

How to transfer your MyoVision system to a new computer

Last Modified on 04/24/2020 11:25 am PDT

Summary

This document explains how to transfer your MyoVision settings and database to a new computer.

Before you Begin

1. MyoVision is fully compatible with Windows 10
2. If you are upgrading a current computer to Windows 10, make sure you save all your current Software information and database *before* installing the new operating system (See step 1 below).
 - **VERY IMPORTANT!!!** If you install a new operating system without backing up your data first you will lose all information
3. You will need a flash drive or another way to save the data externally

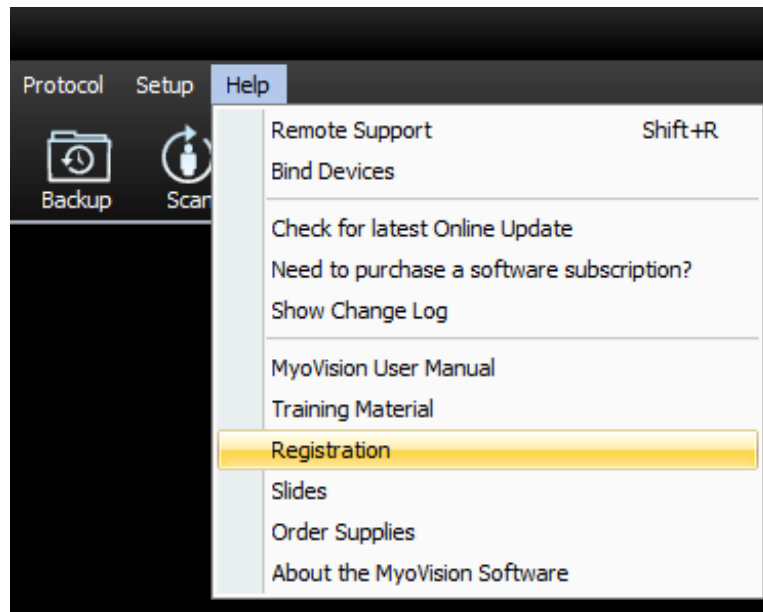
How to move your MyoVision system to a new computer

1. Backup the Patient Database to external storage

- Open the MyoVision software and insert the flash drive into your computer
- See this article for full backup instructions [Backup and Restore a Patient Database](#)
 - **NOTE:** Make sure you save the backup file to your flash drive and not on the computer itself!!!

2. Write down Registration information

- Go to Help --> Registration



Primary User Information:

First and Last Name: **Support Team**

Email: **support2@myovision.com**

Registration Key: **6AAA-6AAA-6AAA**

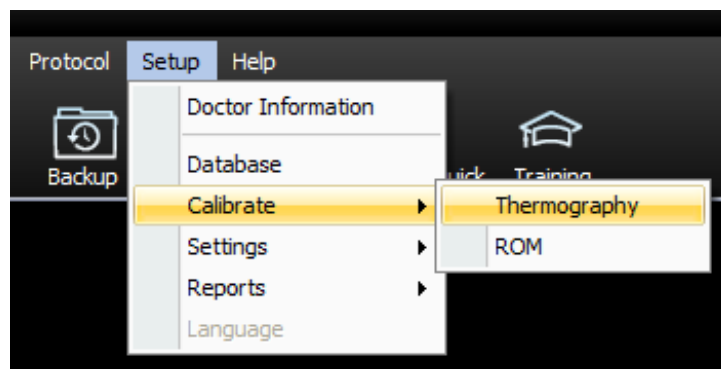
Purchase Now Activate Skip

- Write down the Primary User Information: First and Last name, Email and Registration key exactly as shown.

Tip: Copy and paste the information in an email and send to yourself.

