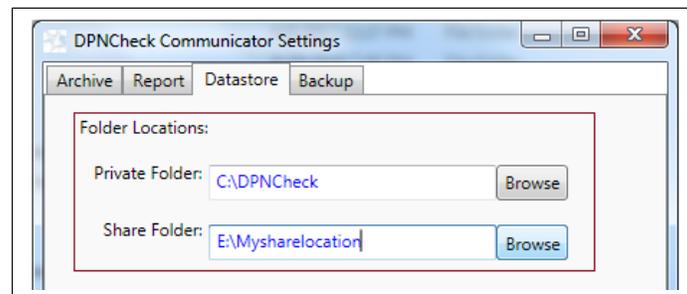


## Upgrading from Communicator Software to Reporter Software

The DPNCheck Reporter Software is compatible for install and use on Windows PCs with Windows Operating System Versions 10 or greater.

### **IMPORTANT NOTES PRIOR TO UPGRADING FROM COMMUNICATOR TO REPORTER:**

- 1. THE COMMUNICATOR SOFTWARE MUST BE MANUALLY UNINSTALLED BEFORE INSTALLING THE REPORTER SOFTWARE UPGRADE APPLICATION.**
- 2. NEUROMETRIX RECOMMENDS SAVING A COPY OF ALL STUDY AND COMMUNICATOR FILES IN THE APPLICATION FOLDER PRIOR TO INSTALLING REPORTER. IT IS ALSO RECOMMENDED TO MAKE A SECONDARY BACKUP AND STORE IT OFF SYSTEM. FILES TO BACK UP:**
  - A. C:\DPNCHECK**
  - B. C:\PROGRAM FILES "ON WINDOWS 7" OR C:\PROGRAM FILES (X86) "ON WINDOWS 10"**
  - C. CUSTOM PRIVATE AND SHARE FOLDER PATHS: BE SURE YOUR BACK UPS INCLUDES ANY DEFAULT PATHS YOU HAVE SET FOR YOUR PRIVATE AND SHARE FOLDERS, SEE BELOW:**



- 3. COMMUNICATOR STUDIES ARE NOT REMOVED WHEN UPGRADING TO REPORTER. HOWEVER, SAVING A COPY OF THESE FILES AS PART OF NOTE 2 ABOVE IS STILL RECOMMENDED.**
- 4. NEUROMETRIX RECOMMENDS THAT THE INDIVIDUAL(S) INSTALLING THE REPORTER SOFTWARE FOLLOW THEIR INTERNAL SECURITY POLICIES AND RECOMMENDATIONS.**

Contact NeuroMetrix Customer Service at 1.888.786.7287 or 1.781.890.9989 to request a secure link to download the DPNCheck Reporter Software.

The Communicator Software must be manually uninstalled before installing the Reporter Software.

After downloading the Reporter Software, you must be logged in with Administrator privileges to properly install the software. Follow the [Local Installation](#) instructions to complete the Reporter installation.

Note: After upgrading to Reporter, if reverting back to Communicator is needed, contact NeuroMetrix Customer Service at 1.888.786.7287 or 1.781.890.9989 for detailed instructions.

## Reporter Installation

### PC Requirements

The DPNCheck Reporter Software is compatible for install and use on Windows PCs with Windows Operating System Versions 10 or greater.

### Display Settings:

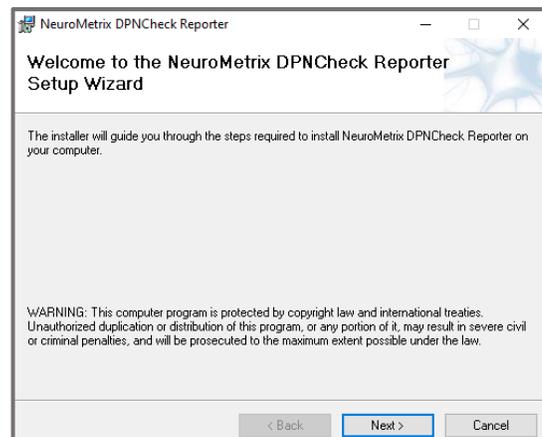
Display setting should be set per the manufacturers recommended settings.

### **Important Notes Prior to Installation:**

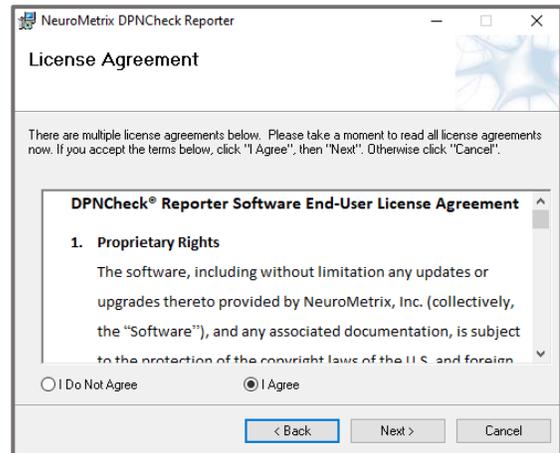
1. NeuroMetrix recommends that the all Reporter Software setting options be reviewed prior to installation.
2. NeuroMetrix recommends that the individual(s) installing the Reporter Software follow their internal security policies and recommendations.

