



COMPLETE USER GUIDE

WHAT YOU'LL NEED:

1. Super Novo Massage Chair

2. Virtual Therapist Bridge

Didn't request one yet? Register your chair [here](#) to request your complimentary Bridge.

3. Amazon Account

Don't have one? Sign up for a free account [here](#)! Amazon Prime account is not required.

4. Amazon Alexa-enabled Device

i.e. Echo Dot, Echo Show, or the Alexa app installed on a compatible device
Be sure to have this set up before setting up Virtual Therapist.

5. 2.4 GHz Wi-Fi Network

Not compatible with a 5G network.

PRO TIPS:

- Before beginning setup,
 - ✓ Disconnect all other devices connected to your Super Novo's Bluetooth
 - ✓ If using a device with cellular service, turn on "Airplane Mode"
- *Chair not responding to Alexa?* Unplug your Virtual Therapist Bridge and turn off your Super Novo. After one minute, turn your chair back on, then plug your Bridge back in. **Wait 5 minutes** before asking Alexa again.

TABLE OF CONTENTS:

Jump to...

ONLINE SETUP:

» [Human Touch](#)

» [Amazon](#)

» [Amazon Alexa Mobile App](#)

[Setup Your Amazon Alexa-enabled ECHO Device](#)

SUPER NOVO SETUP:

» [Virtual Therapist Bridge](#)

» [Bluetooth](#)

» [Wi-Fi Network](#)

[GET STARTED With Virtual Therapist](#)

[FAQs](#)

TROUBLESHOOTING GUIDE

» [Virtual Therapist Account & Linking](#)

» [Super Novo Set Up](#)

» [Getting Started with Virtual Therapist](#)

Virtual Therapist™ ONLINE SETUP

humantouch.com/VirtualTherapist



Virtual Therapist™

Need a Virtual Therapist Account?

[REGISTER FOR A NEW ACCOUNT](#)

Already have a Virtual Therapist Account? Log in below

Virtual Therapist Email

Type your email

Virtual Therapist Password

Type your password

[LOG IN](#)

[Forgot your password?](#)

Sign Up

Create a Virtual Therapist™ Account

Already requested a bridge device?

Yes, I have received the Virtual Therapist bridge*

Name*

Human Touch

Email*

virtualtherapist@humantouch.com

Password*

p@ssw0rd!

Confirm Password*

.....

*required

[Register](#)

[Already have an account?](#)

Virtual Therapist™

User Account Profile

Next Step: Link with Alexa - Required

Using Alexa to control your Super Novo massage chair requires your Virtual Therapist account to be linked with your Amazon Alexa account. Select Go To Amazon Alexa, then Enable the Human Touch Super Novo Virtual Therapist skill and Link Accounts.

[GO TO AMAZON ALEXA](#)

After you complete linking with Alexa, return to your Virtual Therapist account to get your [Chair profile code](#).

Step 1:

Virtual Therapist Bridge has been **DELIVERED!**

- Included in box:
 - Bridge
 - Setup Guide
 - Quick Start Guide
 - Pro Tips Card

Feel free to plug it in!
(within 10-15 feet of chair)



Step 2a:

VIRTUAL THERAPIST ACCOUNT

- To create your account, go to:
humantouch.com/VirtualTherapist

 Registering to request a Virtual Therapist Bridge does not create a Virtual Therapist Account



Step 2b:

REGISTER FOR A NEW ACCOUNT

- First & Last Name
- Email Address
- Password

Login credentials will be needed to link to your Amazon Account to use Virtual Therapist

Note: Though it may be easier, it is not necessary to use the same login info used for your Amazon.com account



Step 2c:

