



Instructions for Use

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Author and Manufacturer

The INDIGO Biofeedback System is manufactured by Quantum World Vision Inc. This **Instructions for Use** Document is created by Quantum World Vision. It dictates the steps required to ensure the safe and effective use of the INDIGO Biofeedback System.

Failure to follow these Instructions for Use may result in the client not getting the best possible advantage out of the INDIGO. Therefore, it is important to ensure that these Instructions for Use are referenced as a top-level guide for all uses of the INDIGO Biofeedback System.

Introduction

The wide spread impacts of acute and chronic stress are now scientifically documented; health professionals understand that the physiological and biochemical changes which occur during prolonged stress can include: increased blood pressure, improper digestive functioning, impairment of the reproductive and immune systems, neurological and respiratory affections, and imbalances in endocrine function. The World Health Organization estimates that the ramifications of these stress related responses in the body are correlated with 87 – 97% of the diseases and disorders that impact an individual's health and well being.

The INDIGO Biofeedback System allows practitioner's and client's/patient's to gain insight into the client's/patient's individual profile of stress; identifying where to make lifestyle changes, and which specific stress reactions need to be managed by addressing aberrant stressful reactions, and create more cohesive and coherent patterns which support overall peace, harmony and vitality in body mind and spirit.

Scope

The application of this manual is to help a user understand the basic functions of the INDIGO Biofeedback System, the set-up needed for the first use, as well as an understanding of the basic navigation of the INDIGO Software.

Indications for Use

The INDIGO Biofeedback System is a therapeutic tool indicated for client education and entrainment of self directed control for the following; stress reduction, muscle re-education, alleviation of muscle tension, pain management, and relaxation training. The INDIGO is able to investigate and monitor physiological changes indicating abnormal patterns of reactivity related to specific stressors, which could be associated with or contributing to illness. It also measures electrical impulses from the body in order to provide information to the client about their reaction to various stress signatures, which commonly interact with the body as causal factors or remediators of stress. The INDIGO also initiates a host of retraining programs which can help clients restore more balanced equilibrium and appropriate physiological responses to stress states.

Disclaimer

The intended use of the INDIGO Biofeedback System is a therapeutic intervention for the treatment, modification, and alleviation of stress, as well as muscle re-education, relaxation training, brainwave relaxation training, and pain management. Qualified professionals may legally practice biofeedback as long as they do not make claims or imply that the INDIGO Biofeedback System can do anything outside of its intended use.

It is important to monitor the effects of the INDIGO Biofeedback System, and to continue as long as it is beneficial. Research shows while many people benefit from the INDIGO Biofeedback System, some do not gain any benefit.

It is illegal in the US, Canada and most other jurisdictions in the world for unlicensed practitioners to diagnose, treat, cure or prevent any medical or psychological disease, disorder or condition. The INDIGO Biofeedback System is not a substitute for standard medical, chiropractic or psychotherapy treatment. It is important to stay in close communication with a physician, and obtain permission to undergo biofeedback training if using a pacemaker or experiencing any other medical condition that may be exacerbated by relaxation.

Client Safety

It is recommended that this information be readily available for quick reference at all times. Following these important instructions is vital to ensuring the safe and effective use of the device. If you have any questions at any time please contact your local representative.

Operating Instructions

- 1. Read all of these Instructions for Use.**
- 2. Keep these Instructions for Use easily available for later reference.**
- 3. Follow all Warnings and Cautions marked on the product and included below.**
- 4. Like all electric devices, DO NOT use this device near water due to risk of electrical shock.**
- 5. Always use the INDIGO on a flat surface to allow ventilation.**
- 6. Use the iNDIGO on a stable table or desk.**
- 7. Always use the INDIGO when at room temperature, if the device has been in a colder environment please wait; until it has reached room temperature before connecting to the laptop.**
- 8. Power for the device is supplied by the computer in order to maintain compliance with safety standards the computer must be ISO certified.**

Operator Profile

An INDIGO Biofeedback System device operator must have basic computer skills and the mental and physical capacity to use a computer and navigate through a software program. They have the visibility, audibility and tactility to work with an individual receiving a session. They have the ability to properly attach the harness to an individual receiving a session. They are not restricted by age or gender. They are not restricted by physical impairment if not impeded by the above requirements. They have read and understand the 'Instructions For Use'.

Warnings and Contraindications

The following warnings help protect the user and ensure the safe and effective use of the INDIGO. Warnings describe issues that could be potentially dangerous to the user if these warnings are ignored.

These warnings should be followed at all times. If you have any questions at any time please contact your local representative.

1. **WARNING, any unauthorized use or modification of the device may be hazardous.**
2. **DO NOT use this device if the client/patient has a pacemaker.**
3. **DO NOT use on clients/patients with epilepsy.**
4. **DO NOT use on clients/patients with electrical hyper reactivity.**
5. **DO NOT connect the harnesses over irritated, inflamed, red or broken skin.**
6. **DO NOT use on pregnant women.**
7. **DO NOT use on children under 3 years of age.**
8. **DO NOT use on clients/patients who are under the influence of drugs or alcohol.**
9. **DO NOT use open containers of fluid on or near the device.**

Cautions

The following Cautions help protect the user and ensure the safe and effective use of the INDIGO. Cautions describe issues that could create problems to the user if those cautions are ignored. Cautions should be followed at all times. If you have any questions at any time please contact your local representative.

