## Troubleshooting Errors when using the Online Interpretation Service

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This support guide will troubleshoot errors when trying to send an exam through the Online Interpretation Service.

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## Verify Online Service are Enabled

Make sure that your software is setup to allow online services:

1. In the software menu, click Setup > Settings > General

簓 MyoVision (tm)						
File View Pa	atient Exam	Protocol S	etup Help			
a e	<u>a</u> 🛇	ত্রী	Doctor Information	$\Diamond$		
Print Op	en Close	Backup	Database	uick Training		
			Calibrate			
			Settings 🛛 🔸	General		
			Reports 🗾	Devices 63		
			Language	Pair Device \ Check Status		
				VisionPort		

2. Confirm the checkbox next to "Check for and use internet services if available" is checked. Click OK.

General Setup	x			
Show training prompt on startup  Remember last patient  Cancel				
Check for and use internet services if available				
<ul> <li>Load libraries on program startup</li> <li>Show enhanced Patient Exam information</li> </ul>				
Mute MyoVision Software sounds     Display Battery Voltage in Device Status				

## <u>Verify there are no special characters in the "Patient Name" field</u>

Verify there are no special characters entered into the "Patient Name" field, i.e. no quotation marks ("). Only letters and numbers are aloud in this field. Once verified, the exam should properly send.

Exam Interpretation Information ×						
Practitioner Information: — *Last Name:	First Name:	Exam Information: Patient Name: "Name_! "Name_!				
Contact phone number:		Patient ID: Gender: female				
*Email address used to rec report:	eive the completed	Exam Date: Nov 22, 2014 04:38:33 PM Exam Name:				
Indicates required user input.     Save Practitioner Information     Clear						
Exception		Add Note Cancel Send				

Click Here to learn how to edit the "Patient Name" field.

If you are still receiving errors when sending your report, please contact technical support (800) 969-6961 x2 - support@myovision.com