User Manual

Balance

ZYTO™
THE GLOBAL LEADER IN BIOCOMMUNICATION

ZYTO Balance Users Manual

CT-00509

TERMS AND CONDITIONS

Subscription and Warranties. Within the initial purchase, Purchaser agrees to a monthly software subscription. The current monthly subscription fee for the service is $50.00 per month for an initial license. For any additional licenses of ZYTO's Elite, Select, EVOX, or Balance systems, for equipment located at the physical address and owned by the same licensee, an additional monthly fee of $25.00 will be charged. Purchaser will provide ZYTO a credit card to be processed each month. In the event licensee operates multiple ZYTO technology licenses (Elite, Select, EVOX, or Balance) at multiple physical addresses, each physical address will be charged the $50.00 subscription fee for the first license and an additional $25.00 for all others at each physical address.

As part of the subscription service, the Elite, Select, EVOX, and Balance systems are warranted to conform to the applicable specifications for a period of 1-year for all ZYTO branded electronic components and 1-year for all ZYTO branded mechanical parts from the date of shipment from ZYTO's facility in Lindon, Utah. The warranty will continue to extend in 30-day increments for all active installations based on a current and continuous subscription. All ZYTO software updates will be available at no charge based on a current and continuous subscription. Continuous means the subscription is active for 12 months in a 12 month period. In the event subscription becomes non-continuous for any reason the hardware and electronic components will not be eligible for a continued monthly extension of warranty. In addition, ZYTO will not provide software updates without a current and continuous subscription. Non-continuous or inactive installations may replace any broken or damaged parts at current retail cost, FOB ZYTO.

ZYTO shall, at its own expense and as its sole obligation and Purchaser's exclusive remedy for any breach of the foregoing warranty, repair or replace any defective component, part or system returned (return goods authorization required) to ZYTO within the applicable warranty period. This warranty does not apply to any damage resulting from misuse, abuse or neglect. Parts broken due to misuse, abuse or neglect will be replaced at retail cost. THE FOREGOING WRITTEN WARRANTIES ARE IN LIEU OF ANY OTHER WARRANTY WHATSOEVER. EXCEPT AS EXPRESSLY PROVIDED HEREIN, ZYTO EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS, IMPLIED OR STATUTORY, INCLUDING, BUT NOT LIMITED TO, ANY WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE OR USE, ANY WARRANTY OF MERCHANTABILITY, ANY WARRANTY OF NONINFRINGEMENT OR TITLE, AND ANY WARRANTIES ARISING FROM A COURSE OF DEALING, USAGE OR TRADE PRACTICE, IN EACH CASE WITH RESPECT TO ALL SERVICES, EQUIPMENT AND PRODUCTS FURNISHED HEREUNDER.

Subscription Price Adjustments. The monthly subscription fee written above is valid until the end of the calendar year in which this Agreement is entered into. In subsequent calendar years, Purchaser understands that ZYTO may increase the monthly subscription fee. ZYTO agrees to provide 20 day written notice to Purchaser prior to any price increase becoming effective.

Warranties - Accessory Products. Accessory Products are warranted in accordance with the manufacturers original warranties. Typically these warranties conform to the applicable specifications for a period of 90-days for all electronic components and 90-days for all mechanical parts from the date of shipment from ZYTO's facility in Lindon, Utah. The following components are Accessory Products and may apply to this purchase: control box, light frames, and headphone – Microphone – Headset – Accessory Cables, etc. Upon expiration of the original manufactures warranties Accessory Products may be purchased at retail cost plus shipping.

Delivery. Delivery shall be made F.O.B. (EXW under INCOTERMS 2000) ZYTO in Lindon, Utah, USA with shipping charges to be paid by Purchaser. Adequate insurance will be arranged by ZYTO for protecting goods while in transit. In the absence of specific instructions, ZYTO will select the carrier, and will assume responsibility for follow-up of any claims of loss or damage in shipment with the carrier. Purchaser understands that he/she will be responsible for (if applicable) all shipping fees, duties, taxes, port handling fees and other customs charges.

Title. Title to goods furnished under this Agreement shall pass to Purchaser upon completion of final payment.

Certain Acknowledgements. Purchaser is a licensed healthcare professional, a healthcare professional who has a licensable degree or a graduate from an acceptable professional course and is certified in all jurisdictions in which Purchaser conducts business. Purchaser is aware that any equipment purchased hereby is not used to diagnose, treat, or cure health conditions or diseases. Buyer further acknowledges that learning to use and market the equipment is the responsibility of the purchaser, and that ZYTO is not responsible for purchaser's ability/inability to master the necessary skills to utilize and market the technology.

Indemnification. Purchaser will indemnify, defend and hold ZYTO and its officers, directors, employees, agents, affiliates and representatives (collectively "Affiliates") harmless for, from and against any and all losses, damages, costs, liabilities, claims, actions and expenses (including, without limitation, reasonable attorneys' fees, litigation costs, court costs and amounts paid in investigation, defense or settlement of any of the foregoing, whether incurred at the arbitration, trial, appellate or administrative levels) (collectively, "Damages"), (whether or not arising out of third-party claims and whether arising in contract, tort or otherwise) arising out of or related to (i) Purchaser's possession, use or resale of the equipment or any other goods delivered by ZYTO to Purchaser hereunder; (ii) the use of any services provided by ZYTO; or (iii) Purchaser's breach of any term of this Agreement. Notwithstanding the foregoing, Purchaser shall have no indemnification obligation to ZYTO, as provided herein, should any Damages result from an arbitration, trial, appellate or administrative hearing brought by Purchaser against ZYTO and Purchaser is the prevailing party.

Prohibition on Reverse Engineering, Decompilation, and Disassembly. Purchaser may not reverse engineer, decompile, or disassemble the ZYTO software or hardware, except and only to the extent that such activity is expressly permitted by applicable law notwithstanding this limitation.

Copyright. All title, including but not limited to copyrights, in and to the ZYTO System(s) and any copies thereof are owned by ZYTO. All title and intellectual property rights in and to the content which may be accessed through use of the ZYTO System(s) is the property of ZYTO. This Agreement grants you no rights to use such content. All rights not expressly granted are reserved by ZYTO.

