

MindWave Mobile FAQ

Installation

[Q: Will MindWave Mobile still work on my PC or Mac?](#)

[Q: How do I install the product and get it working?](#)

[Q: Won't find the Myndplay disc](#)

Headset

[Q: How is the MindWave Mobile different from MindWave?](#)

[Q: My headset doesn't turn on after moving the switch to the On position.](#)

[Q: How do I adjust the headset to be more comfortable or fit better?](#)

[Q: I don't understand how to use the headset.](#)

[Q: What are the different meanings of the red/blue light on the headset?](#)

Bluetooth, Pairing, and Connecting

[Q: My game/application is not connecting or not getting brainwave info from the headset!](#)

[Q: How do I pair the headset's Bluetooth to my computer or mobile device?](#)

[Q: I don't see the headset listed as a Bluetooth device on my computer or mobile device?](#)

[Q: I've turned off the headset or removed it from my head, but why does the game or application still continue running?](#)

[Q: On my Windows or Mac computer, I turned off my Bluetooth receiver, or unplugged my Bluetooth dongle from my computer, and it shows a message that the "ThinkGear Connector has crashed". Did I break it?](#)

[Q: Can I pair the MindWave Mobile with multiple devices, or am I limited to only one?](#)

Applications

[Q: What applications come free with the purchase of a MindWave Mobile Myndplay bundle?](#)

[Q: How many applications work with the MindWave Mobile?](#)

[Q: How many applications are available on iOS and Android?](#)

ThinkGear Connector (TGC)

[Q: What is the ThinkGear Connector and why do I need it?](#)

[Q: On my Windows or Mac computer, I turned off my Bluetooth receiver, or unplugged my Bluetooth dongle from my computer, and it shows a message that the "ThinkGear Connector has crashed". Did I break it?](#)

MyndPlay

[Q: MyndPlay crashes with a message "MyndPlayer.exe has stopped working". Why does this happen, and what do I do?](#)

[Q: MyndPlay crashes upon startup due to a missing DLL.](#)

[Q: How do I select and start watching a video?](#)

[Q: Why does MyndPlay crash when I press the PLAY button?](#)

[Q: Why does MyndPlay start the movie over from the beginning when I click the “pause” button?](#)

[Brainwave Visualizer](#)

[Q: Why does Brainwave Visualizer show that it is connected sometimes, even though the headset is not actually connected or not even turned on?](#)

[Q: How can I change the visualization pattern in the spider graph?](#)

[Q: Why do my high scores in the ball-floating game and barrel-burning game reset to zero when I leave the game? How do I keep my high scores between sessions?](#)

[Q: How do I use Brainwave Visualizer to record my brainwave data while listening to music in iTunes?](#)

[Q: How do I disable the Meditation sound in BV](#)

[Meditation Journal](#)

[Q: On my Mac, I can't create a new user, nor end the session in Meditation Journal?](#)

Installation

Q: Will MindWave Mobile still work on my PC or Mac?

A: Yes, MindWave Mobile is compatible with:

- **PC:** Windows XP, Win 7, Win 8 and Win 10. Requires Intel Core 2 Duo+, 1 GB RAM, DirectX 9.0+ capable, and 2 GB HD space.
- **Mac:** Mac OS X 10.7.5 or later. Requires any Intel processor, 1 GB RAM, Intel GMA900 graphics card, and 2 GB HD space.
- **iOS:** iOS 6.x or later
- **Android:** Android 2.3 or later

Q: How do I install the product and get it working?

A: Carefully follow the instructions in the [Quick Start Guide](#) that came with your product. For Windows and Mac, it consists of roughly two steps: Install the DVD, and pair the headset to the computer via Bluetooth. For Android and iOS, in general it is: pair the headset to the device, and download compatible apps from the Android Market/Apple App Store. **Be sure to follow all the steps of the Quick Start Guide carefully.**

Q: Won't find the Myndplay disc

A: If you purchased your MindWave Mobile: MyndPlay Bundle in or after 2013, then it should come with two discs, one inside the box and one on the sleeve. To install the product, please insert the sleeve disc into your Mac, and then use Finder to run the .pkg or .dmg installer on the disc. You do not need to install the disc that comes in the box.

