NeuraMetrix TC - Installation Instructions
Updated May 10, 2021

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What are the requirements for installing NeuraMetrix TC? ⬏
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 **or** 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? ⬏
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.
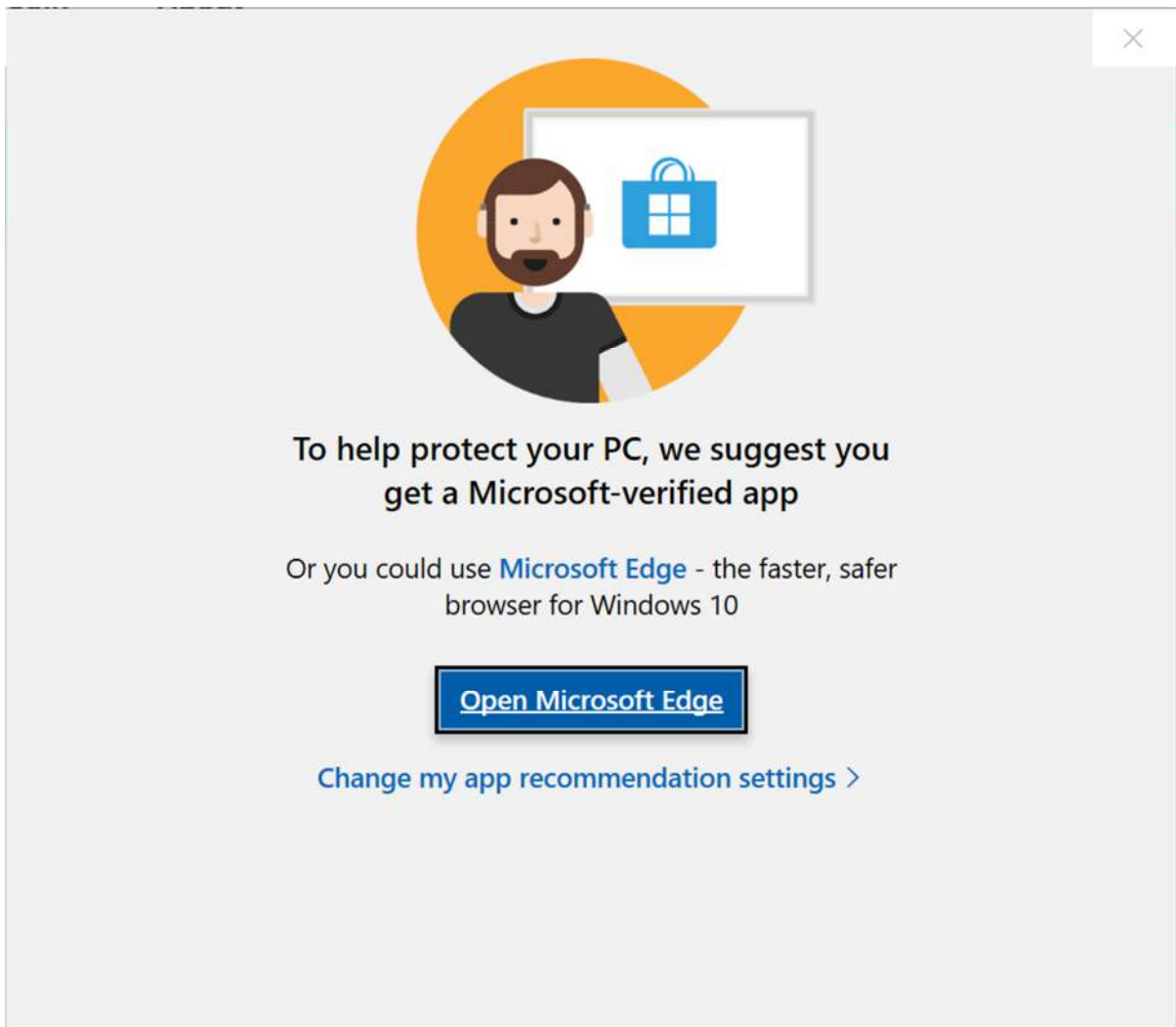
With separate User Accounts, several people can easily share a single computer. Each person can have a separate User Account with unique settings and preferences, such as a desktop background or screen saver. It is good practice to have your own account for security reasons. User Accounts control which 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.