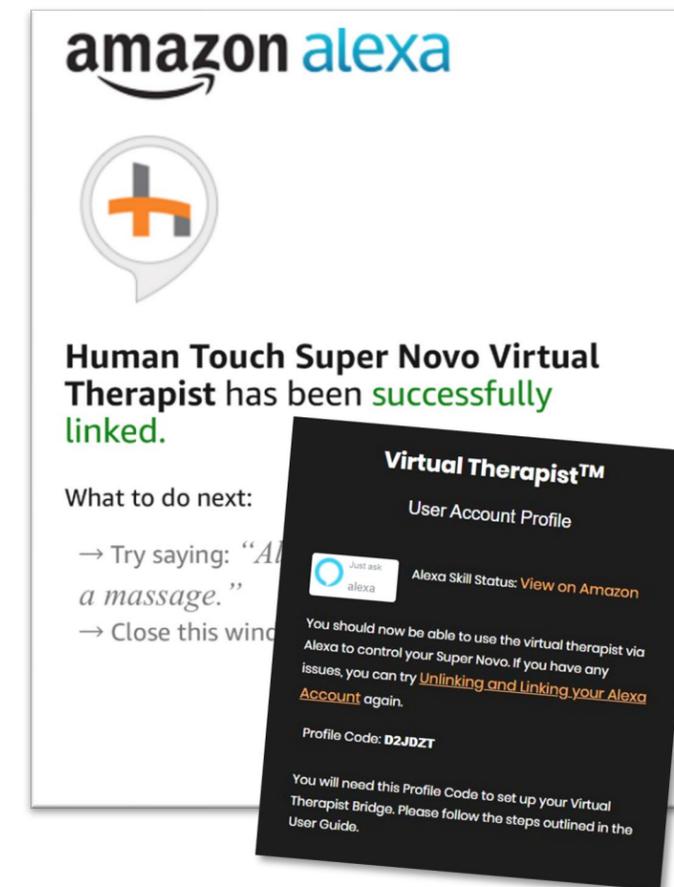
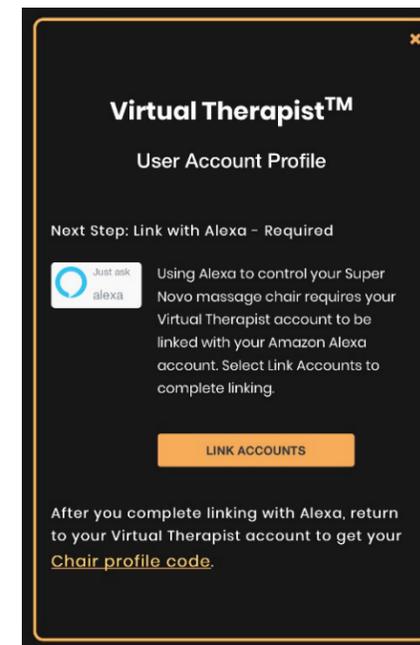
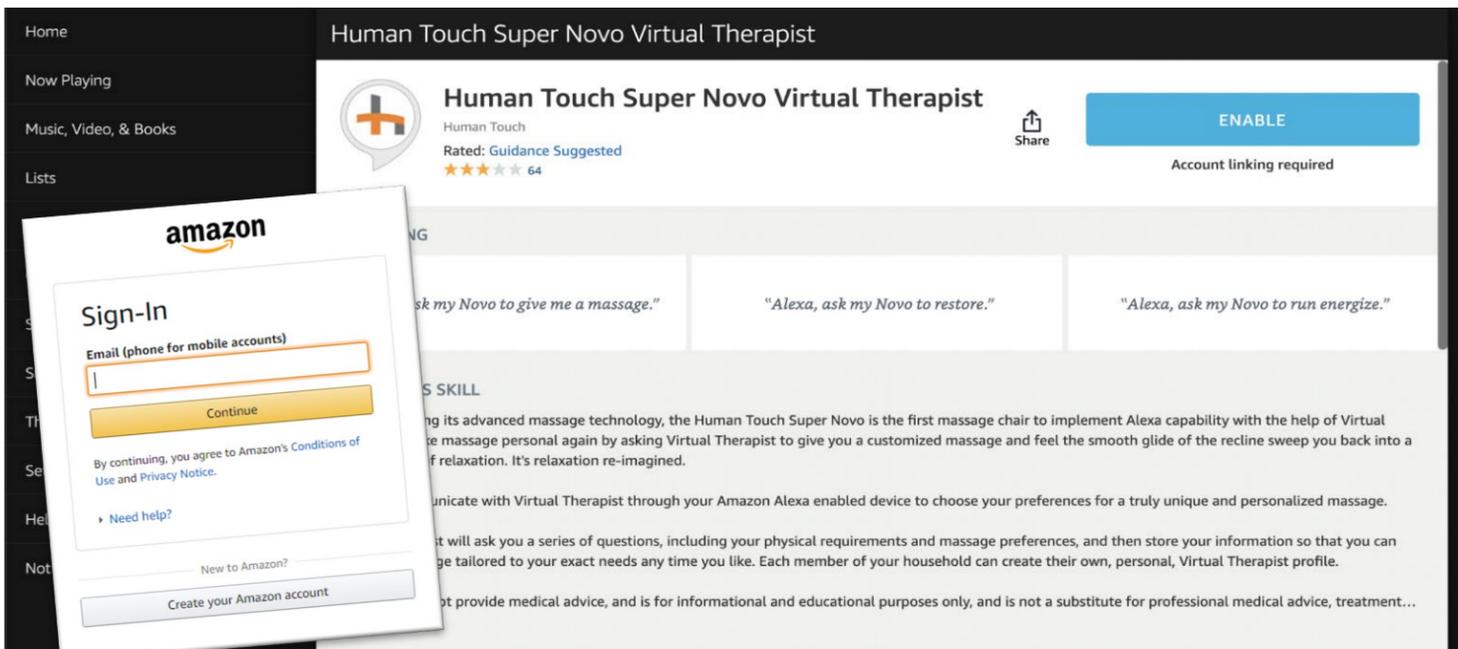
Virtual Therapist REGISTRATION COMPLETE

- Continue setup by clicking on the [[GO TO AMAZON ALEXA](#)] button

Note: You may need to allow pop-ups

Virtual Therapist™ ONLINE SETUP (cont.)

Amazon.com » [Alexa Skill: Human Touch Super Novo Virtual Therapist](#)



For assistance creating or signing in to an Amazon account, go to [amazon.com/help](https://www.amazon.com/help)

Step 3a: Amazon Alexa SUPER NOVO VIRTUAL THERAPIST SKILL

- The skill page should open in a new window or you can also get to the skill page by going to: htfeelbetter.com/VirtualTherapist_Skill
- If you aren't already signed in to your Amazon.com account, click the [Sign In] button to log in or create a FREE account by clicking the [Create your Amazon account] button
- ⚠ This must be the same account used to set up your Amazon Alexa-enabled ECHO device

Step 3b: ENABLE Super Novo Virtual Therapist Skill

- Click the [ENABLE] button
 - A new tab will open to link your Virtual Therapist and Amazon accounts
- You may need to disable pop-up blockers

