

# GH**OST**SMARTBED

## User Guide

US



Canada



Scan for assembly video.  
Scanner la vidéo d'assemblage

# Table of Contents

## Product Setup

Pump Design ..... 1

Connect the Pump.....2

## App Setup

Download the GhostBed App .....3

Connect to Pump’s Wi-Fi ..... 4

Select Your ID ..... 5-6

Getting Comfortable .....7

## App Features

General ..... 8

Manual Mode .....9

Automatic Mode .....10

Position Mode ..... 11

Switch Pumps ..... 12

Rename Pump.....13

NightVision™ .....14-16

Settings .....17

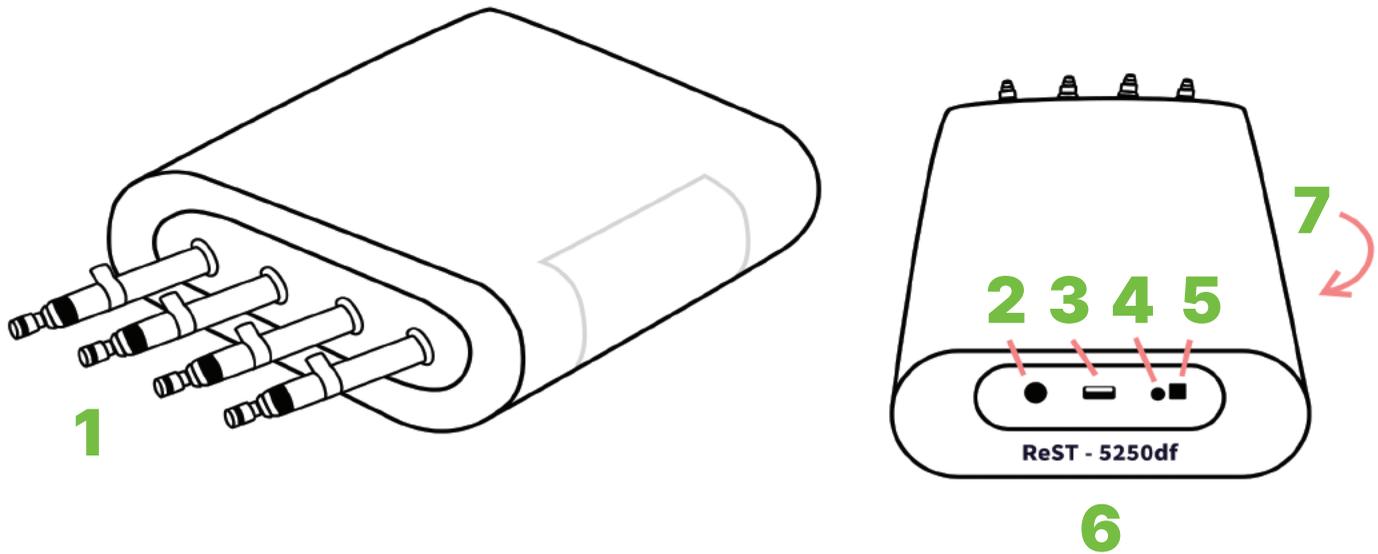
## Customer Support

FAQ.....18

Troubleshooting.....19

Contact.....20

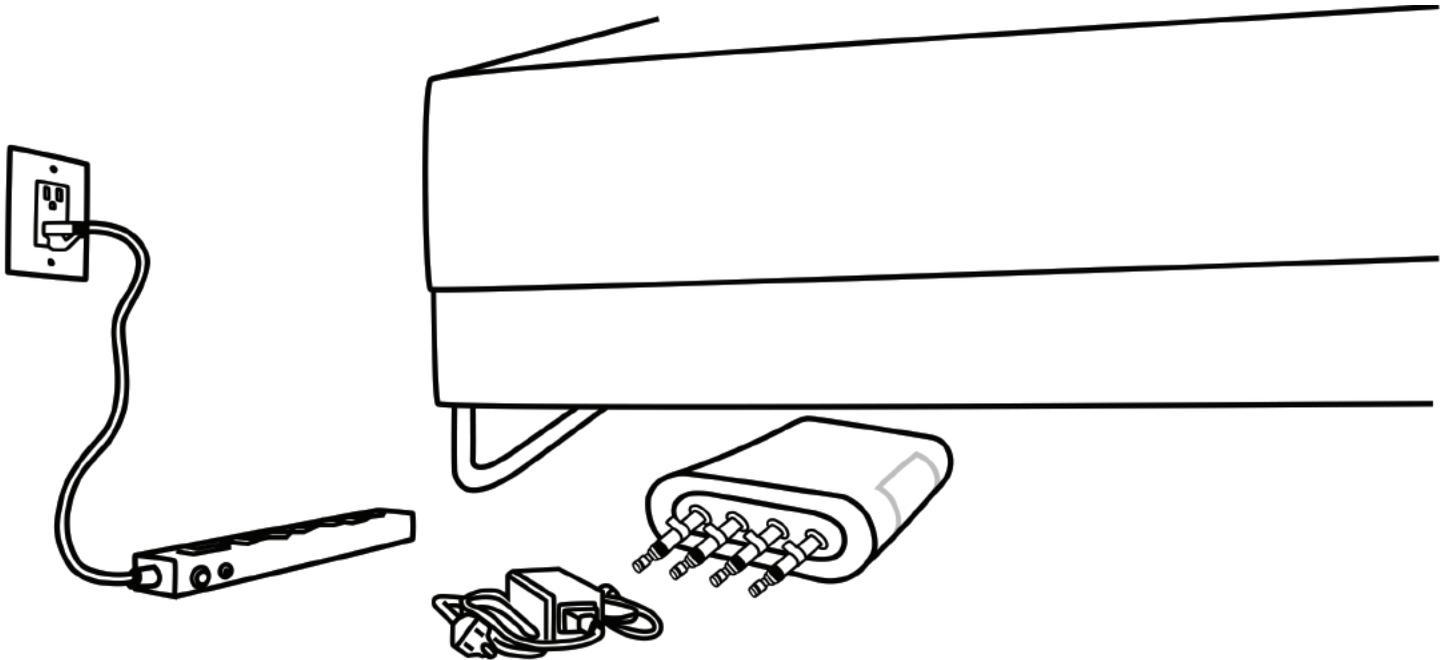
## Product Setup | Pump Design



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

