

NEUROSONIC®

User's Guide



IMPORTANT SAFETY INSTRUCTIONS

When using an electrical appliance, basic precautions should always be followed, including the following information.

[Read all instructions before using \(this appliance\).](#)

DANGER – To reduce the risk of electric shock:

- 1) Always unplug this appliance from the electrical outlet immediately after using and before cleaning.

WARNING – To reduce the risk of burns, fire, electric shock, or injury to persons:

- 1) An appliance should never be left unattended when plugged in. Unplug from outlet when not in use, and before putting on or taking off parts.
- 2) Do not operate under blanket or pillow. Excessive heating can occur and cause fire, electric shock, or injury to persons.
- 3) Close supervision is necessary when this appliance is used by, on, or near children, invalids, or disabled persons.
- 4) Use this appliance only for its intended use as described in this manual. Do not use attachments not recommended by the manufacturer.
- 5) Never operate this appliance if it has a damaged cord or plug, if it is not working properly, if it has been dropped or damaged, or dropped into water. Return the appliance to a service centre for examination and repair.
- 6) Do not carry this appliance by supply cord or use cord as a handle.
- 7) Keep the cord away from heated surfaces.
- 8) Never operate the appliance with the air openings blocked. Keep the air openings free of lint, hair, and the like.
- 9) Never drop or insert any object into any opening.
- 10) Do not use outdoors.
- 11) Do not operate where aerosol (spray) products are being used or where oxygen is being administered.
- 12) To disconnect, turn all controls to the off position, then remove plug from outlet.

WARNING: Connect this appliance to a properly grounded outlet only. See Grounding Instructions.

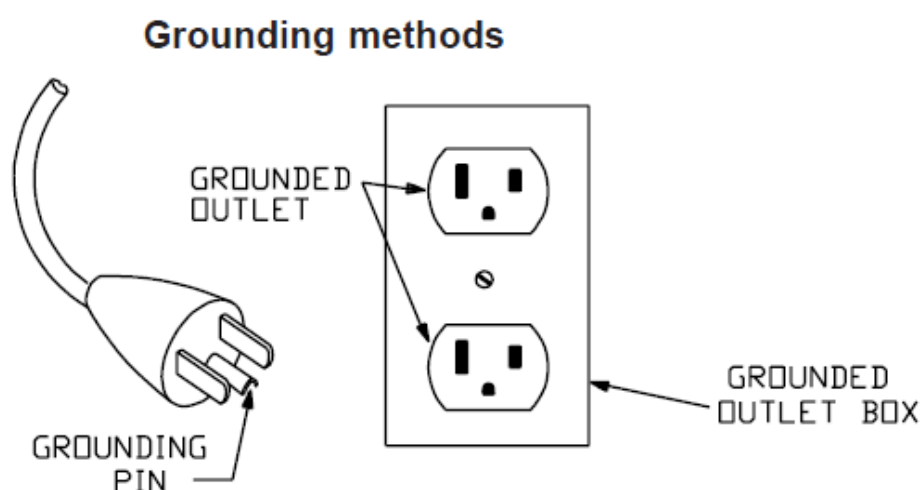
FOR HOUSEHOLD USE ONLY

GROUNDING INSTRUCTIONS

This product must be grounded. If it should malfunction or breakdown, grounding provides a path of least resistance for electric current to reduce the risk of electric shock. This product is equipped with a cord having an equipment-grounding conductor and a grounding plug. The plug must be plugged into an appropriate outlet that is properly installed and grounded in accordance with all local codes and ordinances.

DANGER – Improper connection of the equipment-grounding conductor can result in a risk of electric shock. Check with a qualified electrician or serviceman if you are in doubt as to whether the product is properly grounded. Do not modify the plug provided with the product – if it will not fit the outlet, have a proper outlet installed by a qualified electrician.

This product is for use on a nominal 120-V circuit and has a grounding plug that looks like the plug illustrated in sketch A. Make sure that the product is connected to an outlet having the same configuration as the plug. No adapter should be used with this product.



FCC Caution

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

- 1) This device may not cause harmful interference, and
- 2) this device must accept any interference received, including interference that may cause undesired operation.

Any Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

RF warning for Mobile device

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body.

IC Caution

CAN ICES-003(B) / NMB-003(B)

RSS-Gen Issue 3 December 2010" & "CNR-Gen 3e edition Décembre 2010:

English:

This device complies with Industry Canada license-exempt RSS standard(s).

Operation is subject to the following two conditions:

- 1) This device may not cause interference, and
- 2) This device must accept any interference, including interference that may cause undesired operation of the device.

This equipment complies with IC RSS-102 radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20 cm between the radiator & your body.

