

# EGI Support Report



Dec 14, 2016

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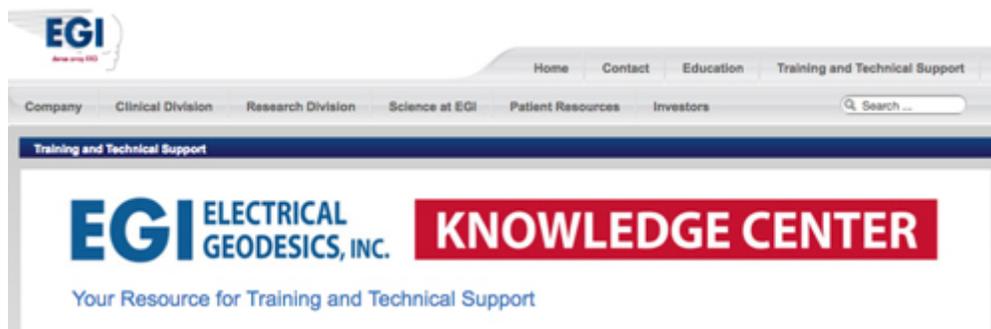
- [Introducing the EGI Knowledge Center — Your Resource for Training and Technical Support](#)
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For the most direct method to contact the EGI Support team, send an email directly to [supportteam@egi.com](mailto:supportteam@egi.com) or fill out [this form](#). You may also reply directly to this email, making sure to include detail about your questions. Please do not cut and paste the email address in the "From" field of this email, as it is a coded address and will not reach us.

## [Introducing the EGI Knowledge Center — Your Resource for Training and Technical Support](#)

We at EGI understand the importance of having information available at your fingertips. When you need an answer to an urgent question, it isn't always convenient to wait for a response from the Support Department, no matter how short the wait. Therefore, we are excited to announce the launch of the new "Knowledge Center" area on the EGI website. The Knowledge Center is an additional resource where you can go to search for and find immediate answers to the questions you have.

**You can find the Knowledge Center under the "Training and Technical Support" tab on the EGI website: <https://www.egi.com/knowledge-center>:**



Whether you need assistance troubleshooting a problem, have a theoretical question about our technology, or need advice on best practices for a particular system component or software module, we hope to provide here the answers to the majority of your questions.

The information you can find includes things like support tips, technical troubleshooting, video tutorials, and the implementation theory behind EGI's tools and methods...all contained in an organized and searchable place!

**Click the tabs to browse the Knowledge Center content organized according to Products, Type, by the Manuals or by the Video Tutorials:**

Your Resource for Training and Technical Support

search Knowledge Center articles...

Browse...

Products

Type

Manuals

Video Tutorials

> GES 400

> Geodesic Sensor Nets

> GeoSource and GPS

> Net Station 5

**Browse the Knowledge Center articles by Type of Information you need:**

Browse...

Products

Type

Manuals

Video Tutorials

> Application Advice:  
*includes 'best practices', recommended workflows, and the most efficient ways of working with the EGI system.*

> Technical Advice / Troubleshooting:  
*'help' articles that you can refer to when you encounter a problem, crash, or other issue.*

Implementation Theory:  
*explanation of how we implement a function (for example, mean correction), within software or hardware.*

GeoSource 3.0 Research: Basic, Intermediate and Advanced...what are the differences?

What is the difference between a CAHM and a IHM?

How is the 3D sensor position information implemented in Net Station?

Filter implementation in Net Station 5

**Search the articles for the topic you are interested in, for instance, "head modeling":**

Your Resource for Training and Technical Support

Search results for:

Head modeling

- [What is the difference between a CAHM and a IHM?](#)

CAHM stands for Conformal Atlas **Head Model**. This is an atlas-based **head model** with the added incorporation of the individual sensor position information (derived from a solved GPSR file). This means that the atlas scalp surface, skull and atlas brain...

- [MRI Scanning Protocol for use in building Individual \*\*Head Models\*\*](#)

Most clinical MRI scans for a neurological indication are cut off just below the brain, which is effective for assessing the structural aspects of the brain. However, research shows that the electrical field of the brain, particularly of the temporal...

