Troubleshooting & Errors

Issue 05.1 Nov 2005. Updated and SCIO added.

This section sets out some hints for addressing the most common user faults. PLEASE USE THIS BEFORE CONTACTING MAITREYA OR TECH SUPPORT. The problem is very often computer or Windows based.

Installation

Important things to check

See Kelsey user manual for loading sequence methods and activation. Check your computer specification before loading!

The following will help to resolve a problem.

- Clasp is designed for standalone operation: do not run other programs at the same time.
- If the CD does not auto start then there is another route: see start up instructions.
- Brand new computers are not problem free.
- When installing Windows the technician may not install all parts of the Windows operating system. Clasp is a very, very sophisticated program. It needs the full installation. Specify a complete installation when ordering. Do not allow a semi or tailored installation.
- The CD needs to be 100% effective. When buying clone computers cheap components are sometimes used. Good branded computers are more likely to have good CD readers.
- If there is a loading type error, check the following:
  1. Do you have a complete Windows installation.
  2. Check the software and computer spec. Against the recommendation.
  3. If it seems to take forever to load (over 60 minutes or not at all) then hard disc space and/or Windows version (e.g. 95) may be the issue. This is particularly likely if a previous version of Clasp loaded OK. To check delete Clasp (after saving patient data) and reinstall. Also run Scan disc and Defrag.
  4. Is the CD reader 100% operating? Try using another computer. If it loads on a different computer then it is your computer which is the likely issue.
  5. Check your hard drive free space. If this is less than 800 Mb there will not be sufficient space to install the new version. You will need to delete the old version to make enough space. In this case you need to do a complete installation including Borland and New Owner.
- It is possible, but less likely that there is a fault on the Clasp CD. There is a way to check both the files on the CD and the installed files. If you have obtained a legitimate copy from an agent then check back with them that they have checked the specific CD that you have by:
  1. Loading it after deleting Clasp.
  2. Run the calibration and Test
  3. Checked the files and folders on the CD copy against the original.

Finding your computer specification

Model	On the casing or underneath on the label.
Windows System	W2000, XP etc.: this should show on boot up. OR Start>Control Panel>Dbl Clk System>general tab.
Segmented Drive (Yes/No)	Desktop>dbl clk My Computer: if you have one drive it will show Local Disc "C" If you have segmented drive it will generally show Local Disc C and Local disc D.
H Drive Cap Gb	Desktop>dbl clk My Computer>Move Mouse to Local Disc "C"> Right Click (mouse)> Note Used and Free from Display.
RAM Capacity Mb	Start>Control Panel>Dbl Clk System>general tab.
Processor & Speed	Start>Control Panel>Dbl Clk System>general tab.
Screen size/Resolution Resolution	Measure diagonally in inches. Start>Control Panel>Dbl Clk Display>Settings tab: this will have a small area that says Screen Resolution: there will be a slider: see what stages that this will go through as you go from Left to right: Typicals: 800x600, 1034x768, **1280x1024**, 1400x1050, 1600x1200. 1280x1024 is the best to see everything.
Graphics capacity	From here Advanced>adapter Tab will often display the Mb of graphics. If so note. If not worry not.

IO error

This will happen if there is a problem with your CD or CD player.

Program CD not present or recognised

Fro Feb. 2004 the program is on DVD. If you computer has only a CD player it will not be recognised. Obtain a portable, USB plug in DVD reader.

Password Date (top right) of 01.01.2001 8.888

The password date should be the same as the windows clock date. A date of 01.01.2001 is incorrect and the program will not activate correctly. The date in the password calendar will also be incorrect. The dates are taken from the Windows system clock via a standard Windows function. An incorrect date seems to reflect a misconnection in the software communication between Clasp and Windows. When this occurs the solution route is:

1. Some users have reported this if Word-perfect is installed.
2. Uninstall Clasp (save patient data first using Tools if appropriate), check the Folder is deleted/ empty via Windows Explorer/ My Computer and reinstall Clasp. This may not appear to solve the issue but if you just leave the computer shut off for an hour it seems to open up with the correct date next time. Don't ask why!!!
3. If this does not solve then Windows itself may need re-installation. This can be the case if a poor Windows Installation has been done or if the computer has been in use for some years and has a significant amount of other software on it.

