

Neurobelt troubleshooting

Malfunction	Possible cause	Corrective actions
The amplifier does not turn on	The lead cable is not connected or there is no contact in the connector (the amplifier indicator does not indicate a connection)	Check that the lead cable is connected to the amplifier. In case of malfunction, replace the lead cable
	Battery is discharged	Charge the amplifier
The amplifier does not turn on or charge	Short circuit due to a small amount of liquid entering the amplifier housing	Dry the product before re-applying
The amplifier does not charge	The USB port to which the wireless charger is connected does not provide the required current level	Connect the wireless charger to another USB port
	USB cable is defective	Replace USB cable
	The amplifier is improperly located on the wireless charger	Place the amplifier with a sticker down in the center of the wireless charging area
	Battery of the amplifier is defective	<i>Contact the supplier or manufacturer</i>
<p>There is no connection to the amplifier.</p> <p>Variant 1: The amplifier does not appear in the list of Bluetooth devices.</p> <p>Variant 2: The amplifier is briefly displayed in the list of Bluetooth devices, but does not allow you to establish a connection with it.</p>	The amplifier is not turn on	Check the lead cable connection to the amplifier
	Low battery: the amplifier does not light up when the lead cable is connected	Charge the amplifier
	The amplifier is placed at a great distance from the receiver or is shielded	Place the amplifier in the receiver zone. Remove shielding objects from the transmission line
	The environment has a high level of electromagnetic interference, for example, a device emitting EMF, such as a welding apparatus	Leave the area with a bad connection
	The environment has a high level of electromagnetic interference, for example, in the surroundings of many wireless devices	Disable unnecessary wireless devices
	A large list of connected and connected Bluetooth devices	Remove unnecessary connected and connected devices
	Failure of the amplifier identification	<ul style="list-style-type: none"> - reconnect the lead cable to the amplifier - reconnect the Bluetooth adapter to the PC - reboot the OS
	The OS does not provide communication support for Bluetooth BLE (4.0 and higher) (the Microsoft Bluetooth LE Enumerator driver is not installed)	Install the latest operating system updates Update Bluetooth driver
	OS version below Win 10	Replace PC
	The amplifier is displayed under the wrong name, different from the name indicated on the case	<i>Contact the supplier or manufacturer</i>
Software for a long time (more than 1 min.) can not establish a connection with a connected amplifier	The amplifier is defective	<i>Contact the supplier or manufacturer</i>
	The amplifier is not turn on	Check the lead cable connection to the amplifier
Software displays the message "Charge the battery"	Lost communication with amplifier	Remove the connected device from the system and repeat the procedure of connecting the amplifier to the system
	Low battery	Charge the amplifier
Poor communication with the amplifier (significant packet loss)	The battery or amplifier power circuit is faulty	<i>Contact the supplier or manufacturer</i>
	The amplifier is placed at a great distance from the receiver or is shielded	Place the amplifier in the receiver zone. Remove shielding objects from the transmission line
	The environment has a high level of electromagnetic interference	Leave the area with a bad connection

Malfunction	Possible cause	Corrective actions
	The Bluetooth adapter used does not provide stable communication support	Use the Bluetooth adapter supplied
	The operating system does not provide stable communication	Install the latest operating system updates Update Bluetooth driver
	Microsoft Bluetooth LE Enumerator driver failure	Wait until the correct data transfer is restored or turn off the power of the amplifier, remove the connected device from the system and repeat the procedure of connecting the amplifier to the OS
	Poor contact in the connection circuit in the ECG connector (short-time power failure)	Check that the lead cable is connected to the amplifier. In case of malfunction, replace the lead cable
One or all of the recorded signals are not displayed	The lead cable is not connected to the amplifier	Check the cable connections of the electrodes to the amplifier
	Electrodes are not connected to the user	Check the connection of the electrodes to the user
	Internal error of the amplifier	Turn the amplifier off and on again
	Internal error of the software	Restart software
IR sensor does not work	The signal does not enter the indicator window	To bring the light event generator nearer to the amplifier, pointing it precisely at the IR sensor
	Insufficient radiation power from the light event generator.	
No data from the accelerometer	Software does not support this functionality	Update software
	The amplifier is defective	<i>Contact the supplier or manufacturer</i>
One or several EEG leads has high level of noise	Poor contact between electrode and patient's skin	Moisten electrode contact areas with EEG gel. Make sure that electrode contact areas tightly fit patient's skin.
	Poor contact between electrodes and connector.	Inspect connector. If required tighten fastening screws
	The patient, amplifier or cable is located near a source of EM interference	Move user, amplifier and cable as far apart as possible from electric wiring, outlets, extension cords, transformers or other electric power equipment.
<i>Note: If further assistance, please, contact the supplier or manufacturer.</i>		