

# How to start?

## User Guide and Frequently Asked Questions

Mandelay Ltd.- vibeyoup.com

Software Version 9-9-2022



### Aim of this document

This guide aims to simplify the download, activation, and usage of CLASP64 and/or the CLASP Portal and/or Synapse Sphere. Please note that the user manuals for these software products are different, and this guide does not serve as a replacement. For additional assistance, instructional videos are available at the following link: [Clasp 64 tutorial Guide by Mandelay](#).

Our technical support team is also available for professional assistance, and more information on technical support can be found in [Complimentary technical support service during warranty](#) (Section 7.5) and [Paid technical support service](#) (Section 7.6).

### FAQ Disclaimer

While we strive to ensure that all information provided on this website and in our documentation is accurate and up to date, errors or inaccuracies may occasionally occur.

If you notice any mistake, inconsistency, or technical issue, we kindly ask you to inform us so that we can correct it as quickly as possible.

Please contact our support team at [support@vibeyoup.com](mailto:support@vibeyoup.com) or [info@vibeyoup.com](mailto:info@vibeyoup.com) and include a short description of the issue you encountered.

Your feedback helps us continuously improve our products and services. Thank you for your cooperation.

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## 1. Preparations before starting

**⚠ IMPORTANT:** The IT world is always changing, so the information provided here might be updated without notice.

It is important to have a computer which meets the following criteria.

### 1.1. Hardware specifications

To ensure everything works smoothly, your computer should meet the following specifications:

- **Processor (CPU): Intel® Core™ i3 or above, AMD Ryzen R3 or above**  
(Note: Celeron processors are not supported.)
- **Memory (RAM): 16 GB** or more
- **Video Card: Intel HD Graphics 610 / Iris Graphics or above, AMD Radeon R3 or above**, with at least **512 MB** of video memory
- **Storage:** At least **60 GB** of available space on your hard drive  
(Note: SCSI, Flash drive are not supported.)
- **Display Resolution: 1920x1080** or higher
- **Display Font size:** less than or equal to 175%
- **Biofeedback device using the following connection port requirement:**
  - For SCIO or Q9: at least USB 2.0 port required or above
  - For Eductor: USB 3.0 port required or above (connector with blue plastic tongue)
- **Unsupported Products:**
  - Any products of Apple (including those running a Windows partition)
  - Microsoft Surface laptops

### 1.2. Operating System & Software Requirements

Your computer needs to run the following:

- **Operating System:** Windows 10 or later (with the latest service pack and updates)  
(Note: Windows Vista, 7, 8, 8.1, or earlier versions are not supported.)  
**⚠** We also strongly recommend using Windows 11 as Windows 10 support will be ended soon!
- **Unsupported Operating Systems:**
  - Any single language Windows based (10 or later) operating system
  - Any Linux – based/ distribution operating system
- **Remote Support:** TeamViewer if you need remote technical support.

**⚠ IMPORTANT:** Please note that our software products are designed to work under the usual basic OS and software configuration. Any major configuration changes or extra software products can affect the everyday use of our products, and in this case, we cannot guarantee their regular operation without any error. Furthermore, in all cases where the technical support session requested was free, but it turns out that the incorrect operation of our products was caused by some special third-party software or library, our company may subsequently charge actual support fee.



## 1.3. Internet Connection

To download our products in a short time and without any problems, you need the following specifications:

- at least **20 Mbit/s** (2.5 Mbyte/s) download speed
- maximum latency of **50-100 ms** to Central European servers

**⚠ IMPORTANT:** If your system does not meet these criteria, you may experience inconsistencies during product download or activation.

**⚠ IMPORTANT:** Please note that you also need to pass these requirements at any occasion of remote support or webinar.

## 1.4. Remote Support

If you need remote support, you can easily book an appointment with our technical support team. For more details, please refer to [Complimentary technical support service during warranty](#) and [Paid technical support service](#) sections.

To schedule an appointment, click here:

<https://techsupportvibeyoup.youcanbook.me/>

## 1.5. Registration and account on vibeyoup.com

To use the software properly (including logging in, registering, and modifying patient and device data), you need an account on <portal.vibeyoup.com> (the customer portal) with your unique username and password.

To get your login details, simply visit our website, click on the blue **Client Portal** button in the top-right corner, and log in.

### 1.5.1. New customer

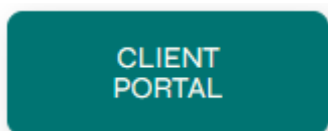
If you are a new customer, do not worry — your account has already been set up! You should have received an email to verify your account. Please check your inbox and click on **Verify your email address**.

**⚠ IMPORTANT:** After that, you will be navigated to the page of the Client Portal, where you can fill in your account and billing details and create a password. Once done, you are all set to sign in!

### 1.5.2. Returning customer (password reset)

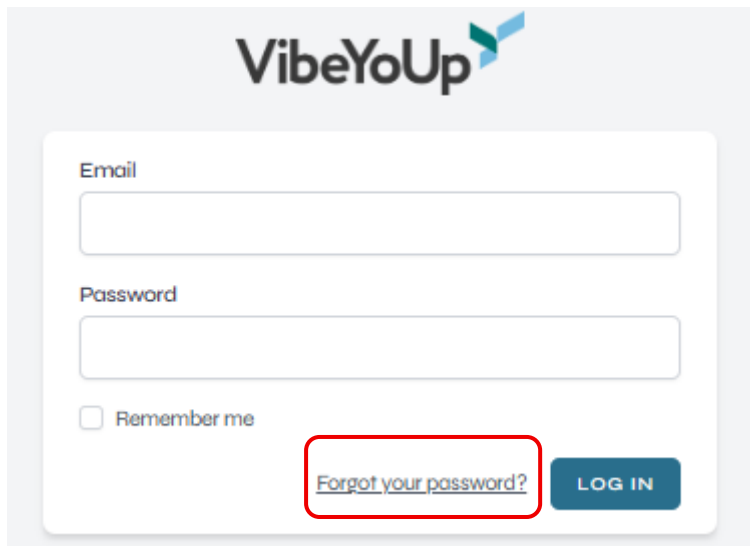
If you are a returning customer and either have an account in our previous system or just forgot your password, please follow these steps:

1. Go to our website (<vibeyoup.com>) and click on the purple **Client Portal** button in the top right corner or simply visit our Client portal at <https://portal.vibeyoup.com/>.



1. Figure: Client portal button on our main page

2. On the portal page, click on **Forgot your password?**



2. Figure: Forgot your password on our client portal login page

3. After that, please type your email in the textbox, and click on the **Email password reset link** button.
4. After a short while, you should receive an email from the system with a password reset link. Please open the email, and inside that, click on **Reset password**.
5. You will be directed to the Client Portal page to fill in any account or billing details that are not already saved and create a new password.
6. Once your password is set, you can log in!

### 1.5.3. Updating your details

After logging in, you can update your details anytime by going to the **Your Profile** section in the Client Portal. Here you can edit your billing information, password, and more. Please be sure to click on **Save** after updating.

## Welcome on board

Choose which module you want to start working with



3. Figure: Your profile details section in our client portal – logged in

**⚠ IMPORTANT:** Please note that you cannot change your name or email address directly. If you need to update these, please contact us at [info@vibeyoup.com](mailto:info@vibeyoup.com).

### 1.5.4. Accessing your devices

To view your devices, simply click on **My devices** in the Client Portal. This will show a list of your devices, including their status and the date of purchase. To get access to the software configurations, please click on **Details** at each device.



## Welcome on board

Choose which module you want to start working with



4. Figure: My devices section in our client portal – logged in

### 1.5.5. Registering or transferring a device

If you need to register a new device or transfer ownership, please fill out the form at this link: [Device Assignment Form](#), and we will guide you through the next steps.

## 2. Downloading the software products

**⚠ IMPORTANT:** Please always make sure you have the latest version of the downloader!

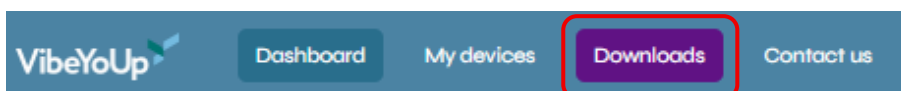
To get the latest version of the CLASP64 software for SCIO and Q9 devices, follow these easy steps using the Mandelay Downloader tool.

### 2.1. Getting the Mandelay Downloader

Before installing the software, please make sure your Windows operating system is up to date.

#### Steps to download the software:

1. Open a web browser (like Internet Explorer, Firefox, Google Chrome, Microsoft Edge, or Opera).
2. Go to <https://portal.vibeyoup.com/> and log in using your username and password. If you still need your login details, please follow the instructions of the [password reset process](#) (Section 1.5.2) for a password reset.
3. Once logged in, click on **Downloads** in the top menu bar.



5. Figure: Downloads section in our client portal – logged in

4. In the Software downloader section, click on the **Download** button next to the latest version of Mandelay Downloader, where you can find also the version of the tool.



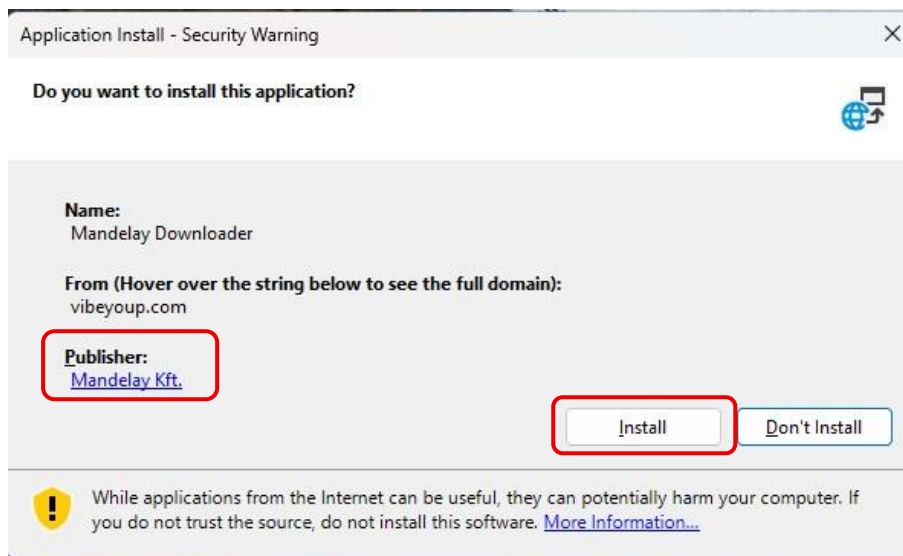
6. Figure: Download of Mandelay Downloader

5. When a popup window appears, click **Save File** (or **Run** if that option shows up).



## 2.2. Setting Up the Downloader

After the file is downloaded, you can start setting it up. First, a window appears:



7. Figure: Application install warning

**⚠ IMPORTANT:** Please always verify that the publisher is Mandelay Ltd. If the publisher differs in any way, please contact [info@vibeyoup.com](mailto:info@vibeyoup.com) or [support@vibeyoup.com](mailto:support@vibeyoup.com).

Please click on **Install**.

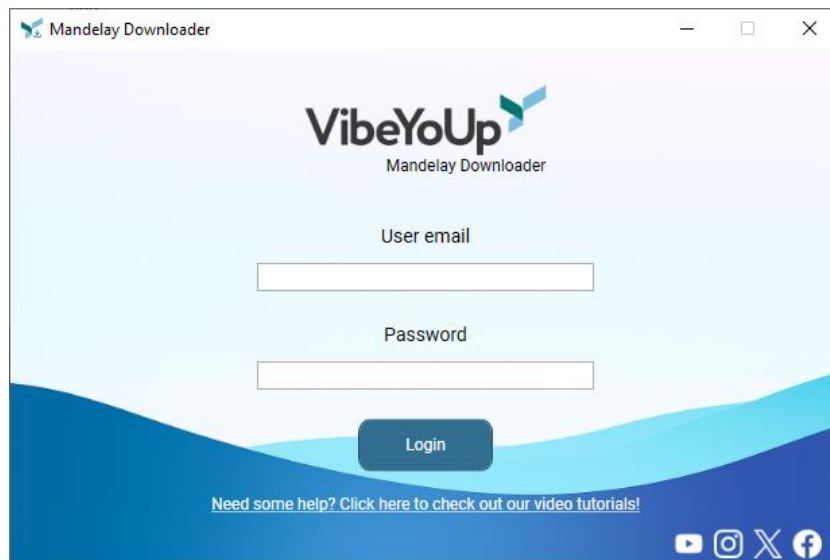
After the installation, you only need to run the downloader application. At first attempt, please accept the end user license agreement: (**⚠** If you refuse our license agreement, you may not use our software.):



8. Figure: Software license agreement

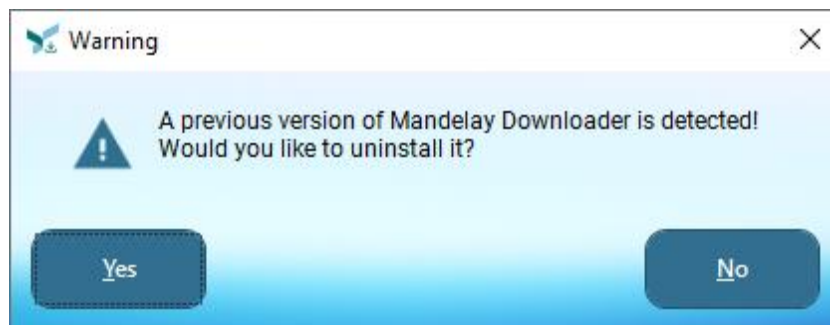


After that, you can start running Mandelay Downloader:



9. Figure: Login page of Mandelay Downloader

If you have any instances of version 1.x.x, an extra message appears:



10. Figure: Warning of the existence of the old Mandelay Downloader

**⚠ IMPORTANT:** The previous version of the downloader must be removed because it is no longer supported. To ensure proper functionality, security, and compatibility with the current download infrastructure, please uninstall the old downloader and install the latest supported version.



11. Figure: Example of the old, unsupported Mandelay Downloader

Please delete that old version by clicking on Yes.

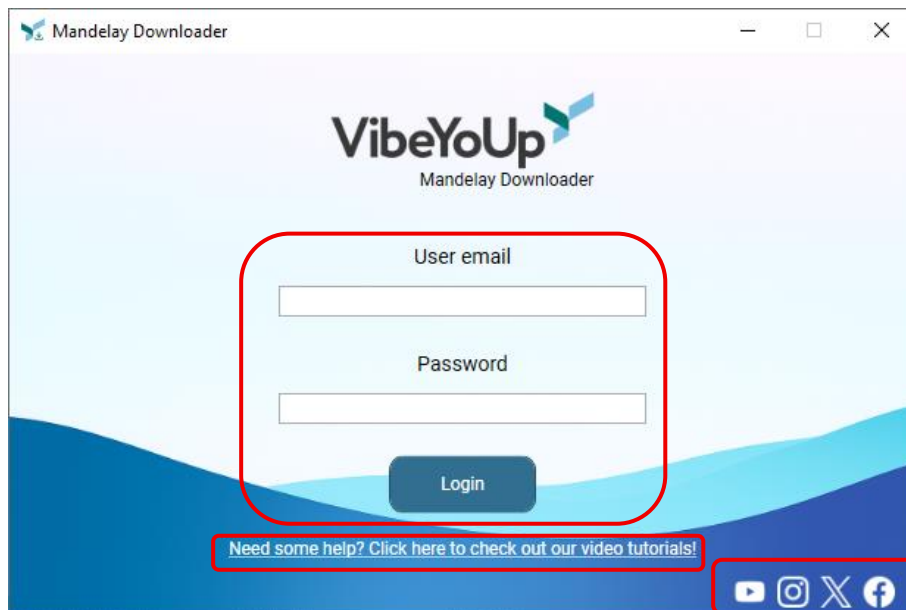


## 2.3. Basic details of Mandelay Downloader

**⚠ IMPORTANT:** Please always have your device connected to the computer and switched on before starting the downloader! You will be recognized not only through your credentials, but your device too. Please also disconnect all Bluetooth devices and switch off Bluetooth on your computer.

Once the downloader opens, you can see the main window with the following features:

1. In the center, you can find login fields for your **email** and **password**. Below these, you can see a **login button**.
2. At the bottom, there is a link to Mandelay Ltd.'s tutorial videos
3. On the far right, you can see four **social media icons** that link to Mandelay Ltd.'s social media pages.



12. Figure: Components of the login window of Mandelay Downloader

**⚠ IMPORTANT:** Before proceeding, the device must be connected to the computer. Under normal circumstances, the downloader will automatically detect the connected device.

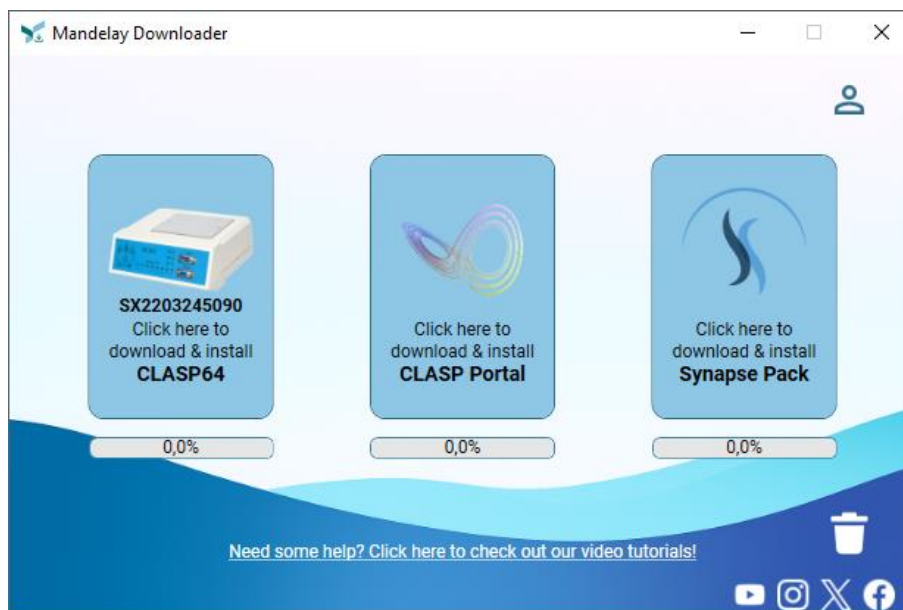


Please enter your registered **email** and **password** in the appropriate fields, then click on the **Login** button. By now, you should have already connected your device as well – **without recognizing your device, it cannot let you in.**



13. Figure: Example of login

After logging in, the layout will change to show more options:



14. Figure: Example of successful login



In the center of the window, there are buttons for downloading **CLASP64** with an image of your device (either SCIO or Q9) and its serial number, **CLASP Portal** and **Synapse Pack**.

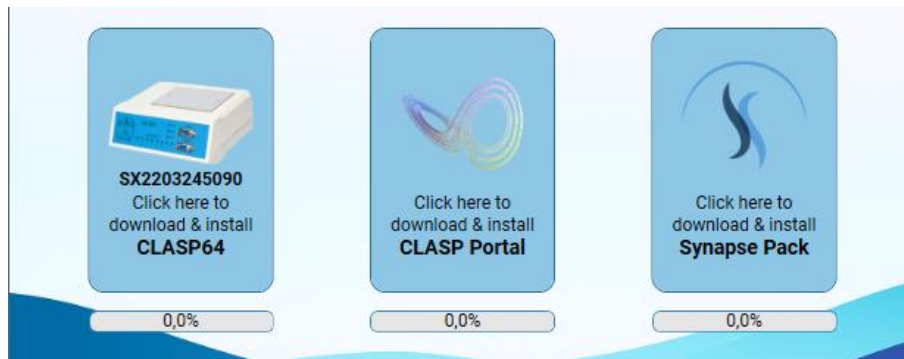
**⚠ IMPORTANT:** By clicking on that button the download process of the selected software starts.



15. Figure: Example of CLASP64 download icon (SCIO or Q9)

Example of all your downloadable software products:

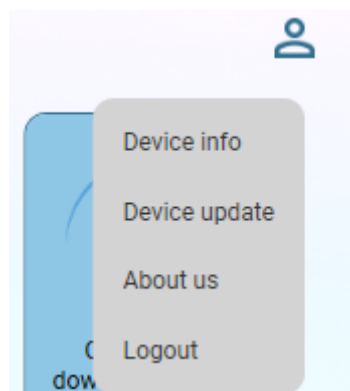
**⚠ IMPORTANT:** By clicking on that button the download process of the selected software starts.



16. Figure: Download icons (CLASP64, CLASP Portal, Synapse Pack)

In the top right corner, you can see a person figure by clicking on it, a menu bar appears with the following options.

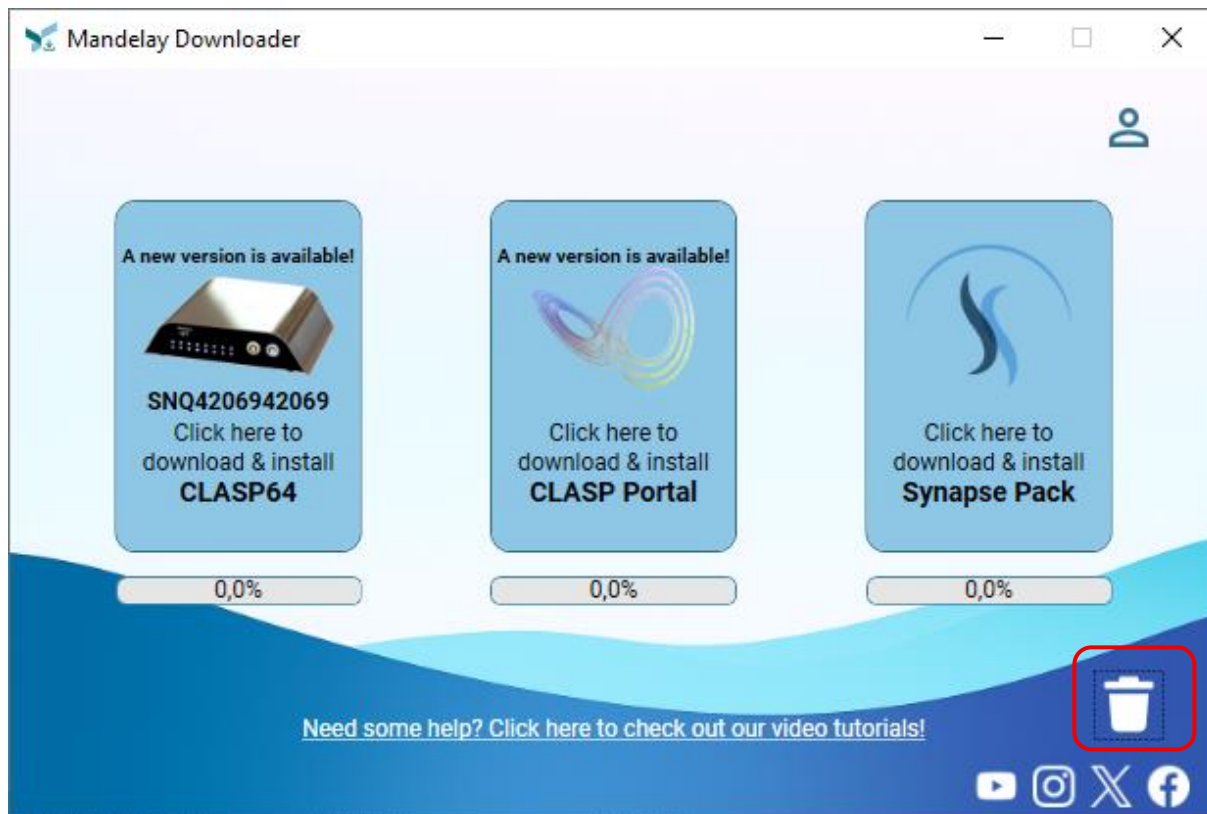
1. check your own devices and software relations
2. On some devices, a device update option is also available to keep their firmware up to date.
3. some information about the software
4. log out



17. Figure: Additional information



At the bottom, there is a **Clear Cache** button that allows you to remove temporary setup files:

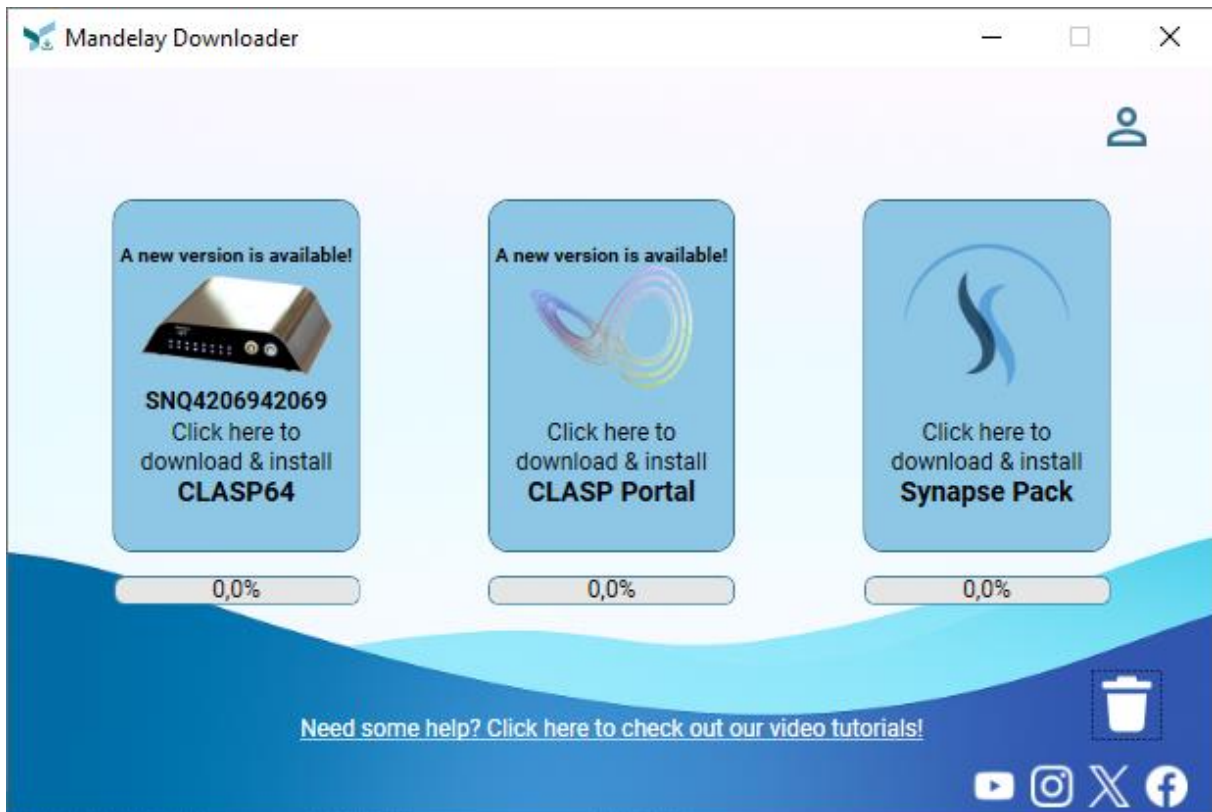


18. Figure: Clear Cache button on the main window

**⚠ IMPORTANT:** The temporary files stored by the downloader contain partially or fully downloaded installation data of the selected software version. These files allow the download process to **resume from the point where it was interrupted** in case the internet connection is lost or the download process is stopped. This mechanism prevents the need to restart the download from the beginning and helps ensure a faster and more reliable installation process.



