BT7
(Bio Tuner)

No Power: No Green Mode Light is on.

- Ensure the Battery is inserted correctly.
- Ensure the battery is a 9-Volt ***Alkaline***.
- Try a new 9-Volt ***Alkaline*** Battery.
- Try gently moving the metal battery clips forward in the battery compartment to make better contact.
- There may be a fault with the unit. Contact Member Services 1.800.224.0242 or repairs@sotainstruments.com.

The Current is not Felt

- Are one of the Green Mode Lights on?
  - **Yes.**
    - Touch the black rubber electrodes on the headset together and turn the intensity dial up. Does the Yellow light come on?
      - **Yes.**
        - The unit appears to be working properly. It is common to become tolerant to electricity and not feel the current.
        - Natural skin oils can interfere with current. Wipe skin behind ears with damp cloth to remove oils.
        - Ensure the cotton sleeves are adequately moistened.
        - Wash and/or Replace Cotton Sleeves periodically.
        - As a result of dehydration it can be more difficult to feel the current. It is important to drink plenty of water.
      - **No.**
        - Remove the black rubber electrodes from the headset and buff the metal pieces. Also, use a toothpick to clean the inside of the black rubber electrodes. Reconnect the rubber electrodes to the headset and touch the electrodes together. Turn the intensity dial up, does the Yellow light come on?
          - **Yes.**
            - The unit appears to be working properly. It is common for a person to become tolerant to electricity and not be able to feel the current.
            - Natural skin oils can interfere with current. Wipe skin behind ears with damp cloth to remove oils.
            - Ensure the cotton sleeves are adequately moistened.
            - Wash and/or Replace Cotton Sleeves periodically.
            - As a result of dehydration it can be more difficult to feel the current. It is important to drink plenty of water.
          - **No.**
            - There may be a fault with the unit or the headset. Contact Member Services 1.800.224.0242 or repairs@sotainstruments.com.
  - **No.**
    - Ensure the Battery is inserted correctly.
    - Ensure the battery is a 9-Volt ***Alkaline***.
    - Try a new 9-Volt ***Alkaline*** Battery.
    - Try gently moving the metal battery clips forward in the battery compartment to make better contact.
    - There may be a fault with the unit. Contact Member Services 1.800.224.0242 or repairs@sotainstruments.com.

The current is felt more on one side than the other

- This is not a fault, it is usual to feel the current more on one side than the other.

The Yellow Indicator Light does not come on.

- Are one of the Green Mode Lights on?
  - **Yes.**
    - Touch the black rubber electrodes on the headset together and turn the intensity dial up. Does the Yellow light come on?
      - **Yes.**
        - The unit appears to be in working order. With some units the Yellow light will not come on unless the unit is in mode one and is turned up to the highest intensity.
        - Natural skin oils can interfere with current. Wipe skin behind ears with damp cloth to remove oils.
        - Ensure the cotton sleeves are adequately moistened.
        - Wash and/or Replace Cotton Sleeves periodically.
        - As a result of dehydration it can be more difficult to feel the current. It is important to drink plenty of water.
      - **No.**
        - Remove the black rubber electrodes from the headset and buff the metal pieces. Also, use a toothpick to clean the inside of the black rubber electrodes. Reconnect the rubber electrodes to the headset and touch the electrodes together. Turn the intensity dial up, does the Yellow light come on?
          - **Yes.**
            - The unit appears to be in working order. With some units the Yellow light will not come on unless the unit is in mode one and is turned up to the highest intensity.
            - Natural skin oils can interfere with current. Wipe skin behind ears with damp cloth to remove oils.
            - Ensure the cotton sleeves are adequately moistened.
            - Wash and/or Replace Cotton Sleeves periodically.
            - As a result of dehydration it can be more difficult to feel the current. It is important to drink plenty of water.
          - **No.**
            - There may be a fault with the unit or the headset. Contact Member Services 1.800.224.0242 or repairs@sotainstruments.com.
  - **No.**
    - Ensure the Battery is inserted correctly.
    - Ensure the battery is a 9-Volt ***Alkaline***.
    - Try a new 9-Volt ***Alkaline*** Battery.
    - Try gently moving the metal battery clips forward in the battery compartment to make better contact.
    - There may be a fault with the unit. Contact Member Services 1.800.224.0242 or repairs@sotainstruments.com.

Headset stings when placed behind ears.

- Natural skin oils can interfere with current. Wipe skin behind ears with damp cloth to remove oils.
- Ensure the cotton sleeves are adequately moistened.
- Wash and/or Replace Cotton Sleeves periodically.
- As a result of dehydration it can be more difficult to feel the current. It is important to drink plenty of water.

Headset is too tight or too loose

- Use a hair dryer to warm the plastic of the headset. Gently bend the headset to adjust it to the desired fit.