Pulsed Frequency™
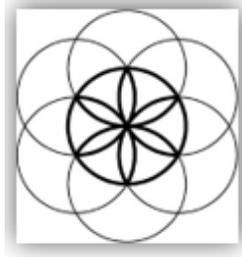
EM272B™ Software Download, Installation and User Guide

Contents
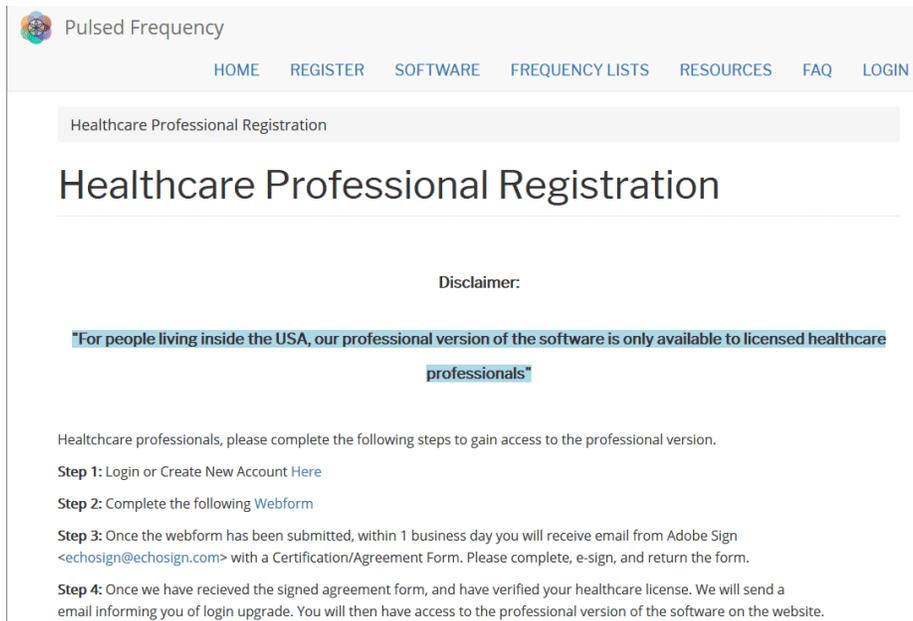
Healthcare Professional Account Registration

To download the professional version of the Pulsed Frequency software, please go to **www.pulsedfrequency.com**. If you are a healthcare professional in the USA, click where the arrow is pointing below.

When you click the arrow**,** the following screen appears.

There are four steps you must follow in order to download the professional version of the software.

Step 1) Login to your account.   If you don't have one, go to the **Create an Account** section of the manual.

If you have an account, click **I have an account**. Enter your email address and password and click **Log in**.

Step 2) Fill out form that is displayed, then click the **Submit** button.

This page is displayed once you have submitted your form.

Step 3) Wait for 1-2 business days. At the end of that time, you will receive an email from Adobe Sign (echosign@echosign.com) with a Certification/Agreement Form. Please complete the form, e-sign, and return the form.

Step 4) Once your signed agreement form has been received and your healthcare license has been verified, you will receive an email notifying you that your login has been upgraded to a healthcare professional login.

When you receive this email, login to your account and you will be able to download the professional version of the software.

Outside USA Account Registration

To download the professional version of the Pulsed Frequency software, please go to **www.pulsedfrequency.com**. If you live outside the USA, click where the arrow is pointing below.

When you click the arrow**,** the following screen appears.
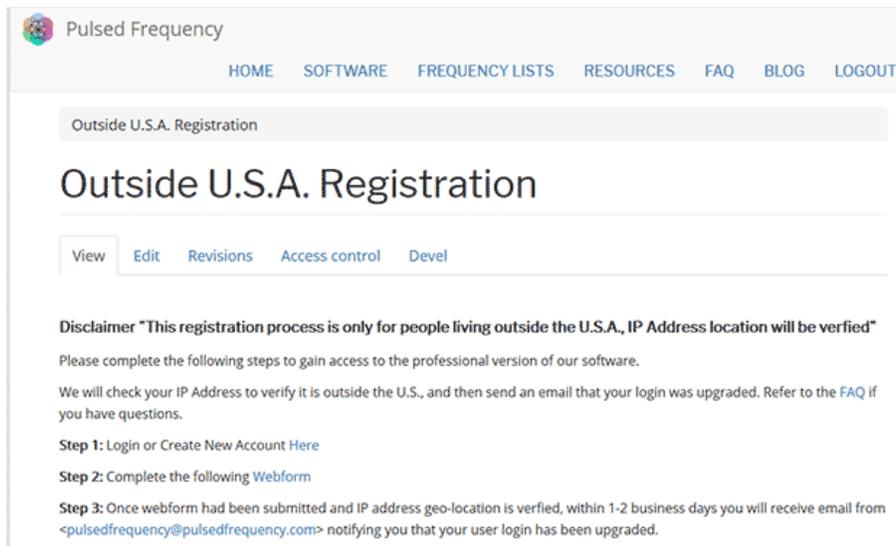
There are three steps you must follow in order to download the professional version of the software.

Step 1) Login to your account.   If you don't have one, go to the **Create an Account** section of the manual.

If you have an account, click **I have an account**. Enter your email address and password and click **Log in**.

Step 2) Fill out form that is displayed, then click the **Submit** button.

This page is displayed once you have submitted your form.

Step 3) Wait for 1-2 business days. Once your IP Address geo-location has been verified, you will receive an email from pulsedfrequency@pulsedfrequency.com notifying you that your login has been upgraded.

When you receive this email, login to your account and you will be able to download the professional version of the software.

Create an Account

If you do not have an account, select **I want to create an account.**

Enter your email address, then click **Create new account**. Further instructions will then be sent to your email address. The confirmation email will look something like this.

Click on the link in the email and you will be taken back to the website to reset your password.

9

You have just used your one-time login link. It is no longer necessary to use this link to log in. Please change your password.   ×

View   **Edit**   Orders

E-mail address *

rod@server.com

Password

Confirm password

Email updates

☑ Subscribe

Locale settings

Time zone

America/New York: Wednesday, August 22, 2018 - 5:06pm -0400

✔ Save

Enter a New password in both fields.

You have just used your one-time login link. It is no longer necessary to use this link to log in. Please change your password.   ×

View   **Edit**   Orders

E-mail address *

rod@server.com

Password

•••••••••   ✔

Confirm password

•••••••••   ✔

Email updates

☑ Subscribe

Locale settings

Time zone

America/New York: Wednesday, August 22, 2018 - 5:06pm -0400

✔ Save

After you have changed your password, click the **Save** button. You will be told that the changes have been saved.

Download the Software

If you aren't already logged in, log into your account.
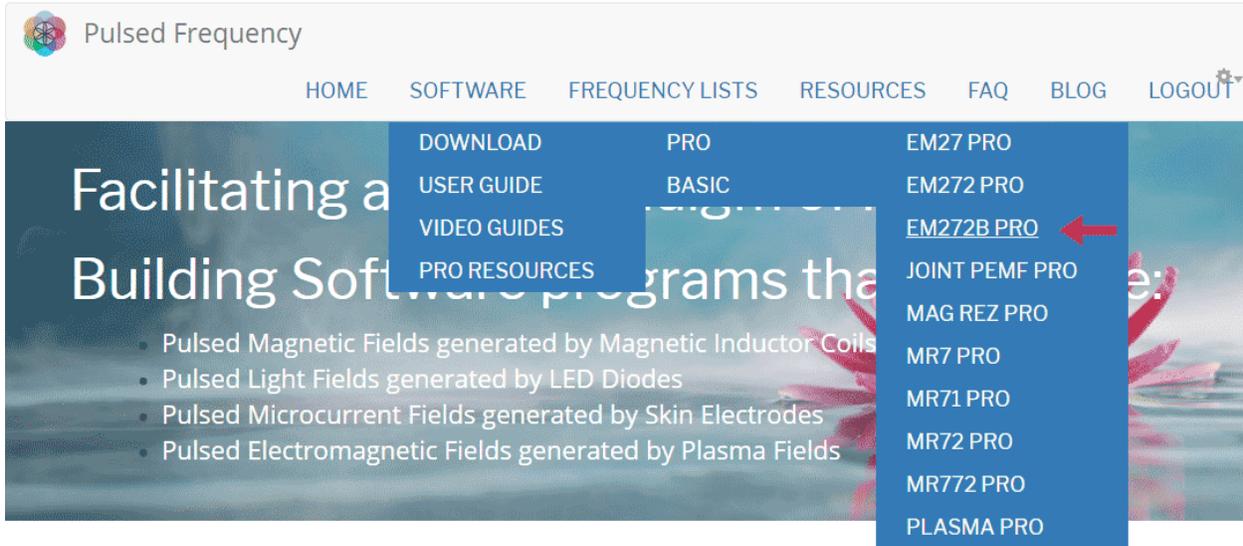
Next, point to Software, point to **Download**, point to **Pro**, then click **EM272B Pro.** When you do this, you will be taken to the following page.
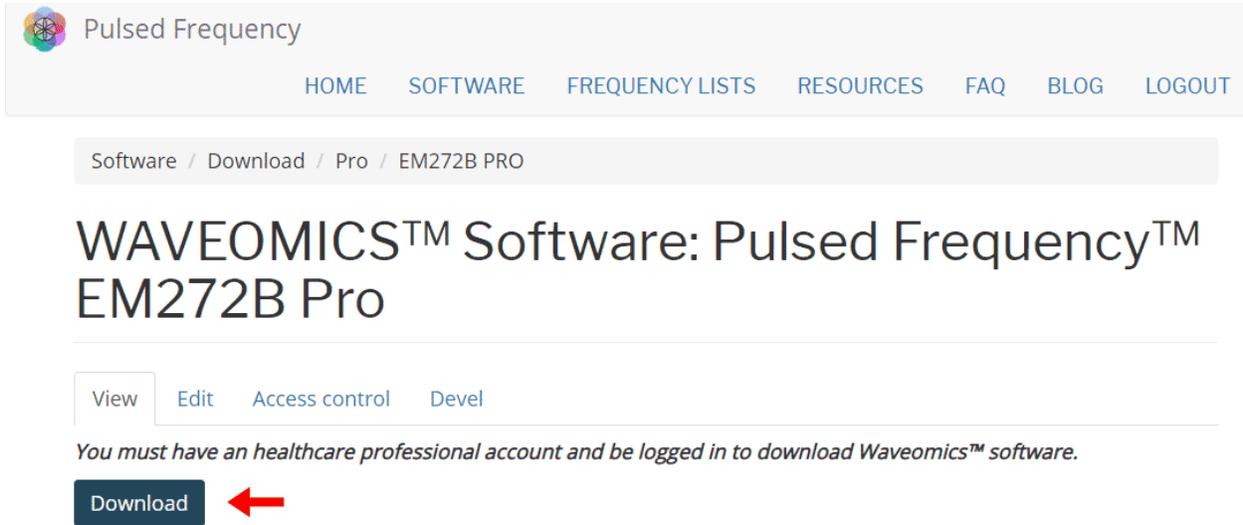
Click the **Download** button.

What happens next depends on the web browser you are using. Here are instructions specific to three browsers being used today.

Chrome
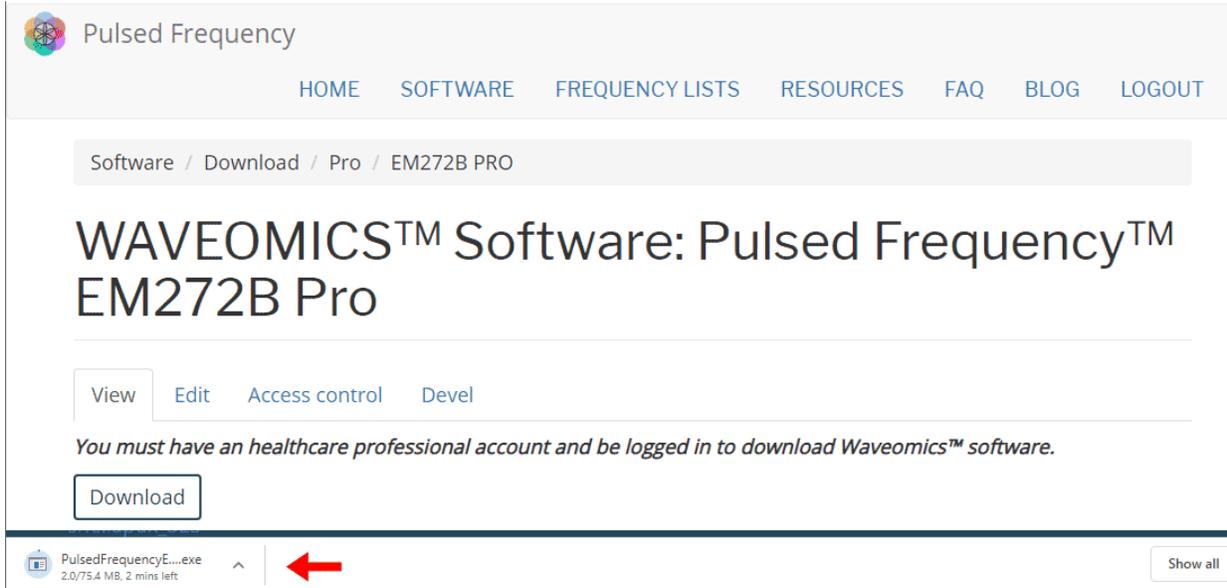
When you click the **Download** button, a notification displays in the lower left hand corner of the browser that alerts you to the file being downloaded. You will see the number of bytes that have been downloaded and the total size of the file.
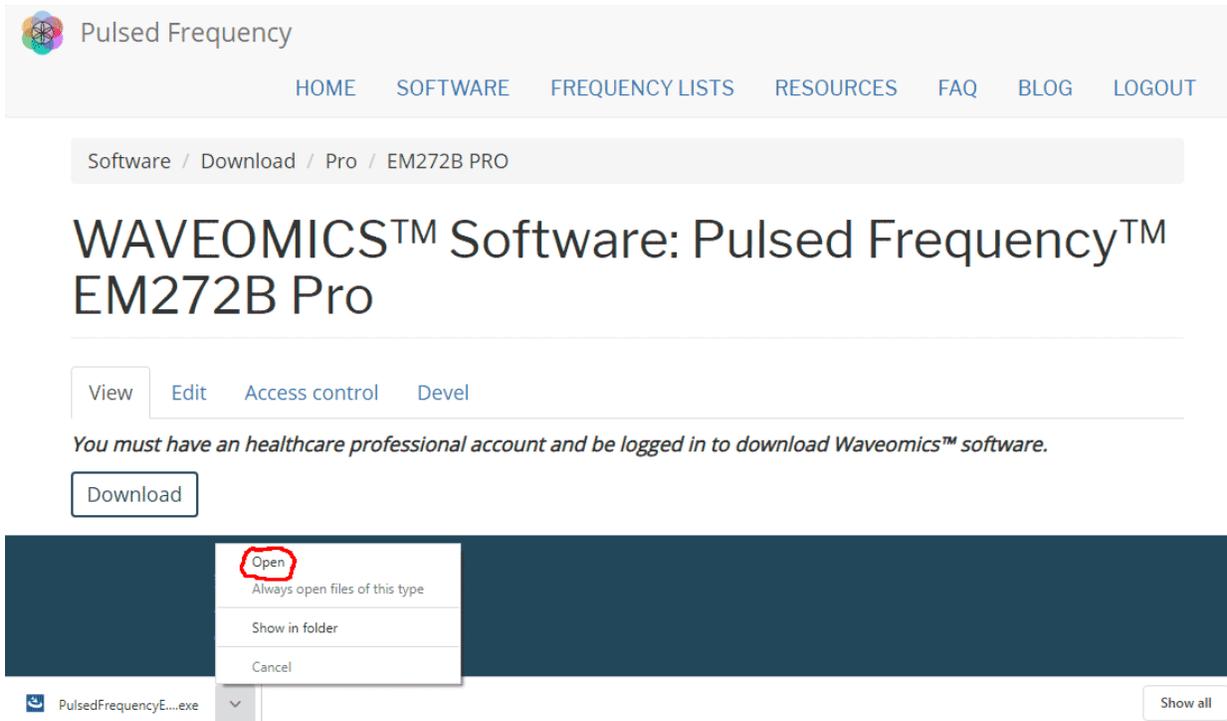
When the file download has completed, click the down arrow and then click **Open**. This will run the installation program for the **EM272B^{TM} Pro** software.

Edge
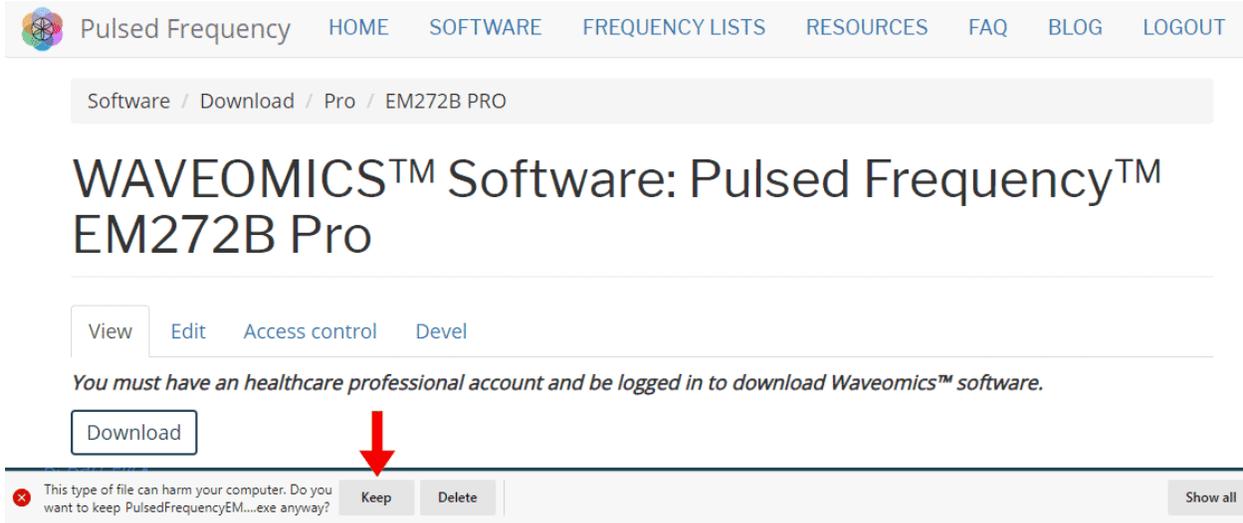
When you click the **Download** button, a small rectangular window will display at the bottom of the screen.   Click the **Keep** button.
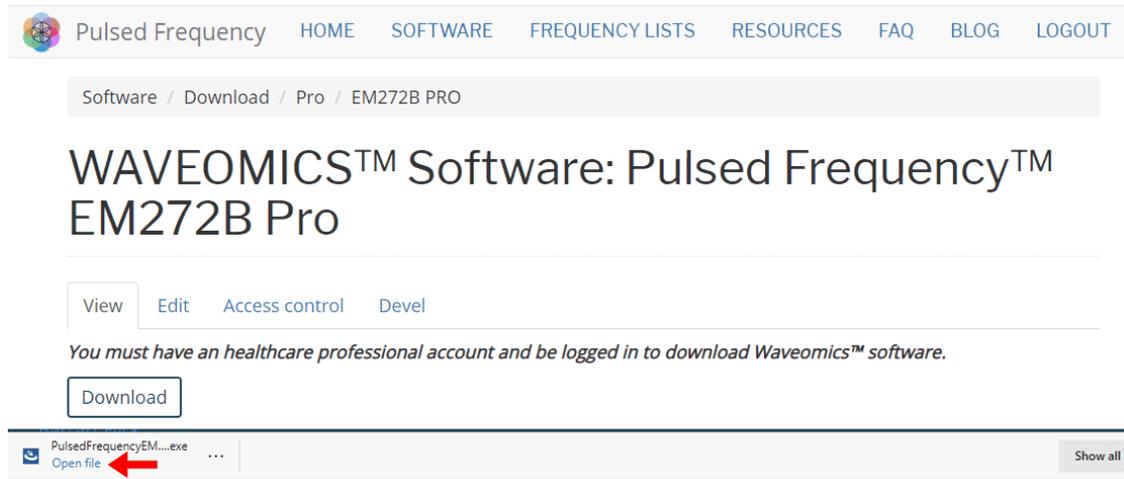
When file download has completed, click the **Open File** button. The **EM272B^{TM} Pro** installation program will then run.

Firefox

When you clicked the **Download** button, the following dialog box appeared.
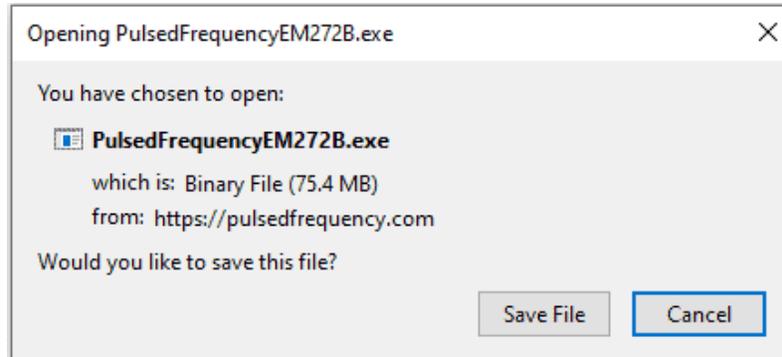
In this dialog box, click the **Save File** button.
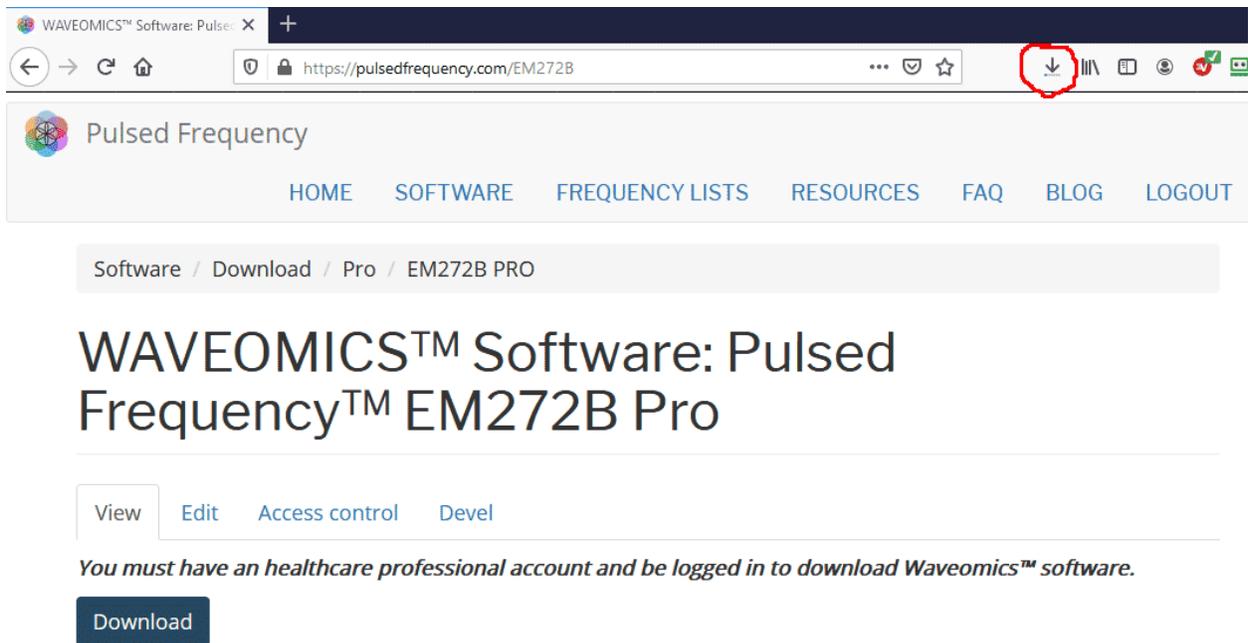
Next, go to the upper right hand corner of the browser and click the **Down Arrow**.
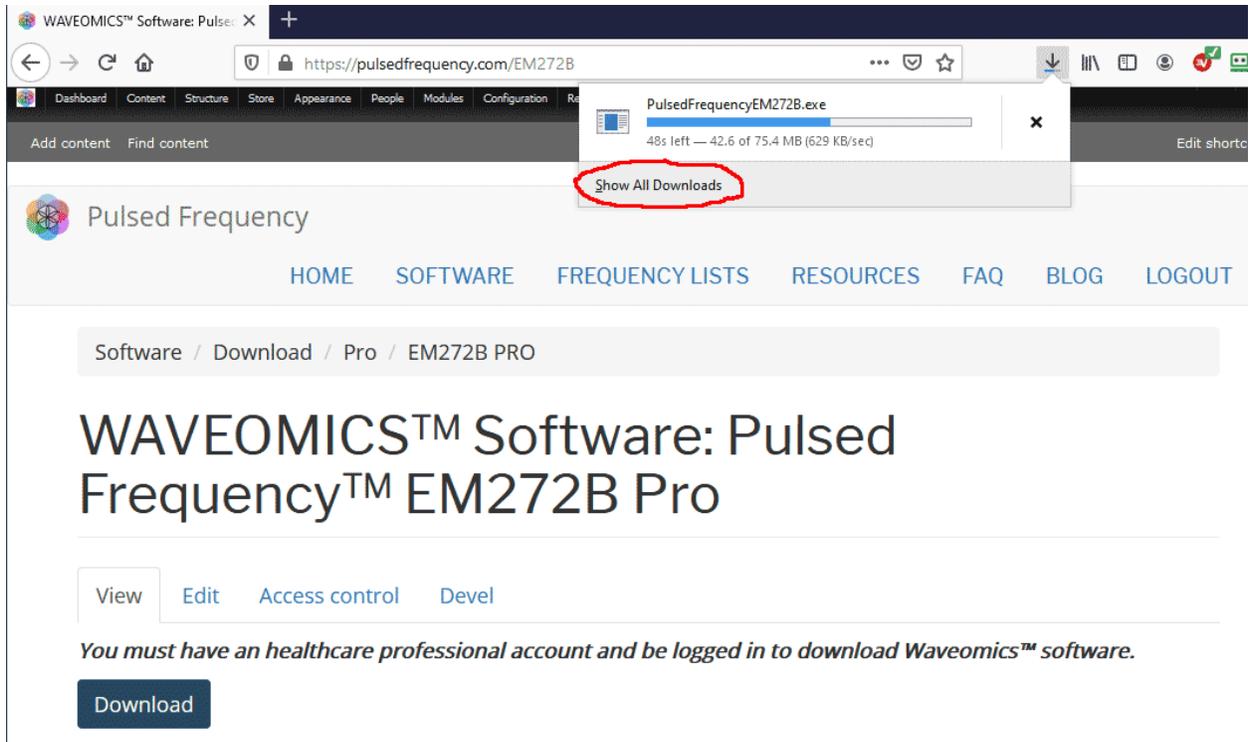
The above window will pop up that shows the progress of the downloading file. Click the **Show All Downloads** link.
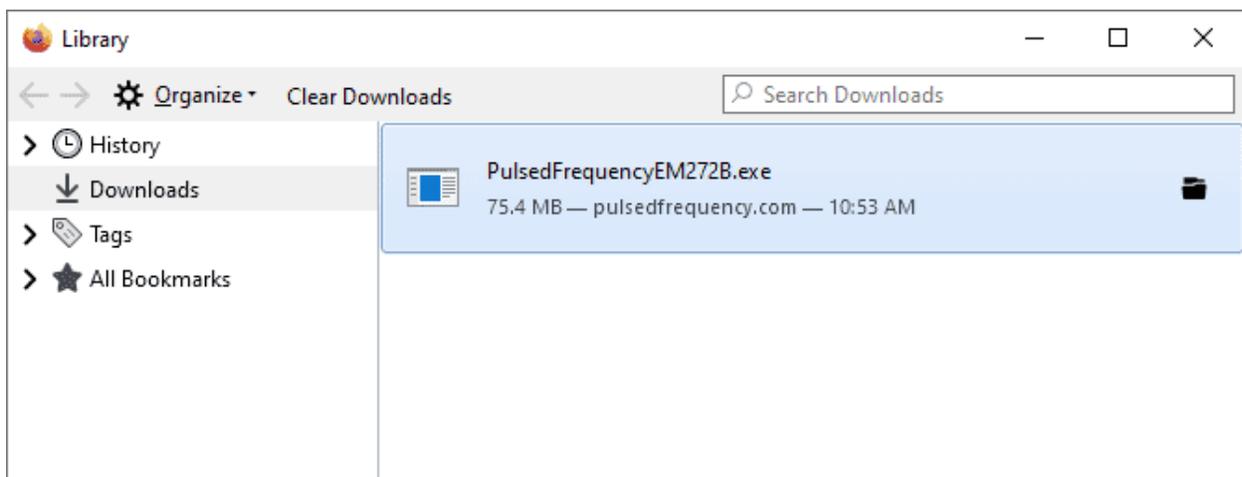
When the download has completed, the progress bar will disappear and you will see what is shown above. Double-click on the **PulsedFrequencyEM272B.exe** file and the installation of the **EM272B™ Pro** software will begin.