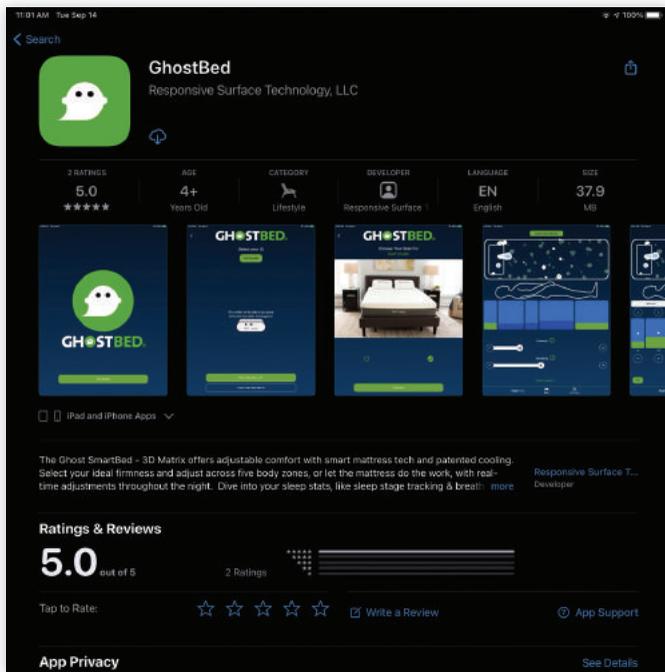
# App Setup | Download the GhostBed App

Available as a free download in the iOS and Android app stores



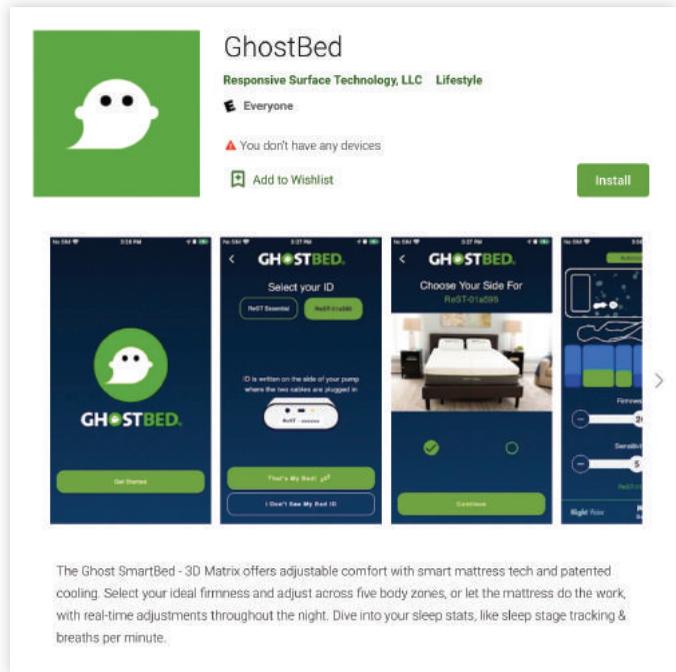
## Apple's App Store

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



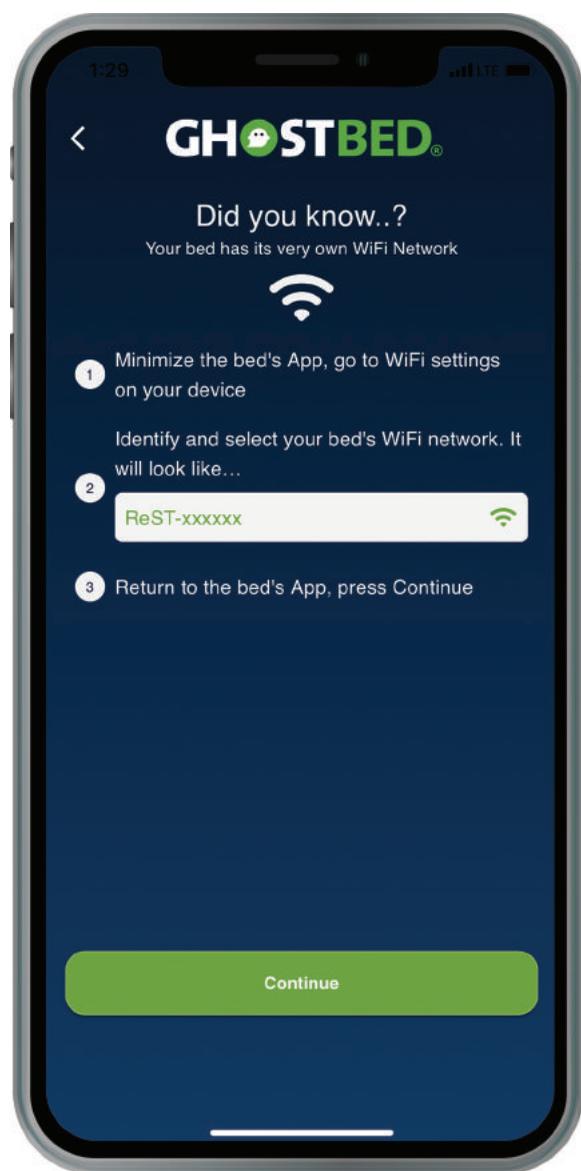
## Google Play Store

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 12**).

## App Setup | Connect to Your Pump's Wi-Fi

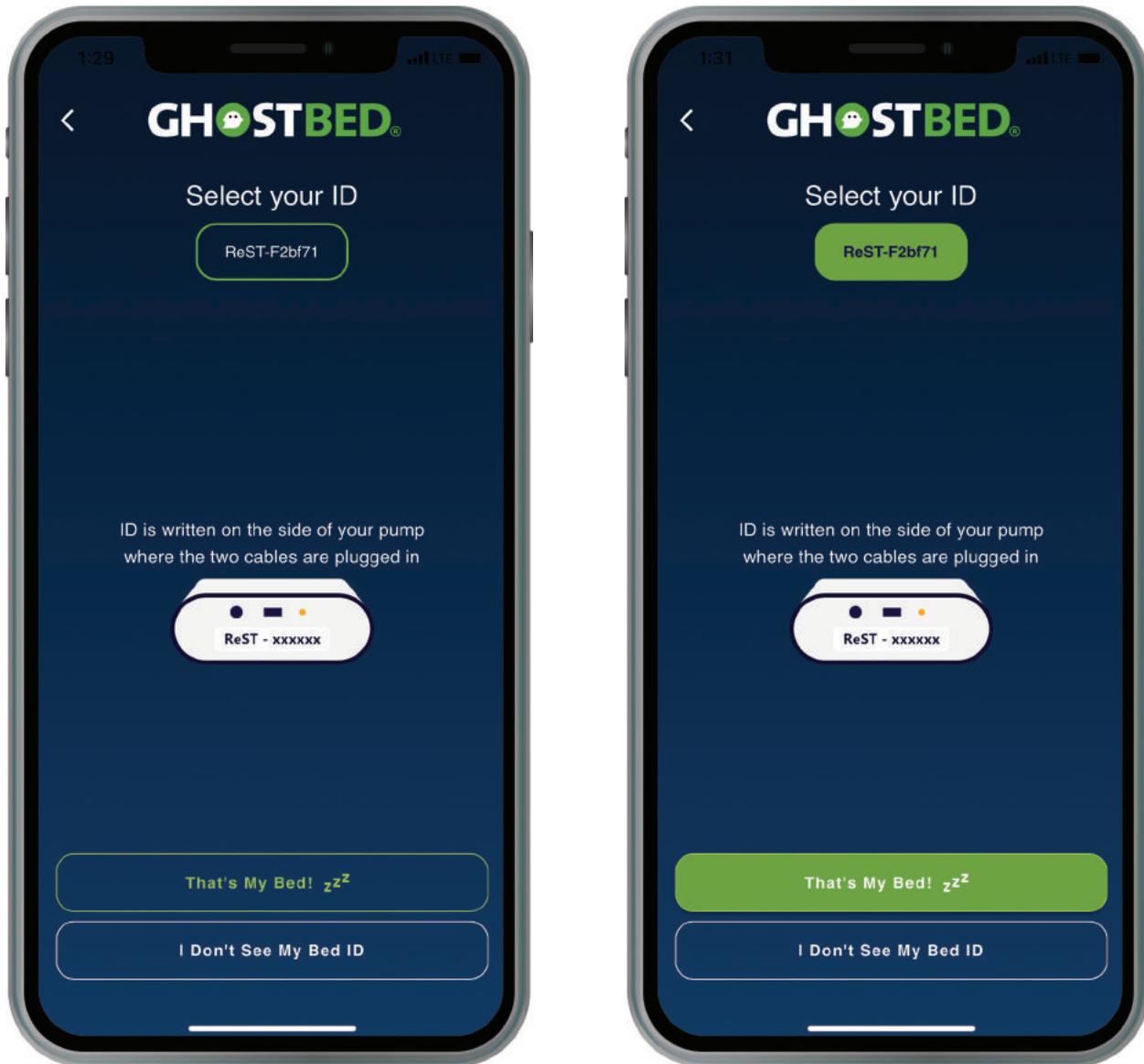


Before this step, make sure the power cable and USB cable are both connected securely, and the green LED light is lit on the pump (see page 2). Also, make sure there are no kinks in the hoses going from the pump to the air chambers.

