

Troubleshooting

I can't see the pump in my WiFi Settings

Connect to Pump WiFi (pg 5)

Be sure that all hoses and plugs are connected securely. This includes the power and USB cord. You should see a green light lit up on the pump if/when all cords are set securely.

My pump is not showing up.

ReST ID Selection (pg 6)

First click the "I don't see my Bed ID" button. This will perform a deep scan to find your pump. If this still does not work, double check the cable connections for the pump you are trying to connect to. If the cables are all connected securely and the green light is lit on the pump, click the reset button on the pump and your Pump ID should show up after the reset.

This screen is stuck loading

Verify Home WiFi Network Connection (pg 8)

This loading issue is most likely caused by entering an incorrect password for your Home WiFi Network. You will need to reset your pump and begin the setup process for your pump from the start. The password is lower/upper case sensitive

I don't see my home WiFi

Connect to Home WiFi Network (pg 7)

Be sure that all cables connected to your WiFi network are connected properly.

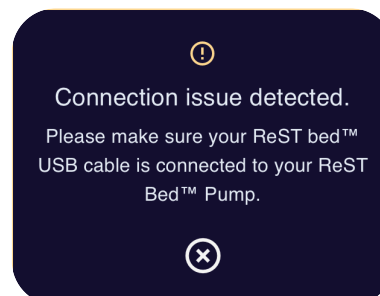
"We've Detected..." error message.

Note: This message may appear during the initial setup when the bed is filling. If so, please wait until the fill has completed (may take up to 30 minutes). Then follow the steps below.

1. Verify your air hoses are plugged into the pump securely.
2. Verify the USB cable is plugged into the pump securely.
3. Close ReST App.
4. Re-open ReST App.
5. Confirm app is connected to pump. Sit or lay on bed for 10 seconds.

If the error message persists...

6. Close ReST App and power cycle the pump for 15 seconds.
7. Power on the pump.
8. Re-open ReST Application and connect to pump.



FAQ

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From time to time, there may be a small technological glitch. Here's some commonly answered questions to help. If your concern is not answered or you have a warranty question, please join us online or speak to us directly.

Does the ReST Bed pump need to use my home Wi-Fi network?

No. The ReST Bed pump has its own WiFi signal that connects to tablets regardless of home network availability. So if you don't have a home WiFi, or it falters, but you still have power, your bed remains 100% functional.

The ReST Bed app on the tablet is not responding or frozen.

Most issues with the ReST Bed app can be solved by closing and force-stopping the app on your device. Follow your device guidelines for completely exiting applications. If 'clear cache' is an option for your apps, please select as part of the process. Restart the app as usual. Restarting the tablet completely is also a useful secondary reset step, if simply closing the app does not originally solve the issue.

What happens if the bed loses connectivity to the pump, or I no longer see my ReST Bed's WiFi signal

The ReST Bed uses a mini computer system housed within the pump casing. As with most electronic devices, occasionally the ReST Bed may become unresponsive to app commands. In this case, simply unplug the pump for 10-15 seconds to reset the internal computer, and proceed to connect your pump within the app again per standard set-up process.

Tips & Tricks

1. App freezing? Do a hard close of the app and re-open.
2. App update not downloading? Check if your device's OS (operating system) is up-to-date
3. Continued problems connecting to a ReST Pump ID? Uninstall and reinstall the ReST Bed app

FAQ

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Why is the bed not inflating during set-up?

To ensure we don't wake you up during the night, the inflation is purposefully slow. To fully inflate the mattress upon initial set up may take up to an hour. Sometimes the pump may also need to be re-set after initial plug-in to inflate the ReST Bed properly. Confirm hoses are connected properly, unplug pump for 10-15 seconds, reconnect to the tablet and select "Fill Bed."

When the bed inflated, there's a large bulge.

There are multiple air chambers inside the ReST Bed, and during shipment they may shift to become crooked underneath the foam. 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 ReST Bed shut. It should lie flat now.

I don't see my pressure map on the app.

Check that the sensor's USB cord is fully plugged into the pump housing unit and the green LED indicator light is on.

There's a power outage, will my bed work?

In the event of a power loss, the ReST Bed will temporarily lose its ability to adjust automatically. It will remain at the last firmness setting until power is restored. The use of a surge protected is strongly recommended to prevent damage to electronics within the pump.

Contact

If you'd like to speak to customer service for tech support or warranty questions, we're here to help.

CALL

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