

INSTRUCTIONS & TROUBLESHOOTING

Thyroid Massager

Your setup, routine, and troubleshooting guide. Keep this PDF handy for your first session and whenever you need help.

One setting. 5-10 minutes.

The upgraded model runs red light, heat, EMS, and vibration together. There are **no adjustable intensity levels**. The device turns off automatically after **5 minutes**. For 10 minutes, turn it back on for a second round.

Start here

1. Check your device and parts.
2. Follow the setup steps before your first session.
3. Follow your routine.
4. Use the troubleshooting section if something is not working.

Read the latest guide online

<https://www.restartmed.com/thyroid-massager-guide/>

The online guide has the same instructions in a format you can search and read on your phone. Email hello@restartmed.com for device or replacement-part help.

CHECK YOUR MODEL

Look for THYROID on the display

This guide covers the upgraded massager with a single fixed Thyroid Mode and 5-minute automatic shutoff.

If your controls say **CLEAN, EMS, and HOT**, you have an earlier version. Contact us for the instructions that match your device.

In the box

- Thyroid Massager
- USB-C charging cable
- Printed instructions

SETUP

Get ready for your first session

1. Charge, then disconnect

Connect the supplied USB-C cable to the massager and a compatible power source that matches the input label. The indicator flashes red while charging and stops flashing when fully charged. Disconnect the cable before your session.

2. Remove the protective cap

Remove the removable cover from the treatment head. Check the head and charging port for damage. Start with clean skin; a small amount of light oil or cream can help the head glide.

3. Press and hold to turn it on

Press and hold the power button. Look for THYROID on the display. All four functions start together. No mode sequence or intensity adjustment is needed.

4. Use gentle strokes

Use light pressure and keep the treatment head moving over the neck area. You can gently glide the massager over the throat and Adam's apple using light pressure. Follow the placement precautions below, and ask your clinician before use if you have a neck condition.

CONTROLS

The power button does the work

Turn on or stop early

Press and hold the power button to start. Press and hold again to end a session early.

THYROID on the display confirms the single preset mode is running. Red light (660 nm), heat, EMS, and vibration operate together.

No separate modes or levels

You do not need to cycle through CLEAN, EMS, and HOT. There is no intensity level to raise or lower.

The device turns off at 5 minutes. A completed timer is normal, not a battery failure.

YOUR ROUTINE

5-10 minutes, 3-5 times per week

5-10 minutes per session

The device turns off after 5 minutes. For a 10-minute session, press and hold the power button to run it again. Use it 3-5 times per week.

Use while awake and seated or standing comfortably. Do not use while sleeping or driving. Stop immediately if you feel discomfort.

TROUBLESHOOTING

Find the problem you see

Why are CLEAN, EMS, and HOT missing?

The upgraded massager has one fixed Thyroid Mode. Red light, EMS, vibration, and heat run together when you turn it on. You don't need to cycle through separate modes. Instructions showing CLEAN, EMS, or HOT describe the older model.

How do I change the intensity?

There are no adjustable intensity levels on the upgraded model. It uses one preset setting. If it feels uncomfortable, turn it off and stop the session; don't keep pressing the button to look for a lower setting.

It turns off after 5 minutes. Is it broken?

No. It turns off on its own after 5 minutes. For a 10-minute session, press and hold the power button to start it again.

My massager won't turn on.

1. Connect the supplied USB-C cable securely to the device and a compatible power source that matches its input label.
2. Allow it to charge fully. The red indicator flashes during charging and stops flashing when fully charged.
3. Disconnect the charging cable, then press and hold the power button. A quick tap is different from a long press.
4. Look for THYROID on the display. If it still will not start, send us a photo of the device label, port, and charging setup.

The charging light doesn't flash.

Check the outlet and both cable connections. Try a working wall adapter and compatible USB-C cable that match the device's input requirements. Don't force the connector. If the device is empty but there is still no charging indication, contact us instead of repeatedly leaving it on charge.

How long should charging take?

Use the charging indicator: it flashes red while charging and stops flashing when fully charged. If charging never finishes or a full charge cannot complete a 5-minute session, contact us with your device label and charging details. We can check the expected charging time and runtime for your unit.

