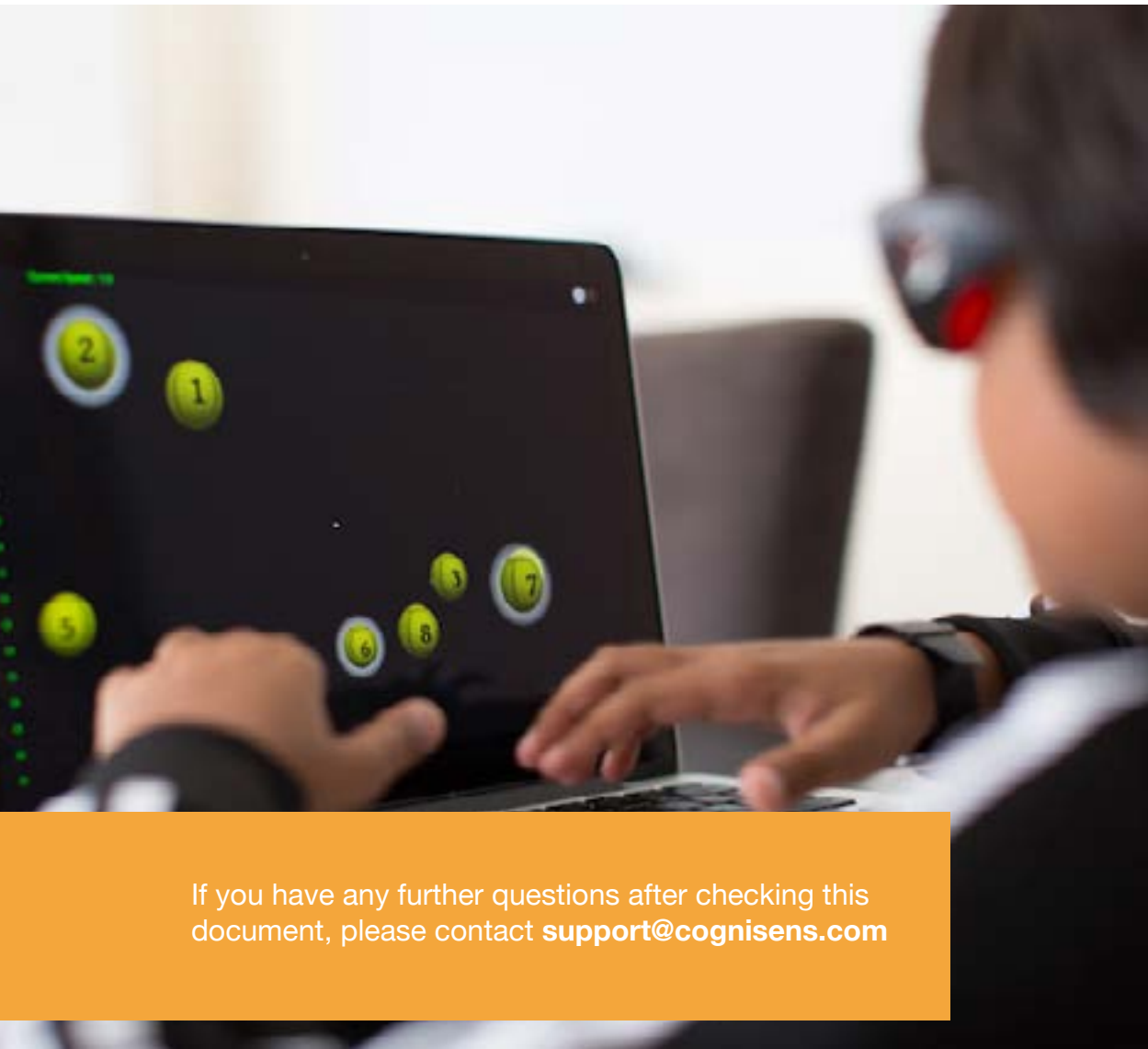


Hardware Setup



If you have any further questions after checking this document, please contact support@cognisens.com

Hardware Setup

Getting Started: NeuroTracker Pro

- WHAT TO BUY
- SETTING UP YOUR 3D TV
- SETTING UP YOUR HMD
- SETTING UP YOUR 3D PROJECTOR

3D Glasses

- WHAT IS THE DIFFERENCE BETWEEN ANAGLYPH AND ACTIVE 3D?
- WHAT 3D GLASSES CAN I USE?
- WHY DON'T MY 3D GLASSES WORK?