3. For Thermography only: Write down Calibration values

- Go to Setup --> Calibration --> Thermography

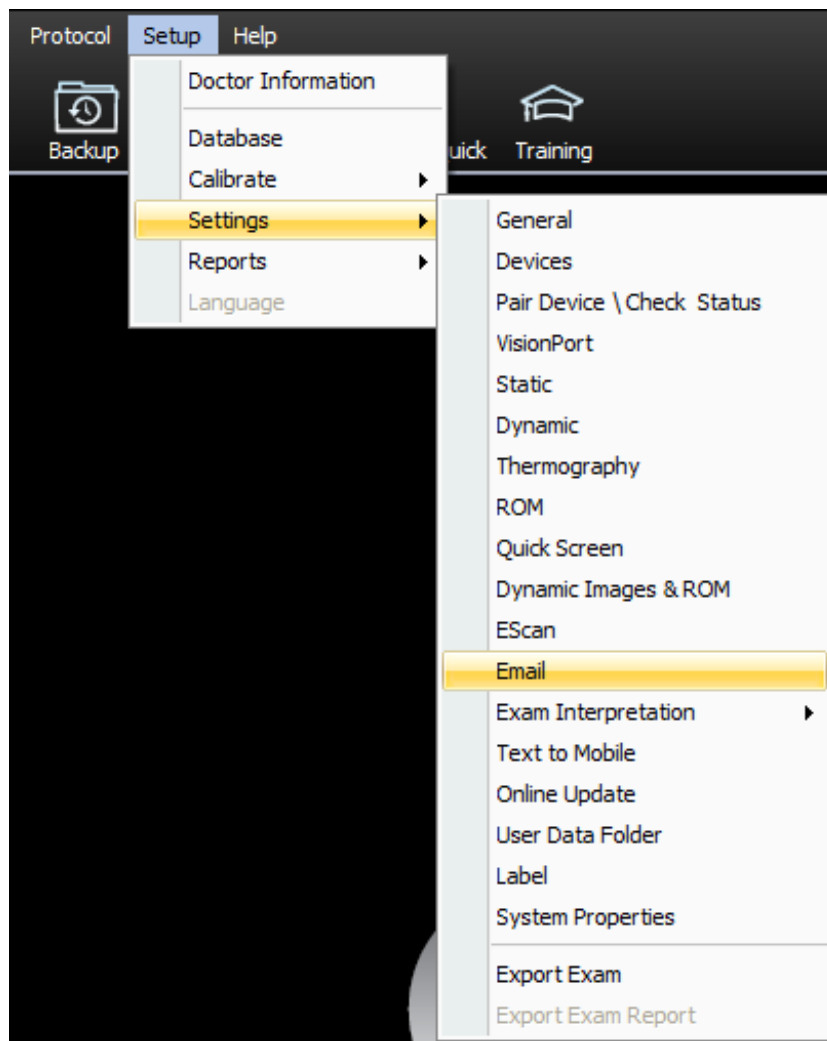


- A pop up box will display the values - copy these for the new install.

4. Save EScan email settings (only for customers need advanced EScan Setup due to using non-typical email services)

NOTE: This is only if you do not use the typical email services (ie, AOL, Comcast, GoDaddy, Hotmail, MS Live, Outlook, Verizon or Yahoo) and will need to make your own email settings. If you use a typical service you do not need to write down this information and can skip to the next section.

- Go to Setup --> Settings --> Email



- Click on Advanced button

The screenshot shows the 'EScan Email Setup' window. It has two main sections. The top section, 'Email Account information', includes fields for 'email address / user name' (containing 'support2@myovision.com'), 'Password' (masked with asterisks and a 'Hide' checkbox), and 'email service provider' (a dropdown menu set to 'Google - Gmail'). There are buttons for 'OK', 'Cancel', 'Send Test', and '>> Less'. The bottom section, 'Outgoing SMTP mail server settings', is highlighted with a red border. It features a red warning box with the text: 'For advanced outgoing mail server settings, contact your Internet Service Provider or IT Professional if necessary. MyoVision support does not have this information.' Below this, there are fields for 'Host name' (containing 'smtp.gmail.com'), 'Port Number' (containing '465'), 'Login Method' (a dropdown menu set to 'Auth Login'), and checkboxes for 'Use SSL' (checked) and 'Use StartTLS' (unchecked). A 'Create' button is located to the right of this section.

- Write down the Host Name, Login Method, Port Number and note if any checkboxes are checked.