If an older version of the software is already installed, you can see a notification about the new version:  
**A new version is available!**



19. Figure: Mandelay Downloader detecting outdated version

If you have not purchased the software yet, you can see a notification about the available trial version (7-day trial for **CLASP Portal** and 10-session trial for **Synapse Pack**).



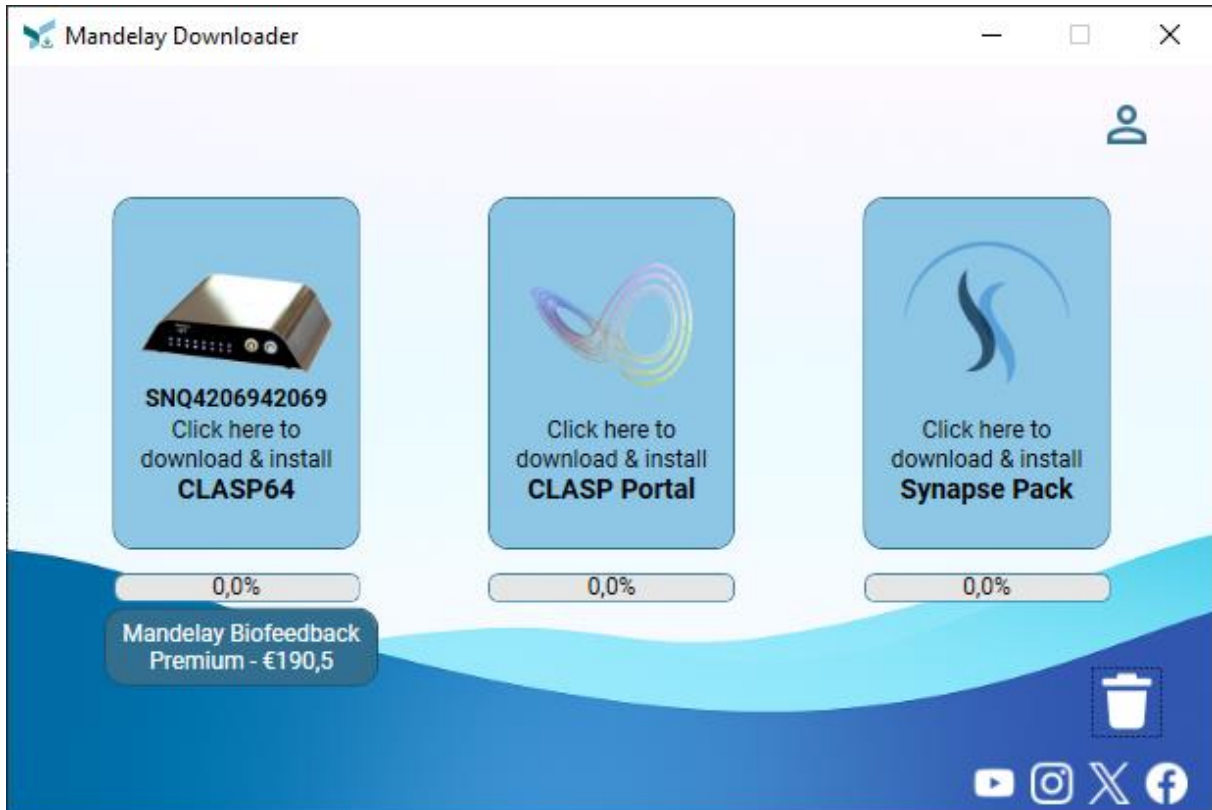
20. Figure: A configuration where only trial versions are available

## 2.4. Additional features: Mandelay Biofeedback Premium

From version 2022.9.9.510.004, CLASP64 has extra features available for purchase under the name **Mandelay Biofeedback Premium**. By default, if you have not bought it yet on your device, a button appears right under the button of CLASP64.

**⚠ IMPORTANT:** Software licenses are purchased for a specific device. Purchasing software does not grant the right to use it on multiple devices. Each device requires its own corresponding software license.

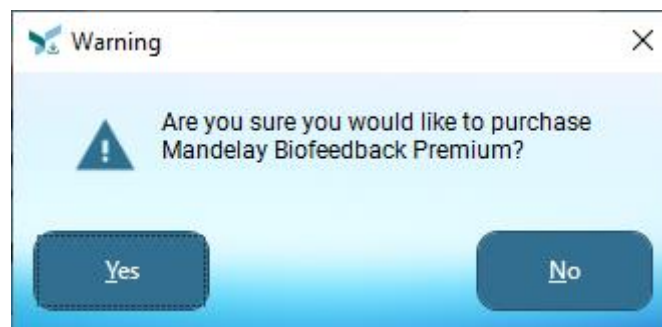
**⚠ IMPORTANT:** Alternatively, additional features can be purchased at [shop.vibeyou.com](https://shop.vibeyou.com).



21. Figure: The premium features purchase button displayed

If you would like to buy the extra features, you need to click on that button. The price of the upgrade is also displayed there.

After you start the process, a confirmation dialog appears:



22. Figure: Confirmation dialog about proceedings to the purchase

Click on **Yes if you agree**. Otherwise, the purchase process will not start.

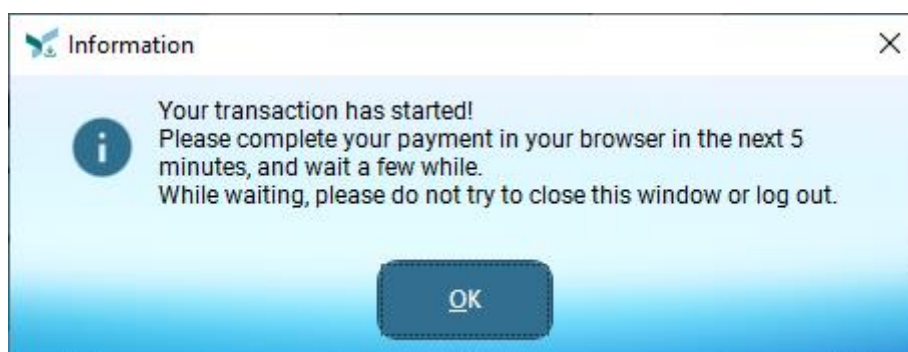
Then another dialog appears with the data transfer statement, which also contains links to the privacy policy of Mandelay Kft. and SimplePay, which system is used during the payment transaction process. The basic information about the payment process is also available by clicking on the SimplePay logo.



23. Figure: Data transfer statement of Mandelay Downloader, containing the Privacy Policy of SimplePay and Mandelay Ltd.

Click on **Accept**, if you agree.

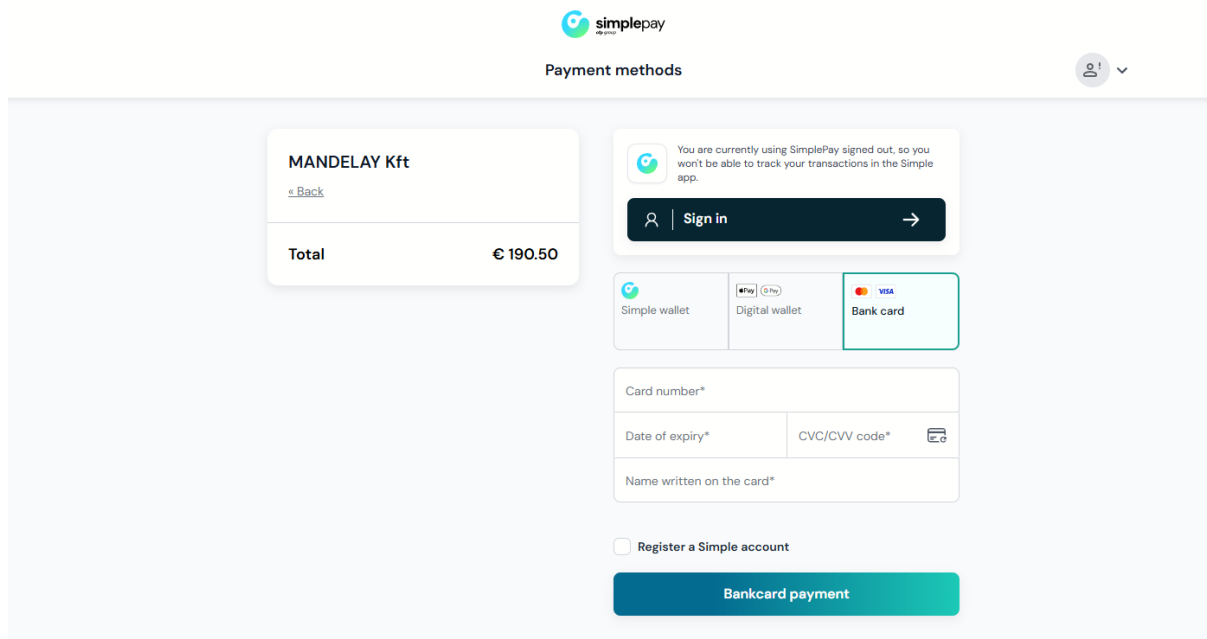
After that, a dialog appears informing you that the transaction process starts. By clicking **OK**, you start the process, which needs to be completed in the next five minutes.



24. Figure: Confirmation dialog about starting the purchase

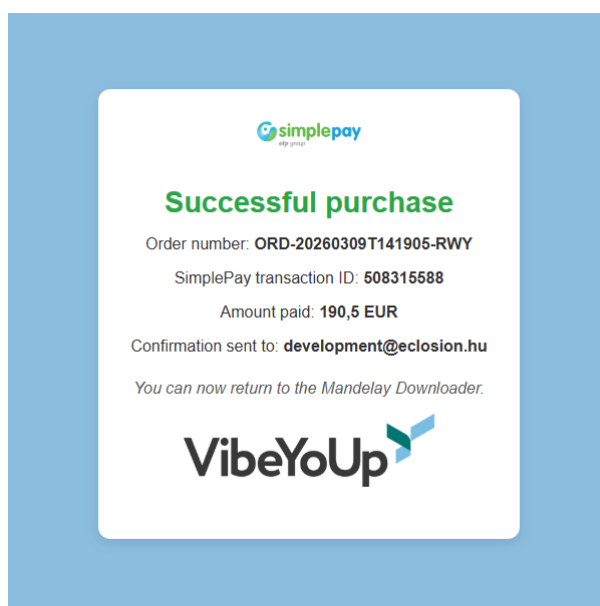
After this, you will be redirected to the payment interface of SimplePay in your browser. You can complete your payment there.

If you do not have Simple Wallet or any other digital wallet, please choose the **Bank card** option.

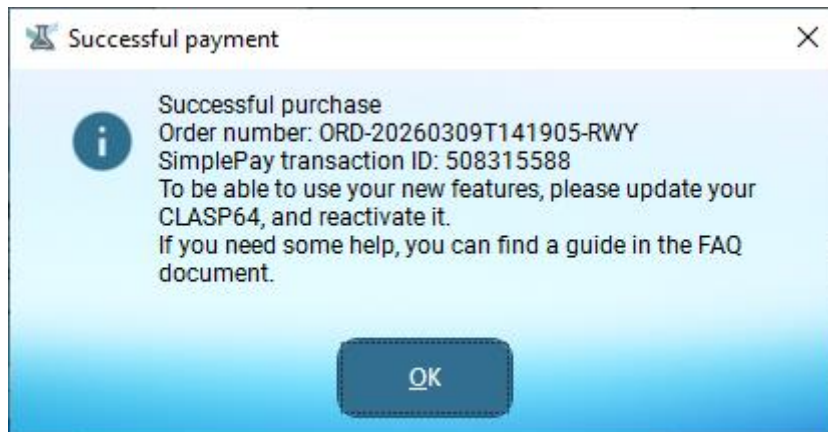


25. Figure: Main payment interface of SimplePay (bank card option)

When the payment process is finished, you are informed both in your browser and in Mandelay Downloader. The messages contain the order number and the SimplePay Transaction ID.



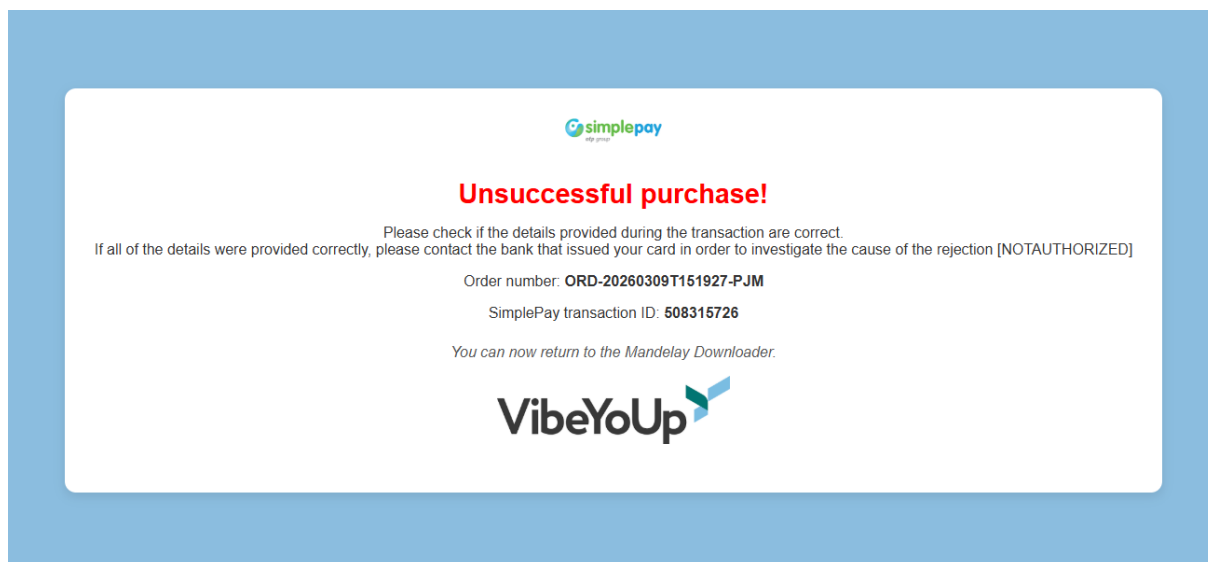
26. Figure: Successful payment information in the browser



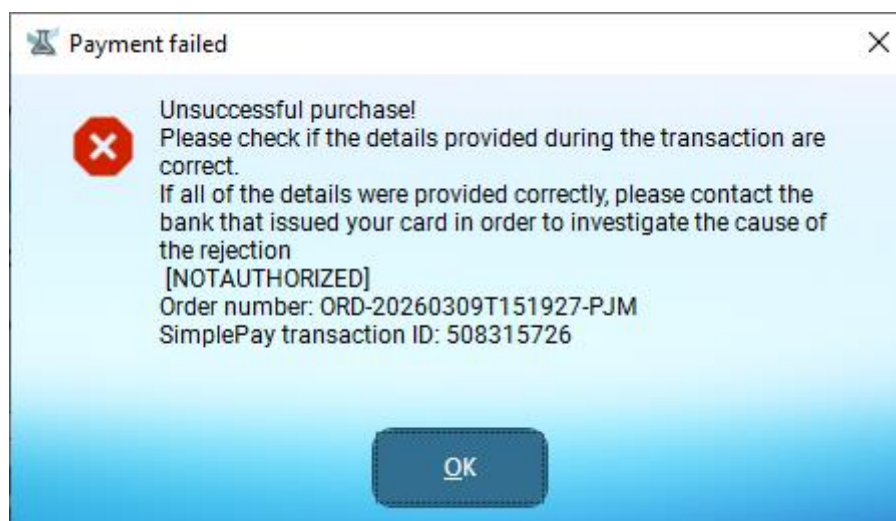
27. Figure: Successful payment dialog in Mandelay Downloader

You also receive an email about the successful purchase with an invoice.

If the transaction fails for some reason, you are informed both in your browser and in Mandelay Downloader about the failure.



28. Figure: Failed payment information in the browser (not authorized)



29. Figure: Failed payment dialog in Mandelay Downloader (not authorized)



If the payment was successful, our system enables your module on VibeYoUp Portal, so the only necessary action will be to deactivate and activate CLASP64 after the invoice is received to gain access to the extra features.

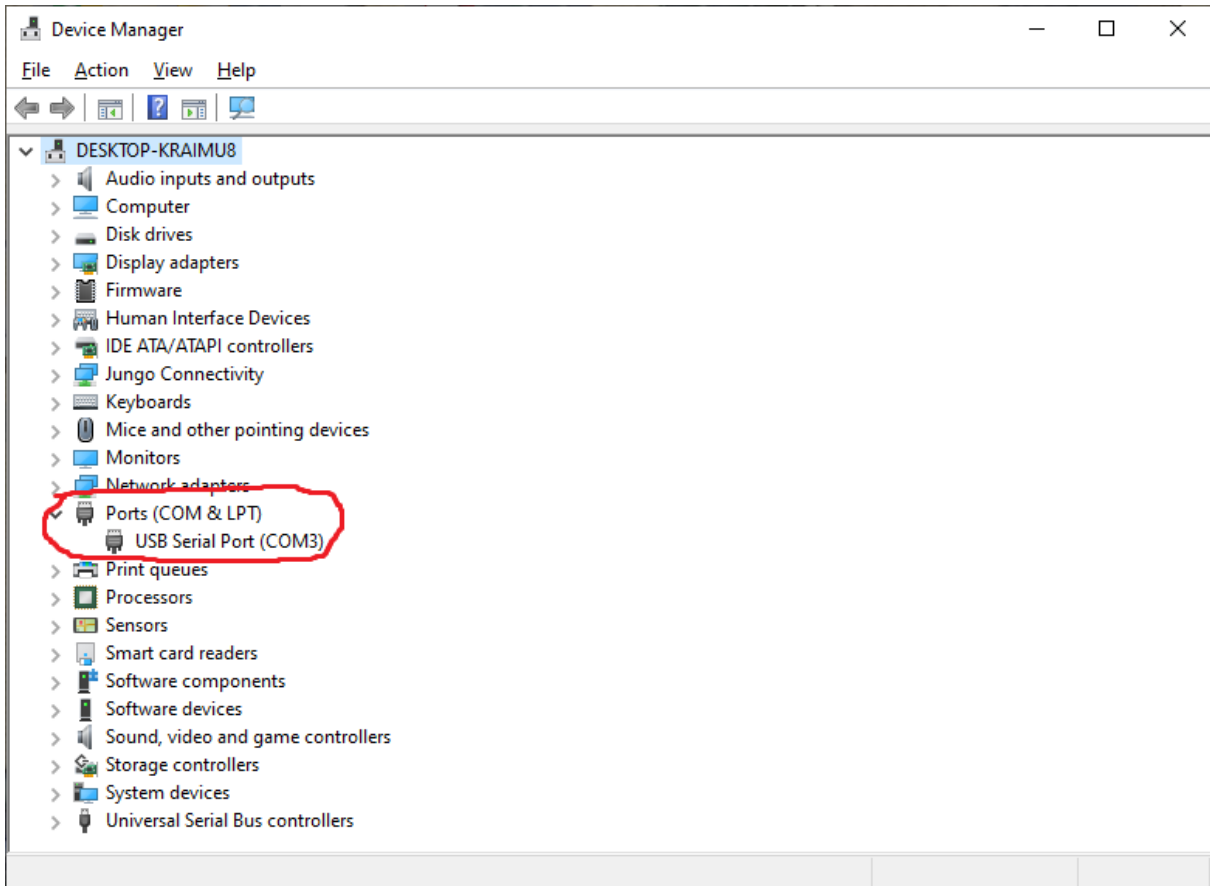
**⚠ IMPORTANT:** The payment system of SimplePay supports only the most common card types. Visa and MasterCard are fully supported, while Visa Electron and Maestro are available only after the issuer bank has already allowed purchasing via Internet. American Express and other brands are **strictly not supported!**

**⚠ IMPORTANT:** The payment system of SimplePay uses 3-D Secure (3DS) technology. This is basically an extra security layer in online credit or debit card transactions, where the owner of the card must confirm the transaction manually. This usually appears in the form of an extra confirmation request in an online banking application or a code arriving on a device (e.g. a smartphone) from the bank. Without passing the 3DS challenge, it is not proven that the transaction was started by the card holder and it will fail. If you do not know what 3DS is, how it works, or whether your bank can set it up for your account, please contact your bank about this issue and ask for help.

## 2.5. Troubleshooting: the device is not recognized

If your device is not being recognized, you need to follow these steps:

1. Check the connection:
  - Make sure your device is properly plugged in and turned on.
2. Make the device recognized via Device Manager:
  - Open **Device Manager** on your PC.
  - Search for **Bluetooth devices** under **Ports (COM & LPT)**.
  - Remove/disable all devices one-by-one except for your biofeedback device.
  - Log into the downloader
  - Then reset everything in the device manager: right-click on the top item in the device manager and select Search for hardware changes.



30. Figure: The device displayed in Device Manager as "USB Serial Port"



## 3. CLASP64

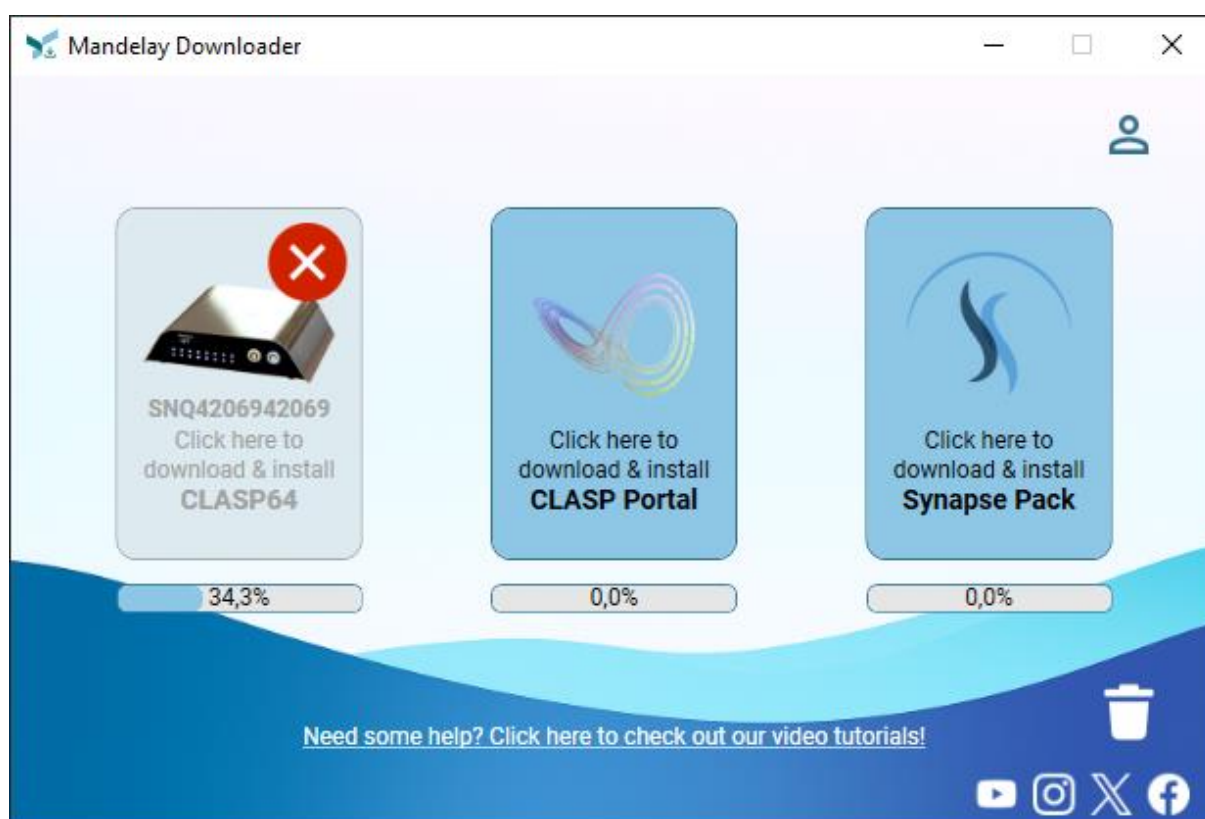
### 3.1. Installing CLASP64

To start the download, please click on the **CLASP64 section** (light blue square with your device shown). The download will begin, and you can see a progress bar.