French:

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes :

- 1) L'appareil ne doit pas produire de brouillage, et
- 2) L'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

Cet équipement est conforme aux limites d'exposition aux rayonnements IC établies pour un environnement non contrôlé. Cet équipement doit être installé et utilisé avec un minimum de 20 cm de distance entre la source de rayonnement et votre corps.

About Neurosonic

Neurosonic relaxation method

Neurosonic relaxation devices developed in Finland are aimed at improving your physical and mental well-being. The operative factor in the treatment is a low-frequency vibration focused on the body that relaxes the muscles and calms or activates the mind. The stimulation is focused on certain body parts or the full body simultaneously, and it advances into the tissues all the way to the deepest parts of the body. This is what makes the method totally different from traditional massaging chairs and beds.

About usage areas of the devices

Neurosonic is developed for relief of bodily and mental stress, as well as improving recovery. Stress mechanism in the body is very similar regardless of the person or cause of the stress. Additionally, metabolism and hormonal functions are similar between humans. We have found the right frequencies which the body responds to quickly and which suit the most. Due this, the method is quick and effective with most symptoms; especially sleep quality improves and tenseness, anxiety and restlessness are alleviated. The devices can also pleasantly alleviate muscle tension, numbness, and different pains.

Safety

The devices are safe to use, as the vibrations produced function in the same area as the vibrations in the tissue itself, and due to this, the device does not cause side effects. There are no age limits for using the devices. The best effect is achieved by using the devices daily and regularly. However, we do not recommend using the devices for more than an hour daily. There are situations where using the devices is not recommended at all. Do not use the devices if you have some of the following.

- Acute inflammation that can spread
- Acute spinal disc herniation
- Acute thrombosis
- You are pregnant
- Influenza or fever
- Serious eye disease
- If you have been vaccinated, we do not recommend using the device during the same day
- If you are unsure if the device is suitable for you, consult your doctor.

Taking the Neurosonic device in use



Image 1.

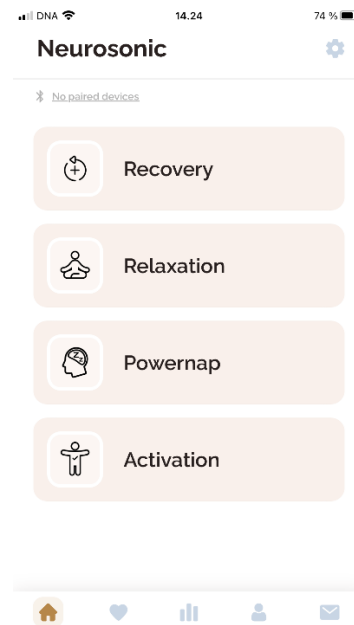


Image 2.

1. Connect necessary cables and power cords to the controller unit of the device and plug the power cord in the wall socket.
2. Begin using Neurosonic device by downloading the Neurosonic-app on your smartphone.
3. (Image 1.) When the app is downloaded, click the Neurosonic icon on your phone or tablet.
4. Opening app first time application ask to accept Terms Of Use and required permissions.
5. (Image 2.) The main view of the application starts
6. Click one of the programs or via settings from the right top corner to create Bluetooth connection between your tablet/phone and the Neurosonic device.

Establishing bluetooth connection between smartphone/tablet and the Neurosonic device

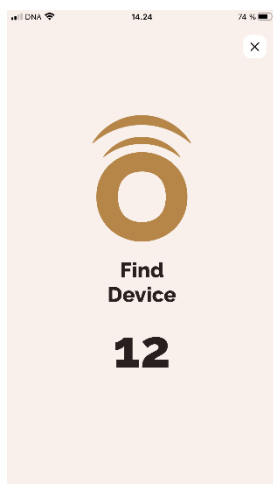


Image 3.

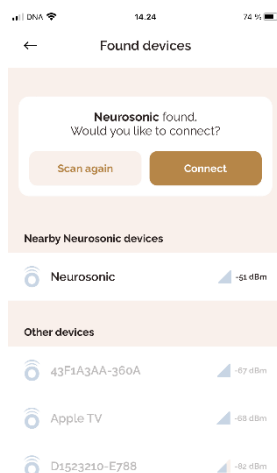


Image 4.

