

Review Module A3 **Basic Troubleshooting** Level **Quantum Biofeedback Practitioner**

Remember to record your hours and score for your IMUNE Qualification Application.

Basic Troubleshooting		
Screen white outs		
1.	QBP	If the computer screen goes white during a treatment it may mean that there is a programme fault.
2.	QBP	If the computer screen goes white during a treatment it means that the system has frozen.
3.	QBP	If the computer screen goes white during a treatment there may be too much graphical activity occurring for the computer to process.
4.	QBP	Screen white outs may occur more if multiple programmes are being operated.
5.	QBP	The minimum graphics capacity to operate the SCIO/EPFX-usb is approximately 64 Mb.
6.	QBP	The recommended graphics capacity to operate the SCIO/EPFX-usb is 128 Mb plus.
System Freeze up		
7.	QBP	If the system freezes up then the first step is to make a cup of tea and hope when you come back it will be all right.
8.	QBP	If the system freezes it may be because there is a process going on.
9.	QBP	If the system appears to freeze and the Windows Interrupt/SCIO Working panel is showing then there is a treatment occurring.
10.	QBP	It may be possible to tell if the system has frozen when there is no Windows Interrupt by using control-alt-delete to display task manager and view the percent CPU loading. If 90-100% this indicates that there is a process in operation.
11.	QBP	It is possible to close/crash the program from task manager if there is a major freeze
12.	QBP	If all else fails the programme can be shut down by pressing the computer power button for 10 seconds until the computer closes.
Piggy Backs		
13.	QBP	If there are many piggybacks added to a treatment then treatment time may take longer than the nominal set time.
14.	QBP	If a treatment seems to run forever try minimising the screen as there may be a message that should be on top but displays behind.
Restart after crash		

15.	QBP	On re-starting the computer after a crash all the demographics, calibration and testing must be re-done.	
16.	QBP	On re-starting the computer after a crash the system will ask if you want to restore the last client.	
17.	QBP	On re-opening the program after a crash the password must be entered.	
18.	QBP	On re-entering the program after a crash it may be beneficial to re-do calibration.	
19.	QBP	On re-entering the program after a crash and the test has been done then the client's results will still be visible.	
20.	QBP	On re-opening the program after a crash and the test has been done the system will automatically check for data integrity.	
21.	QBP	When the program is closed disease lexicon, iridology and bodyviewer will automatically close.	
22.	QBP	When the user closes the program he/she should right mouse click on any other icons showing on the bottom toolbar (iridology, bodyviewer, disease lexicon, cancer support) and use the close.	
Demo Version- deactivation			
23.	QBP	If Biofeedback Program Demo Version displays the program may have become deactivated	
24.	QBP	If Biofeedback Program Demo Version displays close and reopen the program & computer to check that it is not just a one time glitch	
25.	QBP	The way to tell a program is activated is the single digit in the top left of the password screen.	
26.	QBP	If you have to re-enter your name and country after re-opening the program then it is possible you are using the SCIO/EPFX-usb and have not closed one or more of disease lexicon, bodyviewer and iridology.	
27.	QBP	If you have to re-enter your name and country in the password screen on re-loading the program then the system has become de-activated.	
28.	QBP	If you have to re-enter your name and country on opening the program then the program is faulty.	
Messages			
29.	QBP	Should the message <i>Dangerous to proceed</i> occur during Calibration, it may be to stressful to continue today's therapy; talk to your client about lifestyle changes and if they really want a therapy do not do testing but go directly into the Biofeedback panel and work on areas of concern in this panel or "Reduce Stress in Nerves" as a general stress reduction treatment.	
30.	QBP	Should the message <i>Difficulty in Calibration</i> occur during Calibrations there may be some form of blockage occurring from your client. This may be simply an emotional concern	

		that the client has that the equipment may hurt them or they may see something they do not want to see. Stop and talk to your client, give them a glass of water to help hydrate them, explain what you are doing and try again.	
		<i>On the VARHOPE panel the message “<u>Explore Data Base Integrity</u>” may show in a white message box when the cursor touches a number what must you do?</i>	
31.	QBP	Reload your program	
32.	QBP	Immediately go to the Start Button on desktop and open the program Clasp 32 and then Clean the files	
33.	QBP	After completing this client and closing back to the desktop click on the start button and then open the Clasp 32 program and then choose ReIndex and then Generate	
34.	QBP	Open the Tools button on “the Main” and Restore your files	
35.	QBP	Explore Data Base Integrity tells you that there may be a corrupted file, the first step would be to do a ReIndex after finishing with this client and going back to your desktop. If that did not correct the problem and it is on the next client also, you may need to defrag your computer	
Basic Troubleshooting			
36.	QBP	Basic Troubleshooting is something that all users should be aware of	
37.	QBP	Since sometimes messages come up behind panels, which are necessary to its closing; bring that small panel to the front may be done by using a simple Ctrl, Alt, Delete and bringing up the task manager and then closing the task manager this may be enough to rectify the problem.	
38.	QBP	If the program freezes and Ctrl, Alt, Delete does not work then hold the power button down until the program shuts down	
39.	QBP	If the program freezes and you shut down and then reopen clasp to bring up the program again you will re-enter right where you left off.	
40.	QBP	If a problem occurs repetitively at the same spot in the program on several clients there may be a bad spot in the program installation and it may be wise to reload the program.	
41.	QBP	Should your computer have a glitch which does not allow the fast track to be done in Calibrations you may manually set the Calibration to achieve a high Total Calibration by doing the Volts, Amps and Resistance manually using the small yellow box with the dots, these lines often turn red after you achieve a high enough rating	
42.	QBP	Freezing up or crashing is a potential problem on some computers due to the complexity of the program: it is not something to fear but to understand	
43.	QBP	Troubleshooting is your responsibility; if your equipment does not work and you can't fix it you are out of luck.	

	Warranty		
44.	QBP	If your equipment has problems you have a warranty for 1 year of device purchase (2 years in the EU): problems after that time will require the equipment being sent back to the company for evaluation and costs will be assessed.	

If a question or the answer is unclear please discuss with colleagues/your trainer. It will not be possible for IMUNE to respond to individuals for clarification. If after discussing as above clarification is required then please do contact OBP@imune.net.