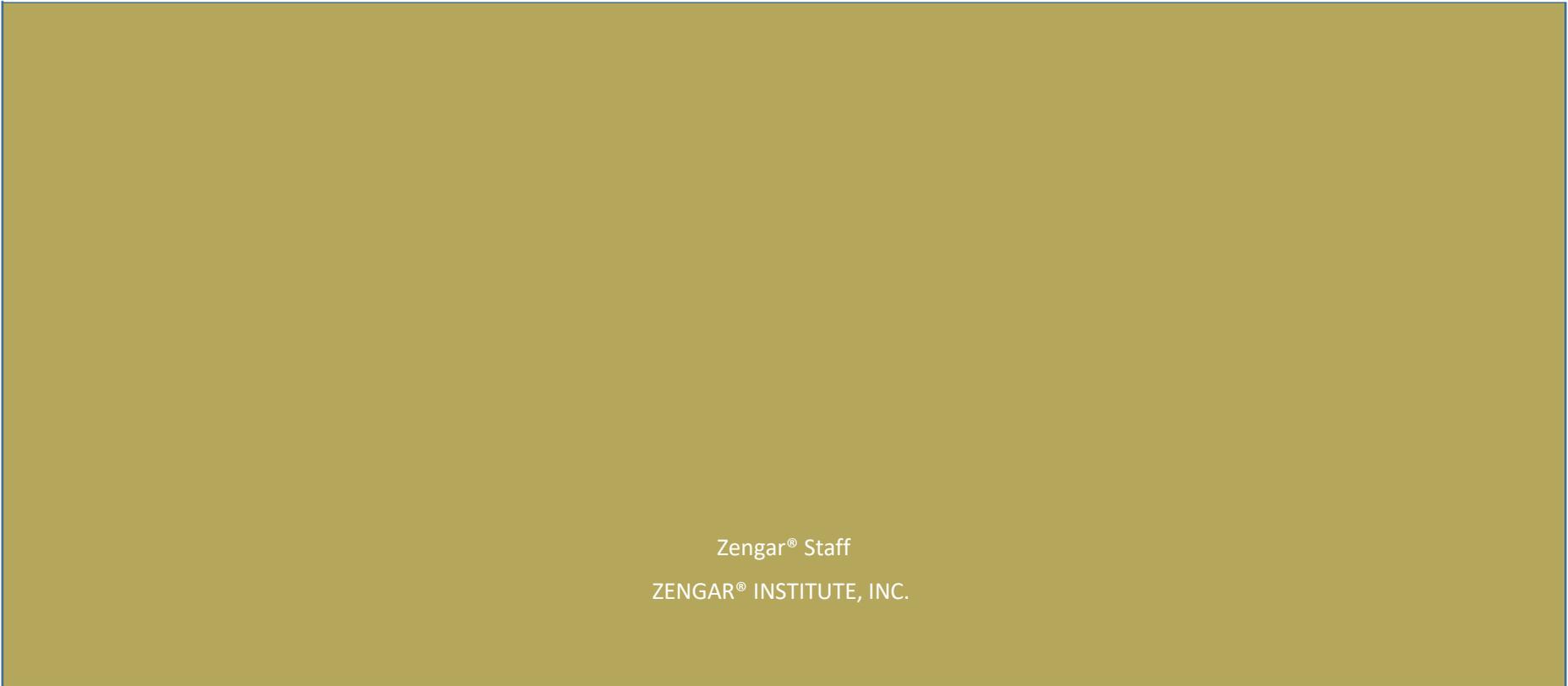




# NEUROPTIMAL<sup>®</sup> 3.1 TROUBLESHOOTING



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## Updates to NeurOptimal®

### Important Update Tips

1. Check for pending [Automatic Windows Updates](#), download, install, reboot and check again, **BEFORE** performing a NeurOptimal® update!
2. Always stay present during an update to look for errors and allow any prompts to install or continue.
3. Never cancel an update in process, allow it to fully complete, reboot, relaunch NeurOptimal® and allow for migration of data and backup if it appears **BEFORE** closing NeurOptimal® or shutting down the system itself.
4. Please make sure that:
  - a. There is at least 20 GB drive space available (Solid State Drives for Surface devices, Hard Drives for ASUS devices).
  - b. Internet connection speed is greater than 5Mbps.

Updates to NeurOptimal® are available periodically and delivered automatically when your NeurOptimal® system is launched while connected to the Internet. Advanced notification of software updates to NeurOptimal® is provided via email and on the Zengar® Facebook Groups:

1. NeurOptimal® Community Group (open to all NeurOptimal® system owners) - <https://www.facebook.com/groups/NeurOptimal.Community>.
2. NeurOptimal® PASS Support (open exclusively to all PASS members) - <https://www.facebook.com/groups/NeurOptimal.PASS.Support>.

### NeurOptimal® Update Process

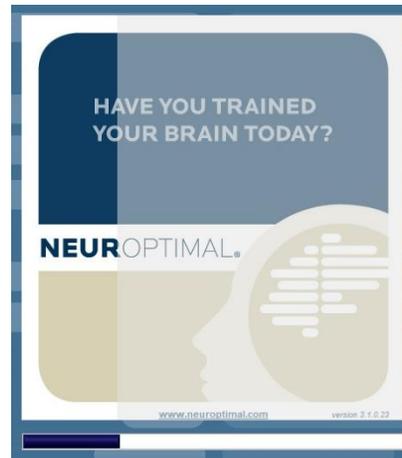
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***Important: The default configuration of the Update Check Frequency for NeurOptimal® is set to Check for Updates on Startup. If the setting has been manually changed, it will be necessary to change it back to the default for the update to proceed. See [CLEF Preferences within the Preferences Editor](#) section of this document for more information.***

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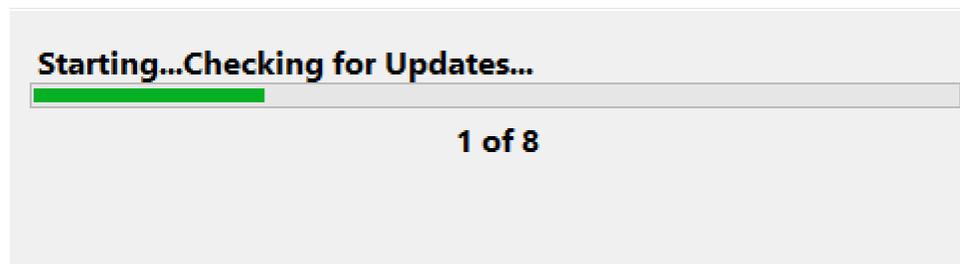
1. Connect to the Internet and launch NeurOptimal®
2. The Have You Trained Your Brain® NeurOptimal® loading screen will appear.