Disclaimer/Limitation of Liability. IN NO EVENT SHALL ZYTO BE LIABLE TO ANYONE FOR SPECIAL, COLLATERAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES ARISING OUT OF OR IN CONNECTION WITH THIS AGREEMENT OR THE USE OR PERFORMANCE OF ZYTO'S PRODUCTS, WHETHER IN AN ACTION BASED IN CONTRACT, TORT (INCLUDING NEGLIGENCE), STRICT LIABILITY, OR OTHERWISE, EVEN IF ZYTO OR ANY OTHER PARTY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. SUCH EXCLUDED DAMAGES INCLUDE, BUT ARE NOT LIMITED TO, COSTS OF REMOVAL AND REINSTALLATION OF ITEMS, LOSS OF GOODWILL, LOSS OF PROFITS, LOSS OF USE, AND INTERRUPTION OF BUSINESS. EXCEPT FOR PERSONAL INJURY CAUSED BY ZYTO'S GROSS NEGLIGENCE OR WILLFUL MISCONDUCT, THE ENTIRE LIABILITY OF ZYTO AND ITS OFFICERS, DIRECTORS, EMPLOYEES, AGENTS AND SUPPLIERS FOR ANY DAMAGE OR EXPENSE FROM ANY CAUSE WHATSOEVER WILL IN NO EVENT EXCEED THE CONTRACT PRICE FOR THE PARTICULAR GOODS INVOLVED. Actions, however asserted, arising out of this Agreement, shall be commenced within one (1) year from the date the cause of action accrues. Purchaser will not pursue any claims against ZYTO for any liability ZYTO may have under or relating to this Agreement until Purchaser first makes claims against Purchaser's insurance provider(s) and such insurance provider(s) finally resolve(s) such claims.

Return Policy. Purchaser acknowledges that there is a NO RETURN POLICY AND ALL SALES ARE FINAL. Purchaser further acknowledges that any warranty issues will be handled within the terms stated under this Agreement.

Collection Fees. Should collection become necessary, Purchaser hereby expressly agrees to pay all costs of collection including an additional collection of 35% whether or not the account is turned to an outside collection agency. Purchaser further agrees to pay all court costs and attorney's fees should legal action become necessary.

Re-Sale and Assignment of Warranty Policy. Purchaser may sell equipment to a Third party under the following terms and conditions: (i) Third party purchaser meets the qualifications and terms as described in this purchase agreement; (ii) Third party purchaser must register with ZYTO; (iii) Pre-paid subscriptions and biosurveys are transferrable to third party purchaser; (iv) at the time each license is transferred, an administrative fee of $150.00 per license will be charged by ZYTO.

Excusable Delays. In the event of a delay in the performance of any obligation of ZYTO due to causes beyond the control and without the fault or negligence of ZYTO, the deliveries and performance required of ZYTO under this Agreement shall be extended by a period of time no greater than the time lost because of any such delay, and ZYTO shall make every effort to minimize the delay. Such causes include, but are not restricted to, acts of God, acts of the public enemy, acts of the government, acts of Purchaser, fires, floods, epidemics, quarantine restrictions, freight embargoes, trade or technology transfer restrictions, unforeseen circumstances, unusually severe weather and defaults of subcontractors or vendors (unless the contract work to be furnished by the subcontractor or vendors was attainable from other sources in sufficient time to permit ZYTO to meet the required delivery schedule).

Arbitration. All claims and disputes arising under or relating to this Agreement shall be resolved exclusively by final and binding arbitration in the state of Utah and the arbitrator shall apply Utah law consistent with the Federal Arbitration Act and applicable statutes of limitations. There shall be no authority for any claims to be arbitrated on a class or representative basis and the arbitrator may not consolidate or join the claims of other persons or parties who may be similarly situated. An award of arbitration may be confirmed in a court of competent jurisdiction. The prevailing party in any dispute regarding this Agreement, or otherwise between the parties, is entitled to payment of all reasonable costs and fees, including attorney's fees, associated with the dispute.

Miscellaneous. This Agreement constitutes the entire agreement of the parties with respect to the subject matter hereof. Time is of the essence with respect to this Agreement. No waiver by either party of any breach or default hereunder is a waiver of any preceding or subsequent breach or default. The section headings used herein are for convenience only and shall be of no legal force or effect. If any provision of this Agreement is held invalid by a court of competent jurisdiction, such invalidity shall not affect the enforceability of any other provisions contained in this Agreement, and the remaining portions of this Agreement shall continue in full force and effect. The failure of either party to exercise any of its rights under this Agreement shall not be deemed a waiver or forfeiture of such rights or any other rights provided hereunder.

Compliance with Laws. Each party will comply with all laws, rules and regulations applicable to the performance of its obligations under this Agreement.

Software Installation. Purchaser is granted one license per system purchased. Purchaser may install the software on no more than two computers with the license active on only one computer at a time. Purchaser is required to sync software at least every twenty one (21) days, at which time installation database is encrypted and backed up to a secured server and software is updated if updates are available. **Software is not Mac compatible.**

Getting Started 1

This chapter includes the following topics:

- About the Balance
- About the Balance software and hardware
- Installing the Balance
- About installing the Balance on multiple computers
- About starting the Balance software

About the Balance

The Balance system is designed to provide an easy to use interface that quickly scans clients to determine their biological preferences for products and clinic services.

Using the Balance 5.0+ automated biosurvey, along with the inventory and therapy library features, the Balance 5.0 accomplishes three main objectives:

1. Identifies specific nutritional supplements you sell for which your patient shows a biological preference.
2. Generates future appointments for your practice.
3. Identifies the clinical services your patient shows a biological preference for; these may be services that you offer in your practice or that you instead refer them to.

The Balance meets these objectives by allowing clients to select product categories, and then completes a single scan to determine products and other clinical services they show a biological preference for.

The Balance is meant to be used as a front-office system. Many users place the system under the control of their receptionist or other front-office staff. As a result, the user-friendly software is available for anyone who comes in your front door. Clients are able to quickly see their scan results without having to first make an appointment. It is this convenience that allows clients to do more business with you.

About the Balance software and hardware

Your Balance purchase includes a software and hardware component.

The software portion of your ZYTO purchase is downloaded using the internet. You will not receive a separate installation CD. The link to download your software, along with installation instructions, will be included in your confirmation of purchase email from ZYTO.

Additionally, installation instruction can be found in the next section of this manual.

The hardware portion of your ZYTO purchase includes a Hand Cradle and USB cord.

Installing the Balance

The ZYTO 5 software is downloaded through the internet. You will not receive an installation CD.

