



COMPLETE USER GUIDE: HUMAN TOUCH APP

WHAT YOU'LL NEED:

1. Apple or Android device

Internet and Bluetooth capability are required

2. Human Touch App

Download from the [Apple App Store](#) or [Google Play Store](#)

Wi-Fi or Cellular Data is required to download apps

PRO TIP:

- Disconnect all devices paired to your chair's Bluetooth

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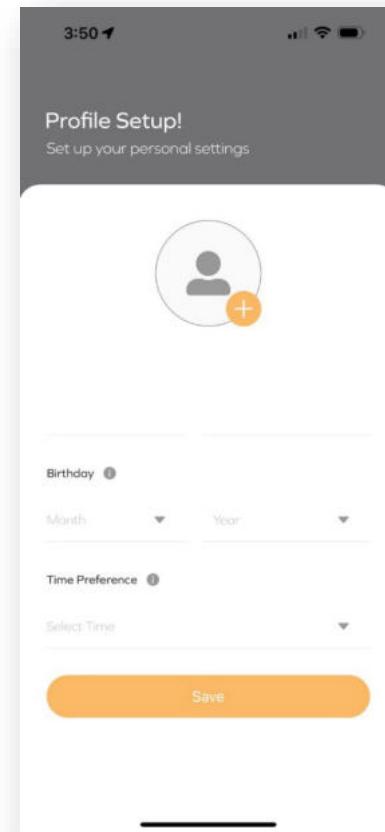
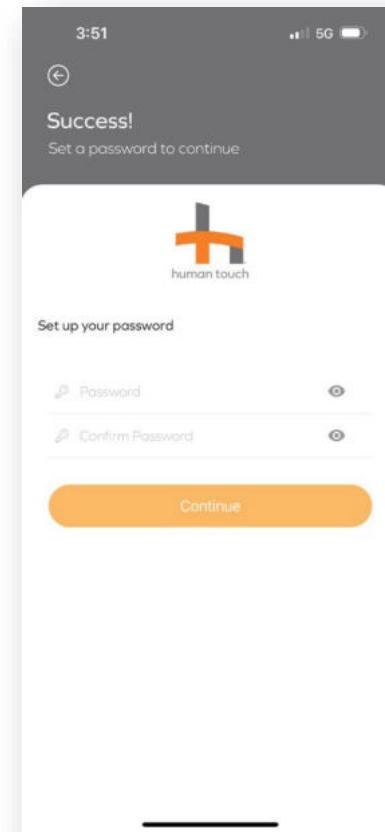
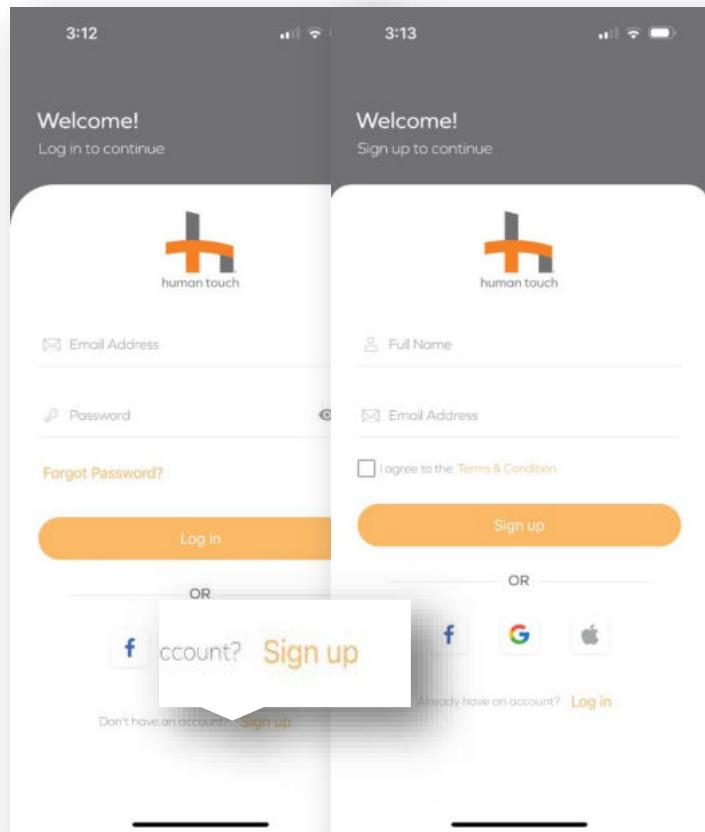
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SIGN UP

Human Touch App



Step 1:

DOWNLOAD THE Human Touch App

- Available for iOS and Android

Step 2a:

CREATE AN ACCOUNT

- Sign up with your **Full Name** and **Email Address** OR
- Use Facebook, Google, or your Apple ID
- Review and agree to the Terms & Conditions by checking the box

⚠ An account must be created to use the Human Touch App

Step 2b:

SET A PASSWORD

Skip if signing up using Facebook, Google, or your Apple ID

- Password must be **6 - 15 characters**
- You may enable biometric recognition for login now or later in your App Settings

Step 3:

ADD PROFILE SETTINGS

All fields are required

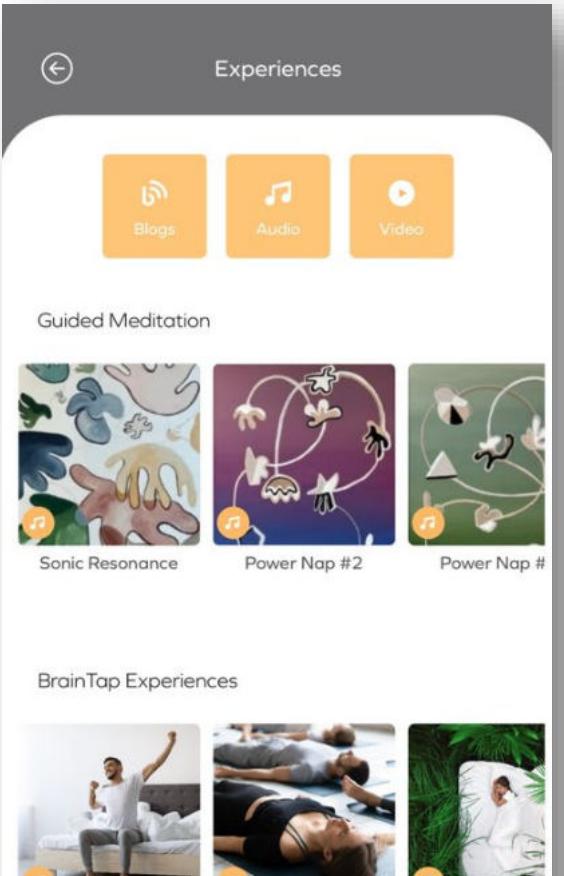
- Photo
- Birthday (month/year)
- Time preference

Be sure to **allow push notifications and Bluetooth connectivity** for the Human Touch App

SAVE, THEN YOU'RE ALL SET!