*Image 1: Have You Trained Your Brain®*



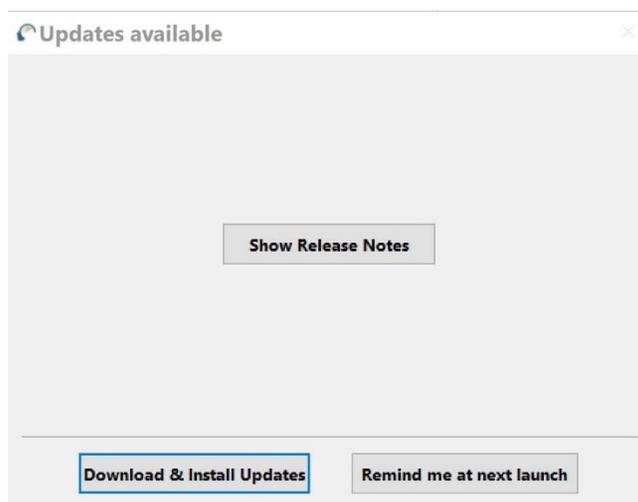
3. The Starting...Checking for Updates popup dialogue box will appear.

*Image 2: Starting...Checking for Updates*



4. The Updates Available popup dialogue box will appear.
5. Tap/click on Download & Install Updates.

*Image 3: Updates available*



6. The Maintain NeurOptimal® window will appear.
7. Tap/click on Update and tap/click on Show Details to watch component installation to see if any errors populate. Tap/click on Yes to allow the app to make changes.

Image 4: Update & Show Details

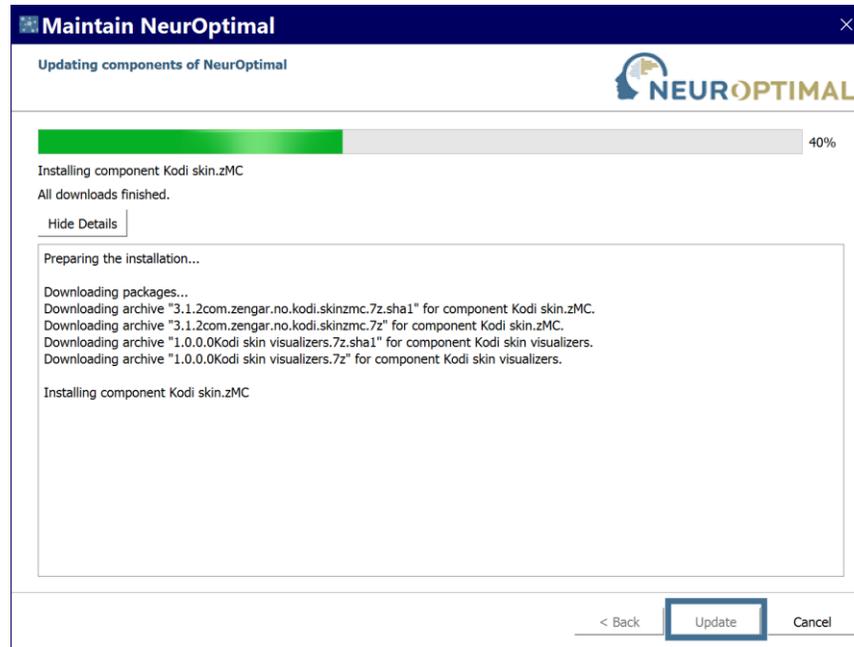
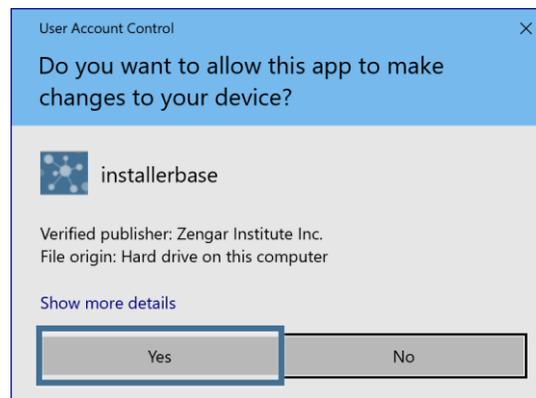
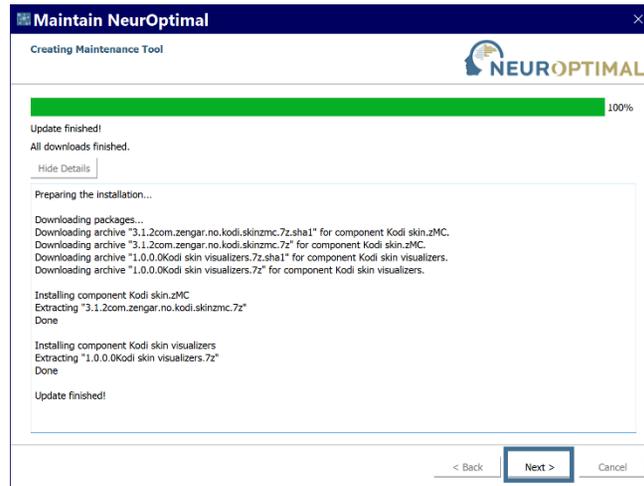