Refer to the email you received from ZYTO when you first purchased your Balance. That email contains a download link (www.ZYTO.com/ZYTO5install) that you can click to access the installation website. The email also contains a unique username and password that you will need the first time you log in to your software.

To download the ZYTO software:

1. At the download website, click Run in the upper right of the screen.
2. You will be prompted to run the setup.exe file. Click **Run** to start the installation process.
3. Next you are prompted to run the file. Click **Run** to continue.

4. Then you are prompted to install the ZYTO 5 Software. Click **Install** to continue.
   You will see a progress bar as your computer installs the software.
5. At the end of the installation process there will be a moment or two when all icons disappear and it seems nothing is happening. Wait for that moment to pass and then a new window will pop up, requesting your User Name and Password. Fill in these fields and click **Log In**.
   NOTE: You can find your username and password in the installation email ZYTO sent you at the time of your purchase. If you can't find that email, call ZYTO Customer support at 801-224-7199.
6. If you have more than one license you will see the **Select a License** window. Choose the license you wish to use by clicking on it, and then clicking **OK**. If you only have one license you will automatically be taken to the software's Main Menu screen.

About installing the Balance on multiple computers

Your software license allows you to install the software on two different computers. You will use the same download process to install the software onto the second computer.

However, you may only open and operate the software on one computer at a time. In order to use the installed program you must have the software license claimed on that computer. Before you can claim your license on a different computer you must first release it from the computer where it is currently being used, or currently claimed.

For more information on releasing your software license, please see the section titled *Releasing your software license* in chapter 6 of this manual.

About starting the Balance

After the software has been installed, there will be a ZYTO 5 icon on your desktop and a ZYTO folder in your Windows Start Menu. Post installation, you can use either of these options to open the software.

Each time the software opens it attempts to sync with ZYTO's secured server. In order to sync you must be connected to the internet. During the sync your computer will encrypt your session files and copy them to ZYTO's secured server as a backup, and your computer will download any updates to the software, including updates to libraries you have loaded. This ensures that your information from clients and sessions is available if you open your software on another computer, or, if you have a computer crash, this backup will allow you to restore your data.

Note that you do not need to be connected to the internet to use your ZYTO software. If you aren't connected to the internet your ZYTO program will recognize there is no internet and will go straight to the login page. However, the software does need to sync at least once every twenty-one days in order to verify that your subscription is active.

After the sync, you will be prompted to login with your username and password.

Client management features 2

This chapter includes the following topics:

- About clients
- Adding a new client
- Opening an existing client
- Viewing a client's session history
- Editing client information
- Viewing license session history
- Exporting client information
- Archiving a client
- Using the Archive Manager to restore a client

About clients

Client management features can be accessed under **Clients** in the Main Menu.

Here, you have the ability to create a new client or open an existing client, view session histories, and export client information.

In order to run a client session, you must first use the **Clients** tab to either create a new client or open an existing client

Adding a new client

The first time you see a client, you will need to create a new client profile and enter their information.

To add a new client:

1. In the Main Menu, click **Clients > My Clients** and on the My Clients page click **New Client**.
2. On the New Client page, enter the client's information into the appropriate fields. First Name, Last Name, and Gender are required. It is also recommended that you enter in an email address for the client and their date of birth.
3. Once the information has been input, click **Save**. The client tab for the new client automatically opens.

Opening an existing client

After you have initially created a client's profile, use **My Clients** to open the existing client's tab.

To open an existing client:

1. In the Main Menu, click **Clients > My Clients**.
2. On the My Clients page, enter the client name in the search field.
   NOTE: The search function looks for letter sequence. This means you don't have to type the first or last name from the beginning; you can type any letter sequence in the client's name.
3. In the search results, click anywhere on the desired client's line to open their client tab.

Viewing a client's session history

The Balance allows you to open an existing client and then view their session history. You can see the date and time of all sessions. You can also open those sessions to view the session data and report.

To view a client's session history:

1. In the Main Menu, click **Clients > My Clients**.
2. On the My Clients page, enter the client name in the search field.
3. In the search results, click anywhere on the desired client's line to open their client tab.
4. In the left column are listed the date and time of all past sessions. The session name will also appear if one was created.
5. To view the session data and report, click the desired past session.
6. That Session tab automatically opens. Select **Biosurveys**, **Reports**, or **Vectors** to view it's associated session data

Editing a client's information

At any time, you can edit the client information for an existing client. For example, if the client moves, you can update their profile with the new address. To do so, you must first open the client.

To edit a client's information:

1. In the Main Menu, click **Clients > My Clients**.
2. On the My Clients page, enter the client name in the search field.
3. In the search results, click anywhere on the desired client's line to open their client tab.
4. In the center column you can see the client information. Click **Edit Info** to make any changes.
5. On the **Client Information** page, enter any edits or additions in the appropriate fields.
6. Click **Save** to return to the client tab.

Viewing license session history

In addition to viewing a specific client's history from within the client tab, you can also view and access all session histories for that license.

To view license session history:

1. In the Main Menu, click **Clients > Session History**.
   The session history page displays each session run in the software, organized by month and day. Notice that the total number of sessions for each month or day is shown on the right.
2. Click the desired month to expand your view and see each day. Click again to close the expanded view.
3. Click on any day displayed to expand your view and see the time of each session and the client's name. If the session was named, the session name will appear to the right of the client name.
4. Click the name or time to view that particular session history, which will open in a session tab.

Exporting client information

The client features allow you to export your client list along with client information as a CSV file, which can be used in spreadsheet programs like Microsoft Excel.

To export client information:

1. In the Main Menu, click **Clients > Export Clients**.
2. On the **Export Clients** page you can see a list of your clients.
3. (optional) Enter a date range to view only the clients with sessions during that timeframe.
4. Click **Export List**. Name and save the CSV file in the desired location.

The CSV file displays the client information that has been entered into their client profile along with any client notes you have created.

Archiving a client

There may be times that you wish to archive a client file. For example, if you accidentally have client duplicates or have clients that you are no longer seeing.

To archive a client:

1. In the Main Menu, click **Clients > My Clients**.
2. On the My Clients page, enter the client name in the search field.
3. In the search results, click anywhere on the desired client's line to open their client tab.
4. In the lower right corner of the client tab, click **Archive Client**.
5. Confirm that you wish to archive this client and click **Yes**.

Archiving the client does not delete the profile or session history; instead it removes the client from the client search list.

You may still wish to show archived clients in the client search.

