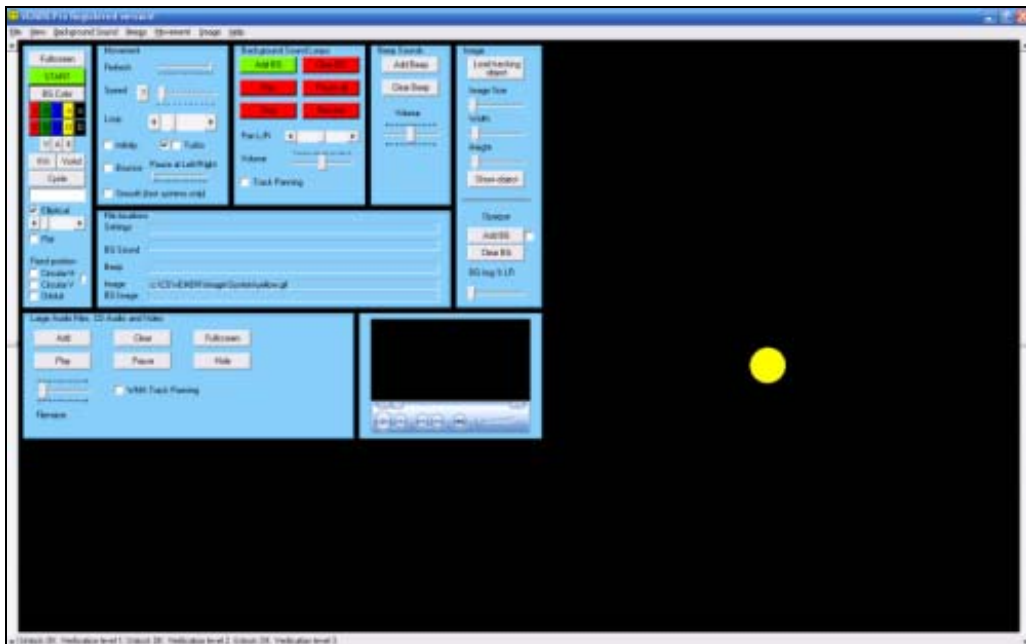


Neuro Innovations

vEMDR Pro 2.8

User Guide

Version 1.2



www.neuroinnovations.com

Contents

Installation Instructions	4
The Main Interface	5
Interface Overview	5
Toolbar	6
GUI Graphical User Interface	6
Keyboard Shortcuts	7
Quick start tips	7
Movement.....	8
Quick Menu - Basic Functions	8
Quick Menu - More Advanced Functions	8
Quick Menu – New V2.8 features	9
Refresh rate	10
Speed.....	10
Loop (Iterations).....	10
Infinity.....	10
Bounce (v2.4+).....	10
Pause (Track-bar v2.4.1+)	11
Turbo (1 and 2)	11
Smooth (fast systems only).....	11
Horizontal tracking	11
Keyboard Shortcuts	12
Colours	13
Background [BG] Colour	13
Red / Green / Blue / ... Image [Ball] Colour	13
Background Sound / Audio Loops	14
Add	14
Play.....	14
Pause all	14
Stop	15
Resume.....	15
Pan left / right Scroll bar.....	15
Volume.....	15
Clear (v2.4.1+)	15
Track Panning (v2.8+).....	15
Beep Sound / Audio.....	16
Add beep.....	16
Clear Beep (v2.8+).....	16
Beep volume track bar	16
Media Player – New in vEMDR Pro 2.4	17
OVERVIEW.....	17
File Open / Save / Save as	18
File Open - Shortcut: ALT/F/O	18
File Save - Shortcut: ALT/F/S	18
File Save As - Shortcut: ALT/F/A	18
Image / Ball Settings.....	19
Load Tracking Object (Called add image in V2.4).....	19
Image Size	19
Show Object Button	19
System Images	19

Background Image – New in vEMDR Pro 2.4	20
Other Features	21
Options (Yet to be fully documented)	21
Sound Recorder	22
Other Embedded Applications	23
Fun Wheel!	23
EMDR Lite (Cut down version)	23
vSwish (Basic Version)	24
The Purchase / Unlocking Process	25
Overview	25
Trouble Shooting	26
Supported operating systems	26
Monitor / Screen	26
Installation	26
Memory	27
Processor	27
Unlock	27
Error Messages and Notifications	28
Audio / Sound	28
Evaluation Period Security	28
Enter Unlock Key	29
File Save / Open	30
Support / Contact	31

Installation Instructions

Applies to the Neuro Innovations Installation CD

Installation Requirements

- Windows Vista
- Windows XP (Home or Pro)
- Windows ME
- Windows 2000 (With service pack 2 or later applied)
- Windows 98
- Windows NT 4 (With service pack 6a or later applied)
- Windows Media Player 6.4+ (pre-installed as part of Windows generally)
- The presence of a C: drive and sufficient access rights to install onto C:\ (You may need admin rights to install and or unlock)

File sizes are roughly as follows:

- .Net Framework (About 30 Mb)
- vEMDR Pro (About 8 Mb)
- Shared user library (About 250 Mb)

Quick Start

Close all windows applications including any virus checkers such as Norton / AVG etc.

Place the installation CD into your CD drive.

If auto-run is disabled on your machine:

- Click on the start button (bottom left hand side of screen)
- Click on "Run"
- Enter "D:\index.html" (Where D: is your CD drive)

Accept the standard user agreement by clicking on the link at the bottom of the page.

You will then be presented with a page containing links to all of the installation modules for most Neuro Innovation products.

(1) Select your desired products from the menu by clicking on and installing each in turn. (Select open from this location or save to your hard drive and then run from C:).