1. **This device has shown to not be effected by EMC interference from other devices or cause adverse EMC effects on other devices. Please follow guidelines from the computer manufacturer that you are using with this device as they may have their own specific requirements to follow.**
2. **The device connected to an ISO certified computer is safe and suitable to be in the client/patient environment. In the case where the computer and device are being used by the client/patient themselves, the limits imposed by the computer would prevent any hazard to the user.**
3. **Use caution with psychotic clients/patients or clients/patients with histories of electro-shock.**
4. **Clean the harness after every use.**

Undesirable Side Effects

There are no anticipated undesirable side effects from the use of the INDIGO. However, after being in a deeply relaxed state the user may feel a rush of blood to the head (much like when standing up quickly from a crouching position) and therefore feel a little “light headed.” In this situation, have them hold onto something stable until the feeling passes. If the client has been in a fully reclined position, ask them to get up slowly and take their time. Sometimes people feel that deep breaths or a glass of water help them shake off the light headed feeling.

Before you Use your Device for the first time

When you first get your INDIGO Device, if necessary, let the device and all its components warm to room temperature before connecting and turning it on. This will prevent any condensation from causing serious damage to the electrical components. This also includes the computer that will be used, along with the USB Cable, and the Harnesses.

For your INDIGO to operate at its best performance level, you will want it to be stored and used under the normal temperature guide of 10 to 30°C and in humidity conditions of less than 80%.

The outer casing of the device will protect against liquids, but if the case gets wet, wipe it down with a dry cloth.

Harness Rules and Connections

There are two harnesses that a user must connect, (1) the head harness, and (2) the limb harness. The harness connections are designed with Automatic Recognition Technology, so that the user can plug either harness into either of the two connector plugs on the front right side of the device. The INDIGO will automatically recognize which harness has been connected. The indicator around each connector plug will illuminate with an identifying colour according to which of the harnesses has been connected. If the head harness has been connected the indicator around that connector plug will illuminate blue and if it is the limb harness that has been connected it will illuminate red.

Important: NEVER PULL OR TUG AT THE WIRE CABLE. Only disconnect by gently pulling at metal part of the connector itself.

Cleaning the Harness and Device

To reduce the chance of spreading bacteria from user to user, it is recommended to wipe clean the harness with a sterilizing solution (3 to 5% peroxide diluted in water, 10% alcohol solution or equivalent) between each use. Avoid the use of strong cleaners that may damage the rubberized material. Periodically clean the harness with warm soapy water. Never apply or spray any liquid or solution directly to the harness system. Rather: Dampen a non-lint-shedding cloth to clean it with.

The device may be cleaned periodically as needed with a similar compound used to clean the harnesses. It is not necessary to clean the device after every client. To clean the outside of the device use a cloth dampened with either peroxide or alcohol using the same previously mentioned concentration of 3 to 5% peroxide diluted in water or 10% alcohol solution (used for harness cleaning). Do not pour this liquid directly onto the device.

As with all electronic devices, do not clean it or the harnesses with any liquids while it is plugged in. Remember to unplug the device from the computer when cleaning any parts of the device.






Traveling with your Device (including X-ray Exposure)

We understand that many users of the INDIGO travel often and that you might want to take the INDIGO with you when travelling. Although there are currently no estimates of the effect on airport X-ray screenings on the device, it is presumed that after approximately 100 screenings before there might be a noticeable effect on the functions of the INDIGO. However, only time and usage will determine the complete answer to X-ray exposure. Please notify your local representative if you believe your device is showing a noticeable effect from X-ray exposure.

If possible, it is highly recommended that when traveling with your device, that you place your INDIGO inside grey/pink electrostatic bag and then put it inside the pink anti-electrostatic bubble wrap. This helps to prevent electrostatic build up. It should also be placed in a cushioned, protective carrying case to ensure the safest possible transport of your device.

Symbols on the Device

There are various symbols on the INDIGO box itself and here is an explanation of their meanings. If you have any questions at any time please contact your local Representative. On the bottom:

	<p align="center">Symbol for “MANUFACTURER”</p>
<p>[yyyy]</p> 	<p align="center">Symbol for “DATE OF MANUFACTURE”</p>
<p>[####]-[x]</p>	<p align="center">Control number for the label followed by the revision number.</p>
	<p>Symbol for “CAUTION”: means that it is imperative that users read these Instructions for Use before using the device for the first time and as a reference for all future uses.</p>
	<p>TYPE BF APPLIED PART: It stands for the classification of a permissible filtered current as well as assurance of grounding for safety regarding this current.</p>
<p>ISO [####]</p>	<p>Shows the Quality Management Systems certificates that were issued to the manufacturer for meeting the requirements of these standards.</p>
	<p align="center">Operating Instructions</p>

The serial number label following format I01-yy-mm-dd-xxxxxx (unique consecutive numbers) where I = INDIGO and 01 = hardware revision with the words “INDIGO System Serial Number” and also showing the label control number and revision level.

Computer Specifications for the INDIGO

Please read current information about computer specifications, prerequisites and preparation provided by your broker.

Computer Preparations for the INDIGO

Make sure your computer is updated to the latest Windows Service pack and that the windows updates are done. If not you may experience problems with the software. The INDIGO Device **should not** be connected while doing Windows updates and does not have to be connected while the installation is taking place. You will need to connect it once it is time to install the USB drivers or to configure the com-port for use. Be familiar with internet access, antivirus software (and conflicting ones) as updating and activating the software is now done online.