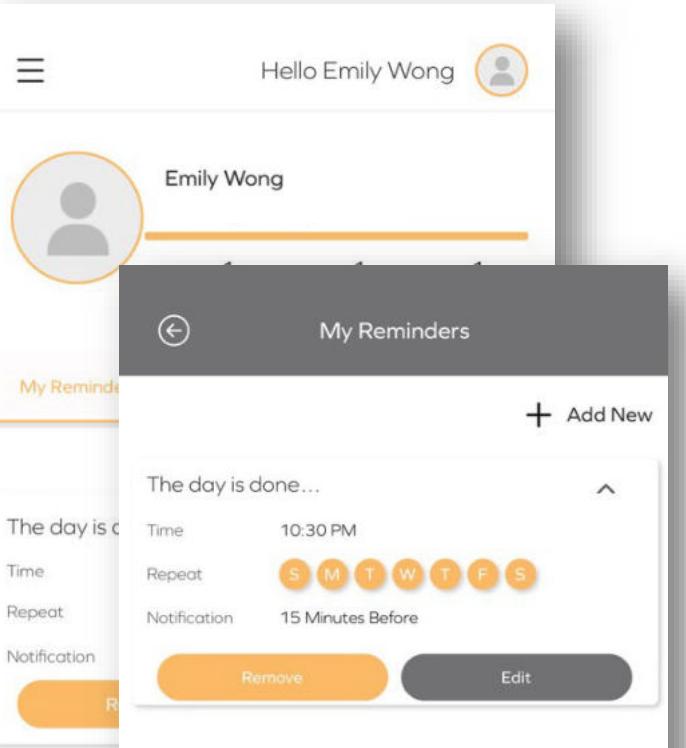
MY JOURNEY

Human Touch App



EXPERIENCES

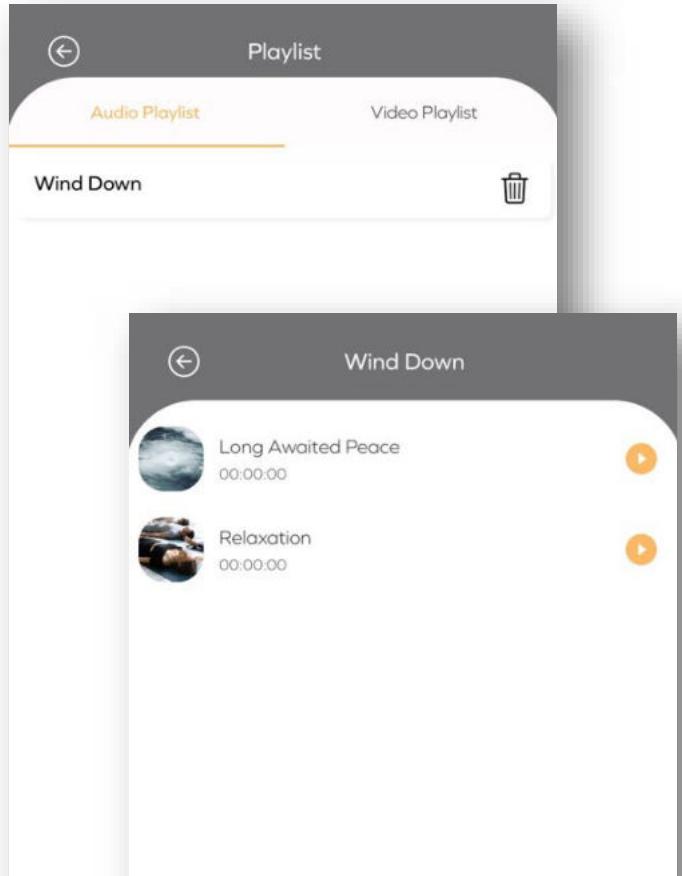
- Discover wellness **Blogs**
- Listen to **Guided Meditation** and soothing **nature sounds**
- Immerse in *exclusive* **BrainTap Experiences**
- View **Tips** on getting the most out of your chair
- Access from the **Home** screen using the navigation menu at the bottom of the screen or in the App menu



REMINDERS

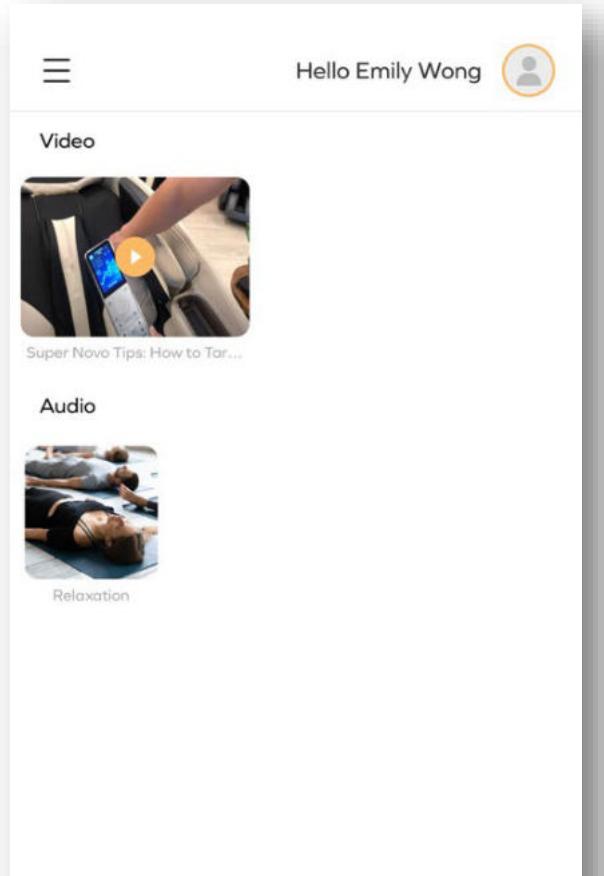
- Tap **+ Add New** to set your **self-care notification**
- **Unlimited** reminders for any routine
- Access from **Home** or **Profile** using the navigation menu at the bottom of the screen

Be sure to **turn on push notifications** for the Human Touch App in your device Settings



PLAYLIST

- Endulge in self-care to **your own mix** of Human Touch Experiences
- Tap **+ Add to Playlist** when listening to any Experience (excluding Blogs)
- **Unlimited** Audio and Video playlists for any routine
- Access from the **Home** screen



FAVORITE

- Save your most loved Experiences for **easy** recall
- Tap **Favorite** when listening to any Experience
 - Changes to when saved
 - To remove, select the Experience and tap Favorite; the icon will no longer be filled, removing the Experience from your Favorites.
- Access **Favorite** in the navigation menu at the bottom of the screen

MY CHAIR

Human Touch App

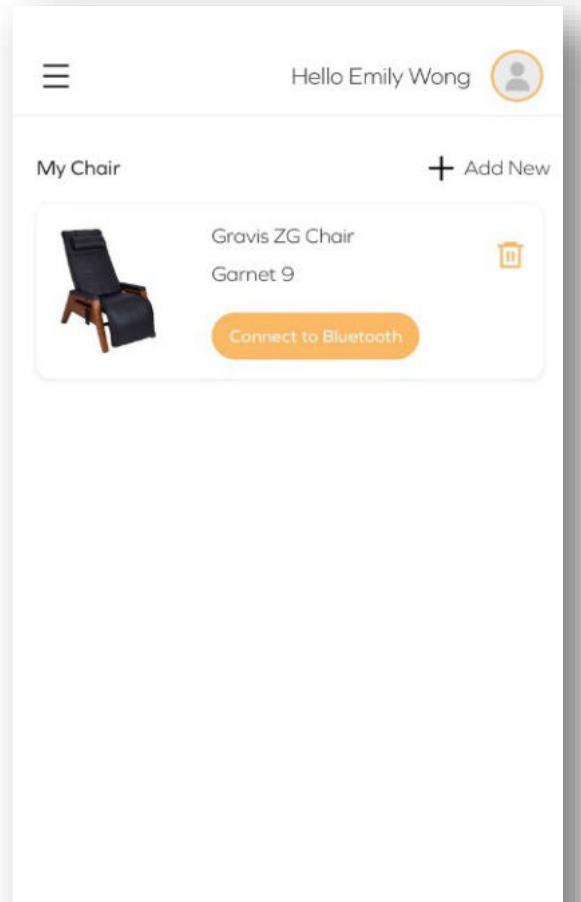
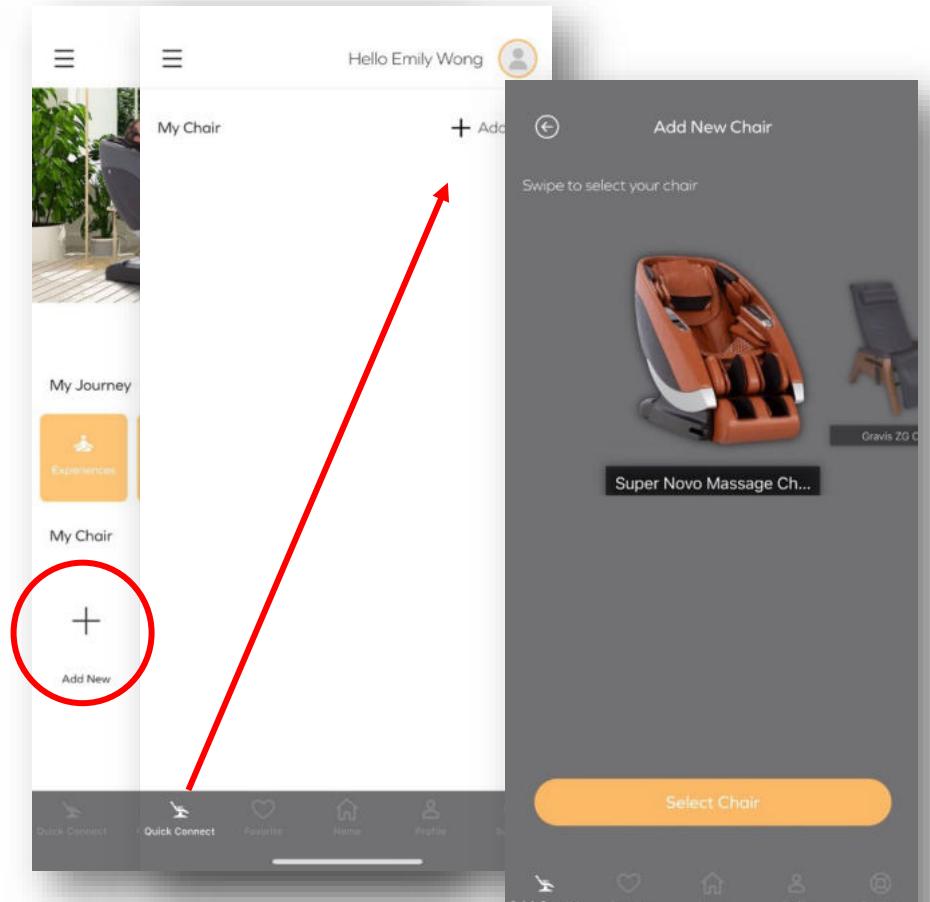


