<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Product Setup</strong></td>
<td></td>
</tr>
<tr>
<td>Pump Design</td>
<td>1</td>
</tr>
<tr>
<td>Connect the Pump</td>
<td>2</td>
</tr>
<tr>
<td><strong>App Setup</strong></td>
<td></td>
</tr>
<tr>
<td>Download the GhostBed App</td>
<td>3</td>
</tr>
<tr>
<td>Get Started + Register</td>
<td>4</td>
</tr>
<tr>
<td>Connect to Pump’s Wi-Fi</td>
<td>5</td>
</tr>
<tr>
<td>Select Your ID</td>
<td>6</td>
</tr>
<tr>
<td>Connect to Your Network</td>
<td>7</td>
</tr>
<tr>
<td>Verify Your Connection</td>
<td>8</td>
</tr>
<tr>
<td><strong>Getting Comfortable</strong></td>
<td></td>
</tr>
<tr>
<td><strong>App Features</strong></td>
<td></td>
</tr>
<tr>
<td>General</td>
<td>10</td>
</tr>
<tr>
<td>Manual Mode</td>
<td>11</td>
</tr>
<tr>
<td>Automatic Mode</td>
<td>12</td>
</tr>
<tr>
<td>Position Mode</td>
<td>13</td>
</tr>
<tr>
<td>Switch Pumps</td>
<td>14</td>
</tr>
<tr>
<td>Rename Pump</td>
<td>15</td>
</tr>
<tr>
<td>NightVision™</td>
<td>16-18</td>
</tr>
<tr>
<td>Settings</td>
<td>19</td>
</tr>
<tr>
<td><strong>Customer Support</strong></td>
<td></td>
</tr>
<tr>
<td>Troubleshooting</td>
<td>20</td>
</tr>
<tr>
<td>FAQ</td>
<td>21</td>
</tr>
<tr>
<td>Contact</td>
<td>22</td>
</tr>
</tbody>
</table>
1. Air Tubes (Head/Legs, Hips, Lumbar, Shoulders)

2. Power Adapter Port (24V DC / 1.5A)

3. USB 2.0 Input Port

4. Green LED Indicator (power on)

5. Pump Reset Button

6. Pump Wi-Fi Network Name

7. Pump Serial Number
Product Setup | Connect the Pump

We suggest placing the pump under the head of the bed. Make sure the end with the 4 air tubes is visible, accessible and pointing outward.

1. Plug the power supply cable into a wall outlet using a surge protector. Connect the other end of the power supply to the pump.

   **The green LED light should automatically turn on and you’ll hear a few clicking sounds inside of the power as it’s powering on.**

2. Attach the four labeled hoses and USB cable to matching connections on the pump.

3. Your Ghost SmartBed will automatically begin filling. The pump will have a light vibration and sound, indicating it is filling.
Available as a free download in the iOS and Android app stores

**Apple’s App Store**

1. Open the **App Store** on your iPhone or tablet and search for **“The GhostBed”**. The app should show up as the first search result.

2. Tab the **GET** button and the app will begin downloading to your device.

**Google Play Store**

1. Open the **Google Play Store** on your Android device and search for **“GhostBed”**. The app should show up as the first search result.

2. Tap the **INSTALL** button and the app will begin downloading to your device.

**Note:** We recommend using two separate devices to operate the two sides of the bed. For example, you and your partner would each go through the following steps on your own phone or tablet and set up your respective side. If you don’t have two devices, you have the option to switch pumps as you’re using the app (see page 14).
Before this step, make sure the power cable and USB cable are both connected securely, and the green LED light is lit on the pump (see page 2).

1. Minimize the GhostBed app and go to the Wi-Fi settings on your device.

2. Find and select the Wi-Fi network that is listed on your pump. It will look like “ReST-520df” but with a different number.

3. If your device says “Connected, no internet” upon selection of the network, that’s OK! Please continue to the next step.

4. Return to the GhostBed app and tap the “Continue” button.
1. Select your bed’s ID at the top of the screen, then tap “That’s My Bed!”

2. If no ID appears, tap “I Don’t See My Bed ID” and the app will search for it.

3. Choose the side of the bed you’d like to operate.
1. Locate and select your home Wi-Fi network.

2. Enter your Wi-Fi password. Double-check that it’s correct before proceeding.

   If your password is incorrect, you will need to start the setup process over. Please note the password is case-sensitive.