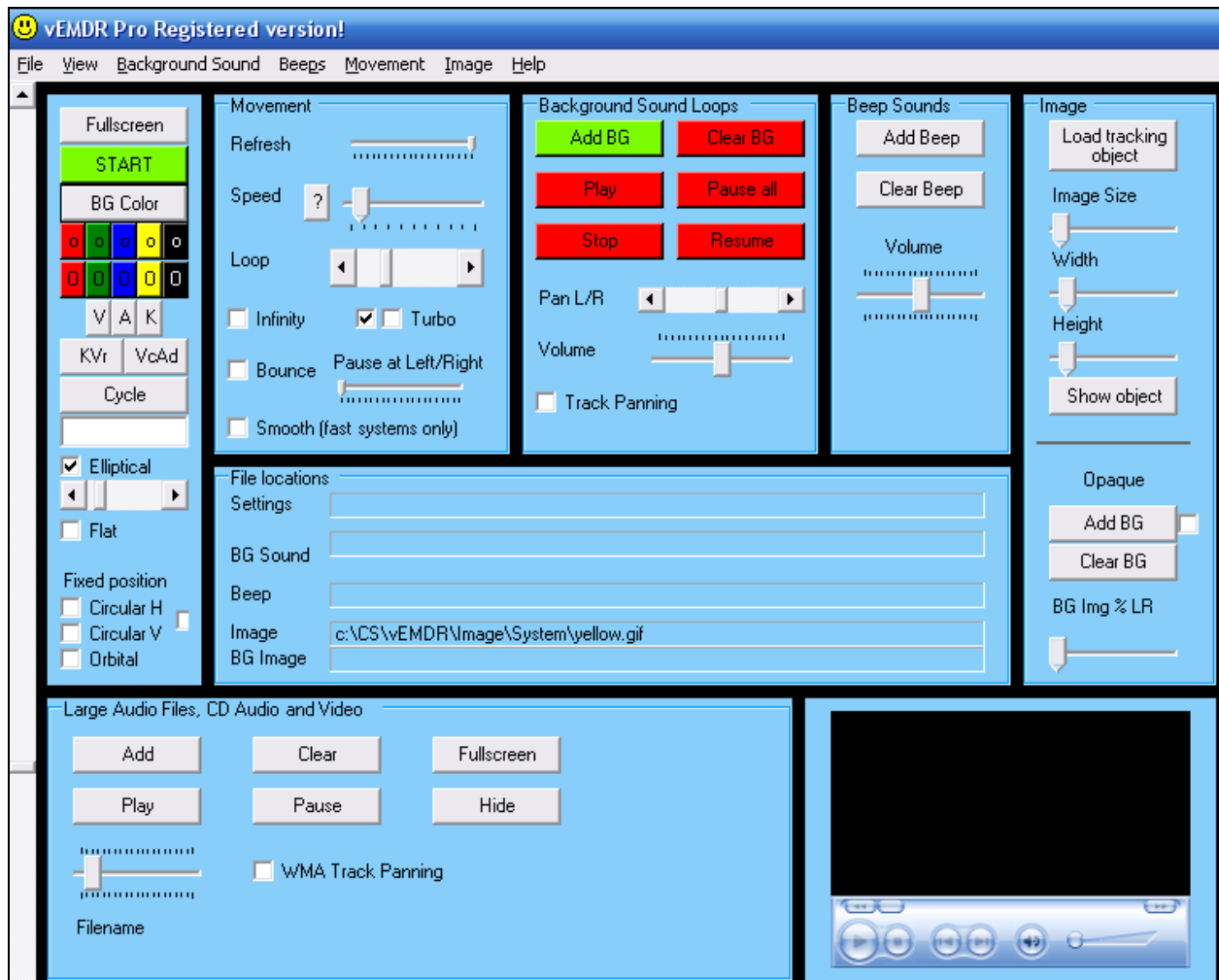
(2) If prompted to do so: Install the "Microsoft .Net Framework". Click on the link provided near the top of the page and select "Open" when prompted. You may need to restart your machine to complete the process.

Remove and safely store the installation CD. Follow the unlocking instructions.

The Main Interface

Interface Overview

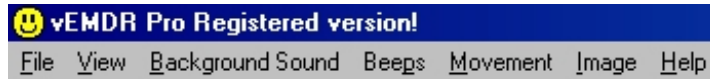
The main interface (below) is displayed after "Accept" has been selected to accept the terms and conditions for using the software.



Most functions may be accessed in three ways:

- Using the toolbar (File / View / ...)
- Using the graphical interface when not in fullscreen mode (Press the "ESC" key to switch between normal and fullscreen modes).
- Using the [keyboard shortcut keys](#) (for some functions only - operates in full or normal screen modes)

Toolbar



- FILE: Open / Save / Save as / Exit
- VIEW: Fullscreen / Start-Stop / Options / ...
- etc

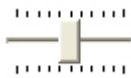
To access a toolbar option either move your mouse cursor over the item or press the ALT key and the highlighted letter (eg ALT F for the File menu) ie the keyboard shortcuts.

GUI Graphical User Interface

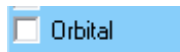
The GUI is visible only when not in full screen mode. The two main types of control are track bars and scroll bars:



Scroll bar: Click on the left / right arrows or click / hold / drag the central bar to adjust.



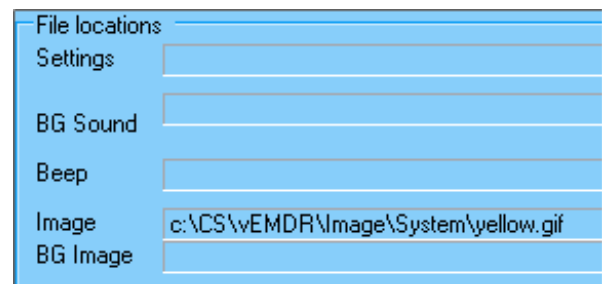
Track bar: Click / hold / drag the central bar to adjust.



Check box. Click once to check and again to uncheck.

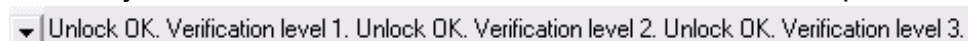
The area below the GUI is used to display current file settings

- Current user file
- Current background loop sound
- Current beep sound
- Current ball / image file
- Current background image



These settings are not visible in fullscreen mode. (Press the "ESC" key to switch between normal and fullscreen modes).

