PN® install CD

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Windows 2000®, Windows XP® and Windows Vista®

quick install guide

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Let's Get Started...

Open your package...

Your package should include:

- the PN® hardware of your choice
- batteries
- battery charger
- PN® wireless dongle
- PN® CD

Depending on your order, you may also have received:

- electrode kit & paste
- HEG headband
- BioExplorer license dongle

In this quick install manual, we will give you easy instructions on the install of many devices you have purchased from us. Please follow the instructions that are appropriate to your case.

Make sure you have all you need handy...

Aside from what you received from PN®, you should have:

- a Windows-based PC in working condition (we recommend a machine with a good video card and decent sound card so the feedback experience is a pleasant one).
- one free USB port (two, if you are installing BioExplorer as well as the wireless dongle).
- a working CD-Rom drive installed in the PC.
- this quick guide
- about 30 minutes of undivided attention to complete this one-time-only setup procedure.

ready...?

note: we make every effort to send you fully charged batteries. However, due to storage and shipping times, the batteries may lose some of its charge by the time it gets to you... please put them to charge for a few minutes while you install the software you need to operate the device.

Insert the PN® CD into the drive...

When you insert a CD into a CDRom drive, it will automatically open it and run it - unless you turned this feature off. If you did, you know enough about Windows to browse to the correct drive letter (normally D: or E: if you have a partitioned hard drive) and open the file named ReadThisFirst.pdf.
When the ReadThisFirst.pdf file opens, it will offer you some information regarding the contents of the CD, as well as links to folders within itself...

In the folder named BioEraLite, you will find the install file of the free version of the application. BioEra is similar to BioExplorer - and the installation should be painless - just follow the install instructions.

The Instruction Videos and Articles folders are self-explanatory. We recommend you take a look at both as soon as the installs are done.

The Pendant and Pocket folders contain the technical manual of the respective units.

The TLC folder contains tools and information about Peter Van Deusen's assessment plan.

and the Utilities folder is the one containing the files we need for install.

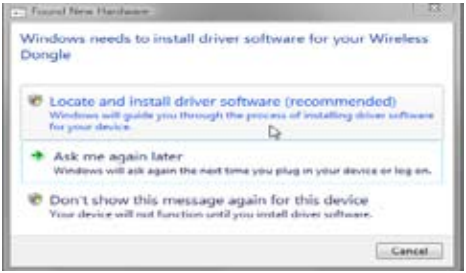
Installing PN® drivers

1. No matter which version of Windows you have, the instructions should be the same - only the looks might be a little different. The instructions you will find here are based on a Vista installation.

2. Insert the CD in the CDRom. If Autoplay is on, the ReadThisFirst.pdf file will open. You can close the pdf file and go to the next step below.

3. Make sure all other applications are closed, and insert the wireless dongle into a USB port.

4. Windows will then recognize the dongle and will launch its Add Hardware procedure - a window will be displayed:



5. Choose "Locate and Install driver". When Windows asks you permission to Search on line for a driver, choose "Don't search online".

6. Next, Windows will ask you to insert the disk where it can find the driver - choose "I Don't have the disk. Show me other options". Simply click Next.

7. In the next screen, choose "Browse my computer for driver software (advanced)".

8. Next , as you see "Browse for driver software on your computer", click on the Browse button and navigate to <CD drive letter>:\Utilities\Drivers\ folder on the CD. Select Next.

9. You may then be advised that the driver is not signed by Microsoft. Accept the install and "Install this driver anyway". Windows will then install the driver.
   Select Close - and the Wireless Dongle is installed.

   You will be prompted with the very same process again - repeat steps 4 to 9 to install the USB Serial Port. At the end of the install you will see again a window letting you know your device has been installed and it is ready.

Installing BioExplorer

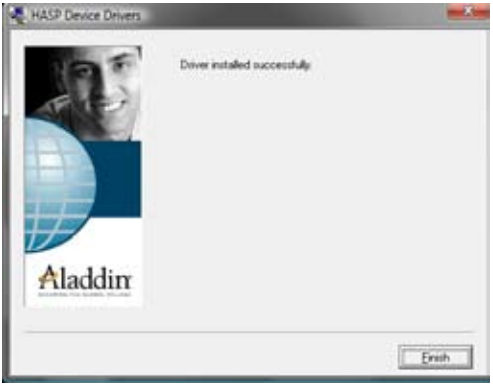
a few points to ponder...