Install the Software

To install the software, double-click on the downloaded file.
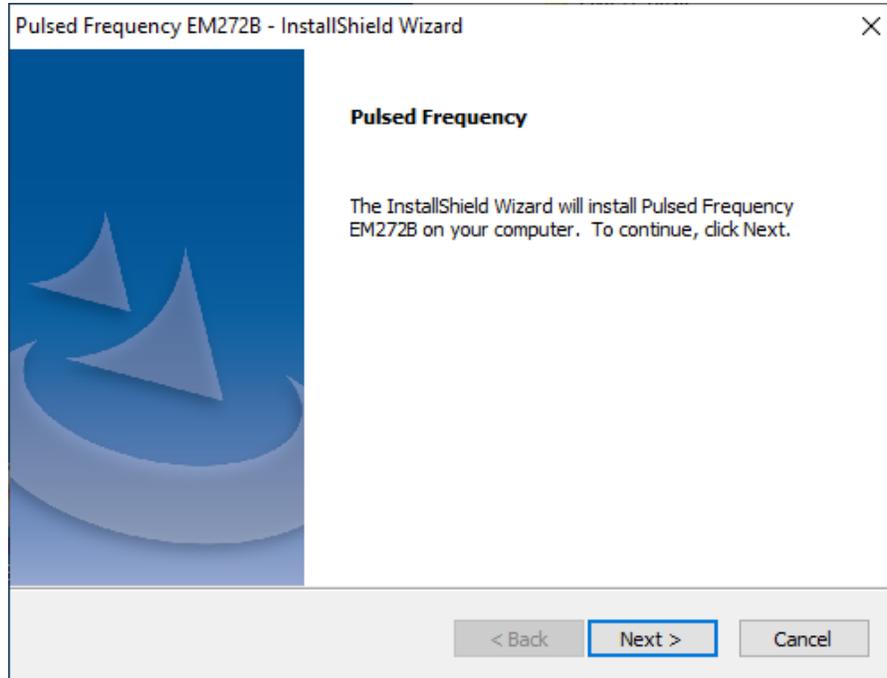
On this Welcome screen, click the **Next** button.
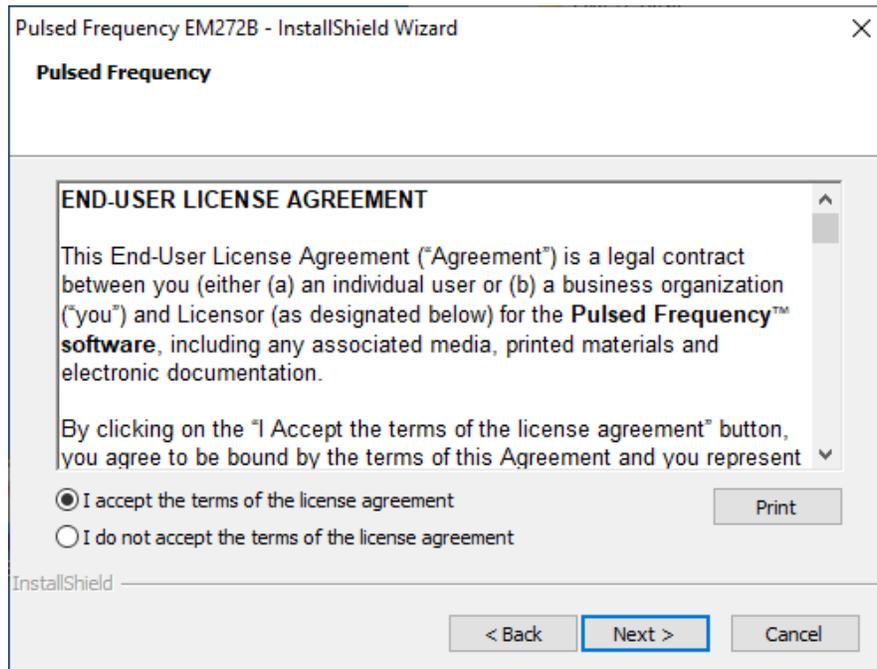
Click **I accept the terms of the license agreement**, then click the **Next** button.
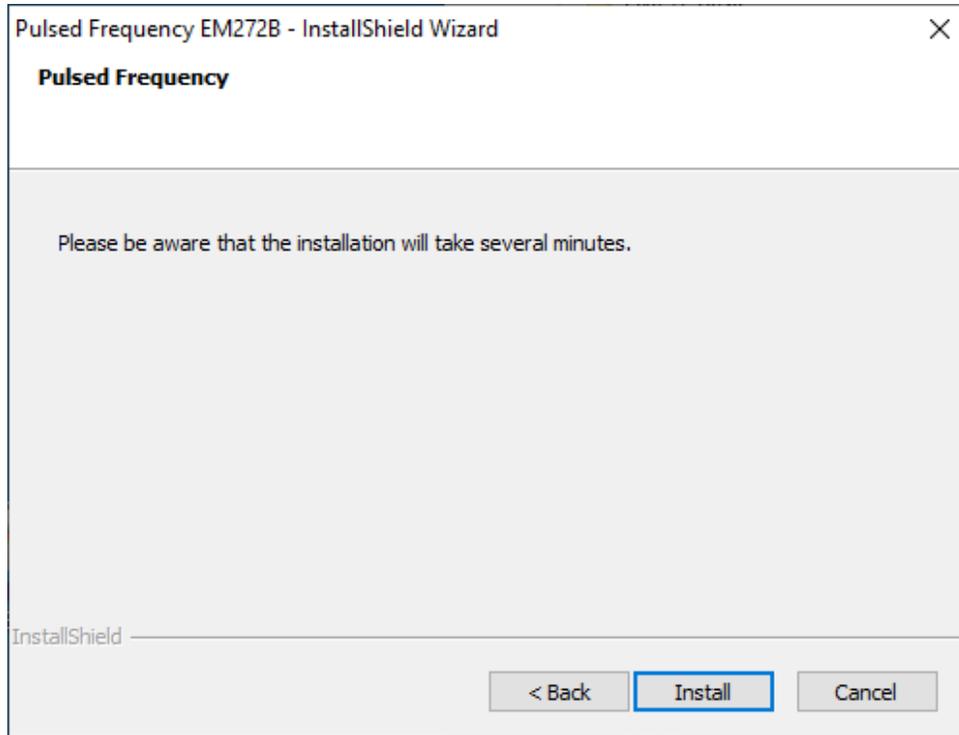
To begin the software installation, click the **Install** button.

At this point, the drivers for the **EM272B**™ will be installed. On this screen click the **Next** button.
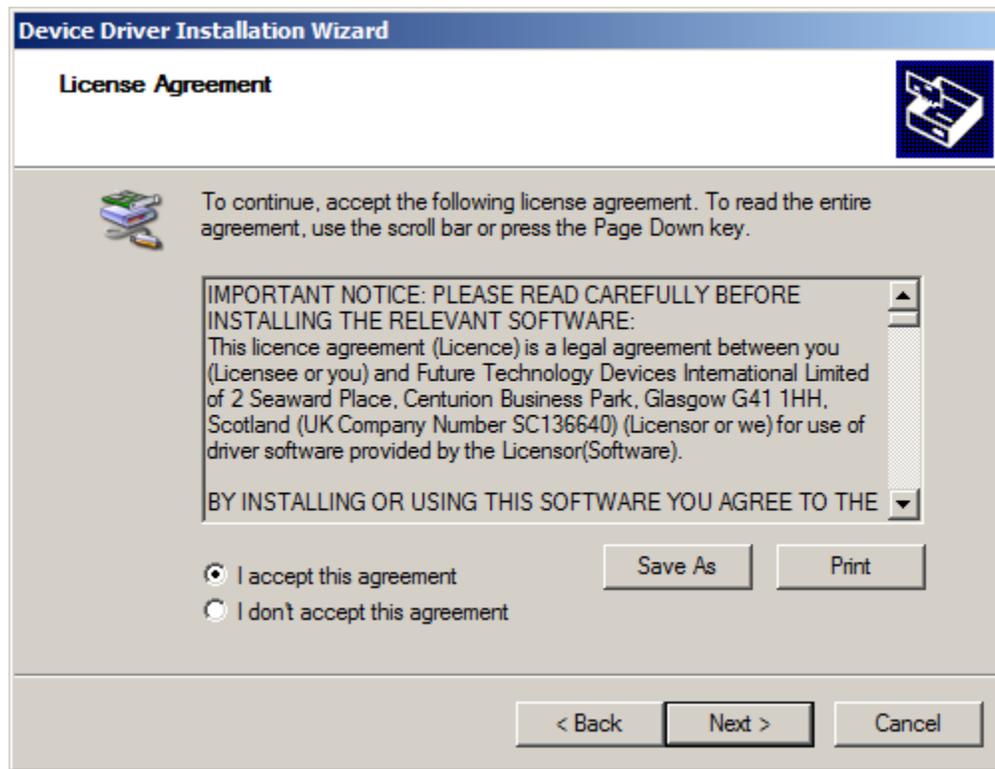
Accept the license agreement, then click the **Next** button.

Click the **Finish** button to complete the driver installation.
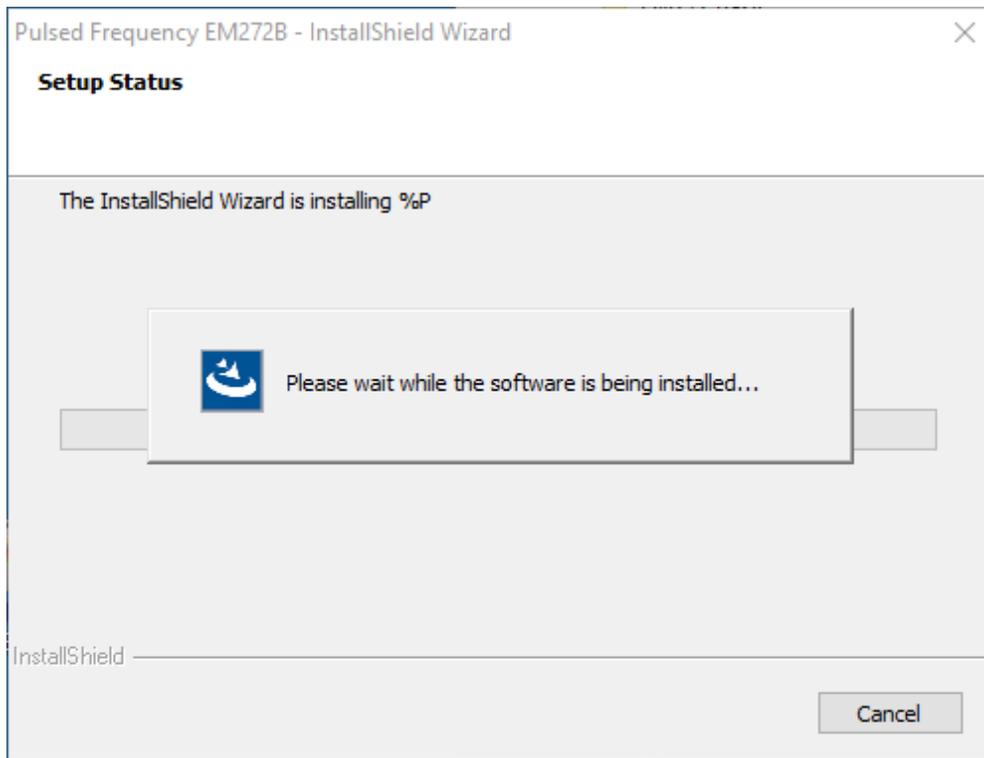
At this point, the **EM272B™ Pro** software will be installed. Just wait until it has completed.
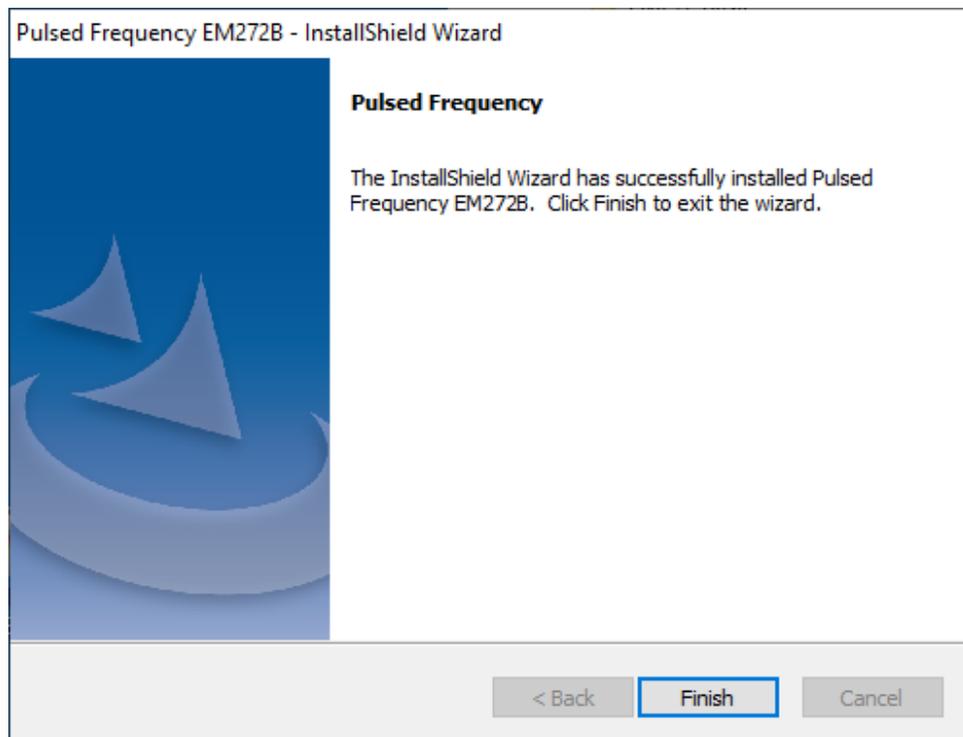
When you see this screen, the installation is complete. Click the **Finish** button.
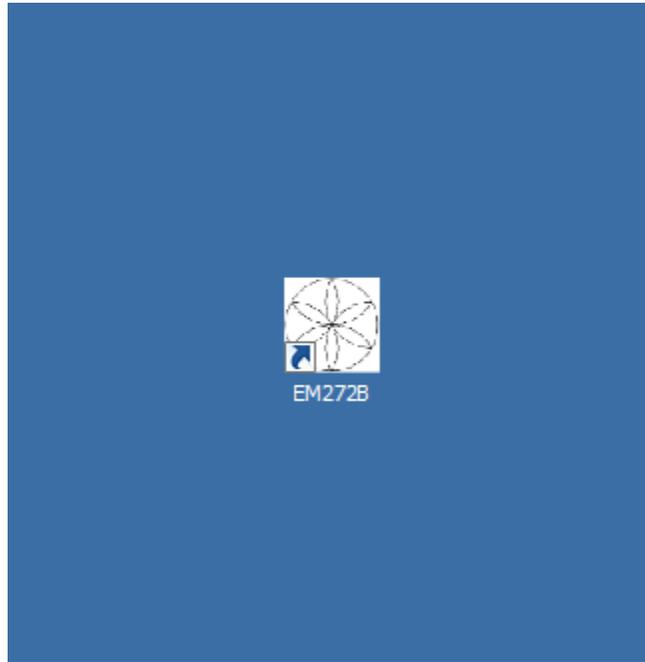
During installation, a shortcut to the **EM272B™** software was placed on your desktop. You can double-click this shortcut to run the software.

EM272B^{TM} Magnetic Pulsed Frequency Generator

The **EM272B^{TM}** is a lightweight, portable and PC-programmable, seven channel pulsed frequency generator. The device is actually two devices in one: A seven channel Magnetic field generator and a two channel Skin Electrode generator. Selection of frequencies between 0.1 to 5,000 Hz and treatment parameters are controlled by the easy-to-use software.

The **EM272B^{TM}** comes in a kit with an **EM272B^{TM}** device, a USB cable, an AC Adapter, two Magnetic Discs, two sets of Skin Electrodes, some Electrode Pads and a carrying case.
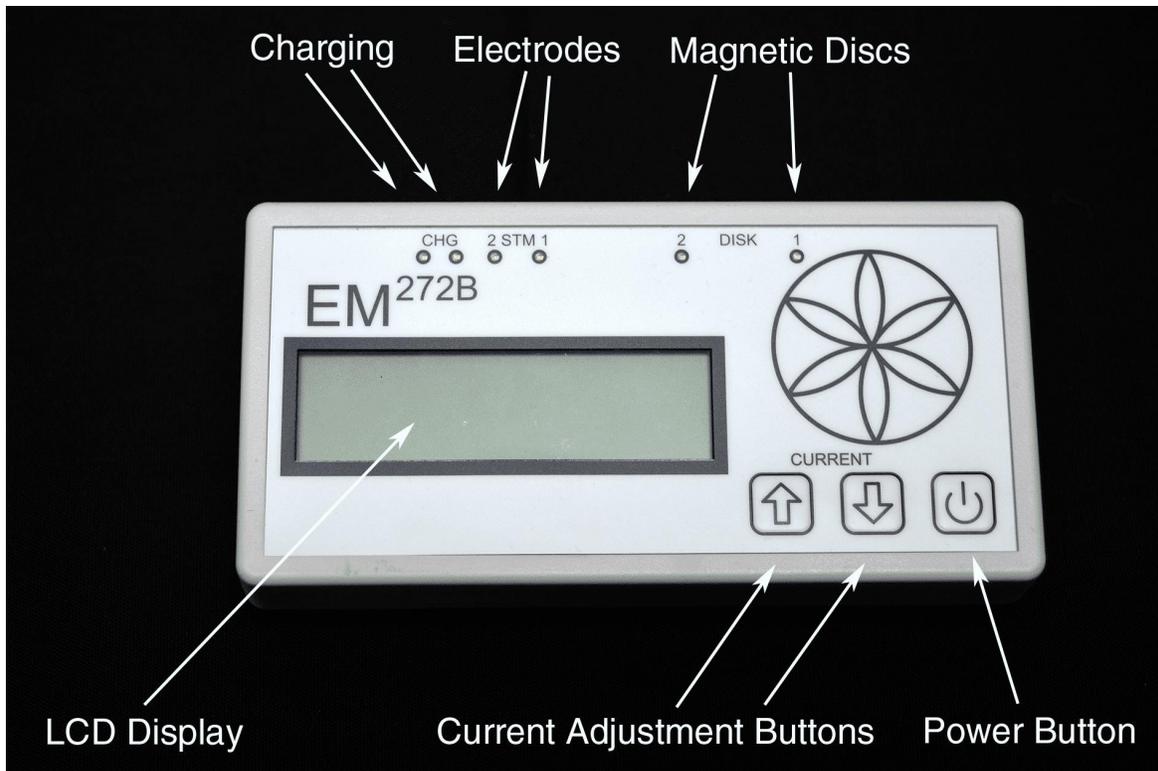
The top of the **EM272B^TM** has an LCD Display, some LED lights and buttons. The left Charging light flashes red when the device is charging. When the device has charged, the right Charging light is a constant green. There is a light for each set of the Skin Electrodes that shine when one or both sets are plugged in. The Magnetic Disc lights flash when the **EM272B^TM** is running a program.

The Current Output can be adjusted with the two buttons in the lower right hand corner. The Current can be adjusted in 50 microamp steps, starting with 50 and going to 400. The On/Off button is on the lower right.

When the device is running a program, the name of the program, the frequencies output to the magnetic discs, the frequencies output to the skin electrodes, the running current, the current polarity and elapsed time are shown.
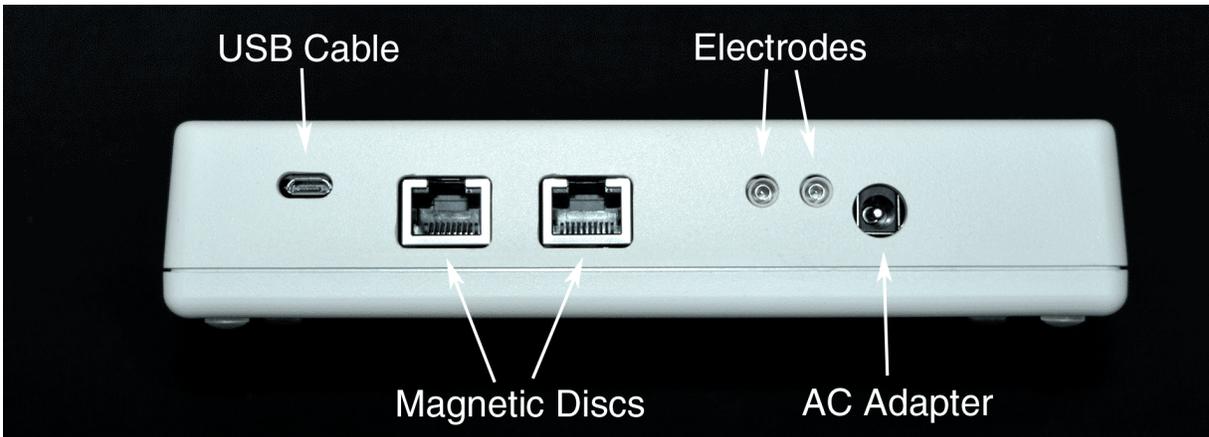
There are several connection jacks on the side of the **EM272B**^{TM}. The small end of the micro USB cable plugs into the jack in the upper left. The RJ45 plugs on the end of the Magnetic Discs plug into the middle jacks. One or two sets of Skin Electrodes can be plugged in the upper center jacks. And the AC Adapter is plugged into the jack on the right side.

