Neurofeedback Quick Start Guide

Reminders:
- The Laptop needs to be plugged in to power source before you start the equipment
- Plug the zAMPs into the USB outlet *(marked with colored tape)* before you start up machine
- No eating or chewing gum
- Remain very still during the first Zen modes- and still as possible during the following modes
- Loving words/actions are valuable – receptivity heightened here
- Go to the Bathroom before session begins
- Have water and tissues available
- No eating or chewing gum during a session

Preparation:
- Leads on – right side
  - Brown: ear lobe
  - Blue: top of ear
  - Yellow: scalp
- Leads on – left side
  - Blue: top of ear
  - Yellow: scalp
- Ear buds must be in *(or head phones on)* during entire process
- zAmp plugged into computer USB port
- Computer on *(should hear normal startup sounds through ear buds or head phones)*
- Click NeuroOptimal icon on the desktop to start the program*(s)*
- Use butterfly clips for holding back long hair or bobby pins
- Use wet wipes for wiping off excess paste as you go
- It works best to stand beside or behind a child when hooking them up

Running a Session:
- Make sure your system is connected to the internet
- Launch NeurOptimal by clicking on the icon
- To add a new client, double click on the word "Client" found in the header (right clicking and selecting "Add a Client" from the context menu will work as well).
  - The first and last name fields are required, while other fields are optional
  - To assign a trainer to your client, select the trainer tab and enter their name
- For pre-existing clients, select the client's name from the menu to begin
- The appropriate training session for that individual will begin when the music starts.

Troubleshooting

- **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 allow updates to the software. (This happens automatically at start).

- **zAmp Problems (the device with the sensors):** Sometimes when starting a session, the following message can appear: "The zAmp can not be verified at this time". The following steps should resolve this problem:

  1. Restart the system.
  2. Unplug the USB cord and try a different port
  3. Start up the system and program again

- **Sound problems:** If there is no sound, try this:

  - Verify that the volume is not muted or set very low on the computer. Click on the **sound icon** in the Windows lower taskbar and adjust volume. (On a tablet, the sound control is also located in the upper left corner, next to the power button).
  - Reboot your system and reopen program
  - Install all Windows updates and restart the computer.
  - Click on the sound icon in the Windows taskbar and switch the Sound device to Speakers (Realtek High Definition Audio or similar).

Care of Neurofeedback Equipment:

Precautions
- Always keep equipment in the house in a safe and out of the way place
- Hide equipment when being transported by car
- Equipment is effected by extreme hot or cold
- Lock doors – be aware of keeping equipment safe and sound