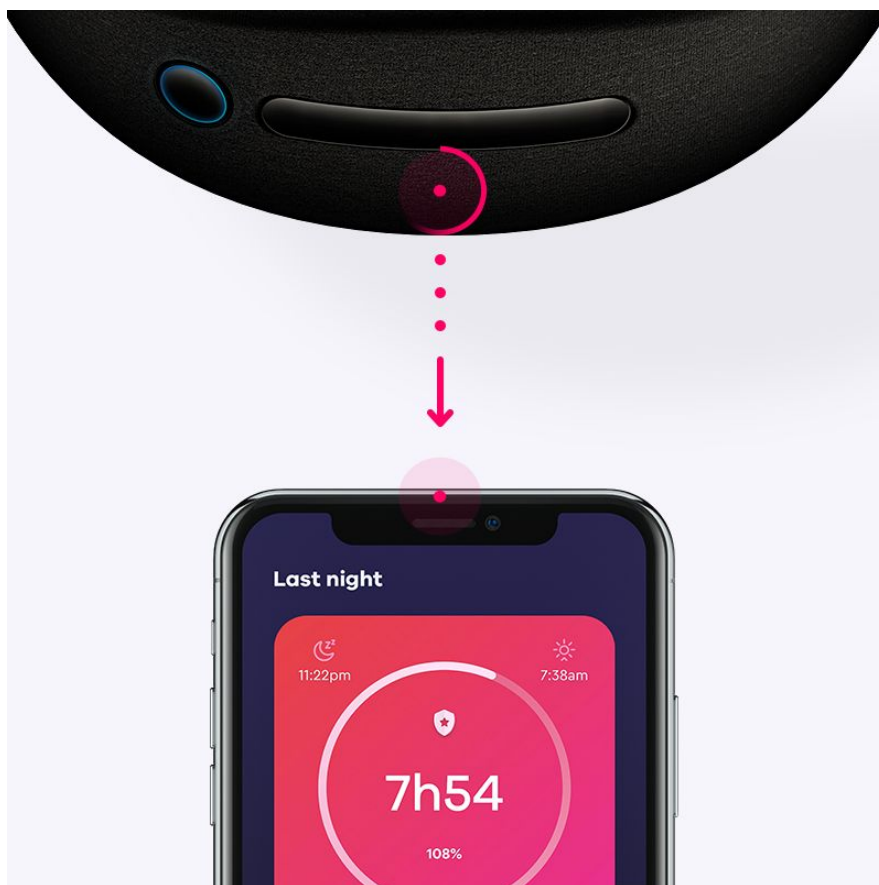


Dreem User manual



V 1.0

User Manual V 1.0

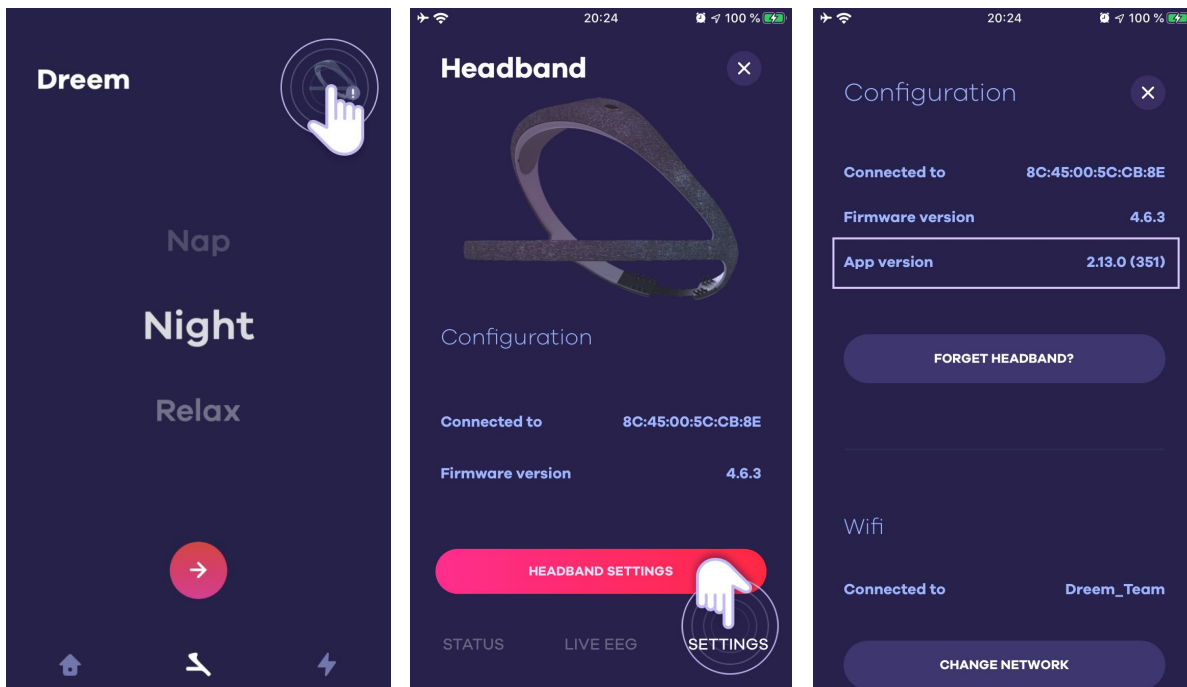
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Getting Started

Welcome to Dreem, your connected headband designed to help you get back to a good night's sleep. This user manual is for Dreem 1 and Dreem 2 users only, and uses screens from version 2.13.1 of the Dreem application. To check your application version, go to the application and then to the banner settings.



For any additional information, do not hesitate to visit support.dreem.com

What's in the box

Your box includes :

Your headband



Charging Dock



3 size adjusters (S, M, L)



Adapters for each regions



USB cable



Setting up Dreem

Please ensure that you have the following elements in place for the setup:

- An Android phone (OS version 5.0 or higher) or iPhone (OS version 10.0 or higher).
- Bluetooth connection is required on your phone to allow pairing with your headband.
- A Wi-Fi network access point to keep your operating system version up to date. (Wi-Fi connection is not required for further use).

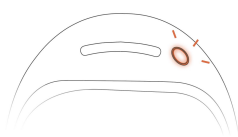
Charging your headband

Once charged, your headband has up to 12 hours of battery life. The autonomy of the battery and charging times may vary depending on usage and other factors.

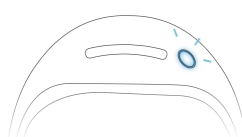
Your headband needs a minimum 60% charge level for a full night. Make sure to charge your headband every morning after use. To charge your headband, please use your charging dock.

You can easily check the battery level while charging the headband:

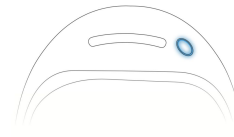
1. By controlling the colour of the LED indicator



- Flashing Orange:
<60%

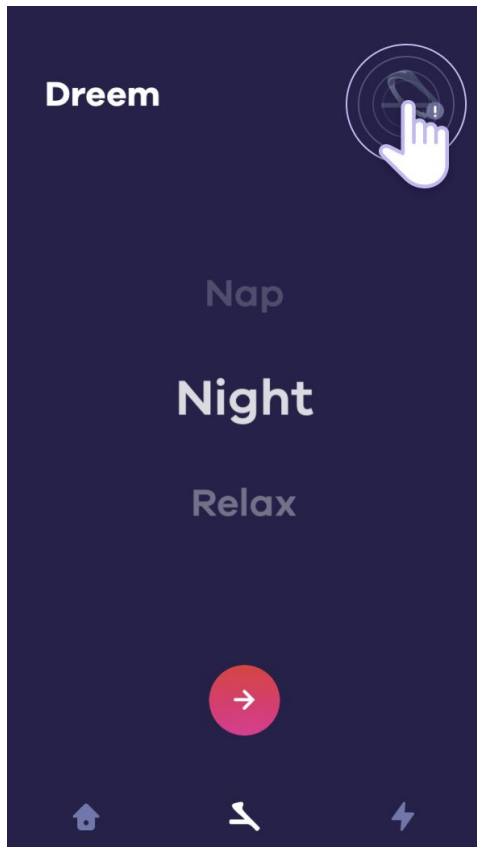


- Flashing Blue:
>60%

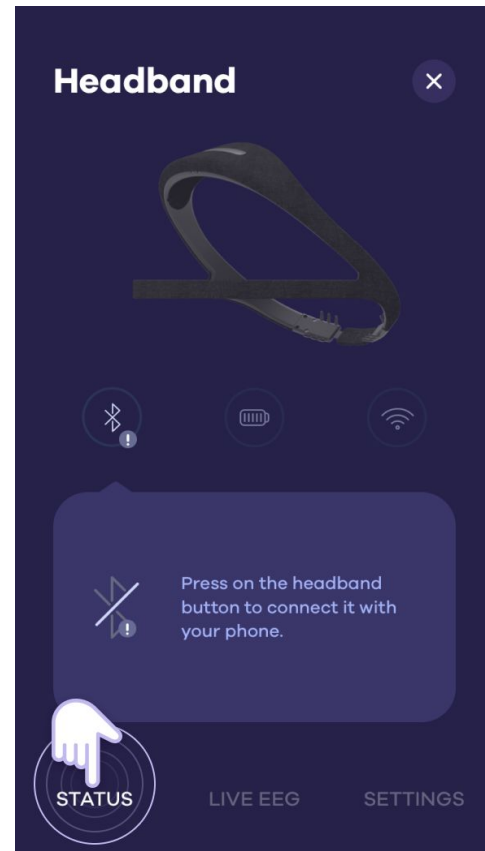


- Still Blue:
100%

2. Through the app



Press the headband icon at the top right corner



The battery level of your headband will be indicated

Note: It is not possible to use your headband while it is being charged.

Using charging Dock

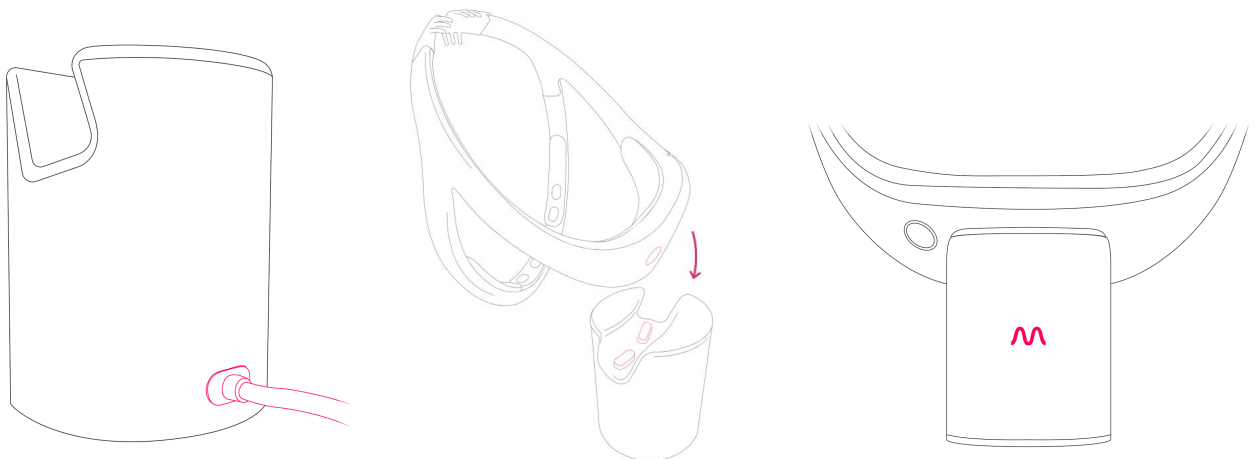
The charging Dock allows for :

1. Charging your headband
1. To easily store your headband all day long



To charge your headband, you will have to:

1. Connect the micro-USB cable to the back of the dock, making sure it is fully inserted.
2. Clean the dock bars with a cloth to prepare for charging and place your headband inside the dock so that the two round metal tips of the headband are in proper contact with the dock bars.
3. Be sure to position the headband so that the touchpad is completely covered by the dock.
4. Once properly positioned, the headband will light up and start charging (orange if the battery is insufficient for one night, blue if the battery is sufficient).



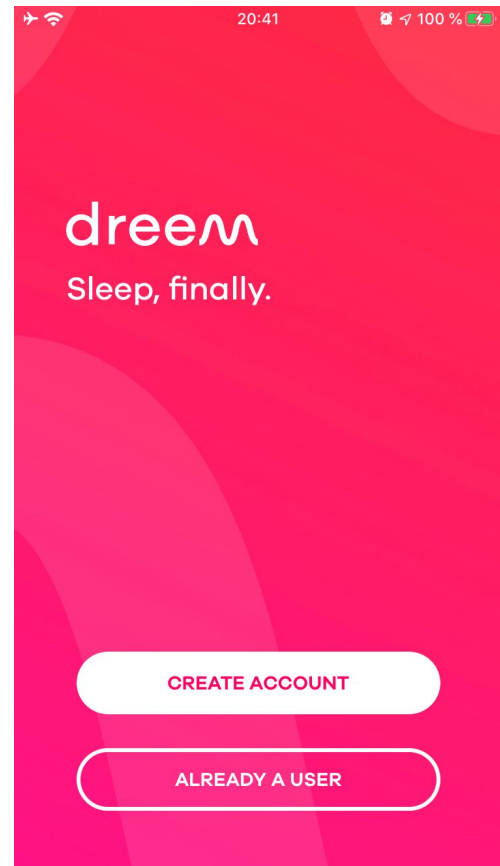
Setting-up your account

The Dreem App is free and compatible with most iPhone and Android phones. If you are not sure if the application is compatible with your device, do not hesitate to send us an email at support@dreem.com.

Important notice: Windows Phone and BlackBerry phones are not compatible with Dreem.

Download and Sign-up

1. Depending on your device, search for the Dreem application on your App store or Google Play store.
2. Install the app.
3. When the installation is complete, open the app and select **Create Account**.
4. You will be guided through a series of questions that will help you create your account.
5. Please follow the instructions to connect your headband, set up Wifi and check for the latest updates.



Bluetooth connection

During the first setup, you are prompted to briefly press the power button on your headband to pair it with your smartphone. This connection enables:

- Your app to become the remote control of your headband. You will then be able to set-up its features.
- The headband to transmit your night records.

When record begins, Bluetooth will automatically switch off. If you wish to use your app again, you will be prompted to pair with your app by pressing-down the headband power button.

Wi-Fi connection

During the first setup, you are prompted to connect your headband to your Wi-Fi network so it can:

- Transmit and receive data from your record
- Download audio tracks
- Update the operating system (or firmware)

Dreem can connect to WEP, personal WPA and personal WPA2 networks. However, it cannot connect to corporate WPA networks or public Wi-Fi networks that require a connection, subscription or profile.