Troubleshooting

- CAN I RE-INSTALL NEUROTRACKER ON A DIFFERENT COMPUTER?
- HOW DO I SWITCH 3D MODES?
- WHY IS NEUROTRACKER RUNNING SLOWLY ON MY COMPUTER?
- WHY DO I SEE A WHITE SCREEN WHEN I START A SESSION?
- WHAT IS ERROR CODE 465?
- WHY CAN'T I SEE THE FULL SCREEN WHEN DOING A SESSION?

Getting Started: NeuroTracker Remote

- WHAT TO BUY
- PROBLEMS LOGGING IN OR RUNNING A NEUROTRACKER REMOTE SESSION
- SETTING UP NEUROTRACKER REMOTE

If you have any further questions after checking this document, please contact support@cognisens.com



NeuroTracker Pro

High-end 3D training for gyms and clinics

Where
to
Buy

About

NeuroTracker Pro is an on-site system that uses a 3D TV or projector to deliver the highest quality training environment. NeuroTracker Pro systems are geared to be shared by several users and allow for advanced training.

Hardware Needed

- Computer: Windows
- 3D Display Device: 3DTV or 3D Projector
- Computer Accessories: Power Bar, Mouse, etc
- Tv Rolling Rack (Optional)
- Projector Screen (Optional)

Approximate costs: From **\$1,875 to \$5,799**

www.NeuroTracker.net

All hardware can be purchased off the shelf, but here are a few places you can find them online:

Computer

Most Affordable: [Link](#)

Best Value: [Link](#)

Highest Performance: [Link](#)

3D TV

Most Affordable: [Link](#)

Best Value: [Link](#)

Highest Performance: [Link](#)

Note that 3DTV production has been discontinued, so availability may vary

Projector

Most Affordable: [Link](#)

Best Value: [Link](#)

Highest Performance: [Link](#)

3D TV Rolling Cart

Most Affordable: [Link](#)

Best Value: [Link](#)

Highest Performance: [Link](#)