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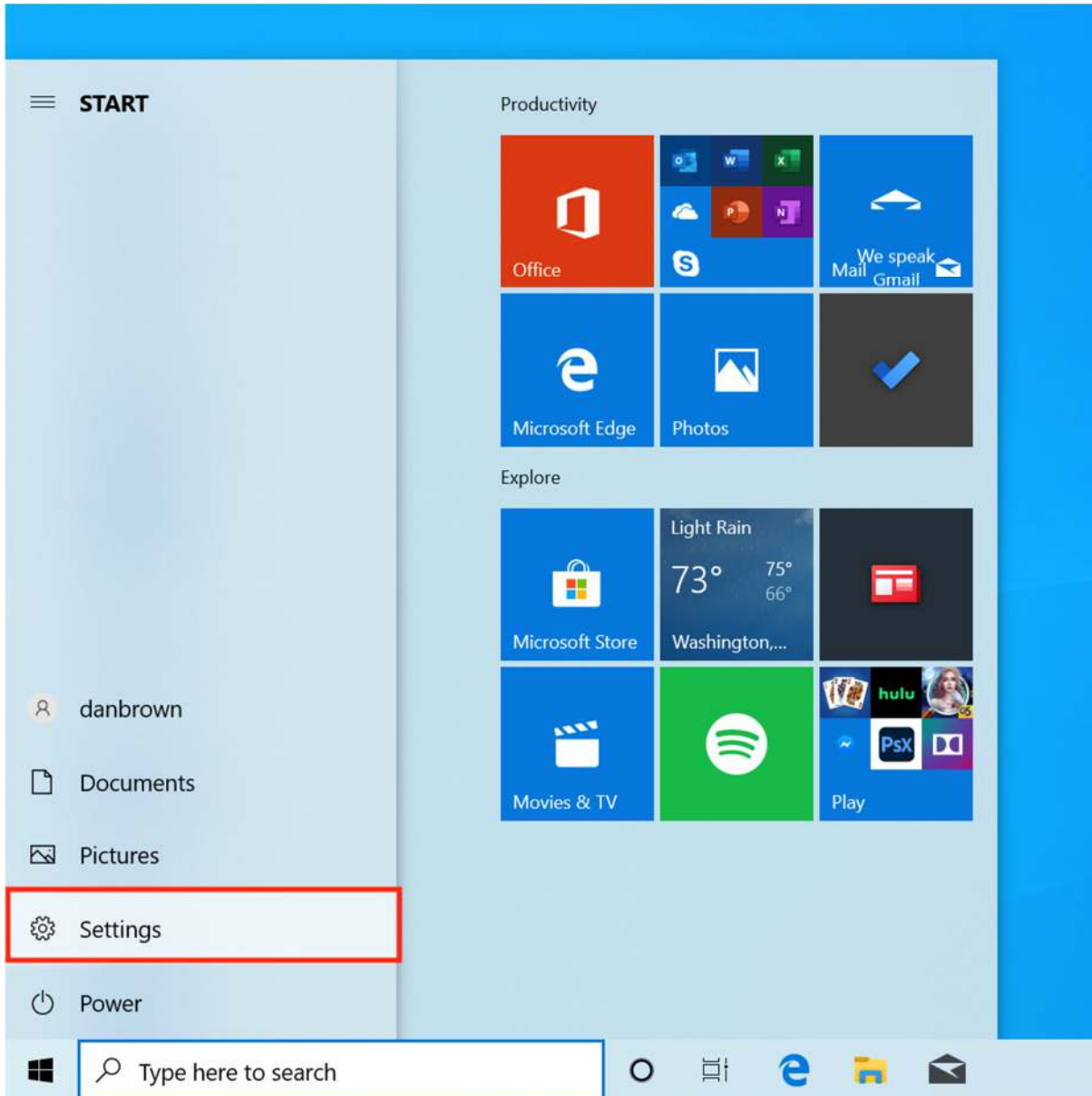