### Local Installation

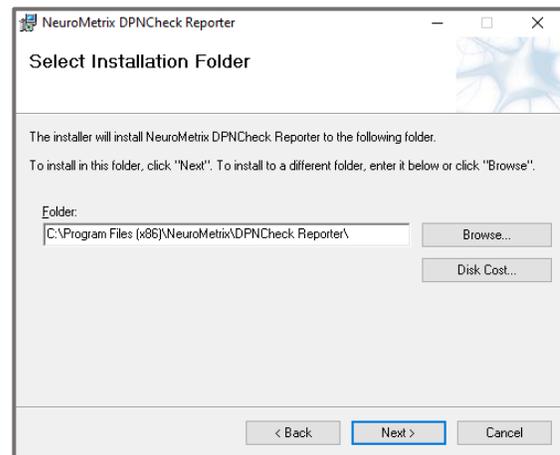
1. Contact NeuroMetrix Customer Service at 1.888.786.7287 or 1.781.890.9989 to request a secure link to download the DPNCheck Reporter Software.
2. After downloading the software, you must be logged in with Administrator privileges to properly install the software. Click on DPNCheckInstaller to initiate the install. Once the Welcome Screen appears, select **Next**.



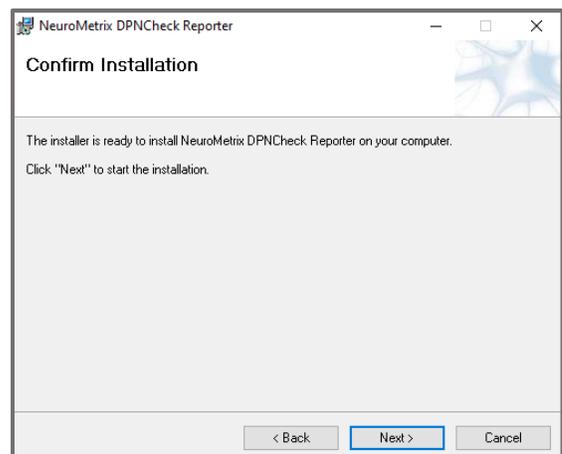
- Review the NC-stat DPNCheck Reporter Software License Agreement, select I Agree then Next.



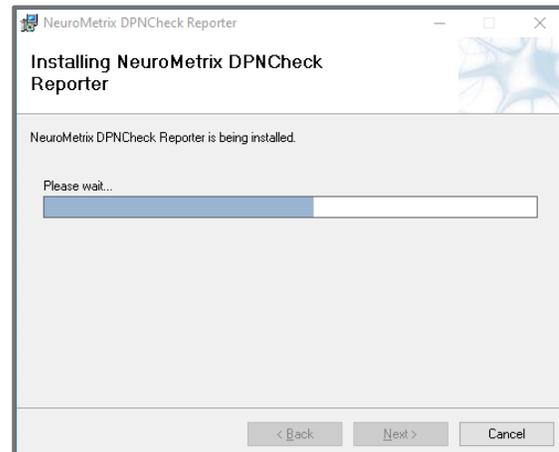
- Select Installation Folder. The default creates a file on the C drive shown here. Select **Next**. To change the file location, select **Browse** to select the preferred location. The software will now be ready to install on your computer. Select **Next**.



- Select **Next** to confirm installation.



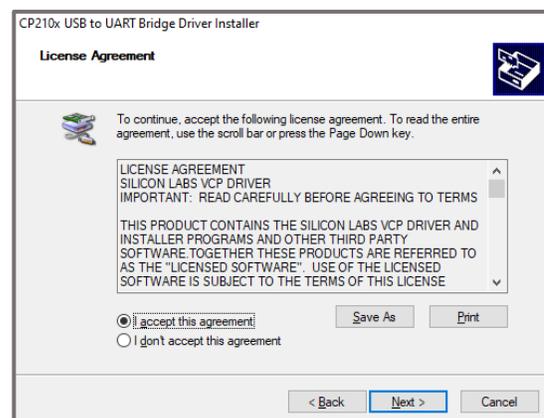
- A progress screen will appear to update the status of the install.



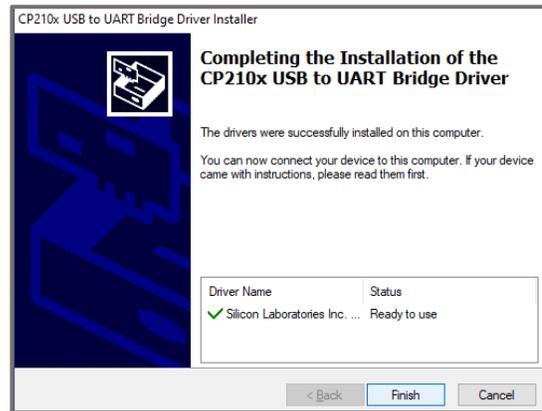
- The Driver Install screen will appear. Select **Next**.



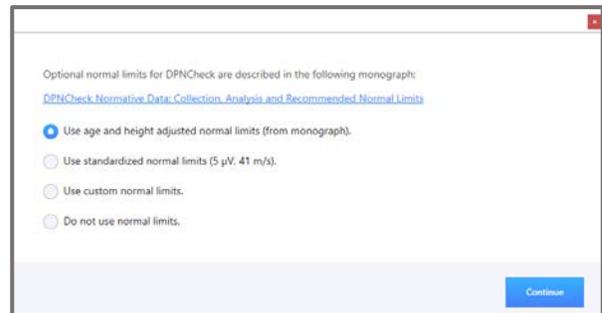
- Review the License Agreement, select **I accept this agreement** then **Next**.



9. Select **Finish**



10. Choose the desired normal limits then select **Continue**. See [Normal Limits](#) for more info.



11. The Installation Complete screen will appear when done. Select **Close**. This shortcut icon will appear on the user's desktop.