During Clasp program Opening

Just won't start:
1. Check points under installation.

Starts but stops at then the following are likely (but not definitive)
1. 16%: Possible hard drive problem.
   Close down any other programs.
   Run Scandisc and Defrag
   Check for free space: 400 Mb is probable minimum after installation.

2. 25%: this is the system checking for the SCIO device presence: in versions from mid 2002.

3. 33% Possible sound card or hard drive problems. Check sound card spec. Creative labs soundblaster is the benchmark.

4. 55% this is rare. Non XGA monitor is possible.

5. 88-89% CD error: check with Clasp CD provider as under installation above.

DEMO Program..Biofeedback Version only
This will be displayed after the first new loading. Call an authorized person for activation of the program.

Activation Error: Password Date (top right) of 01.01.2001 8.888

The password date should be the same as the windows clock date. A date of 01.01.2001 is incorrect and the program will not activate correctly. The date in the password calendar will also be incorrect. The dates are taken from the Windows system clock via a standard Windows function. An incorrect date seems to reflect a misconnection in the software communication between Clasp and Windows. When this occurs the solution route is:

Uninstall Clasp (save patient data first using Tools if appropriate), check the Folder is deleted/ empty via Windows Explorer/ My Computer and reinstall Clasp.

If this does not solve then Windows itself may need re-installation. This can be the case if a poor Windows Installation has been done or if the computer has been in use for some years and has a significant amount of other software on it.

Do you want to restore the last patient?
This will show on first start up after the initial installation or upgrading. Click No.

T Index Error
This may occur during the first opening after loading the new program. It is generally due to failure to do New or New Owner under step 2 of Install Programs. This step is necessary if you have deleted Clasp (e.g. to create sufficient space)

Need an Update
We found in 1999 that some unscrupulous Korean business men were selling the QXCI system for over $45,000. This system was archaic and could not be updated. The price was not fair. This was inappropriate and illegal something needed to be done. Other persons have committed fraud by selling illegal forms of the QXCI. Since the QXCI is the largest and best cybernetic medical software in the world today we realize that there will always be greed person who will try to cheat the public.

So to protect the public we ask that you get an update once a year. To get this file go to the internet and get the update file and put it into the clasp32 \program folder. If you do not have access to the internet call your contact person and have the update file sent to you on disk. This way we can protect you and give you more material for helping your patients. The programs prior to Nov 2001 (I think) had a time expiry. They would give plenty of warning and then deactivate to the biofeedback only version. If you really want to keep using your version then you must set the Windows clock back a year or two. This will affect the Biorythyms calculation and you should also adjust your client birth date. Failure to update will not destroy your hard disc: you will be given plenty of warning and the system does not stop working immediately.

Picture Data: Metafile is not valid
Exception EReadError in module CONMAIN.EXE at 00016D9B
Error reading BiPict2.

Reduce the number of programs running in the background: see the QX installation instructions/ computer set up.

Midi Absent or Midi Error

The sound board is not installed or is not active or is not adequate.

Index out of date

This means there is an incompatibility between the opening data base and the old data, you might not have saved the data or usually the computer was not shut down properly. The program should exit, or you must exit clasp. Go to the Start, then Programs, then Clasp32, then Reindex, enter and press the generate button. Then the data will be compatible. Certain forms of Windows such as the Swedish or German might not fix this problem. Till we solve it you will have to get an American, Canadian, or English version to operate.

Your Program needs Updating

This is just information. The program will still operate correctly. Check with your broker re the status of the latest program: ensure that it has been audited before installing. The latest is not always the best and it takes time before new programs become audited.

Biofeedback: demonstration version only

If your program has not been activated then this will display. Contact your broker/ instructions to activate.

If you have been successfully using the program then check that it is not just a loading error: active programs will have a single digit in the top left corner of the password screen. Close and re open Clasp: this often solves the problem.

Test, calibration buttons do not show

The program needs to be active. If active then demographics is available after password, calibration after demographics and Test after calibration. See Biofeedback: demonstration version only

During Clasp Program Operation

Please ensure that your Computer is set up correctly: see the operating instructions.

Test time too long: Toshiba's and Acer and possibly IBM

The test should take 1.5 to 4.5 minutes. Shorter or longer is a problem.