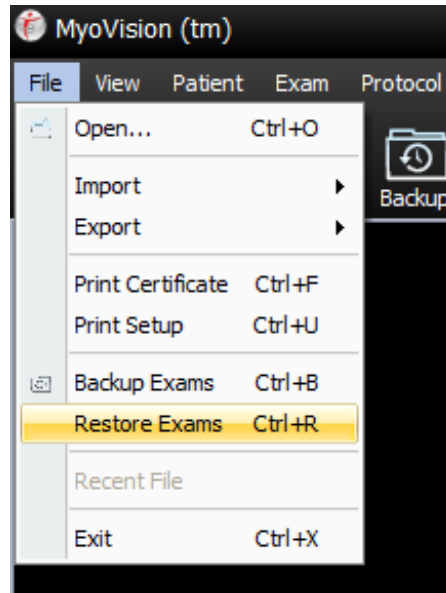
5. Install MyoVision Software

- Make sure the Windows account you are logged into has Administrator privileges
- **IMPORTANT:** Make sure Windows 10 is fully updated before installing MyoVision. Otherwise it can cause installation errors for the SQL Server
 - To check if you are fully updated go to the Microsoft support article here: <https://support.microsoft.com/en-us/help/4027667/windows-10-update>
- Download the software: <https://www.myovision.com/download.html>
 - Need help installing your software? View this article: [How Do I Install the MyoVision Software?](#)

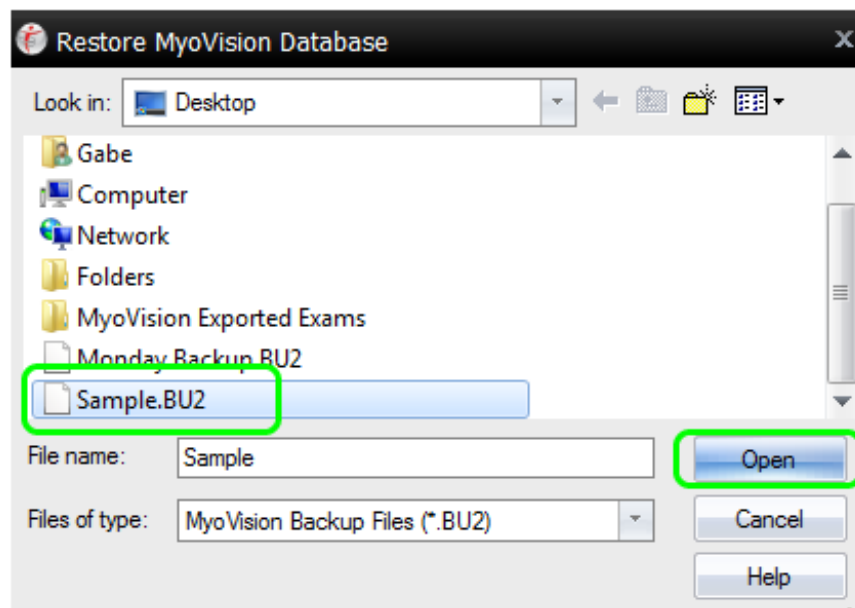
6. Upload the patient database onto the new

computer or Windows 10 System

- Open MyoVision software and plug in the flash drive that has the backup file on it
- Click on File --> Restore Exams



- Choose the drive that has the backup located on it and click on the file



- Click open and it will give you a warning prompt, click OK
- You can verify all your patient data is moved by clicking Open Exam on the main screen

NOTE: If you use multiple computers for MyoVision and need to set up a network database please refer to this article [Configuring a Network Database in Your Office for MyoVision](#)

7. Set up MyoVision software

- MyoVision does not automatically transfer customer settings and information, so you will need to manually enter in the information that was collected in this article. Below are a list of support articles that will help you set up the various aspects of MyoVision
 - [How Do I Enter my Software Registration Key?](#)
 - [Configuring Your MyoVision Software for Single or Dual Scanners](#)
 - [Setting Up EScan](#)
 - [Customize the EScan Message](#)
 - [How Do I Enter My Thermography Calibration Values?](#)
 - [How Do I Set Up My Wired Thermography Devices?](#)

If you require any assistance with the change to Windows 10 or encounter any problems please call our technical support line at 1-800-969-6961 Opt 2.
