

Troubleshooting on JAGA/ NeuroPhys

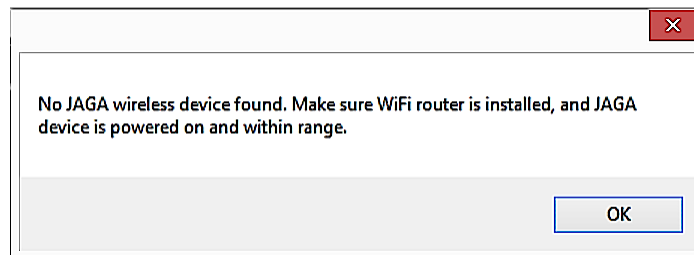
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Possible Error Messages/Questions for JAGA Systems hardware with NeuroPhys software:

Error: During installation, the error says “unable to access remote host”

Solution: Our server may be dormant. Wait ~ 20 minutes and try it again

Error: The following error message will pop up if NeuroPhys does not detect JAGA16.



Solution 1: Once you powered the JAGA device with a battery, Make sure you first see red blinking LED for a few seconds on the JAGA16 device and disappears *before* you click **Start display** in NeuroPhys.

Solution 2: Also Wi-Fi on your computer may show it is connected to jaganet, but sometimes it is not really connected. You can turn off Wi-Fi and turn back on to make sure. Or you can switch to airplane mode and go back to WiFi mode to make sure. For more detailed information on JAGA16 installation, please see the JAGA16 User Manual.

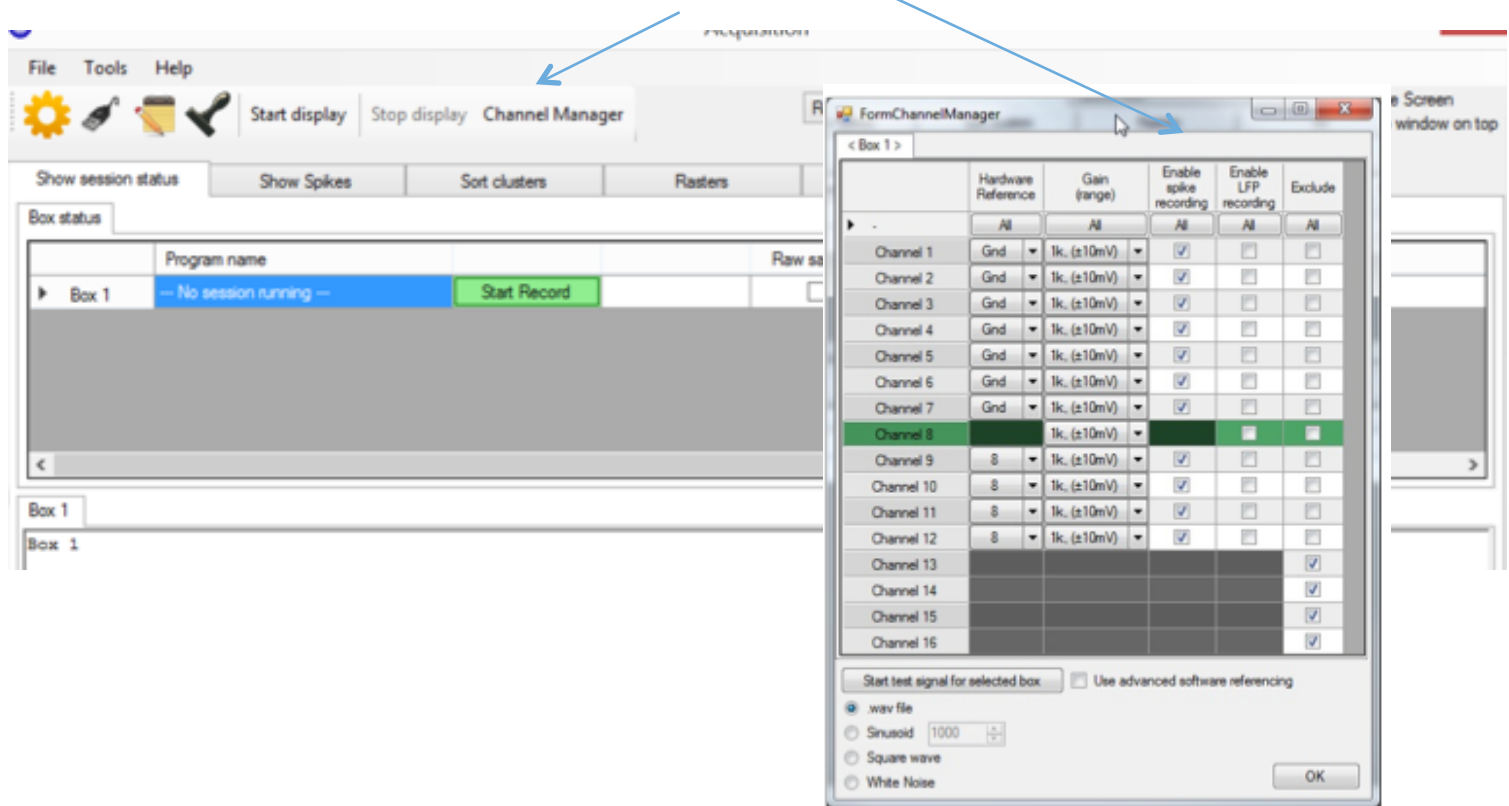
Solution 3: It is possible that your computer has a firewall. For more detailed information, please see how to turn off firewall on my computer on www.jinga-hi.com>Document>JAGA16 software

Solution 4: Make sure that the batteries are fully powered.

Error: The display shows only 4 channels, instead of 16 channels.

Solution 1: Make sure that you entered *your obtained license keys* via email. Even if you entered the demo license keys and see four channels, then read the line below.

Solution 2 : Go to Channel manager and click all channels.



Question: How do I know whether the battery is fully charged before experiments?

Solution: Plug the battery into a battery charger. If it is green, the battery is ready. If it is red, then wait until it is green.

