Dream Sock Quick Reference Only

Use App for Initial Setup

Owlet Baby Care Customer Service
Toll Free: +1 (844) 334-5330
Email: contact@owletcare.com
https://support.owletcare.com/hc/en-us

⚠ WARNING! Always keep the device and accessories out of the reach of children. Small parts including the Sensor and cables are potential choking hazards. Place the Base Station at least three feet away from the crib, the cord can pose a strangulation hazard.

⚠ WARNING! The mobile device application is not intended to be treated as the primary source of notifications. The Base Station is the primary source of notifications. Always keep the Base Station in audible range. Ensure the Base Station can be heard over ambient noises (example: noise machines or televisions). Ensure the Base Station is not covered, as it could muffle alarm sounds.

⚠ TO PROPERLY USE OUR PRODUCTS AND FOR CARE OF YOUR CHILD: RESPOND PROMPTLY WHENEVER A NOTIFICATION IS PROVIDED.

⚠ WARNING! THE OWLET DREAM SOCK IS NOT A SUBSTITUTE FOR ADULT SUPERVISION, GOOD PARENTING PRACTICES OR SAFE SLEEP PRACTICES.

⚠ The Dream Sock is not indicated for use in children/infants with health conditions. For babies with health conditions, please consult your healthcare professional to determine whether or not the Owlet Dream Sock is right for your child.

⚠ The Owlet Dream Sock with Health Notifications is for use only with babies 0-18 months weighing 2.5-13.6kg,

Getting started

Is the Owlet Dream Sock right for you and your baby?

0-18 months	2.5 - 13.6 kg

- For use on babies at least **0-18 months** old and weighing between **2.5-13.6 kg.**
- Not a substitute for caregiver supervision.

Download the app

Use the Owlet Dream App to set up your new Dream Sock.

After downloading, follow the set-up steps in the App, the App will guide you through:

- ✓ Creating an Account
- ✓ Account Confirmation
- ✓ Device Setup
- ✓ Connecting to Wi-Fi
- ✓ Registering the Base Station
- ✓ Sock Pairing
- ✓ Creating a Child Profile
- ✓ Required Learning

Device overview

The Sock holds the Sensor on the baby's foot. The Sensor gathers your baby's readings and sends it to the Base Station, which sends it to your smart device.

Sock size 1 and 2
right and left sock for each size

Sock Sensor

Base Station

USB Power Cable & Plug

Power Adapter

Quick Start Guide

Dream App

Sock size, fit & placement

Proper Sock size, fit and placement is essential for Dream Sock performance.

1. Take the Sock off the Base Station

When you take the Sock off the charging port the Base Station will start bouncing green, indicating that the Sock is looking for readings from your child. It's time to put the Sock on your child's foot.

2. Choose from 2 Sock sizes

Each box comes with 4 socks — 2 sizes for both left and right feet. Use the guide below to choose a starting sock size based on weight. Then switch sock size based on actual fit.

Left Sock	Right Sock
Size 1 Less than 5.4 kg	**Size 1** Less than 5.4 kg

Size 2 5.4 - 13.6 kg	**Size 2** 5.4-13.6 kg

12-30 lbs | 5.4-13.6 kg   2 RIGHT

⚠ **CAUTION.** Regularly verify Sock fit. The baby's actual foot size may differ from the guidelines above and babies grow quickly. Stop using the system when your baby reaches **13.6 kg** or outgrows the largest sock.

3. Insert the Sensor (if not already inserted)

Attach the Sensor to the Sock by lining up the notch on the Sensor with the notch on the Sock. Stretch the hole in the Sock over the Sensor.
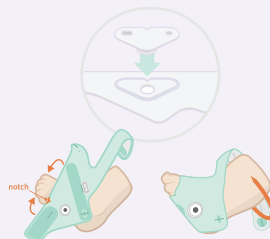
4. Position the Sock

Place the Sock on the corresponding foot (left/right) with the notch on the outside of the foot behind the pinky toe. The Sock should NOT touch the toes. The word "TOP" should be placed on the top of the foot near the toes and not at the ankle.

⚠ **CAUTION.** Do not stretch the straps when fastening. Stretching the straps will lead to over tightening and increased risk for red marks or skin irritation.

5. Verify Sock Fit & Placement

⚠ **WARNING.** Improper Sock fit or care can lead to injury to the skin.

Match Sock to foot

Make sure to use the left sock for the left foot and the right sock for the right foot. Each sock is marked with "**Right**" or "**Left**".

