

NeuraMetrix TC - Installation Instructions Updated May 10, 2021

Contents

What are the requirements for installing NeuraMetrix TC? 5	1
How do I create an additional User Account? 5	1
Where can I learn more about User Accounts? 5	2
How do I install the NeuraMetrix TC application? 5	2
How do I check that the installation is installed and running? 5	3
How do I access the features of the application? 5	Э
'm unable to download or install NeuraMetrix TC 5 10	C
Can two (or more) users of one computer each be monitored using NeuraMetrix TC? 5 10	C
What do I need to do when the clinical trial period is completed?1	1
How do I uninstall NeuraMetrix TC? 5 1	1
Where can I contact support for NeuraMetrix TC? 5 1	2

Click ⁵ to return to the top of this page

What are the requirements for installing NeuraMetrix TC? **5**

The first requirement is that you use a Windows PC with a traditional key board with real keys. It can be a desktop, a laptop or a notebook/tablet (such as a Windows Surface Pro).

The second requirement is that you are the only user of your PC <u>or</u> you have your own Windows **User Account** (the screen that comes up early when you start the PC and asks you for user name and password) which is not shared with anyone else.

How do I create an additional User Account? 5

You will need to create your own User Account if you presently share your User Account with someone else and do not already have separate accounts.

With separate User Accounts, several people can easily share a single computer. Each person can have a separate User Account with unique settings and preferences, such as a desktop background or screen saver. It is good practice to have your own account for security reasons. User Accounts control which files and programs users can access and what types of changes users can make to the computer. Typically, you'll want to create standard accounts for most computer users.



NeuraMetrix TC - Installation Instructions Page 2 (12)

Where can I learn more about User Accounts? 5

There are several places where you can learn about Windows User Accounts. In addition to Microsoft resources, the <u>GCFLearnFree.org</u> program offers free lessons on many technology subjects, including *Understanding User Accounts* which is at <u>http://www.gcflearnfree.org/windowsbasics/understanding-user-accounts/1/</u>

How do I install the NeuraMetrix TC application?

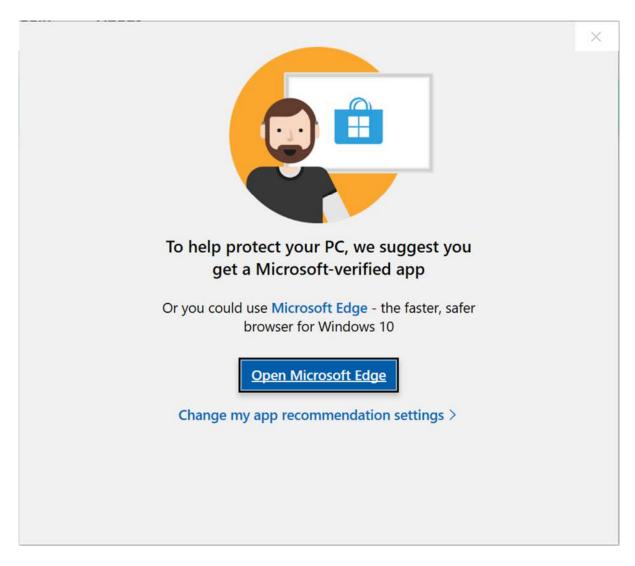
- 1. Locate the installer file.
 - A. If your Healthcare Provider or Institution supplied NeuraMetrix TC:
 - i. Your healthcare provider or institution emailed you download instructions with your assigned User ID and password plus a link to download the NeuraMetrix TC install file. You can open that email and click the <u>link</u> in the email to download the file (neurametrix-clinic-setuplatest.exe) to your Downloads folder. Keep this email as you will need your User ID and Password in case you need to re-install the application.
- 2. How you download/open a file depends on which browser you use to access the internet:

A. Chrome

- i. The **neurametrix_client_web_installer.exe** file will download and shown in the lower left corner
- ii. Double-click on the file
- iii. Go to 3 (below)
- B. Firefox
 - i. When asked "Would you like to save this file?" Click Save File
 - ii. Click Downloads (a down arrow in upper right corner) or go to the Downloads folder
 - iii. A window will show a directory with the file neurametrix_client_web_installer.exe file (top file) **Double-click on the file.**
 - iv. Go to 3 (below)
- C. Microsoft Edge
 - i. The **neurametrix_client_web_installer.exe** file will download and shown in the lower left corner, Click **Open**
 - ii. Go to 3 (below)
- D. Internet Explorer
 - i. When asked "Do you want to run or save neurametrix_client_web_installer.exe from s3.amazonaws.com? Click **Run** (a security scan will run)
 - ii. Go to 3 (below)
- E. Opera
 - i. A dialogue box will pop up showing where the file will be saved. Click Save
 - ii. Click Downloads (a down arrow in upper right corner) or go to the Downloads folder
 - iii. A window will show a directory with the file neurametrix_client_web_installer.exe file (top file) **Double-click on the file**.
 - iv. Go to 3 (below)
- 3. If you see a prompt stating the app you're trying to install isn't a Microsoft-verified app, click "Install anyway" or change app recommendation settings. This is an issue in certain versions of Windows 10.