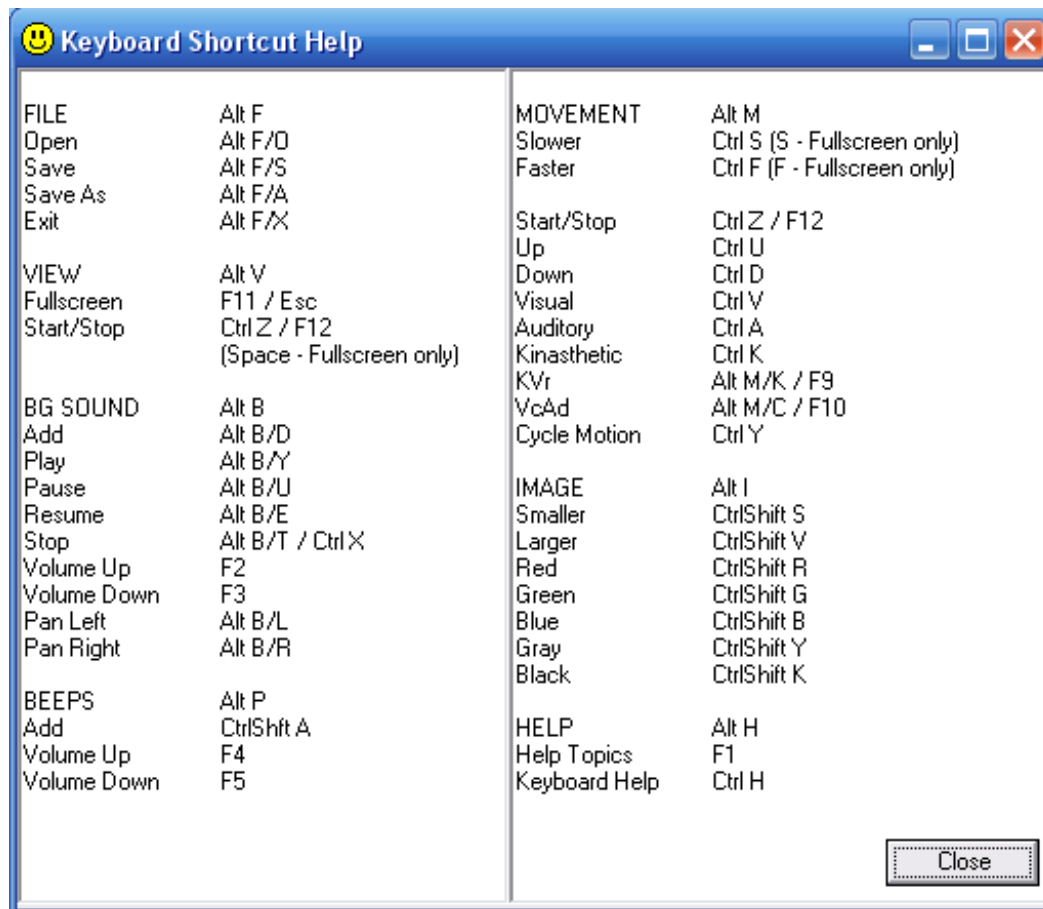
The area right at the bottom of the screen is used to display messages including revised settings when adjustments are made via the GUI and number of loops / iterations.



Vertical scroll bars to the left and right of the screen control the horizontal track of the ball / image. The default setting is the middle of the screen (when maximised). NB: The system is designed to be used during therapy sessions in "maximised" windows mode only.

Keyboard Shortcuts

To display the keyboard shortcut menu press "Ctrl H".
(Press the "ESC" key to switch between normal and fullscreen modes).



Quick start tips

Press the green "START" button followed by the "ESCAPE" key or press the "Space" bar followed by the "ESCAPE" key.

Movement

Quick Menu - Basic Functions

The quick menu (part of the GUI) can be used to start or stop movement, switch between screen modes and to rapidly control movement.



Click on "START" to commence movement when in normal view or press "Ctrl Z" when in fullscreen mode.

Press "FULLSCREEN" or the "ESCAPE" key to switch between full screen and normal views rapidly.

Quick Menu - More Advanced Functions

Visual - Ctrl V

Tracks at the top of the screen.

Auditory - Ctrl A

Tracks in the middle of the screen.

Kinasthetic - Ctrl K

Tracks at the bottom of the screen.

KVr - Alt M/K / F9

Tracks from top right to bottom left

VcAd - Alt M/C / F10

Tracks from bottom left to top right

Cycle Motion - Ctrl Y

Cycles between the above modes in a loop. Click on the "Cycle Motion" button again to reset and prevent looping.



Quick Menu – New V2.8 features

Text entry box

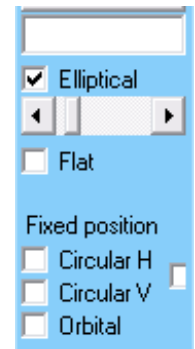
Text entered here will be displayed on a semi-subliminal basis as the tracking object moves off to the right.

Elliptical

The default tracking mode is elliptical. Left => Right then Right = Left.

Tracking from left to right is at a variable speed – slower when the object reaches the left and right hand sides in a smooth pendulum like motion.

The movement is in the form of a flattened ellipse. The extent to which the ellipse is flattened can be controlled by the scroll bar below.



Elliptical height scroll bar

Determines the extent to which the ellipse is flattened. Has no effect when in other tracking modes.

Flat

This is equivalent to the tracking style used by version 2.4. Tracking from left to right is at a fixed speed and is in a straight line.

Fixed position – Circular H

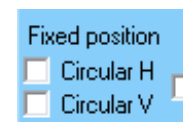
A tracking pattern in a circular top to bottom motion.

Fixed position – Circular V

A tracking pattern in a circular right to left motion.

Fixed position – Circular HV (to the right of “Circular H/V”)

A roughly circular tracking motion.



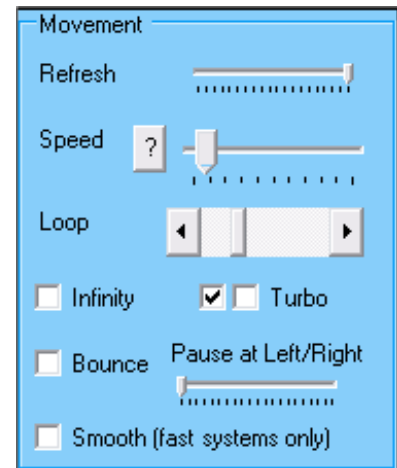
Orbital

A tracking pattern in a circular right to left motion which takes the form of a fixed height ellipse.

Refresh rate (Technical users only)

In most circumstances this should be left at the maximum (fully to the right).

If you have a very high spec PC it may be necessary to slow the processing speed of the software down by reducing the refresh rate until movement is visible.



Speed

The speed of tracking from left to right. There is not a direct relationship between the value displayed in the message area at the bottom of the screen and time in seconds etc.

In vEMDR Pro 2.8 if you click on the “?” to the left of the “Speed” slider bar the system will attempt to automatically calculate the optimum refresh rate. This function is “live” in version 2.8 and takes about 2 mins.

Loop (Iterations)

The number of times the ball / image moves from left to right. One loop (iteration) is a complete movement from left to right.

The current number of iterations is displayed at the bottom of the screen in the message area.

When the maximum number of iterations is hit all movement / beep audio will stop. Background audio will continue.

Infinity

Sets the number of iterations (loops) to 0 and resets the counter to zero.

To enable infinity manually simply the number of iterations to zero using the “Loop” slider.

Bounce (v2.4+)

Makes the tracking object only visible when at the left and right hand sides of the screen.

Pause (Track-bar v2.4.1+)

When the tracking object is at the right or left hand sides of the screen it will momentarily seem to pause before continuing its movement.

Turbo (1 and 2)

By default the first of the two turbo check-boxes is selected. This setting should be suitable for most systems.

Deselect one or both check boxes to slow the system down (may be required with very high spec systems). Before doing so ensure that the speed scroll bar is fully to the left ie slowest.

There are two check boxes – clicking on both check-boxes will generate fast animation that uses most processing power. (Maximum animation frames per second).

If you have a slow system uncheck both check boxes.

Smooth (Fast systems only / Technical users only)

If your system can cope with a great deal of processing as might be the case with a very high spec system then select this checkbox and notice any difference in animation smoothness. There may or may not be a change depending on your system and your graphics card. Speed should be unaffected if using a fast system. Avoid checking this box if you have a slow system.