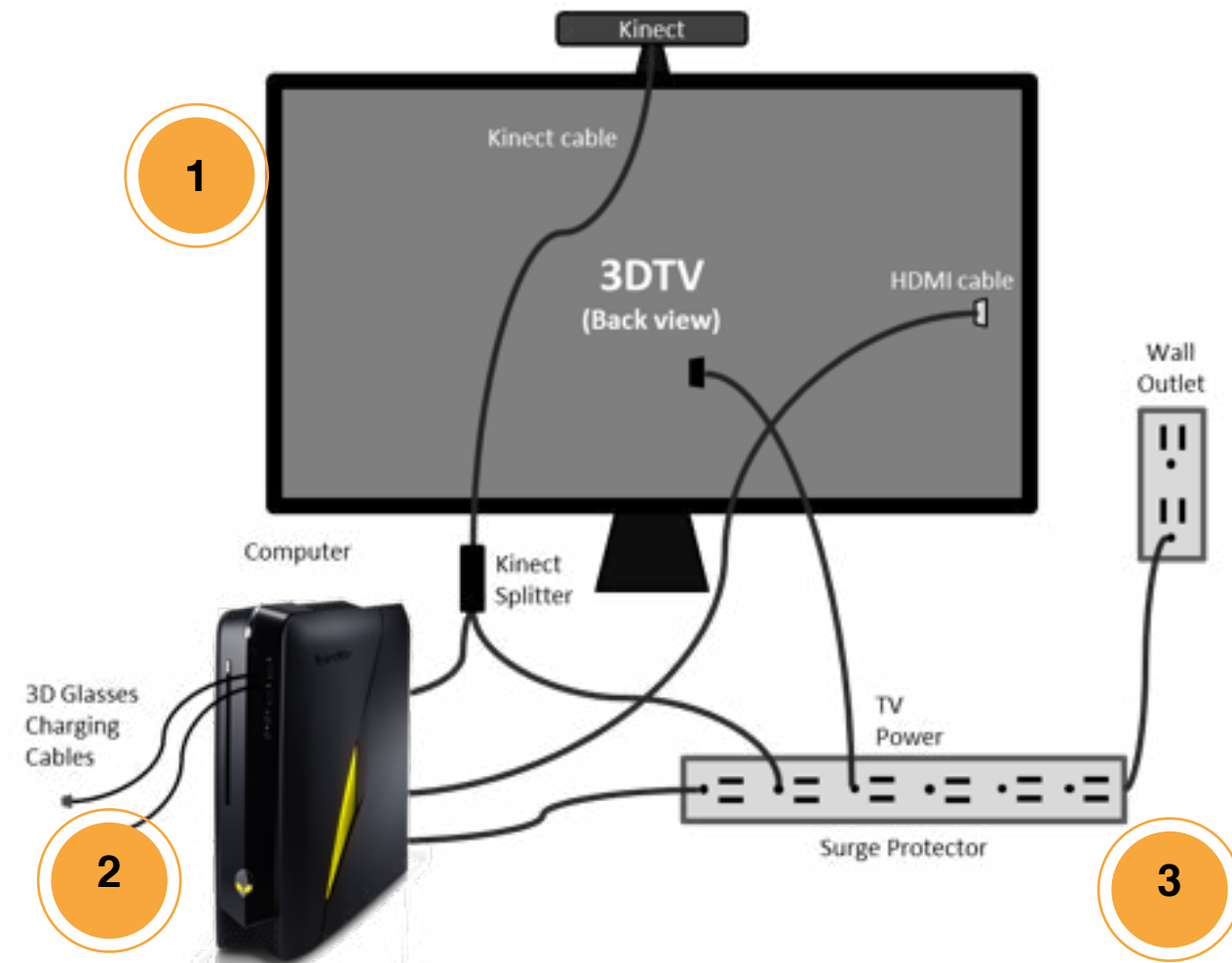
Projector Screen

Most Affordable: [Link](#)

Best Value: [Link](#)

Highest Performance: [Link](#)

Setting up your 3D TV



Items to check

1. Plug into 3D TV

- Power cable
- HDMI cable (to Computer)

2. Plug into Computer

- Power cable
- HDMI cable (to 3D TV)
- Kinect USB cable
- Wireless Receiver for Keyboard + Mouse
- 3D Glasses Charging Cables (if applicable)

3. Plug into Surge Protector

- Power cable (from 3DTV)
- Power cable (from Computer)
- Power cable (from Kinect)

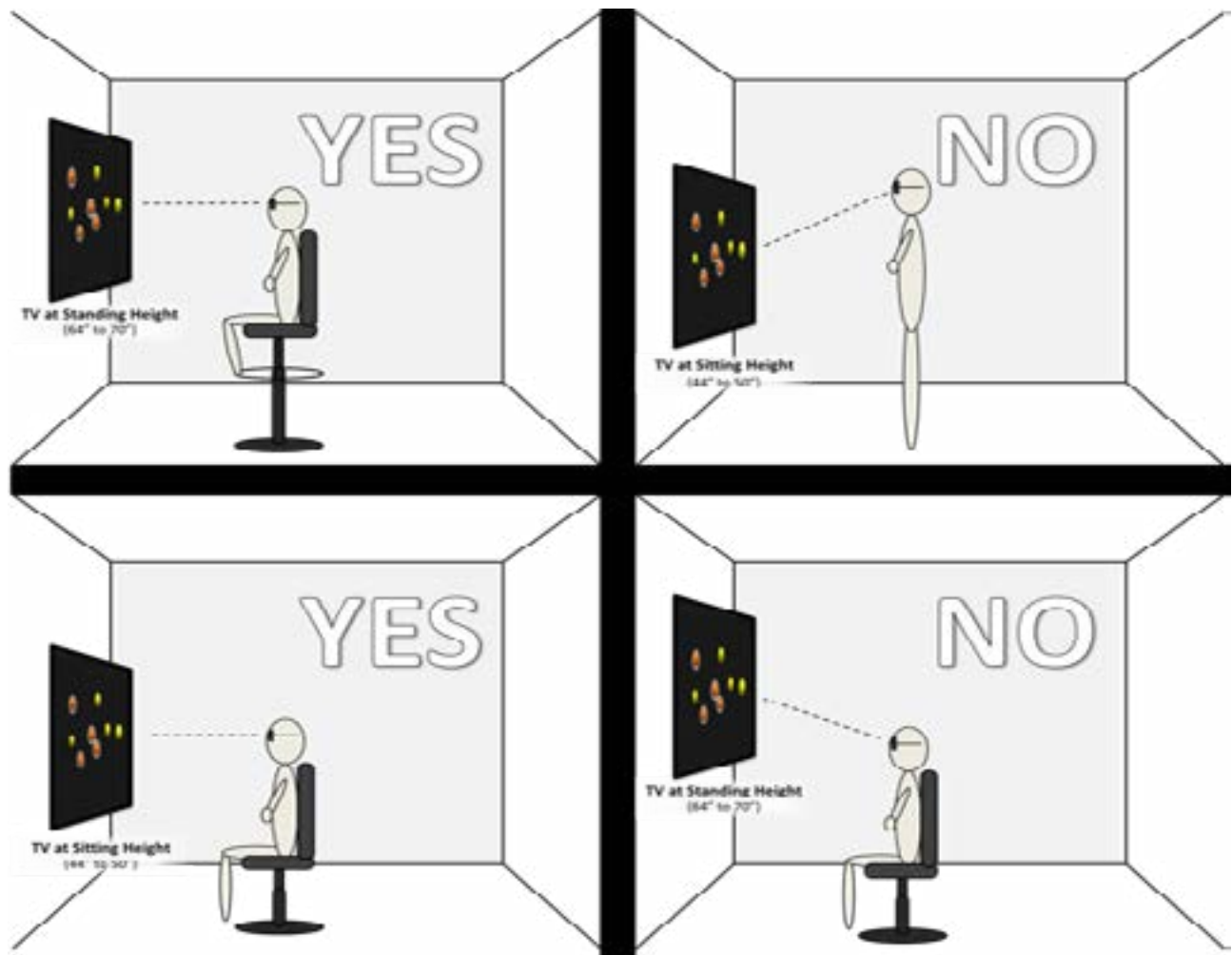
Recommended Postures - TV Height and Chair Height

