EGI Support Report

EGI
dense array EEG

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Siemens MR code bug

Do you perform simultaneous fMRI/EEG acquisition with the GES and a Siemens scanner? It has come to our attention a bug has been introduced in the Siemens code that controls TR timing. This bug will impact the ability of Net Station to provide online and offline gradient cleaning. While we understand how this issue impacts the performance of Net Station software, we recommend that you contact Siemens should you have any questions on the bug itself.

Our information is that the bug only affects the Prisma system. The bug adds small amount of time to the TR interval. For example, if the user specifies a 2000 ms TR, the TR may actually be 2000.05 ms.The addition of this sub-millisecond amount of time to the TR prevents the gradient cleaning in Net Station (or any template cleaning method) from functioning properly. The TR interval time is important because the edges of the template must fall on sample boundaries. In other words, the TR interval must be divisible by the sample interval (see below). This bug will cause a visible failure in both the online and offline gradient cleaning. The failure may manifest as a total failure or a gradual decrease in the amount of the gradient removed.

It is our understanding that Siemens is working on a fix for this issue. Users who encounter this bug are encouraged to contact Siemens for the details on this fix.

Regarding TR timing in general, it is worth noting that it is always true that the TR interval must be divisible by the sample interval. Acquiring EEG at 1000 samples per second in Net Station, where the sample interval is 1 ms, allows maximum flexibility in choosing TR intervals (excepting the above bug). While any TR interval that has no sub-millisecond component is possible, the choice of TR interval times are limited if a sample rate lower than 1000 s/s is selected in Net Station. For example for 500 s/s the TR must be divisible by 2 and for 250 s/s the TR must be divisible by 4.

It is our understanding that other MR system manufacturers may be introducing new versions of their code worldwide in response to some recent actions by the FDA. We strongly recommend that you review any updates you receive for your system with the company representative to make that the TR timing is not impacted.

Questions? Contact EGI Support.

Contact support

New Customer Communication Management System

We have a new process in place now to improve our responsiveness to your inquiries to EGI Support and to better track, investigate and resolve your issues or complaints.

Key to the new system is a triage and tracking team that will personally handle all requests from first contact to final resolution. A member of this team will identify the best Support Technician to address your issues and will assign product improvement ideas to the appropriate product development team for

implementation. Also integral to this system is a new RMA Tracker, for improved tracking of your belongings when they are here at EGI for repair, investigation, servicing, or upgrading. Each communication thread is linked to your personal account in our database so that everyone on the EGI Support and Sales teams will be aware of any issues that you are having. We look forward to providing you with improved support.

All of this will happen behind the scenes at EGI but will give us a much improved ability to provide the service you expect. Please remember that all emails related to concerns, issues or problems with your system should go to supportteam@egi.com

[Contact support]

Summer School 2015 Registration Open

Join us for Summer School in EGI's beautiful home city of Eugene, Oregon, where EGI support engineers and scientists put together an educational program that caters to all levels of experience. At EGI Summer School, you will learn:

- Core EEG techniques, including data acquisition, Net application, and artifact recognition
- Techniques for optimizing the functionality of Net Station software
- Fundamentals of advanced dense array EEG analysis

Details. Registration.

New for 2015! We would like to hold a **Poster Session** on the Wednesday evening of the Core dEEG Skills week (August 10-14th). This would provide you with the opportunity to bring along a poster highlighting your work and see posters produced by our own EGI Science Department. With the beautiful Willamette River as our backdrop, we would have a perfect environment for exciting research discussions and creating new collaborations.The success of an event like this is dependent upon you and so **please let us know if you would like to bring a poster** when you register. Register now.

Current Versions of Software and Firmware from EGI

- Mac OS 10.6.8: Net Station 4.5.7 or Net Station 5.0
- Mac OS 10.9.5: Net Station 5.0 and Net Station 5.1.2
- Net Amps 300 Firmware 11
- Net Amps 400 Firmware 1.6.5
- E-Prime versions are dependent on machine configuration. Please check with EGI support before upgrading
- Windows XP SP 3: E-Prime 2.0.8.90, E-Prime Extensions for Net Station (EENS) 2.0.1.10
- Windows 7: E-Prime 2.0.10.353, EENS 2.0.2.21

Do you have questions or comments for EGI? Contact Support.

Wish to upgrade or add new products? Contact EGI Order Desk.

[Read](#) the VerticalResponse marketing policy.