You can **pause** or **cancel** the download by clicking the **red X** in the upper-right corner of the square. To continue or start it again, click the square again.

If you close the downloader, your progress will be saved, and the download will continue where it left off the next time you open the downloader.

You can delete the downloaded file by clicking on the **clear cache** icon which was already shown in the [basic details of Mandelay Downloader](#) (Section 2.3). This button will be inactive during the download to avoid accidental deletion.

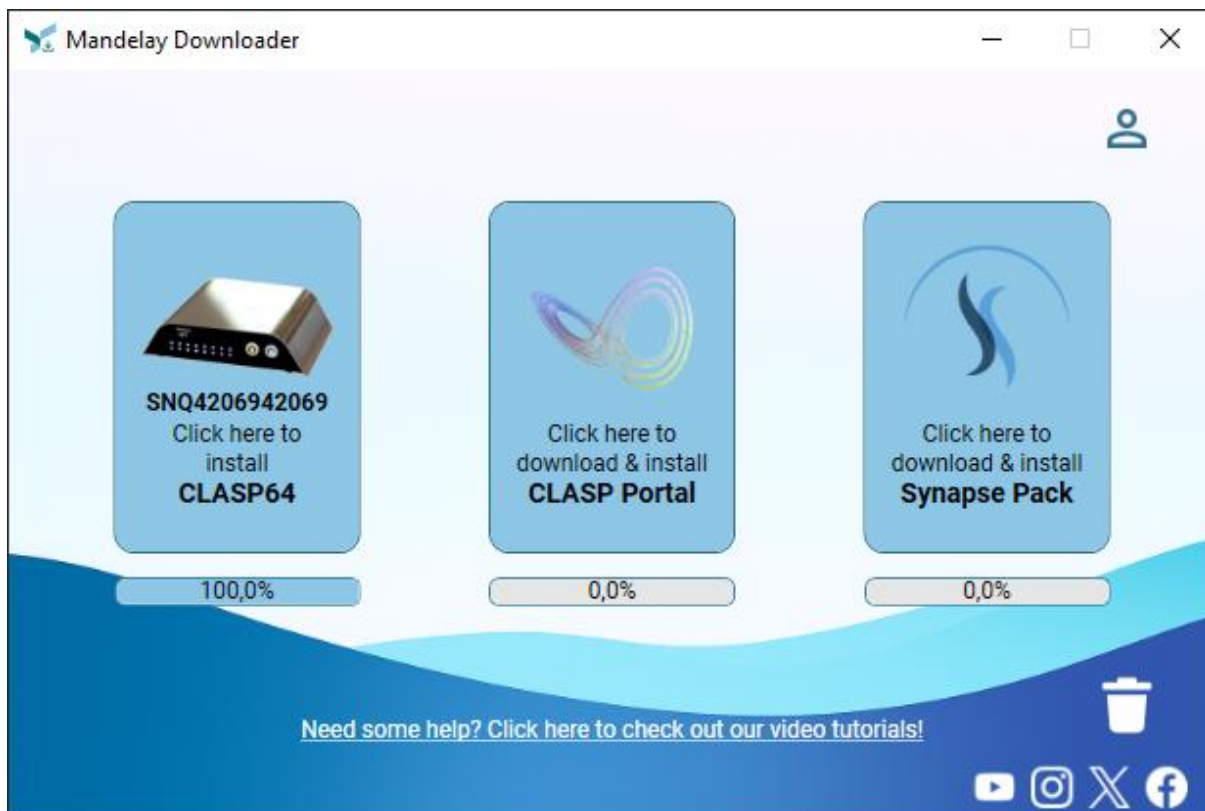


31. Figure: Download in progress

When the download reaches 100%, click the light blue/grey square to start installing **CLASP64**.

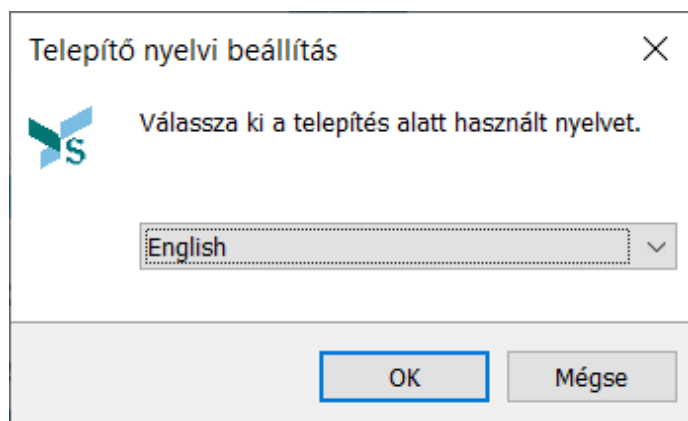
If asked for permission to modify your computer, please click on **Allow** to proceed with the installation.

**⚠ IMPORTANT:** The installed and used antivirus software products might put the installers or the program executables into quarantine after the download or at the first run – in some cases, they even might delete them. **Windows Defender is generally compatible and should not block the installation**, but in case any antivirus program quarantines or deletes files, most can recover the executables and allow them to be added as an exception. If not, you can still download the missing files again and add them as exception before running. This kind of issue is independent of the products of Mandelay Ltd., and can be related only to the operation of the installed antivirus programs, so it is not covered by the warranty conditions or the complimentary service of Mandelay Ltd.



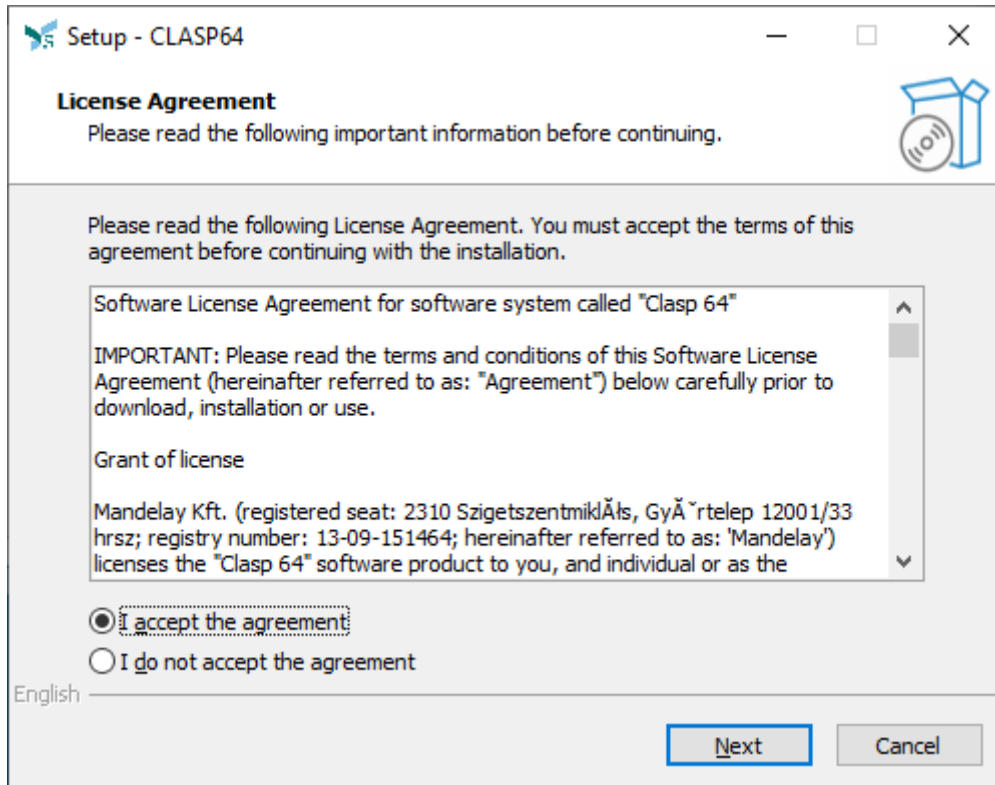
32. Figure: Download completed

When starting the installation, select the language you want to use. Available options include: **English, French, Spanish, German, Portuguese, Hungarian, Italian, Russian, and Dutch.** Once you select your language, all text in the installation process will appear in that language.



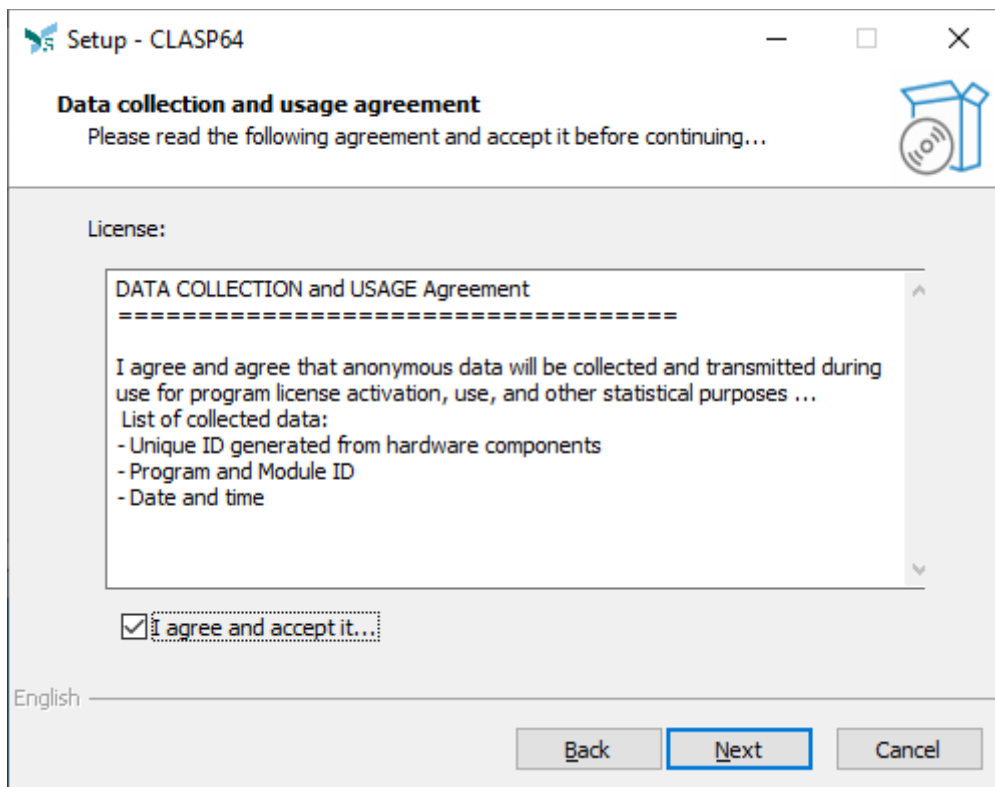
33. Figure: Initial language setup

Please read carefully and accept the **License Agreement**. Once you are ready, click **I accept the agreement**, then click **Next** to continue.



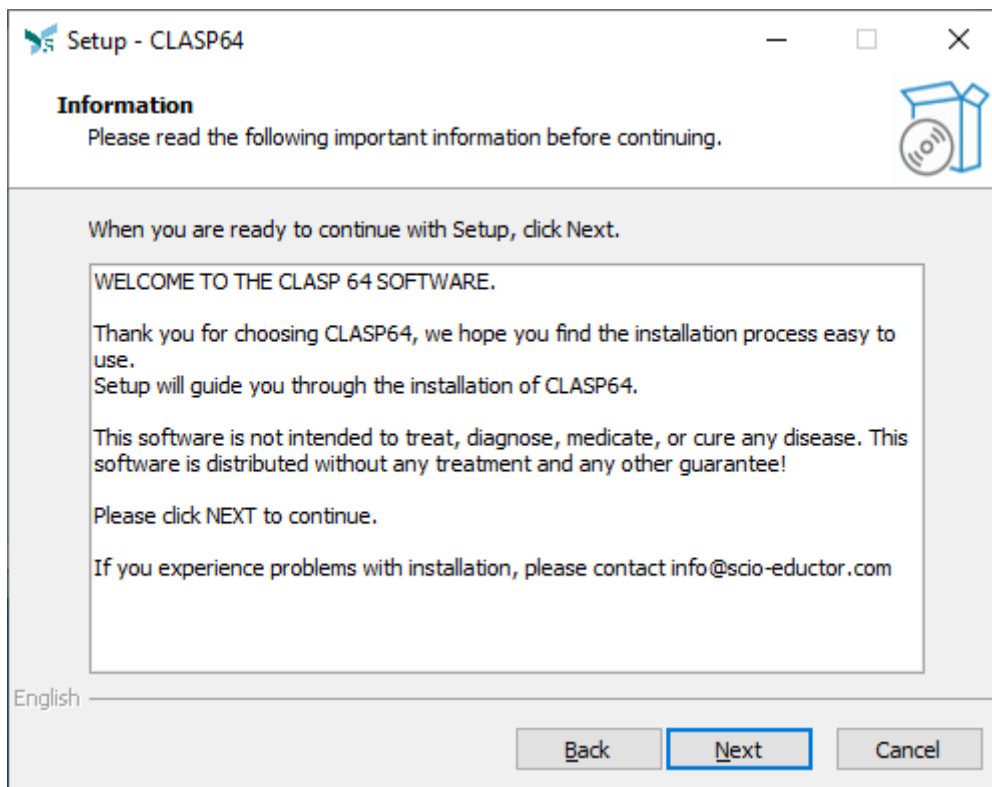
34. Figure: Software License Agreement

Next, read and accept the **Data Collection and User Agreement**. Once you agree, click **I agree** and then **Next**.



35. Figure: Data Collection and Usage Agreement

In the end, you can see a brief description of **CLASP64**. Once you have read it, click **Next** to proceed.

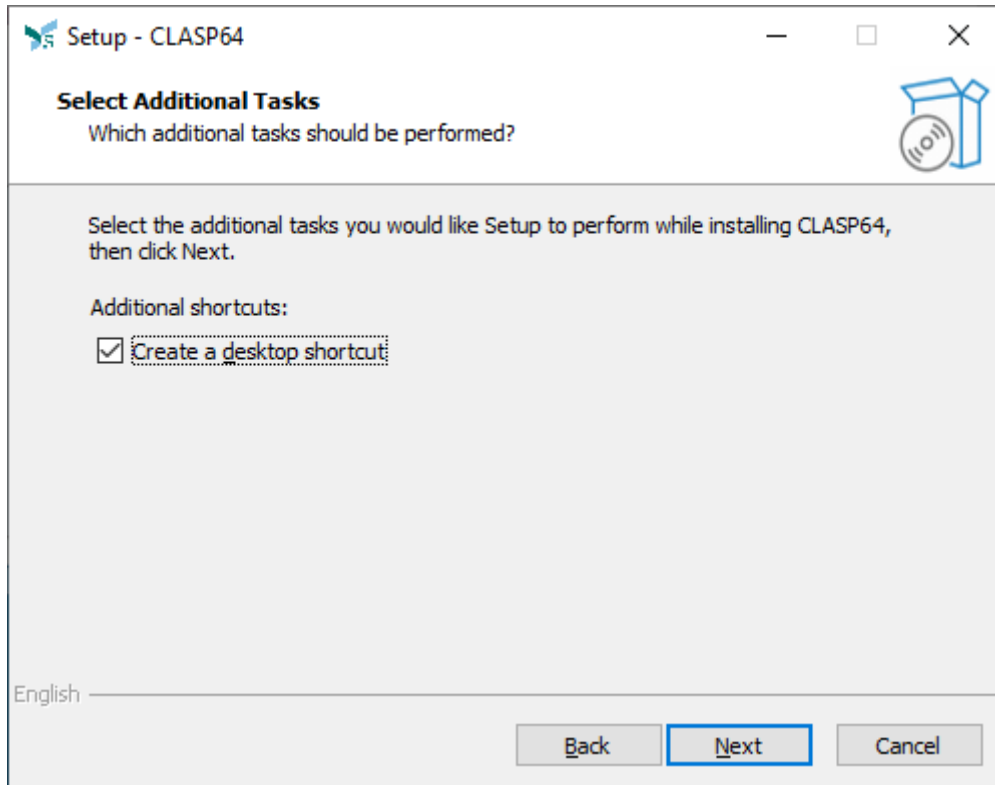


36. Figure: Disclaimer

You can choose whether to create a desktop shortcut for easy access to CLASP64. If you select this option, you can see the **CLASP64** icon on your desktop after installation. Click on **Next** to continue.

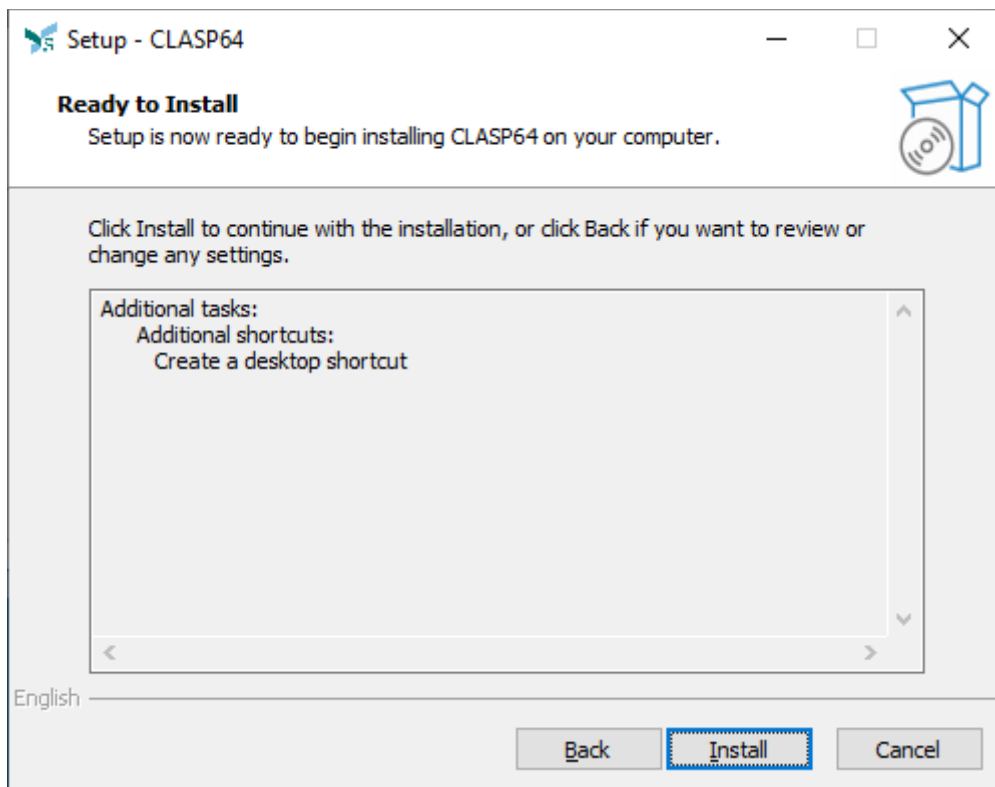


37. Figure: Icon of CLASP64

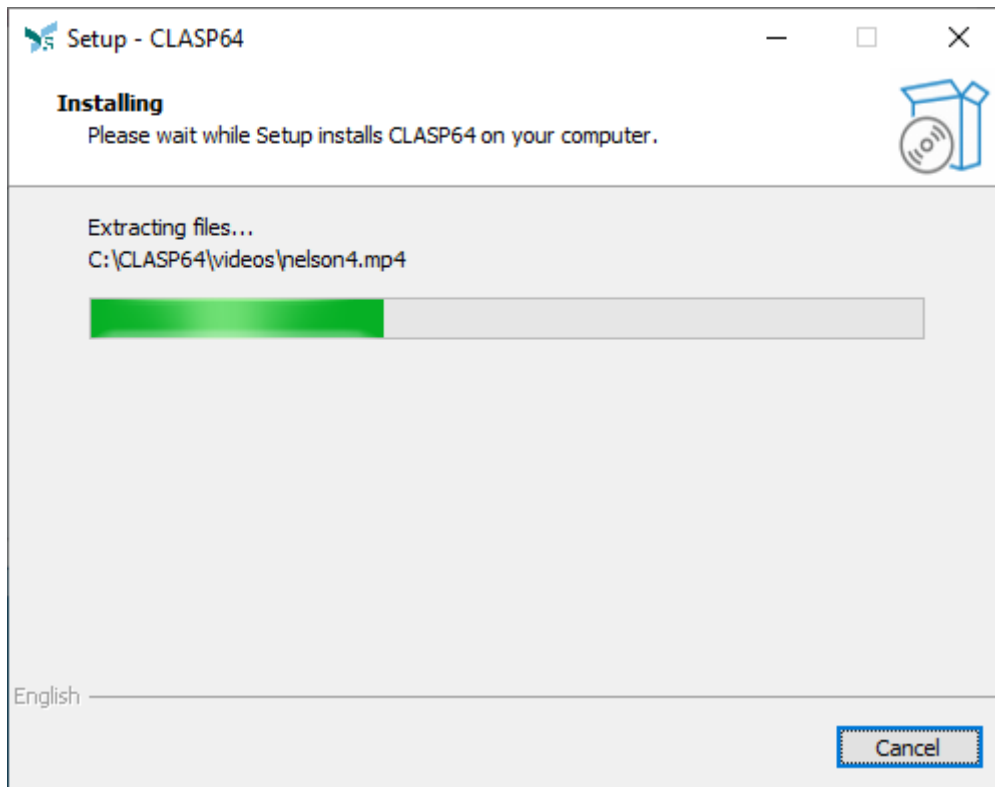


38. Figure: Desktop shortcut acceptance

Click on **Install** to start the installation process. A progress bar will show you how far along the installation is.

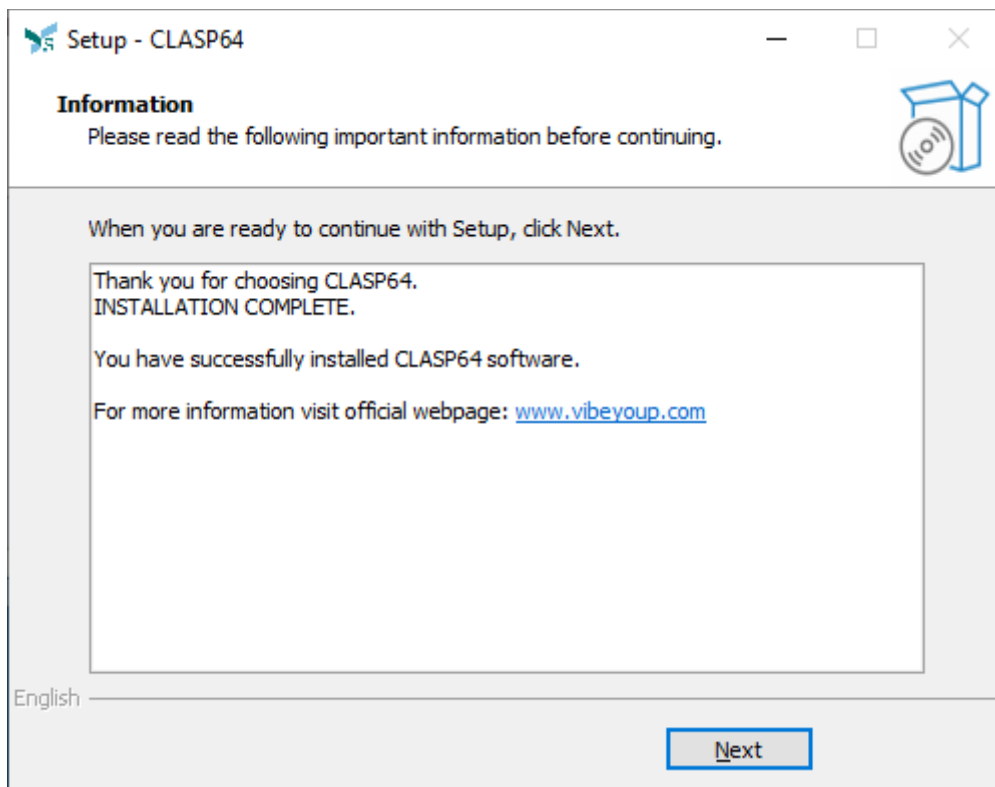


39. Figure: Configuration summary before installation



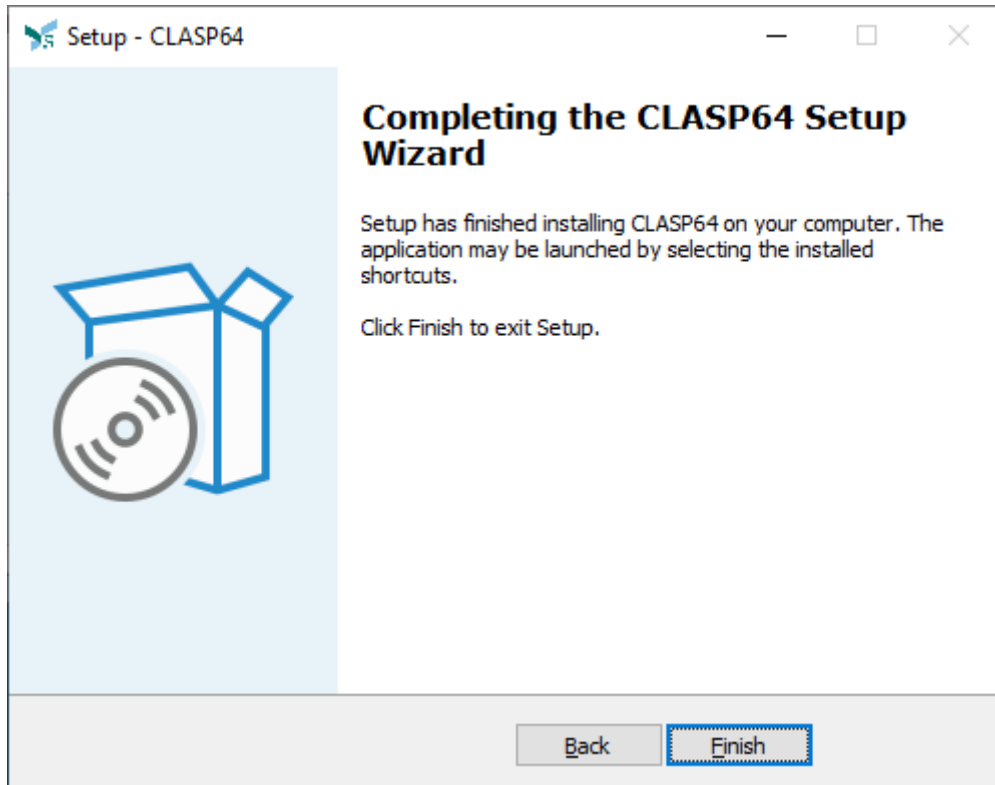
40. Figure: Installation in progress

Once the installation finishes, a message will appear confirming that it was successful. Click on **Next** to proceed.



