

Frequently Asked Questions

The Device and Technology

Are there plans in the works to easily download the data so we can place the data over time into a comparison chart?

Currently, the only way of tracking data is by keeping your emailed reports. In terms of comparison over time, you would need to log your info into your OWN report format... This has been discussed in the past and may be a future option for a Quick Report.

Are there any potential EMF issues when we are scanning and sending frequencies every day? Is there any negative exposure?

There are algorithms built into the transmission of the programs that will buffer disharmonic Electromagnetic Frequency waveforms. You can also wear the Innergy negative ion products! In regard to “any negative exposure”: No harmful frequencies are being sent. A specific individual is targeted. And, even if your body detects the energy, there is a choice – if you are attentive and aware, you can choose whether it comes into resonance or not. The Quick Scan also has two options that are important when working with others: • Energetic Clearing – this will “clear” frequencies not conducive at that moment • Energetic Shield – this will “shield” you from other outside energies.

Does SEFI work remotely in airplane mode?

No; if Airplane mode is on, it will not work since this mode suspends the device’s signal transmission abilities.

Do the minerals and vitamins scans take into consideration any sort of existing health conditions? For example, for someone who has kidney failure and phosphorous comes up red. Is it showing red considering phosphorous levels should be extra low for someone with that condition?

No, the scanner only tells you if the results are in or out of range. The “ranges” will not be adjusted based on individual health conditions. These results can be researched and taken to your doctor for additional consultation and review.

Is it true that scanning someone remotely, using only their profile inside the AO scanner is 7-10% less effective than if they were physically connected to the head receptors?

Really there is no way to quantify that – Based on Loran’s most recent answer, his best guess is 5-30%. Loran said that you will lose 5-10% resolution if you are not using the bone conduction headset and the individual is NOT sitting right next to you. He also stated that if you do not use the AO scan specific bone conduction headset, you will lose “as much as” 30% resolution. These are his best guesses, and we know it’s a small amount to substantially better when the two devices are matched.

Questions on Imprinting:

How long does an imprinting last in an object?

4-6 days is a good rule of thumb. Negative ion products also need to be “recharged” in direct sunlight routinely per package instructions. Sugar pills (if protected) can last up to 6 months. After 6 months they should be erased and reimprinted.

Is there anything that makes the imprint fade away?

Yes, exposure to negative energy in any form, including EMF or negative emotion.

Is there a special method or container water needs to be in to be imprinted?

Yes – glass is the most effective.

Will the supplement library work with essential oils?

You can load anything you want into the supplement library, including oils, supplements and even therapy.

Do we completely exit the program between clients?

As long as you can see the profile, you can change the profile. Once you change the profile, it will take you back to the Main Menu. However, if you have time in between clients, it is good practice to close the program. It will help keep the network clear if you are leaving it running.

Which specific scans can we do remotely?

All of them. Vitals and Comprehensive can both be done by a direct call to or from your device. Inner Voice must be cell phone to cell phone with the device incorporated for recording from speaker to speaker. SEFI can be done remotely.

In Vitals: Can we have a number to determine if something is over or under optimum? Like we do in the new comprehensive?

Currently, it is only in or out of range. This will empower you with information from your own body to do the work, research, and make any needed lifestyle changes. It may include going to your doctor if you see questions that need to be addressed.

Will there be an option to download the info from vitals and comprehensive so we can chart historical changes?

In the near future, you should be able to print reports, but there is currently no option to download. Any tracking would need to be done from email report to email report.

Will there be an option to email the SEFI frequencies?

No, this can only be done remotely and in real-time. They cannot be emailed.

As I put my clients into the AO Scanner, I email them their reports. When I try to open them at home, it says they have to verify their email and sign in. What sign in do they use?

Once their profile is entered, they should receive an email to verify their address. Once this is done, it should show that their email has been verified within their profile. They only need to respond to the verification email. There should not be a need to “sign in.” The option to “sign in” will always show in the upper right corner, but you do not need to “sign in” to see your report results when viewing from a separate device.

What is the complete set in the SEFI?

The Complete Frequency Set is a condensed version of all of the balancing frequencies used in the Quantum Frequency Program. If you are not sure what to use, this is a great option.

Do we need to start with structured water when imprinting or does the AO Scan structure while erasing?

While you do not need to use any specific type of water for imprinting, the clearer the water is, the better. However, anything that is imprinted, needs to be erased first. This clears anything that is “attached” which enhances delivery.

What is the biggest difference between a Rife Machine and our AO Scan?

A real Rife system requires a plastic tube that the Rife frequencies are broadcast through. Depending on the power of the plasma tube, you need to be within a certain range of the tube to receive the maximum benefits. The AO Scan device is designed to both power a Rife plasma tube, if you have one, and also allow you to imprint the frequencies in to an object.