NeuraMetrix TC - Installation Instructions Page 3 (12)

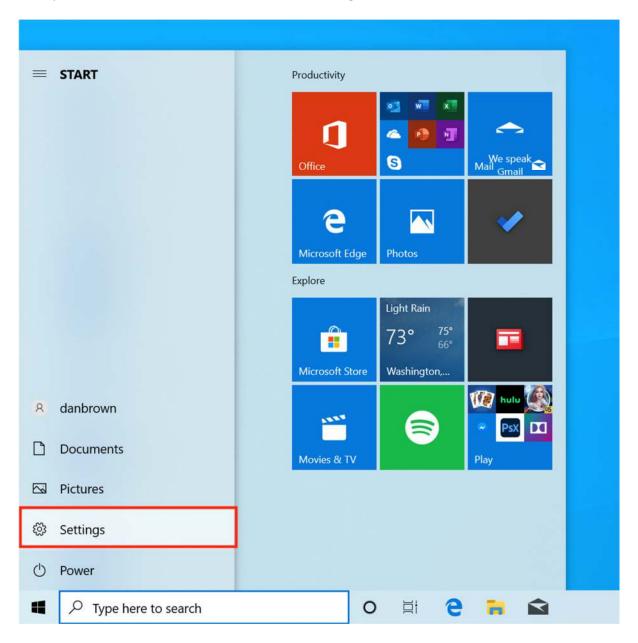


This message is displayed because NeuraMetrix TC is not in the Microsoft store. **Any copy of NeuraMetrix TC downloaded from s3.amazonaws.com is safe to install**, so choose "*Install anyway*". If you do not see the option to "*Install anyway*", follow the steps below to change your system settings.



NeuraMetrix TC - Installation Instructions Page 4 (12)

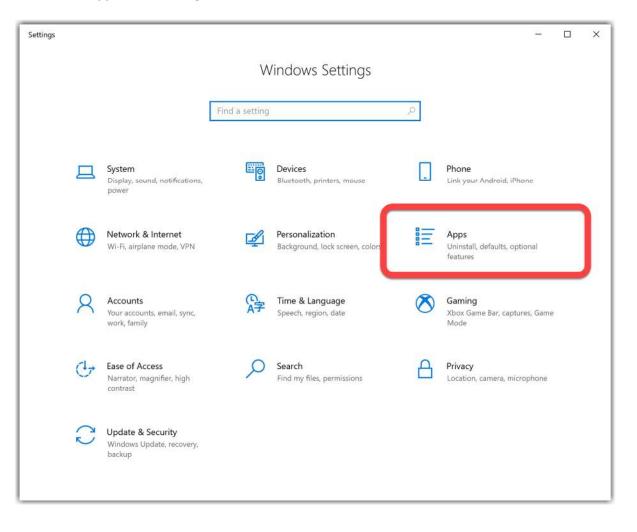
a. Open the Windows 10 start menu and select **Settings**.





NeuraMetrix TC - Installation Instructions Page 5 (12)

b. Click on **Apps** in the settings menu.





NeuraMetrix TC - Installation Instructions Page 6 (12)

c. Under the *Choose where to get apps* section, click on the dropdown menu and select one of the options that allows you to install from *Anywhere*.