When setting up a NeuroTracker Pro system, it is important to **position the center of the TV at the same height as the user's eyes**. Failure to do so can result in visual distortions which will negatively impact training results.

When training sessions are done **sitting down**, the center of the TV should be **44" to 50"** off the ground (unless the chair is an unusual height).

When training sessions are done **standing up**, the center of the TV should be **64" to 70"** off the ground.

It is strongly recommended to use a chair with a **seat height adjustment** mechanism, to accommodate users of different heights.



TV Size	Distance from TV
65 inch	5ft 8 in (173 cm)
60 inch	5ft 3 in (160 cm)
55 inch	4ft 10 in (147 cm)
50 inch	4ft 5 in (133 cm)

User Position	TV Height (Center)
Sitting / Low chair	3 ft 8 in (112 cm) to 4 ft 2 in (127 cm)
Standing / High chair	5 ft 4 in (163 cm) to 5 ft 10 in (178 cm)

Get started with the following steps:

1. Begin charging your Active 3D glasses. They will need to charge until the red light turns off.
2. Turn on your Computer and 3D TV
 - The TV should automatically detect the correct input source after about 15 seconds. If it does not, use the TV remote to change the source to **HDMI 1** (assuming this is the port you used).
3. Look at the TV screen and verify that you can see the entire Windows desktop. If the edges of the desktop seem to be cut off, you will need to use the TV remote to adjust the settings.
4. Set the computer to use the TV speakers.
 - Right Click the Speaker icon >> **Playback devices** >> Select the device >> **Apply** >> OK
5. Start your NeuroTracker program by clicking the desktop icon. The first time login credentials will be:
 - **User: admin Password: password**
6. Add your first user and then start a NeuroTracker session.
 - **Manage Users** >> **Add User**
After you have added your first user, you can run a session for that user.
 - **Core** >> Choose a **Group** >> Choose a **User** >> Choose a **Mode** ('Core' for the user's first session)
 - Click **Run Session**
7. The TV should automatically detect 3D signal and switch to 3D display after 2-3 seconds. Before it detects the signal, you will see two side-by-side images. After it switches to 3D mode, you will see two images that are side-by-side.
 - If your TV does not automatically detect 3D, press the **3D Button** on the remote and follow the on-screen instructions to change the setting to **Side by Side 3D**.
8. Sync your 3D glasses for the first time by sliding the glasses power switch to Mode and holding for 3-5 seconds. When they have successfully synced, you will see an icon at the bottom-right of the TV screen. This icon also indicates the battery level.
 - After syncing the first time, you can simply slide the power switch **ON**
Note: *It is strongly recommended to charge the 3D glasses completely before first use. Failing to charge the glasses fully can permanently impair battery life*
9. Change your NeuroTracker password for security.
 - **Operator** >> **Operator Options** >> **Change Password**
You will first enter the original password ("**password**") to gain access to the password change function.
Note: *Be sure to write down the new password you choose.*

Setting up your HMD



Items to check

1. Plug into Computer

- Power cable
- HDMI cable (to HMD)
- Wireless mouse receiver
- Mini USB cable (to charge HMD)

2. Plug into Wall Outlet

- Power cable (from computer)

Get started with the following steps:

1. Turn on the Computer.

Note: *To ensure proper speaker and display configuration we recommend having the HDMI cable plugged into both the computer and the HDMI receiver before turning the computer on.*

2. Ensure that the computer and HMD displays are in “Mirrored/Cloned” mode (both TV and computer are displaying the same images). If the computer is set for “Extended” display instead, then follow the instructions below to change it.

