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Installation

Q: How do I install the product and get it working?

A: Carefully follow the instructions in the [Quick Start Guide](#) that came with your product. For Windows and Mac, it consists of roughly two steps: Install the DVD, and pair the headset to the computer via Bluetooth. For Android and iOS, in general it is: pair the headset to the device, and download compatible apps from the Android Market/Apple App Store. Be sure to follow all the steps of the Quick Start Guide carefully.

Headset

Q: My headset doesn't turn on after moving the switch to the On position.

A: Replace with a new battery, and then try moving the switch to Off and back to On again. If the headset still doesn't turn on, please contact support@neurosky.com to describe your problem and request an RMA (Return Merchandise Authorization).

Q: How do I adjust the headset to be more comfortable or fit better?

A: The bar that goes over the head can be extended to different sizes. Simply pull the bar out at the seam to extend it. Adjust the fit until it is comfortable.

Q: I don't understand how to use the headset.

A: Please run the **MindWave Mobile Tutorial** app and go through the explanations. (On Windows, it is installed from the DVD and can be found in App Central. On Mac, it is installed from the DVD and located in your Applications folder. On Android and iOS, please download from the Android Market and Apple App Store, respectively.)

Q: What are the different meanings of the red/blue light on the headset?

A:

| Light | MindWave State | Meaning |
|----------------------|----------------|--|
| Off | Powered off | MindWave is turned off or has no battery |
| Double Blinking Blue | Pairing Mode | MindWave is ready to be paired to a device |
| Solid Red | Unpaired | MindWave needs to be paired to a device |
| Single Blinking Blue | Ready | MindWave is waiting for a paired device to connect |
| Solid Blue | Connected | MindWave is communicating with a paired device |
| Double Blinking Red | Low Battery | Need to replace the MindWave battery |

Bluetooth, Pairing, and Connecting

Q: My game/application is not connecting or not getting brainwave info from the headset!

A: First, make sure the headset has a fresh battery and is turned on. Then, make sure you have installed the software from the DVD and **paired** the headset to your computer or mobile device according to the instructions in the **Quick Start Guide**. Finally, try restarting the game or app you were running.

If you have tried all of the above and the game/application is still not connecting, please check <http://mindwavemobile.neurosky.com> to see if there are any special instructions pertaining to your particular system or Bluetooth. You may also contact support@neurosky.com and describe your problem to a Customer Support technician.

Q: I've turned off the headset or removed it from my head, but why does the game or application still continue running?

A: Most games and applications will take several seconds (up to 10 seconds) to make sure the headset is truly disconnected or turned off before halting the activity in the game or app. This is normal, and is to prevent any minor interruptions that might occasionally occur from constantly interrupting your game or app experience.

Q: On my Windows or Mac computer, I turned off my Bluetooth receiver, or unplugged my Bluetooth dongle from my computer, and it shows a message that the "ThinkGear Connector has crashed". Did I break it?

A: There should be nothing wrong with your computer. There is a known issue where the ThinkGear Connector service simply gets confused by the sudden abrupt removal of a Bluetooth device. If this happens, simply restart ThinkGear Connector from your Windows Start Menu or App Central, or from your Mac's Applications folder, and it will be working properly again.

ThinkGear Connector (TGC)

Q: What is the ThinkGear Connector and why do I need it?

A: The ThinkGear Connector (TGC) is needed in order for some games and apps on your Windows and Mac computer to be able to connect to the headset. It sits unobtrusively in the systray in the lower right corner of the Windows desktop, and uses absolutely minimal system resources. By default, it is started for you whenever you start your computer or App Central, so that your apps will be ready and able to connect to the headset. It does nothing besides allow games to connect to the headset.

Advanced users may disable TGC from starting at startup if they wish, but will then need to manually start it from their Start menu or App Central whenever they want to use certain apps or games that use the headset.

The TGC is required because some software platforms, like Flash, do not allow direct access to the computer's COM ports. TGC connects specifically to the headset's COM port and allows Flash games and apps to connect to the headset. TGC makes it easier for many applications to connect to the headset, instead of having to directly access low level system COM ports.

MyndPlay

Q: MyndPlay crashes with a message “MyndPlayer.exe has stopped working”. Why does this happen, and what do I do?

A: This has been known to happen on 32-bit systems with NVidia graphics cards running Windows 7. If this happens to you, make sure you are updated to the latest Windows 7 Service Pack from Microsoft (SP1 at the time of this writing), and using the latest version of the MindWave Mobile Application Disc installers from <http://mindwavemobile.neurosky.com>.

If your system is not a 32-bit Windows 7, or you do not have an NVidia graphics card, please contact support@neurosky.com and provide the details of your issue.

Q: MyndPlay crashes upon startup due to a missing DLL.

A: This is a rare issue that can only happen if your computer has an unusual configuration, where the `C:\windows\system32` directory is not on your Environment Variables PATH. To solve this, add `C:\windows\system32` to your Environment Variables PATH, and then re-install the product from the DVD. This will allow it to properly register the DLL during the installation process. After installation, you may remove that folder from your PATH again, if you wish.

Q: How do I select and start watching a video?

A: Click the button that looks like an “eject” button to select a video file to watch.

Q: Why does MyndPlay crash when I press the PLAY button?

A: Due to a known issue, MyndPlay will crash if you do either of the following:

- Press “open” button to bring up the video selection dialog, but don’t choose any video, then close the video selection dialog. If you then press the “play” button, Myndplay will crash.
- If you are not wearing the headset, MyndPlay will prompt you that you are disconnected. If you press the “play” button at this time, Myndplay will crash.

To work around it, simply do not press the “play” button unless you have a video selected and are wearing the headset properly.

You may check on http://mindwavemobile.neurosky.com/#for_windows to see if a newer version of MyndPlay or the MindWave Mobile bundle exists to fix this issue.

Brainwave Visualizer

Q: Why does Brainwave Visualizer show that it is connected sometimes, even though the headset is not actually connected or not even turned on?

A: There is a known issue where Brainwave Visualizer sometimes displays that it is connected when it is not. A future revision of Brainwave Visualizer will fix this issue. For now, please simply disregard if you see this occurring.

Q: How can I change the visualization pattern in the spider graph?

A: You can press the left and right arrow keys on your keyboard to change to other visualization patterns. Several patterns are available. Find one that you enjoy!

Q: Why do my high scores in the ball-floating game and barrel-burning game reset to zero when I leave the game? How do I keep my high scores between sessions?

A: The two games in Brainwave Visualizer are really intended more as technology demonstration mini-games, rather than full-fledged games. As such, the “high scores” (float height, and burn time) are only there for amusement, rather than true “high scores” as in typical games. A future revision of Brainwave Visualizer may keep the scores between sessions. For now, use them to just challenge yourself during each session that you play.

Q: How do I use Brainwave Visualizer to record my brainwave data while listening to music in iTunes?

A: Make sure you start your iTunes **before** you start the Brainwave Visualizer program (if BV is already open, close it first and start iTunes). When you press “record” in BV, your current song in iTunes will start from the beginning, and your brainwave data will be recorded in time with the beginning of the song.

Meditation Journal

Q: On my Mac, I can't create a new user, nor end the session in Meditation Journal?

A: Please follow the instructions on http://mindwavemobile.neurosky.com/#for_mac to download and install the latest version of Meditation Journal or the MindWave Mobile Installer, which fixes this issue.