← Settings			- 0	×
命 Home		Apps & features		
Find a setting	٩	Choose where to get apps		
Apps	<u>ر</u>	Installing apps only from Microsoft Store helps	protect your device.	١
	_	Anywhere	N	L
IΞ Apps & features		Anywhere, but let me know if there's a compa	rable app in the Microsoft Store	L
		Anywhere, but warn me before installing an a	pp that's not from the Microsoft Store	L
∃ Default apps		The Microsoft Store only (recommended)		L
띠 <u></u> Offline maps		Optional features		J
Apps for websites		App execution aliases		
Apps for websites		Search, sort, and filter by drive. If you would like	to uninstall or move an	
□ Video playback		app, select it from the list.		
		Search this list $ ho$		
♀ Startup		Sort by: Name V Filter by: All drives V		
		53 apps found		
		3D Viewer	16.0 KB	
		Microsoft Corporation	5/21/2020	
		Adobe Acrobat Reader DC	319 MB	
			9/18/2020	
		Alarms & Clock	16.0 KB	
		Microsoft Corporation	9/4/2020	
		App Installer	16.0 KB	

4. When asked "Do you want to allow the following program to make changes to this computer?" Click Yes



NeuraMetrix TC - Installation Instructions Page 7 (12)

×
app to make
est.exe
1C.
puter
No

5. When asked *"Please review the license terms before installing NeuraMetrix."* Read agreement and Click **I Agree**

cense Agreement	
lease review the license terms before installing NeuraMetrix T(neuramet
icroll down to see the rest of the agreement.	
NEURAMETRIX END-USER LICENSE A	GREEMENT
NeuraMetrix, Inc.'s Typing Cadence measurement (Healthcare Providers a feedback tool, enabling them with a brain disease or psychiatric disorder. Likewise ("Institution") can use NeuraMetrix TC in brain d disorder research studies.	to better treat patients a Research Institution
How does NeuraMetrix TC work?	- kuniu kinikh Auri
f you accept the terms of the agreement, click I Agree to conti agreement to install NeuraMetrix TC.	nue. You must accept the

6. When asked *"Please enter your User ID (if not auto-filled) and Password"*, enter the **User ID** (if not auto-filled) and **Password** you received or created while registering and Click **Next**

Jser ID	NA
Please enter your User ID (if not auto-filled) and Password, both which are case-sensitive. Click Next.	neurametri
User ID	
Password	



NeuraMetrix TC - Installation Instructions Page 8 (12)

7. When asked *"Choose the folder in which to install NeuraMetrix"*, choose the pre-selected destination folder (or select another folder) and click **Install**

			-	
Choose Install Location				
Choose the folder in which to install NeuraMetrix TC.	ne	ura	me	triz
Setup will install NeuraMetrix TC in the following folder. To ins Browse and select another folder. Click Install to start the insl		rent fold	der, click	
Destination Folder				
		Brows		1
C:\Program Files (x86)\NeuraMetrix TC		Brows	:e;>	
		Brows	:e;	

8. NeuraMetrix has been installed on your computer.

🚧 NeuraMetrix TC Setup	×
	Completing NeuraMetrix TC Setup
	NeuraMetrix TC has been installed on your computer. Click Finish to close Setup.
	< Back. Finish Cancel

How do I check that the installation is installed and running?

After installation, NeuraMetrix TC runs in background and there is no need to turn it on (or off). You will see an "NM" icon in the system tray (lower right corner) of your computer screen. You can "right click" the icon to see a selection of actions.

You can also check that the installation is installed and running by opening your task manager:

- 1. Click **Ctrl+Alt+Delete**
- 2. Click Task Manager
- 3. To locate the **NeuraMetrix TC client (32 bit)** application, look under the Processes tab in the left Apps column for Background processes.

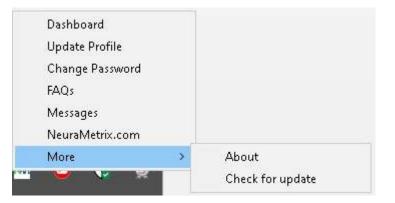


NeuraMetrix TC - Installation Instructions Page 9 (12)

How do I access the features of the application? 5

After you install NeuraMetrix TC, an icon with our logo, "NM" will show in the system tray. The system tray is in the lower right corner of your screen. If you put your pointer on the NM icon and RIGHT click with your mouse, a menu will appear with a set of options:

Menu	Comments
Dashboard	Direct link to your Dashboard at the NeuraMetrix protected web portal, if
	your healthcare provider permits.
Update Profile	Here you can update your profile. Only available if purchased directly
	from the NeuraMetrix website.
Change Password	Here you can change your password.
FAQs	Here you will find answers to frequently asked questions
Messages	Here you can contact the NeuraMetrix support without releasing any
	personal identifiable data
NeuraMetrix.com	Direct link to the NeuraMetrix website.
More	
- About	Here you can see which NeuraMetrix version you have installed and what
	regulatory approvals NeuraMetrix TC have.
- Check for update	If you click More you will be able to Check for update. If an update is
	available, click OK and the latest version of NeuraMetrix TC will be
	installed.



