



NeuroOptimal®

GETTING STARTED MANUAL

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



Creator of NeuroOptimal®
Zengar
Institute Inc.

MANUAL

Running NeurOptimal® Sessions:

Welcome to the Getting Started Manual for NeurOptimal® Sessions. This guide, along with our video tutorials found in the Tools menu, will provide you with all the necessary information to begin running Sessions. Although there is much more to explore in NeurOptimal®, this manual covers the essentials to get you started.

Resources Guide:











-  Video Tutorials in the NeurOptimal® VAULT
-  Facebook NeurOptimal® Community Group
-  Facebook NeurOptimal® PASS Support
-  PASS Tools & Resources
-  New User Webinars
-  PASS Webinars
-  Certification Courses
-  Business Building Webinars
-  ZenConnect
-  NeurOptimal® YouTube Channel

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PART 1 Set Up

↳ A Connecting the Hardware

1 Find the zAmp.



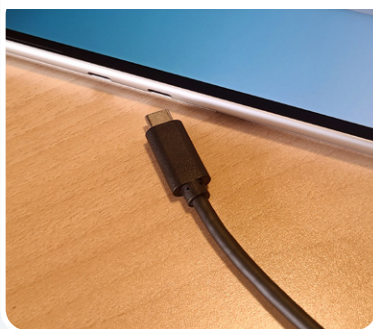
2 Find the USB cable.



3 Connect the USB cable into zAmp.



4a For tablets, connect the other end of the USB cable to the provided USB-A to USB-C adapter. Then connect the adapter to the system.



4b For laptops, connect the other end of the USB cable directly to the system.



5

Find and remove colored wire sensors from packaging.



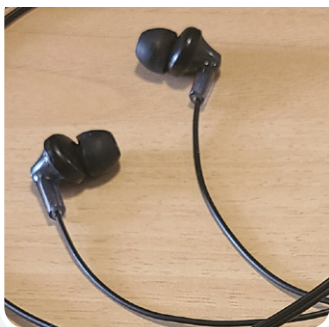
6

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



7

Find and remove the earbuds from their packaging and connect them to the system.



NOTE: For video tutorials, please right click or tap and hold the Tools icon in the VAULT.



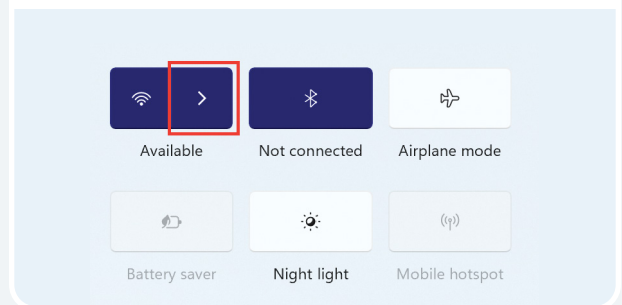
1 Set Up

↳ B Connecting to Wi-Fi

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



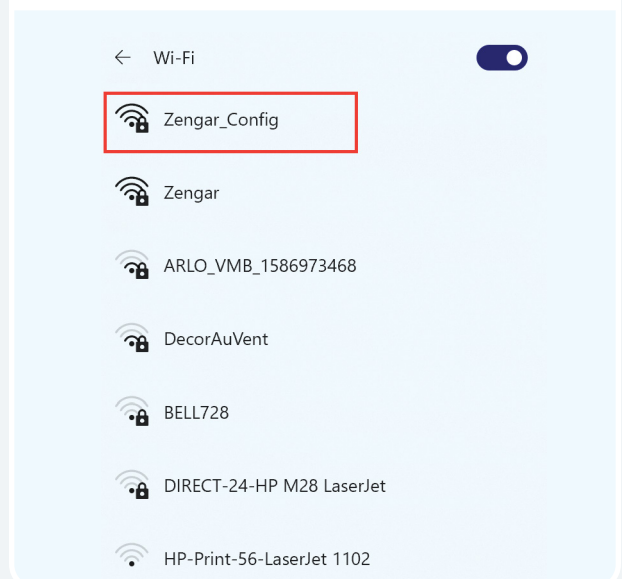
- 2 Select available networks.



