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## FAQs

### DreamStation Go

#### Therapy Related

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##### **What modes and pressure ranges are available in the DreamStation Go platform?**

DreamStation Go comes in two models, a CPAP (fixed pressure) and Auto CPAP (auto-titrating) mode. Both DreamStation Go models are capable of delivering pressures of 4-20 cm.

##### **Is DreamStation Go compatible with other manufacturer's CPAP masks?**

Yes. DreamStation Go is compatible with other manufacturer's CPAP masks.

To ensure that you receive safe, effective therapy prescribed for you, use only Philips Respironics accessories.

#### Travel

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##### **Does DreamStation Go have a battery?**

Yes. A rechargeable lithium-ion battery is available for purchase. Depending on your therapy pressure, you will likely get 1 to 2 nights of use on a charge. DreamStation Go set at 10cm of pressure displayed average run time of 13 hours\* when running off the Dreamstation Go overnight battery. A fully depleted battery has a recharge time under 5 hours.

\*PAP run-time test conditions: CPAP mode, pressure 10 cm H<sub>2</sub>O, 12mm tubing, 37LPM of leak, 73.4 F room at an elevation of 1650 ft.

##### **Can I charge the battery from a DC power source like a car battery?**

Yes. For the DreamStation Go to operate off an external battery, a DC to AC inverter is necessary. It is recommended that the DC/AC power inverter is 150W or greater with an AC voltage output of 100-240 volts.

### **Can the battery pack be used with the unit is plugged in?**

Yes. To use the battery packs as an UPS (uninterruptible power supply), keep the battery pack plugged into the power source and connect to an AC outlet. This will allow you to use the battery pack continuously without losing charge.

### **What do I need to power my DreamStation Go PAP device while traveling internationally?**

If you are traveling to a country with different voltage than the one you are currently using, a different power cord or an international plug adapter may be required to make your power cord compatible with the power outlets of the country to which you are traveling.

### **Can I use my DreamStation Go PAP device on an airplane?**

If you want to use your DreamStation Go on the airplane, advanced notification is required by the airlines. The airplane in-seat electrical power is available on a limited number of aircrafts so you will need to check with your airline and they will let you know of any requirements or restrictions that apply. The airline will let you know what type of power outlet is available in flight and you will need to purchase the needed adapters if required. A more simple option is to purchase the optional battery pack for use inflight.

## **Humidification**

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### **Does DreamStation Go have a humidifier?**

Presently DreamStation Go does not support a heated humidifier. However, we are currently working on a solution for DreamStation Go.

### **Can I use waterless humidification system like an HME with DreamStation Go?**

There are a number of heat moisture exchangers (HME) available on the market to support waterless humidification. While there is nothing preventing you from using an HME with DreamStation Go system, we cannot vouch for their effectiveness.

## **Product Information**

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### **Does DreamStation Go have a ramp feature?**

Yes. DreamStation Go offers a ramp feature that is user adjustable.

### **Does DreamStation Go track compliance information?**

Yes. DreamStation Go offers multiple options for tracking usage statistics. Recent usage information can be found under the **My Info** tile on the device. Alternatively, the DreamStation Go can be linked to DreamMapper our mobile and desktop application for tracking and managing your therapy. Users can sync via Bluetooth™ with a mobile device to the DreamMapper application and track long term usage statistics like therapy hours, AHI and mask leak.

### **How long is the DreamStation Go warranty period?**

There is a 2 year warranty on the machine against manufacturers' defects.

### **Can I use the DreamStation Go every night?**

Absolutely. The DreamStation Go was designed with a useful life of over 5 years of nightly use.

### **I see that the DreamStation Go comes with a small diameter tubing. Is that the only option that I have?**

No. In addition to our 12mm micro-flexible tubing, the DreamStation Go can support 15mm and 22mm tubing options. If you decide to change the tubing type on your DreamStation Go, you must change the tubing type on the device in the **"My Comfort"** section of the user interface.