Step 4: LINK ACCOUNTS

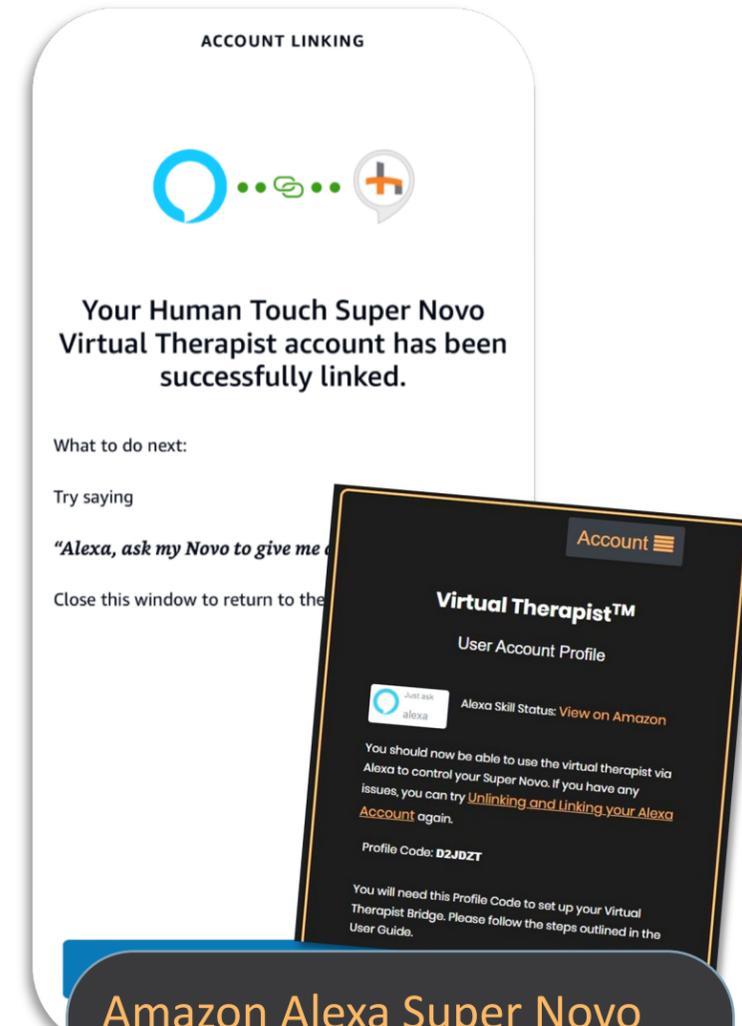
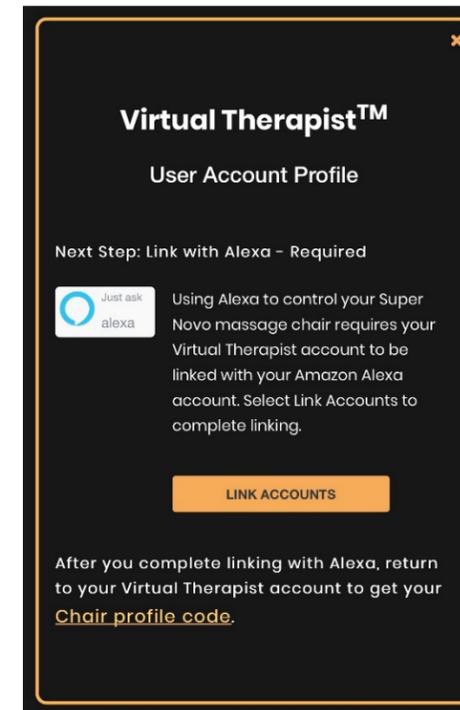
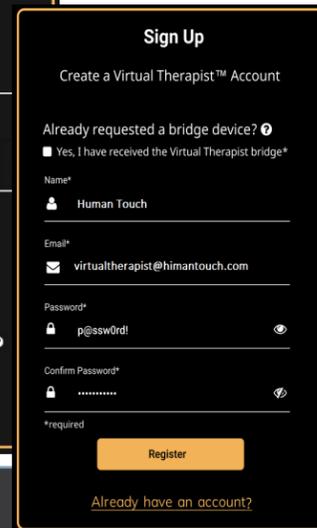
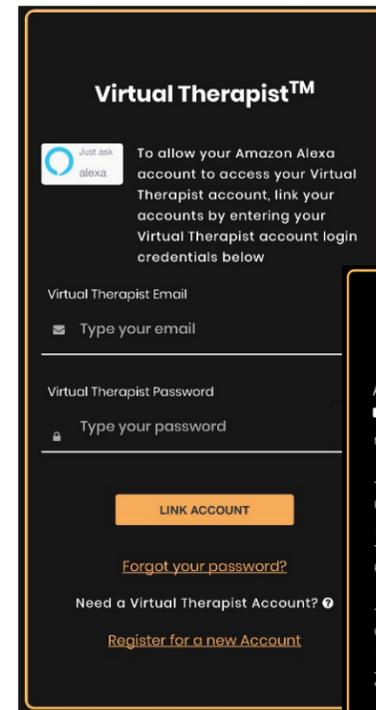
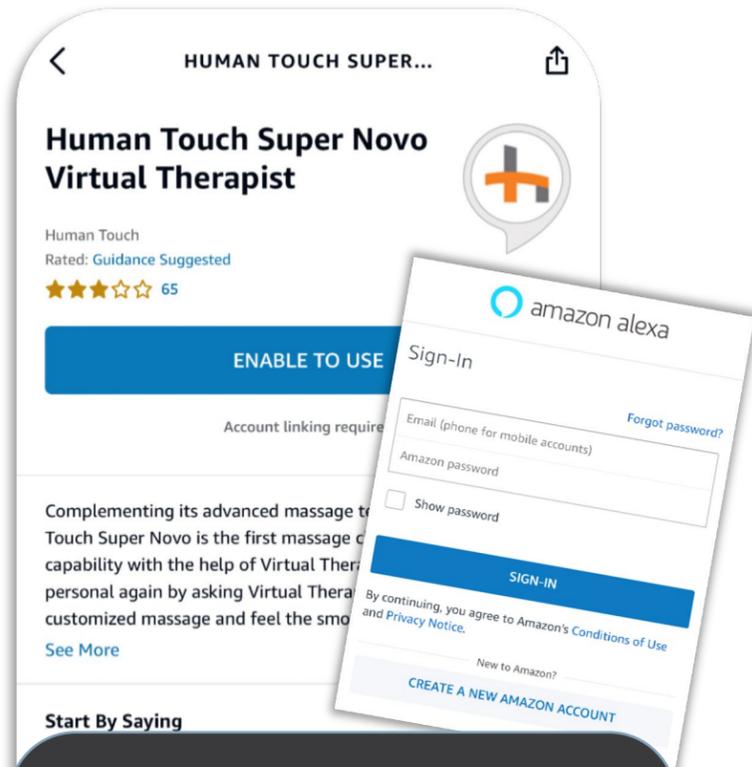
- Click the [LINK ACCOUNTS] button
- This will link your Amazon account and your Virtual Therapist account
- NOTE:** You may need to enter your Virtual Therapist account email and password created in *Step 2b* first
- ⚠ **DO NOT SKIP THIS STEP.** This is required to use Virtual Therapist. If needed, you may also click on the [Link Account] button once you've enabled the skill to move forward with this step

