HOW TO RUN A
NEUROPTIMAL® 3.0 SESSION

Conductive Paste

Tablet

Stylus Pen

zAmp

with 5 Sensors

There are three components to the set-up:

1. Tablet/Laptop with a power cord

2. zAmp with a USB cord

3. Sensors with conductive paste

TIP!
Make sure the program starts up ok before applying the sensors.

360 180

Tablet Description

Power Button
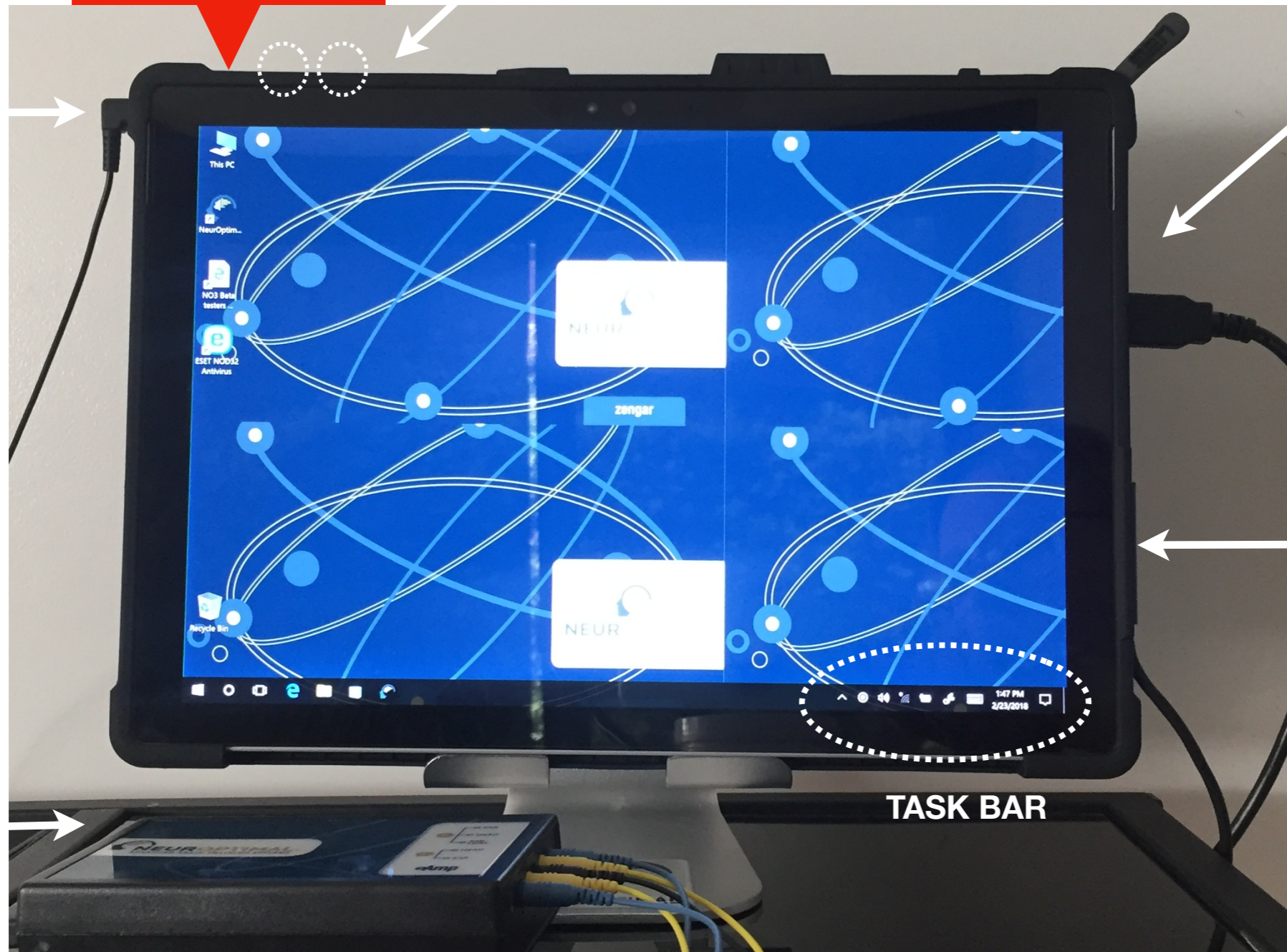
Plug in the headphones here.

Any regular headphones will do. Just no noise canceling or bluetooth headphones please.

USB cord connected to zAMP

POWER CORD (keep this plugged in while doing a session). Please note: It should be lit up when it is charging. If it is not, try a different outlet.

TASK BAR
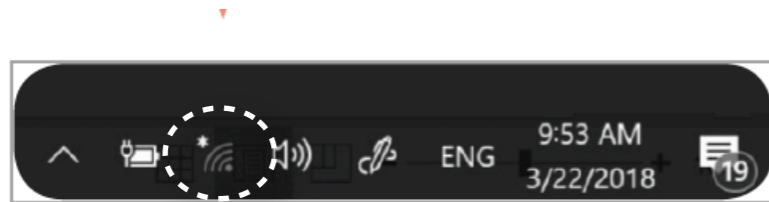
zAMP with sensors and USB cord
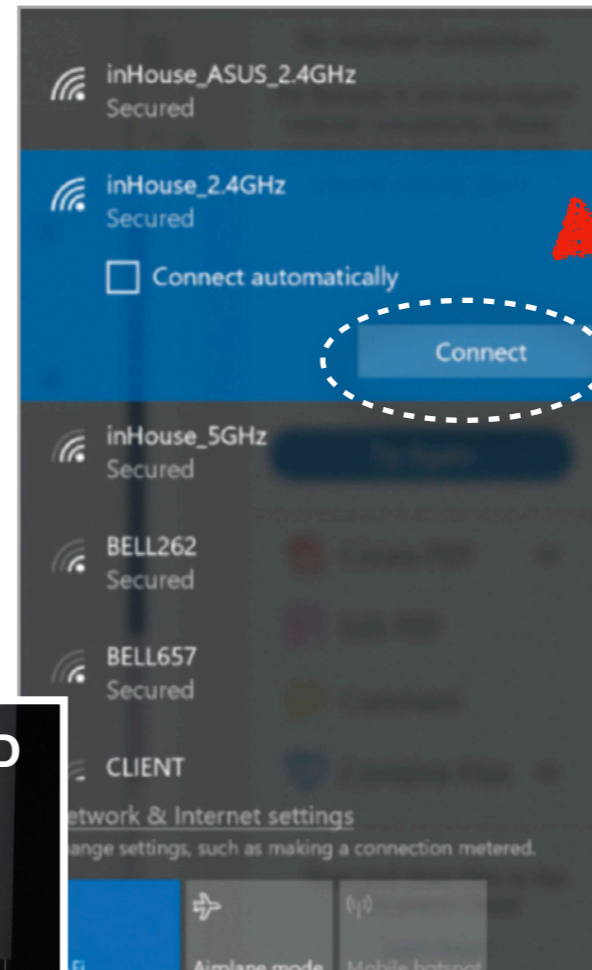
TABLET STEP 1.

Press the Power Button in upper left corner of tablet.

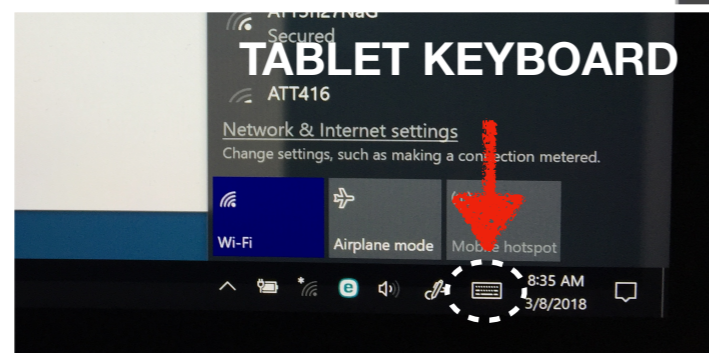360+180

STEP 2: CONNECT THE SYSTEM TO THE INTERNET

Before you open the NeurOptimal program, connect your system to the internet. The system must be connected to the Internet at least once every seven days to keep licensing up to date and do software updates. The simplest way for you to ensure it's working properly, is to keep your system connected to a wireless network.

2. Choose your network and tap on "CONNECT"

1. In lower TASK BAR, find the WIFI ICON and tap on it.

4. After entering your wi-fi password, tap NEXT and wait for the connection to establish. When it says "Connected" you are successfully online!

