

# Frequently Asked Questions



## How Do I Charge It...

Plug the cable into the control unit and plug it into the wall. When it's done charging, the light will turn solid blue or green.



## How High Should I Turn It Up...

There are 19 intensity levels. Raise the intensity to the point where you can feel it pulsing strongly, but it is not uncomfortable.



## How Long Do Pads Last...

Pads should last about 20-30 uses. You can order more on our website: <https://neuropro-us.com/wbm-special/>



## Body Placements...

You can place the whole body massager on your **neck**, **arms**, **back**, **shoulders**, and **calves**. Do not place over sensitive body parts.

[neuropro-us.com](https://neuropro-us.com)



## Contraindications

neuroPro should not be used around the area of your heart if you have a pacemaker or ICD; electrical currents and electromagnetic sources may cause potential issues with the functioning of your device. Additionally, if you have deep vein thrombosis (DVT), are pregnant, or suspect you might be pregnant, you should not use neuroPro.

<https://neuropro-us.com/citations/>



## Specifications

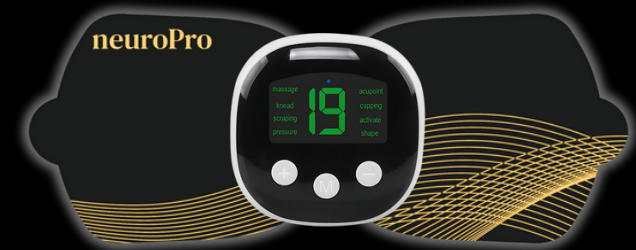
Voltage: 3.7v, 22mA  
Temperature: 0-60c  
Frequency: 1-100hz Battery 150mAh

Keep the instrument out of the reach of children, away from humidity, high temperature, direct sunlight and water splashes. Store in a dry, cool and ventilated environment, to avoid temperature changes or high temperature. Keep away from heat, avoid prolonged sun exposure.

# neuroPro

ELECTRICAL MUSCLE STIMULATION

## WHOLE BODY MASSAGER



# User Guide

3RD GENERATION

# Quick Start Guide

Using your neuroPro is simple. Just follow the steps below to get up and running.

Snap the controller on the pad. Remove the plastic film from the bottom.



Stick the pad to your desired body part



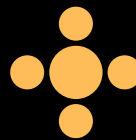
Hold the "M" button until it turns on (about 3 seconds). Press the + button until you reach the desired intensity.



## Intensity Levels

Your neuroPro has **19** intensity levels.

Start out with an intensity where you can feel the pulses and the sensation is comfortable for a 15 minute session. If you have significant numbness you may need to start at a higher intensity level.



## Different Modes

Your neuroPro has **8** massage modes.

You should select the mode that feels most comfortable for your massage, all modes will provide a therapeutic benefit.

Our research and user feedback suggest the following modes may be a good starting point:

- 1** **Massage, Activate, Pressure** are good all round modes, they will be suitable for most people and provide a more relaxing experience.
- 2** **Knead, Cupping, Acupoint** provide a stronger sensation and can be beneficial when you have pain, swelling, or tingling.
- 3** **Shape, Scraping** provide the strongest sensation and can help with numbness.

## Troubleshooting

### I can't snap it on...

Use your thumb to press in the snap from the pad side into the control unit until you hear it snap-in.

### It won't stay on...

Make sure that the control unit is fully charged. Check that you have set the intensity to at least level one. If that doesn't work, try another pad.

### I can't feel anything, even at level 19...

Try replacing the pad.

### My control unit won't charge...

Try using another plug and USB cable; it's compatible with chargers for most devices and phones.

## Quick-start video

<https://neuropro-us.com/wbm/>

## Need Help?

Contact support by email:  
[support@neuropro-us.com](mailto:support@neuropro-us.com)

How-to Videos and FAQs:  
<https://help.neuropro-us.com>