Amazon Alexa Super Novo Virtual Therapist Skill SUCCESSFULLY LINKED

- You've successfully completed the online portion of setting up Virtual Therapist!
- This window can be closed
- Return to your Virtual Therapist account to find your assigned **Profile Code** needed in the next steps.
 - 🔄 refresh to view your linking status
 - Refer to the **Setup Guide** included with your Bridge to continue setting up your Super Novo to Virtual Therapist

Virtual Therapist™ MOBILE APP SETUP

Amazon Alexa Mobile App » [Alexa Skill: Human Touch Super Novo Virtual Therapist](#)



Step 3: Amazon Alexa SUPER NOVO VIRTUAL THERAPIST SKILL

- If you aren't already logged in to your Amazon Alexa app, click the [SIGN-IN] button
- ⚠ This must be the same account used to set up your Amazon Alexa-enabled ECHO device
- Need an Amazon account? Click the [CREATE A NEW AMAZON ACCOUNT] button
- Search for Alexa Skill: *Human Touch Super Novo Virtual Therapist*
- Click the [ENABLE TO USE] button

Step 4a: VIRTUAL THERAPIST ACCOUNT

- Enter your Virtual Therapist account email and password
 - Click the [LINK ACCOUNT] button
- Need a Virtual Therapist Account?
Click the [Register for a new account](#) link to sign up:
- First & Last Name
 - Email Address
 - Password
- Note:** Though it may be easier, it is not required to use the same login credentials used for your Amazon.com account

Step 4b: LINK ACCOUNTS

- Click the [LINK ACCOUNTS] button
- This will link your Amazon account and your Virtual Therapist account
- ⚠ **DO NOT SKIP THIS STEP.**
This is required to use Virtual Therapist.
- If you've enabled the skill, but did not link accounts, click the [SETTINGS] button, then Link Accounts to continue

Amazon Alexa Super Novo Virtual Therapist Skill SUCCESSFULLY LINKED

- You've successfully completed the online portion of setting up Virtual Therapist!
- Click the [CLOSE] button
- Return to your Virtual Therapist account at humantouch.com/virtualtherapist to find your assigned **Profile Code** needed in the next steps.
 - 🔄 refresh to view your linking status
 - Refer to the **Setup Guide** included with your Bridge to continue setting up your Super Novo to Virtual Therapist

Amazon Alexa-enabled ECHO Device

Set up per Device Instructions

For help setting up an Echo device, go to Amazon's [Digital Services and Device Support](#) > **Echo Family**



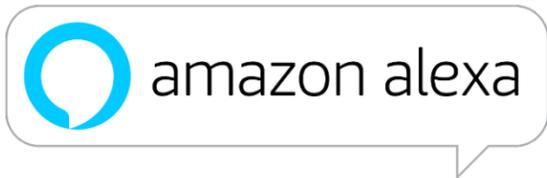
*not all compatible models shown

Virtual Therapist™ SUPER NOVO SETUP

Phone, tablet, or computer

Needed:

- ✓ Super Novo Massage Chair
- ✓ Virtual Therapist Bridge
- ✓ Bluetooth Connection
- ✓ Profile Code
- ✓ Your Wi-Fi Network Name & Password
- ✓ Amazon Alexa Echo Device + Amazon Account



Step 5:

POWER UP

- Plug the Virtual Therapist Bridge into a 120 VAC wall outlet within 10-15 feet of your Super Novo massage chair

Preferrably in an unobstructed, direct "line of sight" to your chair; not behind walls or in another room

⚠ Plugging the Bridge into an extension cord is not recommended



Step 6:

CONNECT TO BRIDGE

- Open the Wi-Fi **Settings** on your phone, tablet, or computer
- Select the Bridge Wi-Fi network: **Virtual-Therapist-Setup**

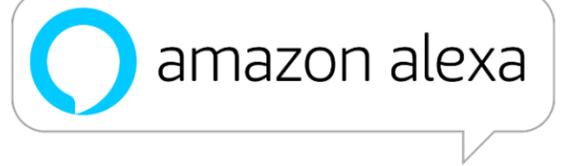
⚠ This is a temporary, unsecured network that you will be connecting to briefly, only to set up the Virtual Therapist Bridge network, which is fully secured and permanent



Note: Screen shown on iPhone X. Your display may vary.

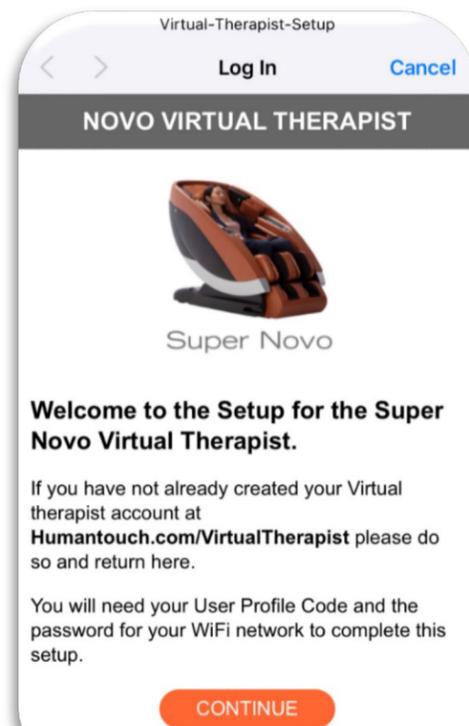
Virtual Therapist™ SUPER NOVO SETUP (cont.)