- Right-click the desktop >> **Screen Resolution** >> **Multiple Displays** >> **Duplicate these displays** >> Apply

3. Enable 3D on HMD Glyph by following instructions below. When the HMD turns on it starts in 2D Mode. To change it to 3D mode:

- Make sure the HDMI cable is connected to the blue port of the HMD Glyph.
- Press the button on the left side of the Glyph.
- It will make a sound the mode is now changed to 3D.

4. Start the NeuroTracker program by clicking the desktop icon. The first time login credentials will be:

- **User: admin Password: password**

5. Change your NeuroTracker password for security.

- **Operator >> Operator Options >> Change Password**
You will first enter the original password (“**password**”) to gain access to the password change function.
Note: *Be sure to write down the new password you choose.*

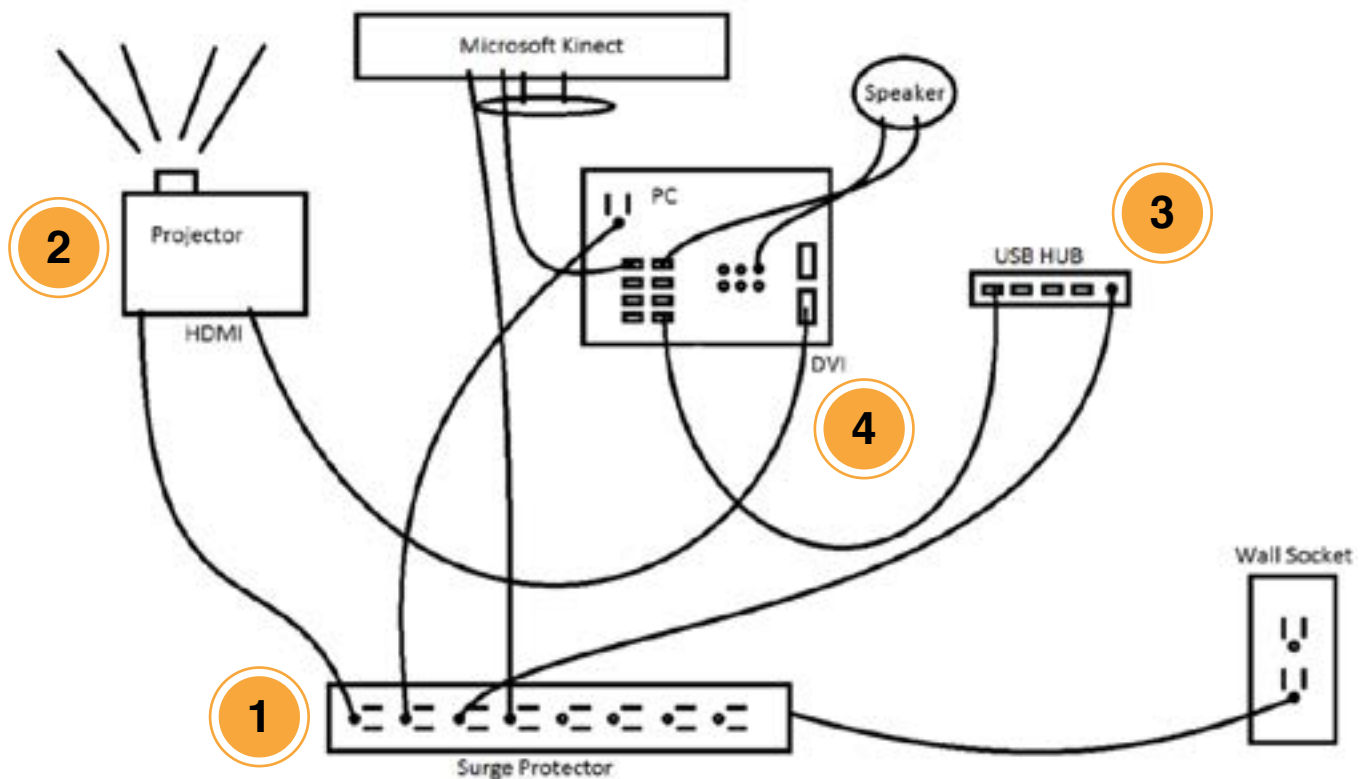
6. Add your first user and then start a NeuroTracker session.

- **Manage Users >> Add User**
After you have added your first user, you can run a session for that user.
- **Core >> Choose a Group >> Choose a User >> Choose a Mode** (‘Core’ for the user’s first session)
- Click **Run Session**

Setting up your 3D Projector

Note about projector setup:

The projector should ideally create an image on the wall or screen that is between 8’ and 10’ wide. Measure the exact width of the projected image in order to figure out where the user should sit. The distance between the user’s head and the wall (or screen) should be 7/8 of the width of the projected image.



