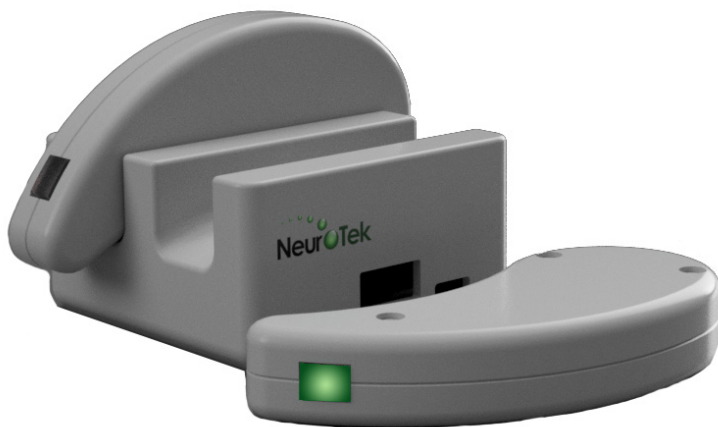




NeuroTek *Elite Series* Wireless Pulsers

Quickstart Guide



Important: Please read all instructions completely before operating this device

Liability Disclaimer

This product is a tool designed to assist the clinician in the administration of (EMDR). The purchaser/clinician agrees to accept full responsibility for any harmful results and/or undesirable consequences obtained from the use of this machine.

The manufacturer of this machine shall not be held liable for adverse affects caused to clients resulting from the administration of EMDR or any other form of therapy using this machine.

Any unexpected reactions, results, or behavior noted as a result of the administration of EMDR, either using this product or by other methods, should be immediately reported to the EMDR Institute.

Limited Warranty

The manufacturer warrants this equipment to the original purchaser against defective material or workmanship during the warranty period from the date of purchase. The manufacturer's responsibility under this warranty is limited to the repair or replacement of defective parts.

The warranty period:

90 days on components that connect with wires. This includes cables, wired pulsers, headphones and AC Adapters. Batteries are excluded from this warranty. One year on all other parts and components. The manufacturer reserves the right to determine whether the part or parts failed because of defective material, workmanship or other causes. Failure caused by accident, normal wear, alteration, misuse, tampering, negligence or improper packaging of returned units is not covered by this warranty. Please be advised that if a product is returned for warranty service and no defects are found or the problem is due to a weak/dead battery or operator error a shop charge and return shipping costs may be charged. All warranty repairs must be done by NeuroTek or a representative designated by NeuroTek. Any repair to the equipment other than by these authorized facilities voids this warranty. The rights under this warranty are limited to the original purchaser and may not be transferred to subsequent owners. To receive warranty service, you must first contact NeuroTek for a return authorization number. This number will be used for tracking your return. Send the complete unit, postage paid, to NeuroTek. Include a description of the problem you are having and a daytime phone number.

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Odessa, FL 33556
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Phone: 727-372-0104
emdrtools@neurotekcorp.com

Package Contents

Pulsers and Base



Adapter



Wireless Pulsers Quickstart Guide

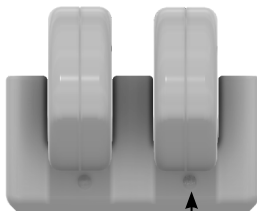
The Wireless Pulsers can be used with the Advanced and Deluxe Tacs. The Charging Base can also power other devices.

① Charging the Wireless Pulsers



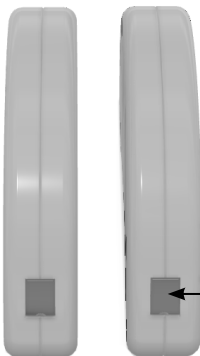
Plug adapter into the Pulser base

Base can be used to charge other devices



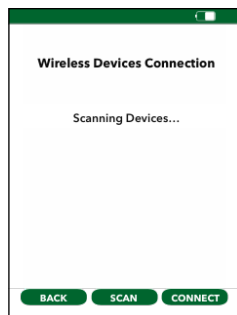
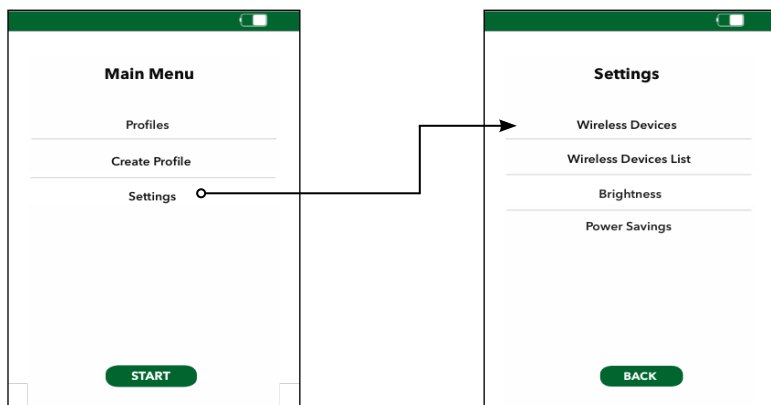
Place pulsers on the base to charge. These lights are solid red while charging, and are solid green when charged. Once the pulsers are fully charged they should be removed from the charging base or lifted off the charging pins to avoid discharge.