## **Therapy Pressure**

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### **What if I need to change the therapy pressure on my DreamStation Go?**

Your clinician or medical device supplier can set therapy pressure for you if your needs change after receiving your device.

### **Does the DreamStation Go automatically adjust for changes in altitude?**

Yes. DreamStation Go will automatically compensate therapeutic pressure to altitudes of up to 7,500 ft.



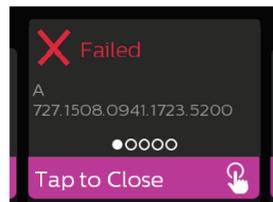
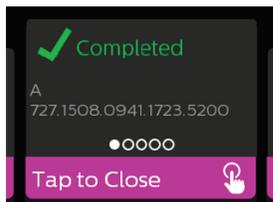
# PHILIPS

## Troubleshooting

### DreamStation Go

#### What is performance check?

Your device is equipped with a self-diagnostic tool called “Performance Check” This tool can evaluate your device for certain errors. It also allows you to share key device settings with your provider. Use Performance Check when directed to by us, your provider. At the conclusion of the scan the screen displays a green check mark if no issues are detected. If device displays a red “X” please contact us your medical device supplier for assistance.



#### Nothing is happening when I apply power to the DreamStation Go. The backlights on the buttons do not light?

There is not power at the outlet or the device is unplugged. If you are using AC power check the outlet and verify that the device is properly plugged in and there is power to the outlet. Make sure the AC power cord is connected correctly to the device’s power inlet.

If you are using a battery pack, make sure the battery pack is securely connected to your device if the battery pack has been exposed to extreme temperatures, allow the battery pack to cool or warm to room temperature. Check to see if your battery pack needs to be charged or replaced.

### **I can't get my airflow to turn on?**

Make sure the device is powered correctly and that the home screen appears on the user interface. Press the therapy button on top of the device to start airflow. If the airflow does not turn on there may be a problem with your device.

### **I am not sure what is happening as the device's display is erratic?**

The device may have been dropped, mishandled or in an area with several electronic devices. Unplug the device, reapply power to the device. If the problem continues, relocate the device to an area away from electronic equipment (cell phones, cordless phones, computers, TVs, electronic games, hair dryers etc.

### **I am finding that the airflow is much warmer than usual what is wrong?**

The air filters may be dirty or the PAP may be operating in direct sunlight or near a heater. Clean or replace air filter. Make sure that the device is properly ventilated, keep the device up from bedding or curtains that could block the flow of air around the PAP. Make sure the device is away from direct sunlight and heating equipment.

### **The airflow pressure feels too high or too low?**

The tubing type setting may be incorrect. Make sure the tubing type setting (12, 15, and 22) matches the tubing that you are using.

### **I hear a leak/whistling sound coming from my PAP that is not related to my mask?**

The therapy device air inlet may be obstructed. Check the PAP air inlet that it is not obstructed and filters are clean and properly inserted. Also confirm that the PAP and tube are connected properly and are not leaking.

### **My battery pack LEDs will not light up while charging?**

Your battery pack may have been damaged. If the battery pack is completely depleted of charge, wait a few minutes for the LEDs to light up. If the LEDs still do not light up, replace your battery pack. If the battery pack has been exposed to extreme temperatures, allow the battery pack to cool or warm to room temperature.

### **My battery pack LED is rapidly flashing what is wrong?**

Your battery pack may have been damaged. If the battery pack has been exposed to extreme temperatures, allow the battery pack to cool or warm to room temperature. Unplug the battery pack from the power cord, then plug the power cord back into the battery pack. If the LED continues to rapidly flash, replace your battery pack.

### **I have “service required” showing on my display what should I do?**

A device error has occurred and placed the device into safe state. Disconnect power cord and reattach the power rod to restore power. If the alert continues contact your supplier.

### **What should I do if I am experiencing problems with my DreamStation Go?**

We recommend first contacting the supplier who sold you your DreamStation Go. Alternatively, you may contact Philips Respiroics Customers Service at 1 844 240 1649.