Step 1:

CHAIR SERIAL NUMBER

- Your chair's serial number is typically found on the back of your chair

Be sure to **turn on Bluetooth connectivity** for the Human Touch App in your device Settings



Step 1:

CHAIR SERIAL NUMBER

- Your chair's serial number is typically found on the back of your chair

Step 2:

CHECK BLUETOOTH

- Turn your chair's **Bluetooth ON** in the remote Settings or Adjustments menu (if applicable)
- Disconnect all other devices from your chair

⚠ Only one (1) device/app can be connected to your chair at any given time.

Step 3:

ADD CHAIR

- Tap **+ Add New** from the Home  screen or tap Quick Connect  on the navigation menu
- Find your chair in the available model options, **tap on the chair image**, then tap **Select Chair**

Your App will now scan for applicable Bluetooth devices.

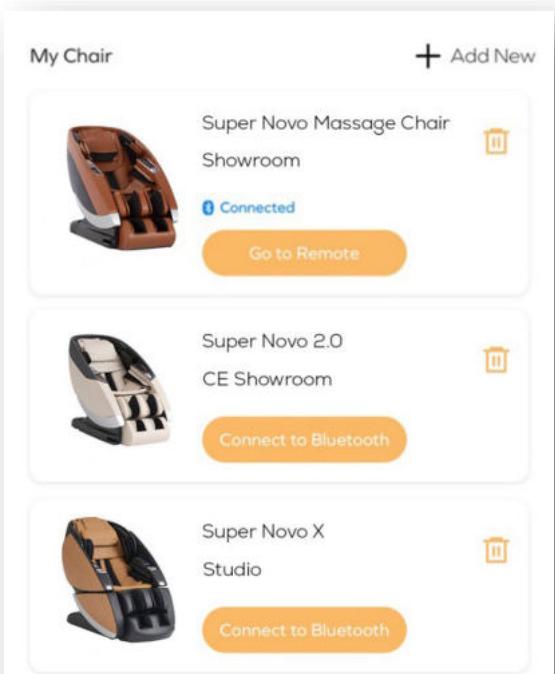
Step 4:

CONNECT CHAIR

- Find your chair's model name and/or serial number in the device list, then tap **Select Chair**
 - Not seeing your chair?** Return to **Step 2** or see more Troubleshooting steps by clicking [here](#)
- Enter a **Nick Name** for your chair (required), then tap **Submit**
- From the Quick Connect  screen, tap **Connect to Bluetooth**

REMOTE FOR MASSAGE CHAIRS

Human Touch App

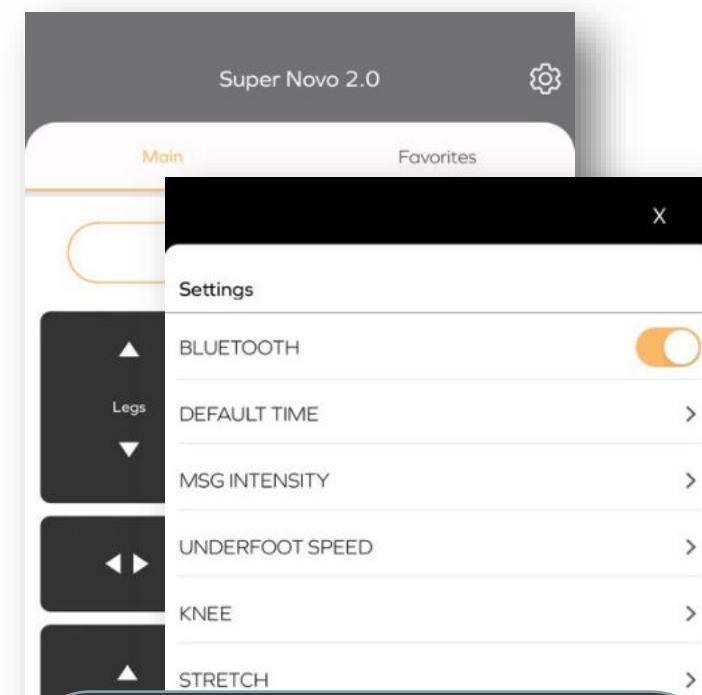


Step 1: GO TO REMOTE

- Control your chair through the App!
- All the same functions of your chair's physical remote, plus so much more
- Access any connected chair within the same App

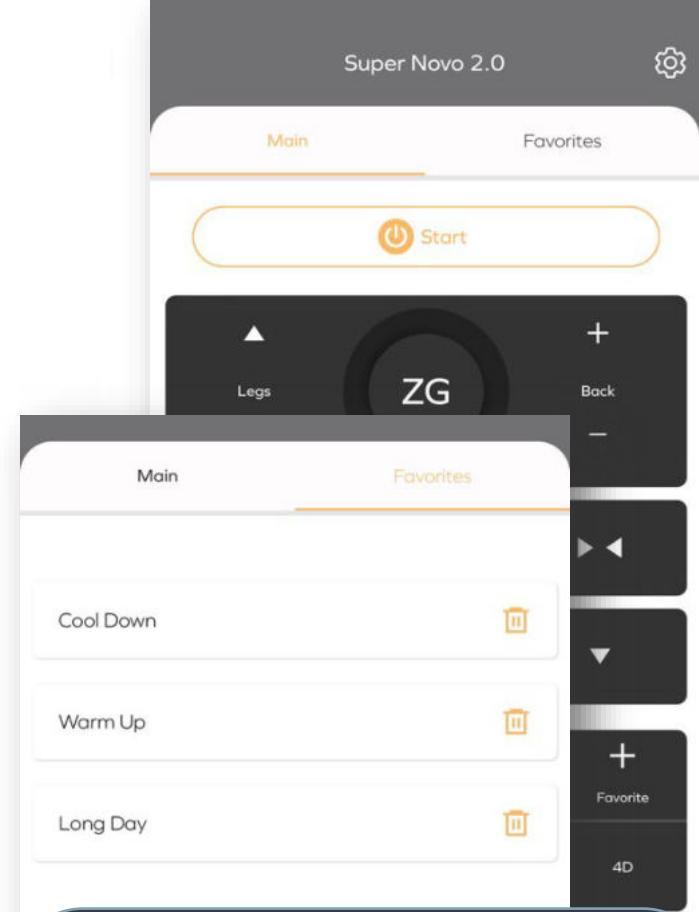
Step 2: TAKE CONTROL

- Adjust your **chair position** or use the **one-touch to ZG**
- Start a **massage**
- Set your **time preference**
- Add soothing **heat**
- Fine-tune your Cloud Touch **air compression focus and intensity**
- Experience **Sound Soothe** nature tracks



