

As a semi-permanent solution, here is one way to disconnect the modem internally. The process takes just a few minutes, but it does require opening up the CPAP. These instructions are based on an Airsense 10 as sold in the US, containing a CDMA modem-on-a-chip by Telit, model CE910-DUAL.

Usual warnings: I will not take responsibility for damage to your equipment. Doing this might void your warranty. Doing this might annoy your DME vendor. And so on.

Required tools:

- A Torx T-10 screwdriver.
- A plastic scribe(s) for prying the case apart. A credit card or other piece of thin, rigid plastic might substitute. If you are willing to risk causing some damage to the case, a flathead screwdriver could be used instead.

Start by unplugging the Airsense 10 and removing the water tank and hose.

Remove the shiny black front bezel by grasping it at the top and gently prying it off. Fingernails should be sufficient.

Remove the two exposed T-10 screws on the front of the Airsense 10.

On the bottom of the Airsense 10, there are eight screws. Remove only the two screws at the very back of the CPAP, about 3/4" up the side.

On the lower front of the machine **gently** pry the upper housing FORWARD - there are several clips that run horizontally back into the machine.

On the lower back of the CPAP **gently** pry the upper housing up and out. Take your time.

Remove the upper housing from the machine.

On the circuit board on the front of the machine, find the SD card cage on the left. Just below it, find a small black connector labelled J302 with four white wires running to it. You want to disconnect this **gently**. I suggest putting something smooth and flat under ALL of the wires and **gently** lifting up. It should be disconnected very easily with almost no force.

You're almost done.

I suggest testing the machine before reassembling it. Plug it in, make sure it runs. Under the "Options" menu, select "About". You should see blanks in the modem fields.

Put the top cover back on. Proceed gently. You will need to press **in** on the front edge. Reinstall two

screws in the front and two on the bottom. Replace the front bezel.

You're done.

P.S. to anyone from ResMed reading this: some of us do not consent to having our sleep data shared with you. I was very tempted to have my DME supplier swap out this ResMed device for another vendor's CPAP. I suggest that your future machines have an easy option to disable the modem **and leave it disabled**. Perhaps the modem could be an easily-removable add-on, as with the S9. Or perhaps you could have a hardware disable switch hidden inside one of the side panels.

(I will try to post pictures later.)

[Sleep87](#)

**Posts:** [17](#)

**Joined:** Tue Mar 17, 2015 2:50 pm

## [Semi-permanently disabling modem in ResMed Airsense 10](#)

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[Post](#) by [Sleep87](#) » Wed Mar 18, 2015 7:55 am

Some reviews of the Airsense 10 have complained about the built-in modem. Putting the Airsense 10 into "Airplane" mode supposedly disables the modem, but then the machine regularly prompts you to exit airplane mode.

As a semi-permanent solution, here is one way to disconnect the modem internally. The process takes just a few minutes, but it does require opening up the CPAP. These instructions are based on an Airsense 10 as sold in the US, containing a CDMA modem-on-a-chip by Telit, model CE910-DUAL.

Usual warnings: I will not take responsibility for damage to your equipment. Doing this might void your warranty. Doing this might annoy your DME vendor. And so on.

Required tools:

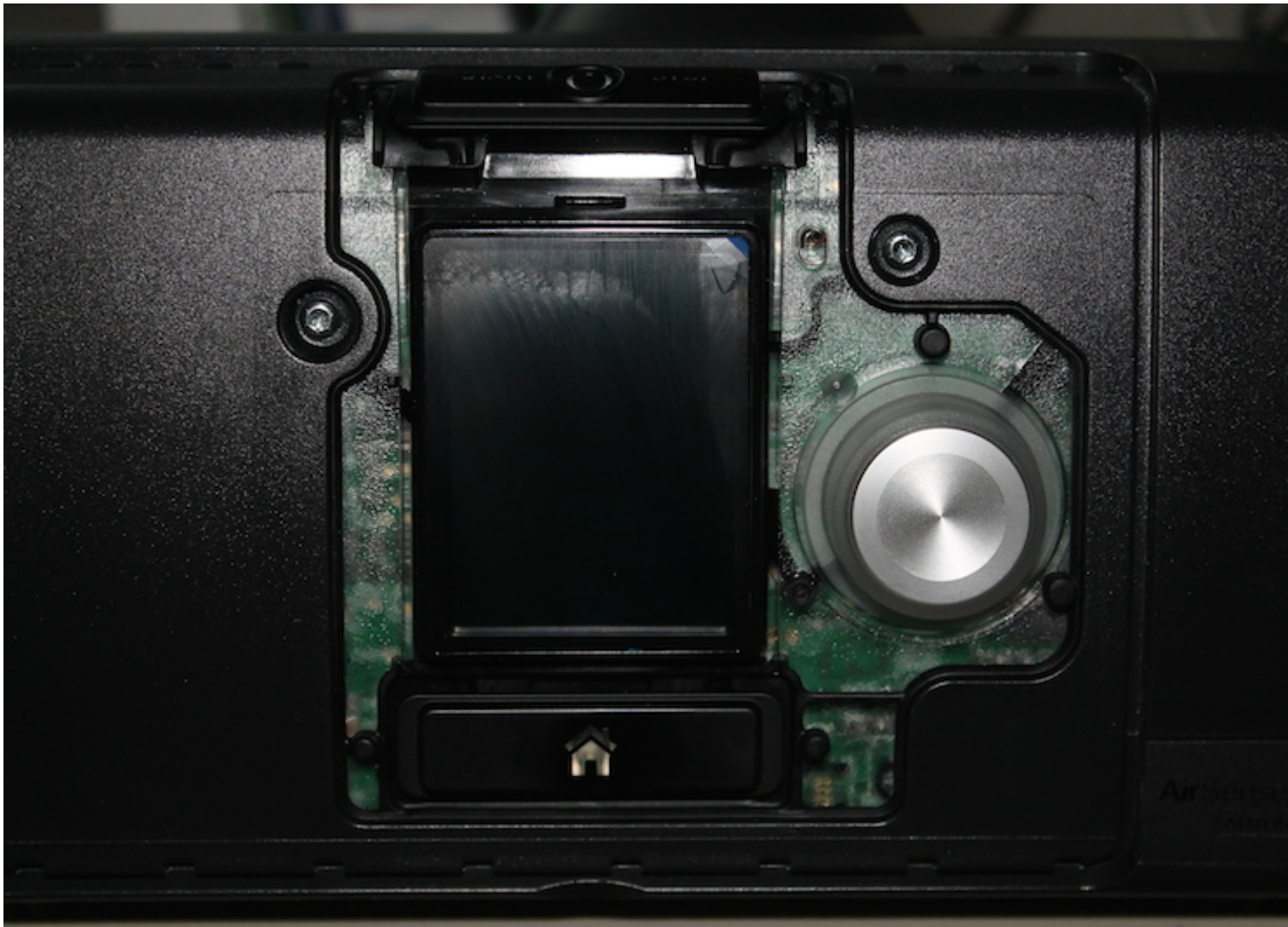
- A Torx T-10 screwdriver.
  - A plastic scribe(s) for prying the case apart. A credit card or other piece of thin, rigid plastic might substitute. If you are willing to risk causing some damage to the case, a flathead screwdriver could be used instead.
1. Start by unplugging the Airsense 10 and removing the water tank and hose.
  2. Remove the shiny black front bezel by grasping it at the top and **gently** prying it off. Fingernails should be sufficient.

3. Remove the two exposed T-10 screws on the front of the Airsense 10.
4. On the bottom of the Airsense 10, there are eight screws. Remove only the two screws at the very back of the CPAP, about 3/4" up the side.
5. On the lower front of the machine **carefully** pry the upper housing FORWARD - there are several clips that run horizontally back into the machine.
6. On the lower back of the CPAP **gently** pry the upper housing up and out. Take your time.
7. Remove the upper housing from the machine.
8. On the circuit board on the front of the machine, find the SD card cage on the left. Just below it, find a small black connector labelled J302 with four white wires running to it. You want to disconnect this **gently**. Place something smooth and flat under **all** of the wires and gently lift up. It should disconnect very easily. Do not force it.
9. If you want, test the machine before reassembling it. Plug it in; make sure it runs. Under the "Options" menu, select "About". You should see blanks in the modem fields.
10. Put the top cover back on. Proceed gently. You will need to press **in** on the front edge. Reinstall two screws in the front and two on the bottom. Replace the front bezel. You're done.

If you ever want to reconnect the modem, just open the machine as above and plug the connector back in.

P.S. to anyone from ResMed reading this: some of us do not consent to having our sleep data shared with you. I was very tempted to have my DME supplier swap out this ResMed device for another vendor's CPAP. I suggest that your future machines have an easy option to disable the modem and **leave it disabled**. Perhaps the modem could be an easily-removable add-on, as with the S9. Or perhaps you could have a hardware disable switch hidden inside one of the side panels.

Here's the machine with the front bezel removed. Both of these screws need to be removed.