41. Figure: Installation completed

Finally, click on **Finish** to exit the installation setup.



42. Figure: Installation summary

## 3.2. Activating CLASP64

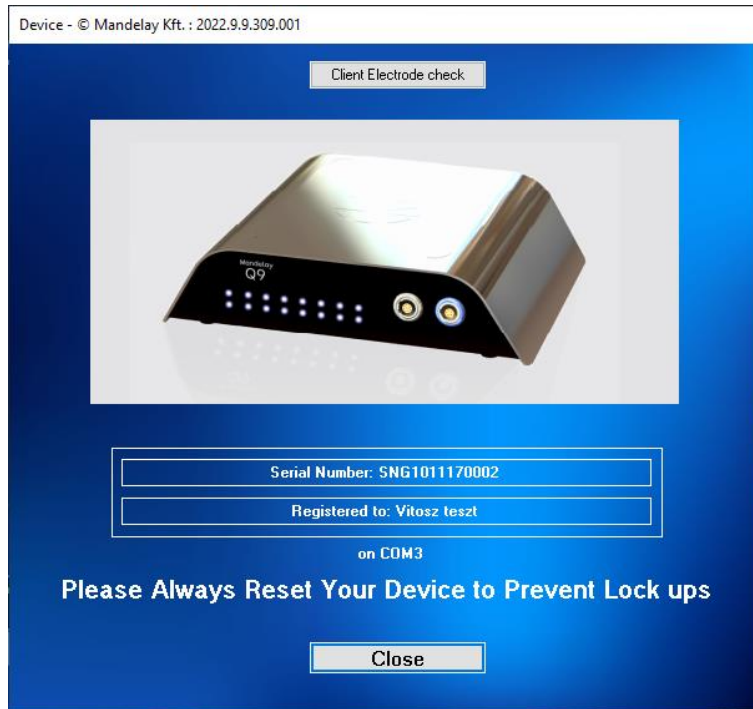
### 3.2.1. Starting CLASP64

When you open CLASP64, a window will appear showing information about the device and a progress bar.

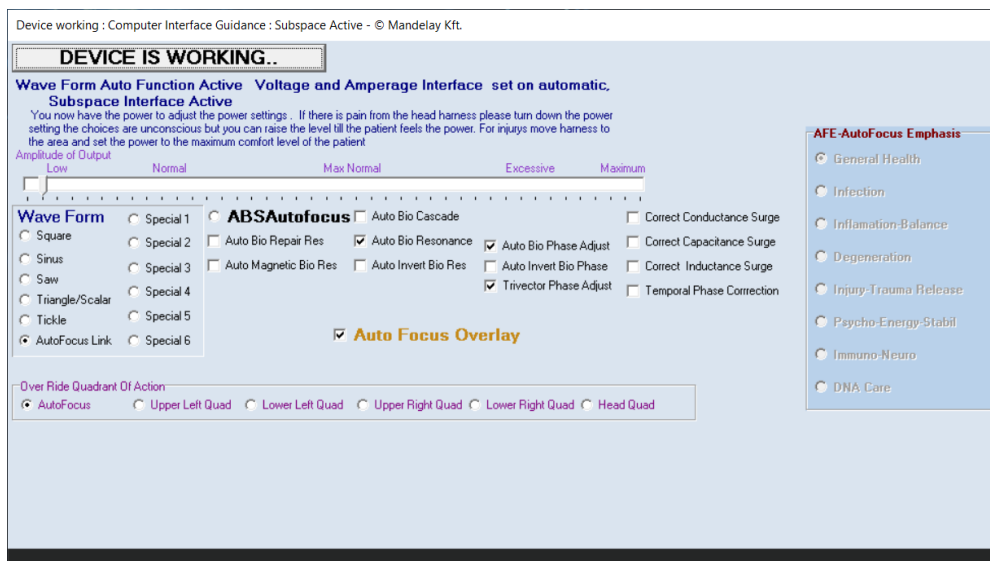


43. Figure: Loading screen of CLASP64

At **25% progress**, check that the **device name** and **serial number** are displayed. If everything is correct, the device window will pop up with additional device status information.

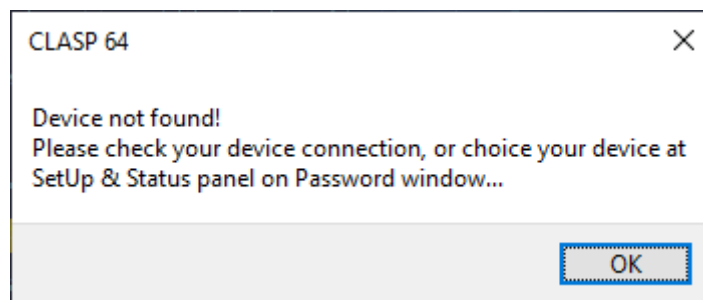


44. Figure: Device after successful recognition



45. Figure: Initial device checks

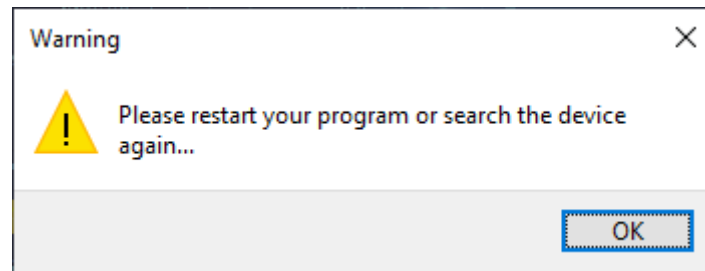
If the device is not recognized, an error message will appear. This could mean the device is not connected properly or registered. Click **OK** and check the connection or registration later.



46. Figure: Dialog about a failed device recognition



A typical reason for this is that the software is optimized for Q9 devices, so if you are using a SCIO, you may need to adjust the settings in the activation panel.



47. Figure: Device search warning

### 3.2.2. Activation Process

After the loading screen, you can see the main window:



48. Figure: Main window

To start the activation process, click on the **Password** button in the bottom left corner.

**Username and Country:** Enter your username (preferably the one registered to your device) and select your country. Click on **OK**.



ETHICS STATEMENT for entry into the Biofeedback cybernetic link - © Mandelay Kft. : 2022.9.9.309.001

Quantum Med C.I. User      Activation

Country of Use

Software License Agreement

IMPORTANT: Please read the terms and conditions of this Software License Agreement below carefully prior to download, installation, copy or use.

Mandelay Kft. Software License Agreement relating to the software system called Clasp 64 (hereinafter: 'Software')

This is a license agreement (hereinafter: 'Agreement' or 'Software License Agreement') between you as a user, and Mandelay Kft as the owner of all copyrights on the Software. This Agreement covers all software that are distributed together with the SCIO/ MANDELAY Q9 Universal Electrophysiological System, for which there

Insert your name : Type your name here

Insert your country : Select country

H	K	Size	Cs	P	Szo	V
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	

ISO Cert  
 CE Cert  
 Warranty Certificate

Simple Use Instructions

Mandelay Q9 User Manual

I agree to all terms

Add Faculty

49. Figure: User customization

**Create a Password:** Set an internal password that you can use each time before starting a therapy. If you want to change it later, you can do so by clicking **Save New Password**.

Enter your desired password

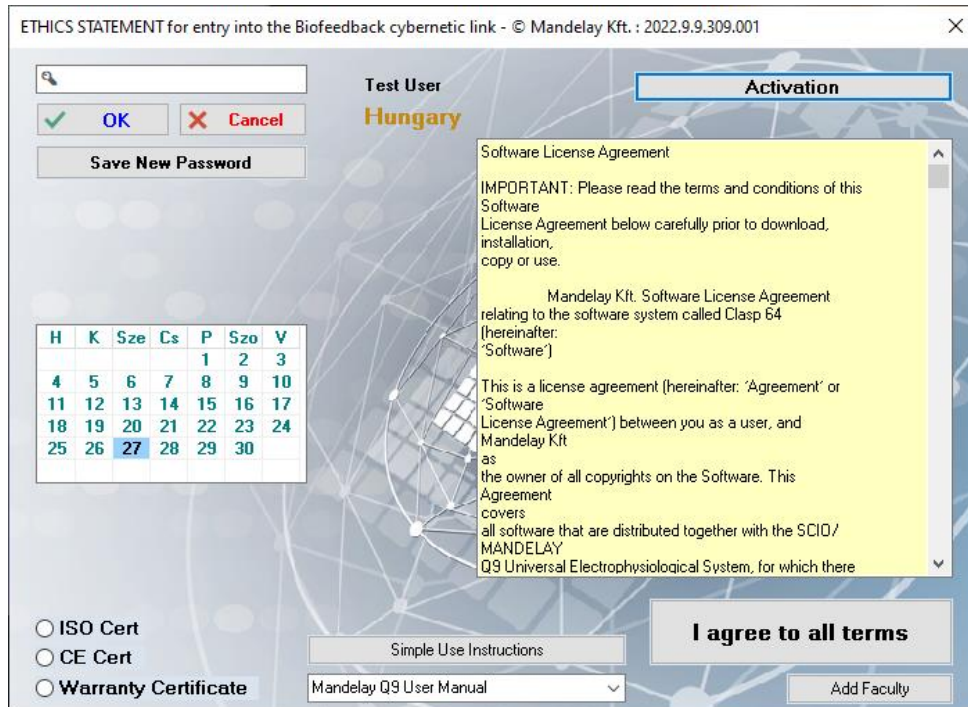
Type your password: [input field]

Type your password again: [input field]

OK      Cancel

50. Figure: Setting the internal password

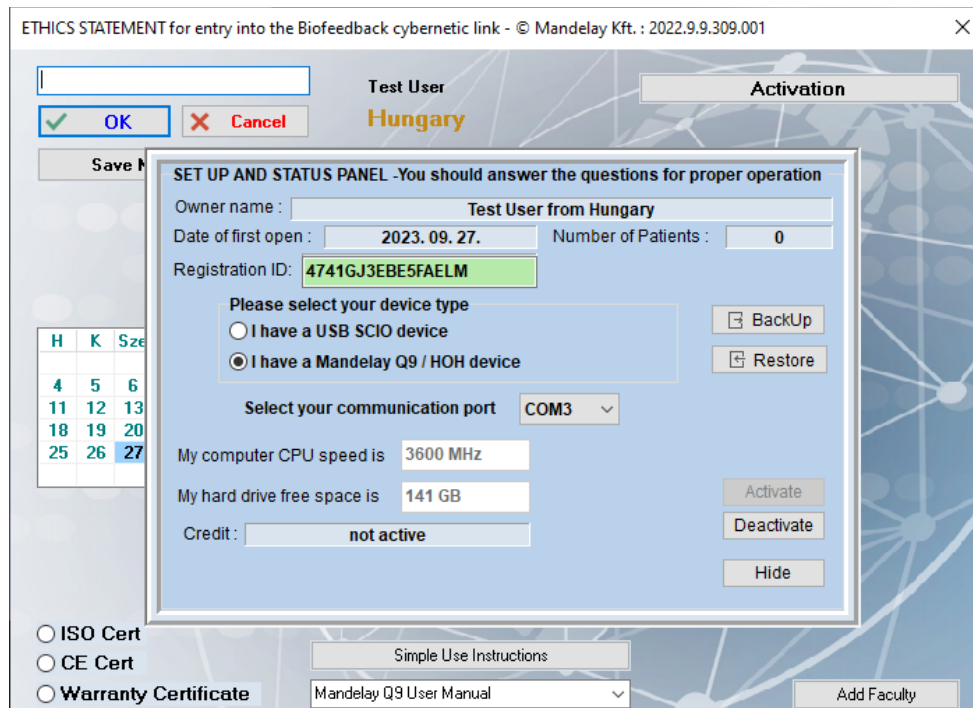
**Ethics Statement:** Review and accept the ethics statement by clicking **I agree to all terms**.



51. Figure: Software License Agreement

**Set up the device:** In the activation panel, please select your device type (SCIO or Q9) by clicking the correct option. If you have a SCIO and it is not selected automatically, click on **Hide** and then on **Search for Device** in the main window.

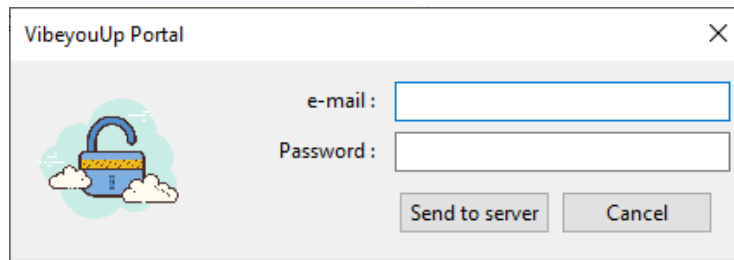
**Note:** Please make sure the program selects the correct **COM port** for your device. You can check the right COM port of your device easily in **Device Manager** under section **Ports (COM & LPT)**, which was already mentioned in [the troubleshooting of the device recognition](#) (Section 2.5).



52. Figure: Activation window

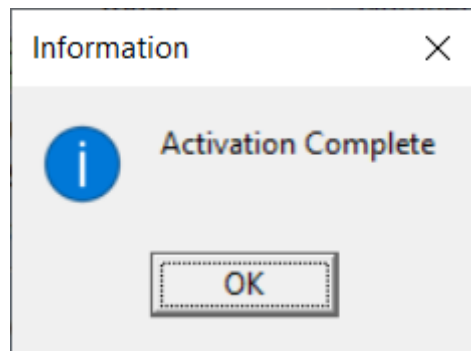


After you finish everything, please click on **Activate**, then enter your email and password. Click on **Send to server** to complete the activation.



53. Figure: Login credentials

Once activated, a confirmation message will appear. Click on **OK**, and the software will close.



54. Figure: Activation completed

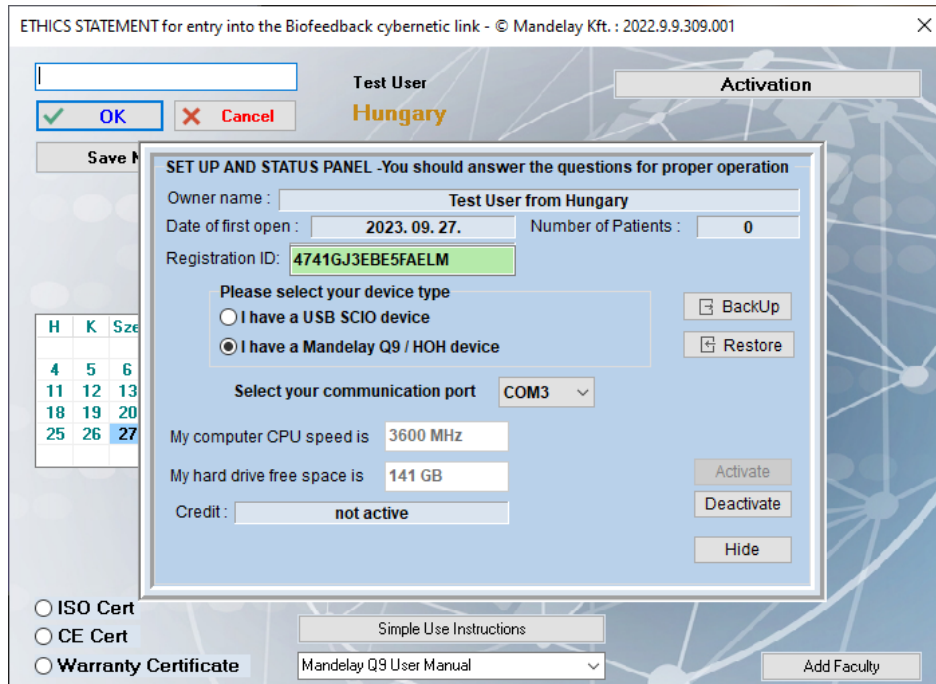
### 3.3. First use of CLASP64

#### 3.3.1. Patient data protection

All functions are protected by the password you set earlier. To access them, click on **Password** in the lower-left corner.

- Type your password in the box and click **OK**.
- The dialog will close, and you can have access to the main functions.

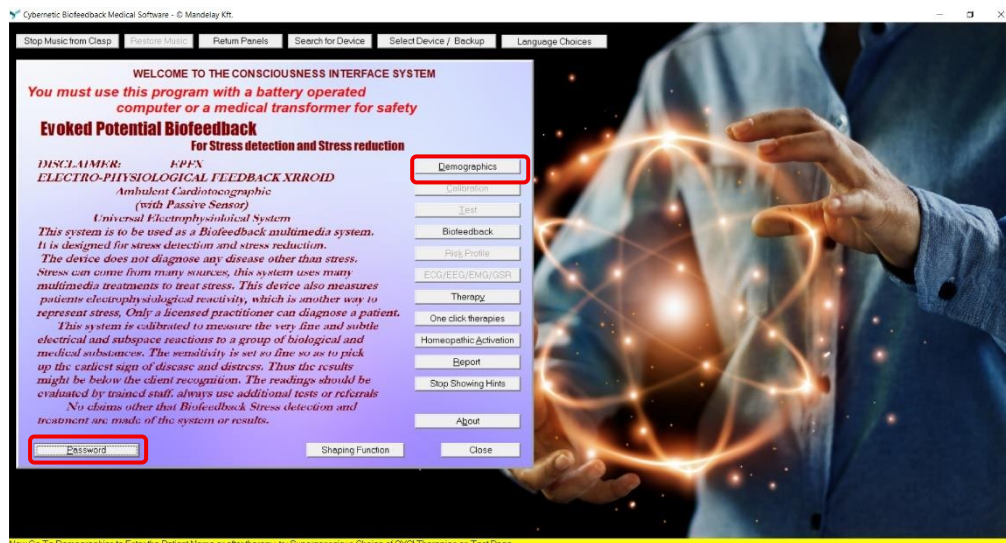
Please note that the **not active** text does not mean that you have not been already activated.



55. Figure: Activation window (already in activated state)

### 3.3.2. Patient data management

To manage patient information, you need to log in by typing your password in, as was described in the [internal password generation and usage](#) (Section 3.2.2). Then your main functions become available.



56. Figure: Main window

Please click on the **Demographics** button. This will open a new window where you can:

- Add a new patient by filling out the text fields and selecting the appropriate checkboxes or radio buttons.
- For the **SOC** panel, only numbers are allowed. If you leave it blank, the system will automatically enter a "0".

Please note that you cannot access Calibration, Test, or some others without any registered patient.



Demographics for Patient - © Mandelay Kft.

Demographics Patient Data

Testee Name:   Pregnant **NFP**  Inherited Disorder  Top Class Athlete **Visit #-**

Sex:  Male  Female  Non-binary

Amount of negativity 1-10:  Amount of kg. overweight Dr. opinion:

**SOC Index**

Number of organs removed	<input type="text"/>	Personal stress 0-10 10 max	<input type="text"/>
No. Synthetic drugs used currently	<input type="text"/>	No. of Sugar type products / day include soft drinks, ice cream etc.	<input type="text"/>
Amount of times you smoke / day (No. of cigarettes, cigars etc)	<input type="text"/>	No. of exercise sessions /wk 20 minutes or more (not work)	<input type="text"/>
Number of steroid type drugs used in the last year	<input type="text"/>	No. of alcoholic drinks / day on average	<input type="text"/>
No. of metal amalgam fillings Current or present during last year	<input type="text"/>	No. of cups of coffee, tea / day or any caffiene product	<input type="text"/>
Number of street drugs used/ mon.	<input type="text"/>	No. Extreme toxic exposures /yr. radiation, insecticide, chemicals	<input type="text"/>
Number of all known allergies	<input type="text"/>	Number of major injuries in past	<input type="text"/>
No. of unresolved mental factors	<input type="text"/>	Number of major infections past and present	<input type="text"/>
I am Responsible for my Body object	<input type="text" value="10"/>	Number of glasses of water or natural fruit juice per day	<input type="text" value="8"/>
Amount of Fat in diet, as percent/10 Include Processed foods	<input type="text"/>	How many kilos overweight 2.2lb=1 kilogram, seen by patient	<input type="text" value="0"/>

**SOC INDEX 1 Client to be tested**

Quantum Med C. I User: Vitosz

What part of your body (if any) do you dislike most:

What positive things does your disease do for you?

How would your life change if your disease was gone?

57. Figure: Demographics panel (blank)

### 3.3.3. Add a new patient

To add a new patient, please fill in the textboxes and tick the checkboxes and radio buttons with the patient's data. You can only type numbers in the SOC panel. If you have nothing to fill, the program detects as a 0.

Demographics for Patient - © Mandelay Kft.

Demographics Patient Data

Testee Name:   Pregnant **NFP**  Inherited Disorder  Top Class Athlete **Visit #-**

Sex:  Male  Female  Non-binary

Amount of negativity 1-10:  Amount of kg. overweight Dr. opinion:

**SOC Index**

Number of organs removed	<input type="text" value="0"/>	Personal stress 0-10 10 max	<input type="text" value="5"/>
No. Synthetic drugs used currently	<input type="text" value="0"/>	No. of Sugar type products / day include soft drinks, ice cream etc.	<input type="text" value="0"/>
Amount of times you smoke / day (No. of cigarettes, cigars etc)	<input type="text" value="0"/>	No. of exercise sessions /wk 20 minutes or more (not work)	<input type="text" value="20"/>
Number of steroid type drugs used in the last year	<input type="text" value="0"/>	No. of alcoholic drinks / day on average	<input type="text" value="0"/>
No. of metal amalgam fillings Current or present during last year	<input type="text" value="0"/>	No. of cups of coffee, tea / day or any caffiene product	<input type="text" value="0"/>
Number of street drugs used/ mon.	<input type="text" value="0"/>	No. Extreme toxic exposures /yr. radiation, insecticide, chemicals	<input type="text" value="0"/>
Number of all known allergies	<input type="text" value="0"/>	Number of major injuries in past	<input type="text" value="0"/>
No. of unresolved mental factors	<input type="text" value="0"/>	Number of major infections past and present	<input type="text" value="0"/>
I am Responsible for my Body object	<input type="text" value="10"/>	Number of glasses of water or natural fruit juice per day	<input type="text" value="8"/>
Amount of Fat in diet, as percent/10 Include Processed foods	<input type="text" value="0"/>	How many kilos overweight 2.2lb=1 kilogram, seen by patient	<input type="text" value="0"/>

**SOC INDEX -33 Elektrom Ágnes to be Tested**

Quantum Med C. I User: Vitosz

What part of your body (if any) do you dislike most: Test text

How would your life change if your disease was gone?

58. Figure: Demographics panel (with patient)



After entering the patient data, click on **Patient Data (Load New or Previous Patient)**. A new window will appear.

PATIENTCODE	NAME	BIRTHDATE	BIRTHPLACE
		2022. 11. 14. 15:44:38	

59. Figure: Patient data panel (blank)

Click on **New Patient**, then enter the patient's basic details (e.g. name, date of birth, place of birth).

PATIENTCODE	NAME	BIRTHDATE	BIRTHPLACE
*	Elektrom Ágnes	2000. 03. 01. 16:13:05	Testabad

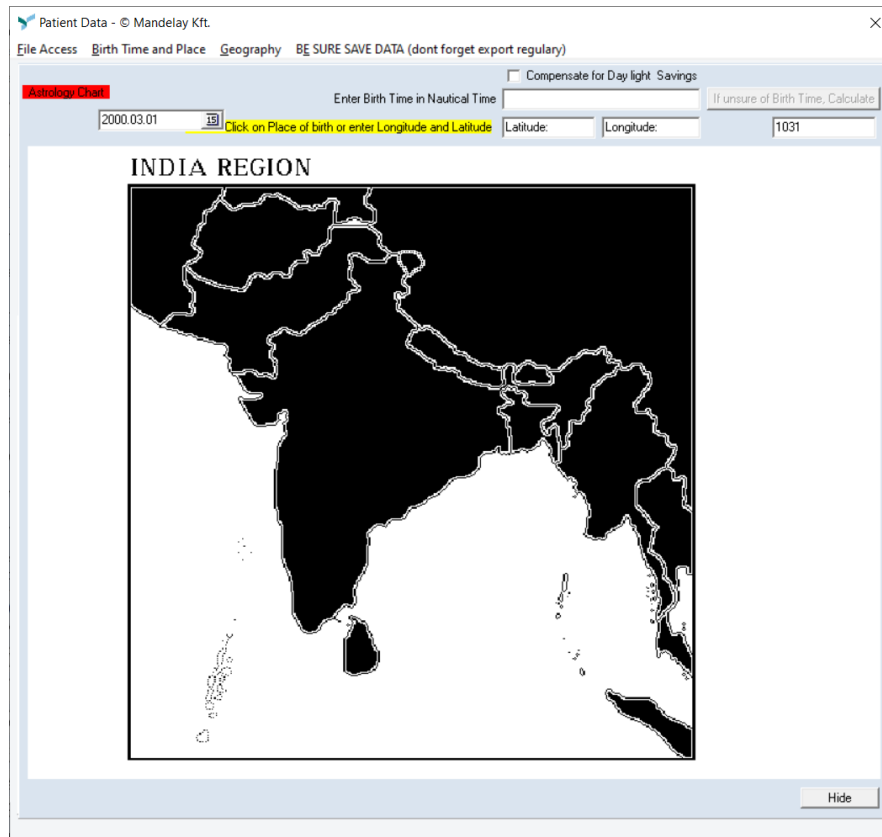
60. Figure: Patient data panel (with patient)

To input additional data for a patient, including their approximate birth date, use the **Geography** option to select a continent and then click on **Birth Time and Place**:

1. A map will appear. Enter the birth time if known. If you are not sure about the exact date, select **If Unsure on Birth Time**, then click **Calculate**. The system will provide an approximate answer based on electrical measurements. Copy this answer into the box.

