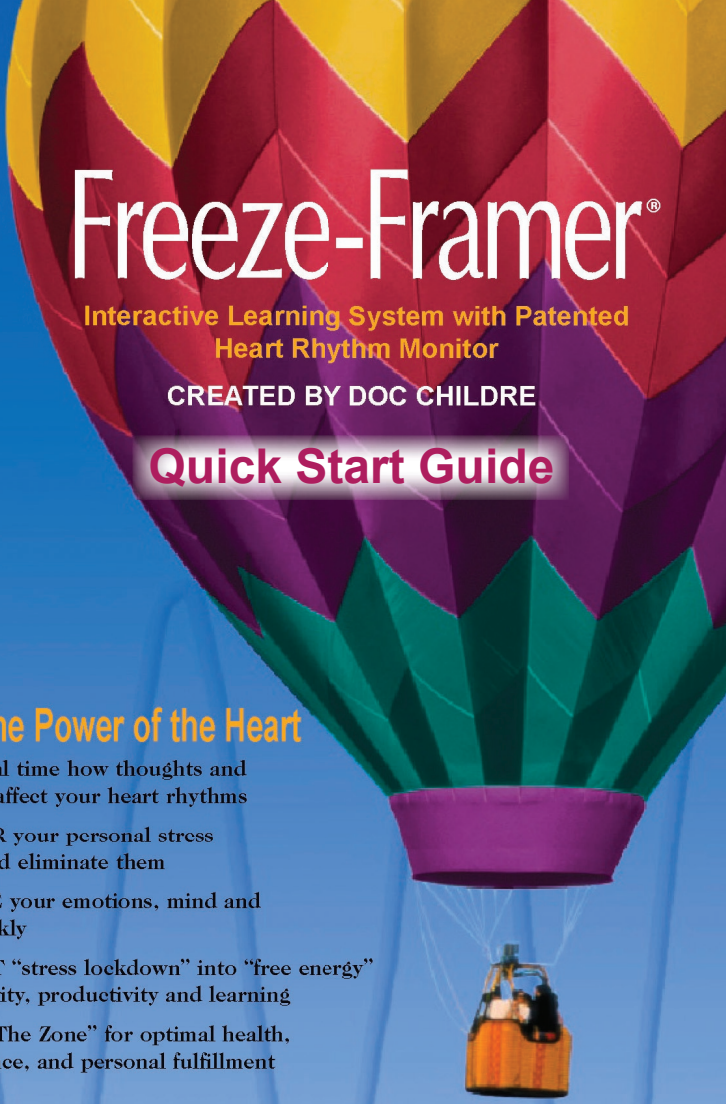
Freeze-Framer®

Interactive Learning System with Patented Heart Rhythm Monitor

CREATED BY DOC CHILDRE

Quick Start Guide



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

VERSION 2.0 W

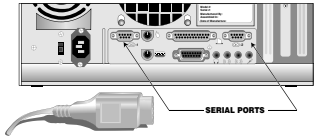
95-98-ME
Nt4-2000-XP

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

HeartMath®

Freeze-Framer® 2.0 Quick Start Guide

Connect the Finger Sensor to the serial port of your PC. If your computer does not have a serial port, see the Frequently Asked Questions section for further instructions.



Install the Software

Insert the Freeze-Framer CD into your CD-ROM drive. The software installer will start automatically.
The installer dialog box appears.
Follow the instructions on the screen. The serial/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 Private Data" option. Most users can simply click on the "Next" button on all of the rest of the installer screens.

Restart the computer once the installation is complete. If you attach a Palm Pilot or other device to the serial port of your computer, you will need to temporarily disable the communications software for these devices in order for the Freeze-Framer to properly function. See the Frequently Asked Questions section for further instructions. 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, your user and session

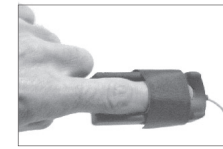
data will automatically be converted and made available with the Freeze-Framer 2.0 program.

Look over the Freeze-Framer's Main Window. You can click on the icons here to start using any part of the Freeze-Framer.

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

Click on the Heart Rhythm Display Button.

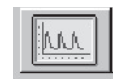
Collect accurate data



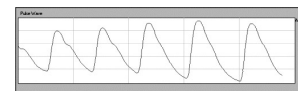
Insert your finger in the Finger Sensor. Put the fleshy "fingerprint" part of your finger against the rectangular lens and hold it firmly in place with the black strap. Your finger should be relaxed; it is okay to put your hand in your lap.

Click the Start Icon.

Then click the Pulse Wave Icon.



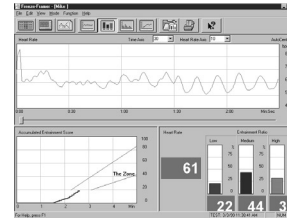
Adjust your finger until your pulse wave data shows distinct, smooth pulse spikes.



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, go to the Edit menu, Options item, click on the Sound tab, and set "Audio Feedback" to off.

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 is saved. Click on "OK."

Other buttons on the Toolbar:

Return to the Home 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.

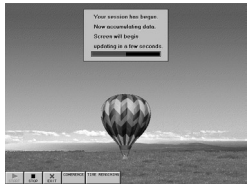
Play a Game

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.

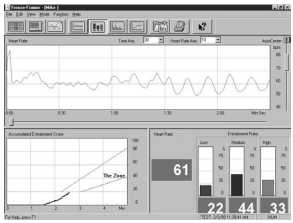


Within 20 seconds after the box disappears, you may begin to see some response to your coherent heart rhythm.

