

# The controller instructions

## Power switch on top of the controller



### 1. Power switch on the top of the controller

- ON/OFF button
- Press this button to start massage chair. Touch any massage function icon to start massage.
- Press this button again to turn off the massage chair, and it will return to its original position.

### 2. Touch screen

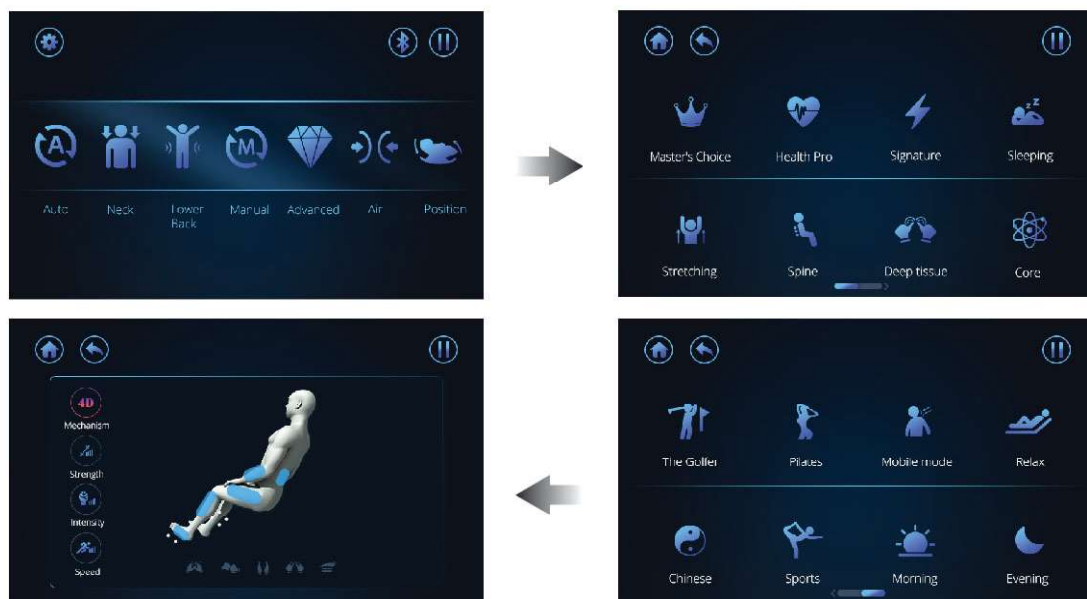
- There are 7 function options in the touch screen for users select.
- Setting is on the top left corner.
- Pause is on the top right corner.



# Operation guide

## 1.Auto

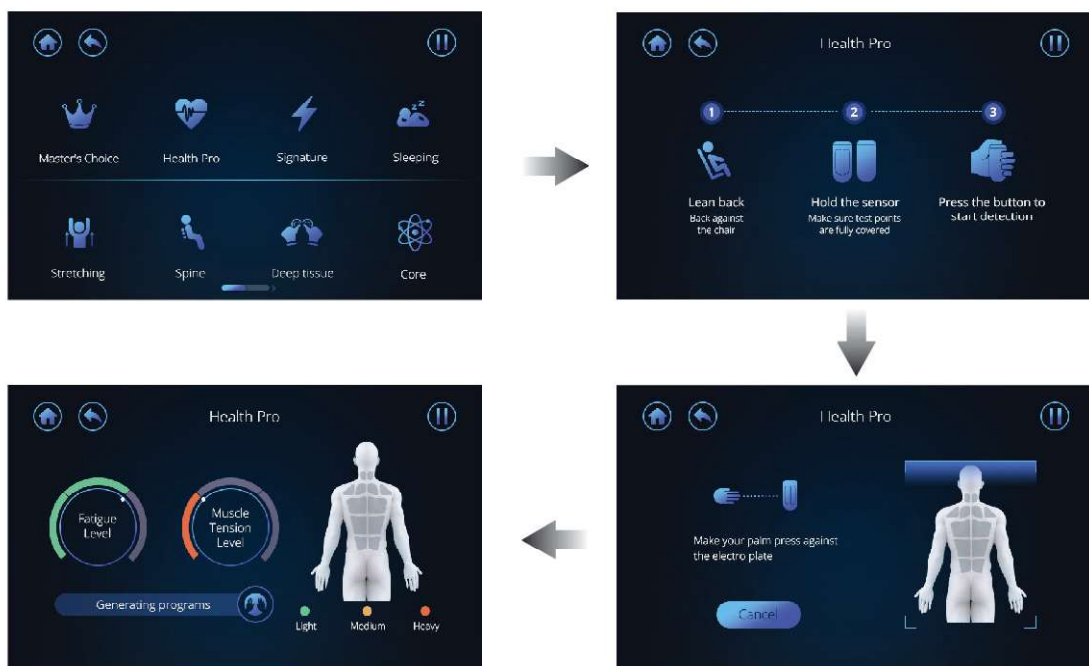
- Touch [Auto] , enter to Auto programs.
  - There are 16 auto massage programs: **Master's Choice, Signature, Sleeping, Stretching, Spine, Deep tissue, Core, The Golfer, Pilates, Mobile mode, Relax, Chinese, Sports, Morning, Evening.** Select one of them to start massage.
- Note:** There are 4D Mechanism, Strength, Intensity, Speed to control when massage.