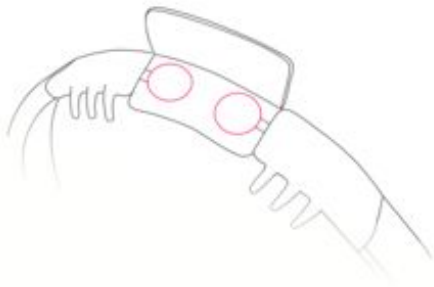
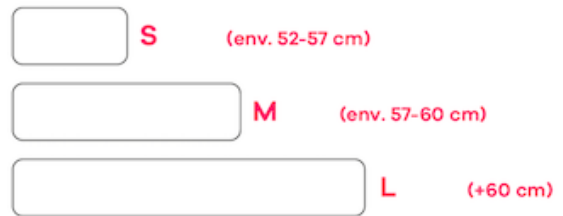
We recommend connecting your headband to your home Wi-Fi network. Make sure to know the network password before you connect.

For more information, visit support.dreem.com.

Getting started with the Dreem headband

Choosing the right size adjuster

Before positioning Dreem on your head, select the adjuster that matches your head circumference.



1. Open the adjuster and place the two pads opposite to each other inside the velcro flap.



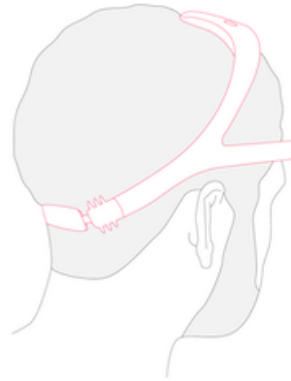
2. Close the adjuster to hold the pads securely inside.

Position your headband

Dreem is equipped with 7 sensors located on the front band as well as on the back of the band. In order for the headband to capture a good signal quality, it is crucial that all these sensors are in contact with your skin.



1. The front sensors must be located in the middle of the forehead, **temples free**.



2. The back sensors must be **pushed against your scalp**.



3. To ensure optimal support throughout the night, **pull the upper arch backwards**.

Note: if you have long hair, we recommend that you lift your hair before positioning the back sensors. You can then keep your hair up or place it over the back sensors.

Turning on the headband

To turn the headband on, press the on/off button.

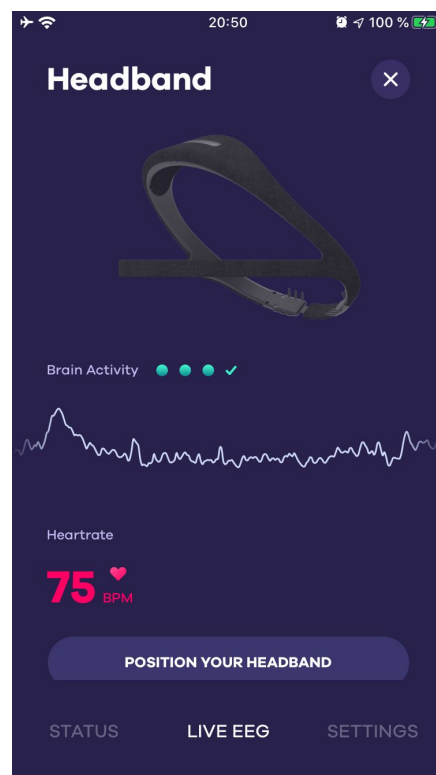
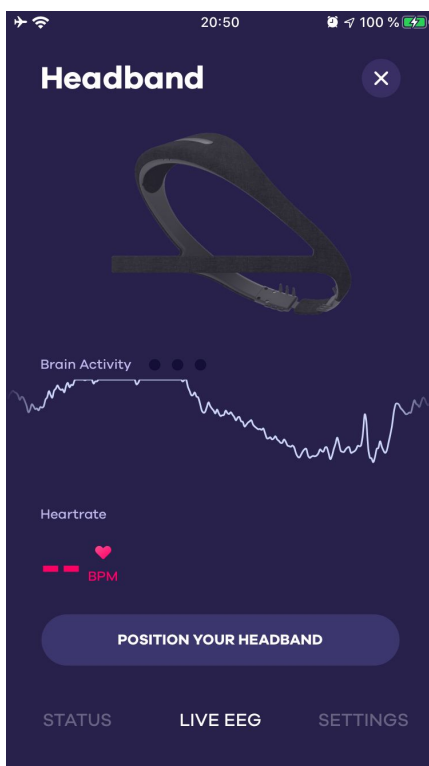
The LED indicator appears in blue if you have enough battery or in orange if your headband needs to be charged before use.



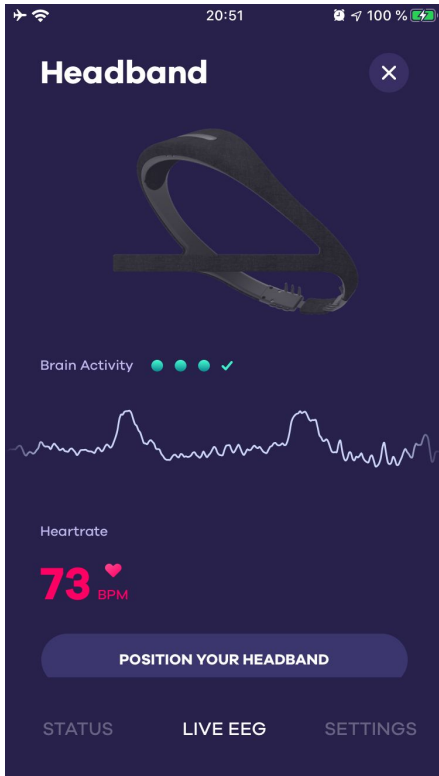
How to make sure your headband is properly positioned

Place the headband on your head and settle into your bed, under conditions closest to your sleep.

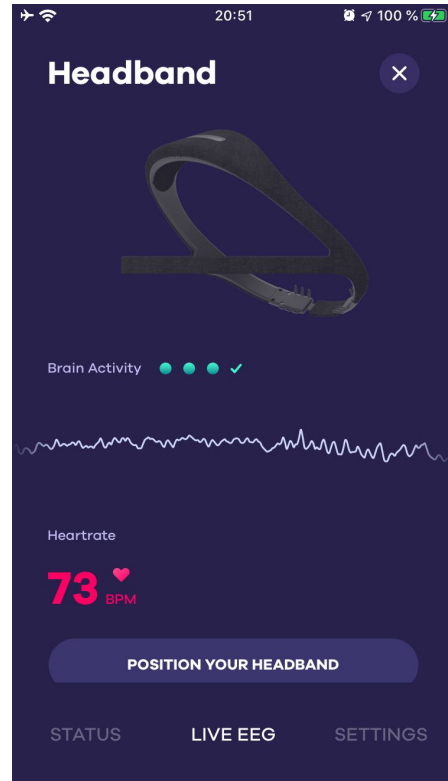
Make sure you remain relaxed and focused on the screen during this step. If the signal does not stabilize, check that your headband is well positioned (front band in the middle of the forehead without hair in the middle and back band well pushed into the hair to maximize the contact area).



1. Go to the LIVE EEG section. At first, the signal is unstable and the heart rate is missing, which is completely normal.
2. Wait 5 to 10 seconds for the signal to stabilize and heart rate to appear.



LIVE EEG **reacting** to blinking eyes



LIVE EEG **not reacting** to blinking eyes

- Once signal has stabilized, blink slightly several times. You should see small peaks appearing on the LIVE EEG. If this is not the case, make sure one more time that the headband is properly positioned.

All right, your headband is ready for the night!

- The small blue dots indicate the intensity but not the quality of the signal. Alone, they cannot attest to a good positioning of the headband.
- It is essential that you choose the right size adjuster to ensure proper support throughout the night. For more information, see "choosing the right size".

Turn off the headband

To turn off the headband, please press the power button 3 to 4 seconds. The LED will blink and turn off, indicating that the headband is off.

Touchpad

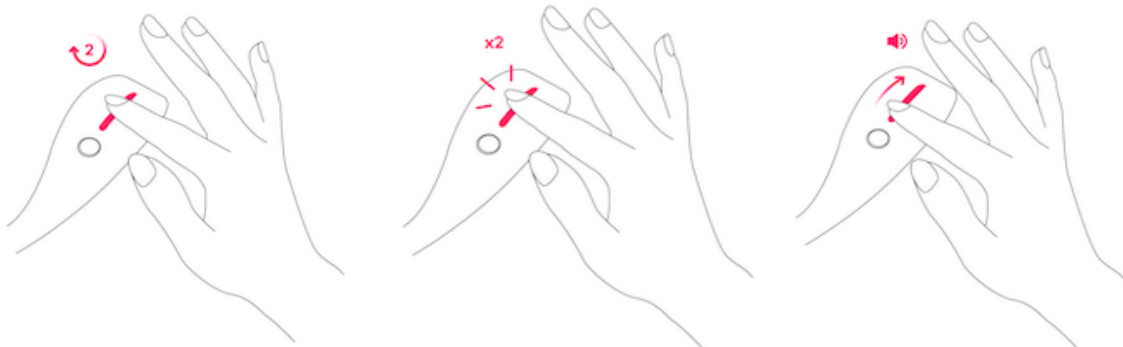
The headband is equipped with a touchpad, located on the upper arch of the Dreem headband. It allows you to control your headband without going through the app. It works with a simple touch of your finger.

Note: The touchpad only works when the headband is not connected to the application.

Locking and unlocking the touchpad

- The Touchpad locks automatically once you fall asleep in the early hours of the night, to avoid any unintentional interaction during your sleep.
- Once the desired action is executed (see below), the touchpad will lock after 60 seconds without any interaction from you.

Touchpad gestures and actions



1. **Long press:** Start a sleep session with the previous night's settings (sleep aid feature, alarm, volume).
2. **Double tap:** Start or pause a sleep feature.
3. **Slide:** Adjust the volume of the sleep features.

Note: When you start a sleep session using the touchpad, the session settings (alarm, sleep feature) selected will be the most recently used. If you wish to change these settings, please go back to your Dreem application and edit them in the "Sleep" section.

Headband care and maintenance

Dreem is a connected headband with many advanced technological components. It is advised to handle it with care and not to subject it to shocks, to put it under water or any other extreme condition.

Cleaning

Please use a soft damp cloth to clean the inside of the headband covered with TPU (hypoallergenic polymer).



Detachable textile strips (or "pads") can be washed under water and cleaned by hand with soap. They are designed for 300 gentle washing cycles each. However, avoid washing them in the washing machine or ironing them.

Note: Apart from the pads, the headband is not waterproof and must be kept away from damp environments.

Hygiene

In order to optimize the signals received, it is recommended to wear the headband with clean hair and a clean face.

Avoid putting creams/oils on your forehead before wearing the headband. In the event that you are forced to apply a cream for medical reasons, avoid as much as possible the areas of contact with the band (temples, forehead). Also avoid applying oils to your hair at the back sensors.

Be sure to clean the front sensors of your headband about every 10 nights with a sanitizing wipe (also known as 70% isopropyl alcohol wipes, used to disinfect the skin, or to clean medical equipment for example). This will ensure optimal signal quality.

Note: the headband and in particular the front band contains very sensitive sensors. Be sure to handle it with care.

Good practices for care

When you are not wearing your headband, we recommend that you:

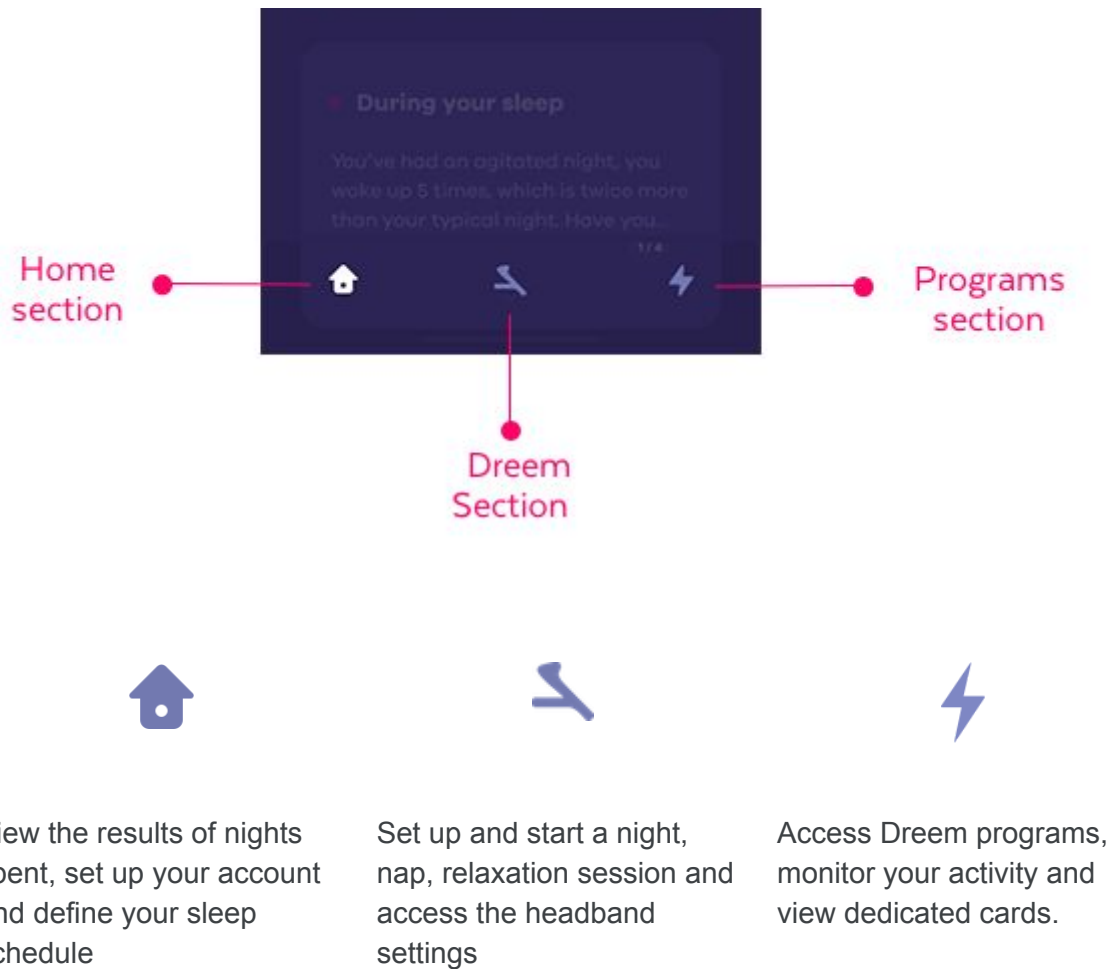
- Do not press too hard on the front band and do not bring it too close to the arch when storing.
- Do not pull too hard on the elastic band at the back of your headband.

