NEUROPTIMAL®

Advanced Brain Training Systems

NeurOptimal®

GETTING STARTED
MANUAL

SCAN ME
(using your phone)
**for the full
New User
experience!**

Creator of **NeurOptimal®**
Zengar
Institute Inc.

MANUAL

Running NeurOptimal® Sessions:

This Getting Started Manual will guide you through the process of running 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 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 get started.

Resources Guide:

Video Library in the NeurOptimal® program

Facebook "NeurOptimal® Community Group"

Facebook "NeurOptimal® PASS Support"

PASS Tools & Resources

New User Webinars

PASS Webinars

Certification Courses

Business Building online workshop

ZenConnect

NeurOptimal® YouTube channel

NeurOptimal® Complete User Manual (accessible via Windows Start Panel)

Table of Contents:

Connecting the Equipment

A Connecting the Hardware

1 Find the zAmp

2 Find the USB cable

3 Connect the USB cable into zAmp

4 Connect the other end of the USB cable into the system
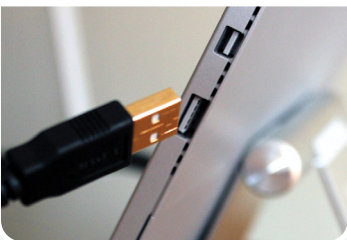
5 Find and remove colored wire sensors from packaging

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

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

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

9 ... to one set of earbuds (Keep the second set as a spare)

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

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

B Connecting the System to Wi-Fi

How to connect to Wi-Fi:

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

11:31 AM
2/17/2022

2 Select available networks

Available   Not connected   Airplane mode

Battery saver   Night light   Mobile hotspot
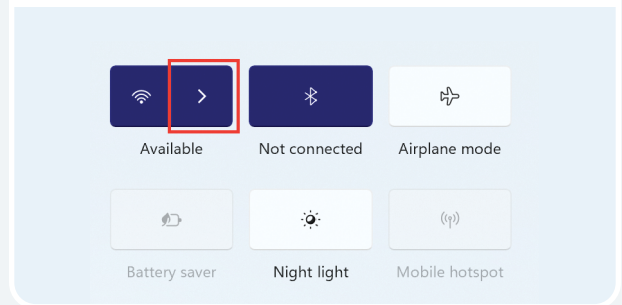
IMPORTANT!

The 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.

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

←   Wi-Fi

Zengar_Config

Zengar

ARLO_VMB_1586973468

DecorAuVent

BELL728

DIRECT-24-HP M28 LaserJet

HP-Print-56-LaserJet 1102
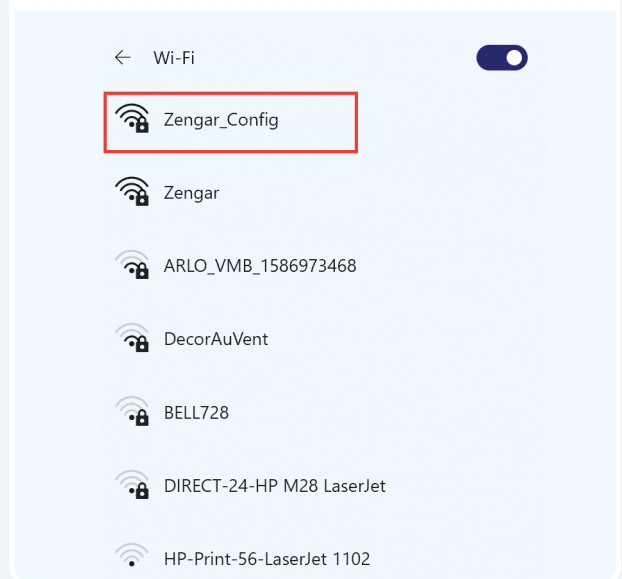
4 Select "Connect Automatically" so it connects each time the system is on and in range