Horizontal tracking

Scroll bars to the left and right of the screen control the horizontal track of the ball / image. The default setting is just below the middle of the screen.

NB: Changes take place when the ball / image next moves when you press eg the "START" button. When movement is present changes are immediate.

NB: The track of the ball / image will be just below a line between the positions of the two track bars.

Try to avoid using the horizontal scroll bars when the object is moving.

Keyboard Shortcuts

<p>FILE Alt F Open Alt F/O Save Alt F/S Save As Alt F/A Exit Alt F/X</p> <p>VIEW Alt V Fullscreen F11 / Esc Start/Stop Ctrl Z / F12</p> <p>BG SOUND Alt B Add Alt B/D Play Alt B/Y Pause Alt B/U Resume Alt B/E Stop Alt B/T / Ctrl X Volume Up F2 Volume Down F3 Pan Left Alt B/L Pan Right Alt B/R</p> <p>BEEPS Alt P Add CtrlShft A Volume Up F4 Volume Down F5</p>	<p>MOVEMENT Alt M Slower Ctrl S (S – Fullscreen treatment mode only) Faster Ctrl F (F – Fullscreen treatment mode only) Start/Stop Ctrl Z / F12 Up Ctrl U Down Ctrl D Visual Ctrl V Auditory Ctrl A Kinasthetic Ctrl K KVr Alt M/K / F9 VcAd Alt M/C / F10 Cycle Motion Ctrl Y</p> <p>IMAGE Alt I Smaller CtrlShift S Larger CtrlShift L Red CtrlShift R Green CtrlShift G Blue CtrlShift B Gray CtrlShift Y Black CtrlShift K</p> <p>HELP Alt H Help Topics F1 Keyboard Help Ctrl H</p>
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Slower Ctrl S –0.5 units

(S – Fullscreen treatment mode only) –0.1 units

Faster Ctrl F +0.5 units

(F – Fullscreen treatment mode only) +0.1 units

Colours

The mini menu to the right is present when in normal screen mode. The top button sets the background colour, the area below sets the ball / (image) colour.

Background [BG] Colour

Displays a dialogue enabling a wide variety of colours to be selected. (Selecting a custom colour will have no effect).

After selection the change will be visible immediately.



Red / Green / Blue / ... Image [Ball] Colour

A number of preset colours are available to select from. They have been pre-selected on the basis of best quality screen representation. (Some colours are not well suited to high speed animation and can cause image distortion).

After selection the change will be visible when the ball / (image) next moves.



NB: To add more colours copy c:\CS\EMDR\Image\System\Black.gif to a different file-name and edit the copy using any image editor. (Advanced users only).

Background Sound / Audio Loops

Add

Enables you to add a background sound loop from c:\CS\vEMDR\Audio\Background (default path) and then play it as soon as it has loaded.

The following audio formats are supported
WAV/MP3/MP2/MP1

By default the file display filter is set to WAV. To load a MP3/MP2/MP1 file alter the filter in the dialogue box to "All files *.*"

If a file type is not supported or corrupt or missing a "Can't load sample" message will appear. Click on "OK" to continue.

WARNING: Very large audio files will take time to load and may slow the system down. Audio loops are typically quite small. To play very large audio files use the embedded media player.

NOTE: It is possible to add multiple audio files into the current session by clicking on the "Add" button repeatedly. This is an unsupported feature. The sounds will be mixed together. Volume control remains for the first sound only.



Play

Plays the currently active background sound in a continuous loop. If a sound is not loaded nothing will happen.

When the "PAUSE ALL" button is pressed the "PLAY" button is not selectable.

UNSUPPORTED FEATURE: If a sound is already loaded another copy of the sound will be mixed into (overlaid on top of) the current sound. NB volume / pan control is available for the first sound only.

Pause all

Stops all sounds (background and beep).

When the "PAUSE ALL" button is pressed the "PLAY" button is not selectable.

Stop

Stops the playing of all background sounds and resets all background audio. Press "PLAY" to restart background sound.

Rewinds the current background sound to the start of the current sample.

Unsupported feature: If multiple background samples have been mixed together by using the "ADD" feature the "STOP" function will reset memory such that only the current background sound will be played when the "PLAY" button is pressed.

Resume

Resumes playing after the "PAUSE" button has been pressed. Resumes playing from the point at which the sample was paused.

Pan left / right Scroll bar

Directs sound to the left or right hand speakers.

Does not affect beep sounds

Volume

Increases or decreases the playback volume of the currently loaded background sound. (The volume of audio playing in the embedded media player is not affected).

The initial setting of the track bar is 50% of maximum.

Does not affect beep sounds

Clear (v2.4.1+)

Removes the currently loaded sound from memory completely.

Track Panning (v2.8+)

Tracks panning from left to right and right to left as the tracking object moves.

NOTE

When the screen is minimised or tracking is stopped via the "Escape" key all audio is paused.

Beep Sound / Audio

Add beep

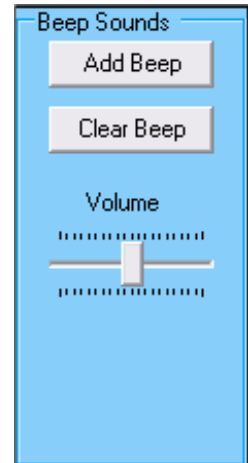
Enables you to add a beep sound from c:\CS\vEMDR\Audio\Beep (default path).

The following audio formats are supported WAV/MP3/MP2/MP1

By default the file display filter is set to WAV. To load a MP3/MP2/MP1 file alter the filter in the dialogue box to "All files *.*"

If a file type is not supported or corrupt or missing a "Cant load sample" message will appear. Click on "OK" to continue.

WARNING: Very large audio files will take time to load and may slow the system down.



Clear Beep (v2.8+)

Removes the currently loaded sound from memory completely.

Beep volume track bar

Increases or decreases the playback volume of the currently loaded beep sound.

The initial setting of the track bar is 50% of maximum.

The initial setting of playback is the current speaker volume as defined by current settings within Windows.

Does not affect background sounds or media player sounds

NB All beep sounds are automatically panned from left to right as per the position of the ball / (image).

NB Large beep audio files should be avoided.

UNSUPPORTED FEATURE: Background audio sounds may also be played as panned beeps. Results may however be unpredictable because sounds will tend to overlap.