TABLET KEYBOARD

3. Tap on the KEYBOARD ICON in TASK BAR (See lower right corner) to pull up the keyboard up.

360 180

If there is no icon in task bar, click on the NeurOptimal logo on the desktop
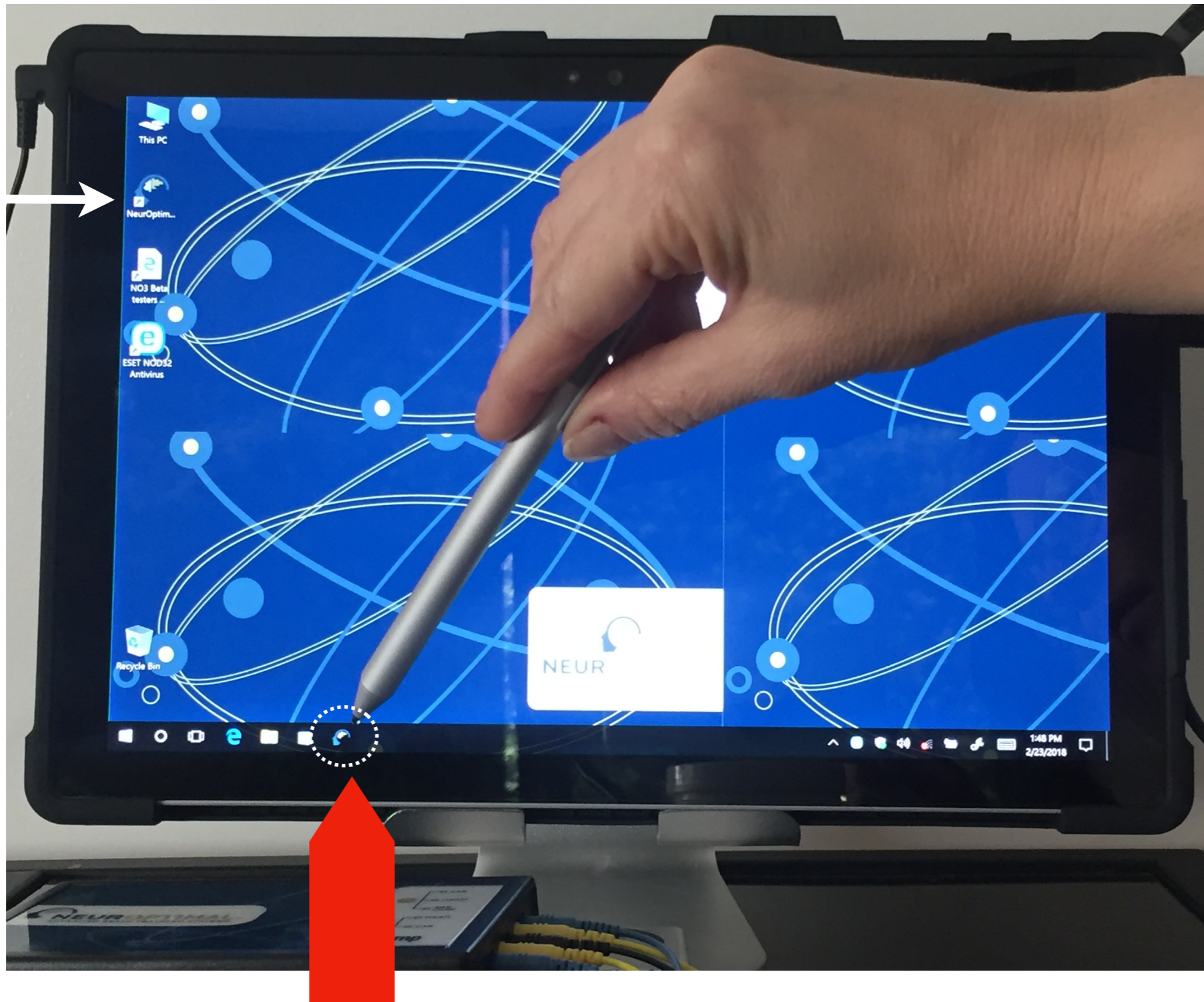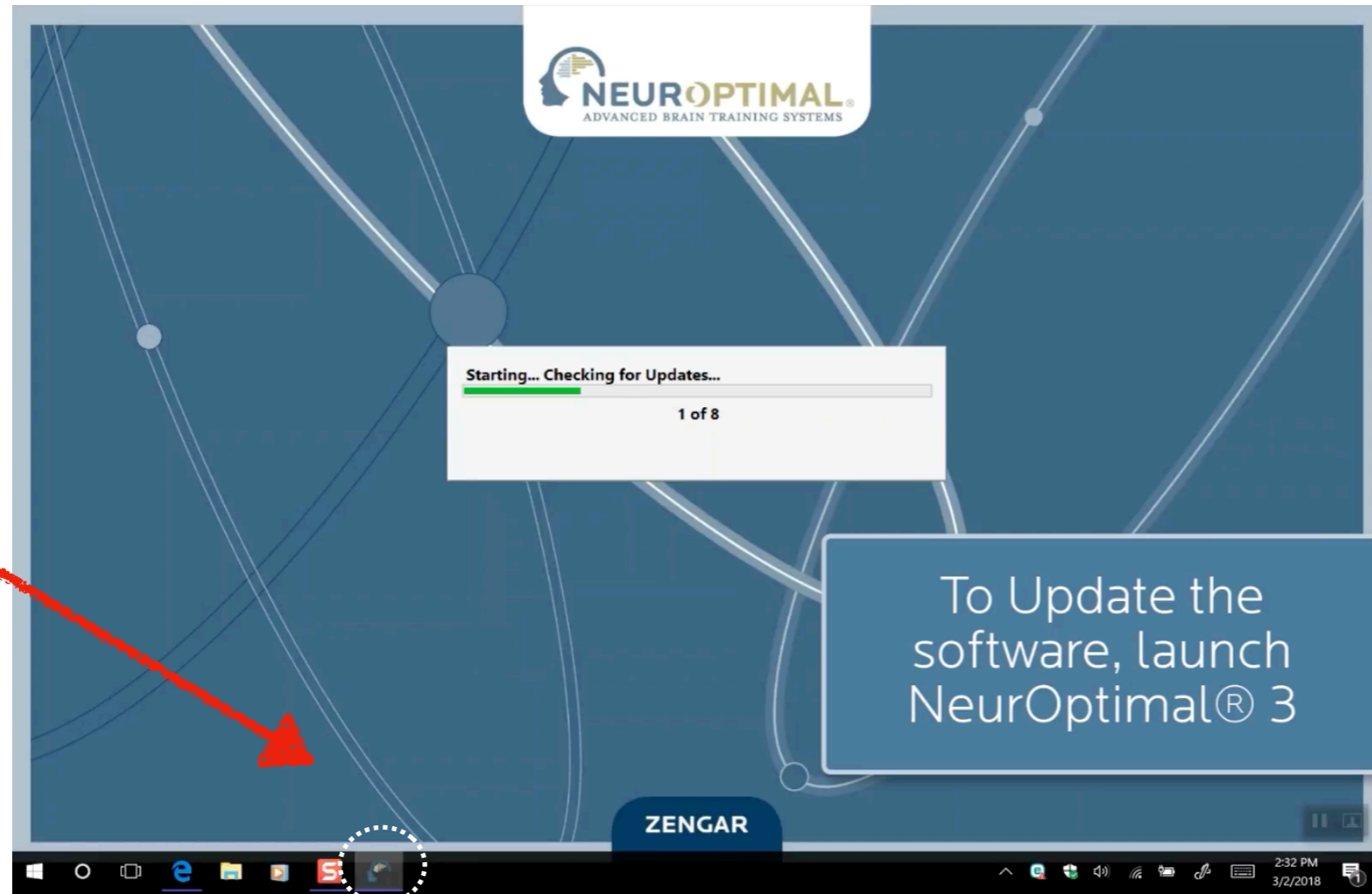
STEP 3.

Tap on the NeurOptimal icon in lower TASK BAR to start the program.
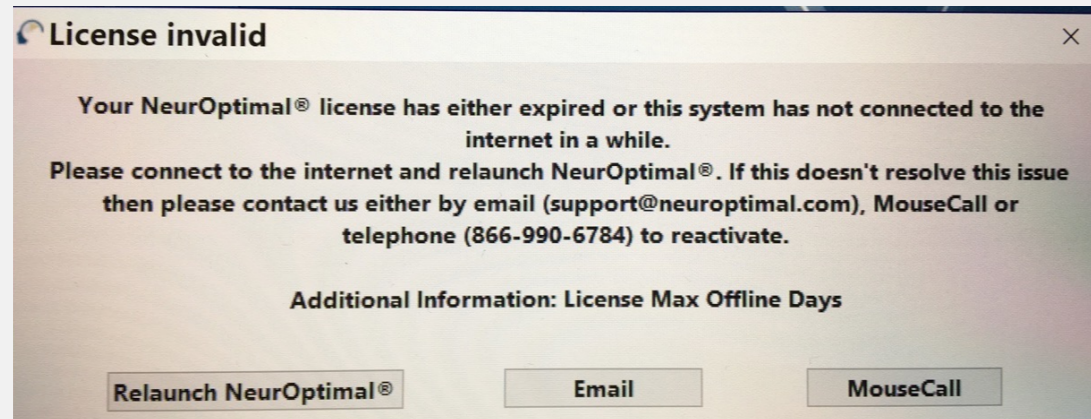
360·180
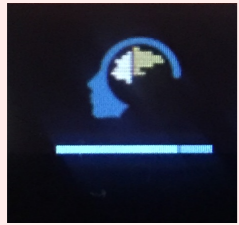
**HIGHLIGHTED ICON =** Program is loading

WAIT 15-20 SECONDS
Until all the windows have finished loading.

(Software is looking for automatic updates and may take some time to load. See next slide...)

AT START OF PROGRAM YOU MAY SEE THESE POP-UP WINDOWS - NO PROBLEM, THEY'RE NORMAL!

If a message pops up about an expired license, just ignore and close window (click on X icon in top right corner). The session will work regardless. If you cannot bypass this screen and open the program, you will have to connect to your system to the internet (see previous slide). Restart the program and try again. If that doesn't help, contact your rental manager.
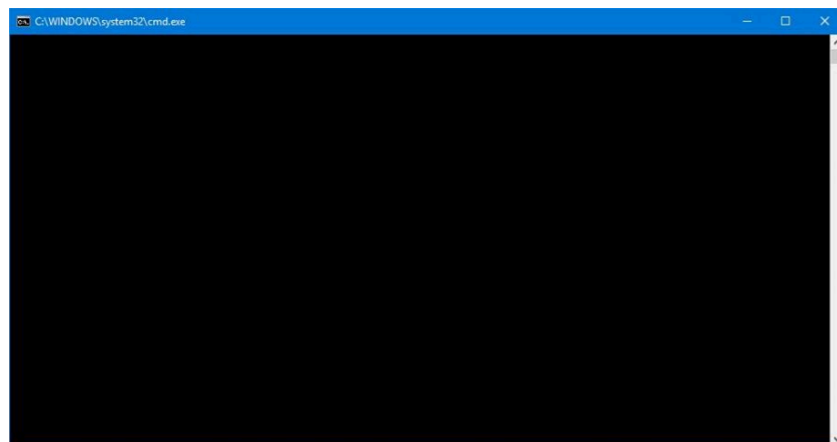
click on "X" to close window

If you see this blank window as program loads, tap/click on the "X" and close the window, NO3 will continue to load and all is well...

If this message appear. Make sure both boxes are selected and click on "Allow access".