To show archived clients in the client search:

1. In the Main Menu, click **Clients > My Clients**.
2. On the My Clients page, click **Show Archived**.

When this is selected, archived clients will appear with the word "Archived" next to their name.

Using the archive manager to restore a client

Once you have archived a client, use the archive manager to later bring a client out of the archive.

To use the archive manager to restore a client:

1. In the Main Menu, click **Clients > My Clients**.
2. On the My Clients page, click **Archive Manager**.
   Archived clients appear with a check in the box next to their name and with the word "Archived" next to their name.
3. Click the client to remove the checkmark.
4. Click **Save** to remove the client from the archive.

Setting up your library 3

This chapter includes the following topics:

- About Library Manager
- About Inventory
- Setting up Inventory
- About Therapy
- Setting up the Therapy Collection

About Library Manager

The Library Management feature can be used to view the product company assigned to the software license. Depending on the product company, it can also be used to set product region information.

To access the Library Manager:

1. In the Main Menu, click **Libraries > Library Manager**.

You can now see the product company assigned to this license.

Additionally, some product companies provide different products, product names, or product descriptions for different regions where they operate. The Balance allows you to access this region specific information by setting a product region, when available.

To do so, simply click the region information that appears to the right of the product company name and then select the appropriate region.

Click **Save** to update your library with any changes made.

About Inventory

The Balance biosurvey includes the option of scanning only products that are included in your Inventory Collection. To use this feature you must first configure your Inventory Collection.

Perhaps most commonly, users think of inventory as products that they stock. If this is the case, you would include in your Inventory Collection only the products you stock. Then, when you select the option to scan only inventory, the final report will include only products that you can immediately send home with your client.

However, inventory can mean other things. For example, there may be specific products that you are most familiar with or products that are your personal favorites. You can put these products into your Inventory Collection and then, when you select the option to scan only inventory, those will be the only products included in the biosurvey. In other words, products do not necessarily need to be on your shelves to be included in your Inventory Collection.

Setting up Inventory

Using the **Libraries** tab in the Main Menu, you are able to easily set up your inventory. You can also return at any time to add or remove products from your inventory.

To set up your Inventory:

1. In the Main Menu, click **Libraries > Inventory**.

On the Inventory page, the left column is your inventory collection. The right column is your library from which you select products.

2. In the right column, in the **Collection Items by** table, click the name of the product company assigned to this Balance license.
3. A listing of the available products from that company will become visible.
4. By default, **All** products are selected. To deselect the products, click **All** to remove the checkbox. Scroll to find products and then click the box to the left of each product to select the products you wish to move into your inventory. Click again to deselect.
5. You have the following options to find and learn more about products:
    - Click the product name to view a product description.
    - Use the back arrow to navigate back to the library product lists.
    - From the drop down, select to view **All Libraries** or to select one or more specific libraries.
    - Search for products by typing their name in the **Search** field.
    - Refine your search using the drop down menus at the top of the right column to select various search criteria.
    - Search for words in a product description by selecting the search parameter **Search Description** from the drop down menu.
6. Once you have selected a product or products, click the blue vertical **Copy Bar** to copy the selected products into the left column.
7. To remove products from your inventory, in the left column click on the product name to select it and then click **Remove**.

    NOTE: The Inventory page does not have a save button. Once you have moved items into the left column they are automatically saved in your inventory collection.

About Therapy

One of the features of the Balance system is the ability to create a Therapy Collection. You can think of the Therapy Collection as a list of services that you offer in your clinic that you wish to include in the Balance Biosurvey scan. You may also wish to include in your Therapy Collection services that are offered by other practitioners, to whom you might occasionally refer your patients.

Therapies in your Therapy Collection will automatically be scanned during the Balance biosurvey. You will have the ability to include the biologically preferred therapies on the final Balance report, depending on which report you choose. For more information on selecting a Balance report, please see *About the additional Report options* in chapter 4 of this manual.

Setting up the Therapy Collection

In order to scan therapies you must first set up your Therapy Collection.

To set up the Therapy Collection:

1. In the Main Menu, click **Libraries > Therapy**.
2. On the Therapy page, the left column is your Therapy Collection. The right column is the list of therapies or other clinic services that you may offer.
3. In the right column, click the box next to the name of the therapies you wish to add to your Therapy Collection. A checkmark will appear in the box of all selected therapies. Click again to deselect.
4. Once you have selected the therapies you wish to add to your collection, click the blue vertical **Copy Bar** to copy the selected therapies into the left column.
5. To remove items from your Therapy Collection, in the left column click the product box to the left of the therapy name and a check mark will appear. Next, click **Remove**.

    NOTE: The Therapy page does not have a save button. Once you have moved items into the left column they are automatically saved in your Therapy collection.

Running a Balance session 4

This chapter includes the following topics:

- About Biosurveys
- Starting a Balance session
- Selecting a Biosurvey
- Making product selections
- Understanding the Biosurvey scan
- Understanding the Standard Report
- About the additional Report options
- Setting the next appointment
- Emailing and printing the Report
- Ending a session

About Biosurveys

Biosurveys are automated scans that use specially selected Virtual Stimulus Items (often referred to as VSIs) in a preprogrammed sequence of stimulus and response.

In the Balance system you have access to the Balance 5.0 + biosurvey.

After starting the Balance 5.0 + biosurvey, you will be prompted to select a few product specifications, such as inventory only, or all products.

After making the product selections, the biosurvey is prebuilt to run from start to finish. The client need only keep their hand on the Hand Cradle. At the end of all biosurveys, a specialized report is generated providing scan results.

Starting a Balance session

In order to start a Balance session you must first open a client and begin a new session.

To start a Balance session:

1. In the Main Menu, click **Clients > My Clients**.
2. On the My Clients page, enter the client name in the search field.
3. In the search results, click anywhere on the desired client's line to open their client tab.
4. On the client tab, click **New Session**.
5. On the Biosurveys page, click **Name Session** on the session toolbar. Give the session a name, and click **Save**.
   The session name now appears on the session toolbar.
   NOTE: Naming a session makes it easier to later search past sessions. It is not necessary to put the client's name, session date, or time as the session name since those are already included in the past session information.

Starting the Biosurvey

Once you start a new session you are automatically taken to the Biosurveys page.

In the gray boxes you will see the **ZYTO Balance Biosurveys** header. You may need to click the header in order to expand and see the **Balance 5.0 +** Biosurvey.

