

This IFU is available for download in multiple languages:

Descarregue o manual em português: www.neurovizr.com

Descargue el manual en español: www.neurovizr.com

Scarica il manuale in italiano: www.neurovizr.com

Download de handleiding in het Nederlands: www.neurovizr.com

Handbuch in deutscher Sprache herunterladen: www.neurovizr.com

Téléchargez le manuel en français: www.neurovizr.com

TABLE OF CONTENTS

Introduction	5
Important Warnings and Cautions	6
Contraindications	11
Handling and Storage	12
Definitions and Symbols	13
Device Specifications	14
General Device Care	18
Maintenance and Cleaning	19
Service and Two-Year Limited Warranty	20
Operations of the neuroVIZR	22
The neuroVIZR App	24
Device Setup and Installation	26
Manufacturer's Contact Details	31
Standards we Comply with	32



INTRODUCTION

The neuroVIZR™ is an over-the-counter consumer device designed for general use and is not classified as a medical device.

It is specifically created to enhance sensory experiences, improve sleep, provide entertainment, and contribute to a positive emotional and mental well-being.

With its advanced technology, the neuroVIZR offers users a range of benefits and unique experiences when paired with the neuroVIZR App.

This Instruction for Use document (IFU) provides instructions and guidelines for using your neuroVIZR NR9 device.

IMPORTANT WARNINGS AND CAUTIONS

WARNING: Failure to follow the warning messages could result in serious personal injury. Please take these warnings and cautions seriously to ensure your safety, the longevity of the device, and an optimal user experience.

Use and Health Conditions: If you have any doubts regarding the use of the neuroVIZR and the neuroVIZR App in relation to an existing health condition or medication, it is strongly advised to consult your healthcare provider for their opinion and guidance.

CAUTION: Failure to observe the cautions associated with use could result in minor injury or product damage. Please pay close attention to these cautions.

Eye Safety: Do not look at flashing LEDs with open eyes – always use the neuroVIZR with closed eyes to ensure eye safety.

Age Restriction: The neuroVIZR and the neuroVIZR App are intended for use ONLY by adults aged 18 years or older. Any usage by a person under 18 years old is the responsibility of the parent or guardian.

Photosensitive Seizures: Rarely, individuals with no known previous seizure experience may experience a photosensitive seizure while using the neuroVIZR.

If you are unwilling to accept this risk, please refrain from using the neuroVIZR device. The manufacturer, designers, sales agents, or affiliates cannot be held responsible in such cases.

User Responsibility: The safe use of the neuroVIZR device is the primary responsibility of the user. If the neuroVIZR appears to be operating incorrectly, discontinue use immediately and contact neuroVIZR customer support at customer@neurovizr.com.

Potential Discomfort: The neuroVIZR may induce short-term headaches, dizziness, and fatigue in some individuals. If such symptoms appear, it is recommended to use lower-level general light intensity settings and reduce the frequency of neuroVIZR usage.

Environmental Considerations: Avoid exposing the neuroVIZR to extreme temperatures or high moisture, as this may damage the device.

IMPORTANT WARNINGS AND CAUTIONS

FCC Statement:

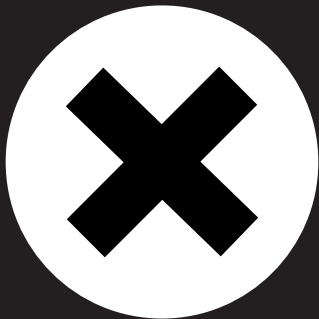
This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

CAUTION: Any changes or modifications to this device not explicitly approved by manufacturer could void your authority to operate this equipment.

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

RF Exposure Information: The device has been evaluated to meet general RF exposure requirements. The device can be used in portable exposure condition without restriction.



