MENTAL HEALTH
OT AUSTRALIA



FREE CLIENT GUIDE

NeurOptimal® Neurofeedback Home Rental: Setup & User Guide

From the box to your first session, one gentle step at a time.

Led by Bita Farahani, senior occupational therapist. Clients are children and adults aged 4½ years and up.

INSIDE THIS GUIDE

Your kit · what is in the box

Steps 1 to 3 · set up the equipment

Step 4 · put on the sensors

Steps 5 to 7 · run a session

Care · sensors and kit

Help · questions, returning the kit

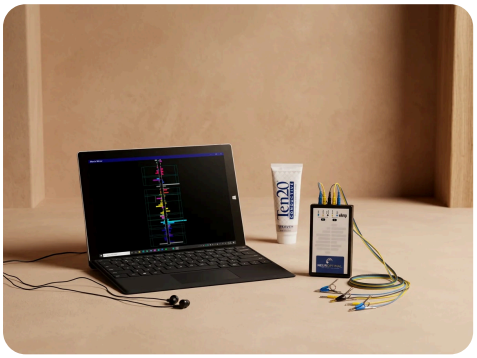
> **Please note:** NeurOptimal® Neurofeedback is brain training, not a medical treatment. It does not diagnose, treat or cure any condition, and experiences vary. It is not a substitute for care from your GP or another health professional.

WELCOME

Take it slowly. It is simpler than it looks.

Small sensors rest gently on the scalp and ears and simply listen to your brain's own electrical activity. Nothing is put into the brain. You then relax while music plays, and tiny pauses in the music are the feedback. There is nothing to learn or do. Your system runs NeurOptimal® 3.0.

The first time, allow a little extra time for the sensors. It feels fiddly at first and quickly becomes easy.



The main parts of the system. Headphones are not included unless you ask for a pair.

What's in your kit

- [ ] Microsoft Surface Pro tablet (i5), in its protective case
- [ ] Surface power adaptor and Australian plug
- [ ] The zAmp amplifier with the sensor leads attached
- [ ] A spare set of sensors
- [ ] USB cable for the zAmp (about 4.5 m, or 15 feet)
- [ ] Ten20 conductive paste, in a large tub
- [ ] Paste-remover wipes
- [ ] The hard carry case. Your return postage envelope is inside it.

Something missing or damaged? Please call Bita on 0406 107 775 or contact us straight away.

Please have these handy

- Tissues or baby wipes (no alcohol wipes)
- Your home Wi-Fi name and password
- A comfortable chair, sofa or recliner
- Your own headphones or earbuds with a 3.5 mm plug. For hygiene we do not send headphones, but a pair can be included on request.
- For children: a book, colouring or a puzzle

Good to know

- Up to 2 sessions per person, per day
- Allow about an hour in total, including about 33 minutes of music.
- The Surface Pro stays as it is. Please do not add or change anything on it.

SOFTWARE & APP (OPEN IN YOUR BROWSER)

The software is already installed on your Surface Pro, so there is nothing to install to run a session. The free My NeurOptimal® Companion app is an optional diary for your phone.

My NeurOptimal® Companion app page | App Store (iPhone) | Google Play (Android) | Official Getting Started manual

Printable: official Getting Started manual (PDF). More official guides: Neurofeedback at home · for kids · how it differs.

STEPS 1 TO 3

Setting up the equipment

a Charge and unpack

Take everything out and check it against the kit list. Plug in the charger and let the Surface Pro charge. Please do not change its language, date or time settings.

b Connect the zAmp

Clip the zAmp to a towel or the back of your shirt, with the USB cable hanging freely. Push the USB cable into the zAmp, then into the Surface Pro. Match each coloured lead to the same colour on the zAmp. The right side has three leads and the left side has two.

c Add your headphones

Plug in your own wired headphones or earbuds (3.5 mm plug). The feedback comes through the music, so the sound needs to be on. Not sure what will work? call Bita on 0406 107 775.

d Turn on and sign in

Press the power button in the top-right corner of the Surface Pro, as in the official manual, and give it a minute to start. Please do not tap or click repeatedly, as it may freeze. Your login details are given to you separately by Bita.

e Connect to Wi-Fi

Tap the Wi-Fi symbol at the bottom right of the screen, choose your network and enter the password. The system must go online **at least once a week** so the software licence can be checked. Staying connected is best, because updates arrive that way too.

f Open NeurOptimal® Neurofeedback

Tap the NeurOptimal® icon on the bar at the bottom of the screen and wait for it to load. You will see the **Vault**, which is the control centre when no session is running, plus the music controls (the NeurOptimal® Media Player) and the G-Force visuals window. Everything else you need is in the Vault.

