A Change of Heart Changes Everything

Freeze-Framer® 2.0

Interactive Learning System with Patented Heart Rhythm Monitor
CREATED BY DOC CHILDRE

Quick Start Guide

Package Includes:
• Freeze-Framer® Software CD
  Patent No. 6,358,201
• Quick Start Guide
• Quiet Joy CD

Master the Power of the Heart

▶ **SEE** in real time how thoughts and emotions affect your heart rhythms

▶ **DISCOVER** your personal stress triggers and eliminate them

▶ **BALANCE** your emotions, mind and body quickly

▶ **CONVERT** "stress lockdown" into "free energy" for creativity, productivity and learning

▶ **STAY** in "The Zone" for optimal health, performance, and personal fulfillment

HeartMath®

Freeze-Framer® 2.0 Quick Start Guide

Sensor Installation

Remove the sensor hardware from the packaging. The parts contained are the:
1) Black triangular sensor pod
2) USB extension cable for connecting the pod to the USB computer port
3) Finger sensor with strap
(An optional ear sensor with lapel clip may be purchased separately)

If you have a serial port finger sensor, see installation instructions on page 14.

1. If the cable from the black triangular pod can conveniently reach a USB port on your computer or USB hub, plug it in now and skip to step 4. Otherwise, proceed to step 2.

2. If the pod cable cannot conveniently reach a USB port on your computer, unwrap the USB extension cable and connect the male end of the cable to a USB port on your computer or USB hub.
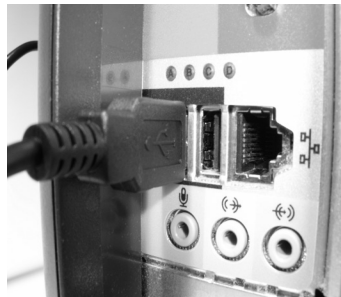
3. Connect the female end of the USB extension cable to the cable coming out of the sensor pod.
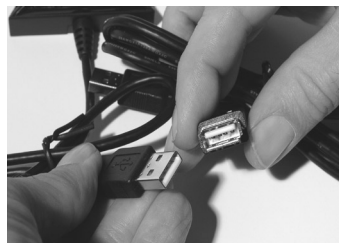
The first time the sensor is connected to a USB port, you should see a notification near the Windows system tray indicating that Windows is being configured for the device. Wait for the configuration to complete. You should also hear a sound indicating that Windows has detected the sensor. The green pod LED light should be lit.

4. Place the strap on a flat surface with the HeartMath logo face-down. Then attach the small square patch of hook and loop material on the bottom of the finger sensor to the small square patch of hook and loop material on the strap. The strap should now stay attached to the finger sensor.

5. Place the tip of your finger on the finger sensor and then gently wrap the strap--starting with the short end--around your finger to secure the sensor to your finger. Your finger should feel snug between the sensor and strap but you should be able to slide your finger in and out easily.

6. Plug the finger sensor into the pod.

7. An optional ear sensor may be plugged into the pod instead of the finger sensor.

If you are switching from a serial port sensor to a USB sensor, go to the Edit Menu, Options, Pulse Sensor tab to make sure that the USB Sensor is selected.

If the green light on the USB sensor pod does not stay illuminated, it means the device is not being recognized. Try plugging the pod into a different USB port, preferably one directly on your computer, instead of on a docking station or USB Hub. If the USB sensor pod still does not stay illuminated, you will need to shut down and power off your computer and restart.

All versions of Freeze-Framer 2.x software are compatible with the USB sensor hardware. We invite you to check for and download free updates by going to http://support.freezeframer.com

Software Installation

Insert the Freeze-Framer CD into your CD-ROM drive. The software installer will start automatically. The installer dialog box will appear.

Follow the instructions on the screen. The registration number (FF2 followed by seven digits) is located on the back of this Quick Start Guide.

If you are installing on a computer running Windows XP, 2000, or NT4, we recommend that you install as a user with Administrator privileges. (If you don't know what that is, just continue with the installation.) On Windows XP, 2000, and NT4 systems, you will be asked to choose the Installation Type. (Windows 95, 98 and ME users will not be asked.) If you are the sole user of your PC or a home user, we recommend the "Shared Application and Data" option. If several people share this computer, we recommend the "Shared Application and Private Data" option. Most users can simply click on the "Next" button on all of the rest of the installer screens.

When the installer is asking you for the particular sensor you are using, select the USB or Serial Port. If you use a USB adapter with a serial sensor, select the Serial Port option.

Restart the computer once the installation is complete. Once the restart is complete, double-click on the Freeze-Framer icon on the desktop to start the program.

