

Upgrade Your MyoVision Software

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Summary

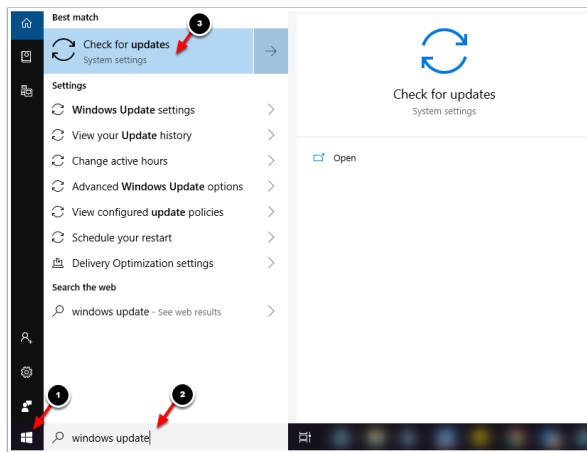
This guide will take you through the steps of upgrading your MyoVision software.

****PLEASE NOTE:** Updating your software may change some of your settings. To setup your settings, continue through the entire article after you have completed the software download.

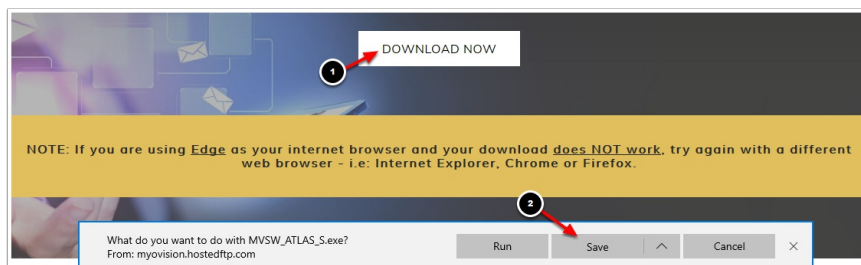
How to Upgrade Your Software

****BEFORE YOU UPDATE YOUR SOFTWARE:** create a backup file of your patient database and save a copy of it to an external source, such as a flash drive to prevent the loss of any data. [Click Here](#) to learn how to save a backup of your data to an external source.**

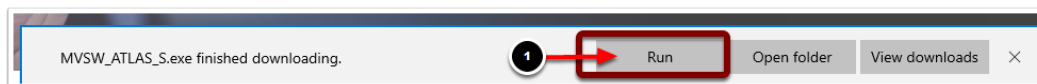
1. Close the MyoVision software if it's already running and check for any Windows updates. (On most computers you can check for Windows updates by opening the Start menu and searching for "Windows updates"). Your computers Windows operating system must be up to date in order to update the MyoVision software.



2. Visit myovision.com/download and select "Download Now." The software will instantly begin downloading. When prompted to "Run" or "Save" the file, select "Save"



3. Then, when the download is complete, click **Run**.



4. The Install Wizard will open. Be sure to select "Yes" when asked if you would like to allow the app to make changes to your PC. Follow the steps within the wizard and click the "Finish" button to complete your MyoVision software update. Updating your software may change some of your settings. Continue reading to see what settings may need to be reconfigured after updating your MyoVision software.



Configuring Your Updated MyoVision Software

This portion of the guide will take you through setting up your new version of MyoVision.

1. **Single Device Mode** - Controls whether you perform sEMG scans one scanner at a time or with both scanners.
2. **Escan** - Make your exams mobile by sending them directly to your patients cell phone or to your patients email.
3. **Thermography Device Setup** - Configure the software for your type of Thermography device.

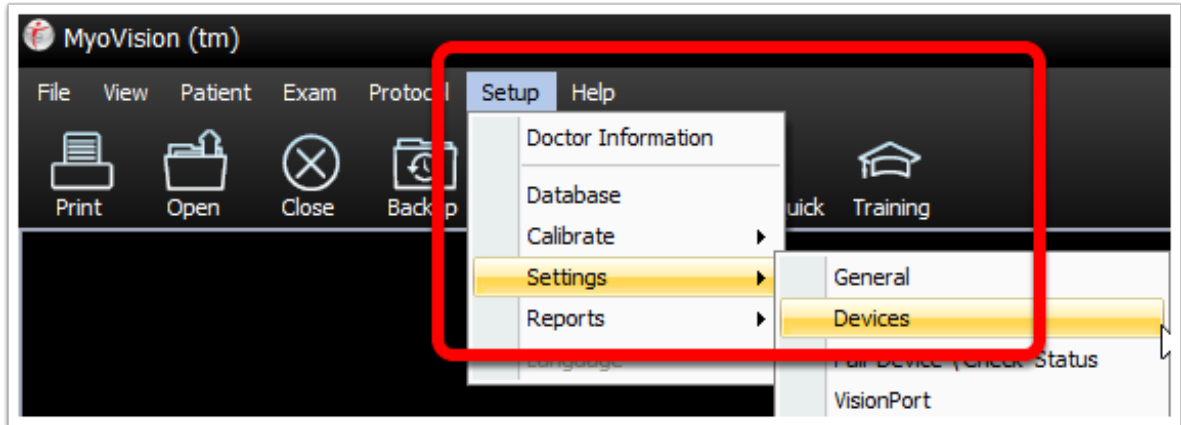
****PLEASE NOTE:** Updating your software will change some of your settings. To get the software setup after you've downloaded it, continue through the entire article.**