Programming the EM272B^{TM}
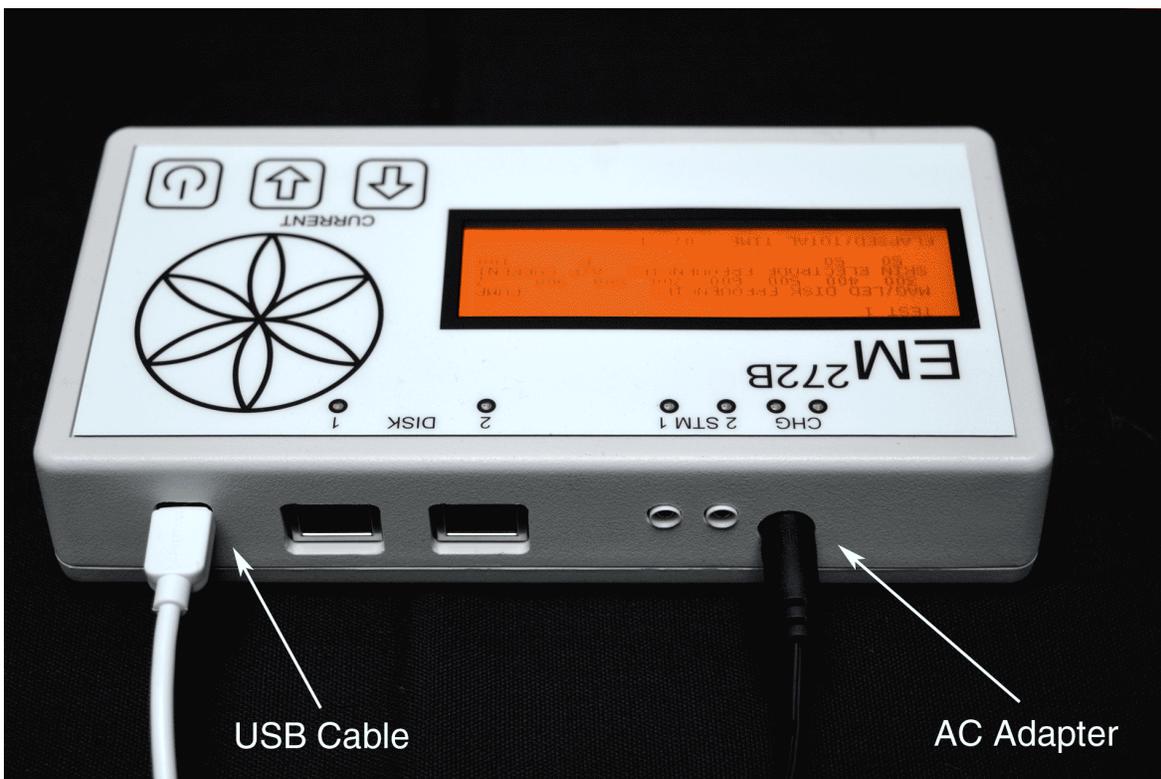
To program the **EM272B**^{TM}, first connect the AC adapter to the device, plug it into a wall outlet, then turn the device ON.

Next, plug the small end of the USB cable into the EM272B.

Then plug the large end of the USB cable into a spare port in your computer.
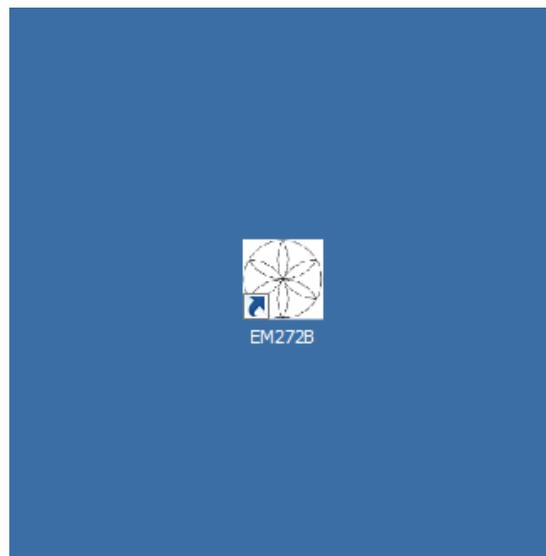
Next, double-click the shortcut on the desktop to run the EM272B^{TM} software and program the device.

Running the EM272B^{TM}

The **EM272B^{TM}** can run a loaded treatment program when connected to the computer or in stand-alone mode (not connected). To run the device while running the software, please move forward to the section entitled, **Run Software for the First Time**.
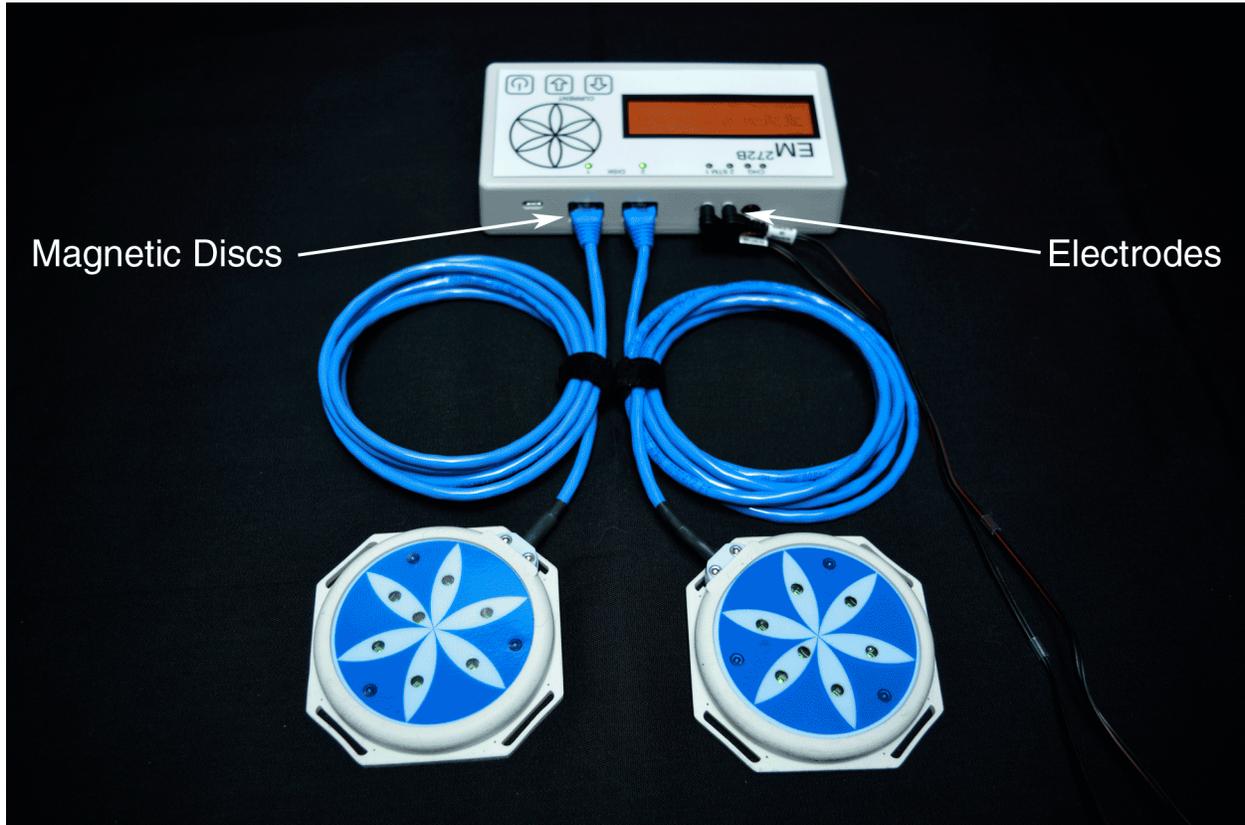
To run the **EM272B^{TM}** in stand-alone mode, make sure the device has a treatment program loaded. Then disconnect the device from the USB cable. Connect both Magnetic Discs and optionally, one or both sets of Skin Electrodes.

When ready, place the Magnetic Discs and/or Skin Electrodes on affected areas of the body, then press the **On** button to start the treatment. You can monitor the frequencies that are being output to the Magnetic Discs and/or Skin Electrodes by looking at the LCD display.

The running Current can be adjusted in real time by pressing the Current Up and Down buttons on top of the device.

Please Note: When you turn off the EM272B^{TM}, the Current will be saved. The next time you use the device, the current saved from the previous session will be used.

Storage of the EM272B™
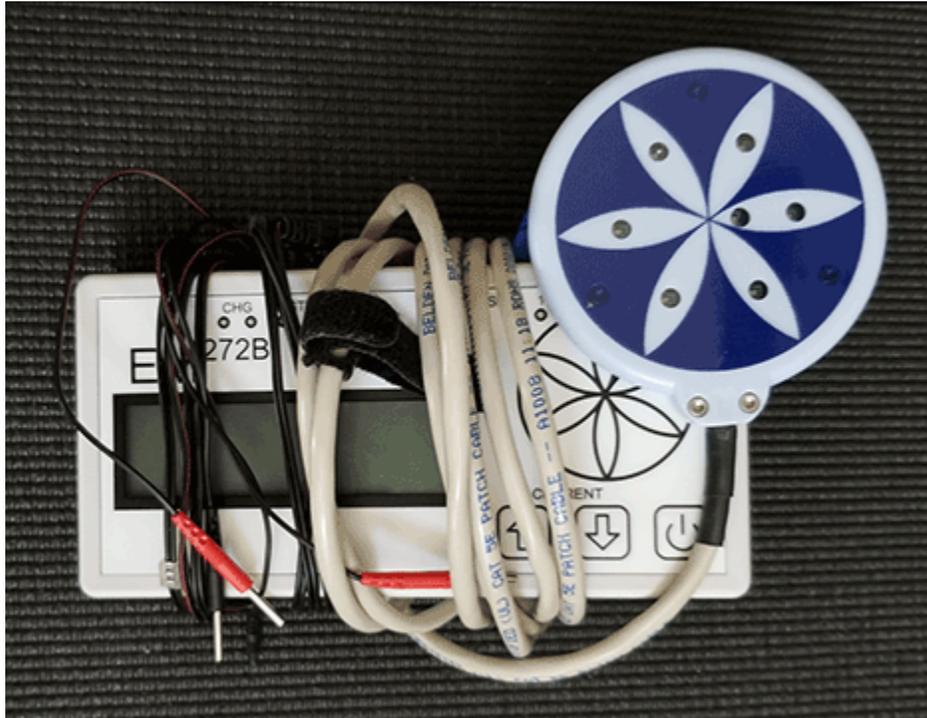
When storing the **EM272B™**, you should never leave the Electrode cords and Magnetic Disc cords plugged into the device and then wrap them around the device as in the photo above. This puts a strain on the ends of the cords that plug into the device. Also, it puts strain on the 1/8" Electrode jacks and RJ45 Magnetic Disc jacks. This can cause damage to your unit.

EM272B™ Useful Tips

It's very important to drink a minimum of 32 ounces of purified water before a treatment, and another 32 ounces of purified water after the treatment. The water helps the frequencies flow through the body and clean out the debris that the cells are casting off.

You may experience a slight dizziness or detoxing flu-like effects from this treatment. If this happens, reduce the treatment time. Slowly increase daily treatment time to 3-4 hours per day. Also increase your water intake until symptoms subside.

It is suggested not to use electronic devices while being treated, such as computers, cell phones, I-pads and Kindles. Electronic devices may not work within the electro-magnetic field. This caveat does not apply to LED Lights.

Disclaimer: The EM272B™ device does not claim to treat or correct any medical diseases, injuries or symptoms. The EM272B™ is considered a Wellness device.

Run the Software for the First Time

When you first run the software, it will check to see if file bank and software updates are available. This will also happen any other time you run the software.
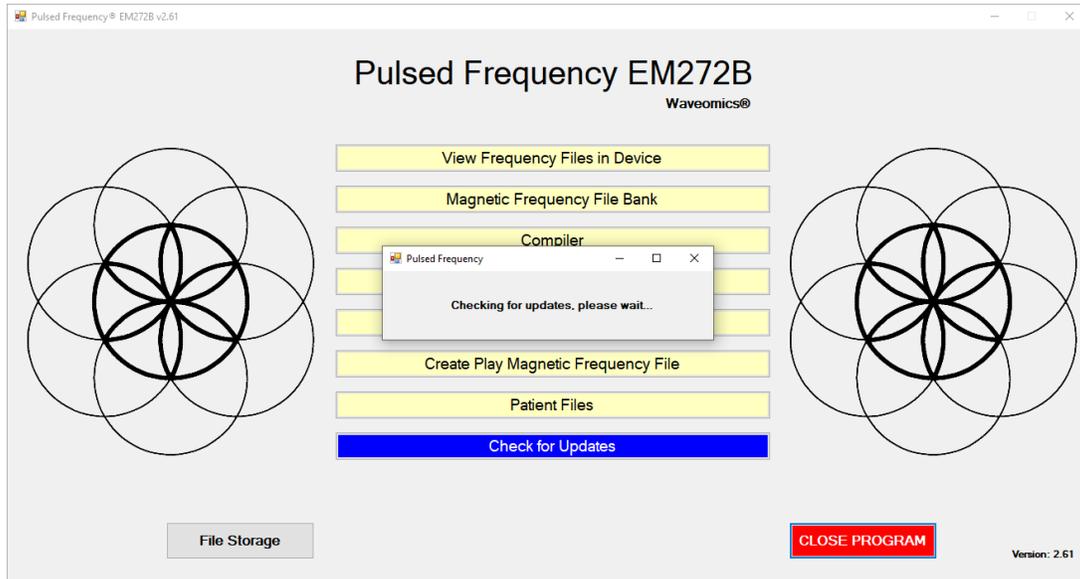
During this process, a small dialog box will display. If no updates are available, the dialog will just go away.
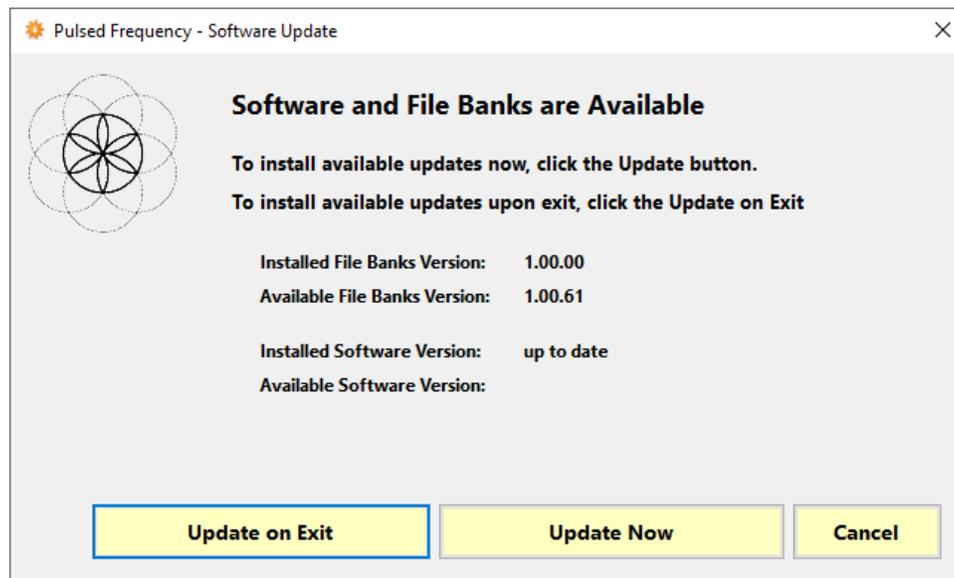
If updates are available, the above dialog box will appear. If you click **Update on Exit,** this box will disappear and you will be back at the main menu page. The software will then be updated when you click the **Close Program** button. If you click **Update Now**, the software will be updated immediately. If you click **Cancel**, no update will be performed.
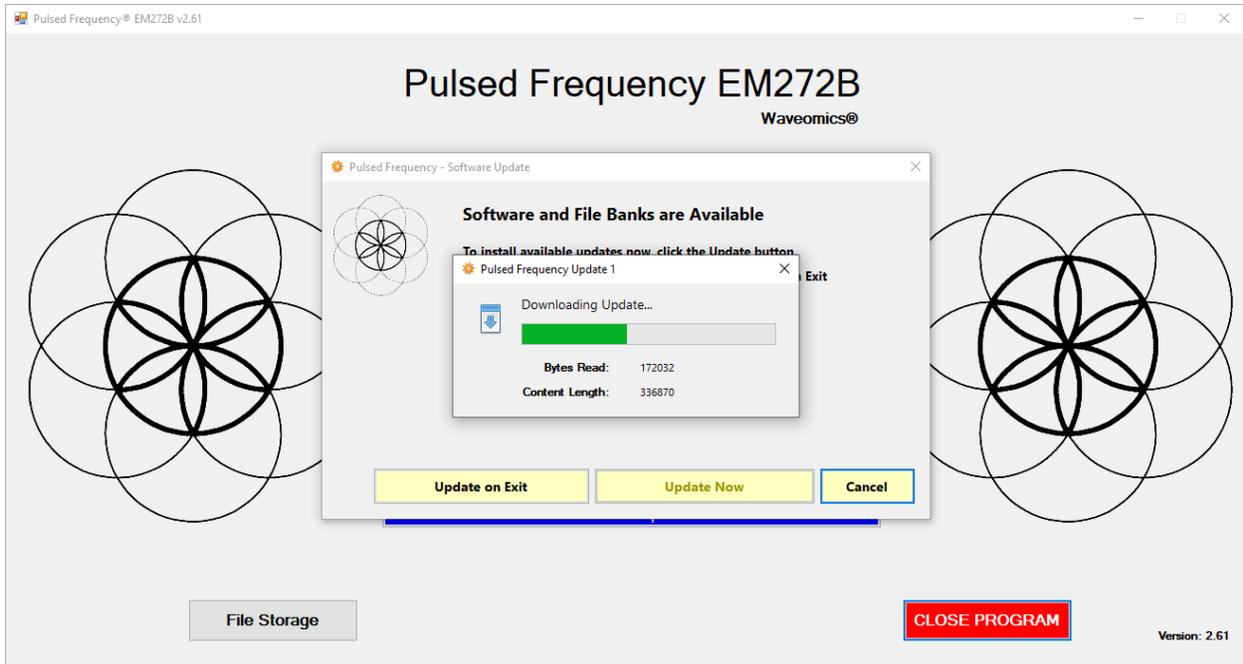
If you clicked Update Now, a progress bar will be displayed as the software and file banks are being downloaded.
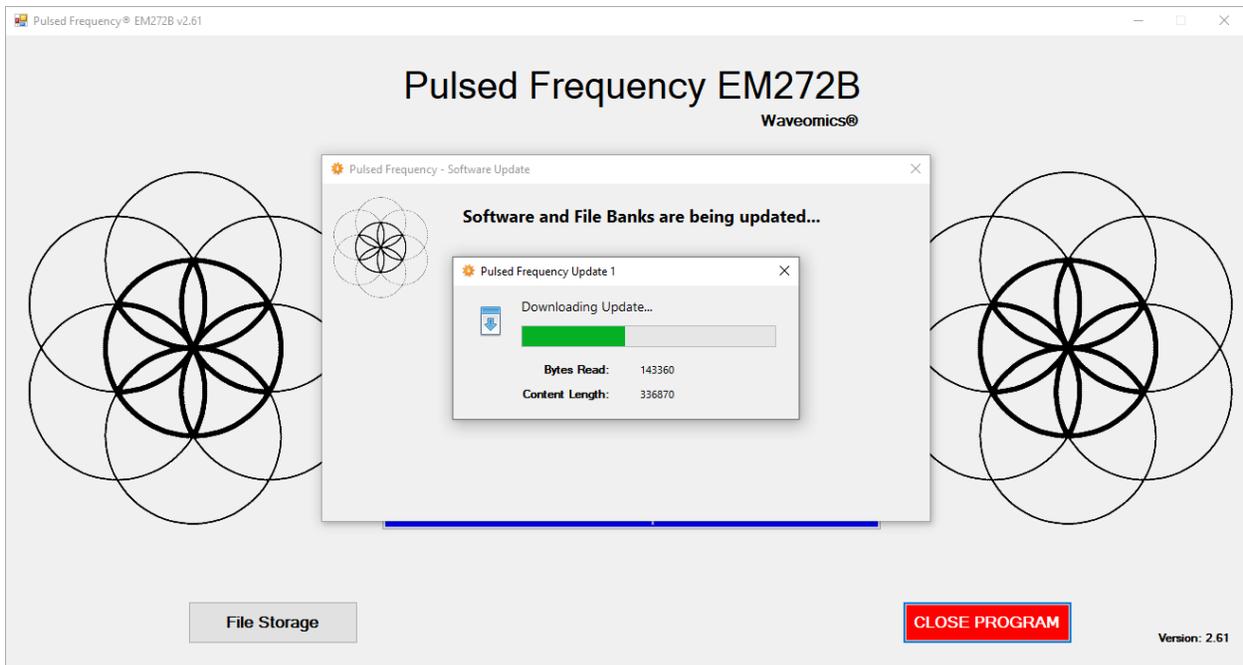
If you clicked Update on Exit, the above dialog box will be displayed when you click the Close Program button.

After the software has been updated, you can use any of the functions on the main menu page. However, if this is your first time using the software, click the Compiler button.
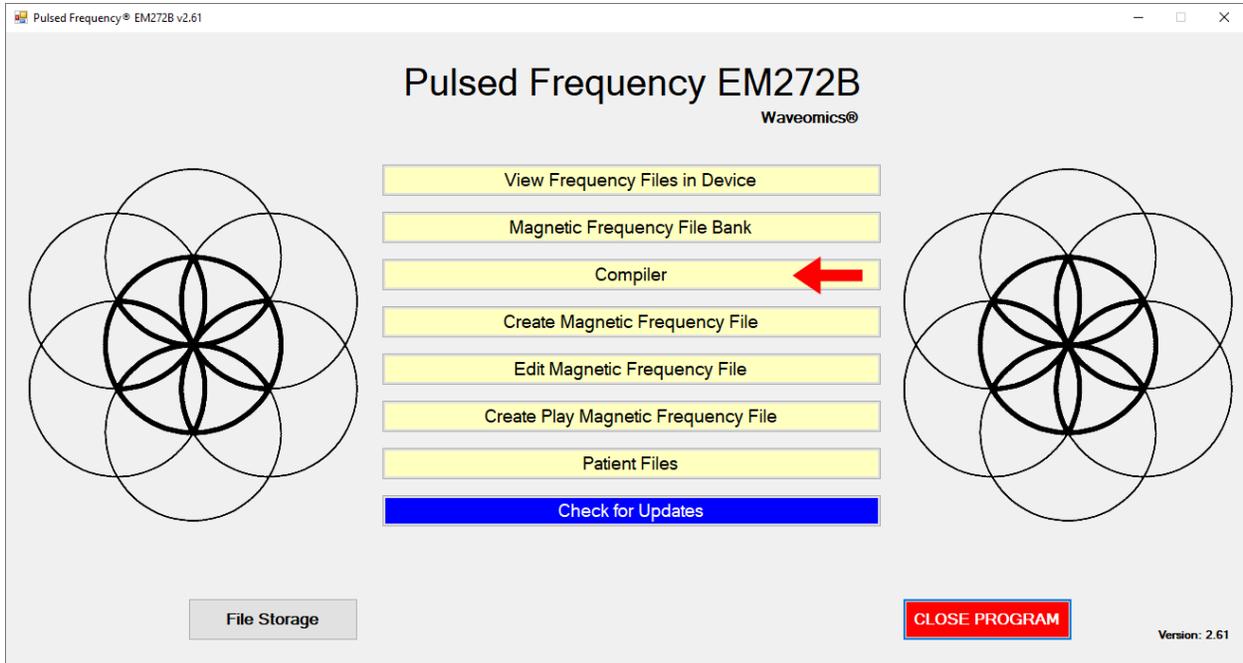
Compiler

The Compiler allows you to load treatment programs into the **EM272B™**.
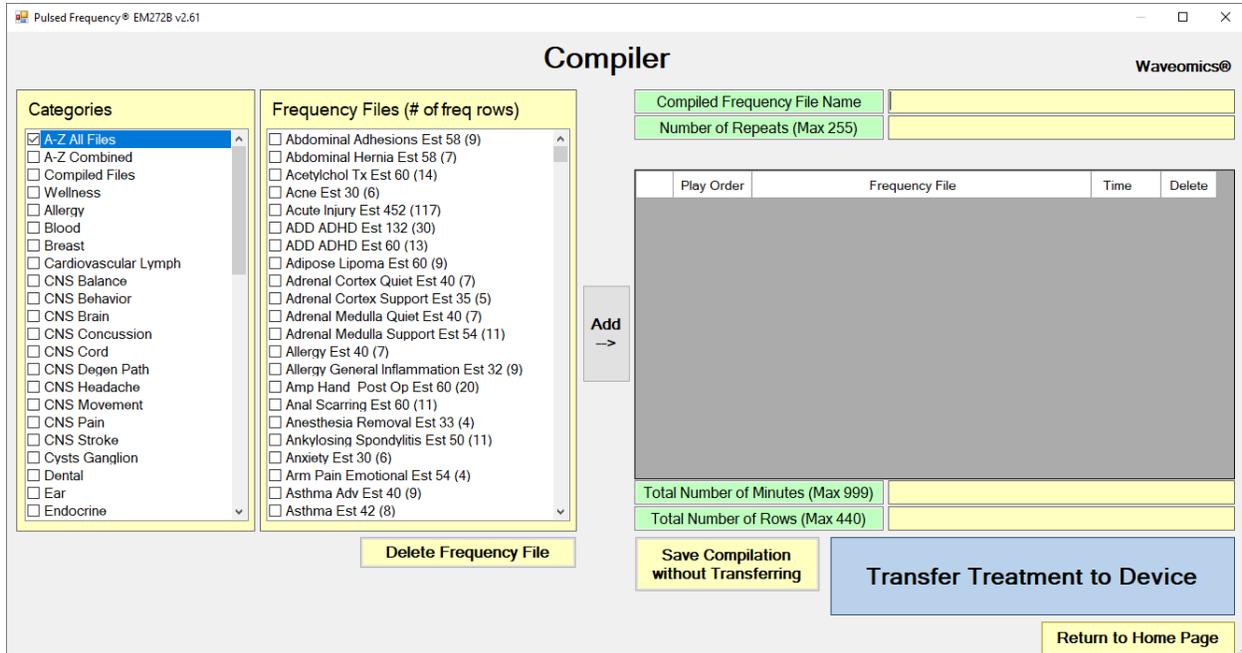
There are several categories of treatment programs available in the Compiler. Here are the major categories that always appear at the top of the **Categories** list.

- **A-Z All Files** - an alphabetical listing of all treatment files in all categories.
- **A-Z Combined** - a list of compiled treatment programs that you have created.
- **Commonly Used Compiled Files** - a list of predefined treatment programs supplied with the software that are for specific purposes.

Treatment programs can be created in two ways. You can create your own treatment program or select a predefined program.

