COMPASS HEALTH

*Improving Lives*

# iBreeze
# Returns Process

# Determine what the Malfunction is…

What issue is your iBreeze Auto CPAP device having?

- The device will not Power Up?
- The device is displaying an Error Code?
- The device is “Bumpy” or not Smooth in transition from Inspiration to Expiration. (a burst of pressure at the end of Inspiration?)

If your device will not Power Up or is displaying an Error Code please contact Compass Health’s Customer Success Team at 800-376-7263

If your iBreeze unit is “Bumpy” (Not Smooth) then you can follow the instructions in this document to update the Software on your iBreeze device to the latest version. This should absolutely help improve this issue.

COMPASSHEALTH
Improving Lives

# Uploading the latest iBreeze Software to improve the “Bumpiness” or Pressure Surge at the end of Inspiration

COMPASSHEALTH
Improving Lives

# Step #1 Format the SD Card that came with your unit

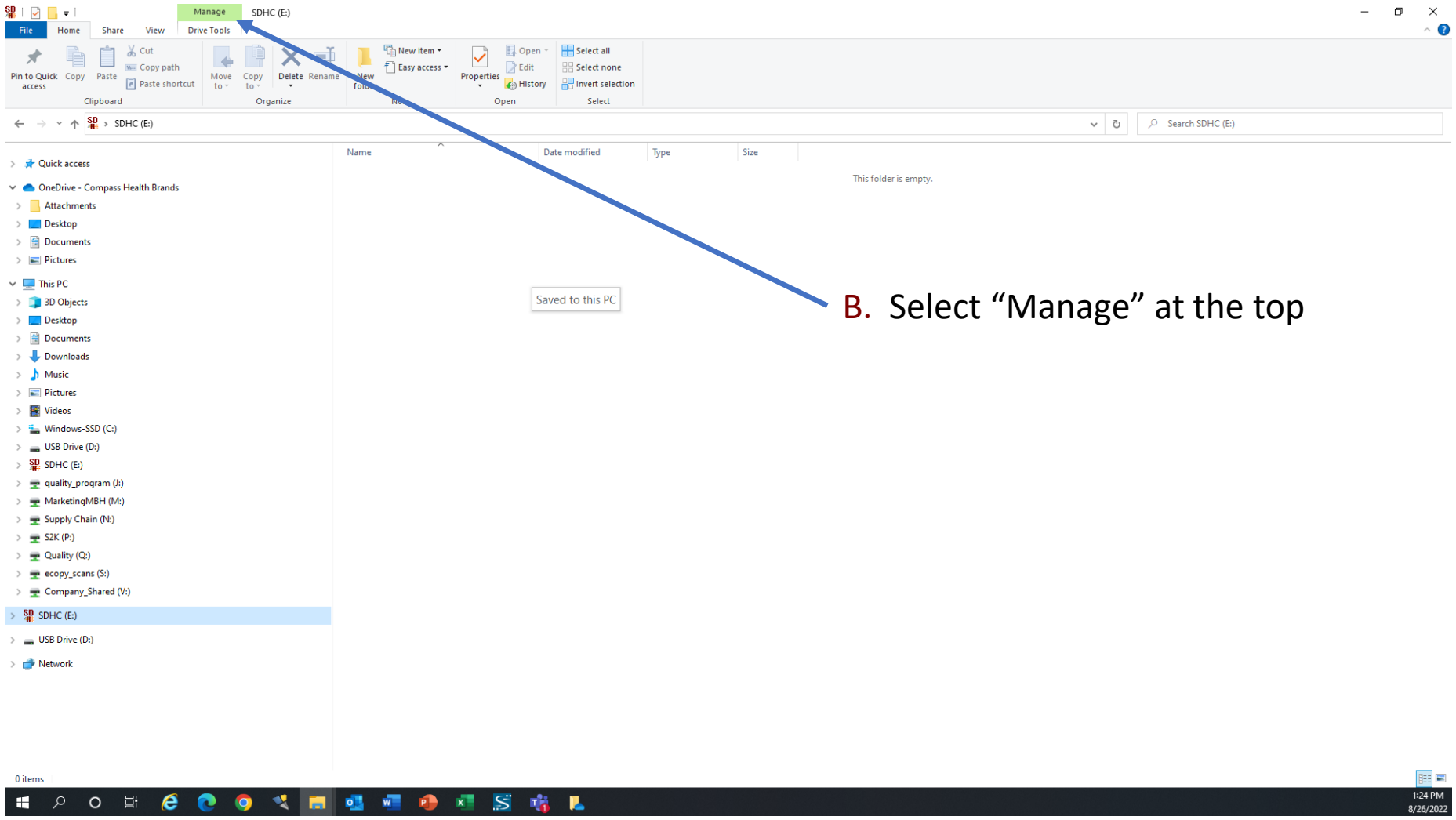
Remove the SD Card from your iBreeze unit

Insert the SD Card directly into your Laptop or Desktop Computer…or into a Card Reader that is connected to your computer via USB