Phone, tablet, or computer



Needed:

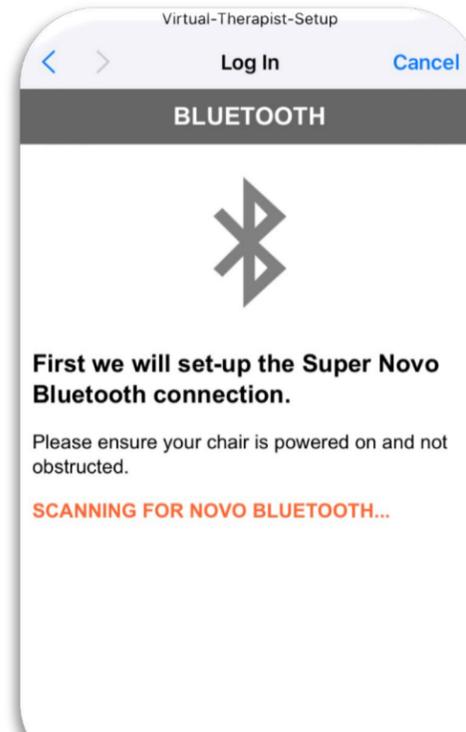
- ✓ Bluetooth Connection
- ✓ Profile Code
- ✓ Wi-Fi Network
- ✓ Amazon Alexa Echo Device + Amazon Account



Step 7: VIRTUAL THERAPIST BRIDGE SETUP

- Setup screen will appear once connected to network:
Virtual-Therapist-Setup
- Press [Continue]

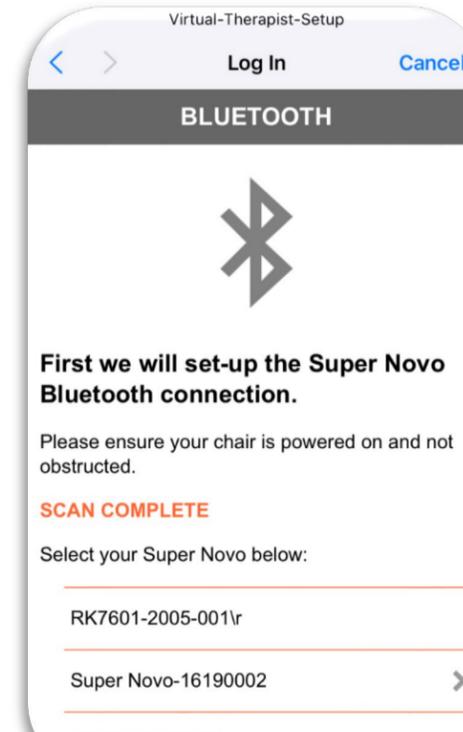
⚠ If the Setup screen does not appear, try unplugging and re-plugging Bridge. Wait 3 minutes for the Bridge to boot up before re-attempting setup.



Step 8a: CONNECT BLUETOOTH

- On your Super Novo's remote, use the navigation buttons to click on **Settings » Bluetooth** to ensure the chair's Bluetooth setting is **ON**

⚠ Only one (1) device can be connected to your chair's Bluetooth. Please ensure all other devices are disconnected.



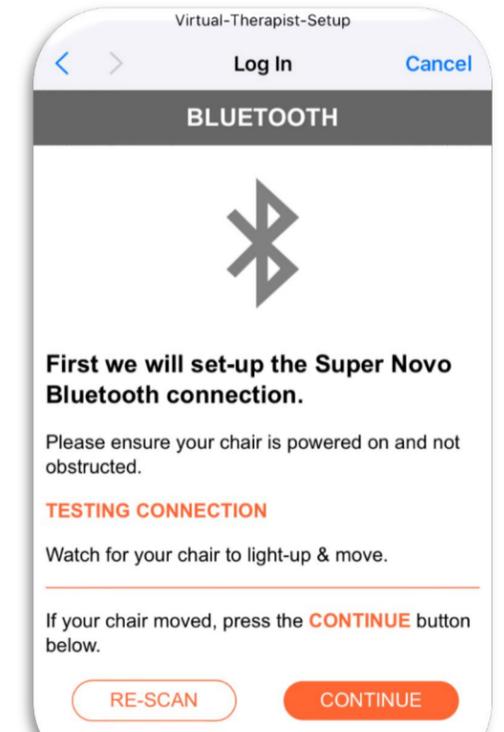
Step 8b: SELECT BLUETOOTH

- Select the Super Novo you want to set up Virtual Therapist for

Your chair is discoverable as **Super Novo-(last 8 digits of serial number)**

i.e. Serial #RT12345678
BT = *Super Novo-12345678*

- If needed, press [RE-SCAN]



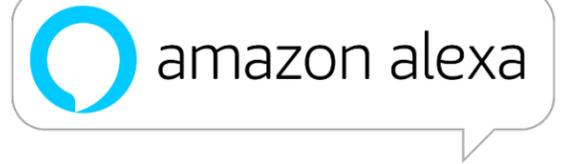
Step 8c: BLUETOOTH CONNECTION

"Testing Connection" will display

- Watch for your chair's remote screen and fingertip controls to light up and for your chair to move, slightly, to indicate a successful Bluetooth Connection
- Press [Continue] to move forward with setting up Virtual Therapist

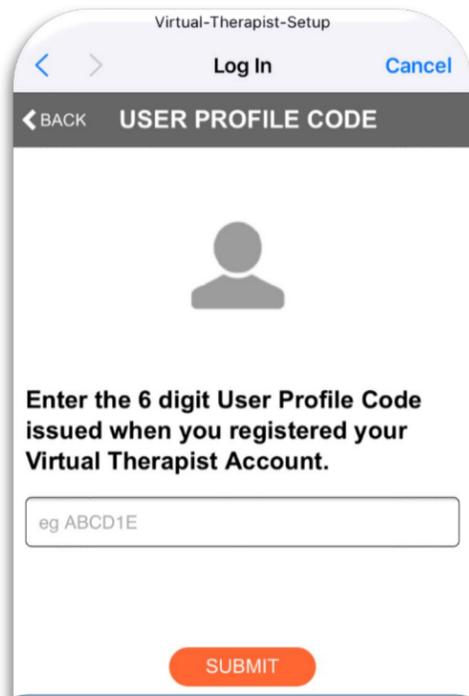
Virtual Therapist™ SUPER NOVO SETUP (cont.)

