

Your First Steps with TimeWaver



Information for professional users

Time**WAVER** 

Welcome to TimeWaver!

We're Delighted to Welcome You to the World of TimeWaver!

By acquiring your TimeWaver system, you are now able to take your work to a whole new level with the unique possibilities of the Information Field.

This guide is designed to support you during the initial steps and provide easy orientation for a smooth and successful start.

Thank You for Your Trust

First and foremost, we would like to sincerely thank you for placing your trust in TimeWaver technology and in our company.

By choosing a TimeWaver system, you are opening the door to new possibilities: integrating the Information Field into your professional work, discovering hidden potential, supporting processes, and promoting holistic health.

Starting with a new system often brings questions—that's why we're here for you with an experienced team, structured training, and personal support.

What's Next?

The delivery of your TimeWaver system marks the beginning of an exciting and pioneering era. To help you get started safely and efficiently, the following sections will show you...



how to prepare for your first application



who your personal contacts are



how to access the TimeWaver Academy.



Our goal is to make your start as simple and smooth as possible, so you feel well-supported from the beginning.

Step 1: Did You Order a Validated TimeWaver Laptop With Your System?

Depending on whether you ordered your TimeWaver system with or without a validated TimeWaver Laptop, the next steps for setup will differ:



If you ordered a validated TimeWaver Laptop:

If your system includes a PC, the TimeWaver software is typically fully pre-installed. After powering it on for the first time, your system is ready to use. You will also receive a separate guide for the initial startup.



If you did not order a validated TimeWaver Laptop:

If your system was delivered without a validated TimeWaver Laptop, you will need to install the software on your own device. In this case, please contact our support team (support@timewaver.com), who will guide you through the installation process and assist with any technical questions.

System Requirements for Using Your Own PC

To ensure your TimeWaver system runs smoothly and reliably, please make sure your device meets the following technical requirements:

Minimum Requirements:

- **Processor:** Intel Dual-Core, at least 2.0 GHz (AMD processors are not supported)
- **RAM:** 8 GB
- **Hard Drive:** 256 GB (with at least 100 GB of free space)
- **Operating System:** Windows 10 or later, 64-bit
- **Screen Resolution:** At least 1366 × 768 pixels
- **Monitor Size:** At least 15"
- **USB Ports:** Minimum of 2 × USB 2.0 ports

Recommended Configuration:

- **Processor:** Intel Dual-Core with 2.6 GHz or higher
- **RAM:** 16 GB
- **Hard Drive:** 500 GB SSD
- **Operating System:** Windows 11 or later, 64-bit
- **Monitor:**
 - For mobile use: 15" or larger
 - For stationary use: an additional external monitor with at least 27" is recommended
- **USB Ports:**
 - At least 3 USB ports recommended
 - Alternatively: use of a USB hub for additional devices

⚠ **Important:** Apple Mac, Linux, or other operating systems are not supported – even if a Windows partition is installed.

➔ **Tip:** When contacting our support team, please have your customer number and the serial number of your device ready – this helps us assist you more quickly.

Step 2: Connecting the TimeWaver Hardware to Your PC



Please place your TimeWaver hardware in a **clean and dry** location close to your computer. Make sure that no objects are placed on top of, underneath, or directly above the device—especially books, shelves, or storage trays. This ensures proper airflow and safe operation.

We recommend setting up a dedicated workspace used exclusively for the TimeWaver PC and its associated hardware. This helps create optimal conditions for perfect use of your system.

First, connect the **REDEL plug** from the included power adapter (see illustration 4) to the matching port on the **back of your TimeWaver hardware** (see illustration 1).

Once connected, plug the adapter into a power outlet. Next, use the **USB cable** that came with your system to link the hardware to your computer. This cable was provided with your system and creates a direct connection between the TimeWaver device and your PC.

Figure 1: Rear view of the TimeWaver hardware

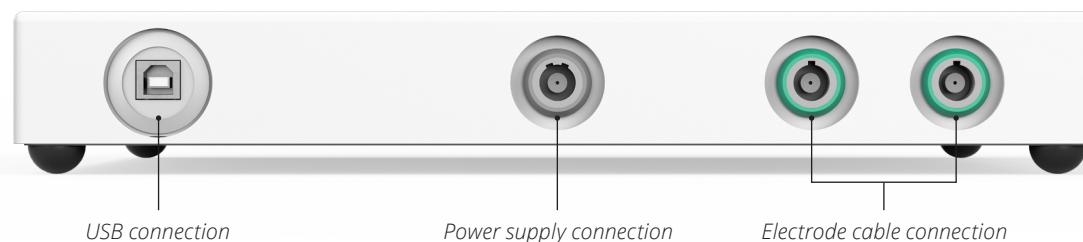


Figure 2: USB cable



Figure 3: Electrode cable

(Only for TimeWaver Frequency)



Figure 4: Power cable and power supply with Redel plug



! Important: The REDEL connectors (on the power supply and electrode cables) use a special locking mechanism. To plug in or unplug, grip the movable center ring of the connector (see figure 4). This retracts the side latches, allowing the connector to easily lock into place—or be released.

Step 3: Your Training & Personal Support



To ensure a successful start with your TimeWaver system, you will receive comprehensive online training provided by our experienced training team. You'll be guided through the first steps in a practical, personalized way that's tailored to your specific system. Our team is also happy to assist you later on with any follow-up questions or in-depth explanations.



Email: training@timewaver.com

Phone: +49 3391 4002216

Scope of Training (depending on your system):

TimeWaver Pro, Basis, Coach or BIZ:

- 7-hour online training session
- Includes an additional 30 minutes of training for each extra module purchased

TimeWaver Frequency:

- 6-hour online training session

TimeWaver Frequency McMakin:

- 1.5-hour online training session

→ **Note:** Additional training hours can be booked as needed at a rate of **€120.00 per hour**.

Scheduling Your Training Session

We recommend coordinating your training appointment with our team as early as possible – that way, you can begin your TimeWaver journey well-prepared and with ease.



Step 4: Access to the TimeWaver Online Academy

As a TimeWaver customer, you receive exclusive access to the TimeWaver Online Academy – your central platform for training, tutorials, and in-depth content related to your TimeWaver system. Enjoy learning flexibly and at your own pace, with unlimited access to our extensive video library anytime.

How to Get Access:



Registration:

Visit our website and register for the Online Academy.
<https://timewaver.com/academy/en/register/>



Introductory Video:

After successful registration, you'll be shown a brief introductory video. Viewing this video is required for full access, as it contains important content.



Short Knowledge Test:

Next, you'll take a short test – this helps ensure the key fundamentals have been understood.



Unlocking Full Content:

Once you've completed the test, you'll have full access to all training videos and materials relevant to your system.



Support & Contact:

If you have any questions about registration or using the Academy, our training team is happy to assist: academy@timewaver.com



Step 5: Technical Support & Help with Issues



If you encounter any technical questions during setup or ongoing use, our TimeWaver Support Team is here to help – whether it's related to installation, PC connectivity, or software functions.

**Support Contact:**

support@timewaver.com
+49 3391 4002229

When contacting support, please have your customer number and the serial number of your device ready – this helps us assist you more quickly and efficiently.

Accessories & System Add-ons

Do you require additional accessories for your TimeWaver system, such as electrode cables, electrodes, power supplies, or other system components?

If so, please contact our training team. We will be happy to advise you on suitable extensions and accessories and take care of your order.

**Contact the training team:**

training@timewaver.com
+49 3391 4002216



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