It is recommended to follow these procedures before the INDIGO Software has been installed.

Once any of the recommended prerequisites or programs have been installed/uninstalled (i.e. conflicting antivirus software) it is advisable to execute the following routine so that the computer tunes up to better run the INDIGO’.

-
1. Clearing your “Startup” Menu: Go to Start / Programs (All Programs XP) / Startup and delete any program loaded there. This is done by clicking over the name of the program with the right button of the mouse to display the sub-menu. Choose ‘Delete’.
 2. It is only advisable that ‘Shortcuts’ (icons with a little arrow in the bottom left corner) are kept on the ‘Desktop’. Any other document should always be kept in ‘My Documents’. The desktop should only contain the shortcuts for the most frequently used programs. In fact, some recommend only having the ‘Recycle Bin’ on the ‘Desktop’ and the ‘Shortcuts’ in the ‘Taskbar’ (The bar at the bottom of the screen). To do that it is necessary to drag the icon from the ‘Desktop’ and drop in the ‘Taskbar’. For the ‘Taskbar’ to allow icons it must be unlocked: Right Click on the task bar and in the contextual menu choose the option to ‘Unlock’ it.
 3. Setting up your Display: Go to Start / Settings / Control Panel / Display. Double click to open. In the ‘Settings’ option set the ‘Screen Resolution’ at 1280x1024 pixels for a 15.4” screen. If you have a 17” screen a resolution of 1680 x 1050 or higher is preferred.. Power configuration: In the ‘Screen Saver’ set to ‘None’, click on ‘Power’ and set all the values to ‘Never’.

4. Empty the 'Recycle Bin' and restart the computer.

Disclaimer: This document is for guidance only. QWV is not responsible in any way for any damages, files lost or otherwise, caused or derived from, or as a result of the direct or indirect use of this information.

Installation and Activation of the INDIGO

Please read the information about computer specifications, prerequisites and preparation thoroughly before loading the INDIGO Software onto your computer.

The INDIGO Software loading and the Activation process is completed online.

Please read the following thoroughly before loading the iNDIGO Software into your computer.

Online Activation

In order to provide a more professional service, our customers will now have access to 24 hour, online internet activation. The activation process requires the INDIGO device to be connected, turned on and recognized by your computer. You will also need this computer to be online in order to proceed. For initial software downloads, updates and service packs, and their activations, there are fees applied.

Depending on the nature of the activation, fees vary. Your broker is able to inform you of the current fee structure. You will be able to pay by credit card or with an active PayPal account. This fee is subject to change without notice. You can install the software on up to two computers. Each computer will require its own activation fee. The activation program remembers the hard drive serial number of each computer you have connected with the device and activated.

Please follow the instructions below and if you have any difficulties please contact your broker's support department for assistance.

1. After the installation is complete, connect your device, using the port that has been designated and configured for it. Turn it on (wait to hear the music and see that it has initialized).
2. Double Click the INDIGO icon on your desktop to open the software program.
3. Make sure you have device recognition at 25%. Click Close (below the device recognition window).
4. Click Continue
5. Click Password

6. Enter your name as you would like it to be presented in the program
 7. Select your country from the menu
 8. Click on the 'I agree to all terms and save' button
 9. Click the Close on the Biofeedback device installation instructions
 10. Click Close on the yellow window if this appears.
 11. Click 'Activation'.
 12. Select 'Internet'. An online web page opens where you can proceed with the activation process.
 13. Enter your e-mail address (the one you used as a reference in your initial INDIGO Trade-in/Purchase).
 14. Click 'Send to the Server'. Wait for the white "Activation" panel to appear
 15. Click on 'PayPal' or 'pay by credit card'. Each initial installation, on up to two computers, is subject to an activation fee.
 16. Follow the online payment instructions. Once your payment is complete and verified PayPal will display your transaction ID.
- Optional;** Print your receipt
17. You can click "**View Printable Receipt**" to print a copy of your transaction. Otherwise you will receive it in an email form PayPal. Be careful if doing this that you don't accidentally close and loose the page displaying your important activation 'Keys'!
 18. Click "**Return to QX LTD**" Sometimes the screen goes white, while processing, please wait. Then a new screen will display, revealing "Your Computer has been activated Congratulations"
 19. Click Ok
 20. The software will close down automatically.
 21. When you restart the INDIGO Software it will be ready to use.

Installation Before Activation

If you've purchased an INDIGO laptop or the full INDIGO Biofeedback System package, you will receive it with the software pre-installed by the Fulfillment Center, possibly before you receive your INDIGO device. The following steps are for those installing on a new computer for the first time or those needing to do a reinstall. If you have any questions, please contact your Broker's Support department.

1. Turn your computer on and make sure that you are at your Windows desktop and that no other programs are running.

If you have **VISTA, Win 7, Win 8** you will need to turn off the UAC (User Accounts Control).

If you every need to do these steps apply the following;

Windows 7 / 8

Turn off the UAC;

- A. Access user Control Panel
Start Menu / Control Panel / User Accounts and Family Safety / User Account
- B. Click on Change user Account Control setting
- C. Move the Slider to never Notify
- D. Click OK to make the change effective
- E. Restart the computer and wait for the boot sequence to finish.

Windows Vista

Turn off the UAC;

- A. Access User Control Panel
Start Menu / Control Panel / User Account
- B. Click “Turn User Account Control On or Off”
- C. On the next screen there will be an option checked, ‘Use User Account Control (UAC) to help protect your computer’. Uncheck this box
- D. Restart the computer and wait for the boot sequence to finish.