SOFTWARE UPDATES

Updates available ✕

--- The following new components are available: ---

- G-Force
  Version: 5.8.1
  Release date: 2018/01/10
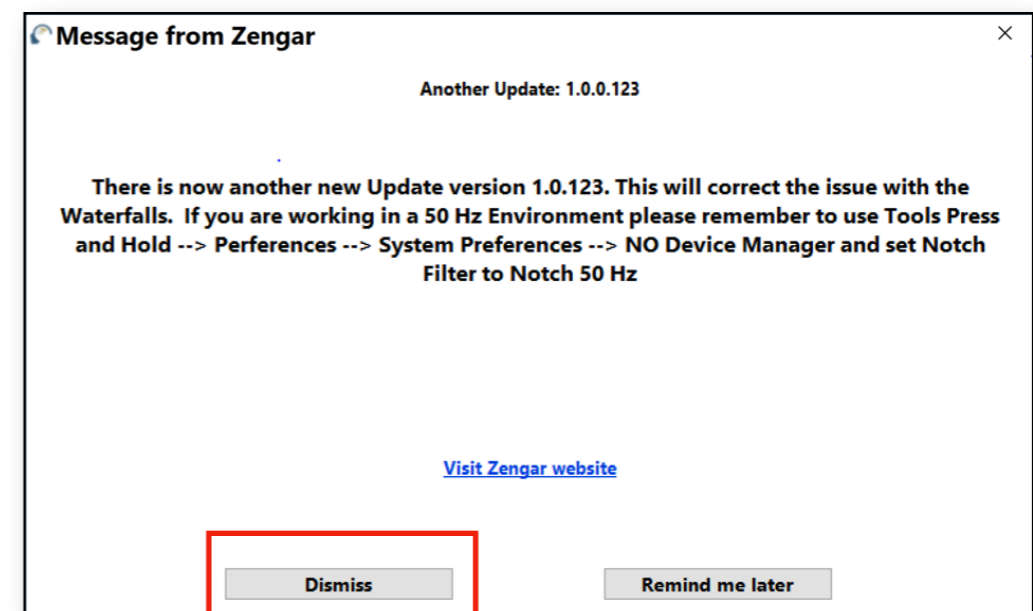 Release notes: #IN-104 #NOMP-167 G-Force with signed driver

- G-Force appdata
  Version: 1.0.0.4
  Release date: 2016/08/18
  Release notes: Set to replace old componant gforce_appdata

Download & Install Updates   **Remind me at next launch**
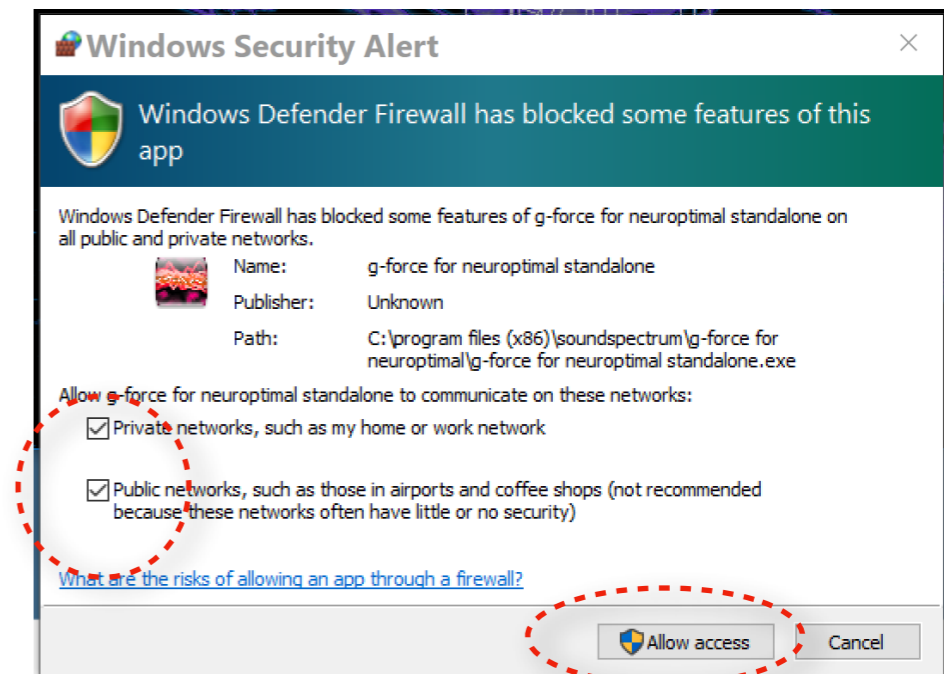
PLEASE NOTE: With the 3.0 software there are automatic updates happening at start of the program!

It's recommended to install an update when it is available. You will be prompted to re-boot your machine when finished. Keep in mind an update may take 2-10 minutes and you will need to be connected to internet.
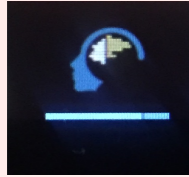
If you don't have access to internet or your wi-fi connection is slow, it's ok do the updates once per week (and/or after your session).
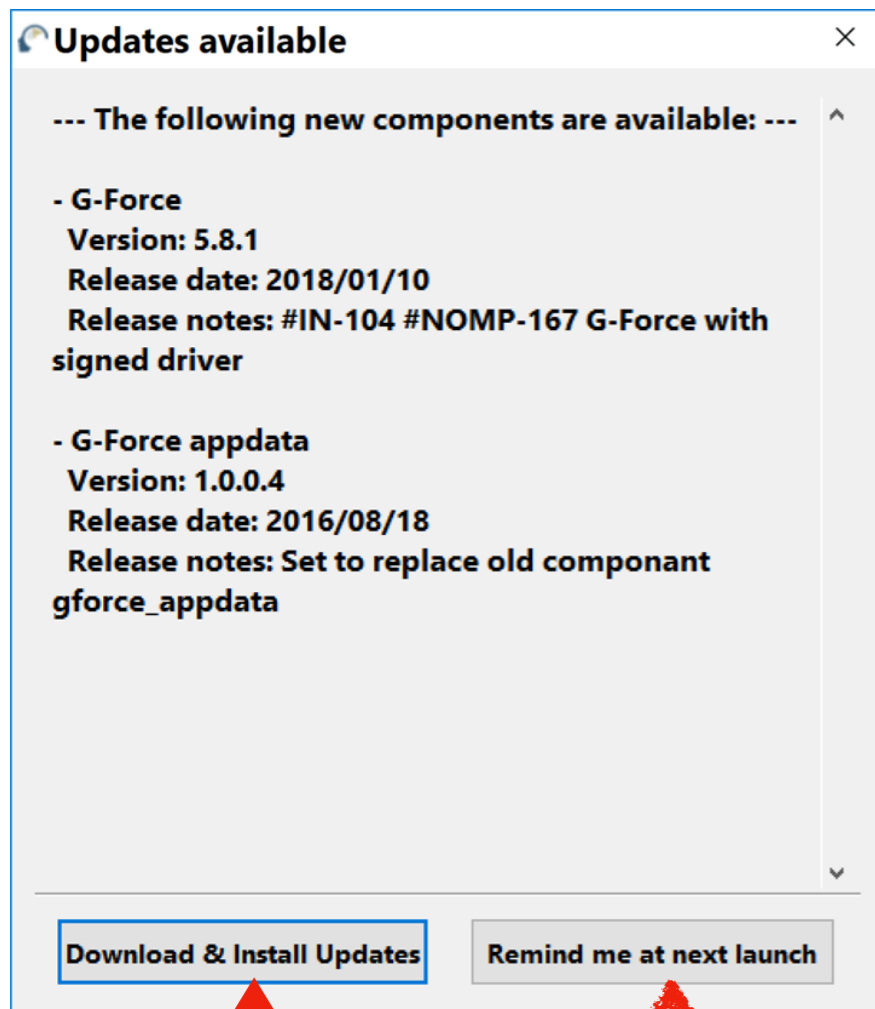
If you don't have time for an update (or don't have access to the internet) and want to proceed with a session, you can bypass this and do it *after* your session instead. If so, click on **"Remind me at next launch."**

Message from Zengar ✕

Another Update: 1.0.0.123

There is now another new Update version 1.0.123. This will correct the issue with the Waterfalls. If you are working in a 50 Hz Environment please remember to use Tools Press and Hold --> Perferences --> System Preferences --> NO Device Manager and set Notch Filter to Notch 50 Hz

Visit Zengar website

Dismiss   **Remind me later**

360 180

This "VAULT" window is the hub of NeurOptimal®.
This is the window where you start your session from

Client | **Session** | Professional
Digit, Al | |

	December 12, 2017 10:59
	December 04, 2017 12:19
	November 11, 2017 12:5
	October 23, 2017 12:13 F
	June 02, 2007 04:00 PM
	April 26, 2007 06:35 AM
	October 24, 2006 07:59 F

Legend:
⊡ - Archive
<> - Dustbin
o - No Sessions

All A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

There are four main windows in the software that can be accessed by tapping on the NO icon in the lower TASK BAR

Waterfalls   Tunnels   NeurOptimal® 3.0 - VAULT   Media Player
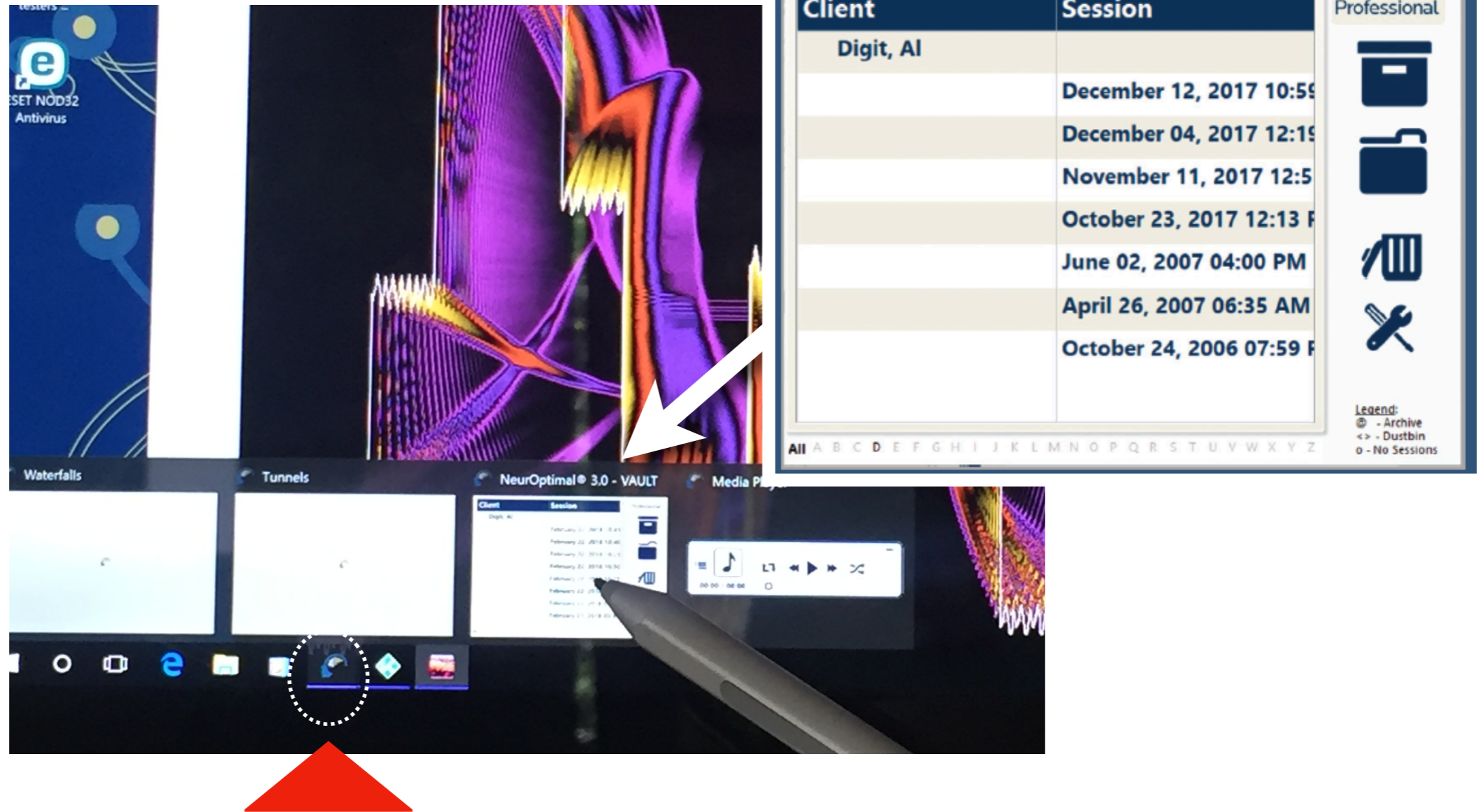
STEP 4. Once all of the program windows have opened, **tap on the NeurOptimal icon** again and then tap on the smaller window that appears. This is the "VAULT" window, where you will start your session from.