- In some Windows versions (such as Vista) you will need to be the Computer Administrator in order to install and run applications. We are assuming you have a basic knowledge of the Operating system you use.
- There is a special version of BioExplorer compatible with **Vista** as well as previous Windows versions and it is, at this time, version 1.4 beta. Keep an eye on www.cyberevolution.com/download.htm where you will find future updates and bugfixes.
- Make sure you have your BioExplorer license dongle (HASP) handy and close all other applications while doing the install.
- DO NOT plug in the dongle (HASP) now. You need to install the software from the CD FIRST, so all the drivers will be available for when the license dongle (HASP) is read by the Operating System.

INSTALL THE SOFTWARE BEFORE PLUGGING IN THE SECURITY DONGLE (HASP)

- Browse to the CD and the find the BioExplorer folder.
- Inside the BioExplorer folder, double-click on the file named *BE1.4.1.330Setup.exe* (or equivalent, should the CD get updated with new versions in the future).
- Wait for the install wizard screen and select Next.
- Accept the License Agreement terms, select Next, enter your name and Company name, choose Next.
- Accept the destination folder, choose Next, and then click on "Install".
- Sit back and watch the installation , until a screen saying that the Install is completed. Choose the Finish button on that screen.
- As you do, another screen will pop-up - installing the HASP device driver.:

- Click Next.
- Accept the License Agreement and choose Install.
- Wait until you see this screen ...



- and click on Finish.
- NOW, plug the security dongle (HASP) to a USB port of your preference.
- You will see a balloon-message from Windows advising you it is installing the Device Drivers and then another one telling you the device is installed and ready to use. Both balloons are normally displayed on the bottom right-hand portion of the screen, by the clock that resides on the Windows Taskbar.

- Guess what ? You are done !!

Setting up BioExplorer and the PN® hardware

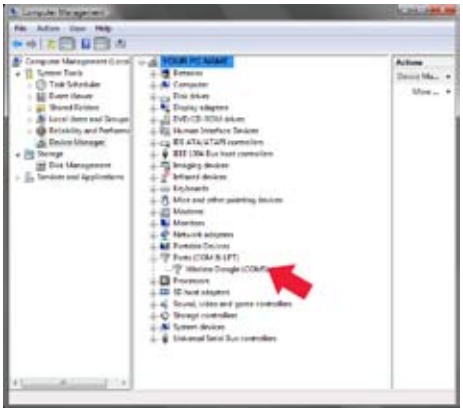
First and foremost, we need to find out which port Windows assigned to the PN® equipment as we installed it. The best way to do it is to look at the Device Manager list.

In previous versions of Windows:

Select the Start Button, right-click on My Computer and choose Manage to open the Computer Management Window.

In Vista, select the Start Button > Administrative Tools > Computer Management and expand the Device Manager entry on the left pane.

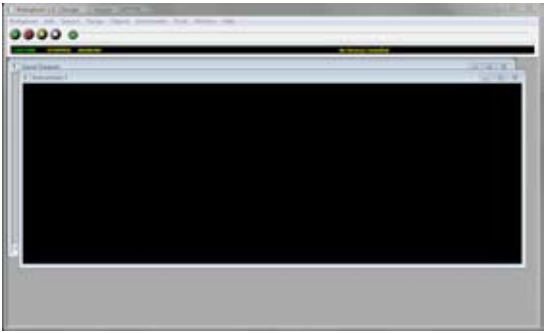
Either way, you get to the very same window:



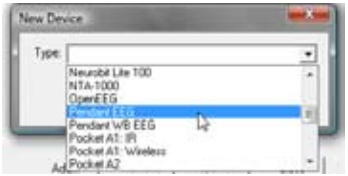
Make a note of the COM port number (in my example, COM 5).
Now, let's open BioExplorer. At this point the battery should be installed on your PN® device and you are able to turn it on. No need for headbands or electrodes at this point - we just want to make sure you have a good solid connection between the PN® device and the computer.
In order for this connection to happen, you need to have your PN® wireless dongle and your BioExplorer (HASP) dongle inserted in 2 USB ports, installed and ready to go. We have done both installs and we also have BioExplorer loaded. Time to test it.