WATCH FIRST (OFFICIAL VIDEOS)

- Introduction to NeurOptimal® · about 1 minute
- What is NeurOptimal®? · about 3 minutes
- How to launch NeurOptimal® 3 · about 2 minutes

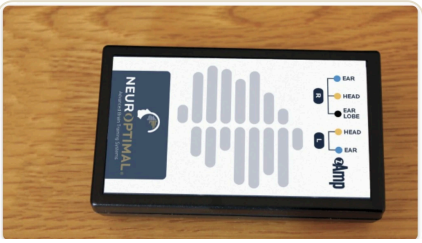


Official sources: Getting Started Manual · Video tutorials · Session cheat sheet (PDF)

STEPS 1 TO 3 · IN PICTURES

Connecting the hardware

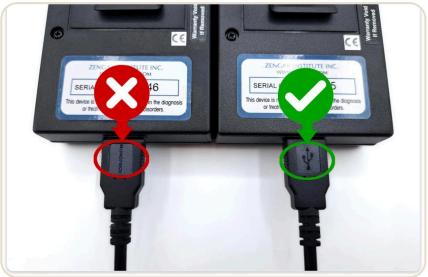
Photos and captions from the official manual, to look at while you connect everything.



1. Find the zAmp.



2. Find the USB cable.



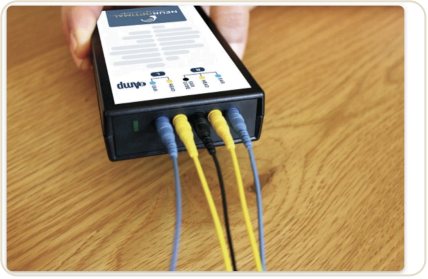
3. Connect the USB cable into the zAmp.



4. Insert the USB cable into the USB port on the system.



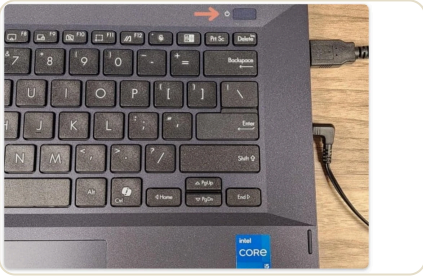
5. Find and remove colored wire sensors from packaging.



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.



8. Press the power button in the top-right corner to turn on the system.

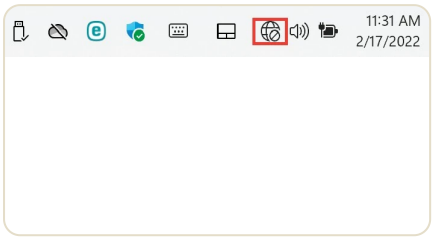
Our notes: the manual's photos show a laptop, and your Surface Pro looks different, but the steps are the same. Headphones are not included in your rental, so please bring your own wired headphones or earbuds.

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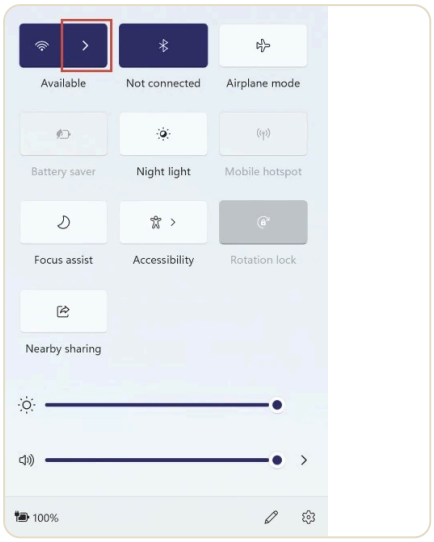
STEPS 1 TO 3 · IN PICTURES

Connecting to Wi-Fi, then launching

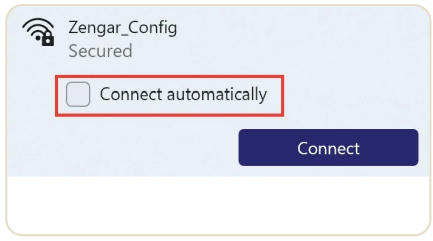
Screens and captions from the official manual.