360+180

STEP 5: Add the Sensors

Do this only after checking that the program has started up ok!

3 SENSORS ON THE RIGHT **2 SENSORS ON THE LEFT**
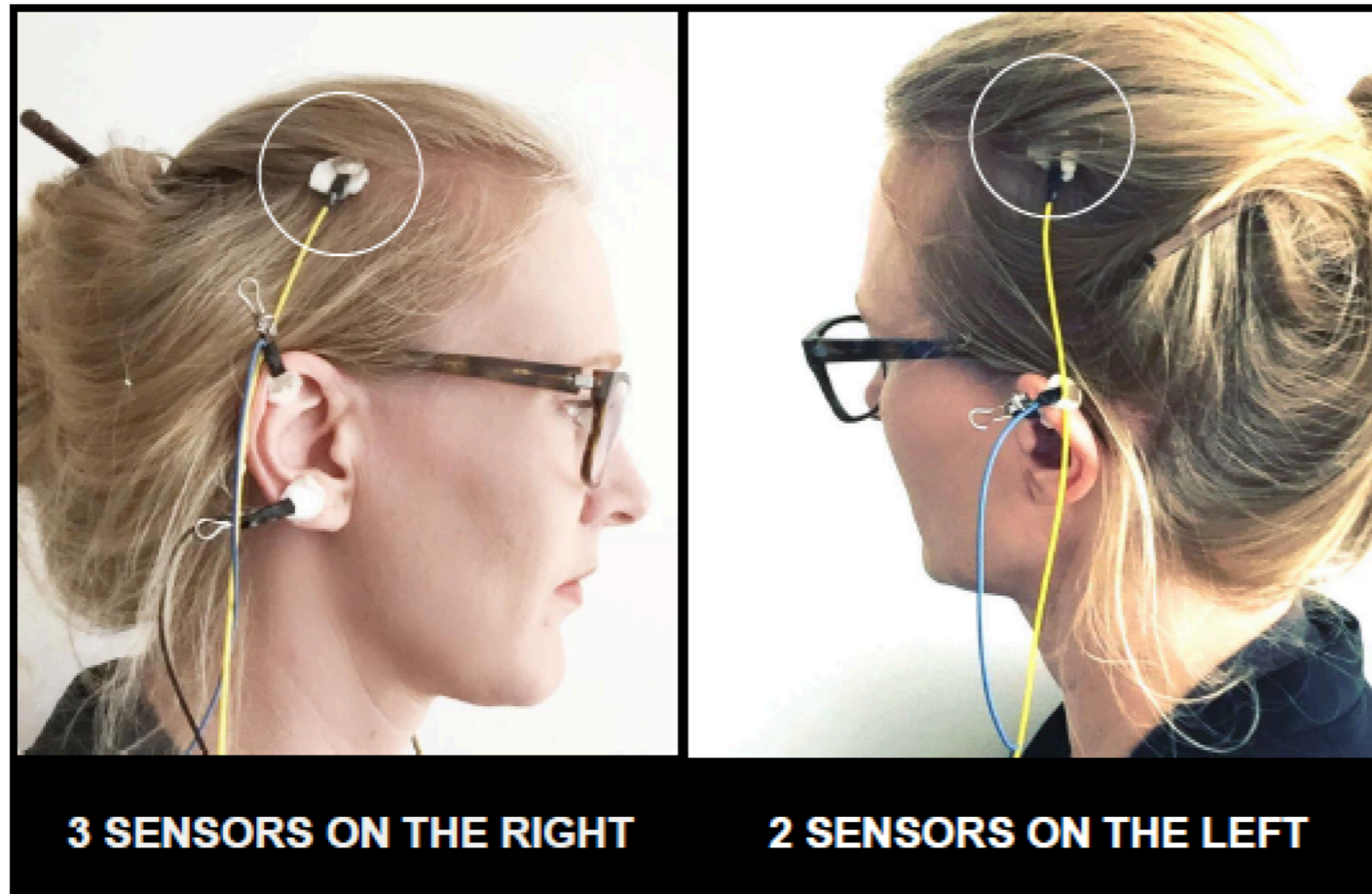
YELLOW SENSOR ON SCALP: Place sensor roughly half-way between the ear top and the crown of your head. It is a relatively large area that's acceptable so don't worry about being exact. Move aside as much hair as possible and take a generous scoop of paste and gently push down the sensor. Remember: Only if the sensor is dangling off the head is it a bad hook-up.

BLUE SENSORS: Scoop a mound of paste on each side of sensor and clip to ear top of ear lobe.

BLACK SENSOR: Scoop a mound of paste on each side of sensor and clip to lower right lobe.

**What if I apply the sensors to the wrong place?**
We use C3 and C4 - ie: the midpoints on each side of the head between the top of the ear and the top of the head. If you get them close to those points, then there is no "wrong place"!



360 180

STEP 6: ADD OR SELECT YOUR NAME

DO THIS FIRST: Tap on **"All"** at the bottom of the Vault window and/or tap on your last name's initial. If you cannot find it, you will need to add it. Do so by tapping twice on "Client" in the blue bar. Con't next page...

ADD A NAME: Tap twice on "Client" to add a name

SELECT YOUR NAME: Tap on "ALL" (or your last name's initials) in the alphabet
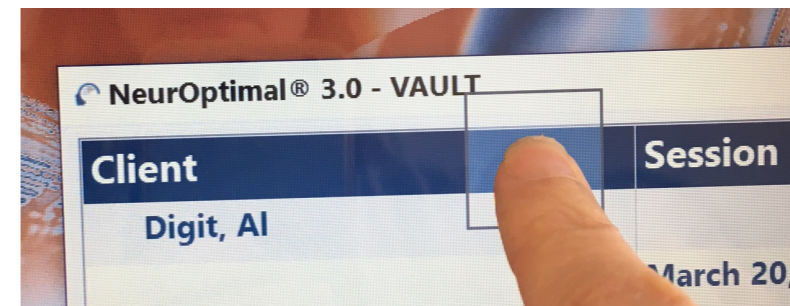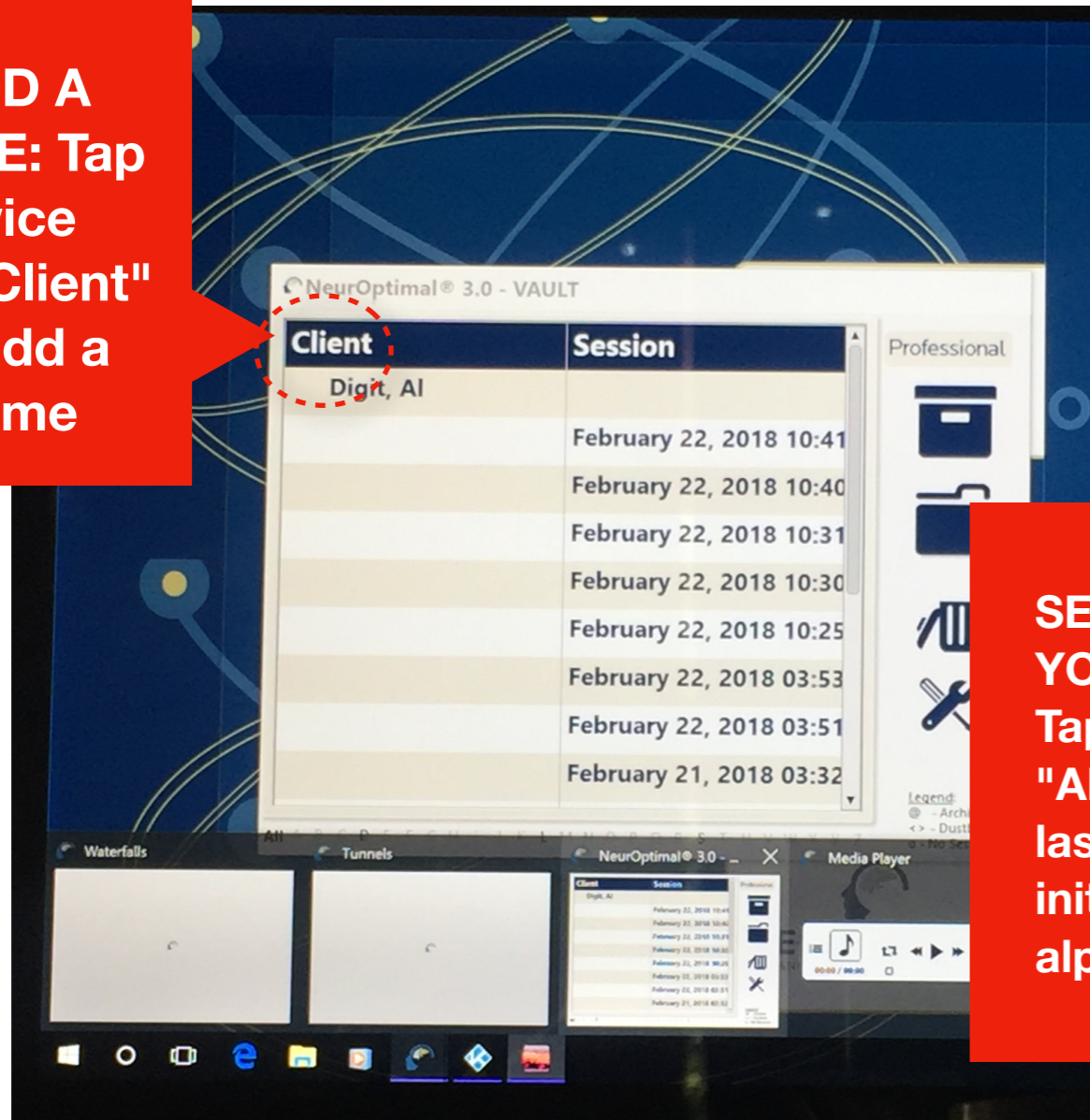
OPTIONAL: Tap and hold on the "Client" bar and a drop down menu appears with options