To view a description of this biosurvey, hover your mouse over the biosurvey name and the description will appear in a popup window.

To start the biosurvey, instruct your client to place their hand on the Hand Cradle and then click **Balance 5.0 +**.

Making product selections

You will first be given the option to scan on **Inventory** or **All *Product Company Name* Products**. To learn more about the inventory feature, please see *About Inventory* in chapter 3 of this manual.

Simply click the appropriate button to make your selection and then click **Next**.

You will see another screen where you are asked to make additional product selections. Here you will see product category buttons, each category includes products specific to the indication listed on the button.

General Wellness will include all products in the library, or all products in your inventory, depending on the first option you selected.

Click each category button that you wish to include in the scan. You can also select all categories by clicking **All** in the upper left corner.

Click **Next** to proceed.

Understanding the Biosurvey scan

Once the biosurvey scan begins it is important that your client leaves their hand on the Hand Cradle. On the Hand Cradle graphic (located at the bottom of the screen) the contact points appear gold when a connection is made. If your client lifts one of their fingers, the corresponding contact point will turn gray, and the scan will pause until full contact is restored.

Next to the Hand Cradle graphic are two progress bars. The bottom bar shows the overall progress and the numbers indicate that the scan is currently on a certain step out of a total number of steps. The top bar shows the progress of the current step.

On the main portion of the screen, you will see either a body graphic or a video.

If the video is running during the scan, you may notice that both of the blue bars have reached the end, indicating that the scan is finished. You can wait for the video to end, or you can click **Skip Video** to proceed to the report. You can also click **Skip Video** at any time during the scan if you do not want the video to play.

At the end of the scan, the **Standard Report** will automatically generate.

Understanding the Standard Report

After running the Balance 5.0+ biosurvey the **Standard Report** will always be generated. You may notice a short delay as the report loads; this often happens as reports include a lot of information to be formatted.

The first part of the report shows the clinic and client information, which is followed by the Product Scan Results. This section graphically shows the original Stress Profile and then lists each of the biologically preferred products, along with the product category and usage instructions. Additionally, next to each product name is an updated stress profile graphic which shows the effect the product VSI had on the biomarkers that were out of range.

Remember that the number of biomarkers out of range is not an indication of being sick or getting better. Clients often incorrectly assume that as time passes they should have fewer and fewer biomarkers out of range with each successive scan. The Stress Profile is a snapshot taken at the moment of the scan, and the formula used to determine in- and out-of-range is dynamic, which means the number of out-of-range biomarkers will fluctuate from moment to moment, and scan to scan.

The next section of the report provides the product descriptions for the products included in the report.

One value of the report that may not be apparent to your client is the correlation of the data. For example, the products shown may have a strong affinity to the organs and vertebrae that are furthest out of range. To illustrate those relationships to your client, click the **Vectors** tab.

On the Vectors page you can interact with a graphical representation of most biomarkers that are included in the Balance biosurvey. Simply click on a stressor name or graphic to view other related stressors. For example, if you click **Spleen** the related stressors will appear in the list on the lower left and any related graphical images will turn yellow. Click **Spleen** to deselect. You can select multiple stressors or view them individually.

About the additional Report options

The Balance 5.0 includes additional reports that can be selected. To view the additional reports, click **Select Report** in the upper left hand corner. Click the report name that you wish to view.

One of the most commonly used additional report options is the **Standard Report + Therapies**. This report is formatted like the **Standard Report**, but also includes the biologically preferred clinical services or therapies that were a part of the **Balance 5.0+** biosurvey. To access this report, click **Select Report** and in the drop down click **Standard Report + Therapies**. The new report will generate, which includes on the last page the clinical services for which the client showed a biological preference.

These results will only appear on the report if you have set up your Therapy Collection. Please see *Setting up the Therapy Collection* in chapter 3 for additional information.

Another additional report that you can select is the **Advanced Report**. The first part of the **Advanced Report** explains the biosurvey process and provides basic information to help your client understand the results of their biosurvey scan.

The next sections include all of the Stress Profile and Product Scan Results that are also included in the **Standard Report.**

The next three sections plot the original dR responses of the organs, vertebrae, and TCM Meridian biomarkers. These bar charts quickly show which biomarkers were in and out of range using a red line to represent the client's range for that scan.

The next section of the report shows the client's biological preference for the clinical services that you have added to your Therapy Collection.

In the next section, you can follow the Biomarker Progress Chart for each recommended product, which should give you an indication of what biomarkers were the most difficult to bring into range. These may be the areas where you'll want to focus your clinical support.

The top five VSIs with pF, or Probability Factor Value, is the last section of the report. This graph is created from the application of an algorithm that relates biomarker responses to one another. The objective is to identify the responses that may be the most significant.

Additional report options that can be accessed under **Select Report** include:

- **Chiropractic Report**
  The **Chiropractic Report** is designed to look like the **Standard Report**, but will also include the graphical information for the Vertebrae and Organ biomarkers.
- **Chiropractic Report + Therapies**
  Chiropractic Report + Therapies includes all of the information from the **Chiropractic Report**, but also includes the Therapies and Clinic Services section, which displays the biologically preferred clinical services or therapies that were a part of the Balance 5.0+ biosurvey.
- **Acupuncture Report**
  The **Acupuncture Report** is designed to look like the **Standard Report**, but will also include the graphical information for the TCM Meridians and Organ biomarkers.
- **Acupuncture Report + Therapies**
  Acupuncture Report + Therapies includes all of the information from the **Acupuncture Report**, but also includes the Therapies and Clinical Services section, which displays the biologically preferred clinical services or therapies that were a part of the Balance 5.0+ biosurvey.
- **All Products by dR**
  The **All Products by dR** Report simply lists each of the products that were scanned along with their original dR. The dR represents how positively or negatively the client responded to each product VSI. This report lists the products from most positive down to the most negative, giving you a complete look at the client's responses to all product VSIs that were included in the biosurvey.
- **EAV Points**
  The **EAV Points** report lists all of the out of range EAV points from highest to lowest. The report also includes descriptions of each out of range EAV point.

NOTE: You must always select the report that you wish to use before you print or email it.

Setting the next appointment

Before ending the session, you may want to set the next appointment with your client. It is also important to do this before emailing or printing the report, since the first page of the report will include the next appointment information when set.

To set the next appointment:

1. At the top of the screen, click the Client tab for the client.
2. In the right column, click **New Appointment**.
3. You have the option to give the appointment a specific **Title**, but you must set the **Date** and **Time**.