If you click **More...** you will be able to **Check for update**. If an update is available, click **OK** and the latest version of NeuraMetrix TC will be installed.

NM neurametrix

NeuraMetrix TC - Installation Instructions Page 10 (12)

Notification		×
NeuraMetrix client Click OK for downl		.5 is available!
	ОК	Cancel

You can also use the Windows Start menu to access a link to your Dashboard. Click the Windows button in the lower LEFT corner of your screen and scroll down to NeuraMetrix TC to access an icon for your Dashboard. You can "pin" the Dashboard icon to the Windows Start Menu for easy access.



I'm unable to download or install NeuraMetrix TC 5

If you are not able to download or install NeuraMetrix TC, or having difficulty connecting to download and install updates, the anti-virus software or firewall that you are running may be blocking NeuraMetrix TC from performing these functions. It may be necessary for you to temporarily disable your firewall or anti-virus software to determine if this is what is causing the connection issues, and to connect to download the update, etc.

Most firewalls and anti-virus programs that are running on your computer will show up on your Windows Taskbar next to the clock. Most programs will allow you to <u>right click</u> on the icon and select **"Turn Off**," or **"Disable."** If you do not see this option, you will need to open the firewall or anti-virus software and disable it. If you need additional, detailed instructions on how to disable or turn off a specific firewall or anti-virus software, contact the software company directly.

If you temporarily disable your firewall or anti-virus software do it only for the duration of the NeuraMetrix install process. BE SURE TO TURN IT BACK ON WHEN THE INSTALLATION IS COMPLETE.

Can two (or more) users of one computer each be monitored using NeuraMetrix TC?

Yes. As stated above, if each person has his/her own Windows User Account, you can each register for and use NeuraMetrix TC. If you share your computer with someone else who wants to use NeuraMetrix TC, you can go through the same process of registering, downloading and installing NeuraMetrix TC for another User Account.



NeuraMetrix TC - Installation Instructions Page 11 (12)

If you try to install more than one copy of NeuraMetrix TC on a single user account, you will see this message. See FAQs for how to create an additional Windows User Account.

MA NeuraMetrix TC Setup	×
NeuraMetrix TC already monitoring User [100] 2. Please uninstall and reinstall with new User ID and Password if you are a new owner of the computer. Or, if sharing computer, please install as a different Windows User.	:
ОК	

What do I need to do when the clinical trial period is completed? 5

When your clinical trial is completed, the NeuraMetrix TC application will show the message below and then the application will be automatically deactivated.

Your clinical trial is completed	×
Your clinical trial is now completed and the NeuraMetrix TC application will automatically be deactivated. Please Click OK and then go to your Windows Start-Menu, scroll down to NeuraMetrix and click to uninstall, or alternatively go to Windows Settings, select Apps, scroll down to NeuraMetrix and click uninstall.	
ОК	

Please follow the below instructions to uninstall NeuraMetrix TC.

How do I uninstall NeuraMetrix TC? **5**

You can decide to stop at any time and you can elect to remove NeuraMetrix TC at any time:

- 1. Open the Windows start-menu, scroll down and click Settings
- 2. Click **Applications**
- 3. Scroll down and Click on NeuraMetrix TC; then Click Uninstall
- 4. When asked "Do you want to allow this app to make changes to your device?" Click Yes

User Account Control	×
Do you want to allow this	s app to make
changes to your device?	
M uninstall.exe	
Verified publisher: NeuraMetrix, I	
File origin: Hard drive on this con	nputer
Show more details	
	No

NeuraMetrix TC - Installation Instructions Page 12 (12)

5. When screen with "Uninstall NeuraMetrix TC" appears, Click Uninstall

Uninstall NeuraMetrix TC Remove NeuraMetrix TC from your computer,		neurametri	
NeuraMetrix TC will uninstallation.	be uninstalled from the following fold		
Uninstalling from:	C:\Program Files (x86)\NeuraMetri	x TC\	

6. NeuraMetrix TC has been uninstalled from your computer. Click Close

MA NeuraMetrix TC Uninstall Uninstallation Complete Uninstall was completed successfully.		neurametrix	
Completed			
Show details			
NeuraMetrix	< Back	Close	Cancel

Where can I contact support for NeuraMetrix TC? **5**

If you cannot find answers to your questions in this NeuraMetrix TC Installation Instruction you can either contact your Healthcare Provider or Institution or send a message to the NeuraMetrix support team (without releasing any personal identifiable data) by using the NeuraMetrix message system, accessible from the System Tray menu.