Items to check

1. Plug into Surge Protector

- Power cable (from Projector)
- Power cable (from Computer)
- Power cable (from USB Hub)
- Power cable (from Kinect)

2. Plug into Projector

- Power cable
- HDMI -> DVI Cable (to Computer)

3. Plug into USB Hub

- Power cable
- USB 2.0 Cable (from Computer)
- 3D Glasses charging cables
- USB Wifi Adapter
- USB Receiver for wireless mouse

4. Plug into Computer

- Power cable
- HDMI -> DVI Cable (from Projector)
Note: There are 2 graphics cards on the PC. Plug the cable into the DVI port on the right side of the PC (facing the back)
- Xbox Receiver
- X-Mini Speaker (plugs into USB and green headphone jack)
- USB Charging Hub (plugs into both Computer and Surge Protector)
- Microsoft Kinect (plugs into both Computer and Surge Protector)
- Power cable (from Kinect)

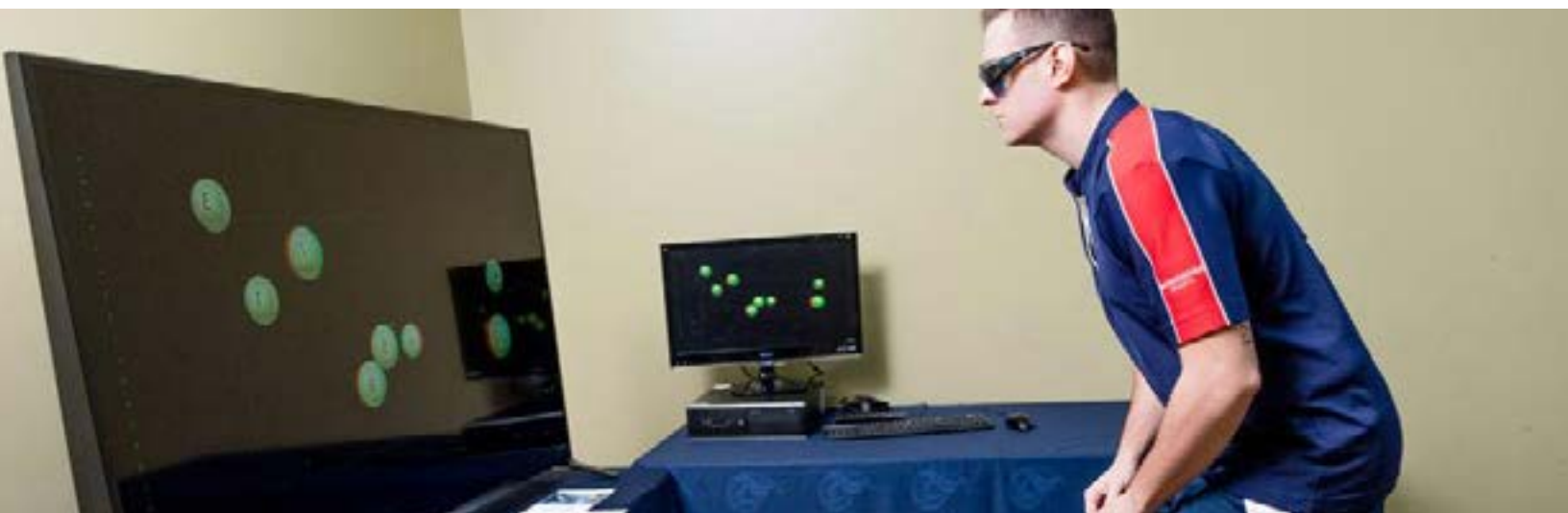
5. Wait until all cables are connected to power everything on



First Time Setup Checklist

Please go through the items on this checklist to make sure the computer and projector are communicating smoothly.

1. Turn on the Computer and Projector.
Note: Your projector likely has built-in speakers and they might activate when they receive an input source. If you hear a static-like sound, please turn the volume on the projector to 0 using the remote.
2. The projector should auto-detect the correct input source after about 15 seconds. If it does not, please manually change the source to **HDMI** using the remote.
3. The first time you connect the projector and after every time it gets disconnected from the computer you will want to check and make sure that it is set to **Side-by-Side 3D** (to get proper 3D).
 - Right click on the desktop and go to **NVIDIA Control Panel**.
 - Click on the left menu bar **Change Resolution**.
 - Under the **Refresh Rate** dropdown box select 60Hz. Confirm that the **Resolution** is set to **1920x1080**.
 - Click on **3D settings** on the left menu bar and scroll down to the bottom of the table until you see **Stereo Enable** and set it to **On**. Make sure to click the Apply button after making any changes.
4. Start the NeuroTracker program by clicking the desktop icon. The first time login credentials will be:
 - **User: admin Password: password**
5. Start a NeuroTracker session and verify that you are seeing 3D.
6. Change your NeuroTracker password for security.
 - **Operator >> Operator Options >> Change Password**
You will first enter the original password ("**password**") to gain access to the password change function.
Note: Be sure to write down the new password you choose.