Start BioExplorer

- Select Start > All Programs > BioExplorer > BioExplorer
- An empty session of BioExplorer will open with no devices installed:

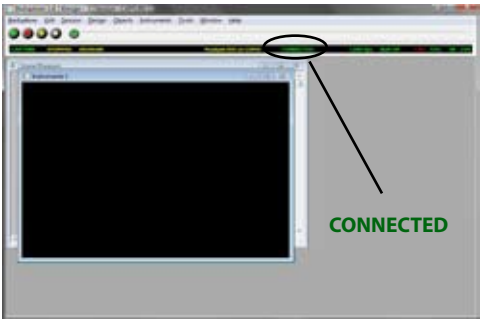


- Select the BioExplorer pulldown and choose Devices...
- In the Device Manager window, choose Add...
- In the New Device window, scroll down to find the PN® device you have (in this manual, I will be choosing the Pendant®:



- Select the device and then click OK.
- You are then be taken to the Device Properties window where you must choose the COM port where the Wireless dongle was installed (remember, from the previous page?)
- Click on the Port pulldown and select the one appropriate for your install. In my case, I choose COM5.
- Click Apply and OK.
- The Device Manager now shows the device you chose to install in the list, with a ticked box and a Status message saying “Connecting”...

- Now it is time to turn your device ON.
- When training, make sure there is an unobstructed line of sight between the PN® wireless dongle and your device to avoid Sync Errors.
- As soon as you do, the Status message will change to "Connected". Click on Close and now you have the BioExplorer window showing you that the PN® device is installed on the port you configured, in yellow, the status in green Capital letters "CONNECTED", the number of bps, battery status, channels and sampling rate.
- Since you do not have electrodes, headbands connected or in place, one or both channels will be displayed in red. It's OK. The channel indicator may get red during training as well - take a look at the technical manual to learn more about it.
- You are good to go !



note: If something did not go according to plan, take a look at the troubleshooting session of this document.

A couple of extra things....

If you browse to the install folder of BioExplorer you will notice it creates a few sub-folders within its structure. We have provided you with sample BioExplorer Designs and Media that needs to be copied into the Designs and Media folders. Here's how:

Open the BioExplorer Media sub-folder:

- Right-click on the Start button and choose Explore.
- In Windows Explorer, browse to C:\Program Files\BioExplorer\Media\
- Leave that window open.
- Go back to Start > Explore to open another instance of Windows Explorer and navigate to <CD letter>:\BioExplorer\Media\ folder.
- Select the Audio and Video directories and drag them to the previous open window (Windows makes a copy of the content of both directories for you).
- Follow the same procedure to copy the content of the Designs folder (sub-folders EEG and HEG) into C:\Program Files\BioExplorer\Designs\.
- Close both windows.

- You are done !

A note on DVD decoders : it is our experience that you will need a third-party DVD player application to use this functionality with BioExplorer in Vista. Pocket Neurobics® finds that InterVideo WindDVD version 8 and above works well with our Vista machines and a setup with two monitors.

You may purchase winDVD from www.intervideo.com

note: make sure the version you select is compatible with the version of Windows you are running.

if you install a third-party DVD player...

Follow the install procedure provided by the manufacturer of the application, and reboot your machine.
Once back, open BioExplorer, select the BioExplorer pulldown > Preferences. In the Preferences Properties window, choose DVD Decoders and click on the Video Decoder and Audio Decoder that contain the name of the product you install. Eg. if you installed Intervideo WinDVD, it will read "Intervideo Video Decoder" and "Intervideo Audio Decoder". Upon selection, a green tick mark will show to the left of the chosen decoder. You can now play DVDs while training in BioExplorer.

Electrodes and paste with your PN® hardware

We recommend you ONLY use the following types of electrodes:

- Silver-Silver-Chloride
- Pure Silver
- Tin

Gold electrodes are **NOT** recommended to be used with our products. These electrodes are gold-plated and when scratched, exposing the base metal, generate a battery voltage which can cause the EEG signal to flat-line.

We use and recommend Ten20 conductive paste by Doweaver®.

Batteries

Your PN® equipment came with high-quality rechargeable batteries - you may have received a 9V rechargeable, AAs or AAAs, also rechargeable, depending on the device you purchased, as well as a USB-based charger..
Rechargeable batteries have a long life and can be recharged over and over. When they eventually need to be replaced, make sure you purchase a high quality product, that will not leak. And never mix two different kinds of batteries when running your device.

If something goes wrong...

here are some troubleshooting steps related to PN® devices and BioExplorer. It is not meant to be a BioExplorer support page.
For BioExplorer support, please visit www.cyberevolution.com

In order to fix any issues with your setup, we first need to establish if the troubleshooting should happen in the software or hardware realm.

- turn your device on and take a good look at the wireless dongle. If the green LED is mostly on and blinks off, it is receiving a signal from the device and the problem will be an incorrect setting in the software (BioExplorer) or the wireless dongle driver.
- if the green LED is mostly off, the issue will be with the hardware - battery or wireless channel connection.