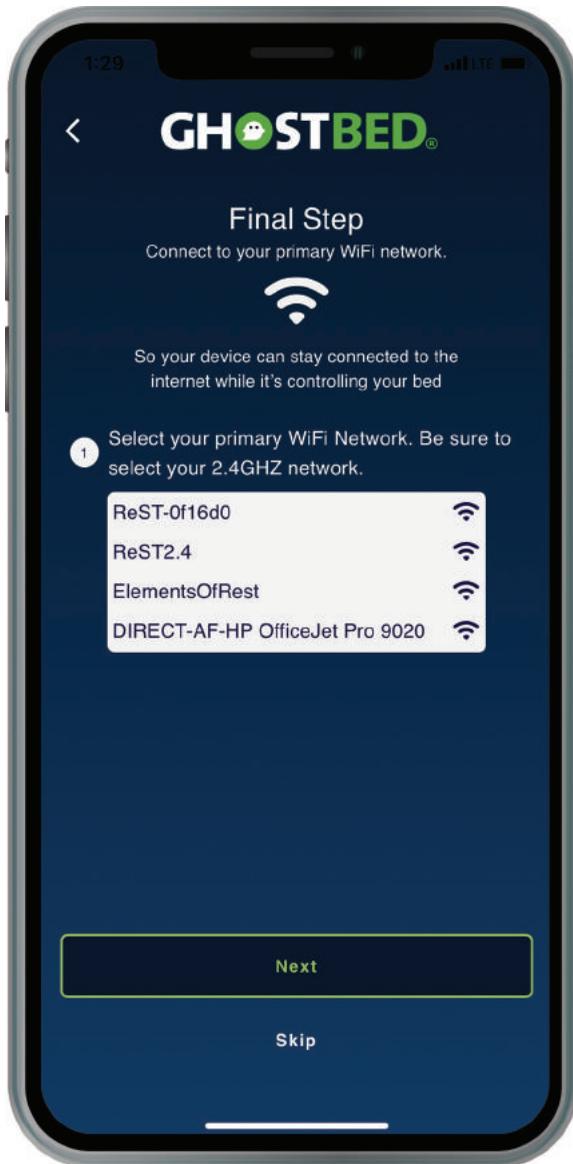
1. Minimize the GhostBed app and go to the Wi-Fi settings on your device.
2. Find and select the Wi-Fi network that is listed on your pump. It will look like "ReST-520df" but with a different number.
3. If your device says "**Connected, no internet**" upon selection of the network, that's OK! Please continue to the next step.
4. Return to the GhostBed app and tap the "**Continue**" button.

Note: Sometimes during the initial setup, you may need to restart the pump and reinstall the app—the technology may be a bit sensitive at first.

## App Setup | Select Your ID



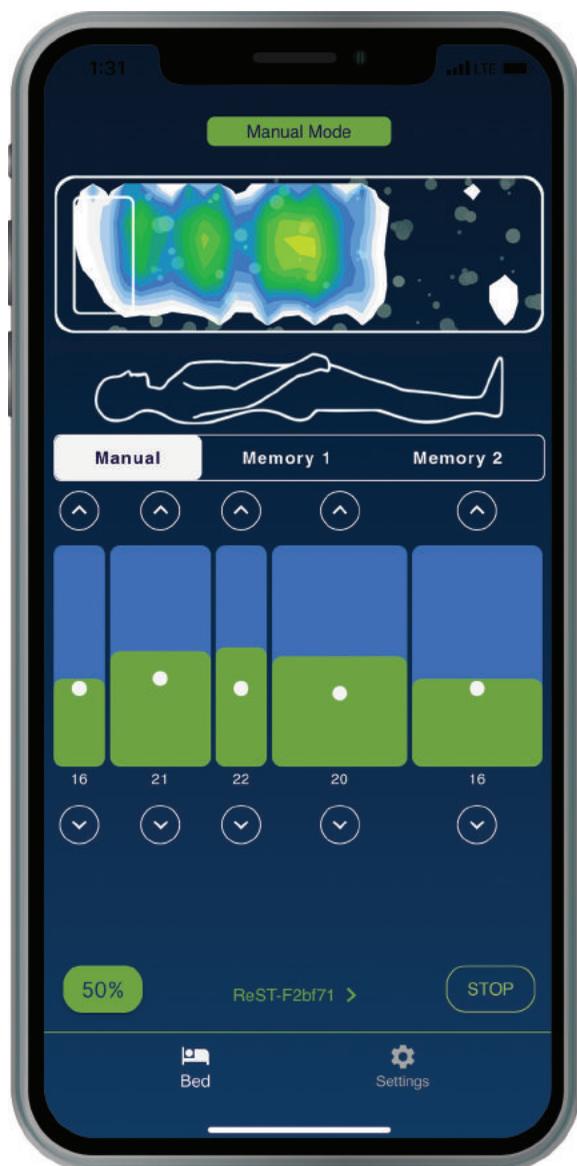
1. Select your bed's ID at the top of the screen, then tap "That's My Bed!"
2. If no ID appears, tap "I Don't See My Bed ID" and the app will search for it.
3. Choose the side of the bed you'd like to operate.



When you get to the “Final Step” screen, select “Skip.” Do not connect to your home Wi-Fi at this time, as you’ll lose connection during setup.

If you see a popup to update your firmware at this point, tap the “Install” button.