360•180
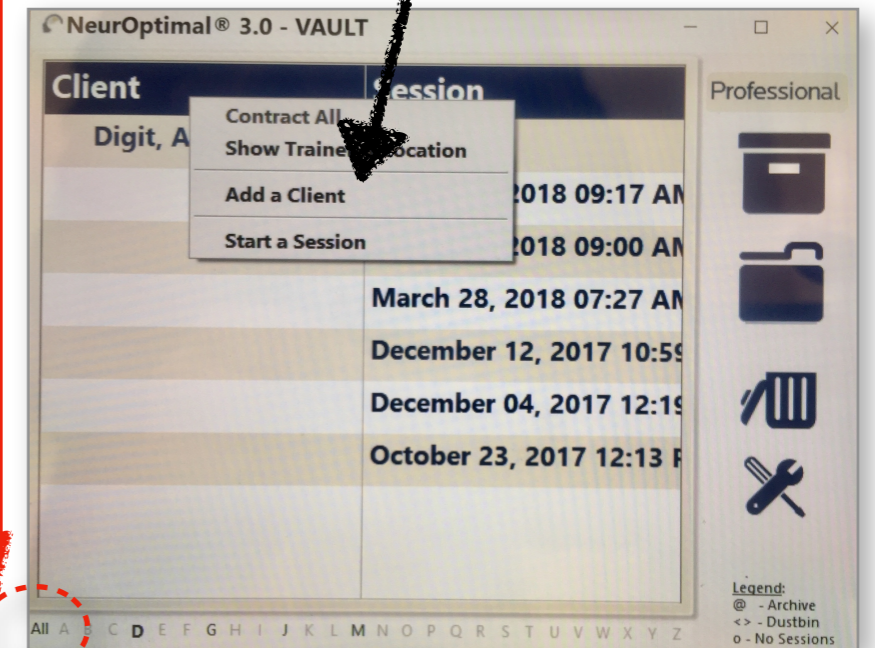
HOW TO ENTER A NAME

After tapping twice on the "Client" bar. A new pop up window will appear. Add your name here.
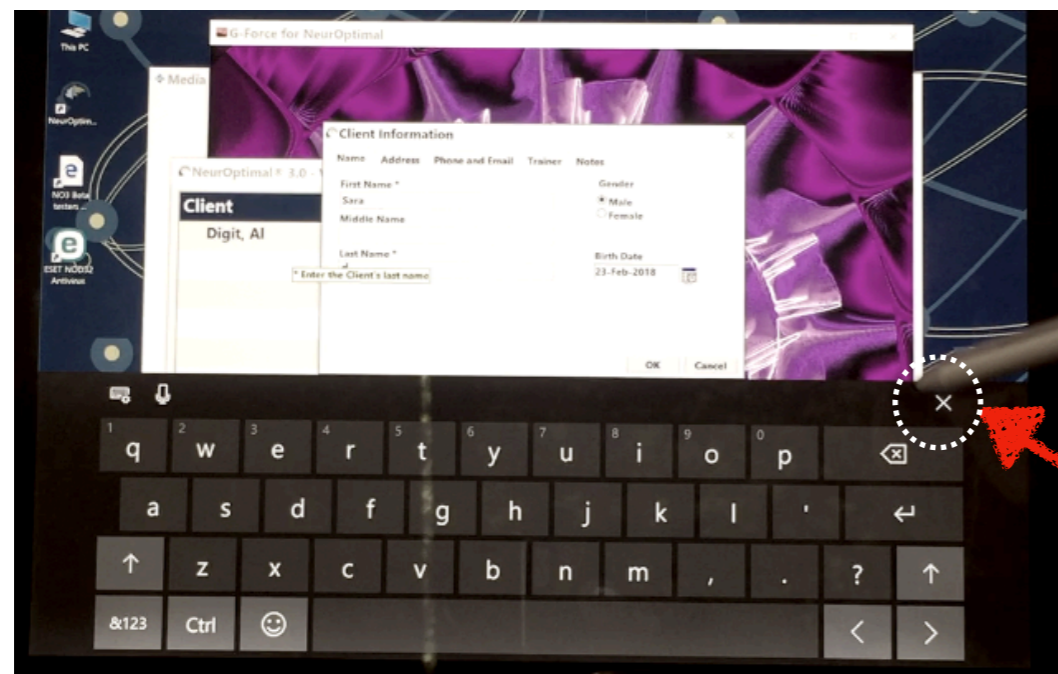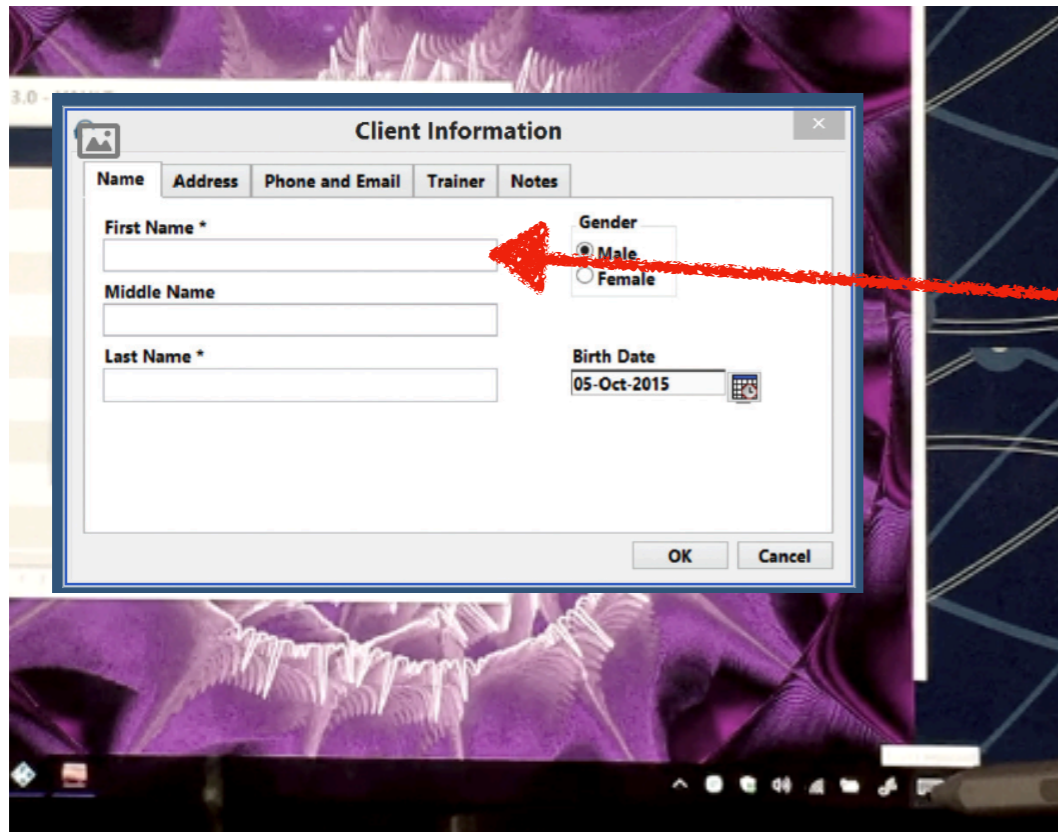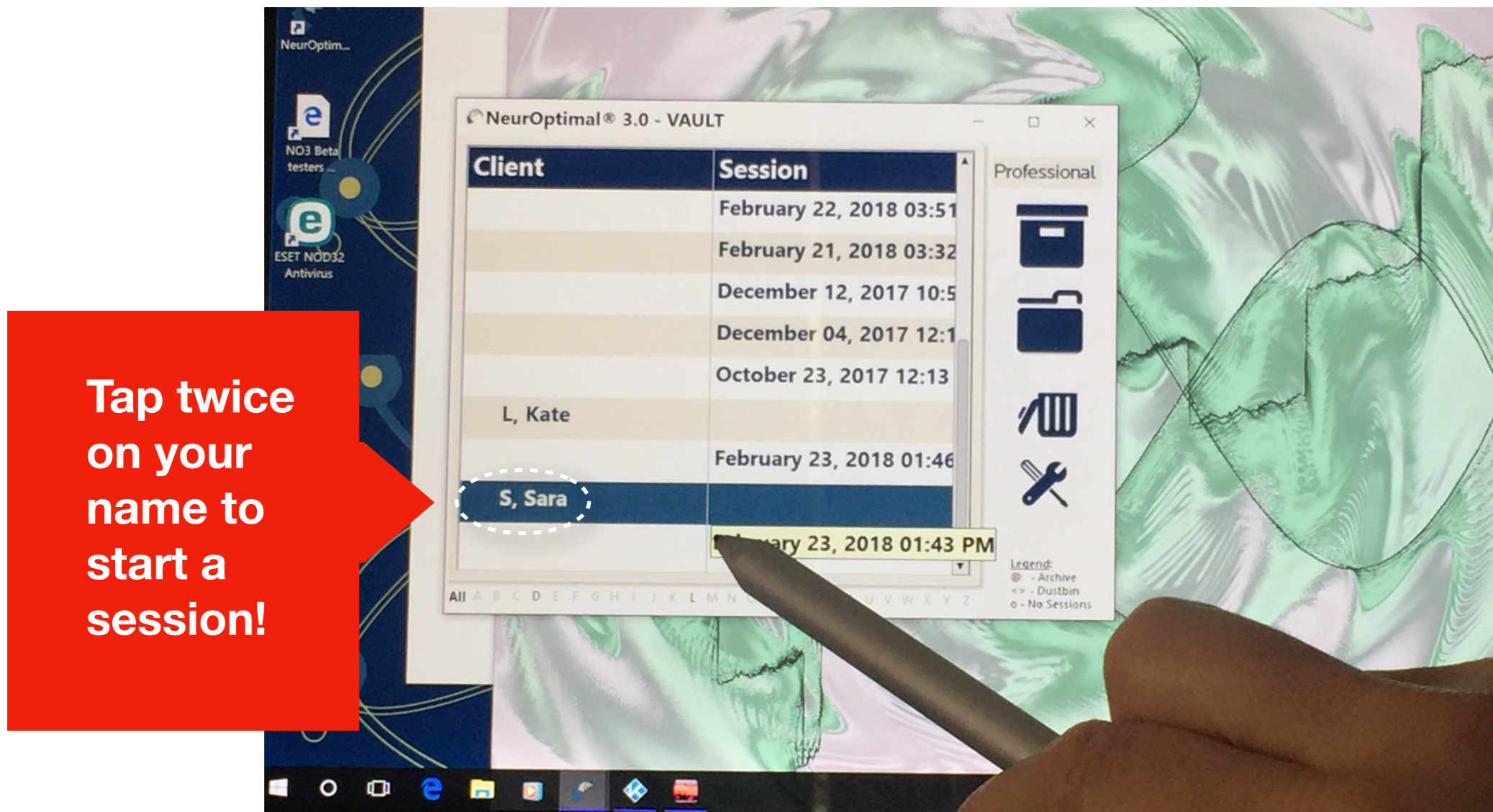
HOW TO FIND THE KEYBOARD ICON
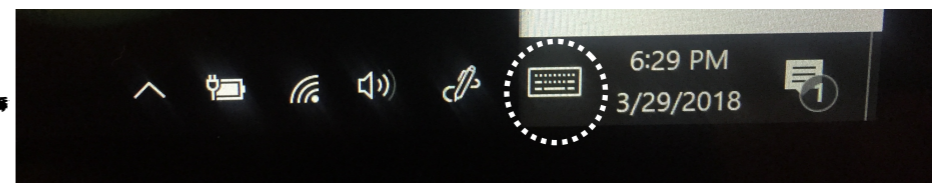
Open up the keyboard. **Tap on keyboard icon** in the lower right corner of the task bar.