If your headband is damaged or has a defect, please contact us at support@dreem.com.

Getting started with the Dreem application

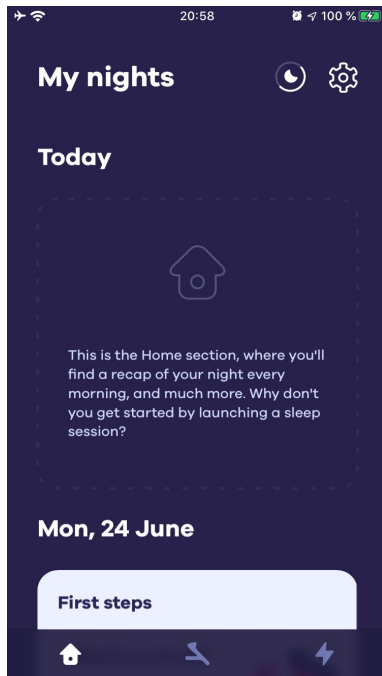
Browsing through the app

The application is divided into three sections:

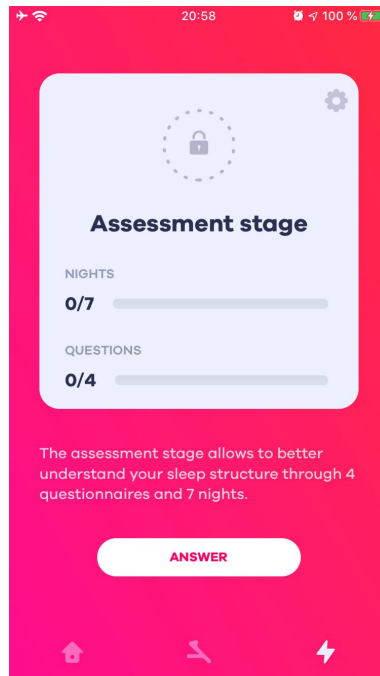


The first 7 nights: the evaluation phase

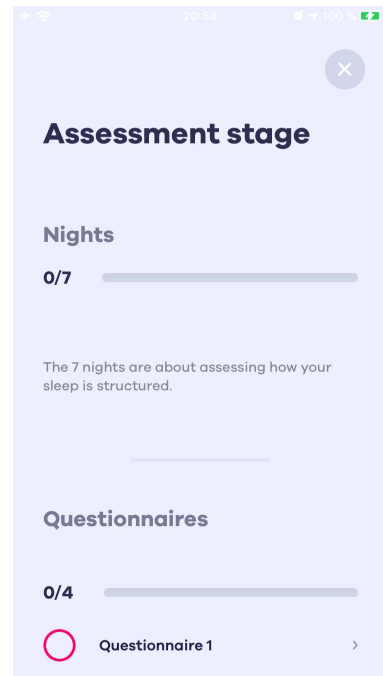
During your first 7 nights with Dreem, you will have restricted access to the active features of the app. The objective is to measure your sleep as it is and get to know yourself in order to recommend you the best program.



Homepage



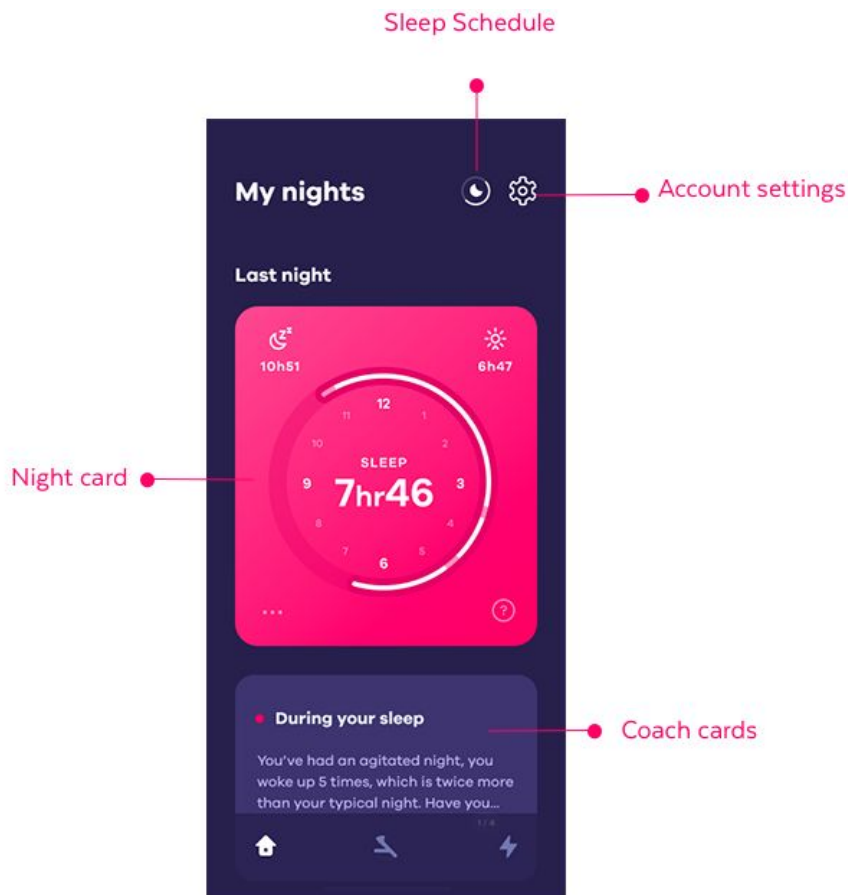
Programs section during the evaluation phase



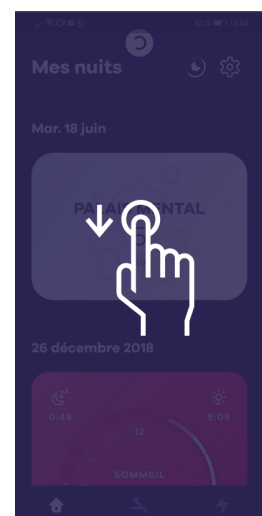
Evaluation phase questionnaires

Homepage

The homepage displays all the activities you have had with the headband (night, nap, relaxation sessions).



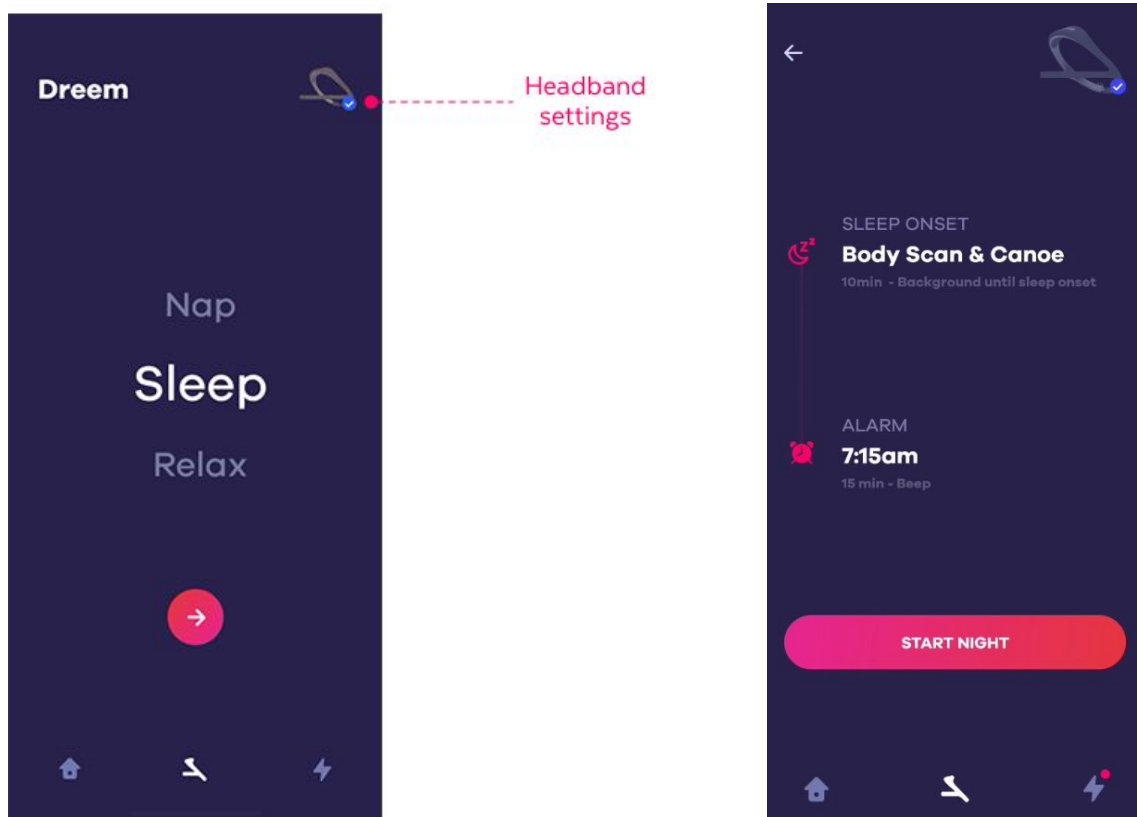
To reload this page, slide your finger down.



Dreem Section

The DREEM section allows you to set up each of your sleep sessions and access the headband settings.

Choose in this section if you want to spend a night, a nap or a relaxation session.

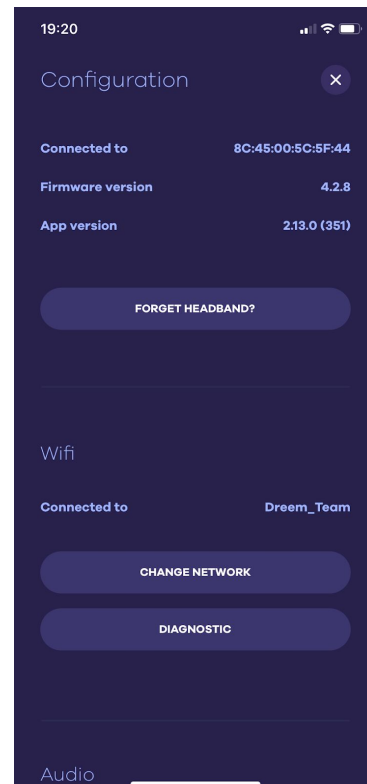
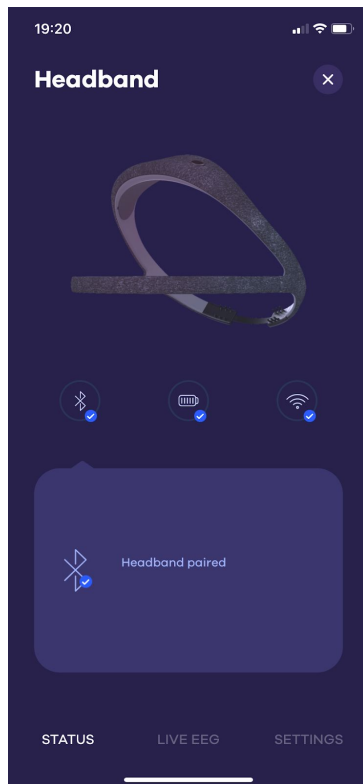


In case you choose to sleep, you can wether select:

- A audio program to help you fall asleep.
- Stimulations to increase the quality of deep sleep.
- An alarm that will prevent waking up in a deep sleep phase.

Access headband settings

By accessing the headband settings, you can check whether your headband is paired, fully charged and that the Wi-Fi is successfully set up.



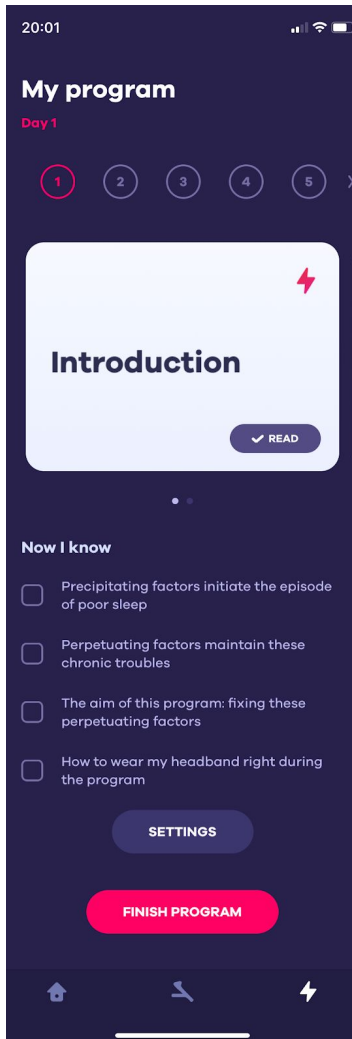
In the headband settings you can:

- Check the current operating system version
- Find out if your headband is connected via classic Bluetooth or Low Energy Bluetooth (BLE). If you encounter any pairing problems, you can change the pairing method.
- Set up Wi-Fi
- Define the language used for the sounds sent by the band
- Enable or disable the touchpad
- Reset the headband, i. e. restore it to factory settings (to be done only in very rare situations)

Programs Section

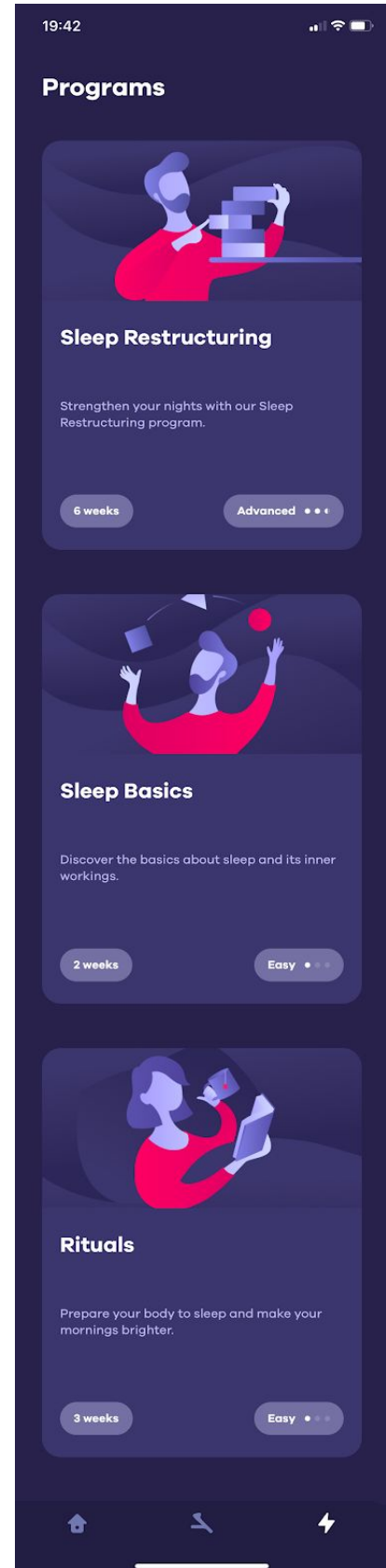
The Programs section includes a list of programs to help you manage your sleep difficulties.