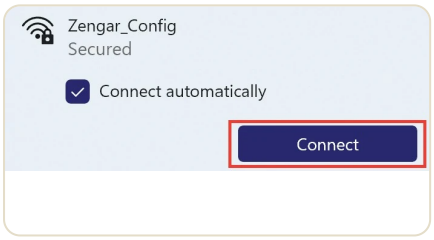
1. Click or tap on the Wi-Fi icon found at the bottom right of your screen.



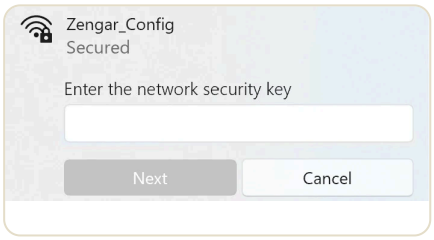
2. Select available networks.



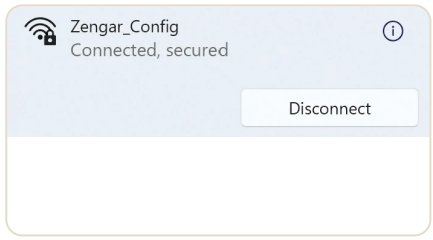
4. Select Connect Automatically so it connects each time the system is on and in range.



5. Tap Connect.



6. Enter the Wi-Fi password, tap Next and wait for the connection to be established.



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



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

Our note: the screens show the manual's example network name. Choose your own network from the list.

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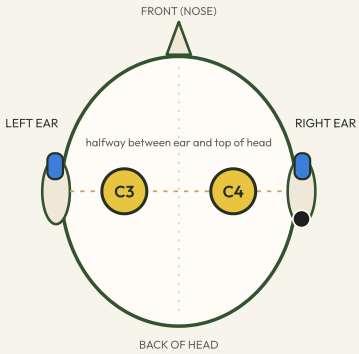
STEP 4

Putting on the sensors

Take your time and use plenty of paste, the more the better. Think of a generous ice-cream scoop, or a “snow cone”. Sensors must sit on the **scalp, not on the hair**. Start with the right side.

1. **Paste first.** Put a scoop on each sensor, with a finger on the back for support.
2. **Blue clip** on the top of the right ear. Press until a little paste oozes out.
3. **Black clip** on the right earlobe. Earrings can stay in, but keep paste off them.
4. Find the spot halfway between the top of the ear and the top of the head. Feel for a small bump with a dip just above it. The dip is your spot.
5. Part the hair and press the **yellow cup** firmly on the scalp. If it feels cool, it is touching skin.
6. **Left side:** the other blue clip on the ear top, and the other yellow cup in the matching spot.

Being close is fine. You do not need to be exact.



C3 left, C4 right. Seen from above, nose at the top.



Watch it done: NeurOptimal® Self Hookup (about 4 minutes, from Zengar Institute). Kit: Ten20 paste.

Tips for children



- Let them see you go first. It makes it feel safe and ordinary.
- Clip long hair back so the yellow cup reaches the scalp.
- An adult stays close and helps with the sensors. Every 10 to 15 minutes, check they are still pressed on.
- Quiet activities such as colouring or puzzles are fine during a session, as long as they can hear the music.
- The sensors only listen, and children do not need to concentrate or perform.

BEFORE YOU PRESS START

- Each yellow cup feels firm on the scalp, and the leads hang freely, not pulled tight or kinked.
- If a sensor slips or the paste dries, add a fresh scoop. The official sensor test video (about 2 minutes) shows how to check.

Official sources: Getting Started Manual · Neurofeedback for kids · Myth busters

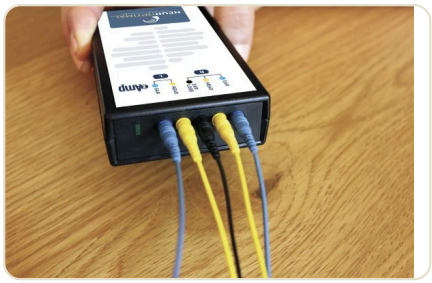
STEP 4 · IN PICTURES

Applying the sensors, step by step (1 to 8)

Photos and captions from the official manual. The written steps are on the previous page.



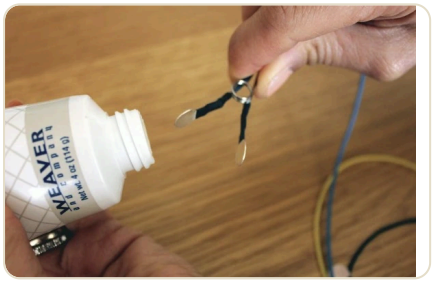
1. Before starting, have the following items handy: paste, tissues, and/or wipes.