If you are upgrading from Freeze-Framer 1.x, your user and session data will automatically be converted and made available within the Freeze-Framer 2.0 program.

Click on the Tutorial button to learn about the Freeze-Framer. Be sure to review the Quick Coherence® technique section before proceeding.

The tutorial consists of the following sections: Tour the Freeze-Framer, Quick Coherence technique, Science and Applications. Studying the tutorial will enhance your understanding and enjoyment of the Freeze-Framer program.

Click on the Heart Rhythm Display Button once you're ready to begin.

Heart Rhythm Display

Collect Accurate Data

Insert your finger into the finger sensor. Your finger should be relaxed; it is okay to put your hand on your lap.
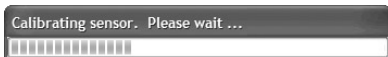
Or, if you're using the optional ear sensor, clip the ear sensor clip to an earlobe, and the lapel clip to your clothing. Slide the lapel clip along the wire to a comfortable position.

Click the Start Icon. ▶ START

While the Automatic Gain Control is calibrating, you will see the following progress bar, unless you are playing a game:

Calibrating sensor. Please wait …

Then click the Pulse Wave Icon.

Adjust your finger until your pulse wave data shows distinct, smooth pulse spikes.

View your Heart Rhythm and Coherence Ratios

Click on the View Coherence Ratios Icon. After 20 seconds has elapsed, the Freeze-Framer will begin to compute your "Coherence Score," and the screen will adjust.

Shift your heart rhythm by practicing Quick Coherence. Notice the changes in your Heart Rhythm Graph. The goal is to have 0% low coherence, 0% medium coherence, and 100% high coherence. Most people start out close to 100% low coherence--this is normal. With practice, you will shift the score towards medium and high coherence. The three coherence score values add up to 100%. If you're not getting any medium or high

coherence, go to the Challenge Level menu and change the setting to "Low", and if you easily get high coherence, change the setting to high or highest.
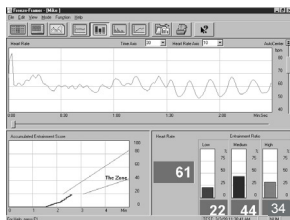
If you want to turn off the audio feedback or change the selected sounds, go to the Edit menu, Options item, click on the Sound tab and set "Audio Feedback" to off. To toggle the sound off or on during a session, hit the "Z" key.

Click on the Stop Icon to end the session.

Review your coherence ratio scores. You can view changes that took place during the session by reviewing the Accumulated Coherence Score window in the lower left corner of the screen. If you spent some time in medium or high coherence, the blue line will show an up slope.

After stopping, the Toolbar changes:

Click on the Save Data Icon. The Save Data dialog box appears.

If your name is not on the pop up list of User Names, click on "New User," enter your user name and click on "OK."

The data from your first session will be saved.

Other Buttons on the Toolbar:

Return to the Main Screen.

Start a new session.

View your progress.

Review a previous session.

Click on context-sensitive
help icon, then somewhere on
screen to get more information
about a specific aspect of the program.

Play a Game

Important: It's best not to attempt to play the games until you have practiced
the Quick Coherence technique. Practice using the Heart Rhythm Display
screen first. Once you can successfully reduce the low coherence score to
about 50% you will be ready to try the Freeze-Framer games.

Choose a game by clicking on a game button.

The starting screen for the game will appear. Click on the Start
Icon located in the lower left corner of the screen.

You will see the "Now accumulating data" box
appear. The game has started. You are being
scored on the data being accumulated, starting
the moment this box appears. Therefore, begin to
apply the Quick Coherence technique as soon as
you see this box appear.

Within 20 seconds after the box disappears, you may begin to see some response to your coherent heart rhythm.
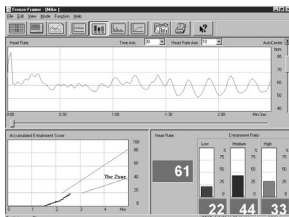
Play the game until it ends or until you want to stop. To stop the game, click on the Stop Icon on the Tool Bar in the lower left corner of the game screen.

Click on the Exit Icon.

The review screen for your session will appear. It presents a summary of the data from your session, including your coherence ratios. The review screen looks like the example on the right.

To leave the review screen, click on any Icon.
The Save Data dialog box will appear. Choose the appropriate options.

Congratulations! You are now using the Freeze-Framer!

To get the most out of your Freeze-Framer be sure to read the online help system.