Verify **Right/Left** foot with Sock Markings
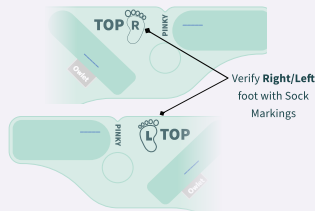
Protect sensitive parts

- Make sure the abrasive part of the fastener is not touching the skin.
- Sock should not extend over the toes.

Check Sock size

Sock too small

If either strap fails to naturally reach the fastener, try a larger Sock size. Do NOT stretch the straps and cinch the Sock too tight or it might be uncomfortable for your child.

Strap too short

Red or pinched skin
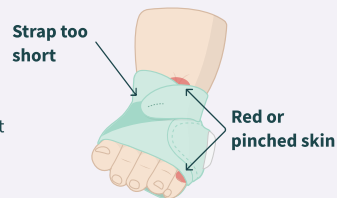
Sock too big

If either strap goes past the fastener, try a smaller Sock size. The Sock and straps should be snug against the foot.

Strap too long

Loose around foot
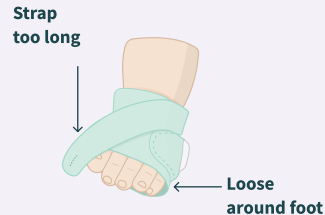
Check straps

Verify the straps are adjusted correctly. Do NOT overtighten.
Straps should lay flat against the skin but not press into the skin.
Do not stretch the straps when fastening — this leads to overtightening.

6. Check the Base Station

With the Sock now on the child, check the Base Station. Once it softly pulses green that means that your child's readings are being picked up and are normal.

Avoiding red marks & skin irritation

Incorrect use of the Sock could result in discomfort, potentially leading to red marks, pressure sores, or blisters on your baby's foot.

Avoiding skin irritation

- Select the correct size Sock for your baby.

- Avoid using lotions or powders under the Sock. Keep skin clean and dry.

- Ensure Sock is positioned and adjusted correctly.

- Check skin every 4 hours during the first week of use and after changing Sock size. Temporary marking from Sock contact is normal if it fades within 8 hours.

- Alternate feet at least every 8 hours.

- Hand wash Sock and Sensor every 2 weeks or when dirty. Dry completely before use.

- Check your child's feet for irritation each time you apply the Sock. Do NOT apply to a foot with skin irritation.

What to do if the skin is irritated?

- Discontinue use on the affected foot and apply the Sock only to the unaffected foot until irritation resolves completely.

- If irritation doesn't resolve within 8 hours, contact your healthcare provider to determine if a backup pulse oximeter is required.

- Contact Owlet Customer Support for one-on-one help with avoiding red marks.

- Inspect the skin under the Sock on the unaffected foot every 4 hours to ensure irritation does not reoccur.

- If irritation appears on both feet, discontinue use, and consult with your healthcare provider. Re-applying the Sock to irritated skin may cause increased damage to the skin.

Cleaning the Sock

Caring for your fabric Sock, Sensor, and Base Station will make your Dream Sock last longer and be more comfortable for your baby. We recommend washing the Sock and Sensor at least every two weeks, and the Base Station at least every 30 days. You may need to wash them more often if they become dirty or soiled.

Please reference User Manual section 8: Cleaning, for detailed cleaning instructions.

Finding a home for the Base Station

Once you have set up the App you will want to place the Base Station in an ideal location in your home. The Base Station location within the home is essential to proper performance and safety. Use the guide below to determine the best place for your Base Station.

Placing your Base Station

- The best location may NOT be your child's room depending on your home. And you may have to move the Base Station during the day so you can always hear it.

- The Base Station is the primary source for all notifications, both audible and visual. It should be located so that the Caregiver can hear notifications over background noise or distractions. Move it during the day if needed.

- The Base Station should be located to wake up Caregivers during notifications. The Base Station lights will automatically dim in darker rooms.

- The Base Station must be within the range of your home Wi-Fi network.

- In most cases, the Sensor and Base Station just need to be in the same home (within 100 ft. or 30 m of each other) so they can communicate. But home size and layout may affect signal strength, requiring the Base Station to be placed closer to the Sensor.

⚠ **CAUTION.** Keep the Base Station and cord away from the crib and out of your child's reach to reduce cord strangulation hazards.

Do **NOT** place the Base Station in any position that might cause it to fall on the child. Injury could occur.