Image 5: Allow App



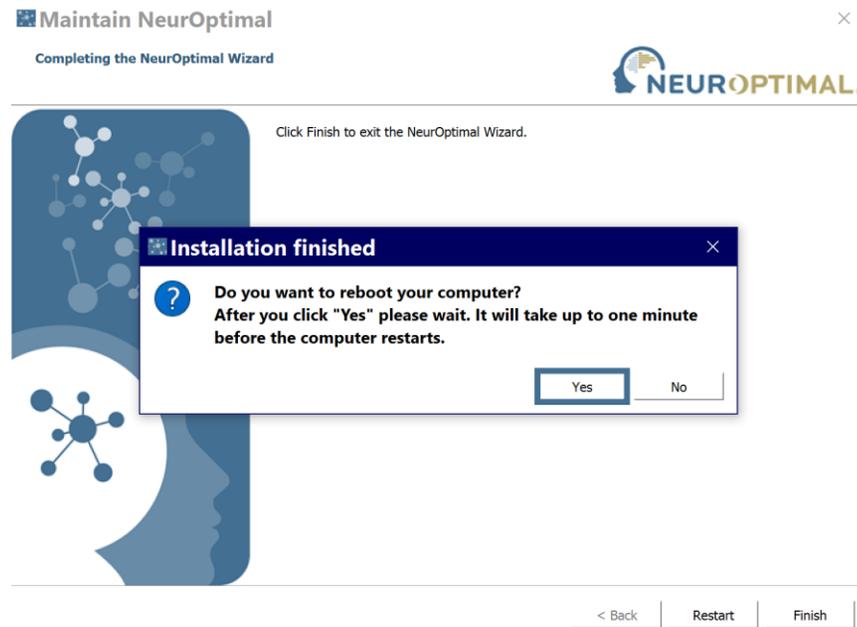
- 8. Once the progress of the Update is complete, it will show as 100%, Update Finished.
- 9. Tap/click on Next.

Image 6: Update finished



- 10. Tap/click on Yes within the Installation Finished window to reboot the system and complete the update.

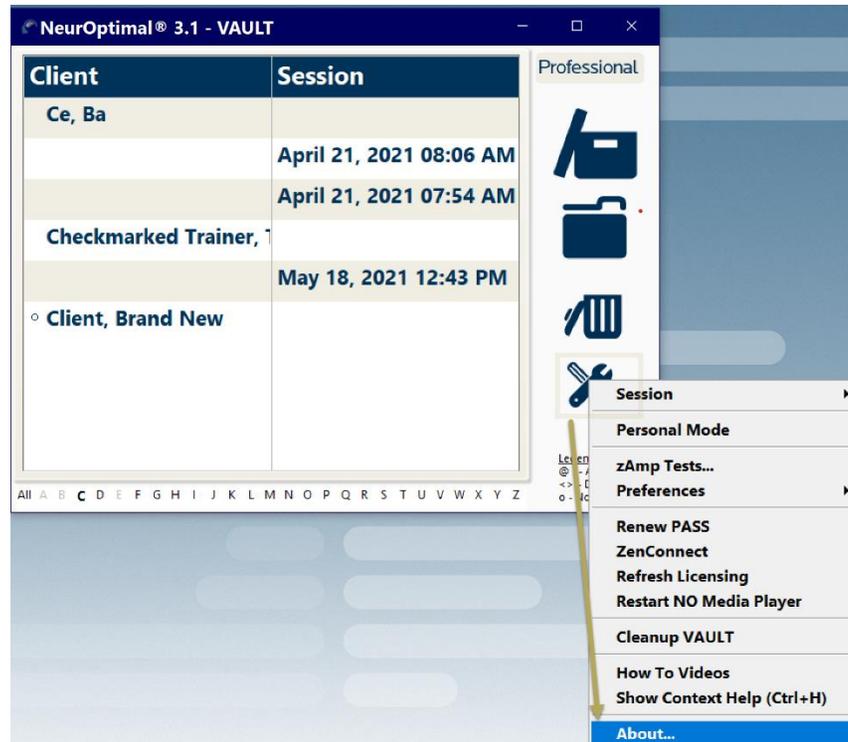
*Image 7: Installation finished*



To verify the update to NeuroOptimal® version 3.1:

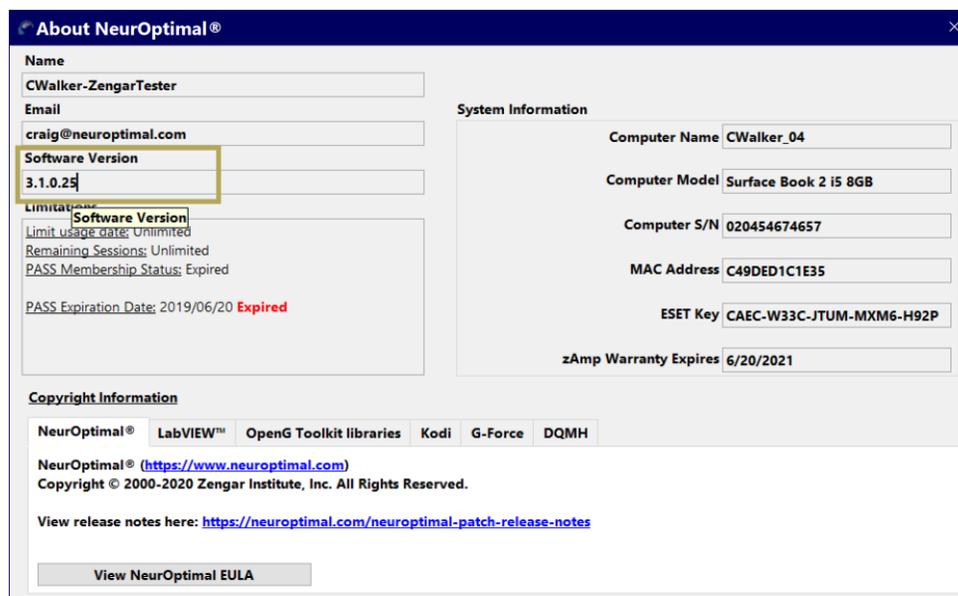
1. Launch NeuroOptimal®.
2. In the VAULT, tap and hold (right click) on the Tools icon, (screwdriver and wrench) and tap/click on About...

