



NeuroOptimal[®]

GETTING STARTED MANUAL



Zengar Institute Inc.



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”
-  Facebook “NeurOptimal® PASS Support ”
-  Documents in PASS
-  Forms in PASS
-  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 cable and USB-C to HDMI adapter



3

Connect the HDMI cable to the USB-C to HDMI adapter



4

Connect the USB-C 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



1 Connecting Your Equipment

Setting up the Client Monitor | **B**

6

Switch on the monitor by pressing the Power Button



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.



7

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



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.

8

Tap “Project”



9

Select “Extend”



1 Connecting Your Equipment

C Connecting Your System to Wi-Fi



IMPORTANT!

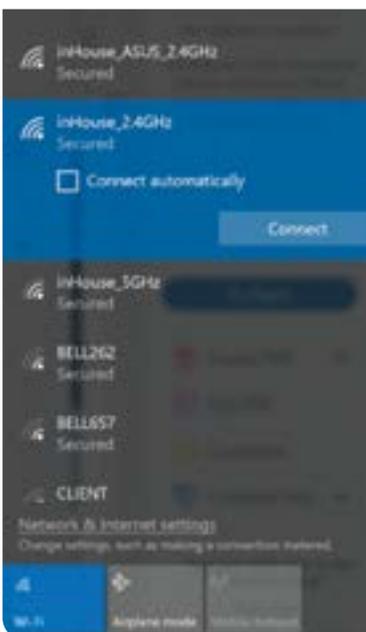
Your system must be connected to the Internet in order to launch NeurOptimal®. There is a seven day grace period should you be in a place that does not have an Internet connection and you wish to run Sessions. We recommend using your cellular phone as a hotspot if you are out of Internet range for more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

How to connect to Wi-Fi:

