your mask, it's important to reference your mask user guide for specific details.
How often should I replace my headgear?	You may need to replace your headgear if it becomes stretched or loses its elasticity, leading to overtightening and discomfort. Taking good care of your mask is an important step toward optimal performance. See your mask user guide for specific guidelines on inspecting and replacing your headgear.
How often should I change my filter?	Visual inspection is the key to determining disposable filter life. Typically, you should change your filter every three months, but if your environment is particularly humid or dusty, the disposable filter won't last as long.
How often should I change my hose and muffler?	AirFlex® Hose and WhisperSoft™ muffler should be cleaned or inspected weekly and replaced every 3 months.
How often should I change my HME cartridges and HME adapter?	Your HME adapter should be cleaned or inspected every week and changed every 3 months. The cartridge is good for 3-7 days once opened and cannot be cleaned. Discard old cartridges and replace.



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How do I clean my mask, tubing and CPAP?	<p>Follow the manufacturer's instructions on cleaning your mask. Your tubing can be cleaned with a 5% solution of mild liquid detergent and distilled water. See device user manual for more details.</p> <p>It's important to keep your Transcend Micro clean to ensure maximum efficiency and durability.</p> <p>Follow these instructions to clean the exterior of the Transcend CPAP:</p> <ul style="list-style-type: none"><li>• Mix a solution of 5% mild liquid detergent in distilled water</li><li>• Wipe the exterior of the device with the mixture</li><li>• Wipe the device with distilled water to remove washing solution</li><li>• Dry with a clean, lint-free cloth</li><li>• See device user manual for more details.</li></ul> <p>When cleaning:</p> <ul style="list-style-type: none"><li>• Unplug the CPAP device before cleaning</li><li>• Do not submerge the CPAP or power supply in liquid</li><li>• Prevent water from entering any openings of the device</li><li>• Do not use harsh or abrasive cleaning agents to clean the device or any components</li><li>• Do not attempt to sterilize the CPAP device</li><li>• Do not place cleaning materials, such as a cloth or liquid, into the device air inlet or air outlet connector</li></ul>
How do I order supplies and/or accessories?	Visit <a href="http://www.mytranscend.com">www.mytranscend.com</a> or contact your durable medical equipment supplier.

### USING THE TRANSCEND MICRO CPAP

#### Therapy

Does the Transcend Micro provide the same type of therapy as a home CPAP unit?	Yes. The Transcend Micro is designed to treat sleep apnea the same as your typical home CPAP device.
Can I receive CPAP therapy off the grid?	Yes! You can use the P8 PowerAway battery to power your device for multiple nights while away from a power source.
When should drying mode be used?	We recommend using drying mode at the end of each therapy session to dry the attached air hose and accessories.