Some Toshiba's suffer from this problem, due to a Toshiba specific timer access program. ***This is not all Toshiba's: be careful!*** If the test takes longer than 12 minutes then this is typical of the Toshiba specific access program.

 There is a Toshiba compensation button in the password screen. Do not use this inappropriately. It may not work in all cases. If it makes the therapy very short then it is not appropriate.

Some Acers have also giving intermittent faults of this nature. The reason is not known and there is no current fix. Do not use the Toshiba fix button.

12 Apr 2002: for the Clasp release 21 Jan 2002 (V 02-02-2002) re-index may be needed.

Program too fast: Test takes a short time only.

For some reason the 'Toshiba Compensation' button is activated (bottom left of password screen). This feature of the Clasp32 is to be used only when the computer timer chip is slow, as this button is nothing more than a 'Gas pedal'. It is needed only with Toshiba computers and then only for some of these. It should only be used if the test takes more than 12 minutes and with a Toshiba.

If used with other computers then it will make them go really fast and the program will not be effective.

Solution

1.   Check if the display to the right of the Toshiba Compensation Button is on or off. If off then this is unlikely to be your problem. If it is on then it is likely to be the cause.
2.   On versions from ? Nov 2001 when you click the Toshiba compensation button there will be a question:

Are you sure you want to activate the compensation?? If you answer no it will return. If you answer yes then you will be asked to give a password for Toshiba compensation. You must ring Hungary for this. It is possible but unlikely that (unless you have an early version) that the Toshiba compensation can be active: however the "on" or "off" indicator is over-riding. Even after entering the password you will be asked if you are sure. After accepting more questions the display will eventually say "on".

Deactivating
Option 1

Uninstall the program. Save your patients first using tool. Use the add/remove programs or delete via windows explorer. Empty the recycle bin. You will not need to reactivate after re-installing Clasp from the CD.

Find the 'Toshiba Compensation' button in the first screen (Password panel, bottom left) and make sure it is not activated ('OFF' setting).

Option 2

It is possible to de-activate by reversing the process. Call John Kelsey on ++44 121 243 6318 or QX on ++36 1 303 6042 for this process

Disease Lexicon: no access

In Clasp from Sept. 2003 until March 2004 the program became too big to fit onto a CD. First the disease lexicon was left out and then in Feb. 2004 the program was put onto DVD. Unfortunately the disease lexicon was missed off and was put onto Master CD2: this may not have been sent out. In both cases loading from Master CD2 is suggested.

The solution is to install an earlier Clasp (pre Sept. 2003) and then to update this.

Disease Lexicon: this is an unregistered program

This may occur somewhat randomly i.e. after upgrading a program. There is no known reason or versions that it is associated with. In general if you accept the message the Disease Lexicon is accessible.

Error: Access Denied

There are certain aspects of the program that are either under development or for specialist restricted use. If the message is after selecting a specific function then this is the case.

Biofeedback: demo version

1. If the program has not been activated then do this: see installation and activation instructions. An active program has a single digit in the top left of password. An un-activated program has a 7 digit number.
2. If the program has previously been activated then it is rare for it to deactivate. An active program has a single digit in the top left of password. An un-activated program has a 7 digit number.
3. If the message Signal Biofeedback appears on entering calibration then this is just a non problem software glitch. Check password screen. An active program has a single digit in the top left of password. An un-activated program has a 7 digit number.

White Screen

This is normally a problem with insufficient graphics capability. Check your graphics card capacity.

Start>Control Panel>Dbl Click Display>Settings tab> Advanced>Adapter Tab will often display the Mb of graphics. If so note. If not worry not. It is easy to upgrade desktop graphics. For laptops it is integrated into the motherboard and is expensive if not impossible to change.

For the SCIO 16 Mb minimum is suggested. For earlier programs it is possible to run on less. Sept. 2002 will run on 4 Mb. Exact figures are not known for other releases.

Check also if the DivX player is installed.

DivX Player is necessary to visualize some of the videos in the 'Clasp32' and in particular those included in the 'Biofeedback' section. This program is available in the latest versions of 'Clasp32 Master 2', 'The Promorpheus' or to download free from: http://groups.yahoo.com/group/qxci-english (You need a 'Yahoo! ID to access this page. You can obtain an 'ID' from: http://www.yahoo.com.