Phone, tablet, or computer



Needed:

- ✓ Profile Code
- ✓ Wi-Fi Network
- ✓ Amazon Alexa Echo Device + Amazon Account



Step 9:

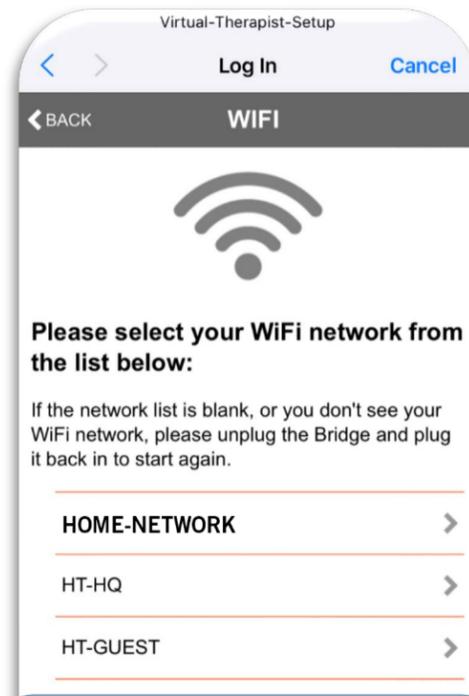
PROFILE CODE

- Enter your 6-digit Profile Code

This can be found in your Virtual Therapist account and email once you've linked accounts

- Press [[Submit](#)]

"Saving Profile Code" will display



Step 10a:

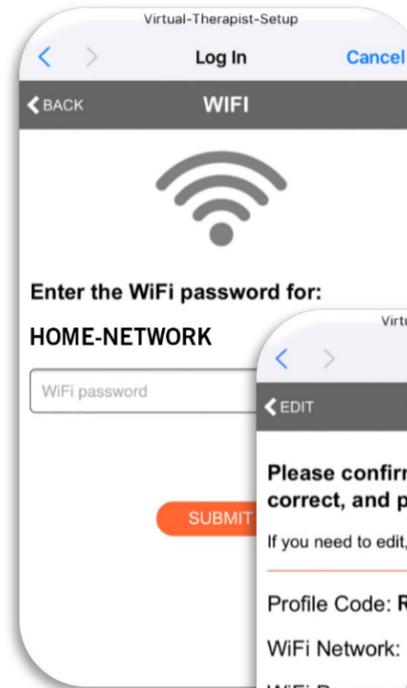
WI-FI Network

- Select your Wi-Fi network from the list

⚠ This must be the same Wi-Fi network that your Echo device is connected to.

⚠ The Bridge will not recognize a 5G network.

Network not listed? Unplug the Bridge from the wall and plug it back in to re-start set up



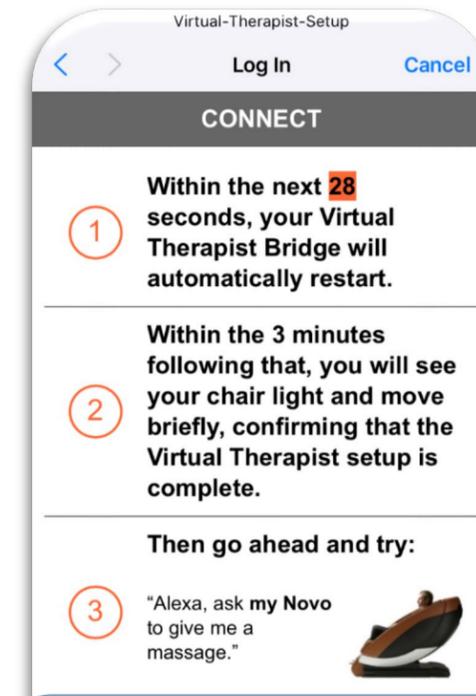
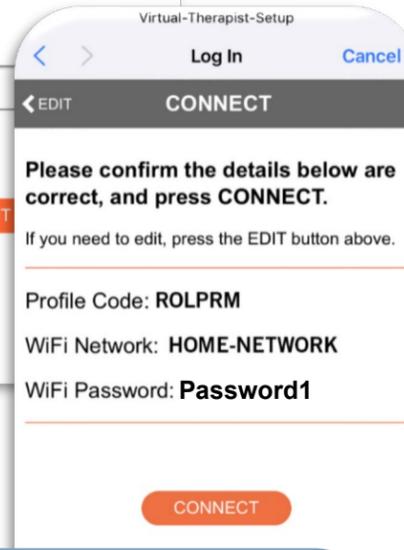
Step 10b:

CONNECT WI-FI

- Enter your Wi-Fi password
- Press [[Submit](#)]

"Saving Wifi" will display

- Confirm the following:
 - Your unique **Profile Code**
 - Your **Wi-Fi Network** name
 - Your **Wi-Fi Password**
- Press [[Connect](#)]



Step 11:

CONNECTING to your Super Novo

- You will see a 30-second countdown in which your Bridge will restart automatically.
- At the end of the countdown, your screen will redirect to your device's Wi-Fi settings screen.
- Within the next 3 minutes, your Super Novo may light up and move, confirming your Bridge is connected to Bluetooth.



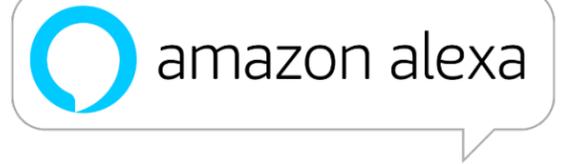
Step 12:

Virtual Therapist CONNECTION

- Your Super Novo is synced with Alexa, allowing you to use Virtual Therapist.
 - ⚠ Sync may take up to 10 minutes to complete
- Sit back and say: *Alexa, ask my novo to start Virtual Therapist*
- Note:** your Echo device's wake word may vary

GET STARTED With Virtual Therapist™

For a full list of commands, go to htfeelbetter.com/VTCommands



Guest User

Visit as a **guest** to get right down to business. Just tell Virtual Therapist™ that you want a massage and she'll make you feel your best!