#### Traveling with a CPAP

How can I travel with my CPAP device?	<ul style="list-style-type: none"><li>• At least two weeks prior to traveling, get clearance from the airline to use your device on a flight (if clearance is needed and your approval is in the form of a letter, carry a copy with you)</li><li>• Arrange to sit near a power source on the aircraft, or use an approved Transcend battery</li><li>• Carry a letter from your healthcare provider certifying your need for positive airway pressure therapy</li><li>• Take a copy of Transcend's FAA compliance letter for Transcend devices, found <a href="#">HERE</a></li><li>• Confirm the type of power cord or adapter used by the aircraft and for the country you're traveling to. Adaptors can be bought from most electronics and travel stores, as well as in airports.</li></ul>
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	<p>*Note that certain airlines require a battery to operate a CPAP device and do not allow the onboard electrical outlets to be used with CPAP devices.</p>
Can I use the Transcend Micro overseas?	Yes. Transcend CPAPs are designed to work wherever life takes you. Using a power cord adapter and your Transcend power supply, you can safely use your device throughout the world.
<b>Comfort</b>	
Why did I wake up last night feeling like I was getting too little or too much air?	Waking up feeling like there is not enough or too much air while using a CPAP can be due to mask or mouth leak or may indicate that your air pressure settings need review or adjustment. Try adjusting your mask to help with mask leak or contact your equipment provider or healthcare provider to discuss your mask and CPAP pressure settings.
What can I do about dry mouth when using my non-humidified CPAP device?	To combat dry mouth, we offer the Transcend AirMist HME (heat moisture exchanger). The AirMist HME uses the humidity in your breath and the surrounding area to provide pass over humidification during CPAP therapy.
I have a cold. Should I keep using my CPAP device?	<p>Having a cold can make using CPAP therapy difficult due to nasal congestion or blockage. Please consult your prescribing healthcare provider when using medication or if you have any treatment-related questions.</p> <p>In most cases, you can keep using your CPAP device if you can clear your nose or if you already use a mask that covers both your nose and mouth.</p> <p>However, if you have an acute upper respiratory tract infection, your healthcare provider may advise you to temporarily stop treatment.</p>
Is my mask making more noise than it should?	<p>Some increase in noise is normal as your air pressure increases.</p> <p>If you are experiencing excessive noise, check over all your CPAP equipment to find where it is coming from. The noise might be the result of mask leak, but it can also come from elsewhere in your system. It's important to make sure that the vent holes on your mask are kept clear.</p>
What happens if I miss a night of therapy?	CPAP treatment is prescribed by a healthcare provider and should be used according to your prescription. Please consult with your healthcare provider for any treatment-related questions.
<b>Side Effects</b>	
What can I do if I'm experiencing adverse effects?	<p>You should report unusual chest pain, severe headache or increased breathlessness to your prescribing healthcare provider. An acute upper respiratory tract infection may require temporary discontinuation of treatment. If you have any concerns regarding any side effects contact your healthcare provider.</p> <p>The following common side effects have been reported by users of airway delivery devices during CPAP therapy:</p> <ul style="list-style-type: none"><li>• Congestion or mucus in the throat</li><li>• Sneezing or cough</li><li>• Bloating</li><li>• Nocturnal awakening</li><li>• Feelings of claustrophobia</li><li>• Burn</li><li>• Irritation/dryness of the mouth, nose or throat</li></ul>



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- Nosebleed
- Skin rashes
- Ear or sinus discomfort

## USING THE TRANSCEND MYSLEEPDASH™ APP

### Basics

What is MySleepDash?	<p>MySleepDash is an application that provides you with personalized support to help you get the most out of your sleep therapy.</p> <p>With MySleepDash, you can:</p> <ul style="list-style-type: none"> <li>• Access your therapy data so you can track your progress</li> <li>• Find FAQ and troubleshooting information</li> <li>• Send feedback directly to the manufacturer</li> <li>• Utilize a one click support request feature to provide customer service with device diagnostics</li> </ul>
Does MySleepDash work with all phones?	MySleepDash is designed to work with Android 10 or newer and iOS 10 or newer devices.
Does MySleepDash work only with Transcend devices?	Yes. MySleepDash is designed to work specifically with the Transcend line of CPAP devices.

### Registration

Why haven't I received a confirmation email?	Check your spam or junk folder for the registration email. If nothing is found, please contact Transcend customer support – <a href="mailto:support@mytranscend.com">support@mytranscend.com</a>
What is my username?	Your username is the email address you used when you registered. If you do not remember, please contact Transcend customer support – <a href="mailto:support@mytranscend.com">support@mytranscend.com</a>
Can I set up two CPAP devices using the same email address?	No. MySleepDash supports only one CPAP device per email account.

