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	Patient	Exam	Protocol	Set	up Help			
	<u>مث</u> م	\bigotimes	ক্রি		Doctor Information			
Print	Open	Close	Backup		Database Calibrate		uick	Training
					Settings	-		General
					Reports	-	1	Devices 6
					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	
 Load libraries on program startup Show enhanced Patient Exam information 	
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:	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							
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