Note: The UAC must be turned off for the proper installation of the INDIGO software.

Necessary Programs for the INDIGO Biofeedback System

This page details programs you need to have on your operating system. This can be done either before or after installing the INDIGO.

1. Necessary:

- a. **DivX Player and DivX Codec:** This typically gets downloaded during the INDIGO installation. An icon will appear on the computer desktop – dbl clk to install DivX. This program is necessary to visualize some of the video graphics in the ‘INDIGO’ and in particular those included in the ‘Biofeedback’ and ‘Bodyviewer’.
- b. **Microsoft Word.** This program is necessary to visualize the great amount of written information available in the ‘INDIGO.’ There are some documents that will guide you through the “INDIGO.” These are read with Microsoft Word.

- c. **Open Office.** In lieu of Microsoft Word, Open Office is a word processor program that is compatible with Word documents and is available for no charge.
- d. **Acrobat Reader.** Free version can be downloaded from www.adobe.com. This program is necessary to visualize files with the extension 'PDF' which is a very popular format given its great compression capacity and its user friendly interface.

USB Cable Installation Instructions

Note: The USB interface device does not need an external power source as power is drawn directly from the computer.

Note: The MAXIMUM recommended length of a USB interface cable is 2 meters (6 feet 7 inches). A USB interface cable longer than this will most likely reduce the communication between the operating laptop and the INDIGO.

Configuring the Com-Port

On **'Windows XP'**:

- **Right** Click on 'My Computer'.
- Select 'Properties'.
- Select 'Hardware'.
- Select 'Device Manager'.

On **Vista** and **Win 7 / 8**

- **Right** Click on 'My Computer'.
- Select 'Properties'.
- Select 'Hardware'.
- Select 'Device Manager'.

- 1 Select 'Ports' (COM and LPT)
- 2 Right click on the port that corresponds to the one where the drivers for the cable has been installed, i.e. 'USB Serial Port (COM XX)'.
- 3 Select 'Properties'.
- 4 Select 'Port settings'.
- 5 Select 'Bytes per second'. Change this to 115,200.
- 6 Select 'Advanced...'

- 7 In 'COM Port Number' select 'COM 1'.
- 8 Click 'OK' in all Windows to return to desktop.
- 9 Go back to the 'Device Manager' to check that the changes have taken place i.e. 'USB Serial Port (COM 1)'.
 - It is possible to sometimes see that the 'COM 1 in use' simply because you have just connected to it. Select the Port anyway and click 'OK'. Another message appears 'This COM name is being used by another device (such as another port or modem) using duplicate names can lead to inaccessible devices and changed settings. Do you want to continue?' Click on 'Yes'.
 - For some computers it might be necessary to reboot to save changes in the ports configuration.
 - **Always connect the INDIGO to the same USB port you have just specially configured.**

Getting Started

After you've done all of the above, it is necessary to restart your computer. Plug the computer or laptop to a medical grade surge protector or ensure that enough battery life to complete a session. Turn on the computer or laptop and allow it to boot to the Windows desktop.

Turning On the Device

1. It is important to remember that any time before you start to work with the INDIGO software, you must make sure the INDIGO Biofeedback Device has been allowed to go through its complete start up sequence.
2. Depress the start button and you will notice a pale, white, illuminated ring around the perimeter of the depressed button. The screen will start to flicker and then you will start to see a visual indication that the device is initializing. Shortly after the words "Welcome to INDIGO" appear on the screen along with the eye logo. At this moment the device gives off its chime signaling that it is ready to interface with the software.
3. At this time, it is okay to double click the INDIGO icon on the desktop to prompt the program to start opening. The device recognition window will appear at the 25% load mark. If this fails to appear the software will not be available for full operation. Recheck the previous steps or turn

of the device, disconnect the USB cable from the computer, then reconnect, turn it back on, and try again.

4. Click the close button on the device recognition window and the booting recommences, Click Continue, this will take you to the main menu, thus giving you access to the Password screen for full entry into the program.
5. When attaching the two harnesses, plug one harness into one of the two connector plugs (on the front right face of the INDIGO device) and the other harness into the other plug. Once connected, the indicator lights around the connector for the head harness will illuminate in blue and the same thing will happen when the limb harness is connected except the indicator lights will be purple.

Ending a session and disconnecting the Client

Once you have exited and closed the software program you can turn off the INDIGO device.

Remove the Head Harness carefully to avoid pulling your clients hair. Remove each of the limb harnesses and set them aside, making sure all the cables are out of the way before the client attempts to get up. Offer the client some tissues to help cleanse any residual moisture or tackiness from any hydrating or electrode solutions, if applicable.

Ask the client to rise slowly and take their time getting up from their seated or reclined position. Remind them to hold onto something stable and/or take some deep breaths if they experience any feelings of light headedness. Offer the client a glass of water if needed to shake off a light headed feeling.

Trouble Shooting Guide

In the table below are some of the things you may see on your screen and how to resolve them. If you are unable to find your issue below please contact your brokers Support department.