Am I supposed to hear sounds from the new morning and evening scans? I hear the sounds on Inner Voice but for some reason I don't hear any tones from the new Quick Scan.

The Quick Scan is a quick look at your Inner Voice, your Vitals and your Comprehensive. All it does is take a quick look and tell you which lenses would be most beneficial to wear and offers a 3 minute piece of music that contains the frequencies to help balance the imbalances. It's different from the typical Inner Voice, Vitals and Comprehensive in that it does exactly what the name implies. It's a quick scan that gets you where you need to go and out the door as quickly

as possible. Every once in awhile, maybe three times a week, do a full Vitals, do a full Comprehensive, and as many times as you feel it necessary, do an Inner Voice.

Should we use the same profile picture on our Solex phone and our Solex Tablet?

Your profile is attached to your subscription. Let's say you have a phone, a tablet and from time to time you log onto a laptop. Once you open up your profile, wherever your subscription goes, your ID goes. You don't have to have three profiles, in fact if you do, my recommendation is get rid of two and keep just one. When you have multiple profiles of yourself, it's easy for the system to get in a loop. So, you need just one profile and when you log on to a different device, that profile will be with you.

Can I use an ethernet cable and use the scanner without WiFi?

Yes, you can. Please note that at this time, ethernet cables are only compatible with the AO Scan Tablet, not the Phone.

I did a remote session today and the client asked me to explain how the scanner was receiving a signal from him. He said in person he would understand, but the remote aspect made him skeptical. How can I explain this to him?

This is a question that is difficult to answer in scientific terms. With radio, you have a broad cast and you have someone with a radio receiver and how that works is really easy to understand. A human body is also a receiver. For example, you can walk into a room of people and feel completely at peace, or you can feel the opposite and just want to get out of there. You are picking up frequencies in that room that you are paying attention or listening to. When sending SEFI frequencies, if the target is receptive, they will receive them and accept them. If they are not receptive, it will pass right by them, exactly like all the cell phone signals that pass by us every day because they are not tuned to us. An example on the spiritual side is when you pray for someone, it doesn't matter where they are in the world, they feel that prayer. These frequencies are kind of like electronic prayer. This doesn't satisfy with a scientific answer, but just know that we truly are sensitive individuals and we are our own receivers.

In a future update, will we be able to select items from our Supplements library and play or broadcast their frequencies through SEFI?

No, and there is no need to do that. I know there is a lot of information out there, and a lot of misinformation out as well. A frequency for an apple. You still need to eat it to get those nutrients. Sending the frequencies from an apple will allow your body to be more receptive to that apple and to get more nutrients from it, but the frequency will never actually replace the apple or the supplement. We scan for those supplements is to

see if our bodies could have some benefits from them at that time, but the frequencies will never replace a supplement or food.

I am having trouble with the morning quick scan. Evening will pull up, but I can't do a morning scan. I have powered my device off and back on and have cleared the cache. Any suggestions?

A good thing to do whenever you're having an issue like a scan doesn't stop or one scan works and another doesn't, is clear your profile. Delete it and set up a new profile. That generally will fix those types of issues!

I have been running the two energetic Auras programs and they just run and run. Loran said they should only run about 20 seconds each and then be done. Is there something going on with the program or does my aura just really need it?

It does just run with the way the program is written right now. There's nothing wrong with your program, and you don't necessarily need the extra running time. 10-20 seconds is all you need. We will address that in future updates, so it will automatically time out after 5-10 seconds, but for now, once you start it, count to 5 or 10 and then turn it off.

Will tendons be added to SEFI?

There will always be new things added to Vitals, Comprehensive and SEFI as we are able to put them in and validate them. This program will never be finished, it will always be continually updated. So, keep your subscriptions updated!

If we are scanning frequencies from our supplements and medications into our QuickScan library, why do we still need to take or ingest them? Why not just have the frequencies optimized into our bodies like we do with our Vital and Comprehensive scans? Since everything we ingest breaks down into frequencies anyway, why not just skip the digestive function and imprint the frequencies into our brains with the bone induction headsets?

As much as we'd like to say we are like Star Trek, we do not have a replicator yet. Frequencies only get our body in a state where we can truly take advantage of the foods and supplements we take, letting us know if we need them at this time. Most of the time we don't need all of the supplements we take. It's a good thing to check and see if we are resonating with that food or supplement at this time. Please never substitute a frequency for your food or supplements, that's just not safe. Scanning lets you know if you're ready for it, and if your body will be able to assimilate it, or if you don't need it at that moment in time. Just remember, it never, ever replaces it.

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Pet Questions:

Can you please explain the full purpose of the ID portion of the collar? Is it only to have an ID or is there more to it? If its sole purpose is just for an ID, does the pet's microchip suffice?