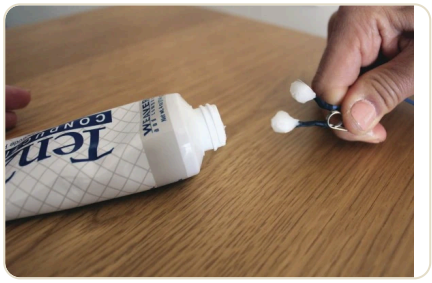
2. Find the zAmp and separate the right and left sensors.



3. Place the zAmp in a comfortable spot. Hooked onto the front or back of a shirt or 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.



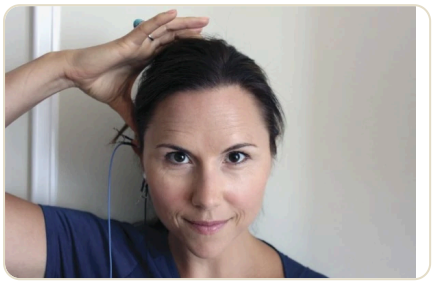
8. Pick up the yellow sensor and fill it with an ice cream scoopful of paste (be generous).

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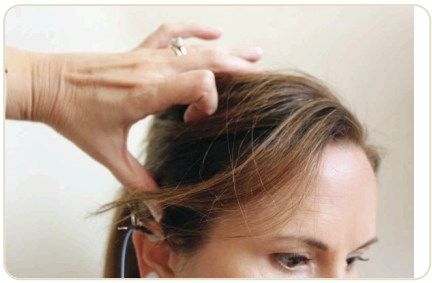
STEP 4 · IN PICTURES

Applying the sensors, step by step (9 to 14)

Photos and captions from the official manual.



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.



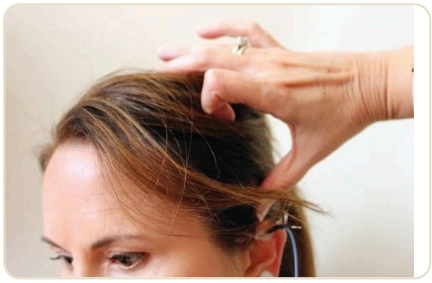
9B. That dip is your spot. If you can't find a bump/dip, apply the sensor to the halfway point between the top of the ear and the top of the head.



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 if it is attached correctly is if it feels cool on the scalp.



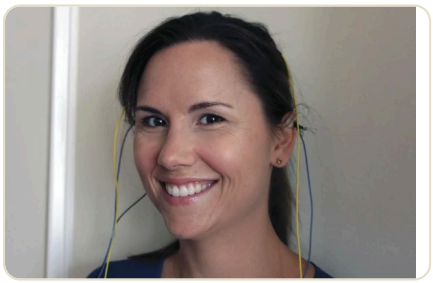
11. Now apply the left side, similarly, attaching the blue clip to the top of the ear (the same way you did on the right side).



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.

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STEPS 5 TO 7

Running a session

First time (new person)

- Touch and hold the word “Client” at the top and choose **Add a client**, or simply double-tap “Client”.
- Fill in name, date of birth and gender.
- Double-tap the client’s name to start the session.

Next times (existing person)

- People are listed by surname.
- Tap your surname’s letter in the alphabet tabs at the bottom, then scroll to your name.
- Double-tap the client’s name to start the session.

You will know it has started when:

- the music begins
- the zAmp light turns on
- the Vault disappears and the colourful Spectra display appears
- the timer in the media player window starts counting

During the session

Sit back and rest. Read, colour, close your eyes or look out the window. Please do not eat or drink during a session. Every so often the music pauses briefly. That is the feedback, and there is nothing to notice or change.



Afterwards

1. Take the sensors off gently, keeping paste away from the hair.
2. **Clean the sensors straight away.** Wipe them gently but thoroughly with a damp soft cloth or baby wipe, then dry them well. Please avoid alcohol or chemical cleaners.
3. Wipe the ears and hair with a tissue or wipe. Paste comes off with water.
4. Close the program using the x at the top right, then shut down the Surface Pro or leave it on charge.