Enter your first name and the initial of your last name. No need to enter anything else. Then click on the "OK" button.

Tap on the "X" to close the keyboard

360 180

HOW TO START A SESSION
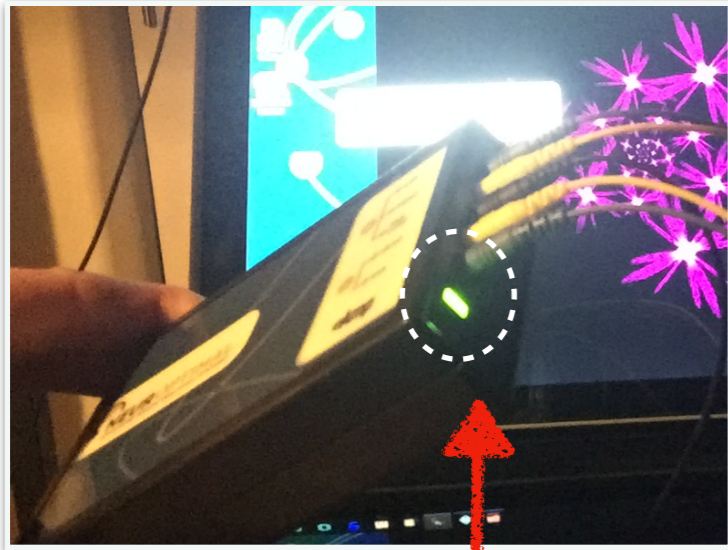

Tap twice on your name to start a session!

STEP 7. Tap on your name to highlight it. Then tap again. Wait a few seconds for it to start up. Session has started! Green light on the zAmp will turn on and music will start. If it doesn't start after 10-15 seconds then double tap name again.

SESSION IN PROGRESS
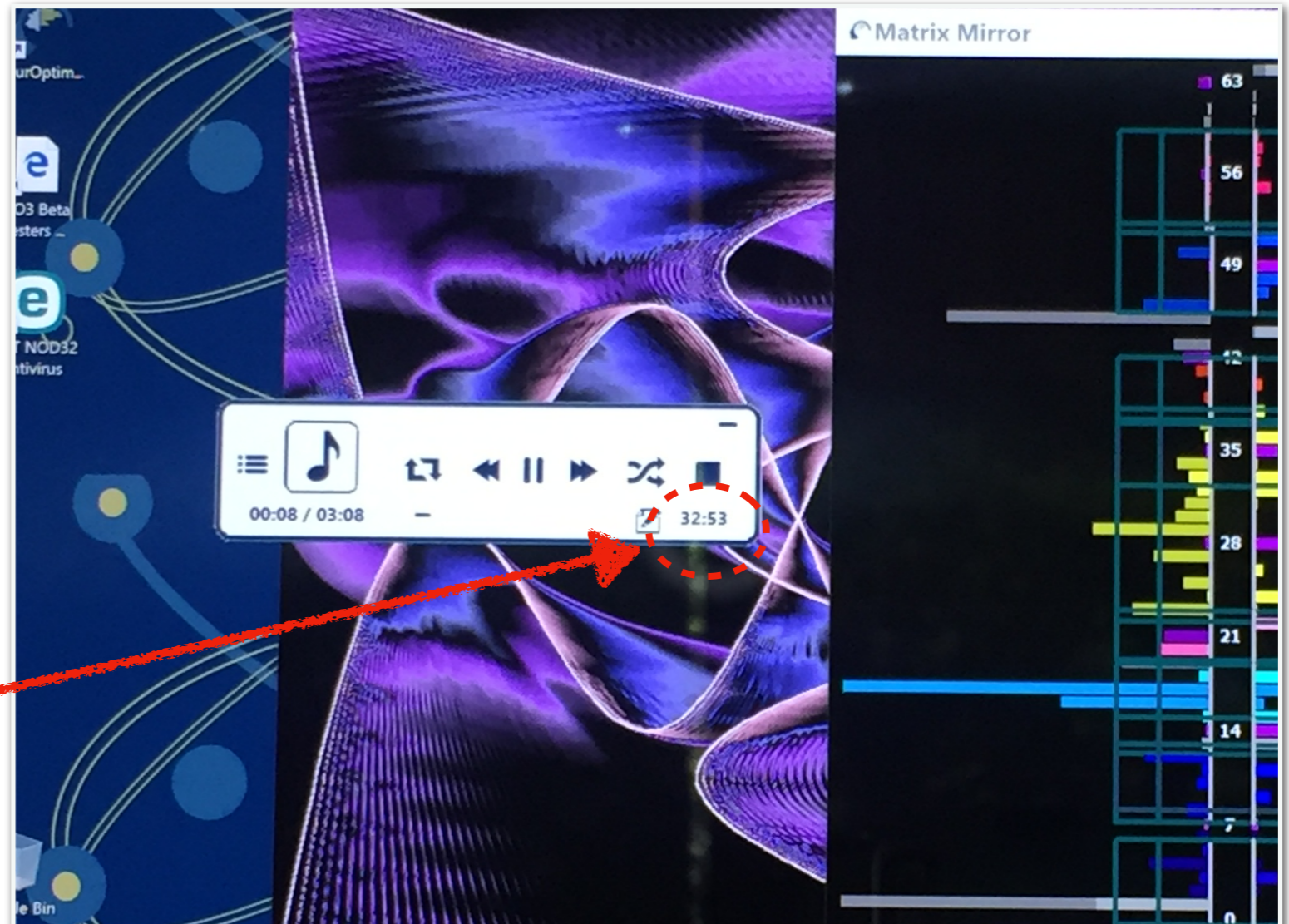
You know a session has started because....
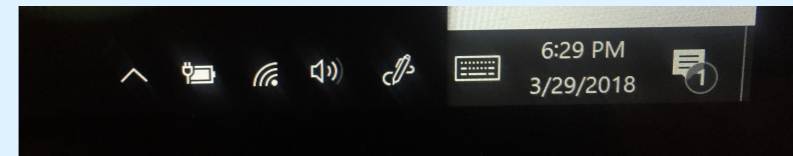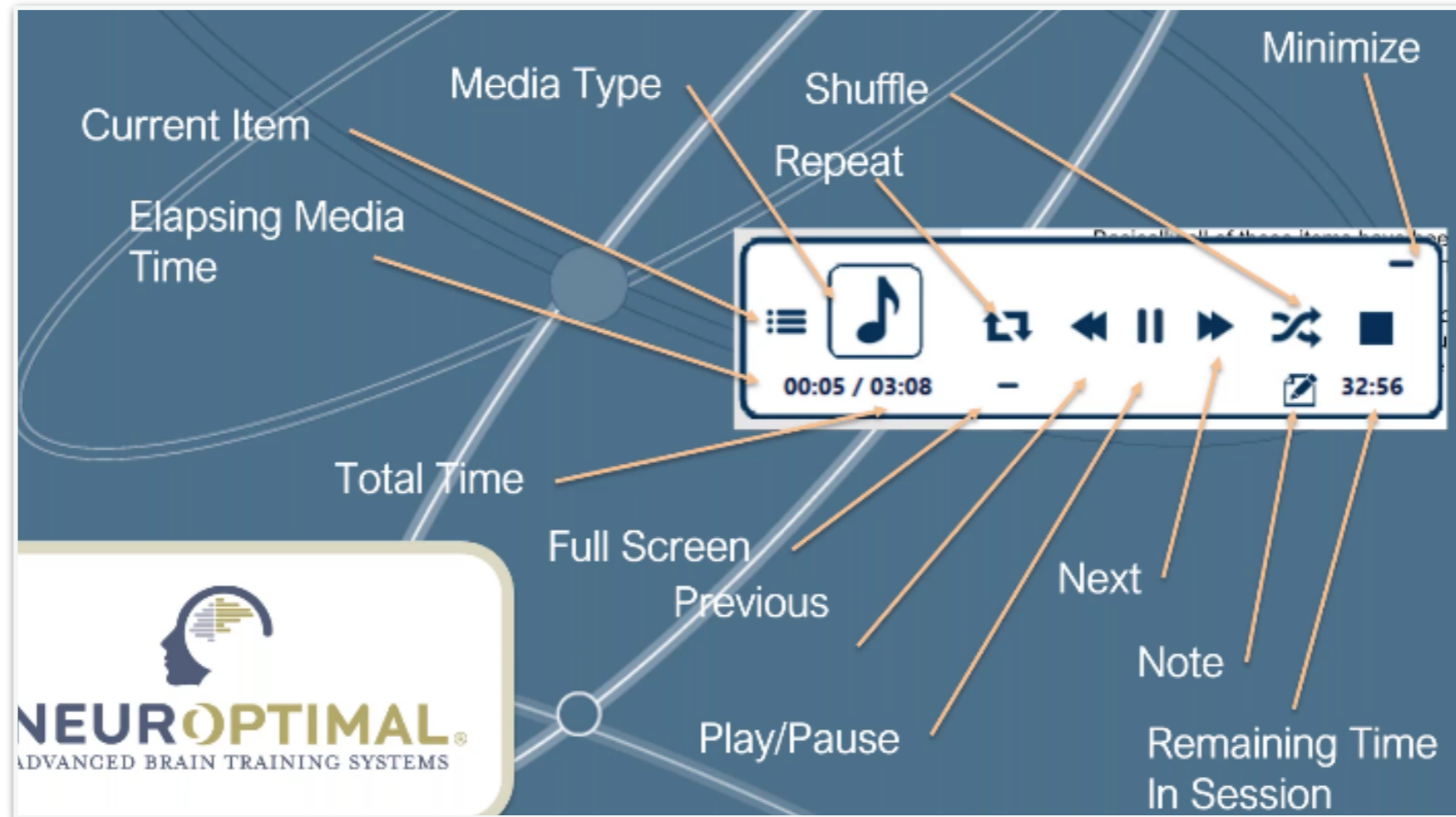
The light on the zAmp is on...

You'll hear music streaming from the headphones...

The number in the smaller control window (called NOMP) is counting down from 33 minutes...