Bluetooth Range Indicator (In App)

- Indicates quality of Sensor Bluetooth connection to the Base Station.
- **To improve Sensor connection, move the Base Station closer to the Baby.**
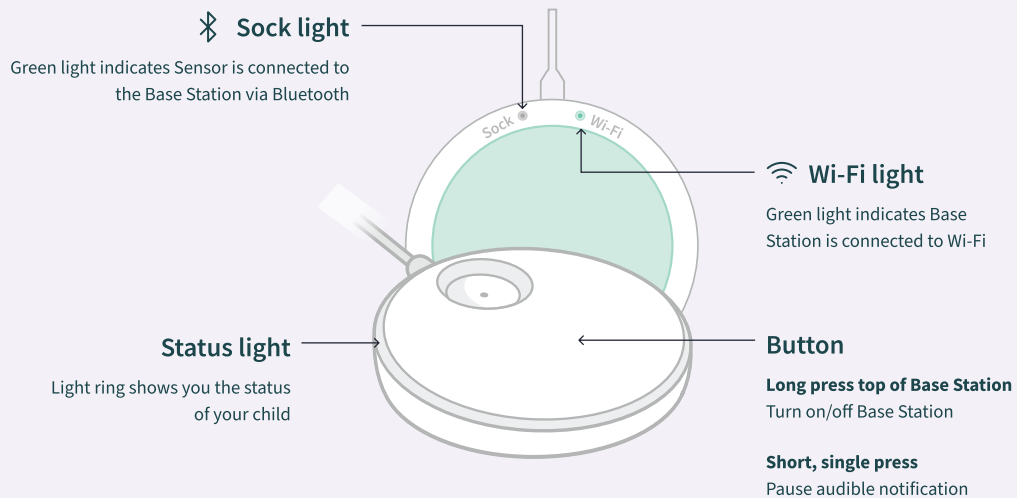
Recommended

Good   Okay   Poor   Disconnected

⁕ Sock light

Green light indicates Sensor is connected to the Base Station via Bluetooth

📶 Wi-Fi light

Green light indicates Base Station is connected to Wi-Fi

Status light

Light ring shows you the status of your child

Button

Long press top of Base Station
Turn on/off Base Station

Short, single press
Pause audible notification

When not using — turn off monitoring and charge the Sensor

Place the Sensor on the Base Station to stop using the device and charge the Sensor. This also turns off all notifications until the Sensor is removed from the Base Station.

The Base Station will pulse white while the Sensor is charging and switches to solid white when the Sensor is fully charged. The Sensor fully charges in 90 minutes and charges to 8 hours of use in 20 minutes.

Alternatively, press and hold the Base Station until you hear a chirp and the light turns off (monitoring is off) No notifications will sound even if the Sensor is on the baby. A quick tap will turn the Base Station on again and resume monitoring.

PRESS

Or use the Base toggle button in the App.
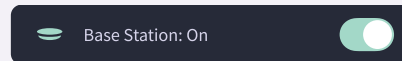
Base Station: On

Recovery Mode

When the Base Station is powered off, a monitoring session will begin automatically after 20 minutes, if 4 minutes of consecutive readings are detected.

Recovery Mode can be disabled using the Sock control hub in the home screen of the App and will automatically enable once the next Sock session begins.

A push notification will be sent if Recovery Mode can not be enabled.

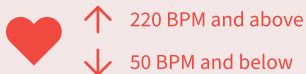| Base Station Indicator	Status	Meaning (Notification Condition)	What you should do
Flashing Red High Priority	**Low Pulse Rate**	Pulse Rate below 50 BPM	Immediately check on your baby and see if they are okay. Things to check on are your baby's breathing, skin color (are they blue or pale), activity, and alertness. If you have concerns that your baby is not okay please seek medical attention.
	High Pulse Rate	Pulse Rate above 220 BPM	
	Low Oxygen	Oxygen below 80%	
Flashing Yellow Medium Priority	**Difficulty Getting Readings**	Sensor may be placed improperly and not able to provide valid data for the last 90 seconds with no motion, OR there has been no data for 240 seconds and there is excessive motion.	Check the Sensor placement and ensure the baby is not wiggling or being moved excessively (i.e. swing or being held). It may take 10 – 20 seconds for this notification to clear once Sensor is repositioned AND the baby stops moving. Turn off monitoring until movement stops.
	Power Loss	Base Station has lost line power and is on battery backup.	Check connections and restore power or discontinue use.
	Connection Issue	Sensor has been disconnected from the Base Station for 60 seconds because it is out of range of the Base Station, has lost power, or has an internal problem.	Move the Base Station closer to the sensor, or make sure there is nothing blocking the signal between the two. Check the Sensor battery level in the App.
Solid Blue Low Priority	**Low Sensor Battery**	Sensor has 50 minutes or less left of battery life.	Place the Sensor on the charger soon.
Flashing Lavender Notification	**Sleep Assist**	Your baby is moving excessively or has been moving for an extended period of time.	Check on your baby, they may need your help falling back to sleep.

