



NeuroOptimal® V3

GETTING STARTED MANUAL











Running NeurOptimal® Sessions:

This Getting Started Manual will guide you through the process of running Client Sessions. This manual and our Tutorial Video Library (located in the Tools menu within NeurOptimal®) both provide you with all the information you need to run effective Client Sessions. While this is only the tip of the iceberg in terms of what is available to you in NeurOptimal®, it is all you NEED to know to set the stage for effective Client change. When you are ready to learn more you can explore the following resources.

Resources Guide:

-  Video Library in the NeurOptimal® program
-  Facebook “NeurOptimal® Community Group”
-  NeurOptimal® V3 PASS Support Group
-  Documents in PASS
-  Forms in PASS
-  PASS forums
-  New User Webinars
-  PASS Webinars
-  Basic and Advanced Certification Courses
-  Business Building online workshop
-  ZenConnect

 **YouTube** NeurOptimal® YouTube channel



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PART

1

Connecting Your Equipment

A | Connecting your Hardware

1 Find your zAmp



2 Find your USB cable



3 Connect the USB cable into zAmp



4 Connect the other end of the USB cable into your system



5 Find and remove colored wire sensors from packaging



6 Firmly connect the colored sensors to the zAmp by plugging them into the color coded inputs (note the right side has three wires)



1 Connecting your Equipment

Connecting your Hardware | **A**

7 The results should look like this, blue wire in blue hole, black wire in black and so forth



8 Place the zAmp where you will be working with it, clipped to the front or back of a shirt or back of a chair is common



NOTE: Visit the **Video Tutorials** section found in the **NeuroOptimal®** program by tapping and holding the **Tools** icon to watch videos made especially for new **Trainers**.



9

To set up audio for your Client, connect the long headphone extension cord ...



9b

...to one set of earbuds (Professional Systems: Keep the second set as a spare)



10

Connect the headphone extension cable to the headphone jack on your system



1 Connecting your Equipment

B | Setting Up the Client Monitor

NOTE:

If you are seeing Clients you will likely want to hook up a conveniently positioned "Client Monitor". This is what the Client will watch during their Session. Monitors are included with the Professional Bundles. Closing eyes, reading, doing homework or tending to emails are other popular activities people like to do while enjoying a Session.

1 Find the "Client Monitor"



2 Find the HDMI and mini display to HDMI adapter



3 Connect the HDMI cable to the mini display to HDMI adapter



4 Connect the mini display to HDMI adapter to the corresponding port on your tablet



5 Connect the other end of the HDMI cable to the HDMI port on the back of your Client monitor



6 Switch on the monitor by pressing the Power Button, make sure the blue light goes on.

1 Connecting your Equipment

Setting Up the Client Monitor | B

7 Repeatedly press the "input select" button (to the left of the power button) until HDMI is selected

NOTE: Your system has been configured to boot into dual monitor ("extended desktop") mode so your Client can see their own screen. These instructions are included only in case you have to reset it.

8 Power up your NeurOptimal® system. If you see the NeurOptimal® wallpaper on the Client monitor you can continue to the next section. If not, tap the "Action Center" icon at the bottom right of your screen and continue with Step 2



9 Tap "Project"



10 Select "Extend"



TIP: For ease of use, we highly recommend using a keyboard/trackpad with your NeurOptimal® tablet if you plan to use an external monitor with it. You can gain access to your monitor by moving the mouse pointer all the way to the right (and off) of your tablet screen. The mouse pointer will then appear on the Client monitor. To bring the mouse pointer back to the tablet screen, move the mouse all the way to the left of the Client monitor.

1 Connecting your Equipment

C Connecting Your System to Wi-Fi



IMPORTANT!

Your system must be connected to the Internet in order to launch NeurOptimal®, so please do connect it to your Wi-Fi. There is a seven day grace period should you be in a place that does not have an Internet connection. We recommend using your cellular phone as a hot spot if you are out of Internet range for more than seven days.