Zengar_Config
Secured
☐ Connect automatically

Connect

5 Tap "Connect"

Zengar_Config
Secured
☑ Connect automatically
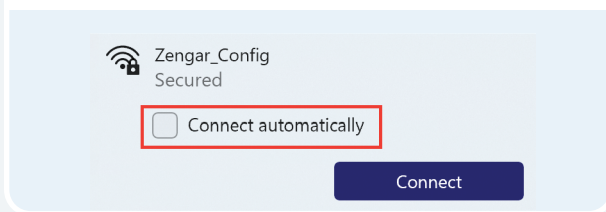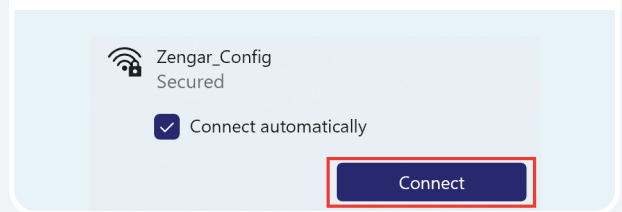
Connect

6 Enter the Wi-Fi password, tap "Next" and wait for the connection to establish

Zengar_Config
Secured

Enter the network security key

Next   Cancel
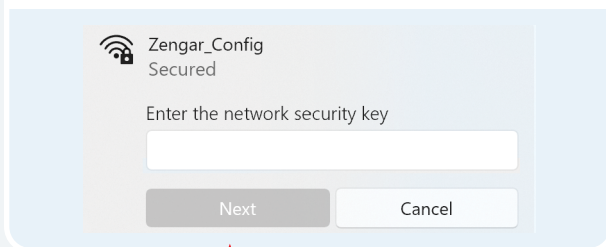
7 When it says "Connected", you are successfully online

Zengar_Config
Connected, secured   ⓘ

Disconnect
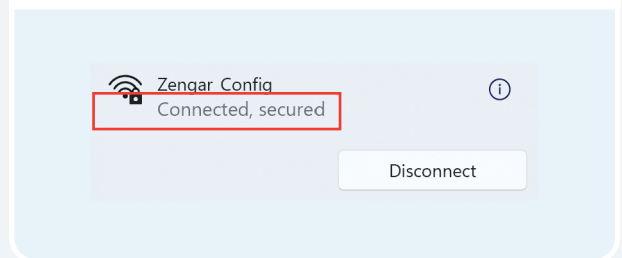
PART 2 Applying the Sensors

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

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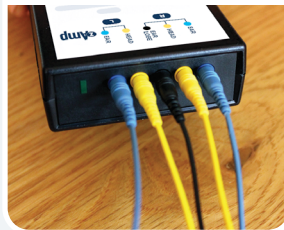
3 Place the zAmp in a comfortable spot. Hooked onto the front or back of a shirt or the chair is common. Drape the left and right side sensors over the corresponding shoulders

4 We'll first apply 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

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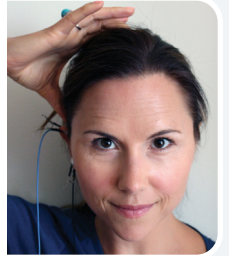
9b That dip is your spot. If you can't find a bump/dip, apply the sensor to the halfway point between the top of the ear and the top of the head

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

A Launching NeurOptimal®

1 Make sure the system is connected to the Internet. If it is not, follow instructions on page 6

2 Launch NeurOptimal® by tapping the NeurOptimal® icon in the taskbar at the bottom of the screen

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

3 There are four main windows in NeurOptimal®

WINDOW ①

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

Client	Session
Digit, Al	
	September 10, 2021 11:05 AM
	September 10, 2021 10:54 AM
	June 06, 2021 09:59 PM
	July 29, 2019 02:30 PM
	July 28, 2019 02:15 PM
	July 27, 2019 02:00 PM
	December 12, 2017 10:59 AM
	December 04, 2017 12:19 PM
	October 23, 2017 12:13 PM