COMPASSHEALTH
Improving Lives

# Step #1 Format the SD Card that came with your unit

A. When you insert the SD Card, your computer should open a File Explorer highlighting your SD Card as shown below

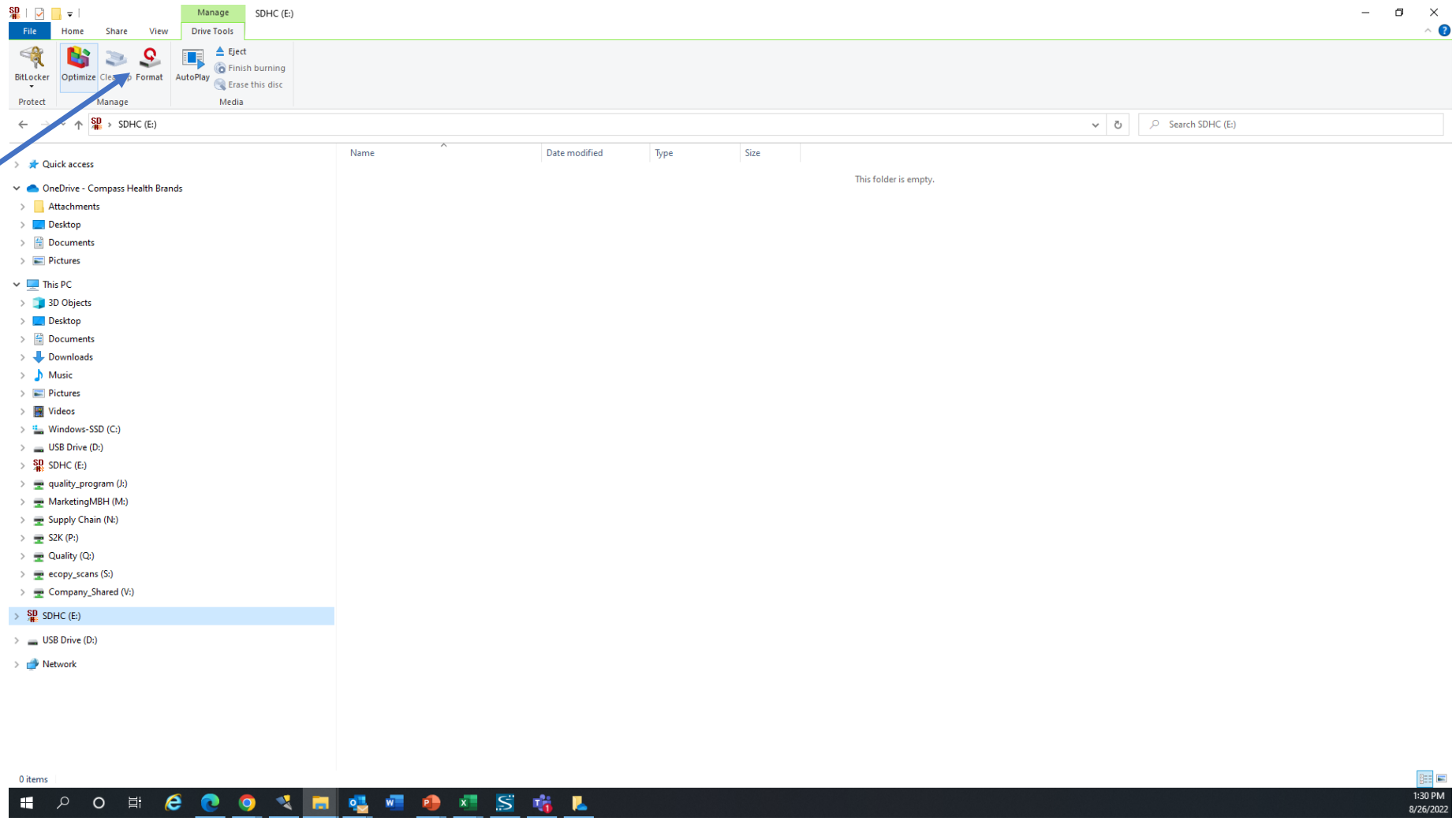



B. Select “Manage” at the top

COMPASSHEALTH
Improving Lives

# Step #1 Format the SD Card that came with your unit

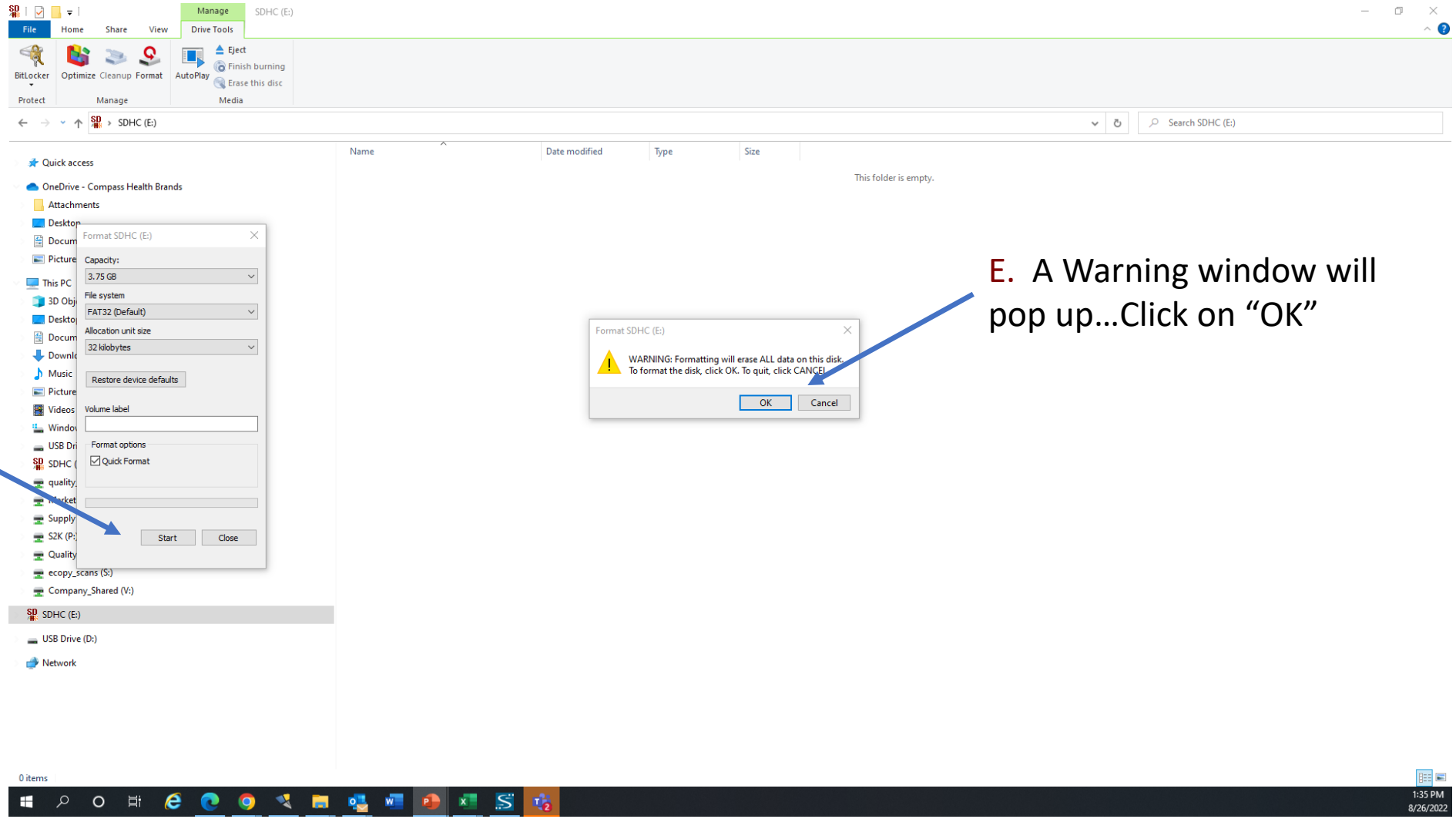
C. Double Click on “Format”