Troubleshooting: Color distortion in 3D glasses -or- Glasses going in and out of sync with projector

If you experience any issues, try some of the solutions on this list. If the problem persists, contact support@cognisens.com



- **Possible Solution #1:**
Make sure user is the proper distance from the screen. The glasses have an approximate range of 12 feet, so longer distances may cause them to lose sync.
- **Possible Solution #2:**
Make sure there is nothing blocking the signal emitter located on the front of the projector.
- **Possible Solution #3:**
Make sure 3D is enabled on the projector itself. To do this, press Menu on the remote and in Picture Options, go to 3D Enabled and make sure Yes is selected.
- **Possible Solution #4:**
Make sure 3D glasses have an adequate charge. The glasses should be charged 4-6 hours when brand new. Low battery can cause de-syncing.

3D Glasses

What is the difference between Anaglyph and Active 3D?



Active 3D

For use with NeuroTracker Pro

- Active 3D, also known as Stereoscopic 3D, is the type of 3D used by most 3D TVs. To view Active 3D, **you need to use Active 3D glasses**. The glasses work by synchronizing two images into a single 3D image.
- To view images in Active 3D, you need to buy either a 3D TV/ Monitor and Active 3D glasses, or a Head Mounted Display (HMD).



Anaglyph 3D

For use with NeuroTracker Pro and NeuroTracker Remote

- With Anaglyph 3D, instead of separating the images electronically, the images are separated using the red and blue lenses of the glasses - the left eye will only receive the red signals and the right eye will only receive the blue signals. Our brain then merges the images together.
- You should only use Anaglyph 3D with a screen size of **24" or less**. When used with larger screens, the 3D loses its potency and headaches may occur.

What 3D Glasses can I use?

If you are using an Active 3D TV, Monitor, or Projector, check the user manual to find out which glasses are supported or contact us at support@cognisens.com and we will help you to figure out which glasses will work best with your device.

Why don't my Active 3D Glasses work?

- Make sure that your glasses are fully charged. If they use batteries, replace the batteries and try again.
- If they still do not work, it is possible that another Bluetooth device is interfering with the sync - Turn off Bluetooth on your other devices and try again.
- If you are using the glasses for the first time, check the documentation for your TV/glasses for instructions on how to connect the glasses.

Troubleshooting

Can I reinstall NeuroTracker on a different computer?

Yes, it is possible. You will need to contact support to organize a remote session to transfer your license to a different computer.

Send us an email at support@cognisens.com and we will help you make the shift.

How do I switch 3D Modes?

When using NeuroTracker there are different 3D modes that you may be using. Active 3D Glasses and HMD both use side by side mode.

Changing to:

Anaglyph 3D

1. Click on the Operator menu
2. Go to Advanced Functions
3. Go to Stereo Settings
4. Select ON (**Anaglyph**)

Changing to:

Active 3D

1. Click on the Operator menu
2. Go to Advanced Functions
3. Go to Stereo Settings
4. Select ON (**side-by-side**)

Changing to:

2D

1. Click on the Operator menu
2. Go to Advanced Functions
3. Go to Stereo Settings
4. Select OFF (2D)

Why is NeuroTracker running slowly on my computer?

Poor PC performance can have many different causes. It might be caused by a virus or other Malware/adware installed on your computer. Make sure that your antivirus program is up to date and consider installing Malware/ Adware removal software.

Why do I see a white screen when I start a session?

If you are using a Windows 10 laptop, you may find that when you try to run a session, instead of seeing a spinning cube, you see only a white screen.

When you have more than one graphics card on a system, sometimes the integrated graphics card is used by default even when you have a more powerful Nvidia Graphics-card.

This can be easily fixed!



- Right click on your desktop and select the **Nvidia control panel**.
- Manage 3D settings.
- Select the default graphics processor.
- Change to Nvidia.
- Apply and **restart NeuroTracker**.

What is Error code 465?

- **NeuroTracker must connect to the internet at least once every ten logins or once every 25 days (whichever comes first).**
- Make sure that the computer is connected to the internet. If you are connected and it still does not work, try disabling your antivirus program and firewall and try again.
- If you are working in a corporate environment, speak with your IT support and explain that **port 22 and 465 must be open** for NeuroTracker to work.