NeurOptimal® 3.5 - VAULT

NEUROPTIMAL ∞

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
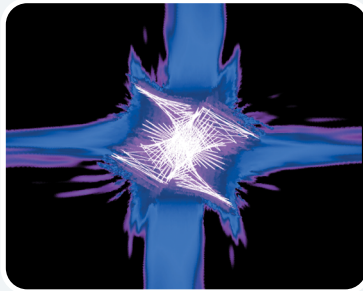
G-Force for NeurOptimal®:
This is the window that is pulled to the external monitor (optional) during the Session and is what the Client can watch throughout their Session if they choose.

NeurOptimal® Media Player (NOMP):
This is the window you use to control the Media during the Session.
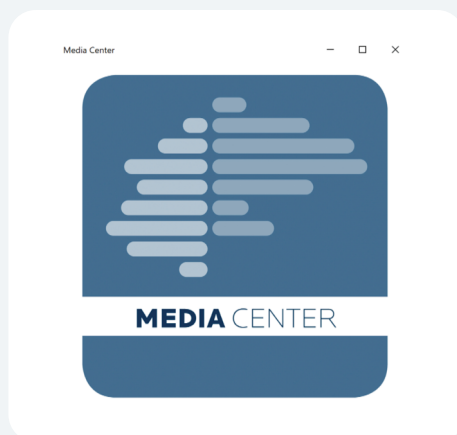
Media Center

Media Center:
This window comes into play when using non-default audiovisual sources like movie files or DVDs.

MEDIA CENTER

1 Header Line   5 Active Client Index   9 Dustbin

2 Client Name   6 NeurOptimal® License Type   10 Tools

3 Highlighted Session   7 Archive   11 Message

4 Session Date & Time   8 Move To   12 Legend

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.
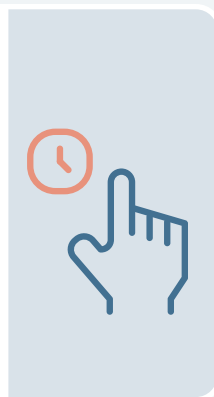
2

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	Session information appears for that Session
Tools Icon	"Preferences" window opens
IN 4 COLUMN VIEW	
"Trainer" in Header	"Add a Trainer" window appears
"Location" in Header	"Add a Location" window appears

1 First we will add the new Client. To do this, touch and hold (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.
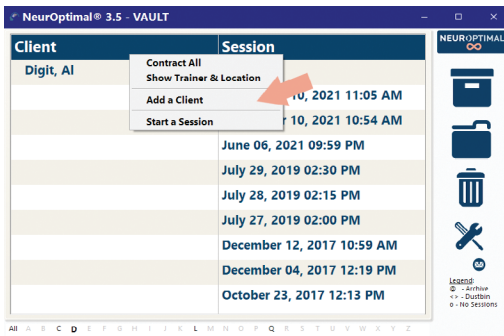
2 The "Client Information" window will appear.

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

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

a

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

Name | Address | Phone and Email | Trainer | Notes

Trainers
◆ Default, Trainer
Diavatis, Samantha
Test, Test
<Add a Trainer>
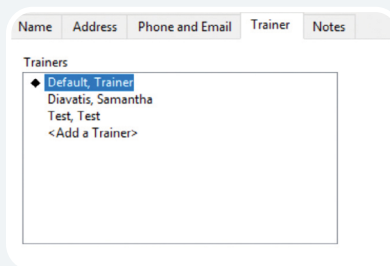
b

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

Name | Address | Phone and Email | Trainer | Notes

Trainers
Default, Trainer
Diavatis, Samantha
Test, Test
<Add a Trainer>
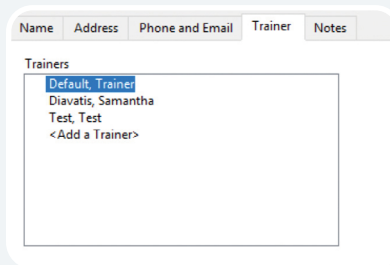
c