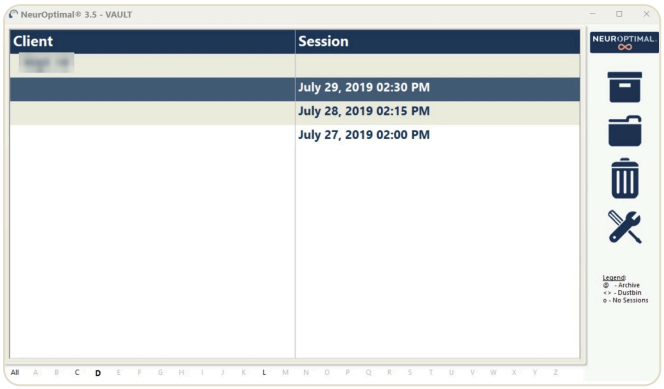
Have a glass of water and a few quiet minutes. Some people feel tired after the first few sessions. This usually settles after a few sessions. If it does not, or you are worried, please call Bita on 0406 107 775.

Official sources: Getting Started Manual · Neurofeedback at home · Session cheat sheet (PDF)

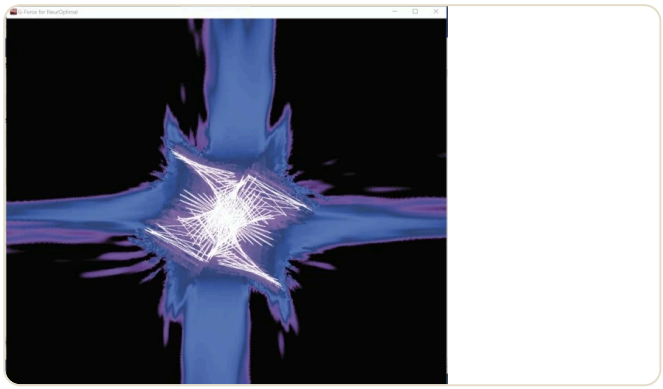
STEPS 5 TO 7 · IN PICTURES

The four main windows

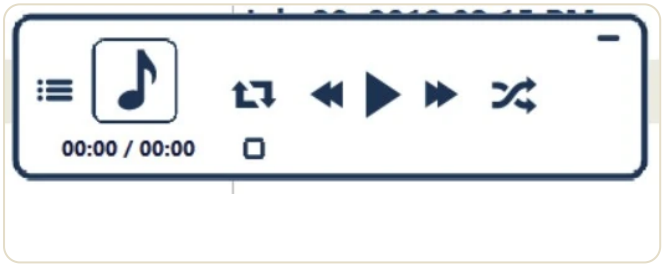
Screens and captions from the official manual.



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.



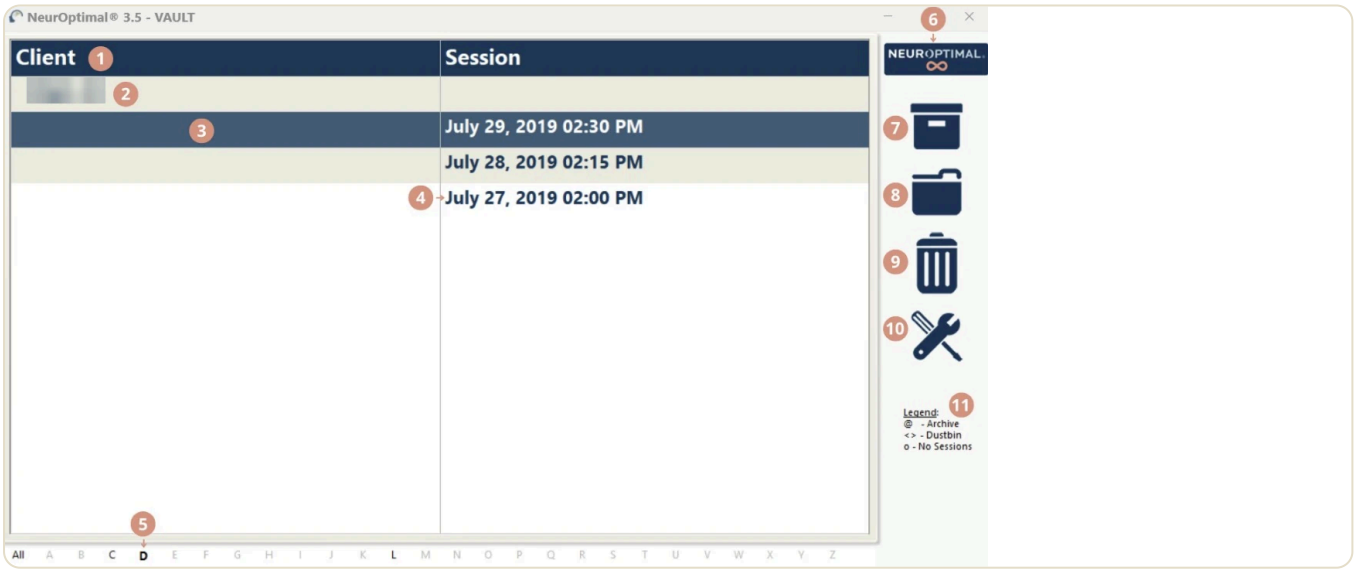
WINDOW 2 G-Force for NeurOptimal®: This is the window that is pulled to the external monitor (optional) during the Session and is what the client can watch throughout their Session if they choose.