List of available programs (opposite)



Program page sample

Important: this section is activated once the evaluation phase has been completed, i.e. 7 nights with the headband and questionnaires completed. Once you have joined a program, you can keep track of the day-to-day cards and actions.



Account Settings

Accessible from the **Homepage**, the account settings allow you to :

- View your personal information
- Access the information center and contact the Dreem support team
- Export your sleep data in CSV format
- Change your password

Change the application language

To switch languages in the Dreem application, simply change the default language in your phone's settings.



iOS

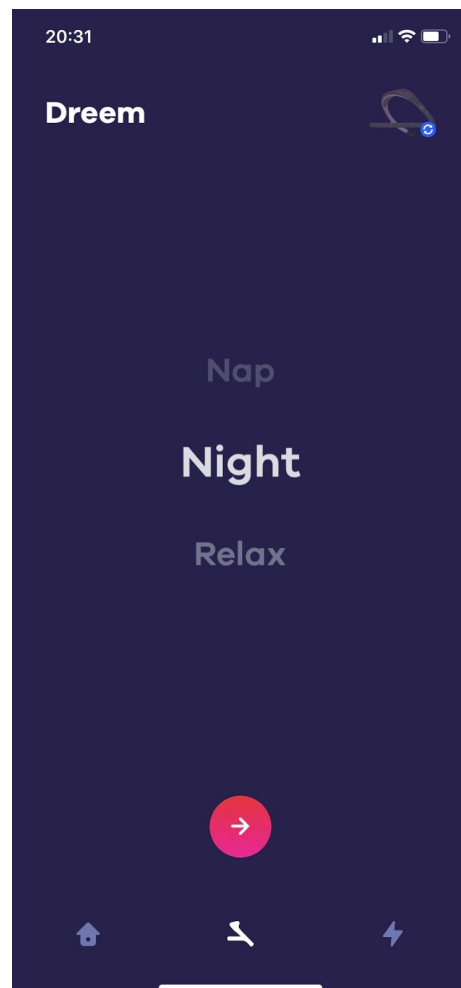
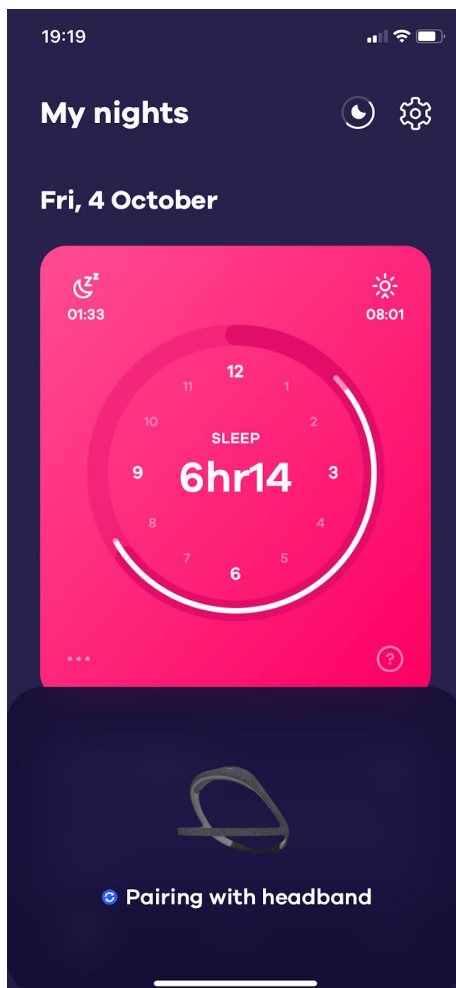



Android

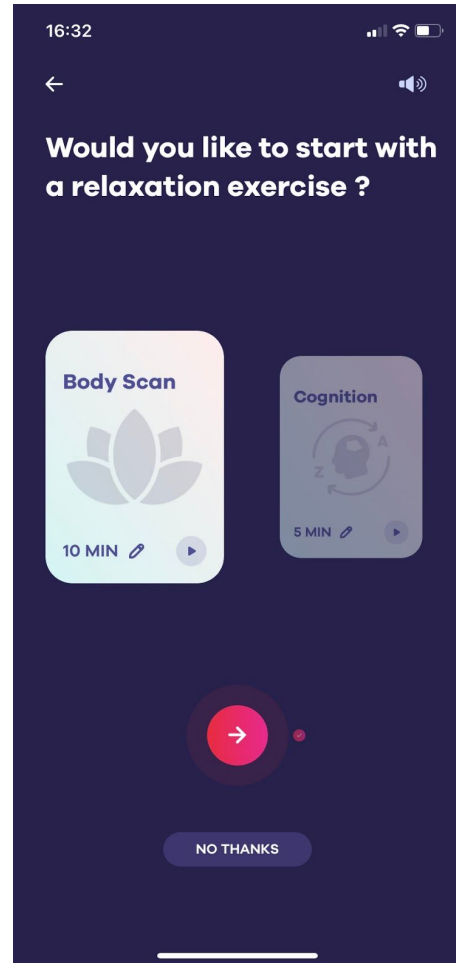
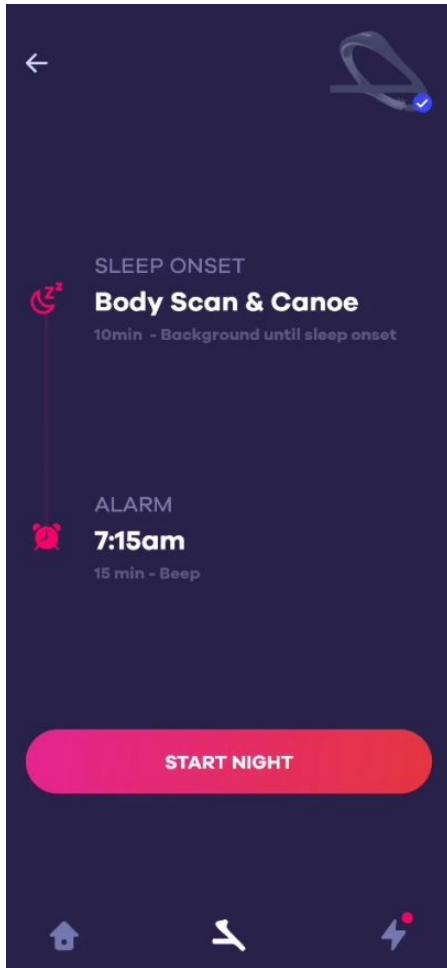
Set up a night

Choosing a sleep inducing method

To start a night with Dreem, please follow the steps below:

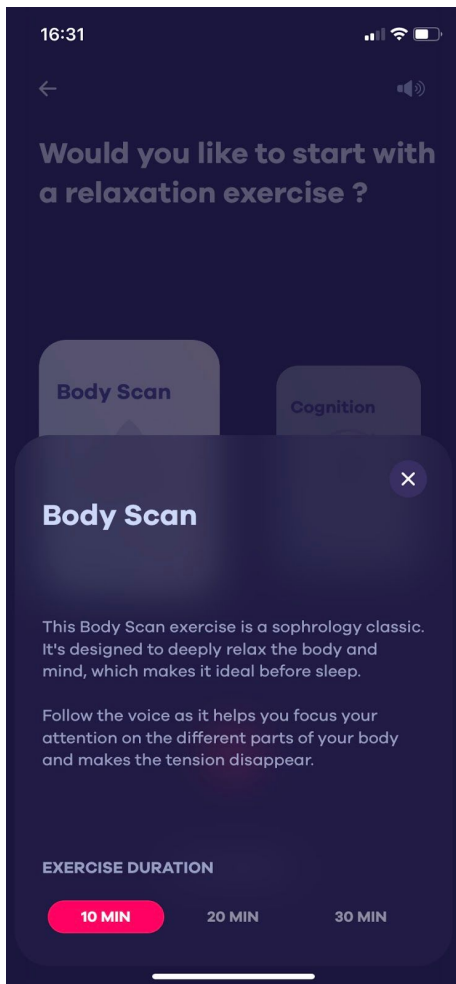


1. Turn on your headband and open the Dreem app. A pairing pop-up window (opposite) should appear after a few seconds.
2. Go to the  section and select **Night**.

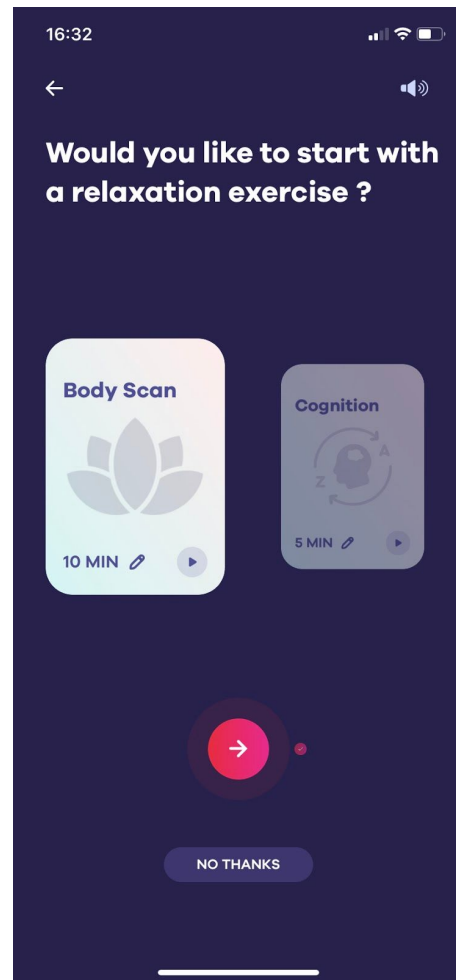


3. Select **Pick a feature to help you fall asleep.**

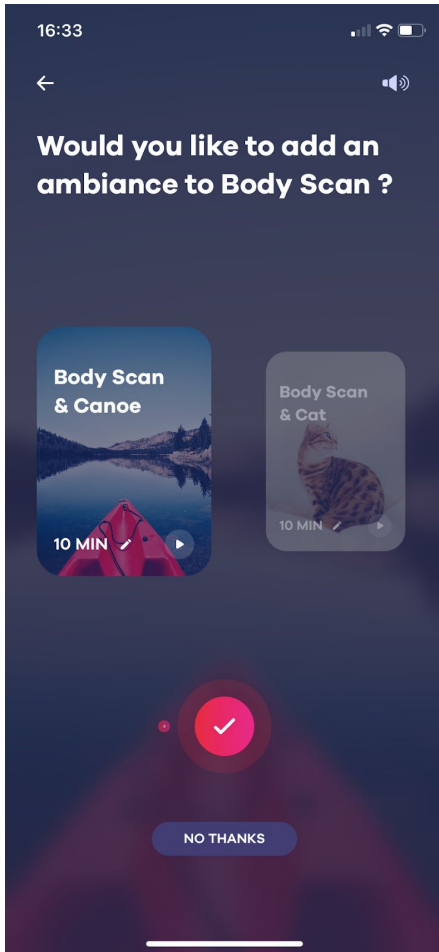
4. Browse through the relaxation exercises (Breathing, Body Scan, Cognition, etc.) by sliding your finger from right to left.
5. Select a relaxation exercise and set its duration by pressing the **symbol at the bottom of the card.**



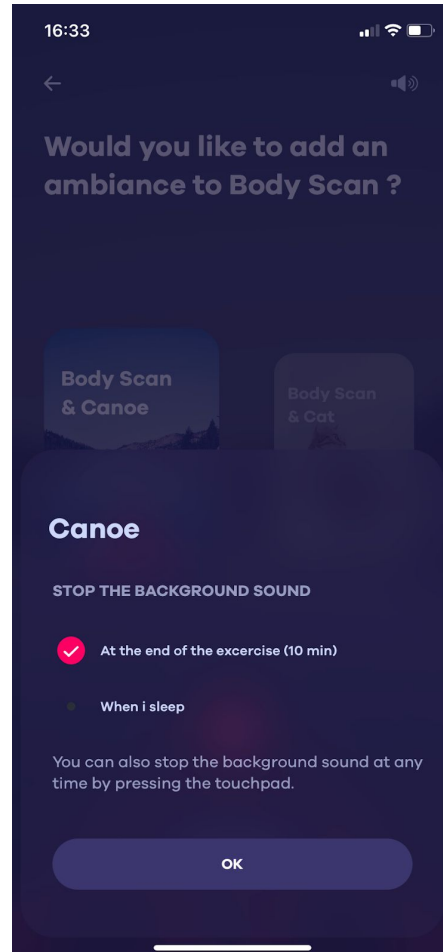
Window to set up the duration of the sleep aid.



6. Once you have chosen your exercise, press the **arrow at the bottom of your screen**. If you do not wish to do a relaxation exercise, press **"No thanks"**.