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

Name | Address | Phone and Email | Trainer | Notes

Trainers
◆ Diavatis, Samantha
Default, Trainer
Test, Test
<Add a Trainer>
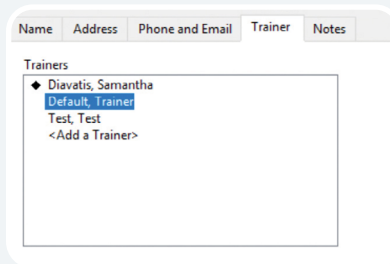
d

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

NeurOptimal® 3.0 - VAULT

Client	Session
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
○ Doe, John	

NEUROPTIMAL
∞

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

Legend:
⊕ - Archive
<> - Dustbin
○ - No Sessions

↳ C Starting a Session

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

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

You will know the Session properly started when...

The VAULT disappears, the Spectra Display appears (unless deactivated in preferences), the music has begun, G-Force is invoked and the timers on the NOMP window have begun.

CONGRATULATIONS! You have successfully started a Session! To learn more about the rest of the features in NeurOptimal®, please visit our library of How to Videos, accessible by touch and holding or right clicking on the Tools icon in the NeurOptimal® program.

Removing the Sensors

1 Remove each sensor, 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 ears and hair as best you can with a tissue or baby wipe. If working with a Client, 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 the 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 someone else) in less than a couple of minutes. You can have Clients doing Sessions with time for a break in between, comfortably in hourly slots. The 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 the sensors:

1 Make sure you clean the sensors gently yet thoroughly, immediately after you have finished each Session. Any lingering paste can cause corrosion and will reduce the lifespan of the sensors. We recommend cleaning with a damp cloth or baby wipe. Be sure to thoroughly dry once clean.

2 When scooping paste put your forefinger on the back of the sensor for support, preventing bending and possible sensor damage.

3 Do not kink, braid or wind the sensor wires tightly.

4 Inspect the sensors regularly. If they are damaged in any way, replace them. It is good practice to have a backup set of sensors on hand.

5 These sensors are malleable by design, so misalignment and/or bending is normal. It's ok to gently work them for better alignment or comfort.

PART 5 — Tracking Tools

⤷ A What Are They?

Journaling using our Tracking Tools are a great way to keep track of your NeurOptimal® journey.

⤷ B Why Use Them?

It can be very interesting to globally track what's going on in your life as you embark on your NeurOptimal® training journey. These tools can help memorialize certain aspects in a way that can be exciting to look at later on.

⤷ C How Should They Be Used?

Fill out a printed set before the first Session and continue to track as you go.

My Journal: Checklist

My Journal: Tracker

NEUROPTIMAL®
Advanced Brain Training Systems

MY JOURNAL: CHECKLIST

NAME:

DATE: _____ PRE/ONGOING/POST:

Please check off any item that represents how you are feeling using the past week as your guide. Add comments if you wish.

1. Itchy or irritated nose, sneezing
2. Wheezing
3. Catch cold too often
4. Run down
5. Tired
6. Awake too long when you go to bed
7. Waking up during the night
8. Waking up before you want to
9. Difficult to wake up in the morning
10. Bad dreams
11. Difficulty breathing at night
12. Out of bed but not knowing how you got there
13. Skin difficult to manage
14. Hair weaker or less lustrous than you'd like
15. Nails weak, flaking or tearing
16. Blurry vision at times
17. Areas where you can't see anything
18. Spots floating in front of you
19. Difficult to hear
20. Ringing in your ears
21. Ears hurt inside
22. Smells seem different or lost
23. Nose gets blocked
24. Grinding your teeth
25. Things taste different
26. Voice hoarse or sore
27. Can't get enough air
28. Heart too fast or jumpy
29. Pulsing or throbbing in your head
30. Heart skips a beat
31. World spinning around you
32. Might throw up
33. Tummy hurts
34. Gassy, bloated
35. Sensitive digestion
36. Upset stomach