How do I install the NeuraMetrix TC application? 📍
1. Locate the installer file.
   A. **If your Healthcare Provider or Institution supplied NeuraMetrix TC:**
      i. Your healthcare provider or institution emailed you download instructions with your assigned User ID and password plus a link to download the NeuraMetrix TC install file. You can open that email and click the link in the email to download the file (**neurametrix-clinic-setup-latest.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.
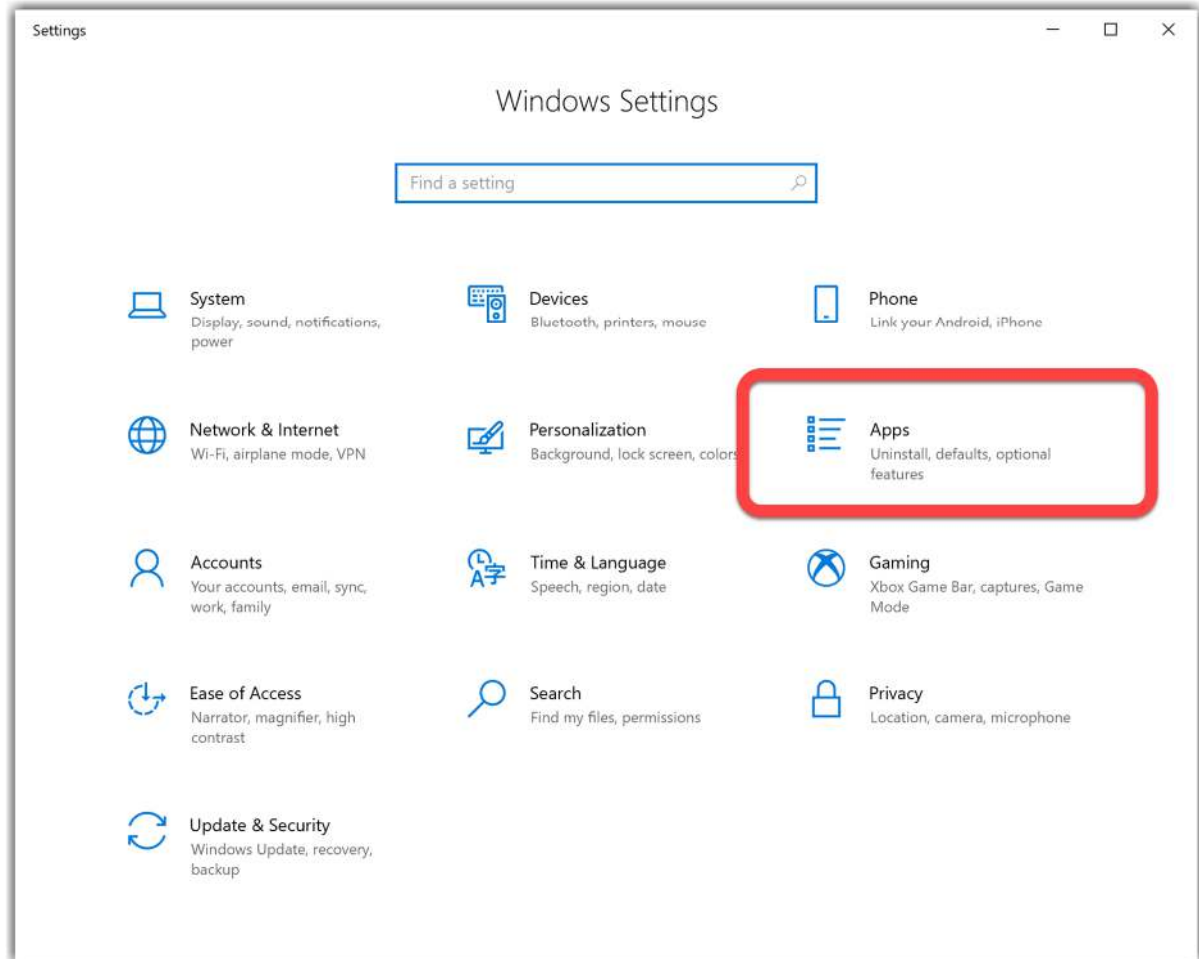