Single Device Mode

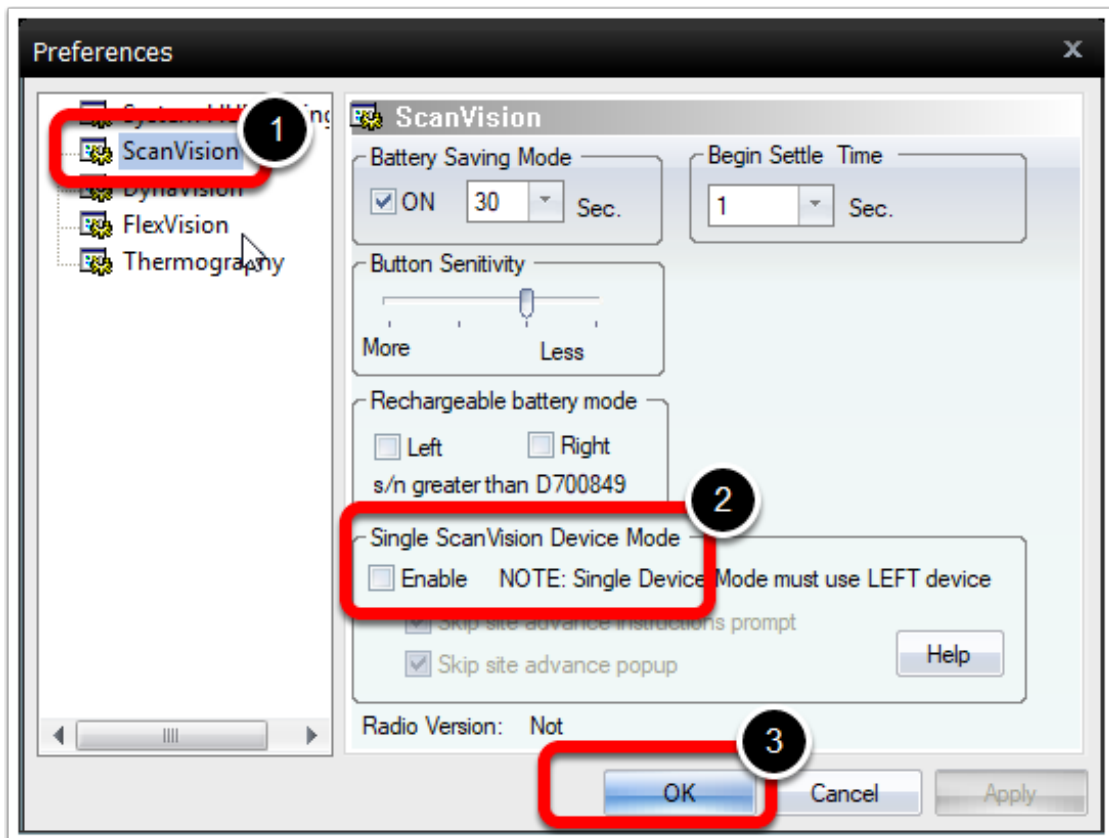
As of version **5.0.151** of the MyoVision software, you are able to perform the sEMG

static scans with a single ScanVision scanner. If you have just updated your version of the MyoVision software, it will be set to single scan mode by default. To disable **Single ScanVision Device Mode** follow the instructions below.

1. Open the **Setup** menu, go down to **Settings**, and select **Devices**.



2. When the **Preferences** window opens, select **ScanVision** from the menu on the left. Then, look for the **Single ScanVision Device Mode** settings on the right. Left click the **Enable** box to remove the check mark and click **OK** to save your changes.



This section will help you get the **Escan** feature of the **MyoVision** software setup. The **Escan** feature allows you to send an exam to the patient's email or directly to their cell phone. In order to use this feature **MyoVision** requires you to setup a working outgoing mail server.