COMPASSHEALTH
Improving Lives

# Step #1 Format the SD Card that came with your unit

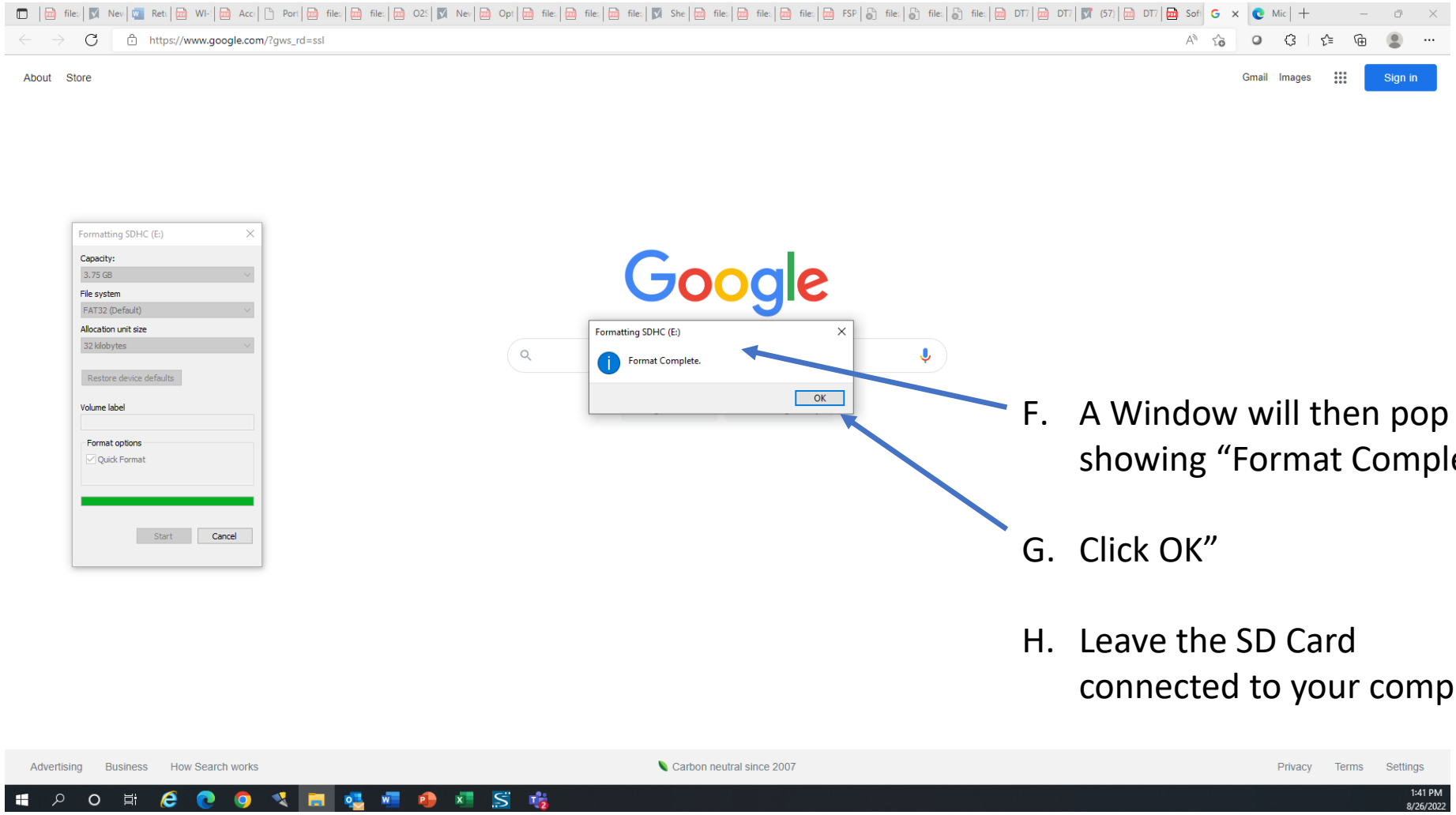
D. Select “Start”




E. A Warning window will pop up…Click on “OK”

COMPASSHEALTH
Improving Lives

# Step #1 Format the SD Card that came with your unit




F. A Window will then pop up showing “Format Complete”

G. Click OK”

H. Leave the SD Card connected to your computer

COMPASSHEALTH
Improving Lives

# Step #2 Identify the Software Currently on your unit

Before you add the latest software to your SD Card and upload it to your unit, you must first identify your machine's "SVN" Number (This is the identifier of the machines software version).