BioExplorer EEG signal is a flat-line...

- you are using gold electrodes.
- Take your feet off the ground. If the signal is restored, the problem is caused by excessive 50Hz or 60Hz, and you should find a more benign operating environment.
- incorrect or contaminated electrode placement. Re-seat the electrodes with the appropriate amount of paste.

BioExplorer says "No Port" and cannot find your device...

- you removed and re-inserted the wireless dongle and windows assigned a different port to the device. Go back to the section named "Starting BioExplorer" and follow the instructions to navigate to Windows Management, find which COM port number has been assigned and change it in BioExplorer > Devices as previously described.

BioExplorer says "Connecting" indefinitely...

- check the batteries, make sure they are charged and connected properly.
- make sure the wireless dongle and the device are placed in direct view of each other, no further than 3 meters.
- check your USB port, ensure it is working properly.
  It is recommended you do not connect the wireless dongle through USB hubs - if you do use a hub, try attaching the dongle directly to the computer.
- check the wireless dongle green led as it blinks to verify which channel is active. All devices ship with CHANNEL 1 active. Then check the device to ensure both have matching channels working. For information on how to change channels, please refer to the Technical Manual for your device, included in the CD.

The wireless dongle led does not blink...

- make sure the dongle is not connected via a USB hub.
- move the dongle to a different USB port.

BioExplorer cannot find the HASP dongle...

- make sure the dongle is not connected via a USB hub.
- move the dongle to a different USB port.

BioExplorer displays "sync error" ...

occasional and momentary sync errors are normal when operating the PN® devices and will not interfere with training. Should the sync error messages become frequent and long-lasting, observe the following:

- move the dongle and the device so there is a clear line of sight between them.
- check for interference from other PN® devices in the same channel, or other wireless devices in the room (such as wireless modems, mice, keyboards).

If everything else fails...

PN® will attempt to support the connection between our hardware and BioExplorer - however, if the problem is determined to be with the software, PN® will direct you to CyberEvolution and its support channels for further help.

Contact Pocket Neurobics® support via..

- e-mail: support@pocket-neurobics.com
- forum: http://health.groups.yahoo.com/group/pocket-neurobics/
- skype: neurobe
- phone:
  in the USA: 1-800-709-4830
  outside of the USA: 1-415-324-5791

please note...

you may contact PN® support at any time, keeping in mind our technicians are not able to step you through the install of the equipment or the software - please use this manual to complete the setup.
We will be delighted to help you in case something goes wrong.

warranty & product information

Pocket Neurobics products are warranted against electrical failure for 30 days from date of purchase (see exceptions below). If, within this 30 day period, the unit ceases to function with it not having experienced physical damage to the case, it, together with its wireless dongle (do NOT return electrodes, headsets, batteries or charger), may be returned to the factory for free repair or replacement. For details on shipping, please email support@Pocket-Neurobics.com.:
Shipping costs to the factory are the responsibility of the user (typically about US$30). Pocket Neurobics shall repair or replace the unit and pay for return shipment.
The unit is not warranted against abuse, nor against

- failure of the battery
- corrosion or contamination of EEG electrodes (electrodes are considered a consumable)

Replacement battery units can be obtained from local electronics stores such as Tandy. Replacement electrodes can be ordered from www.pocket-neurobics.com or other sources. (See Pocket-Neurobics home page for details.) For units which fail whilst out of warranty, and not having suffered physical damage, a service fee for repair or replacement shall be applicable, as well as shipping charges. Please see details at the bottom of the main pocket-neurobics.com web page for updated details.

www.pocket-neurobics.com

If you need your unit repaired, please observe these instructions carefully:

1. E-mail support@pocket-neurobics.com with a brief description of the problem.
2. Pocket-Neurobics will send you detailed instructions on how to address and describe your item for shipping.

www.pocket-neurobics.com

- ☐ pendant EEG
- ☐ pendant HEG pIR
- ☐ pendant HEG nIR
- ☐ pocket EEG/HEG
- ☐ batteries
- ☐ battery charger
- ☐ installation CD
- ☐ PN bag
- ☐ electrode kit
- ☐ PN wireless dongle
- ☐ bioexplorer dongle
- ☐ warranty and information cards
- ☐ HEG nIR headband
- ☐ HEG pIR headband
- ☐
- ☐
- ☐
- ☐

EEG/HEG serial number

_____

HEG headband serial number

_____

Wireless dongle serial number

_____

BioExplorer serial number

_____

Date of Purchase :

_____/_____/_____

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pocket neurobics

version 1.2

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