

# NeuroGo

NEUROMUSCULAR ELECTRICAL STIMULATION



## Instruction Manual

# Your NeuroGo

Welcome and thank you for choosing the **NeuroGo Foot Massager!** We're excited to have you join our community of happy users.

This innovative device is specially designed to help alleviate the symptoms associated with foot neuropathy, plantar fasciitis, leg edema, and more, providing you with soothing relief and comfort right at home.

Enjoy your journey to better foot health with NeuroGo!

## What's in the Box

**Massager Mat**



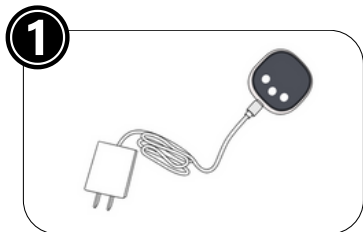
**Control Unit**



**USB-C Charging Cable & Plug**



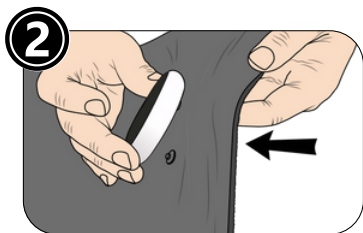
# How To Use



## Charging the Control Unit

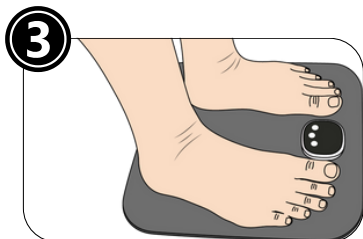
Your unit comes partially charged and should last several uses between charges. Plug the cable into the control unit and plug it into the wall. When it's done charging, the light will turn solid blue or green.

**Disconnect the cord before use.**



## Attach Control Unit to Mat

Hold the mat with one hand and the control unit with the other. Connect the magnetic snaps of the control unit to the magnetic snaps on the mat,



## Place Feet on Mat

From a comfortable seated position, place both feet on the mat **without socks**. Do not stand on the mat. If you remove your feet while in use the unit will shut down after 15 seconds.



## Turn on the Control Unit

**Hold the (middle) (M) button for 3 seconds to switch the control unit on. Once on, continue to the next step.**

**Note:** The control unit will power off after 15 seconds of inactivity. The (M) button turns it on and off and controls the modes which you can read about on page 4.



# How To Use

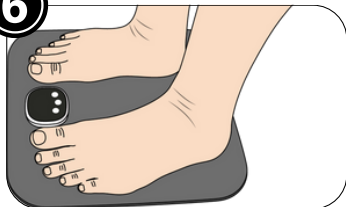
5



## Turn up the Intensity

Once you have turned it on, press the ⊕ button to select the intensity. **You need to select at least level 1 to start the massage.** Use the ⊖ button on the right to decrease the intensity. See page 4 for more details.

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## Frequency of Use



Use your foot massager for up to 15 minutes at least twice daily for best results.

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## Turning it Off

The unit will shut off automatically after 15 minutes of use. If you would like to turn it off manually, hold the (middle) (M) button for 3 seconds to power it down.

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## Removing the Control Unit

You can leave the control unit attached between uses, but if you want to remove it, push your thumb between the control unit and the mat to pop it off.



# Intensity & Modes

## 19 Intensity Levels

Start your session at an intensity level where you can distinctly feel the pulses, ensuring the sensation remains comfortable for a 15-minute session. **If you have significant numbness or neuropathy, you may need to begin at a higher intensity level to feel the massage effects.**

Over time, as your condition improves, you might feel the massage more at lower settings, potentially allowing you to decrease the intensity level.

## 8 Massage Modes

To switch between massage modes, with the control unit on, quickly press the (middle) (M) button.

Choosing the right massage mode is all about what feels best for you. There isn't a one-size-fits-all "best" option. Experiment with the different modes to discover which one you enjoy the most. It's really down to personal taste.