This message is displayed because NeuraMetrix TC is not in the Microsoft store. **Any copy of NeuraMetrix TC downloaded from s3.amazonaws.com is safe to install**, so choose "*Install anyway*". If you do not see the option to "*Install anyway*", follow the steps below to change your system settings.
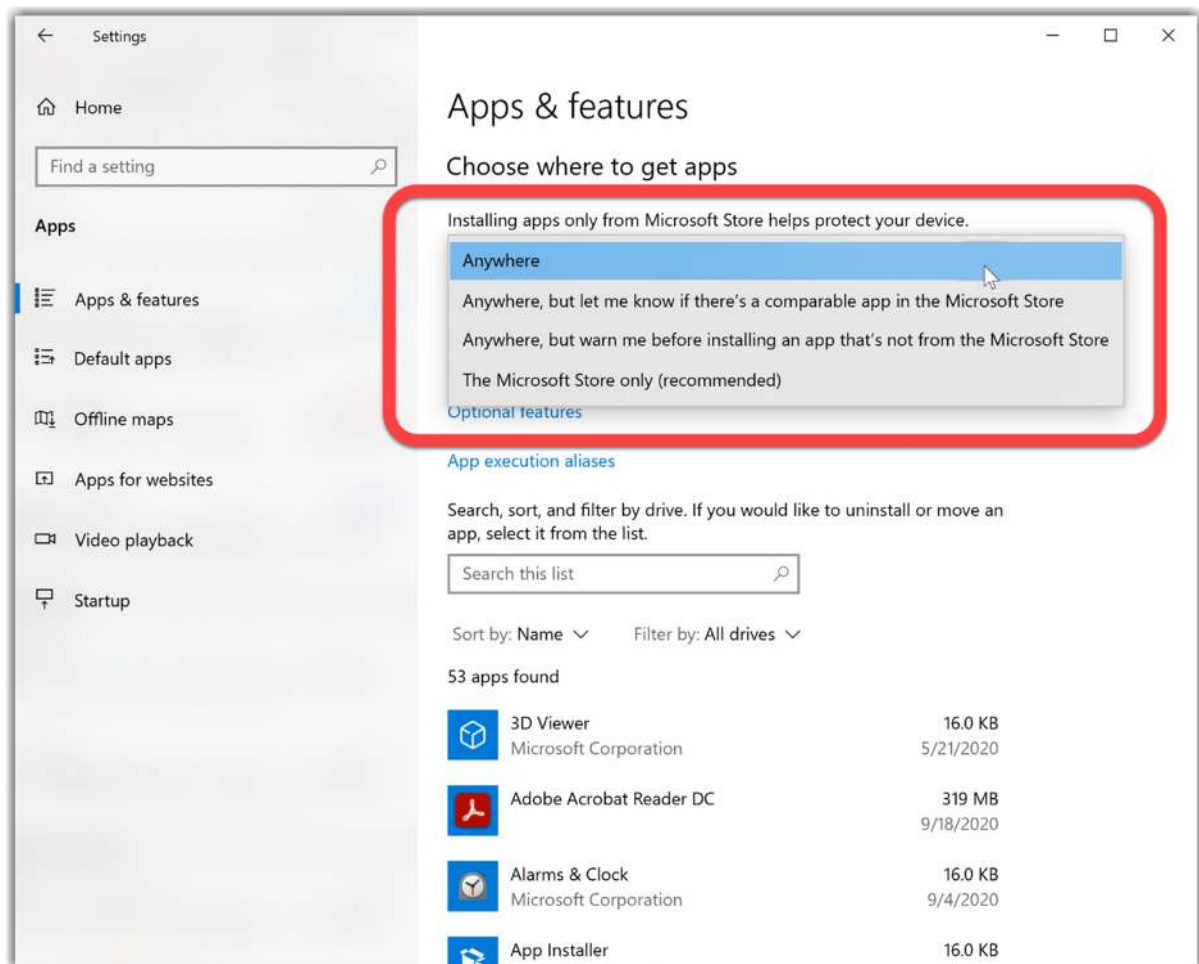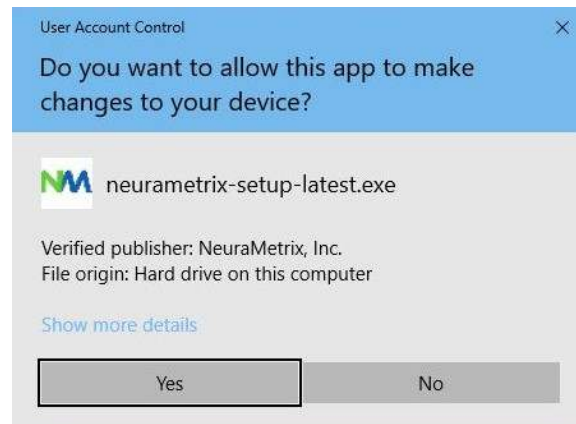
a. Open the Windows 10 start menu and select **Settings**.
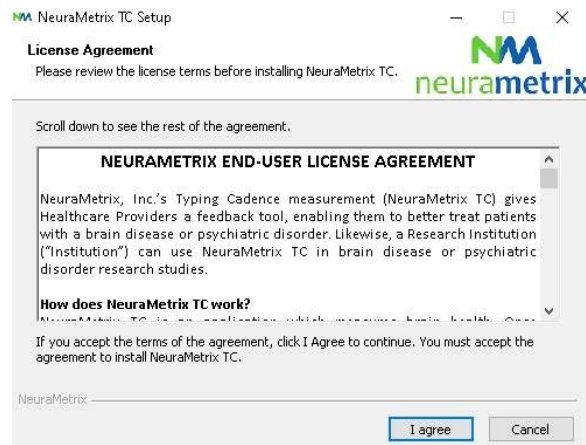
b. Click on **Apps** in the settings menu.

