

## Troubleshooting Frequently Asked Questions

For any kind of communication problem between computer and device, please try any of the below suggestions. If you continue to have problems, please email your request to [support@proofpreferred.com](mailto:support@proofpreferred.com).

**I cannot enter the testing screen without getting an error saying that the USB stick must be connected. This could be caused by a couple of things. Please verify all of the following:**

1. Go to patient screen – Config – Select Hardware – If you have a dual inclinometer please make sure Microfet 6 is selected under range of motion testing. If you have a single inclinometer combination device with muscle testing please make sure Microfet 3 is selected under range of motion testing and Microfet 3 under muscle testing. If you own the muscle tester, please make sure Microfet 2 is selected under muscle testing.
2. Verify the communication port setting. Please refer to details in your quick start manual included in your package if shipped from Kennebec. If your system was shipped from Hoggan we would have emailed you the quick start manuals.
3. Make sure you have plugged in your USB stick. The serial numbers starting with a 6 identify the sticks for the dual inclinometer. The serial numbers that contain a letter, identify the sticks for the muscle testing device.
4. You can try and unplug your USB stick and plug it into another USB port. You may have to reconfigure the communication port settings. Please see #2 above.
5. If the problem persists even though you did make a change in number 1 above. Please verify that selecting the appropriate hardware was actually saved. Close Proof Preferred and open it back up. Verify that the settings previously saved are still set. If they are not set, you will have to right-click on your Proof Preferred icon and select ‘Run as Administrator’ and repeat 1 and 2. Save and Exit. Then run Proof Preferred normally and the saved settings should still be there.

**Device is on but no data is showing up on testing screens**

Please check all of the following:

1. Make sure that battery is fully charged or close to fully charged. If the devices do not have enough power the signal may not be strong enough to push the data through
2. Verify the communication port setting. Please refer to details in your quick start manual included in your package if shipped from Kennebec. If your system was shipped from Hoggan we would have emailed you the quick start manuals.
3. Make sure that wireless mode is on. On the dual inclinometer, please make sure you see a ‘.’ or period in the left part of the LCD display. If you don’t see one, it means that your wireless was turned off perhaps when you

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		7/2017

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changed batteries. To turn it back on, please hold the ENTER/SET button down for 5 seconds. You should then see an 'OFF' on the display. Press ENTER/SET once to toggle it back to ON. Press "RESET. On the muscle testing device, the period can be seen in the Threshold LCD display. To turn wireless mode on for the muscle testing device, hold the threshold button for 5 seconds for the force measurement setting mode. Continue to hold the threshold button down for another 5 seconds to turn on the wireless power. The peak force display will show (RF) and the Duration/Secs display will show ON or OFF. Press the threshold button to toggle the RF power on or off. See also your Microfet 6 and Microfet 2 user manual.

### License key is no longer valid.

Please send email with following information to [support@proofpreferred.com](mailto:support@proofpreferred.com). Your clinic name, your name, and what system you have: ROM or muscle testing only, both? Do you have the narrative report option (Premium?)

Someone will be sending you back a link with a pass key that enables you to upgrade your system to the latest version along with the latest version that eliminates the need for the windows id in our license key generation.

If you are still having trouble or need further assistance, please email request to [support@proofpreferred.com](mailto:support@proofpreferred.com). We will be checking email daily and will respond as soon as possible.

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### Updating the license key to version 6.1

1. Download [www.proofpreferred.com/releases/SetupPatch6.1.exe](http://www.proofpreferred.com/releases/SetupPatch6.1.exe)
2. Save and run this installation file
3. Please select all the default settings
4. When asked if you want to replace existing files, do not. Please keep existing files.
5. During the installation procedure your database will be patched to the new version. To do that you will be asked a few questions. The first question will ask if you made a backup. Say 'Yes'. The second question will ask you a long question about directories. Please answer 'Yes' which is our default answer. Please go through the rest of the questions until installation is complete.
6. Click on the Proof Preferred icon.
7. You will be stopped on the license key screen once again.
8. At the bottom of that screen please enter the pass key provided to you by Daniela. Please send request for one to [support@proofpreferred.com](mailto:support@proofpreferred.com).
9. Click on "Upgrade License".
10. The license key will then be automatically generated. You will now need to check the "I accept..." checkbox and click on 'Accept'. You should see a message stating that your software license was successfully upgraded.
11. You'll be left with a gray screen. X out of it.
12. Click on icon again and you should be able to get into the program version 6.1.
13. Please go to Config – Select Hardware – and make sure that Microfet 6 is selected for range of motion if you own the dual inclinometer. Click on "Assign Hardware" and close the Select Hardware screen.

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