



# SleepImage® App

## Instructions for Use

v1.0

Published October 28, 2025

App Reference: v2.0.0

### MANUFACTURER

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## Introduction

The SleepImage® App (“App”) is a mobile application used to record and store data when paired with a SleepImage-compatible recording device (“Recorder”). When the user connects the app with a healthcare provider-issued Patient ID, recording data is uploaded to the SleepImage System to generate a comprehensive Sleep Report, which is delivered to healthcare providers and used to make clinical recommendation(s) to patients.

## Compatible Recording Devices

Information about recorders compatible with the SleepImage App is available on the SleepImage website (<https://sleepimage.com/patient-resources/#compatible-devices>). Before using the App, please review the Instructions for Use for your recorder, including warnings and precautions.

## App Download & Installation

The App is downloaded to a compatible mobile device from either the Google Play Store or the Apple App Store. Scan the following QR codes with your mobile device’s camera to go directly to the app listing.



Search for “SleepImage” on the App or Play Store, navigate to the app listing, and click “Get” or “Install.” Please ensure that automatic updates are turned ON, as SleepImage continually releases updates to improve the user experience.

## Mobile Device Requirements

Your mobile device must have Wi-Fi and Bluetooth capabilities to use the App. Only Apple devices running iOS 16 or newer and Android devices running Android 12 or newer are supported. See [Troubleshooting](#) if you have issues with device compatibility.

## Sign In/Sign Up

Launch the App and click “Get Started.” If you are a new user, you must accept SleepImage’s End User License Agreement (EULA) before continuing. On the following screen, choose your preferred sign in option.

The App will automatically sign you out after 30 days of inactivity for security reasons.

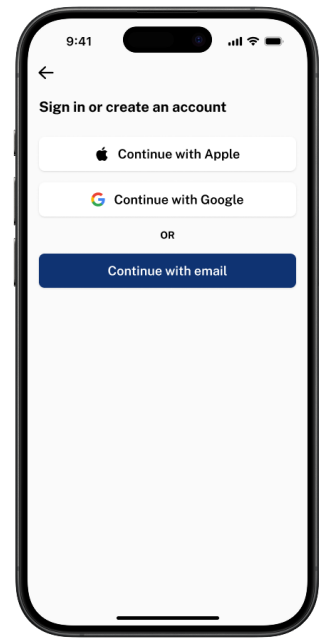
### Signing in with Email

SleepImage patient accounts are password-less. If you create an account using the email option, SleepImage will send you an email with a secure sign-in link and verification code. You can finish signing in two different ways:

1. Click the secure link in the email. For the link to function, you must be able to access your email on the same device running the App.
2. Manually enter the 8-digit code shown in the email in the App.

### Signing in with Apple/Google

You may also choose to sign in using a Google or Apple account. Google and Apple may share limited information from your account with SleepImage – such as your name, email address, language preferences, etc. – to complete required patient account details.



## First Time User Onboarding

To complete setup, you will be asked to provide your first and last name, your geographical region, a Patient ID (a 6-digit alphanumeric code, e.g., ABC123), and your date of birth.

Your Patient ID will be sent to you in an email directly from SleepImage once your provider has added you to the SleepImage system. If you did not receive this email, please contact your healthcare provider. You may have to check your spam/junk folder.

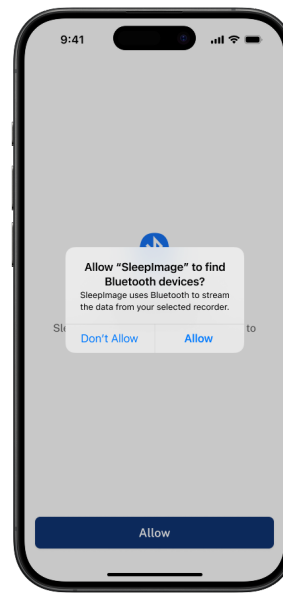


## Recording Device Pairing

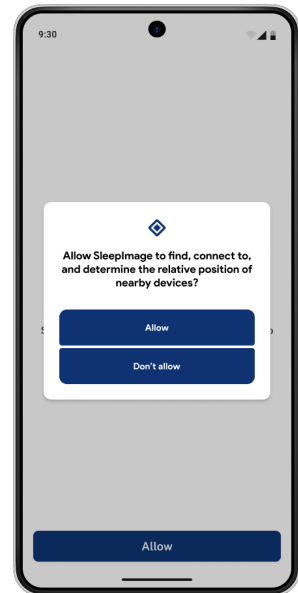
To start setup, you will be asked to provide the App with Bluetooth permissions. These permissions are required to discover and connect to SleepImage-compatible recorders. You will only have to do this once during the initial setup. Click “Allow” to continue.