Base Station Indicator	Meaning (Status Condition)
Pulsing Green	Sensor is connected to the Base Station and receiving readings
Quick Bouncing Green	Sensor is getting initial readings or baby is moving. Readings will not display in App during high movement.
Solid White	Sensor charging on the Base Station is fully charged
Pulsing White	Sensor on the Base Station is charging
Blinking White	Sensor charging on Base Station is not paired to Base Station
	Sensor charging on the Base Station is paired to a different Base Station

Health Notifications

Display live Pulse Rate and Oxygen Saturation levels during a sleep session as well as get notifications if Pulse Rate or Oxygen Saturation leave preset ranges
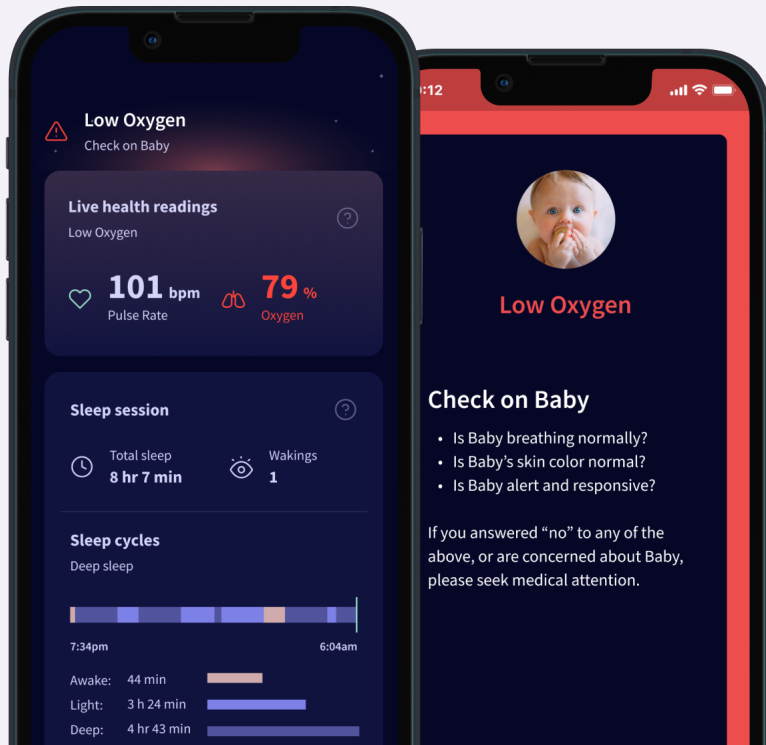
Pulse Rate ranges

Notification will trigger when your baby's Pulse Rate is:

↑ 220 BPM and above

↓ 50 BPM and below

Oxygen Saturation ranges

Notification will trigger when your baby's Oxygen Saturation is:

↓ 80% and below

Low Oxygen
Check on Baby

Live health readings
Low Oxygen

♡ **101** bpm
Pulse Rate

🫁 **79** %
Oxygen

Sleep session

🕐 Total sleep
8 hr 7 min

👁 Wakings
1

Sleep cycles
Deep sleep

7:34pm   6:04am

Awake: 44 min
Light: 3 h 24 min
Deep: 4 hr 43 min

Low Oxygen

Check on Baby

- Is Baby breathing normally?
- Is Baby's skin color normal?
- Is Baby alert and responsive?

If you answered "no" to any of the above, or are concerned about Baby, please seek medical attention.

How to enable Health Notifications

Enable Health Notifications in device settings.

Enabling Health Notifications

To turn on Health Notifications, navigate to the Sock settings from the account tab.