Step 3: YOUR SETTINGS

- **Save your personal preferences** for all sessions – no need to set every time!
- Default **time**
- 3D massage **intensity**
- **Underfoot roller** speed
- **Knee massage** position (*select models*)
- **Stretch** direction
- **Shoulder height** detection method (*select models*)
- Massage **speed**
- Need to make a change? Tap the gear  icon at the top of the remote screen

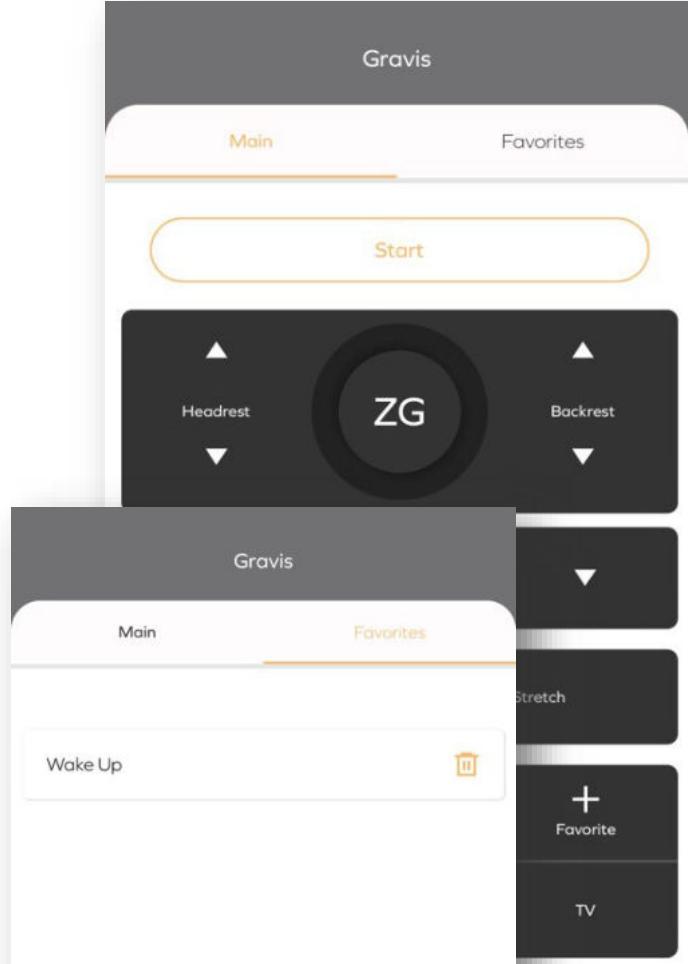
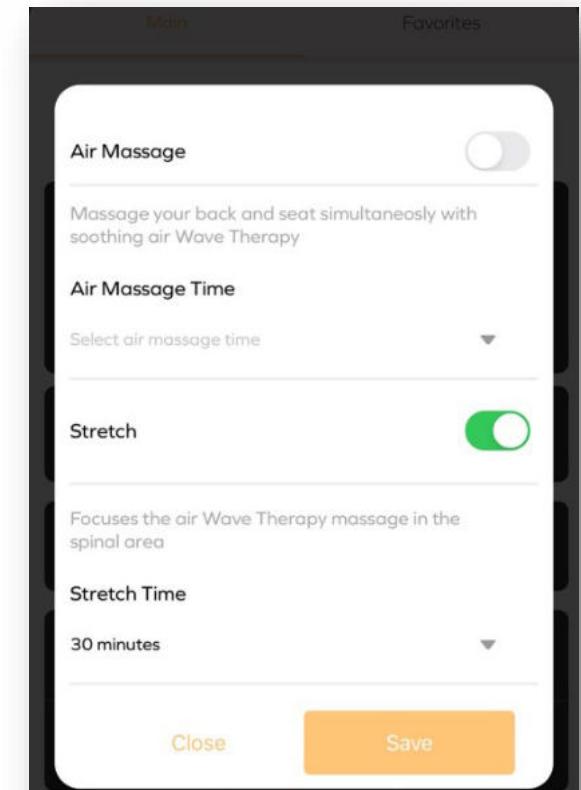
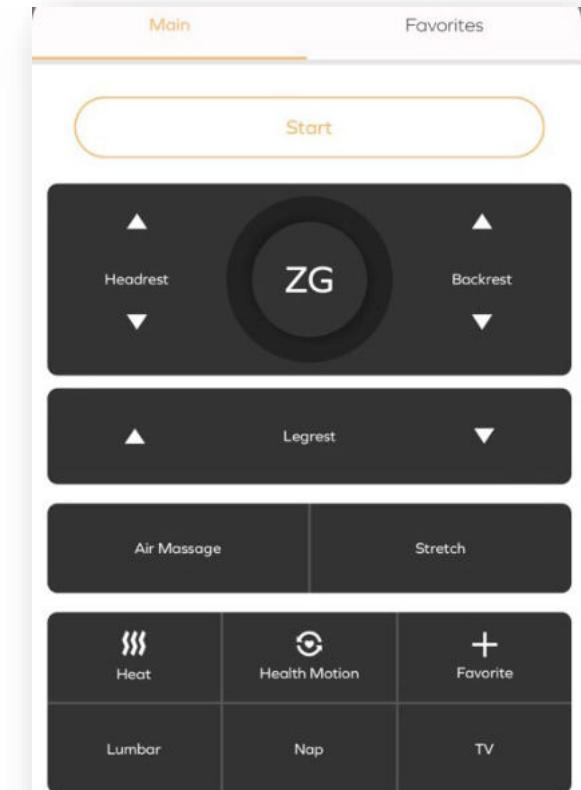
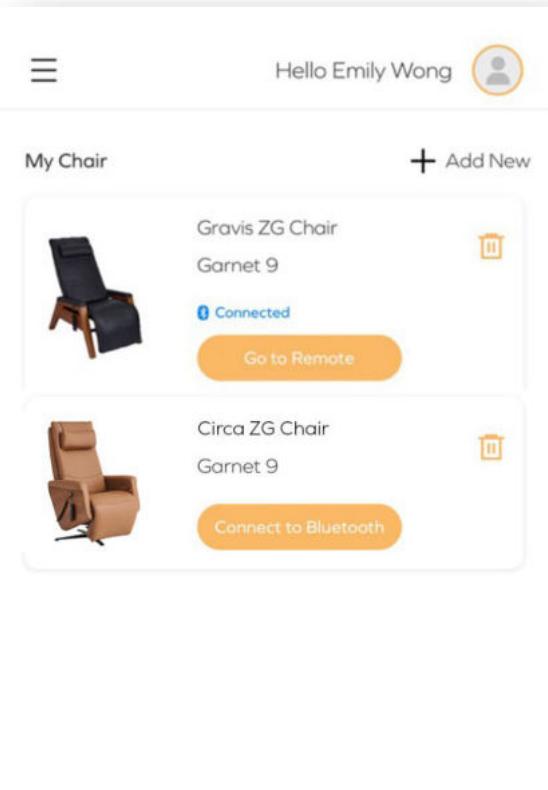