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

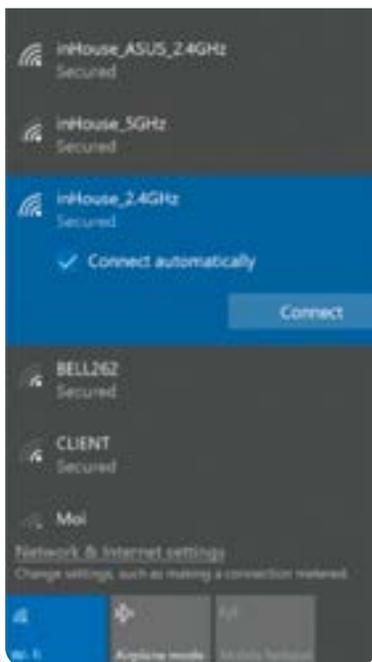


1 Connecting Your Equipment

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

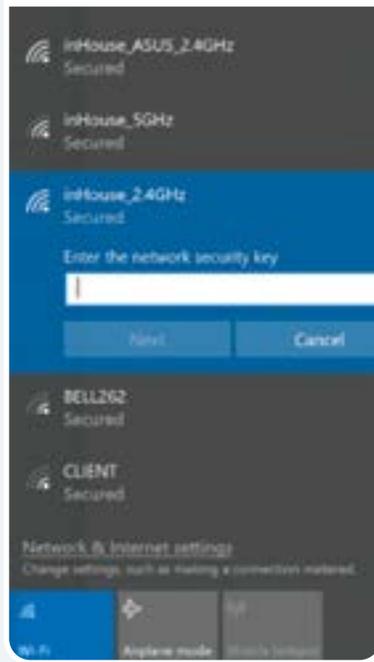
3

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



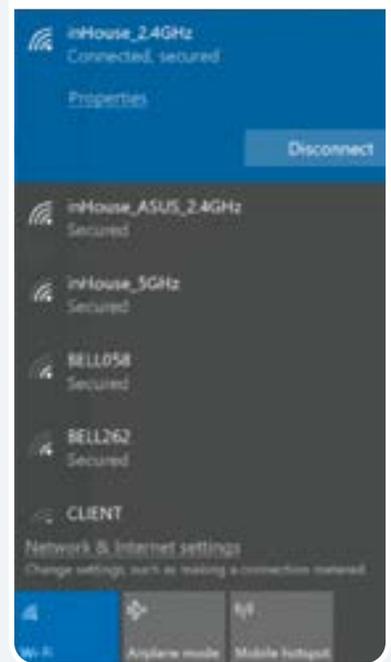
4

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

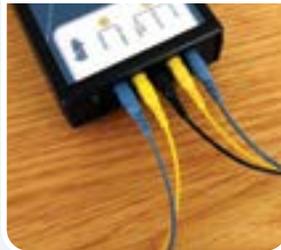
Hooking Up a Client

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



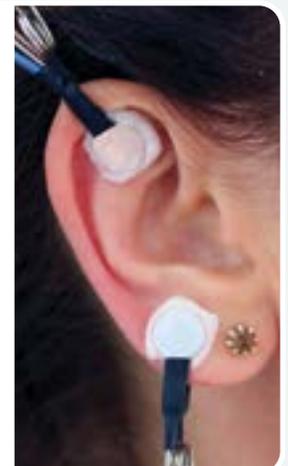
5 Scoop or squeeze paste onto sensors so the paste resembles an ice cream scoop on both sides, without touching the paste with your fingers



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 Client

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 taskbar 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

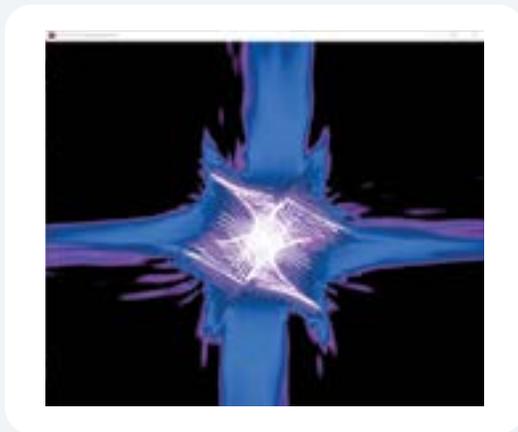
Client	Session	Professional
Digit, AI	December 12, 2017 10:51	
	December 04, 2017 12:11	
	November 11, 2017 12:5	
	October 23, 2017 12:13	
	June 02, 2007 04:00 PM	
	April 26, 2007 06:35 AM	
	October 24, 2006 07:59	

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 or DVDs.



3 Running a Session

B Navigating NeuroOptimal®



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:



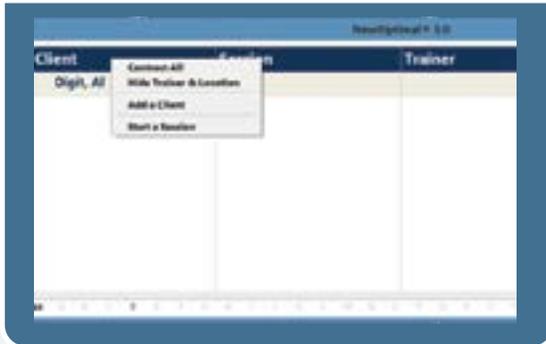
Double Tap Cheat Sheet:

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” window 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.

A screenshot of a 'Client Information' window. It has tabs for 'Name', 'Address', 'Phone and Email', 'Trainer', and 'Notes'. The 'Name' tab is active, showing fields for 'First Name *', 'Middle Name', and 'Last Name *'. To the right, there are radio buttons for 'Male' and 'Female', and a 'Birth Date' field with a calendar icon. 'OK' and 'Cancel' buttons are at the bottom.

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.

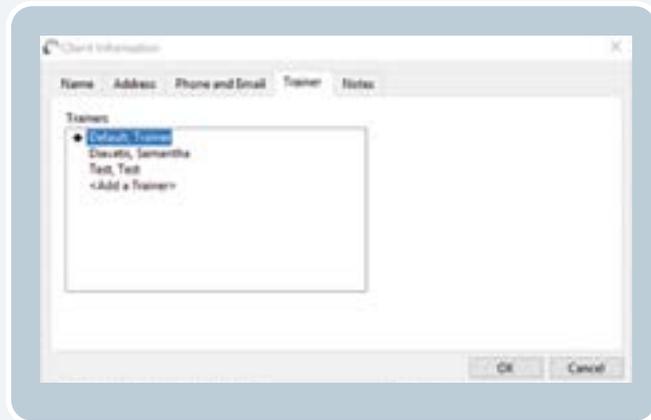
A screenshot of the 'Client Information' window, similar to the previous one, but with the 'Trainer' tab selected. A red arrow points to the 'Trainer' tab. The other fields and buttons remain the same.