IMPORTANT!

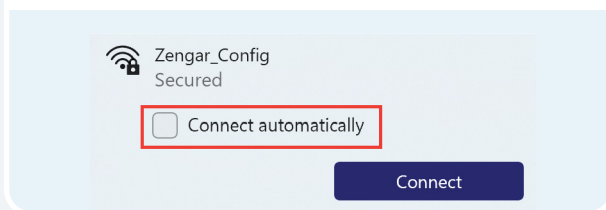
NeuroOptimal® requires an initial internet connection. Thereafter, connecting every 7 days is sufficient. If you fail to connect after 7 days, an error message will appear. Reconnect to the Internet to continue using NeuroOptimal®.

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



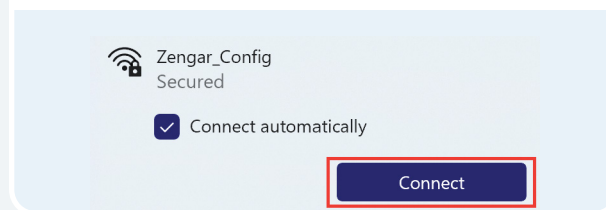
4

Select **Connect Automatically** so it connects each time the system is on and in range.



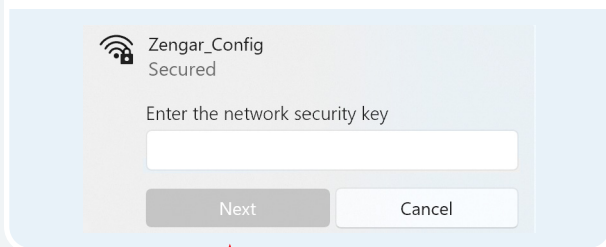
5

Tap **Connect**.



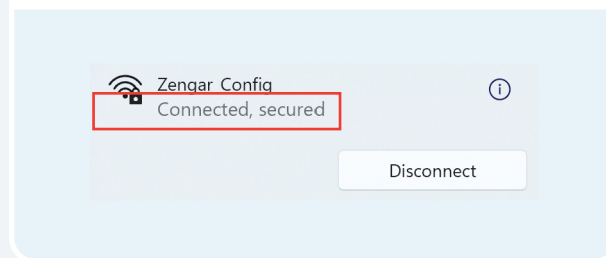
6

Enter the Wi-Fi password, tap **Next** and wait for the connection to establish.



7

When it says **Connected**, you are successfully online.



PART

2

Applying the Sensors

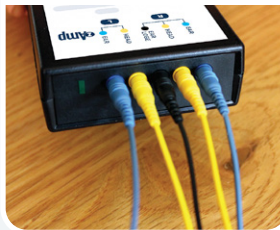
1

Before starting, have the following items handy: paste, tissues, and/or wipes.



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

First, apply the right side. Press open the right blue clip.



5

Scoop or squeeze paste onto sensors so the paste resembles an ice cream scoop on both sides.



6

Press 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 press 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.



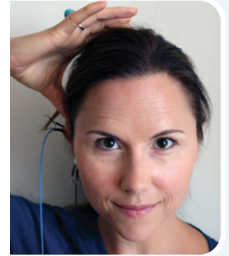
8

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 apply 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 NeurOptimal®

1 NeurOptimal® requires an initial internet connection. If it is not connected, follow instructions on p.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.

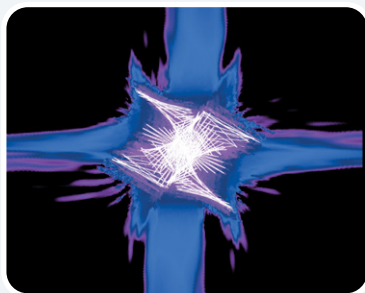
3 There are four main windows in NeurOptimal®:

WINDOW 1

VAULT:

The VAULT is the command center for NeurOptimal® where you have control over everything when you're not actively running a Session.