Step 4: SAVE FAVORITES

- Select your preferences, then tap **+ Favorite** to add a name for easy recall
- Favorites will save:
 - **Massage** Auto-program and Style
 - **Time** preference
 - **Heat**
 - Temperature
 - Focus (*select models*)
 - **Cloud Touch**
 - Focus
 - Intensity
 - **Sound Soothe**
 - Sound
 - Volume
- **Unlimited** favorites for any routine

REMOTE FOR ZG CHAIRS

Human Touch App



Step 1:

GO TO REMOTE

- Control your chair through the App!
- All the same functions of your chair's physical remote, plus so much more
- Access any connected chair within the same App

Step 2:

TAKE CONTROL

- Adjust your **chair position** or select from the preset positions
- Start a **massage**
- Set your **time preference**
- Add soothing **heat**
- Find comfort with **lumbar support**

Step 3:

SIT BACK, RELAX, REST

- Use **smart features** to:
 - wake you up after your desired time by restoring the chair to the upright position
 - let you know you've been sitting in one position for too long by making subtle chair movements (*select models*)

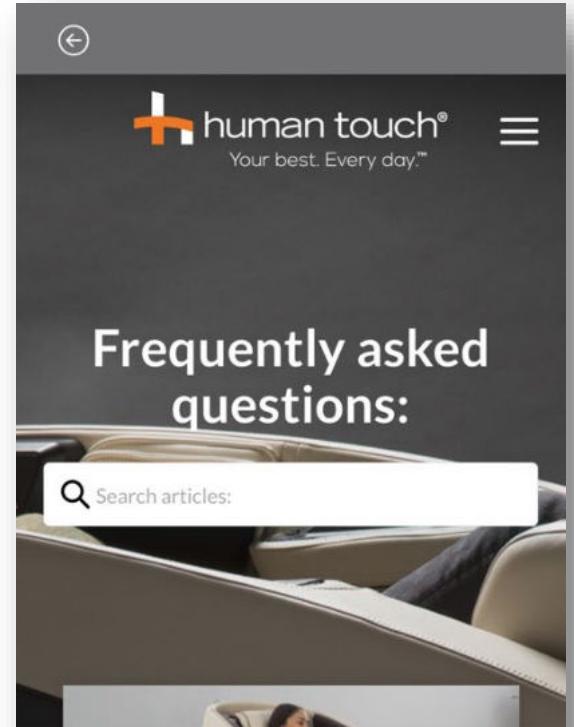
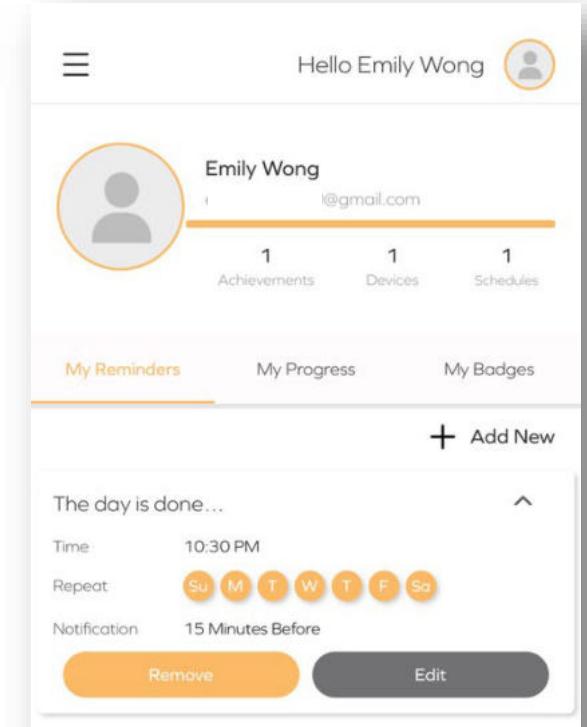
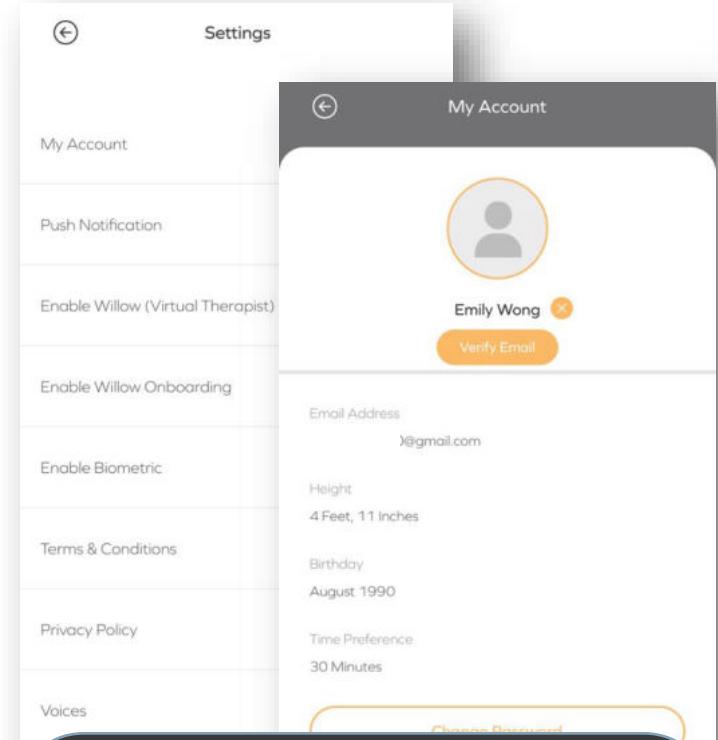
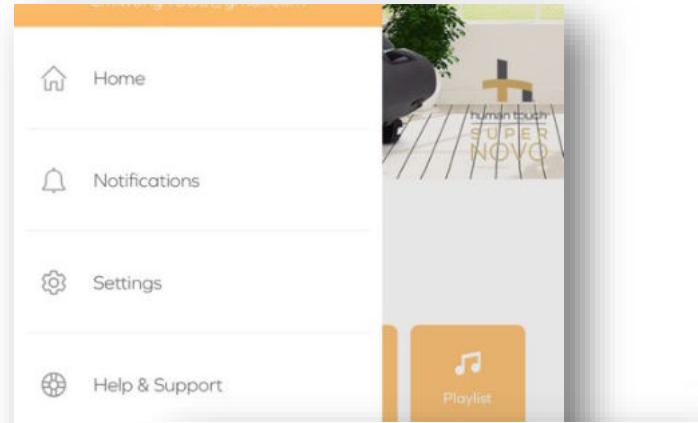
Step 4:

SAVE FAVORITES

- Select your preferences, then tap **+ Favorite** to add a name for easy recall
- Favorites will save:
 - Chair **position**
 - **Massage** program or **Lumbar** support
 - **Time** preference
 - **Heat**
 - Temperature (*select models*)
 - Time preference (*select models*)
- **Unlimited** favorites for any routine

ADDITIONAL FEATURES

Human Touch App



APP MENU

- Navigate to the **Home** screen
- View your **notifications**
- View and change your **App Settings**
- Get **Help & Support** through the Human Touch support portal
- **Logout** of the App
- View **App version**

APP SETTINGS

Access from the App menu

- My Account
 - **Verify** account email
 - Change account **password**
 - Edit account **profile**
 - **Delete** account
- Enable/disable **push notifications**
- Choose your **Virtual Therapist Willow** experience and **voice**
- Enable/disable **biometrics**
- Review **Terms & Conditions** and **Privacy Policy**

YOUR PROFILE

Access from the navigation menu at the bottom of the screen

- A snapshot of your account
- View and add new scheduled **reminders**
- View **progress** toward achievement badges (*coming soon!*)
- View achievement **badges** (*coming soon!*)

GET SUPPORT

Access from the navigation menu at the bottom of the screen

- **FAQ's** about the App
- **Email** Human Touch
- Get **Help & Support** through the Human Touch support portal
 - Also accessible directly in the App Menu

VIRTUAL THERAPIST®

Human Touch App



VIRTUAL THERAPIST®

Use your voice to start a massage!