CONTRAINDICATIONS

To ensure your safety and well-being, please observe the following contraindications. Please consult with your healthcare provider if you have any concerns or questions about using the device based on your specific medical condition or circumstances:

- Do not use the device if you have been diagnosed with epilepsy or any other seizure disorder.
- Do not use the device if you are currently experiencing acute psychosis.
- Do not use the device if you are suffering from acute vertigo.
- Do not use the device if you have any acute eye disorder.
- Do not use the device if you are experiencing acute photosensitivity.
- Refrain from using alcohol or potent drugs while using the device, as they may affect the subjective experience of light and sound during device usage.
- The neuroVIZR should not be used in conjunction with other stimulation devices simultaneously.

HANDLING AND STORAGE

Proper handling and storage of the neuroVIZR are crucial for maintaining its performance and longevity. Please follow these guidelines:

The neuroVIZR device should be handled with care. Do not drop, expose to water, or subject it to extreme temperatures.

The neuroVIZR should be stored in the provided case when not in use to prevent dust and debris from entering the device.

Only use the neuroVIZR with manufacturer-compatible accessories.

DEFINITIONS AND SYMBOLS



This device is internally powered only. The symbol indicates the device was manufactured according to the degree of protection against electrical shock for this Type B protection class equipment.



DO NOT use the neuroVIZR and neuroVIZR App before reading this manual.



Keep the neuroVIZR dry. DO NOT immerse in water.



Not for general waste.



Rated input 5V/3A. Battery LiFePO₄, 2.96 Wh rating. Product Made in Thailand. IP20: Protection against a solid object greater than 12.5mm such as a finger. Not protected against liquids.



Device	neuroVIZR NR9
Configuration	Headgear, Light box with 9 LEDs
Material	ABS/PC
LEDs	9 LEDs, 4000K, 2.8V, 65mA, 120 degrees (1212)
Optical lenses	9 PMMA lenses, L/W 7.6 x H 6.47 mm (45 degrees)
Headframe	Headframe padding with Velcro

Button interface	ON/OFF Button
Battery	Li-ion cylindrical battery LiFE-PO4, 800mAh
Bluetooth	BLE V4.2, 2.4GHz
Power source	Adapter 5V, 1A - 5V, 3A with USB-C cable
Weight	Total: 195 gr, Headgear: 85 gr, Light box: 110 gr
Dimensions	Headgear: 250 x 187 x 41 mm, Light box: 109 x 83 x 22 mm
Accessories	Carry bag
The neuroVIZR App	Available on Apple Store (IOS 15 or up) and Google Play (Android 10.0 or up)
Magnet	Neodymium N52: 100 x 50 x 2 mm

GENERAL DEVICE CARE

Battery: The neuroVIZR is rated for continuous operation. The device can be used while charging. Charge time from empty to full is approximately 2.5 hours . We charge just below the maximum charging current as to prolong the lifetime of the battery.

Do not attempt to change the LiFePO4 rechargeable batteries. Doing this may result in a hazard.

Typical LiFePO4 battery life is 2000+ cycles. Battery pack replacements are available.

The neuroVIZR is travel-friendly, as it can be brought on a plane, either in carry-on or checked luggage, however, it is essential to follow the specific instructions provided by the airlines for safe and hassle-free transportation.

Please contact customer@neurovizr.com for more information.

MAINTENANCE AND CLEANING

Regular maintenance and cleaning of the neuroVIZR are essential to ensure its optimal functioning. Please follow these guidelines:

Cleaning Guideline: Clean your neuroVIZR when the main power is off. It is only necessary to clean the device if it becomes soiled. The headset can be cleaned with a damp cloth or water wipes. Use of other cleaning solutions may damage the housing. Never spray cleaners directly on the device.

CAUTION: Do not use cleaning products that contain ethyl alcohol and/or ammonium chloride. These chemicals may cause the plastics to crack. Using unapproved cleaning agents will void the manufacturer's warranty.