3. Return to the GhostBed app and tap the “Join” button.

   Tip: If you’d rather not connect to your home network, no worries! Simply tap the “Skip” option at this step.
1. Minimize the GhostBed app and go to the Wi-Fi settings on your device.

2. Connect to the same Wi-Fi network.

3. Return to the GhostBed app and tap “Done”.

**Tip:** Be sure to connect to a 2.4ghz network, not 5ghz, if both are options.
Select the option to “Fill Bed” and give it about 30 minutes for each side to fill. You’ll see a progress bar at this step; while the initial 50% might seem slow, the rest of the way will be extremely fast!

**Next up:** time to get comfy.

We recommend testing everything out by lying down on the bed and starting in Manual Mode; you should see your initial body impression show up on the pressure map. Then, play around with the pump settings to confirm that the bed is inflating and deflating correctly. Take a look at the next few pages to learn about the different features and modes!
App Features | General

- Change operating mode
- Pressure map
- Pump active (blue)
- Pump inactive (green)
- Fill (reactivates pump)
- Rename bed or switch pumps
- Settings
- Stop active adjustments
App Features | Manual Mode

Manual Mode allows you to customize the support for each zone of your body: head, shoulders, lumbar, hips and legs. Once you’ve found the perfect setting, save up to two to memory—you’ll still be able to adjust the individual zones as needed.

Not sure where to start? The pressure map changes in real-time to help you figure out where you might need extra pressure relief.
Automatic Mode empowers you with the ultimate tool for great sleep: completely automatic pressure-relief adjustments throughout the night! Detectable enough to feel the difference, but subtle enough to keep you sound asleep.

Once you’ve selected your preferred level of support as a baseline, the bed does all the work for you—like a fairy godmother tending to your every pressure-relief need.

**Firmness setting**
(1-40 scale)

**Sensitive setting**
(1-10 scale)
Changes how frequently your bed makes adjustments

Lighter sleepers may prefer a lower sensitivity setting. Deeper sleepers may prefer a higher sensitivity setting.
When in Position Mode, your Ghost SmartBed will automatically recognize the position you’re in and adjust accordingly.

All you need to do is set your unique memory settings for the back and side support you like, and the bed will do all the work! There is no need to control or monitor the settings while in bed.
1. To switch pumps, click on the pump name at the bottom of the screen. You’ll see a popup with two options: “Rename” and “Switch”.

2. Tap the “Switch” button. You’ll then see the same screen that came up when you first opened the app.

3. Tap “Continue” until you are at the pump selection step.

4. Select the new pump you want to control and tap “That’s My Bed!” to complete the switch.

**Tip:** We recommend using a unique device to control each pump.
1. Select the “Rename” button.

2. Enter a new name for your bed.

3. Tap “Save“.
Ready to dig into your sleep stats? In the bottom left-hand corner of your app, you’ll see a tappable icon for NightVision™, which is where you’ll find a view into your personalized sleep analytics. No wearables required—just lie down and your bed will automatically begin tracking in real-time!

1. Tap the NightVision™ icon and then the “Get Started” button.

2. Check the box to confirm that you’re connected to your home network.

3. Check the box to confirm that you’re currently at home, and then tap “I Agree”.
1. Next, tap the “Sign up” link underneath the login screen to create a NightVision™ account. You’ll be directed to a webpage for this step.

2. Once you’ve set your password, select “Continue” and you’ll be directed back to the GhostBed app.

3. Then, select “Continue” once more to continue setting up the app. Select your bed’s ID, which is the same one you chose during your bed’s initial setup. (See page 6).

4. The app may take a few moments to connect at this point. Once you’re in, it’s time to explore!
Your sleep analytics will be available after your very first night of sleep, with no “training” or ramp-up period required.

Wake up and tap the NightVision™ icon to view things like:

- **Your GhostBed Score** - View all your sleep data rolled up into one easy-to-understand score, on a scale of 0-100.

- **Key Inputs** - Dive deeper into your overnight analytics, including your sleep stages throughout the night, breaths per minute, sleep positions and movements, and more.

- **Trends** - Toggle through previous nights using the calendar icon at the top of the app.

**Tip:** Tap the info icon to learn more about these data points and why they’re important for quality sleep!
Select the “Settings” icon in the bottom right-hand section of the app to access your settings.

Here, you can confirm that you have the most up-to-date version of the pump’s firmware as well as the GhostBed App.