The charging port is cracked, loose, or damaged.

Stop charging and using the device. Don't push the plug in harder, bend the cable to hold a connection, or try to glue or repair the port. Send us a clear photo of the damage and your order details so we can help with replacement or warranty options.

It stops before the 5-minute session ends.

Charge the device fully, disconnect the charging cable, and check your next session. If it keeps stopping early, tell us how long it runs and what the display does. Stop using it immediately if it becomes unusually hot, smells unusual, swells, or looks damaged.

The vibration or warmth feels weak.

First check that the device is fully charged, the protective cap is removed, the treatment surface is resting gently against your skin, and THYROID appears on the display. The preset output is meant to feel gentle. Don't press harder or keep restarting sessions to make it stronger. Contact us if its behavior has changed.

I can't feel the EMS.

The upgraded model activates EMS with the other three functions. How strong it feels is not a reliable test of whether it is working. Check the charge, THYROID display, and gentle skin contact. Don't add extra products or increase pressure to chase a stronger electrical sensation. Contact us if you think a function is missing.

Should I remove the plastic cover?

Remove the removable protective cap covering the treatment head before use. Don't pry off the permanent treatment surface. If you are unsure which part comes off, send us a photo before forcing anything.

My box wasn't wrapped in plastic. Is it used?

Our massager boxes are not individually wrapped in plastic, and we do not ship used or returned devices as new. If you see marks, damage, or missing parts, contact us with photos so we can check what you received.

It feels hot, painful, or causes tingling I don't like.

Press and hold the power button to stop, then remove the device. Don't continue through burning, pain, dizziness, skin irritation, or unusual sensations. This model has no lower-intensity setting. Contact your clinician about symptoms and our team about the device.

Can I use it with T2 Cream or another skin product?

Start with clean skin. The upgraded manual permits a small amount of light oil or cream for glide. If using T2 Cream, follow its own labeled amount; don't apply extra for the massager. Keep products out of the charging port and stop if the combination irritates your skin.

Can I use it on my face?

Yes. After your neck, glide it along your jawline and cheeks with light pressure. Keep it away from your eyes and eyelids.

Can I combine it with Thyro Light?

The devices have different controls and routines. Don't use the light device's timer as the massager's session length. Ask your clinician about combining treatments over the same area, especially if you have a thyroid or neck condition or are recovering from a procedure.

I have the older model. Which instructions should I use?

If your device displays CLEAN, EMS, and HOT, it is the earlier version. Its controls differ from this guide. Email us a photo of the controls and device label so we can match you with the correct instructions.

CARE & STORAGE

Keep the treatment head and port clean

After each session

Turn the device off and unplug it. Wipe the treatment head gently with a soft, lightly damp cloth. Do not rinse or submerge it, use strong cleaning agents, or let moisture enter the charging port. Let it dry before charging.

Between sessions

Store in a cool, dry place away from direct sunlight and children. Keep some charge in the battery for long-term storage. Do not pull on the charging cable or force the connector.

BEFORE USE

Know when to pause

Check before starting

Do not use with a pacemaker or another implanted electronic device. Ask your healthcare provider before use during pregnancy or if you have a neck condition, cancer, a recent procedure, or a sensitive treatment area.

Do not use on open wounds, broken, infected, or irritated skin. You can gently glide the massager over the throat and Adam's apple using light pressure. Do not press deeply into the neck.

Stop if it feels wrong

Stop for pain, burning, dizziness, irritation, or unusual sensations. Contact your clinician about symptoms. Stop using or charging a damaged device, and contact our team for help.

GET HELP

Tell us what happens

Email hello@restartmed.com. Include your order number, purchase date and seller, a photo of the device label and controls, and the checks you have tried.

- For charging: show the port, cable, and power-source label.
- For early shutoff: tell us how long it runs and what the display shows.
- For damage or missing parts: send a clear photo.

We can help with replacement-part availability, warranty questions, Amazon purchases, and gifts. Wait for return instructions before mailing anything back.

[Start a return](#) · [Return policy](#)

For the upgraded single-setting model. Updated October 1, 2026.