SERVICE AND TWO-YEAR LIMITED WARRANTY

The neuroVIZR offers a comprehensive refund and limited warranty policy to ensure customer satisfaction. For products purchased through online neuroVIZR channels in the US, Canada, EU countries, and Thailand, there is a 30-day money-back guarantee for a full refund if you're not satisfied. After this period, claims related to the 2-year warranty will be processed.

It is important to note that opening the neuroVIZR headset or attempting any user-serviceable actions will void the warranty. To ensure full warranty coverage, it is essential to follow all instructions, warnings, and cautions provided in the user manual.

Refurbished products, which are categorized as cosmetic, functional, or fully refurbished, are sold «as is» and cannot be returned. However, these refurbished products are also covered by the 2-year limited warranty.

The limited warranty covers defects in workmanship or materials under normal use for a period of 2 years. The company will repair or replace defective products or parts at no charge, excluding accessories and consumables.

Troubleshooting tasks may be required, and warranty service requests can be made through email or the support portal on the company's website.

During the first 30 days after purchase, the company covers all shipping costs. Afterward, the customer is responsible for shipping costs. The warranty period starts from the date of purchase, and proof of purchase may be requested for warranty services.

It's important to follow all warnings, cautions, and instructions provided in the user manual to ensure full warranty coverage. The warranty does not cover damages resulting from negligence, improper use with unauthorized accessories or chargers, improper maintenance or modification, natural causes, theft, or loss of the product.

Implied warranties are limited to the duration of the applicable warranty period. Returns, repairs, or refurbishments of products purchased from third-party resellers are exclusively handled by the reseller.

For more detailed information on the refund and limited warranty policy, please visit our website at <https://www.neurovizr.com/refund-policy>.

OPERATIONS OF THE NEUROVIZR

The neuroVIZR device is charged using a USB-C cable from a power source. You can charge the unit while it is turned OFF or ON.

When turning the device ON, you will notice that the LEDs briefly light up. The LEDs display a charging status: three horizontal LEDs indicate a full charge 100%, while only one horizontal LED indicates a low charge 10%. Additionally, when connected to the neuroVIZR App, the charge level of the neuroVIZR device can be viewed in the top right corner of the App.

If the charge is low, the unit will still function but for a limited time. It is recommended to recharge the unit as soon as possible. It is important to turn the unit OFF by holding the push button for 3 seconds after use to avoid unexpected drainage of power. Otherwise the device will turn OFF by itself after 10 minutes without use.

To ensure a comfortable fit, adjust the headband device on your head, then click the neuroVIZR device on the Headgear.

Once the unit is in place, you can wear a set of headphones or earbuds for audio.

The LED plate of the neuroVIZR device, should be positioned directly in front of your eyes, similar to VR goggles. This placement allows for optimal viewing experience.

Please note that the neuroVIZR must be paired with the neuroVIZR App in order to access all of its features.



KEEP YOUR EYES CLOSED AT ALL TIMES WHILE THE LIGHTS ARE FLASHING

THE NEUROVIZR APP

To get started, it is essential to download our app, which can be found on both the App Store and Google Play. You will need either iOS (version 15 and up) or Android (version 10.0 and up).

Please allow the auto-update feature to keep access to the continually evolving neuroVIZR App features.

You need to have Bluetooth® enabled on your phone in order to connect the app to your neuroVIZR device.

You need a WiFi connection or mobile data so you can access and/or download sessions.

You will need headphones or earbuds to connect to your phone.

The neuroVIZR App features a download function which enables you to access them offline. After the download is complete, you can enjoy your favorite sessions offline without the need for WiFi, although Bluetooth is still required for usage.



DEVICE SETUP AND INSTALLATION

To start using your neuroVIZR device, make sure it is charged, then press and hold the button located on the right side of the unit for 3 seconds to turn it ON.

Next, ensure that you have installed the neuroVIZR App on your phone and enabled Bluetooth for connectivity.

Assuming you have already completed the registration process and logged in to the neuroVIZR App, please follow the onboarding guide. This will instruct you how to connect the neuroVIZR to your neuroVIZR App.