37. Difficulty going to the bathroom
38. Eat when not hungry, or not feeling hungry
39. Trouble eating sweets
40. Urges to eat sweet things
41. Sensitive to heat or cold
42. Slowed down or speeded up
43. Moody at certain times of the month
44. Hot flashes
45. Problems from being of a "certain age"
46. Not interested in your partner
47. Too interested in your partner or other people?
48. Stiff and sore
49. Areas that really hurt when touched
50. Muscles hurt
51. Fatigued
52. Pains in your head
53. Going to pass out
54. Lose consciousness
55. Difficult to remember things
56. Difficult to find your words
57. Difficulty reading
58. Difficult to speak sometimes
59. Shaky
60. Weak
61. Too active
62. Can't balance on one leg
63. Moving your head or saying words you don't intend
64. Difficulty paying attention
65. Easily distracted
66. Make a lot of mistakes
67. Disorganized
68. Difficult to complete tasks
69. Lose your train of thought

70. Difficult to complete studies or work
71. Get into trouble at school or work
72. Mix up numbers or letters sometimes
73. Difficult to know how things fit together
74. Difficulty with some subjects
75. Need to go to the bathroom but hard to start
76. Lose your urine sometimes
77. Difficult to control going to the toilet
78. Stinging sensations when going to the bathroom
79. Drink too much sometimes
80. Smoke cigarettes
81. Concerns about eating
82. Need caffeine to get going
83. Enjoy marijuana
84. Habits that concern you
85. Moody
86. Feeling low or flat
87. Feel sad
88. Concerned about things
89. Feel terrified sometimes
90. Mull about things
91. Thoughts you'd like to stop but can't
92. Need to do things over and over
93. Eat more food than you can comfortably eat
94. Careful to never eat too much
95. Make yourself throw up
96. Difficult to do things you'd like to do
97. Others are against you
98. Get into trouble for your behavior
99. Feeling angry
100. Overwhelmed

Note: Any concerns mentioned are intended as examples only and not meant to suggest that NeurOptimal® 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.neuroptimal.com

NEUROPTIMAL®
Advanced Brain Training Systems

MY JOURNAL: TRACKER

Start your journey here and track as you go.

NAME: _____ DATE: _____

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

ITEM Pick the items that you would most like to see shift	DURATION How long did it last? Do not count when you were sleeping	INTENSITY How strong was it 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.			

Note: Please note that NeurOptimal® 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.neuroptimal.com

A Setting up an Optional External Monitor
(parts not included)

NOTE: If you are seeing Clients you may want to hook up a conveniently positioned external monitor for the Client to watch during their Session.

If you choose to use an external monitor you will need to purchase separately:

- A monitor or TV with an HDMI input

- HDMI cable (long enough to run from the back of the monitor to the NeurOptimal® system)

- USB-C to HDMI adapter (we highly recommend Microsoft but Startech also works)

A Setting up an Optional External Monitor
(parts not included)

1 Parts for this section are not included with the system and must be purchased separately. See above note for list of parts

2 Position a monitor if you have one

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

TIP: While watching the monitor is what many do while enjoying a Session, other quiet activities such as closing eyes, reading, drawing, doing homework or tending to emails are also very popular.

4 Connect the USB-C to HDMI adapter to the corresponding port on the tablet
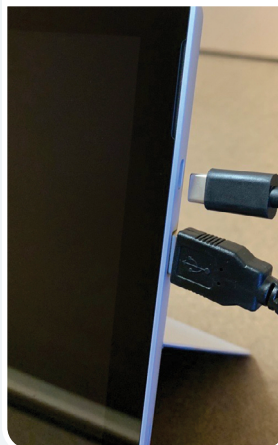
5 Connect the other end of the HDMI cable to the HDMI port on the back of the external monitor

6 Switch on the monitor by pressing the Power Button

NOTE: The system has been configured to boot into dual monitor ("extended desktop") mode so the Client can watch the visuals (G-Force) on their own screen. These instructions are included only in case you have to reset it.