For complete instructions on pairing your recorder, including troubleshooting steps, please consult your recorder’s Instructions for Use (IFU). You can find Recorder IFUs on the SleepImage website (<https://sleepimage.com/patient-resources/#device-ifus>).

Ensure your recorder is on before clicking “Search for Recorders” in the App. Results should appear in a few seconds. Select the recorder in the list that matches the last 4 digits of the serial number printed on the side of your recorder.



iOS

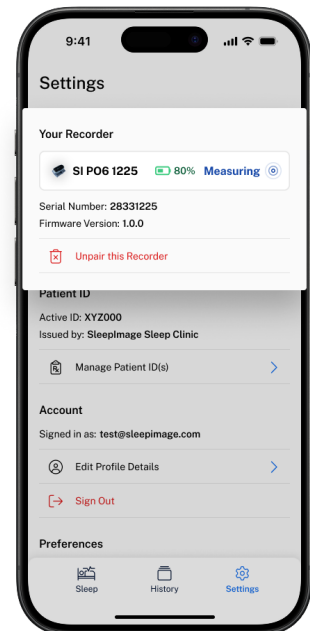


Android

## Unpairing and Re-pairing a Recorder

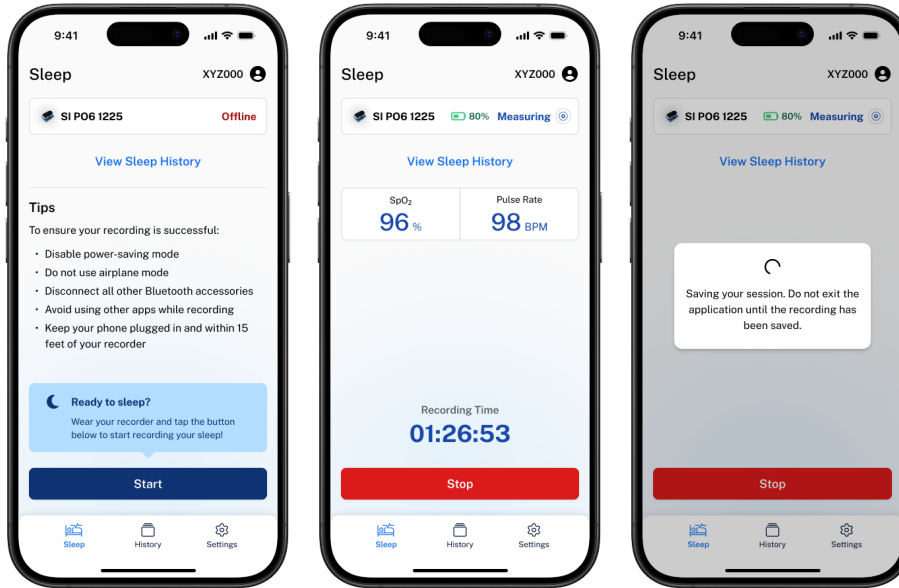
To unpair a recorder, navigate to the Settings tab in the App. Under the “Your Recorder” heading, click “Unpair this Recorder” and confirm to remove your current Recorder.

Once unpaired, click “Connect a Recorder” to initiate the pairing process again. You may also start the device pairing process again from the Sleep tab in the App.



# Overnight Recording

Before starting a recording, plug your mobile device into a charger and ensure Bluetooth is turned on. Make sure airplane and power-saving modes are turned off, and if possible, disconnect all other Bluetooth accessories from your mobile device. To achieve the best recording quality, please keep your mobile device in the same room where you sleep.



Ready Screen

Recording Started

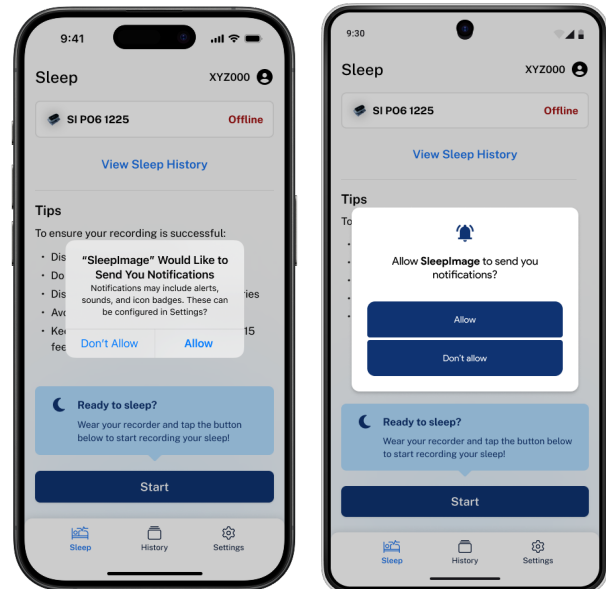
Recording Saving

## Starting a Recording

When you are ready to start recording, open the App and navigate to the Sleep tab. Wear your Recorder as instructed before pressing “Start.”

