

## M5W Extended Troubleshooting Guide

### **IF THE REMOTE DOES NOT LIGHT UP OR BED WORKS INTERMITTENTLY:**

#### **A) Change the batteries to 3 AAA lithium batteries of any brand.**

- Make sure the batteries are facing the correct directions.
- Make sure the terminals of both batteries are in contact with the metal on either side of the battery compartment.
- Make sure you are not using rechargeable batteries.

### **IF THE REMOTE LIGHTS UP, BUT NOTHING WORKS ON THE BED:**

#### **B) Check for power to the base:**

Check to see if there is a **green light on the transformer**, which is the black box on the floor attached to the power cord. Our bases should be plugged into a surge protector that is at least 600-700 joules, higher is better, and at most 400V, lower is better.

- If the green light is on, please proceed to the next step.
- If the green light is not on, please do a hard reset by **unplugging your base for 30 minutes** and plugging it back in to see if the light comes back on. If the green light still does not come on, please email [service@innovasleep.com](mailto:service@innovasleep.com), or call 877-386-1373.
  - *If you have a Split King base*, please switch the transformers/power cords on the two sides of your base to see if the green light comes back on. If the light is still not on, please do a hard reset following the steps above.

#### **C) Sync Instructions:**

To sync the remote to the bed, identify whether there is a red sync button on the cord between the transformer and the control box (*see Figure 1*).

#### **IF THERE IS NO RED SYNC BUTTON,**

- 1) Unplug the power cord from the surge protector or electrical outlet.
- 2) Plug in the power cord. **Within 10 seconds of plugging in the power cord**, simultaneously press and hold the **HEAD UP** and **HEAD DOWN** buttons on the remote for 3-5 seconds while the control box lights are still flashing or the control box is beeping (*see Figure 1*).
- 3) If the sync is successful, you will hear another beep and remote lights will flash blue when syncing is successful.

*\*\*\*If the sync did not work, try it again - you may not have pressed and held the buttons quickly enough after plugging in the power cord.\*\*\**

#### **IF THERE IS A RED SYNC BUTTON,**

- 1) Press and hold the red sync button for 2-3 seconds and then release. You should hear a beep before proceeding.

- 2) While the control box is beeping or control box lights are flashing, simultaneously press and hold the flat **HEAD UP** and **HEAD DOWN** buttons on the remote for 3-5 seconds, then release (*see Figure 1*).
- 3) If the sync is successful, you will hear another beep and remote lights will flash blue when syncing is successful.

*\*\*\*If the sync did not work, try it again - make sure to press the buttons on the remote after pressing and releasing the sync button.\*\*\**

**D) Changing the frequency of your remote:**

- 1) Unplug the power cord from the outlet/surge protector for 1 minute, then plug it back in. There should be one long beep and the base should be flat.
- 2) Wait until the lights on the control box stop flashing, then press and hold the red SYNC button, and release after 2-3 seconds. The control box should beep again.
- 3) Then, press and hold the **HEAD UP, HEAD DOWN & SETTINGS** buttons simultaneously for 3-5 seconds (see Figure 2).
- 4) The control box should beep once more, signifying frequency change success.
  - a) You do not need to resync the remote to the base.
- 5) There are between 60-100 frequency settings, so this process should be repeated **at least five times** to ensure you connect to a completely different frequency.

**E) Hard Reset Instructions:**

- 1) If syncing your remote does not resolve the problem, unplug the bed from power for 30 minutes and plug it back in.
- 2) After the hard reset, try the sync instructions again.

**IF THE MASSAGE WORKS, BUT THE BED WILL NOT ADJUST:**

**F) Child Lock Instructions:**

The Child Safety Locks prevent the head and foot of the bed from moving from current settings until they are turned off. When the Child Safety Lock is engaged, the remote will not sync to the base.

- 1) To turn **ON** Child Safety Locks:
  - a) Simultaneously press and hold the **SET** and **HEAD UP** buttons for 5-8 seconds (*see Figure 3*). The quick beeping sound will confirm the locks have been activated.
- 2) To turn **OFF** Child Safety Locks:
  - a) Simultaneously press and hold the **SET** and **HEAD DOWN** buttons for around 5-8 seconds (*see Figure 4*). The quick beeping sound will confirm the locks have been deactivated.

