

Label&Location

Due to the product size is too small for the FCC ID label to be printed, then the FCC ID is placed in the user manual and on the device packaging. See below for more details.

User manual

Troubleshooting

Problem	Possible cause/Remedy
Device cannot be switched on.	The device might be out of battery. Please charge the device.
	You just tapped the on/off button. Please press the on/off button for 1.5 seconds to turn on the device,
Device cannot be switched on.	You might have used your other charging cable. Please use the provided charging cable only.
	You might have used a charger with a voltage higher than 5V. Please use a DC 5V 1A or 5V 2A charger(not included).
Bluetooth failed to be connected.	The sleep mask is off. Please turn on the sleep mask and then connect to Bluetooth.
	Bluetooth on your mobile device is not enabled. Please enable Bluetooth on your mobile device and connect to "medisana sleep mask".
Low heat or no heat	The sleep mask is connected to another mobile device. The sleep mask would connect to the latest Bluetooth automatically within 10 meters. Please ensure the latest device is fully disconnected or unpaired. Then search "medisana sleep mask" Bluetooth and connect to it.
	No heat is selected. Please press the heat button to select the heat level of "warm" or "heat".
There is no music.	The sleep mask needs time to warm up. Please wait for 2 minutes after powering on.
	You have tapped the on/off button to pause the music. Please tap the on/off button again to continue the music.
Music sounds weak	You have double-tapped the music button to turn off the music function. Please double-tap the music button to turn on the music function.
	The music volume might be at low levels. Please press the music button to switch the volume level to level 3 or 4 or 5.
	The sound volume of your mobile device might be quite low. Please turn up the volume on your mobile device when Bluetooth connected.

Supplier's Declaration of Conformity

Product Description: Medisana Sleep Mask SM 500/SM 550

FCC ID: 2BLY6-SM550

FCC Compliance Statement Label Location



This device complies with Part 15 of the FCC Rules. Operation is subject to the following three 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.

(3)This device has been evaluated to meet general RF exposure requirement. The device can be used in portable exposure condition without restriction.
FCC RF Radiation Exposure Statement:
1.This Transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.
2.This equipment complies with RF radiation exposure limits set forth for an uncontrolled environment.
This equipment should be installed and operated with minimum distance 5mm between the radiator and your body.