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*.
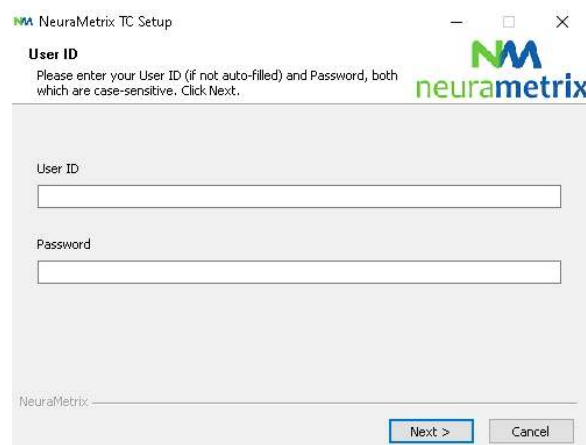

4. When asked "*Do you want to allow the following program to make changes to this computer?*" Click **Yes**
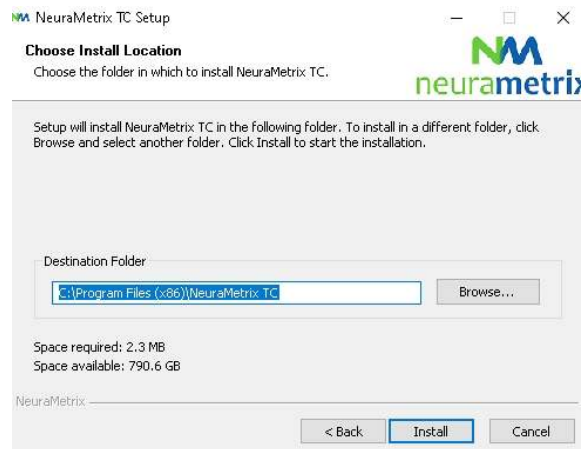
5. When asked *"Please review the license terms before installing NeuraMetrix."* Read agreement and Click **I Agree**
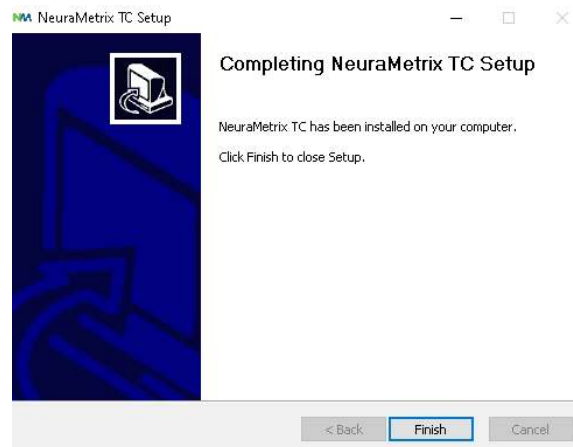

