Troubleshooting Connection Issues to the VisionHUB

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Summary

This document shows you how to troubleshoot connection issues between the wirefree devices (e.x. ScanVision, FlexVision, DynaVision) and the PhysioMonitor or SoloVision hub. This only applies for devices that had previously connected to your specific hub, if you have a new hub or new device and need to bind for the first time please see our Binding Devices to the PhysioMonitor article or Binding Devices to the SoloVision article.

Before you Begin

- 1. If you have not restarted your computer then try that first. Leave the computer off for 30 seconds then turn back on and see if you still have the problem.
- 2. Do you have the latest version of the MyoVision software? Otherwise, note that settings might look different or may not exist in a previous version.
 - How Do I Check My Software Version?
 - Updating Your MyoVision Software
- 3. Make sure that the PhysioMonitor or SoloVision is properly plugged into the computer (and the PhysioMonitor is plugged into the wall) and is away from your Screen/TV/Monitor
- 4. Have a paperclip or pushpin on hand if needed
- 5. Open the MyoVision Software

How to Troubleshoot Connection Issues to the PhysioMonitor or SoloVision

1. Make sure the Power Light and/or Computer Connect Light are Green

• PhysioMonitor should have a green "Power" light and a green "Computer Connect" light

- If the Power light is not on check the connection to the wall power outlet or try a different power outlet
- If the Computer Connect light is not on check the USB cable connection to the computer, try a different USB port on the computer, or a different cable (Printers often use the same cables)
 - You can also try a different computer
- SoloVision should have a green "Power" light
 - If the Power light is not on check the USB cable connection to the computer, try a different USB port on the computer, or a different cable (Printers often use the same cables)
 - You can also try a different computer

2. Check to see if the PhysioMonitor or SoloVision is being

recognized by the MyoVision software

- Open the MyoVision software and look in the bottom left corner
 - Wireless System should show in Green and say connected, devices labeled depend on the hub you own
 - If Wireless system is showing Red and says "NOT Connected and disabled" go to this support article Why won't my SoloVision/PhysioMonitor connect to my computer?

PhysioMonitor/SoloVision connected			PhysioMonitor/SoloVision Not connected				
Wireless System : ScanVision(Single), DynaVision, FlexVision Connected Data: Location: (local) Mode 1		Wireless System : NOT Connected and disabled Data: Location: (local) Mode 1					
For video training, click the 'Training' Toolbar button.		For video	training, click the 'Training' Toolbar button.	_			
	${\cal P}$ Type here to search	0	∐i		${\cal P}$ Type here to search	0	۲i

3. Check to see if you are on Single or Dual mode (ScanVision and FlexVision only)

- This applies only if both devices has a Green "Connect Status" light and only one device is showing as bound in the software or if you only own one device (One ScanVision or One FlexVision) that has a Green "Connect Status" light and you are unable to start tests
 - For ScanVision
 - In the MyoVision software, go to Setup --> Settings --> Devices



- Click on ScanVision and see if Single ScanVision Device mode is enabled
 - If you use two ScanVisions the box next to Enable should be unchecked
 - If you use one ScanVision the box next to Enable should be checked like below

Preferences	د	ĸ
System HUB Setting ScanVision W DynaVision Seturition FlexVision Thermography	ScanVision Battery Saving Mode ON 120 < Sec.	
	Single ScanVision Device Mode Finable NOTE: Single Device Mode must use LEFT device Skip site advance instructions prompt Skip site advance popup Nadio version: 2.40 OK Cancel Apply	

- For FlexVision
 - In the MyoVision software, go to Setup --> Settings --> ROM

Protocol	Setup	Help		_	
<u>ل</u> ع	Do	ctor Information			\Leftrightarrow
Backup	Da	tabase		uick	Training
	Ca	librate	►		
	Se	ttings	•		General
	Re	ports	►		Devices
	La	nguage			Pair Device \ Check Status
					VisionPort
					Static
					Dynamic
					Thermography
					ROM