### Login

I can't register my CPAP device. What should I do?	Ensure that you are using a supported device and that you are scanning the serial number QR code/barcode on the bottom of the device. If the issue remains, please contact Transcend customer support – <a href="mailto:support@mytranscend.com">support@mytranscend.com</a>
Why can't I sign in?	Ensure that you are using the correct email address and password. Reset your password if the issue persists.
I forgot my password. How do I reset it?	On the login page of the MySleepDash app, tap "Forgot Password?". Enter your email and enter the 4-digit code that you receive. Finally choose a new password and click submit.
I forgot my username. What should I do?	Your username is the email address you used when you registered. If you do not remember, please contact Transcend customer support – <a href="mailto:support@mytranscend.com">support@mytranscend.com</a>
I received a new Transcend device. How do I change it in MySleepDash?	<p>Navigate to My Account &gt; Select De-register Device. This will bring you back to the device registration page. Scan the new QR code.</p> <p>*Please note, the data from your old device will not transfer and will be overwritten. Make sure to save a copy of your data prior to transitioning the device.</p>



Notification Preferences									
How do I update my profile questions?	Navigate to My Account > Manage Profile								
How do I turn on/off notifications?	Under my account you can turn notifications on and off by adjusting the toggle.								
MySleepScore									
What does "AHI" mean?	<p>AHI stands for Apnea Hypopnea Index. AHI is a diagnostic tool that tells you the average number of times your breathing either partially or fully stops per hour of sleep.</p> <p>Three key pieces of information inform the AHI score:</p> <ul style="list-style-type: none"> <li>• Number of apneas: An apnea is a total or near total lapse in breathing, indicated by a reduction in airflow of 90% for at least 10 seconds.</li> <li>• Number of hypopneas: A hypopnea is a partial reduction in breathing. While there are variations in how sleep labs define hypopneas, they typically last for at least 10 seconds and involve at least a 30% drop in airflow.</li> <li>• Total sleep time: Total sleep time reflects the amount of time spent in a state of low responsiveness, minimal movement, and limited metabolic activity.</li> </ul> <p>The AHI is calculated by adding the total amount of apneas and hypopneas during the study and dividing that number by total sleep time. This produces a single number that shows how frequently, on average, you experience breathing disruptions during sleep.</p> <p>What do AHI Readings Mean?</p> <table> <thead> <tr> <th>AHI Score in Adults</th><th>Severity Level of OSA (Obstructive Sleep Apnea)</th></tr> </thead> <tbody> <tr> <td>5-14</td><td>Mild</td></tr> <tr> <td>15-29</td><td>Moderate</td></tr> <tr> <td>30 or higher</td><td>Severe</td></tr> </tbody> </table> <p><a href="https://www.sleepfoundation.org/sleep-apnea/ahi">https://www.sleepfoundation.org/sleep-apnea/ahi</a></p>	AHI Score in Adults	Severity Level of OSA (Obstructive Sleep Apnea)	5-14	Mild	15-29	Moderate	30 or higher	Severe
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5-14	Mild								
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Where are the MySleepScore details?	The MySleepDash dashboard will display your sleep score. Tapping on your score will bring you to a bar graph of that score over a given time period.								
How does MySleepDash calculate MySleepScore?	<p>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.</p> <p>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.</p> <p>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.</p> <ul style="list-style-type: none"> <li>• Usage Hours - The MySleepDash app measures the amount of time you use your device each night. The more, the better. The maximum score is attained with seven hours of using your device. 70% of your score is based on your usage hours.</li> </ul>								