6. When asked *"Please enter your User ID (if not auto-filled) and Password"*, enter the **User ID** (if not auto-filled) and **Password** you received or created while registering and Click **Next**

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

8. NeuraMetrix has been installed on your computer.

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.
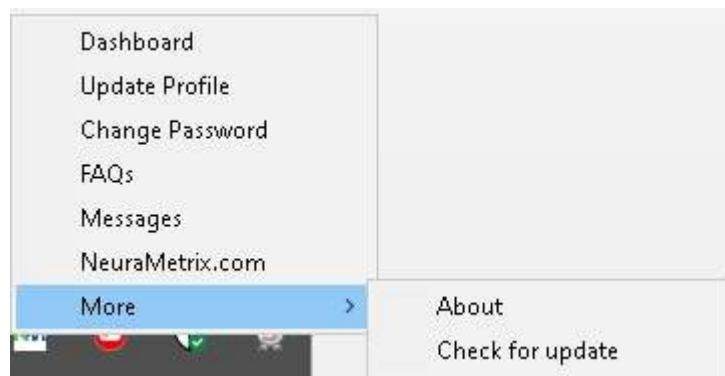
You can also check that the installation is installed and running by opening your task manager:
1. Click **Ctrl+Alt+Delete**
2. Click **Task Manager**
3. To locate the **NeuraMetrix TC client (32 bit)** application, look under the Processes tab in the left Apps column for Background processes.
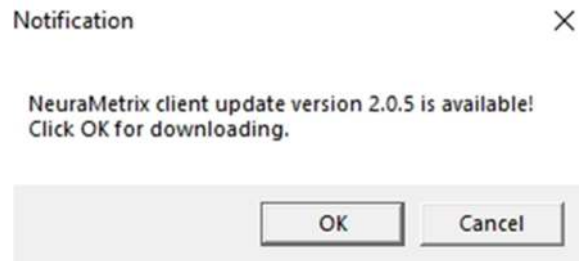
How do I access the features of the application?
After you install NeuraMetrix TC, an icon with our logo, "NM" will show in the system tray. The system tray is in the lower right corner of your screen. If you put your pointer on the NM icon and RIGHT click with your mouse, a menu will appear with a set of options:
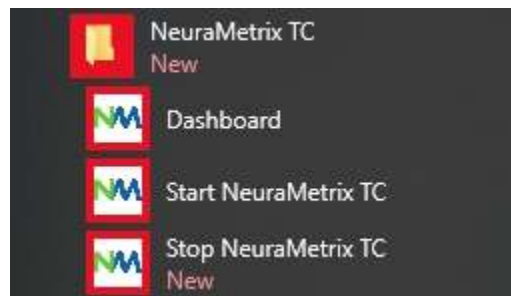
Menu	Comments
Dashboard	Direct link to your Dashboard at the NeuraMetrix protected web portal, if your healthcare provider permits.
Update Profile	Here you can update your profile. Only available if purchased directly from the NeuraMetrix website.
Change Password	Here you can change your password.
FAQs	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.

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
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.
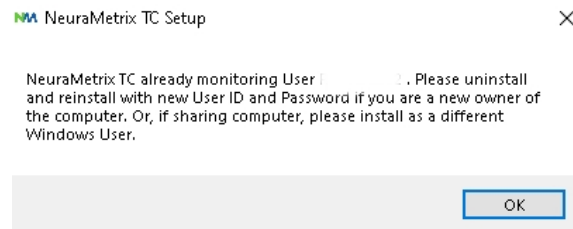
Most firewalls and anti-virus programs that are running on your computer will show up on your Windows Taskbar next to the clock. Most programs will allow you to right click on the icon and select **"Turn Off**," or **"Disable**.**"** If you do not see this option, you will need to open the firewall or 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.