Image 8: About...



3. Verify that the correct version of NeurOptimal® is installed within the Software Version section of About NeurOptimal®.

Image 9: About NeuroOptimal®



### Show Release Notes

During the update process, the Release Notes for the latest update can be viewed with a tap/click on Show Release Notes or you can go to them directly at <https://neurooptimal.com/neurooptimal-patch-release-notes/>

*Image 10: Show Release Notes*

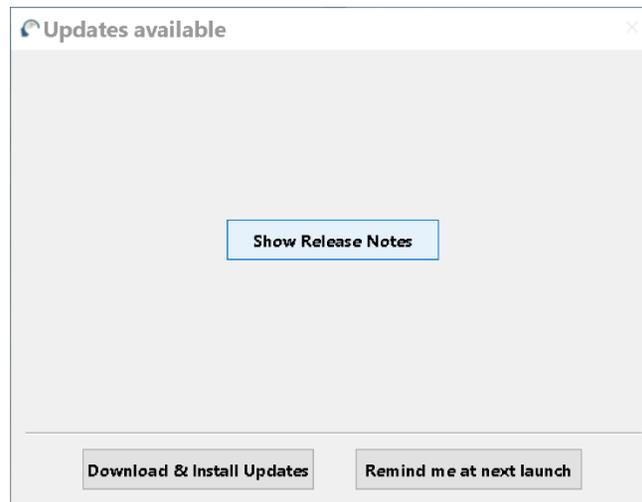
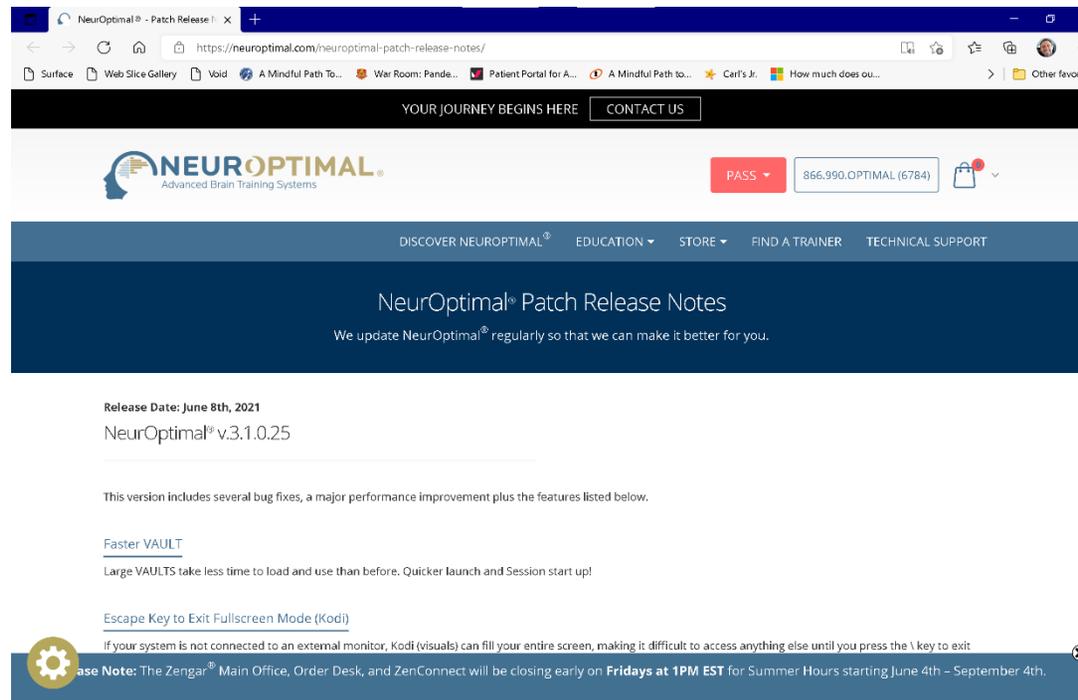