360+180

GOOD TO KNOW!
MEDIA PLAYER DURING A SESSION

If you need to pause a session, tap the "II" button then a play arrow will appear. To restart your session, press the play arrow.

Touch the screen, leave your finger on it for a moment and then release. This will bring up a menu of actions that can be taken from there. This is the equivalent of a right click on a mouse.

HOW TO DO AN EXTENDED SESSION

Tap on your name and hold...
In next window, select "Session" and then choose "Extended".
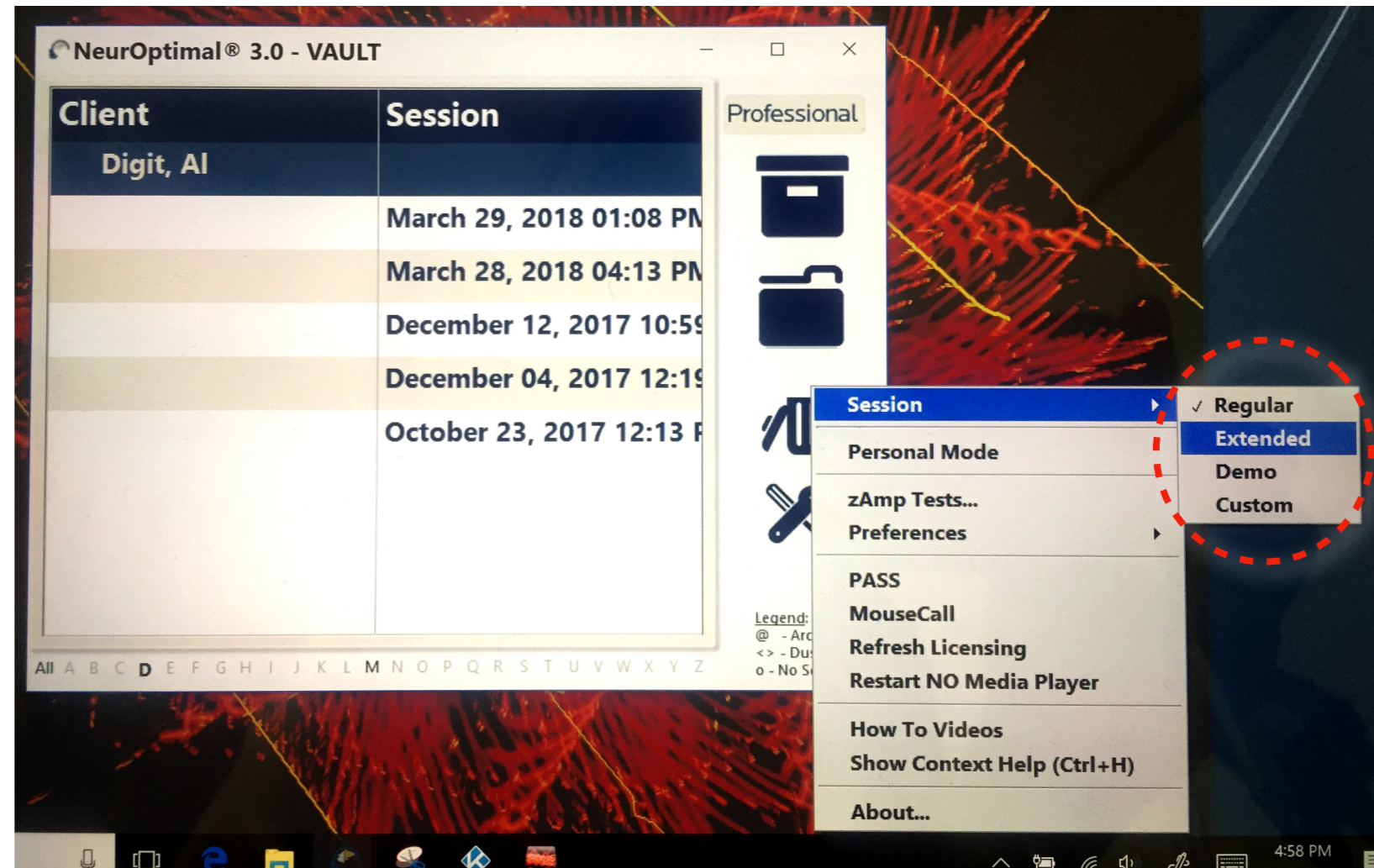
GOOD TO KNOW! A regular neurofeedback program lasts 33 minutes. However, when renting the equipment, an extended version 44 minutes is also available. It's the same training, just 10 more minutes of a work-out, or a nap for yourself! **Just know that there is no data that an extended version is better. A regular session is what is being used in office-sessions.**

WHILE IN SESSION -
Time to relax!

The NeurOptimal® Home System does not require you to watch the training screen though some people like to. It's optional. **The primary feedback comes through interruptions in the music/audio.** If you can hear the music, then the training session will be successful. You can read, sleep, meditate, whatever you feel inclined to do.

It's ok to look at your phone, ipad, kindle, computer while training but if you use an electronic device make sure to turn off Bluetooth.

(If you don't hear any skips/pauses in music, notify your rental manager and login to tech support to do a mousecall).
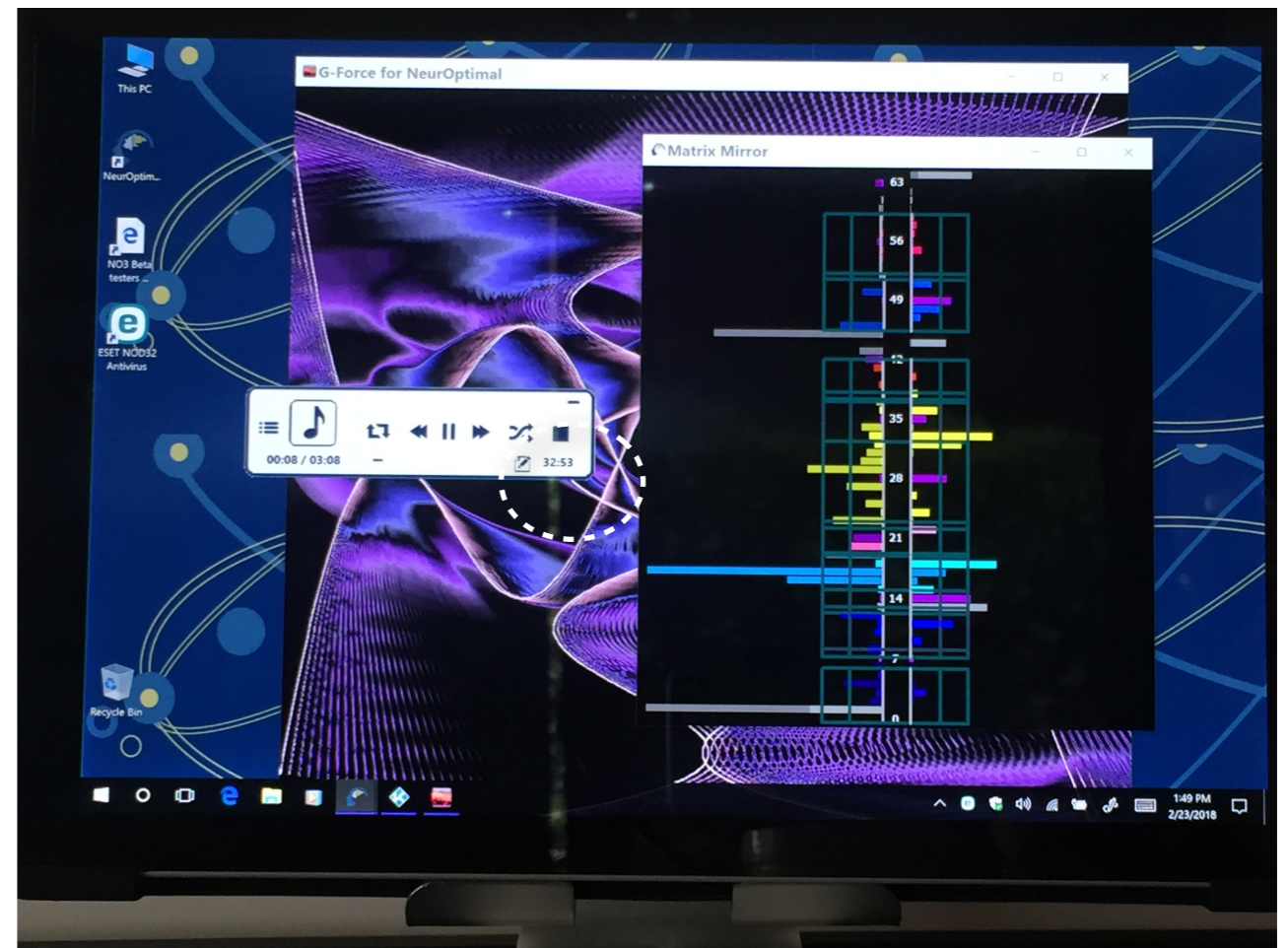
The music will stop automatically when the session is over.
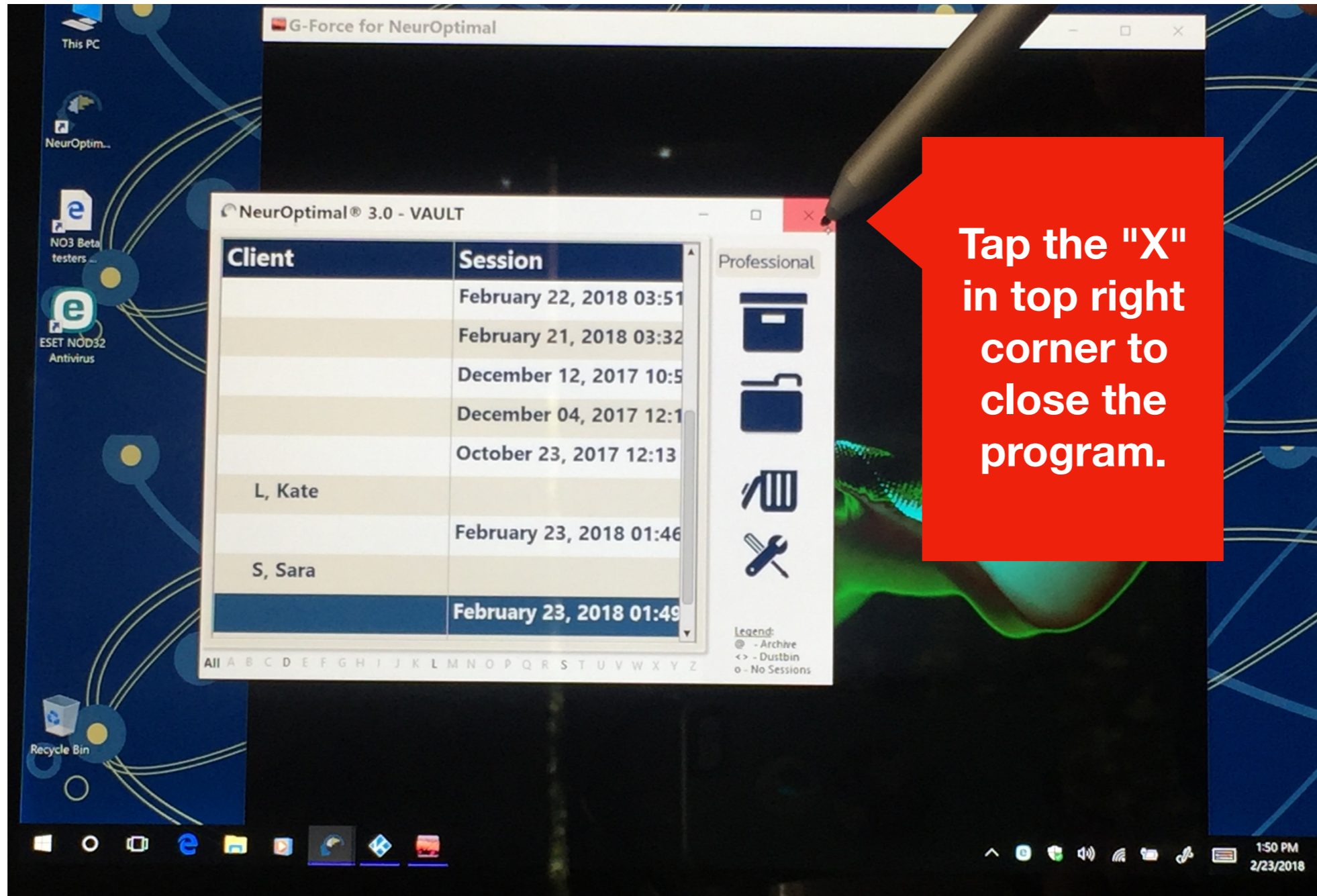
STEP 8: When session is over close out the program.