The collar and the ID tag are meant to be used together. It's the pet's personal signature. The collar has its own benefits all by itself, and the tag, hooked to the collar, truly identifies that pet all by itself. That being said, it's also true that any collar will work. If your pet has a microchip, you can use that as the ID number. You don't need a collar, ID or a chip to use the pet scan feature. You can leave the ID portion blank on the pet profile. This is similar to what we have talked about in the past with using your own equipment versus ours. You can scan with an iPhone, another android, and you can use your own headsets. The challenge is that they are not optimized and tuned to our system and our software. It's the same with the pet collar and tag. You will get better and more consistent results by using our collar and tag. We want you to know we are not here to nickel and dime you. The collar is guaranteed for life. If it is damaged, return it and we will send you a new one, for just the cost of the shipping.

Should I keep the collar on my cat all the time or only when she is being scanned?

Keep the collar on the pet all the time. The negative ion effect of the collar is beneficial. Keep one collar on the pet, the other charging, and once a week switch them out. You'll find that is the best way to scan and broadcast to your pet.

Can I still scan my pet if she doesn't have a collar or tag?

Yes.

If we have an animal who won't wear a collar, can we place the collar (with the tag) alongside them in their bed while we run the SEFI programs? Does it have to be touching them or just in close proximity?

There will not be much benefit to the pet if the collar isn't actually physically attached to the pet. We will be coming out with a pet mat in the future. You won't be able to broadcast frequencies to the mat, but it will give the negative ion benefits to your pet.

Others have reported success with creating a modified profile for their pet in the same way you do for a person and running SEFI that way. Is this a good option?

The human profile is optimized for a human and the pet profile is optimized for a pet. A human profile can still work for a pet (a lot of it is based on intention), but the work we have done designing the software specifically makes it more beneficial for your pet if you run the correct profile the way it was created and intended.

Horses are listed on the pet profile. Can you tell us how the collar and ID tags work with a horse or other large animal?

The large collar works on a horse. It doesn't need to go around the neck but can be replaced with the bridle across the horse's forehead. For those of you with extra large dogs, we have just started a mold design for an even larger collar and those collars should be available May 2021.

When is the complete veterinary program estimated to be available?

The full veterinary program should be available Fall 2021.

I understand we should not run stacked frequencies on our animals. However, can we run one SEFI program (for example, parasites) on three animals, simultaneously?

The way the program is set up now, it is geared for one entity at a time. In the future we can add to the program and have the capability for more than one. We can do it now on our big scanner, it's just different for the handheld device.

I just scanned a friend who has seizures. She got a headache listening to the optimizing tones. How do I explain that?

People are going to respond to tones differently. If people are having headaches or any other discomfort in relation to the tones, first try bringing the volume down. If that doesn't solve the issue, then you will need to do it less frequently.

I remotely run a significant bundle in SEFI for somebody with EDS, since the symptoms cover just about everything, but with a focus on pain and fatigue. We run them while she sleeps and add something for sleep. Would it be possible to one day make frequency bundles and save them?

Coming in Spring 2021, we will have a playlist option available in SEFI. You will be able to stack up to 10 frequencies and will have the option to play them in synchronization, or consecutively. You will be able to program it to start and stop at specific times.

When working with a client and calling from the device to run Vitals and Comprehensive scans, the client holds their cell phone speaker up to their jawbone, but there are no audible tones. Is this still more of a therapeutic benefit than calling from my cell phone and butting the speakers up so they can actually hear the tones during the scans? I feel the clients gets more out of the scans when they can hear the tones versus not hearing them.

There is not a right or wrong answer to this, both options are equally effective. However, if someone can hear the tones, they subconsciously feel like something is happening, even if it's still happening when there is no sound. But this is personal choice, they both work the same way.

Is it possible to add a search field to the SEFI Frequency list page so we can go straight to the frequency we need rather than having to scroll?

Down the road, those types of enhancements will be made. The AO Scan will never be finished, we will always be adding to it.

I have been told if you can imprint something you can send the frequencies to the person at the top of the page. Then I was told no. Can you give me a clear understanding of this?

The profile listed at the top of the screen is who will receive the broadcast and frequencies. You can broadcast to a group of people, although ideally it would be better to do each person one at a time, so you can direct to those individuals. Yes it will work, but it's not as fine tuned as it could be. It's more like a shotgun approach, rather than a sniper.

Can you broadcast with a person loaded into the scanner and with additional DNA, like nails, hair, and saliva? I do this on other machines and am curious if it works on our handheld scanner.

Yes, you can take nails, hair and saliva and put it on the broadcast window. However, the technology we use is not like others out there on the market, and you don't need to do this. It may help a little bit, but most likely won't do a whole lot.