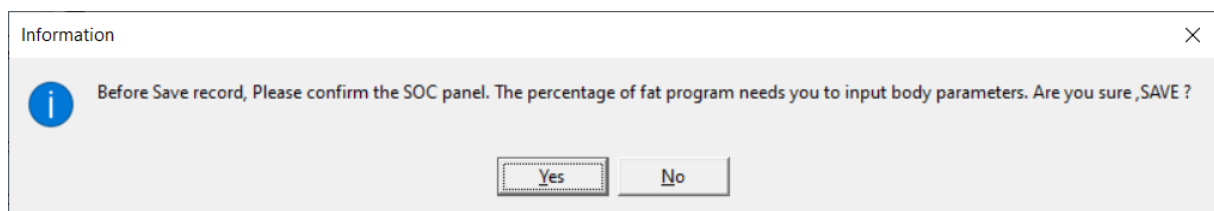


2. On the map, **double-click** the approximate location of the patient's birthplace. This will activate the **Medical Astrology** button in the Biorhythm panel.
3. Click **OK** to confirm the changes.



61. Figure: Patient location setting

If you are finished with adding or updating the information, click on **Save Current Patient** and then click on **Yes** to save and exit.



62. Figure: SOC confirmation dialog

### 3.3.4. Load and modify patients

To access a previous patient, click **Patient Data (Load New or Previous Patient)**. Scroll through the patient list and select the name. Click on **Previous Patient** and confirm by clicking **Yes twice**. The patient data will be loaded into the Demographics panel for viewing or updating.

To modify patients, load their data, then modify their SOC values. It is important to assign a few minutes at every session to go through the SOC questions and monitor the progress of the patient. Click on **Patient Data (Load New or Previous Patient)** button. Then the patient list appears. Click on the patient to modify, then click **Modify Patient**. Click on **Save Current Patient**, then finally **Yes** in the pop-up.



### 3.3.5. Delete a patient

To delete a patient record, select the patient from the list under **Patient Data**. Click the – (delete) button, then confirm by clicking **OK**.

## 3.4. Backup and restoration of the CLASP64 database

### 3.4.1. Backing up your data

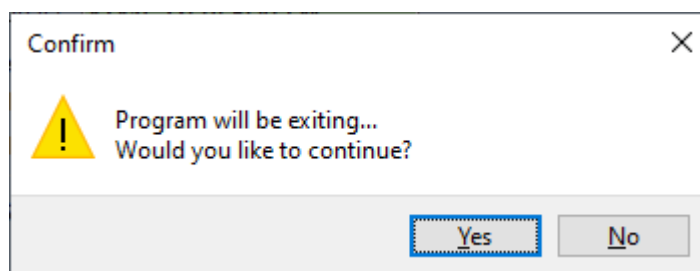
**⚠ IMPORTANT:** Please always create a patient database and disease lexicon backup before any deactivation, update or uninstallation! Deactivation and uninstallation always remove everything, while update might clear or corrupt the whole database, and none of the records could be restored safely in both cases.

To back up your old data before an update, or just doing a regular backup session, select **BackUp** in the activation module displayed earlier, and choose the folder where you would like to save your backup file.

**Note:** Please remember the path and the filename you gave to the backup file, you will have to find it later. In addition, to ensure your data is safely preserved, you may also take screenshots of the backup process.

**Note:** Backups from older versions might not work with newer software versions due to changes in the database structure.

Before you save it, the following message appears:

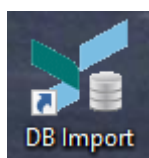


63. Figure: Backup confirmation dialog

After the successful backup process, the program closes.

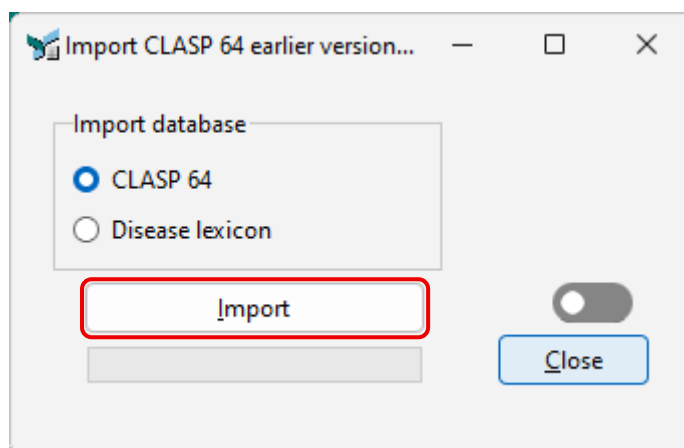
### 3.4.2. Restoring from a Backup

There is a tool called **DB Import** to back up your database for later updates or reinstallations. DB Import gets installed simultaneously with CLASP64, and its icon can be also found on the desktop next to the icon of CLASP64.



64. Figure: DB import icon

After you start DB Import, the following window appears:



65. Figure: DB import window

Click on **Import** and choose your backup file. After everything is ready, the system will inform you that the database restoration is finished.

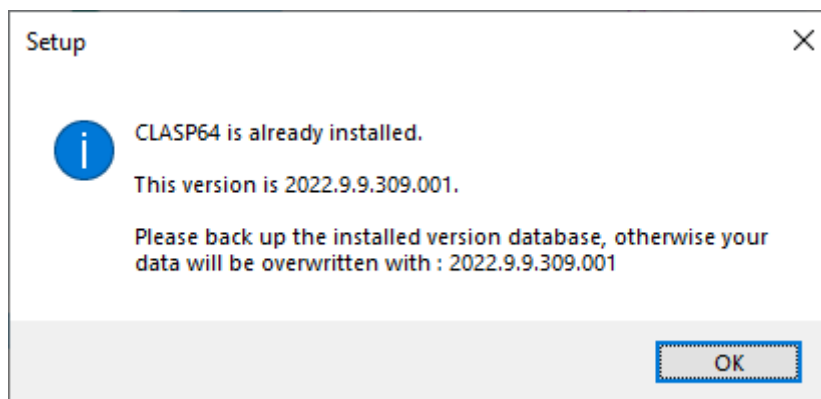
To import the Disease Lexicon too, you can switch from CLASP 64 to Disease lexicon and do the same thing.

### 3.5. Updating CLASP64

**⚠ IMPORTANT:** Please always make sure you have already saved the patient data before uninstalling the previous software version!

To update to the latest version of CLASP64, launch the **Mandelay Downloader** as you did when you first installed the software.

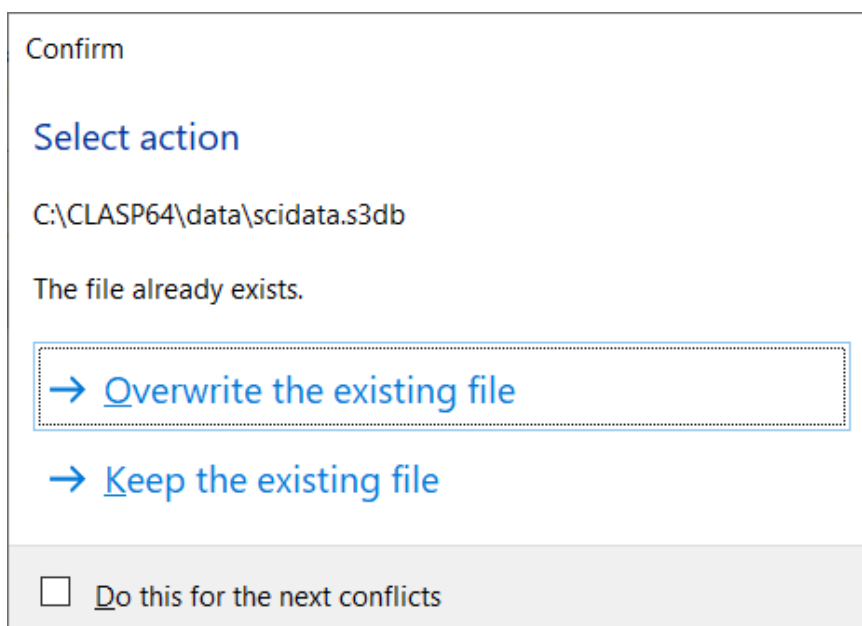
Please click on the light blue/grey square with your device information to begin the download. Then the following dialog will appear:



66. Figure: Information about the update of the current version

After clicking on **OK**, you will go through the same installation process as seen in [the installation guide of CLASP64](#) (Section 3.1).

When asked if you want to overwrite the existing file, choose whether you want to keep your old data. If you overwrite, you will need to restore everything from your backup.



67. Figure: Overwrite or keep the database

If you overwrite the existing file, all data needs to be copied and loaded again from your backup. If not, the old data remains. Please note that the installer does not ask this at older versions, because the database structures may differ, and data cannot be migrated. In this case, what you can do is take **screenshots** and **manually enter** the patient data into the new software.

### 3.6. Changing to CLASP64 from CLASP32 or EDUCTOR64

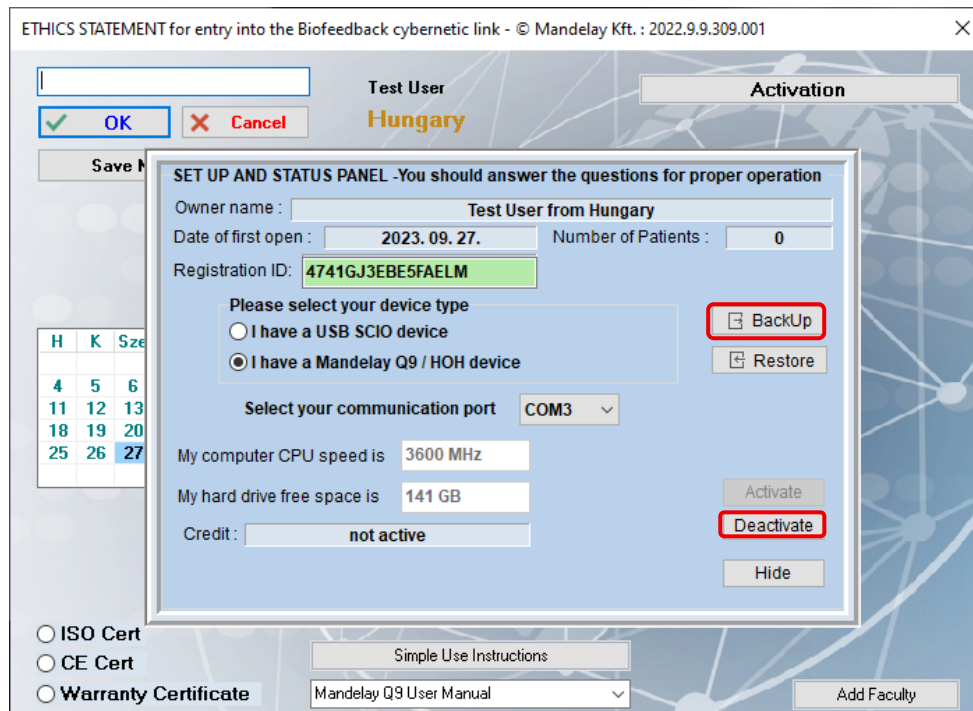
If you are upgrading from **CLASP32** or **EDUCTOR64** to **CLASP64**, you must uninstall the older version and install the new version from scratch.

Before removing the old software, please make sure that all patient data is backed up. After installing CLASP64, you can restore your data to the new version.

As stated in the [database backup guide](#) (Section 3.4.1) and the [updating guide](#) (Section 3.5), if you have an older version, the only thing what you can do is take **screenshots** and **manually enter** the patient data again into the new software.

### 3.7. Deactivating CLASP64

You can deactivate CLASP64 from the running software similarly as it is described in the [activation process](#) (Section 3.2.2). Before you start deactivating it, please make sure your device is connected to your computer and switched on, and you have already saved backup.



68. Figure: Activation window (active status)

1. Open CLASP64 and click on **Password** in the lower-left corner.
2. In the Activation panel, click on **Deactivate**.
3. Enter your username and password in the text boxes, then click on **Send to Server**.
4. When the deactivation is complete, the software will close.

### 3.8. Purchasing new modules for CLASP64

If you purchase new modules, deactivate and reactivate CLASP64 to access them:

- Create a data backup in the way described in the [data backup guide](#) (Section 3.4.1).
- Follow the deactivation process described in the [deactivation process](#) (Section 3.7).
- Reactivate by following the steps in the [activation process](#) (Section 3.2).
- Restore your backed up data as described in the [data restoration guide](#) (Section 3.4.2).

**⚠ IMPORTANT:** New modules to purchase are available only from version 2022.9.9.504!

**Note:** Activation stores only the modules available at the time. Newly purchased modules require reactivation to become accessible.



## 4. CLASP Portal

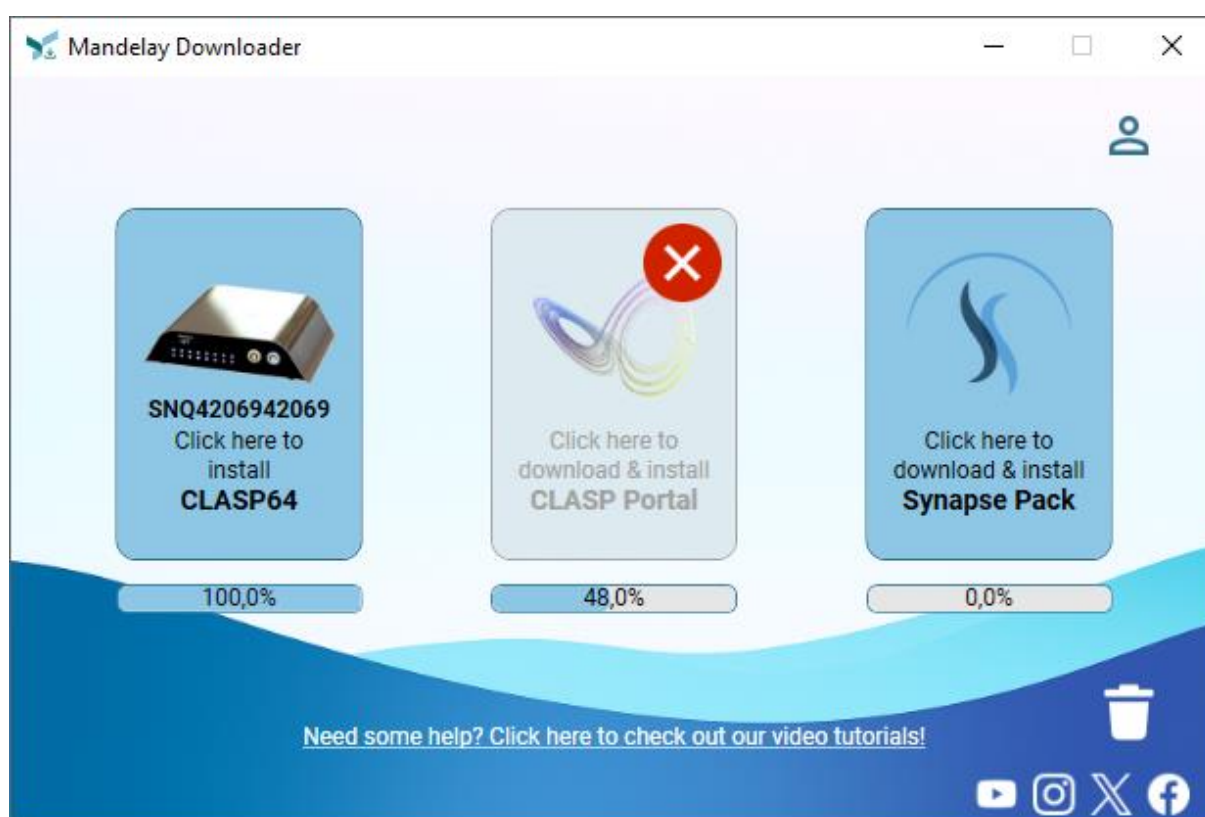
### 4.1. Installing CLASP Portal

To start the download, please click on the **CLASP Portal section** (light blue/grey square with the infinity symbol). The download will begin, and you can see a progress bar.

You can **pause** or **cancel** the download by clicking the **red X** in the upper-right corner of the square. To continue or start it again, click the square again.

If you close the downloader, your progress will be saved, and the download will continue where it left off the next time you open the downloader.

The **cache clear button** will be inactive during the download to avoid accidental deletion.

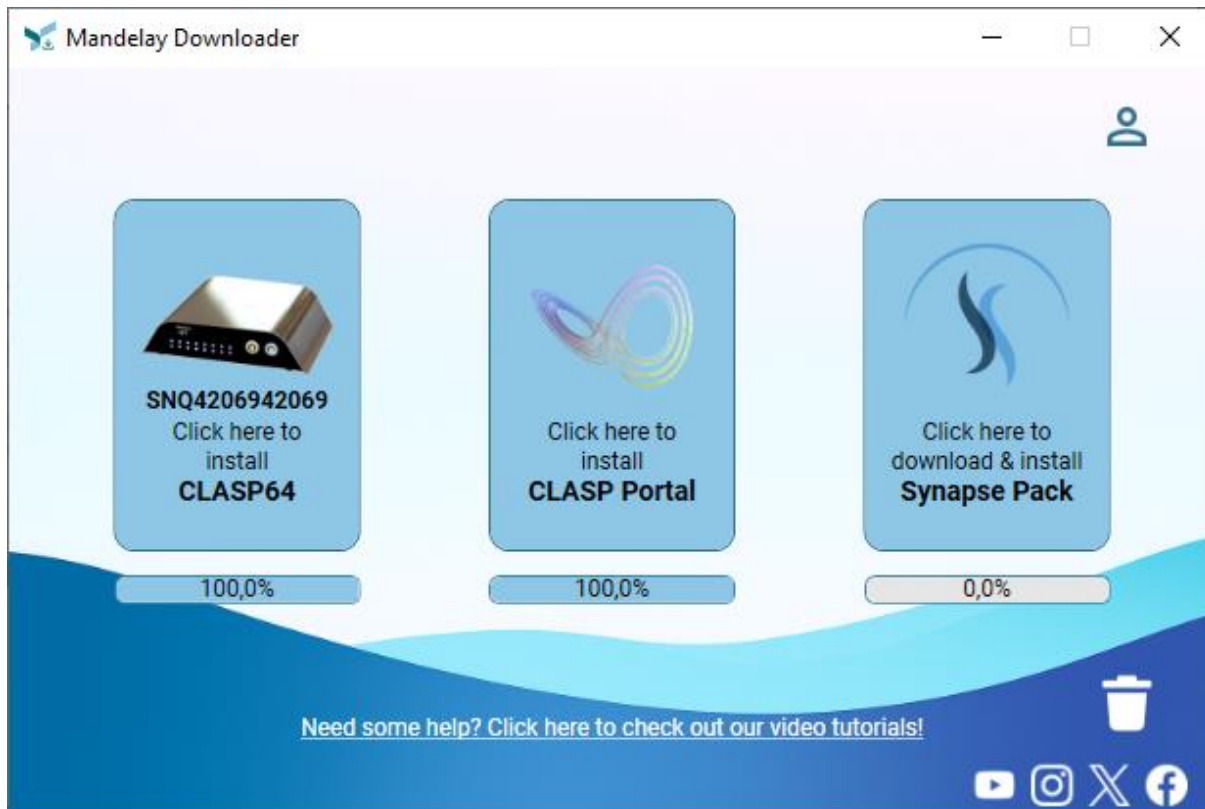


69. Figure: Download in progress

Once the download reaches 100%, click the light blue/grey square to start installing **CLASP64**.

If asked for permission to modify your computer, please click on **Allow** to proceed with the installation.

**⚠ IMPORTANT:** The installed and used antivirus software products might put the installers or the program executables into quarantine after the download or at the first run – in some cases, they even might delete them. Windows Defender is generally compatible and should not block the installation, but in case any antivirus program quarantines or deletes files, most can recover the executables and allow them to be added as an exception. If not, you can still download the missing files again and add them as exception before running. This kind of issue is independent of the products of Mandelay Ltd., and can be related only to the operation of the installed antivirus programs, so it is not covered by the warranty conditions or the complimentary service of Mandelay Ltd.

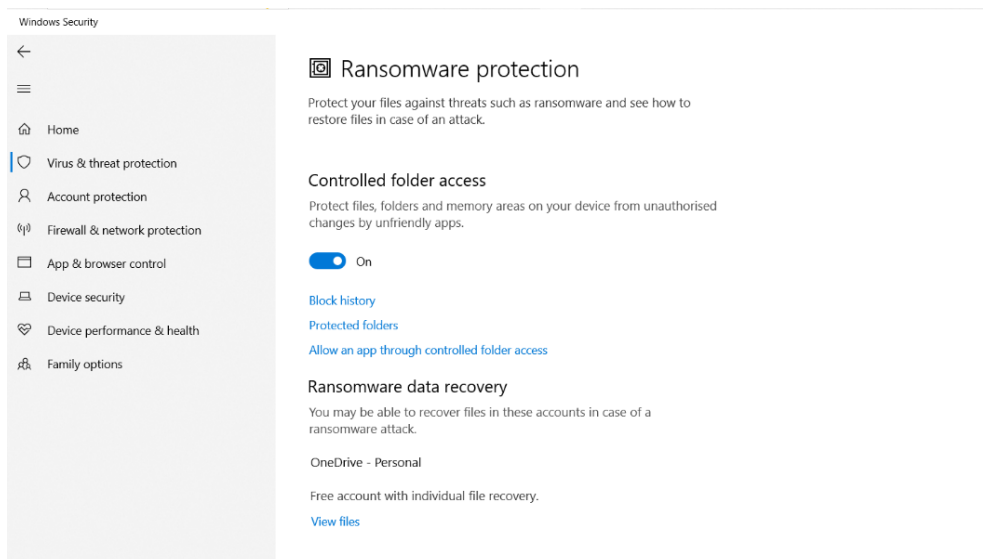


70. Figure: Download completed

During installation, **Windows Security** may block some files due to security settings. If this happens, turn off **Ransomware Protection** temporarily, or add **CLASP\_Portal.exe** as an exception after installation.

To adjust the settings:

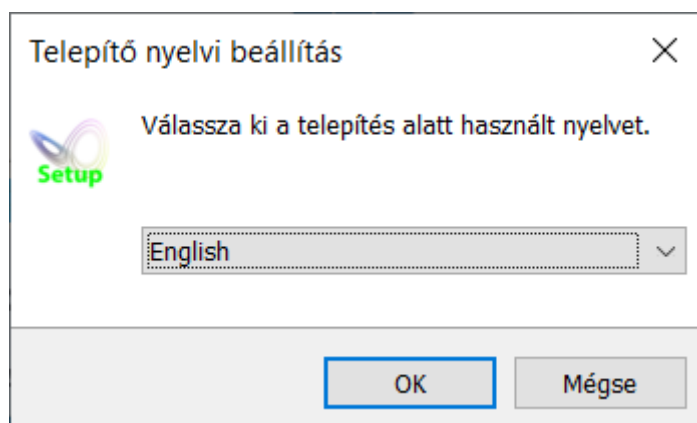
1. Open **Windows Security > Virus & Threat Protection > Ransomware Protection**. (You also can get here by typing Ransomware protection in the search bar on Taskbar.)
2. Turn off the protection during installation, then re-enable it afterward.



71. Figure: Ransomware protection

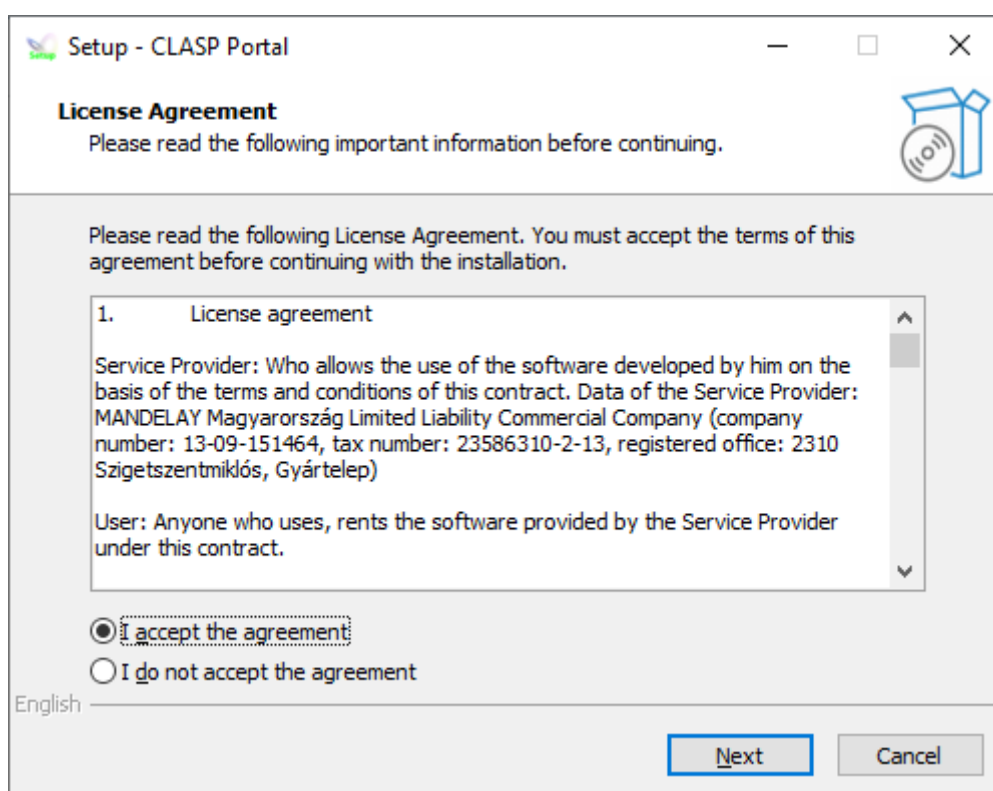


When starting the installation, select the language you want to use. Available options include: **English, French, Spanish, German, Portuguese, Hungarian, Italian, Russian, and Dutch.** Once you select your language, all text in the installation process will appear in that language.



