



## Problems Connecting J&J Amplifier

**This document applies to amplifiers manufactured by J&J Technologies, including:**

- BrainLynx
- C2Mini
- C2
- C2+
- C2+Mini
- GP
- GP+

**MESSAGE RECEIVED:** "C2 not echoing settings" or "Check batteries or polarity"

### **POSSIBLE CAUSES:**

1. Batteries are too low to recognize - try changing again even if you think they're new.
2. The batteries are not inserted in the correct direction.
3. The amplifier was not unplugged from the computer when the batteries were changed.
4. Windows is "confused" about the device: Try connecting to a different USB port if one is available.
5. Windows is "confused" about the device: Unplug the amplifier and turn off the computer. Restart. After Windows is finished booting, re-connect the amplifier.
6. You're running an older version of EEGer (pre-September 2007) that does not have the latest support program for the amplifier. EEGer downloads are available from:  
[www.eegspectrumsystems.com/support/supportFAQ.html](http://www.eegspectrumsystems.com/support/supportFAQ.html)
7. The amplifier is "stuck" in a non-EEG mode: Exit EEGer. Disconnect the amplifier from the USB port. Remove the batteries, letting the amplifier sit for 15 minutes or so with no batteries inserted. Replace the batteries, plug into computer and restart EEGer.

If these steps don't work, it may be necessary to send the amplifier to J&J Technologies for repair. Please let us know. An ESI Affiliate membership entitles you to access to a loaner amplifier (subject to availability).

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REV 091108