How to connect to Wi-Fi on Windows 10

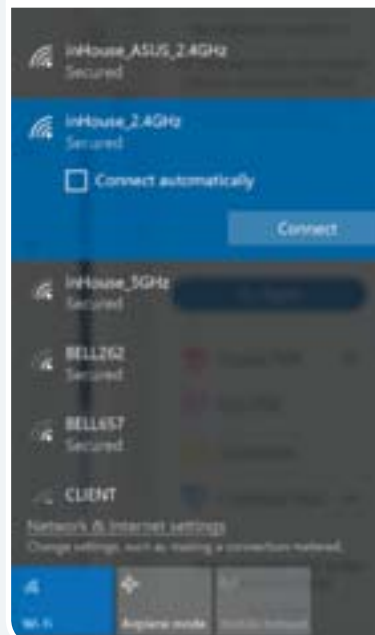
1

Click or tap on the Wi-Fi icon found at the bottom right of your screen



2

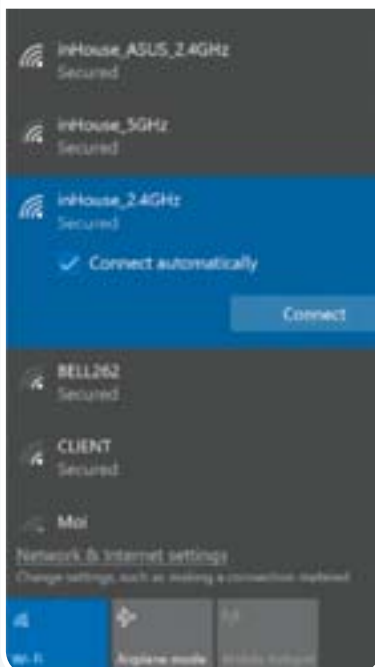
Choose your Wi-Fi network from the list and tap on it



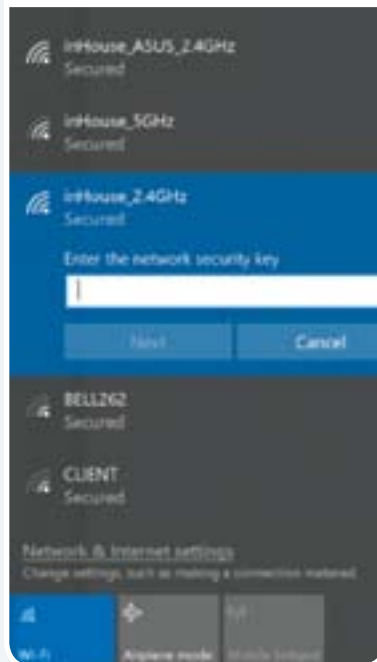
1 Connecting your Equipment

Connecting Your System to Wi-Fi | **C**

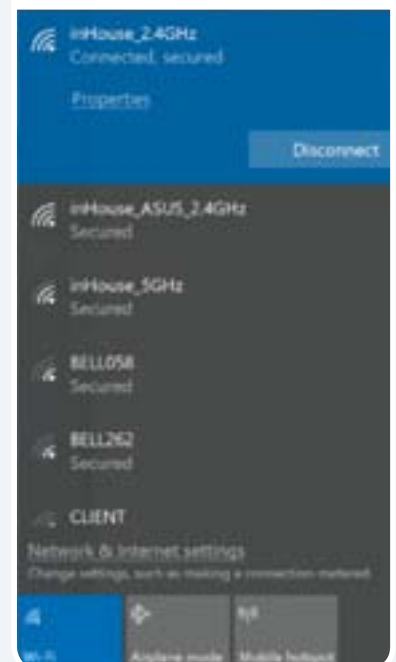
3 Select “Connect Automatically” so it connects each time the system is on and in range



4 Enter the Wi-Fi password, tap “Next” and wait for the connection to establish



5 When it says “Connected” you are successfully online



PART

2

Hooking-Up a Client

Putting On the Sensors

1 Before starting, have the following items handy—paste, tissues and/or babywipes



2 Find the zAmp and separate the right and left sensors



3 Place the zAmp in a comfortable spot. Hooked onto the front or back of a shirt or the chair is common. Drape the left and right side sensors over the corresponding shoulders.