To select a predefined program, under **Categories**, click the **Commonly Used Compiled Files** category. Next, under **Frequency Files**, click one of the predefined programs, then click the **Add** button. When you do this, the files in that treatment program will be loaded into the spreadsheet on the right.

To create your own treatment program, just select a treatment file from one of the categories and click **Add**. Repeat this process until you are finished. The software will allow up to 999 minutes of total programming.
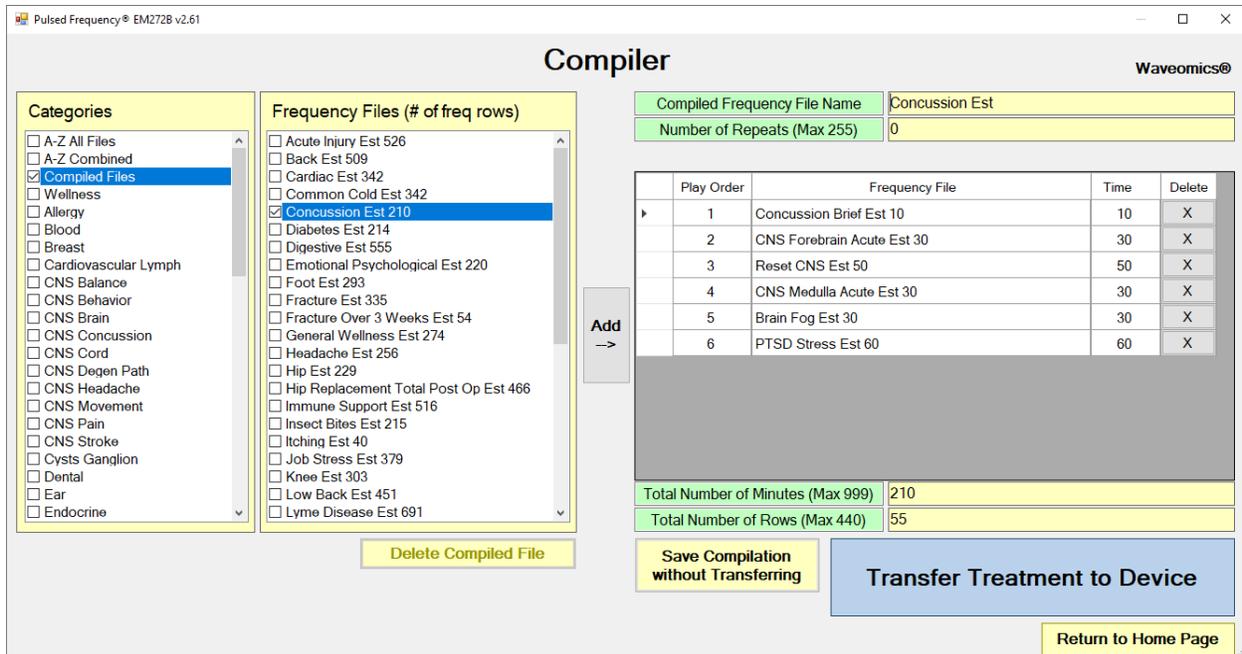
In the example above, we selected Concussion Est 210, then clicked Add.

After you have selected the treatment programs, you must enter the **Number of Repeats**. If you want the set of programs to run one time only, enter a 0 for the **Number of Repeats**. If you enter 2 for the repeats, the set of programs will run once, then repeat two more times, for a total of 3 times. You may enter a number of repeats from 0 to 255.

When you are ready, click the **Transfer Treatment to Device** button and the Name Bank list will be displayed. Every time a treatment is transferred to the **EM272B**^{TM}, you will need to select a person's name under which to file it. The treatment will then be saved to that person's treatment file history in the Treatment Files function that is accessed from the main menu page.

If you do not see the Name Bank list, the following message will probably be displayed. This means you have a connection problem.
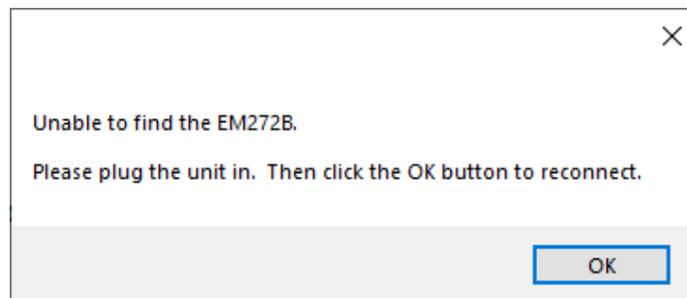
When this happens, go to the **Troubleshooting** section of the manual.
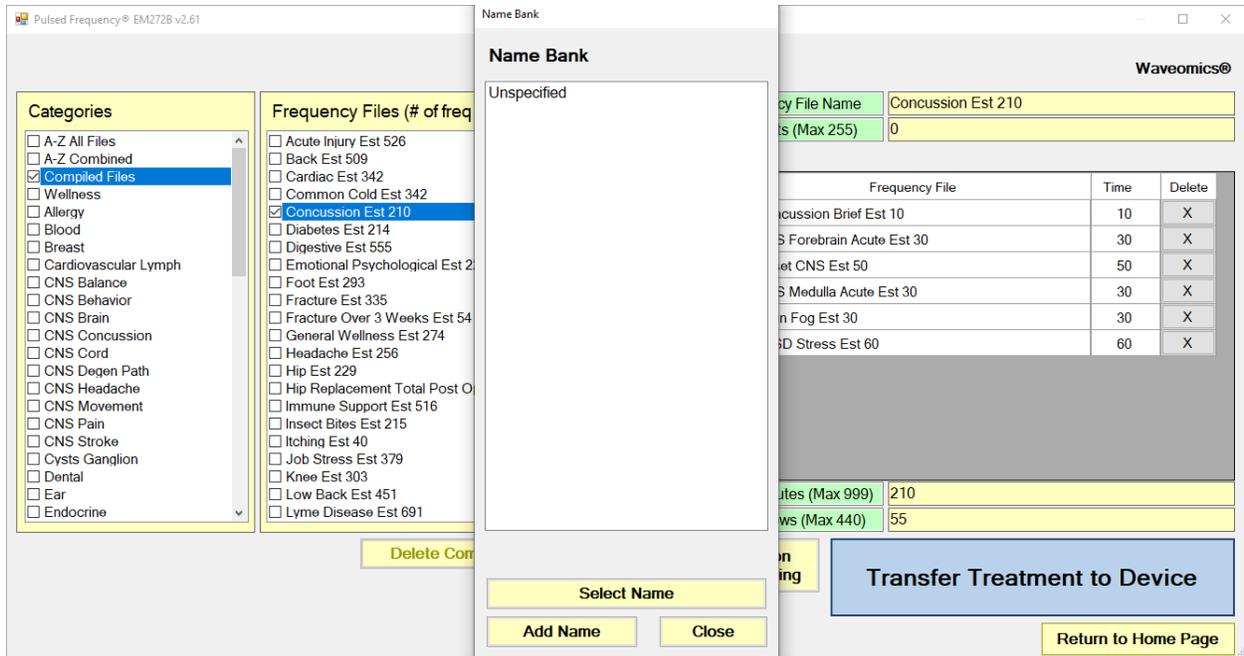
If you have no connection problems, the Name Bank list will be displayed. Just select any name from the list. You can also create a new name to associate with the treatment.

To create a new name, click the **Add Name** button.
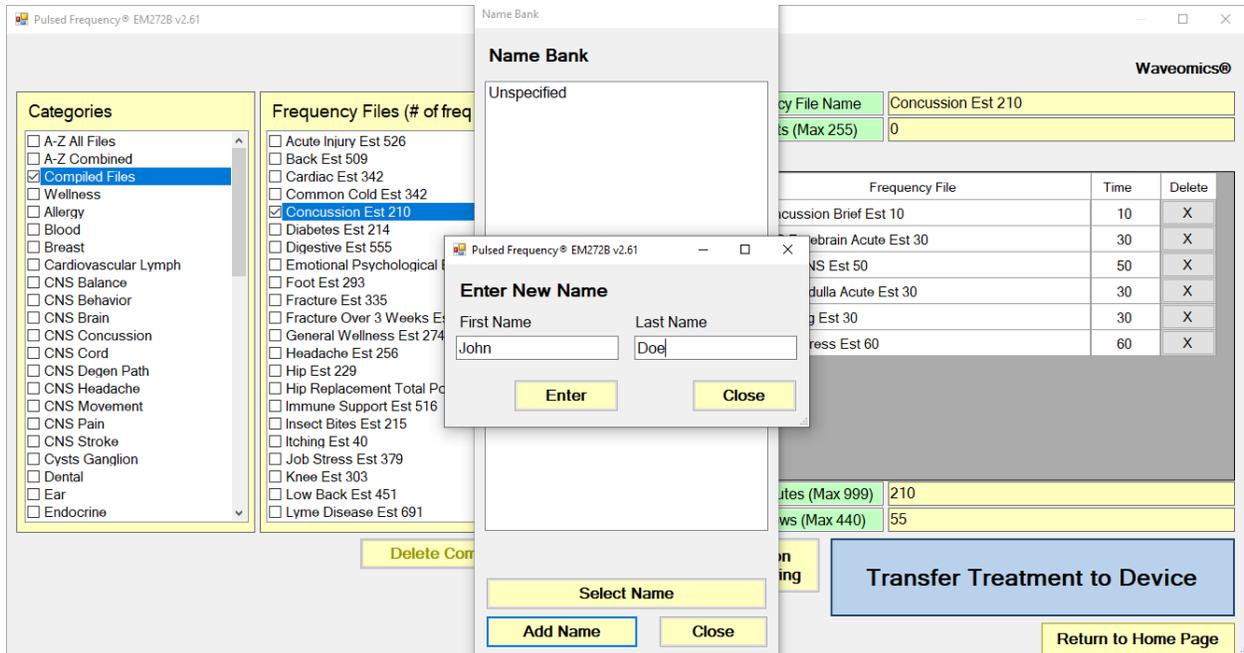
Enter a First Name and Last Name, then click the **Enter** button.
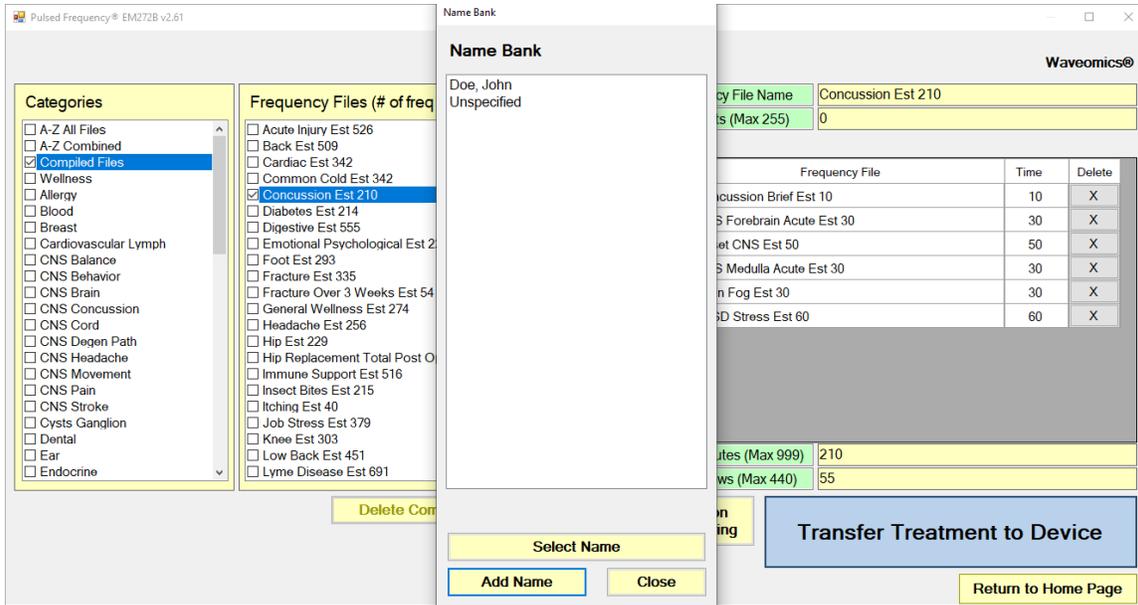
The new name will appear in the list. Select that name and the treatment files will then be transferred to the **EM272B^{TM}** device. As this is taking place, the software will switch to a different screen.
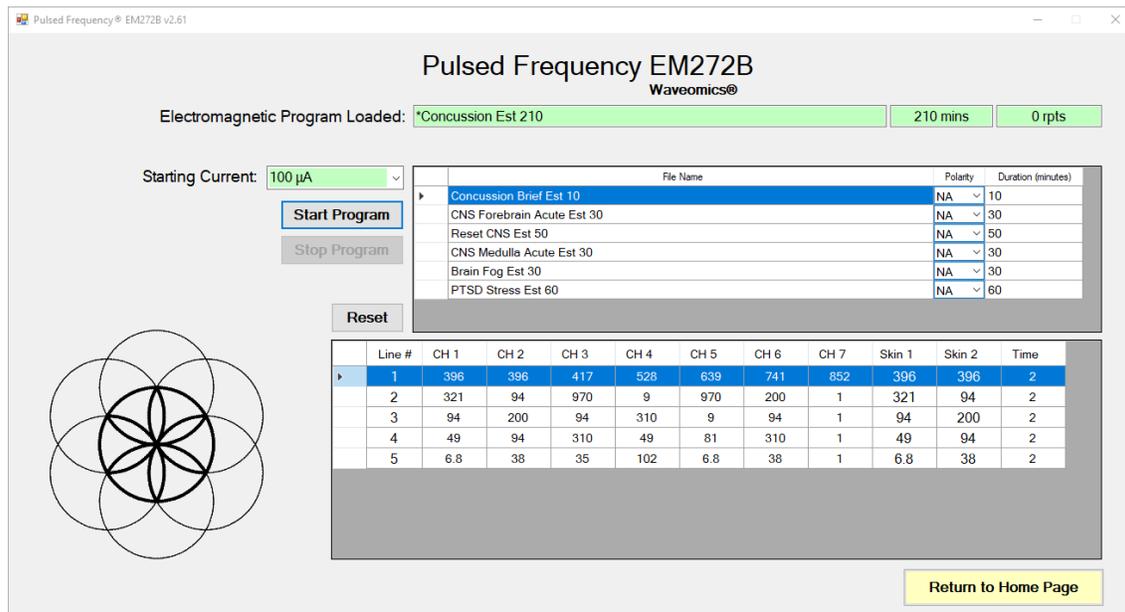
This screen is the same one as is displayed when you click the **View Frequency Files in Device** button on the main menu page.

At this point, the **EM272B^{TM}** device has been loaded and is ready to use. For most people, you will use the device in standalone mode by exiting from the software, disconnecting the USB cable from the device and turning the unit ON. However if you are a practitioner, you will generally Start and Stop the play of the device from the above screen. This is explained in the section of the manual entitled, **View Frequency Files in Device**.

Main Menu

When you run the software, the main menu page appears.
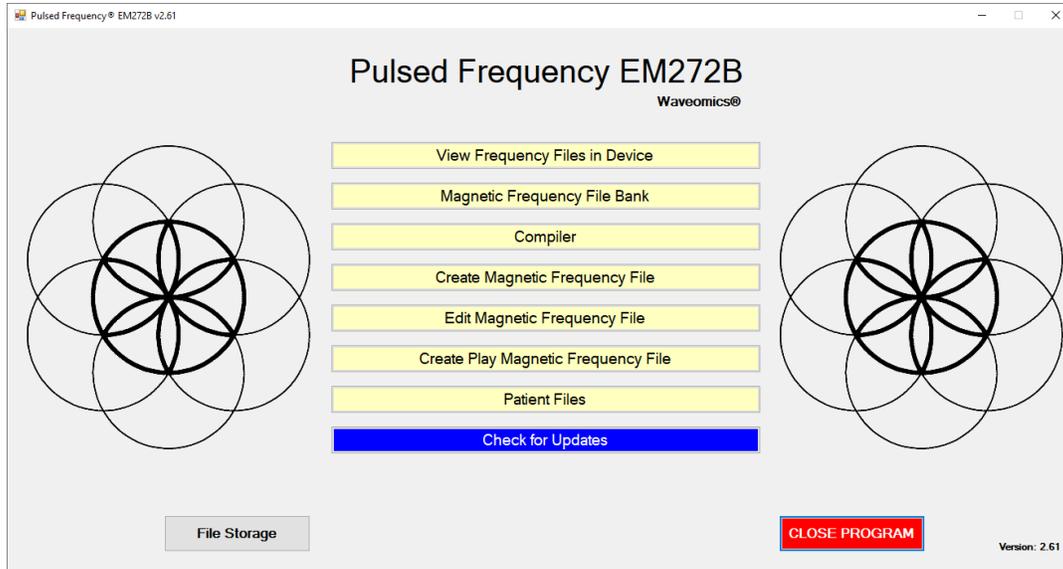
From this page, you can access all of the functions available in the software.

☐ **View Frequency Files in Device** - This allows you to view the frequency files currently loaded into the **EM272B^{TM}**. You can also Start/Stop the play of files while the device is connected to the computer.

☐ **Magnetic Frequency File Bank** - This allows you to view the frequencies in any frequency file in the frequency file bank.

☐ **Compiler** - This allows you to build treatment programs and transfer them into the **EM272B^{TM}**.

☐ **Create Magnetic Frequency File** - This allows you to create a frequency file from scratch and save it.

☐ **Edit Magnetic Frequency File** - This allows you to edit an existing frequency file and save it.

☐ **Create Play Magnetic Frequency File** - This allows you to test frequencies one row at a time.

☐ **Treatment Files** - This allows you to view a history of treatments that have been loaded onto the **EM272B^{TM}** in the past. You can select any one of them and load it again into your device. You can also print any part of the treatment history you wish or save it to a text file.

☐ **Check for Updates** - This checks to see if software and file bank updates are available.

☐ **File Storage** - This allows you to indicate where to save your treatment files. It can also show you the serial number of your **EM272B^{TM}**, and allow you to choose what type of device detection method to use.

View Frequency Files in Device

When you select this function, you can view the frequency files loaded into the **EM272B**^{TM}.
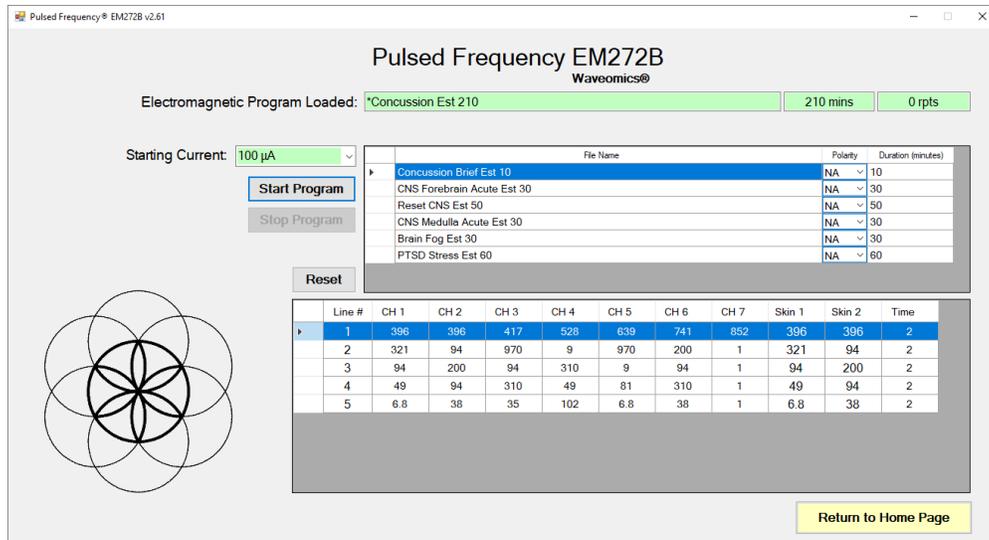
This screen shows the name of the treatment program that is loaded, the total running time of the treatment and the number of repeats.

If you do not see any treatment files, but rather see the words, "EM272B is not connected", then you have a connection problem and need to go to the section of the manual entitled, **Connect EM272B to Your Computer**. There you will find instructions to help solve your problem.
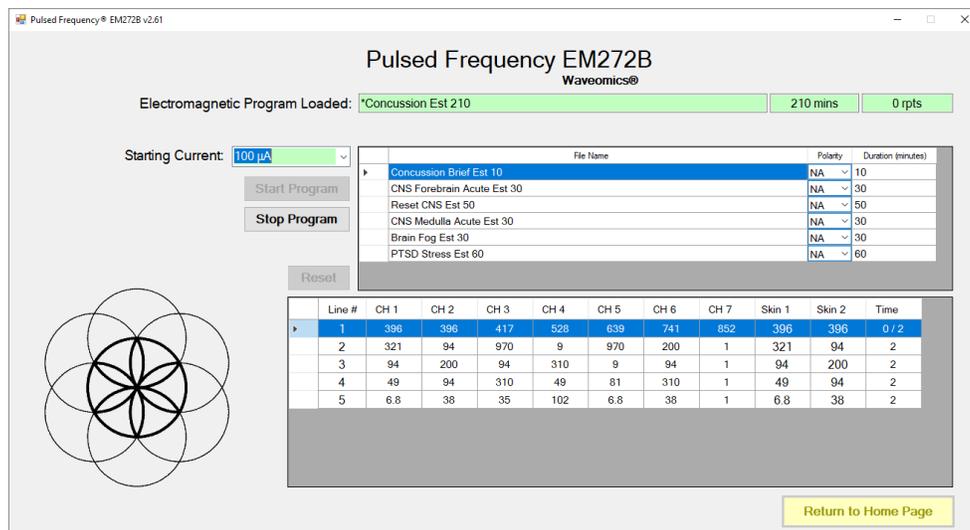
This screen also allows you to start and stop the play of frequency files loaded into the device. With the **EM272B**^{TM} connected to your computer, click the **Start Program** button. The **EM272B**^{TM} will turn ON and play frequencies starting with the first row of the first file. This

will continue to take place until all files have played. When you loaded the files onto the device, if you entered a number of Repeats greater than 0, then the entire sequence of files will start to play again all the way through, for the specified number of repeats. After this process has finished, the **EM272B** will stop playing.

You can also stop the play of frequency files at any time by just clicking the **Stop Program** button.

The **Reset** button allows you to set the current file and current row back to the beginning of the sequence of files (first row of the first file).

If you would like to start at some point other than the beginning of the file set, you can select the file you want to begin with, then select the row within that file to begin with. After that, click the **Start Program** button. The **EM272B**^{TM} will start playing from that row in that frequency file. This allows you to pick a previous session back up if you were unable to finish it. For example, in the screenshot above, the **Start Program** button was clicked and the play began with the first row of the fourth file.

Magnetic Frequency File Bank

When you select this function, the magnetic frequency file bank is displayed.
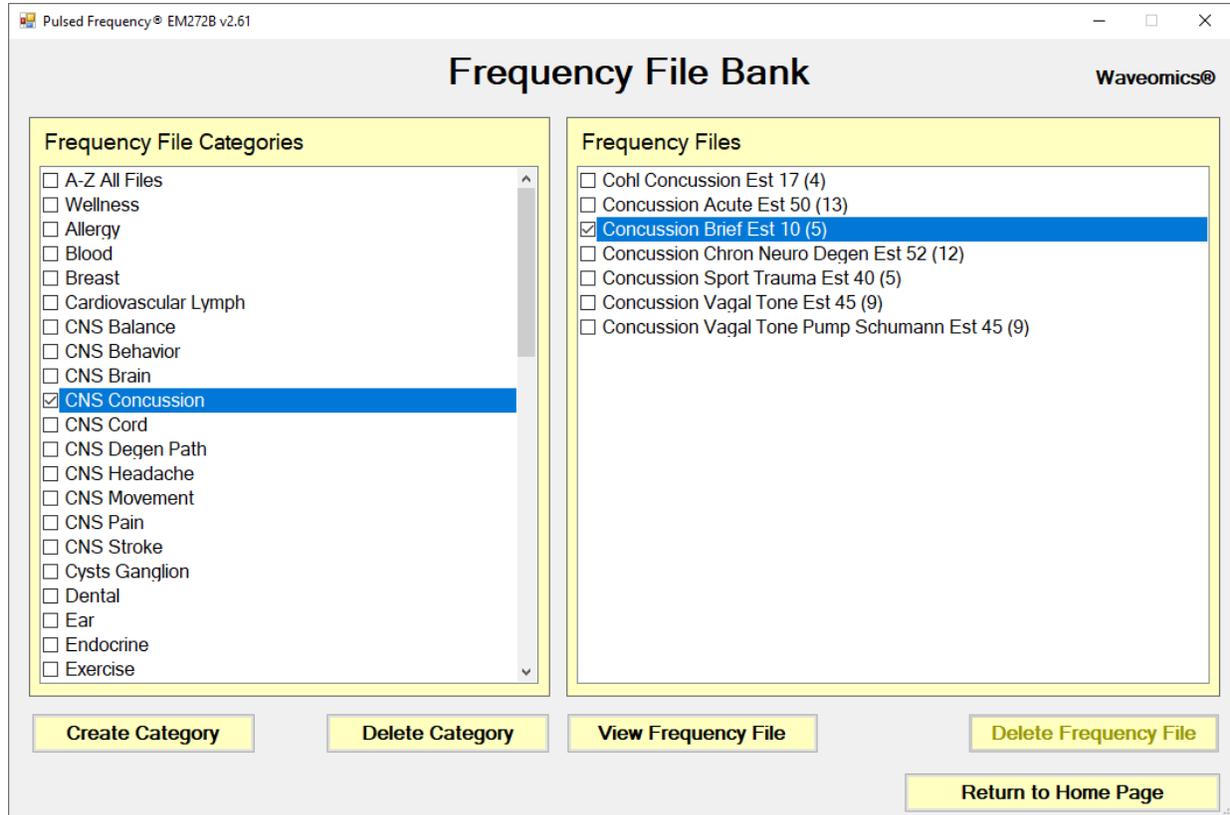
Frequency files are organized by category in the file bank. Files that have " Est " in the file name are established files that are provided with the software and cannot be overwritten or deleted. If you create your own frequency files, they cannot be saved with " Est " in the file name.