If this is your first recording, the App will ask you for notifications permissions. This permission allows the App to notify you if there are any issues during the recording and/or during the upload process. Click “Allow” to continue.

After a quick good night message, you should see a timer for your recording, values for SpO2 and Pulse Rate, and the Recorder’s status indicate “Measuring” on your screen.



iOS

Android

## Getting Up During a Recording

If you need to get up at any point overnight, do not stop your recording in the App. You may temporarily remove the Recorder from your finger (such as for hand washing). Note that your Recorder may power off when removed for an extended period.

When you are ready to go back to sleep, place the Recorder back on the same finger you wore it on previously and ensure that it is on. In the App, double check that the recording remains in progress. You may now lock your screen and go back to sleep.

## Stopping a Recording

When you are ready to stop recording, press the “Stop” button and confirm to end your study. You may then remove the Recorder from your finger. Please keep the app open until the message on screen dismisses to ensure your recording begins uploading.

## Viewing Study History and Managing Uploads

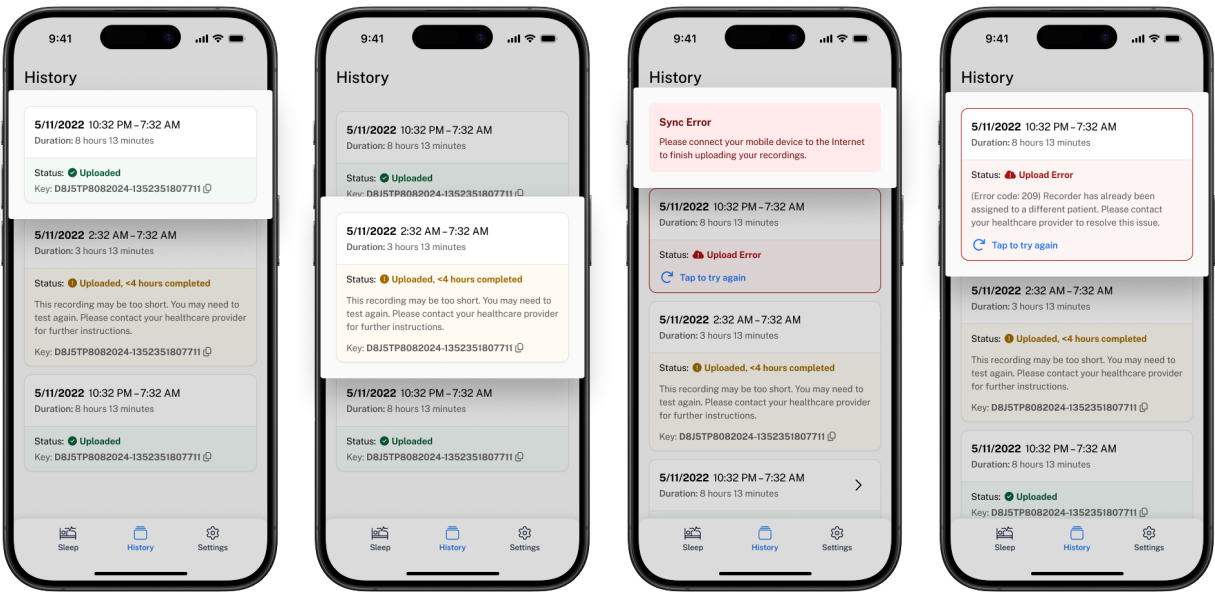
Navigate to the History tab. The History screen shows you a list of all previously completed recordings, with the most recent one at the top. The Status field on each card indicates whether your recording has successfully been transmitted to your healthcare provider.

All successfully uploaded recordings have an upload key. If your healthcare provider asks you to confirm your recording, you may provide this key as a reference.

If the status shows “Uploaded, <4 hours completed,” this recording may be considered too short for clinical analysis. Consult with your healthcare provider to see if you may need to test again.

An Internet connection is required to upload a recording. If your mobile device is offline, you may see a “Sync Error” message on this page. Please connect to Wi-Fi or data and click “Tap to try again” on each failed upload.

If your recording fails to upload due to a different reason, click “Tap to try again.” Refer to the Troubleshooting section for further details on potential error conditions.