4 We'll first hook up the right side. Squeeze open the right blue clip



5 Scoop or squeeze paste onto sensors so the paste resembles an ice cream scoop on both sides, without touching the paste with your fingers



6 Squeeze the clip onto the top of the right ear (some paste should ooze out, forming a ring)



7 Apply paste in the same way to the black sensor clip, and gently squeeze onto the ear lobe. No need to remove earrings, just make sure the paste is not touching them. It is ok to adjust clip positioning to work around them



② Hooking -Up a Session

Putting On the Sensors

8 Pick up the yellow sensor and fill it with an ice cream scoopful of paste (be generous)



9a If you slide your fingers over the scalp at the halfway point between the top of the ear and the top of the head, you will feel a bump with a dip right above it



9b That dip is your spot. If you can't find a bump/dip, apply the sensor to the halfway point between the top of the ear and the top of the head



10 Cleanly part the hair exposing the scalp and press the sensor down firmly so a ring of paste forms. A good way to know it is attached correctly is if it feels cool on the scalp



11 Now hook up the left side similarly, attaching the blue clip to the top of the ear (the same way you did on the right side)



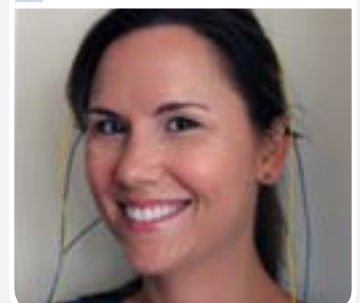
12 Find the dip above the midpoint between the top of the ear and the top of the head on the left side ...



13 ... and place the yellow sensor on the left side of the head (mirroring what you did on the right)



14 Well done! You are now ready to start your Session



PART

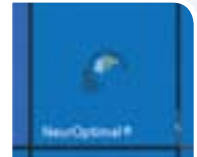
3

Running a Session

A | Launching NeuroOptimal®

1 Make sure your system is connected to the internet. If it is not, follow instructions on page 10

2 Launch NeuroOptimal® by tapping on the NeuroOptimal® icon in the Task Bar at the bottom of the screen



Shortly afterwards you will see a blue line under the NeuroOptimal® icon which indicates that the program is opening. Once it is fully launched, you will see three icons on your taskbar.

WINDOW 1

3 There are four main windows in NeuroOptimal®

VAULT:

This is the hub of NeuroOptimal®. You control everything when you are not actually running a Session, here.

PRO SYSTEM

Client	Session	Professional
Digit, AI	December 12, 2017 10:51	
	December 04, 2017 12:11	
	November 11, 2017 12:5	
	October 23, 2017 12:13	
	June 02, 2007 04:00 PM	
	April 26, 2007 06:35 AM	
	October 24, 2006 07:59	

PERSONAL SYSTEM

Client	Session	Personal
Digit, AI	December 12, 2017 10:51	
	December 04, 2017 12:11	
	November 11, 2017 12:5	
	October 23, 2017 12:13	
	June 02, 2007 04:00 PM	
	April 26, 2007 06:35 AM	
	October 24, 2006 07:59	

3 Running a Session

Launching NeurOptimal® | **A**



WINDOW 2

G-Force for NeurOptimal®:

This is the window that is pulled to the Client monitor during the Session and is the one the Client watches throughout their Session.

WINDOW 3

NeurOptimal® Media Player (NOMP):

This is the window you use to control the Media during the Session.

WINDOW 4

Media Center:

This window comes into play when using non-default audiovisual sources like movie files, DVDs and Streaming Sources.



3 Running a Session

B Navigating NeuroOptimal®

NeuroOptimal® 3.0 - VAULT

Client	Session
Digit, AI	
	March 13, 2018 01:41 PM
	December 12, 2017 10:59 AM
	December 04, 2017 12:19 PM
	November 11, 2017 12:57 PM
	October 23, 2017 12:13 PM
	June 02, 2007 04:00 PM
	April 26, 2007 06:35 AM
	October 24, 2006 07:59 PM

Professional

Legend:
- Archive
- Dustbin
- 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

The VAULT:

1 Header Line

2 Client Name

3 Highlighted Session

4 Session Date & Time

5 Active Client Index

6 NeuroOptimal® License Type

7 Archive (Pro only)

8 Move To

9 Dustbin

10 Tools

11 Message

12 Legend

3 Running a Session

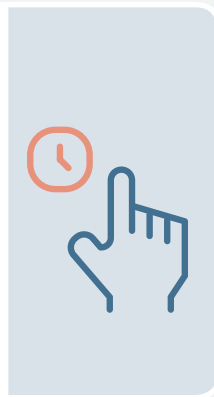
Navigating NeurOptimal® | **B**

Navigating NeurOptimal® is easy. You can invoke responses in the VAULT two ways.