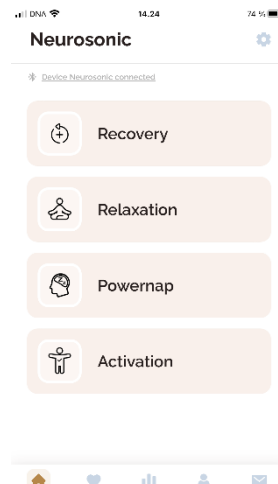
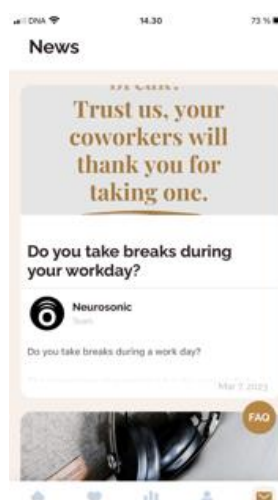
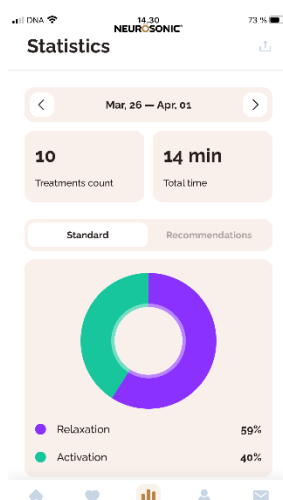
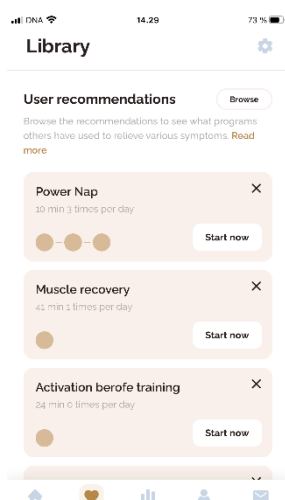


Image 5.

7. (Image 3.) Search view while the Neurosonic application is searching bluetooth devices
8. (Image 4.) After search completed the list of available devices are shown. Please select your device from the list and click "Connect" to pair your phone or tablet with the Neurosonic device.
9. (Image 5.) When bluetooth pairing ready, you will find the connection status above the treatment list "Neurosonic device connected".
10. A small icon in the lower right corner of the screen takes you to application settings.
11. Via bottom bar icons you can browse user recommendations, check your product usage statistic, and manage your account details. These features are available users who are logged in to the application. Login methods are Google, Apple ID, Facebook or via email link and for it there is an own icon at the bottom bar. In addition to these icons there is a home button and one for Neurosonic news.



12. Now everything is ready to start using Neurosonic product.

Starting a program in the Neurosonic device

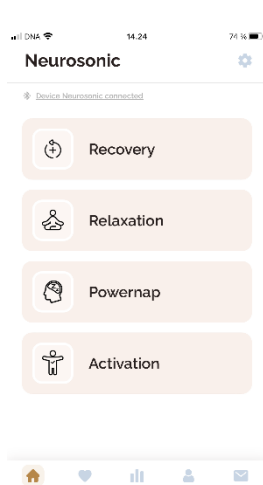


Image 6.

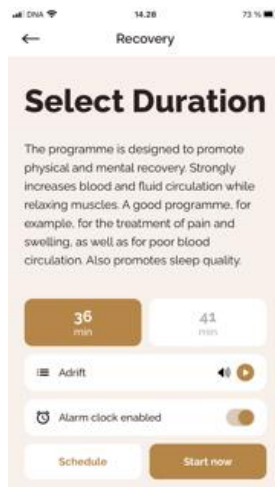


Image 7.



Image 8.

13. Choosing the programs (Image 6. and 7.)

- Choose recovery program. Recovery programs are meant, as the name implies, for physical and mental recovery. You can use these programs after your workday or sports to stabilize you bodily and mental functions. 22 min and 37 min program are refreshing in the end, 41 min program might make you very tired. Remember to drink water after programs.
- Choose a relaxation program. 10 min program is meant for refreshment, so do not use it in the evening. 20 min program can be used for, for example, tension and pain in the upper body. 25 min and 39 min programs are sleep/stress programs and you should start with these, especially if you have sleep disorders. All relaxation programs relieve muscle tension, headaches, and stress symptoms.
- Choose an activation program. Choose 12 min program if you want to refresh yourself for example in the middle of the working day. The program relaxes you while improving your alertness. 24 min program is meant for activating muscles and alertness for example before engaging in sports. Do not use this program at all during evenings, as it might disturb your sleep quality. We do not recommend the 24 min program for stress symptoms either. Remember to drink water after these programs.

14. When you wish to start a program, click the “Start now” button for your chosen program.

You can also schedule program to start at the certain time by clicking “Schedule” -button.

15. (Image 8.) The program counts down from 3 and starts. When the program has started, you can click the screen, which takes you to the display from which you can adjust the power-levels of different areas (look section 13.). If you still wish to start the program, click the left arrow button, in which case the program counts down from 3 again and starts. If you want to choose another program, click the cross on the screen, which takes you back to the main menu.