Go to the Help menu, Help Topics item. If the index is not showing,

click on   Show   then click on the Contents tab, if necessary.

If you're upgrading from version 1.x of the Freeze-Framer, see the Getting Started, What's New in Freeze-Framer 2.0 section in the help file.

Please Register Your Software.

With your computer connected to the Internet, go to the Help menu, Register Freeze-Framer item, which will open a Web browser window showing the Freeze-Framer registration form. You can also fill out and mail the enclosed registration card.

Program Navigation Keys

The Freeze-Framer program provides "hot keys" that make it easier to navigate and accomplish tasks. Many make use of the control keys, which are located in the lower left and lower right corner of the main keyboard and are labeled "Ctrl". For example, to use the Ctrl+P hotkey to print a screen, hold down the Ctrl key with one finger and then hit the "P" key with the other.

Ctrl+N - create a new user
Ctrl+O - open an existing user
Ctrl+T - open options window
Ctrl+U - user information screen
Ctrl+P - print the screen
Ctrl+H - heart rhythm screen. After a session is stopped, Ctrl+H will reset for a new HRV session without saving the data from the current session.
Ctrl+R - review session selection screen
Ctrl+1 - select Low challenge level
Ctrl+2 - select Normal challenge level
Ctrl+3 - select High challenge level
Ctrl+4 - select Highest challenge level
Ctrl+D - set current challenge level as default
Ctrl+Q - quit the Freeze-Framer program

On the heart rhythm screen:

1- view HRV/pulse wave screen - also Keypad 1
2- view HRV/coherence ratio screen - also Keypad 2
3 - view HRV/power spectrum screen - also Keypad 3
S - start monitoring - also Keypad Enter
Q - stop monitoring - also Keypad .
Ctrl+S - save data after the current session has stopped
spacebar - pause screen display - also Keypad 0
(data continues to be collected. Display of realtime data resumes when the spacebar is hit again)
Z - toggle audio feedback on/off
A - autocenter HRV wave in HRV window

Pulse Sensor Options: go to Edit menu, Options, Pulse Sensor tab

USB Sensor

When the USB Sensor option is selected the program accesses the USB Sensor attached to the USB port. Your real time pulse data will appear on screen.

If you switch between the Serial Port Sensor and the USB Sensor, you will be asked to exit the program and restart the Freeze-Framer in order for the change to take effect.

USB Sensor Options

Automatic Gain Control - On/Off - the USB Sensor has the capability to automatically adjust itself to different conditions. For example, if the user has cold hands, the sensor will automatically increase its sensitivity at the start of a session to get a better signal, thereby reducing artifacts (signal loss) and in some cases making data collection possible where it previously was not. However, setting automatic gain will delay the beginning of the session by a few seconds.

Manual Gain Level

If Automatic Gain Control (AGC) is set to "Off", you can force the sensor into one of its three gain modes, Low, Medium, or High. Medium gain is the default setting. Low gain would be used if the sensor is receiving too much signal to process correctly. High gain would be used if the sensor is not getting enough signal with the other settings. The ear sensor should only be used with the low and medium settings. As a guide, "Last AGC" will indicate the last automatic gain setting used by the system.

Serial Port Sensor

When the Serial Port Sensor option is selected the program accesses the serial sensor attached to the serial port or a serial sensor connected to a USB adapter that's connected to a USB port. (The recommended serial to USB adapter is made by Belkin, part number F5U109.)

Serial Sensor Options

When the Serial Port Sensor option is selected the program searches the computer's serial ports starting at Port 1. This AUTO setting can be changed to start the search at a higher port number up to Port 8. Sometimes, an

existing device such as a Touchpad might be mistakenly identified as a pulse sensor and may block or delay access to the actual pulse sensor. Setting the search to start at the real location of the pulse sensor will avoid this issue.

Troubleshooting Guide

If your problem is not addressed in this guide, go to the Freeze-Framer program troubleshooting help section--go to the Help menu, Help Topic items.

Click on ⇦▤ Show then click on the Contents tab, if necessary. Click on the Troubleshooting item in the table of contents.

Installation Issues

I put the CD into the computer, and the installer screen doesn't appear.

Double-click on the "My Computer" icon on the desktop. If the CD-ROM icon says "Audio CD", then you've inserted the Quiet Joy music CD instead of the Freeze-Framer software installation CD. Remove the music CD from the CD-ROM drive and insert the Freeze-Framer installation CD. The installation program should start automatically.

If you have the Freeze-Framer software installation CD in the CD-ROM drive, right-click on the CD-ROM icon in the "My Computer" window, and select "Open" then double-click on the Setup.exe icon. This will start the installer.