Based on our research and user experiences, this serves as a useful starting point for the different modes:

### **Modes: Massage, Activate, & Pressure**

Are good all around modes, they will be suitable for most people and provide a more relaxing experience.

### **Modes: Knead, Cupping, & Acupoint**

Provides a stronger sensation and can be beneficial when you have pain, swelling, or tingling in your feet.

### **Modes: Shape & Scraping**

Provides the strongest sensation and can help with numbness.



# Helpful Tips

- ✓ Dry feet can diminish the electrical stimulation sensation, you can apply moisturizer to your feet **one hour or more** before use to improve skin conductivity and device effectiveness.
- ✓ Ensure clean, dry feet and remove excess skin or calluses before using for the best experience.
- ✓ Your control unit comes partially charged and ready for use. It should last several uses between charges. **Make sure to unplug the control unit from the cable before using it.**
- ✓ Fully charging your control unit will take around 2 hours and, depending on the power intensity used, should last for 10 to 20 sessions.
- ✓ Your mat can also provide relief directly to your calves. Try placing the mat on a chair and resting your lower legs on it.
- ✓ If you need to clean your mat, use a damp cloth, don't use soap or rubbing alcohol as it may damage the mat.
- ✓ We recommend building up to two 15 minute sessions daily for best results.
- ✓ Don't stand on the mat, you can sit down and rest your feet on it.

## Need Help or Support?

Email us at: [support@neurogo.com](mailto:support@neurogo.com)

Contact us online at: <https://contact.neurogo.com>

Help Articles and FAQs: <https://help.neurogo.com>

Video Walkthrough: <https://video.neurogo.com>



# Troubleshooting

**It won't stay on:** Make sure the control unit is fully charged. Ensure both feet are on the mat without socks and that **the power intensity is set to at least level one**.



**It won't turn on:** Make sure that the plug and cord are disconnected from the control unit before attempting to turn it on. The unit will not work while plugged in.



**I can't feel anything, even at level 19:**

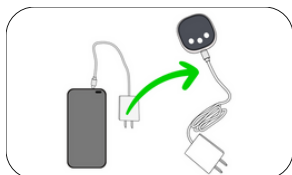
Place the device on a table, turn it on, and adjust the intensity to at least level 2. Remove any jewelry from your hands first, then place your hands on the mat to see if you can feel any sensations.

➡ **If Pulses Are Felt:** You may have foot numbness; use the mat for at least 40 days for potential sensation to return.

➡ **If No Pulses Felt:** Contact us by email for a replacement.



**One side is stronger than the other:** This varies with time of day and hydration. Adjust your foot position and try using a foot scrubber to remove dead skin for better balance.



**My control unit won't charge:** Try using another plug and USB cable, it's compatible with chargers for most devices and phones.

**Still have issues?** Contact support at <https://contact.neurogo.com>



**Have Questions? E-Mail: [support@neurogo.com](mailto:support@neurogo.com)**



## Specifications

Voltage: 3.7v, 22mA

Temperature: 0-60c

Frequency: 1-100hz Battery 150mAh

Keep the device away from children, humidity, high temperatures, direct sunlight, and water. Store in a dry, cool, ventilated place, avoiding temperature changes and prolonged sun exposure.



## Contraindications

**Many customers with pacemakers safely use the massager on their feet under guidance from their cardiologists.**

Your NeuroGo foot massager is designed for use on the feet and legs. Please note, if you have a **pacemaker or ICD**, using the massager on your chest area could potentially interfere with the functioning of your device. If you have any concerns, we recommend consulting your healthcare provider for personalized advice.

If you have **deep vein thrombosis (DVT)**, are **pregnant**, or **suspect you might be pregnant**, you should not use neuroPro.



## Warranty

NeuroGo offers a **90-day replacement guarantee** for defective devices at no cost, including shipping. A return to manufacturer warranty applies after 90 days up to 1 year. Please visit <https://warranty.neurogo.com> for more details.

For requesting a replacement, contact us; our information is below.

## Need Help or Support?

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Help Articles and FAQs: <https://help.neurogo.com>

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