

sleep  number®

Assembly Guide:  
Sleep Number  
360® Smart Bed

# Set Up Your Sleep Number 360<sup>®</sup> Smart Bed

## What You'll Need

- Two people to lift the mattress, though one person could do it alone if comfortable
- Time to complete: about 30 minutes

## Before You Start

A Sleep Number<sup>®</sup> mattress requires a firm solid surface to evenly distribute the air pressure inside your mattress and provide a comfortable sleep surface. This is why a traditional box spring will not work with your new mattress. Use a platform bed or furniture with slats no more than two inches apart, or consider using a bunkie board. For more information, visit [sleepnumber.com/support](https://sleepnumber.com/support).

## Materials List

- Mattress
- Pump
- Remote (if purchased)
- Power cord
- Right-side hose (blue connectors)
- Left-side hose (white connectors)

## Steps

1. Remove the mattress from the bag.
2. Lifting carefully, place the mattress onto your bed frame or base so that the mattress label is positioned at the foot of the bed.
3. Place the right and left hoses on the floor next to the bed on their appropriate side. The right hose has blue connectors and the left hose has white connectors. Do not connect the hoses quite yet.
4. Starting on either side, lift the edge of the mattress and locate the slit providing access to the inside of the mattress.
5. Feed the corresponding hose through the slit, leading with the straight connector. Route the hose inside the mattress out of the slit at the head of bed. The straight connector should now be at the head of the bed, and the elbow connector should be at the side of the mattress.
6. Repeat on the other side.
7. Connect the pump and hoses.
  - Place the pump under the bed towards the head of the bed.



- Connect the straight connector on the hose to the pump: blue to blue, white to white.
- Connect the power cord to the pump.
- Plug the power cord into an outlet. The pump will begin to light up when getting power. If the pump isn't getting power, make sure your outlet is working properly by testing with a lamp.
- Starting on either side, lift the mattress to locate the connection inside the mattress.
- Remove the cap and connect the hose to the mattress.
- Repeat on the other side.

## Get Your Bed Online

Getting your bed online ensures you can start taking advantage of all the benefits of your new Sleep Number 360® smart bed on your very first night. The SleepIQ® app will guide you through the process step by step. Should you need help or have any questions, start by visiting [sleepnumber.com/support](https://sleepnumber.com/support).

### What You'll Need

- **A SleepIQ-compatible mobile device**  
SleepIQ is compatible with Apple devices running iOS 11 or later, and Android devices running Android OS 6 or later. Bluetooth Low Energy (BLE) 4.0 is also required for use, which is available on most newer Android and Apple devices. For a full list of compatibility requirements, visit [sleepnumber.com/support](https://sleepnumber.com/support).
- Your home Wi-Fi network name and password

### Before You Start

- Make sure your bed is fully assembled and plugged in.
- Turn on Bluetooth in your mobile device settings and enable location services.
- Stay next to your bed the entire time.
- Make sure you have registered your SleepIQ® account. You should have received an email inviting you to do so.

### Steps

1. Download the SleepIQ app if you haven't already.
2. Open the SleepIQ app and log in.
3. Tap **Profile**.
4. Tap the account settings icon  in the top right corner.

5. Under **My Sleep Number Beds**, tap the bed you are setting up.

Add sleeper profiles if you haven't yet. This needs to be done before you can get your bed online. This option will be faded if you've already completed adding sleeper profiles.

6. Tap **Need to get your bed online?**
7. Tap **New bed parts** and follow the guided steps for pairing your bed.
8. You'll be asked to validate your pump MAC address.

The MAC address is a product ID that starts with CC or 64DB. If you're seeing more than one MAC address, check the label on your pump or unplug the bed you aren't pairing and try searching for beds again. If no beds are found make sure your outlet is working and check for power lights on the pump.

9. When prompted, select your Wi-Fi network and enter your Wi-Fi password.

If you don't see your network listed, make sure your router is within 40 feet of your bed and your internet service is connected.

Wi-Fi passwords are case sensitive. If your Wi-Fi password contains special characters you may have trouble getting online. We recommend changing your WiFi password if this happens.

Stay next to your bed until everything is complete!

## Set Up Your Remote

Skip this step if you did not purchase an optional remote.

### **Steps**

Watch our [Remote Pairing Guide for additional help](#).

1. Insert included batteries into the remote.
2. Follow guided steps on the remote to pair your remote with your bed.