1

Touch and Hold:

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.



2

Double Tap (tap an item twice)

Double tapping anywhere in the VAULT will result in the most popular use immediately being invoked:



Double Tap Cheat Sheet:

IF YOU DOUBLE TAP:	THIS IS WHAT HAPPENS:
“Client” in Header	“Add a Client” window appears
“Client Name”	Session begins for that Client
“Session” in Header	Client list appears, asking you to select who you would like to start a Session for
Session Date (Pro Only)	“Tunnels” appear for that Session
Tools Icon	“Preferences” window opens
PRO ONLY, IN 4 COLUMN VIEW	
“Trainer” in Header	“Add a Trainer” window appears
“Location” in Header	“Add a Location” windows appears


3 Running a Session

C Starting a Session

1 First we will add your new Client. To do this, touch and hold (with finger or stylus) or right click the word "Client" in the header and select "Add a Client" from the context menu OR simply double click on "Client" in the header.



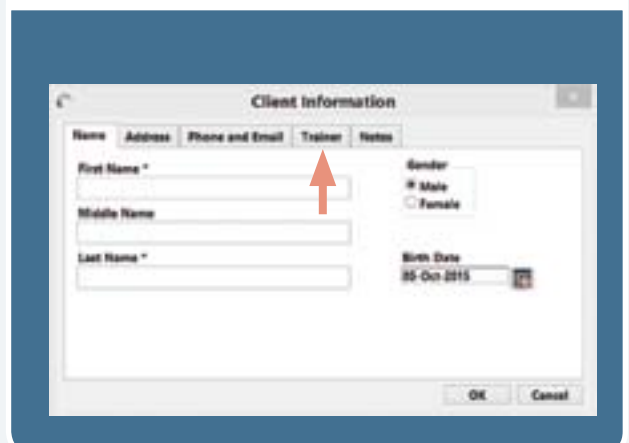
2 The "Client Information" window will appear



3 Enter as much or as little Client information as you would like. The only required fields are the first and last name.

If you have a Personal System, jump to # 5

4 Select the Trainer tab. This is where you will assign a Trainer to the new Client you are adding.



3 Running a Session

Starting a Session | C

a

Make sure the Diamond is next to the Trainer you wish to be the Default Trainer for this Client.



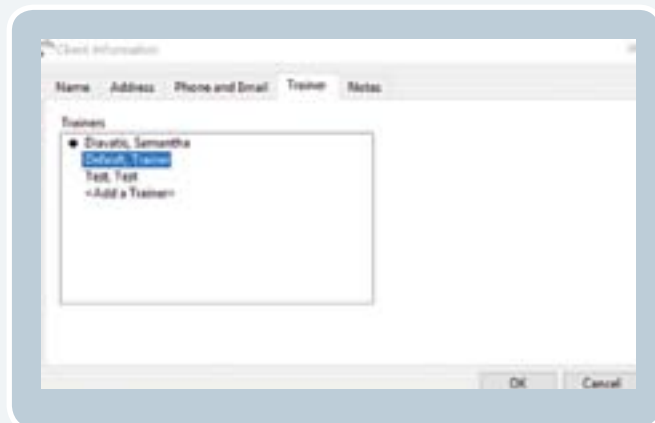
b

To change the Trainer that is selected, tap on the diamond so it disappears from the current selection.



c

Tap on the Trainer name you wish to assign to your new Client. Tap OK to save.



3 Running a Session

Starting a Session | C

d You should now see your new Client listed. In this example, the new Client is "Doe, John"



5 Double Tap or Double Click on the Client name to start a Session.

You will know the Session properly started when...

PRO SYSTEM
The VAULT disappears, the Spectra Display appears, the music has begun, G-Force is invoked and the timers on the NOMP window have begun.

PERSONAL SYSTEM
The VAULT disappears, the music has begun, G-Force is invoked and the timers on the NOMP window have begun.