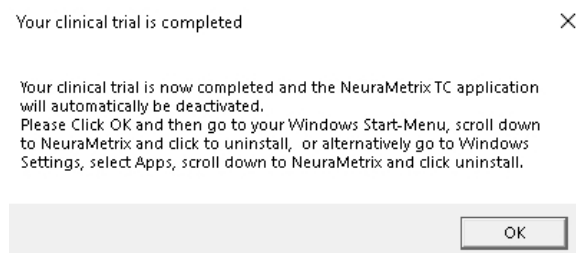**Can two (or more) users of one computer each be monitored using NeuraMetrix TC?**
Yes. As stated above, if each person has his/her own Windows User Account, you can each register for and use NeuraMetrix TC. If you share your computer with someone else who wants to use NeuraMetrix TC, you can go through the same process of registering, downloading and installing NeuraMetrix TC for another User Account.

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.

What do I need to do when the clinical trial period is completed? 🔖
When your clinical trial is completed, the NeuraMetrix TC application will show the message below and then the application will be automatically deactivated.
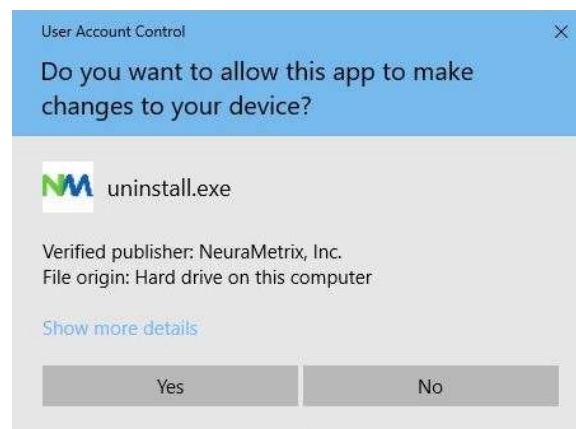

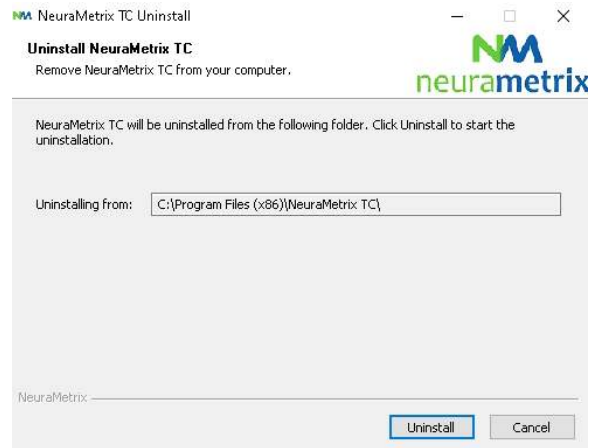Please follow the below instructions to uninstall NeuraMetrix TC.

How do I uninstall NeuraMetrix TC? 🔖
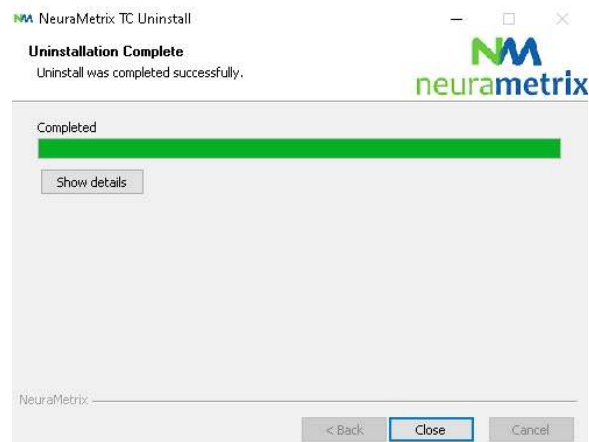You can decide to stop at any time and you can elect to remove NeuraMetrix TC at any time:
1. Open the Windows start-menu, scroll down and click **Settings**
2. Click **Applications**
3. Scroll down and Click on **NeuraMetrix TC**; then Click **Uninstall**
4. When asked "*Do you want to allow this app to make changes to your device?*" Click **Yes**

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

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

Where can I contact support for NeuraMetrix TC?
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.