- Select [Health Pro] to start muscle tension detection

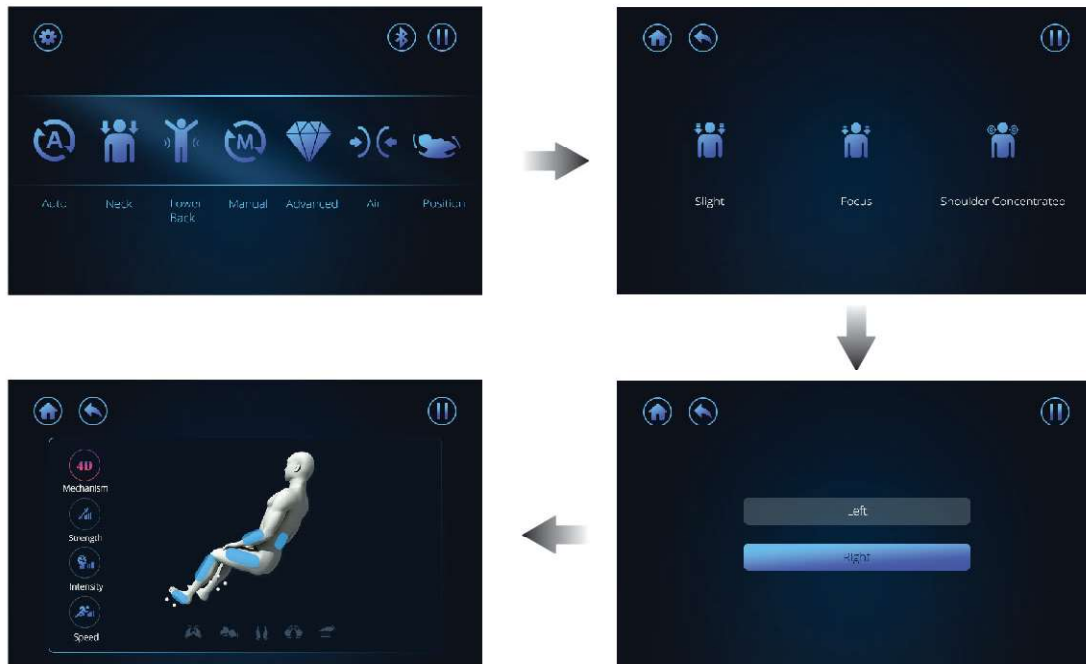
- ① Please lean back and hold the body against the pain sensors to make sure all the testing points are covered. Press the button to start detection.
- ② You will be prompted to firmly press your palm against the electro plate, do not remove your palm until you receive the Health Pro diagnostics screen.
- ③ There are two extents of your health pro, fatigue level and muscle tension level. And it will also show what level of your health pro, light, medium or heavy. The chair will generate massage programs automatically according to your health pro scanning status.

**Note:** In order to use health pro properly to scan your body, you must lean against and make good contact with the electro plates of the body pain detector, or it will stop and scan fail.



## 2. Neck

- Touch this icon, the screen will turn to the page of [Neck].
- There are 3 modes next page : Slight, Focus, Shoulder Concentrated, you can select [Slight] / [Focus] directly to start neck massage program, when touch [shoulder Concentrated] icon, there are left and right for options, select one to start [shoulder Concentrated] massage.



### 3. Lower Back

- Touch the icon, the screen will turn to [ Lower Back ] page.
- There are 4 auto massage programs. Select any one to start massage.



### 4. Manual

- Touch this icon, the screen will turn to [ Manual ] page.
- There are 4 different massage programs for the parts of the back area.
- Users can select and start the program they prefer.
- Tapping/Shiatsu has two kinds of massage techniques for selection.



NOTE:

(1) 4D Mechanism:

- There are 4 adjustable levels for the 4D mechanism intensity.
- In massage mode, the mechanism intensity will set to default.

(2) Intensity/Strength/Speed:

- There are 5 different levels for adjustment.

(3) Upward/Downward icon:

- When pressing the [ Spot ] button, it will stop the massage rollers from moving up or down and the massage rollers will stay at that point.
- In order to change the spot location of the massage rollers, just press the up or down icon and stay at the position that you prefer.

(4) Width:

- The width of the massage can be adjusted for tapping, shiatsu, rolling.
- Press the left and right arrow icons.

(5) Spot:

- The spot massage allows users to select spot for any part of the back area.
- Touch the icon a time to activate spot massage at the spot that you prefer.
- Touch the icon again to stop the function.

(6) Partial:

- The partial massage allows users to select a region (1/4 of the back).
- Touch the icon a time to activate the partial massage.
- Touch the icon again to stop the function.

5. Advanced

- When pressing [ Advanced ], the screen will change to the according page.
- There are 4 programs to select from.
- Users can select and start the program that you prefer.

NOTE:

- Foot heat

Touch this icon to turn off the foot heat from the rollers. Touch again to turn it on.

- Back heat

Touch this icon to turn off the back heat from the rollers. Touch again to turn it on.

- Calf massage

Touch this icon to turn on/off calf massage.