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.



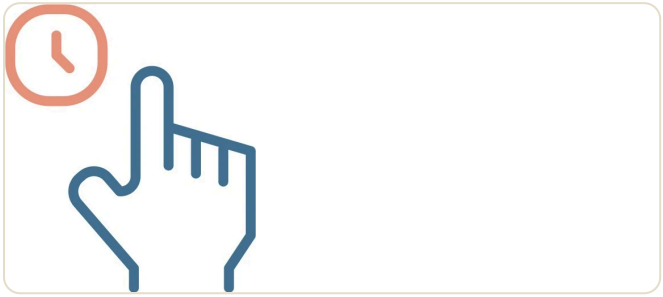
The Vault, numbered: 1 Header Line · 2 Client Name · 3 Highlighted Session · 4 Session Date & Time · 5 Active Client Index · 6 NeurOptimal® License Type · 7 Archive · 8 Move To · 9 Dustbin · 10 Tools · 11 Legend

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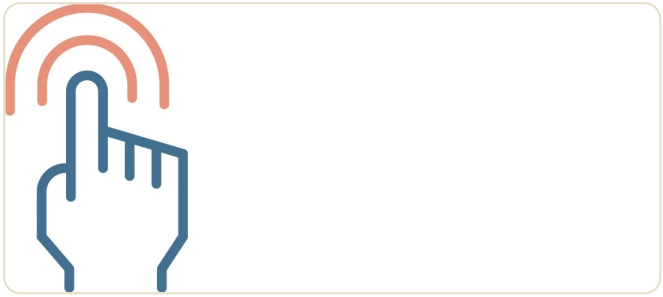
STEPS 5 TO 7 · IN PICTURES

Navigating NeurOptimal®

Icons, captions and cheat sheet from the official manual.



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.



2. Double Tap: Double tapping anywhere in the VAULT instantly launches its most common function.

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

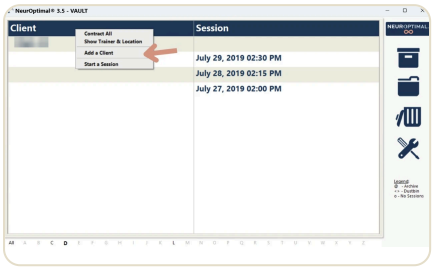
Double Tap Cheat Sheet

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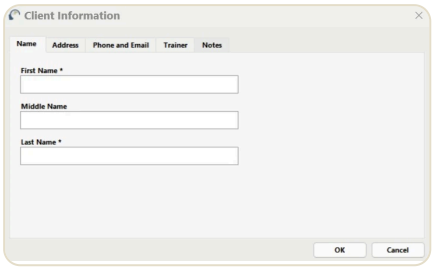
STEPS 5 TO 7 · IN PICTURES

Starting a session (1)

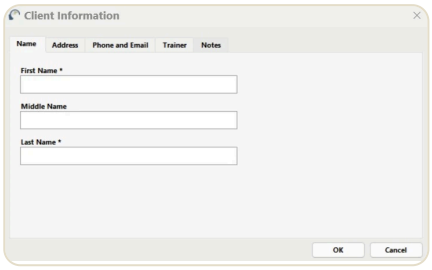
Screens and captions from the official manual.



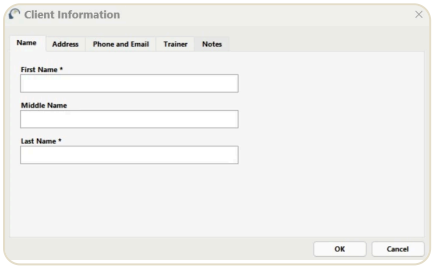
1. First, we will add the new Client. To do this, touch and hold the word Client in the header and select Add a Client from the context menu OR simply double click on Client in the header.