You check this by powering on your unit and then…

1. Select "Setting"
2. Select "About"
3. Identify your "SVN" #

*If the SVN is showing on your machine is…*

*20265 or 20254 please use the file V01.10.01_SVN20705_HR01 to update your unit*

*20518 or 21957 please use the file V01.11.01_SVN20698_ESP32_HR01 to update your unit*

20518, 21957, 20698, or 20848, please use the file *V01.11.03_SVN20894_HR01* to update your unit

For all other SVN's: Such as 20033, 20265, 20254, 20456, 20705, 20849, etc., please use the file *V01.10.03_SVN20985_HR01* to update your unit

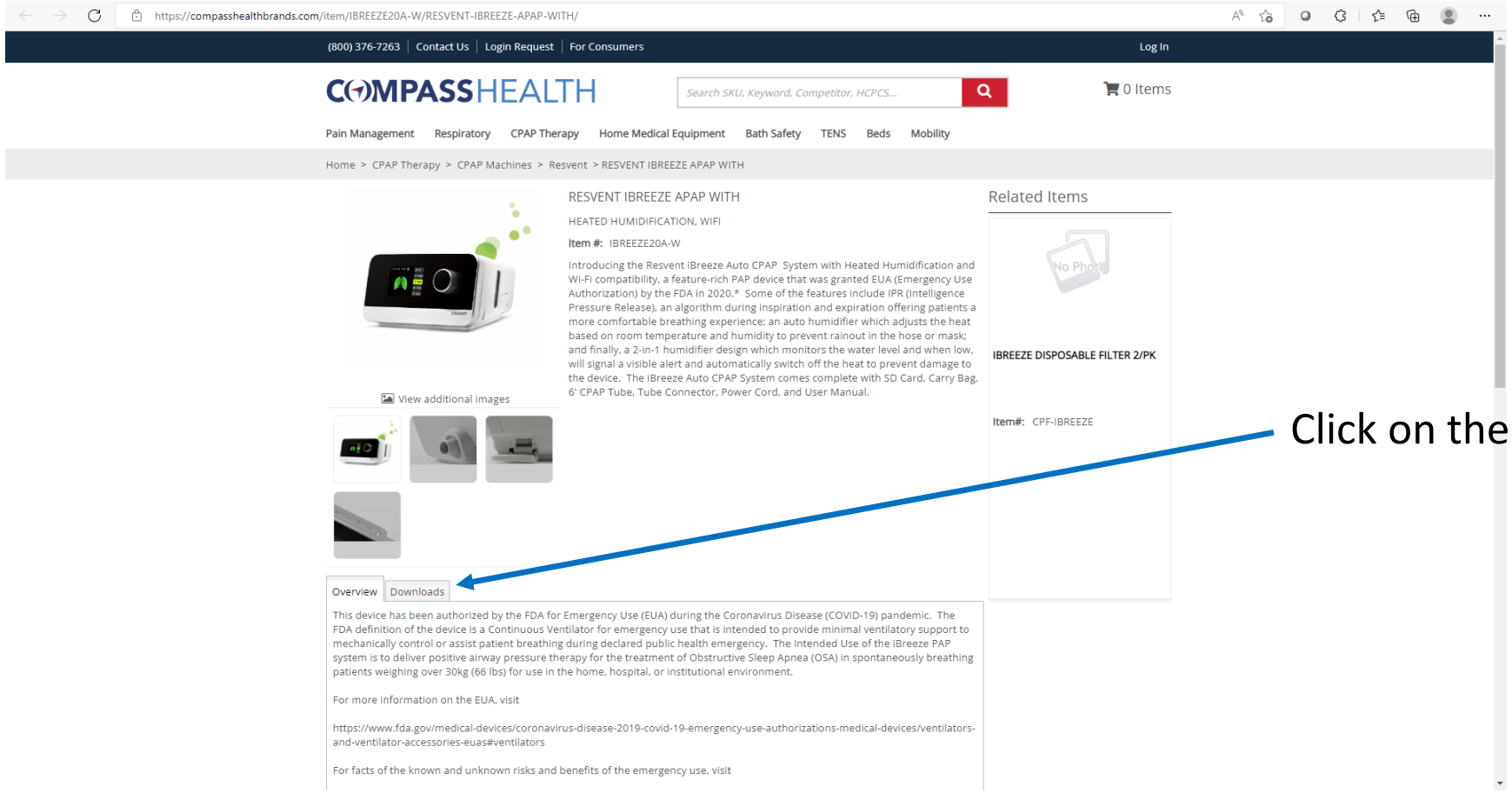
COMPASSHEALTH
Improving Lives

# Step #3 Download the Software to your unit's SD Card

Below is a link to a web location where you can download the correct software upgrade…

https://compasshealthbrands.com/item/IBREEZE20A-W/RESVENT-IBREEZE-APAP-WITH/

It will take you to the Compass Health website to the iBreeze 20A Auto CPAP unit page…




Click on the Downloads Tab

COMPASSHEALTH
Improving Lives

# Step #3 Download the Software to your unit's SD Card

COMPASSHEALTH

Search SKU, Keyword, Competitor, HCPCS...