NeurOptimal® 3.5 - VAULT		NEUROPTIMAL®
Client	Session	
Digit, AI		
	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	
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		<p>Legend:</p> <p>@ - Archive</p> <p><> - Dustbin</p> <p>o - No Sessions</p>



WINDOW 2

G-Force for NeuroOptimal®:

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.



WINDOW 3

NeuroOptimal® 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®

NeuroOptimal® 3.5 - VAULT

Client 1	Session
Digit, AI 2	
	September 10, 2021 11:05 AM 3
	September 10, 2021 10:54 AM
	June 06, 2021 09:59 PM
	July 29, 2019 02:30 PM 4
	July 28, 2019 02:15 PM
	July 27, 2019 02:00 PM
	December 12, 2017 10:59 AM
	December 04, 2017 12:19 PM

5

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

6

NEUROOPTIMAL. ∞

7

8

9

10

11

12

Legend:
@ - Archive
<> - Dustbin
o - No Sessions

1 Header Line

2 Client Name

3 Highlighted Session

4 Session Date & Time

5 Active Client Index

6 NeuroOptimal® License Type

7 Archive

8 Move To

9 Dustbin

10 Tools

11 Message


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:

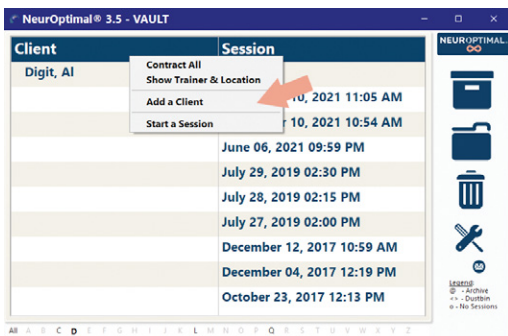
IF YOU DOUBLE TAP:	THIS IS WHAT HAPPENS:
“Client” in Header	Add a Client window appears
“Client Name”	Session begins for that Client
“Session” in Header	Client list appears, asking you to select who you would like to start a Session for
Session Date	Session information appears for that Session
Tools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

3 Running a Session

↳ Starting a Session

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.

A screenshot of the 'Client Information' window. The 'Name' tab is selected, showing three text input fields: 'First Name *', 'Middle Name', and 'Last Name *'. The 'OK' and 'Cancel' buttons are at the bottom right.

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 screenshot of the 'Client Information' window with the 'Trainer' tab selected. An arrow points to the 'Trainer' field, which is currently empty. The 'First Name *', 'Middle Name', and 'Last Name *' fields are also visible. The 'OK' and 'Cancel' buttons are at the bottom right.

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				
<div> <div>◆</div> <div>Default, Trainer</div> </div> <div> <div></div> <div>Diavatis, Samantha</div> </div> <div> <div></div> <div>Test, Test</div> </div> <div> <div></div> <div><Add a Trainer></div> </div>				

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				
<div> <div></div> <div>Default, Trainer</div> </div> <div> <div></div> <div>Diavatis, Samantha</div> </div> <div> <div></div> <div>Test, Test</div> </div> <div> <div></div> <div><Add a Trainer></div> </div>				

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				
<div> <div>◆</div> <div>Diavatis, Samantha</div> </div> <div> <div></div> <div>Default, Trainer</div> </div> <div> <div></div> <div>Test, Test</div> </div> <div> <div></div> <div><Add a Trainer></div> </div>				

d

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

NeuroOptimal® 3.0 - VALUET

Client	Session
Digit, AI	
	December 12, 2017 10:59
	December 04, 2017 12:15
	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	

Legend
 ○ - Archive
 ○ - Draft
 ○ - No Sessions

5

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

Client	Session	NEUROOPTIMAL GO
Digit, AI		
	December 12, 2017 10:55	
	December 04, 2017 12:15	
	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	
◦ Doe, John		

Legend:
 @ - Active
 <- - Outbin
 o - No Sessions

You will know the Session properly started when...

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

IMPORTANT!

Feedback is provided via “clicks” in the sound (music), making it imperative to keep the sound turned on.



CONGRATULATIONS! You have successfully started a Session! To learn more about NeuroOptimal[®]'s features, please view our video tutorials. To access, right click or tap and hold the Tools icon in the VAULT.



