

# INSTRUCTIONS FOR USE

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**VIZR™**

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# INTRODUCTION

**VIZR™** 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 VIZR™ offers users a range of benefits and unique experiences when paired with the NeuroVizr® App.

## 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 VIZR™ 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 VIZR™ with closed eyes to ensure eye safety.

**Age Restriction:** VIZR™ and 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 VIZR™.

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

**User Responsibility:** The safe use of the VIZR™ device is the primary responsibility of the user. If the VIZR™ appears to be operating incorrectly, discontinue use immediately and contact NeuroVizr® customer support at [customer@neurovizr.com](mailto:customer@neurovizr.com).

**Potential Discomfort:** The VIZR™ 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 VIZR™ usage.

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

## 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, as they may affect the subjective experience of light and sound during device usage.

## **HANDLING AND STORAGE**

Proper handling and storage of the VIZR™ are crucial for maintaining its performance and longevity.

Please follow these guidelines:

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

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

Use the VIZR™ 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 VIZR™ and NeuroVizr® before reading this manual.



Keep the VIZR™ dry. DO NOT immerse in water.



Not for general waste



Rated input 5V/3A. Battery LiFePO<sub>4</sub>, 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.

**VIZR™**

**neuroVIZR®**



# VIZR™ DEVICE SPECIFICATION

Configuration	Main Structure, Light Box PCBA 9 LEDs With Optical Lens), Headframe padding
Main Structure	Plastic ABS/PC
LED	LED Lighting Series White, Neutral 4000K 2.8V 65mA 120Degree 1212
Optical Lens	PMMA Lenses, L/W7.6* H 6.47 mm. (45 degree)
Head Band	Headframe padding with Velcro
Button Interface	ON/OFF Button
Battery	Li-ion Cylindrical Battery LiFe-PO4
Bluetooth	BLE V4.2,2.4GHz
Power source	Adapter 5V 1A - 5V 3A with USB-C cable
Weight	Total : 225 grams, Headgear : 116 g, Light Box : 109 g
Dimensions	Headgear : 250x187x60 mm., Light Box : 115x89x30 mm
Accessories	Carry bag
Application Programs	Available in Apple Store (IOs 15 or up) and Google Play (Android 8 or up)
Safety Advice	Used with eyes closed at all times.
Magnet	Neodymium N52 : 100x50x2 mm

## GENERAL DEVICE CARE

### **Battery:**

The VIZR™ 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 LiFePO<sub>4</sub> rechargeable batteries. Doing this may result in a hazard.

Typical LiFePO<sub>4</sub> battery life is 2000+ cycles. Battery pack replacements are available.

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

Please contact [customer@neurovizr.com](mailto:customer@neurovizr.com) for more information.

## MAINTENANCE AND CLEANING

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

**Cleaning Guideline:** Clean your VIZR™ 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 cracking of the plastics. Using unapproved cleaning agents will void the manufacturer's warranty.

## **SERVICE AND TWO-YEAR LIMITED WARRANTY**

VIZR™ offers a comprehensive refund and limited warranty policy to ensure customer satisfaction. For products purchased through VIZR™ online 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 VIZR™ 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://neurovizr.com/refund-policy/>.

## **OPERATIONS OF THE VIZR™**

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

Turning the unit 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 VIZR™ 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. Otherwiser 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 VIZR™ device on the headband.

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

The LED plate, VIZR™ device, should be positioned directly in front of your eyes, similar to a VR screen. This placement allows for optimal viewing experience.

Please note that the VIZR™ must be paired with the NeuroVizr® App in order to access all of its features.

**KEEP YOUR EYES CLOSED at all times while the LED lights are flashing.**

## **NEUROVIZR® MOBILE APP**

For either iOS (Version 15 and up) or Android (Version 8.0 and up):

To get started, it is essential to download our app, which can be found on both the App Store and Google Play.

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

You need your phone to have a Bluetooth enabled on your phone in order to connect the App to your VIZR™ 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 for your «favorite sessions» 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 VIZR™ device, make sure it is charged and then press and hold for 3 sec the button located on the right side of the unit 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, locate the icon situated at the top right corner of your phone's screen.

Click on the icon and you will be presented with a list of available devices to connect to within the NeuroVizr® App.

Select the specific device you wish to connect to from the list.

For an optimal first experience with NeuroVizr®, we highly recommend following our specially designed onboarding guide before using the device.

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 VIZR™ and NeuroVizr® App.

During the initial session, you will get a sneak peek into the captivating light and sound experience that VIZR™ and NeuroVizr® App offers.

It serves as a preview of what you can expect from the device.

If you plan to share this extraordinary experience with your family and friends, especially if it's their first time, we suggest guiding them through the onboarding process before the session. Navigate to the «Profile» icon and select «Take our Onboarding Tour.»

This will ensure that they are well-prepared and can have an amazing first experience with VIZR™ and NeuroVizr® App.

If you encounter any issues or difficulties while using the VIZR™ 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 your device is running the most up-to-date operating system available for your mobile phone.
- Check if Bluetooth is enabled on your mobile device.
- Enable Bluetooth in the device settings if necessary.
- Ensure that your VIZR™ device is turn ON.
- Ensure that your VIZR™ device is 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 or earbuds, make sure they are charged, have sufficient battery power, the headphones are connected via Bluetooth to the Mobile device.

- Check if the issuer persists with different 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.
- Restart your mobile device to clear any temporary glitches that may be causing the app to crash or freeze.
- If the issue persists, uninstall and then reinstall the app on your device.

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](mailto: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

Web: [www.neurovizr.com](http://www.neurovizr.com)  
Email: [customer@neurovizr.com](mailto:customer@neurovizr.com)

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

For online support, please go to [www.neurovizr.com](http://www.neurovizr.com)

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## **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



LEARN MORE. VISIT: [WWW.NEUROVIZR.COM](http://WWW.NEUROVIZR.COM)

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