Error Message	Possible Cause	Troubleshooting
DB		
Grid Index out of Range	Happens occasionally on the Matrix when going through sub filters/searches or in and out of other programs and back to the Main Matrix. The very bottom item on the Matrix is not completely visible (only top sliver of the item is visible). Then attempting to search the matrix using the "Echos" or "Test Item in Hold Tray" will give this error.	Use the point of the cursor to click on the visible sliver of bottom item that is partially visible (bottom of the Matrix list) and it will show up completely, or use the arrows (above matrix) to go to the low end reactants and back to the high end reactants.
Video		
No MCI device	Randomly appearing superficial software message mostly displayed in Biofeedback. May also occur in BV.	Click OK and proceed with the session, may not appear again in next session after a reboot of the computer. If extremely persistent could indicate missing DivX codec, but usually an error indicating nothing. Could Reinstall DivX (C:\Clasp32\Program\).
No MCI driver installed	Div X Codec and Drivers are corrupted or not installed on the system. May also occur in BV.	Reinstallation of DivX 5.11 Bundle (C:\Clasp32\Program\), Make sure Indigo/DD/BV/Irid are closed before installing DivX 5.11Bundle
Error MCI Device Codec: Error32	Div X Codec and Drivers are corrupted or not installed on the system. May also occur in BV.	Reinstallation of DivX 5.11 Bundle (C:\Clasp32\Program\), Make sure Indigo/DD/BV/Irid are closed before installing DivX 5.11Bundle
vidDX50 Decompression Error	Div X Codec and Drivers are corrupted or not installed on the system. May also occur in BV.	Reinstallation of DivX 5.11 Bundle (C:\Clasp32\Program\), Make sure Indigo/DD/BV/Irid are closed before installing DivX 5.11Bundle
Cannot Determine the device type from the given file name extension	Occurs in BV, possibly the DivX Codec is corrupt or not installed, also can be USB Driver Related(See Connectivity Errors)	Navigation error refer to manual for BV instructions on "Therapist plus Unconscious Choices" and or check to see if BV folder is installed. Reinstallation of DivX 5.11 Bundle (C:\Clasp32\Program\), Make sure Indigo/DD/BV/Irid are closed before installing DivX 5.11Bundle

There is no driver installed on your system.	Div X Codec and/or Drivers are not installed on the system, may also occur in BV.	Reinstallation of DivX 5.11 Bundle (C:\Clasp32\Program\), Make sure Indigo/DD/BV/Irid are closed before installing DivX 5.11Bundle
Connectivity		
Overrun Error (Baud Rate)	Indicates the port configuration is not set correctly	Make sure to change the Baud Rate in Device Manager Port Settings to 115,200.
Indigo Device not connected; Please reconnect and reset.	Occurs in AFE Programs, could indicate driver issues	Run interface type(C:\Clasp32\Program), or may need to Uninstall/Reinstall FTDI Drivers. (Call Support for help)
This program has already been activated using another device. If you want to continue with this new device the program will return to demo mode and will need to be reactivated. Are you sure you want to continue?	Issue with Indigo Serial number being read incorrectly. Clicking Yes will deactivate your software and be forced to reactivate. This can occur if you have not waited for the Indigo device to initialize completely, or opening the program before turning the Indigo device on.	If this error presents itself during operation, make sure to click NO to the message, close the program, turn off the device and restart the computer. Allow computer to fully reboot to the windows desktop before turning on the device and allow it to fully initialize and chime before attempting to open the program.
System Errors		
Invalid Floating Point Integer	Indicates the computer's Windows prerequisites have not been met correctly.	Vista must have SP2 Installed; XP must have SP3 installed, Win 7, advanced options are set to 'appearance' or 'let windows decide'.
It appears your user account control (UAC) s turned on, please turn off and restart your computer before opening program again.	Program has detected UAC is turned on	If UAC has already been disabled, remove windows password (if possible), Turn on UAC, Reboot the computer, Disable UAC, Reboot computer. If issue still persists it may be antivirus or another software preventing Indigo from operating correctly.
User Error		
Cannot make a visible window modal	This is a very rare occurrence that happens if a program shortcut key has been inadvertently pressed while entering information into a word document at the exact same moment a function is completing in the software and the software screen pops up in front of your typing.	Click OK and continue on, ignoring the message.

Invalid Integer Value	Occurs when the field is not accepting an number as it is being written, or the language format of the Windows OS is set to European d/m/y and birth information is added in U.S. Format m/d/y	If it is a timer use the arrow to set instead of typing the number. Enter birth information in correct format that your Windows is set up for. If you wish to change regional settings in the Control Panel, be sure to close the Indigo software first.
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Any other errors that occur should be noted and reported to Support Central for resolution.

1 800 388 2033 ext 1.

Disposal

The INDIGO device you are using is an electronic product that should not be mixed with general household waste. Disposing of this product correctly will help to save valuable resources and prevent any potential negative effects on human health and the environment which could otherwise arise from inappropriate waste handling. For proper recycling please take this device to designated collection points where they may be accepted or returned to the manufacturer.

Appendix A – INDIGO Harness Unpacking and Set-Up Instructions.

The INDIGO Biofeedback System takes a leap and delivers a harness system. This is the only approved harness system to work with the INDIGO; it has the ability to detect subtle upper body temperature fluctuations which can have a very cognitive benefit for a client. An example of this would be when stress is reduced or muscle retraining is experienced, the body temperature will fluctuate accordingly and the client can immediately see this change on the INDIGO display panel.

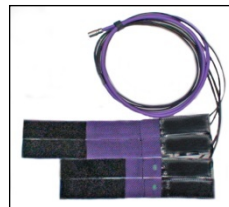
Typically less stress equals cooler body temperatures and more stress equals higher body temperatures.