- If you use two FlexVisions for Clinical Exam and Quick Screen both options should be unchecked
- If you use two FlexVisions for Clinical Exam and one FlexVision for Quick Screen then only "Quick Screen Exam - Use single inclinometer" should be checked

ROM Setting		x		
Verification Mode Rep Count MWA	Inclinometer Set Button Zero time (ms) 100- 2500ms Sensitivity: Most Least	OK Cancel		
Clinical Exam - Use single inclinometer Quick Screen Exam - Use single inclinometer Use Enhanced and FlexUltra (tm):				

4. Check to make sure devices are configured correctly (ScanVision and FlexVision only)

• This only applies if both devices have Green "Connect Status" light but one does not appear bound in

the software and you have already checked to make sure the software is looking for the correct number of devices (see step 3 to check how many devices the software is looking for)

- In the MyoVision Software, go to Help --> Bind Devices
 - This will pull up the Pair MyoVision Device Mode which shows if a device is linked and its battery life



• The example below shows the Left FlexVision connected but no other devices connected

Pair MyoVision Device Mode	x			
ScanVision(tm) Pair Turn Off Left -Rechar. Battery Link USB Connection Status: Connected via PhysioMonitor	FlexVision(tm) FlexVision(tm) Pair Turn Off Left Battery Link USB Connection Status: Connected via PhysioMonitor			
ThermoVision(tm) Pair Turn Off Left Battery Link UISB Connection Status: Disconnected	DynaVision(tm) Pair Turn Off Left Battery Link USB Connection Status: Connected via PhysioMonitor			
READY to pair device: Select the Pair button for the MyoVision device you wish to bind or the Close to quite.				

- Turn on one device and make note of if it appears as the Left or Right device on the screen, then turn off the device
 - You can use the Travel Switch to turn off the device or wait for it to auto shut off
- Turn on the other device and make note of if it appears as the Left or Right device
- If both devices show as Left or both as Right you will need to reconfigure one of the devices
- See this support article for how to reconfigure One device does not appear bound even though the Connect Status light is green

5. Check Thermography settings

• In the MyoVision software, go to Setup --> Settings --> Devices



- Then click on Thermography
- Make sure the drop down menu is set to the type of Thermography device you have

Preferences	x
System HUB Settine ScanVision DynaVision FlexVision Thermography	Radio Version: Not Available Wirefree / Thermo Vision Wirefree / Thermo Vision USB / C-5000 Vision Port2 / ThermoGlide
	OK Cancel Apply

4. Check Devices and Printers

• Press the Windows key + I shortcut to open settings, and then click Devices

÷	Settings		-	×
		Windows Settings		
	Find a s	setting	Q	
	旦			
	System Display, notifications, power	Devices Bluetooth, printers, mouse	Phone Link your Android, iPhone	

• Scroll down to the "Related settings" section on the right pane, click the Devices and Printers link

← Settings	– 🗆 X
🕸 Home	Bluetooth & other devices
Find a setting \wp	
	Related settings
Devices	Devices and printers
Bluetooth & other devices	Sound settings
品 Printers & scanners	Display settings
() Mouse	More Bluetooth options

 Scroll to the bottom of the Devices and Printers window and look for your MyoVision device
 PhysioMonitor: There should be 2-5 devices shown. The PhysioMonitor shows up as the MyoVision interface, then there is one additional device for each radio installed.



• SoloVision: There will only be one device shown per SoloVision plugged into the computer.



- If your device is not listed, see our support article Why won't my SoloVision/PhysioMonitor connect to my computer?
- If your device is not listed but there is an Unknown Device listed try the troubleshooting steps in the article above and if still listed as Unknown Device call Technical Support at 1-800-969-6961 Opt 2
- If the device says EPROM error then call Technical Support at 1-800-969-6961 Opt 2

Note: ***

If you have tried troubleshooting and are still experiencing connection issues call technical support at **1-800-696-6961 Opt 2**.