The installation program won't accept the registration number.

The registration number starts with "FF2" followed by seven digits. (No letter O's are in the registration number.) Use the registration number from the back cover of the Quick Start Guide.

How do I know if I have the latest version of the Freeze-Framer software?

When the Freeze-Framer program is running, go to the Help menu, click and move down to the "About Freeze-Framer" item. You'll see the version number on the resultant screen. You can download and install the latest version of the program files by going to the Help menu, Online Support item. (Your computer must be connected to the Internet.)

CAB File Error During Installation

If you receive error messages during installation that relate to CAB files, try selecting Custom Install and uncheck the box for Tutorial. Only installing the core Freeze-Framer program can bypass many problems that may occur during installation. If the smaller installation is successful then you can later modify your installation to install the tutorial. If modifying the installation to add the tutorial doesn't work then please e-mail Freeze-Framer tech support at: http://www.heartmath.com.au/support/

Warnings for LCD Displays

If you receive; "Warning: You have selected a non-optimal Screen Resolution setting for your LCD display panel.", simply click the check box "Don't show me this message again" and then restart your Freeze-Framer software.

Media Control Interface (MCI) errors

If you receive; "MCI ERROR: The specified file cannot be played on the specified MCI device.", it means that the file may be corrupt, not in the correct format, or no file handler is available for this format. Please refer to Microsoft's knowledge base article for instructions on how to resolve this issue:
http://support.microsoft.com/support/kb/articles/Q219/0/47.asp

Database Manipulation

All Freeze-Framer sessions are kept in one database file titled "FF2.MDB" which you can find by clicking Help, selecting About Freeze-Framer and then clicking the Show button near the bottom of the window. Be sure to close the Freeze-Framer program before moving or copying the database file. You can duplicate this file to make a back up copy or you can transfer this file to another computer with the Freeze-Framer software to use you session database on multiple computers. At this time we do not support combining of databases or transferring of sessions and users. However, if you are familiar with Microsoft Access you may be able to manually edit your database. Just make sure that you make a back up copy of your database first.

Error 117

If you receive the error message "Error 117. Please contact Freeze-Framer support.", it means that the computer could not read information from the CD. Many times simply taking out the CD, rebooting your computer and

then reinserting the CD for a second installation can resolve this problem. If this doesn't resolve the problem then examine the shiny side of the CD for scratches, stains, pieces of material, etc. Some CDs produced can have a strange glue-like substance on them that can cause this error because a track on the CD cannot be read. The solution is to clean the CD to remove the foreign substance and then reinsert the CD by touching only the sides of the CD. If cleaning the CD does not make the error cease then try another CD in your computer to ensure that your CD-ROM drive is working correctly before contacting technical support.

The Freeze-Framer stops collecting data after twenty minutes.
Go to the Edit menu, and select Options. Change Session Length from twenty to a higher number of minutes.

I click on the Tutorial button on the main screen and get a dialog box that says "Application is already running."

Use your mouse to move to the icons at the bottom of the screen and

click on the icon ⬚ Tuto... to view the tutorial program.

I want to remove the Freeze-Framer 1.x software now that I have Freeze-Framer 2.0 installed.

Click on the Start icon and then select Control Panel, Add or Remove Programs. Select Freeze-Framer, then click on the Add/Remove button. Select Freeze-Framer (not Freeze-Framer 2.0) then the Change/Remove icon.

I installed Freeze-Framer 2.0, but at the time, I didn't convert my user and session data from Freeze-Framer 1.x. How can I do that now?

Find where the 2.0 data file is located by going to the Help menu, About Freeze-Framer, and click on the Show button. Exit the Freeze-Framer program. Delete the FF2.MDB file. Then start the Freeze-Framer program, and it will ask you if you want to transfer your old data into the new database. Note: This will remove current Freeze-Framer 2.0 session data.

Why is it called Freeze-Framer?

Doc Childre developed a technique called Freeze-Frame®, which allows you

to stop worry or stress "in the moment." The Freeze-Framer was designed to help train people to use this tool more effectively. Find out more about tools and techniques on our web site at: www.heartmath.com.au

Installing the Serial Sensor

Connect the Finger Sensor to the serial port on your PC. If your computer does not have a serial port, see below for further instructions.
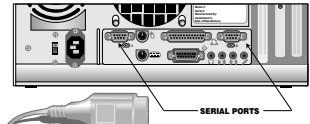
SERIAL PORTS

Serial Port Finger Sensor Issues

How can I determine what serial ports are active on my computer?