"Alexa, ask MY NOVO to give me a **massage**."

Finished with your massage? Ask Virtual Therapist to restore the chair into an upright position.

"Alexa, ask MY NOVO to **restore**."*

*[TIP: Allow Novo to fully restore before commanding another action.]



New User

You're **new**, so sit back, relax, and let Virtual Therapist learn who you are and provide the perfect massage to meet your needs.

"Alexa, ask MY NOVO to start **Virtual Therapist**."



Registered User

Back for another session? **Go hands-free**. Just let Virtual Therapist know who you are and **she'll set up your Super Novo with your personal settings** to start your massage.

"Alexa, tell MY NOVO I am _____"



"Run **energize**."



More

You can also **try**:

run **demo**."

start **tension relief**."

increase **intensity**."

run **lower body**."

energize me."

tell me **my settings**."

set my **time** to 10 minutes."



Control/Customize

You're in the middle of a massage and you want to **customize** your experience. You can tell Virtual Therapist to make comfort adjustments anytime.

"Alexa, ask MY NOVO to increase intensity."

*[TIP: This is really useful to adjust your comfort in manual massage mode.]



Info/Help

If you're not sure how to do something, just ask Virtual Therapist for help.

"Alexa, ask MY NOVO for **help**."



Personal Settings

Want to change a **personal setting**? Virtual Therapist knows your settings from your interview and you can change them one at a time, anytime.

"Alexa, tell MY NOVO my name is _____"



"Set my **time** to 30 minutes."



Your best. Every day.

For over 40 years, Human Touch has constructed the wellness landscape, building a rich portfolio of high-performance massage chairs, ergonomic zero gravity recliners, and targeted massage products that rejuvenate the mind and body – no matter where the day may take you.



Virtual Therapist™
for the Human Touch®
Super Novo Massage Chair

QUICK START GUIDE



©2019 Human Touch and Virtual Therapist are trademarks of Human Touch, LLC. Amazon and Alexa are trademarks of Amazon.com, Inc. or its affiliates. No medical claims are warranted or implied by the use of this product. Specifications are subject to change.

FAQs

Virtual Therapist™ SETUP



Q: Do I need to set up Virtual Therapist to use my Super Novo?

A: No. Virtual Therapist is an added feature for a hands-free user experience.

Q: What is a User Profile Code and why do I need it?

A: The User Profile Code is your personal identifier on your Virtual Therapist Account. It is a unique 6-character code that is assigned to you when you create a Virtual Therapist account. The Profile Code directs the Virtual Therapist actions to your Super Novo Chair.

Q: Can you use the same profile code on more than one Super Novo?

A: No. Each Super Novo will need a unique Profile Code.

Q: Does each person in my household need a User Profile Code to use Virtual Therapist?

A: No. Each Super Novo will need one (1) unique User Profile Code, but an infinite number of Virtual Therapist profiles can be created. Just say, “Alexa, start Virtual Therapist” and follow the prompts.

Q: Can I have more than one (1) Super Novo / Bridge registered to a single Amazon Account?

A: No. Only one (1) chair / Bridge is allowed per Amazon account.

Q: Can multiple chairs be controlled independently?

A: Yes. Each chair will need its own User Profile Code and be linked to separate Amazon accounts.

Q: Do I need an Amazon Prime Account to use Virtual Therapist?

A: No, but you do need an Amazon account and your Alexa device must be connected through that account. Virtual Therapist will work with either an Amazon Prime account or a standard Amazon account. Amazon accounts are free to create. [Click here to create one.](#)

Q: If we have multiple Super Novo massage chairs, can we use one (1) Echo device or do we need one (1) for each chair?

A: Yes, you can use a single Echo device, but each Super Novo must be connected to its own Amazon account. You will need to ask your Alexa device to switch accounts since each chair is linked to different Amazon accounts.

To ask to switch accounts, refer to amazon.com/help » [Using Household Profiles on Alexa Devices](#)

We recommend one Echo device per chair, but you will need to ensure each device has a different “wake” word (Alexa, Echo, Amazon, or Computer). If not, both chairs will respond to the command and move simultaneously.

To change wake word, refer customer to amazon.com/help > [Change Your Echo Device's Name](#)

Q: Can the Super Novo App be used with Virtual Therapist?

A: No. There can only be one (1) Bluetooth connection to the chair—the app or Virtual Therapist.



FAQs (cont.)

Virtual Therapist™ SETUP

Q: Will Virtual Therapist have to be set up all over again if I need to unplug or turn off my Super Novo and/or Virtual Therapist Bridge?

A: Unplug or turn off the chair as needed. The Bridge will automatically reconnect to the chair when it is turned back on. If the chair is to be powered off or unplugged for an extended period (more than 1 day), unplug the Bridge as well.

You can unplug the Bridge at any time, for however long is needed, without losing your settings. Before plugging it back in, ensure it is within 15 feet of your Super Novo and the chair is powered on. The Bridge will automatically connect to your Wi-Fi and your chair within 3 minutes.

Q: I am going to turn off my Wi-Fi router. Do I need to prepare the Virtual Therapist Bridge or the Super Novo for this?

A: There is no need to prepare the Virtual Therapist Bridge or the Super Novo if you are going to turn off your router. However, if you are going to turn off the router for an extended period (longer than 1 day), you should unplug the Bridge. Your chair can remain powered on. When you are ready to turn your router back on, do so before plugging in the Bridge. Ensure the chair is powered on and the Bridge will automatically connect to your Wi-Fi and your chair within 3 minutes.

Q: I no longer own my Super Novo. Is my Virtual Therapist account still connected to the chair?

A: If you no longer own your chair you should log in to your Virtual Therapist account at humantouch.com/virtualtherapist and delete your account. This will delete your Account and User Profile Code. The new owner will need to request a new Virtual Therapist Bridge at humantouch.com/VTBridge

If the Super Novo needs to be replaced, the existing Virtual Therapist account will need to be deleted. Request a new Virtual Therapist Bridge and create a new Virtual Therapist Account for the replacement Super Novo Chair and Bridge.