Program ending and adjusting intensity levels

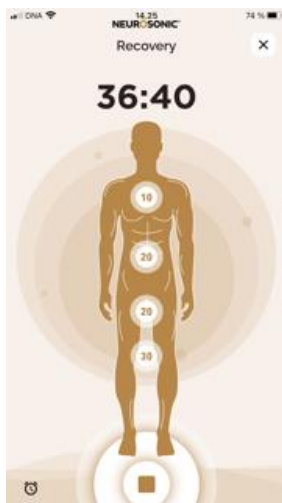


Image 12.

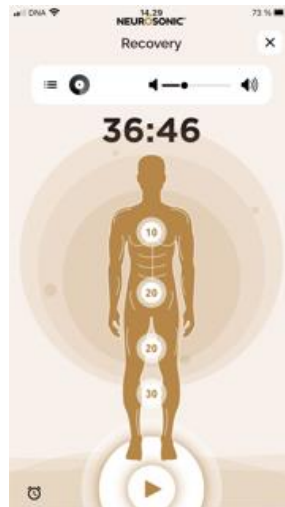


Image 13.

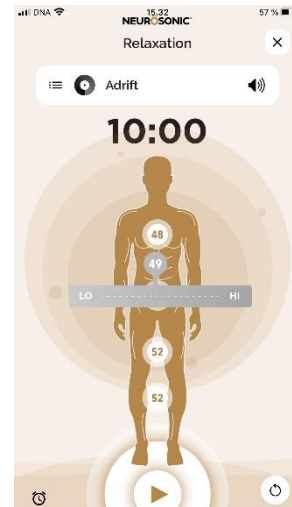


Image 14.

16. (Image 12.) As the program advances, the screen shows time remaining, as well as the program type. When the program ends main menu is shown on the display. If the alarm was set to "ON", selected ring tone is played for 30 sec. unless "Stop" button pressed. The ongoing program can be paused by pressing the Play/Pause button in the middle on bottom.
17. (Image 14.) By clicking the numbered circles on the view one can reach the intensity level adjustment views. In these views you can adjust program intensity for calves, thighs, and upper back/shoulders, depending on how they feel. By clicking the intensity bar and keeping finger pressed down you can slide the value to the favourite one. The range of intensity can be set between 0 ... 100. The default intensity values of each program can be set by clicking the right down corner icon.

Use intensity control with care, especially with sleep disorders and different stress symptoms you should not go above normal setting, with lower setting being recommended. Also, intensity for head and neck area should be used with care if your symptoms often include headache, dizziness, or night-time numbness of hands. In this case, turn head area totally off. For calves you can usually use higher intensity already in the beginning. Important thing is that the total intensity of the treatment is comfortable. You should use maximum intensity only if you want to boost your metabolism and recovery. This might disturb sleep quality more.

Troubleshooting table

PROBLEM	CAUSE	SOLUTION
I can't connect my tablet/phone and my Neurosonic device	Bluetooth connection issue	Turn your Neurosonic device off for a moment and restart your tablet/phone if needed.
I can't connect my tablet/phone and my Neurosonic device	Bluetooth connection issue	If you do not use Neurosonic device for a while, disconnect them from the Neurosonic application settings. If you turn off your Neurosonic device without disconnecting it first from the application, issues may occur when creating the connection.
I cannot feel vibrations from the device at all or only partially	Intensity has been set to off or signal cable is disconnected and/or loose	Add intensity and ensure that the signal cable is securely attached to the central unit.
I can't connect my tablet/phone and my Neurosonic device	Power issue	Check that a green/blue led is still lit in the power supply. Check that the power cord is plugged in and securely attached to the power supply. Check that the cable between the power supply and the central unit is properly connected.
Program timer works, but program does not start	Bluetooth connection issue or the signal cable is not properly attached to the device's central unit	As problem in item 1 and/or check that the signal cable (green connector) is properly attached to the central unit.
Bluetooth search doesn't find the Neurosonic device	It is connected to some other device nearby	Turn off the Neurosonic device and search/connect again.

Servicing the device

Do not service the device yourself other than as directed by this manual. If you need technical service, contact Neurosonic customer service info@neurosonic.fi or customer service number +358102011610. Store the device in a place where it is not exposed to excessive dust. Dust accumulation prevents the system from functioning reliably. Vacuum the central unit ventilation duct 2-3 times per year. This ensures sufficient cooling for the central unit. The upholstery of the device is cleaned externally with a moist cloth and mild detergent as needed. Disinfecting cleaner can be used for the artificial leather. Try suitably of the cleaner on a small area first. Do not use corrosive solvents for cleaning. Ensure that water or other liquids do not enter the device. Turn the power off by unplugging the device from the wall socket before vacuuming the central unit.

Technical information

The central unit has external power supply, connected to a wall socket.

Input voltage: 15V, 6A.

Power: in use max 90W, in stand-by 0,5W.