To see the status of the serial ports, right-click on My Computer, and choose Properties from the menu. Click on the Hardware tab of the System Properties window, then the Device Manager button. Click on Ports (COM & LPT) to see what COM ports exist. If a small yellow or red graphic is present on a COM port, a problem or conflict may exist that will have to be fixed before the Freeze-Framer program can read data from the finger sensor.

My PC doesn't have a serial port. How can I connect the serial sensor?

You can use a serial to USB adapter if your computer has USB ports. We've tested the Belkin USB PDA Adapter, part number F5U109. For a list of some U.S. resellers, go to http://www.shopper.com and enter "F5U109" in the search window. Be sure to install the Belkin software from the Belkin installation CD before connecting the Belkin adapter to the computer. For a directory of U.S. and international resellers, go to http://www.belkin.com and click on the Where to Buy link. (No other serial to USB adapters have been found to work.) Always select the "Serial Port Sensor" radio button, when using a serial sensor, regardless of how it is connected to the computer.

I'm using a serial to USB adapter to connect the finger sensor to my PC via a USB hub. I get a "Pulse sensor not found" message.

If the finger sensor is connected to a PC via a serial to USB adapter and a USB hub, the USB hub must be powered; otherwise the finger sensor doesn't get the power that it needs from the USB port. Try plugging the serial to USB adapter directly into the computer.

Another possibility is that the USB adapter was installed with a high COM port number on a Windows XP or 2000 computer. To check this, go to the My Computer icon. Right-click on it and go to Properties. Click on the Hardware tab, then the Device Manager button. Scroll down the list to the Ports (COM & LPT). Double-click on the USB adaptor. Click on the Port Setting tab, then the Advanced button. Next to the COM Port Number select the lowest available COM port, preferably COM1. Click the OK buttons and close the Device Manager window. Run the Freeze-Framer program to see if this solved the problem.

Installation - Palm Pilot and other device issues

I have a Palm Pilot that I connect to my serial port. Will there be a conflict with the Freeze-Framer finger sensor?

To use the Freeze-Framer, you first have to quit the Palm Pilot Hot

Sync utility by right-clicking the HotSync icon in the Windows system tray (lower right corner of the desktop), and choosing "Exit." If this does not work, connect your Palm Pilot to the serial port and try again. If your Palm Pilot is not available, you can force the HotSync program to quit, hit the Ctrl+Alt+Del keys, select HotSync from the list of tasks and click on the "End Task" button. In a few seconds, you'll probably see another window saying "Task not responding." Click on the "End Task" button. Now run the Freeze-Framer program.

When you're done using the Freeze-Framer and want to connect your Palm Pilot to your PC, disconnect the finger sensor from the serial port, reconnect the Palm Pilot to the serial port, and restart the HotSync utility--Start Menu, Programs, Palm Desktop, HotSync Manager. Note: Even though the Palm is connected to the USB port instead of the serial port, the HotSync Manager program may still block the serial port, and must be exited before the Freeze-Framer program will be able to find the finger sensor attached to the serial port.

I have a Windows CE computer that I connect to my serial port. Will there be a conflict with the Freeze-Framer finger sensor?

Right-click on the icon in the system tray and uncheck "Enable Serial Connection" as well as "Enable Network Connection."

The icon should change to indicating that the serial port is free and available for use by the Freeze-Framer finger sensor. No communication with a handheld PC via serial cable will be possible until the "Enable Serial Connection" is rechecked.

For more technical support visit http://www.heartmath.com.au/support/ or call +61 2 9412 2500 (Australia) from 9:30 AM through 4:30PM Monday through Friday, EST time. You can also send an e-mail to info@heartmath.com.au, or fax your question to (02) 9403 7900

Disclaimer

Use the Freeze-Framer™ Interactive Learning System and the exercises contained in the software as tools for individual balance, optimal performance and growth. Although this instrument and exercises are believed to be very safe and have potentially great benefit, no medical benefits or cures are expressed or implied. These programs and exercises are not to be used as, or used in lieu of, any course of medical or psychological treatment.

None of the feedback or summary data provided in the software is to be interpreted as medically or psychologically diagnostic.

Finally, heart rate variability patterns differ widely from one person to another. There are no "right" or "wrong" patterns The coherence scores in the programs and games are especially useful for comparing your own progress in increasing your ability to maintain a physiologically coherent state as you practice; they should not be compared between one individual and another.

Individuals with heart irregularities such as atrial fibrillation or flutter or intense clusters of premature atrial contractions and children who are unable to sit still may be unable to use the Freeze-Framer successfully.

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