



Congratulations on renting the NeurOptimal® Trainer from Neurofeedback Training Co.!

Please contact us with any questions, or to just let us know how you are doing!

*Please read through the guidelines below prior to your first session.*

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## COMPUTER/SENSOR GUIDELINES:

- **Always store the computer in a safe place, preferably the carrying case provided.** We've had a few instances where the system was damaged by being placed on desks, and accidentally falling or drinks being poured on them.
- Contact us by email at [sara@neurofeedbackny.com](mailto:sara@neurofeedbackny.com) and [kate@neurofeedbackny.com](mailto:kate@neurofeedbackny.com) if you experience any problems with the system
- Please don't eat or drink around the machine.
- Always keep the computer plugged in while doing a session.
- Please be sure to shut down and reboot your computer daily.
- Please don't connect this computer to the internet or install any programs.
- Remember to close the program after each session, by clicking on the green ZENGAR logo in the upper right corner of the windows, NOT by clicking on the "close X" button.
- Make sure you clean your sensors *gently yet thoroughly*, immediately after you have finished each session. We recommend using baby wipes or placing under running hot water (be sure to thoroughly dry once clean). Any lingering paste can cause corrosion and will reduce the lifespan of your sensors.
- Do *not* soak the sensors in water.
- When scooping paste, put your forefinger on the back of the cup for support, preventing bending and possible sensor damage.
- Do not kink, braid or wind the sensor wires tightly.
- Do not use wireless headphones as they may interfere with the signal processing needed for system to work most effectively and efficiently.
- Yes, you can look at your phone, ipad, kindle, computer while training. If you use the iphone/ipad, just turn off the Bluetooth.
- The NeurOptimal® Trainer does not require you to place your attention on the training screen in order to run a successful session though most people enjoy it. The feedback comes primarily through interruptions in the music/audio. If you can hear the music, then the training session will be successful. You can read, sleep, meditate, whatever you feel inclined to do. See <http://www.neurofeedbacktraining.com/faq> for more FAQs.
- UPDATED: The "line noise" feature is no longer necessary and, unless you have a sensor dangling off your head, your hookup is good!

## SUGGESTIONS FOR BEST TRAINING RESULTS:

1. **A good hook-up:** Go to [www.neurofeedbacktraining.com/client-info](http://www.neurofeedbacktraining.com/client-info) and watch a video of a self-hook up. NeurOptimal's unique system picks up the voltage from 16 different sites on brain. So long as you have the sensors well stuck to the scalp (part the hair then apply the head sensors) approximately halfway between the top of the earlobe and the center part line on top of the head they will be placed correctly. It is a very large zone so you don't need to be exact.
2. **Join the online community of NeurOptimal renters, moderated by professional trainers.** It's free with your rental. It's a great way get quick answers to questions, to share experiences and to understand better the NeurOptimal experience! Go to [www.zengar.com](http://www.zengar.com) and login (username: [info@neurofeedbackny.com](mailto:info@neurofeedbackny.com), password: neurony). Then click on Personal Assistant top left in red.
3. **TRACKING SESSIONS USED:** Click on the menu bar that reads "Tools" then click on "Runs" from the pop-down menu. The system will then check the counter and a pop-up screen will give you the number. Please check the number *when you receive the system* and make note of it (It's also on your contract) and then count down from that number. Please note the tracker "counts" a session after it has been running for 5 minutes. Go to <http://neurofeedbacktraining.com/client-info/> to view a screenshot on of the program's user-interface.
4. **Download and fill out the training forms** (for you to track your progress) at <http://neurofeedbacktraining.com/client-info>
5. a. **PRE-SESSION-EVALUATION**
6. b. **Checklist of Concerns, Tracking Your Progress**
7. *(Fill these 2 forms before first training and then every ten sessions.)*

## HOME RENTAL SYSTEM

Included in the home system package are:

1 NeurOptimal® Computer, 1 Powercord (2 parts), 1 USB Cord , 1 NeurOptimal™ zAmp, 1 set of Sensors, 1 jar of Ten20 conductive paste, Printed manual

## RETURNING YOUR SYSTEM

*If you had the system shipped. Don't throw out the box and shipping materials!*

- Please send all equipment including remaining paste using the same packaging that came with the system (unless box is damaged or dented.) You can also buy packaging at a shipping store if needed.
- Please contact your Neurofeedback Training representative when you are ready to return the system **at least one week in advance.**
- Please note that shipping costs are renters' responsibility.
- We recommend using 3 day shipping with \$1000 insurance added.

We hope you'll enjoy your neurofeedback training and please don't hesitate to contact us with any questions or concerns.

Thank you!

Natalie, Sara & Kate at Neurofeedback Training Co.

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