0 Items

Pain Management | Respiratory | CPAP Therapy | Home Medical Equipment | Bath Safety | TENS | Beds | Mobility

Home > CPAP Therapy > CPAP Machines > Resvent > RESVENT IBREEZE APAP WITH

View additional images

RESVENT IBREEZE APAP WITH

HEATED HUMIDIFICATION, WIFI

**Item #:** IBREEZE20A-W

Introducing the Resvent iBreeze Auto CPAP System with Heated Humidification and Wi-Fi compatibility, a feature-rich PAP device that was granted EUA (Emergency Use Authorization) by the FDA in 2020.* Some of the features include IPR (Intelligence Pressure Release), an algorithm during inspiration and expiration offering patients a more comfortable breathing experience; an auto humidifier which adjusts the heat based on room temperature and humidity to prevent rainout in the hose or mask; and finally, a 2-in-1 humidifier design which monitors the water level and when low, will signal a visible alert and automatically switch off the heat to prevent damage to the device. The iBreeze Auto CPAP System comes complete with SD Card, Carry Bag, 6' CPAP Tube, Tube Connector, Power Cord, and User Manual.

Overview | Downloads

- iMatrix User Quick Manual
- User Guide (PDF)
- ResAssist 2.0 Manual
- Software Update - for units with version 20265 or 20254 currently loaded
- Software Update- for all other units currently loaded
- Software Update - for units with version 20518 or 21957 currently loaded
- Software Update- for units with version 20518, 21957, 20698, or 20848 currently loaded

