

## **Pending Sleeper Profile Setup Instructions**

1. Looks like you need to add sleeper profiles to the bed we're delivering today.
2. Log into the SIQ app. It'll take you through adding sleeper profiles.
3. You may need to go to account settings to add profiles.
4. If you have a sleep partner make sure to add their profile too, so you are both set up for your bed to track your sleep and turn on Responsive Air.
5. If you need help, I can help walk you through it when I arrive or [go to our website](#) for instructions.

### Before your 30 minute call

- Open the customer's delivery in the SleepIQ HD app.
- Make sure you have the correct order open to prevent pairing the MAC address to the wrong account.
- Re-check the SleepIQ registration status.
  - o If there are no pending alerts in the HD app, the customer was able to register without trouble.
  - o If there are still alerts, ask if they were having trouble with anything.

### 30 Minute Talking Points

- My name is \_\_\_\_ I am calling from Sleep Number, to let you know we are about 30 minutes away. According to GPS we will arrive at \_\_\_\_\_.
- You can call me back or text me at this number if you need to — although I will be driving, so I may not be able to answer or respond right away.