## Fill Your SmartBed & Get Comfortable



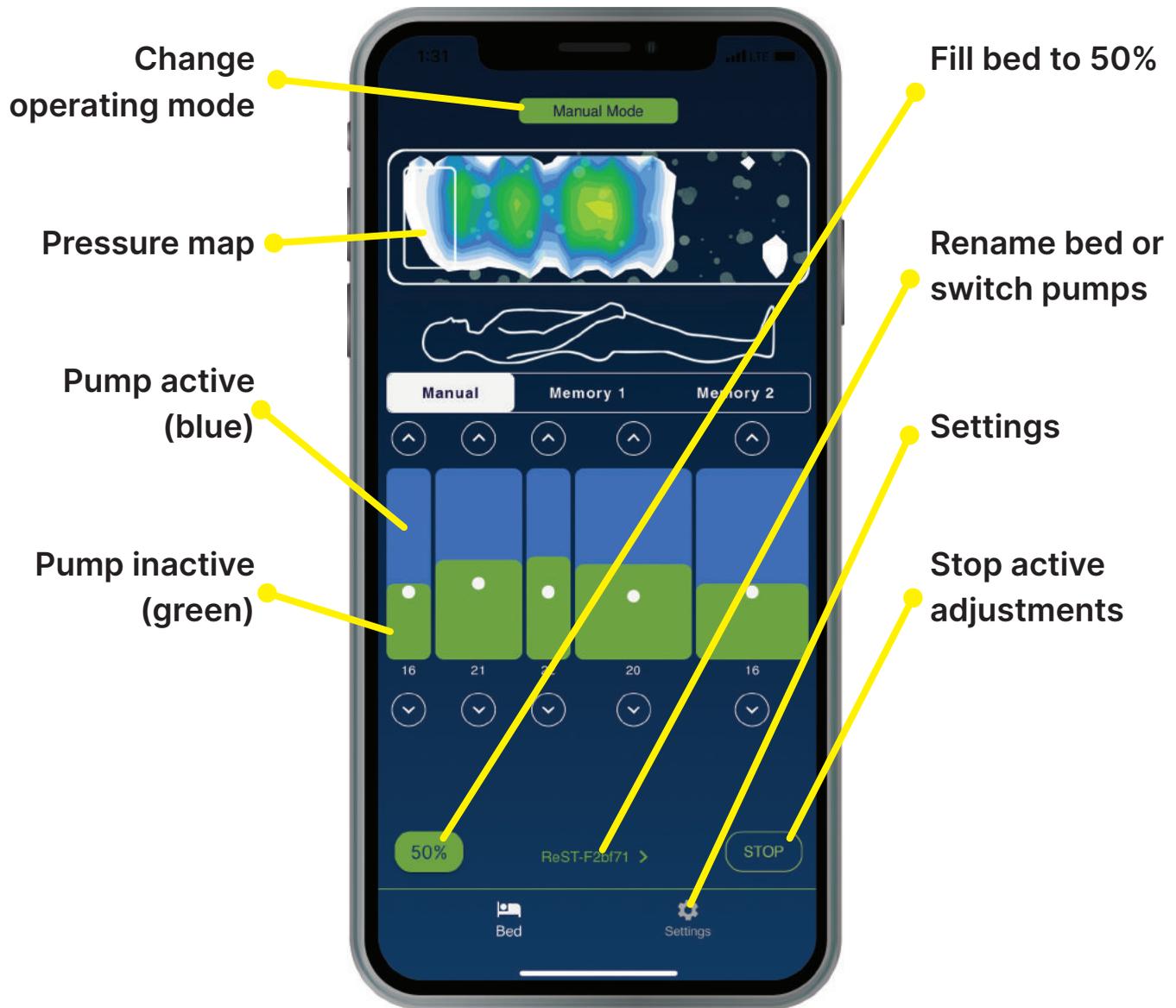
The app will start in Manual mode. Don't lay on the bed yet! In the bottom left-hand corner, you'll see a "50%" button. Tap that to fill the mattress to a medium firmness. This will take about 15-20 minutes.

Next up: time to get comfy!

When you lay down, you should see your body impression show up on the pressure map. Start in the position you normally sleep in, and then switch positions to make sure it's still comfortable. Tweak the settings until you feel comfortable with all positions you are likely to use when sleeping.

To save your settings, simply tap "Memory 1" or "Memory 2." If you prefer, you can also switch to "Automatic Mode" or "Position Mode" (see next page).

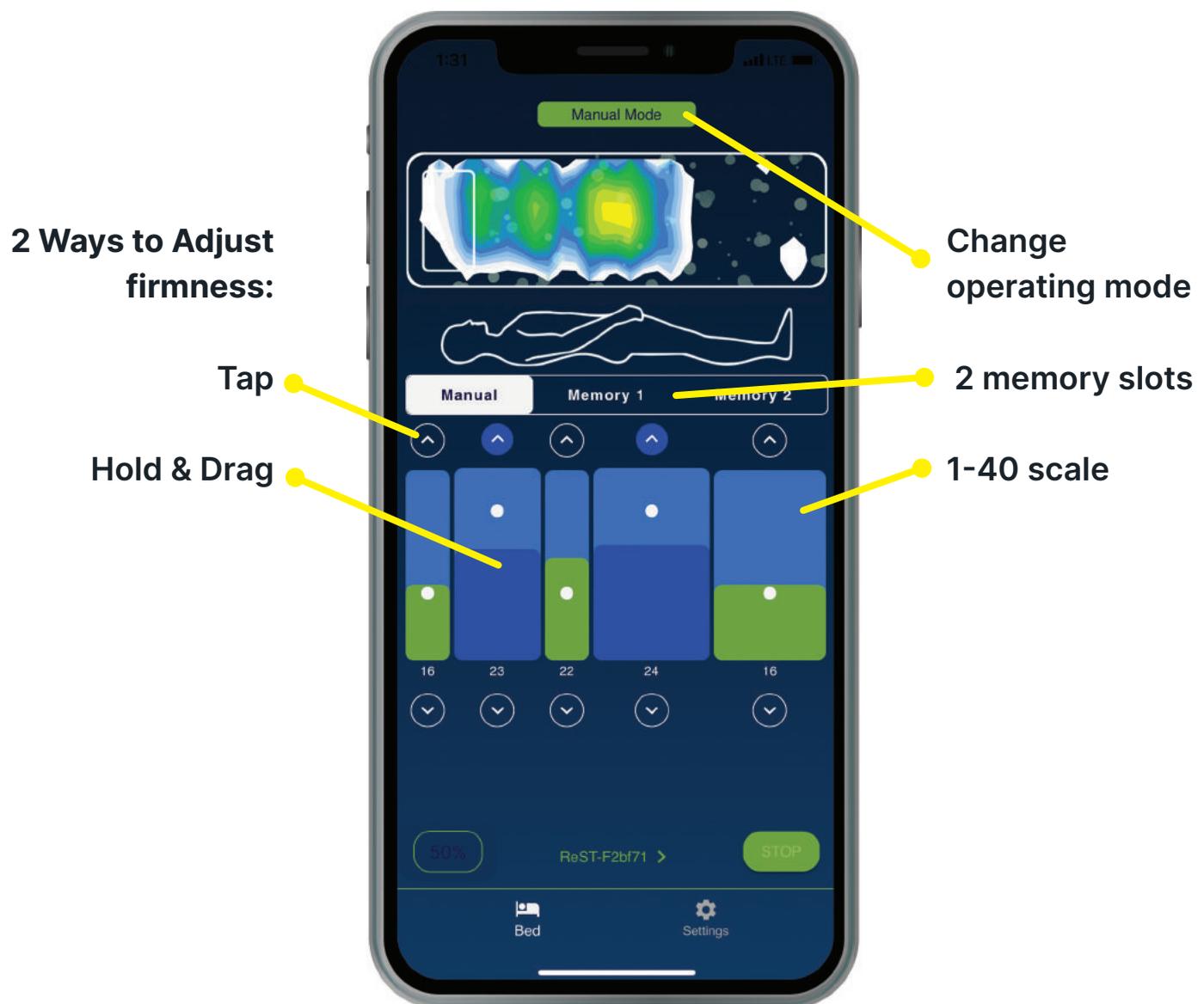
Note: If your pressure map at the top of the screen is not vivid or not showing your outline, you may need to calibrate the sensor. Tap "Settings" in the lower right-hand corner and then the "Reset" button. Follow the steps in the app to calibrate.