Related Items

No Photo

**IBREEZE DISPOSABLE FILTER 2/PK**

**Item#:** CPF-IBREEZE

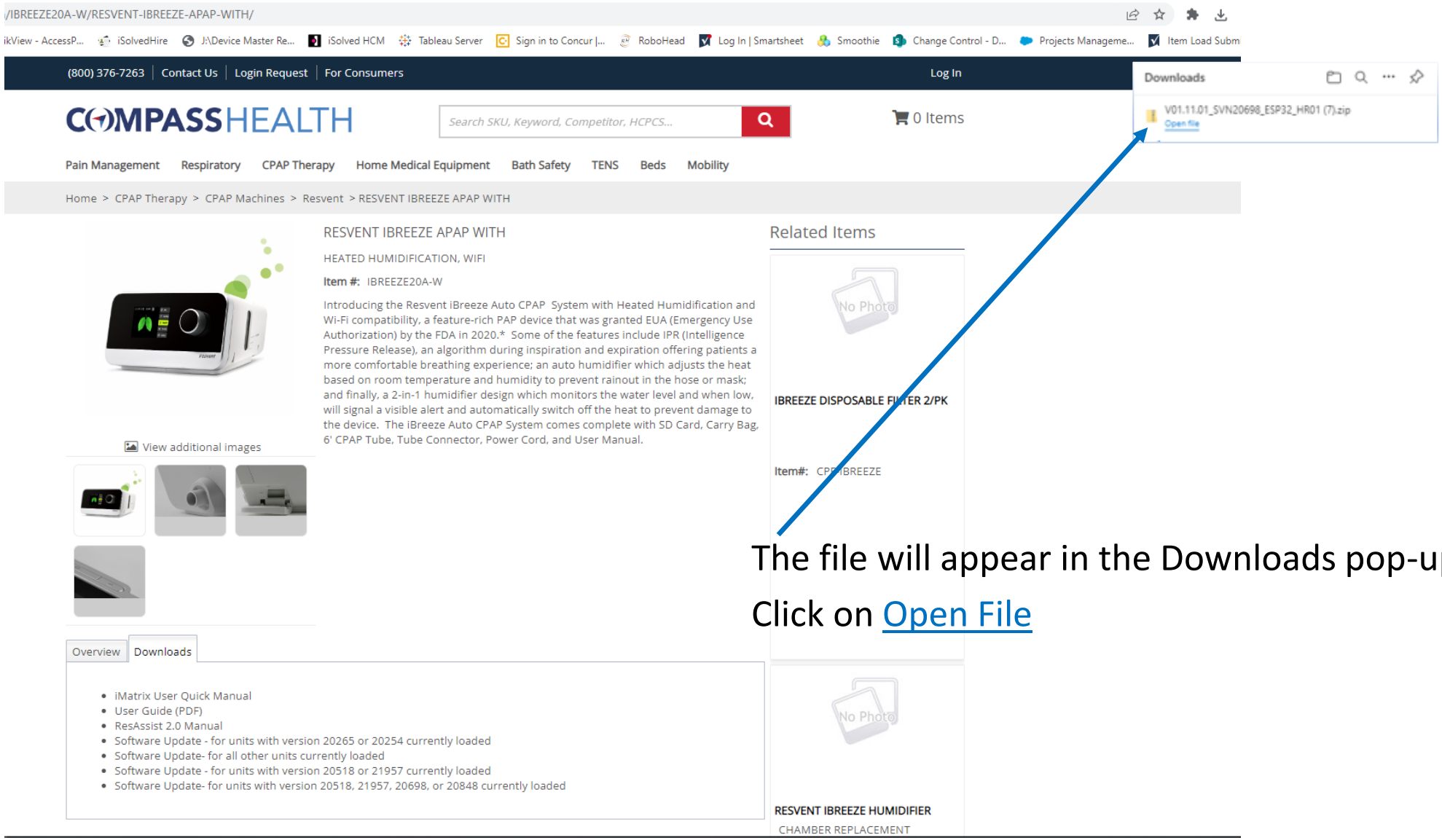
No Photo

**RESVENT IBREEZE HUMIDIFIER**

Select the Software Update for your unit

COMPASSHEALTH
Improving Lives

# Step #3 Download the Software to your unit's SD Card

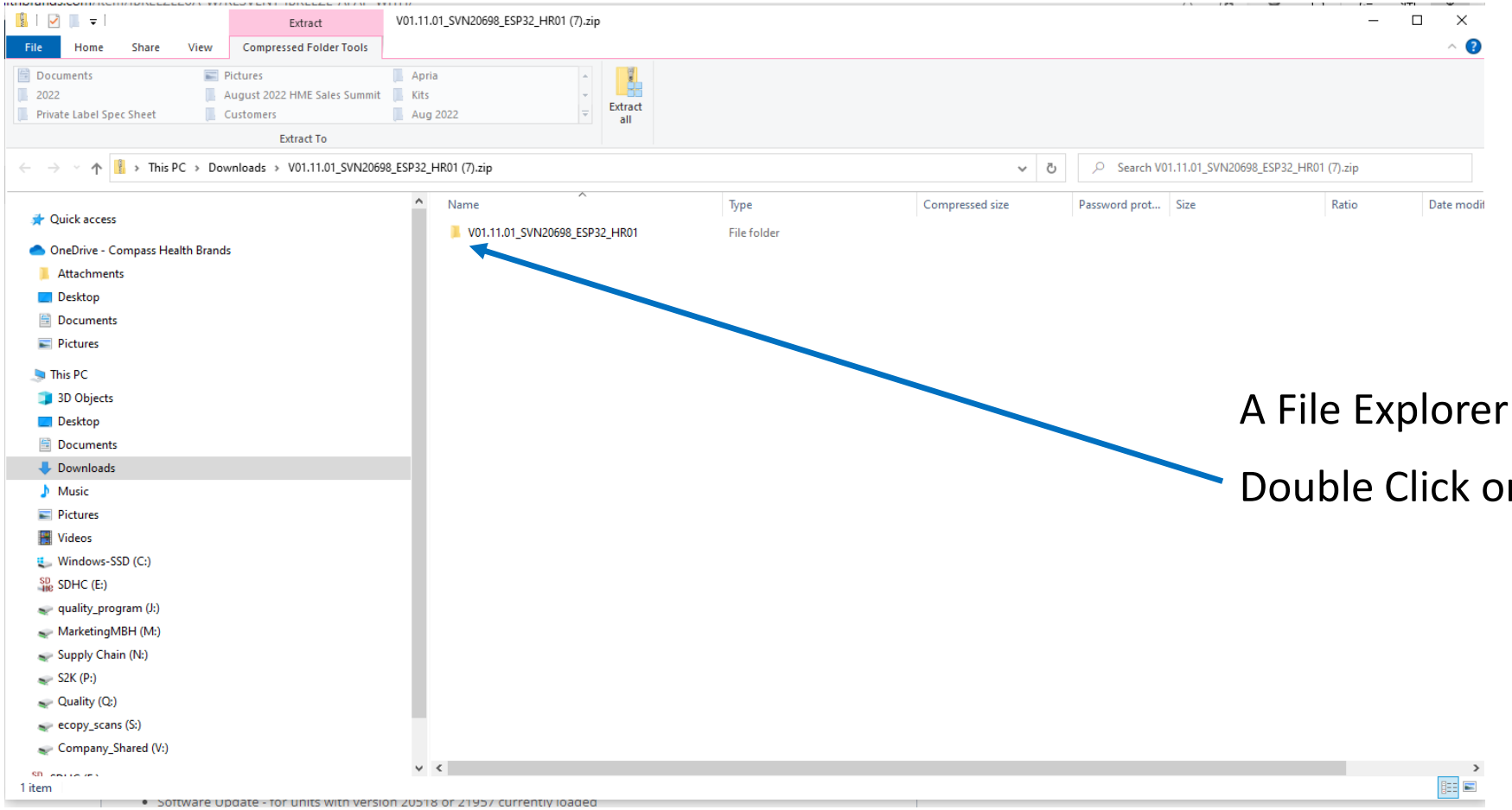



The file will appear in the Downloads pop-up.