The INDIGO Biofeedback System communication occurs with the Skin, the largest organ of the body. The skin is very much like an audio speaker that we can actually “listen to” because it has the ability to transmit measurable stress reactions deep in the body. The skin is also very much like a microphone because it listens like a radio receiver signals coming from outside which it also carries deep into the body. In relation to this hydration of the skin (as well as internal hydration) is paramount in aiding clear and accurate communication. To help understand this, think about how sounds transmit more easily in an amplified, crystal clear way underwater.

Furthermore, the Quantico capacity of the skin takes a big leap when you send a test signal through a simple pin point test probe then touch the skin anywhere and the entire skin surface knows instantaneously.

What this translates into is that you do not have to wrap the body in conductive material but only place conductors on the skin surface of the body in strategic places to accommodate the current advanced technology.

Thermal Sensors locations straps



To maximize subtle temperature changes, the sensors should be placed in direct contact with the client's skin, near the inside of the wrist. Only place a thin plastic covering or tape between the sensors and the skin and replace as needed.

Head Harness Storage



Your head harness is best folded in thirds for storage with the eight rubber electrodes and two thermal sensors facing inwards for protection.

Do not be curious enough to pick scratch or tamper with the circuit boards that are fastened to the strap.



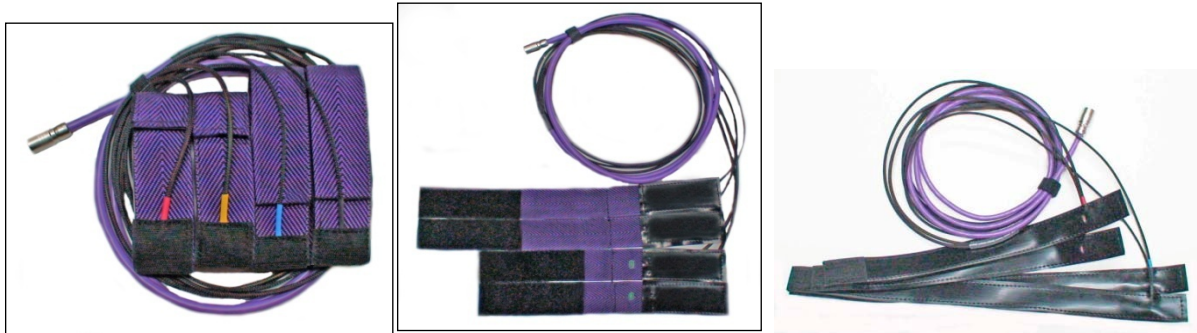
Head Harness

Take a single-ply of tissue or Sanek strip for sanitary purposes and spray (moisten) it with a preferred solution (see skin preparation) to improve the conductivity of the headband with dry skin. **DO NOT SPRAY DIRECTLY ONTO THE HARNESS SYSTEM.** Place the moistened tissue over the eight electrodes only and place on client's forehead. The head harness cable lead should be positioned to the right side of the clients head. The preferred electrode positioning is centered at the nose line, four to the left four to the right and aligning the band just slightly on the eyebrow line.

When removing your straps from your preferred storage container, never indiscriminately tug or pull against any resistance as you can potentially break the assembly components of your harness thus voiding any warrantee.

It is recommended to always coil the head harness cable in a similar manner.

Limb Harness



Your limb cable and wires will also be neatly wrapped in a 6 to 8 inch coil hard wired to four straps.

2 - 12 inch wrist straps with thermal sensors.

The left wrist strap and right wrist strap each have one temperature sensor located near the conductive rubber, placed on the INDIGO webbing.

Do not be curious enough to pick scratch or tamper with these thermal sensors. Any damage to the sensors that are not part of normal wear-and-tear will void the warranty. Gently clean each thermal sensor with a soft swab tip applicator.

2 - 15 inch ankle straps with no thermal sensing.

Each of you limb harness straps is color coded to the following traditional limb colors.

Red – Right Wrist

Yellow - Left Wrist

Black – Left Ankle

Blue – Right Ankle

Applying Limb Straps

1. Begin with placing rubber end against the skin
2. Carefully wrap so temperature sensors touches the skin on the inside of the wrist
3. Secure the strap with attached Velcro.
4. If an arm is less than 4.5", you may need to use a clean folded cloth to take up the excess of the strap so that you have rubber and temperature sensor touching the skin.



Applying Leg Straps

1. Begin with rubber end against the skin.
2. Carefully wrap the strap so the conductive rubber is snug to the skin.
3. Secure the rest of the strap over the supply wire.



Black – Left Ankle Strap

This is a specific recommendation just for the left ankle strap. Take a single-ply of tissue or Sanek strip for sanitary purposes and spray (moisten) it with a preferred solution (see skin preparation) to improve the conductivity of the Black Ankle Strap with dry skin. Place the moistened tissue over the rubber electrode only and place on the client's left ankle.

Connectors



There are two harnesses sets that a user must be connected, (1) the head harness, and (2) the limb harness. The harness connections are designed with Automatic Recognition Technology, so that the user can plug either of the two plugs on the front right plugs. The INDIGO, will automatically recognize which harness is connected and change the port colour around the plug accordingly. For example, the colour around the connector port for **head harnesses will illuminate [blue]** and the colour around the connector for **limb harnesses will illuminate [purple]**.