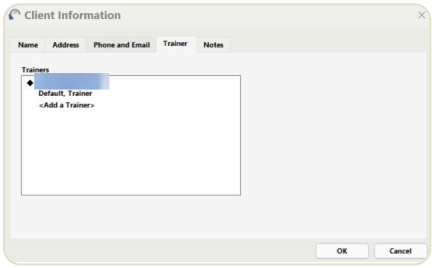
2. The Client Information window will appear.



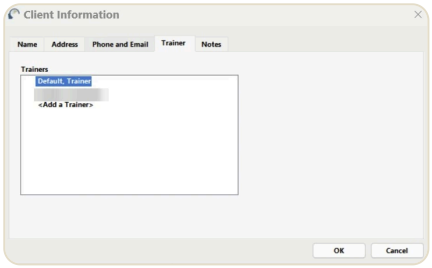
3. Enter as much or as little client information as you would like. The only required fields are the first and last name.



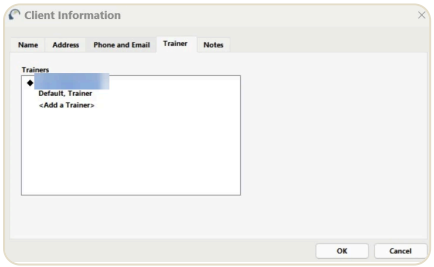
4. Select the Trainer tab. This is where you will assign a Trainer to the new Client you are adding.



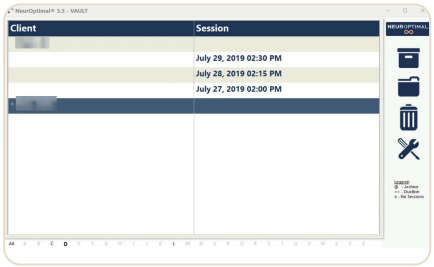
A. Make sure the diamond is next to the Trainer you wish to be the Default Trainer for this Client.



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 the new Client. Tap OK to save.



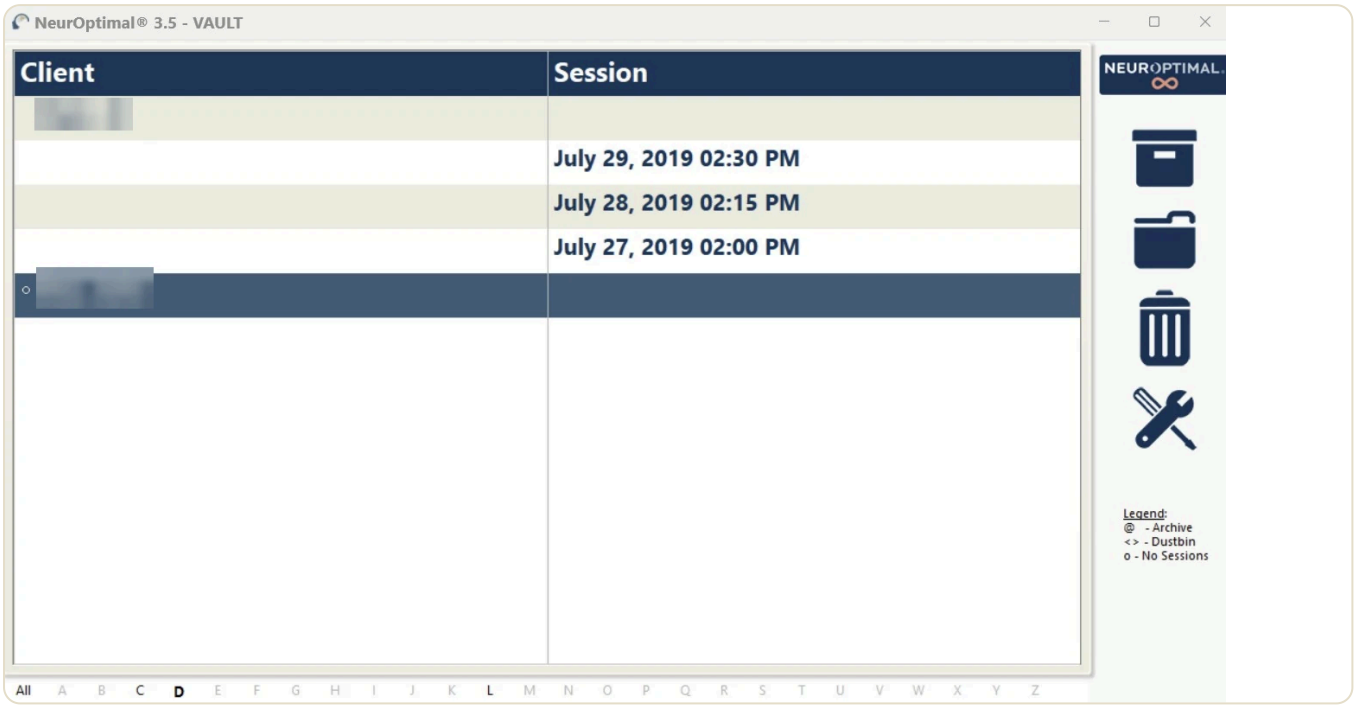
D. You should now see the new Client listed.

