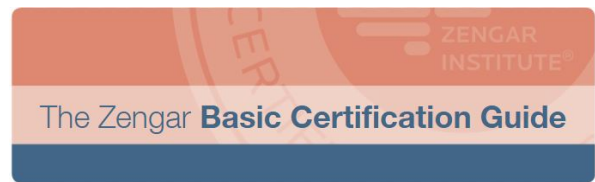




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THE TECHNICAL SIDE

- **Maintenance** of your system:
Please consistently update your NO3 system as they come in
- Requesting **Technical Support**
- Windows Updates--
 - 1. Let them happen!
They can take time.
 - 2. Is your system slow?
Do Windows Updates.
 - 3. Keep doing updates until it tells you
 - "There are no updates left for this system".

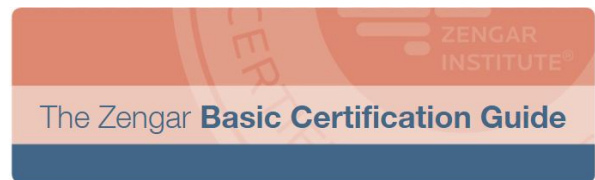
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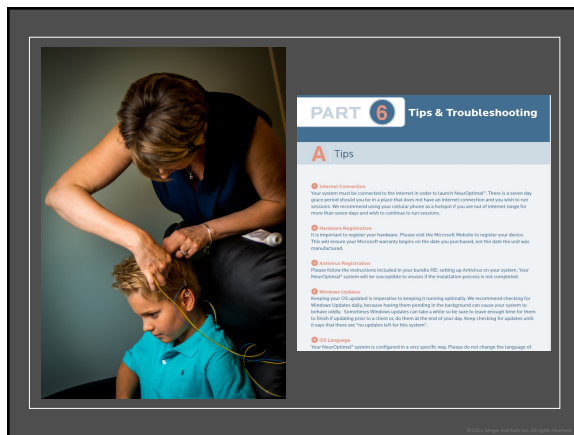
Meet Johnny Diavatis

3

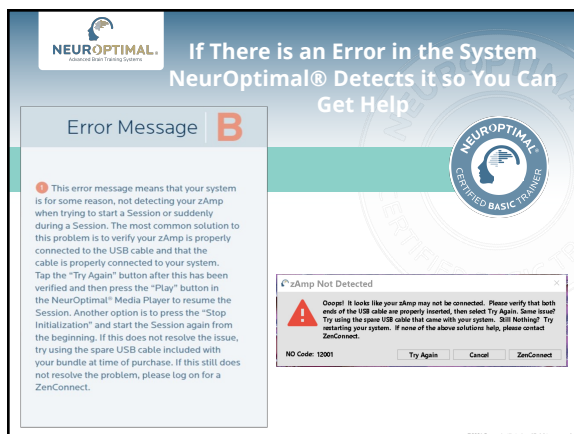


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HOW TO INITIATE A "ZENCONNECT"

- How to log-on
 - Log into the **PASS** Membership area of the website (more on this later....)
 - Select **"Zen Connect"**
 - Submit info and IT personnel will take control of your system remotely and take care of things!!!
- First come first served, walk in basis, hours
- Non-PASS member rate



ZENCONNECT

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The Zengar **Basic Certification Guide**



ZenConnect




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Technical Support Page


The Zengar® Main Office, Order desk, and ZenConnect will be closing early on **Fridays at 1PM EST** for Summer Hours starting June 4th - September 4th. Thank you.



Community Support

Post or Search on the Facebook NCO PASS Support Group.

[VISIT THE SUPPORT GROUP](#)



Live Support

Log on with ZenConnect.

Free for PASS Members


Non-PASS Members \$150/hour (0000) billed to the minute

[PASS Members Click Here](#)

[Non-Members Click Here](#)

Are you currently renting a system from a Trainer and are looking for Technical Support?

[Click Here](#)



Book An Appointment


Don't want to wait in the queue?

ZenConnect appointments are available:

Mon - Fri, 7am - 7pm EST


[PASS Members Only](#)

[BOOK AN APPOINTMENT](#)



If you have a question please email: support@neurooptimal.com


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Technical Support FAQ and More

- + How much does a ZenConnect cost?
- + I'm allergic to Ten20 Conductive paste, can I use something else?
- + The Path to Self-Empowerment: A Troubleshooting Guide
- + Did you receive the latest Windows Feature Update from Microsoft?
- + Why is it important to perform Windows and NO3 updates?
- + How do I Register my Surface Device and Start My Warranty?
- + How do I connect my NeuroOptimal® system to my WiFi Network?
- + Does my system need to be connected to the internet to use NeuroOptimal®?
- + How do I connect with ZenConnect?
- + How do I activate a new ESET antivirus?
- + How do I renew my ESET antivirus?
- + How do I perform Windows updates?
- + How do I perform a "Disk Cleanup"?
- + How do I Optimize my drive on my Surface device?
- + How do I defragment my drive on my ASUS system?

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The Zengar **Basic Certification Guide**



The Manual Walks you through the System



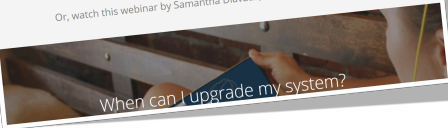
11

Want to learn more about NO3?

Watch this webinar presented by NeuroOptimal® creator Dr. Valdeane W. Brown himself.

[WATCH NOW](#)

Or, watch this webinar by Samantha Diavatis, in French: [WATCH NOW](#)



When can I upgrade my system?

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Discussion Questions

Please Take Time to Review

1

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