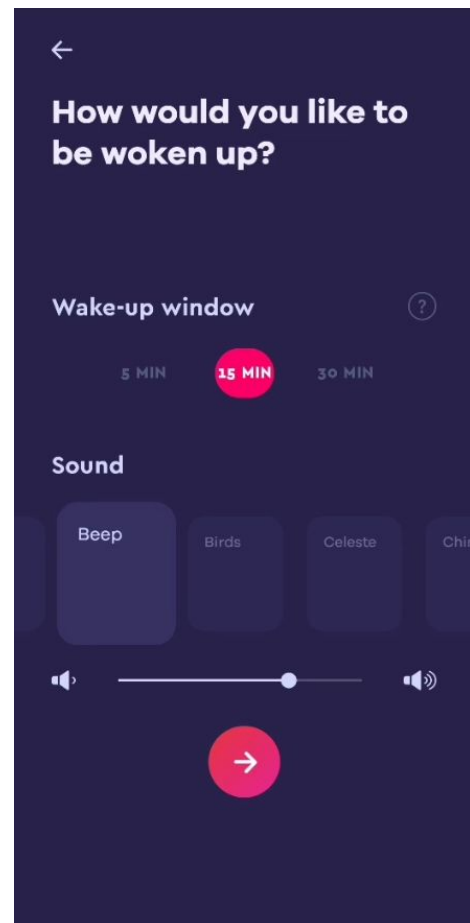
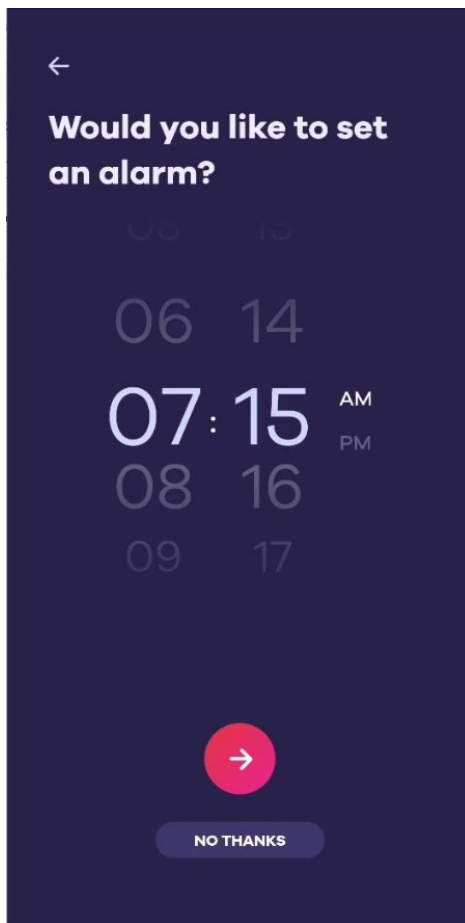
7. Browse the background sounds by sliding your finger from right to left.



8. Confirm once you have chosen your background music. If you do not wish to engage in a relaxation exercise, select **"No thanks"**.

Setting the alarm

Note that you can also set a default alarm using the sleep schedule (see page 47).



1. Choose the time you want to wake up at the latest. Select the **pink arrow** to confirm or **"No thanks"** if you do not want to be woken up.
2. Then set your alarm timeframe and the ring tone of your alarm. To confirm, press the **pink arrow**.

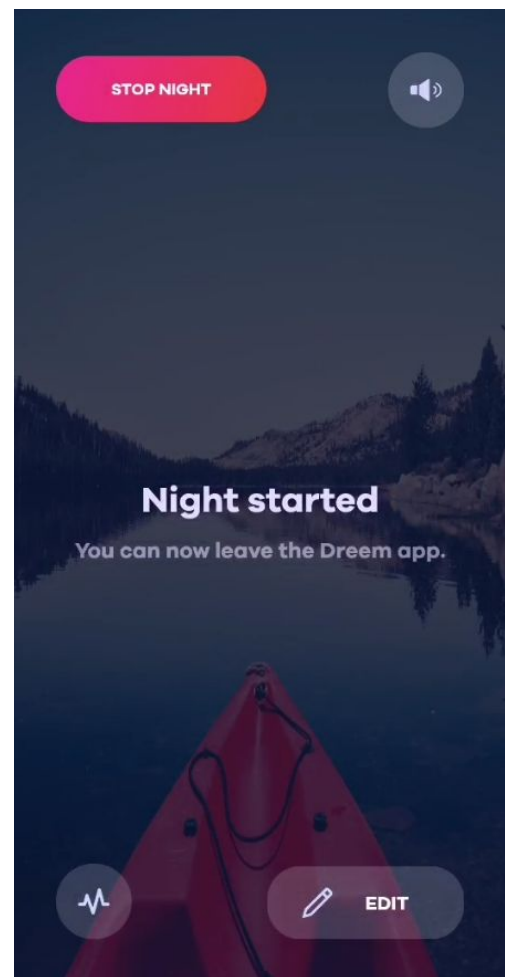
Starting a night

Once you have defined your night settings (sleep, stimulation, alarm), you can start your night.

To start a night, press the crescent moon button. Once the night has started, you can:

- View your live cerebral activity (icon on the bottom left)
- Change the settings of your night such as the alarm
- Stop the night's record

To check if your recording has started, you can slightly lift the front strip. If to the left a red LED is lit, it indicates that the heart rate sensor is recording.

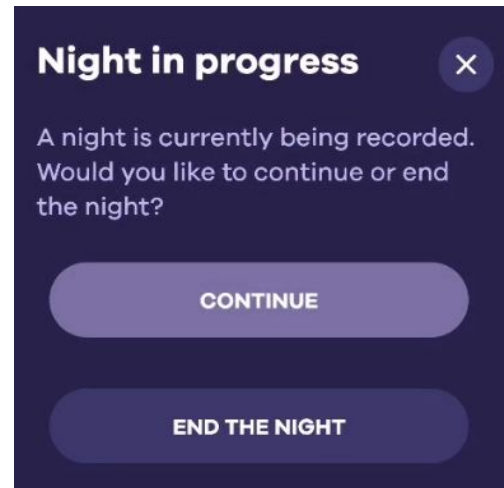


Important: any nighttime under 15 minutes will not be displayed in your app.

Edit the night settings

You can change the night settings at any time of the night, to do that:

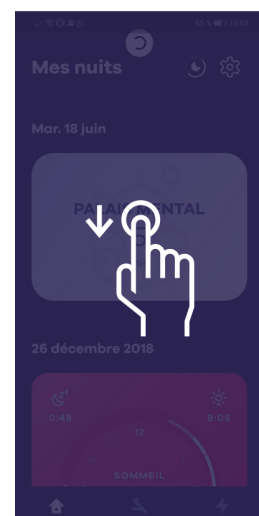
1. Push the power button of your headband
2. Open the dreem app (pairing should be automatic)
3. A pop-up window appears indicating that a night is in progress. Choose **“Continue”**
4. Then choose **“Edit”**
5. Choose the setting you would like to edit (sleep, stimulation, alarm)
6. Tap the moon-shaped symbol to restart your night



Ending a night

You are awake and about to end your sleep session.

1. Push the **power button** for 2 seconds. A voice confirmation will tell you that the night is over.
2. Plug your headband into the power outlet.
3. Open your app.
4. On your HOME section, **slide your finger down** to update your last night's data. Note that the date written above the night card coincides with the night spent with the band.



Start a night with the touchpad

Important: Launching the night using the touchpad will only work if the Dreem application has not been launched first. If you launch the application, the headband will automatically pair and you will only be able to start at night using the Dreem section.

If you want to start a night using the touchpad, proceed as follows:

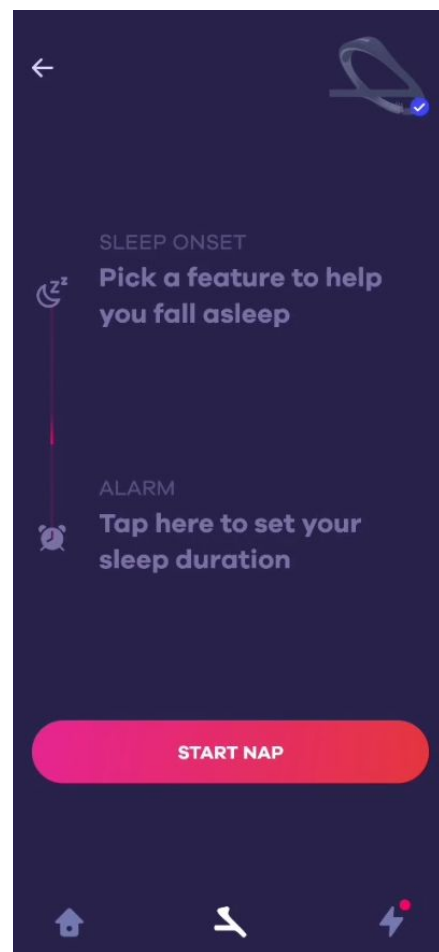
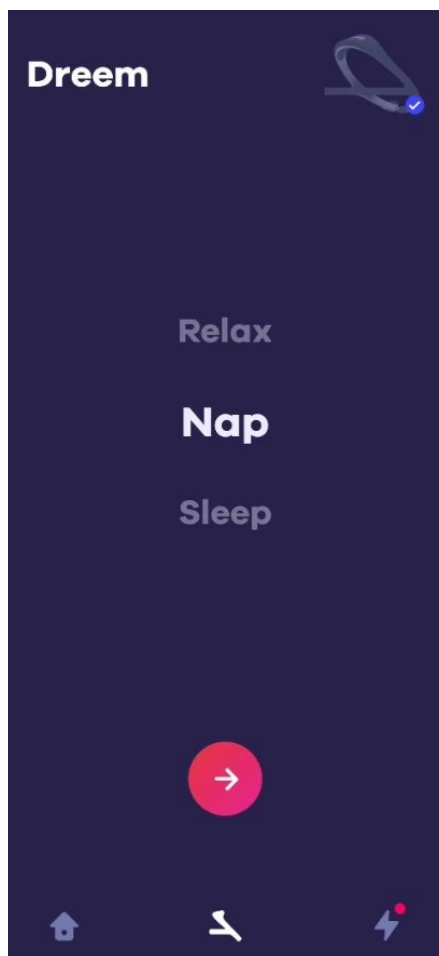


1. Push the power button on your headband. Position it on your head and wait a few seconds so that it can detect that you are wearing it.
2. Slide your finger over the touchpad to hear beeping sounds.
3. Push the touchpad with your finger for 2 seconds. You should hear a confirmation that the night is starting.

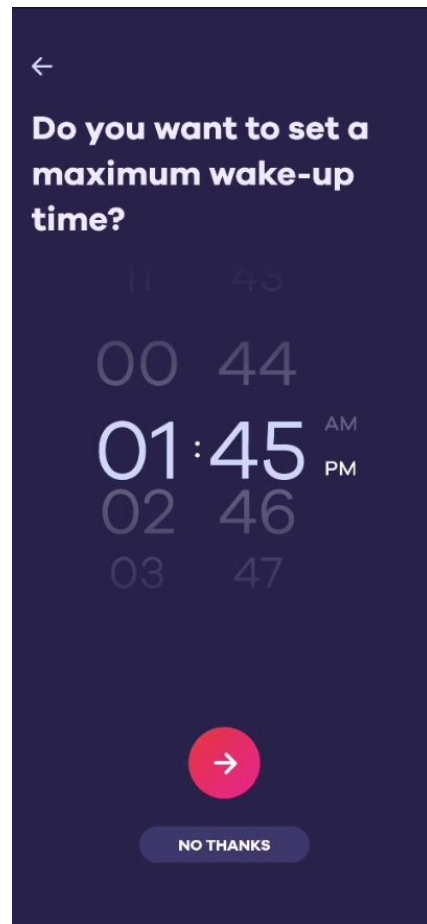
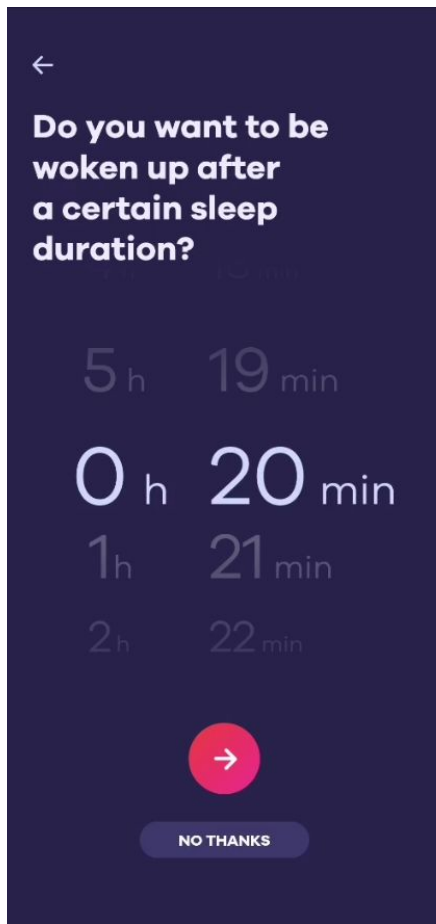
Important: To check that your recording has started, take off the front band slightly. You should see a red light indicating that the pulse oximeter is working. If your night has not started, repeat the process from step 4.

Set up a nap

To set up a nap, please follow the instructions below:



1. Select the nap mode in the **DREEM** section.
2. Select the nap mode in the DREEM section. As for setting up a night, select a sleep exercise if necessary.

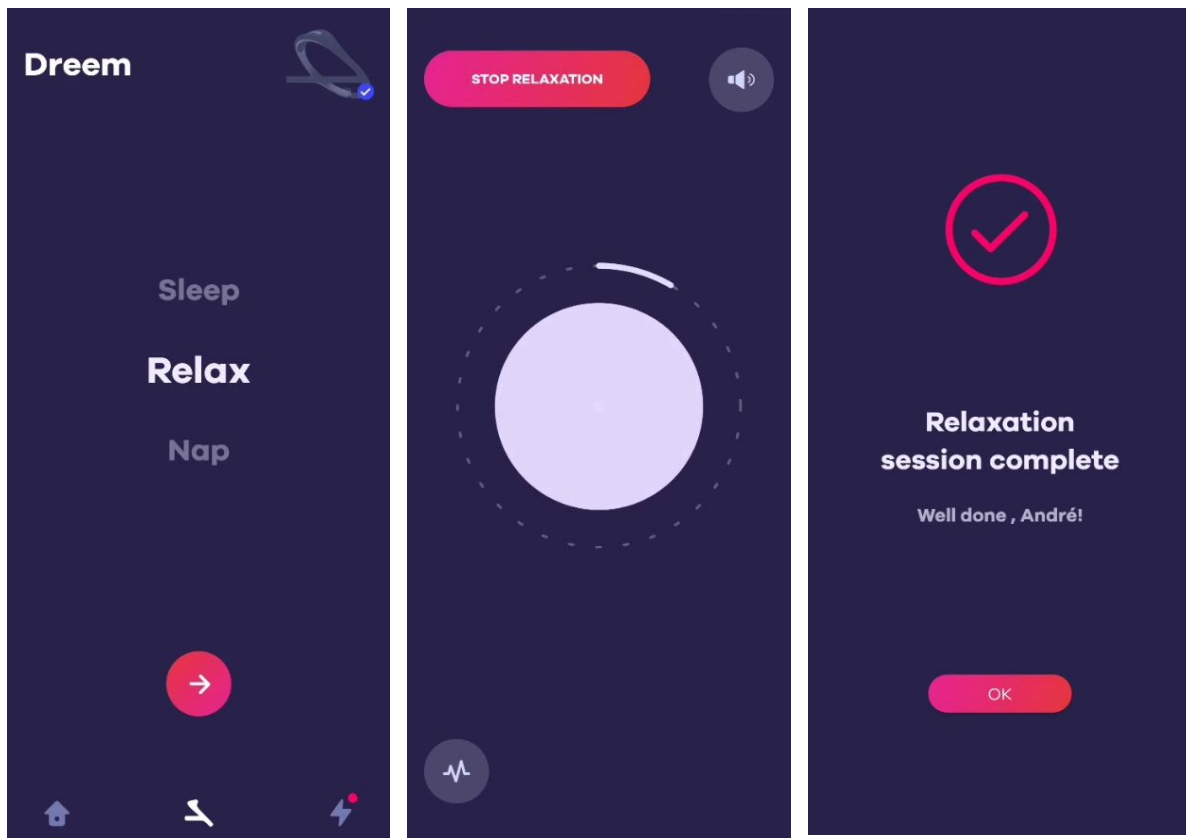


3. Set the duration of your nap, i.e. the amount of time you actually want to sleep. The headband will wake you up once you have reached this goal.
4. If necessary, define a time limit if you need to wake up at a certain hour, whether or not you have reached the actual sleep objective.