- [How to build a Conformal Atlas \*\*Head Model\*\* \(CAHM\): Video Tutorial](#)

Both the Intermediate and Advanced versions of the Geosource 3.0 Research software have the ability to create and incorporate Conformal Atlas **Head Models** (CAHM) into the source estimation workflow. To prepare for source estimation, you must first...

- [How to build an Individual \*\*Head Model\*\* \(IHM\): Video Tutorial](#)

In addition to creating Conformal Atlas **Head Models**, the Advanced version of the Geosource 3.0 Research software also has the ability to create Individual **Head Models** (IHM) using the patient's own MRI. This means you can now perform the source...

- [GeoSource 3.0 Research: Basic, Intermediate and Advanced...what are the differences?](#)

GeoSource 3.0 Research, EGI's source estimation software, will allow you to take your source estimation workflow to a whole new level with high-resolution (FDM) **head models** that include 7 different tissue types. To provide you with full flexibility, we...

- [Gathering materials for diagnosing a Net Station crash](#)

While we strive to make Net Station as robust as possible across a range of diverse environments, unfortunately crashes can still happen. If you experience a Net Station crash our first priority is to investigate the cause of the crash. By determining...

Although we are continually building the wealth of knowledge, do note that at first launch, the number and breadth of informational articles in the searchable database is a bit low. We are starting with content that is the most frequently requested from customers and will continue to add, build, and refine. For example, we will soon be adding an information category under "Type" called "Theoretical background" discussing things like dense array EEG and high-resolution electrical source imaging with links to supporting publications.

In the meantime, if you go to the Knowledge Center and do not find the answer to your question, we want to hear from you! Tell us the types of things you would like to see, or what your group would find particularly useful. What are your priorities regarding the kind of information you'd like to have at your fingertips?

**Scroll down to the bottom of the Knowledge Center page to find the form to Contact EGI Support:**

**Contact EGI Support Team**

First Name *	Last Name *	Your Message *
<input type="text"/>	<input type="text"/>	
Your Email *	Confirm Email *	
<input type="text"/>	<input type="text"/>	
Phone Number *	Institution *	
<input type="text"/>	<input type="text"/>	
Address *	State *	
<input type="text"/>	<input type="text"/>	
Postal Code or Zip Code *	Country *	<input type="button" value="Send"/>
<input type="text"/>	<input type="text"/>	

If you need immediate assistance, call us at 1-800-970-6670.

Since we will be continually adding content to the Knowledge Center, we invite you to visit often and browse around to check out the new content.

Finally, rest assured this does not decrease in any way the role the Support Department plays in ensuring your success with EGI technology. Remember you can always [email us directly](#) with questions. We continue to stand by, ready to assist.

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## GES 300 Systems and FireWire Cameras

We have recently completed the investigation of a timing issue reported by a customer that impacts a subset of GES 300 users running all elements of the following configuration in the same experiment:

- NA 300 amplifier
- A Mac Pro computer without a PCI firewire card
- A Firewire camera
- Net Station 4.4.x or Net Station 4.5.x
- E-Prime using EENS to communicate with Net Station

If you fit within this group, please read [the detailed summary](#) of this issue in the EGI Knowledge Center to see if you might be affected. Affected customers should [contact EGI Support](#) for further advice.

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## Current versions of software and firmware from EGI

- Mac OS X 10.11.5: Net Station 5.3.0.1 and GPS 3.0 Solver
  - Mac OS X 10.10.5: GPS 3.0 Acquisition
  - Net Amps 300 Firmware 0/11
  - Net Amps 400 Firmware 1.6.17
  - Windows 7: E-Prime 2.0.10.356, EENS 2.0.2.26
- 

## How to contact our Sales Team

Wish to upgrade or add new products? [Contact EGI Order Desk.](#)

[Contact EGI](#)



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Electrical Geodesics, Inc.  
500 East 4th Ave., Suite 200  
Eugene, Oregon 97401  
USA