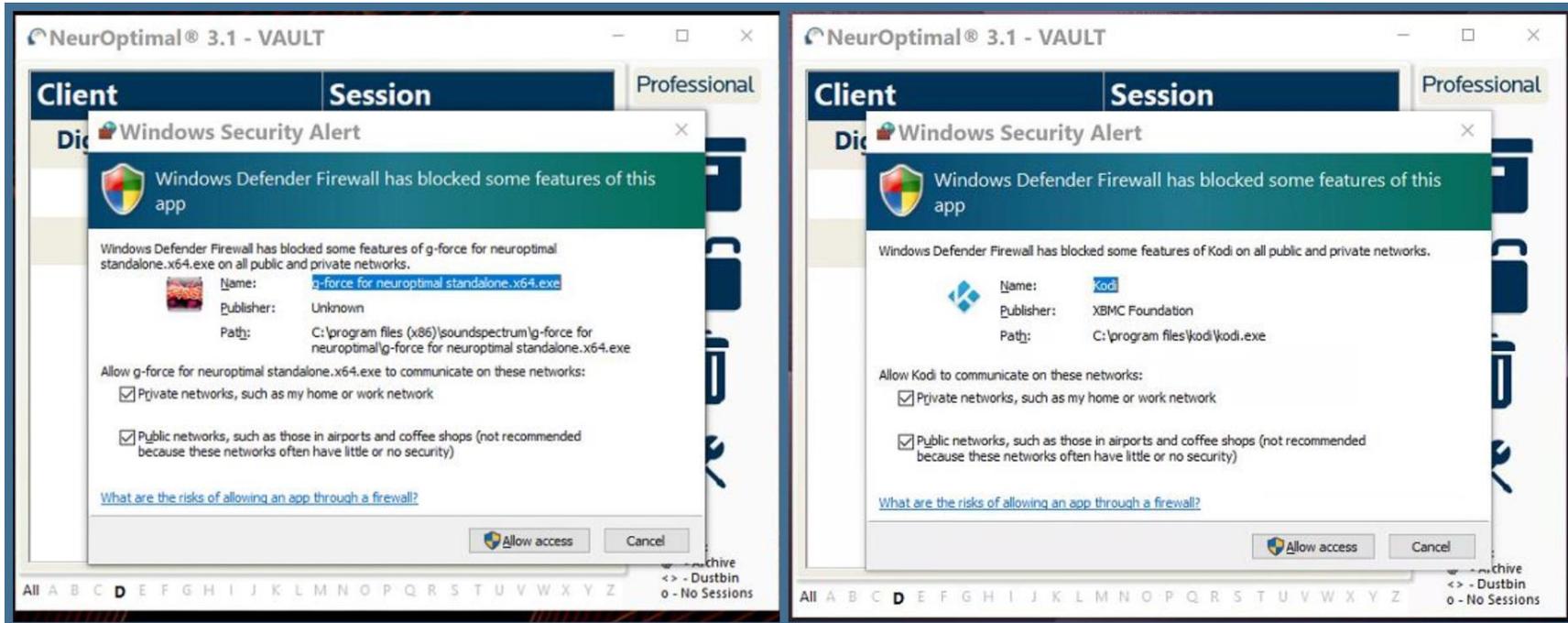
Image 11: NeuroOptimal® Patch Release Notes



## Windows Defender Firewall Prompts

Both Kodi and G-Force should be allowed to pass through the Windows Defender Firewall. Tap/click to check both boxes and Tap/click on Allow Access.

Image 12: Allow Access Windows Defender



## CLEF

### Personal and Professional Systems

Within the CLEF Preferences Editor, the following parameters can be set:

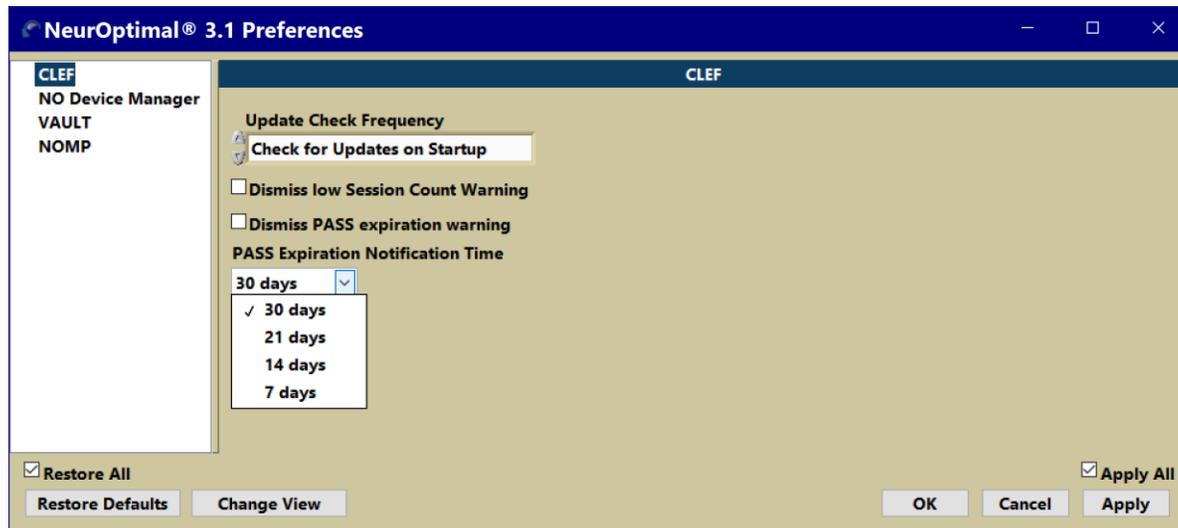
- Set the Update Check Frequency: this selection will determine if your specific version of NeuroOptimal® will look for new updates when the program starts, or if selected to Never Check, then the software will not ping the server to download new updates. Preference can be set to:
  - Check for Updates on Startup
  - Check for Updates on Next Restart
  - Never Check for Update

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*Important: It is recommended that the Update Check Frequency remain at the default value.*

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*Image 13: CLEF (Personal System Shown)*



- Dismiss low Session Count Warning: this box can be checked to no longer receive warnings on low Session count. This is the same behavior as selecting "Don't Show Again" on the window alerting to low Session count on Personal systems.
- Dismiss PASS expiration warning: this box can be checked to discontinue receiving warnings on PASS membership expiring. This is the same behavior as selecting "Don't Show Again" on the window alerting to an expired PASS membership.
- Set PASS Expiration Notification Time. This preference can be changed to receive the alert within a certain time frame until the expiration date. Options are:
  - 30 days
  - 21 days
  - 14 days
  - 7 days

## Troubleshooting

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*Note: Please make sure that the NeurOptimal® system is properly maintained and has sufficient available space of the Solid-State Drive (SSD) on Surface devices or the Hard Drive (HD) on ASUS devices BEFORE Updating NeurOptimal®. [See Updates to NeurOptimal®](#) for detailed information that will prevent errors occurring during the update process.*

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### General Release NeurOptimal® Version 3.1 Troubleshooting

#### HAVE YOU TRAINED YOUR BRAIN startup loading screen stalls and NeurOptimal® does not continue loading

If you notice that the, HAVE YOU TRAINED YOUR BRAIN?® startup NO3 loading screen is unresponsive and NeurOptimal® does not continue loading, the steps to try are as follows (See image 14)

1. Shut down your system and restart.
2. Temporarily disconnect from the Internet after restart of system.
3. Launch NeurOptimal®.
4. After NeurOptimal® successfully opens, reconnect your system to the Internet (wait a minute or so for that process to complete).
5. Tap and hold (right click) on the Tools icon, (screwdriver and wrench) and tap/click on Refresh Licensing (See Image 15).
6. Your NeurOptimal® License should refresh and allow for another seven (7) days offline run days (See Image 16. This is just to be safe until this issue is resolved via a ZenConnect
7. Tap/click on the X in the open right-hand corner of the About NeurOptimal® window to close it.
8. Enjoy running Sessions!