CONGRATULATIONS! You have successfully started your Session! To learn more about the rest of the features in **NeuroOptimal®**, please visit our library of **How to Videos**, accessible by **Touch and Holding** or **Right Clicking** on the **Tools icon** in the **NeuroOptimal®** program.



Unhooking your Client

PART


4

1 Remove each sensor from the Client, trying to keep the paste clear of the hair as best you can. Be sure to clean the sensors of all paste with a tissue or baby wipe.

2 Clean the Client's ears and hair as best you can with a tissue, then offer them a baby wipe to remove any remaining paste. The paste removes easily with water.

3 To close NeurOptimal® Tap the "x" at the top right of the VAULT. To shut down your system, tap the Windows icon on the lower left of your screen and shut down from there.

NOTE: It might seem challenging at first, but soon you will be able to do a hook up (on yourself or a Client) in less than a couple of minutes. You can have Clients doing Sessions with time for a break in between, comfortably in hourly slots. NeurOptimal® AutoNav feature allows you to run multiple Clients concurrently if you wish, with each Client at their own NeurOptimal® station.



TIPS on preserving the integrity of your sensors:

- 1** Make sure you clean your sensors gently yet thoroughly immediately after you have finished each Session. We recommend using baby wipes or placing under running hot water (be sure to thoroughly dry once clean). Any lingering paste can cause corrosion and will reduce the lifespan of your sensors.
- 2** Do not soak in water.
- 3** When scooping paste put your forefinger on the back of the cup for support, preventing bending and possible sensor damage.
- 4** Do not kink, braid or wind your sensor wires tightly.
- 5** Damaged sensors should be replaced. Do not attempt to use questionable sensors.

A | Progress Tracking Tools, What Are They?

Progress Tracking Tools are THE way to help you track real life shifts as they happen throughout NeurOptimal® training.

B | Why is it Important to Use Them?

The most important thing to look at during Training is how it is affecting someone's everyday life. As the brain shifts it can be difficult to accurately remember what the starting point was unless there is a record of it. The happiest Clients are the ones who can spot the changes in their life - our Progress Tracking Tools help make that easy. By implementing them as part of your Client routine (whether using NeurOptimal® in a business or not), you are ensuring the highest rate of "success".

C | How Should They be Used?

Have the Client fill out a set before the first Session and every 10-15 Sessions afterwards for comparison.

5 Tracking Progress

Progress Tracking Tools | D

TRACKING YOUR SHIFTS: THE ONE HUNDRED

Client Instructions:

Circle any item that currently pertains to you. If you aren't sure if you should circle something or not, use the last week as a guide.

Trainer Instructions:

When they hand you back the completed form add up the items and write down the number.

TIP: Getting the DIFS (Duration/Intensity and Frequency) for any item not included on the "Tracking Your Shifts" Sheet can be handy to use for comparison down the road.



NEUROOPTIMAL
ADVANCED BRAIN TRAINING SYSTEMS
TRANSFORMING LIVES SINCE 2000

TRACKING YOUR SHIFTS: THE ONE HUNDRED

NAME: _____

DATE: _____

PRE/ONGOING/POST

SESSION#: _____

Please check off any item that represents how you are feeling so you can track brain perception following your use of NeuroOptimal. If you are unsure, use the past week as your guide. It's fine to add comments if you wish. Please note that NeuroOptimal does not diagnose, treat, mitigate or cure any disease, disorder or abnormal physical state. This checklist is provided for tracking and reference purposes only. If you require a diagnosis or treatment for any of the listed feelings, you should seek medical advice.