Video Tutorial

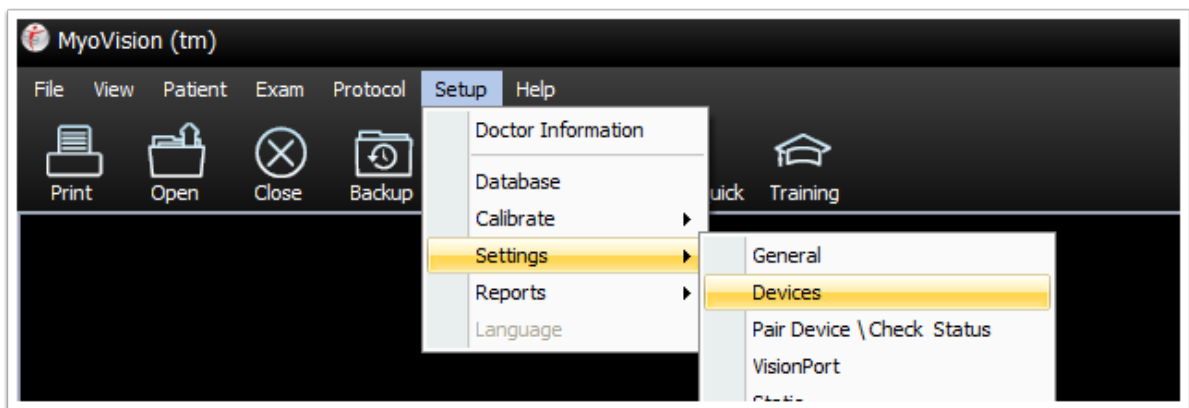
If the email service provider that you use is not listed you will need to do an Advanced Escan Setup.

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|--------|--------|----------------|
| Step 1 | Step 2 | Video Tutorial |
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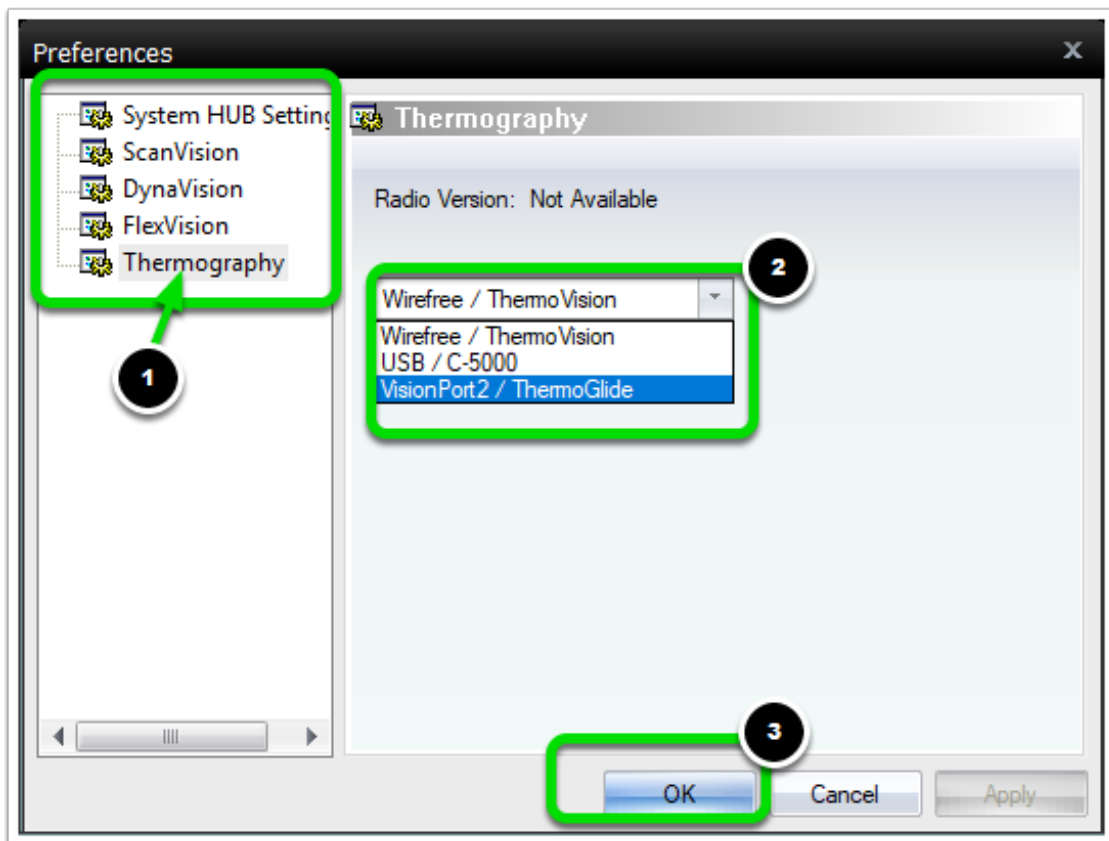
Thermography Device Setup

The software will need to be configured for your Thermogrphahy device type (VisionPort2, ThermoVision, or C-5000)

1. Open the Setup menu, go down to Settings, and select Devices.



2. Click on Thermography in the list of device types, on the left side of the window. Click on the drop-down menu and set it to your Thermography device type. Click OK.



If the software requests your calibration values, call 1-800-969-6961 Option 2 for Support and a member of MyoVision's Technical Support can look up the values for you.

Troubleshooting Issues During Installation

If during the installation process the software fails to install or update follow the troubleshooting steps below.

- Check you computer for updates. If the computer has update that need to be run the software may not be able to install properly.

To check for updates in Windows 10 you will need to open Windows Settings, then select the Update and Security option.



Accounts

Your accounts, email, sync,
work, family



Time & Language

Speech, region



Ease of Access

Narrator, magnifier, high
contrast



Cortana

Cortana language
notifications



Update & Security

Windows Update, recovery,
backup