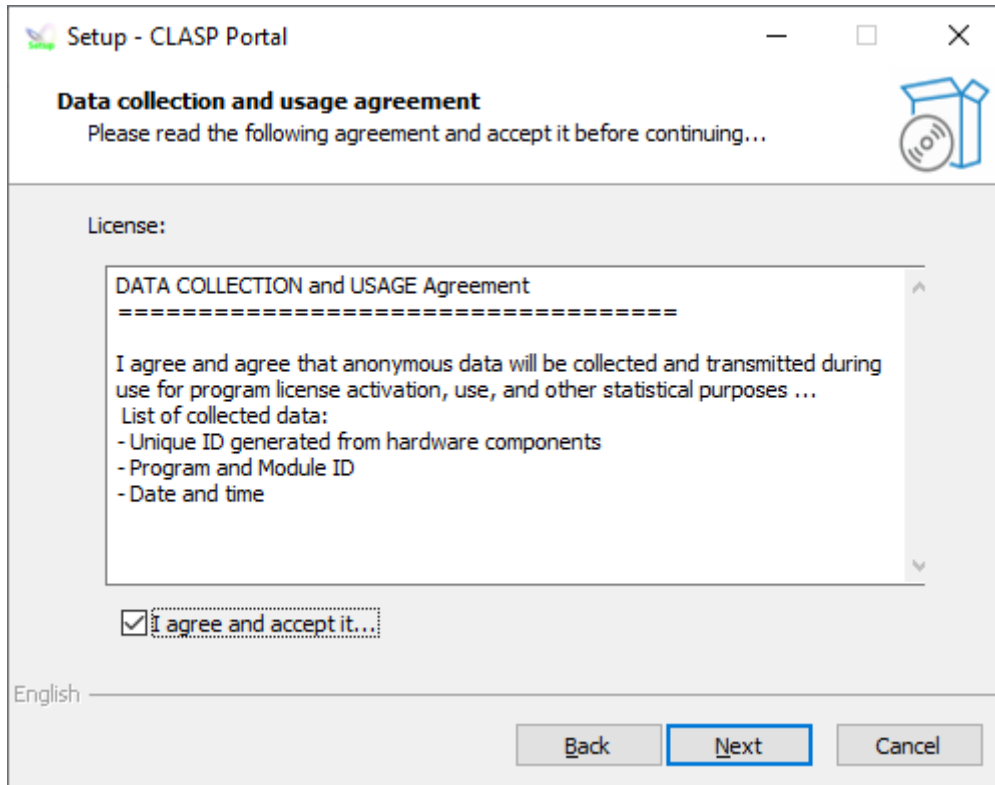
72. Figure: Initial language setup

Please read carefully and accept the **License Agreement**. Once you are ready, click **I accept the agreement**, then click **Next** to continue.



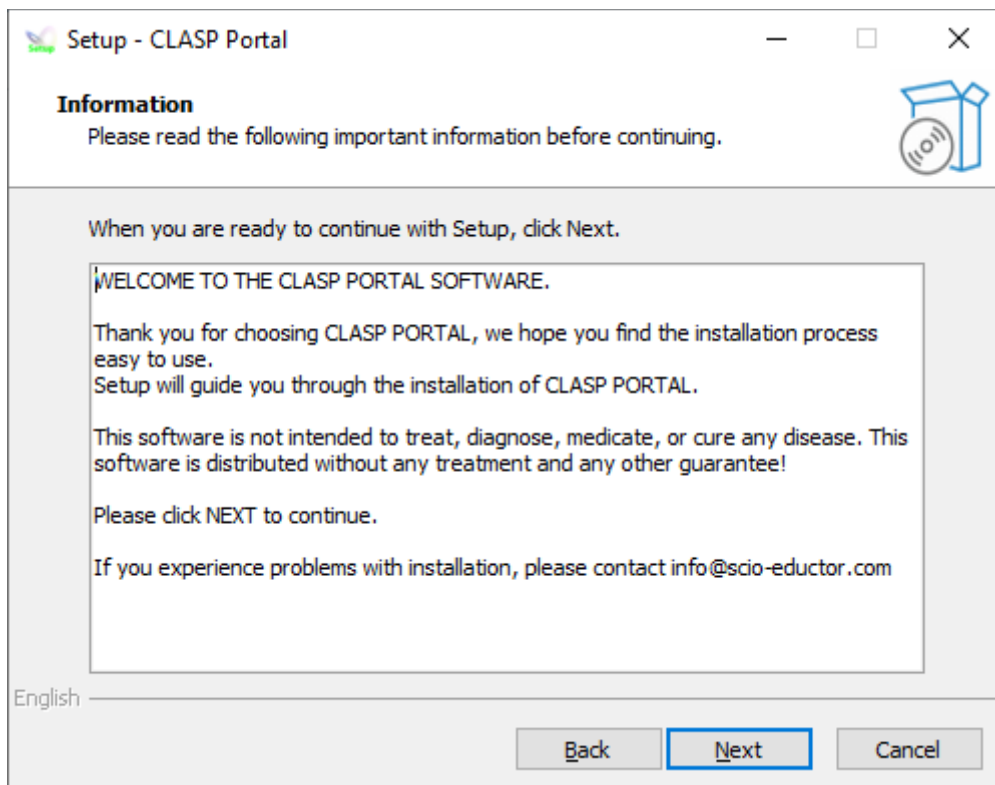
73. Figure: License Agreement

Next, read and accept the **Data Collection and User Agreement**. Once you agree, click **I agree** and then **Next**.



74. Figure: Data Collection and Usage Agreement

After accepting the user agreement, please read a **small description about CLASP Portal**. Click on **Next** to proceed.

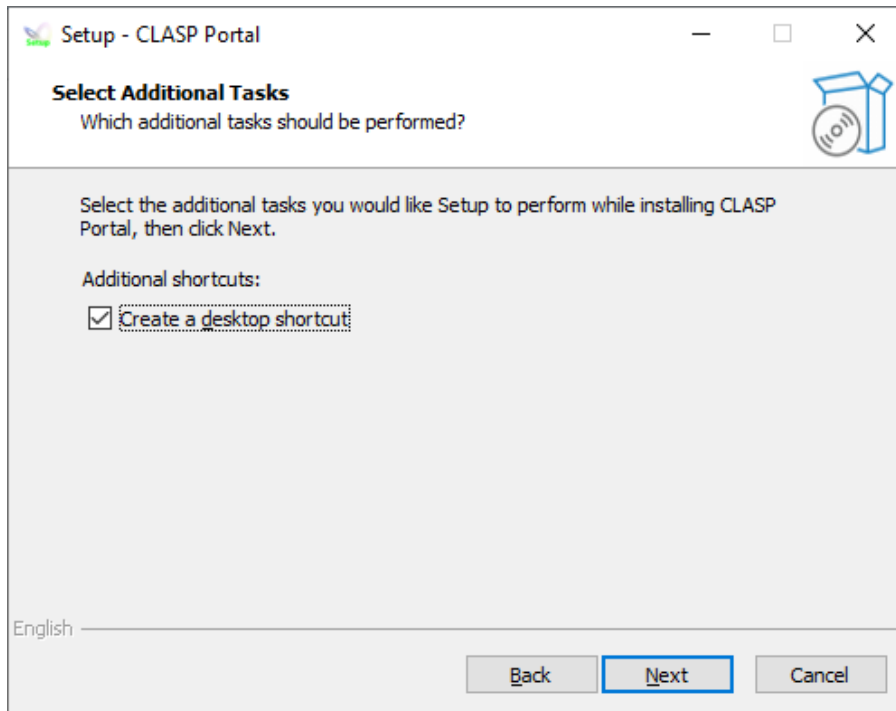


75. Figure: Disclaimer

You can choose to create a desktop shortcut for easy access to **CLASP Portal** after installation. Click on **Next** to proceed.

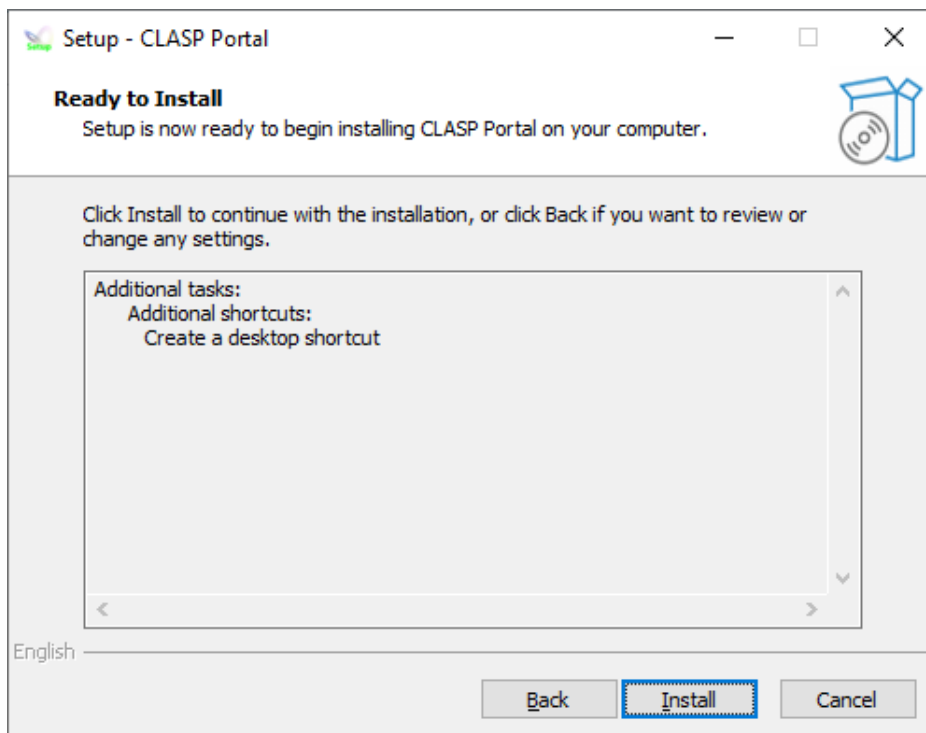


76. Figure: CLASP Portal icon

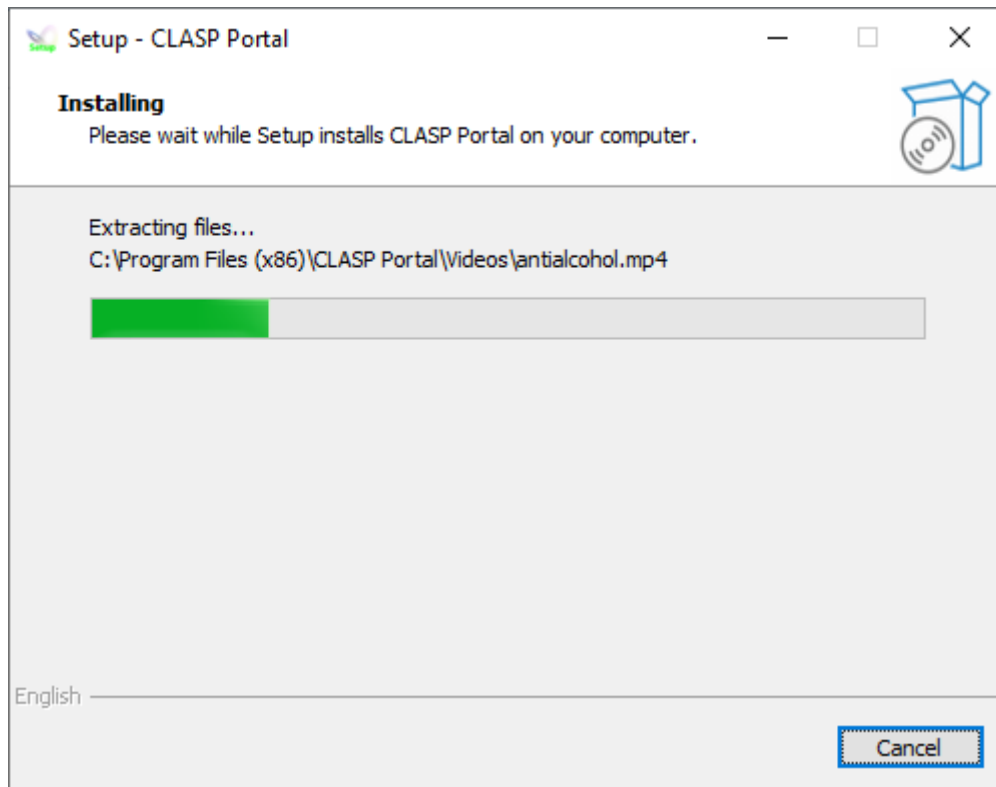


77. Figure: Desktop shortcut acceptance

Click on **Install** to start the process. A progress bar will show the status of the installation.

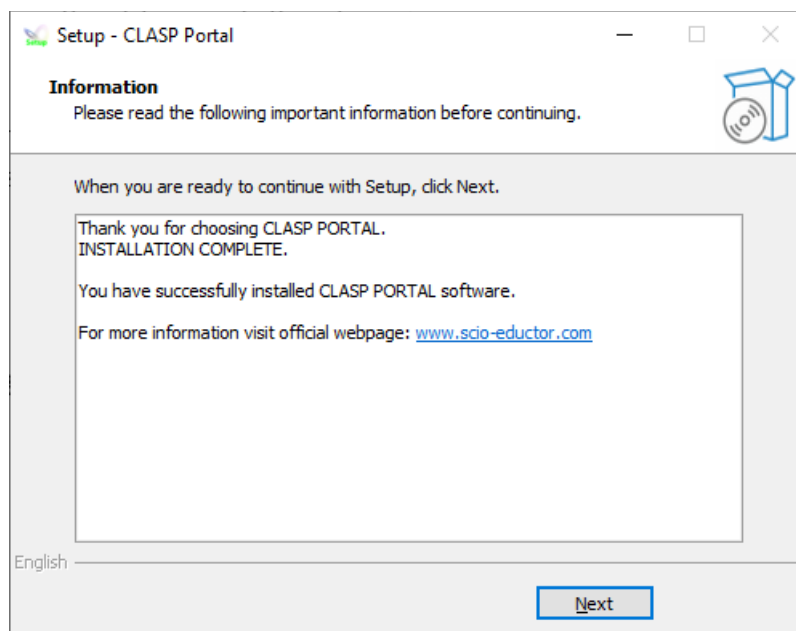


78. Figure: Configuration summary before installation

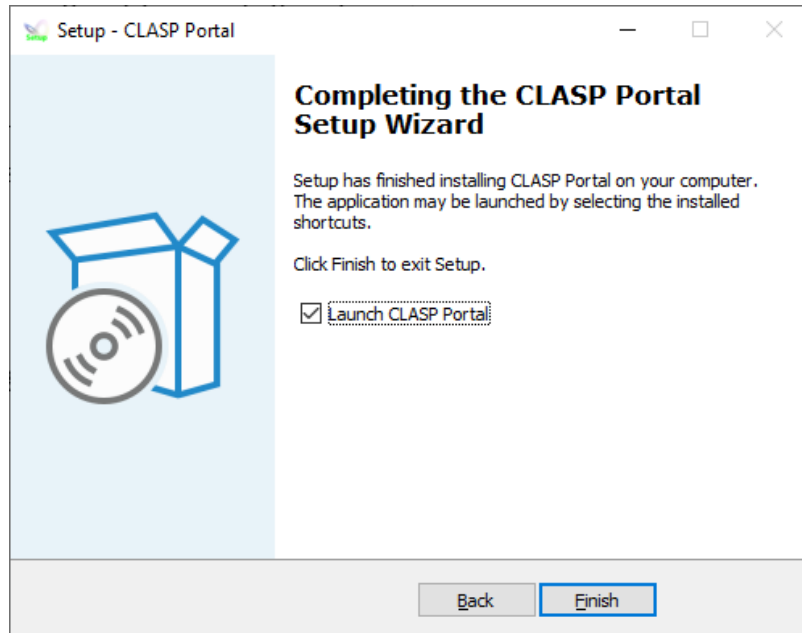


79. Figure: Installation in progress

Once installation is finished, a confirmation message will appear. Click **Next**, then **Finish** to exit setup. You can also choose the software to run immediately after exiting.



80. Figure: Installation completed



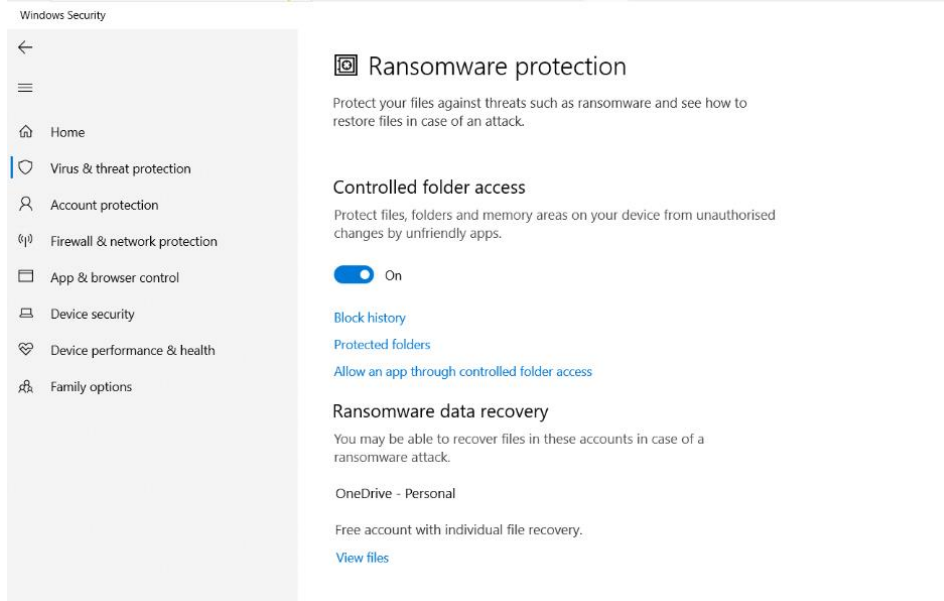
81. Figure: Installation summary

## 4.2. Adding CLASP\_Portal.exe as an Exception (Windows Security)

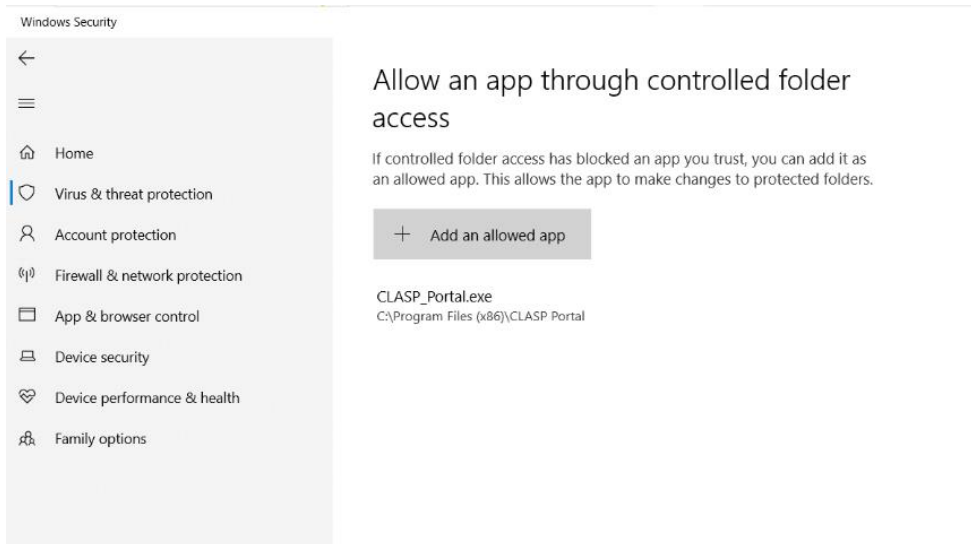
If you have switched back Folder Control in Windows Security, you need to add CLASP\_Portal.exe as an exception to avoid issues. Follow these steps:

**⚠ IMPORTANT:** Some other antivirus software products might require similar actions too.

1. Open Windows Security and click on the **Virus & Threat Protection** tab.
2. Click on **Ransomware Protection**. Alternatively, you can search for "Ransomware protection" in the Taskbar search bar.
3. Click on **Allow an app through Controlled Folder Access**.
4. To add CLASP\_Portal.exe, click on **Add an allowed app**.
5. In the search box, enter C:\Program Files (x86)\CLASP Portal\Clasp\_portal.exe, and select the file.



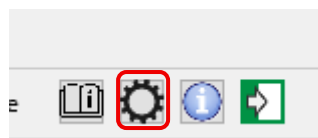
82. Figure: Ransomware protection



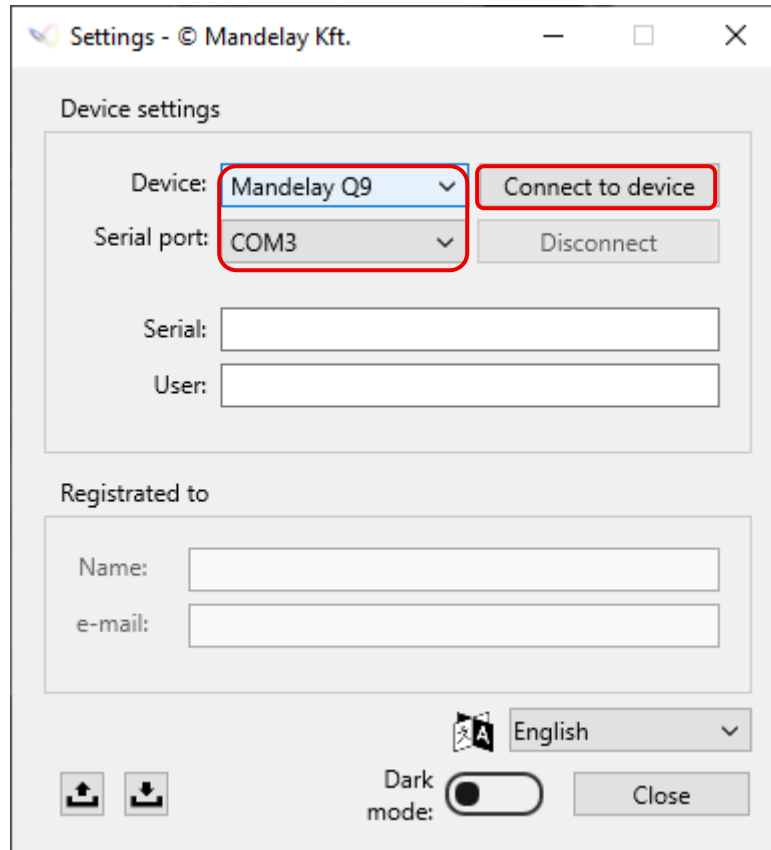
83. Figure: Allowing CLASP Portal through controlled folder access

### 4.3. Device recognition and connection in CLASP Portal

CLASP Portal recognizes and connects the devices a bit differently than CLASP64. In some cases, devices need to be identified and connected manually through an interface, which can be accessed through the main window, clicking on the gear icon on the bottom right.



84. Figure: Device recognition interface icon



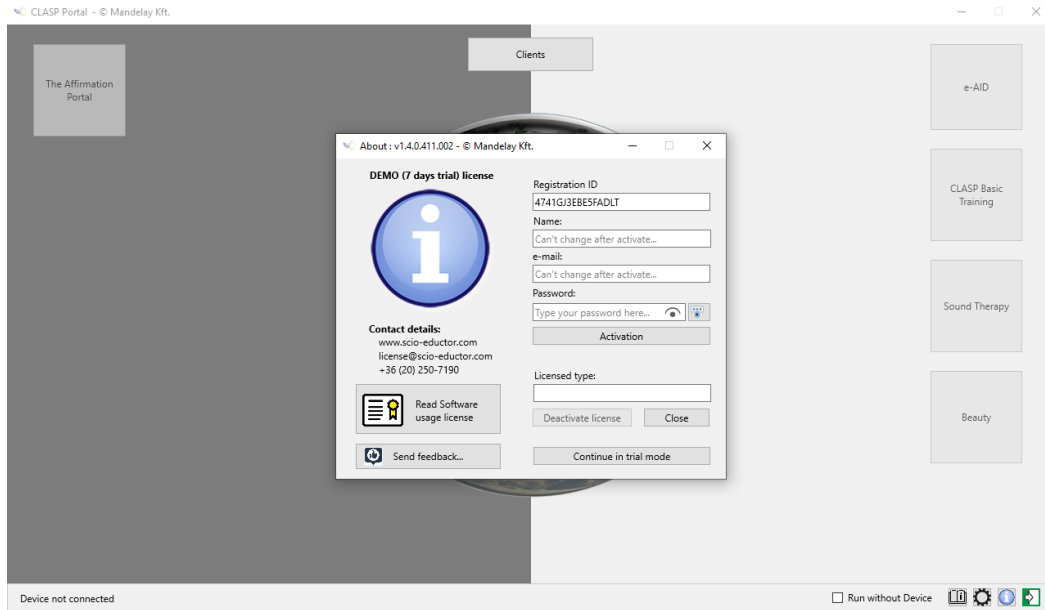
85. Figure: Device recognition interface

To connect your device, the right device type and the right port need to be chosen in the Device and Serial port dropdowns. After that, please click on **Connect to device**. To disconnect a connected device, please click on **Disconnect**.