Images for This Process

*Image 14: Have You Trained Your Brain?*

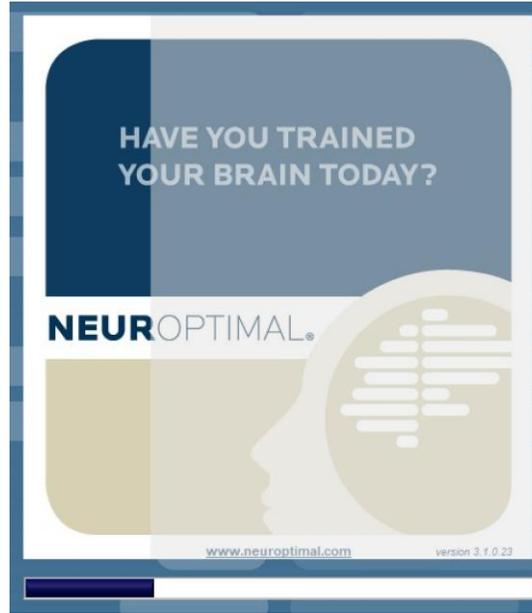


Image 15: Tools-->Refresh Licensing

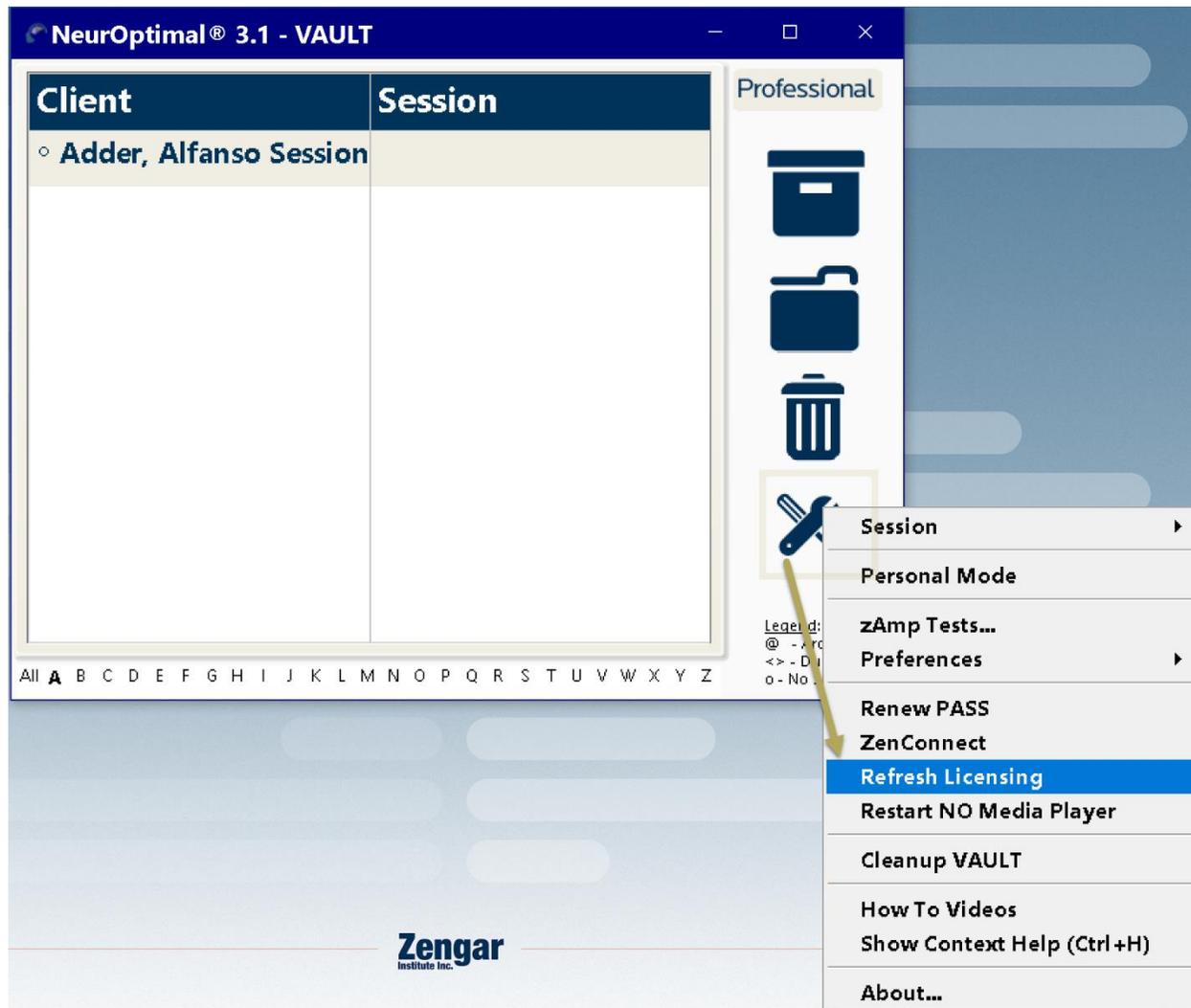
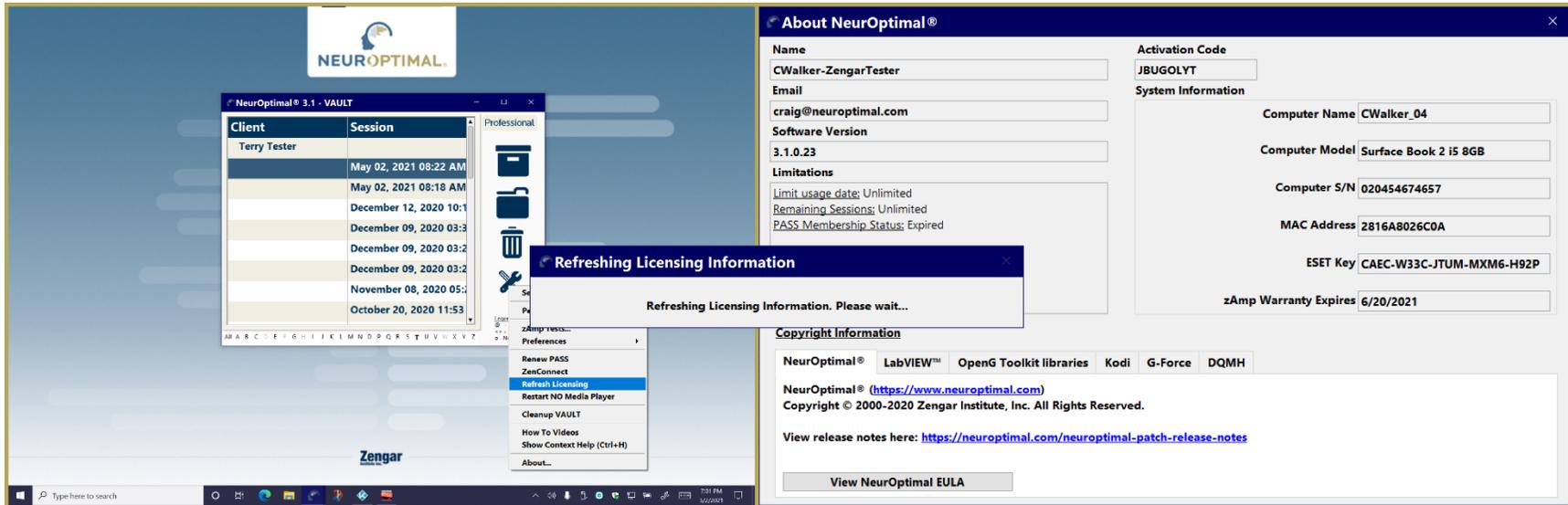


