

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?](#)

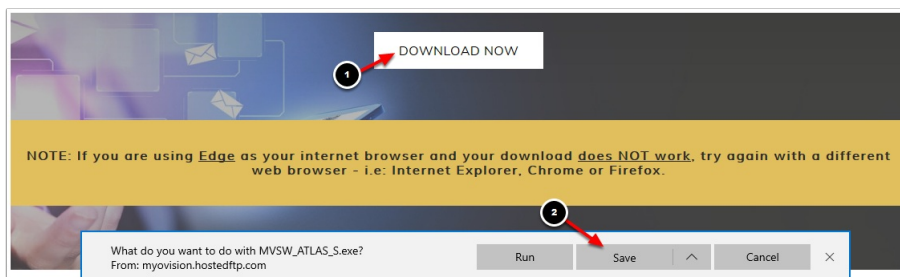
Before you Begin

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 OS is fully updated before updating MyoVision.
 - To check if you are fully updated, go to the Microsoft support article here:
<https://support.microsoft.com/en-us/windows/install-windows-updates-3c5ae7fc-9fb6-9af1-1984-b5e0412c556a>

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**.

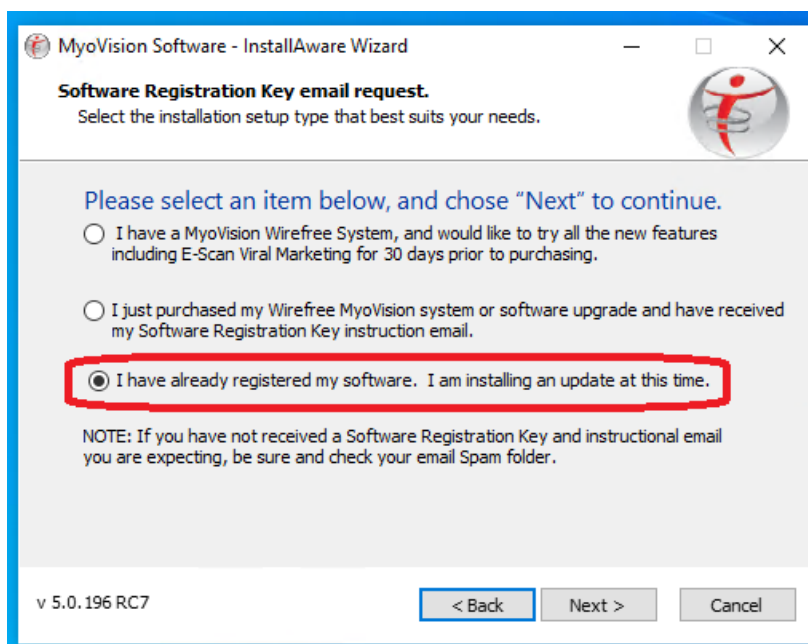


2. Running the Installer

- 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).