## 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.

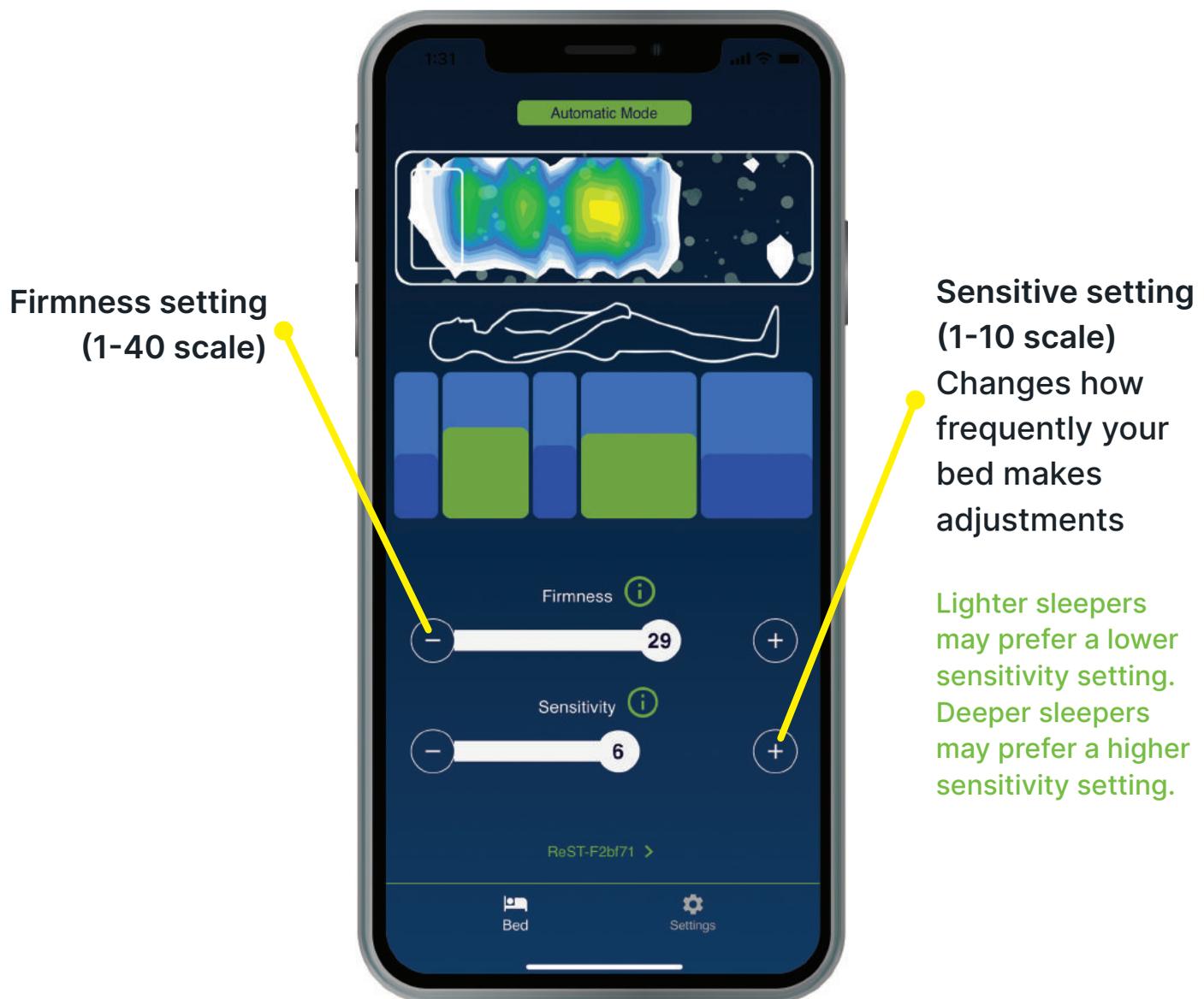
Not sure where to start? The pressure map changes in real-time to help you figure out where you might need extra pressure relief.



## App Features | Automatic Mode

**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.

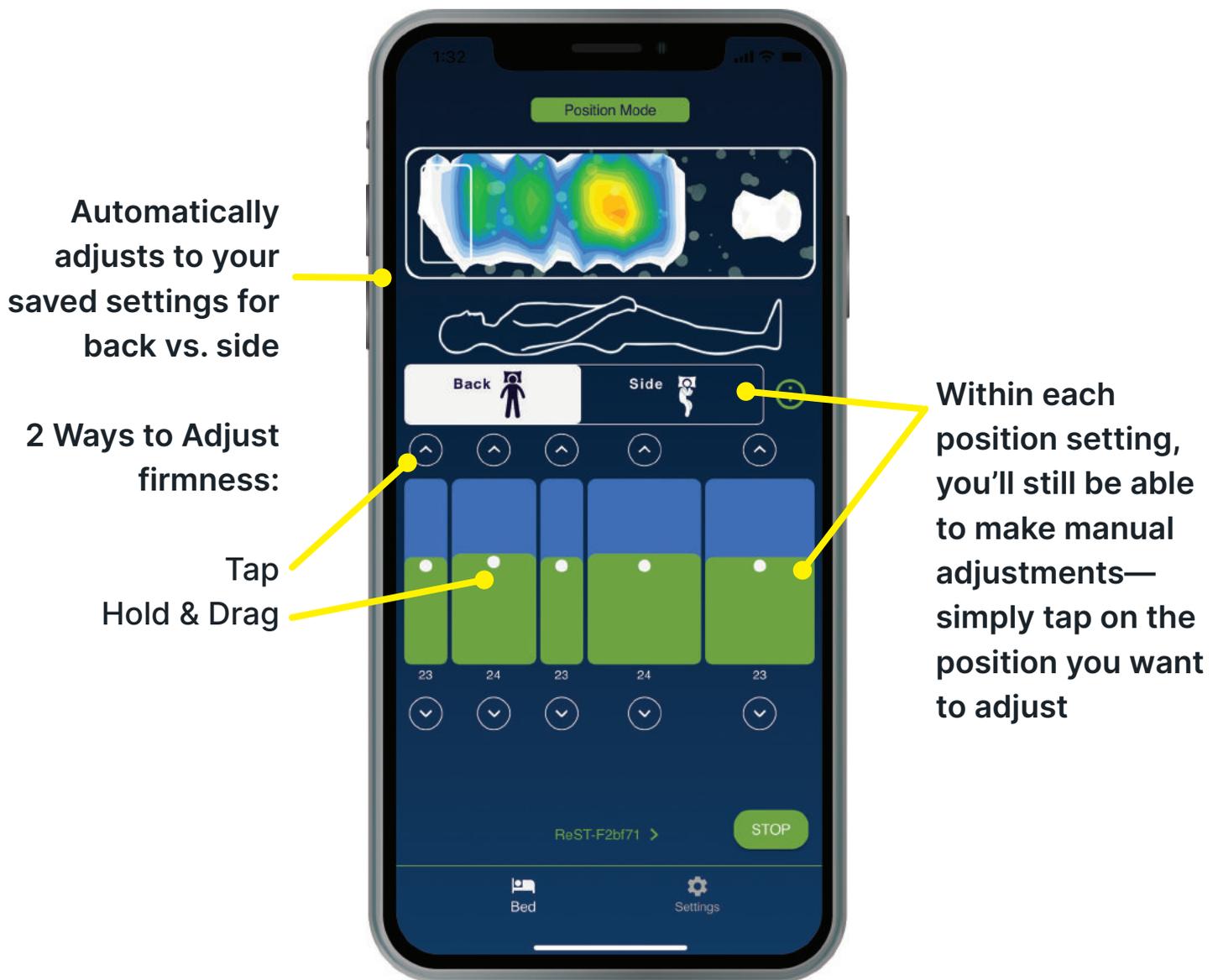
Once you've selected your preferred level of support as a baseline, the bed does all the work for you—like a fairy godmother tending to your every pressure-relief need.