Image 16: Refresh Licensing Process



### NeuroOptimal® Stalls at Starting...0 of 0 Progress Screen

If you find that NeuroOptimal® fails to load at the Starting 0 of 0 or at any other steps within the Starting... screen (1 of 8, etc.), the following steps can be taken and may resolve this issue and allow for NeuroOptimal® to continue to load:

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*Note: This work-around is a temporary solution and a quick ZenConnect is needed to resolve it permanently.*

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#### Workaround:

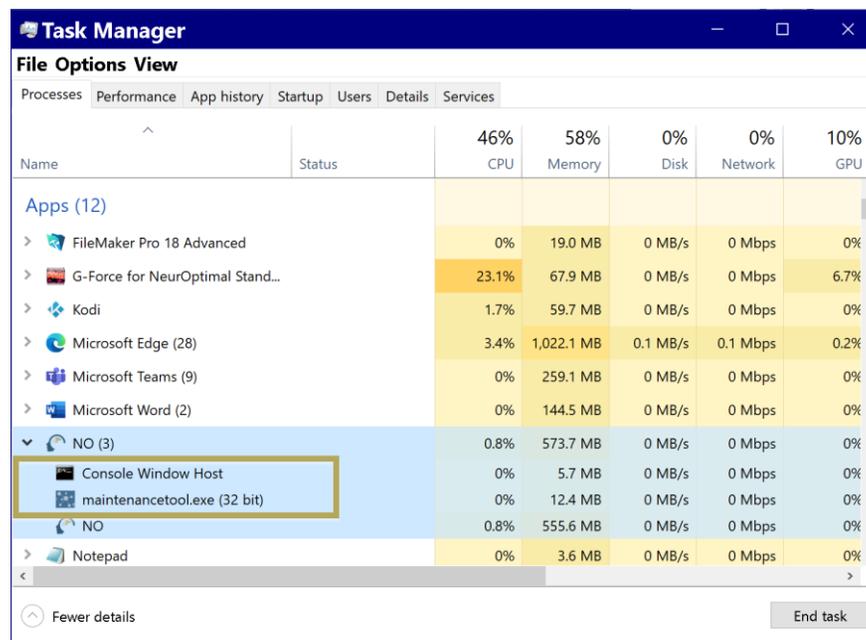
1. Use Windows Task Manager (Ctrl + Alt + Delete) to Open the Task Manager Application.

Image 17: Ctrl + Alt + Del



2. In Task Manager, look for the NO App and expand it by tapping/clicking on the > just in front of it. This expands the NO App to show processes running within it. Look for the following two App Processes:
  - a. maintenancetool.exe (32 bit)
  - b. Console Window Host. This App processes may or may not appear.

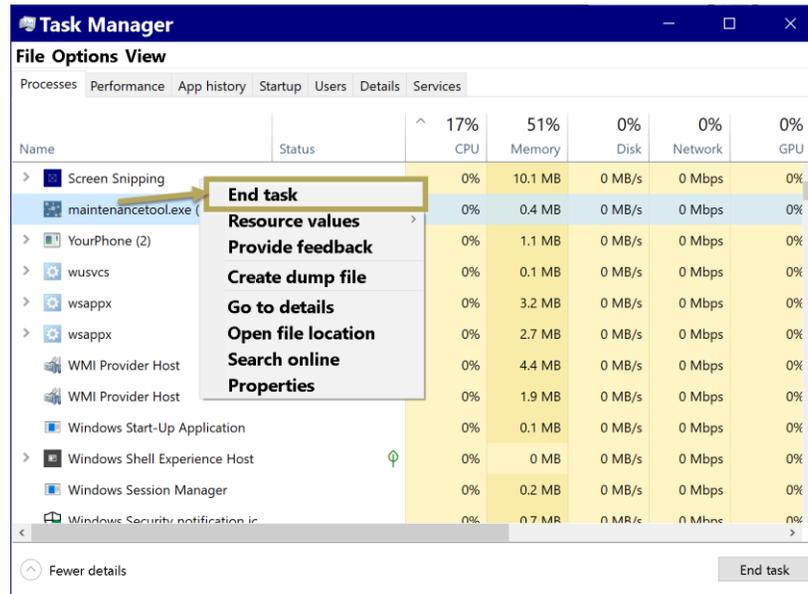
Image 18: Console Window Host & maintenancetool.exe (32 bit)



3. Tap and hold (right click) each process that appears and tap/click on End Process. This will close that App process and it will no longer appear within Task Manager
4. NeurOptimal® should then load.