Skin Preparation for your client

Many of your client's may have challenges surrounding dermal (skin) hydration or conductivity. Ask your client to practice hydrating themselves daily and certainly prior to their session.

The practitioner needs to be mindful of steps to improve dermal conductivity in a safe accepted non evasive method.

To be sprayed onto a single layer of tissue or a Sanek strip so that the tissue is highly moistened prior to placing it on the skin under the rubber electrodes of the Head Harness & Black Left Ankle Strap:

The following Spray solutions are recommended over Gels;

Rose water, light Himalayan salt solution, Colloidal Silver Water, or Electrode prep solution.

Other preferred methods such as Rose water or a light Himalayan salt solution can be used to improve conductivity. Conductive gels or sprays are available if necessary. Never apply sprays or gels directly to the harness rubber electrodes.

Connecting the harnesses to your INDIGO Biofeedback System

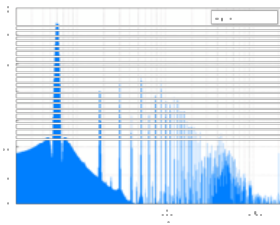
To begin, lightly press each of the harness connectors into either receptacle port with a gentle rotation of the connector so it will index and then snap into place. The five-key system permits only one way coupling so that you can find the right position to connect even when you are connecting in the dark or while distracted.

Medical Grade Surge Suppressor

The use of a Medical Grade Surge Suppressor is highly recommended. One reason is that it supplies clean filtered power to the computer. Another feature included in some surge suppressors is a battery backup. This provides an uninterrupted power supply thus preventing your session from being interrupted by a power disruption. Contact your system supplier for a recommended power Back up suited for your computer.

Interpretation: The power or voltage delivered at a wall receptacle can often vary due to gray brownouts and over-voltages etc. 110 volts to 125 volts minimal daily. These variances can wipe out electronic equipment in less than a second. These anomalies can also reflect on the performance of your computer and device software at critical times such as calibration and certainly device testing.

Below is a representation of a daily 60 Hz (60cycle hum) that may occur



As you can see there is a very common complexity of indistinguishable sine wave spikes show in this matrix recorded daily in every major city.

Another Feature that is included in some surge suppressors is a battery Backup which provides an uninterrupted power supply thus preventing your session from being interrupted by a power disruption. Contact your system supplier for a recommended power Back up suited for your computer.

Disconnecting the harness system from your client:

To remove the connector from the INDIGO™ device for cleaning or storage, grasp the sleeve of the metal connector only, to pull firmly to get it to release from the port.

Maintenance:

Important: NEVER PULL OR TUG AT THE WIRE CABLE. Only disconnect by grasping the metal connector itself. Any damage to the harness cables by pulling or tugging at the wire cable instead of the connector itself will void the warranty of the harness.

Note: oily fingers can make it difficult to unplug a connector.

Cleaning

It is highly recommended to apply the following the preferred cleaning procedures, although a comparable cleaning method may be used.

1. After each use, clean the rubber electrodes and straps with a damp solution of 3 to 5% peroxide dilute 10% alcohol solution or equivalent.
2. Gently wipe any visible material found on the rubber electrodes.
3. Spritz a clinical grade Transeptec transducer/probe solution onto a clean, soft cloth to wipe visible grime from surfaces. Steps 1-3 are to be used as cleaning steps prior to sterilization.
4. Use a commercial grade germicidal UV sterilizer unit to efficiently insure the deepest cleansing of your straps.
 - Do not use anything abrasive or any strong cleaning agents on the electrodes or straps.
 - Never apply sprays or gels directly to the harness system, rather: first dampen a cloth with the product and then apply to harness. Like with all electronic devices, do not immerse or clean the harnesses with any liquids.
 - General cleaning hint is if you won't put it on your face, you may not want to put it on your harness straps or let anything get on them.
 - Failure to follow these steps in cleaning your harnesses will void the warranty of your harness.
 - To clean the temperature sensors, use alcohol on a dampened soft tipped applicator or Q-Tip swab the sides and surface, then allow the surface to dry before putting the straps back in use. If you use a protective cover over the temperature sensors, clean the area around the sensor with alcohol.
 - You will find that each strap cable is coiled in a series of loops six to eight inch in diameter then secured with a reusable Velcro® wrap tie. When storing your straps, it is recommended to always coil the head harness cable in a similar manner.

End of the day Care of Harness

Upon completion of the work day it is recommended that you perform the proper cleaning and or sanitizing procedure then re-coil the cables to the original coil (approximately a six inch to eight inch diameter coil for less tangling), otherwise lay out cable un-twisted during long term usage.

Important Notes:

- 1) In the interest of improving truer galvanic conductivity, you may consider requesting the removal of any excessive body oils or body makeup prior to physically attaching your harness to a client. Use preferred discretion.
- 2) A rule of thumb working with wire is if you kink or bend any wire, it can tangle or catch on anything it drags across that can lend to potential or unwanted pulling on your INDIGO device.
- 3) Prevent tugging, stepping on, cutting, bending, wadding or crimping the wires as it may disrupt energy flow. Energy moves effectively in gentle waves or coils.
- 4) Remember, the harness system is hard wired so you have no break away feature with the Indigo device. Place your device in a safe or guarded working area.

BioTrode Technologies is a tested and approved accessory vendor for the INDIGO Biofeedback System.