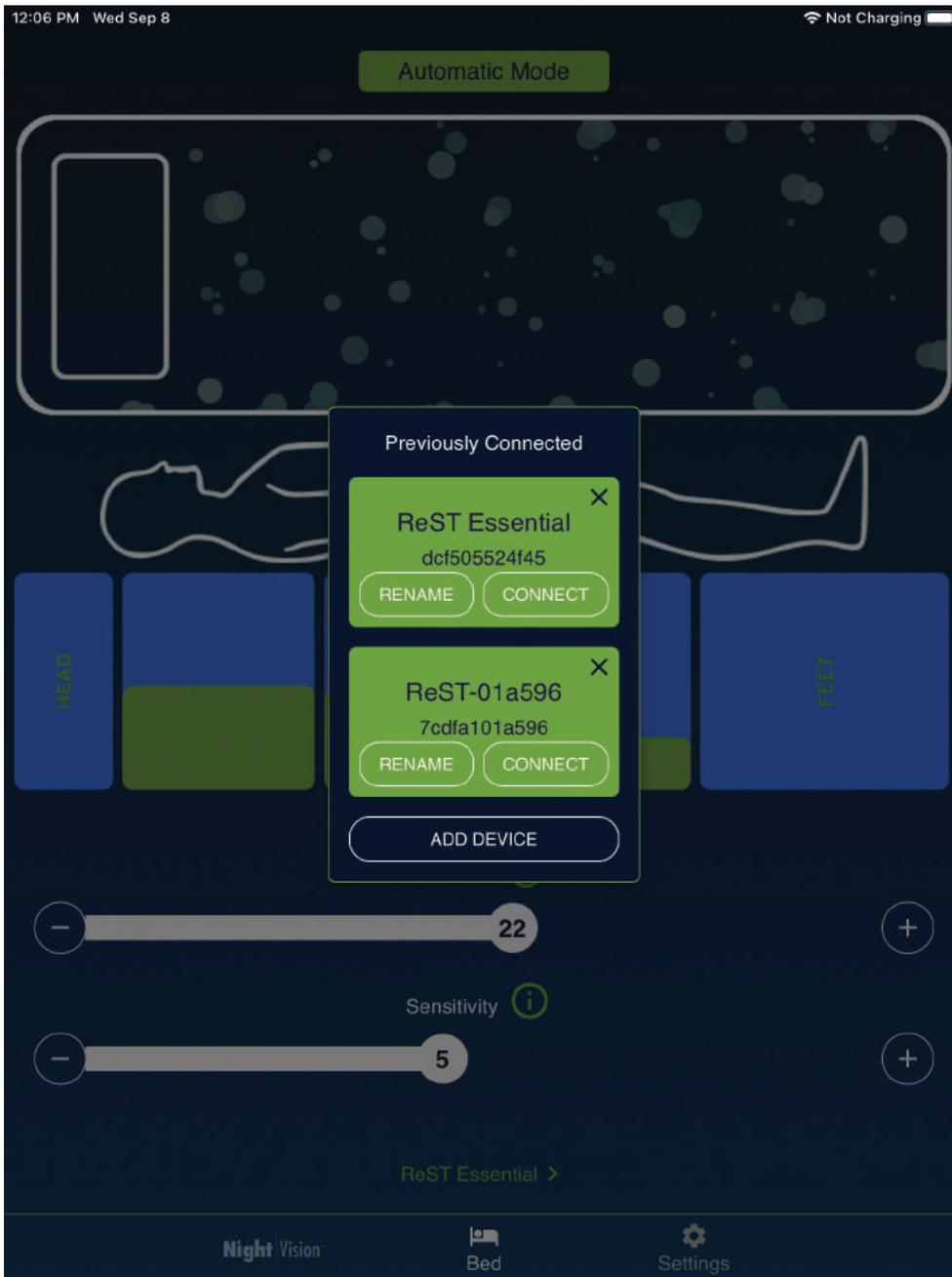
## App Features | Position Mode

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.



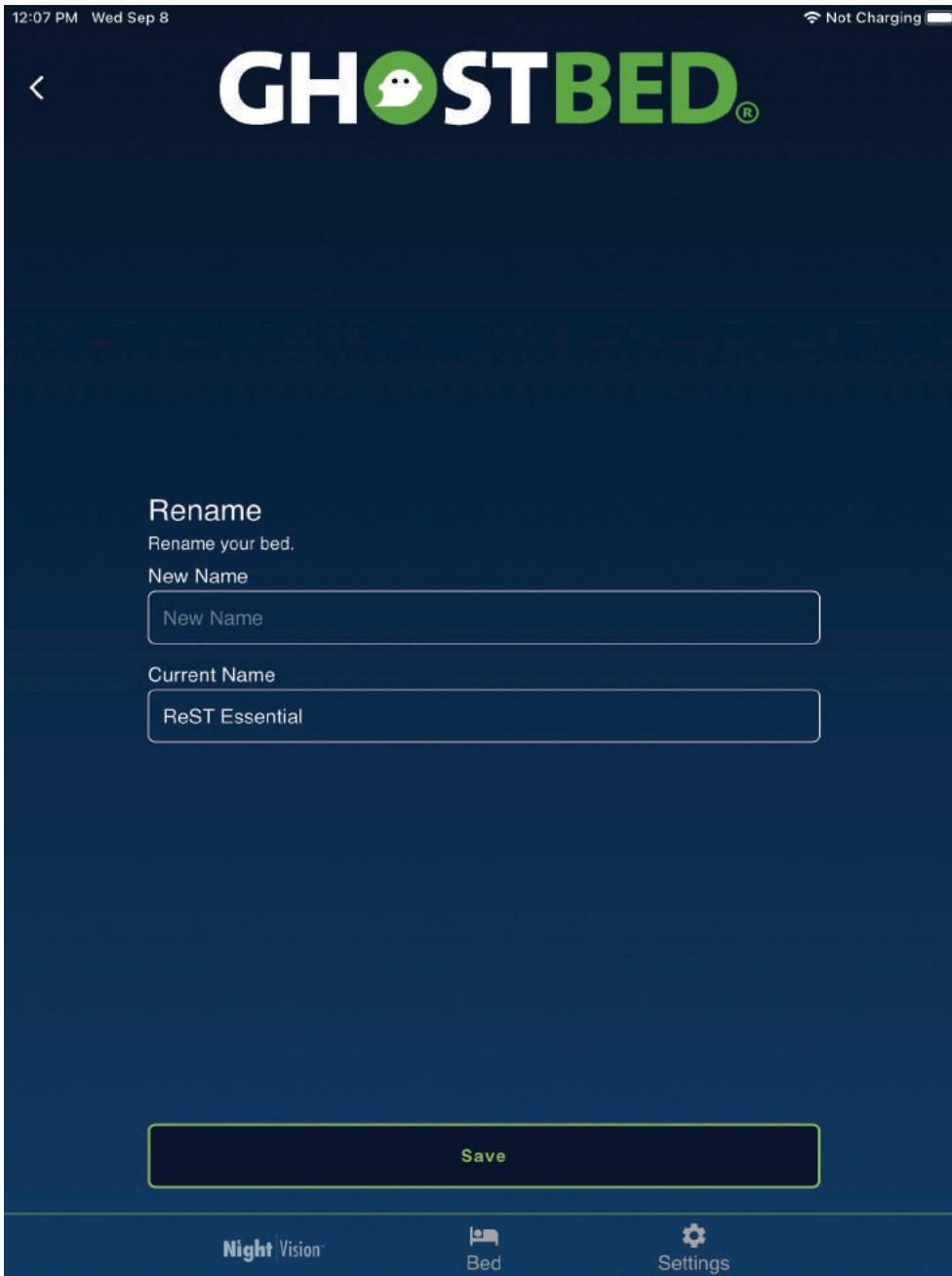
## App Features | Switch Pumps



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.