- Foot roller

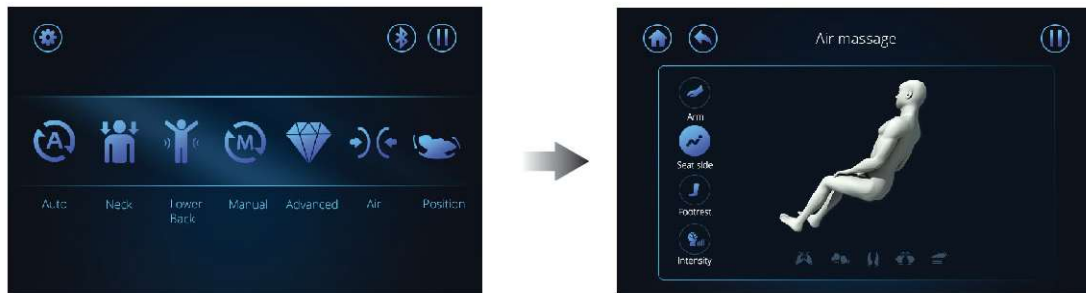
Touch this icon to turn on/off foot roller.





#### 6. Air massage

- Touch the [ Air Massage ] icon and the screen will turn to the according page.
- There are 3 programs to select from.
- Select the program you prefer to start the massage.
- There are 5 different levels of air intensity available for adjustment.



#### 7. Position

- Users can adjust the reclination of the backrest and the footrest by touching the icon (⤴).
- When you think that is the position you want, then touch the icon again to stop the adjustment.
- The button of the legrest allows you to extend or retract the length of the legrest.
- Touch the [ Zero Gravity ] icon to adjust the chair's zero-gravity position. Press the button again to return to the original position.
- Touch the [ LED ] icon to control the light under the hood.
- Touch the [ Negative Oxygen ion ] to open/close negative oxygen ion.

#### NOTE:

The [Zero Gravity] icon is NOT controllable in the massage with angle adjustment.

When the chair starts to return to the original position, you can still experience all the auto massage programs, EXCEPT modes as below which program under actuator.

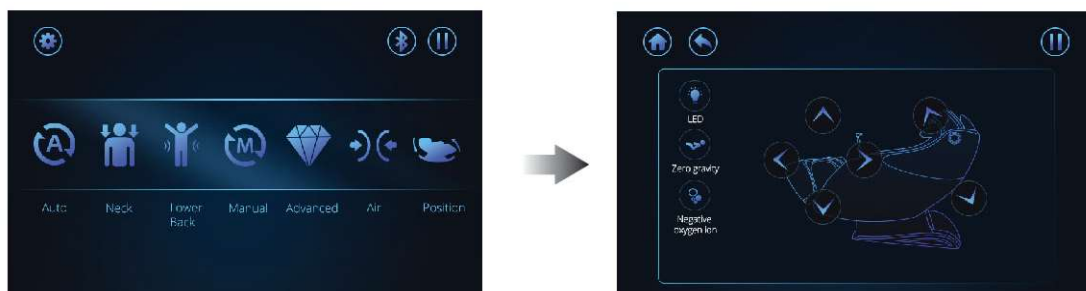
Master Choice

Stretching

Golfer

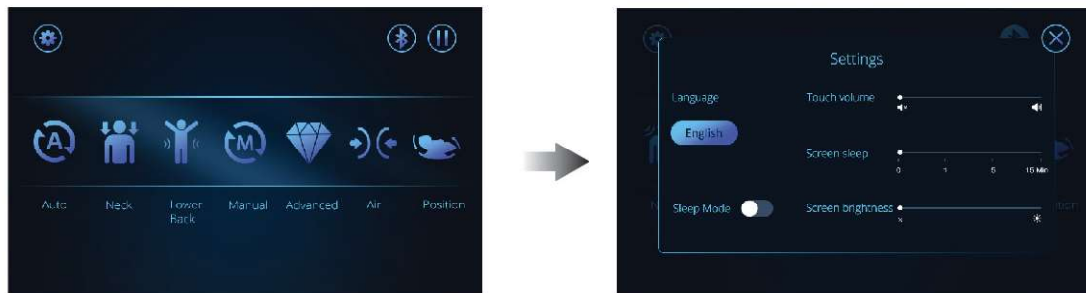
Pilates

Morning



## 8. Settings

- Touch the ⚙️ icon on the top left corner, the screen will change to the [ Setting ] menu.
- Users can select Sleep Mode, Touch volume, Screen sleep and Screen brightness in this page as needed.



## 9. Bluetooth

- Touch ⌵ to control Bluetooth. When you press it, this icon will be lighting up, that means Bluetooth of this chair has been turned on and you can connect bluetooth by phone. Also, you can touch this icon again to turn off.