Removing the Sensors

PART 4

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 wipe.


2

Clean the ears and hair as best you can with a tissue or wipe. If working with a client, offer them a 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. NeurOptimal® allows you to run multiple clients concurrently if you wish, with each client at their own NeurOptimal® station.



CARE INSTRUCTIONS for sensors:

- 1 Clean Your Sensors Immediately After Each Session:** Clean your sensors gently yet thoroughly after each Session to prevent lingering paste, which can cause corrosion and reduce their lifespan. Use a damp cloth or wipe to clean them, and ensure they are thoroughly dried afterward. Do not use rubbing alcohol or alcohol-based products to clean your sensors, as these will cause irreparable damage and void your warranty.
- 2 Handle with Care When Applying Paste:** When scooping paste, place your forefinger on the back of the sensor for support. This prevents bending and potential sensor damage.
- 3 Avoid Tight Wiring:** Do not kink, braid, or wind your sensor wires tightly, as this can cause damage.
- 4 Inspect Sensors Regularly:** Check your sensors regularly for any damage. If they are damaged in any way, replace them immediately. It's a good practice to keep a backup set of sensors on hand.
- 5 Adjust for Comfort:** Our sensors are designed to be malleable, so some misalignment or bending is normal. You can gently adjust 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 or digital set before the first Session and continue to track as you go.

My Journal: Checklist



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.