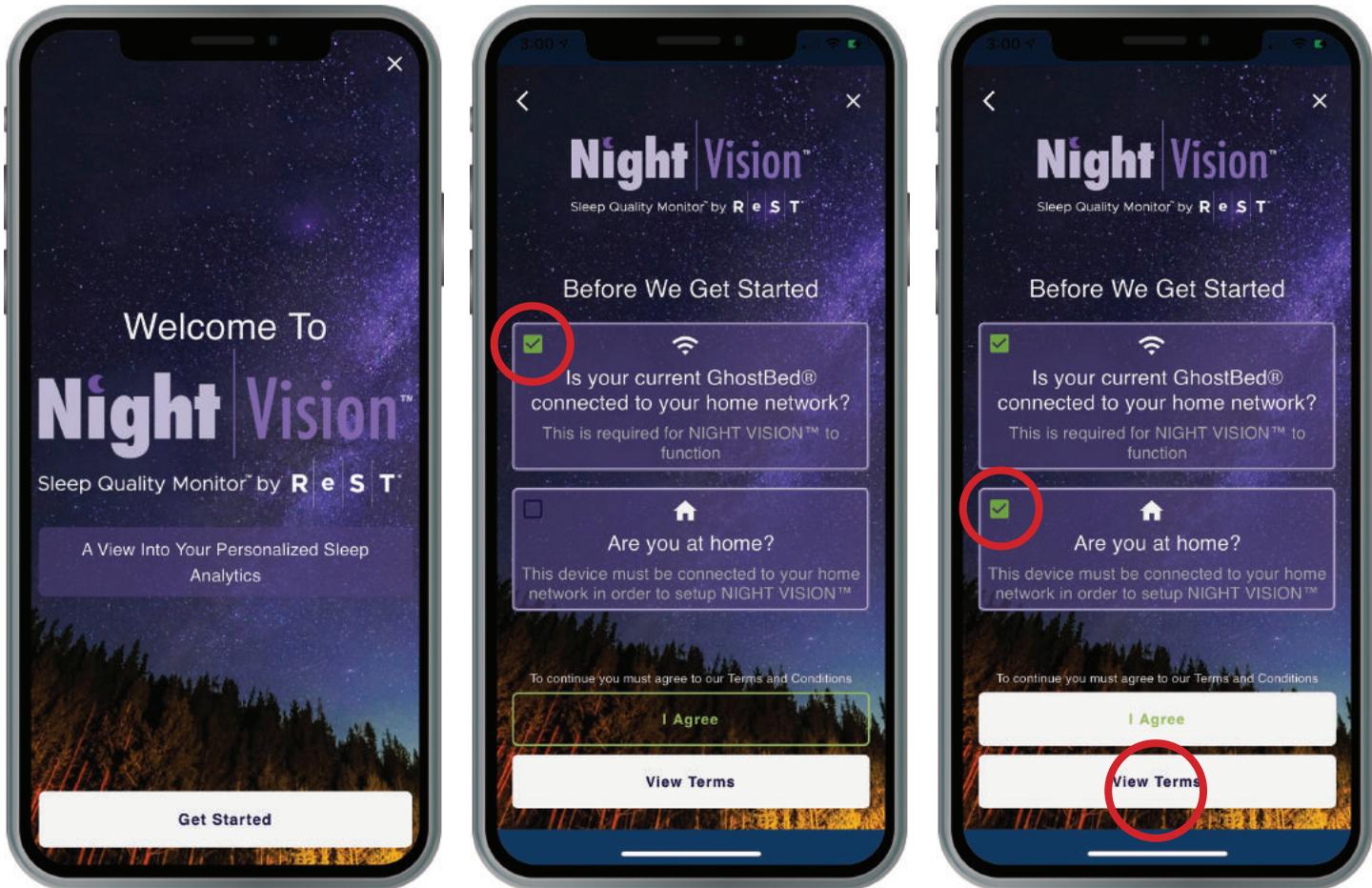
## App Features | Rename Pump



1. Select the “Rename” button.
2. Enter a new name for your bed.
3. Tap “Save”.

## App Features | NightVision™

**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!

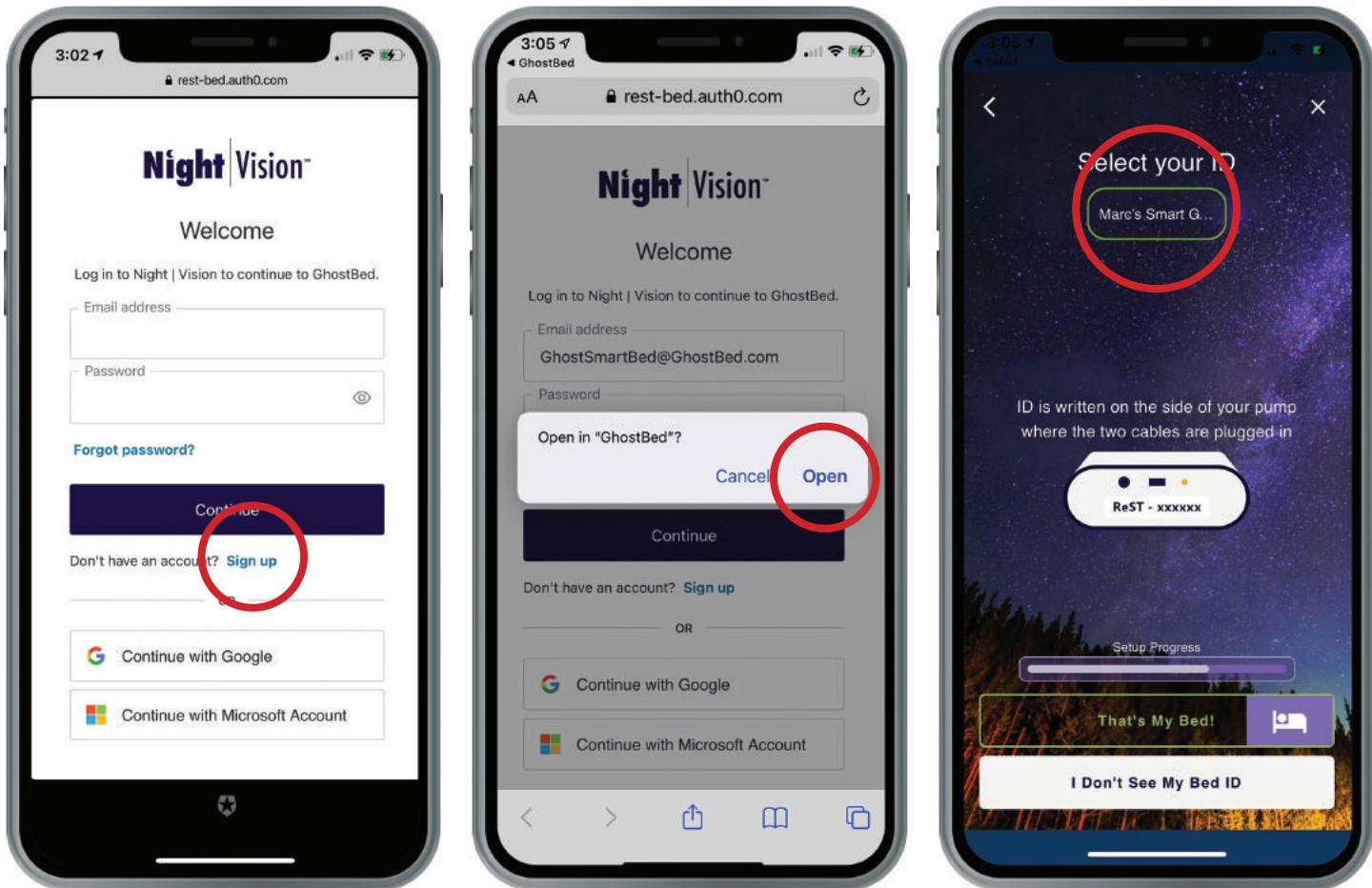


1. Switch to your home Wi-Fi network. To do this, minimize the GhostBed app and go to the Wi-Fi settings on your device. Connect to your home Wi-Fi network, and then return to the GhostBed app.

Note: You will need to use a 2.4ghz network, not 5ghz, if both are options.

2. Tap the NightVision™ icon and then the “Get Started” button.
3. Check the box to confirm that you’re connected to your home network.
4. Check the box to confirm that you’re currently at home, and then tap “I Agree”.