Headset

Q: How is the MindWave Mobile different from MindWave?

A:

	Win	Mac	And	iOS	EEG Sensor	Sensor Type	Wireless Output	Receiver	Ref/Gnd Type	Battery	Other
MindWave Mobile	✓	✓	✓	✓	TGAM	Dry	Bluetooth	Standard BT (not included)	Earclip	1x AAA	
MindWave	✓	✓			TGAM	Dry	RF	USB RF receiver (included)	Earclip	1x AAA	
MindSet	✓	✓	✓		TGAM	Dry	Bluetooth	Standard BT (USB dongle included)	Earphone pad	Built-in rechargeable Li-Ion battery	Built-in stereo audio earphone speakers, Built-in microphone input
MindBand *	✓	✓	✓		TGAM	Dry	Bluetooth	Standard BT (USB dongle included)	Earclip	Built-in rechargeable Li-Ion battery	Headband form factor

For developers: All four devices transmit their output according to the same serial data protocol (ThinkGear Communications Protocol). Therefore, any app developed according to the NeuroSky Development Tools (ThinkGear SDKs) can be used with all four devices.

* For research and development purposes only

Q: My headset doesn't turn on after moving the switch to the On position.

A: Replace with a new battery, and then try moving the switch to Off and back to On again. If the headset still doesn't turn on, please contact support@neurosky.com to describe your problem and request an RMA (Return Merchandise Authorization).

Q: How do I adjust the headset to be more comfortable or fit better?

A: The bar that goes over the head can be extended to different sizes. Simply pull the bar out at the seam to extend it. Adjust the fit until it is comfortable.

Q: I don't understand how to use the headset.

A: Please make sure you first follow the instructions in the **Quick Start Guide** document carefully to set up and pair your headset.

Then run the **MindWave Mobile Tutorial** app and go through the explanations. (On Windows, it is installed from the DVD and can be found in App Central. On Mac, it is installed from the DVD and located in your Applications folder. On Android and iOS, please download from the

Android Market and Apple App Store, respectively.)

Q: What are the different meanings of the red/blue light on the headset?

A:

Light	MindWave State	Meaning
Off	Powered off	MindWave is turned off or has no battery
Double Blinking Blue	Pairing Mode	MindWave is ready to be paired to a device
Solid Red	Unpaired	MindWave needs to be paired to a device
Single Blinking Blue	Ready	MindWave is waiting for a paired device to connect
Solid Blue	Connected	MindWave is communicating with a paired device
Double Blinking Red	Low Battery	Need to replace the MindWave battery

Bluetooth, Pairing, and Connecting

Q: My game/application is not connecting or not getting brainwave info from the headset!

A: First, make sure the headset has a fresh battery and is turned on. Then, make sure you have installed the software from the DVD and **paired** the headset to your computer or mobile device according to the instructions in the **Quick Start Guide** (remember to put the headset into pairing mode by holding the On/Off switch to the Pair position for 3 seconds, and enter code “0000” if prompted by your computer). Finally, try restarting the game or app you were running.

If you have tried all of the above and the game/application is still not connecting, please check <http://mindwavemobile.neurosky.com> to see if there are any special instructions pertaining to your particular system or Bluetooth. You may also contact support@neurosky.com and describe your problem to a Customer Support technician.

Q: How do I pair the headset’s Bluetooth to my computer or mobile device?

A: First, make sure the headset has a fresh battery and is turned on. Then put the headset into “Pairing Mode” by pushing and holding the On/Off switch past the “on” position to the “pair” position for at least 3 seconds, until the blue light starts double-blinking quickly, and then let go (note, do not hold for more than 6 seconds). While the headset is in “Pairing Mode”, use the Bluetooth software on your computer or the settings on your mobile device to search for and pair to the headset.