Can homeopathy pellets be made into something and then erased and made into something new over and over again? Can more than one SEFI be imprinted on them?

On the top of your SEFI screen, you will see the 'erase' and 'imprint' features. Let's say you make a bottle of Arnica Montana and within a week of using it, you decide you no longer need it, and you have half a bottle left. Put the bottle on your screen, hit erase, let it run for 10 seconds, and erase what is there. Then you can imprint what's left with whatever you want to imprint. One more point; let's say you've imprinted something and you've been using it. You have it with you, and you get into an argument, or you put it next to a microwave, or a computer. You have now just dirtied that imprint and it's best to erase it and reprogram it.

Business Side

Do we get to place the first six people we sign up in Team A, B, and C as we would like to or will they be automatically placed by the order in which they sign up?

They will be automatically placed in the order in which they signed up.

When will the back office reflect our teams? Right now, I cannot tell what teams my direct sign-ups are under and they do not reflect in the visual tree in the order they signed up.

We cannot wait to get this completed for you. We are a couple weeks out from where you will be able to distinguish in your visual tree who is in Team A, who is in Team B and who is in Team C. We have part of the project complete, however we had to divert some resources to make sure we had some other things in line, that are ready and available to you right now. We are just weeks away from being able to show you your three teams, as well as those Qs in your back office visual tree.

Is the waiver agreement available in the back office to send to remote clients in the document sign and return format? If not, can you please give us protocol on waivers for Qs?

We don't have anything beyond the PDF available. How you'd like to use that document is

completely up to you and your discretion. We don't necessarily advise or recommend in any fashion on these waivers. We had many requests for a waiver documents and so we updated that document to what we think would be your interests. You can find it in your back office under 'business', then 'documents and media' and then 'legal'. It is titled 'waiver'. You can open up that waiver, download and use it how you would like. You don't have to use it, but it's available if you do. We would like to note that since we are not advising you in any way, as far as contracts between you and your client, please remember this is just a helpful resource for you to use at your discretion.

How much time is there between making a sale and getting a PayQuicker account notification?

It depends on the sale and when the sale was made. As a general rule, the monthly commission runs on the 10th of the month, following the close of the month of which you earned the commission. For example, today is March 10th. If I signed up with someone on February 15th, today would be the day I would earn the commission for that enrollment. It's when we process that commission that the PayQuicker emails are sent out. And so, tonight, we expect a whole bunch of people to be getting emails from PayQuicker to not only set up their account but also to retrieve their commissions that they have now earned.

What is the difference between a Retail and a Preferred Customer besides the cost? Does Retail need a Subscription?

A retail customer enrolls by just buying items. They make no commitment to an on-going, reoccurring order. Because they are just buying 'a la carte', the price is a retail price, which is a little higher than a loyalty pricing because there is no exchange of that commitment that we like to make with our Preferred Customers.

A Preferred Customer is slightly different because they are willing to make an autoship (an automatically reoccurring order), where the subscription occurs every month on the same day. For example, if I were to enroll today, the 10th, I would sign up with my device, add a subscription to the cart, and then I would subscribe and save, which ensures my subscription goes through every month, on the 10th of the month. This ensures that I don't lose any service whatsoever. Preferred Customers also get loyalty pricing, which is about a 25% discount. As a side note, the term 'autoship' does sound like you are signing up to receive something shipped to your home every month. However, it is just an industry term we use to describe the reoccurring monthly order for your subscription.

If I have someone sign up as a Retail Customer, what is the commission structure for that?

When you enroll a Retail Customer, you will not participate in the Liftoff Bonus. The Liftoff Bonus is only available for new Qs that enroll, and for new Preferred Customers that enroll with the Autoship Subscription, or reoccurring order. A Retail Customer does not participate in that, so those points associated with that enrollment and every additional order after that will be directed to your Direct Bonus. The points generated from the retail order will be assigned to

the team (A, B or C) currently in the gold position for that month.

Can you share where the reports are housed? I know they are not saved on the device, but they must be saved in the cloud for them to be accessed by the email links. What can you tell us about the security involved?

The reports are not saved in the cloud but they are on the device until you email them. Once the report has been emailed, it is no longer on the device, and it has never been on the cloud. The only place it is stored is wherever the email recipient stores their email. Once you've sent it, the scan is gone. We have no other way to access it.

Can you please tell us why some of us are having Port and headphone issues and what is being done about it?

We have had a few devices that have had issues with headphone jacks and if we can't resolve those with an adapter, then we will replace them for you. Every company has issues with hardware and we aren't immune to that. If you're having issues with your device or your headset, let us know and we will either replace it or fix it. Call 385-203-0033 to report these issues.