

Support

How to Contact Us for Support With Your iLs Products

For general inquiries, clinical support, or sales

questions, email contact@integratedlistening.com or call 303-741-4544

If you are having trouble with your iLs

equipment, email service@integratedlistening.com or call 303-399-4183

iLs Focus Systems Support FAQ



My iPod Touch says it has a pass code, what do I do?

The iPod Touch comes with a pass code set by iLs. The code is 4571, or “ILS1”.

My iPod is frozen, what do I do?

iPod Classic – 1. Press and hold the Center and Menu button until the Apple logo appears in the center of the screen. Release the buttons. The iPod will now restart.

iPod Touch – Press and hold the Home button and the Sleep/Wake button until the Apple logo appears in the center of the screen. Release the buttons. The iPod will now restart.

Can I plug my iLs iPod into a computer and add music?

The current software of the iPod does not allow for multiple computers to sync music to an iPod. Your iLs iPod has been carefully preloaded with all the necessary music you

will need for iLs programs. By plugging your iLs iPod into your computer you risk deleting all iLs Music.

When should I charge my battery?

Both your amplifier and iPod have lithium based batteries that can be charged at any time without shortening the battery life, so feel free to charge them whenever is convenient. Your iPod has a battery indicator on screen. Your amplifier has a blue power light that will blink when the battery is low. Never store your equipment for more than a month without charging it up.

How do I know when the iLs Amplifier and iPod are fully charged?

The green light on the back of the iLs Amplifier will turn off when it has reached a full charge. Your iPod has an on screen graphic that will indicate when it is fully charged.

Do I adjust the volume using the iPod or the amplifier?

You should always turn the iPod up to its maximum volume setting, and use the controls on the amplifier to adjust the volume that you hear through the headphones.

I think my headphones may be malfunctioning, how do I check?

If you think your headphones are not working properly, the first thing to do is to unplug them and plug them back in. If this does not remedy the problem, you can take the following steps:

On the iPod, select Playlists > Headphone Test > AC Test. There are two tracks, each of which has music with output to one ear only, enabling you to check the function of each side of the headphones independently. These are named Left Ear Test and Right Ear Test. With the iLs amplifier on, set the Bone Conduction volume at 0 and the Air Conduction volume to a comfortable level. Music should be heard in only the appropriate ear.

To check the Bone Conduction, select Playlists > Headphone Test > BC Test. With the amplifier on, turn the Air Conduction volume all the way down (without turning off the amp), and turn the Bone Conduction volume up to 1. Pinching the bone conductor between your fingers, you should feel it vibrating slightly, and while wearing the headphones, you should hear it playing quietly. For further assistance, contact our Service Department at 303-399-4183.

Dreampad Support FAQ



Support Documents

[Dreampad User Guide](#)

[Bluetooth Instructions](#)

[Coby User Guide](#)

What if I lose my charger?

If you purchased the preloaded MP3 player, we recommend you clearly label your Dreampad charger to help you keep track of it. If you lose it, email contact@integratedlistening.com or call 303-741-4544 for a replacement (\$9.95 plus shipping).

What kind of music is included with the Dreampad?

Music Programs: Dreampad music is treated specifically for delivery through Intrasonic Technology, which emphasizes frequencies of the auditory spectrum most conducive for relaxation and sleep. The music programs are downloaded to one's own device (an app for both Apple and Android formats, or music files for non-smart devices). An MP3 player with the music pre-loaded is also available at additional cost. Samples of the music, research, product info, etc. are on the [Dreampad page](#) of the website.

1. *Moonrise® (ambient)* – Harp, Viola & Acoustic Guitar
2. *Harmonic Continuum® (ambient)* – Low Frequency Harmonic Overlay
3. *Tranquil Landscapes (ambient)* – Piano, Chimes, Synthesizer & Strings
4. *Seaside Strings® (ambient)* – Ocean Waves & Viola

5. *Classical*: quiet blend of andante-tempo classical pieces, which some say is so enjoyable that it's better for relaxed listening than for falling asleep

How long does the music play?

Each track is 2 hours long. On the Sony player, access the tracks by selecting Music→Album→Track of your choice. Using this sequence will play only the track you select. If you would like to play all of the tracks, select Music→All Songs→Track of your choice. The player will then play all 5 tracks. When using the Dreampad app, use the timer function to select how long you would like the music to play.

We recommend listening to the music for two hours. Listening all night can result in sensory overload and make the user feel a little 'wonky' in the morning (a temporary, uncomfortable feeling). We recommend a) not listening for longer than two hours unless you are well acclimated to the Dreampad, and b) if you do plan to listen for longer than two hours, we recommend setting volume level lower than normal so as to reduce the stimulation throughout the night.

Is there any frequency radiation from the optional preloaded MP3 player?

No, the player does not emit any radio, Wi-Fi or cell phone type signals. If using your own player, check the user's manual to find out if it emits radio frequencies.

Can I listen to my own music with the Dreampad?

Can I listen to any music I want? iLs has specifically selected and processed the music which comes with the Dreampad; however, one may choose other music and play it through the Dreampad as one chooses.

I can't hear the music. Am I supposed to?

Yes, the volume should be at a low level which is enjoyable to listen to but not so loud that it keeps you from sleeping. If you can't hear music, it may be that the ambient noise in the room is too loud. Using the earplugs included with the Dreampad will help dampen ambient noise and significantly improve your ability to hear the Dreampad music.

Does my ear need to be against the transducers which emit the music?

No, as long as some part of your head is touching, or very close to, the transducers in the Dreampad the sound will be conducted to your inner ear.

What is the youngest age a baby can use the Dreampad?

iLs recommends a child be at least one year of age before a Dreampad is put into his/her crib. With infants and toddlers, it is always a good idea to begin with very low volume and short sessions (e.g. 5-10 minutes). Gradually increase sessions as tolerated.

If I wake up in the middle of the night can I turn the Dreampad on again?

Yes, the program can be re-started in the middle of the night but this may not be conducive to falling back asleep. Alternatively, you can set the program to run for a specific number of hours through the app, or on repeat using the pre-loaded player per the User Guide. We recommend a) not listening for longer than two hours unless you are well acclimated to the Dreampad, and b) if you do plan to listen for longer than two hours, we recommend setting volume level lower than normal so as to reduce the stimulation throughout the night.

Is there a trial period for the Dreampad?

There is no way of knowing if it is effective until trying it. We do offer a 30-day trial period so you can return it for a full refund of the purchase price less shipping and a 15% processing fee.