You can also tell your pump to “forget” your Wi-Fi network, in case you need to change the internet connection.

**Note:** The app and firmware version shown above may not be the current versions.
Troubleshooting

I can’t see the pump in my Wi-Fi settings
Double-check that all hoses and plugs are securely connected. This includes the power and USB cord. You should see a green light on the pump if and when all cords are secure.

My pump is not showing up
Tap “I Don’t See My Bed ID” to begin a deep scan. If it’s still not showing up, double-check the cable connections for the pump you’re trying to connect. If the cables are connected and you see the green light on the pump, press the “Reset” button on your pump. The ID should show up after the reset.

The screen is stuck loading
This is most likely caused by entering an incorrect password for your home Wi-Fi network. To fix this, you’ll need to reset your pump and begin the setup process over. Please note that the password is case-sensitive.

I don’t see my home Wi-Fi
Check that all cables for your Wi-Fi network are connected properly. This will typically solve any Wi-Fi connectivity issues.

App is frozen or not responding
Most issues with the GhostBed App can be solved by force-closing the app on your device. Follow your device guidelines for doing this. If “clear cache” is an option for your apps, please select as part of the process. Then, restart the app as usual. Restarting your device completely is a useful secondary reset step if force-closing the app doesn’t solve the issue.

The bed has lost connectivity and/or the bed’s Wi-Fi signal isn’t showing
Ever tried working for days and nights on end without a break? Your tech devices sometimes need a power nap, just like you! The GhostSmartBed uses a mini computer system housed within the pump casing, which may occasionally require a quick reset. Simply unplug the pump for 10-15 seconds to reset the internal computer, and then connect your pump again using the same steps you used for the initial set-up.

Bed isn’t inflating during setup
Inflation is purposefully slow and quiet so that it doesn’t wake you up at night. When you first set your bed up, the initial inflation may take up to an hour (30 minutes for each side). Sometimes the pump may also need to be reset after you first plug it in. Confirm your hoses are connected properly, unplug the pump for 10-15 seconds, reconnect to your device and tap “Fill Bed”.

The bed has inflated and I see a large bulge in the mattress
There are multiple air chambers inside the GhostSmartBed, and during shipment they may shift slightly underneath the comfort layers. When this happens, simply unzip the top layers of the bed, flatten the air chambers so that they lay end-to-end inside the bed between the support rails and re-zip the bed shut.

I can’t see my pressure map on the app
Double-check that the sensor’s USB cord is plugged into the pump housing unit properly. You should see the green indicator light on.
Does the bed’s pump need to use my home Wi-Fi network?
Nope! With its own Wi-Fi chip, the Ghost SmartBed allows for a direct connection if you prefer not to connect to your home network. If you’d like to access the NightVision™ sleep tracking features, however, you do need to connect to your home network.

Can I use the Ghost SmartBed without activating NightVision™?
Absolutely. NightVision™ is completely optional, so you can simply set up your bed without ever tapping into the tab or registering for a NightVision™ login. If you create an account and then change your mind later, you’ll find the “Turn Storage Off” option in your Settings.

How is my data stored? Is it secure?
Absolutely! Your NightVision™ data is HIPAA compliant and stored securely in the Azure (Microsoft) cloud. Without your user/account credentials, nobody can view your data.

How accurate is NightVision™ data?
NightVision™ data has been tested in sleep labs and against the leading sleep data-generating devices in the marketplace to verify its accuracy.
Note: The Ghost SmartBed and NightVision™ are not medical devices. NightVision™ does not make any medical claims and is not a substitute for a medical professional.

Will my bed still work if there’s a power outage?
If your power goes out, the mattress will lose its ability to adjust until it’s restored. It will stay in the position and firmness setting that you were last in, but it will not deflate, since the air chambers need electricity to open or close. Note: we highly recommend using a surge protector to prevent any damage to the pump’s internal electronics.

What if I need help or have tech issues?
Look through the troubleshooting scenarios on the next page, as these are some of the most common. If you’re still having trouble, our friendly Support Team is always happy to help! We have a dedicated support team that can walk you through any issues. Please give us a call at (954) 710-0872, or email us at ghostsartbed@ghostbed.com.
Contact Us

Still have questions? We’re here to help. Call our dedicated Support Team at (954) 710-0872, or email us at ghosts martbed@ghostbed.com.