1. Itchy or irritated nose, sneezing	36. Gassy/bloated	60. Make a lot of mistakes
2. Wheezing	37. Sensitive digestion	61. Disorganized
3. Cough/cold too often	38. Upset stomach	62. Difficult to complete tasks
4. Run down	39. Difficulty going to the bathroom	63. Lose your train of thought
5. Tired	40. Eat when not hungry or not feeling hungry	64. Difficult to complete studies or work
6. Awake too long when you go to bed	41. Trouble seeing events	65. Get into trouble at school or work
7. Waking up during the night	42. Urges to eat sweet things	66. Miss numbers or letters sometimes
8. Waking up before you want to	43. Sensitive to heat or cold	67. Difficult to know how things fit together
9. Difficult to wake up in the morning	44. Sweated clothes or spotted up	68. Difficult with some subjects
10. Bad dreams	45. Moody at certain times of the month	
11. Difficulty breathing at night	46. Hot flashes	69. Need to go to the bathroom but hard to start
12. Out of bed but not knowing how you got there	47. Problems from being of a "certain age"	70. Lose your urine sometimes
13. Hot weather or hot surfaces then you'd like	48. Not interested in your partner	71. Difficulty to control going to the toilet
14. Hair weath or hair loss/hair thinning	49. Too interested in your partner or other people?	72. Strong sensations when going to the bathroom
15. Nails weak, flaking or tearing	50. Stiff and sore	73. Drink too much sometimes
16. Blurry vision at times	51. Areas that really hurt when touched	74. Smoke cigarettes
17. Areas where you can't see anything	52. Fatigue	75. Concern about eating
18. Spots floating in front of you	53. Pains in your head	76. Head caffeine to go going
19. Difficulty to hear	54. Going to pass out	77. Enjoy marijuana
20. Ringing in your ears	55. Local numbness/tingles	78. Anxious that concern you
21. Sensible numb/tingles or hot	56. Difficulty to remember things	79. Moody
22. Nose gets blocked	57. Difficulty to find your words	80. Feeling low or flat
23. Grinding your teeth	58. Difficulty reading	81. Concerned about things
24. Things taste different	59. Difficulty to speak sometimes?	82. Head-achy sometimes
25. Teeth hurt or sore	60. Shaky	83. Multi about things
26. Can't get enough air	61. Too active	84. Need to do things over and over
27. Heart too fast or jittery	62. Can't balance on one leg	85. Eat more food than you can comfortably eat
28. Pushing or shoving in your head	63. Missing your head or using words you don't intend	86. Careful to never eat too much
29. Heart skips a beat	64. Difficulty paying attention	87. Make yourself throw up
30. Head spinning around you	65. Easily distracted	88. Difficult to do things you'd like to do
31. Night terrors		89. Others are against you
32. Stomach hurts		90. Get into trouble for your behavior
		91. Feeling angry
		92. Overwhelmed
		93. Overwhelmed
		94. Overwhelmed
		95. Overwhelmed
		96. Overwhelmed
		97. Overwhelmed
		98. Overwhelmed
		99. Overwhelmed
		100. Overwhelmed

Note: Any concerns mentioned are intended as examples only and not meant to suggest that NeuroOptimal treats, mitigates, cures, or diagnoses any listed concern. Instead, identified concerns and medication use are one of many ways to measure shifts in brain functioning and perception.

www.neurooptimal.com

5 Tracking Progress

Tracking Progress Tools | D

TRACKING YOUR SHIFTS

Client Instructions:

Choose items that you circled on the “Tracking Your Shifts: The One Hundred”, and mark them down on this sheet.

Then assign their DIFs:

Duration (how long that item lasts when it happens), **Intensity** (how intense it is when it happens, on a scale of 0-10) and **Frequency** (how often this item happens per day or per week) for each item.

In the following example, we will use feeling frustrated as the item we wish to track.

Duration: When you feel frustrated, how long does it last? Is it a few minutes? A few hours? Estimate this, not counting when you are asleep and write it down for each item.

Intensity: What is the average intensity, 0-10 of your frustration level when it happens?

Frequency: Using the past week as a guide, ask yourself “How often was I frustrated”? You can write down how many times you experienced something (3, for e.g.), but if you have a lot of something it is easier to ask “How many days this week did I feel angry”? So if you felt angry every day last week, your number would be 7/7 (7 days out of 7). If something happens really often, measure how many times per day it is happening. It can also be interesting to log what triggers the item and how you deal with it when it happens.

Trainer Instructions:

On this sheet you will simply double check if the DIFS (Duration, Intensity, Frequency) have actually been assigned to each item the Client wrote down. If they have not, ask questions.