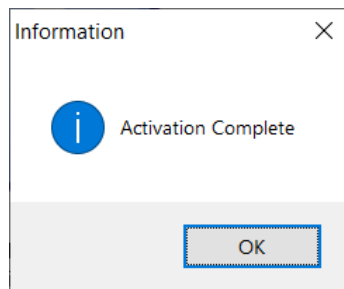
#### 4.4. Activation of CLASP Portal

When you open CLASP Portal, follow these steps to activate:

1. Enter your **name**, and **email address** as well as your **password** from **Client Portal**.
2. You can continue in **trial mode** if you have not bought the software yet, keep in mind, you will have 7 days to try it out, which starts from the day the software is installed.
3. If you have not connected your device, CLASP Portal will ask you to do so with a similar interface described in the [device recognition and connection](#) (Section 4.3).
4. After activation, a confirmation dialog will appear. Click **OK** to close it.



86. Figure: Activation window



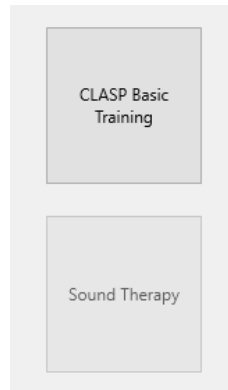
87. Figure: Activation completed

**Note:** If you wish to access all the features, you need to connect your device. Some features are available without the device, but you need to select **Run without device** in the lower-right corner.



88. Figure: Run without device

After activation, only the modules you have purchased will be enabled. Unpurchased modules will be disabled but still visible.



89. Figure: Active (purchased) and inactive modules

## 4.5. First use of CLASP Portal

To add, modify, or remove a client, follow these steps:

1. Click on **Clients** to open the client list.
2. To add a new client, click the + button, enter the details, and click the ✓ button to save.
3. To modify a client, select their name and click the list button (left of the ✓). Make the changes and save.
4. You can jump among the patients later with the arrow buttons.
5. To delete a client, click the – button, confirm, and the record will be removed.

90. Figure: Client registration panel (blank)



91. Figure: Client registration panel (with registered client)

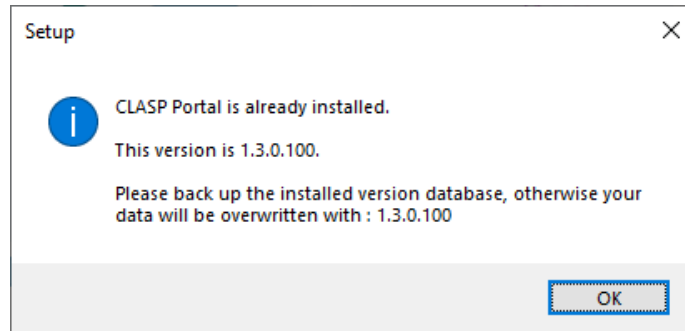
92. Figure: Client removal confirmation dialog

## 4.6. Updating CLASP Portal

**⚠ IMPORTANT:** Please always make sure you have already saved the patient data before uninstalling the previous software version! For detailed instructions, please see the [backup guide for CLASP Portal](#) (Section 4.7).

To update to the latest version of CLASP Portal, launch the **Mandelay Downloader** as you did when you first installed the software.

Please click on the light blue/grey square with your device information to begin the download. Then the following dialog will appear:



93. Figure: Information about the update of the current version

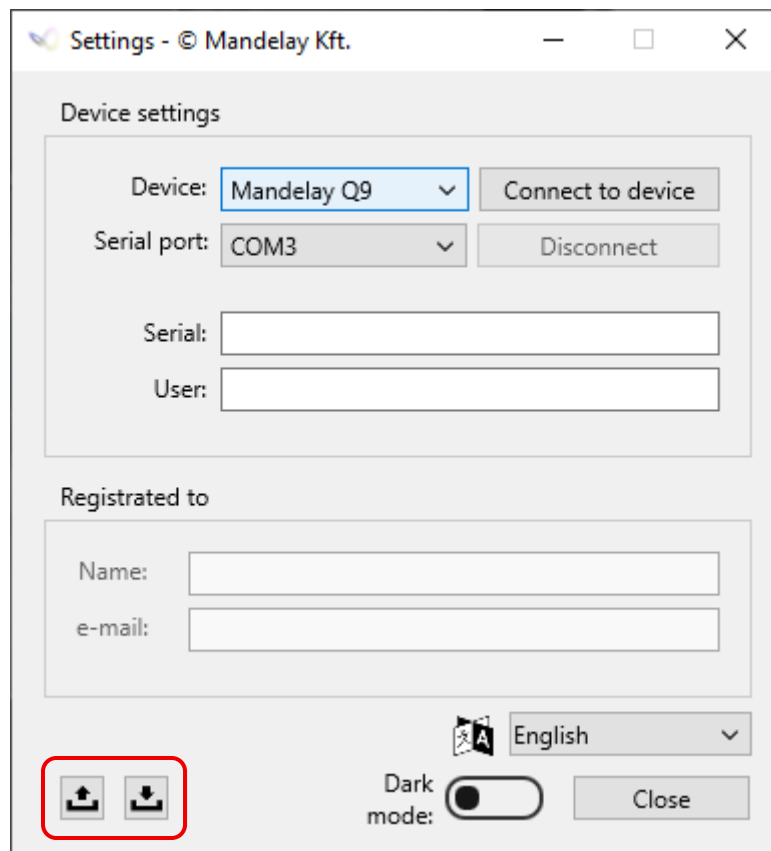
After clicking on **OK**, you will go through the same installation process as described in the [installation of CLASP Portal](#) (Section 4.1).

## 4.7. Backing up data from CLASP Portal

Before doing any serious action, which might affect your data recorded in CLASP Portal, including updates and uninstalls/installations, you need to create a backup of your database, and after the process ended, import it back.

The backup / restoration process is quite simple: you need to open the same window which is used for device connection or disconnection on the same way as it was described in [device recognition and connection](#) (Section 4.3).

On the bottom left, there are two buttons. The left is for data backup; the right is for data import.



To create a backup file, please click on the **left** button and save the file with a custom name to anywhere. Please note the name and the path, you will need it later.

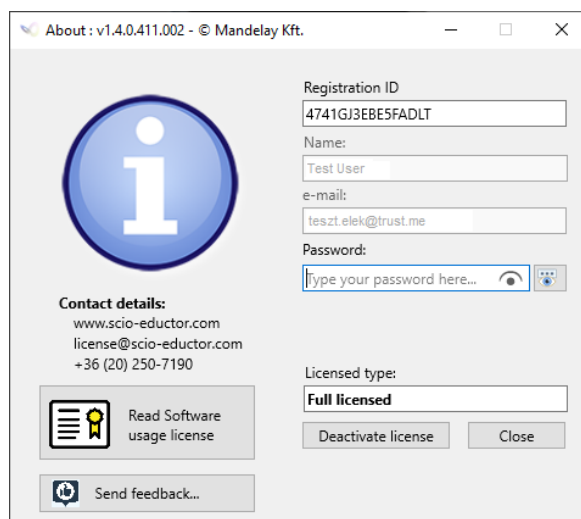


To import the backed-up data, please click on the right button, navigate to the path of the backup file, and open it. After that, CLASP Portal closes.

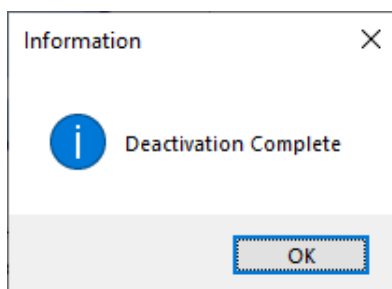
## 4.8. Deactivating CLASP Portal

You can deactivate CLASP Portal from the running software similarly as it is described in the [activation process](#) (Section 4.4). Before you start deactivating it, please make sure your device is connected to your computer and switched on.

1. Ensure your device is connected to your computer and switched on.
2. Start the software (e.g., using the desktop icon if you have created one).
3. Click the icon in the lower-right corner of the main menu.
4. Enter your password (your email is already saved).
5. Click **Deactivate License** and wait a few seconds.
6. A window will confirm the connection status. If your device is not connected, follow the steps of the [device recognition and connection](#) (Section 4.3) to connect it, otherwise you can just close that.
7. Once deactivation is complete, a dialog will confirm success.



94. Figure: Deactivation window



95. Figure: Deactivation completed

## 4.9. Purchasing new modules for CLASP Portal

If you purchase new modules, deactivate and reactivate CLASP Portal to access them:

- Follow the deactivation process described in the [deactivation process](#) (Section 4.8).
- Reactivate by following the steps in the [activation process](#) (Section 4.4).

**Note:** Activation stores only the modules available at the time. **Newly purchased modules require reactivation to become accessible.**



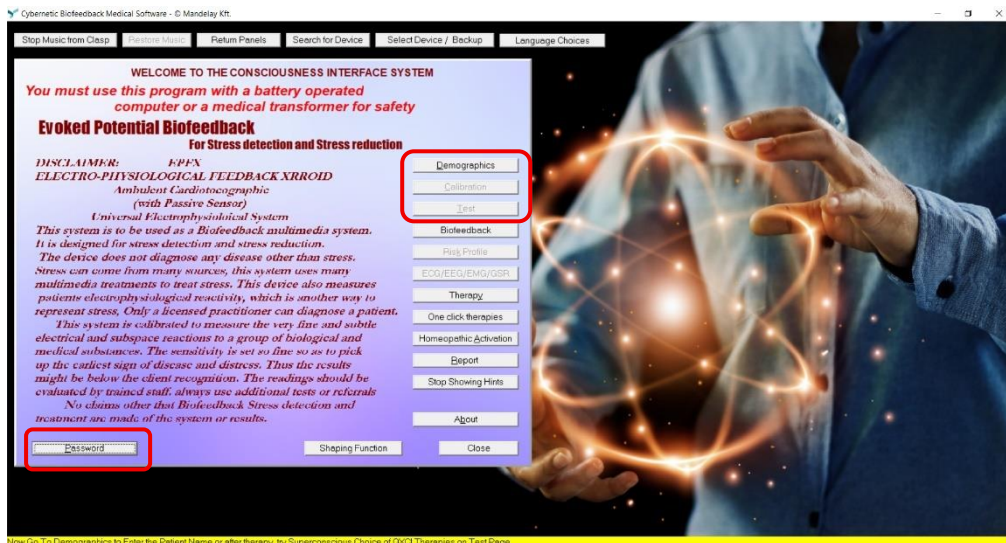
## 5. Synapse Pack

### 5.1. Preparation for installing and activation of Synapse Pack

Synapse Pack is built and developed as a biofeedback statistics software, for evaluating all results of CLASP64 tests and making many useful statistics about those test results. Therefore, Synapse Pack closely builds upon the operation of CLASP64 and uses only its outputs as input. This causes the one and only requirement to be able to launch Synapse Pack is a finished CLASP64 test.

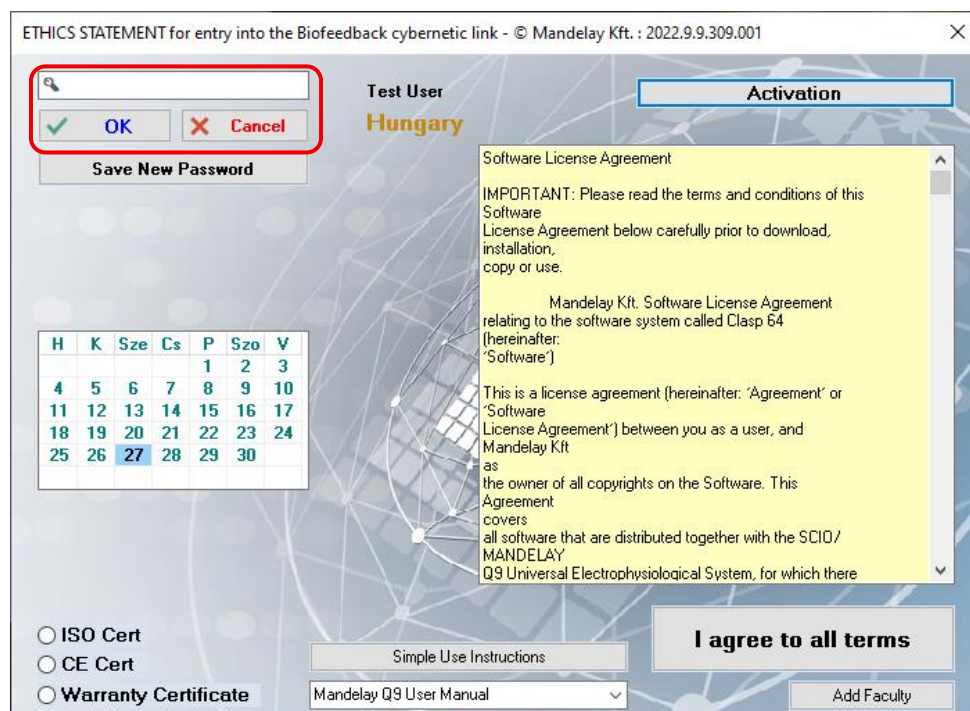
**⚠ IMPORTANT:** Every single opening of CLASP64 clears the data of the last test, so that time Synapse Pack might become unusable until the new test is finished.

To start the preparation, please open CLASP64 and navigate to the main window.



96. Figure: Main window

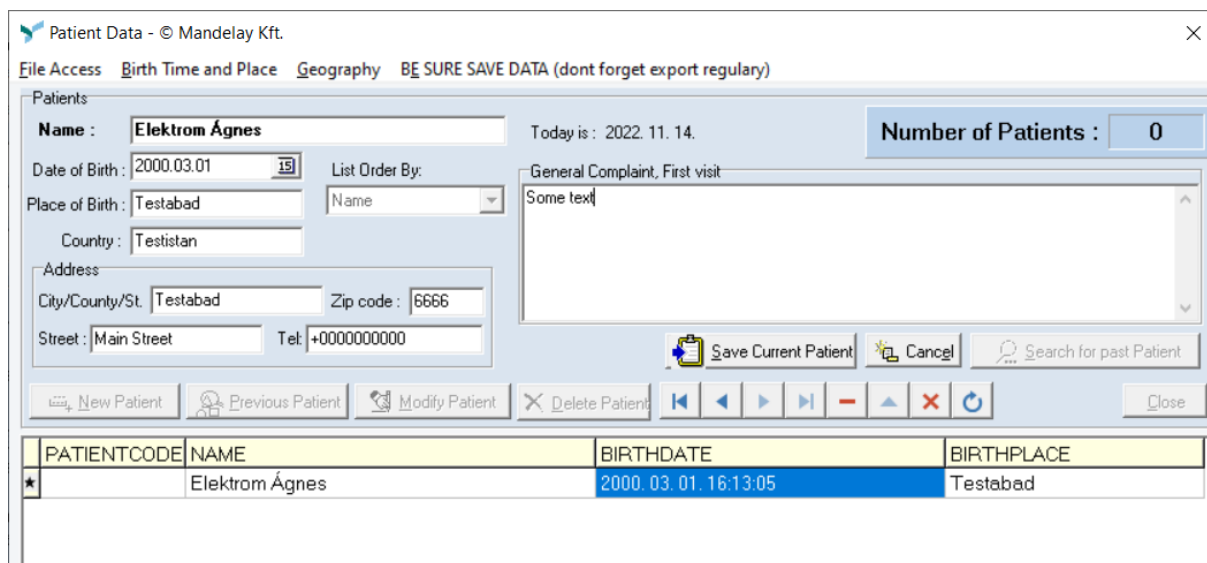
Open Password and type your internal password in. Then you can get access to Demographics.



97. Figure: Password

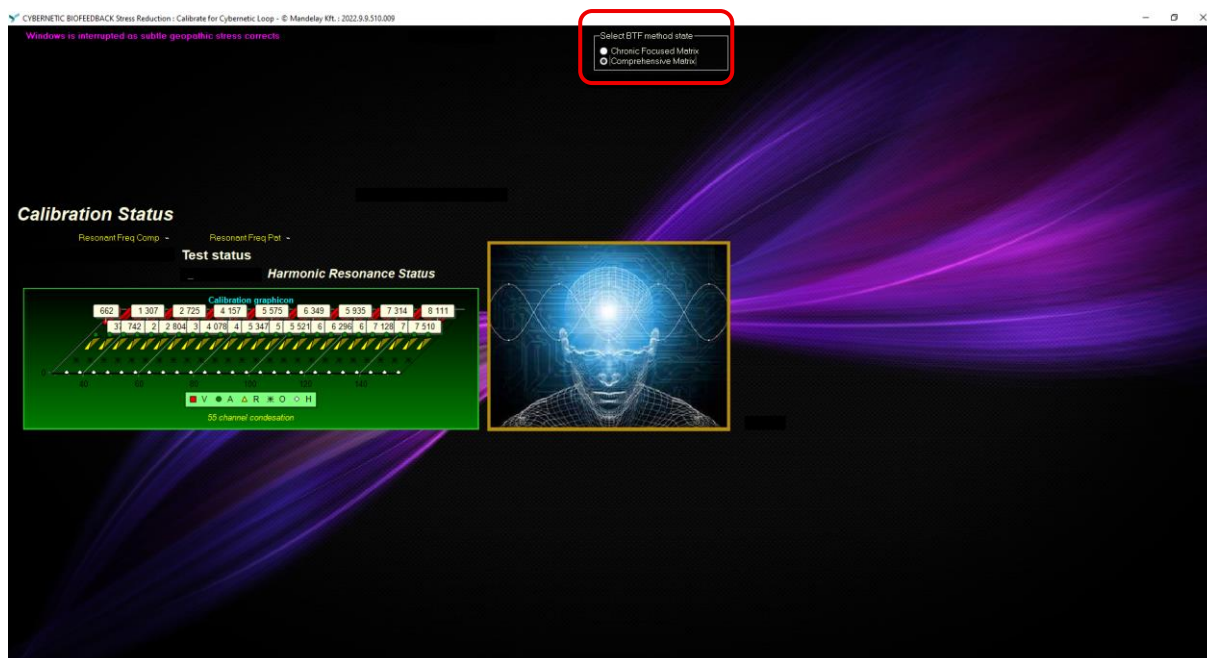


The next step is to choose a patient for the test. Please go to Demographics from the main window and choose a patient from the patient list, which was seen in the [patient data management section](#) (Section 3.3.2).

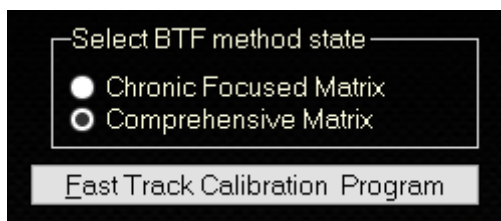


98. Figure: Choosing a patient

After the patient is chosen, you need to calibrate your device. Please go to Calibration, choose **Comprehensive Matrix**, and start the calibration by clicking on **Fast Track Calibration Program**. A chronic focused matrix nem értelmezhető adatod ad a synapse számára.



99. Figure: Calibration window

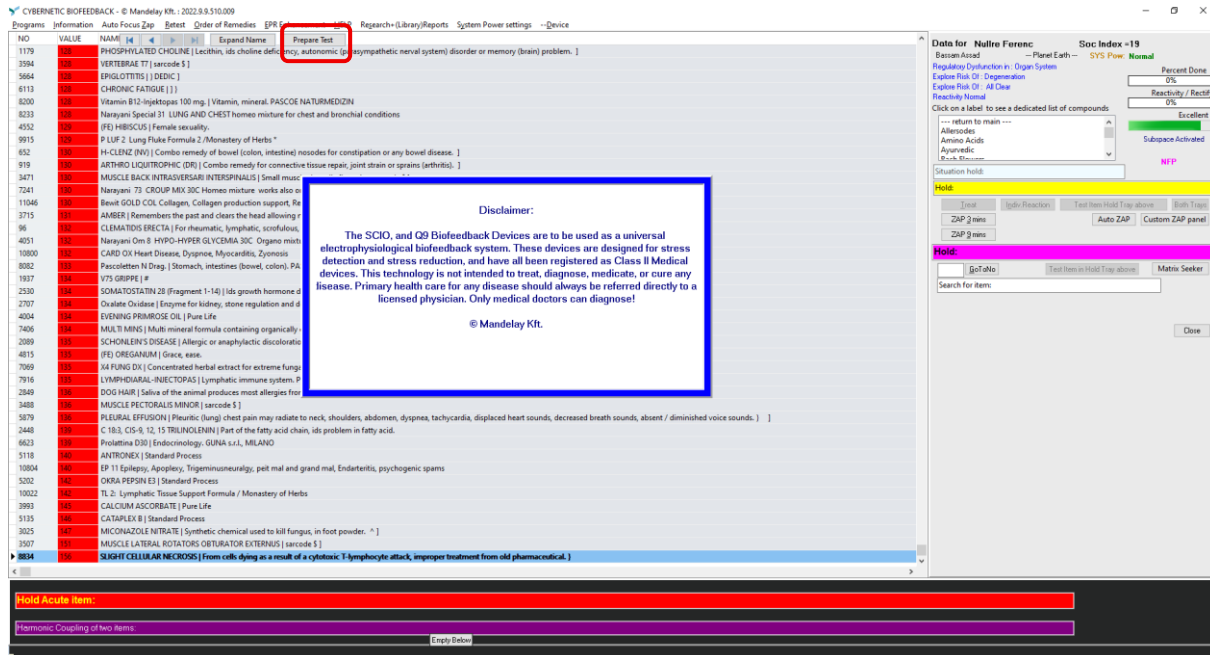


100. Figure: BTF method calibration configuration

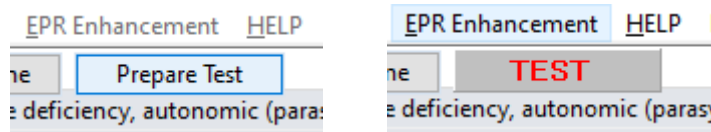


After the calibration is completed, you can close this window or click on yes on the incoming pop-up calibration-exit window and proceed to **Test** from the main window.

Please click on **Prepare Test**, and a few seconds later, on **TEST** at the same place.

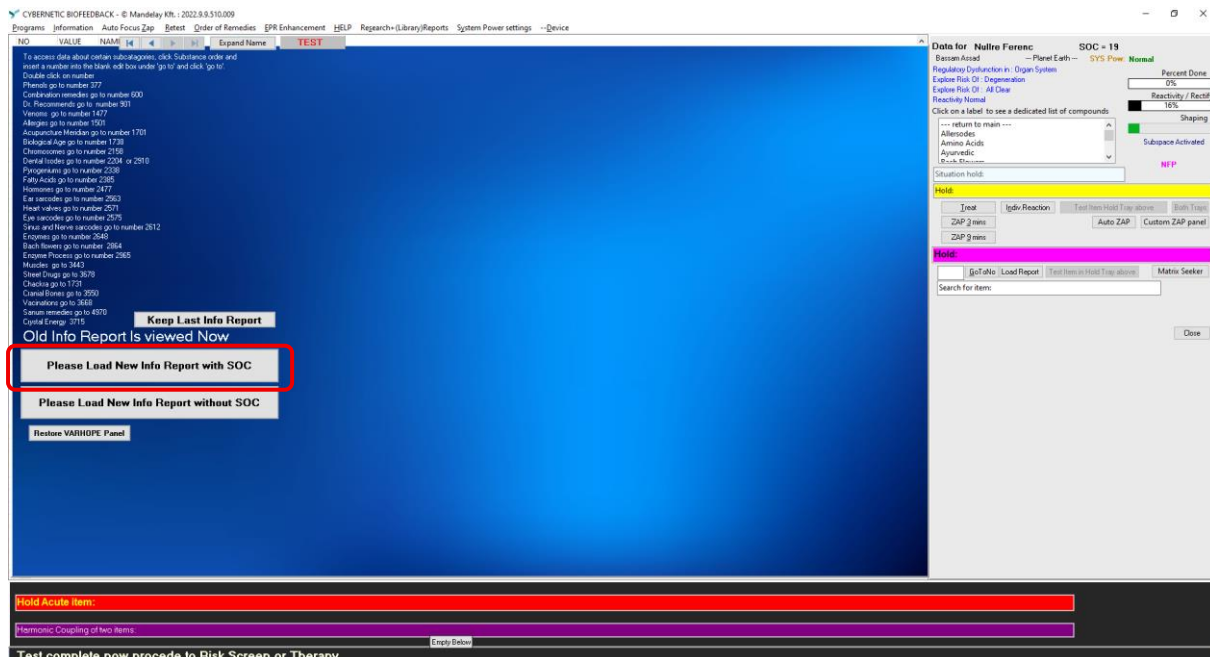


101. Figure: Test window



102. Figure: Test preparation and test

After the test is completed, please click on **Please Load New Info Report with SOC** to have the matrix loaded.



103. Figure: Test completed



Now you can start using Synapse Pack.

## 5.2. Installing Synapse Pack

**⚠ IMPORTANT:** Please make sure that you have already calibrated your device and made a test in CLASP64 before using Synapse Pack, as written in the [preparation section of Synapse Pack](#) (Section 5.1)! The only input, which is used by the software, is the result of the tests measured in CLASP64. Without that, **you cannot use Synapse Pack and cannot register in.**

To start the download, please click on the **Synapse Pack section** (light blue square with your device shown). The download will begin, and you can see a progress bar.