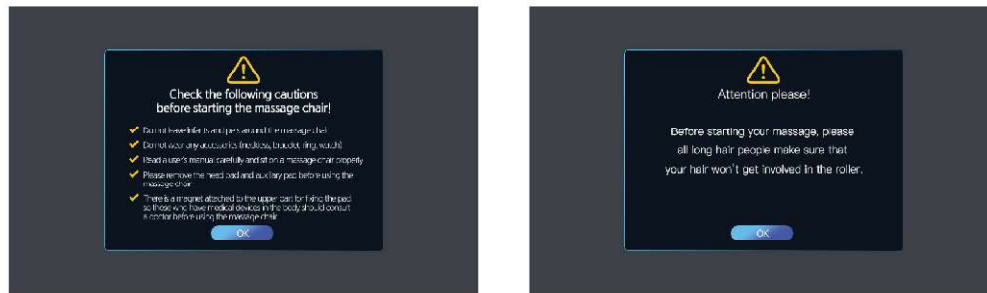


NOTE:

1- Warning Reminder

Power on the controller, there will be two pages of warning reminder words as below.  
Pls read more carefully before you start massage.

Press "OK" to continue next program.

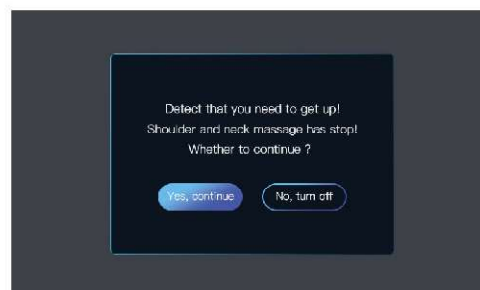


2- Sometimes, you will find a warning sign shown like below. That means a foreign subject is preventing the footrest from functioning properly. And users should remove the obstruction and then press "OK" to continue to massage.



3- Shoulder and neck massage head rise warning

When the chair senses your need to get up, a dialog box will pop up as below, click "Yes, continue", continue massage; Click "No, turn off", the chair will be turned off.



## Connect Osaki OP 4D Master to Alexa Guide

### 1. Download App

- Download the “**Osaki Platinum 4D Master**” app from either the app store or google play store.
- IOS : <https://apps.apple.com/app/id64444843513>
- Android : <https://play.google.com/store/apps/details?id=com.easepal.project8701f>



### 2. Open App

- Open the “**Osaki Platinum 4D Master**” app from your device.



### 3. Setting Page

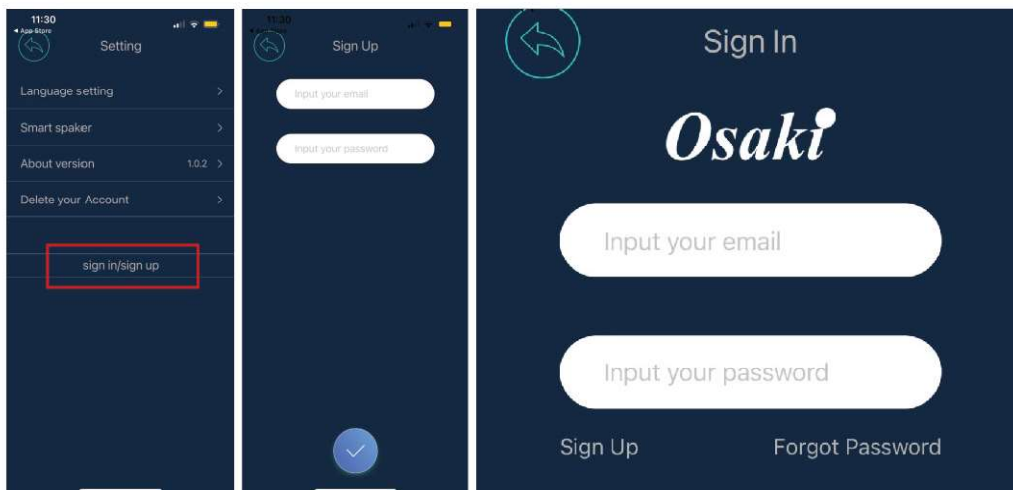
- Located in the upper left hand corner, tap on the Setting icon to go to the Setting Page.



### 4. Osaki Account

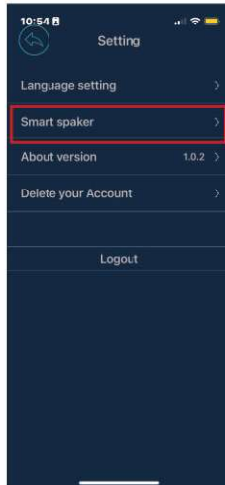
- Login into your Osaki account by clicking the “sign in/sign up” button.
- If you do not have a current account, please click the “Sign Up” button. Then, input an email and password.

**NOTE:** You must make an Osaki account in order to connect your Master chair to Alexa.



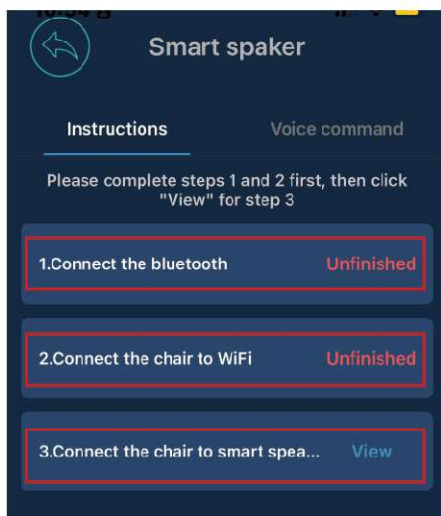
## 5. Smart Speaker Page

- On the setting page, click on “Smart Speaker” to go to the Smart Speaker page.