5. Once the nap is over, you will be able to find it on your **HOME** section, if it exceeds 5 minutes.

Set up a relaxation session

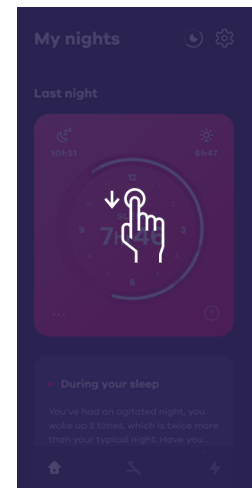


1. Choose the Relaxation mode in the DREEM section. Make sure your headband is paired beforehand.
2. Select the relaxation exercise you want to undertake. Choose the duration of the exercise.
3. Follow the exercise. At any time, you can stop the exercise by selecting **"Stop session"**.

Get the results of your night

You are awake and about to end your sleep session.

1. Push the **power button** for 2 seconds. A voice confirmation will tell you that the night is complete.
2. Plug your headband into the power outlet.
3. Open your app.
4. On your HOME section, **slide your finger down** to update your last night's data. Note that the date written above the night card coincides with the night spent with the band.



Night card

The night card is available on the **HOME** section. You can also find the history of all your previous nights spent in this section.



Quality screen

Press in the middle of the card to find out about the quality of that night.

The quality screen gives you more information about the quality of your night. To access it, tap on the **night card**. If you want to access the hypnogram, click on **phases**.

The quality of your night can be broken down as follows:

EFFICIENCY: how long you slept compared to your record duration.

SLEEP ONSET: how long you took to fall asleep.

AWAKENINGS: how many 2+ minutes awakenings you had during the night.

AWAKENINGS DURATION: how long you were awake during the night.

DAY FEELING: here you can declare how you feel during the day.

SCHEDULE: how well you respected your sleep schedule.



All these quality measures are rated from low to excellent.

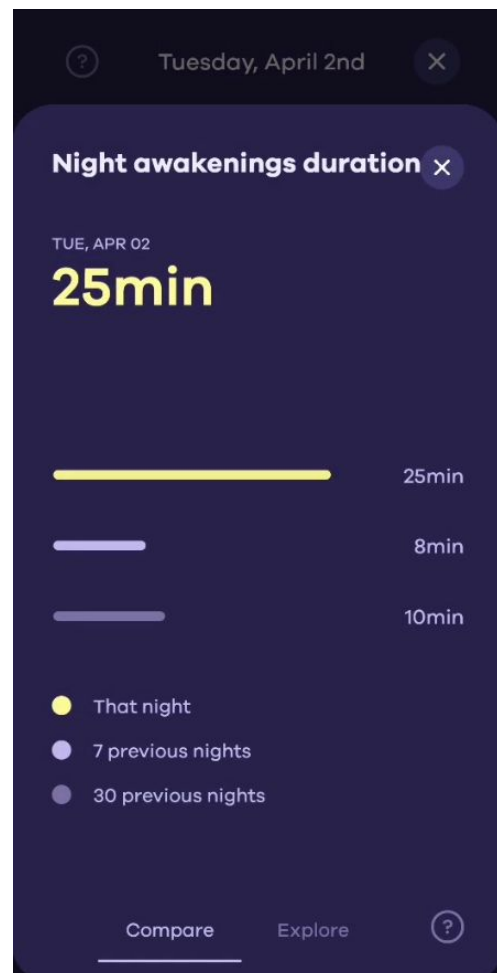
The color points below each measurement show scores associated to your measurements. These scores are determined every morning by comparing your results to the reference values in scientific literature, or by bringing your bedtime and wake-up time closer to those set in your sleep schedule.



By tapping on the measurements, you can display their average value from the past 7 nights, 30 nights.

By tapping Explore, you will be able to follow your trends on a specific metric, and to compare your last night to any given night.

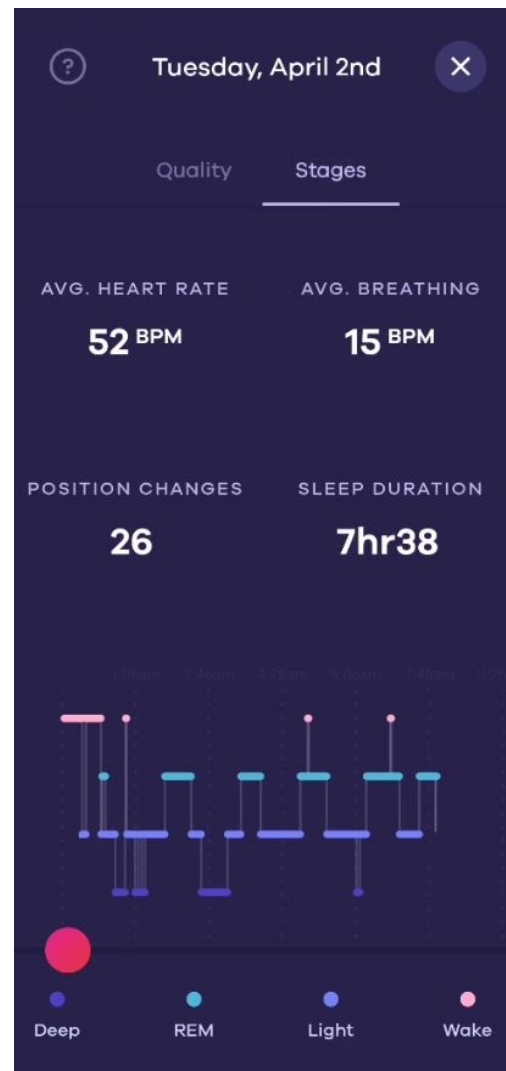
By tapping the **Phases** tab, you'll see a version of your hypnogram which has been simplified so that it's easier to read.



Sleep stages

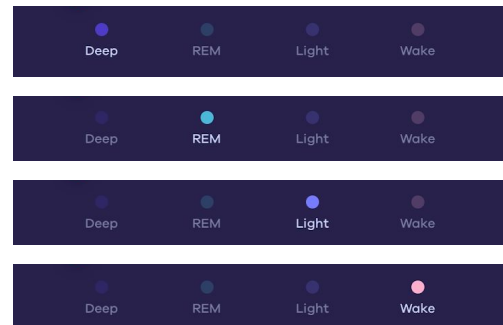
The hypnogram is a diagram obtained by the continuous recording of the electroencephalogram during sleep. This makes it possible to identify sleep cycles during the night. This information is supplemented by data on your position, heart rate and respiratory rate.

Opposite, you can see the default view of your hypnogram. Here your whole night is compressed for better visibility.

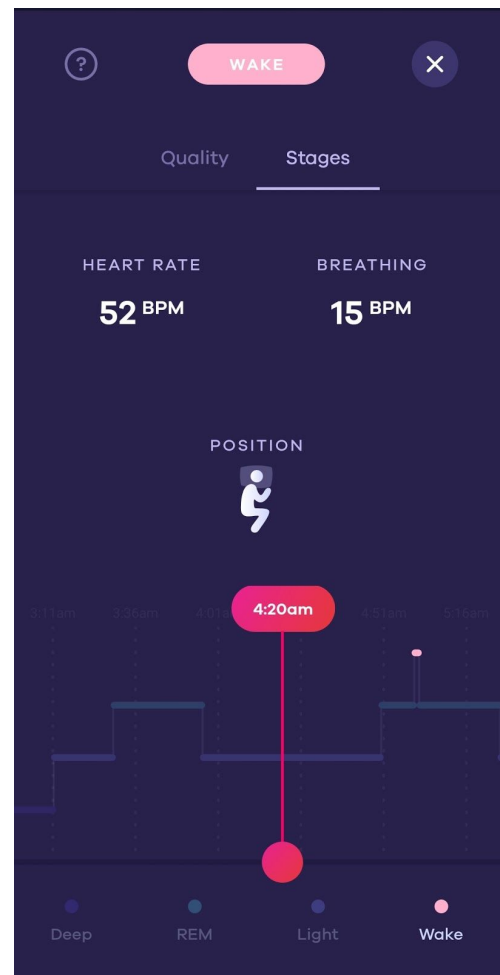


Tap the sleep phase you're interested in to see when it's represented in your night and some data figures.

In deep sleep phases, you can see the occurrences of Pink Noise.



Scroll the slider to see the details of your night, phase-to-phase, and observe variations in position, heart rate, and breathing rate.

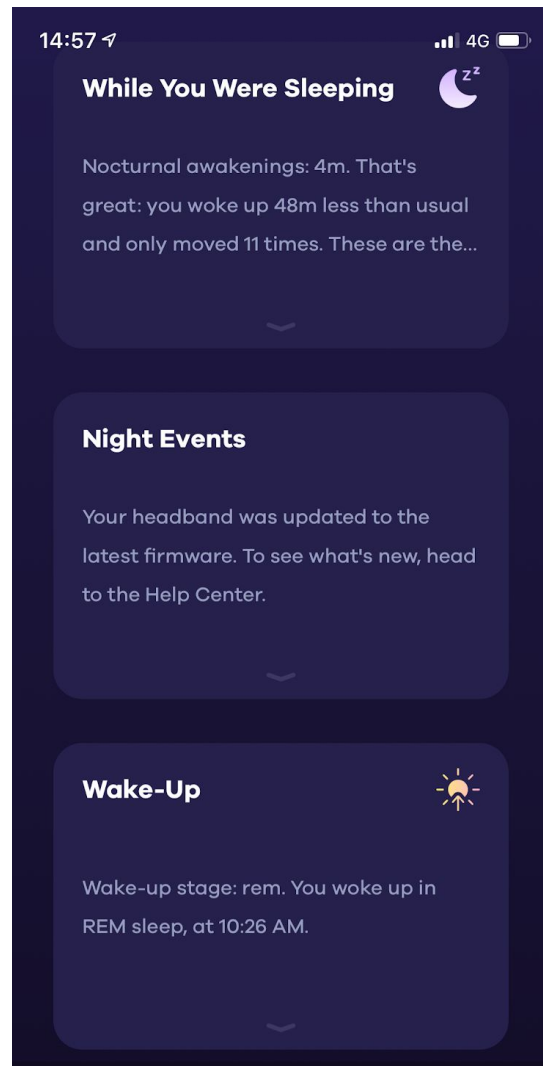
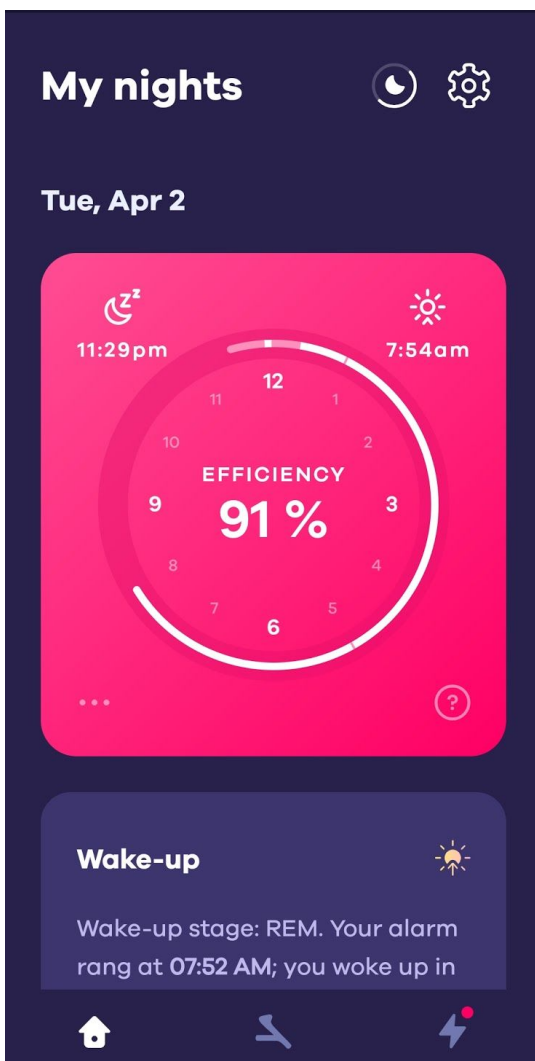


Coach cards and Decks

Every day, you'll find key information about your night and your sleep goals in Coach cards and decks. You'll be able to see information on:

- Falling asleep
- Sleep duration
- Nighttime agitation
- The waking phase
- Any relevant info about your headband

You can open each Coach card by tapping it and give feedback on the usefulness of the information received.

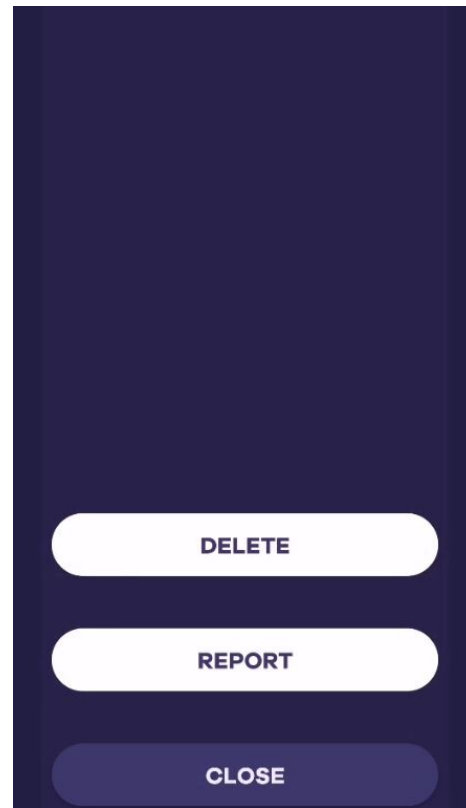


How to: Delete a night inapp?