As from version 8-8-2002 it is necessary to remove the program 'Angel Video Codec Potion'. Should this not be done, conflicts will be generated and the videos will not be able to be viewed. This player was dropped after finding that it is not robust. This is only necessary if you have installed a version earlier than 8-8-2002 and are updating.

Removing Angel Video Codec Potion

To locate:
START>Search for Files and Folders
Enter the name "Angel Video Codec", select "C" drive (the hard disc), click search/find. The display will return the folder containing this program: note this.

To remove
START>(Settings)>Control Panel>Add/Remove Programs (double click to open)> Locate the Folder/Angel Potion and use the Change or Add/Remove Button. Follow the instructions.

Installing DivX Player

The easiest route is from Master CD2.
1. Place in the CD reader, close and wait for it to auto start.
2. Confirm Panel: Do you want to play the Intro Movie: Select *No*
3. It may play anyway!! Close the window that states "Playing Movie" by "Go Back"
4. Select the Movies tag
5. Click *Install Necessary Codec*
6. Various panels (Starting Bundle, Searching for Installed Components) will display with an end display of DivX:
7. click *Next, Next in next panel > Yes> Next>*
8. Ensure both DivX Codec AND DivX Player are ticked and click *Next* in Ready to Install Panel> Setup panel with various messages will display>
9. Finished Panel will display>Click *Close*

If it does not auto start then
    1. START>Run>Browse>Look in "Master 2">
    2. Double click DivXBundlefree.exe> Select OK button in Run panel.

3. Various panels (Starting Bundle, Searching for Installed Components) will display with an end display of DivX:
4. click *Next, Next in next panel > Yes> Next>*
5. Ensure both DivX Codec AND DivX Player are ticked and click *Next* in Ready to Install Panel> Setup panel with various messages will display>
6. Finished Panel will display>Click *Close*

A DivX icon will show on your desktop: this is for information only and will not need to be used.

Sarcodes>Timed Therapy Clasp Closes

From Jan 2004 there is an information box with treatment almost over: if OK is clicked clasp will close. Just be patient and the next message treatment over will show!

Biofeedback: no graphics or movies

The most common reason is that the DivX player is not installed. See DivX

Messages and Frozen Screens

- Biofeedback screen: this has been exhaustively tested by QX on 3 different computer systems and QX state that provided there is adequate graphics and general computer specification these facilities operate correctly.
- Freezing screens: a peculiarity of Windows is that it will sometimes place a hidden message, that must be accepted for the process to continue, behind a screen. This can be checked by hitting the return/enter key with the sound switched on and if a bleep is heard this will indicate some other action needs to be undertaken prior to the intended action. Minimising the screen will then reveal the hidden message which can be appropriately actioned.
- SCIO rectification in 3D bodyviewer top bar: this is an issue that QX are working on.
- Message oh oh problem: this generally indicates a client related disturbance, very often within brainwave patterns. Here the system detects a pattern that is abnormal in terms of the previous characterization of client's brainwave patterns. It can indicate other areas and practitioner skills are required to assess this.
- Changing sounds: each sound is associated with a sound file within the clasp folders. This may or may not be associated with movies. If the sound bite is identified then it is possible to replace this with another sound from within the system or from a sound recorded specifically by yourself. Record the sound and save it by overwriting the soundbite that you wish to replace. It is sensible if this sound has the same nominal length as the soundbite that you are replacing. You should record such changes made in order that when you update the programme you can copy all relevant files (e.g. your own prayer files, add faculty etc. into a temporary folder and then drag them back to overwrite the standard files that are updated when a programme is updated. Additionally if the sound is a Windows system sound function this can be altered within Windows system sound itself.

- Sound message, woo woo: this indicates that a shut down is going to occur. The most likely reason for this is a computer operational conflict.

Test: Treat, Zap, Individual Reaction buttons not available

1. You have not run a calibration/ test:
   Prepare Test>TEST
sometimes users think that because the mouse pointer changes to an hour glass that the test is done: not so. Always click the TEST button and make sure that you have a 2-4 minurtes windows interrupt red panel.
2. If you have restored a client after an unplanned close down
3. Possibly (I am not sure) after an alarm function.