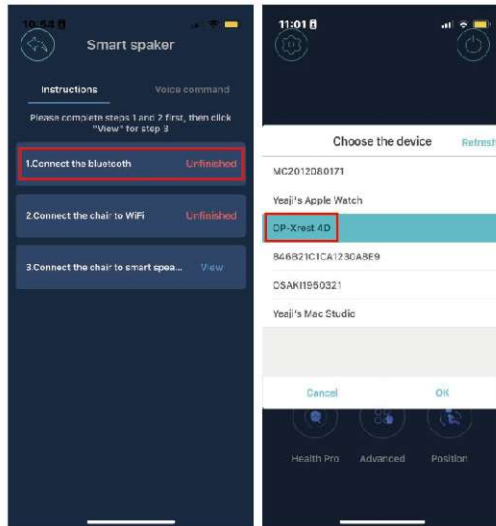
## 6. Connect to Alexa

- From the Smart speaker page, complete the three steps listed in the Instructions tab.



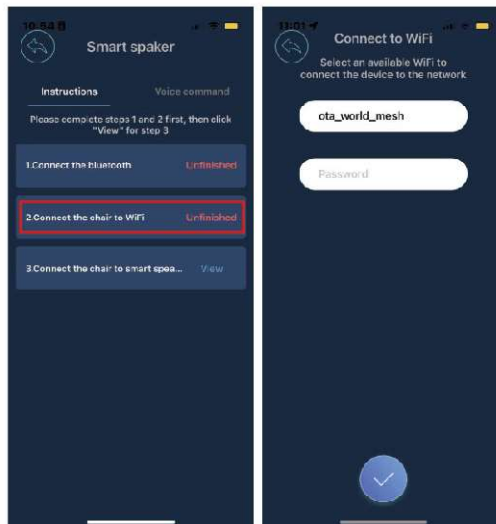
## 7. First Step to Connect to Alexa

- Connect the Master to bluetooth by pressing the first step, “Connect to bluetooth”. Then select OP-4D Master from the Choose the device menu and press OK.



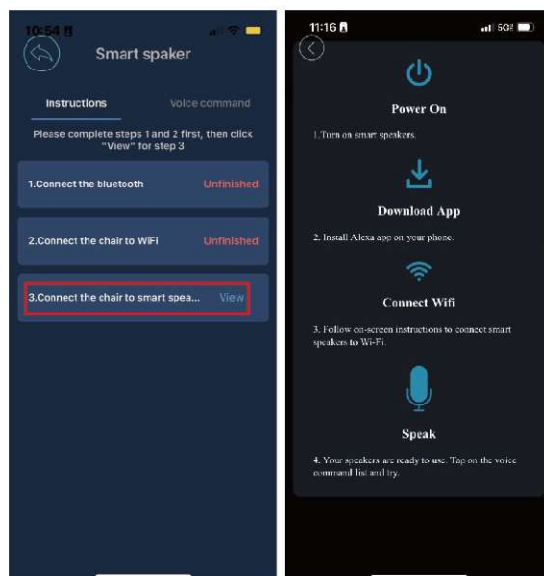
## 8. Second Step to Connect to Alexa

- Connect the chair to WiFi by clicking on the “Connect the chair to WiFi” step.
- From the Connect to WiFi menu, enter in your WiFi network and password, then select the check mark located below to complete this step.



### 9. Third Step to Connect to Alexa

- Connect the chair to the smart speaker, Alexa, by pressing the “Connect the chair to smart speaker”. Then, you will be directed to the steps to connect your Master chair to Alexa.
- The menu states the steps needed to connect, they are as follows:
  - ① First, power on the smart speakers.
  - ② Second, download and install the Alexa app from either the app store or google play.
  - ③ Third, connect the smart speakers to the same WiFi as your Master chair.
  - ④ Fourth, your smart speakers are ready to be used alongside the Master chair. Go to the Voice Command List, located on the Smart Speaker menu, to try out some voice commands.





## 10. "Start Osaki Massage" Command

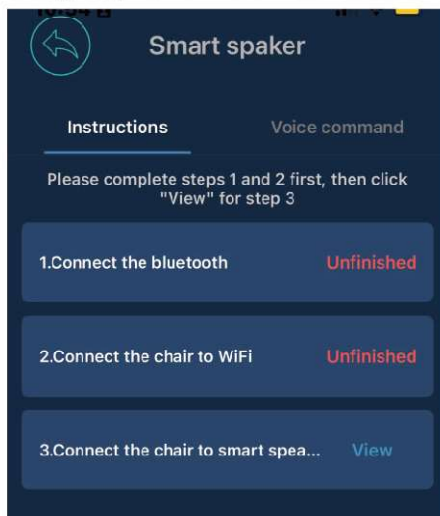
### NOTE:

#### (1) Start Massage with Alexa:

- In order to use Alexa to start your massages on the Master chair, say "Alexa, Start Osaki Massage". Then a notification will tell you to launch the Osaki titan voice control on the Osaki Platinum 4D Master app so that the voice control is allowed in your Alexa device.