Q: I don’t see the headset listed as a Bluetooth device on my computer or mobile device?

A: You probably forgot to put the headset into “Pairing Mode”. First, make sure the headset has a fresh battery and is turned on. Then put the headset into “Pairing Mode” by pushing and holding the On/Off switch past the “on” position to the “pair” position for at least 3 seconds, until the blue light starts double-blinking quickly, and then let go (note, do not hold for more than 6 seconds).

Besides this, please ensure your computer has a built-in Bluetooth module or plugged in a external Bluetooth adapter as well.

Q: I’ve turned off the headset or removed it from my head, but why does the game or application still continue running?

A: Most games and applications will take several seconds (up to 10 seconds) to make sure the

headset is truly disconnected or turned off before halting the activity in the game or app. This is normal, and is to prevent any minor interruptions that might occasionally occur from constantly interrupting your game or app experience.

Q: On my Windows or Mac computer, I turned off my Bluetooth receiver, or unplugged my Bluetooth dongle from my computer, and it shows a message that the “ThinkGear Connector has crashed”. Did I break it?

A: Don't worry, there should be nothing wrong with your computer. There is a known issue where the ThinkGear Connector service simply gets confused by the sudden abrupt removal of a Bluetooth device. If this happens, simply restart ThinkGear Connector from your Windows Start Menu or App Central, or from your Mac's Applications folder, and it will be working properly again.

Q: Can I pair the MindWave Mobile with multiple devices, or am I limited to only one?

A: You are not limited to only one device and may pair your MindWave Mobile with as many devices as you'd like (the headset will stay paired with and remember the three most recent devices you paired with). However, the applications must be downloaded to the device you'd like to use the MindWave Mobile with.

Applications

Q: What applications come free with the purchase of a MindWave Mobile Myndplay bundle?

A: Brainwave Visualizer, Meditation Journal, Man Up, Zombie Pop and MyndPlay, which has four movies included: Parkour Heroes, MyndPlay Sports: Archery, Paranormal Mynd: Exorcism, and Bullet Dodger.

Q: How many applications work with the MindWave Mobile?

A: There are more than 100 applications that are available for use with the MindWave Mobile. For a complete list, please see <http://store.neurosky.com/collections/applications>

Q: How many applications are available on iOS and Android?

A:

iOS:

<http://store.neurosky.com/collections/iphone>

Android:

<http://store.neurosky.com/collections/android>

ThinkGear Connector (TGC)

Q: What is the ThinkGear Connector and why do I need it?

A: The ThinkGear Connector (TGC) is needed in order for some games and apps on your Windows and Mac computer to be able to connect to the headset. It sits unobtrusively in the systray in the lower right corner of the Windows desktop, and uses absolutely minimal system resources. By default, it is started for you whenever you start your computer or App Central, so that your apps will be ready and able to connect to the headset. It does nothing besides allow games to connect to the headset.

Advanced users may disable TGC from starting at startup if they wish, but will then need to manually start it from their Start menu or App Central whenever they want to use certain apps or games that use the headset.

The TGC is required because some software platforms, like Flash, do not allow direct access to the computer's serial COM ports. TGC itself connects to the headset's COM port and acts as a bridge for those types of apps, allowing Flash games and apps to connect to the headset. TGC makes it easier for many applications to connect to the headset, instead of each of them having to directly access low level system COM ports.

Q: On my Windows or Mac computer, I turned off my Bluetooth receiver, or unplugged my Bluetooth dongle from my computer, and it shows a message that the "ThinkGear Connector has crashed". Did I break it?

A: Don't worry, there should be nothing wrong with your computer. There is a known issue where the ThinkGear Connector service simply gets confused by the sudden abrupt removal of a Bluetooth device. If this happens, simply restart ThinkGear Connector from your Windows Start Menu or App Central, or from your Mac's Applications folder, and it will be working properly again.