3 Running a Session

Starting a Session | C

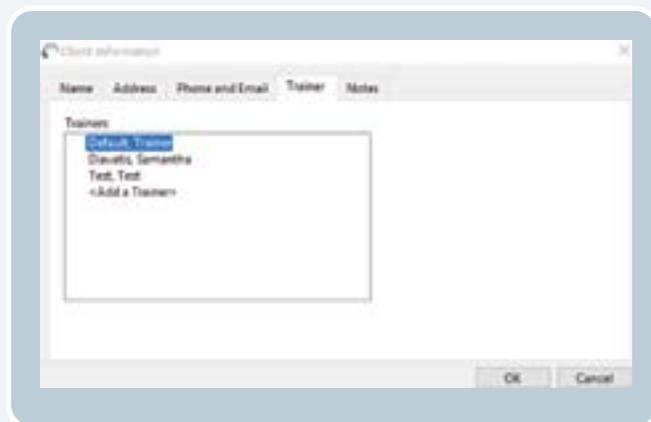
a

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



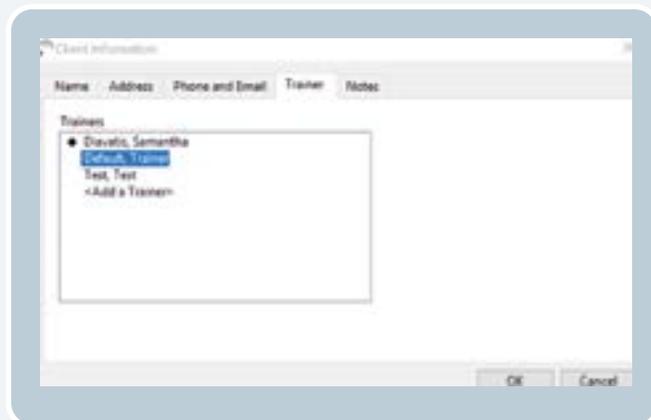
b

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



c

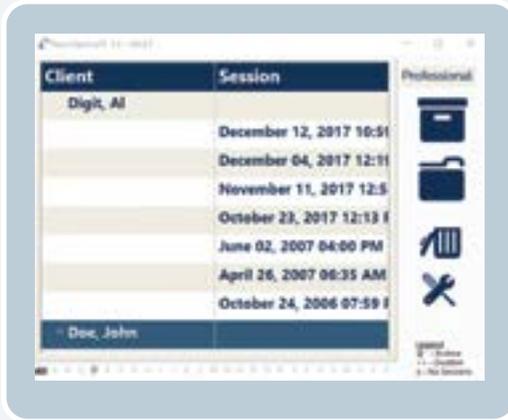
Tap on the Trainer name you wish to assign to your new Client. Tap OK to save.



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...

IMPORTANT!
Feedback is provided via "clicks" in the sound (music), so it is important to leave the sound on.

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. They are available in the PASS area of our website www.neuroptimal.com.

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 printed set before the first Session and every 10-15 Sessions afterwards for comparison.

5 Tracking Progress

Progress Tracking Tools



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: _____

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 below feelings, you should seek medical advice.

1. Itchy or irritated nose, sneezing	24. Getting bloated	46. Make a lot of mistakes
2. Wheezing	25. Sensitive abdomen	47. Disorganized
3. Coughs/cold too often	26. Upset stomach	48. Difficult to complete tasks
4. Run down	27. Difficulty going to the bathroom	49. Lose your train of thought
5. Tired	28. Eat when not hungry or not feeling hungry	
6. Awake too long when you go to bed	29. Trouble eating events	70. Difficult to complete studies or work
7. Waking up during the night	30. Urges to eat sweet things	71. Get into trouble at school or work
8. Waking up before you want to	31. Sensitive to heat or cold	72. Mix up numbers or letters sometimes
9. Difficult to wake up in the morning	32. Shoved down or speeded up	73. Difficult to know how things fit together
10. Bad dreams	33. Moody at certain times of the month	74. Difficulty with some subjects
11. Difficulty breathing at night	34. Hot flashes	
12. Out of bed but not knowing how you got there	35. Problems from being of a "certain age"	75. Need to go to the bathroom but hard to start
13. Skin difficult to manage	36. Not interested in your partner	76. Lose your voice sometimes
14. Hair weaker or less lustrous than you'd like	37. Too interested in your partner or other people?	77. Difficult to control going to the toilet
15. Itchy, weak, flaking or tearing		78. Strange sensations when going to the bathroom
16. Blurry vision at times	38. Stiff and sore	79. Drink too much sometimes
17. Areas where you can't see anything	39. Aches that really hurt when touched	80. Smoke cigarettes
18. Spots/flaking on front of eye	40. Muscle hurt	81. Concerned about eating
	41. Fatigued	82. Need caffeine to get going
19. Difficulty to hear		83. Crave marijuana
20. Ringing in your ears	42. Pains in your head	84. Habits that concern you
21. Ear's feel inside	43. Going to pins and needles	
22. Smells seem different or lost	44. Lose consciousness	85. Feeling low or flat
23. Nose gets blocked	45. Difficult to remember things	86. Feel sad
24. Grinding your teeth	46. Difficult to find your words	87. Concerned about things
25. Things taste different	47. Difficulty reading	88. Feel worried sometimes
26. Voice hoarse or sore	48. Difficulty to speak sometimes?	89. Multi-task things
	49. Slurry	90. Thoughts you'd like to stop but can't
27. Can't get enough air	50. Weak	91. Multi-task things near and over
28. Head too fat or jumpy	51. Too aware	92. Eat more food than you can comfortably eat
29. Poking or throbbing in your head	52. Can't balance on one leg	93. Make yourself throw up
30. Head throbs a beat	53. Taking your head or saying words you don't intend	94. Difficult to do things you'd like to do
31. World spinning around you	54. Difficulty paying attention	95. Others are against you
	55. Easily distracted	96. Get into trouble for your behavior
32. Might throw up		97. Feeling angry
33. Tummy hurts		98. Get into trouble for your behavior