4. Click **Save** to proceed.
5. Click on the Session tab to return to the report, which will automatically regenerate with the new appointment information appearing below the client's name.

Emailing and printing the Report

Before ending the session, it is recommended that you print and/or email the report for the client.

You can email a report to the client by clicking the **Email** button.

Note that in order to email the report, you must first set up your email within the Balance system. For more information, please see *Setting up Email* in Chapter 6 of this manual.

You can print the report by clicking the **print** icon in the PDF reader toolbar.

Ending a session

If you have not done so already it is a good idea to name the session for future reference. To do this, click **Name Session**, type the desired name, and click **Save**.

Click the **x** on the Session tab to end the client's session.

Setting up and running a Remote Session 5

This chapter includes the following topics:

- About the Remote Session
- Setting up your Remote Clinic Account
- Sending a remote session appointment
- Connecting to the Remote Lobby
- About running a Remote Session
- Ending a Remote Session

About the Remote Session

Using the Remote Connection feature allows you to perform Balance sessions remotely over the internet with your clients.

In order to begin a remote session you must first set up your Remote Clinic, send your client a remote invitation, and connect with them in the Remote Lobby. Your client must also have a Hand Cradle.

Setting up your Remote Clinic Account

Before you can do any remote scanning on your Balance software, you must first set up your Remote Clinic Account from within your dashboard at ZYTO.com

You can set this up by logging into your account at ZYTO.com or you can also access the remote scanning account setup from within your software.

To set up your Remote Clinic Account:

1. In the Main Menu click **ZYTO.COM > Remote Clinic**.
   This will take you to the remote clinic setup on the ZYTO.com webpage.
2. On the **Remote Clinic Information** section, enter your clinic information in the appropriate fields. This is the information that will be displayed to your clients when they log into their ZYTO Dashboard Account for a remote session. The required information appears red. Click **Next**.
3. On the **Billing Information** section, enter your billing information in the appropriate fields. You are asked for your credit card information because there is a small fee associated with remote scanning. You will be charged 7.5¢ per minute (that's $4.50 per hour) for the actual time you're connected to your client.
4. Most likely, ZYTO already has a credit card on file for you; the card used to pay your monthly subscription fee. To use this card, select the last four digits of the card from the **Cards on File** drop down menu.
5. To enter a new card, select **New Card** and then enter the required credit card information. Click **Next**.
6. On the **Profile Image** section, you have the option to add a photo or logo that will appear on your remote clinic storefront and will be visible when your clients log into their remote sessions. To add a photo or logo image, click **Browse** and select the photo you wish to include. The image file can be no larger than 4 megabytes. Click **Next**.
7. On the **Clinic Message** section, you have the option to add a clinic message that will appear on your remote clinic storefront. This can be edited at any time. Click **Next**.
8. Click **Terms and Conditions** to review the terms of the ZYTO Remote Clinic. Click to indicate your agreement and then click **Register**.

Sending a Remote Invitation

Before conducting a remote session you must first send a Remote Invitation to your client. Doing so automatically generates an email with a specific link for the client to click in order to connect to your Remote Clinic. The email also includes a link to step-by-step instructions for creating their own account on ZYTO.com.

To send a Remote Invitation:

1. In the Main Menu, click **Clients > Connection**.
2. At the top of the Connection page, click **Remote**.
3. Under **Remote Lobby**, click **Send Invite**.
4. In the **Select a Client to invite to the Remote Clinic** search field, type in the client name that you wish to invite.
5. In the search results, click the client name.
6. Type any relevant information that you wish to include in your invitation, such as the date and time. Click **Invite**.

WARNING: You will get an error message if your client's profile does not include an email, or if the email address is invalid. Please see the section Editing client information in chapter 2 of this manual to learn how to add or edit a client's email address.

This invitation is sent from 'noreply@zytoservices.com' and may be filtered by your client's email service as junk mail. If your client says they did not receive the email, remind them to check their Junk Email folder.

The invitation sent to your client includes the link 'CLICK HERE TO REGISTER'. They must click the link to access ZYTO.com and set up their own account. This account will automatically be linked to your Remote Clinic provided they use the 'CLICK HERE TO REGISTER' link in the invitation email.

For a first time remote client, it's a good idea to send your client an invitation at least one or two business days prior to your appointment. Instruct them to set up their ZYTO account at the time they receive the invitation and to proceed through the initial connection which may require installation of the ZYTO Touch software. Once they view the message 'Waiting for Clinician' they can exit their ZYTO account.

Setting up their account a few days before the appointment gives your clients time to contact ZYTO if they run into any technical difficulties.

NOTE: ZYTO software is PC compatible only and does not operate on a Mac. Your client must use a PC for a remote session.

Connecting to the Remote Lobby

On the day of the remote session appointment, your client must log into their account at ZYTO.com and once there access your Remote Clinic.

In order to see your client, you must connect to your Remote Lobby from within the Balance software.

To connect to your Remote Lobby:

1. In the Main Menu, click **Clients > Connection**.
2. At the top of the Connection page, click **Remote**.
3. Under **Remote Lobby**, click **Connect**.
4. You will see the names of any clients that have accessed your remote clinic online and are waiting to connect. Click **Start** to begin a remote session.

When you click **Start**, the session begins and you will be charged seven and a half cents per minute.

About running a Remote Session

Clicking **Start** opens a new Session tab with the chat window open on the right. Click the **Remote Session** bar on the right of the screen to open and close the chat window.

The length of time you have been connected to the client is indicated at the bottom of the chat window.

Note the icon on the Session tab, indicating that this is a remote session.

Simply conduct a session as you would if the client were in the room with you.

Ending a Remote Session

When you have finished your remote client session you must disconnect from the client (which will end the per-minute charge) and then also disconnect from your Remote Lobby (which has no charge associated with it).

To end a remote session:

1. When the session is finished, click **Disconnect** on the chat window.
   Your client will be informed that you have ended the session. This also terminates the per-minute charge for the session.
2. You must also disconnect the Balance software from the remote lobby by clicking **Clients > Connection**.
3. Under Remote Lobby, click **Disconnect**.
4. To reconnect your local Hand Cradle click **Local** at the top of the Connection page.