Then toggle on Health Notifications and complete the required learning. You will be required to test the red notification sound to complete the training.
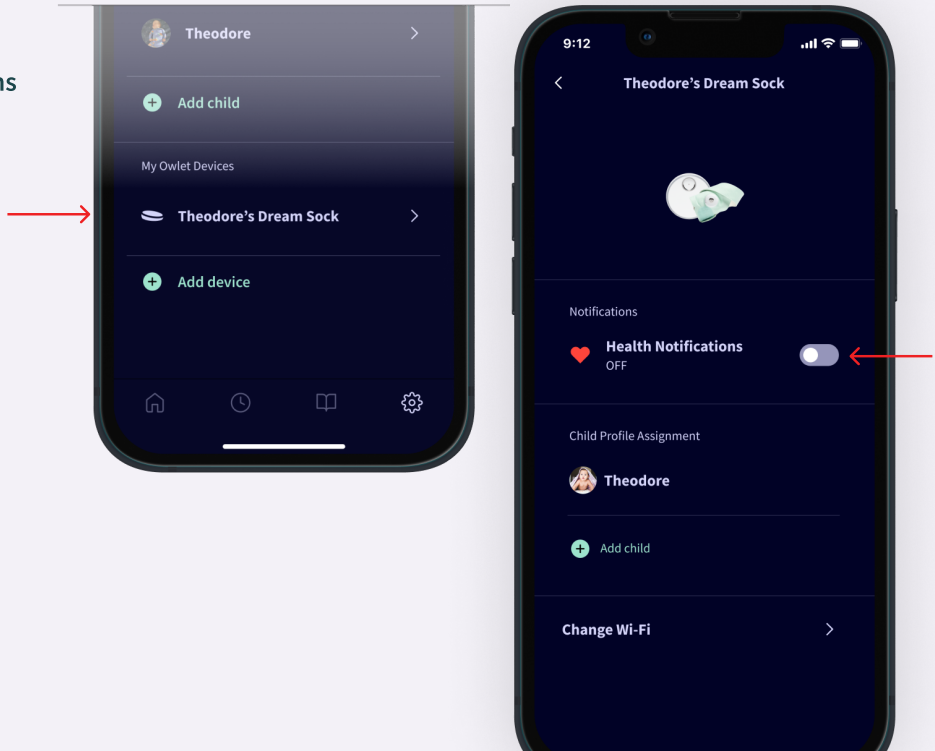
Normal ranges for live readings

When receiving a red notification, the very first thing you should do is check on your child and see if they are okay. Things to check on are your child's breathing, skin color (are they blue or pale?), activity, and alertness. If you have concerns that your child is not okay please seek medical attention.

For more information on normal health readings see Section 7.2 in the Dream Sock User Manual

Pulse Rate

Once Health Notifications are enabled, the app will display a live value of your child's Pulse Rate. It's normal for your child to have a lower Pulse Rate while asleep than awake. It's also normal for your child to have variability throughout the session, as they wake and fall asleep, toss and turn or even cry. Visit healthychildren.org for more information or see your doctor for concerns.

Age	Normal sleeping Pulse Rate	Normal waking Pulse Rate
0-3 months	90–160 BPM	100–205 BPM
4-12 months	90–160 BPM	100–180 BPM
12-18 months	80–120 BPM	98–140 BPM

Oxygen Saturation

It's normal for your child's Oxygen Saturation to lower when asleep and even to fluctuate during sleep with different positions and sleep states. A normal Oxygen Saturation level is above 90%, however, it can be common for your child to drop below 90% from time to time. For prolonged or frequent readings below 90% check on your child, you may need to consult their doctor.

Age	Normal Oxygen Saturation
0 month – 18 months	90-100%

If you believe the Health Notification was sent in error, it was potentially caused by one of the following:

- Sock Placement
- Moving or Crying
- Feeding/Burping
- Cold feet

Troubleshooting guide

Use the following troubleshooting guide to resolve problems related to setup, connection, and operation. For information on troubleshooting notifications, including Technical notifications see previous page.