To start the virtual therapist, tap here or say, 'Hey Willow'.

VOICE CONTROL

Exclusive to the Human Touch App!

- Use your voice to select a **massage** auto-program, **style**, and **duration**. Plus, you can change **intensity**, start a **Favorite** massage, add **heat**, **Sound Soothe**, and **Restore**.
- Available for:
 - **Super Novo**
 - **Super Novo 2.0**
 - **Super Novo X**

Be sure to **turn on Speech Recognition** for the Human Touch App in your device Settings



I am your Virtual Therapist, but you can call me Willow.

When you are sitting comfortable and ready for a massage, just launch the Human Touch app, say 'Hey Willow' and I'll guide you through the next steps.

Hi there, Did you enjoy your massage?

INTRODUCING, WILLOW

Meet your Virtual Therapist.

- Just open your Human Touch App, connect to your virtual therapist enabled chair, then tap or say "**Hey Willow**"

PRO TIP: This onboarding experience with Willow is for first time users. To enable this experience for your next session, toggle *Enable Willow Onboarding* on in the App's Menu 

NEW USER

Sit back, relax, and let Willow guide you through the next steps.

- To **discover each massage** program and style Willow has to offer, just tap or say 'Learn more'
- To **dive right in to a massage**, Willow will provide the options you can choose from. Just tap or say 'Start massage'

All set. Your 20 minute Swedish, tension relief massage is starting now.

Please allow a moment for the chair to get into position before the massage will begin. During the massage please use the mobile app or remote control to adjust further settings.

Start massage **Learn more** **Cancel**

Enjoy!



Super Novo

Main **Favorites**

Prepare For Sleep

Rest and Recover

Post Workout Stretch

RETURNING USER

Willow is ready to start your next massage.

- After saving a **Favorite massage**, just tap or say 'Hey Willow, start my favorite massage, [name of Favorite massage]'
- Or if you'd like to **try something else**, tap or say 'Hey Willow' and tell her which massage, style, and duration you would like or she can review the options available.

FAQs

Account

QUESTION:

Do I need to sign up to use the App?

ANSWER:

Yes.

Is sign up required to use the App?

Sign up is required to access the Human Touch App. However, email verification is no longer required to begin using its features. All App features and functions can be used immediately upon signing up.

QUESTION:

Can I create different profiles for different household members?

ANSWER:

Each person who uses the chair can download the App onto their own individual device and create their own profile with their specific preferences.

Note: Only one device can be connected to the chair at one time.

QUESTION:

"This email is not registered" What does this mean?

ANSWER:

This is the message a first-time user of the new app will receive if they have clicked "Log in" instead of "Sign up." All first-time users must click "Sign up" to create an account (free). If a user does receive this message they can simply click "Sign up" and follow the instructions to get set up in the new app.

QUESTION:

I never got my verification email. Why?

ANSWER:

There are 3 main reasons why you may not have received your verification code:

1. The verification code is typically sent within 2 minutes. However, it can take up to 5 minutes.
2. We have found that over 50% of users who did not receive their verification code actually entered their email address with errors. For example, janedoe@gmai.con instead of janedoe@gmail.com
The email address that was entered is the email address that will receive a verification code. Therefore, triple-check that the address you entered is 100% correct before moving to the next step. Entering the email address incorrectly means you will never receive the verification code.
3. Check your spam or junk folder if the verification email is not in your inbox. Even if it is not there, it may have automatically been filtered and deleted by your email security firewall. Make sure to add HumanTouch.com to your safe sender list.

Note: Email verification is no longer required to use the App.

QUESTION:

I received several verification code emails. Which one do I use?

ANSWER:

If you receive multiple verification code emails, use the verification code from the last email you received.

Note: Email verification is no longer required to use the App.

QUESTION:

Do I need to verify my email to use the App?

ANSWER:

No.

Email verification is no longer required, and all App features and functions can be used immediately upon signing up.



QUESTION: Can I log in on more than one device?	ANSWER: Yes. Your Human Touch account is accessible across multiple devices. As long as you are signing in as an existing user on your new device with the same email and password as that on your old device, you'll be able to restore your account and progress. To log in as an existing user, download the app to your new device, open the app, enter your email address and password, and tap "Log in".
QUESTION: Will I lose my account if I change devices?	ANSWER: No. Your Human Touch account is accessible across multiple devices. As long as you are signing in as an existing user on your new device with the same email and password as that on your old device, you'll be able to restore your account and progress. To log in as an existing user, download the app to your new device, open the app, enter your email address and password, and tap "Log in".
QUESTION: Can I delete my account?	ANSWER: Yes.
How do I delete my account?	You can delete your account from inside the App in the Settings > My Account menu.
QUESTION: How do I update/reset my password?	ANSWER: You can change your password from inside the App in the Settings > My Account menu. If you are currently logged out, you can reset your password by following these steps: <ol style="list-style-type: none">1. On the App's login screen, tap "Forgot Password?"2. Enter the email address you use for the Human Touch App3. Tap "Send", then "Close"4. Check your email and open the reset email from noreply@humantouch.com5. Tap the "Reset Password" button in the email Enter your new password in both fields, then tap the "Reset" button
QUESTION: I never got an email to reset my password. Why?	ANSWER: Some email clients take longer than others to transmit emails from our App, which is especially true for <i>Yahoo!</i> addresses unfortunately. If you signed up using an @yahoo.com email address, we recommend using a different email client (Gmail, Outlook, Apple, etc.) or signing up using your Facebook, Google, or Apple ID account.
QUESTION: "Does not exist" What does this mean?	ANSWER: This is the message you receive when attempting to reset your password through the "Forgot Password?" feature on the login screen. <ol style="list-style-type: none">1. Confirm the email address you entered is the one used during sign up2. Confirm the email address is spelled correctly Still receiving this message? You may have signed up using your Facebook, Google, or Apple ID account instead of using a standard email and password. Return to the login screen and tap the applicable icon to reattempt log in.

QUESTION:	ANSWER:
How do I change my time preferences?	You can update your time from inside the App in the Settings > My Account menu and tapping the "Edit Account" button.
QUESTION:	ANSWER:
How do I change my name?	You can update your name from inside the App in the Settings > My Account menu and tapping the "Edit Account" button.
QUESTION:	ANSWER:
How do I change my email address?	You can update your email address from inside the App in the Settings > My Account menu and tapping the "Edit Account" button.
QUESTION:	ANSWER:
Can I share my account?	We recommend all users to create their own account for a personalized experience.

FAQs

Using the Human Touch App

QUESTION:

Do I need to use the App with my Human Touch product?

ANSWER:

No.

The Human Touch App enhances your experience while using your Human Touch product. However, some remote control features are only available in the App.

QUESTION:

Can I use the App without a chair?

ANSWER:

Yes!

Even without a Human Touch chair, you can access:

- Guided Meditation
- Exclusive BrainTap Audio
- Audio and Video Playlists
- Self-care Reminders (push notification)

QUESTION:

My Human Touch chair doesn't have Bluetooth, can I still use the App?

ANSWER:

Yes!

Even without a Human Touch chair, you can access:

- Guided Meditation
- Exclusive BrainTap Audio
- Audio and Video Playlists
- Self-care Reminders (push notification)

QUESTION:

What are the compatibility requirements?

ANSWER:

The Human Touch app is available on iPhone and iPod Touch running on iOS 13.0 or later and Android devices running Android 6.0 and up.

What devices can I use the Human Touch App on?

QUESTION:

Which Human Touch products are supported by the App?

ANSWER:

The following Human Touch products are currently supported by the App and have remote control functionality.