Successful Upload

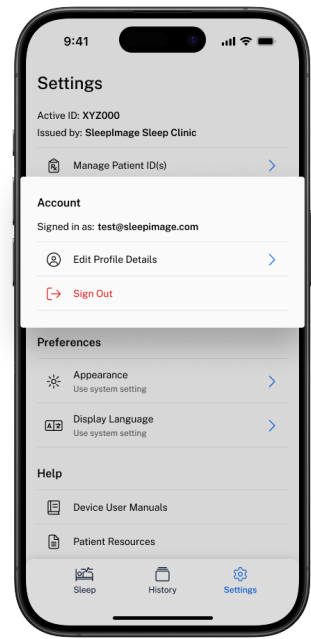
Uploaded Short Recording

Sync Error/Offline

Upload Error

# Managing Your Patient Account

Navigate to the Settings tab in the App and scroll to the “Account” heading. Here you can either sign out or edit your profile details. You may update your name and date of birth under “Edit Profile Details.”

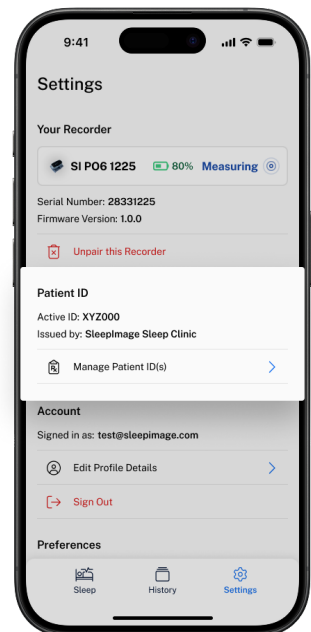


# Managing Patient IDs

The Patient ID ensures that your overnight recording data is securely delivered to the correct healthcare provider. If you need to change or add another Patient ID, navigate to the Settings tab in the App, scroll to the “Patient ID” heading, and click “Manage Patient ID(s).”

A Patient ID must always be active to use the App. If your current provider or a different provider has issued you a new Patient ID, you can add it by clicking “Add Patient ID.” You will be asked again for your provider’s geographic region, the new Patient ID code, and your date of birth.

Once confirmed, click the 3-dot menu icon next to the new Patient ID and click “Activate this ID.” The green “Active” badge will move to your new Patient ID. If you no longer intend to upload against your previous Patient ID, you may choose to delete it from the app via the same 3-dot menu.

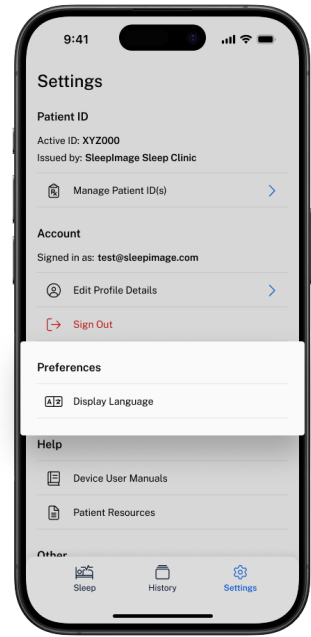




# App Preferences

## Changing the Display Language

Under the “Preferences” heading in Settings, click “Display Language.” This will link you to the language selection panel within your OS’s settings. You may manually set it or have it follow your phone’s default setting.

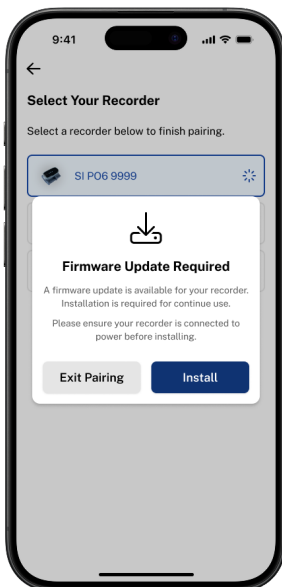


## Recorder Firmware Update

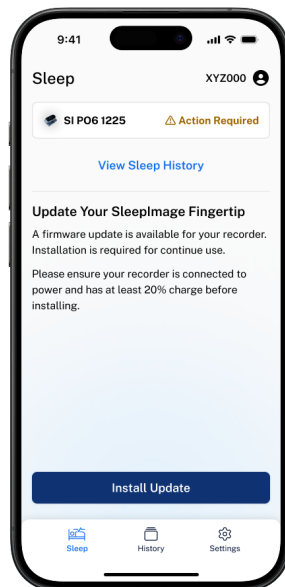
On occasion, SleepImage may release a firmware update to improve the capability of your Recorder. Completing the firmware update is required for continued use.