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:

Step 1 Choose 3-5 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.

Step 2 For each item, ask yourself the question: “How will I know _____ has changed?”

ie. “**Sleep** - I will fall asleep faster (how much faster?), I will grind my teeth less (how often?), have less nightmares (how often?) or get up to urinate less etc...”

“**Headaches** - I won't be in pain, I will be able to continue to work, I can keep the light on.”

“**Frustration** - I won't yell at my kids so much, it won't take me so long to complete a task, I won't re-do everything three times.”

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.

ITEM Pick the item that you want to track in one shift	DURATION How long did it last? What time when you were sleeping	INTENSITY How strong was 0-10	FREQUENCY How many times did you feel this way in the past week, or how many days out of 7?
1.			
2.			
3.			
4.			
5.			

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. The current copy of the Consent Form is available in the PASS area of our website www.neurooptimal.com.



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.

1. Please visit the Microsoft website to register your device (search “Register my Microsoft Device”). This will ensure your Microsoft warranty begins on the date you purchased, not the date the unit was manufactured.
2. Confirm the warranty expiry matches.
3. If it doesn't, call Microsoft (search “Microsoft Support Contact Information”) and tell them you'd like to “get your warranty expiry updated to reflect the purchase date of your system”.

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 Operating System 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”.

6 Tips & Troubleshooting

5 Operating System (OS) Language

We understand that it can be nice to customize the Windows Operating System. However, changing the language, date and/or time format can result in erratic behavior and/or disabling NeurOptimal® entirely. Your system has been configured in a very specific way. Please do not make any changes.

6 Micro SD Card

Your system comes with a Micro SD Card inserted. It is recommended you use it to store media files. It also contains an image of your system for a tech to use if needed.

Error Message | B



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 ZenConnect.

6 Tips & 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 the front by tapping it, then tap the / button to get out of fullscreen.

2 **External CD/DVD Drive.**

To use the optional external CD/DVD drive, connect the included USB hub to the Surface Pro USB port. Then, connect the external CD/DVD drive to the USB hub, via the USB cable. 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 can prevent this. DO NOT shut down your system while updates are occurring—this could corrupt Windows. Another cause could be a very full VAULT. Deleting old Client data can help with this.

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 & Troubleshooting

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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 NeuroOptimal®. 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 NeuroOptimal® PASS Support Facebook page 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.neurooptimal.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.neurooptimal.com.

11 How do I see how many Sessions I have left on my Personal System? Launch NeuroOptimal® 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@neurooptimal.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 & Troubleshooting

D | Key Contacts

Hours

Offices **9am-5pm EST**
ZenConnect **7am-7pm EST**

General Inquiry

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

Tech Support / ZenConnect:

Facebook Page **NeurOptimal® PASS Support**
Website **www.neuroptimal.com/technical-support-faqs**
Toll Free (USA & Canada) **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.



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CUSTOMERCARE@ZENGAR.COM
1.866.990.OPTIMAL (1-866-990-6784)

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.