- Super Novo
- Super Novo 2.0
- Super Novo X
- Novo Flex
- Gravis ZG Chair
- Circa ZG Chair



QUESTION: Can I sync with Apple Health?	ANSWER: Not yet. However, this is something we're considering in the future.
QUESTION: How do I set up Siri shortcuts?	ANSWER: The Human Touch App is not compatible with Siri shortcuts at this time.
QUESTION: Is there a Human Touch App for Apple iWatch or other smart watches?	ANSWER: No. The Human Touch app is not compatible with the Apple iWatch or other smart watches.
QUESTION: Can I use the Human Touch App offline without internet connection?	ANSWER: No. To use the Human Touch App, your device must be connected to the internet via Cellular Data or Wi-Fi.
QUESTION: My chair isn't listed, how can I add/connect to my chair?	ANSWER: If your Human Touch chair is not listed, either it does not have Bluetooth capability or App control is currently unavailable for that chair.
QUESTION: What can I use the App to do with my Human Touch chair?	ANSWER: The App can be used to control the following Human Touch chairs with the same functions found on the remote as well as some additional features not available on remote. <ul style="list-style-type: none">• Super Novo• Super Novo 2.0• Super Novo X• Novo Flex• Gravis ZG Chair• Circa ZG Chair
QUESTION: What can I do with my Human Touch chair in the App?	
QUESTION: Can I play my own audio (ie: Spotify, audio book, podcast) through the chair's speakers while using the App?	ANSWER: Yes! After successfully connecting to the App via Bluetooth, navigate to your device's settings menu, select Bluetooth, find your chair in the list of available Bluetooth devices (usually the chair name followed by number, ex: Super Novo-46200320) and connect to the chair.
QUESTION: Does the App have Voice Control?	ANSWER: Yes! Voice Control is available for Super Novo X, Super Novo 2.0, and Super Novo.



QUESTION:

What is guided meditation?

ANSWER:

Guided meditation is a practice where an expert meditation instructor leads you through a journey of relaxation and mindfulness. Our collection of guided meditation sessions offers a variety of themes to choose from, allowing you to find the perfect match for your needs. During a session, you'll be guided through calming visualizations and breathing exercises, helping you to achieve a state of deep relaxation and inner peace. Whether you're seeking serenity, stress relief, or enhanced mindfulness, our guided meditations provide the soothing voice and expert guidance you need, all from the comfort of your own space.

QUESTION:

What is BrainTap?

ANSWER:

BrainTap has created the perfect at-home solution for better brain health. BrainTap's proprietary neuro-algorithm produces brainwave entrainment – the synchronization of brainwaves to a specialized sound – with no added effort. These sounds create full-spectrum brainwave activity (neuro-activity), a matrix that BrainTap uses to maximize its impact on neuroplasticity.

QUESTION:

How does favoriting work?

ANSWER:

The favoriting feature allows you to bookmark audio tracks, videos, and blogs that you like and put them all in one place. Tap the heart icon on any audio track, video, or blog to add it to your Favorites. You can find all of your Favorites in the Favorite tab in the navigation on the bottom of any app screen.

If using the Human Touch App to control your Human Touch chair, the favoriting feature allows you to bookmark massage settings and/or seating positions that you like for easy recall. Position the chair and/or select your massage settings, then tap the + Favorite icon, add a Name for your favorite, and tap Save. You can find all of your Favorites in the Favorite tab on the chair's remote screen.

QUESTION:

How do I reinstall my app?

ANSWER:

To reinstall your Human Touch App, please follow these steps:

iOS (iPhone and iPod Touch):

1. Uninstall the App by holding down on the Human Touch App icon until a menu appears. If you are on iOS 13, you will need to select 'Rearrange Apps' first
2. Click 'Remove App' to delete
3. Turn your device off and then back on. This step is very important.
4. Download the app again by visiting the App Store and searching for "Human Touch"
5. Press the cloud icon  or "Install" to re-download
6. Log back in with your existing account information

Android (smartphone or tablet):

1. Uninstall the app by going to the Google Play Store and searching for "Human Touch". Press the 'Uninstall' button on the Human Touch screen.
2. Turn your device off and then back on. This step is very important.
3. Download the app again by visiting the Play Store and searching for "Human Touch"
4. Press the 'Install' button on that screen to re-download
5. Log back in with your existing account information

Reinstalling the app does not affect your settings, etc. and you will be able to pick up from where you left off.



QUESTION:

How do I get the newest version of the Human Touch app?

ANSWER:

To download the newest version of the Human Touch App, follow the steps below:

iOS:

1. Visit the App Store
2. Tap "Updates" in the bottom right corner
3. Scroll to the Human Touch app and tap "Update"
If it is not there, that means you are up to date!
4. Continue your journey on your updated Human Touch App

Android:

1. Visit the Google Play store
2. Open 'Settings' and tap "My apps & games"
3. Scroll down to the Human Touch app and tap "Update"
If it is not there, that means you are up to date!
4. Continue your journey on your updated Human Touch App

QUESTION:

How do I log out?

ANSWER:

You can log out of your account from the menu icon  in the top left-hand corner of the App.

QUESTION:

Does the Human Touch app work in landscape mode?

ANSWER:

No.

The Human Touch App can only be used in portrait mode.

QUESTION:

If I change my Time Preference in my Account Settings, will it change the Time in my chair settings?

ANSWER:

No.

The Time Preference set during account sign up does not affect your chair's settings within the remote feature. Go to your chair's remote feature in the App to set or change your massage duration.

FAQs

Remote for Massage Chairs

QUESTION:

Can I save Manual massages?

ANSWER:

Unfortunately, because of the specific placement of the rollers and some other programming challenges, manual massage cannot be saved.

QUESTION:

What can I save in Favorites?

ANSWER:

You can save:

- **Massage Auto-program** (Tension Relief, Performance, Yoga Studio, etc.)
- **Massage Style** (Shiatsu, Swedish, Sports, etc.)
- **Cloud Touch Focus areas** (Arm & Shoulder, Leg & Foot, Hip, etc.)
- **Cloud Touch Intensity** (Soft, 2, 3, 4, Strong)
- **3D Intensity**
- **Heat**
- **Sound Soothe** nature track and **Volume**

For Example: Yoga Studio: Stretch with Cloud Touch in the Arm & Shoulder and Leg & Foot at a "3" intensity, High Heat in the Back and Legs with a Spring Shower track in Sound Soothe at a volume level of "4".

QUESTION:

How many Favorites can be saved?

ANSWER:

Unlimited.

QUESTION:

What can I save in Settings?

ANSWER:

You can save:

- **Default Time** (10, 20, or 30 mins)
- **3D Intensity** (Soft, 2, 3, 4, Strong)
- **Stretch** (Down, Out, or Off)
- **Knee** (if applicable, Auto Glide On or Off)
- **Foot Speed** (Slow, Medium, or Fast)
- **Shoulder Height Detection** method (Auto AcuPoint® Body Sensing or Manual)

QUESTION:

Where can I find the Settings menu?

ANSWER:

The Settings menu can be found by tapping on the gear  icon in the top right-hand corner of the Remote Control screen.

QUESTION:

Can more than one person using the App control the chair at the same time?

ANSWER:

No. The chair's Bluetooth can only be connected to one device at a time, so one would need to disable their Bluetooth connection to the chair in their device's Settings for another to connect.

QUESTION:

How can more than one person use the App to control the chair?

ANSWER:

We recommend all users to download the App on their own device and set up their own account for a more personalized experience.

FAQs

Remote for ZG Chairs

QUESTION:

What can I save in Favorites?

ANSWER:

You can save:

- **Chair position** (Back, Legs, etc.)
- **Air massage program** (Stretch, etc.)
- **Massage duration** (15 minutes, etc.)
- **Heat**
 - Focus area, Temperature, and Timer (if applicable)
- **Health Motion** (if applicable)
 - Smart Motion
 - Smart Sitting
- **Smart Nap** (if applicable)

For Example: Stretch for 30-minutes in ZG with High Heat in the Back and Seat for 1 hour, plus Smart Sitting for 1 hour.

QUESTION:

How many Favorites can be saved?

ANSWER:

Unlimited.