You have the possibility to delete a night from the Dreem app. To do so, please follow these steps :



1. Press on the 3 dots on the night card



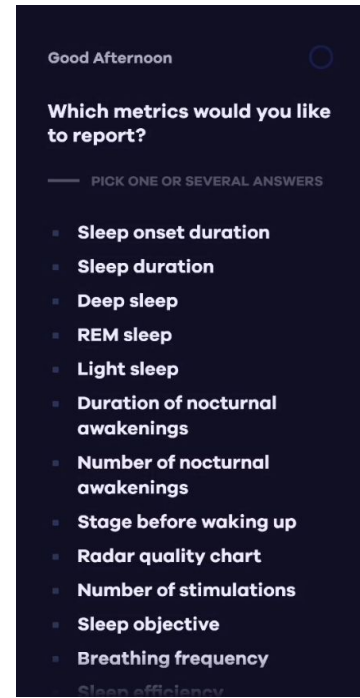
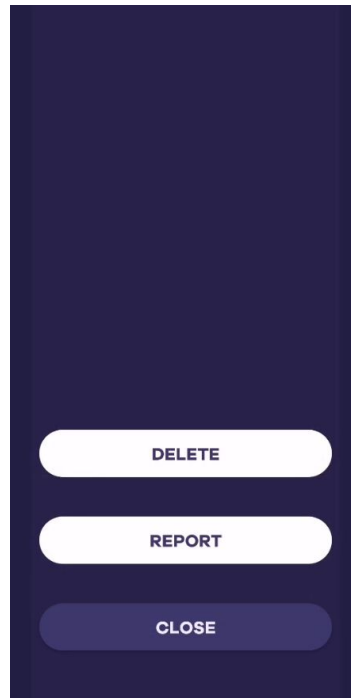
1. Select Delete.

Your night has been successfully deleted and doesn't appear on the **HOME** section.

Important : Nights done under a program can't be deleted (unless if this is the last spent night).. You can also delete a night on your hypnogram, by pressing on the "..." on the upper left.

How to: Report all or part of the night?

You can now review a detailed report of your previous night, data included in your report will include a hypnogram graph, quality chart, heart rate, etc. If you feel that you are missing data from your night or the data you received is inaccurate you can now report this to our Dream Team. To report your night please follow the instructions below:



1. Press on the 3 dots on the night card

2. Select "Report"

3. Choose the relevant data that you would like to report with a detailed explanation.

Once your report is received, our team will use the information you submitted to improve our service and accurately determine the appropriate sleep phase for our users.

À noter : Please note that your report won't trigger an answer from the support service. If you need assistance from customer support you may send us a message directly.

Dreem Programs

The Dreem programs consist in a series of actions to be carried out on a daily basis to:

- Better understand your sleep
- Discover best day-to-day practices
- Consolidate your sleep to improve its quality

The PROGRAMS section contains 3 programs available to solve your sleep issue:

1. Sleep basics
2. Rituals
3. Sleep Restructuring

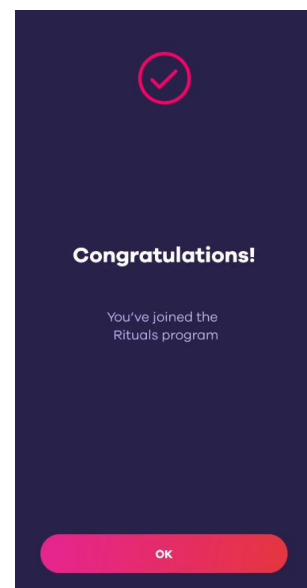
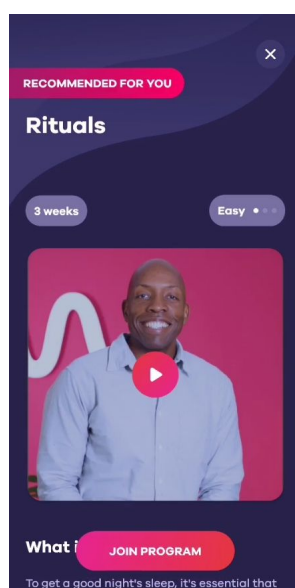
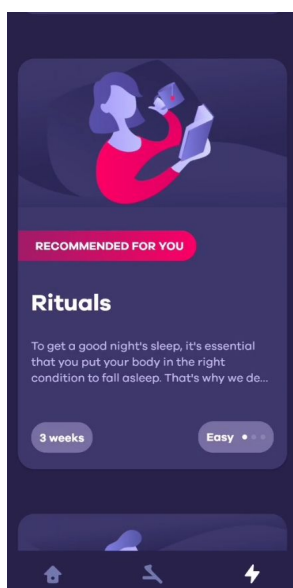
Once you've completed the assessment period, you can join a program at any time.

How to: join a program

Once you've completed the assessment period, you can join a program at any time by going to the PROGRAM section. ⚡


The first 7 nights with your Dreem Band are dedicated to an analysis of your sleep as it is. It is only after this assessment step that you're able to join a program.

You had a bad night's sleep during this phase? Don't worry, the recommendation algorithm only takes into account the best two nights of this period.

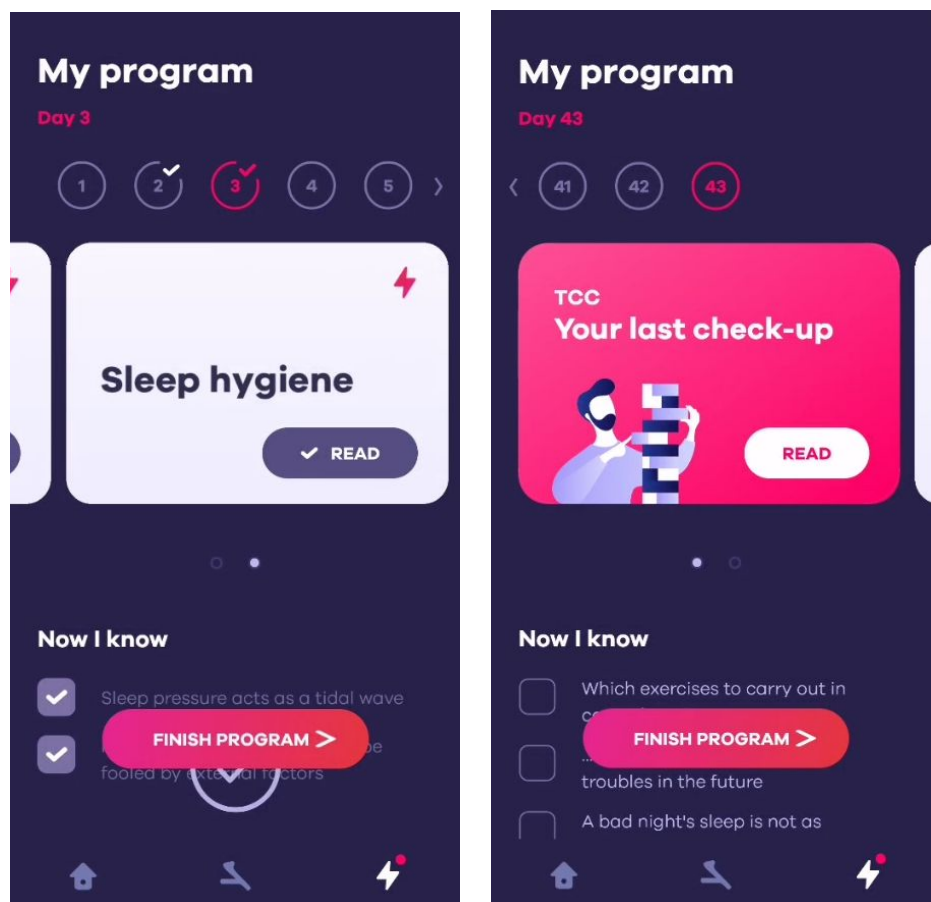


How to: Track progress in your program

Selon le programme que vous avez choisi, la durée peut varier entre 1 semaine et 8 semaines.

Once you've enrolled in a program, you'll be kept informed of your progress daily in the **PROGRAM** section. Here you'll find your progress status in your selected program. Every night you spend with your band during the program, you will activate new content (here with a locker) .

It is important that you read every program card and check every todo so you can validate your day and move forward with your program.

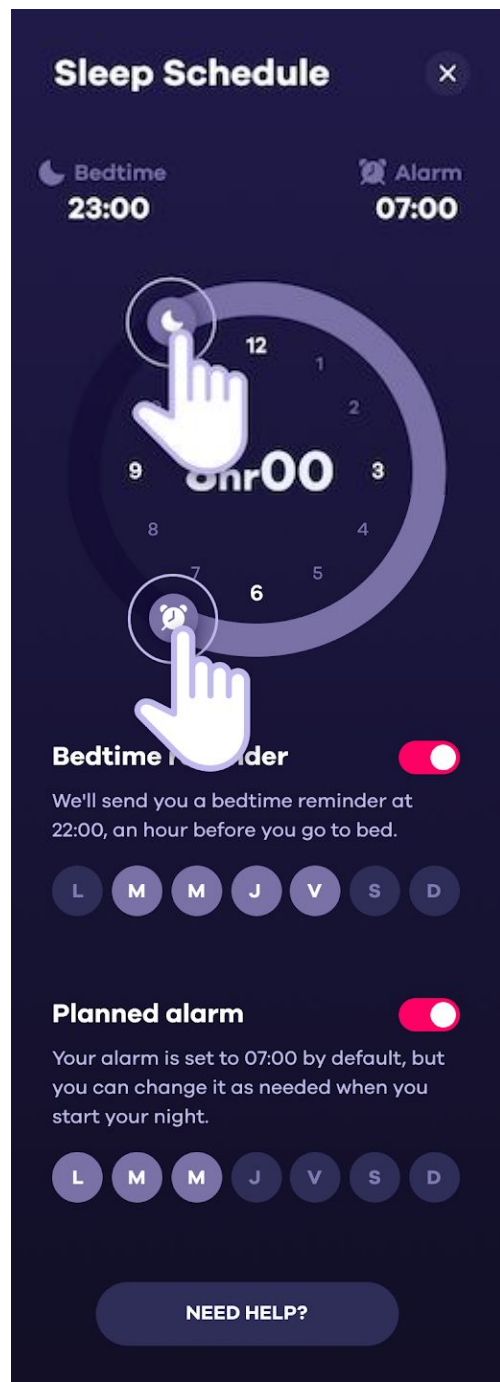
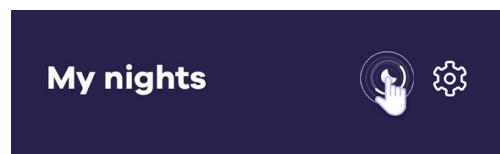
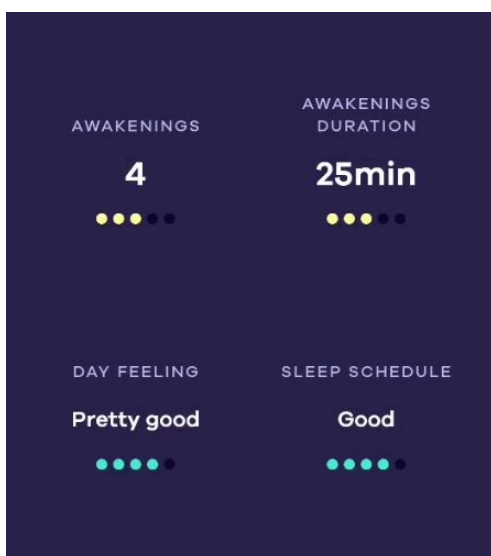


Important: It is impossible to pause a program, the only possible action is to **end the program**.

How to: Use the Sleep Schedule

Sleep Schedule section allows you to define a bedtime and wake-up time. A regular sleep schedule will help you find a routine and improve your sleep in depth. Here's how to use it.

1. Check if your headband is connected to the app and press the **Schedule** icon
2. Drag your bedtime and Alarm time.
3. You can activate the bedtime reminder and select which days of the week you want to be notified. You will receive an alert on your smartphone one hour before bedtime.
4. You can also choose whether you want to activate an alarm at the set wake-up time.
5. Tap the X button at the top right of the page to save the settings.
6. Follow each morning if you have followed your sleep schedule by pressing the night card (SCHEDULE tab at the bottom right of the screen below).



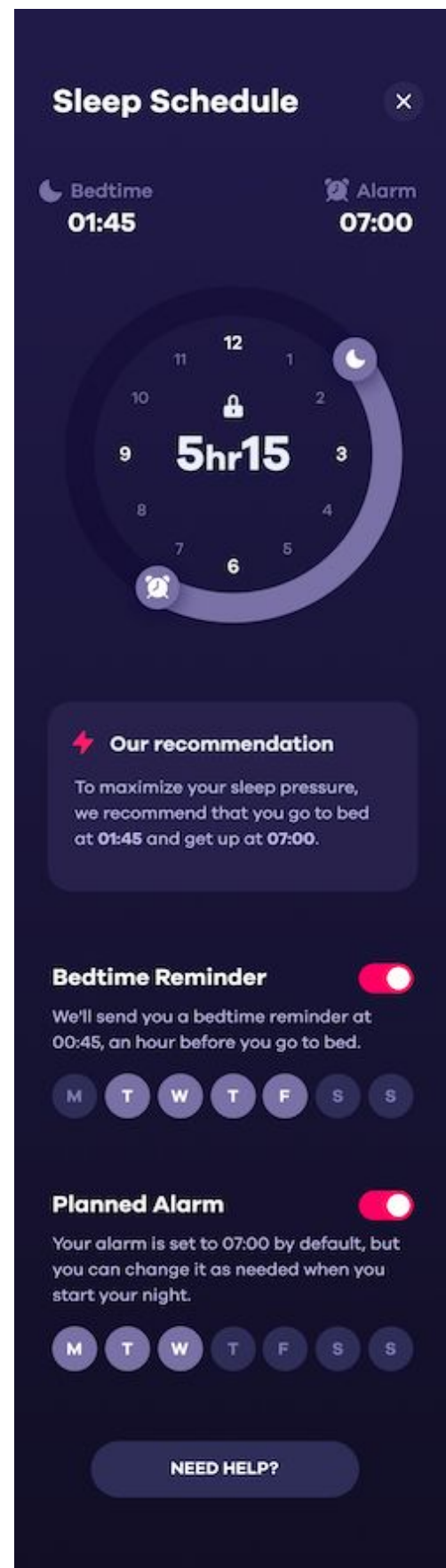
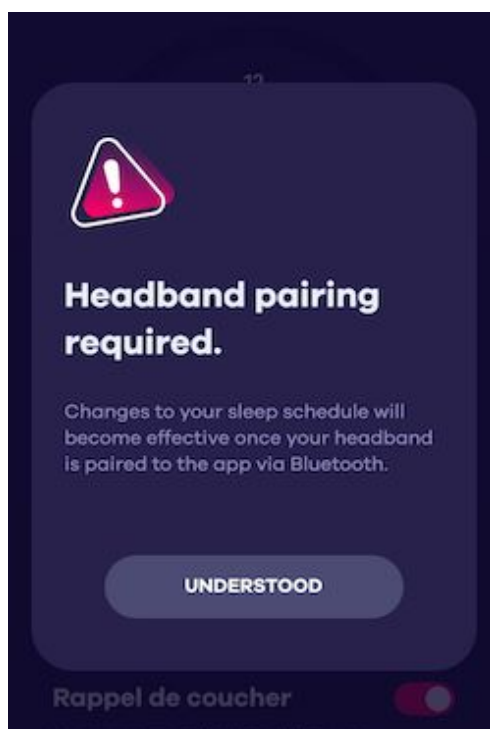
Sleep schedule during Sleep Restructuring program

If you follow this program, you will get a different sleep schedule. When you reach 7 nights, you will get a sleep recommendation.