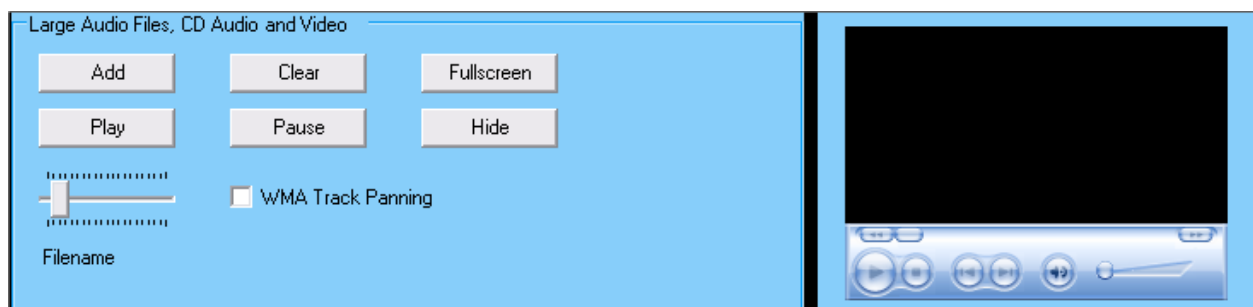
Media Player – New in vEMDR Pro 2.4

A new feature within vEMDR Pro 2.4 is an inbuilt media player to play large audio files as well as video media. When playing video media a display window is positioned centrally and tracking objects move behind this window. Attention is therefore focused onto the video window one with each pass.

This feature is a beta release within vEMDR Pro which means that development of this feature is ongoing.

OVERVIEW

- Play very large audio files quickly
- Play video / other multimedia files - (as a foreground window in front of the background).
- Media formats supported by the inbuilt Media Player include:
 1. Microsoft Windows Media formats - .avi, .asf, .asx, .rmi, .wav, .wma, .wax
 2. Moving Pictures Experts Group (MPEG) - .mpg, .mpeg, .m1v, .mp2, .mp3, .mpa, .mpe
 3. Musical Instrument Digital Interface (MIDI) - .mid, .rmi
 4. Apple QuickTime®, Macintosh® AIFF Resource - .qt, .aif, .aifc, .aiff, .mov (Untested)
 5. UNIX formats - File name extensions: .au, .snd (Untested)
 6. A variety of other formats are also supported eg QuickTime .mov (depending on codecs installed)



Add – browse your PC for suitable files

Clear – reset the built-in media player

Fullscreen – position a small window in the centre of the screen containing the video (no effect if an audio file)

Hide ‘ the reverse of “full screen”

Play – play the selected media

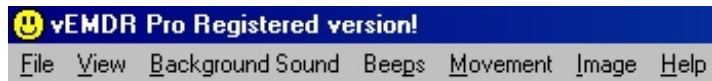
Pause – pause the selected media

WMA Track Panning – Pans the audio in the player as the object tracks.

NOTE

When the screen is minimised or tracking is stopped via the “Escape” key all audio is paused.

File Open / Save / Save as



File Open - Shortcut: ALT/F/O

Enables you to load a settings profile from c:\CS\vEMDR\User (default path)

The file filter will be set to *.emdr and should not be altered. emdr files should not be edited.

The new settings will be implemented immediately.

You may load a new settings profile at any time.

NB: The current settings profile will inherit all values from the last profile loaded unless a new value is present in the current profile. This is intentional and allows you to maintain a standard profile with non-standard child profiles.

UNSUPPORTED FEATURE: .emdr files are in plain text format (value name / tab / value / crlf) and CAN be edited using notepad (NOT Wordpad/Word etc). Manual editing is not advised however.

File Save - Shortcut: ALT/F/S

Enables you to save any changes to an existing settings profile to c:\CS\vEMDR\User (default path)

If a current profile is present it will be overwritten without further warning messages.

If a current profile is not present the "File save as" window will appear.

The file filter will be set to *.emdr and should not be altered. emdr files should not be edited.

File Save As - Shortcut: ALT/F/A

Enables you to save the current settings profile to c:\CS\vEMDR\User (default path)

You will be prompted to enter a new filename. The file filter will be set to *.emdr and should not be altered. emdr files should not be edited.

Image / Ball Settings

Load Tracking Object (Called add image in V2.4)

Enables you to add an image from c:\CS\vEMDR\Image (default path).

A wide variety of formats are supported. However, gif images are preferred because they support transparency and are reasonably small.

By default the file display filter is set to "All files *.*"

If a file type is not supported or corrupt or missing a "Unable to load image file" message will appear in the messages area. And the default "safe" red square mode will be implemented (see below).

WARNING: Very large image files will take time to load and may slow the system down.

NB: If an image can't be loaded for any reason (eg missing file) the system will auto reset into "red square" mode. In this mode any current images will be set against a red square background and if no image is currently loaded a simple red square will be displayed. To reset this mode add a valid image file, save, exit the application and then restart the application.

NB New images will be resized automatically in accordance with your current size settings. To alter the proportions of an existing image edit using appropriate software.

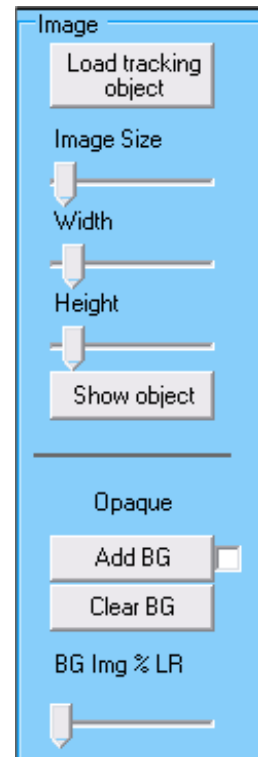


Image Size

This track bar enables you to increase or decrease the size of the image.

NB All images are treated as being square. To alter the proportions of an existing image edit using appropriate software.

Show Object Button

Displays the current tracking to the right of the GUI. Useful if hidden behind the GUI.

System Images

These are contained within c:\CS\vEMDR\Image\System and should not be altered / deleted.

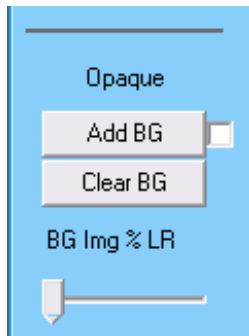
Background Image – New in vEMDR Pro 2.4

Background images are displayed behind tracking objects and the video window. Most common image file formats are supported.

Optionally the image can be displayed only when the tracking object is at the far left or right-hand sides of the screen.