#### (2) "Start Osaki Massage" Voice Command:

- The voice command "Start Osaki Massage" activates Osaki titan voice control before using any other voice command.



## 11. Smart Speaker Page

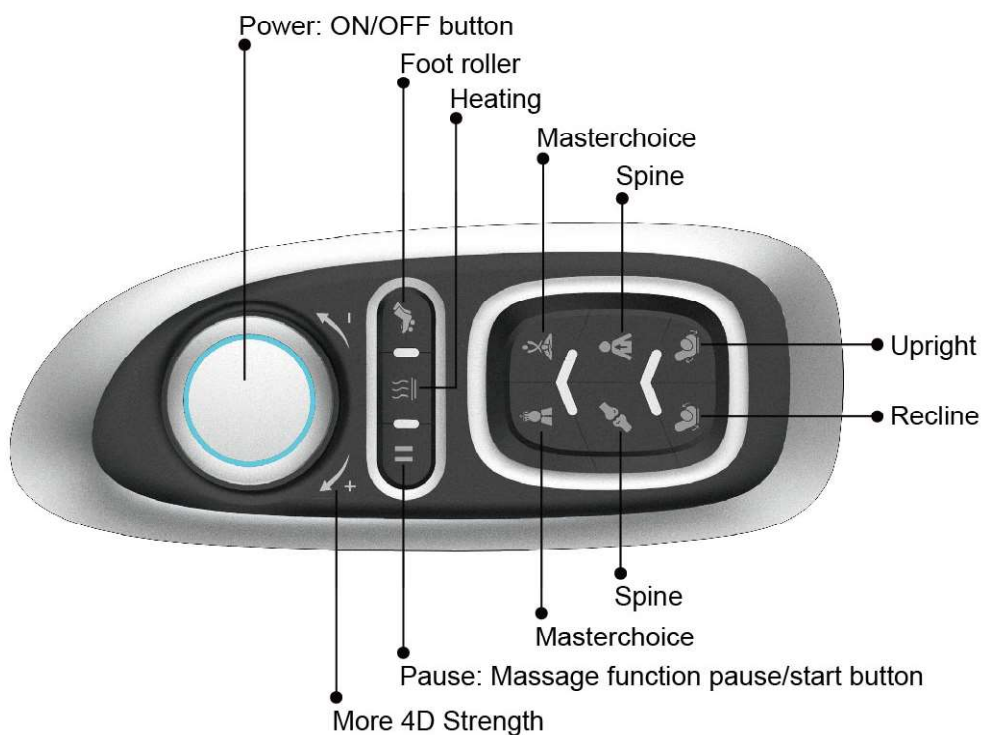
- On the Smart Speaker page, press the "Voice command" tab to view all commands that can be used with Alexa.



NOTE:

- Voice Commands:
  - (1) "Turn On", "Turn On Osaki Massage", "Power On", "Power On Osaki Massage", and "Power On Osaki Massage":  
Power on the Master Chair
  - (2) "Turn Off", "Turn Off Osaki Massage", "Power Off", and "Power Off Osaki Massage":  
Power off the Master Chair
  - (3) "Pause", "Pause Massage", and "Stop Massage":  
Stop Massage from Master Chair
  - (4) "Continue", "Continue Massage", and "Keep Going":  
Continue Massage from Master Chair after a Pause Command
  - (5) "Start Massage", "Give Me a Massage", and "Turn on Massage":  
Demo commands that Allow You to Try Out the Chair
  - (6) "Zero Gravity On", "Put Me on Zero Gravity", and "Turn on Zero Gravity":  
Turn on Zero Gravity for the Master Chair
  - (7) "Heat On" and "Turn On Heat":  
Heat On
  - (8) "Heat Off" and "Turn Off Heat":  
Heat Off
  - (9) "Put More Strength", "Harder Massage", and "Stronger Massage":  
Turn Up Strength of Massage
  - (10) "Turn Down the Strength" and "Softer Massage":  
Turn Down Strength
  - (11) "Change Massage to [Program Name]" and "Change to [Program Name]":  
Change the Current Massage Program Name to a Different Massage Program

## Control Buttons on the side panel



## Wireless Charge



## After massage

- 1 Turn off the power switch on the controller.
- 2 Pull the power switch to "O" position.
- 3 Pull out the power plug.



## Warning

- After using, it is recommended to put the power switch to the OFF position and pull out the power plug;  
Otherwise accidents and injuries by playing with them by children may happen.