**IF YOU WOULD LIKE TO CLONE YOUR REMOTE:**

### Information for Customers with King Bases:

*If you have a Split King base with two Twin XL mattresses and want to use both remotes to operate each side of your base separately, you will need to sync one remote to each side of the bed. Once you do this, one remote will control the right side and the other remote will control the left side.*

#### **G) Synchronizing Two Beds with One Master Remote:**

*If you have a Split King base with a King mattress and want one remote to control both sides of the bed at the same time: This remote will be called the 'MASTER REMOTE' and will control both sides of the bed at the same time.*

- 1) Sync the MASTER REMOTE to the first base (A) by pressing the red sync button on the first base (A) for 2-3 seconds and then release. The light will flash and you will hear a beep.
  - a) **If there is no red sync button**, unplug the power cord from the surge protector or electrical outlet.
  - b) Plug the power cord back in and **within 10 seconds** of plugging the cord back in...
- 2) Simultaneously press and hold the **HEAD UP** and **HEAD DOWN** buttons on the MASTER REMOTE for 3-5 seconds (*see Figure 5*).
- 3) You will hear a beep to signal syncing is complete on that side (A).
- 4) Next, sync the MASTER REMOTE to the second base (B) by pressing the red sync button on the second base (B) for 2-3 seconds and then release. The light will flash and you will hear a beep.
  - a) **If there is no red sync button**, unplug the power cord from the surge protector or electrical outlet.
  - b) Plug the power cord back in and **within 10 seconds** of plugging the cord back in...
- 5) Simultaneously press and hold the **FOOT UP** and **FOOT DOWN** buttons on the MASTER REMOTE for 3-5 seconds (*see Figure 6*).
- 6) You will hear a beep to signal syncing is complete for the MASTER REMOTE. This remote will control both sides of the base in unison.

*\*\*\*If the sync did not work, try it again - you may not have pressed and held the buttons after releasing the red sync button or quickly enough after plugging in the power cord.\*\*\**

#### **H) Using Both Remotes on the Same Bed:**

*If you want to use two remotes to control the bed bases at the same time, you can clone the second remote, but make sure you mark the MASTER REMOTE somehow so you can tell the two apart.*

- 1) To sync the SECONDARY REMOTE to both bases: follow the above directions for Synchronizing Two Beds.
- 2) Once complete, you will hear a beep to signal sync is complete for the SECONDARY REMOTE. Now both Wireless Remotes will be able to control both beds in unison.

### **I) Desynchronizing Two Remotes:**

- 1) To remove syncing on one remote, press the red sync button on the cord for 3-5 seconds. You will hear a beep to confirm that the base is ready to sync.
- 2) To pair again, refer to Step C to sync one remote with the first base (A).
- 3) Repeat these steps with the other base and remote.
- 4) Once complete, your remotes should operate both bases separately.

### **Memory Buttons**

The remote will have 4 memory buttons for your base, M1, M2, M3, and M4. These buttons can save favored positions to the memory. These buttons do not come pre-programmed and will have to be set up individually.

### **J) To program the memory buttons**

- 1) Adjust the bed to the desired position.
- 2) Press and hold the desired memory button (**M1, M2, M3, or M4**) and the **SET** button simultaneously for 3 seconds (*see Figure 7*).
- 3) A quick beeping from the control box will indicate the setting has been successfully saved.
- 4) To test that the setting has been saved press the **FLAT** button to fully lower the base then press the memory button to ensure it will raise to the desired position.

### **Emergency Lower:**

- If the base is stuck in an upright position during a power outage, the battery backup in the transformer will return the product to the flat position. To do this, install two new 9-volt alkaline batteries into the battery compartment of the transformer. Then, use the reset button on the control box to return the base to the flat position. Remove batteries after lowering.