The **A-Z All Files** category is an alphabetical listing of all files in all categories in the file bank.

From this screen, you can view a frequency file or delete a frequency file. However, you will only be able to delete frequency files that you have created. Established (Est) files can never be deleted.

When you select a frequency file from one of the categories, and then click the **View Frequency File** button, you will be taken to another screen that will show all the frequencies in that file.

This screen shows all the frequencies that are programmed into the selected frequency file.

In order to see the Van Gelder Function/Condition and Structure/Tissue info for a specific frequency, right-click the frequency and a tooltip will be displayed with that information.

When you have finished viewing the file, you can click **Return to Magnetic Frequency File Bank** to go back to the file bank and select another file.

Click **Return to Home Page** to be taken back to the main menu.

If you click the **Load Tissue/Function Analysis** button, the Magnetic Frequency File Components screen will appear.

At the top of the page, the spreadsheet for the selected frequency file is shown.

In order to see the Van Gelder Function/Condition and Structure/Tissue info for a specific frequency, right-click the frequency and a tooltip will be displayed with that information.
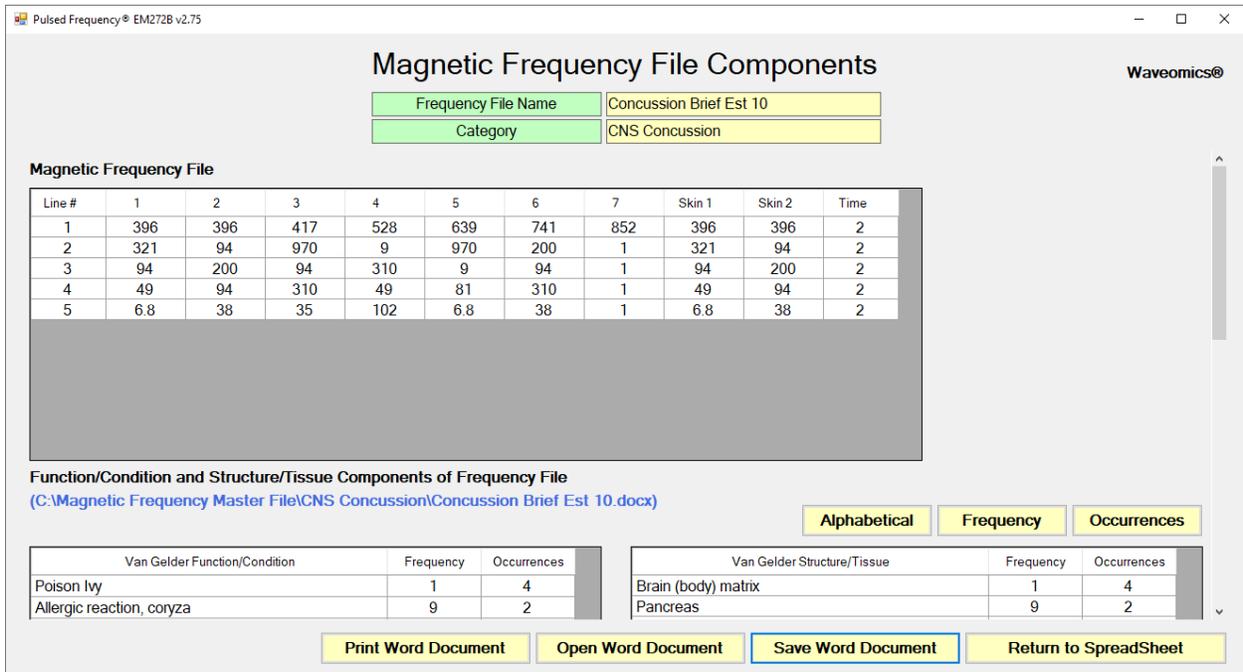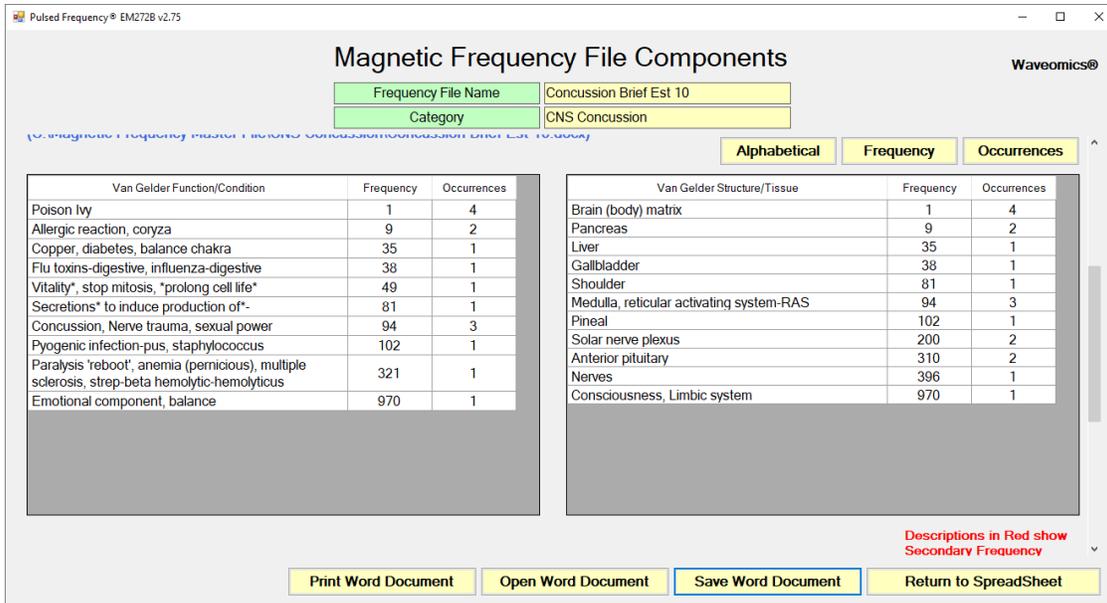

When you scroll to the bottom of the page, the Function/Condition and Structure/Tissue Components for the file are shown.

The Van Gelder Function/Condition Analysis is shown in the spreadsheet on the left.

The Van Gelder Tissue/Structure Analysis is shown in the spreadsheet on the right.

Function/Conditions and Tissue/Structures highlighted in Red indicate Secondary Frequencies.

If you scroll down further to the bottom of the page, you will see the Notes section.
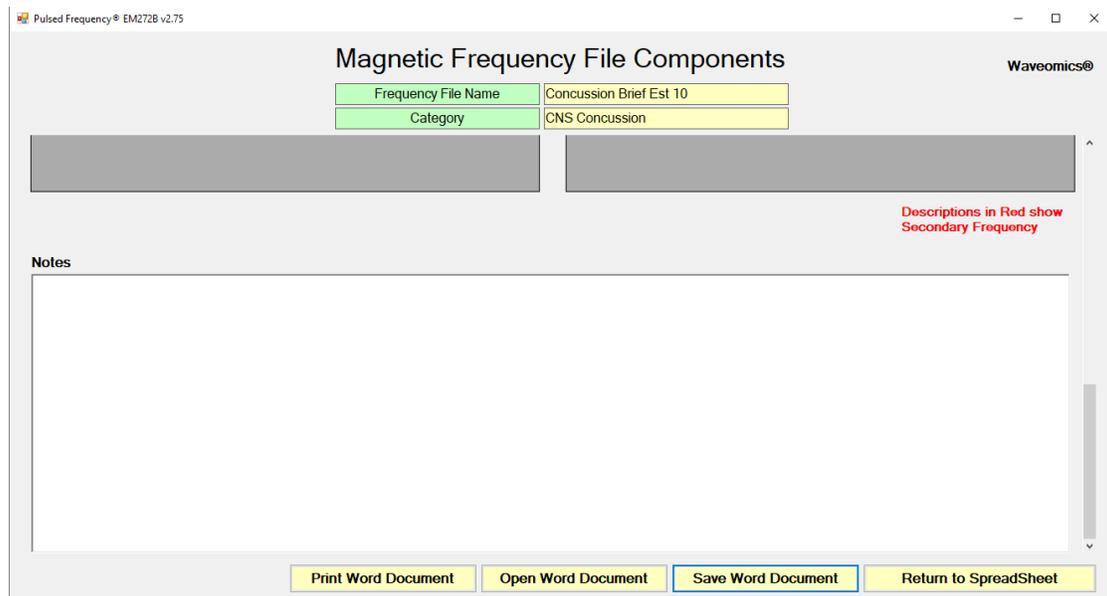
If you would like to add notes about this frequency file, you can add them here.

If you have Microsoft Word installed, you can click the **Save World Document** button and all the information on the page will be saved to a Word document.

If you click **Open Word Document**, the information will first be saved, then the document will be opened.

If you would like to just print all the information on the page, click the **Print World Document** button.

To return to the previous page, click the **Return to SpreadSheet** button.

Create Magnetic Frequency File

If you would like to create your own frequency files, click the **Create Magnetic Frequency File** button from the main menu page.

The page opens with a blank row. You can add a new row by clicking the **Add Row** button.

Frequencies in the range of 0.1 Hz to 5000 Hz can be added to the spreadsheet. You may add up to seven channels of frequencies and two channels of skin electrode frequencies. You must also add a time value in whole minutes.
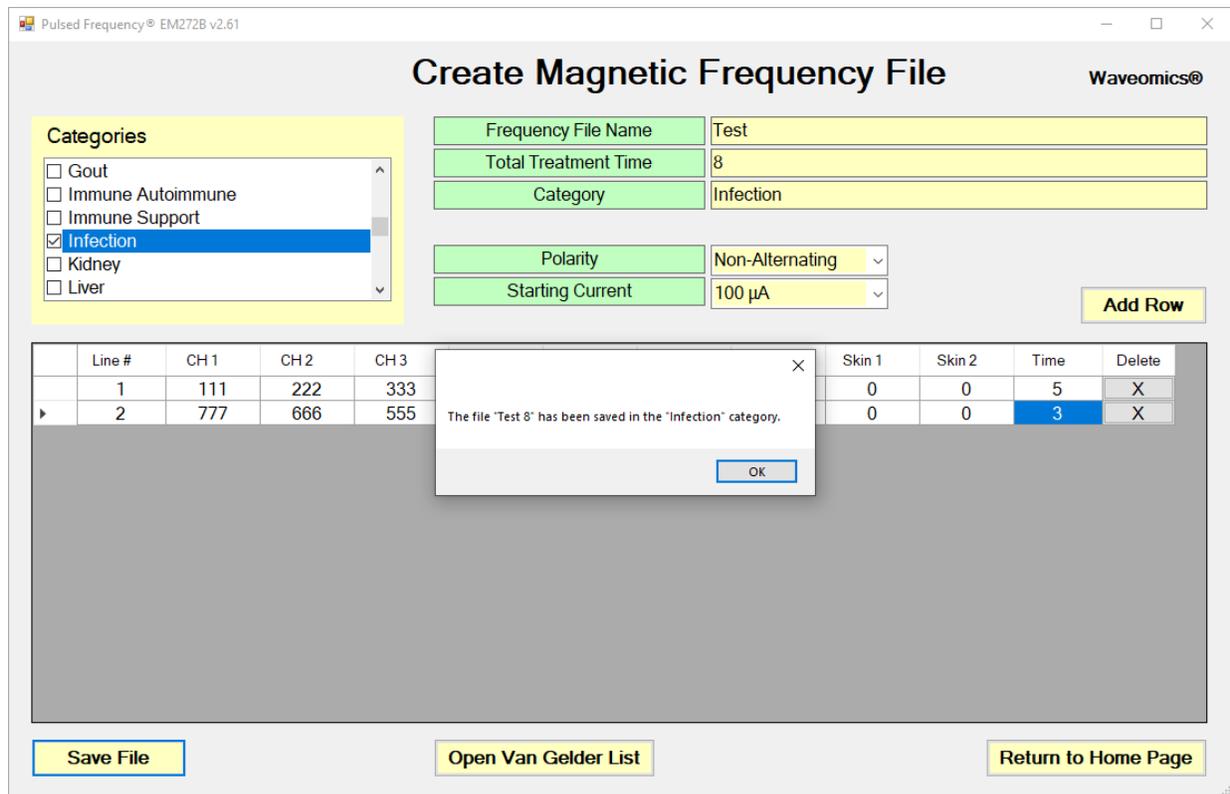
In order to see the Van Gelder Function/Condition and Structure/Tissue info for a specific frequency, right-click the frequency and a tooltip will be displayed with the information.

To delete a row, just click the **X** button at the end of the row.

When you have finished creating the file, select a category to save it to. Also, give the frequency file a name. The name must not have " Est " in the file name. Once you have finished, click the **Save File** button and a message will be displayed indicating the file has been saved to the desired category.

If you have Microsoft Word installed, you can click the **Open Van Gelder List** button and the following dialog box will be displayed.
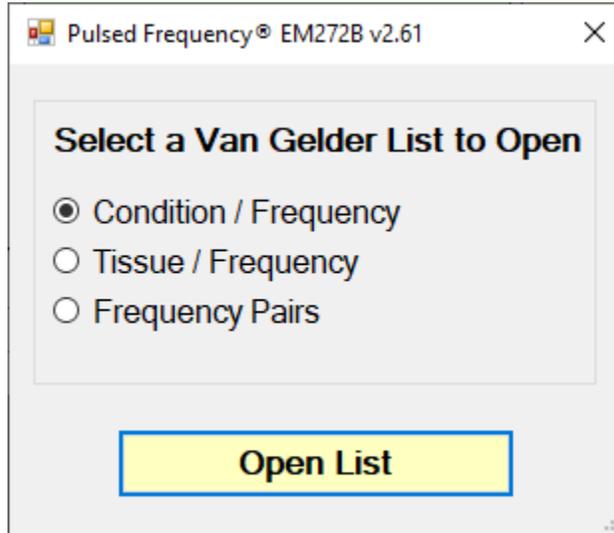
There are three different lists to choose from. After selecting one, click the **Open List** button. When you do, the list will open and your desktop will be organized in the following way.
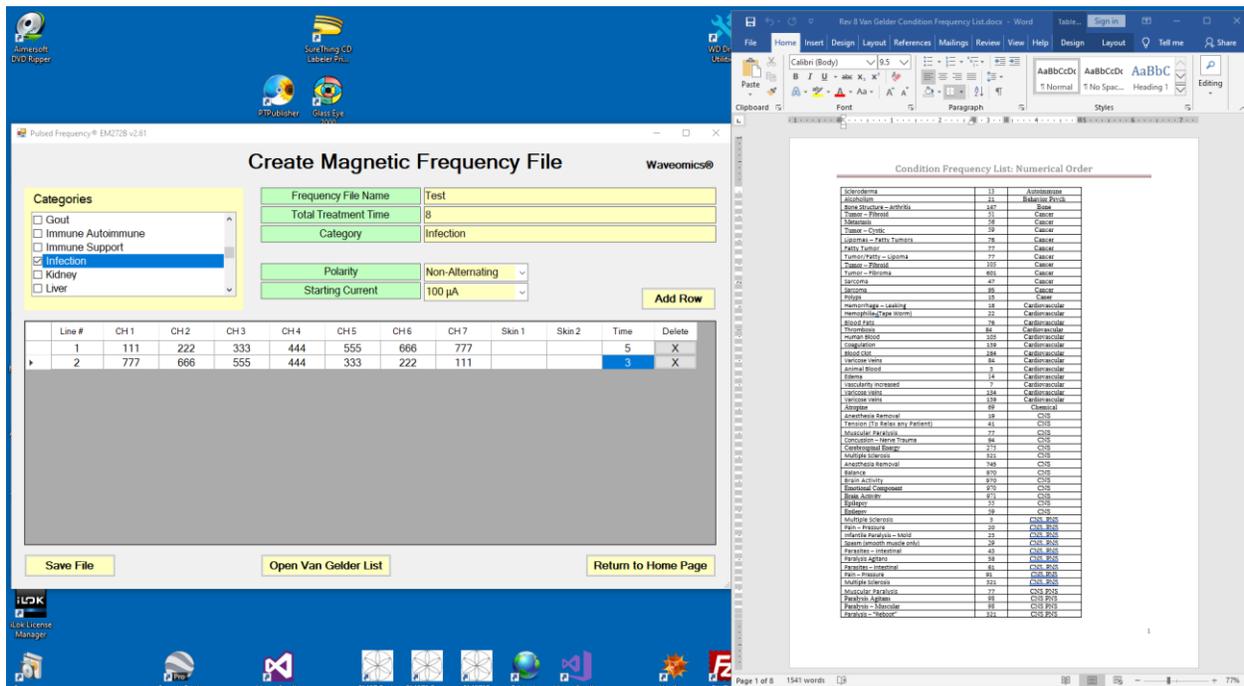
This layout allows you to refer to the list while creating the spreadsheet.

Edit Magnetic Frequency File

To edit an existing frequency file, click the **Edit Magnetic Frequency File** button from the main menu page. When you do this, the Magnetic Frequency File Bank will be displayed.
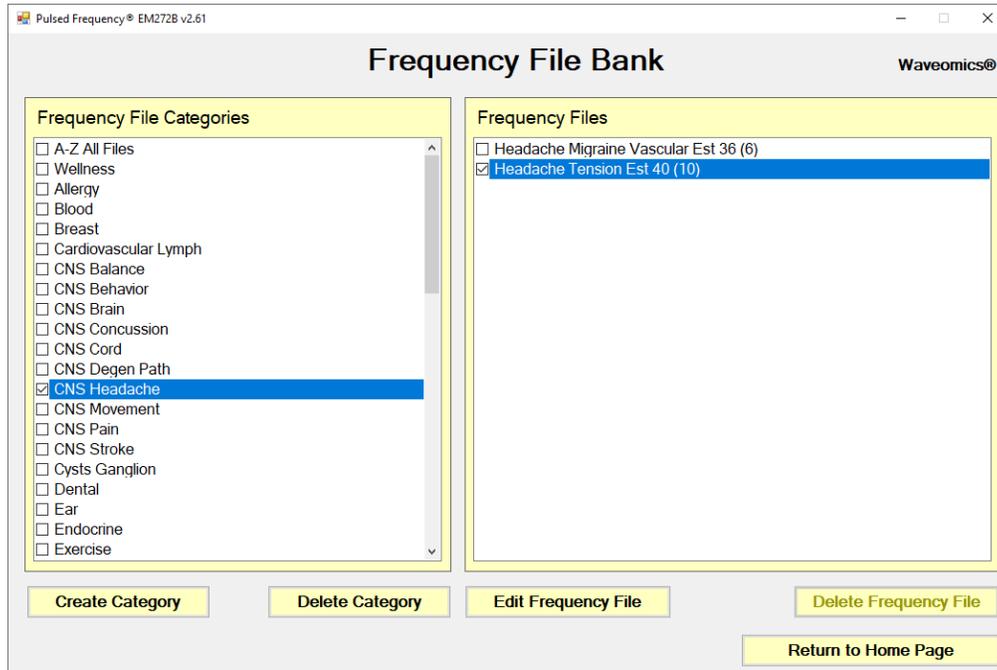
On this page, select a category and file, then click the **Edit Frequency File** button.
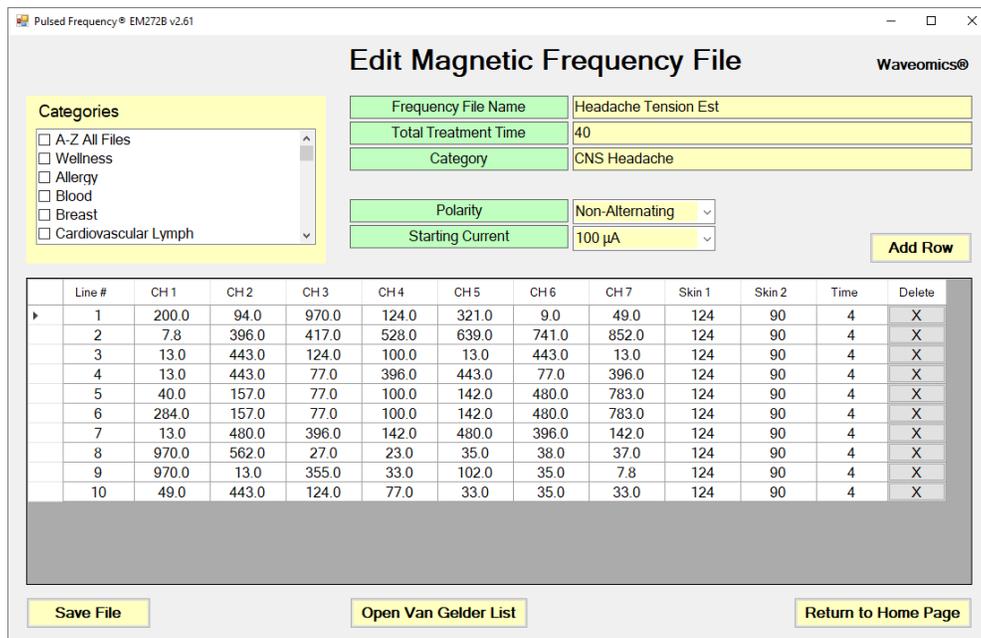
The Edit Magnetic Frequency File page will open for the selected file.

In order to see the Van Gelder Function/Condition and Structure/Tissue info for a specific frequency, right-click the frequency and a tooltip will be displayed with that information.

Line #	CH 1	CH 2	CH 3	CH 4
1	396	396	417	528
2	321	94	970	9
3	94	200	94	310
4	49	VGC Concussion, Nerve trauma, sexual power		
5	6.8	VGT Medulla, reticular activating system-RAS		
		38	35	102

Make any changes you wish, then click the **Save File** button to save the changes. Remember, you cannot have an " Est " in the file name. If you do, you will get an error message like the one shown below.

An established (Est) file cannot be overwritten.

Please choose another file name.

OK

If you do have Est in the file name, just remove it, then click **Save File** again.

After the file has been saved, you will see a confirmation message giving you the name of the frequency file and the category it was saved to.

If you have Microsoft Word installed, you can click the **Open Van Gelder List** button and the following dialog box will be displayed.


There are three different lists to choose from. After selecting one, click the **Open List** button. When you do, the list will open and your desktop will be organized in the following way.
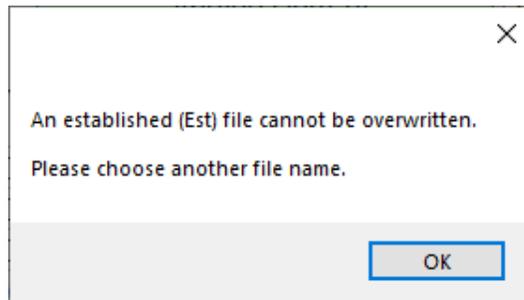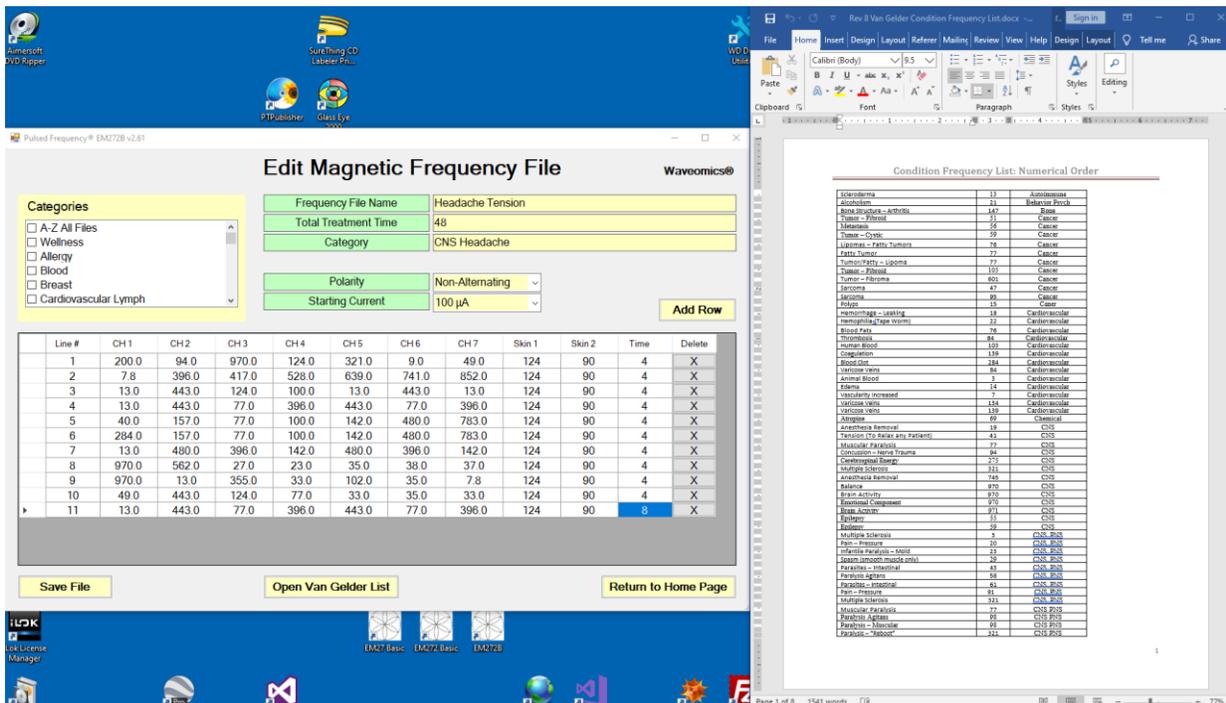

This layout allows you to refer to the list while creating the spreadsheet.

