

# Troubleshooting



## Adding a Remote

- Press the Menu/Select button  on your current remote and choose **System**.
- Next, choose **Settings** then **Add Remote**.
- Instructions on your remote will guide you through the setup.

## Replacing Your Remote

- Unplug and re-plug your Firmness Control™ system into a surge protector.
- Within 60 seconds, insert two AA batteries (included) into your new remote. Your remote will turn on simply by picking it up or pressing any button.
- Easy-to-follow instructions will guide you through the next steps.



If you need additional assistance,  
please refer to your bed assembly  
guide or call us at 1.800.511.0054

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# Better Sleep Starts Here

For your most individualized sleep ever, the intuitive, easy-to-use remote allows you to find your ideal level of comfort, name each side of the bed, and more. Follow these steps to make it your own.

## 1 Wake Up Your Remote

- Insert two AA batteries (included) into your remote. Your remote will turn on simply by picking it up or pressing any button.
- Easy-to-follow instructions will guide you through the next steps.

## 2 Name Each Side of the Bed

Follow the steps on your remote to enter your names on each side of the bed. If you'd like to skip this step, you can enter them later by pressing the Menu/Select button , **System, Settings, Reset Preferences** and **Rename Side**.

NOTE: You can choose your side of the bed at any time by pressing the Side button  on the side of your remote.

## 3 Find Your Sleep Number® Setting

There's nothing quite like finding your SLEEP NUMBER® setting. Your remote can easily guide you to your ideal level of firmness, comfort and support.

- Begin by lying on the bed in your preferred sleeping position.
- Press the Side button  to choose your side of the bed.
- Press the Menu/Select button  and choose **Sleep Number®**  
**Find Sleep Number®**
- Follow the instructions on your remote to find your favorite *Sleep Number* setting. This may take a few minutes.

## 4 Save Your Sleep Number® Setting into Memory

Press the Side button  to choose your side of the bed. Press the Up/Firmer or Down/Softer button   to choose your favorite setting, then hold the My Sleep Number® Setting button  on top of your remote for two seconds to save. Press to return to your *Sleep Number* setting at any time.

## 5 More Sleep Number® Remote Features

Press the Menu/Select button  to bring up the menu. Then select one of the following:

- **Sleep Number®**  
• **Adjust Sleep Number®**  
Use the Up/Down arrows to adjust your *Sleep Number* setting.
  - **My Sleep Number®**  
returns to your favorite *Sleep Number* setting at any time.
  - **Sleep Number® 100**  
Automatically adjusts one or both sides of the mattress to the firmest setting.
  - **Find Sleep Number®**  
guides you to your ideal level of firmness, comfort and support.
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- **Bed Position**  
Change your bed position by using the Up/Down arrows to adjust the head position.
  - **System/Settings**
    - **Customer Support** gives you contact information if you have any questions.
    - **Rename Side** to name either side of the bed.