# Cleaning and maintenance

## Cleaning of the synthetic leather

**Wipe the synthetic leather with a soft dry cloth.**

- **Do not clean the product with solutions containing chemicals such as thinners, gasoline and alcohol.**
- **Be sure that leather cleaner will not harm the synthetic leather by reading the label.**
- **If the synthetic leather is very dirty, wipe it with the method below.**
  - ① Wet a soft cloth into water or 3% to 5% neutral detergent containing hot water and wring it out.
  - ② Be sure the soft cloth is well wrung out till there is NO water dripping from the cloth.
  - ③ Wipe surface of the synthetic leather with the soft cloth.
  - ④ Be sure to rinse out the cloth multiple times when wiping down.
  - ⑤ Have the synthetic leather dry naturally. Do not use dryer.
- **If it is difficult to remove the stains on the synthetic leather, try soak a piece of melamine foam into a neutral detergent to wipe down several times.**
- **Do not dry the surface by a hair dryer.**
- **Surface of the synthetic leather may fade or discolor if an inappropriate detergent is used. Test the cleaning solution in small section prior to fully applying.**
- **Do not clean the hard plastic parts with any alcohol, thinner or benzene based agents. This may cause discoloring or removal of the color all together.**



## Cleaning of the plastic parts

**1 Put a piece of soft cloth into water mixed with a neutral detergent contained hot water, wring it out and wipe the plastic parts.**

- **Do not clean the product with chemicals such as thinners, gasoline and alcohol.**

**2 Wipe down with a microcloth or soft cloth wrung out in clean water.**

- **Be sure the cloth is well wrung out with no water dripping, leaving the cloth damp.**

**3 Have the plastic parts dry naturally.**





## Questions and answers (Q&A)

**Q** Can someone with a medical condition or disease use this product?

**A** They must consult with their physicians before using the product.

Massage can aggravate or worsen muscle injuries, bone disease, spinal abnormalities, skin disease and kill ones with medical devices implanted in their body.

**Q** Is there a restriction body height and weight to use this chair?

**A** The recommended min. height is 4'9" with a max. height of 6'4". The max. weight capacity is 260 lbs.

If the user is shorter or taller than the height range, They will not fit comfortably in the chair and may even cause injury. The maximum weight limit must be followed to avoid damaging the chair and also possibly seriously injuring yourself while using the device. The limits are in place for the users safety.

**For a taller person with knee bending when using the product:**

Tilt the backrest and lower the Lower Leg/Foot massager to the down position, elongating the length from top to bottom.

**For a short person difficult to touch the foot massage section:**

Raise the backrest and raise the legrest to shorten the distance from the top to bottom.

**Q** Where is serial number of the product?

**A** It is located at behind the backrest at the back of the chair by the power cord.



**Q** When I use the chair it makes noise .

**A** It is part of the normal function of the chair.

The chair is equipped with an air pump and multiple motors. The sounds are part of chair when being operated.

**Q** How long should I use the massage chair each day?

**A** 20 minutes per day with no medical conditions.

For the 1st week of using the chair, use only for 20 minutes at most assuming the user is in good medical condition. If there is any discomfort stop using and consult with your doctor. The first few days of using you may experience mild soreness. Be sure to monitor the pain levels and if the soreness does no diminish after the following day consult with your doctor before using again.

**BE SURE TO DRINK PLENTY OF WATER AFTER EACH MASSAGE.**

# Troubleshooting

**If an issue occurs, inspect and trouble shoot according to the corresponding method below.**

If the problem is not solved, contact the manufacturer for further instructions or service.

| Fault   | Cause and elimination method  |
|---|---|
| <b>The massage wheels stop during use</b><br>(The product beeps and all icons and buttons on the remote controller flicker and then go out.)                                      | <p><b>As a safety protocol the massage heads will stop if pressure/weight load has exceeded its limit.</b></p> <p>To avoid potentially over heating or damaging the massage mechanism the chair is designed to automatically shut off if over strained or over heated. The remote will flash a few times and then shut off as a safety measure. If this has occurred turn off the power switch from the back, allow for 30 sec. And power back on. If the weight capacity of 260 lbs is not exceeded, unplug from the outlet and notify the manufacturer.</p> |
| <b>The product cannot tilt, or the footrest cannot be raised or lowered</b><br>(The product beeps, the running light on the remote controller go out and the product stops)       | <p><b>This product will stop upon any obstruction or a too large of a force preventing from operating.</b></p> <p>If all screen and buttons are flickering and the backrest or the footrest has stopped, turn off the power supply and turn back on 10 seconds. Be sure there are no obstructions in the way of the footrest or the backrest rolling mechanism.</p>   |
| <b>The massage wheels cannot reach the shoulders or the neck</b>  | <p>If your head is not properly placed against the backrest during the computer body scan, it may result in an incorrect reading, causing the rollers to start a lower position causing the massage to be inaccurate. If this occurs turn off the power from the remote and start over again to get a proper reading.</p>   |
| <b>The left and right massage wheels have different heights (intensities)</b>   | <p>This is a normal function of the massage mechanism as it programmed to massage alternating locations from the right side during certain intervals of the program.</p>  |
| <b>The chair is not functioning (massaging).</b> <ul style="list-style-type: none"> <li>● Upper body (the neck to the waist) massage</li> <li>● Lower leg/foot massage</li> </ul> | <ul style="list-style-type: none"> <li>● The power line is disconnected.</li> <li>● The power switch is not turned on.</li> <li>● If no program is selected after turning, the chair will pause and shut down. Turn off and restart.</li> </ul>   |
| <b>The roller heads are still warm after turning off the heat. Or the product is damaged.</b>   | <ul style="list-style-type: none"> <li>● Because the roller heads heat up it will take some time for the residual heat to dissipate.</li> <li>● If the massage heads are mildly warm, the rollers may be admitting heat created by the friction from the massage.</li> </ul>  |
| <b>The power line or the power plug is abnormally warm to hot.</b>  | <p>To avoid accidents, contact an authorized service center.</p>  |

If above solutions are not applicable, kindly refer to "Product Warranty Card" and contact service center.