QUESTION:

Is Lumbar a massage program?

ANSWER:

No.

Lumbar is the adjustable support for the lower back area.

Note: The air massage programs override the Lumbar setting.

QUESTION:

Does the Lumbar support stay in place when not in use?

ANSWER:

No.

The Lumbar support deflates automatically when the chair is powered Off.

QUESTION:

Can more than one person using the App control the chair at the same time?

ANSWER:

No.

The chair's Bluetooth can only be connected to one device at a time, so one would need to disable their Bluetooth connection to the chair in their device's Settings for another to connect.

QUESTION:

How can more than one person use the App to control the chair?

ANSWER:

We recommend all users to download the App on their own device and set up their own account for a more personalized experience.

FAQs

Virtual Therapist®

QUESTION:

Is Virtual Therapist still available through Alexa?

ANSWER:

No. Human Touch is no longer able to support Virtual Therapist through Alexa, and this feature is no longer functioning for Super Novo chairs. We are currently working on integrating Virtual Therapist® featuring our own voice assistant directly through the Human Touch App. This will be available for Super Novo, Super Novo 2.0, and Super Novo X and has a planned release in Fall 2024.

QUESTION:

Where is Virtual Therapist available?

ANSWER:

Virtual Therapist is only available in the Human Touch App.

Is there a Virtual Therapist app?

QUESTION:

Do I need to use the Human Touch App to use Virtual Therapist?

ANSWER:

Yes. The Human Touch App is required to use Virtual Therapist.

QUESTION:

Which Human Touch products have Virtual Therapist?

ANSWER:

Virtual Therapist is available in the Human Touch App for the following Human Touch wellness solution products:

- Super Novo massage chair
- Super Novo 2.0 massage chair
- Super Novo X massage chair

QUESTION:

What is Virtual Therapist?

ANSWER:

Virtual Therapist offers a hands-free experience, allowing you to use your voice to select a massage.

QUESTION:

Who is Willow?

ANSWER:

Willow is your Virtual Therapist. After connecting to your Virtual Therapist enabled chair, just say "Hey Willow"

QUESTION:

What can Virtual Therapist do?

ANSWER:

Your Virtual Therapist, Willow, can

- Start a massage—Just tell her your preferences for:
 - A massage auto-program,
 - Massage style, and
 - Massage duration (10, 20, or 30-minutes)
 - Example: *Hey Willow, start a Yoga Studio, Stretch massage for 20 minutes.*
 - Example: *Hey Willow, start a Full Body, Shiatsu massage for 10 minutes.*
- Describe each program and style she can offer (Willow Onboarding only)

(more on the next page)



QUESTION: (continued)

What can Virtual Therapist do?

ANSWER: (continued)

Your Virtual Therapist, Willow, can also

- Turn on Heat in the Back, Legs, or both (if applicable)
 - Example: *Hey Willow, turn on Heat*
 - Example: *Hey Willow, turn on Back Heat*
- Turn Sound Soothe on or off
 - Example: *Hey Willow, turn on Sound Soothe, Twilight*
- Start a previously created Favorite massage by name
 - Willow can only start a Favorite massage that has already been created. She cannot save a Favorite massage.
 - Example: *Hey Willow, start my favorite massage: Prepare for Sleep*
- Adjust 3D massage intensity level (1-5)
 - Example: *Hey Willow, increase intensity to four (4).*
- Adjust Could Touch intensity level (1-5)
 - Example: *Hey Willow, decrease Cloud Touch to two (2).*
- Restore the chair to the full upright position
 - Example: *Hey Willow, restore chair.*

QUESTION:

Why does the voice sound different sometimes?

ANSWER:

Both voices in the app are AI-generated, but they serve different purposes. The voice used for Willow during Onboarding is fine-tuned through a specialized program, allowing it to sound more polished and refined. For other requests, Virtual Therapist uses a more dynamic text-to-speech system that generates responses in real-time, which can cause a slight variation in tone or quality.

This setup helps us balance quality with flexibility, and we're always exploring ways to make the experience even smoother!

QUESTION:

Can I change the voice?

ANSWER:

Yes. There are a variety of voices you can choose from for Willow.

In the menu icon  in the top left-hand corner of the App, tap on  Settings, then Voices, and choose from over 40 voice options.



QUESTION:

How do I turn off Virtual Therapist?

Can I turn Willow off?

ANSWER:

Yes. You can customize your experience with your Willow or turn Virtual Therapist off completely.

To turn Virtual Therapist off, follow these steps:

1. If you are on a Remote screen, navigate to  Home
2. Tap the menu icon  in the top left-hand corner of the App
3. Tap on  Settings
4. Toggle Enable Willow (Virtual Therapist) off 
5. Toggle Enable Willow Onboarding off (if applicable) 
6. Swipe away the Human Touch App to close it
7. Reopen the Human Touch App from your Home screen or App list

QUESTION:

What is the difference between Willow Onboarding and Willow (Virtual Therapist)?

ANSWER:

Willow Onboarding is for users who are experiencing Virtual Therapist for the first time through the Human Touch App. In the onboarding experience, Willow can walk you through each auto-massage program and its available styles, then start your preferred massage for your desired duration. Willow Onboarding is designed for new Virtual Therapist users, so once you're familiar with Willow, next time you can simply ask to start your preferred massage, style, and duration.

Willow (Virtual Therapist) is enabled by default and can be used once you're more familiar using Virtual Therapist. If it's your first time using Virtual Therapist through the Human Touch App, Willow (Virtual Therapist) is available after Willow Onboarding.

QUESTION:

How do I go through the Willow Onboarding experience again?

ANSWER:

Willow Onboarding is for users using Virtual Therapist for the first time through the Human Touch App. To experience Willow Onboarding again, follow these steps:

1. Navigate to  Home
2. Tap the menu icon  in the top left-hand corner of the App
3. Tap on  Settings
4. Toggle Enable Willow Onboarding on 
5. Swipe away the Human Touch App to close it and disconnect from your chair's Bluetooth
6. Re-open the Human Touch App
7. Connect to your applicable chair's Bluetooth
8. Tap Go To Remote

TROUBLESHOOTING GUIDE

Human Touch App

PROBLEM:

Unable to connect via Bluetooth to the App.

Chair not showing during Bluetooth scan.

SOLUTION:

1. If previously connected to the Virtual Therapist® Bridge (Super Novo only), unplug the Bridge.
2. Confirm the chair is not connected directly to your device via Bluetooth. If so, Forget the device in your device's Bluetooth Settings.
3. In your device's Settings, turn Bluetooth Off.
4. In your chair's Settings, turn Bluetooth Off.
5. Turn Bluetooth On again on both the device and the chair.
6. Attempt to connect via Bluetooth

Still not connecting?

7. Confirm your device's software is up to date.
8. Update the App via the App Store or Google Play Store.
9. In your device's Settings menu, find the Human Touch App to confirm access to Bluetooth is turned On.
10. Attempt to connect via Bluetooth.

Didn't work?

11. Uninstall the App.
12. Reinstall the App.
13. Attempt to connect via Bluetooth.

PROBLEM:

Connected via Bluetooth, but no sound.

SOLUTION:

1. Confirm the Volume is turned up in the Sound Soothe > Volume menu or using the chair's Fingertip Controls
2. For **Apple** devices, verify your device's audio is connected to the chair.
 - a. Swipe down from the top-right edge of the screen to open your Control Center.
 - b. Tap the AirPlay  or Bluetooth Speaker  icon on Music control to verify there is a checkmark next to your chair. This is necessary to play audio from your device through the chair.

For **Android** devices, there may be 2 Bluetooth connections shown. Your device must be connected to the device that shows a headphone icon  (or similar).

Still need assistance with the Human Touch App?

Contact our Customer Experience Team through our website's Live Chat, by emailing csadmin@humantouch.com, or call 800-355-2762

Monday thru Thursday 7:00AM – 4:30PM (PST) 3:30PM (PST)