Click on Open File

COMPASSHEALTH
Improving Lives

# Step #3 Download the Software to your unit's SD Card

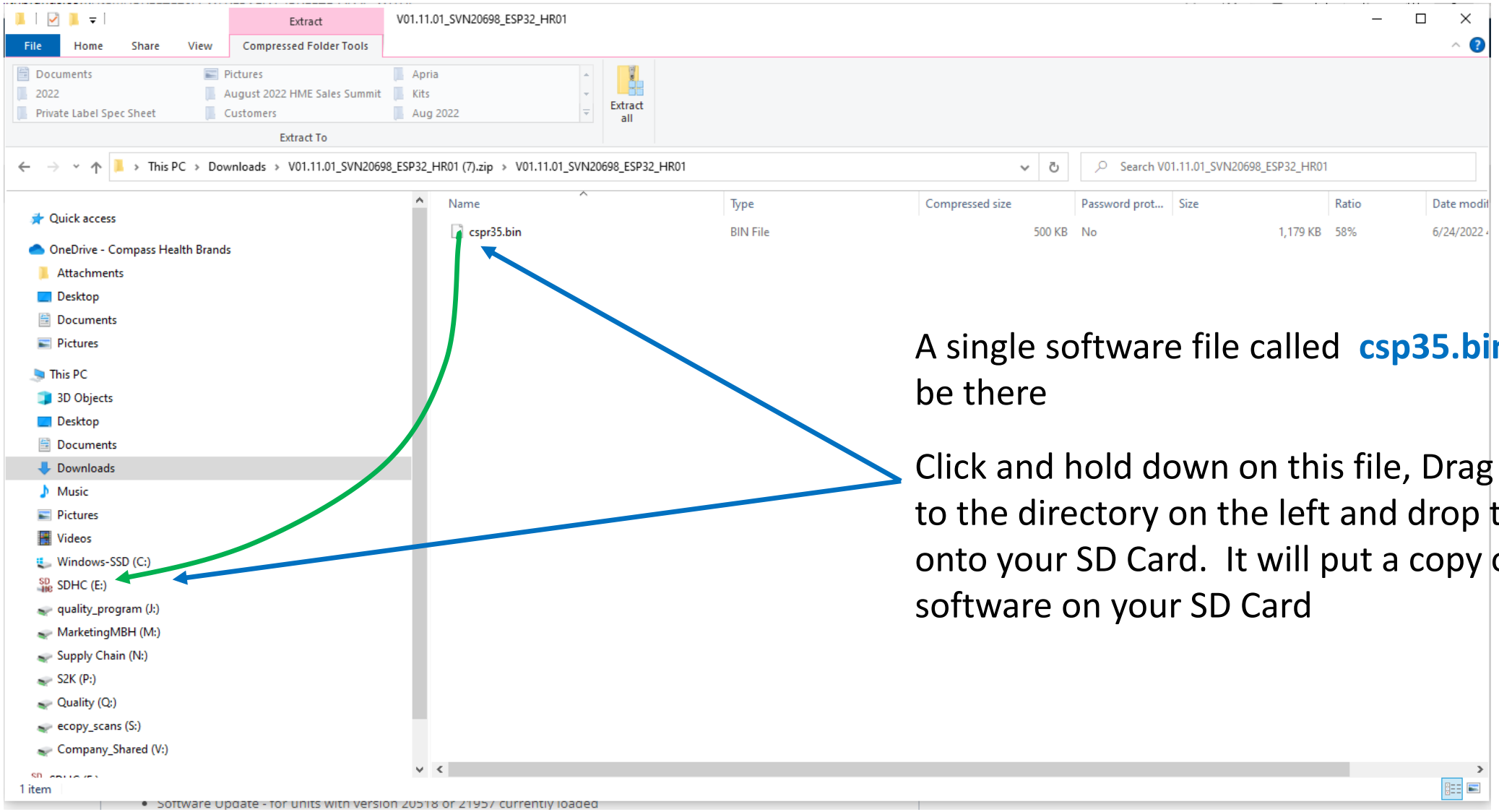



A File Explorer Window will open

Double Click on the File

COMPASSHEALTH
Improving Lives

# Step #3 Download the Software to your unit's SD Card

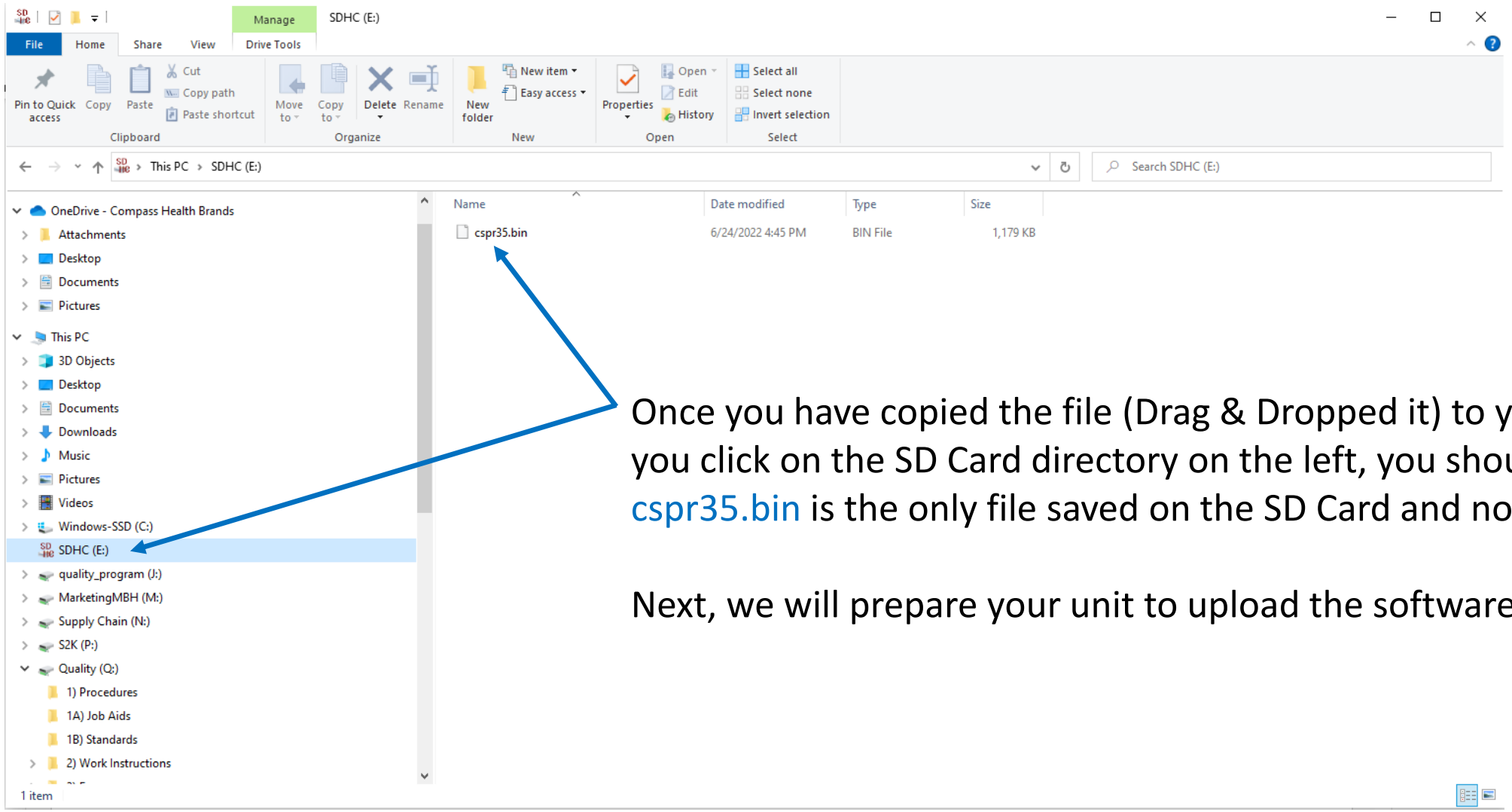



A single software file called **csp35.bin** will be there

Click and hold down on this file, Drag it over to the directory on the left and drop the file onto your SD Card. It will put a copy of the software on your SD Card

COMPASSHEALTH
Improving Lives

# Step #3 Download the Software to your unit's SD Card




Once you have copied the file (Drag & Dropped it) to your SD Card, if you click on the SD Card directory on the left, you should see that cspr35.bin is the only file saved on the SD Card and nothing else.

Next, we will prepare your unit to upload the software upgrade.

COMPASSHEALTH
Improving Lives

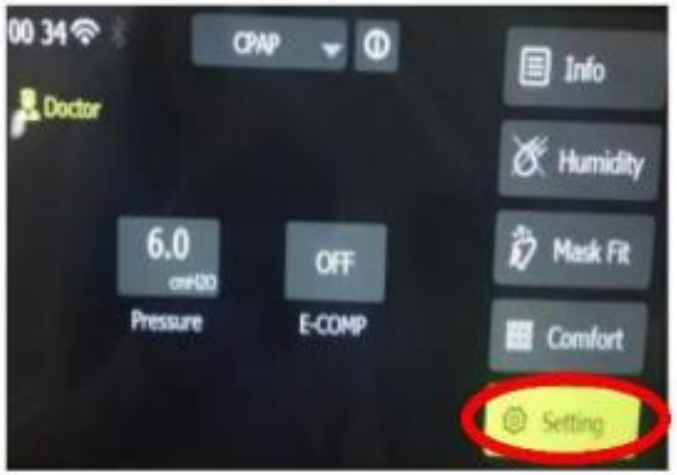
# Step #4 Update the Software on your unit

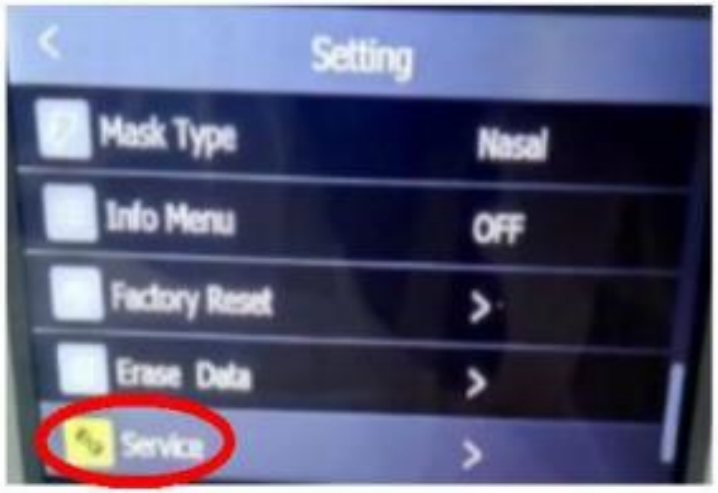
Make sure you do not have your SD Card in your Unit and update your unit as follows…

1. Power up your iBreeze unit.