NEUROOPTIMAL
ADVANCED BRAIN TRAINING SYSTEMS
TRANSFORMING LIVES SINCE 1998

TRACKING YOUR SHIFTS

NAME: _____
DATE: _____ PRE/ONGOING/POST _____ SESSION#: _____

MY QUALITY OF LIFE ON A SCALE OF 0-10 IS:

ITEM <small>Pick the items that you would most like to use with</small>	DURATION <small>How long did it last? Do not count when you were sleeping</small>	INTENSITY <small>How strong was it 0-10</small>	FREQUENCY <small>How many times did you feel this way in the past week, or how many days out of 7?</small>
1.			
2.			
3.			
4.			
5.			

Note: Please note that NeuroOptimal® does not diagnose, treat, mitigate, prevent or cure any disease, disorder or abnormal physical state, nor does it restore, modify or correct the body's structure or functioning. Information provided is for reference and tracking purposes.

www.neurooptimal.com

COURSES: We offer a variety of different courses and certifications that go more into depth about the DIFS and other topics. Visit www.neurooptimal.com to learn more about our Basic, Advanced, Business and Re-Certification courses.

5 Tracking Progress

Tracking Progress Tools | D

MY WISHLIST

Client Instructions:

Write down the items you are hoping to see shifts in as you continue with your NeurOptimal® Sessions. How will you know this is helping you? Please write down measurable statements (ie. “Homework is done in under an hour” vs. “Homework is easy”).

Trainer Instructions:

When they hand you back the sheets, have a look at the statements. Are they indeed measurable? If they are not, ask questions to get you measurable information. Ie. What does “Homework is easy” mean to you? It can also be interesting to ask questions about a Client’s everyday life, to pull more statements out of them. Ie. if the Client has children, ask them how the dinner/homework/bath time/bedtime routine is in their house. Do they have a hard time keeping it together? If yes, what happens? How often in the week does this happen? What would need to be different in this routine for them to feel NeurOptimal® has had an effect on that part of their life? This can pertain to anything-- morning or evening routines, work life, social life, family life etc.



CONSENT FORM

Because NeurOptimal® only provides information, not direction, to your brain, it is incredibly safe. However, the process of change can be unfamiliar to many and some may find it disorienting. For this reason, we feel every person who runs on NeurOptimal® should be provided full information on what they might expect ahead of time. Please have every person you run read and sign the Consent form. This provides them with important information and you with written confirmation of their willingness to be run. We like to keep our documents for ten years (mainly because tax forms are kept for seven and then we add some leeway), but if you have legal counsel that suggests differently, that's fine. Current copies of the consent form are always available through PASS>Forms section.



A | Tips

1 Internet Connection

Your system must be connected to the internet in order to launch NeurOptimal®. There is a seven day grace period should you be in a place that does not have an internet connection and you wish to run sessions. We recommend using your cellular phone as a hotspot if you are out of internet range for more than seven days and wish to continue to run sessions.

2 Hardware Registration

It is important to register your hardware. Please visit the Microsoft Website to register your device. This will ensure your Microsoft warranty begins on the date you purchased, not the date the unit was manufactured.

3 Antivirus Registration

Please follow the instructions included in your bundle RE: setting up Antivirus on your system. Your NeurOptimal® system will be susceptible to viruses if the installation process is not completed.

4 Windows Updates

Keeping your OS updated is imperative to keeping it running optimally. We recommend checking for Windows Updates daily, because having them pending in the background can cause your system to behave oddly. Sometimes Windows updates can take a while so be sure to leave enough time for them to finish if updating prior to a client or, do them at the end of your day. Keep checking for updates until it says that there are “no updates left for this system”.

5 OS Language

Your NeurOptimal® system is configured in a very specific way. Please do not change the language of the OS, as it will have implications on how NeurOptimal® functions.

6

Tips and Troubleshooting

Error Message



1 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, try using the spare USB cable included with your bundle at time of purchase. If this still does not resolve the problem, please log on for a Mousecall.

6 Tips and Troubleshooting

C Frequently Asked Questions

1 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. Bring the Media Window to front by tapping it, then tap the / button to get out of fullscreen.

2 How do I hook up my External CD Drive?

To use the optional external CD/DVD drive, connect the included USB hub to the Surface Pro USB port and insert the drive USBs. The drive will automatically install. This will allow the use of music CDs and DVDs with NeurOptimal®. Please note that using this setup will require you to connect the zAmp USB to the USB hub rather than the tablet USB port. Using physical CDs and DVDs can be tricky at times, we recommend using movie files or playlists on your hard drive to simplify things. Instructions to run using alternative media can be found in the Video Tutorials section within NeurOptimal® > Tools.