Tap on the Power Icon (located above the Microsoft Icon), then choose "Shut down" in menu.

STEP 9. Shut down the tablet (or laptop) when not in use
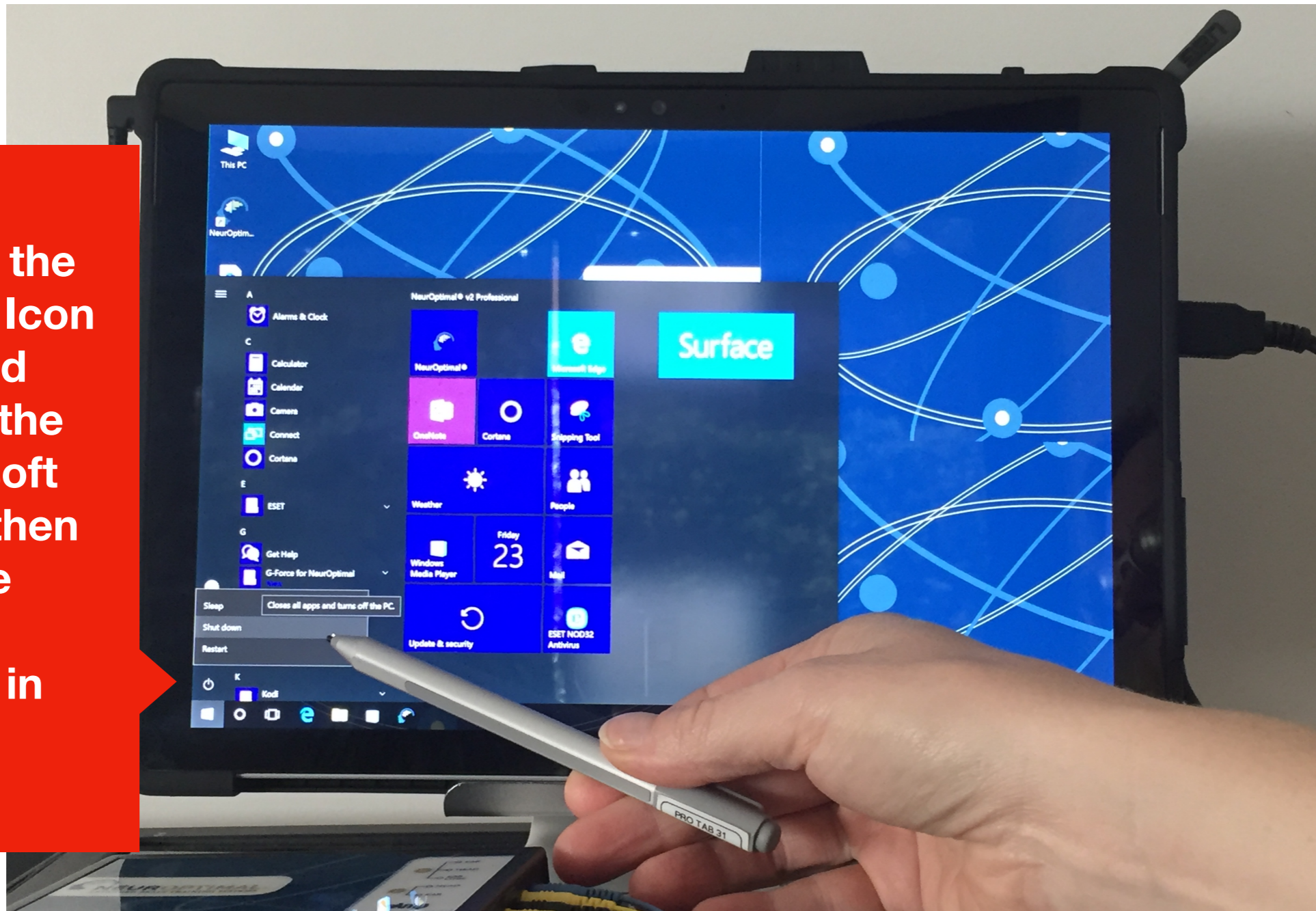
360 180

STEP 10. Clean the Sensors after each use!!!

Make sure you clean your sensors gently yet thoroughly, immediately after you have finished each session. We recommend using baby wipes or placing them under running hot water (be sure to thoroughly dry once clean). Any lingering paste can cause corrosion and will reduce the lifespan of the sensors.

PLEASE NOTE:

Do not kink, braid or wind the sensor wires tightly and please do not soak the sensors in water.

Store the tablet and all the accessories safely away when not in use.

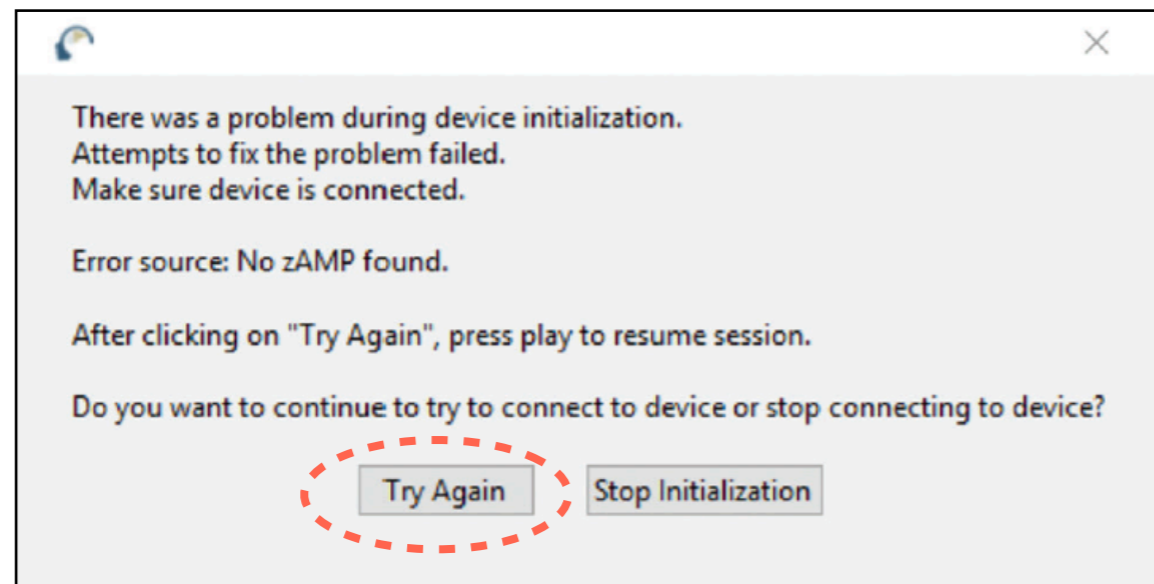*Any damage to tablet or the accessories (zAMP, sensors, cords) is the renters responsibility!*

360 180

TROUBLESHOOTING TIPS

If the system freezes, doesn't respond or error messages pops up, do this:

- Reboot the tablet and start up the program again.

- Make sure the zAmp is connected with the USB cord *before* you start the tablet.

- Always make sure the power cord is connected. If the light on the power cord is not on, when connected to an outlet, it is *not* charging. Try a different outlet.

- Make sure to connect to wi-fi every 7 days to do automatic updates to software.

- If you do NOT hear any pauses/skips in audio during a session, please contact your rental manager asap and login to tech-support for a mouse-call.

PLEASE NOTE: NeurOptimal's Tech Support is open Mon - Fri (7am - 7pm EST) except major holidays and may take from 20 min - 60 min.. To access MouseCalls simply visit www.neuroptimal.com on your tablet/laptop and tap the "Technical Support" tab at the top of the screen. Follow the prompts from there. See packet for login instructions or go to neurofeedbacktraining.com/support to watch a video on how to login. If you'd like to speak to someone in tech support in person. Call NeurOptimal at (866) 990-OPTIMAL or Email customercare@zengar.com

360•180

TROUBLESHOOTING TIPS

There was a problem during device initialization.
Attempts to fix the problem failed.
Make sure device is connected.

Error source: No zAMP found.

After clicking on "Try Again", press play to resume session.

Do you want to continue to try to connect to device or stop connecting to device?

Try Again   Stop Initialization

00:00 / 00:00

This error message means that your system is for some reason, not detecting your zAmp when trying to start a Session or suddenly during a Session. The most common solution to this problem is to verify your zAmp is properly connected to the USB cable and that the cable is properly connected to your system. Tap the "Try Again" button after this has been verified and then press the "Play" button in the NeurOptimal® Media Player to resume the Session. Another option is to press the "Stop Initialization" and start the Session again from the beginning. If this does not resolve the issue, please log on for a Mousecall.

The NeurOptimal® Media Window is fullscreen and I can't get out of it. This can occasionally happen if a Client monitor is not connected. Tap the / button to get out of fullscreen. (Tap on keyboard icon in lower task bar to to locate this "**/** " key)

360 180