② Turning on Wireless Pulsers and Battery level



The LEDs on the wireless pulsers are also the ON/OFF buttons. Press and hold until the green light stays on. Lights will indicate a need for charging by flashing.

③ Wireless Pulsers Connection



Manually select the devices to pair and press connect.



Wireless pulsers show up as left and right and both must be selected. Press connect to pair.



Manually select each pulser. Press remove or connect.

Troubleshooting Guide

Issue

Normal Pulsar charging

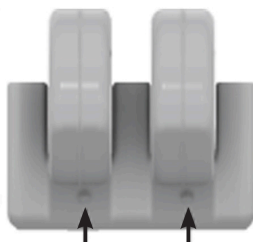
Solution

Charging is shown by the LED on the charger dock below the Pulsar.

Flashing = not connected to Pulsar

Solid red= charging

Solid green=full charge



Pulsar LED continues to flash when Pulsar is on the dock

Check that Pulsar is seated into the dock and makes contact with the spring pins.

Check if the spring pins are dirty or other obstacle is preventing the pins from making contact with the Pulsar pads. Clean them or remove obstacle.

Check if spring pins are damaged which prevents them from making contact. If so, may require replacement of the charging station.



Troubleshooting

Issue

Connection dropped with one or both Pulser during a session

Solution

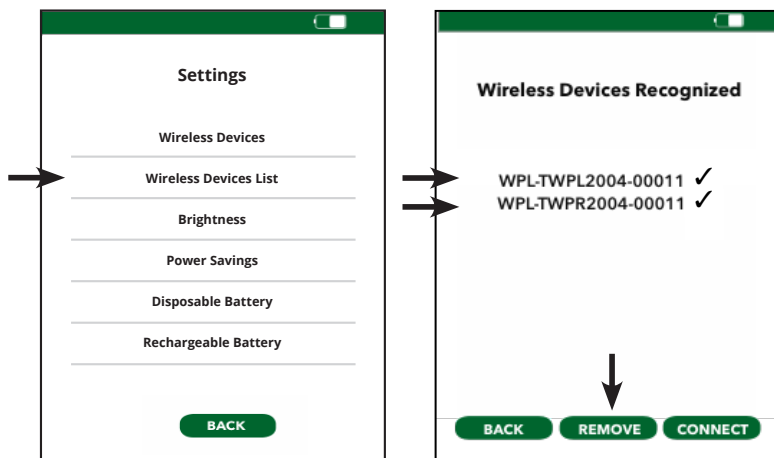
The Tac distance to the Pulser should not be more than 15 feet. Try moving closer and reconnect the Pulser.

Make sure the patient is not covering the LED area of the Pulser with their hands, as this blocks the antenna.

The Tac should be in direct line of sight with the Pulser for best operation.

If connection issues continue

Delete all the devices from the Tac and reconnect.



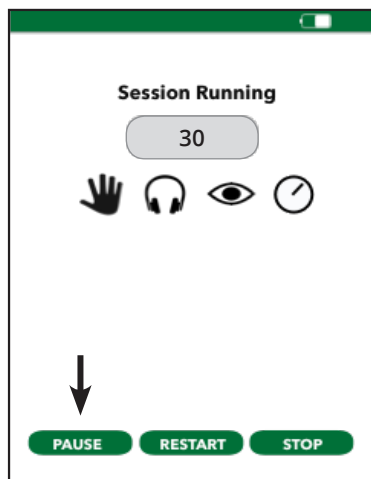
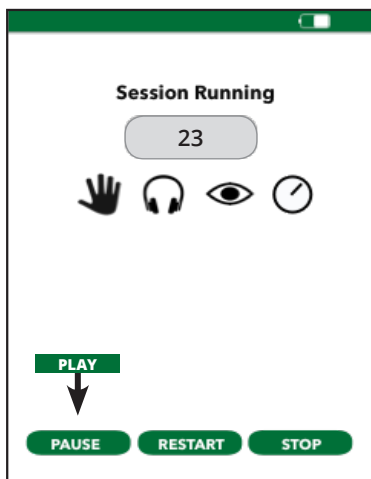
Troubleshooting

Issue

One pulser continues to run after pause is pressed during a session

Solution

Press play and then pause again to reestablish the synchronization of the Pulser.



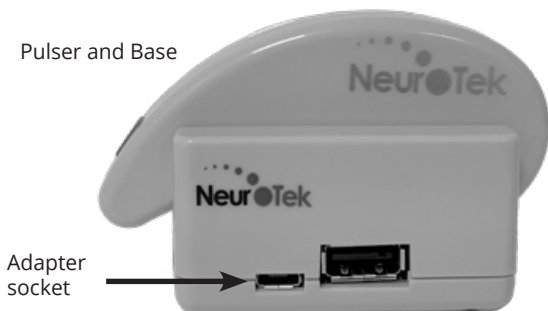
Troubleshooting

Issue

Cannot charge peripheral device (phone) with the charger dock

Solution

Verify that the adapter used is rated at 2.1A on the label.



Adapter



Troubleshooting

If the pulser is frozen and won't turn off, please use a small paper clip and insert it into the small hole on the inside of the pulser near the tip. You will feel the button click and this should turn off your pulser and reset it.

The reset button is located on the inside near the tip. →



For further assistance please email us at: emdrtools@neurotekcorp.com, or call 727-372-0104. Our normal office hours are 7:30 a.m. - 4:30 p.m. EST Monday through Friday.



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