3 My tablet feels HOT!

This is perfectly normal, unlike a laptop, the tablet does not have a keyboard from which the heat can dissipate. If your tablet is indeed overheating, it will shut down.

4 My NeurOptimal® system is very slow.

Partially installed Windows updates can cause your system to dramatically slow down. If this happens while a Client is in the chair, be very patient and allow the Session to run (it may take up to a minute for each key stroke to take effect). After your Client is gone (when you have some time), reboot your system. The problem very likely is that windows updates were downloaded and only partially installed, due to the system needing to be rebooted. It can sometimes take a while for updates to install so do this only during a time you don't have Clients coming in. Leaving your system on overnight on Tuesdays (as outlined in the TIPS section) can prevent this. DO NOT shut down your system while updates are occurring— this could corrupt Windows.

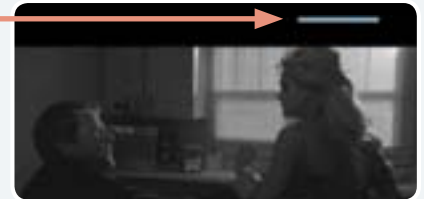
5 My Surface Pro battery dies quickly.

NeurOptimal® systems are shipped set to the highest power settings – this ensures your system does not go to sleep in the middle of a Session. It is normal that a battery charge does not last very long under these circumstances. We recommend remaining plugged in when doing a Session.

6 Tips and Troubleshooting

Frequently Asked Questions | C

6 A blue bar appears and then disappears when doing a Session while watching a video. This is a known issue and will be resolved in a subsequent version of NO3. It does not affect the Session in any way.



7 I have set up my system and run some Sessions. Although I am beginning to feel comfortable doing this, what other resources are available to me to get my questions answered and learn more? See list on p.3.

8 How do I access Technical Support?

Technical Support is provided through our NeurOptimal® V3 PASS Support Facebook Group or our ZenConnect service if you need a technician to take over your system remotely. There is no charge for Technical Support for PASS members. To access ZenConnect simply visit the Technical Support page at www.neuroptimal.com and follow the prompts from there.

9 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”.

10 Where do I purchase paste and/or sensors?

Paste and Sensors may be purchased at www.zengar.com

11 How do I see how many sessions I have left on my Personal System? Launch NeurOptimal® and tap and hold / right click on the tools icon in the VAULT. Select “Refresh Licensing”.

12 I'd like to add Sessions from my bank or change my licensing in some way, who do I contact? Please email licensing@neuroptimal.com with your request.

13 I'd like to speak to someone in person. Who can I contact?

Call us at (866) 990-OPTIMAL or email customer@zengar.com
We will be happy to assist you.

6 Tips and Troubleshooting

D | Key Contacts

Hours

Offices	9am-5pm EST
Mousecalls	7am-7pm EST

General Inquiry

Toll Free (USA & Canada)	1-866-990-OPTIMAL (6784)
Email	karen@zengar.com

Product Inquiry:

Toll Free (USA & Canada)	1-866-990-OPTIMAL (6784) x742
Direct	1-514-312-5799
Email	info@neuroptimal.com

Order Status Inquiry:

Toll Free (USA & Canada)	1-866-990-OPTIMAL (6784)
Direct	514-312-3727
Email	orders@neuroptimal.com

Tech Support / ZenConnect:

Facebook Page	NeurOptimal® v.3 PASS Support
Website	www.neuroptimal.com/technical-support-faqs
Toll Free	1-866-990-OPTIMAL (6784)
Email	support@neuroptimal.com



This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures: 1. Reorient or relocate the receiving antenna. 2. Increase the separation between the equipment and receiver. 3. Connect the equipment into an outlet on a circuit different from that to which the receiver is connected. 4. Consult an experienced radio/TV technician for help.



www.zengar.com
CUSTOMERCARE@ZENGAR.COM
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zengar institute inc.
Founded 1996

We know that given the right information, the brain can transform itself effortlessly.

With NeuroOptimal® the expertise is in the software—making powerful and safe transformation accessible for everyone.