The guide includes a brief light sensitivity check that lasts for 15 seconds, followed by 30 seconds of more dynamic patterns. This check aims to prepare you for the actual first experience with neuroVIZR and the neuroVIZR App.

For persons wanting a more complete light sensitivity check, the neuroVIZR App provides you with an industry-standard checking process that takes a total of 3 minutes. This format includes alternating periods of flickering lights and no light.

During the initial session, you will get a sneak peek into the captivating light and sound experience that neuroVIZR and neuroVIZR App offers. It serves as a preview of what you can expect from the device.

If you plan to share the neuroVIZR experience with your family and friends, Please use the “Show a friend” feature on the app. This will ensure that they are well-prepared and can have an amazing first experience with neuroVIZR and the neuroVIZR App.

Troubleshooting

If you encounter any issues or difficulties while using the neuroVIZR device, refer to the following troubleshooting guide for possible solutions:

Device Not Powering On:

- Ensure that the device is properly charged. Connect it to a power source using a USB-C cable and allow sufficient time for charging.
- Check if the power button is functioning correctly. Press and hold the power button for 3 seconds to turn on the device.

Connectivity Issues with the neuroVIZR App:

- Verify that the neuroVIZR App is installed on your mobile device and is up to date.
- Ensure that the operating system on your mobile device is up to date.
- Check if Bluetooth is enabled on your mobile device.
- Enable Bluetooth in the device settings if necessary.

- Ensure that your neuroVIZR device is turned ON.
- Ensure that your neuroVIZR device is fully charged.
- If on Android, ensure the app permission “Nearby devices” is allowed for the neuroVIZR App.

Audio Issues:

- Check the volume settings on your connected headphones or earbuds.
- Ensure that the volume is appropriately adjusted.
- If you are using wireless headphones/earbuds, make sure they are fully charged and that they are connected via Bluetooth to the mobile device. Check if the issue persists with other audio sources.

App Crashes or Freezes:

- Close the neuroVIZR App and reopen it to see if the issue resolves.
- Update the neuroVIZR App to the latest version available in your app store.
- If the issue persists, uninstall and then reinstall the app on your device.

Reach Out to Our Team

If the troubleshooting steps do not resolve the issue or if you encounter any other problems not listed here, please contact our customer support team at customer@neurovizr.com for further assistance.

Provide detailed information about the problem you are facing to help us better understand and address the issue effectively.

MANUFACTURER'S CONTACT DETAILS

Vizr Technology OÜ
Meistri 16 – 204
Tallinn 13517
Estonia

Website: www.neurovizr.com
Email: customer@neurovizr.com

Contact neuroVIZR if you need any assistance setting up or maintaining your device.

For online support, please go to www.neurovizr.com

NeuroVIZR is a registered trademark of VIZR Technology OÜ.

© 2024 neuroVIZR™

STANDARDS WE COMPLY WITH

EN 62368-1:2014+A11:2017
EN 50663:2017; EN 62479: 2010
EN 301 489-1 V2.2.3 (2019-11)
EN 55014-1: 2017+A11: 2020
EN 55014-2: 2015
EN 301 489-17 V3.2.4 (2020-09)
EN 300 328 V2.2.2 (2019-07)
EN 55032: 2015 (Class B) (PASS)
IEC 61000-3-2: 2019 (Class A)
EN 61000-3-3:2013+A1:2019
EN 61000-4-2:2009 (B) (PASS)

EN 61000-4-3:2006+A1:2008+A2:2010
EN 61000-4-4:2012
EN 61000-4-5:2014+A1:2017
EN 61000-4-6:2014
EN 61000-4-11:2014+A1:2017
EN 50663: 2017; EN 62479: 2010
EN 62471:2008
EN 60335-1:2012+A11:2014+A13:2017
EN 62233:2008
FCC Part 15 Subpart C, Section 15.247