7 Press the Windows key + the "P" key to open this menu, then select "Extend"

← Project ⊞+P

PC screen only

Duplicate

Extend

Second screen only

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

8 Drag the G-Force for NeurOptimal® window off the right side of the screen to the monitor

↳ **B** Important Tips

① **Internet Connection**
The 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 the hardware.

1. Please visit the Microsoft website to register the device (search "Register my Microsoft Device"). This will ensure the 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 the bundle RE: setting up Antivirus on the system. The NeurOptimal® system will be susceptible to viruses if the installation process is not completed.

④ **Windows Updates**
Keeping the 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 the 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 the day. Keep checking for updates until it says "there are no updates left for this system".

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. The system has been configured in a very specific way. Please do not make any changes.

⑥ Micro SD Card

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

↳ C Frequently Asked Questions

① The NeurOptimal® Media window is fullscreen and I can't get out of it.

This can occasionally happen if an external monitor is not connected. Bring the Media window to the front by tapping it, then tap the \ or Esc 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.

C Frequently Asked Questions

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 the 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 the Client is gone (when you have some time), reboot the 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 the system on overnight on Tuesdays can help minimize this. DO NOT shut down the 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 the 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 connected to an electrical outlet when doing a Session.

6 **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.2 or **SCAN ME** for more info!
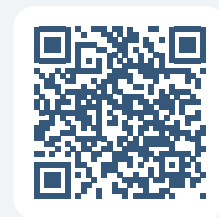
7 **How do I access Technical Support?**
Technical Support is provided through the NeurOptimal® PASS Support Facebook page or the ZenConnect service if you need a technician to take over the system remotely. There is no charge for Technical Support for PASS members. To access ZenConnect simply visit the Technical Support page at www.neuroptimal.com and follow the prompts from there.

8 **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".

9 **Where do I purchase paste and/or sensors?**
Paste and sensors may be purchased at www.neuroptimal.com.

**10** **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. Be sure to include your Device Name (search "About" in the search bar at the bottom left of your system and select "About Your PC") with your request.

11 **I'd like to speak to someone in person. Who can I contact?**
Call us at (866) 990-OPTIMAL or email customercare@zengar.com. We will be happy to assist you.

12 **If I would like more detailed information on using NeurOptimal®, where can I find it?**
The NeurOptimal® Complete User Manual can be found on the Start Panel of your NeurOptimal® system.
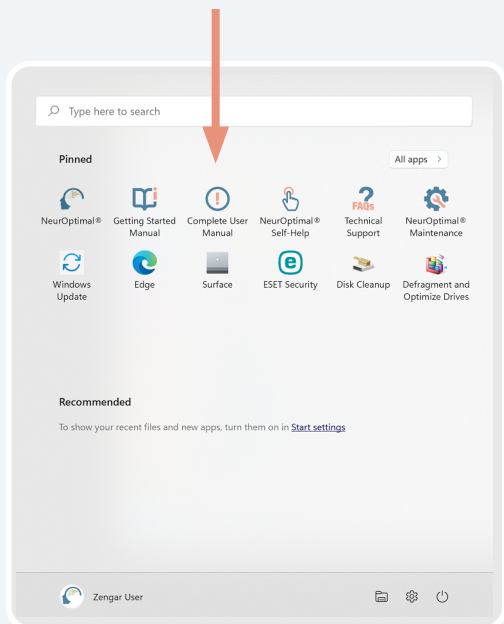
6 Additional Information

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

CE

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.

NEUROPTIMAL®

Advanced Brain Training Systems

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

Creator of **NeurOptimal®**
Zengar
Institute Inc.

Founded 1996

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

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