49
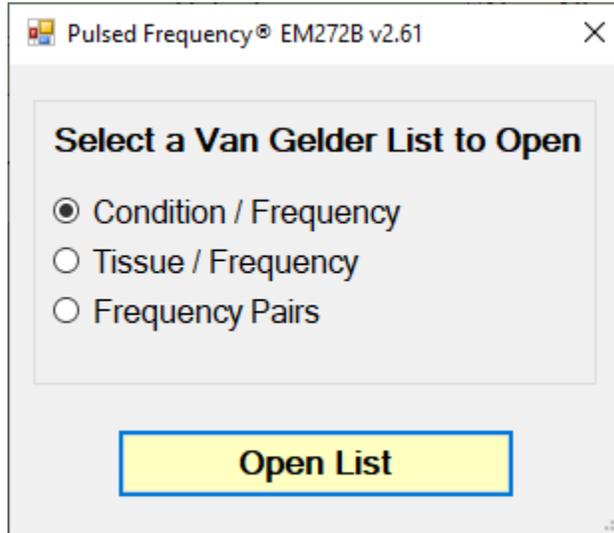
Create Play Magnetic Frequency File

The **Create Play Magnetic Frequency File** function allows you to create a new frequency file and play one row at a time. This is useful for testing the effect of different combinations of frequencies.

When you click the button on the main menu page, you are presented with this dialog box.
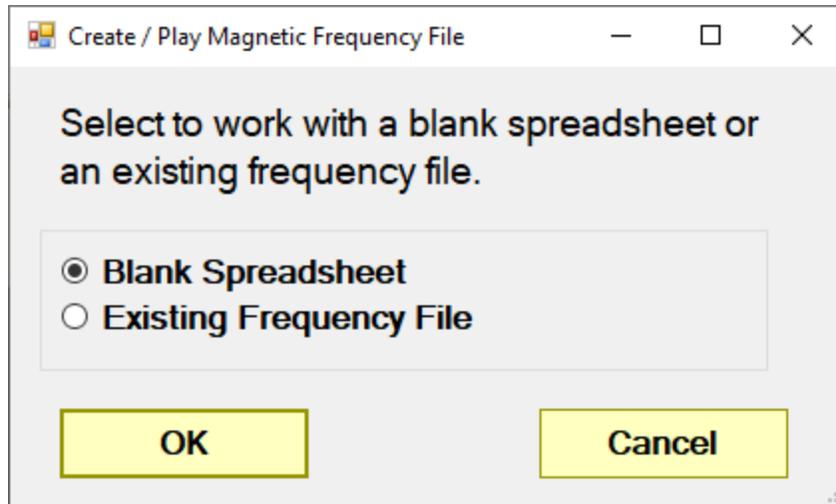

You can choose to work with a blank spreadsheet or an existing frequency file. If you choose to work with a blank spreadsheet, you would see the screen below.
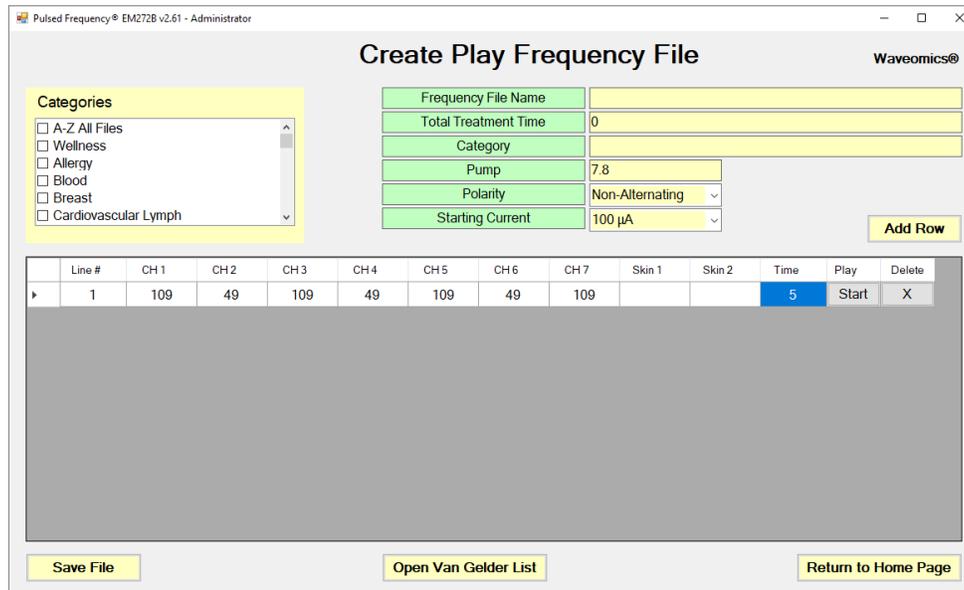
To begin, just click the **Add Row** button and add frequencies and a time value to the row. Then click the **Start** button. The **EM272B™** will then output those frequencies for the specified amount of time.
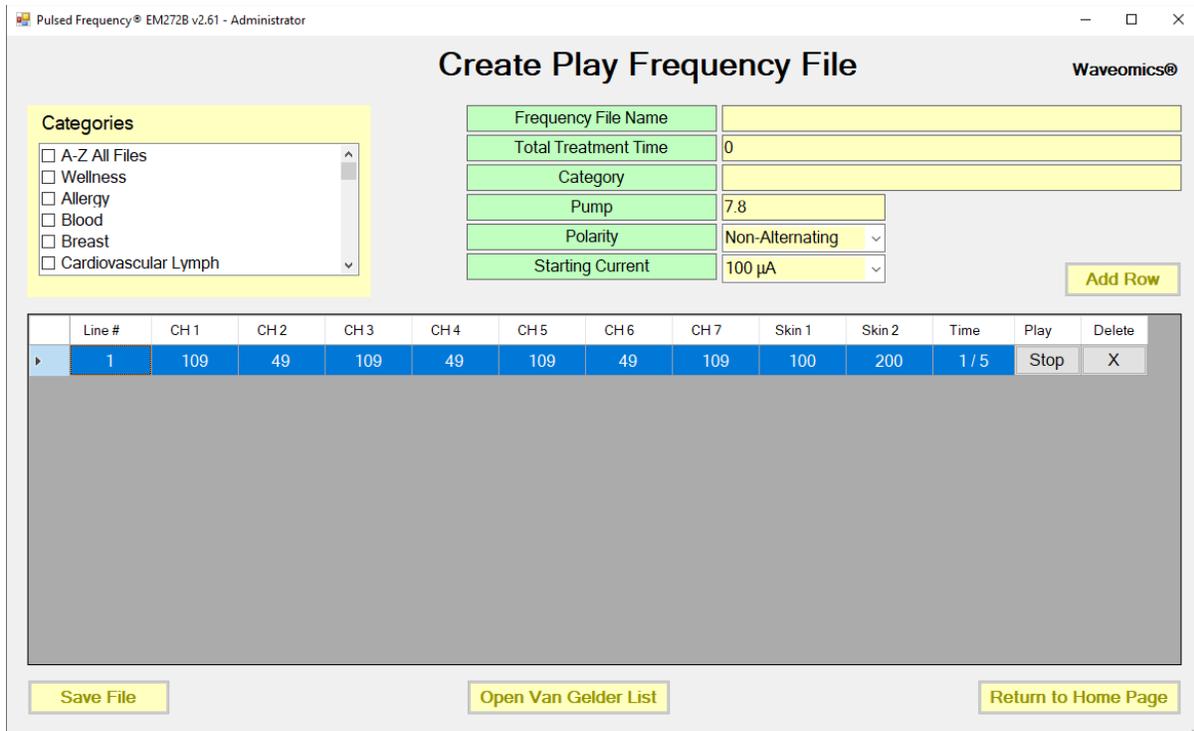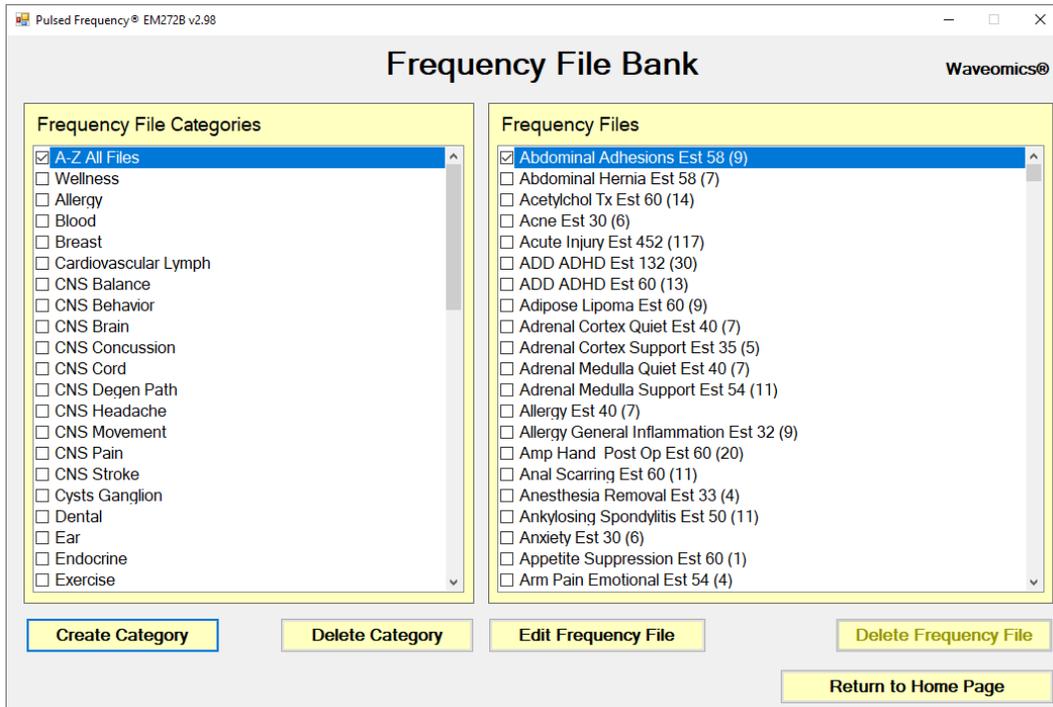
The **EM272B™** will then output those frequencies for the specified amount of time and then stop. You can also press **Stop** at any time to stop the play.
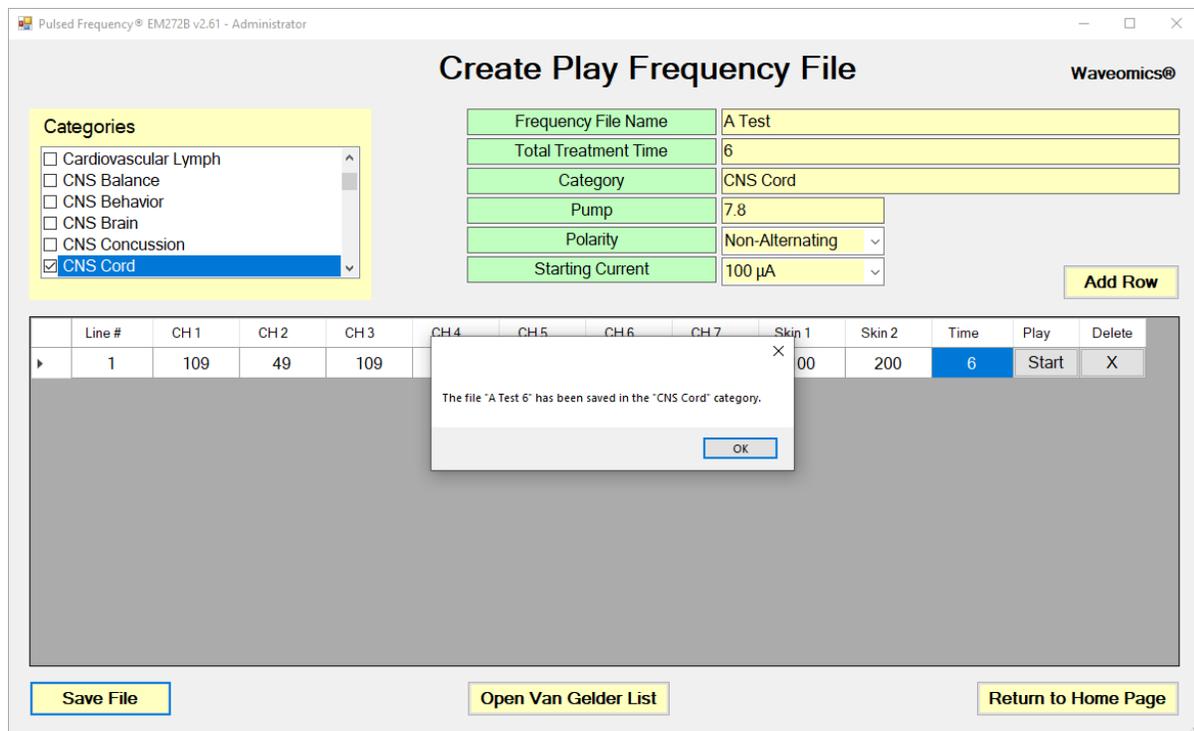
If you would like to save the file, select a Category, enter a Frequency File Name, then click the **Save File** button.

If you chose to start with an existing frequency file, the Frequency File Bank dialog box will be displayed.

Select a category and frequency file, then click Edit Frequency File button.

After selecting a frequency file, it will be loaded and displayed in the above screen. From there, you can press the **Start** button on any row and play it for the specified amount of time, then it will stop.

You can also stop the play of the row at any time by pressing the **Stop** button.

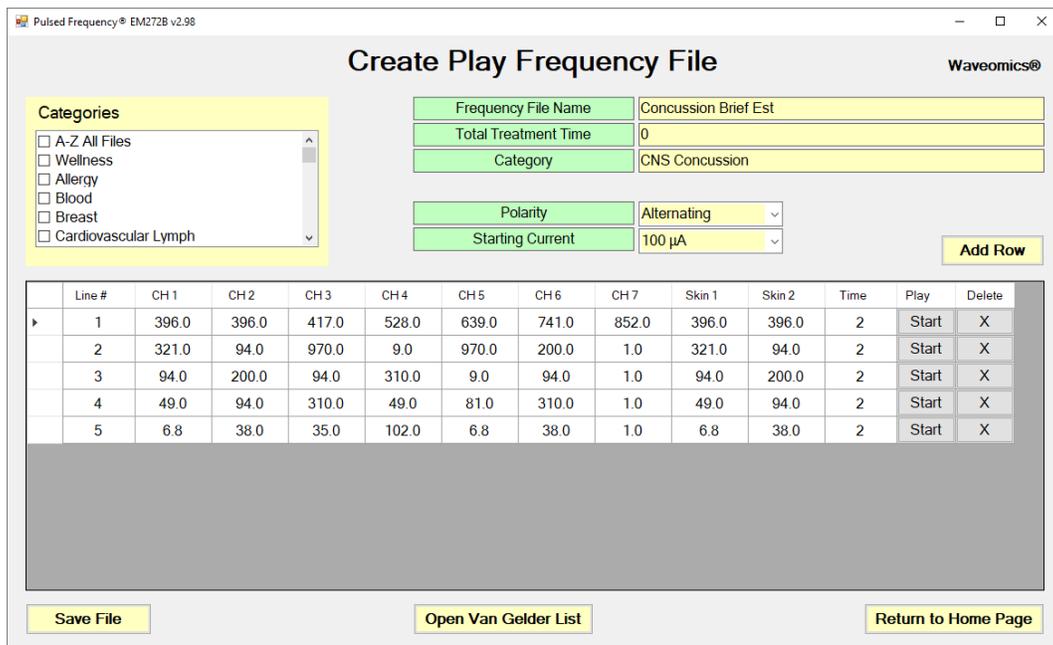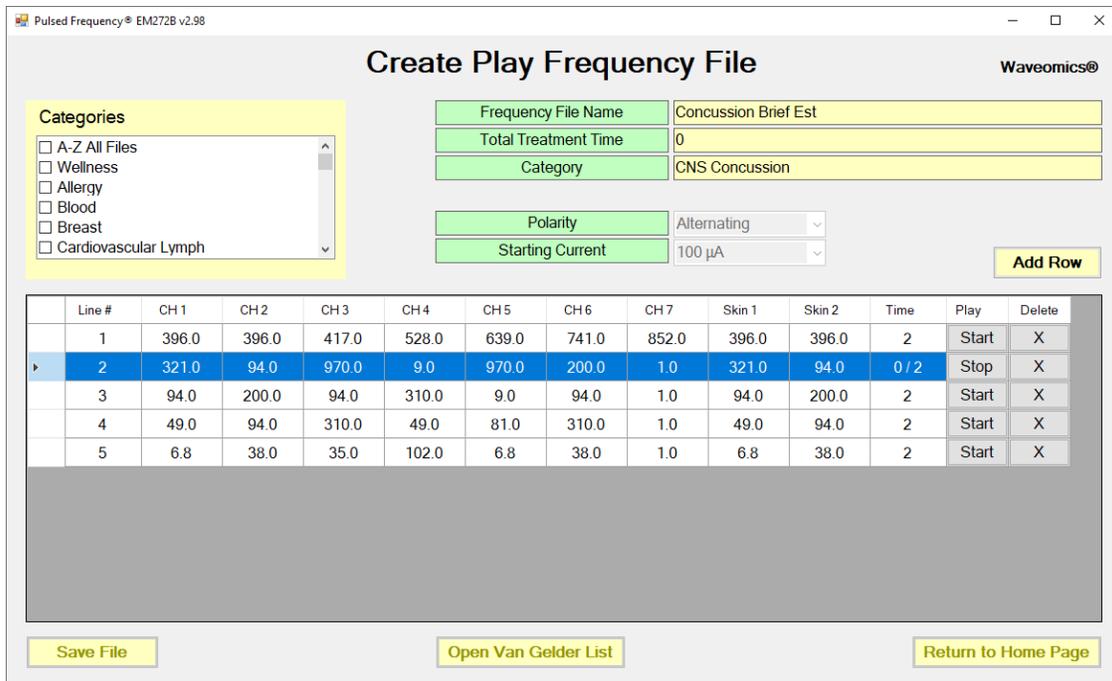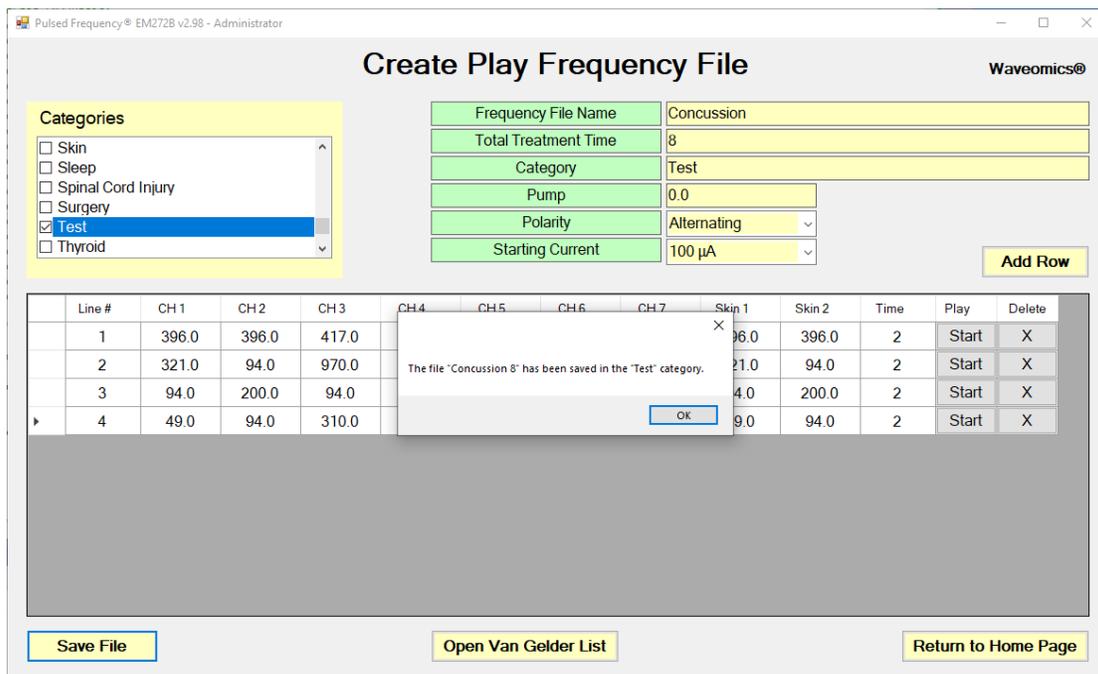If you have made changes and would like to save the file, select a Category, enter a Frequency File Name, then click the **Save File** button.

Otherwise, click the **Return to Home Page** button to go back to the main menu. You will be asked if you want to save the file. If you do, click **Yes**. If you don't, click **No**, and the changes will be discarded.

If you have Microsoft Word installed, you can click the **Open Van Gelder List** button and the following dialog box will be displayed.
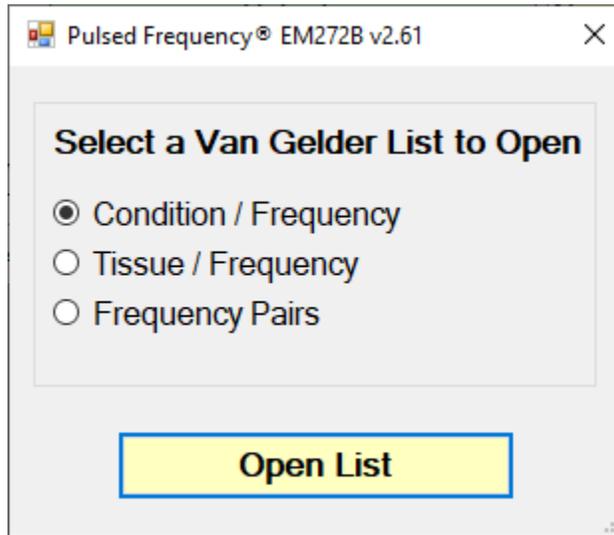
There are three different lists to choose from. After selecting one, click the **Open List** button. When you do, the list will open and your desktop will be organized in the following way.
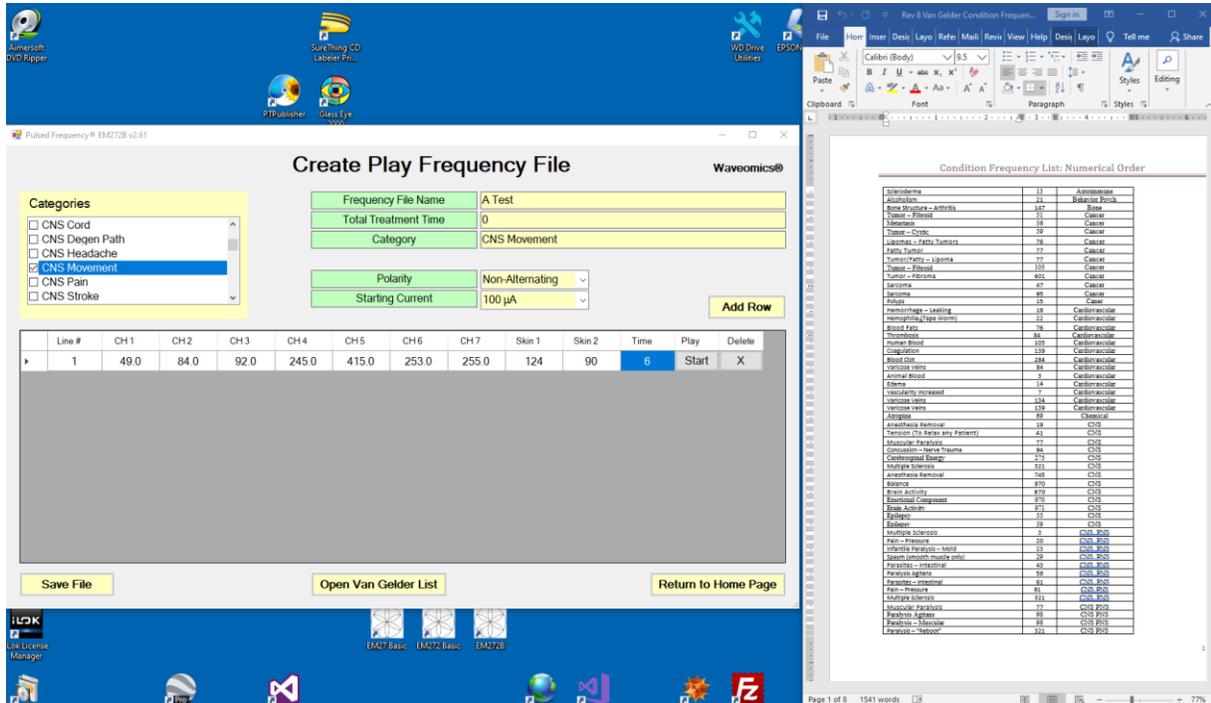
This layout allows you to refer to the list while creating the spreadsheet.

Treatment Files

When you click the **Treatment Files** button from the main menu page, the following screen will appear.

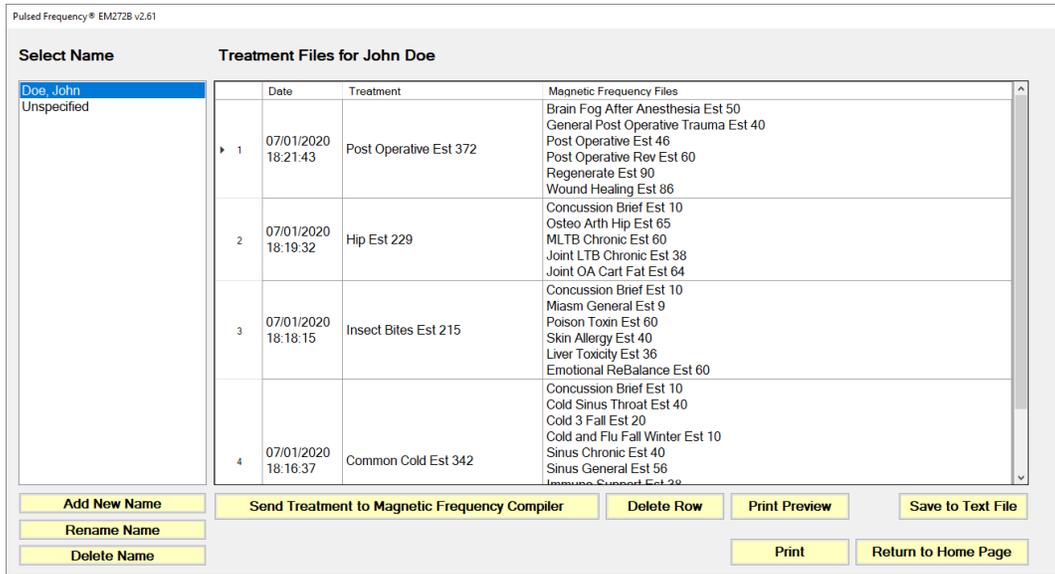The Treatment Files page is where you can look at the treatments that have been saved for each person. Just click the name of any person in the list, and their treatments will be loaded and displayed.