The front edge of the top housing, showing three of the five clips that extend horizontally into the CPAP:

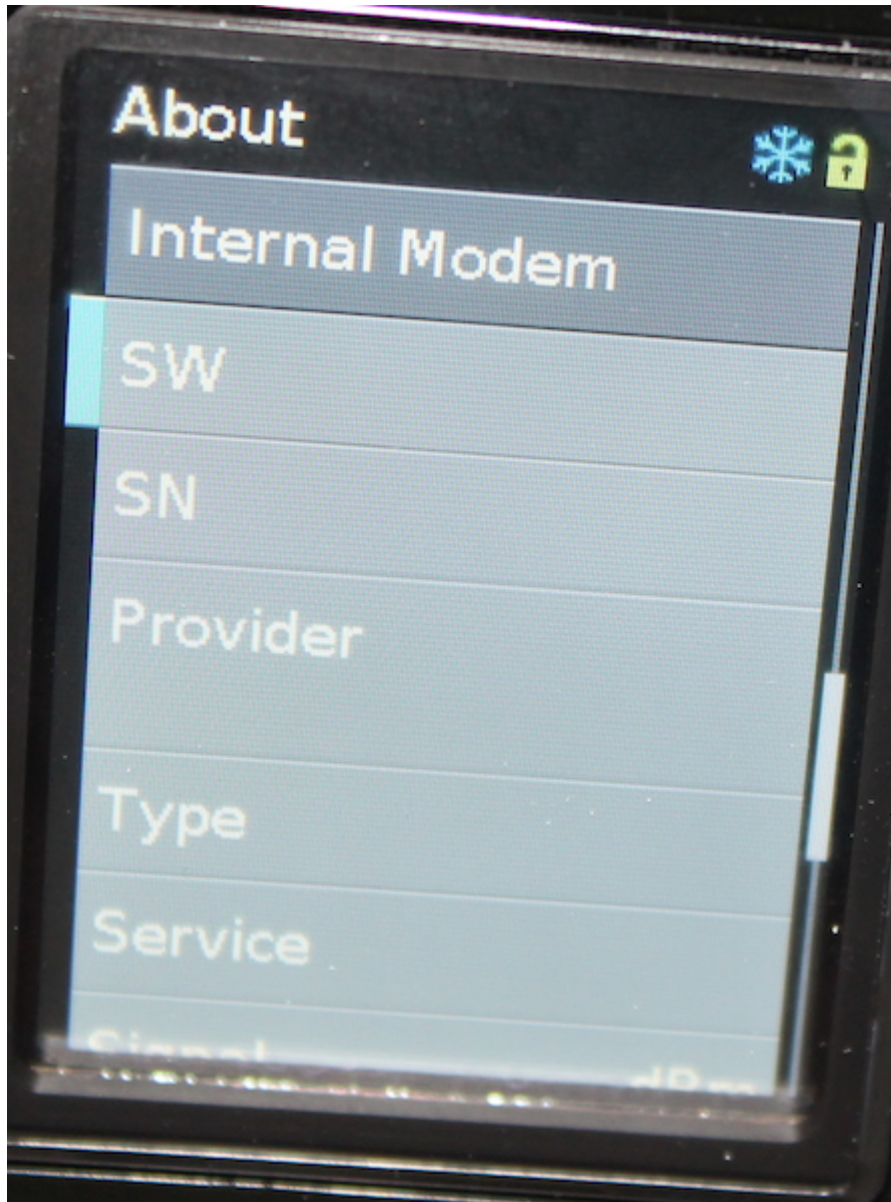


The main board showing the modem wires (white) connected to J302, just below the SD card cage:





With the modem disconnected:



Last edited by [Sleep8Z](#) on Thu Mar 19, 2015 1:41 pm, edited 1 time in total.

[Top](#)



[chunkyfrog](#)

**Posts:** [26170](#)

**Joined:** Mon Jul 12, 2010 5:10 pm

**Location:** Nebraska--what does not kill us, makes us stronger

## **Re: Semi-permanently disabling modem in ResMed Airsense 10**

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Post by [chunkyfrog](#) » Wed Mar 18, 2015 12:31 pm

Even though I leave my modem on for insurance purposes,  
I strenuously defend your right to choose whether or not to share your data in this way.  
The "nag screen" can be quite irritating for users who need not prove compliance.  
Resmed, fix it, already!

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Machine: [AirSense™ 10 AutoSet™ For Her CPAP Machine with HumidAir™ Heated Humidifier](#)

Mask: [AirFit™ P10 For Her Nasal Pillow CPAP Mask with Headgear](#)

Additional Comments: Backup: Devillbiss Intellipap Autoadjust