Updating Your MyoVision Software

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Summary

This document will instruct on how to update the MyoVision software to the most recent version.

Not sure if you have the most recent version? View the support article: How Do I Check My Software Version?

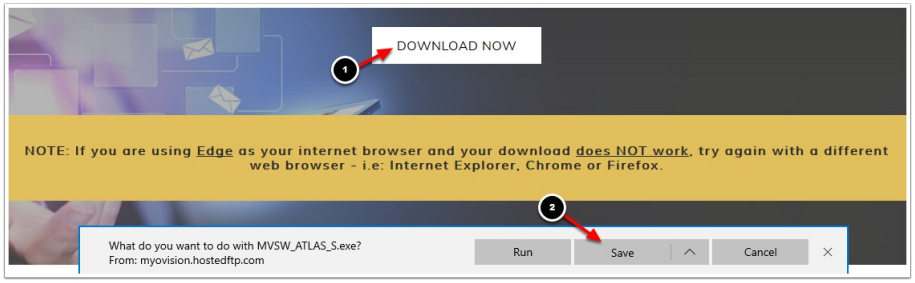
Before you Begin

1. Before updating 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,
2. **Updating your software may change some of your settings.** To setup your settings, continue through the entire article after you have completed your software install.
3. **IMPORTANT:** Make sure Windows 10 is fully updated before updating MyoVision.
    - To check if you are up to date, view the Microsoft support article here:
        - Windows 10
        - Windows 11

How to Update Your Software

1. Download the MyoVision Installer

- Go to myovision.com/download and select "Download Now." When prompted to "Run" or "Save," select "**Save**".

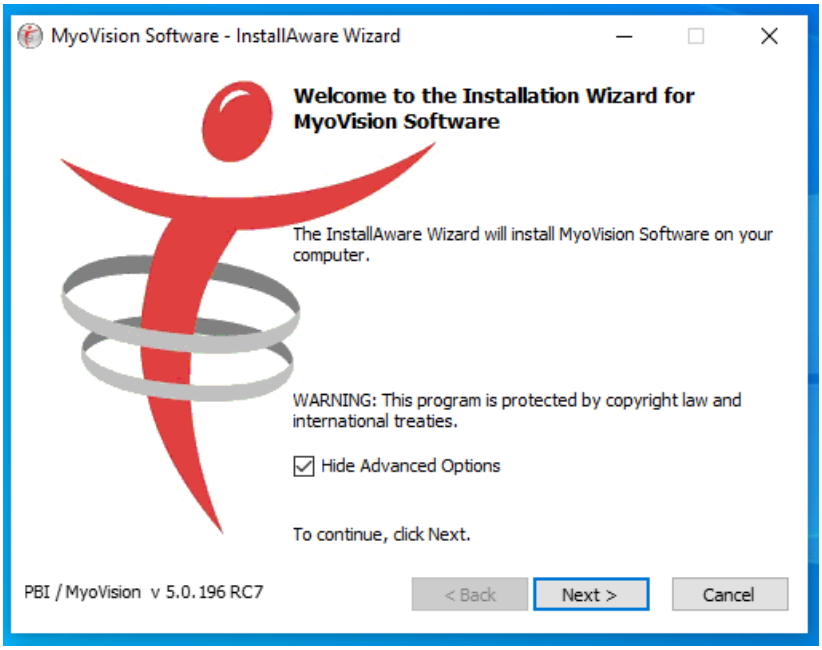


- When the download is complete, click **Run**.

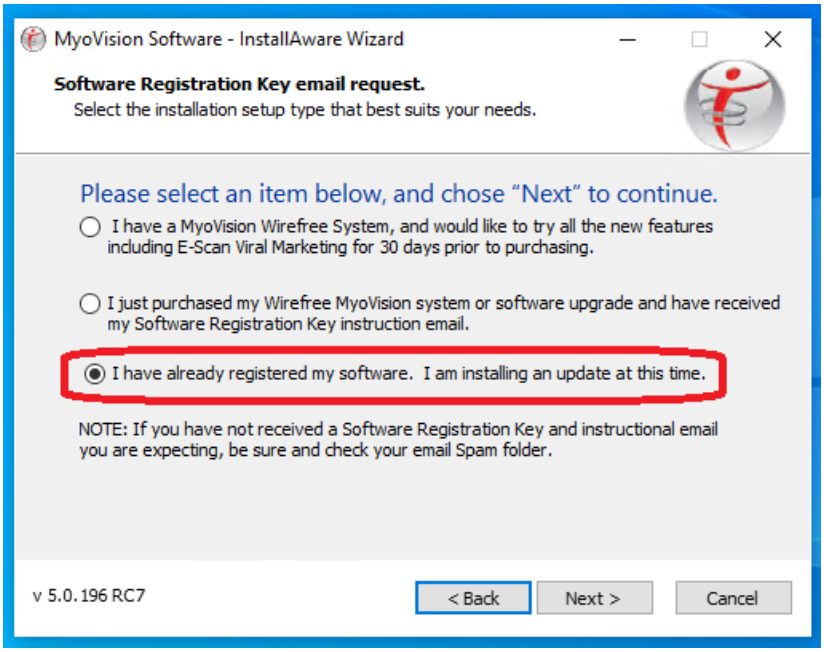


2. Running the Installer

- Click "Next".



- When you get to this screen, select "I have already registered my software. I am installing an update at this time." and click "Next."



3. Configure Your Updated MyoVision Software

- Configure your software for single or dual ScanVisions by following the instructions **here**.
- Configure your Email with the instructions **here**. **Note:** This only works with Feature Pack A or later.
- Configure your Thermography device with the instructions **here**. **Note:** if you have a Wirefree ThermoVision, you will only need to enter calibration values,

4. Troubleshooting Issues During Installation

- Check for Windows updates. If the computer has updates to install, MyoVision may not install properly (see steps in **Before You Begin** above).
- If problems persist, contact technical support at 1-800-969-6961, option 2 (M-F, 8am-4pm PST).