Problem	Possible Causes	Actions
Cannot see Owlet Wi-Fi during setup	Base Station is not turned on	Plug in the Base Station
	Already connected to a Wi-Fi network	Check if the green Wi-Fi light on the bottom of the Base Station is on. If so, you can skip this step and continue setting up your account in the app.
Cannot see your home Wi-Fi in the Owlet App	Your home router is 5.0 GHz (Owlet only supports 2.4 GHz)	Make sure your mobile device is connected to a 2.4 GHz network (most 5.0 GHz routers also support 2.4GHz)
Base Station will not connect to your Wi-Fi	Password is incorrect	Double check your Wi-Fi network password
	Base Station is out of range of your Wi-Fi router	Move the Base Station closer to your Wi-Fi router for setup
	Your Wi-Fi is not working	Try re-starting your mobile device and reconnecting to your Wi-Fi or reset your Wi-Fi router.
	The Wi-Fi requires authentication through a browser or has firewall restrictions.	Try a different network.
	Your home router is 5.0 GHz (Owlet only supports 2.4 GHz)	Make sure your mobile device is connected to a 2.4 GHz network (most 5.0 GHz routers also support 2.4GHz)
Unable to log in the App	Forgot the password	Reset your password. See Section 10.2 in the Instructions For Use.
Sensor will not connect to the Base Station	Sensor is out of range of the Base Station	Move the Base Station to a different location.
	Other devices are interfering with the Sensor.	Move other electronics near the Sensor or the Base Station or move the Base Station to a different location.
The Base Station will not register with your Owlet iOS app account	The Base Station and your mobile device are not on the same Wi-Fi network	Verify that your mobile device is connected to the same Wi-Fi network as the Base Station
	The Base Station is disconnected from Wi-Fi.	Check the green Wi-Fi light on the bottom of the Base Station. It should be on. If not, then try reconnecting the Base Station to the Wi-Fi network.

Problem	Possible Causes	Actions
The Base Station is disconnected from the internet.	The Base Station is out of range of your Wi-Fi router.	Move the Base Station and the Wi-Fi router closer together. (NOTE: neither Wi-Fi range extenders nor second routers will help.)
	Your home Wi-Fi is not working.	Reset your Wi-Fi router
App reset and asking to setup the system again	Base Station was registered to a different user account.	The Base Station can only be registered to one account at a time. Use one account for all caregivers.
	A different account was used during login.	Log out of the app and login with the correct account.
Cannot log out of app	Setup is incomplete	Finish setup or uninstall and then reinstall the app.

For additional information refer to the following sections in the User Manual:

Need Help?

Contact Owlet Baby Care Customer Service
Owlet Baby Care, Inc.
3300 N Ashton Blvd., Suite 300
Lehi, UT 84043 USA
www.owletcare.com

Find additional translations of the Quick Reference Guide

https://support.owletcare.com/hc/en-us/articles/22580018978957

Für eine übersetzte Version
dieses Dokuments verwenden
Sie bitte die oben angegebene URL.

Bruk URL-adressen ovenfor
for å finne en oversatt versjon
av dette dokumentet.

Per una versione tradotta del
presente documento usare
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Pour une version traduite de
ce document, utilisez
l'adresse URL ci-dessus.

Brug webadressen ovenfor
for at få vist en oversat
version af dette dokument.

Si desea consultar una versión
traducida de este documento,
use la url anteriormente indicada.

Använd ovanstående url för
att få en översatt version av
detta dokument.

Zie bovenstaande URL voor
een vertaalde versie van dit
document.

Para consultar a versão
traduzida deste documento,
utilize o URL acima.

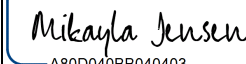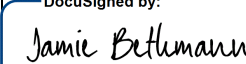| ![Owlet logo]			
	DO00012		MEMORANDUM

Description:

This memo is to release a new revision of the EU/UK Dream Sock QRG (Quick Reference Guide). The changes were discussed with respect to risk and Human Factors. No additional risks were identified, and no additional human factors testing is required.

Approval of this memo will be to release this document to controlled docs within the eQMS. Any additional changes to documents once this memo is approved must go through the change process if changes are requested after this approval.

The following documents will be created and controlled with the EQMS:

Document Number	Revision	Document Title	Medical Device or Consumer Device
19.0316	3	DreamSock-EU-QRG	Medical

Approval:

Name	Title	Signature	Date
Mikayla Jensen	QA Representative	*Mikayla Jensen* (DocuSigned by: A80D040BB040403...)	1/23/2024
Cydney Ryan	RA Representative	*Cydney Ryan* (DocuSigned by: 04ED1870EF5C46A...)	1/23/2024
Michelle Smith	Product Manager	*Michelle Smith* (DocuSigned by: D53588FB9D6F414...)	1/23/2024
Karsten Shumway	Software Project Manager	*(signature)* (DocuSigned by: 8176E70E8B68426...)	1/23/2024
Jamie Bethmann	Hardware Project Manager	*Jamie Bethmann* (DocuSigned by: 7F585CE12D144A7...)	1/23/2024
Andrea Montoya	Designer	*Andrea Montoya* (DocuSigned by: 6678144B37004F7...)	1/23/2024