I found I can reactivate it by Information> Info Grid and closing it again. Alternatively access via Treatments drop down.

Screen Won't Close

This was an occurance in some 2002 releases. Minimise the panel (use the "-" at top right corner and see if there is a message that needs accepting.

Sometimes there is a minimized panel: look on the bottom toolbar or on the bottom left of screen for an icon. Restore and proceed.

If these fail see system freeze up.

Windows interrupt remains.

System freeze up.

Sometimes the device can lock up and get into a loop that is waiting for a command. Sometimes there is too much heat in your computer system. Sometimes there is just a problem with Windows management. Sometimes you have clicked the mouse whilst there is a windows interrupt and the system gets overloaded/ confused.

For whatever reason there is for you to want to close the system try the following:

1. If there an interrupt operating, the Clasp program is running (except for Patient Super-conscious Reduction panel, where sometimes the windows interrupt does not clear) so wait until complete. If the progress timer has elapsed then close the interrupt (close button or double click top right corner)
2. Wait for system to recover. 1 min or so.
3. Press keys control, alt, and delete simultaneously ONLY ONCE, (Ctrl, Alt, Del), wait 20 sec. This displays the task manager: select consciousness or conmain and "End Process".

4. Reopen Clasp: say "Yes" when it asks during opening "Do you wish to restore the last patient?" Do password, ensure that the correct patient name is loaded and proceed as normal.

OR

1. Press (Ctrl, Alt, Del), twice to shut down the system and it will automatically restart. Restore Windows. Reopen Clasp: say "Yes" when it asks during opening "Do you wish to restore the last patient?" Do password, ensure that the correct patient name is loaded and proceed as normal.

2. Reset the computer by turning it off. This will then need to clear Windows files before activating Windows. Reopen Clasp: say "Yes" when it asks during opening "Do you wish to restore the last patient?" Do password, ensure that the correct patient name is loaded and proceed as normal.

Access error

There is a large amount of graphics, multi media, labels, edits, etc in the QXCI. This will take 32 meg of ram or more. Make sure that all other programs are disabled and your ram is free to run Clasp.

File Missing

The computer is looking for a file that either is not in the Clasp file or it has been moved. There are data files, picture files, word processing, text files etc.

The program has become so large that much of the text based information is on Master CD2. You can check using Windows explorer if the missing file exists in the clasp32 Folder.

Your Hard Drive can be destroyed

 It is best to not let any one play with your files. Your Hard drive can be destroyed

If someone tries to circumvent the protection code of your device, they are destroying your warranty, and putting your files at risk. We have to protect ourselves from the unscrupulous who are always trying to cheat the system and destroy their own karma.

Can't Stop Animation

This means that an animation or multimedia was not started. It generally means nothing so continue.

Improper Entry

This means that the computer wants a number to be entered and you tried to enter a letter. Some entries can not take an empty cell, so if enter a number and then delete it an empty space exists

And the computer does not like it. Click OK and enter the proper number.

DEMO Program: Call for activation of program.

You have a corrupt File

This message may appear on certain windows interrupt panels e.g. Patient Superconscious Reduction. See Re-Index

Re Index/ Index out of date:

If there is an index out of date error you can go to 'Reindex' a program in the Clasp32new folder. This program will re index your data files. Use after a power failure or if you have shut down your computer without closing windows. It may also be necessary of you have a word or other office document open when running clasp.

Release 21 Jan 2002 (V02-02-2002)
When the test is finished AND YOU CLICK "Load new patient Info"the red interrupt/VARHOPE panel will show a message
> *"If this panel does not disappear in 5 secs then you need to re-index"*.
> This is associated with the size of the test matrix database. If the message shows then you need to exit clasp, and re-index. You can complete that patient: the results are valid and all functions will operate. Re-index before the next patient.

> Start>programs>Clasp32 new>reindex. Click generate. When done click Close. All will be restored.

> This is a quick process.
The results for the current test is still valid. You must re-index before the next test.

You can safely re-index before each time you open clasp. From Feb. 2002 this is automatic.