Harness Warranty

The INDIGO straps shall be approved for warranty if used in the following ways:

- Full 1 (one year) warrantee on strap construction and conductive rubber, and wire cabling. Any manufacture defects will be repaired at no charge. Shipping and handling additional.
- Limited 90 day warranty on the mounting of temperature sensor.
- Warrantee is void if straps are connected to equipment other than the INDIGO device.
- Use with any other electronic device will void all warrantee considerations.
- Unintentional or deliberate damage will not be covered. However repair is available at very reasonable cost.

To obtain warranty service please call: 250 646 2740.



The INDIGO™ Biofeedback system is covered by a two-year limited warranty: If a computer was supplied as part of the “purchase package” it is NOT covered under THIS warranty. The computer has its own separate warranty issued by its manufacturer.

LIMITED WARRANTY COVERAGE: Quantum World Vision Inc warrants to the end-user that the INDIGO™ Biofeedback System will be free from defects in materials and workmanship.

WHAT IF I NEED WARRANTY SERVICE? For INDIGO™ product warranty and repair services, contact us at: 1-877-388-3009 in USA & Canada Toll Free or 1-250-646-2740 Worldwide or email us at info@quantumworldvision.com

During the two-year limited warranty period, Quantum World Vision (or its authorized service representative) will repair any INDIGO™ hardware products returned to us that prove to be defective in materials or workmanship. We will replace any defective part, if we determine that it needs to be replaced. If Quantum World Vision is not able to repair the part or product, we will replace it with genuine INDIGO™ parts or product that is new or refurbished.

When you contact us via telephone or email regarding a service issues, we will send a service return authorization by email to you to include with your return. You must return the products to us in their original or equivalent safe packaging; prepay shipping charges, and insure the shipment or accept the risk if the product is lost or damaged in shipment. We will return the repaired or replacement products to you. If the product being returned has been repaired or replaced under the warranty, we will prepay to ship the repaired or replaced products back to you if you use and address in Canada or the Continental United States (excluding Puerto Rico and USA territories). Otherwise, Quantum World Vision will share / split the cost* with the customer to return / ship the product (*Quantum World Vision’s share will be a max ½ ship cost or \$50USD, whichever is the lesser). If the product being returned has not been repaired or replaced under the warranty, the shipping cost is the responsibility of the customer, which includes the option of shipping method. In the case of International product returns, Quantum World Vision is not responsible for custom duties, import taxes, or other costs outside of shipping fees.

If after inspection, we determine that the product problem is not covered under this warranty, we will notify you and inform you of service alternatives that are available to you on a fee basis.

IS THE LIMITED WARRANTY TRANSFERABLE? Yes, the Limited Warranty is transferable upon Quantum World Vision’s ability to record and contact the purchasing party for verification purposes.

NOT COVERED UNDER THIS LIMITED WARRANTY: 1) Software, including the INDIGO™ software program and software / firmware added to the INDIGO™ Biofeedback Device Box during production or the reloading of it. NOTE: The Software Agreement is included in a separate agreement form. 2)

Problems that result from external causes such as accident, abuse, misuse, or problems with electrical power. 3) Service or repair completed by a non-authorized INDIGO™ repair center. 4) Problems caused by using parts or components for repair not supplied or authorized by INDIGO™. 5) By usage that is not in accordance with product instructions and maintenance procedures. 6) A malfunction of the INDIGO™ Device by reason of a Non- INDIGO™ approved accessory or attachment connected to the INDIGO™ device. (Vendors may apply and be granted the right to proclaim the INDIGO™ Product Approval Seal up confirmation of safety protocols met). 7) An INDIGO™ Product with missing or altered Service Stickers or Serial Numbers. 8) Limited Warranty service will not be provided for INDIGO™ Devices that Quantum World Vision has not received payment for or is under a financial payment agreement.

THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS; YOU MAY ALSO HAVE OTHER RIGHTS THAT VARY FROM STATE TO STATE (OR JURISDICTION TO JURISDICTION). INDIGO™S RESPONSIBILITY FOR MALFUNCTIONS AND DEFECTS IN HARDWARE IS LIMITED TO REPAIR / REPLACEMENT AS SET FORTH IN THIS WARRANTY. ALL EXPRESS AND IMPLIED WARRANTIES FOR THE PRODUCT, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTIES AND CONDITIONS OF MERCHANTABILITY AND USE FOR A PARTICULAR PURPOSE, ARE LIMITED IN TIME TO THE TERM OF THE LIMITED WARRANTY PERIOD. NO WARRANTIES, WHETHER EXPRESS OR IMPLIED, WILL APPLY AFTER THE LIMITED WARRANTY HAS EXPIRED. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG IMPLIED WARRANTY LASTS, SO THIS LIMITATION MAY NOT APPLY TO YOU. WE DO NOT ACCEPT LIABILITY BEYOND THE REMEDIES PROVIDED FOR IN THIS LIMITED HARDWARE WARRANTY OR FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES, INCLUDING, WITHOUT LIMITATION, ANY LIABILITY FOR THIRD-PARTY CLAIMS AGAINST YOU FOR DAMAGES, FOR PRODUCTS NOT BEING AVAILABLE FOR USE, OR FOR LOST DATA OR LOST SOFTWARE. OUR LIABILITY WILL BE NO MORE THAN THE AMOUNT YOU PAID FOR THE PRODUCT THAT IS THE SUBJECT OF A CLAIM. THIS IS THE MAXIMUM AMOUNT FOR WHICH WE ARE RESPONSIBLE. SOME USA STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU. THANK YOU.