MyndPlay

Q: MyndPlay crashes with a message “MyndPlayer.exe has stopped working”. Why does this happen, and what do I do?

A: This has been known to happen on 32-bit systems with NVidia graphics cards running Windows 7. If this happens to you, make sure you are updated to the latest Windows 7 Service Pack from Microsoft (SP1 at the time of this writing), and using the latest version of the MindWave Mobile Application Disc installers from <http://mindwavemobile.neurosky.com>.

If your system is not a 32-bit Windows 7, or you do not have an NVidia graphics card, please contact support@neurosky.com and provide the details of your issue.

Q: MyndPlay crashes upon startup due to a missing DLL.

A: This is a rare issue that can only happen if your computer has an unusual configuration, where the `C:\windows\system32` directory is not on your Environment Variables PATH. To solve this, add `C:\windows\system32` to your Environment Variables PATH, and then re-install the product from the DVD. This will allow it to properly register the DLL during the installation process. After DVD installation, you may remove that folder from your PATH again, if you wish.

Q: How do I select and start watching a video?

A: Click the button that looks like an “eject” button to select a video file to watch.

Q: Why does MyndPlay crash when I press the PLAY button?

A: Due to a known issue, MyndPlay will crash if you do either of the following:

- Press "open" button to bring up the video selection dialog, but don't choose any video, then close the video selection dialog. If you then press the "play" button, Myndplay will crash.
- If you are not wearing the headset, MyndPlay will prompt you that you are disconnected. If you press the “play” button at this time, Myndplay will crash.

To work around it, simply do not press the “play” button unless you have a video selected and are wearing the headset properly.

You may check on http://mindwavemobile.neurosky.com/#for_windows to see if a newer version of MyndPlay or the MindWave Mobile bundle exists to fix this issue.

Q: Why does MyndPlay start the movie over from the beginning when I click the “pause” button?

A: The “pause” button is actually a “stop” button that stops the movie and returns it to the beginning. There is no actual way to pause the movie.

Brainwave Visualizer

Q: Why does Brainwave Visualizer show that it is connected sometimes, even though the headset is not actually connected or not even turned on?

A: There is a known issue where Brainwave Visualizer sometimes displays that it is connected when it is not. A future revision of Brainwave Visualizer will fix this issue. For now, please simply disregard if you see this occurring.

Q: How can I change the visualization pattern in the spider graph?

A: You can press the left and right arrow keys on your keyboard to change to other visualization patterns. Several patterns are available. Find one that you enjoy!

Q: Why do my high scores in the ball-floating game and barrel-burning game reset to zero when I leave the game? How do I keep my high scores between sessions?

A: The two games in Brainwave Visualizer are really intended more as technology demonstration mini-games, rather than full-fledged games. As such, the “high scores” (float height, and burn time) are only there for amusement, rather than true “high scores” as in typical games. A future revision of Brainwave Visualizer may keep the scores between sessions. For now, use them to just challenge yourself during each session that you play.

Q: How do I use Brainwave Visualizer to record my brainwave data while listening to music in iTunes?

A: Make sure you start your iTunes **before** you start the Brainwave Visualizer program (if BV is already open, close it first and start iTunes). When you press “record” in BV, your current song in iTunes will start from the beginning, and your brainwave data will be recorded in time with the beginning of the song.

Q: How do I disable the Meditation sound in BV

A:

Firstly, please ensure you have the latest version of BV

<http://neurosky.fetchapp.com/permalink/aemeik>

Secondly, please press the “M” key to turn off the sound

Meditation Journal

Q: On my Mac, I can't create a new user, nor end the session in Meditation Journal?

A: Please follow the instructions on http://mindwavemobile.neurosky.com/#for_mac to download and install the latest version of Meditation Journal or the MindWave Mobile Installer, which fixes this issue.