Just like in the Compiler, you can also add a new name to the list. To do this, click the **Add New Name** button and the following dialog box will appear.
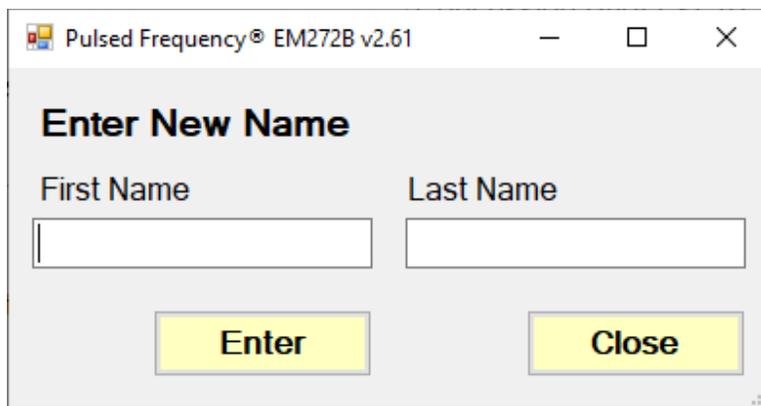
When you enter a First Name and Last Name and click the **Enter** button, the new name will be added to the list.

You can also delete a name from the list by selecting a name and then clicking the **Delete Name** button.

One of the nice things about the Treatment Files function is that you can select any treatment and send it back to the Compiler. Just select a treatment, click the **Send Treatment to Magnetic Frequency Compiler** button, and you will be sent to the Compiler where that treatment will be loaded.

With the treatment loaded into the Compiler, you can edit it or click the **Transfer Treatment to Device** button to transfer it to your **EM272B™**.

You can also delete any treatment from the treatment history of a specific person.
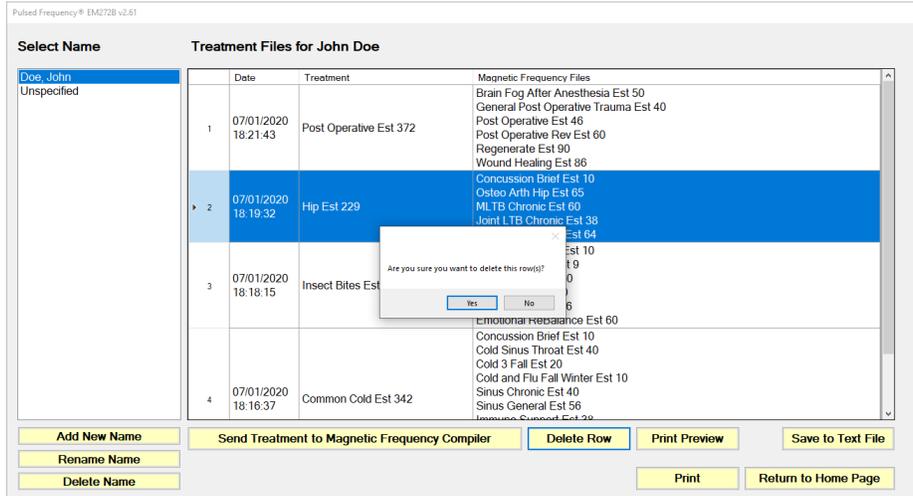
Select the treatment you want to delete and a confirmation dialog will be displayed where you can answer **Yes** or **No**. If you answered Yes, the treatment will be deleted.

To delete a person and their entire treatment history, click the **Delete Name** button. Be careful with this as once a person is deleted, they are gone permanently.

The Treatment Files function also has Print and Print Preview features. To preview something before printing, select the rows you want to print and click the Print Preview button.
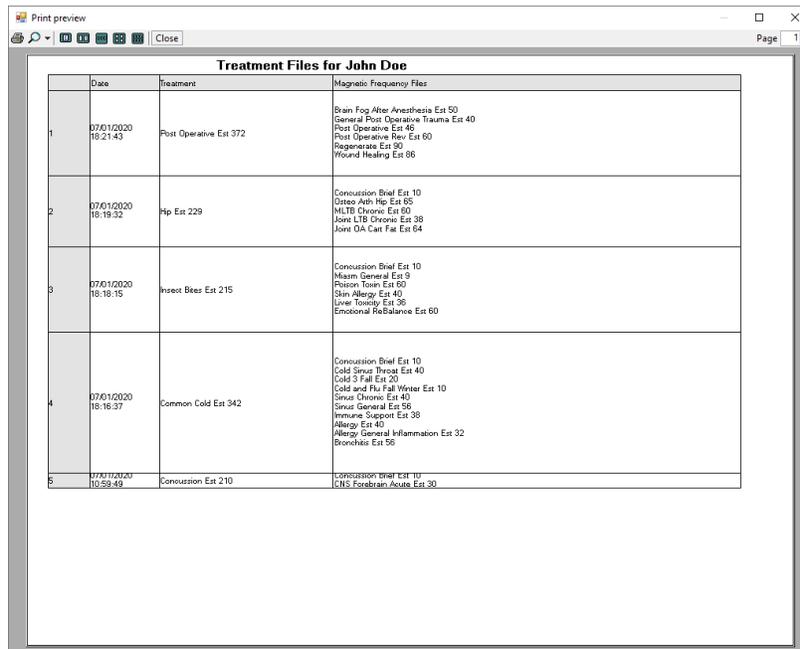
Once you are satisfied, you can click the Printer icon in the Print Preview window and your treatments will print.

If you don't want to preview, just select the treatments you want to print and then click the **Print** button.

The final capability in the Treatment Files section is **Save to Text File**. This function works similar to **Print**, except when you select the treatments you want, then click the **Save to Text File** button, a dialog will open that allows you to save the treatments to a text file on your hard drive.
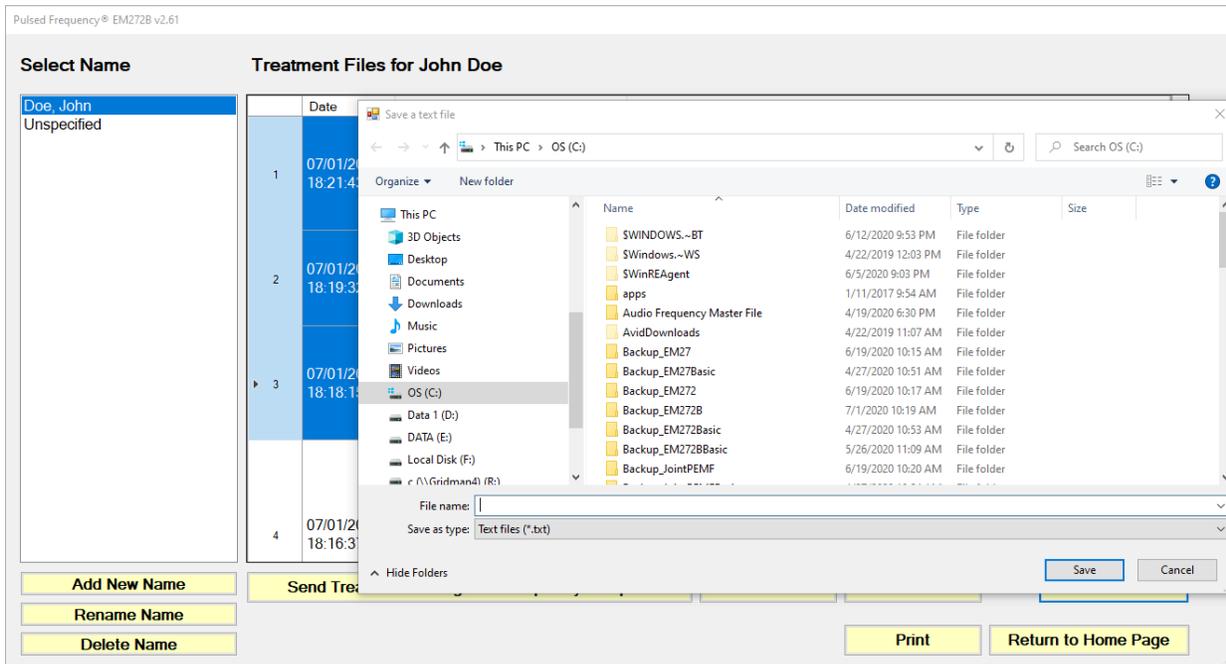
Select a location on your hard drive, enter a name for the text file, and click the **Save** button. The treatments will then be saved to that location.

File Storage

When the **File Storage** button is clicked on the main menu page, you will be presented with a dialog box that has the following tabbed pages.

- ☐ Backup / Restore
- ☐ Detect Method
- ☐ Serial Number
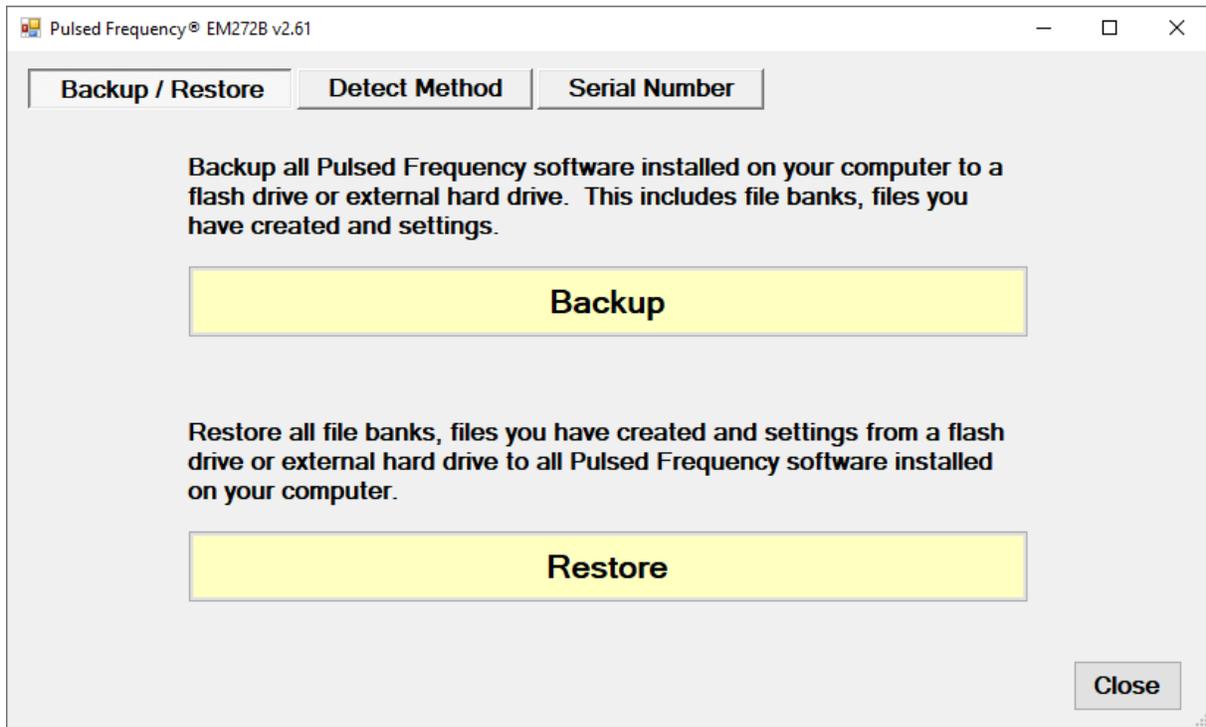
The **Backup / Restore** tab has functions which allow you to back up and restore your Pulsed Frequency software.

The **Backup** function will back up all the Pulsed Frequency software installed on your computer to a flash drive or external hard drive. This includes file banks, files you have created and your settings.

The **Restore** function restores all file banks, files you have created and settings from a flash drive or external hard drive to all the Pulsed Frequency software installed on your computer.

To use the **Backup** function, click the **Backup** button.

When you click **Backup**, the following dialog box will appear.
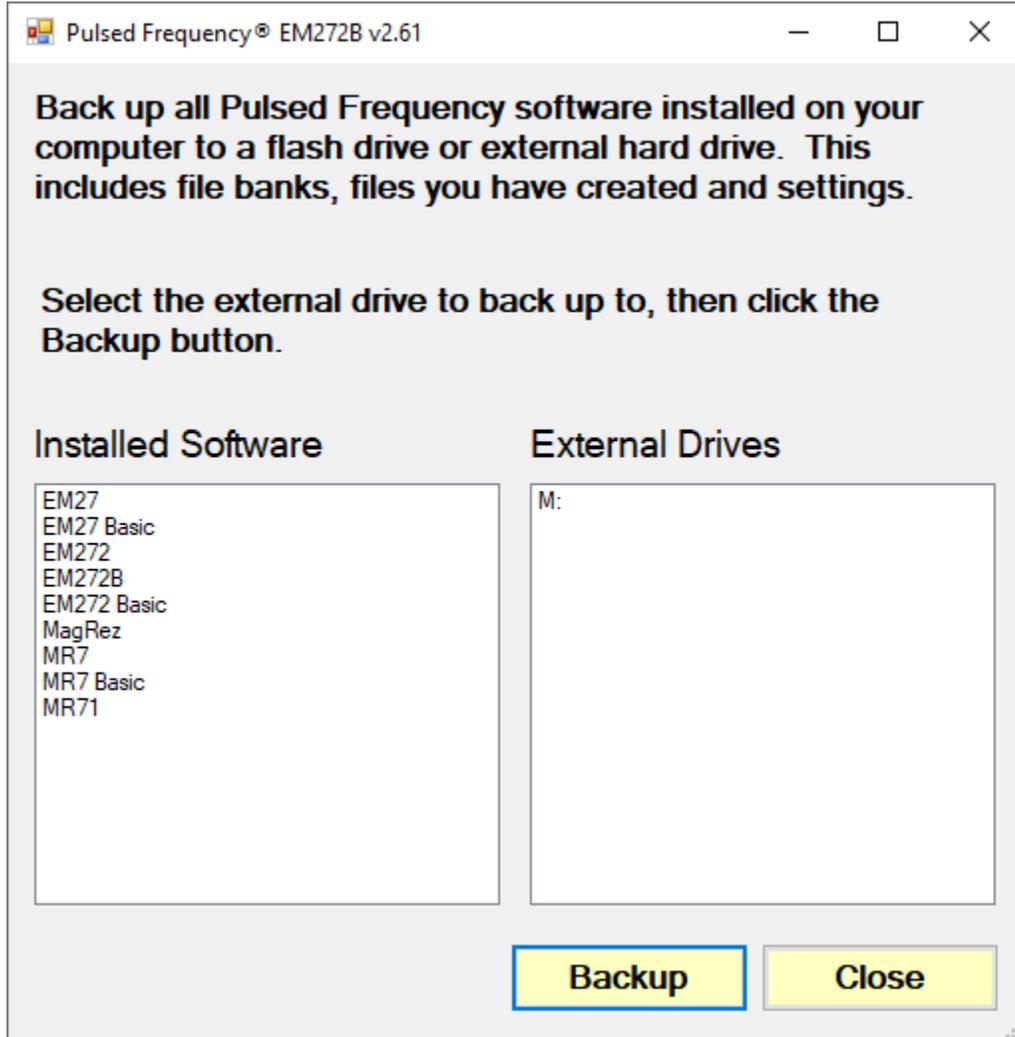
The Pulsed Frequency software installed on your computer is listed on the left. The external drives are listed on the right. Select an external drive from the list on the right, then click the **Backup** button.

While the function is backing up all your software to the external drive, you will see messages displayed like the one above that show you what version is currently being backed up. When the process has finished, you will be returned to the **Backup / Restore** page.

To use the **Restore** function, click the **Restore** button.
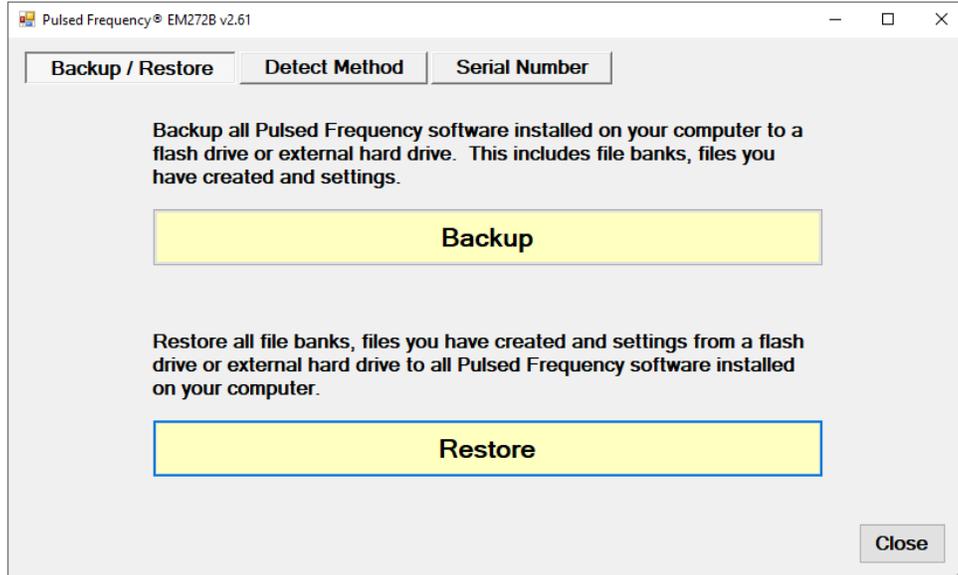
When you click **Restore**, the following dialog box will appear.
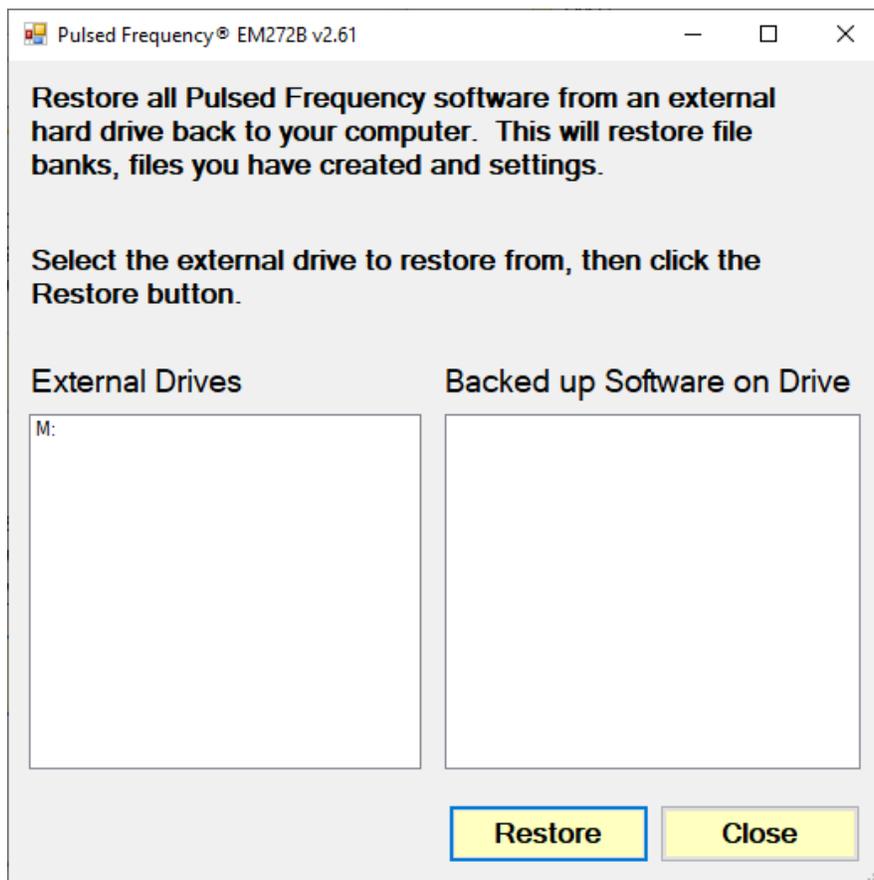
The list of external drives connected to your computer will be on the left. Select a drive.
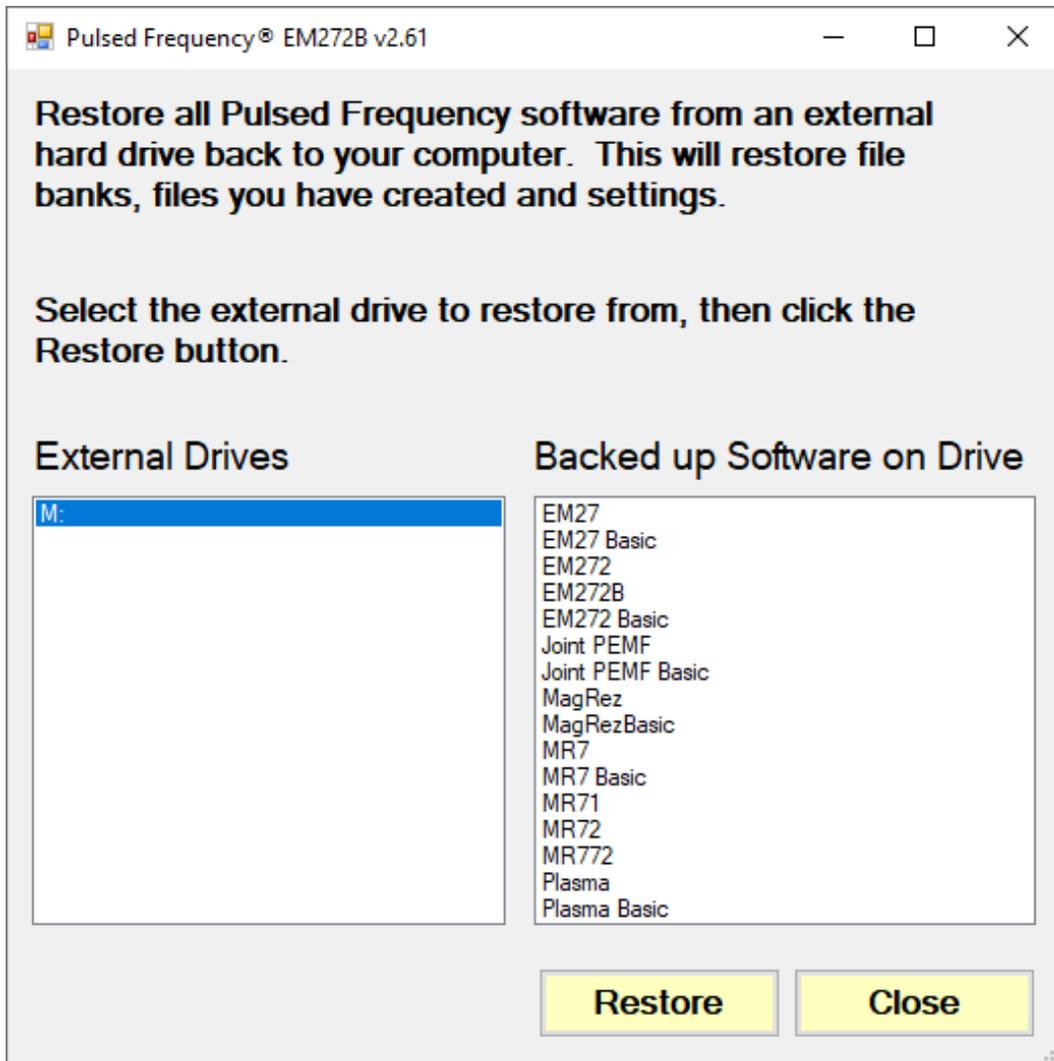
After you have selected an external drive, the list of software backed up on that drive will appear on the right. When you click Restore, the program will restore the files to only the software you have installed on the computer.

For example, let's say you want to back up your desktop computer and restore onto a laptop. You have 12 versions of Pulsed Frequency software on the desktop computer and when you backed up to the external drive, all 12 versions were backed up. But the laptop you want to restore to only has 4 versions of Pulsed Frequency software. That is fine. The program will only restore the files to the 4 versions of software you have on the laptop computer.

If you are a practitioner and have a clinic with multiple rooms each having computers with Pulsed Frequency software installed, you should backup from the computer that has the most editions of the software installed. When you take the external drive to each of the other rooms, you can be assured that all the software on the computers in those rooms will be restored.