## Troubleshooting (Continued)

### Expected sounds and feelings when using the massage chair.

**You will hear or have the following feelings when using the product. These not defective indicators but a normal function of the chair.**

- When chair extends or retracts you will hear gears moving and clicking.
- A rubbing sound will be mildly heard when the massage heads are activated.
- When the massage heads are tapping you may hear a mild clicking sound.
- Friction sounds will be experienced as the rollers are activated.
- As the rollers move up and down the motor produce a sound.
- As the rollers are activated you will hear spinning of belts rotating.
- Motor sounds will be experienced.
- As the massage heads are squeezing, a mild squeaking sound will be heard.
- When sitting in the chair as the roller heads are tapping and rolling a mild squeaking sound may be produced from the joints.
- Common joints that may squeak would be from the side panels
- Friction sound between the massage wheels and the fabric.
- Motors will be heard from the pump when the airbags deflate.
- While the airbags are activated you will hear air valves alternating. When the legrest is moving, you will hear mild squeak and a motor operating.



**If the sound is loud, it is also possible that the product has failed.**

- In this case, have the product inspected and repaired by an authorized service center.

### **Warning**

- **Do not refit, disassemble or repair the product without permission.** Otherwise fires, abnormal movements or personal injuries may happen.

### **Warning**

- **In the case of any abnormality or fault, stop the product immediately and pull out the power plug to avoid fuming, fires and electric shocks.**

<Abnormality and fault example>

- The product fails to work after the power switch is turned to the ON position;
  - When the power cable is moved the chair will turn off and on.
  - In use, the product gives off a burning smell or an abnormal sound;
- The product upholstery is deformed or abnormally hot.

If any of these symptoms occur, have the product inspected and repaired by an authorized service center immediately.

## Specifications

|                                      |                             |  |
|--------------------------------------|-----------------------------|--|
| <b>Product name</b>                  |                             | OP-4D Master   |
| <b>Rated Voltage</b>                 |                             | 110-120V~ 60Hz   |
| <b>Current</b>                       |                             | 1A   |
| <b>Working time</b>                  |                             | 15min  |
| <b>Guide</b>                         |                             | L Shape 53.3"  |
| <b>4D Massage Roller</b>             | <b>Forward arc distance</b> | 4 Levels Approx 4.13"  |
|                                      | <b>Strength</b>             | 5 levels   |
|                                      | <b>Speed</b>                | 5 levels   |
| <b>Airbag</b>                        | <b>Intensity</b>            | 5 levels   |
| <b>Angle Adjustment</b>              | <b>Backrest</b>             | Approx 128°- 155° (Ground Angle)                             |
|                                      | <b>Footrest</b>             | Approx 9°- 75° (Wall Angle)                                  |
| <b>size</b>                          | <b>Upright</b>              | 64.2" × 31.5" × 52.4"  |
|                                      | <b>Reclined</b>             | 79.5" × 31.5" × 44.5"  |
| <b>Extension of Footrest</b>         |                             | Approx 7.9"  |
| <b>Dimensions of Packing (L*W*H)</b> |                             | BOX 1: 55.3" × 33.9" × 50.0"<br>BOX 2: 23.4" × 20.3" × 22.4" |
| <b>N.W./ G.W.</b>                    |                             | BOX 1: 211.6lbs/249.1lbs<br>BOX 2: 43.0lbs/49.6lbs           |
| <b>Weight of Chair</b>               |                             | Approx 254.6lbs  |
| <b>Usage Condition</b>               |                             | Environment temperature : "32°F~95°F"                        |
|                                      |                             | Contrasting humidity : "20-80RH"                             |
| <b>Storage Condition</b>             |                             | Storage temperature : "23°F~95°F"                            |
|                                      |                             | Storage humidity : "20-80RH"                                 |
| <b>Maximum body weight of user</b>   |                             | 260 lbs  |

This equipment contains a certified radio transmission modules:  
 FCC ID: 2AOC9-ZENBDM10A, 2AC7Z-ESPWROOM02  
 IC: 27631-ZENBDM10A, 21098-ESPWROOM02

# **FCC Radiation Exposure Statement**

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## **FCC Radiation Exposure Statement: (mobile device)**

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. In order to avoid the possibility of exceeding the FCC radio frequency exposure limits, Human proximity to the antenna shall not be less than 20cm (8 inches) during normal operation.

### **FCC STATEMENT**

1. 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.
2. Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

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.

# Industry Canada Notice

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## Industry Canada Notice

This device contains licence-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS(s).

1. Operation is subject to the following two conditions:

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

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

## Avis d'Industrie Canada

Cet appareil contient des émetteurs/récepteurs exemptés de licence qui sont conformes aux RSS exemptés de licence d'innovation, sciences et développement économique Canada.

1. L'exploitation est autorisée aux deux conditions suivantes:

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

2. Cet appareil numérique ne dépasse pas les Rélements sur l'interférence radio par un appareil numérique de classe B stipulées dans les Règlement sur l'interférence radio d'industrie Canada.