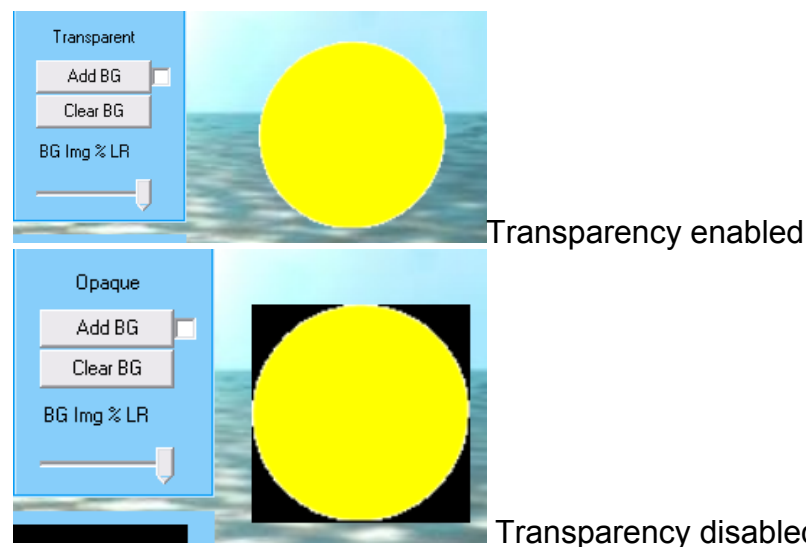
Add BG – browse your PC for a suitable image file.

Add BG - Check-box: If you check the check-box the system will attempt to estimate any required changes to speed to compensate for large background files being in memory / generating more processor activity.



Opaque / Transparent – (For technical users only). This indicates if transparency has been enabled for the currently selected tracking object against a single colour background or currently selected background image if “BG Img % LR” is anything other than 0. Click on the text to change the setting.

It is recommended that you avoid enabling transparency when using background images unless you have a very fast system.



Clear BG – remove the currently selected background image

BG Img % LR – alters the amount of time that the background image is displayed for example:

- 100% = display all of the time
- 10% = display only when 10% of the screen from the left or right hand sides
- 0% = display all of the time but disable transparency even if transparency has been enabled

Other Features

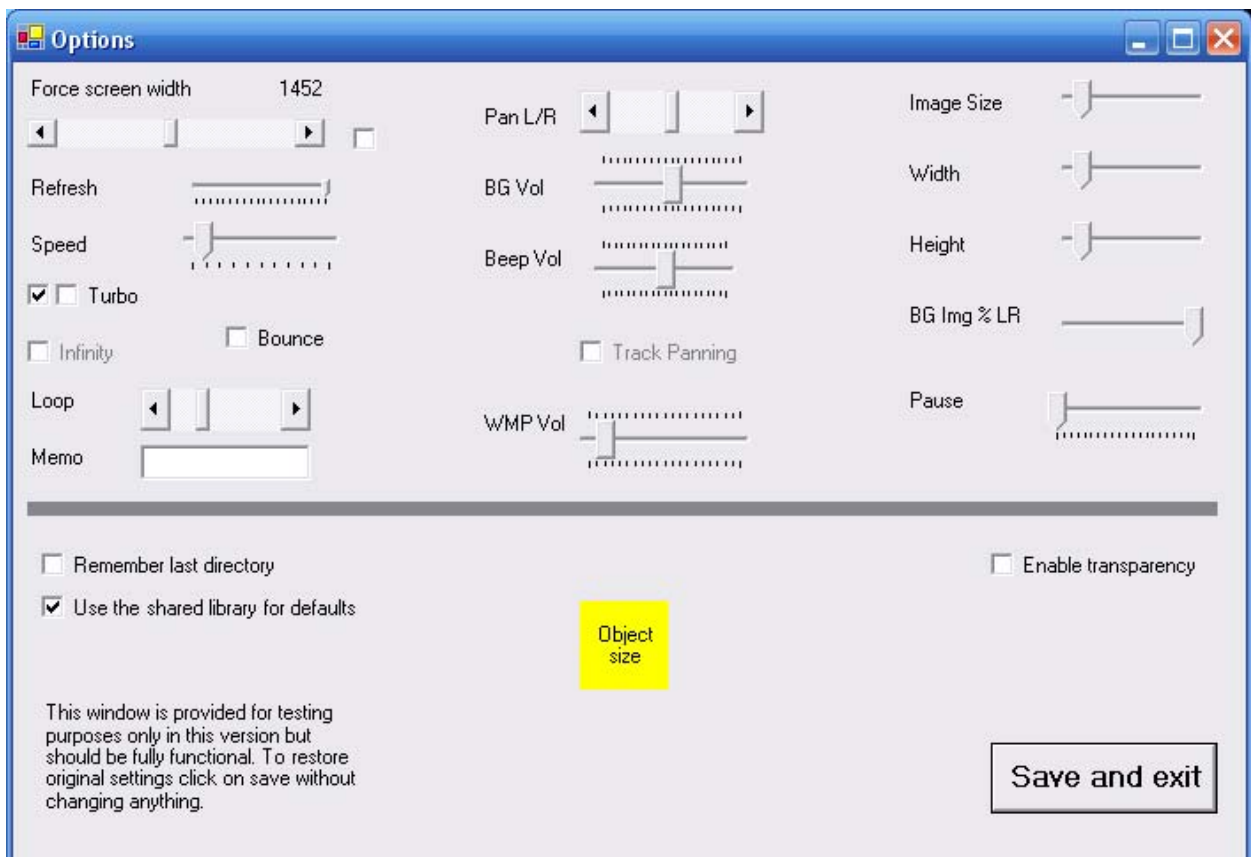
Options – Advanced Technical Users only (Yet to be fully implemented or documented)

When EMDR Pro is opened it sets up the GUI according a series of preset defaults.

In EMDR Pro 2.8 you can now alter these settings if you so desire. This feature is experimentally released in version 2.8.

To exit without changing anything click on the red “X” at the top right to close the window.

To reset the default settings to their “factory settings” click on “Save and exit” without changing anything.



Sound Recorder

Once opened the sound recorder will stay on top of all other windows until closed. This allows you to make changes to the settings in EMDR Pro prior to recording. For more advanced audio recordings use a product such as Audacity.

Device / Line: – what you see here depends on what your sound card provides. To record whatever audio your computer is generating look for:

- What you can hear
- Microsoft Sound Mapper – Input
- Stereo Mix

NB You may need to unplug or mute your microphone.

File: - Select the type of file that you would like to record to eg MP3

Format: - Select the quality of the file to record – the lowest quality is selected by default. 129k BPS, 44Hz, Stereo is a good compromise between file size and quality.

Slider bar at the bottom: (Recording volume level): If a slider bar is visible at the bottom of the window your sound card supports varying the volume level of the recording. A high recording volume records very quiet sounds, a low recording volume level records loud sounds without distortion (clipping).