	<ul style="list-style-type: none"> <li>• 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 score. 20% of your score is based on the quality of your mask seal.</li> <li>• 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.</li> <li>• AHI - CPAP therapy helps control apneas and hypopnea breathing events. The fewer breathing events you have at night, the higher your score. 5% of your score is based on how many breathing events you have while you sleep.</li> </ul>
How do I improve MySleepScore?	<p>The key factors to improving your sleep score are:</p> <ul style="list-style-type: none"> <li>• Get more than 7 hours of therapy per night</li> <li>• Ensure you have a proper fitting of your mask and that the system has no air leaks from the device to the mask</li> <li>• Try not to get up during the night unless necessary</li> <li>• Ensure that your therapy settings are adequate to control your sleep apnea. If your AHI is not below a 5, we recommend that you talk with your healthcare provider</li> </ul>
What should I do if I usually have a low score?	<p>A low sleep score may help identify issues with your sleep apnea therapy.</p> <p>The key factors to improving your sleep score are:</p> <ul style="list-style-type: none"> <li>• Get more than 7 hours of therapy per night</li> <li>• Ensure you have a proper fitting of your mask and that the system has no air leaks from the device to the mask</li> <li>• Try not to get up during the night unless necessary</li> <li>• Ensure that your therapy settings are adequate to control your sleep apnea. If your AHI is not below a 5, we recommend that you talk with your healthcare provider</li> </ul> <p>If you are still experiencing low sleep scores, contact Transcend customer service – <a href="mailto:support@mytranscend.com">support@mytranscend.com</a></p>
<b>Missing Data</b>	
It says my device wasn't used last night, but I know I used it.	<p>First try resyncing the data. If that does not work, check that:</p> <ul style="list-style-type: none"> <li>• Your CPAP device is turned on and plugged into power</li> <li>• Bluetooth is enabled on your CPAP device</li> <li>• You have a good WIFI or cellular signal on your phone</li> <li>• The serial number in MySleepDash matches what is on the bottom of your device</li> </ul>
My score is not available. What can I do?	<p>First try resyncing the data. If that does not work, check that:</p> <ul style="list-style-type: none"> <li>• Your CPAP device is turned on and plugged into power</li> <li>• Bluetooth is enabled on your CPAP device</li> <li>• You have a good WIFI or cellular signal on your mobile phone</li> <li>• The serial number in MySleepDash matches what is on the bottom of your device</li> </ul>
I received a new device and updated my serial number. Why don't I see data?	<p>Data for your new device is not available until the first night after you update your serial number and device number and use your device.</p> <p>If you already used your device for the first night but you don't see data, first try resyncing the data. If that does not work, check that:</p> <ul style="list-style-type: none"> <li>• Your CPAP device is turned on and plugged into power</li> <li>• Bluetooth is enabled on your CPAP device</li> <li>• You have a good WIFI or cellular signal on your phone</li> <li>• The serial number in MySleepDash matches what is on the bottom of your device</li> </ul>
What happens if I use my CPAP device for multiple sessions in a day?	<p>Your sleep will be combined into the time period of the app that is shown. For example, if you are looking at the last 24 hours and have 3 sessions of 3 hours, those will be combined and displayed as 9 hours.</p>



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Why can't I see my data from previous sleep sessions?	Ensure that you have a good WIFI or cellular signal on your phone. If the data is still not showing, resync the device.
<b>Data</b>	
When does my device send my data?	Your device will send data to your MySleepDash when you are actively syncing the device. This can be set to auto-occur when you open the device or you can manually sync by navigating to My Account and selecting the Sync Device option.
Can I still use MySleepDash when I travel?	You can access your account from any places that you travel to as long as you are connected to the internet.
How long does my device store data for?	Your CPAP can typically store 6-12 months of data depending on usage. We recommend downloading your data every three months to ensure nothing is lost.
How can I send my data to my healthcare provider?	<p>Navigate to the Summary Report page. Select the time period you want to send. From here you have two choices:</p> <p>Click the share icon  and select your preferred email. You can then enter your provider's email address to send them an emailed PDF of your compliance summary.</p> <p>Click the download icon . This will download a PDF of your compliance summary to your phone to either email or print as you need.</p>
<b>Security</b>	
How do you protect my privacy?	The protection of your privacy is important to Transcend. Read our Privacy Notice to learn more about how we handle and protect your data.
Can Transcend see my therapy data if I use MySleepDash?	Only authorized users at Transcend can access your data. Transcend handles all your therapy data with care. To learn more, review the Terms of Use and Privacy Notice.
<b>Additional Support</b>	
Can I talk to someone on the phone for additional help?	If you need additional support with your CPAP treatment, please contact customer service at 866-978-9481 or by email at support@mytranscend.com.



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