Balance Settings 6

This chapter includes the following topics:

- Testing the Hand Cradle connection
- Putting the Hand Cradle into simulated mode
- Releasing the Balance license
- Syncing the software
- Setting up Email
- About the ZYTO.com features
- Editing your Account Information
- Submitting a referral
- Changing your password
- Accessing the ZYTO store
- About ZYTO Help

Testing the Hand Cradle connection

Testing the Hand Cradle connection allows you to test your hardware at any time.

Note that it is not necessary to test the hardware every time you wish to use the Hand Cradle; whenever you initiate your first scan you will be prompted to connect the Hand Cradle, and you can do so from that point in the program.

It is also important to complete this process to set the Hand Cradle to the **Local** connection after completing a remote scan.

To test the Hand Cradle:

1. In the Main Menu, click **Clients > Connection**.
2. On the Connection page, verify that **Local** is selected and that Hand Cradle has been selected from the **Scan Device** drop down menu.
3. Plug the Hand Cradle into the USB port on your computer.
4. Place your hand, or have your client place their hand, on the Hand Cradle.
5. Click **Connect**.
   Finger contacts on the Hand Cradle graphic will turn gold, indicating contact is made.

Putting the Hand Cradle into simulated mode

You can also put the Hand Cradle into simulated mode.

Simulated mode is helpful if you want to run demo or practice sessions. In simulated mode, scans go much faster than a live scan.

Remember to always go to **Clients > Connection** to disconnect from simulated mode and select the **Local** option when you are going to do a live scan on a real client. In simulated mode the software internally generates arbitrary data that is helpful for practice, but meaningless for a real client.

To put the Hand Cradle into simulated mode:

1. In the Main Menu, click **Clients > Connection**.
2. At the top of the Connection page, click **Simulated**.
3. (optional) Use the drop down menu to select the desired **Simulation Speed**.
   WARNING: Be sure to disconnect from simulated mode before running live scans on clients.

Releasing the Balance license

You are permitted to install your ZYTO program on two different computers. However, you may only open and operate the software on one computer at a time. In order to use the installed program you must have the software license claimed on that computer. Before you can claim your license on a different computer you must first release it from the computer where it is currently being used, or currently claimed. You have to be online to release and claim your license.

You can release the license either from within the software or on the ZYTO.com website.

To release the Balance license from within the software:

1. In the Main Menu, click **Settings** > **Release License**.
2. On the **Release License** page, click **Release License**.
3. When you open the software on another computer the newly released license will be available to claim.

To release the Balance license on ZYTO.com:

1. Open a web browser and navigate to www.ZYTO.com
2. In the top right corner of the website, click **Account Login**.
3. Enter your username and password. This is the same username and password that you use to access your software. Click **Login**.
4. Under the **My Accounts** tab, click the **Licenses** sub-tab.
5. Find the specific license you wish to release and click **Release License**.
6. When you open the software on another computer the newly released license will be available to claim.

Syncing the software

Use the sync feature to manually initiate synchronization between your computer and ZYTO's secured server. During the sync your local data is encrypted and backed up on the ZYTO servers, your software license is renewed, and any updates to your software are downloaded to you; this includes updates to Libraries.

It is not necessary that you regularly initiate a manual sync of your software. Whenever you are online and open or close the software or release your software license, a sync is automatically initiated. However, you may want to initiate a manual sync to receive new updates without restarting the software.

To manually sync the software:

1. Click **Settings** > **Sync**.
2. On the **Sync** page, click **Sync**.

Setting up Email

The Balance report includes the option to email a PDF of the report directly to the client. In order to use this feature, you must first input your email account information into the software.

Your Balance has been optimized to use email accounts on the local email clients Outlook and Live Mail, and also the Web Email Clients: Yahoo Mail, Gmail, and Hotmail.

If you use a different email service, you can also manually configure it into the software.

To setup email:

1. In the Main Menu, click **Settings > Email**.
   On the **Email Settings** page, **No Email** is selected by default.
2. From the list, click to select the appropriate Email Client.
   If you use a Local Email Client, select that option.
   For Web Email Clients, select **Yahoo Mail, Gmail, HotMail**, or **Other**.
3. If you select one of the standard Web Email Clients (**Yahoo Mail, Gmail, HotMail**) then enter the email and password for that email account.
4. If you select **Other**, you have to enter other configuration information for the email account.
5. Click **Save**.

About the ZYTO.com features

The ZYTO.com features include:

- Account Information
- Submit a Referral
- Change your Password
- ZYTO Store

All of these features redirect you to the ZYTO.com website and thus require an internet connection. The ZYTO.com features can be accessed directly from the website but require login.

If you access the features from the software then you are automatically logged into your dashboard and taken directly to the appropriate page to complete the action.

Editing your Account Information

When you purchase your ZYTO system an account was created for your clinic using your purchasing information. The Report that you give each patient who is scanned may include this information; such as your account name, address, office phone number, and website (if you have one). At any time, you can edit this information.

To edit your account information:

1. In the Main Menu, click **ZYTO.COM > Account Information**.
2. In your web browser, you will be taken to the **Account Info** sub-tab on your ZYTO.com dashboard.
   Your account name is shown at the top of the **Account Info** pane. This is the account name under which the license is registered. If you need to change this name, and you are the administrator on this account, call ZYTO and we will change the name for you.
   All other information can be edited directly on the website.
3. In the box labeled **My Account Information**, click **Edit** to change any of this information.
4. When you are done, click **Save Changes**.
5. To update the new information to your Balance, you will have to sync your software.

Submitting a Referral

ZYTO.com includes a referral program, where you can earn bonus payments for referring fellow practitioners who purchase ZYTO products. ZYTO professional products are only sold to qualified healthcare practitioners.

It is recommended that you have a prior conversation with the person you are referring, telling them about

ZYTO technology or showing them your ZYTO system.

To submit a referral:

1. In the Main Menu, click **ZYTO.COM > Submit a Referral**.
2. Verify that your name appears at the top right area of the page; this means you are logged in.
3. Type the name, phone number, and email address of the person you are referring into the appropriate fields.
4. Click **Submit**.
   Your referral is forwarded to ZYTO. You will receive a confirmation email acknowledging its receipt.

NOTE: In order to receive referral bonuses ZYTO needs certain information about you; this information is required to prepare referral bonus tax returns at the end of the year.

To submit your tax information:

1. On the ZYTO dashboard website click the **My Account** tab and then the **Billing Info** sub-tab.
2. Click **Tax Information**.
3. Provide the appropriate details.
4. Click **Save**.

