AFTER YOUR STUDY

TRANSFER YOUR SLEEP STUDY

Step 1: Download and install the correct application for your platform.

https://Upload.watermarkmedical.com

Step 2: Launch the application and follow the Prompts. You will need to use the appropriate cable to connect the sleep study device to your mobile device or workstation.

Step 3: If your sleep study has enough valid sleep data for a diagnosis you will get a Valid Study Message. If not, the app will prompt you to sleep another night.

Step 4: Complete the ARES questionnaire (if prompted). If we already have a questionnaire on file, you will NOT be prompted for it. The questionnaire is required for the ARES study processing.

Step 5: RETURN YOUR DEVICE. Follow the instructions to return your device to your provider. Your device must be received before your study results can be released.

Frequently Asked Questions

Which ARES device does the Remote Transfer App Support?

The ARES 620 device is the only device the Remote Transfer App supports.

Why should I use the app?

The app allows the patients to transfer a sleep study to the Watermark Servers from their home. This allows us to do a real-time check of the data to make sure we have enough valid sleep data for a diagnosis, which cuts down on the need to re-test. Secondly, we can start processing your sleep study and get your results back to your provider more quickly.

What types of devices or workstations can I use?

We support multiple devices and workstations. Apple iPhone or iPad (iOS version 13 or higher), Android phones/tablets, Windows Version 8 or higher, MAC (Version 10.15 or above).

What if I don't have the appropriate cable to connect the device to my device/workstation?

If you were not given or don't have the correct cable, you will be unable to use the Remote Transfer App. No need to worry. Return the device to your provider as instructed and they can upload and process the study from their office.

Do I use the Remote Transfer App during the sleep study?

No, the app is used after you have completed your study. Follow the normal instructions provided with your ARES 620 device to complete your study. Typically, this is 1 to 2 nights of recordings based on your physician's order. After you complete your study, you will use the app to remotely transfer the data to our servers so we can verify we have enough valid sleep data for a diagnosis.

Why might the app prompt me to sleep with the device an additional night?

Typically, we need a minimum of 2 hours of valid sleep time in order to get an accurate diagnosis. If the estimated valid sleep time is near or below 2 hours, you will be prompted to sleep with the device an additional night to ensure we can get an accurate diagnosis. In some cases, your provider will order a multi-night study (2 or 3 nights).

Why is my valid sleep time less than the recorded time?

Valid sleep time, is the time that you were asleep and where we have good quality signals. The device is recording throughout the night and our algorithms will automatically disregard any times during the night that you were awake. In addition, we might have bad signal data which could cause us to exclude additional data. For these reason, we recommend most patients sleep with the device for 2 nights.

Can I uninstall the app after the completion of the sleep study transfer?

Yes, once you have successfully completed the upload, received a successful message from the app and followed the instructions to return your device, you can uninstall the app from your device.

CONTACT SUPPORT: 1-866-875-9765