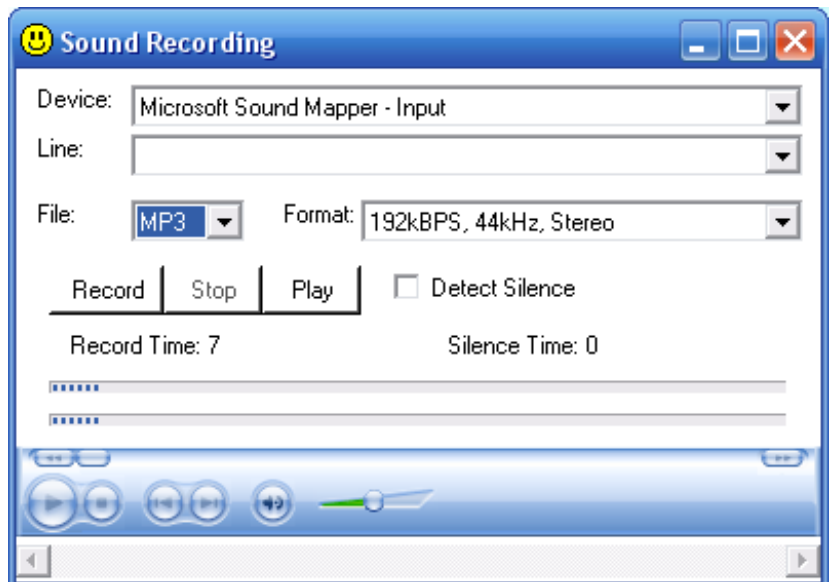
It is best to keep the slider at about 60% where 100% is fully to the right and alter the volume levels in EMDR Pro or in your volume settings.

Record: - When you click on this button sound will be recorded to the following file:
C:\CS\vEMDR\Audio\Out\audio-out.mp3

Stop: - Stops recording (Does not stop playback – use the stop button in the media player part of the window).

Play: - Plays back the recording

This is an experimental feature in version 2.8

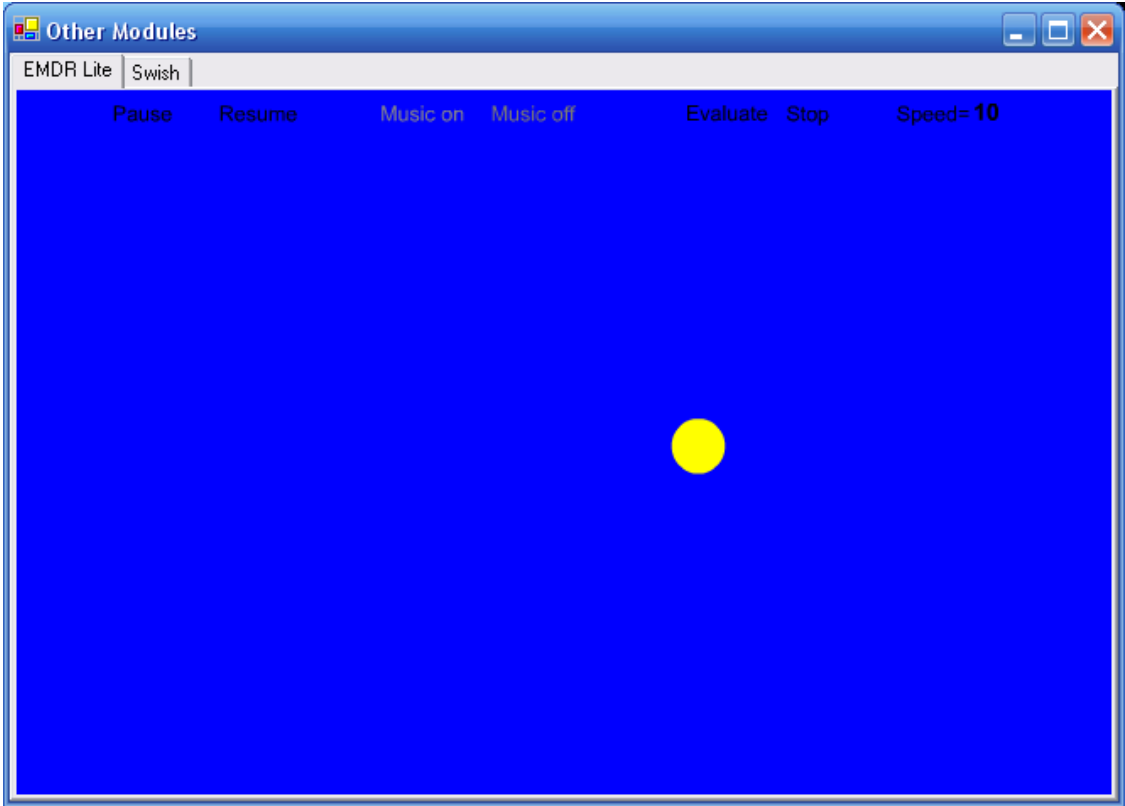


Other Embedded Applications

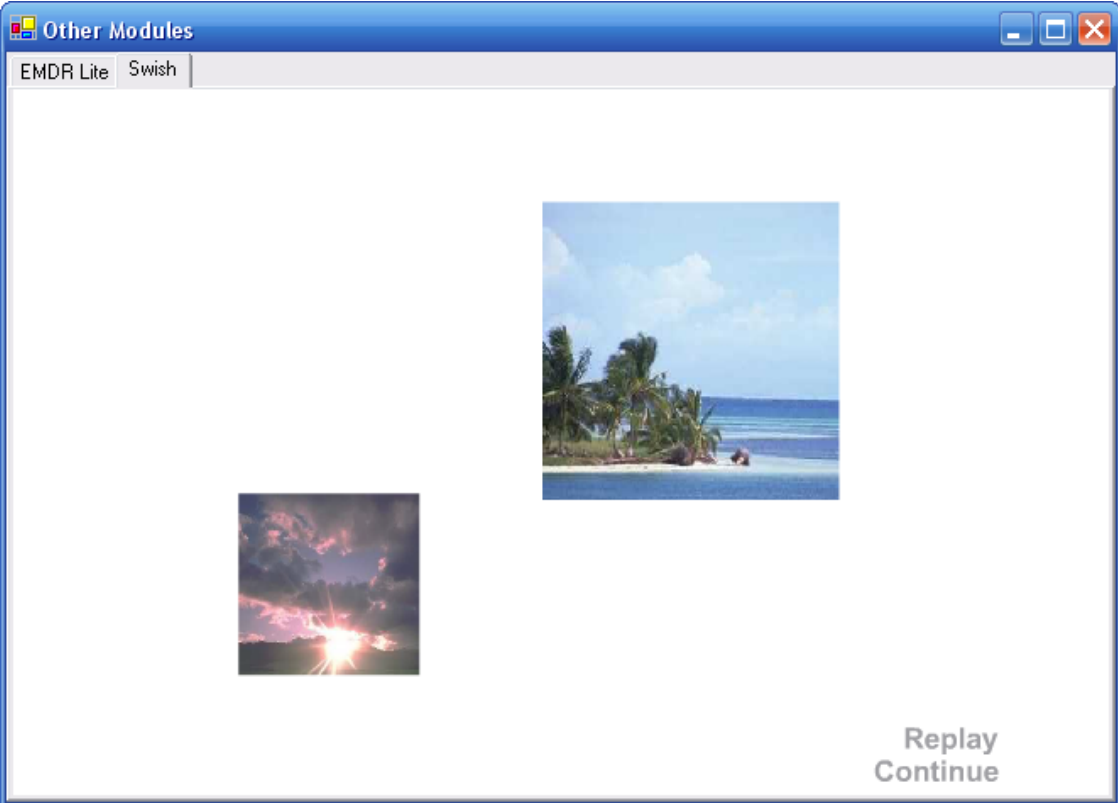
Fun Wheel!



