

# Frequently Asked Questions

## WHY NIGHTINGALE?

### Whom can Nightingale help?

Nightingale can help someone who wants to sleep better, whose rest is currently disrupted by noise.

### Where can I use Nightingale?

You can use it anywhere that background noise is a problem. It is targeted for bedrooms, infant/toddler rooms, hospital rooms, and hotel rooms.

### What kinds of disruptive sounds does Nightingale help with?

It can help with a range of disruptive sounds, including:

- **Voices** (e.g., loud roommates, passing neighbors, TVs in proximity)
- **Other domestic noises** (e.g., crying babies, overhead footsteps, toilet flushes)
- **Environmental noises** (e.g., distant traffic)

### How does Nightingale work?

It works by increasing the background noise in a listener's environment, thus reducing his sensitivity to bothersome ones. Nightingale sounds like gentle airflow.

### What differentiates Nightingale from other sleep devices like white-noise machines?

Nightingale represents a new category of personal sound-masking solutions for the residential market.

- **It delivers professional-level acoustic room treatments** to ensure better health through better sleep.
- **It is controlled from a mobile app** and integrates with popular smart-home appliances and IoT platforms, unlocking endless personalization and control capabilities.
- **With two units per room** (for a total of four speakers), **Nightingale's sound masking completely fills the room.** In contrast, conventional sound machines produce noise from a single unit, so that a user is easily able to localize on the sound. Nightingale's sound masking is thus more pleasing and more effective at blocking disturbing noises.

## Why is Cambridge Sound Management qualified to help me sleep better?

Cambridge Sound Management was founded in 2001 by an MIT PhD in acoustics and quickly became the global leader in commercial sound-masking systems. We've applied our 15 years of expertise in acoustics, product design, and manufacturing to our first consumer-focused product: Nightingale.

## HOW DO I INSTALL NIGHTINGALE?

### What is included with Nightingale?

It includes two units and a Quick Start Guide.

### How big a room does it cover?

Nightingale includes two units, which together can cover a typical bedroom of 300 square feet (e.g., 15ft x 20ft). If your room is larger, you can add more units.

### Why does Nightingale have two units?

There are two units so that the sound masking can more effectively immerse the listener within the room environment. In this way, it can act like a pair of stereo speakers, to fill the room more uniformly.

### Can I split up the pair and use one in another room?

We do not recommend that you split up the Nightingale units, as it would result in a lopsided, localized sound. It is designed to provide a uniform, diffuse blanket of sound using four speakers (two in each unit) for a typical bedroom.

### How can I add Nightingale to other rooms or residences?

You can add Nightingales in additional rooms or residences by installing them as in the first room. Then use the Nightingale app to add these units to your established Nightingale account, from which you can set up and control all units from one place.

## WHAT ARE THE BASICS OF USING NIGHTINGALE?

### Can I use Nightingale easily every day?

Through the app, you can set Nightingale to turn on and off at preset times each day, so that it is always on when you need it. It can be left on all the time or be programmed to turn on and off at preset times.

### How do I control Nightingale?

You can control it through a mobile app or Web interface.

### What types of mobile devices are compatible?

Nightingale is compatible with iOS 9.0+ on Apple iPhone 4S and higher, and with Android OS 6.0+ mobile devices.

### Can I tailor Nightingale to my particular sleep needs?

You can tailor it in a few ways: One is for the acoustics in your room (neutral, absorptive, reflective). Another is for the type of room (adult bedroom, kids room, hospital room). A third is for sleeping conditions (snoring, tinnitus).

### At what frequency does Nightingale operate?

Nightingale uses the 2.4GHz Wi-Fi band.

### How exactly does it integrate with IoT devices?

The Nightingale website includes a link to the IFTTT (If This Then That) page, which points users to popular IoT devices. Nightingale can provide a voice alert when conditions change on a specified device.

## WHAT ELSE SHOULD I KNOW ABOUT NIGHTINGALE?

### Can I use Nightingale when I travel?

You can bring Nightingale with you, to help you sleep better when you're traveling. It is currently rated for outlets in the United States. For easy connectivity in hotel rooms, we recommend that you set it up using Bluetooth.

### Can I play my music through it?

Nightingale was designed to improve sleep, not for music playback. As such, it acts as a speaker only for the sound blankets and soothing nature sounds that come with it.

### Does it have soothing sounds?

Nightingale includes multiple nature sounds, selected to help a user sleep.

### How does the light work?

You can turn the light on, and choose its color, through the mobile app or website.

### What if I'm trying to keep my outlets free for other devices?

Nightingale looks like a 2-socket outlet itself and allows a user to plug two more devices into that outlet.

### Can I secure Nightingale to the wall, so it can't be removed?

You can secure it to the wall with an optional locking plate. This accessory may be especially useful to people who have Nightingale in rental rooms/properties.

Control Nightingale from your smartphone.