Conmain.exe has encountered a problem and needs to close

If you were in the middle of something the information you were working on
might be lost. Please tell Microsoft about this problem. We have created an error report that you can send to us."
Do not bother to send to Microsoft. Reopen Clasp: say "Yes" when it asks during opening "Do you wish to restore the last patient?" Do password, ensure that the correct patient name is loaded and proceed as normal.

Colour bands change after crash/ restore last patient

This is a function of the software. Correction has been requested (Feb. 04). The order of the scores is unchanged.

Close Button not visible

This may happen in some Body Viewer Screens and in Homeopathic Activation Increase screen resolution to 1280x1024. Start>Control Panel>Dbl Clk Display>Settings tab: this

will have a small area that says Screen Resolution: there will be a slider: see what stages that this will go through as you go from Left to right:
Typicals: 800x600, 1034x768, **1280x1024**, 1400x1050, 1600x1200.
1280x1024 is the best to see everything.

Buttons not visible

This may happen in some Body Viewer Screens and in Homeopathic Activation Increase screen resolution to 1280x1024. Start>Control Panel>Dbl Clk Display>Settings tab: this will have a small area that says Screen Resolution: there will be a slider: see what stages that this will go through as you go from Left to right:
Typicals: 800x600, 1034x768, **1280x1024**, 1400x1050, 1600x1200.
1280x1024 is the best to see everything.

Comctl32.dll error:

This will occur if you use an old version of Windows 95 that does not have proper animation multi media files. Update Windows or please go to start, shut down, restart to ms-dos mode, copy comctl32.dll, from clasp32\program to your windows system directory.

Example:

C:>   COPY C:\CLASP32\PROGRAM\COMCTL32.DLL C:\WINDOWS\SYSTEM

Key violation error:

Occurs when a file is demanded to do an improper function. just click ok and continue.

IO error:

This will happen if there is a problem with your CD or CD player.

Memory errors can also occur if there is a problem with not enough operating space, please keep 100 megabyte free on your hard drive and have at least 16 on your ram.

Some Borland database error:

Please delete all old versions and reinstall from your CD

If you do not have enough **memory** in your hard drive, there might come up an error in installation that can only be fixed with making more room in your hard drive.

Too many Folders

To erase the old folders from the start menu, you must go to Windows Start, then settings, then Task bar and Start menu, then use remove to get rid of the old folders.

Printer Chatters during Clasp Operation

Some complex **Printers** will have trouble operating through the QXCI box. Use an external parallel port switch (usually 30 to 40 dollars usd) to switch from device to printer external of the device.

Improper Entry

A number is required and you tried to enter a letter. Some entries can't take an empty cell: delete the entry and re-enter.

Hardware and Patient Troubleshooting

QXCI Box Lights / Interface (white box) faults.

The lights will not operate unless you have a parallel port from your computer...USB's, serial ports do not interface correctly.

What it does

The box contains the digital interface device and connects together the necessary cabling.

In early versions (black box) there were no lights. They are not essential to test or treat: sufficient power comes from the computer down the parallel port to the box for both test and treat.

There will be no red or green lights in subspace/virtual operation. A few harness operations do not use the electrical power and are totally graphics/sound and subspace.

The lights do however help our comfort and give some confirmation that the communication is operating.

They also allow for some extra power when treating difficult or stubborn cases.

The lights should come on latest during calibration

Message in calibration: very little energy detected.

This orange/red panel may show in the top left of the screen.

This I believe was an attempt to check that the QX interface was operational. Whilst no definitive statement has originated from QX the following is my experience on several

computers, the bottom line of which is do not be concerned and ignore it. I have not had it show when I have no box connected and I have has it show with a fully function interface.

Power source

 4 AA batteries (re-chargeables are not recommended. They can go short circuit when flat) or medical safe, surge protected, regulated power supply unit, 300 ma,7-9 volts DC (see electrical safety notes for more details)

Healthy Operation
Green LED for power on/active (note that will only generally come on entering Calibration. It may go out at times when the power save program comes in)

Red channel LED's which glow/flash at certain times (it does not mean your device is broken if these seldom operate)

Troubleshooting

- No Red LED: check batteries/power supply (including connection polarity)

- No green LED's:
    1. Check batteries/power
    2. Check switch set to Function
    3. Check that the Computer port on the box is connected to the parallel port on the computer
    4. Check that a relevant program is running: e.g. a 1 minute sarcode or timed treatment.
    5. Replace the cable (DB25 Male to DB25 Male Parallel cable).
    6. Try another interface box.
    7. Check the onboard device configuration: you need some computer expertise to do this. Access the parallel port part of the Bios settings at start up.
           Base Address: 378h
           Operation Mode: Bidirectional   or   EPP
           The port should be enabled.