You will then be registered to receive payments from ZYTO. If you don't provide this information someone from ZYTO will contact you before any referral bonuses can be paid.

Changing your password

At any time you can change your login password. You can also change your username.

Keep in mind that this does not just change your Balance username and password, but your ZYTO Universal Username and Password. In other words, any changes you make will also change the password for other ZYTO software you may own or have access to, and for your ZYTO.com dashboard login.

You will use the new password the next time you log into your Balance software as long as you are connected to the internet.

To change your username and/or password:

1. In the Main Menu, click **ZYTO.COM > Change Password**.
2. Click **Edit** next to the Password field in the **Change Username/Password** box.
   When changing your password you will have to enter both your current password and then your new one.
3. Confirm the new password and click **Save Changes**.

Accessing the ZYTO Store

Use the ZYTO Store to purchase marketing material and other assets to help you in your practice.

You can also purchase additional biosurveys that have been created by ZYTO practitioners that can be used in the Select and Elite software.

To access the ZYTO Store:

1. Click **ZYTO.COM > Shop Now**.
   Your web browser will open the online ZYTO Store.
2. Click either **Marketing Material** or **ZYTO Libraries (biosurveys)**.

About ZYTO Help

Click **Help** to access all of the ZYTO Help features. Under **Help**, the following menu options are available:

- **Tech Support**
- **Training**
- **Diagnostics**

Use these options to find various ways to contact technical support (including online chat), access training materials (which is located in your ZYTO.com dashboard under the **Training** tab), and to find your computer's diagnostic information.

System Requirements

Windows Vista, Windows 7 or Windows 8
1.0 Gigahertz CPU
1 GB RAM
40 GB hard Drive w/1 GB available for ZYTO software
USB 2
High Speed Internet Connection (DSL or Cable Modem, Satellite Internet Service is not recommended
Video Resolution of 1024 x 768 recommended
Video Card with Minimum of 60MB of RAM, Supporting DirectX 9.0 or higher
In order to have the best experience with the software, the following hardware is recommended:
2GHz Pentium 4 or Athlon or 1.5GHz Pentium M, Core, Core 2, or Turion processor or higher
1.5GB of physical Memory
5GB space on hard drive
No FAT32 partition on hard drive
Not Macintosh compatible

ZYTO Balance 5.0 Glossary

Archive Client: Clients may not be deleted from your database, but they can be archived. Once archived, their name will not appear in the Client Search and their past sessions will not appear in the Session History. Archived clients may be unarchived at any time. When doing a Client Search you may see all archived clients by first clicking in the Show Archived box.

Balancers: 1. A VSI that has been associated to a stressor.
2. VSIs sent to the body that assists in bringing the body back into homeostasis. Balancers can be in the form of homeopathic remedies, naturopathic remedies, as well as clinical therapies.

Binary Scan: Takes a VSI group (list) and breaks it into halves and scans one half and then the other. The half with the most negative or positive dR is again split in half and each half is scanned. This process continues until there is only one VSI left. Used during the Dose Scan.

Biocommunication: The exchange of data between a computer and the body where the computer uses a VSI to stimulate the body and then reads and records the body's response.

Biological Aversion: An indication of the body's lack of preferential response to a VSI, displayed as a dR or deviation Ratio. A negative dR indicates a Biological Aversion; the lower the dR value the greater the aversion.

Biological Preference: An indication of the body's preferential response to a VSI, displayed as a dR or deviation Ratio. A positive dR indicates a biological preference; the higher the dR value the greater the preference.

Biosurvey: A set of programmed steps used in the biocommunication process, sometimes referred to as a protocol. A Biosurvey can be short and simple, or can involve complicated steps, custom videos, and specialized reports.

Birth Date: Client's birth date. This is a suggested field as items in the library may have age filters attached. For example, some products are not recommended for children under the age of seven. If a birth date is entered the client's age will be known and if there age is outside the parameters set for those products, those products will be excluded from any scan on the client.

Collections: A VSI item that has been associated to a collection item.

Collection Items: A VSI item that has been associated to a collection.

Deviation Ratio (dR): A comparative, numeric representation of the body's response to the VSI. A positive dR indicates a response that has greater coherence than its baseline. A negative dR indicates a response that is less coherent than its baseline. dRs are indications of Biological Preference or Aversion.

Dosage: The clients' biologically preferred quantity and frequency usage information for supplement or product VSI's.

Dose Scan: Occurs during the Balance 5.0+ Biosurvey to determine biological preference toward a dosage range.

Gender: This is a required field in the Client Info Window. Gender is used to determine which stressors and balancers will appear (male or female).

Hand Cradle: The primary interface between ZYTO software and the client upon which the client's hand rests during the assessment process.

Inventory: Your custom collection of product VSIs. Note: This is not an inventory management tool and does not keep track of quantities on hand, etc.

In Range: VSIs that create a dR response between zero and the range.

Linear Scan: Used during all stressor and balancer scans in the Balance 5.0. Scans a VSI group (list) one item at a time. At the end of the scan each VSI will be shown together with its dR.

Out of Range: VSIs with a dR response greater than the range.

Password: Used to log into your software and ZYTO.com account. To change your password you must be on the internet.

Probability Factor: a calculation used to weight a VSI's likelihood of priority by considering the dR responses of its Vectors.

Range: The body's median energetic response to 35 neutral VSIs. This measurement provides a boundary for identifying extreme responses.

Relationships: VSIs associated with one another as Collections, Collection Items, Balancers, Stressors, and Vectors.

Software License: Your authorization to use ZYTO software.

Remote Scan: A session that occurs with a client in another location via internet connection.

Session: A space of time in which all biosurveys are run and reports generated.

Stressor(s): 1. A VSI that can have a stressing effect on a related VSI.
2. Anything that moves the body away from homeostasis. Stressors can be in the form of physical, emotional, or genetic VSIs.
3. Any VSI in the Library that is related to a Balancer VSI.

Sync: A process where your local computer connects online to ZYTO's secured server to copy information from your license and to receive updates and renewals.

Therapy: A clinical service or modality offered in clinic or at a referred clinic.

Vectors: An association that displays the relationship between VSIs, usually physiological in nature. Vectors are used primarily for the purpose of calculating the Probability Factor.

Virtual Stimulus Item (VSI): A digital signature that has been linked to the item it represents. It may represent among other things, a nosode, sarcode, supplement, drug, clinical therapy, or a question.