- | | | |
|---|--|---|
| <input type="checkbox"/> Itchy or irritated nose, sneezing | <input type="checkbox"/> Trouble eating sweets | <input type="checkbox"/> Need to go to the bathroom but hard to start |
| <input type="checkbox"/> Wheezing | <input type="checkbox"/> Urges to eat sweet things | <input type="checkbox"/> Lose your urine sometimes |
| <input type="checkbox"/> Catch cold too often | <input type="checkbox"/> Sensitive to heat or cold | <input type="checkbox"/> Difficult to control going to the toilet |
| <input type="checkbox"/> Run down | <input type="checkbox"/> Slowed down or speeded up | <input type="checkbox"/> Stinging sensations when going to the bathroom |
| <input type="checkbox"/> Tired | <input type="checkbox"/> Moody at certain times of the month | <input type="checkbox"/> Drink too much sometimes |
| <input type="checkbox"/> Awake too long when you go to bed | <input type="checkbox"/> Hot flashes | <input type="checkbox"/> Smoke cigarettes |
| <input type="checkbox"/> Waking up during the night | <input type="checkbox"/> Problems from being of a "certain age" | <input type="checkbox"/> Concerns about eating |
| <input type="checkbox"/> Difficult to wake up in the morning | <input type="checkbox"/> Not interested in your partner | <input type="checkbox"/> Need caffeine to get going |
| <input type="checkbox"/> Bad dreams | <input type="checkbox"/> Too interested in your partner or other people? | <input type="checkbox"/> Enjoy marijuana |
| <input type="checkbox"/> Difficulty breathing at night | <input type="checkbox"/> Stiff and sore | <input type="checkbox"/> Habits that concern you |
| <input type="checkbox"/> Out of bed but not knowing how you got there | <input type="checkbox"/> Areas that really hurt when touched | <input type="checkbox"/> Moody |
| <input type="checkbox"/> Skin difficult to manage | <input type="checkbox"/> Muscles hurt | <input type="checkbox"/> Feeling low or flat |
| <input type="checkbox"/> Hair weaker or less lustrous than you'd like | <input type="checkbox"/> Fatigued | <input type="checkbox"/> Feel sad |
| <input type="checkbox"/> Nails weak, flaking or tearing | <input type="checkbox"/> Pains in your head | <input type="checkbox"/> Concerned about things |
| <input type="checkbox"/> Blurry vision at times | <input type="checkbox"/> Going to pass out | <input type="checkbox"/> Feel terrified sometimes |
| <input type="checkbox"/> Areas where you can't see anything | <input type="checkbox"/> Lose consciousness | <input type="checkbox"/> Mutt about things |
| <input type="checkbox"/> Spots floating in front of you | <input type="checkbox"/> Difficult to remember things | <input type="checkbox"/> Thoughts you'd like to stop but can't |
| <input type="checkbox"/> Difficult to hear | <input type="checkbox"/> Difficult to find your words | <input type="checkbox"/> Need to do things over and over |
| <input type="checkbox"/> Ringing in your ears | <input type="checkbox"/> Difficulty reading | <input type="checkbox"/> Eat more food than you can comfortably eat |
| <input type="checkbox"/> Ears hurt inside | <input type="checkbox"/> Difficult to speak sometimes | <input type="checkbox"/> Careful to never eat too much |
| <input type="checkbox"/> Smells seem different or lost | <input type="checkbox"/> Shaky | <input type="checkbox"/> Make yourself throw up |
| <input type="checkbox"/> Nose gets blocked | <input type="checkbox"/> Too active | <input type="checkbox"/> Difficult to do things you'd like to do |
| <input type="checkbox"/> Grinding your teeth | <input type="checkbox"/> Can't balance on one leg | <input type="checkbox"/> Others are against you |
| <input type="checkbox"/> Things taste different | <input type="checkbox"/> Moving your head or saying words you don't intend | <input type="checkbox"/> Get into trouble for your behavior |
| <input type="checkbox"/> Voice hoarse or sore | <input type="checkbox"/> Difficulty paying attention | <input type="checkbox"/> Feeling angry |
| <input type="checkbox"/> Can't get enough air | <input type="checkbox"/> Easily distracted | <input type="checkbox"/> Overwhelmed |
| <input type="checkbox"/> Heart too fast or jumpy | <input type="checkbox"/> Make a lot of mistakes | |
| <input type="checkbox"/> Pulsing or throbbing in your head | <input type="checkbox"/> Disorganized | |
| <input type="checkbox"/> Heart skips a beat | <input type="checkbox"/> Difficult to complete tasks | |
| <input type="checkbox"/> World spinning around you | <input type="checkbox"/> Lose your train of thought | |
| <input type="checkbox"/> Might throw up | <input type="checkbox"/> Difficult to complete studies or work | |
| <input type="checkbox"/> Tummy hurts | <input type="checkbox"/> Get into trouble at school or work | |
| <input type="checkbox"/> Gassy, bloated | <input type="checkbox"/> Mix up numbers or letters sometimes | |
| <input type="checkbox"/> Sensitive digestion | <input type="checkbox"/> Difficult to know how things fit together | |
| <input type="checkbox"/> Upset stomach | <input type="checkbox"/> Difficulty with some subjects | |
| <input type="checkbox"/> Difficulty going to the bathroom | | |
| <input type="checkbox"/> Eat when not hungry, or not feeling hungry | | |

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.

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My Journal: Tracker



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: 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.

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A Important Tips

- 1 Internet Connection:** NeurOptimal® requires an initial internet connection. Thereafter, connecting every 7 days is sufficient. If you fail to connect after 7 days, an error message will appear. Reconnect to the Internet to continue using NeurOptimal®.
- 2 Hardware Registration:** In the unlikely event that your system requires warranty service, your computer hardware must be registered with Microsoft.
 1. Go to **account.microsoft.com/devices** and sign in with your Microsoft account (or create your Microsoft account).
 2. Click on **Devices**.
 3. Click on **Register your device**.
- 3 zAmp Warranty:** Your zAmp EEG amplifier is warranted by Zengar Institute Inc. to be free of defects in componentry, materials and workmanship throughout the warranty period. This warranty excludes zAmp failure due to abuse, misuse and/or breakage, damage by liquid and normal wear and tear relating to the electrode input jacks, belt clip and the USB connectors and cable. This warranty is transferable once, the official transfer must be made through Zengar®. See our Terms & Conditions for more details: **<https://neuroptimal.com/terms-and-conditions/>**.
- 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 OS. 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 Additional Information

↳ B 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.



www.neuroptimal.com

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1.866.990.OPTIMAL (1-866-990-6784)

Creator of **NeuroOptimal**[®]
Zengar
Institute Inc.

Founded 1996