Play the game until it ends or until you want to stop. To stop the game, click on the Stop Icon on the Icon Bar at the lower left corner of the game screen.

Click on the Exit button.

The review screen for your session will appear. It presents a summary of the data from your session, including your heart 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 responses.

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 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 or you can fill out and mail the enclosed registration card.

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

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, double-click on the CD-ROM icon in the "My Computer" window, 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, not the registration number on the finger sensor.

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 drag 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.)

How can people with small fingers use the finger sensor?

Insert a cotton ball or a small piece of foam between the black finger sensor strap and the finger. You can turn the finger sensor around so that the cord is pointed toward you, so that the tip of the finger more easily reaches the sensor window.

The connector on the Freeze-Framer finger sensor doesn't match the serial port connector on my computer.

Some older PC serial ports (COM ports) have a DB25 connector. In this case, you will need a DB25 female -DB9 male adapter, which is available from most computer stores for a few dollars. If this is a second serial port, you may have to enable it at the BIOS level of your computer, otherwise you'll get a "Pulse sensor not found" message when you run the Freeze-Framer program. Follow the instructions included with your hardware for changing BIOS settings. Your computer may not have a serial port. There is an external monitor connector on laptops that is the same size as the finger sensor connector, but which has 15 instead of 9 pins.

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 the 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 has a mouse connected to the serial port. What can I do?

You have a number of options. 1.) See if your PC has a small round port that you can connect a PS/2 mouse to. Substituting a PS/2 mouse for the serial mouse would free up the serial port for the finger sensor. 2.) Consider installing a serial/parallel port card, which would give you an additional serial port for the finger sensor. 3.) If your PC

is running Windows 98 or Windows 2000, you could install a USB card, and either get a USB mouse, or a serial-USB adapter for the finger sensor (see the next question.)

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

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.) Note: the USB sensor option in the Options panel is for a future USB sensor. Always select the "Serial Sensor Port Sensor" radio button, when using a serial sensor, regardless of how it is connected to the computer.

I'm using a USB-serial 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-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-USB adapter directly into the computer.

Another possibility is that the Belkin 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 Belkin F5U109 item. 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.

The message "Pulse sensor not found. Please make sure sensor is connected to the serial port on your computer." appears when you want to select one of the Training Modes.

Make sure that the sensor is plugged in to the serial port on the back of your computer. Then select Exit from the File menu and restart the Freeze-Framer software by double clicking on the Freeze-Framer program icon on your desktop.

If you have two serial ports, one with a serial port mouse and the other with the finger sensor - shut down and power off the computer. Switch the finger sensor and mouse connectors on the back of the computer. Restart the computer. Run the Freeze-Framer to see if the finger sensor is found. Another approach would be to install a PS/2 mouse in place of the serial mouse, if your computer has a PS/2 mouse port on the back of the computer.

If you have software loaded that connects to external devices that connect via the serial port—like the Palm Pilot, a Windows CE device (see below), another computer (e. g., IntelliSync or LapLink) or devices like a digital camera, you will need to disable the software that accesses these devices before starting the Freeze-Framer software. Re-enable the software and reconnect the other device when you want to use the other device.

Another way to check to see what programs could be utilizing the serial port is to look at the list of programs that automatically start when you boot your computer. Click on the "Start" button in the lower left corner of your desktop. Move the mouse to "All Programs" tab if necessary. Click on the "Advanced" button. Click on the "+" to the left of "Programs." Click on the "StartUp" item in the list. Examine the list to the right. See if any of the programs listed would utilize the serial port. If you no longer use any of these items, drag the icon to the desktop to remove it from the list. This way you can put the icon back if you need to. Later, you can put it in the Trash after you are certain you no longer need it.

Another way to test the finger sensor is to install the Freeze-Framer software and finger sensor on another PC. If it works, there's probably an issue with your PC's configuration. If not, it could be an issue with the finger sensor (very rare.)

Call technical support if you still get a "Pulse sensor not found" message.

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 control-alt-delete 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 the "En-

able Serial Connection" as well as the "Enable Network Connection" items. 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.

The Freeze-Framer stops collecting data after about 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

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. How can I do that now?

Find where 2.0 data file is located by going to the Help menu, About Freeze-Framer, and click on the Show button. 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.

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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 coherent state as you practice; they should not be compared between one individual and another.

Individuals with heart irregularities such as atrial fibrillation or excessive premature ventricular contractions (PVCs) and children who are unable to sit still may be unable to use the Freeze-Framer successfully.

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This Limited Warranty Does Not Cover:

1) QI will not repair defects under the limited warranty related to servicing not performed by QI. 2) QI will not provide any warranty service if your pulse sensor shows evidence that it has been tampered with, misused, or altered; for example: moisture damage sufficient to affect the proper function of the sensor; damage to the case; or visible damage to the wire or connector. 3) QI IS NOT LIABLE FOR INCIDENTAL, SPECIAL, OR CONSEQUENTIAL DAMAGES.

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Can the Freeze-Framer program run on a Macintosh?

It's possible using G4 or G5-based Power Mac with the Virtual PC program, but not recommended. For details, go to our website at http://www.heartmath.com/macfreezeframer.html

Why is it called Freeze-Framer?

Doc Childre invented a tool 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 website http://www.heartmath.com

For more technical support visit http://support.freezeframer.com or call 800-538-0984 (U.S. and Canada only) or 831-338-8700, 9:30 AM through 4:30 PM, Monday through Friday, California time. You can also send an email to support@freezeframer.com, or fax your question to 831-338-9861.

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