5. If NeurOptimal® does not load, then a ZenConnect is necessary.

Image 19: End Task Within Task Manager



Using CD/DVD Media – Off limits for now until Bug fixed.

**Workaround:** Rip Media and/or use movie and audio files and playlists instead. Zengar® recommends using [Aimersoft DVD Ripper](#) for Ripping DVDs and Windows Media Player for Ripping CDs and Creating Playlists.

- You can use Windows Media Player to create playlists of sufficient time for Sessions. A video tutorial is located at <https://youtu.be/F9XsnlTo0cc>
- A video tutorial for Accessing a Playlist is located at: <https://youtu.be/fDno7WWRf1o>
- You can also use Windows Media Player to rip audio CDs. See [Burn and rip CDs \(microsoft.com\)](https://www.microsoft.com/burnandrip) for more information.

## Problems Resuming Session After Disconnecting USB Cable From zAmp

### Pausing a Session Running a Movie File or DVD Movie, Unplugging the USB Cable from the zAmp

When using Movies or DVD (without external Monitor attached): If the Session is paused and the zAmp is unplugged from the USB, to leave for a bit and upon return, reconnecting the zAmp to the USB Cable and pressing Play, the Session does not resume because NO Code 12002 – “zAmp Connection Lost” message is hiding behind Kodi.

#### To resolve this issue:

##### If Kodi Media Center is in Fullscreen Mode:

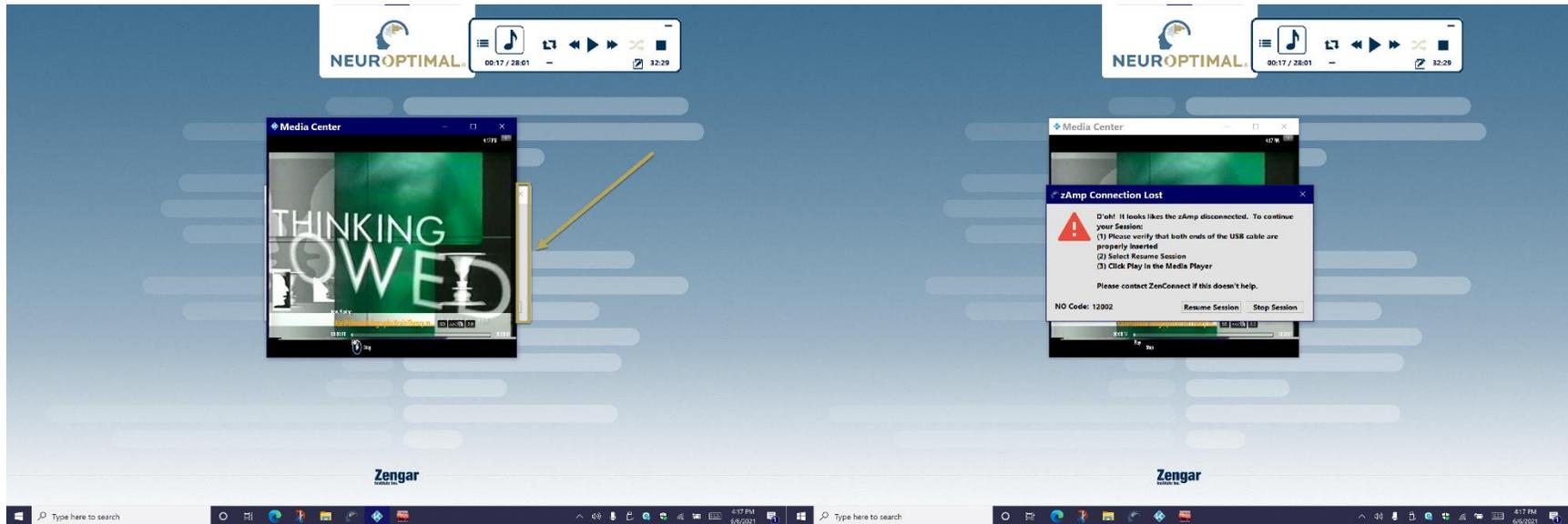
1. Toggle Kodi Media Center out of Fullscreen Mode and Minimize the window to the Taskbar
2. With USB cable connected to zAmp.
3. Tap/click on Resume Session on NO Code 12002 - zAmp Connection Lost.
4. Tap/click on Play on NO Media Player to resume

##### If Kodi in Regular Screen Mode:

**Note:** You may see the edges of NO Code 12002 behind Kodi depending upon Window size.

1. Minimize Kodi Media Center Window to Taskbar.
2. With USB cable connected to zAmp, Tap/click on Resume Session on NO Code 12002 - zAmp Connection Lost.
3. Tap/click on Play on NO Media Player to resume.

Image 20: NO Code 12002 zAmp Connectivity Lost Behind Kodi



NeuroOptimal® Becomes Unresponsive When Kodi Media Center or G-Force Windows Set in Fullscreen Mode With External Monitor Attached

NeuroOptimal® can become somewhat unresponsive when Sessions are run with either Kodi Media Center or G-Force Windows set to Fullscreen Mode.

**Workaround:** Do not use Fullscreen Mode for either Kodi Media Center or G-Force until this bug is resolved.