## App Features | NightVision™



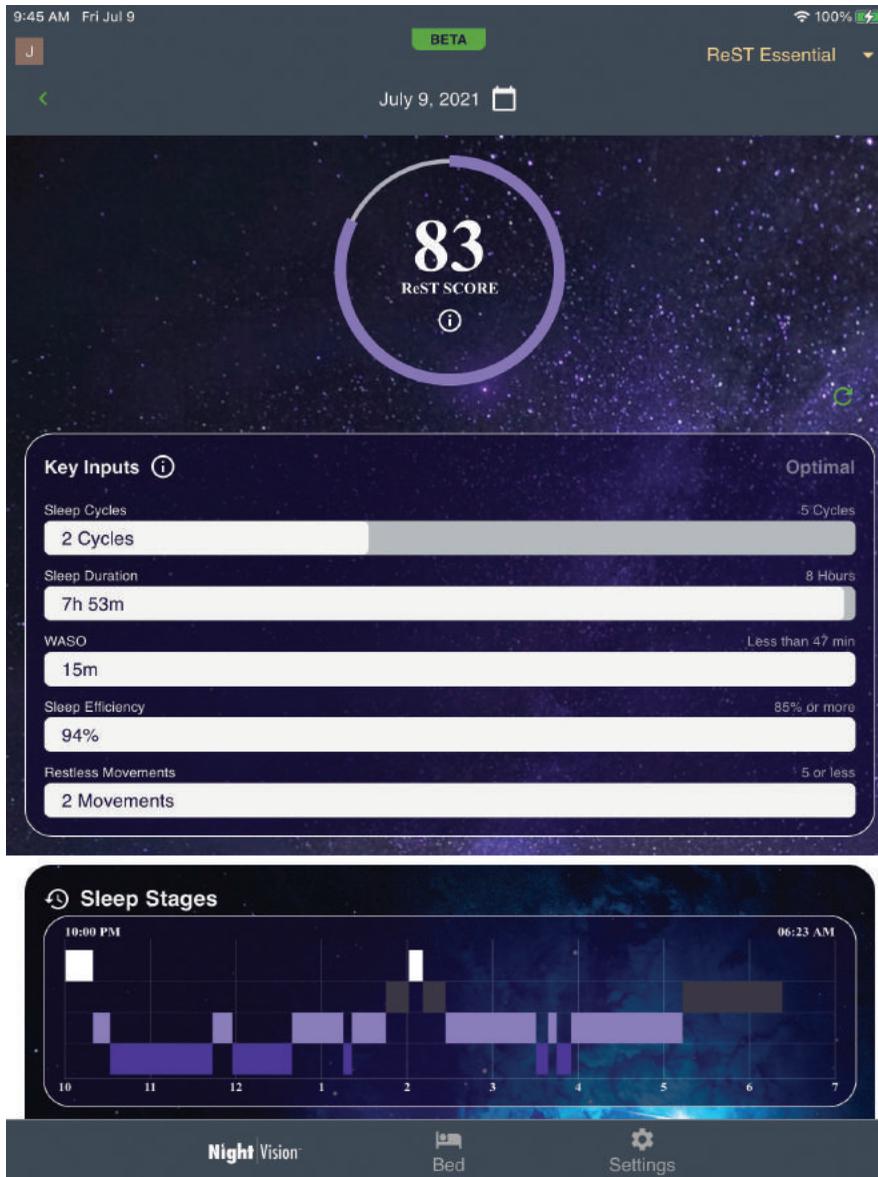
1. Next, tap the **“Sign up”** link underneath the login screen to create a NightVision™ account. You’ll be directed to a webpage for this step.
2. Once you’ve set your password, select **“Continue”** and you’ll be directed back to the GhostBed app.
3. Then, select **“Continue”** once more to continue 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!

Important! If you want to make any adjustments to your bed after using NightVision™, you’ll need to re-connect to the pump’s Wi-Fi network. To do this, minimize the GhostBed app and go to the Wi-Fi settings on your device. Connect to the pump’s Wi-Fi network (e.g. “ReST-520df”), and then return to the GhostBed app. After you’ve made the adjustments, switch back to your home Wi-Fi to use NightVision™ again.

## App Features | NightVision™

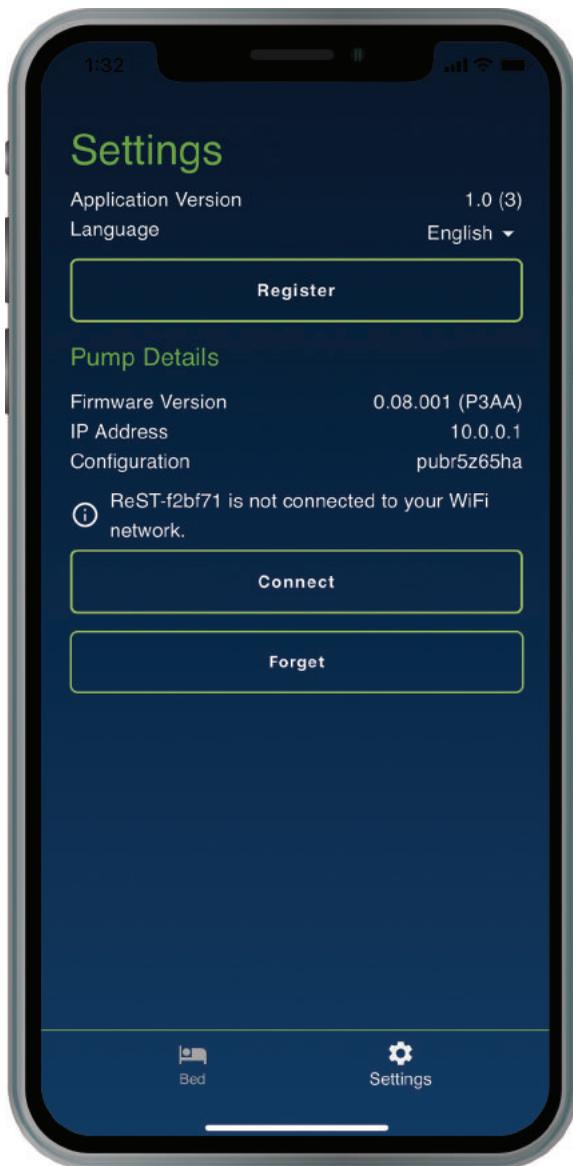
Your sleep analytics will be available after your very first night of sleep, with no “training” or ramp-up period required.

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.

**Which mode is best to use?**

This is completely up to you! We generally guide customers as follows:

- Manual mode - Ideal if you sleep in one position for the majority of the night. You can play around with your settings and save what you love to memory. It's also a good option if you're a light sleeper and you don't want to hear the sound of the pump throughout the night.
- Automatic Mode - Ideal if you change positions a lot in your sleep. The pump will run anytime you change positions to support your pressure points and keep you comfortable.
- Position Mode - Ideal if you want to set specific settings for different sleeping positions. The pump will run anytime you change positions.

**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 [ghostsmartbed@ghostbed.com](mailto:ghostsmartbed@ghostbed.com).

## 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 Ghost SmartBed 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 the "50%" button.

### **The bed has inflated and I see a large bulge in the mattress**

There are multiple air chambers inside the Ghost SmartBed, 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.

**GHOSTBED**<sup>®</sup>

By Nature's Sleep<sup>®</sup>

## Contact Us

Still have questions? We're here to help.  
Call our dedicated Support Team at **(954) 710-0872**,  
or email us at **[ghostsmartbed@ghostbed.com](mailto:ghostsmartbed@ghostbed.com)**.