### **Helpful Pictures:**



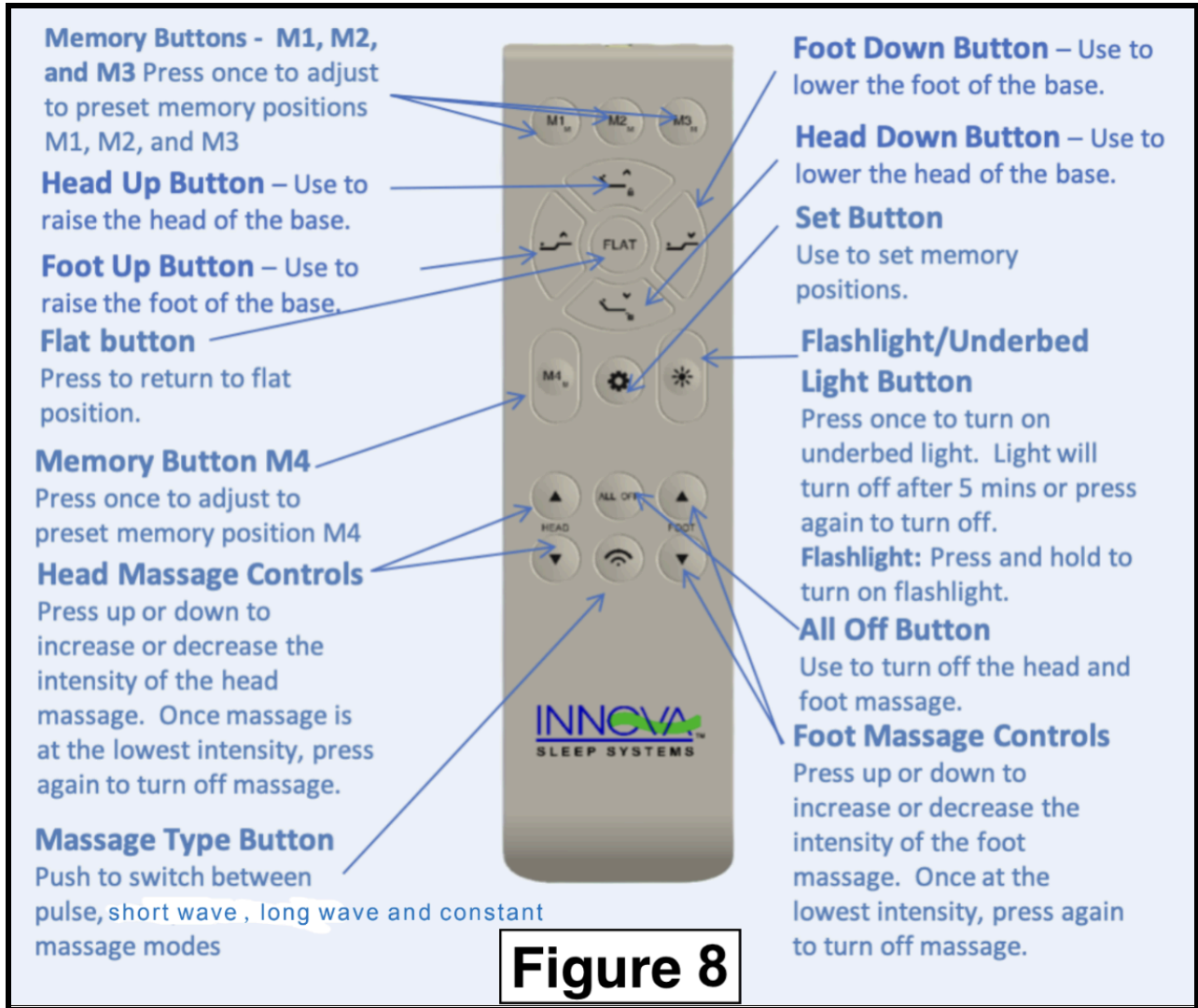


**Figure 6**



**Figure 7**





\*\*\*Please feel free to email us at [service@innovasleep.com](mailto:service@innovasleep.com) or call us at **877-386-1373** if you have any questions or concerns. If the troubleshooting guide did not resolve the issue with your bed base, please let us know what step the troubleshooting guide did not work for you so that we can diagnose the problem.\*\*\*