You can drag your sleep window but you can't increase or reduce the amount of sleep. You can drag the window by 5h15 (opposite example) but you will not be able to increase or reduce it.

You will also get an opportunity every 7 nights to change your bedtime and accord it to your personal constraints.

Important: the changes made to the schedule will only apply once the headband is paired. If it is not yet paired, you will see this message:



Connect Dreem data with Health apps

You can connect your Dreem data with Google Fit or Apple Health. To enable the syncing, follow these steps:

1. Follow the Settings tab on the HOME section.
2. Enable "Connect with Health or Google fir in the user account section.

Once Apple Health/Google Fit is activated, you can go to either app on your smartphone and find all your synced data.

Apple health



Google fit

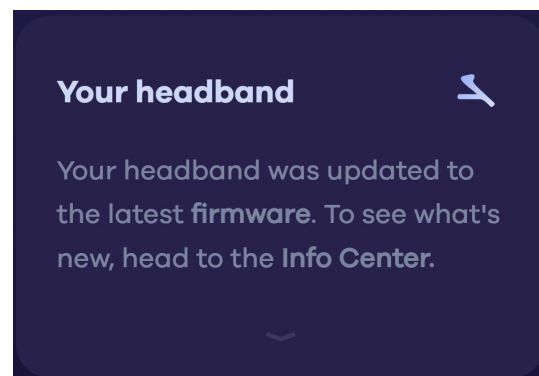


Update / Restart

Update the headband's firmware

Dreem is updated regularly. These updates make it possible to increase the precision of the algorithms and to enrich your experience in app (addition of relaxation exercises, various improvements). You'll be informed inapp each time your firmware has been updated.

The update is applied when the headband is connected. A flashing white LED means the update is in progress. It will become blue again once the update is done.



À noter : To make sure you get the latest headband updates, be sure to plug it in every morning and keep an active Wi-Fi connection.

Restart the headband

To restart your headband, press and hold the headband button for 4 to 5 seconds. A blue light will blink (or orange if you have less than 60% battery power). The headband should turn off, you will then be able to restart it by pushing the power button again.

Factory reset

You can reset your headband by holding down the button for 30 seconds. This action will allow your headband to reset to a factory operating system.

Warning: By performing this action, you will then need to update your headband so that the operating system version can be updated. If you do not, you may not be able to use the headband at all.

Troubleshooting

The headband does not charge

When you put your headband to charge, it should turn on automatically. If this is not the case, please test your charger and your micro-USB cable with another compatible device (Android phone or a Bluetooth speaker for example)

- If the other device charges then you can contact our support team. They will explain the following steps.
- If the other device doesn't charge, then there is likely an issue with your charger. In this case, contact the support team. They will send you back another charger.

The LED remains on

Your headband is on but the LED does not turn off. Please follow the steps below:

- Push the headband's power button for 4 seconds to turn it off
- If this does not work, try to reset it by pushing and holding the headband button for 30 seconds.
- If this still doesn't work, please contact us at support@dreem.com

Headband won't pair

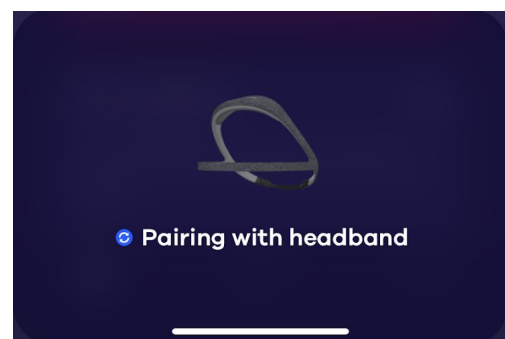
When turning on your headband and the Dreem app, pairing should be automatic.

If you're having trouble pairing your headband and phone, please ensure that:

- Your headband is sufficiently charged.
- Your headband is near your phone.
- Your app hasn't been previously paired with another headband. If that is the case, you need to "forget the headband" in your headband settings.

If so :

1. Restart your headband and your phone
2. Retry to pair your headband



Android users

You may have trouble pairing your headband via Bluetooth Low Energy (BLE). If so, you will be proposed to switch to Bluetooth Classic before trying again.

If the problem persists despite the change in pairing method, please contact the support team so they check if your headband is working properly.

iOS users

If you have an iOS device, please try with another iOS device. If it works, your phone might have a pairing issue.

Otherwise, please contact the support team so they check if your headband is working properly.

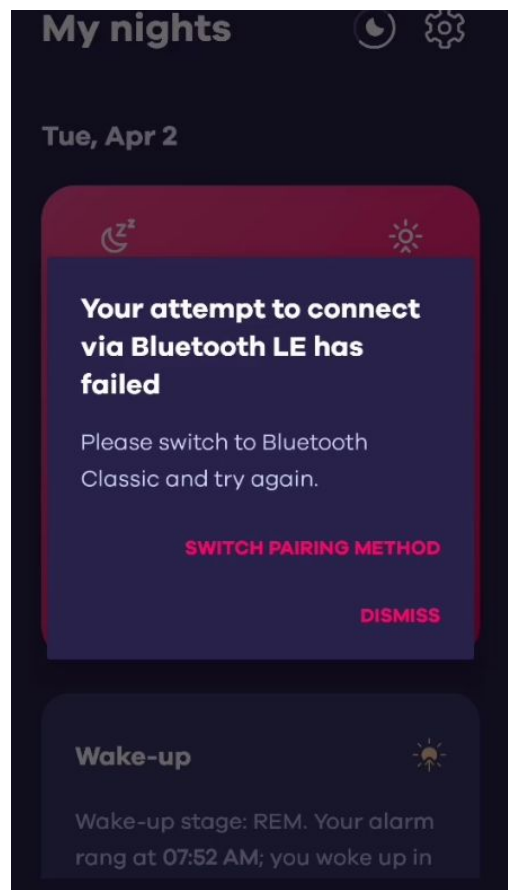
Important: Windows Phone and BlackBerry phones are not compatible with Dreem.

Failing Wi-Fi connection

If your headband fails to connect to Wi-Fi, be sure to connect your headband to a compatible network first. For best results, use your home Wi-Fi network. Dreem cannot connect to public networks that require a login, subscription or profile.

Password error

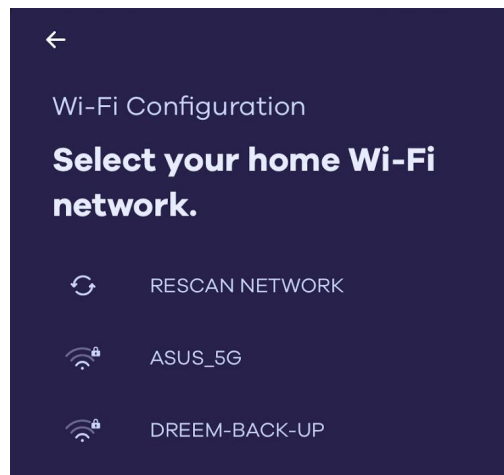
When entering your Wi-Fi network password, make sure you do not confuse the number 0 with the letter O and do not put dashes between the sets of digits.



Connection error

To check that your headband is functional, please follow the steps below:

1. Enable your Wi-Fi hotspot sharing in your phone settings
2. Select this network from the list of available Wi-Fi devices
3. If the headband can connect to your phone's Wi-Fi, the headband is fine. Please contact your Internet service provider to find a solution.
4. If the headband fails to connect to Wi-Fi, contact us at support@dreem.com.



My sleep data is not displayed

Every morning, after plugging your headband to its charger, night data will be displayed on your Dreem app.

If data is not displayed, please follow the steps below:

1. Make sure your headband is plugged in or paired so that the night can go through.
2. Make sure that the night has been started.
3. If it takes more than 10 minutes to load, please contact us at support@dreem.com.

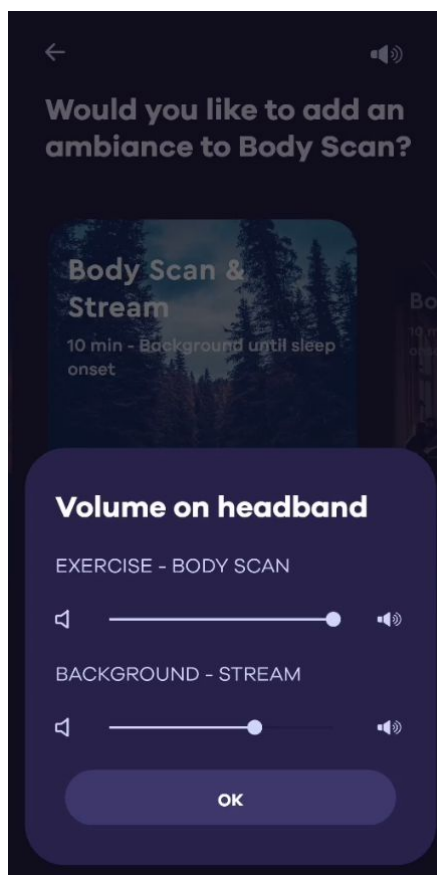
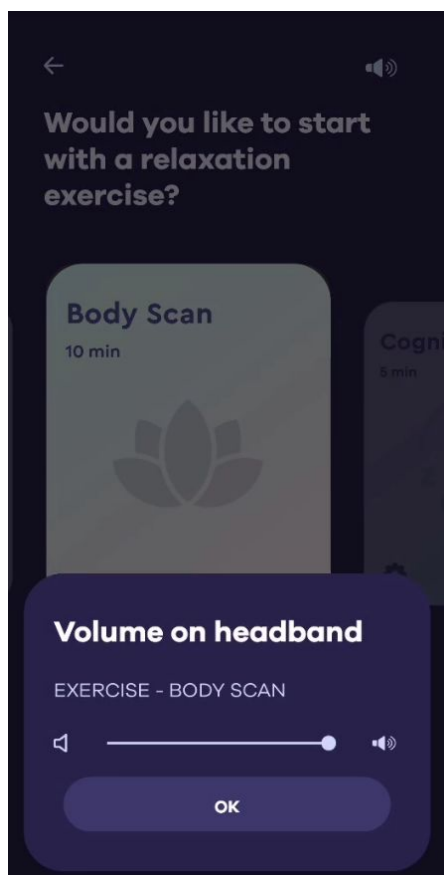
I can't fully hear my headband's sounds

Your headband plays sounds through the bone conduction system:

- When you fall asleep (see launching a night).
- During your sleep (inaudible deep sleep stimulations)
- In the morning if the alarm is set

If you can't hear sounds properly, please make sure:

1. That sounds have been set up to a sufficient level.
2. That your bone conduction emitter is functional by applying pressure on it (located in the middle of the front band). If it makes a small click, it is well functional. If it does not click, contact us at support@dreem.com.
3. That relatives have also been able to notice this sound issue. If so, please contact us at support@dreem.com.

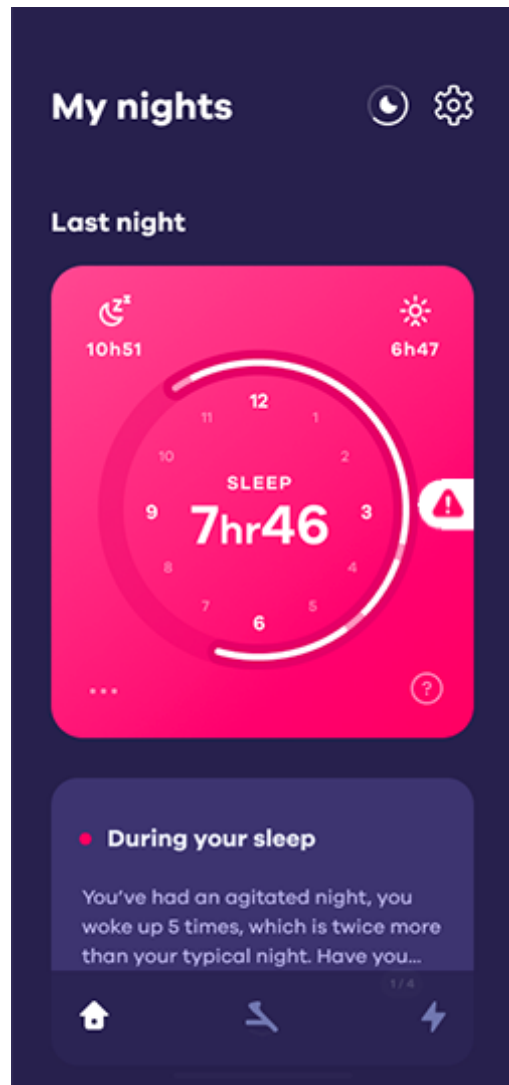


Signal issue

If you receive an exclamation point on your night card, it means that your band's signal quality wasn't sufficient during the previous night. In the type of situation, it can lead to irrelevant metrics. To prevent this from happening again, please follow these steps:

- Make sure you wear properly your headband.
- If your headband is to lose, you can adjust the band size, here is how to do it.
- Use the headband with clean hair and a fresh clean face, please note that if you need to apply a cream for medical reasons, avoid the areas that will be in direct contact with the headband (temples, forehead) as much as possible. We also recommend that you avoid oils in your hair around the back sensors.
- Clean the sensors of your Band every 10 nights with a disinfectant wipe (70% isopropyl alcohol- used to disinfect skin or clean medical equipment).

Once you have checked all the tips above, you can now verify good positioning with LIVE EEG.



Headband falls during sleep

Dreem has been designed not to fall during your sleep session. However, if you notice that it has moved or that you have lost it upon waking up, try the following steps:

- Make sure that the headband is properly positioned on your head beforehand.
- At bedtime, you can slightly pull the upper arch of the headband backwards. This will add tension to the front band that can improve the headband's hold throughout the night.