If all else fails:

Find a colleague with an operating QX interface. Run their program with your box and your program with their box. Follow a process of elimination.

SCIO: no lights

    1. Switch on the Scio: ON LED will glow green
    2. Check batteries OK (SCIO start up panel will show battery volts)

3. Check mains power adapter
4. Check that SCIO is connected.

Lights will only glow during an interaction.

SCIO: lights flash in strange sequence.

Check batteries: possible low voltage.
RX-TX LED's flash: fault in communication.

Patient pain from harness or burns

If the harness produces a pain or heat on the patient skin, place a tissue membrane under the harness, before continuing. If alarm response or continued discomfort, then discontinue use. If you are using double power then use this precaution in all cases.

Always ask the patient if they have sensitive skin.

Harness versions from Jan 2001 have conductive strips instead of studs: the larger surface area makes burns extremely unlikely.

Printers

Do not operate the program with a printer connected.

Diagnostic Program

There is a self diagnostic program in the EEG/EMG program under send and receive. ***Operate with a patient connected.*** See Kelsey user manual for use.

SCIO Specific

Harness Diagnostics

The information exchanged through the harness is electro magnetic. Intrinsically associated with a flow of electricity is a magnetic field. Conversely a change in magnetic field induces an electric current. Essentially the two are intimately related. Each is the cause and effect of the other. When harness diagnostics is selected this has a conductivity (i.e. continuity of electrical circuit) test. The process used to assess the electrical continuity of the harness connection is an examination for excess and deficiency of conducatance. Conductance requires continuity of electrical circuits. If the straps are loose, if there is material between the straps/harness and the organism (tissue, stockings etc.) or the client has very dry or non-conductive skin then there will not be a continuity for electrical conduction. This situation can be resolved by the use of ECG or EEG gel which is highly conductive and available to the general public from medical supply companies

There is a further assessment of communication with the client through the magnetic aspect of the pattern: this is a stimulus and response monitoring system. Thus the

absence of an electrical continuity does not result in reversion to subspace. However if the magnetic element does not produce a response then the system concludes that there is no biological specimen connected and the system will revert to subspace.

If the magnetic pattern is present and the electrical continuity is not then there will be a slight reduction in interaction efficacy but the interaction will still be active and effective.

Scio not found

- Since there are now several versions of the Scio (first serial-serial, second usb-serial cable conversion, now usb-usb) it is necessary to tell the programme which Scio version you are operating on. This applies to either the Scio or the QX. This needs to be set once and once only. This is set via the following route:

Start>Programmes>Clasp 32 new>Scio type>select the relevant interface.

- If the SCIO is not found on opening at 25-33% or when using search for SCIO then:
  1. Power off the SCIO
  2. Disconnect the cable from the computer
  3. Leave 1-2 minutes
  4. Reconnect to the computer
  5. Power on
  6. Do search for SCIO.

Movies do not play/stick

This can occur in Biofeedback and Body viewer.
It is strongly recommended that you re-install the DivX player in order that the latest version is in operation. If you do not do this some of the movies in biofeedback and 3D body viewer may not play fully or at all. The route is:

Start>Programmes>Clasp 32 new>DivX 511 video codec. Just follow the instructions.

Conmain error on Opening: Clasp will close
Check if Body-viewer and/or Disease Lexicon are open: icons on bottom toolbar.

No Patient data
This can happen if the SCIO and Body-viewer have not been closed. Close Clasp and re-open.

Windows Media Player Opens: no movie plays
1. Movie is not available in body-viewer.
2. DivX player not installed

3. Incompatible body-viewer in Programs and Body-viewer: see body-viewer does not play

Body-viewer does not play

1. Has the Body Viewer CD been installed
2. Does the Clasp program support the SCIO? Later than June 2003 does.
3. Is there a conflict between two different body-viewer versions.

