



FAQs for the Inspire™ remote

How do I know if my Inspire remote successfully connected to my Inspire® implant?

- If the remote produces 🗨️ **two beeps**, the connection was successful.
- If the remote produces 🗨️🗨️🗨️ **three rapid beeps**, try again.

How do I know if my therapy is on?

- If the status ring is 🟢 **solid green**, then your therapy is on, and you should feel the gentle pulses.
- If the status ring is 🟡 **pulsing green**, then your therapy is on, but the stimulation is paused (pause delay/start delay).
- If the status ring is ⚪ **white**, then your therapy is off.

Why won't my Inspire remote connect with my Inspire implant?

- The Inspire remote is likely experiencing interference from a nearby electronic device. If the electromagnetic interference light is 🟡 **flashing orange** on the back of your remote, remove nearby electronic devices or move to a different area to reestablish a connection.
- Wireless phone chargers are known to create this type of interference. It's best to keep a distance of 6 to 8 feet from any wireless phone chargers while using your Inspire remote.

How do I know if my Inspire remote batteries need to be replaced?

- When the battery light on the back of your Inspire remote is 🟡 **flashing orange**, it means you need to replace the batteries. Typically, the batteries for the Inspire remote last for about four months.

How do I replace the batteries in my Inspire remote?

- Remove the lower half of the back side of the remote and replace the two AA batteries with new ones.
- Only use alkaline batteries, such as Energizer® or Duracell® alkaline batteries, in your Inspire remote.
- Do not use lithium or rechargeable batteries in your Inspire remote.

How do I reconnect my Inspire remote to my Inspire® app?

- Your remote and app will be paired during your appointment to turn on Inspire® therapy. If you're having trouble reconnecting your remote to the app, refer to the Inspire Sleep App Manual at manuals.inspiresleep.com.

I lost my remote. How do I purchase a new one?

- Contact Patient Services at **844-672-6720** or email support@inspiresleep.com to get instructions on how to replace your Inspire remote. The cost for a replacement remote is typically \$299 plus shipping and handling.

Is my phone compatible with the new Bluetooth®-enabled Inspire remote?

- For mobile operating system requirements, please refer to the Inspire Sleep App Manual at manuals.inspiresleep.com.
- Note: The Huawei Mate 20 Lite mobile and Android Galaxy A52 are not compatible with the bluetooth®-enabled Inspire remote.

My Inspire remote is not working. What do I do?

- If your Inspire remote is not working, replace the batteries. If that does not help, call Patient Services at **844-672-4357** or email support@inspiresleep.com.



Patient Services is available 24/7 to help you. For support, call 844-672-6720 or email support@inspiresleep.com.



Watch the “Using Your Inspire Remote” video by scanning the QR code or visit <https://bit.ly/46yade0>

Bluetooth is a registered trademark of Bluetooth SIG, Inc. Energizer is a registered trademark of Energizer Brands, LLC. Duracell is a registered trademark of Duracell.

Inspire is not for everyone. It is a surgically implanted system that is intended to treat obstructive sleep apnea in patients who are not effectively treated by, or able to tolerate CPAP. Talk to your doctors about risks, benefits and expectations associated with Inspire. Risks associated with the surgical implant procedure may include infection and temporary tongue weakness. In rare cases tongue paresis and atrophy may occur. Some patients may require post implant adjustments to the system's settings in order to improve effectiveness and ease any initial discomfort they may experience. Important safety information and product manuals can be found at inspiresleep.com/safety-information/ or call 1-844-OSA-Help.

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