After you press the **Restore** button, the program will let you know what Pulsed Frequency software is currently being restored.
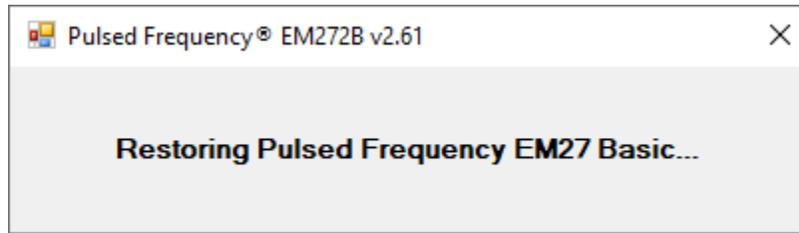
The above message will change as the files for each edition of the Pulsed Frequency software is restored.
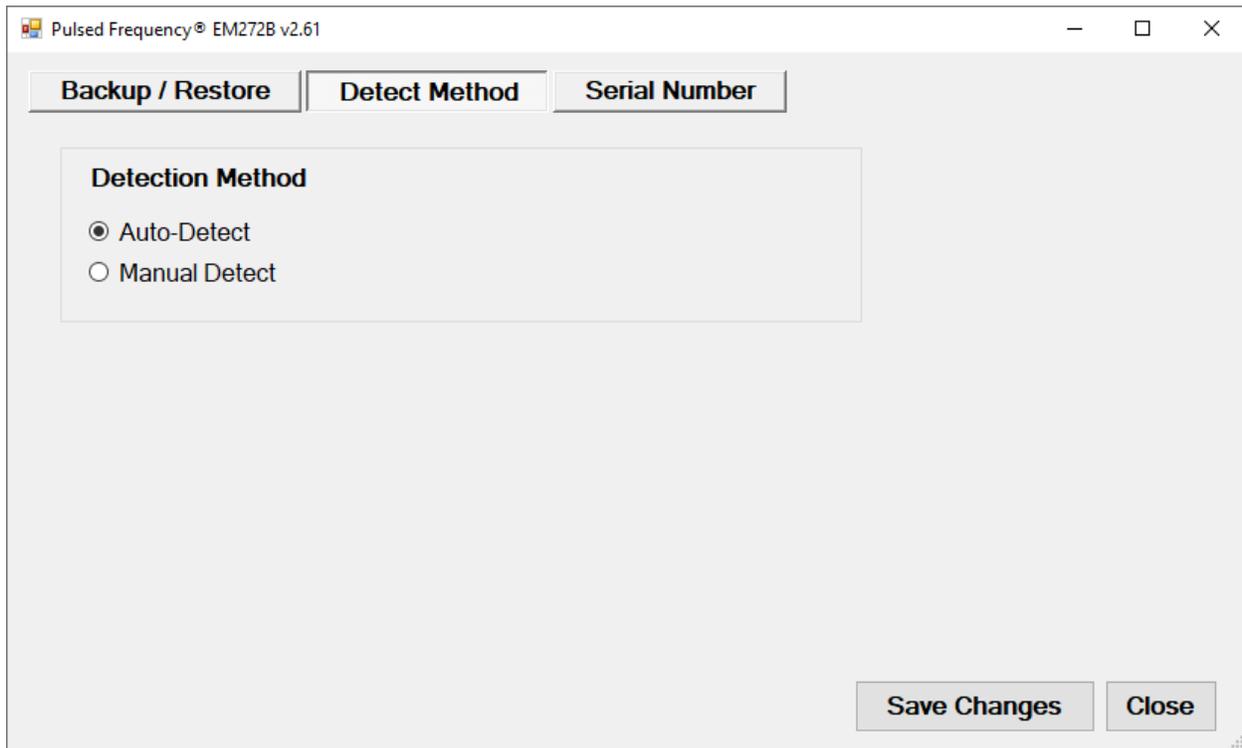
The **Detect Method** tab allows you to select the method of device detection. When the software is first installed, **Auto-Detect** is selected by default. This means that your **EM272B^{TM}** will be detected automatically when you connect it to the computer. In most cases, the software will work fine if you leave this setting alone.

If you change the Detect Method setting, click the **Save Changes** button to save your choice.

In a very small percentage of cases, the **Manual Detect** setting may work better. This is usually only needed on older computers that are slower. The only way to tell if you need to switch to **Manual Detect** is if your **EM272B^{TM}** has continuous problems being detected when Auto-Detect is selected.

To use Manual Detect, select the setting, click **Save Changes**, then click the **Close** button. On the main menu page, click **Close Program** to exit from the software.

To learn how to do manual detection, please go to the section of the manual entitled, **EM272B™ Manual Detection**.

The **Serial Number** tab will display the serial number of your **EM272B™**, if it is connected to the computer.
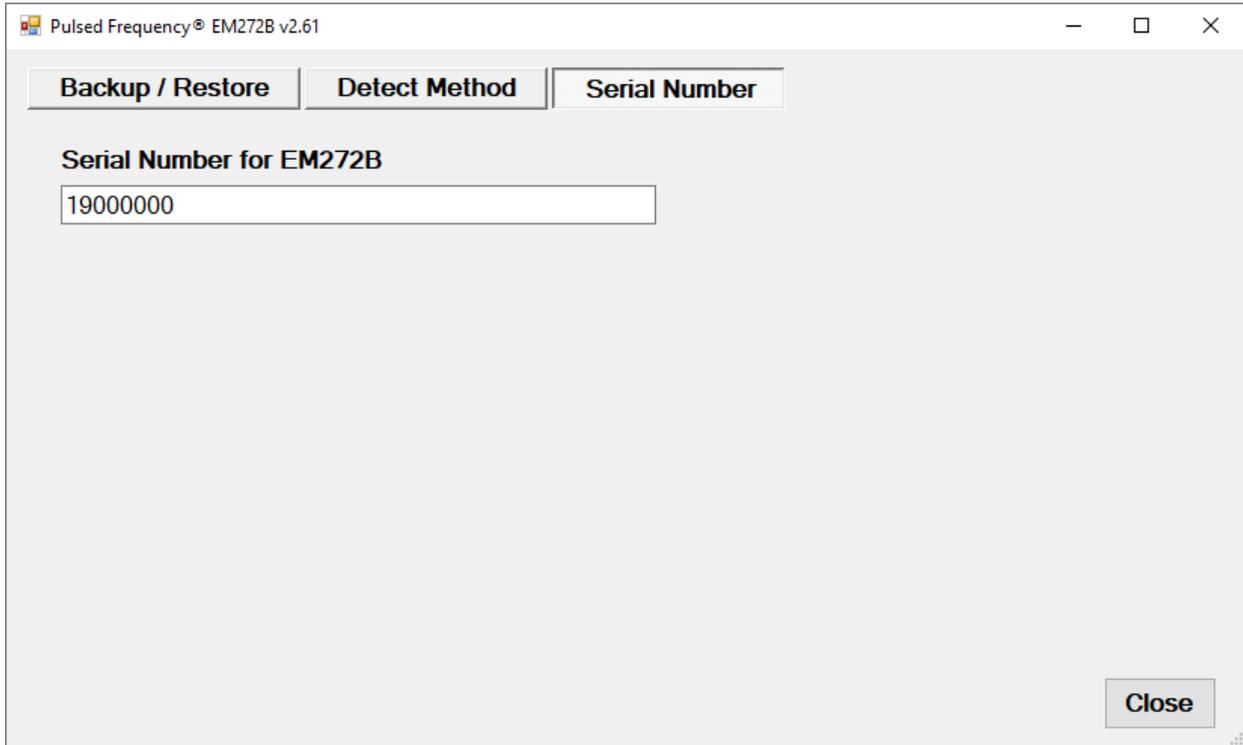
When you are finished with the **File Storage** function, just click the **Click** button.

Troubleshooting

If you have problems detecting your **EM272B^{TM}** device, you will need to troubleshoot the problem. To do this, exit from the software and try the following solutions.

Solution 1

Even though you have the USB cable plugged into the **EM272B^{TM}** and to the computer, you may not have a good connection. Unplug the cable from both the **EM272B^{TM}** and the computer, then plug the cable back into both places. Next, run the software, click View Frequency Files in Device, and see if the words, " EM272B is not connected" still appear on the screen. If they don't, your problem is solved. You can now proceed to the Software User Guide section. If you still see the words, proceed to Solution 2.

Solution 2

The most common cause of a connection problem is that Windows cannot see your device. Try plugging the USB cable into a different USB port on your computer. Also, unplug the cable from your **EM272B^{TM}** and plug it back in. Run the software again, click View Frequency Files in Device and see if you can see the files loaded into your **EM272B^{TM}**. If you can see the files, proceed to the Software User Guide section. If you still get the message, "EM272B is not connected", proceed to Solution 3.

Solution 3

If you are still having a problem, try plugging the larger end of the USB cable into a USB hub. The hub must be powered for this to work. A powered USB hub is where a power cable runs from the hub to an AC adapter that plugs into a wall outlet. With the **EM272B^{TM}** plugged into the hub, run the software and try to load a treatment. If you can, your problem is solved.

Solution 4

Another cause of a connection problem is a bad USB cable. If you suspect your cable, then replace it and try again.

Solution 5

If all other solutions have failed, a final check is to run the Device Manager.
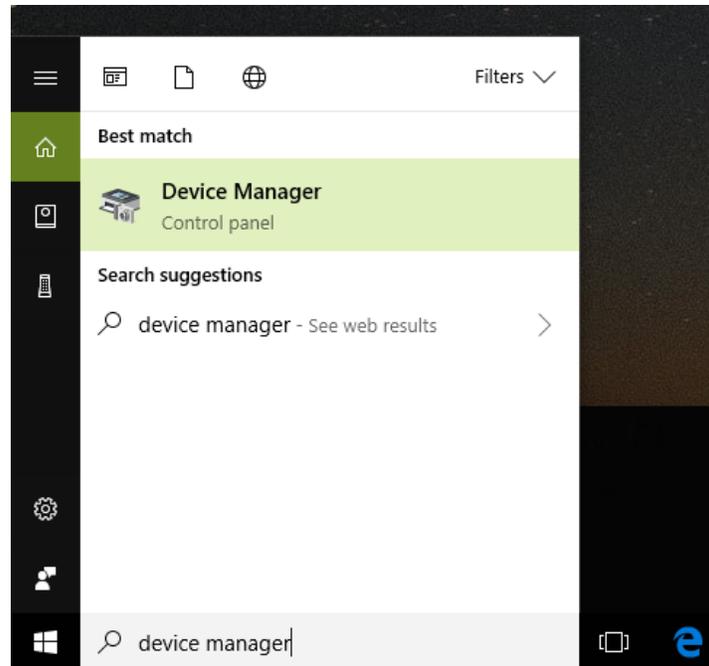
If you are using Windows 10, go to the lower left hand corner of the screen and enter the words "device manager". When that choice appears in the list, click on it.

If you are using Windows 8 or 8.1, click the flag in the lower left hand corner and type "device manager." When that choice appears in the list, click on it.

If you are on Windows 7, click the Start button in the lower left hand corner, and enter "device manger" in the search box. When that choice appears in the list, click on it.
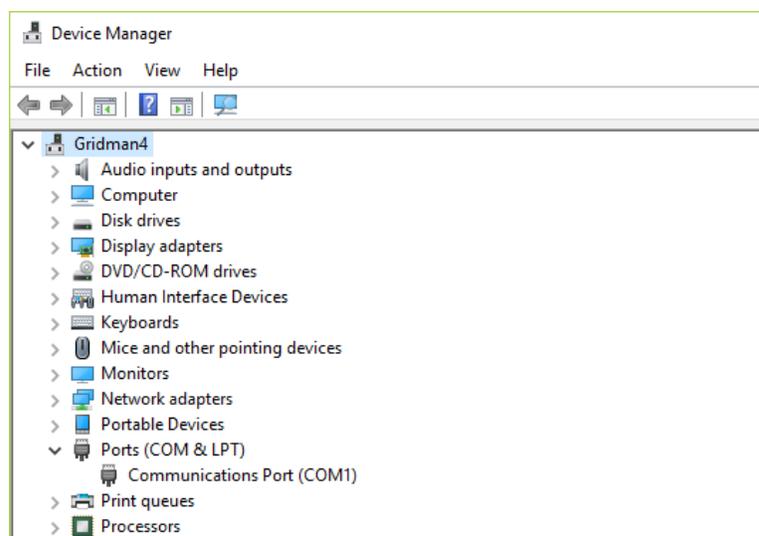
In Device Manager, click the arrow next to Ports (COM & LPT) in order to expand the list. If the **EM272B™** is connected and you see something similar to the screenshot above, then

Windows cannot see your device. Try any of the above solutions then come back to Device Manager and look at the list.
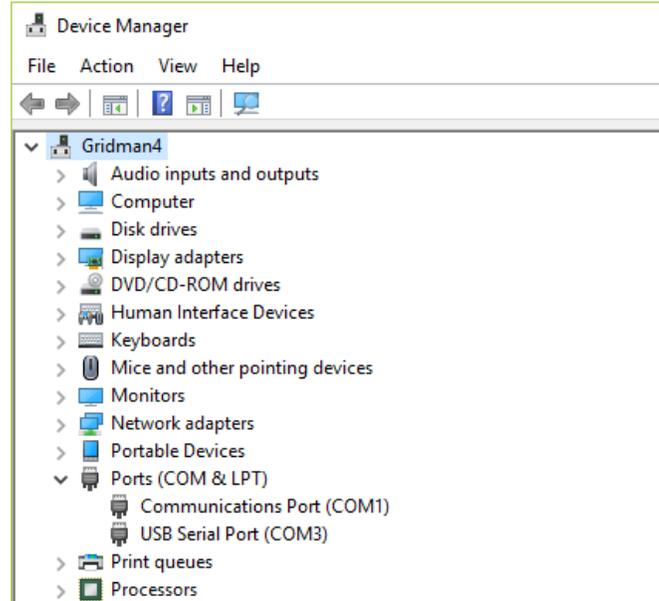
When Windows can see the **EM272B™**, you will see an entry similar to the one above that says, "USB Serial Port (COM3). It may show a different COM port, but that is okay. The main thing to remember is that when Windows can see your **EM272B™**, it will assign a COM port to it. You should now be able to run the software and transfer treatments to the **EM272B™**.

EM272B^{TM} Manual Detection

Please follow these steps in order to manually detect your **EM272B^{TM}**.

On Windows 10, click the Windows flag in the lower left corner of the screen and scroll down the list of programs until you see the Pulsed Frequency folder. Expand that folder and select **Detect EM272B**.

On Windows 8 or 8.1, click the Windows flag in the lower left corner of the screen, type "detect EM272B" and when that item is displayed in the list on the right, select it to run the utility.

On Windows 7, go to the Start Menu, click All Programs, scroll down to the Pulsed Frequency folder and select the **Detect EM272B** program. Make sure your **EM272B^{TM}** is not connected to the computer when you do this.

After you have clicked on the shortcut, you will get a warning from Windows saying "Do you want to allow this app from an unknown publisher to make changes to your device?" Click "Yes". Follow the instructions on the screen to detect your device.
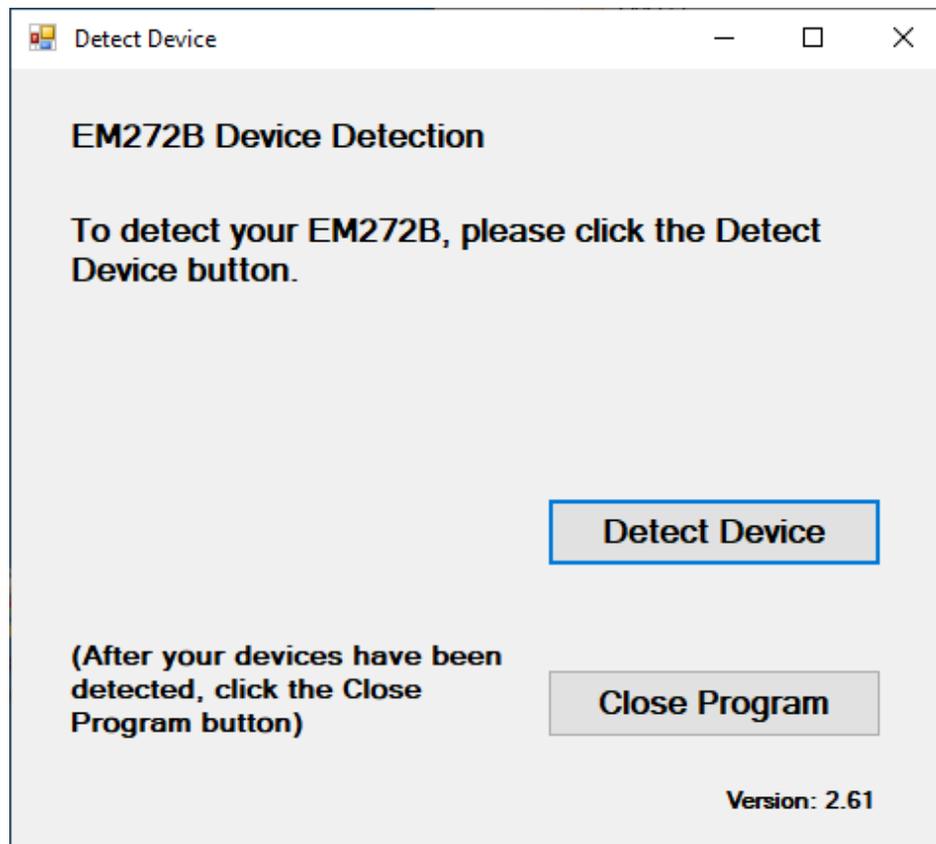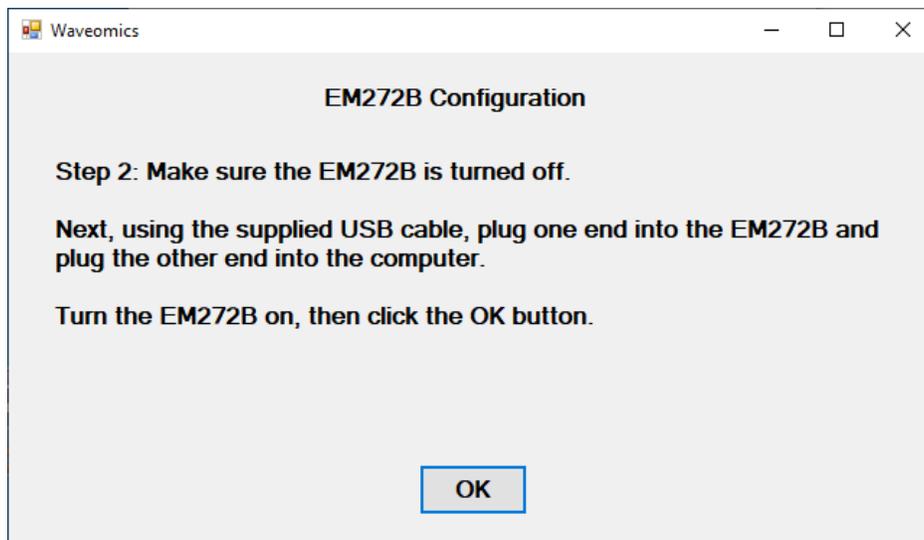

On the first page of the program, click the Detect Device button. The following dialog box will then be displayed.
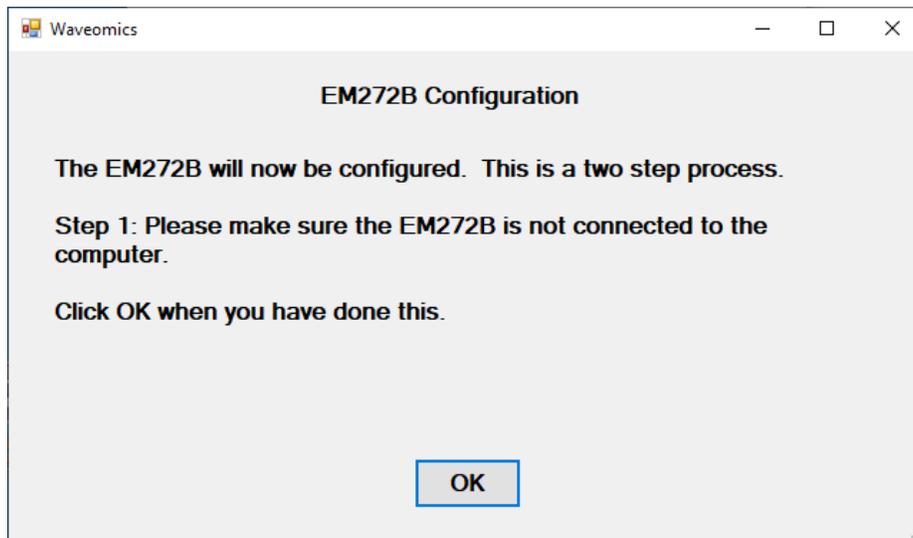
Make sure the **EM272B^{TM}** is not connected to the computer, then click the **OK** button.
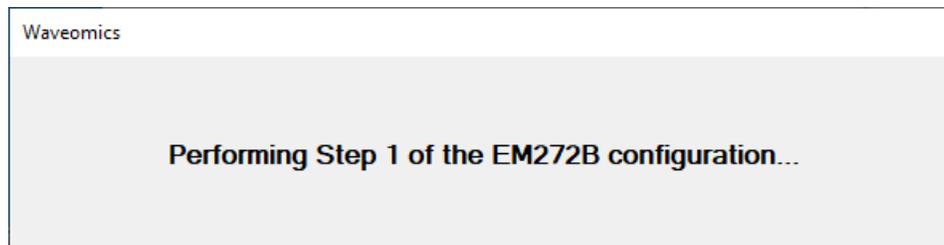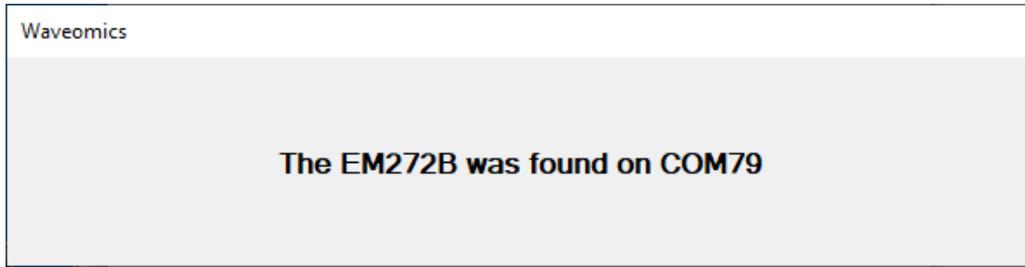

Here, the program is examining your system without the **EM272B^{TM}** connected. After this is finished, the following dialog box will be displayed.
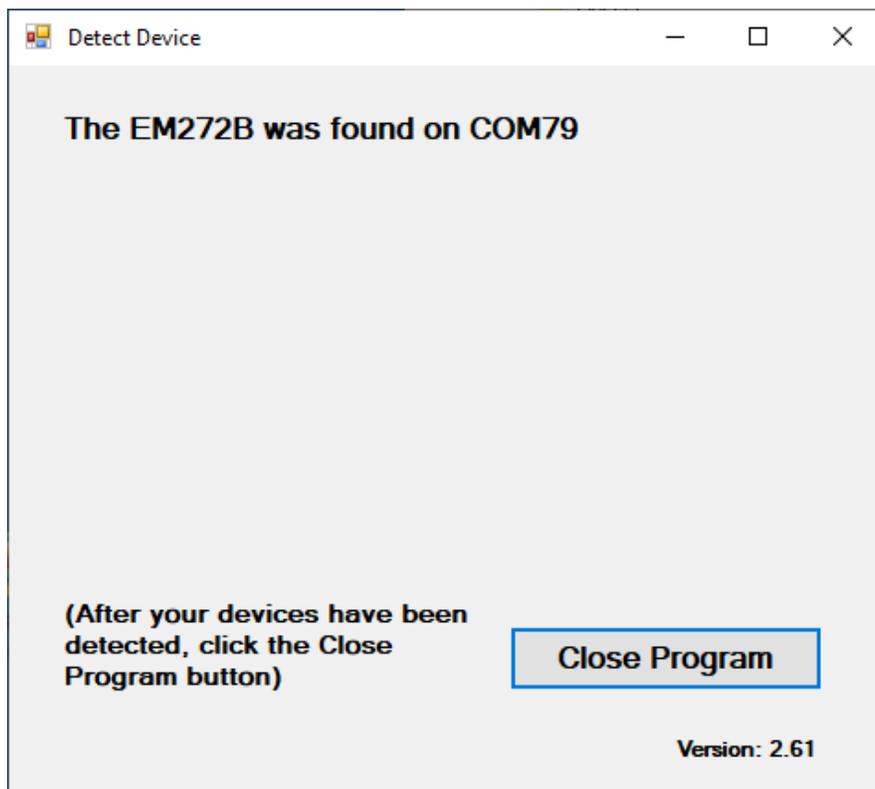

Make sure the **EM272B^{TM}** is turned off, connect it to the computer, then click the **OK** button.

Waveomics

Performing Step 2 of the EM272B configuration...
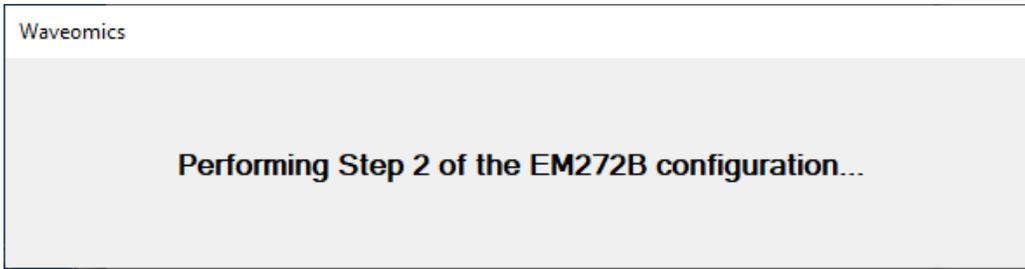
Here, the program is examining your system with the **EM272B** connected.

Waveomics

The EM272B was found on COM79

When your device has been detected, you will be returned to the main screen of the program.

Detect Device — □ ✕

The EM272B was found on COM79

(After your devices have been detected, click the Close Program button)

Close Program

Version: 2.61

The location of the **EM272B**^{TM} will be displayed on this screen and its location will have been saved in the configuration information for the Pulsed Frequency **EM272B**^{TM} software. You can now click the **Close Program** button to exit the program. This completes the manual detection process.

The Pulsed Frequency^{TM} EM272B^{TM} software can now be run with the **EM272B^{TM}**. Go to the desktop and double-click on the **EM272B^{TM}** shortcut.