Q: Do I have to link accounts in the Alexa skill again if I change my Amazon and/or Virtual Therapist account email and/or password?

A: No. The token that Amazon Alexa stores for each user is separate from the user's password or email, so the linking will still be active even if those account changes are made.

TROUBLESHOOTING GUIDE

Virtual Therapist™ SETUP



Online Setup: VIRTUAL THERAPIST ACCOUNT & LINKING

Issue	Solution
Step 2 Error: “This Email already exists in our Alexa system.”	Click on the Forgot Password? link and enter your email address. You will be emailed a link to reset your password.
Error: “Invalid Username or Password, or your account is not activated yet.”	Create a Virtual Therapist Account by clicking the [Create Account] button. ⚠ Registering to request a Virtual Therapist Bridge does not create a Virtual Therapist Account.
Step 4 Forgot Virtual Therapist Account login credentials	Click on the Forgot Password? link on humantouch.com/virtualtherapist and enter your email address. You will be emailed a link to reset your password.
Step 4 Error: “Login Failed. Try Again Later.”	Ensure you are using the correct email and password used to create your Virtual Therapist account in Step 2 , not your Amazon.com login credentials Note: Accounts may be the same if you used the same Amazon login info to create your Virtual Therapist account

SUPER NOVO SETUP

Issue	Solution
Step 6 Virtual-Therapist-Setup Wi-Fi not showing in available Network list	<ol style="list-style-type: none">1. Ensure the Bridge is plugged in properly with power cord fully connected. The Bridge and device being used for setup is within the 15-foot range to the chair with a clear “line of sight”.2. Turn the device’s Airplane Mode ON <p>Depending on the device, Wi-Fi may need to be turned back on when in Airplane Mode</p>
Step 7 Virtual-Therapist-Setup is asking for a password	You may have the previous version of the Bridge, but it will still work just the same once connected. Password is wellness



Step 7

Virtual-Therapist-Setup screen not popping up

1. Turn the device's **Airplane Mode ON**
Depending on the device, Wi-Fi may need to be turned back on when in Airplane Mode
2. Attempt set up on a laptop computer instead of a phone or tablet.
3. Unplug the Bridge and plug it back in. Wait 2-4 minutes before re-attempting set up
⚠ DO NOT pull power cord to unplug. Pull from base.

It takes at least 1-2 minutes for the Bridge to boot back up.

Step 8b

Can't find Super Novo Bluetooth connection

1. Disconnect any other devices connected to the chair via Bluetooth.
2. Press **rescan**.
3. Ensure the chair's Bluetooth setting is ON.
From the remote menu, select Settings » Bluetooth
4. Turn the chair off and back on using the switch located on the back of the chair's base, wait for the chair to fully restore, and re-attempt set up.

Step 10a

Can't find Wi-Fi in Network list

1. Click [**< Back**] button and try again.
2. Unplug the Bridge and plug it back in. Wait 2-4 minutes before re-attempting set up
⚠ DO NOT pull power cord to unplug. Pull from base.

It takes at least 1-2 minutes for the Bridge to boot back up.

3. Check Wi-Fi settings are 2.4 GHz, not 5G
For more info refer to:
[Google Help](#)
4. Check Wi-Fi signal strength and consistency
For more info refer to:
[Google Help](#)

Unplugged, replugged Bridge / Super Novo and now it won't reconnect after waiting the 2-4 mins.

1. Ensure the Bridge is within 15 feet of your Super Novo and the chair is powered on.
2. With the chair powered on and its Bluetooth setting on, unplug the Bridge and plug it back in.

Can't connect the Super Novo App via Bluetooth?

Ensure the chair's Bluetooth setting is ON.
From the remote menu, select Settings » Bluetooth
The Super Novo can only have one (1) Bluetooth connection, either the Virtual Therapist Bridge, or your device / Super Novo App.

Can't play music via Bluetooth?

The Virtual Therapist Bridge turns the Super Novo into a Wi-Fi speaker which you can play or stream music.



GET STARTED with Virtual Therapist

 Echo device and Virtual Therapist account **MUST** be connected/linked to the same Amazon Account

Issue	Solution
Echo device responds correctly, but chair does not move.	<ol style="list-style-type: none">1. Attempt command via the Alexa App available in: Apple App Store Google Play Amazon Appstore Ensure Alexa App is logged in to the same Amazon account used to link to your Virtual Therapist account.2. Check if set up was complete by ensuring Virtual-Therapist-Setup no longer appears in Wi-Fi network list. If network still appears, continue/re-attempt set up. It may not start from the beginning, but from uncaptured step.3. Ensure the chair's Bluetooth setting is ON. From the remote menu, select Settings » Bluetooth4. Unplug the Bridge and plug it back in. Wait 2-4 minutes before re-attempting command.  DO NOT pull power cord to unplug. Pull from base. It takes at least 1-2 minutes for the Bridge to boot back up.
When speaking a command, Echo device continues to respond: "You have Virtual Therapist enabled, do you want to open it?"	<p>Say: "Alexa, ask my Novo to quit."</p> <ol style="list-style-type: none">1. Attempt command via the Alexa App available in: Apple App Store Google Play Amazon Appstore Ensure Alexa App is logged in to the same Amazon account used to link to your Virtual Therapist account.2. Ensure command pronunciation is spoken slowly and clear. Enunciation is key. "Alexa, ask MY NO VO to give me a massage."3. Return to Alexa Skill page to unlink and re-link accounts htfeelbetter.com/VirtualTherapist_Skill
Echo device does not understand my command or does a "doot doot" sound.	<p>Re-attempt command ensuring you are enunciating "Alexa, ask MY NO VO..."</p> <p>For more info, check out Amazon Help to Set up a Voice Profile</p>

Still need assistance with Virtual Therapist? Contact our Novo Concierge at 855-794-5660
Monday thru Thursday 7:00AM – 4:30PM (PST)
Friday 7:00AM – 3:30PM (PST)