EMDR Lite (Cut down version)



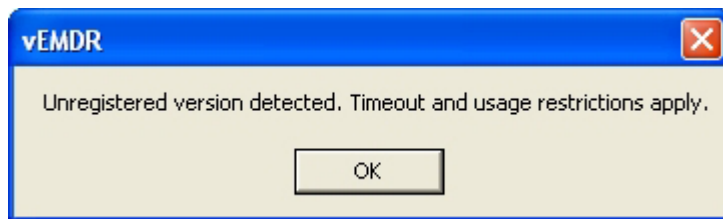
vSwish (Basic Version)



The Purchase / Unlocking Process

Overview

If on start-up you see the notification message below this software has not been purchased or has not had the unlock code applied following purchase. A second message follows indicating the number of days of evaluation remaining. A maximum evaluation period of 30 days is allowed before functionality is prevented from being used. If you wish to continue using the software after 30 days you must purchase the software and obtain a valid unique unlock key. To avoid delays please action the purchase process several days before the expiration of your evaluation period.



The purchase / unlock process is necessary to prevent software theft. Any attempt to circumvent the purchase / unlocking process is software theft. Please note that unlock key tracking is in place as is automatic copying detection / notification. Attempts to circumvent the purchase process will be detected automatically resulting in loss of functionality.

The process is as documented in the unlock window and on the Neuro Innovations website where there are very detailed instructions:

To place an order to obtain your unlock key please visit

- www.neuroinnovations.com

Trouble Shooting

Supported operating systems

The software is known to operate under the following versions of Windows

- Windows Vista
- Windows XP (Home or Pro)
- Windows 98
- Windows NT 4 (With service pack 6a or later applied)
- Windows ME
- Windows 2000 (With service pack 2 or later applied)

MAC compatibility depends on the level of Windows emulation possible.

Other operating systems may or may not support the software.

Monitor / Screen

The software is known to operate with the following screen types

- Super VGA (1024 * 768) or higher / 256 colours

Other screen types may or may not support the software.

If a Windows search (F3) process is underway this will have a major impact on processor availability and will cause significant disruption to screen animations. To resolve close the search windows down.

Monitor Settings: Enable hardware acceleration and optimise for speed.

Screen saver: Switch off your screen saver or extend the "inactive" time period to avoid the screen saver activating during a set of movements.

Installation

The software may not be installed onto a network server or any other form of distributed network device.

Installation is to a folder named c:\CS. This must not be changed.

The Microsoft .Net Framework must be installed on some systems. The installation utility will identify if this is required and take appropriate action.

Memory

The software is known to operate on systems with 64K + of memory. Large audio files / multiple Windows open at the same time will reduce available memory.

As a matter of course you should reset your PC on a regular basis ie do not leave it up and running permanently.

Processor

The software is known to operate on Pentium III + systems but may still function with other processor types.

As with all Windows applications try to keep the number of Windows / Applications active at any one time down to a minimum.

Unlock

Software is licensed to a specific PC. The formally registered user must be the person that installs the software. They must be logged in as themselves to do so. If details relating to the PC or the user change a new unlock code needs to be requested and entered.

Administrator rights may be required to install. The installation process is only completed when the unlock code has been entered and accepted.

Error Messages and Notifications

Audio / Sound

[A1] Audio version 1.8 was not loaded

Restart the application / Windows. Sound card problem.

[A2] Can't start digital audio output

Restart the application / Windows. Sound card problem.

[A3] Can't Load Audio Sample

File corruption / wrong format / missing file.

[A4] Audio play function locked. Evaluation period over. Please purchase and enter unlock key.

Purchase software and then enter unlock key.

[A5] Can't play audio sample

File corruption / wrong format / missing file.

[A6] Can't Load Audio Sample

File corruption / wrong format / missing file.

[A7] Audio driver version 1.8 was not loaded

Restart the application / Windows. Sound card problem.

[A8] Can't start digital audio output

Restart the application / Windows. Sound card problem.

Evaluation Period Security

[UL1] Unlock applied!

Software already unlocked. No need to apply the lock.

[UL2] Unlock failed. Verification level 3.

Purchase software and then enter unlock key.

[UL3] Unlock failed. Verification level 2.

Purchase software and then enter unlock key.

[UL4] Unregistered version detected. Timeout and usage restrictions apply.

Purchase software and then enter unlock key.

[UL5] Evaluation period now over. Please purchase and enter unlock code.

Purchase software and then enter unlock key.

[UL6] Days into evaluation =

Purchase software and then enter unlock key.

[UL7] Unlock failed. Verification level 3.

Purchase software and then enter unlock key.

[] Unlock failed. Verification level 4.

Purchase software and then enter unlock key.

[UL8] Unable to identify registration status.

Purchase software and then enter unlock key.

[M1] Start function locked. Evaluation period over. Please purchase and enter unlock key.

Purchase software and then enter unlock key.

Enter Unlock Key

[EUL1] Please enter first name / last name / address line 1 / city / zip

Person ID details missing.

[EUL2] Please re-enter ID details and then click on this button.

Person ID details missing - please enter.

[EUL3] File could not be created or written to.

Do you have access rights to systems folders / files? Could be a locked file (restart application / Windows)? Contact support.

[EUL4] Your software is now unlocked. Please restart the application to enable new settings.

Restart the application to enable new settings.

[EUL5] Unlock failed.

Do you have access rights to systems folders / files? Could be a locked file (restart application / Windows)? Contact support.

File Save / Open

[FS1] File could not be created or written to.

Do you have access rights to the folder / file? Is the file locked (restart application / Windows)? Contact support.

[FO1] Values from saved file not loaded back

Possible file corruption. Loading settings files from a previous version of the software. Reset the settings manually and resave.

[FO2] File could not be opened or read.

Do you have access rights to the folder / file? Is the file locked (restart application / Windows)? Contact support.

Support / Contact

Support issues should be sent by eMail to info@neuroinnovations.com with vEMDR Support in the subject line

Purchase information including prices can be found at www.neuroinnovations.com

We are here to help and try to action as many requests for functionality as possible.

When software errors are reporting we aim to resolve the issue as rapidly as humanly possible. If required we even generate custom versions of vEMDR to circumvent issues with specific PCs.