Why can't I see the full screen when doing a session?

Likely your scaling settings are set too high and this is a **resolution issue**. Steps to check this:

- Make sure you have your windows **display scaling settings at 100%**, having it set higher will cause display issues.
- Go to **Display settings**, change size of text, apps, and other items to 100%.
- After applying this, **log off and log back on again**.
- If it still does not work, contact us.

NeuroTracker

Remote

Training at home or on the road

Where to Buy

All hardware can be purchased off the shelf, but here are a few places you can find them online:

Computer

Most Affordable: [Link](#)

Best Value: [Link](#)

Highest Performance: [Link](#)

3D Glasses

Purchase of NeuroTracker Remote includes 3D Glasses

Supplemental 3D glasses can be purchased here: [Link](#)

About

NeuroTracker Remote is a platform that uses a personal computer to deliver portable cognitive training at home or on the road.

Hardware Needed

- Computer: Windows or Mac
- NeuroTracker 3D Glasses (included)

Approximate costs: From **\$1,200 to \$2,700**

www.NeuroTracker.com

NeuroTracker Remote

Make sure you are connected to the internet

Login to <https://app.neurotracker.net/>

Account Manager - Account Managers assign and manage Admins

Admin - Each admin can manage hundreds of users- these users can be organised into groups

User - Your client

Problems logging in or running a session



1

Are you using **Google Chrome** or **Firefox** as your web browser?

Note: The application only runs on these two platforms– Download Google Chrome or Firefox, they are free!

2

How strong is your internet connection? A stable internet connection will go a long way! If you're having troubles loading the page try closing your window and relaunch the browser.

3

Do you see the application page flickering or unable to see your results? Press **CTRL+F5** (for Windows) or **Command+R** (for Mac) to resolve this issue.

4

Still experiencing issues? The internet likes to keep cookies and hold onto old information even after we've made a new update.

Solution: Try to clear your cache by pressing **Ctrl-Shift-Delete** (for Windows) or **Command-Shift-Delete** (for Mac).

Sign-up and Login - Account Manager, Admin & Trainer



To start your organization's NeuroTracker Remote account, you will be sent an invitation - Once you sign-up, **we recommend bookmarking the page for easy access.**

Enter your email and password to login. You will then see the **NeuroTracker Remote Dashboard** -Don't see any data yet? Don't worry, once you've signed up users and begun training, your account will populate data!

Note: Each email address can only be registered once for any account on NeuroTracker Remote. This means that if you or any Admin wishes to sign-up as a User, you will need an additional email address.

Invite a user

Invite (referral invitations)

1. Click 'User Accounts' on the main toolbar
2. Click 'Invite' tab (just below 'User Accounts')
3. Enter the user's email address to send your users a personalized sign-up link
4. Select user's preferred language (English/ Français)
5. Click 'Send Invite'
6. Your user will follow the link and purchase their license on our website

The screenshot shows the NeuroTracker Remote interface. At the top, there is a blue navigation bar with tabs: Dashboard, **1** User Accounts, Program, and Group. Below this, there are sub-tabs: Registered, Invited, and **2** Invite. The 'Invite' sub-tab is active, showing options: Invite, Invite with a prepaid plan, Bulk Prepaid Invite, and Bulk Prepaid Invites Without Emails. Below these is a light blue box titled 'Send User Account Invite'. Inside this box, there are two required fields: **3** * Email (with an envelope icon) and **4** * Language Preference (with a dropdown menu). At the bottom of the box are two buttons: **5** Send Invite and Cancel.

Invite with a prepaid plan

1. Click 'User Accounts' on the main toolbar
2. Click '**Invite with a prepaid license**' tab (just below 'User Accounts')
3. Enter the user's email address
4. Select the program you would like to assign
5. Assign one of your prepaid license plans
6. Select user's preferred language (English/ Français)
7. Click 'Send Invite'
8. Your user will receive an email to register their account and begin training

Dashboard **1** User Accounts Program Group

Registered Invited Invite

Invite **2** [invite with a prepaid plan](#) Bulk Prepaid Invite Bulk Prepaid Invites Without Emails

Send User Account Invite with a prepaid plan

3 * Email

4 Program

5 * Plan

Language Preference

6

Sign-up and Login - User



Your invited user will immediately receive an email with an option to sign-up, which takes a couple of minutes to complete.

This will change the user's status from 'Invited', to 'Registered' (under 'User Accounts'). They also appear in your Dashboard after completing 2 sessions, showing details of any sessions they have completed.

Only one invite can be sent per email address. If you need to re-invite a user, first cancel the pending invite under 'User Accounts' – 'Invited', by clicking the red 'x' under 'Actions'.