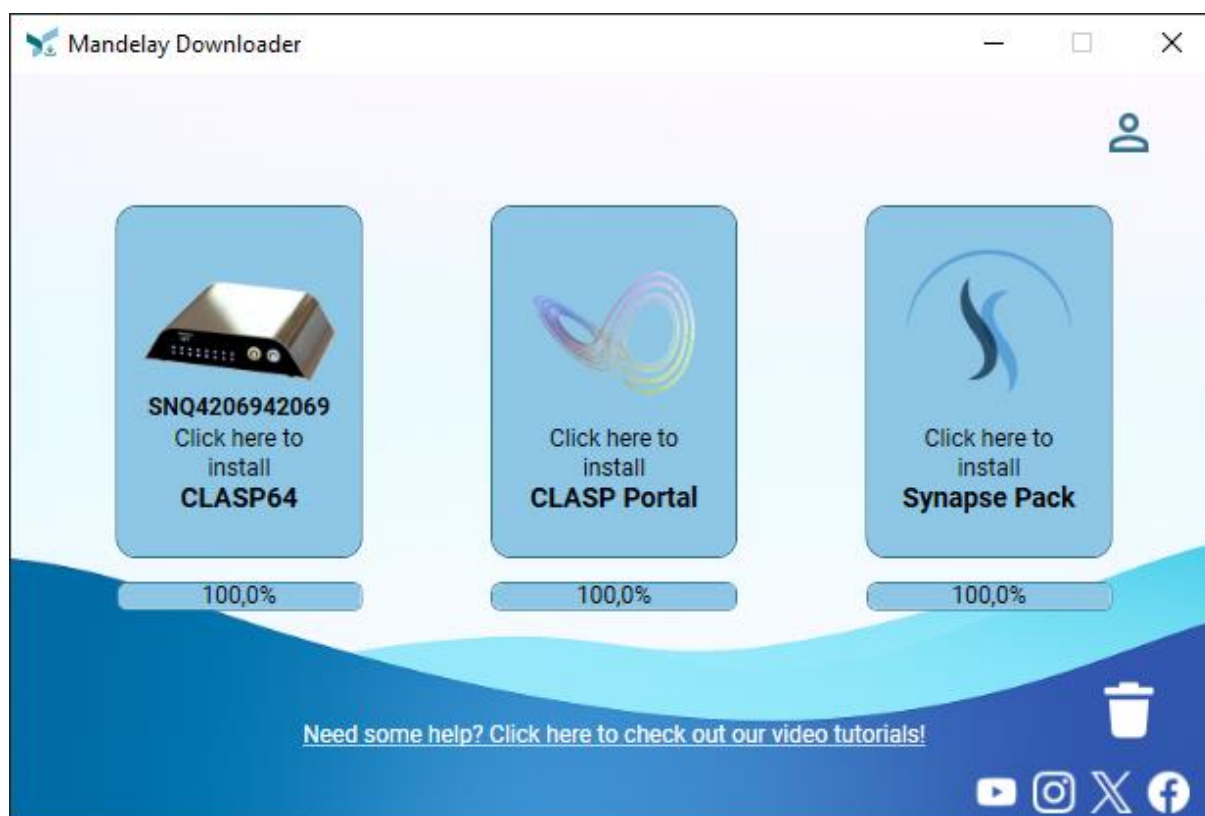
You can **pause** or **cancel** the download by clicking the **red X** in the upper-right corner of the square. To continue or start it again, click the square again.

If you close the downloader, your progress will be saved, and the download will continue where it left off the next time you open the downloader.

The **cache clear button** will be inactive during the download to avoid accidental deletion.

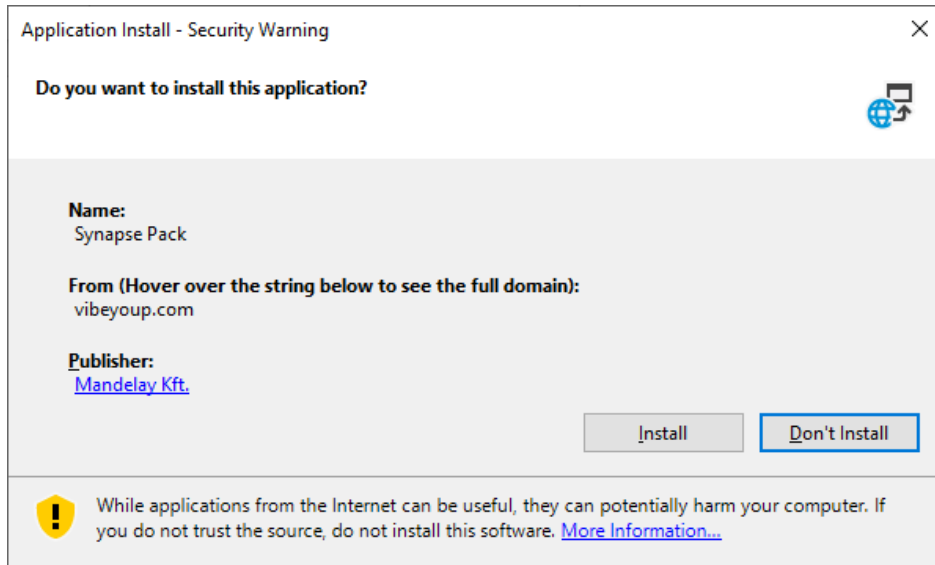
Once the download reaches 100%, click on the light blue/grey square to start installing **Synapse Pack**.

If asked for permission to modify your computer, please click on **Allow** to proceed with the installation.



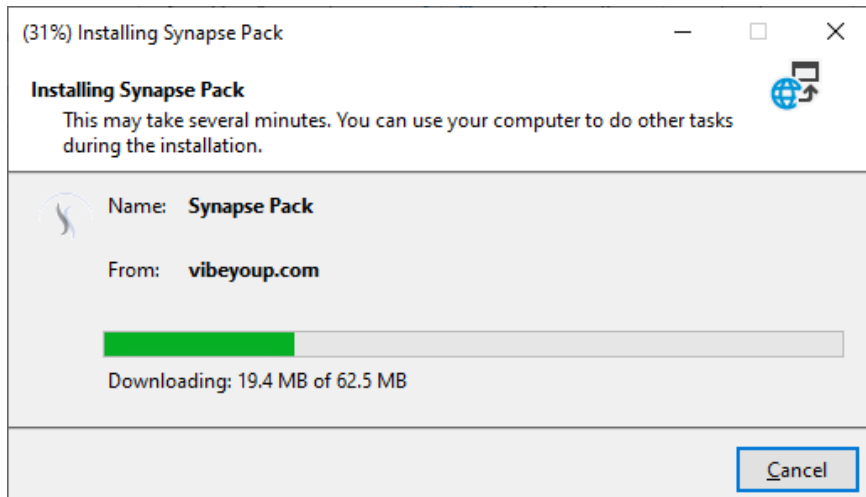
104. Figure: Download and installation of Synapse Pack

Please click on **Install** in the new dialog that appears.



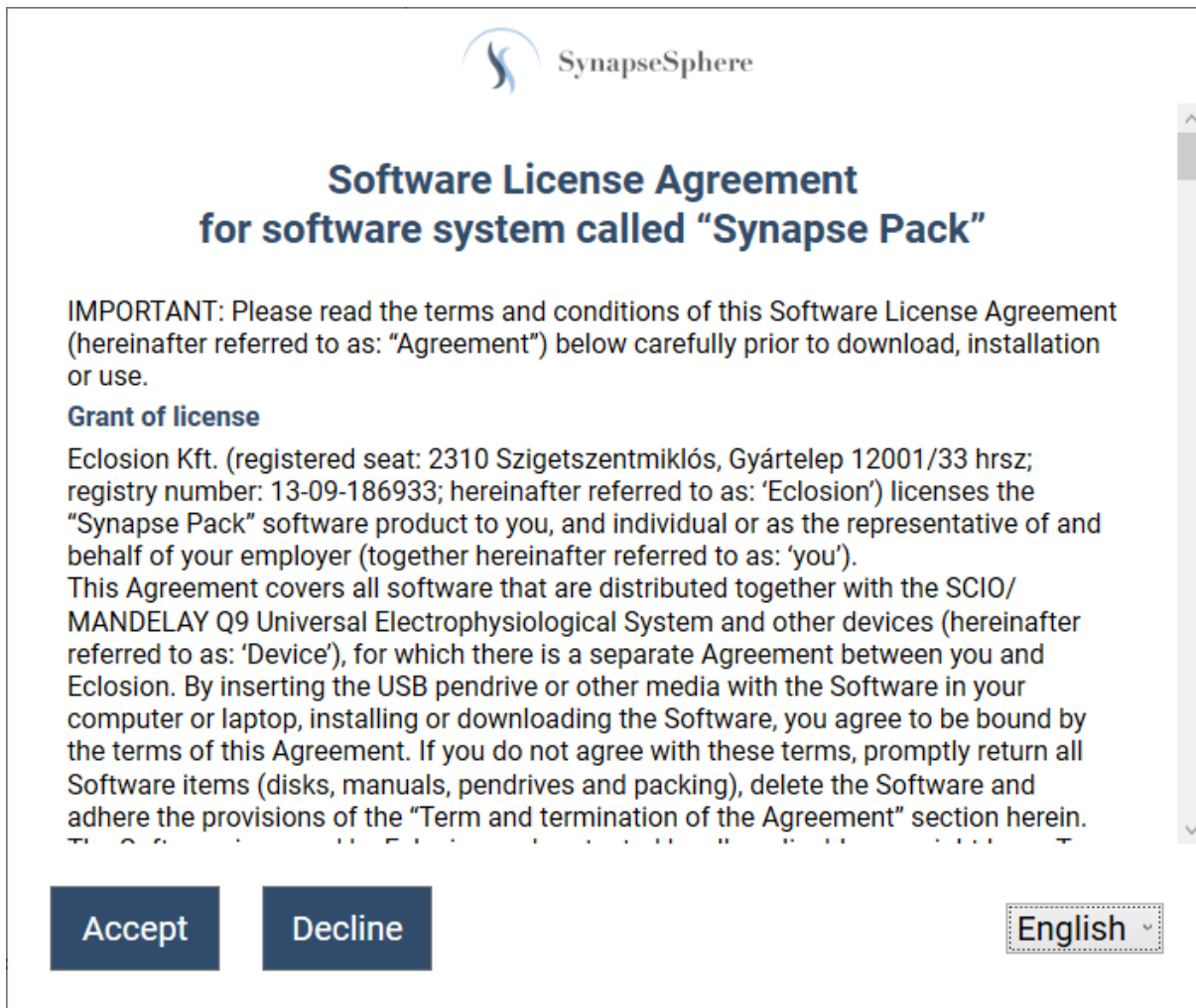
105. Figure: Confirmation window to install

During this phase, a progress bar shows the status of the installation.



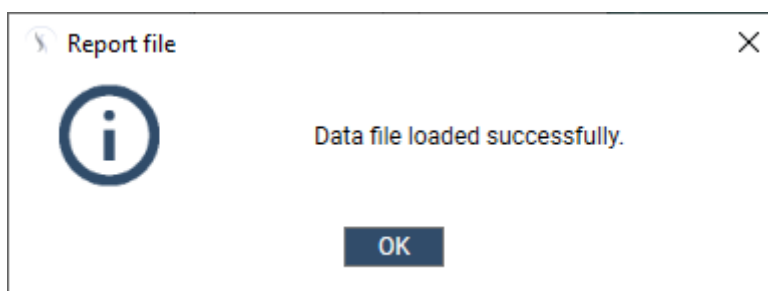
106. Figure: Installation of Synapse Pack

After installation, the program will start automatically. Please accept the **Intended Use Statement** to proceed.



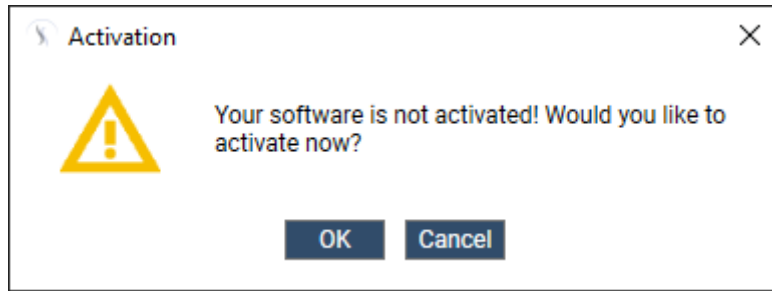
107. Figure: Software License Agreement

After that, depending on the status of CLASP64 (has anyone already made a measurement or not), a dialog appears of a data file, which is generated by CLASP64, and required by Synapse Pack. This kind of dialog appears at the start of every use later.



108. Figure: Successful data load from CLASP64

At the very first use, the software also reminds that your instance is not activated yet. You can activate it immediately by typing your VibeYoUp portal credentials in, or you can postpone it, and it remains in a trial state. **Please consider that in trial mode you can use it only 10 times.**



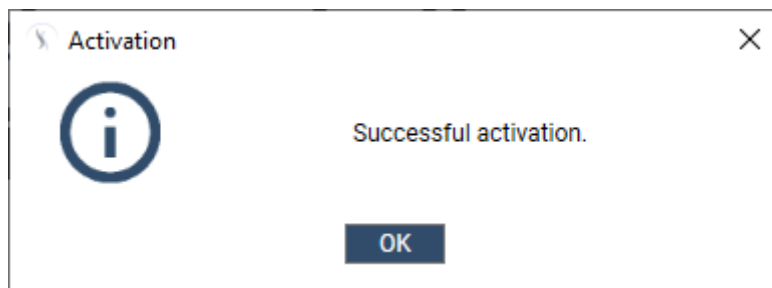
109. Figure: Confirmation dialog for activation

### 5.3. Activation of Synapse Pack

You can activate Synapse Pack at first use or later from the **Settings** menu. Either way, a dialog appears where you must type your VibeYoUp credentials in.

110. Figure: User credentials panel

Please enter your **email** and **password**, then click on **Activate**. After a few seconds, your activation will be complete.



111. Figure: Successful activation



## 6. Uninstalling the software products

### 6.1. Uninstalling CLASP64 and CLASP Portal

**⚠ IMPORTANT:** Please always make sure you have already saved the patient data before uninstalling the software products!

For detailed instructions of CLASP64, please see the [backup guide of CLASP64](#) (Section 3.4).

For detailed instructions of CLASP Portal, please see the [backup guide of CLASP Portal](#) (Section 4.7).

To uninstall either CLASP64 or CLASP Portal, please follow these instructions below carefully:

- Use the provided uninstallers (accessible via the Taskbar).
- Back up and deactivate the software before uninstalling.
- You only need to start the uninstallers, and they clear the computer from the programs.

### 6.2. Uninstalling or reverting Synapse Pack and Mandelay Downloader

Since Synapse Pack and Mandelay Downloader have no uninstaller, uninstalling it might be a bit different. Please follow the instructions below step by step:

1. Start typing **Add or remove programs** in the search bar of the taskbar.
2. Click on the just appeared option. A new window of **Settings** appears.
3. Start typing Synapse Pack under **Apps & features** and choose the appearing option.
4. Click on **Uninstall** (Modify is already inactive). Click on **Uninstall** again on the user dialog.

You can choose between two options. If you would like to uninstall the application, choose the option of removal. If you would like to restore the application to a previous version, choose the option of restore.



## 7. Other frequently asked questions

### **Q: Where can I get help?**

**A:** If you need assistance, you may contact your local sales representative or reach us via email at [info@vibeyoup.com](mailto:info@vibeyoup.com).

For technical support, please book an appointment using the following link:

<https://techsupportvibeyoup.youcanbook.me/>

### 7.1. For new users

#### **Q: I am a new user, what should I do?**

**A:** The main purpose of this document is to lend you a hand in starting to use the software products of Mandelay properly. However, this document cannot replace any of the official tools or user guides made specifically for those products, this one is responsible for the basics of their usage.

This document is about the following software products:

- [Mandelay Downloader](#)
- [CLASP64](#)
- [CLASP Portal](#)
- [Synapse Pack](#)

These products also have detailed user manuals in various languages, which can be accessed through [VibeYoUp Client Portal](#), in [Downloads](#) menu, under the section User Manuals.

#### **Q: I already started using the software products of Mandelay, but I have not updated anything yet, how should I do it?**

**A:** You can find brief descriptions of the update process of CLASP64 in [Updating CLASP64](#) (Section 3.5), and the update process of CLASP Portal in [Updating CLASP Portal](#) (Section 4.6). Mandelay Downloader or Synapse Pack **can automatically update themselves** when opening any of them.

### 7.2. Compatibility with other versions and devices

#### **Q: How do I install the USB driver for my biofeedback devices?**

**A:** The USB driver is installed automatically when you install the main software.

#### **Q: Is CLASP64 compatible with EDUCTOR64 or CLASP32 software?**

**A:** No. Before installing CLASP64, uninstall EDUCTOR64 or CLASP32. Note: Patient data cannot be transferred between these versions. (In this case we advise taking screenshots and manually entering patient data later)

#### **Q: Can I use Indigo, QXCI, Serial SCIO or Eductor devices with CLASP64?**

**A:** CLASP64 is compatible with Indigo devices only from version 2022.9.9.510, while the support of Eductor is still in progress. Any other older version than .510 is compatible only with SCIO and Q9.

#### **Q: Is CLASP64 compatible with Windows 8.1 or older versions?**

**A:** No. CLASP64 works only with Windows 10 or newer. Please note we provide support only for CLASP64, not for Windows systems.

**Q: What does the message “No device was found (or the inputted serial number is empty)! Please make sure that your device is plugged in and switched on.”, or “...the serial number is incorrect, the device cannot be identified!” mean during logging into the Downloader?**



**A:** It could mean the serial number on your device label does not match the internal chip. When those two serial numbers do not match, you get this message during the activation process. Contact us via email for assistance.

**Q: What does the message “Error when querying the deactivation key: The selected serial number is invalid.” mean during the activation?**

**A:** It could mean the serial number on your device label does not match the internal chip. When those two serial numbers do not match, you get this message during the activation process. Contact us via email for assistance.

**Q: What does the message “Error when querying the deactivation key: The selected serial number is invalid.” mean during the activation?**

**A:** It could mean the serial number on your device label does not match the internal chip. When those two serial numbers do not match, you get this message during the activation process. Contact us via email for assistance.

**Q: What does the message “The connected device is not the same as the one used during activation (S/N: ...xxxxx), the device has been disconnected...” mean while running?**

**A:** It could mean:

- The serial number on your device does not match the one which was used during activation. If you mixed up the devices, you just need to replace the current one with the one you registered in with.
- The serial number on your device label does not match the internal chip. When those two serial numbers do not match, you get this message during the activation process. Contact us via email for assistance.

## 7.3. Everyday use

**Q: Where can I find the user manuals for the software?**

**A:** User manuals are available inside your account on VibeYoUp Client Portal. Please click on **Downloads** on the main menu, then open **User manuals** item from the list.

**Q: What should I do if I entered the wrong name in CLASP64?**

**A:** Reinstall the software to enter a new name.

**Q: Do I, should I need to de/activate older CLASP64 versions?**

**A:** No. Older versions cannot be activated or deactivated anymore. Update to the latest version (9-9-2022).

**Q: How do I properly connect the harnesses?**

**A:** Connect as follows:

- **Red:** Right wrist
- **Blue:** Right ankle
- **Yellow:** Left wrist
- **Black:** Left ankle
- **Headband:** Across the forehead (with the strips in contact with the skin)



**Please make sure electrodes are on the inner side, contacting the skin. To protect clients with hypersensitivity, make sure that no metal part is in direct contact with the skin.**

**Q: How can I check if my software and device is official and registered on the manufacturer's website?**

**A:** Fill out the device registration form and our colleagues will contact you. You can find the device registration form on our website (vibeyou.com).

**Q: How do I turn off User Account Control in Windows 10?**

**A:** Search "Change User Account Settings" on the taskbar. Move the slider to the bottom to turn it off.

**Q: How do I calibrate?**

**A:** Calibration is a virtual handshake between the system and the client. Please follow these steps:

1. Go to the Calibration panel.
2. Click Fast Calibration and the fast process starts.
3. Once completed, the following message appears: **Calibration Complete, proceed to Test.** Click OK.
4. Click **Yes** to exit the Calibration or **No** to stay in the panel.

**Q: How do I run a test?**

**A:** Please follow these instructions:

1. Enter the **Test** panel.
2. Click on **Prepare Test** – this starts a small protocol lasting for a few seconds.
3. Click on **Test** when the **Prepare Test** button becomes **Test**.
4. After completion, click on **Close Test**.
5. Click on **Please Load New Info Report** for the results to load.

**Q: How can I change the language in CLASP64?**

**A:** Click Language Choices on the top menu, select your language, and restart the software.

**Q: Can I use the system without my device?**

**A:** Yes, for up to 100 starts. Afterward, connect the device to avoid Demo Mode.

**Q: Can I travel with my biofeedback device?**

**A:** The device can handle up to 50 X-ray scans. After exceeding this limit, please contact us for refurbishment options.

**Q: How do I select the Home Use Prescription Theme?**

**A:** In CLASP64, the Home Use Prescription Theme is called One Click Therapies. This feature allows quick and easy access to specific therapies without running a test first. After calibration, the One Click Therapies panel will activate. Please note the following:

- This feature does not include the Auto Focus function.
- Therapy sessions have a maximum duration of 60 minutes.

To use One Click Therapies, please follow these steps:



1. In the main menu, go to **Password**.
2. Click on **Continue**, then on **Password**, followed by **Demographics** and **Calibration**. Once calibration is complete, the **One Click Therapies** button becomes active.
3. To exit One Click Therapies, click on the **Close** button or the red **X** at the top-right corner of the window.

**Q: How can I change the language in CLASP64?**

**A:** To change the language in CLASP64:

1. Click on the **Language Choices** button in the top menu bar.
2. Select your preferred language.
3. Restart the software to apply the changes.

**Q: Can I use the biofeedback system without my device?**

**A:** Yes, you can use the system without connecting your device. The software allows up to **100 startups** without the device before requiring a connection to avoid entering Demo Mode.

**Q: Where can I find the BIG (Biofeedback Interfaced Graphics) program?**

**A:** Unfortunately, the Biofeedback Interfaced Graphics program is currently unavailable.

**Q: Is it OK to travel by plane with my biofeedback device?**

**A:** The device is designed to withstand some X-ray exposure. We estimated about 50 (fifty) normal X-ray checks. We believe that after 50 (fifty) X-ray exposures the device should be refurbished. For the options of refurbishment, please contact us by e-mail.

## 7.4. General malfunctions

**Q: What can I do if the Test function is not accessible?**

**A:** If the Test function is not accessible on your SCIO or Q9 device, the system may be in Demo Mode. To exit Demo Mode, activate your device as explained in the [chapter about CLASP64](#) (Section 3) of this manual.

**Q: Why are not the lights on my SCIO / Q9 box ON?**

**A:** This issue can be caused by both software and hardware malfunctions. You can try to fix it by the following options:

Hardware Troubleshooting:

- Make sure the USB cable is securely plugged into the device and computer.
- Try a different USB cable.
- Turn the device on and off 10-15 times to remove oxidation from the switch.

If the issue persists, please contact us via email for repair instructions.

Software troubleshooting:

- If the green **ON** light is active, but the others are not, the software may not recognize the device.
- Please verify that the device is properly recognized and configured as per [the chapter about CLASP64](#) (Section 3) of this manual.



For unresolved issues, please contact us via email to arrange a device check-up.

## 7.5. Complimentary technical support service during warranty

### **Q: Who can claim technical support?**

**A:** Owners of devices still within the **3-year warranty period** are eligible for complimentary technical support.

### **Q: What does technical support cover?**

**A:** Warranty support covers assistance with device malfunctions under normal operating conditions as outlined in the User Manual. This is particularly for resolving device defects.

### **Q: How can a support appointment be booked?**

**A:** Appointments can be made at <https://techsupportvibeyoup.youcanbook.me>. After the booking, you will receive an email with the booking details.

### **Q: On which platform does the support session take place?**

**A:** Please note the following:

- Sessions are conducted via TeamViewer.
- Please download the TeamViewer app to your desktop before the appointment.
- Before the appointment, you will receive an email with the TeamViewer link. Click the link at your scheduled time to join the session.

## 7.6. Paid technical support service

### **Q: How much does a paid service session cost?**

**A:** Paid technical support is available at a rate of **€80 per hour**.

### **Q: What does this support include?**

**A:** Paid support provides expert assistance for technical challenges not covered by the warranty, such as:

- Software installation.
- Non-standard hardware issues.

### **Q: How can a support appointment be booked?**

**A:** Appointments can be made at <https://techsupportvibeyoup.youcanbook.me>. After the booking, you will receive an email with the booking details.

### **Q: On which platform does the support session take place?**

**A:** Please note the following:

- Sessions are conducted via TeamViewer.
- Please download the TeamViewer app to your desktop before the appointment.
- Before the appointment, you will receive an email with the TeamViewer link. Click the link at your scheduled time to join the session.



## 8. Contact Information

### 8.1. Basic details

Mandelay Ltd. (Budapest Home Office)

Phone: +36 20 250 7190

Email: [info@vibeyoup.com](mailto:info@vibeyoup.com)

### 8.2. Website and webshop

Webshop: [shop.vibeyoup.com](https://shop.vibeyoup.com)

Email: [info@vibeyoup.com](mailto:info@vibeyoup.com)

Website: [vibeyoup.com](https://vibeyoup.com)

### 8.3. Technical support

Website: <https://techsupportvibeyoup.youcanbook.me/>

### 8.4. Social media

[Instagram](#)

[Facebook](#)

[YouTube](#)

[X](#)

[LinkedIn](#)