If you are pairing a recorder for the first time, you may be prompted to install the firmware update as part of the pairing process. If your recorder is already paired, you will be prompted on the Sleep screen to update before starting a recording.

To begin the installation, your Recorder must be connected to its charger and have at least 20% battery. Firmware updates may take up to several minutes to complete. Keep the app open and near your Recorder during this process.



Prompt during pairing



Prompt on Sleep screen

# Troubleshooting

For issues with your recorder, please refer to your recorder's Instructions for Use. IFUs for all compatible recorders may be found on the SleepImage website (<https://sleepimage.com/patient-resources/#device-ifus>).

Issue	Reason	Action
I can't sign in to the App	An account for the email entered cannot be found.	Your account email is where SleepImage sent you a new patient account welcome email. If you cannot remember your account email, a new one must be used.
	Google or Apple sign-in does not work.	This may be due to issues with Google and Apple's identity services. Try signing in directly with email. If you enter the same email as your Google or Apple email, SleepImage will automatically link the two methods under one account.
	User did not receive an email with a secure link/verification code.	Check your spam/junk folders. You may also ask SleepImage to resend the email on the screen asking for the verification code.
My Patient ID did not work	Either the wrong Patient ID or DOB was entered.	Double check your date of birth and the Patient ID sent to you by your healthcare provider. Correct as needed.
	No internet connection.	Make sure your mobile device has a stable Internet connection. An Internet connection is required to verify your Patient ID.
I'm having Bluetooth issues	The Bluetooth permission was not granted or has been removed by the operating system due to inactivity.	For iOS users, navigate to the Settings app, then scroll down and tap the row titled 'SleepImage.' Tap the toggle next to 'Bluetooth.' Navigate back to the SleepImage app.  For Android users, navigate to your OS Settings app, then search for 'SleepImage' in the Settings search bar. Tap the top result, then tap 'Permissions.' Tap 'Nearby devices,' then tap 'Allow.' Navigate back to the SleepImage app.
	No devices were found when I searched for recorders.	Ensure your Recorder is correctly powered on and near your mobile device (within 3 feet).
	Pairing failed.	Please retry the pairing process. If pairing fails repeatedly, go to the Bluetooth menu in your mobile device's settings, select the recorder if it's already listed in paired devices and click remove/forget. In some cases, it may also help to toggle Bluetooth off and then on again or restart your mobile device.
I'm not receiving notifications	The notifications permission was not granted or has been removed by the operating system due to inactivity.	For iOS users, navigate to the Settings app, then scroll down and tap the row titled 'SleepImage.' Tap 'Notifications,' then tap the toggle next to 'Allow Notifications.' Navigate back to the SleepImage app.  For Android users, navigate to your OS Settings app, then search for 'SleepImage' in the Settings search bar. Tap the top result, then tap 'Permissions.' Tap 'Notifications,' then tap the toggle for 'All SleepImage notifications.' Navigate back to the SleepImage app.

Issue	Reason	Action
My overnight recording will not start	Mobile device's Bluetooth radio is not active.	Check your system settings and make sure Bluetooth is toggled on.
	Mobile device is not connected to the Internet.	Check your system settings and make sure Internet is toggled on, and that you have a strong WiFi or data signal.
	Recorder cannot be found.	Your Recorder is likely off. Power on your recorder and wear it before pressing 'Start' in the App.
	Recorder battery is too low.	Please recharge your recorder to at least 80% before trying again.
	Mobile device battery is too low.	Please connect your mobile device to power before trying again.
My overnight recording did not upload	The App was closed before uploading could be initiated.	Open the App again and navigate to the History tab. Any pending uploads will automatically start uploading.
	Internet connectivity is poor.	Verify that you have access to a stable Internet connection. On entries with an 'Upload Error' message, click 'Tap to try again.' If failure continues, restart the App and try again.
Firmware update failed	Recorder has insufficient battery.	Charge your recorder to at least 20% battery before attempting the firmware update.
	The firmware update could not be transferred to your Recorder.	Please keep the device on the charger and in range (within 3 feet) of your mobile phone during the update process. This will help mitigate any interference that can cause the update to fail.

## App Feedback & Support

For issues or questions related to your overnight recording data or reports, please contact your healthcare service provider directly. For technical issues or questions on how to use the app, send us a message at [support@sleepimage.com](mailto:support@sleepimage.com).

## Privacy

The SleepImage App does not store information on the user's identity or track location. All data in the app is de-identified. For more information, please visit SleepImage's Privacy Policy page (<https://sleepimage.com/privacy-policy/>).