



CELESTE

Celeste Mobile App FAQs

The device is not connecting to the app.

Confirm the device is on and near the mobile device. If the device does not connect, force close the app (quit by swiping up) and re-open it.

My study ended too early. What should I do?

Common causes:

- Your phone updated in the middle of the night
- Your phone ran out of battery
- You force-closed the app while recording

Make sure your phone is plugged in. Contact your clinic to ask if you should record another night of sleep.

I'm wearing the device, but the app says it is removed.

Common causes:

- You are wearing the device correctly, but the app is not collecting the information. Remove the device, power it off, then back on.
- You are not wearing the device correctly. See the device manufacturer instructions.

Do I have to send or upload my study?

No. After you end your recording, your study automatically uploads to your clinic.

How do I know if my study is uploaded or received?

After you end the recording a message appears that the recording is submitted. If there is a problem, the message states you need to record another night.

I see an "upload error" message.

Tap the Retry Upload button in the app. If you don't see the button, click the small arrow in the bottom right of the orange box, then tap Retry Upload.

Can I review or download my results?

The app only transfers your recording to your clinic. A sleep clinician must review and interpret your study results. Contact your clinic for your results.

Revision History

Revision	Publication Date	Description
A	2024-10	Original issuance.
B	2024-12	Revise to simpler language, add upload error instructions, add branding.
C	2025-01	Study status UI updates



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