This error may occur if incompatible versions of Clasp and Body-viewer have been installed. Try to install the set that comes with the program.

There are 2 bodyviewer.exe files: one in C>Clasp>Body-viewer and one in C>Clasp>programs.

Check as follows for each one.

1. C>Clasp>Bodyviewer: locate bodyviewer.exe: right click properties, note the created and modified dates.
2. C>Clasp>programs locate bodyviewer.exe: right click properties, note the created and modified dates.

Now to find the one that runs the movies:
1. C>Clasp>Bodyviewer: locate bodyviewer.exe: double click to open.
   a. Note the release number on the top blue bar
   b. Then Program Start>Load Individual Movie Program>Organs>Digestion>Stomach
   c. ??   Does it open??

2. C>Clasp>Programs: locate bodyviewer.exe: double click to open.
   a. Note the release number on the top blue bar
   b. Then Program Start>Load Individual Movie Program>Organs>Digestion>Stomach
   c. ??   Does it open??

Hopefully only one will run the movies: copy that one into the Clasp>Programs folder.

Two bodyviewer Programs: different versions

There are 2 bodyviewer.exe files: one in C>Clasp>Body-viewer and one in C>Clasp>programs. See Bodyviewer does not play.

Close Button not visible

This may happen in some Body Viewer Screens and in Homeopathic Activation Increase screen resolution to 1280x1024. Start>Control Panel>Dbl Clk Display>Settings tab: this

will have a small area that says Screen Resolution: there will be a slider: see what stages that this will go through as you go from Left to right:
Typicals: 800x600, 1034x768, **1280x1024**, 1400x1050, 1600x1200.
1280x1024 is the best to see everything.

Buttons not visible

This may happen in some Body Viewer Screens and in Homeopathic Activation Increase screen resolution to 1280x1024. Start>Control Panel>Dbl Clk Display>Settings tab: this will have a small area that says Screen Resolution: there will be a slider: see what stages that this will go through as you go from Left to right:
Typicals: 800x600, 1034x768, **1280x1024**, 1400x1050, 1600x1200.
1280x1024 is the best to see everything.

No Piggy backs load automatically into bottom piggy back line

This will draw from activities in Clasp: the more you do the more that the program deems incomplete will be loaded.

No Unconscious Choices Load

This will draw from activities in Clasp: the more you do the more that the program deems incomplete will be loaded.

Programs Start>Unconscious Choices

The text at the top blue toolbar indicates activity: no movie plays. There will be a sequence of displays. This is a software glitch as at Feb. 2004

Acupuncture points colours don't change

This is intended. Technically it is complex to achieve.

Cant get the SCIO to connect via a USB to Serial cable

The original design was based on a serial cable: if you can use this it is simpler. USB converters do work. QX have supplied 2 to date: Wiretec and ATEN. Both work. There is care needed in driver selection and the COM ports need setting up. See SCIO installation instructions.

Cannot find a specified file.
This refers to the 3D Body-viewer file not having been loaded from the CD or not as yet provided from QX. not being available. There will be a message left stating that the system is accessing the body electric. In order to remove this it is necessary to close the programme.

MCI Driver not available

The specified file is either not loaded into the computer or has not yet been finalized by QX for inclusion in the 3D Body-viewer software CD
OR
the DivX player is not loaded into the computer. See *Loading DivX* Player at the end.

Accessing Body Electric..

But nothing happens: the specified is either not loaded into the computer or has not yet been finalized by QX for inclusion in the 3D Body-viewer software CD.

Electrode Check

Some colour strips do not display. In beta 3 solved by updating Windows XP drivers by down load from Microsoft. In Feb. 2004 they work but some colours are reversed.

USB LED does not light

This may only happen during times of active data transfer.

Can't Load an Old Patient

This is an aspect of Clasp 11/11/2003 to Feb. 2004. Obtain and install the FigBug.exe patch.

New Patient: name doesn't load

This is an aspect of Clasp 11/11/2003 to Feb. 2004. Obtain and install the FigBug.exe patch.

Clasp fails to show the patients in the database

This is an aspect of Clasp 11/11/2003 to Feb. 2004. Obtain and install the FigBug.exe patch.