



Frequently Asked Questions – PAP Device Data Transmission

Healthcare Professionals

We continue to experience delays syncing data from ResMed PAP devices into myAir, AirView, and systems that integrate with AirView. We recently sent an over-the-air (OTA) firmware update that introduced two new features and an improvement to the communication capabilities of the AirSense 11. This had the unintended impact of significantly increasing the amount of data being sent between therapy devices and the ResMed AirView cloud server, resulting in backlogged and delayed data in myAir and AirView. We know how important access to your patient's data is, and we are working around the clock to resolve the delay so that patient data can be updated in AirView and systems that integrate with AirView as soon as possible. Patient therapy data is safe and still being stored on patient's devices where it can be viewed by your patients via the "My Sleep View" function on the device itself. We expect the data to be restored in AirView and myAir over the next few weeks, at which time you will be able to review your patient's therapy and adherence data, and your patients will be able to fully resume using myAir to track their nightly PAP therapy data.

We will continue to provide updates through the ResMed website at www.resmed.com/en-us/status/, AirView and within the myAir app.

Thank you for your patience and understanding.

Why did the over-the-air (OTA) update cause this issue?

- We have identified the root cause of the latest reported device data delays. In late July, we rolled out an over-the-air (OTA) firmware update for AirSense 11 devices to introduce two new features and improve the communications capabilities of the device. This over-the-air (OTA) update had the unintended impact of significantly increasing the amount of data being sent between therapy devices and the AirView cloud server, resulting in backlogged and delayed data in AirView and myAir.

What was included in the latest over-the-air update (OTA)?

- In our most recent AirSense 11 over-the-air (OTA) update, we introduced two new enhancements:
 - Care Check-In improvements enabling visibility of patient in-app survey responses for care providers in AirView Therapy and Detailed reports (*requires patient opt-in via the myAir app*)
 - Bluetooth Oximetry functionality
- In addition, the OTA provided improvements to the AirSense 11's communications capability.



When do we expect to have this issue resolved?

- Over the next few weeks, we will be deploying updates to cloud connected AirSense 11 devices with the aim of reducing the delay of therapy data until resolution.
- We have identified the root cause of the issue and are actively deploying updates to AirSense 11 devices and expect to have data restored within a few weeks.

Why is this impacting AirSense 11 devices? Should I be using AirSense 10 in the meantime?

- This issue is impacting the timely transmission of data from AirSense 11 devices into ResMed's cloud-based system; it has no impact on the therapy provided nightly by AirSense 11 devices. Your patient's AirSense 11 device remains safe to use and continues to provide the nightly therapy needed to effectively treat your patient's sleep apnea. Your patient's therapy data is being captured daily directly on the device and will update to the AirView cloud-based server and myAir app once the data delay is resolved. Your patients do not need to change devices to continue treatment.

How will we fix the current data delay issue?

- Over the next few weeks, we will be leveraging the over-the-air (OTA) update capabilities of the AirSense 11 to deploy a series of updates to all cloud-connected AirSense 11 devices to remedy the data delay issue of patient therapy data into AirView and myAir.

Do I need to worry about the security of my data within your servers? Is this a server security issue?

- Delays in getting therapy data from patients' AirSense 11 devices to our servers does not present a security issue. Data and system security are treated with the highest priority at ResMed and are a core tenet of platform infrastructure. Compliance is achieved so we meet security and privacy laws pertaining to each country. Our servers are built on the principle of privacy by design, with data security specialists involved in all steps, including design and ongoing monitoring of operations. Your patient's data is secure within our servers.

What if I need to prove patient compliance prior to therapy data delay resolution?

- If you are unable to access a patient's most recent therapy data remotely due to a data delay, you can access this information using an SD Card for up to 365 days of summary use data. When using an SD card for data sharing, please follow the instructions ResMed has provided in the User Guide. Please note - SD cards are not included with all AirSense 11 devices.



When will my Commercial Reports be complete?

- Over the next few weeks, we will be deploying a series of over-the-air (OTA) updates to all cloud-connected AirSense 11 devices to remedy the data delay issue.
- Commercial reports will most likely not have all patient therapy data included until the issue is resolved at which time these reports can be re-run to capture the patient therapy data that has returned into AirView.
- We will communicate to you and your patients once the issue has been resolved.

Why do some of my patient's AirSense 11 devices have access to Bluetooth Oximetry and some do not?

- AirSense 11 is designed to provide the delivery of future enhancements and software updates by leveraging over-the-air (OTA) technology. Typically, an OTA will take a few weeks to fully roll out and update all cloud connected AirSense 11 devices. We made the decision to pause the OTA until this therapy data delay issue has been resolved.
- This means that not all AirSense 11 devices received the over-the-air (OTA) update. Once the issue is resolved, we will confidently resume the OTA and update all remaining cloud connected AirSense 11 devices to a common firmware version.

If my AirSense 11 device did not receive the over the air update (OTA), why is my therapy data also delayed?

- Once we identified the data delays caused by the over the air update, we paused ALL further updates and stopped data transmission from all AirSense 11 devices to our cloud-based servers. We did this to stop increasing data backlogs, allow us time to troubleshoot and move to a resolution faster.
- We are actively deploying updates to the AirSense 11 devices and expect to have therapy data restored in AirView and myAir over the next few weeks.