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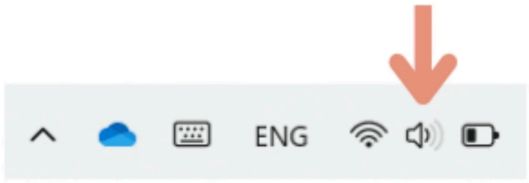
STEPS 5 TO 7 · IN PICTURES

Starting a session (2)

Screens and captions from the official manual.



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



6. Click the speaker icon in the bottom-right corner to turn the sound on or off and adjust the volume.

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LOOKING AFTER THE KIT

Care and common questions

Caring for your sensors

- **Clean straight after every session.** Lingering paste can corrode them and shorten their life.
- **Be gentle, then dry.** Use a damp soft cloth or wipe, then dry them properly. No alcohol or chemical cleaners.
- **Scooping paste:** keep a forefinger on the back of the sensor.
- **Wires:** never kink, braid or wind them tightly.
- **Check them regularly.** If a sensor is damaged, use the backup set in your kit and tell Bita.
- **A little bend is fine.** Sensors bend by design, so you can gently adjust them for a better fit or comfort.

Caring for the Surface Pro

- Please accept Windows updates, and keep it on Wi-Fi so they can run. Do not install other programs or change settings.

Common questions

No sound?
Turn the volume up with the speaker icon, check it is not muted and the headphones are in firmly.

"Cannot find the zAmp"?
Push the USB cable in at both ends, tap Try Again, then press Play.

Windows wants to update?
Please accept updates and keep the Surface Pro on Wi-Fi so they can run. Please do not install other programs.

It says the licence has expired?
Connect to Wi-Fi, close and reopen the program, or restart the Surface Pro.

How do I know the sensors are on well?
A good contact feels cool on the scalp. If one slips, lift it, add fresh paste and press again.

Skin irritation?
Stop, take the sensors off gently and rinse with water. Please do not put a sensor on irritated skin. Please call Bita on 0406 107 775.

A child cannot sit still?
Quiet activities are fine. Stay close, and contact us if you would like help with a routine.

Official sources: Technical Support FAQs · Tech tips · Self-help guide (PDF)

Returning the kit

1. Pack everything in the same packaging it came in. Your return postage envelope is inside the black case.
2. Take it to an Australia Post outlet and hand it to a staff member. Please do not use a post box. Express Post is at your own cost. We send it to you by Express Post at our cost.
3. Send us the tracking number and a photo of the packed kit.

Bita will give you the return address when your rental starts.
If you have booked a month, an extension depends on availability.

Need help? For any technical issue, call Bita on 0406 107 775, Monday to Friday during business hours, or contact us. She may ask you to log in so she can help remotely, at no charge. You are also welcome to book a discovery call. About 48 hours after your first session, Bita will check in.

mentalhealthotaustralia.com.au

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AFTER YOUR SESSIONS

Track your journey with My NeurOptimal® Companion

Track your Sessions and reflect on your experience: a convenient way to observe shifts over time.

- Log your training Sessions manually (dates and personal notes)
- Track changes in how you're feeling
- Capture reflections and observations
- View monthly summaries
- Build a personalized watchlist
- Use it in 5 languages: English, French, Spanish, Italian, and Dutch

> *"How people are feeling is what brings them through the door, so how they are feeling is therefore the most important data point."*
>
> *— NeurOptimal® co-found[redacted] D.*



Companion app page | App Store | Google Play

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.

CREDITS

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