

Beddit Support Items

The Beddit Sleep Monitor

Setting up Beddit is easy. You can find more detailed instructions on applying the Beddit to your bed at our FAQ. Please check the section [Getting started with Beddit](#) to find out what is the right placement for your Beddit. You can also find this information in your user manual provided in the Beddit package.

The Beddit app

The Beddit app is designed to be intuitive to use. It will guide the user in detail through the setup process, both concerning the app and the sensor.

To make the installation even more simple, we have listed the most important steps, before measuring your first night with Beddit.

1. Download the Beddit app from AppStore or Google Play
2. Open the Beddit app
 - The app asks you to allow to turn on Bluetooth, you can do that in the phone settings.
 - After turning on the Bluetooth, please return to the Beddit app.
3. Follow the on-screen setup instructions provided by the Beddit app.
4. Create a Beddit cloud account (or sign in if you already happen to have an account)
 - Choose 'Create account'
 - Choose a suitable email address and a password
 - Choose 'Send'
 - (User can also skip this step)
5. Create your Beddit user profile
 - Update your personal information to get more accurate sleeping tips and sleep results
 - (User can also skip this step when the results are not as accurate and tips will be more general)
6. Select the topics for sleeping tips
 - You can choose different categories for your sleeping tips starting from sports and recovery to stress management and insomnia.
 - (User can also skip this step and then the tips will be more general)

7. Apply the sensor to the bed according to the instructions
 - Remove the protective liner
 - Apply Beddit sensor according to the Beddit [setup instructions](#) to a bed
 - When starting your first measurement tap the 'SLEEP' button in the Beddit app and follow the on-screen instructions for connecting the sensor to your smart phone.

Most common problems with Beddit

My heart rate graph shows gaps.

Occasionally, the heart rate graph in the sleep results might show some gaps. The algorithm doing the calculation of the heart rate has a defined confidence rate which it needs to pass, before the heart rate data is presented. In case the sleeper has, for example, been tossing and turning a lot during the night, the confidence rate of the heart rate may be low at some times. For that time the heart rate will not be displayed in the Beddit app because it doesn't exceed the defined confidence rate. The average heart rate value over the entire night and minimum and maximum readings will still be shown even there would be some gap(s) in the graph.

There has been only a few cases where the heart rate graph has quit showing entirely. The app starts measuring normally and shows all data except for the heart rate. In these cases, please contact the Beddit Customer Support at support@beddit.com. If we find out the sensor is defective we will apply the one-year's manufacturer's warranty and promptly replace the broken unit with a new one.

My sleep graph shows gaps.

Like the heart rate graph, the sleep graph may also occasionally show gaps. This might be due to multiple reasons. Here you can see the most typical reasons behind the problem:

1. Firstly, the most common reason for the sleep graph gaps is the sleeper rolling off the sensor. The sleeper should be at least partly on top of the sensor strip throughout the night to get accurate sleep results. The sensor well covers one side of the bed.
2. The gaps in the sleep graph might also be caused by malplacement of the sensor. To find out more about how to set up the sensor correctly, please visit our [FAQ-page: Applying Beddit to a bed](#) or check out the user manual provided in the Beddit package.
3. Finally, there has a been only a few cases where we've detected a hardware-related malfunction in the sensor itself. To troubleshoot this problem, please contact the Beddit Customer Support at support@beddit.com. If we find out the sensor is defective we will

apply the one-year's manufacturer's warranty and promptly replace the broken unit with a new one.

I can't connect to my Beddit over Bluetooth with my smart phone!

In some cases the user might experience some connectivity issues when trying to connect the Beddit sensor with the smart device. There are a lot of different kinds of smart devices on the market and all of them have different kinds of implementations concerning Bluetooth connection. Some of the smart devices on the market have substantially more problems with creating and sustaining Bluetooth connections than other smart devices.

When using Bluetooth connections, it is important to keep in mind that the distance between the communicating devices and the materials between the communicating devices affect the stability of the connection. The Bluetooth signal of Beddit reaches approximately to 10 meters, if there aren't any bigger barriers between the two devices. To maintain a good connection throughout the measurement, please keep the smart phone nearby your Beddit sensor.

If you still find it hard to pair your Beddit and your smart phone or tablet, please ensure that the Bluetooth is turned on on your smart device and that the Beddit is close enough to be detected by the smart device. Unplug the USB end of the cord of your Beddit from the power adapter for approximately 1 minute. After waiting, plug back the USB to the adapter and try and pair the two devices straight from the Beddit app not from the Bluetooth settings of your operating system. If your Beddit doesn't show up, choose 'Other' in the menu that the Beddit app offers you and wait awhile for your sensor to be detected.

In some rare cases there might be a hardware issue with the sensor, as described above. To troubleshoot this problem further, please contact the Beddit Customer Support at support@beddit.com. If we find out the sensor is defective we will apply the one-year's manufacturer's warranty and promptly replace the broken unit with a new one.

See also our FAQ-page for more information.

[Problem with pairing my Beddit and my smart device](#)

The firmware update can't be completed.

With some of our Beddit Smart sensors, the firmware of the sensor needs to be updated. In some cases the firmware update process cannot be completed, as the sensor has not been rebooted properly. During the update process the user is instructed to reboot the sensor by unplugging and replugging the power for the sensor.

If you experience this problem, please try to complete the process once more and instead of unplugging the whole power adapter from the wall outlet, unplug only the USB end of the cord from the adapter for 30 seconds.

The firmware update process is straight forward process that is well instructed by the Beddit app. All the new Beddit Smart device shipments will have the new firmware updated and the firmware update is not needed by the user.