2. Press the RAMP button in the upper right corner and then the circular knob and hold them both down to enter the unit into Physician mode.

COMPASSHEALTH
Improving Lives

# Step #4 Update the Software on your unit



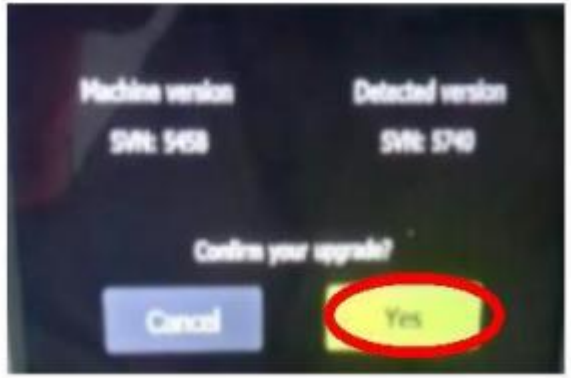

3. Select "Settings"
4. Select "Service"
5. Enter the Password "1013" (by turning and pressing the knob to select each number)

COMPASSHEALTH
Improving Lives

# Step #4 Update the Software on your unit

7. Remove the SD Card (with the **cspr35.bin** Software update saved on it) from your computer and insert it back into your iBreeze unit

8. Select "Upgrade“
9. Select "Yes“ Confirm your upgrade




COMPASSHEALTH
Improving Lives

# Step #4 Update the Software on your unit

10. The screen will indicate that the Software update is in progress…wait patiently for it to complete the process as it will take a minute.
11. When the process is complete, the unit will…
    a) Acknowledge that the software update is complete.
    b) Shut down automatically on it's own and Restart.
12. Once the unit is powered back up, the software upgrade is complete.

**Please Note:** After installing the Software update, you will need to follow the set-up instructions to perform a complete, new patient set-up.

COMPASSHEALTH
Improving Lives