



WalkAnalyst 3.0 FAQs

Q1. How do I upgrade to WalkAnalyst 3.0?

A1.

You can download the new WalkAnalyst 3.0 at: www.walkaide.com/WalkAnalyst

Q2. How much does it cost to upgrade to WalkAnalyst 3.0?

A2. It is FREE.

Q3. How is WalkAnalyst 3.0 different from the previous version?

A3. The WalkAnalyst 3.0 software was developed to simplify the WalkAide programming process, without compromising its analytical depth. While it still contains the detailed gait analysis/programming option under “Standard Program”, it also offers these user friendly options:

- Rapid Programming: Easy 3-step option to program the WalkAide System
- Walking speed calculation and documentation
- Seamless Bluetooth connectivity
- Data Auto-Save
- Compatibility with Windows 7, VISTA, and XP
- Password protection

Q4. What is the username/password?

A4. When you open WalkAnalyst for the first time after installation, you will be prompted to create a new user ID and password. This user will have administration rights will be able to create additional users.

Q5. Will I lose my existing patient files when upgrading to WalkAnalyst 3.0?

A5. No. Your existing patient files remain intact. When you open and resave them in the new WalkAnalyst 3.0, they will be saved in version 3.0 format.

Q6. Will I keep my previous version of WalkAnalyst when installing the new WalkAnalyst 3.0?

A6. No. Any previous versions of WalkAnalyst must be uninstalled before you install the new WalkAnalyst 3.0

Q7. Can I open existing patient files in WalkAnalyst 3.0?

A7. Yes. Any patient files created in a previous version can be opened in the WalkAnalyst 3.0
Note: Once you open a pre-existing file in WalkAnalyst 3.0 or create a new file with this version, you can no longer open it in previous versions.

Q8. Can I keep my previous version when downloading new WalkAnalyst 3.0?

A8. No. Upgrading will replace your previous version.

Q9. Will I still receive Technical Support, if I decide not to upgrade to the new WalkAnalyst 3.0?

A9. Yes. Innovative Neurotronics will provide Technical Support for previous versions until October 31st 2011.

Q10. What are the Technical Requirements for downloading WalkAnalyst 3.0?

A10.

Processor: 1.5 GHz or better
Memory: 512mb (XP), 1GB (Win 7/Vista)
Disk drive: 220MB free disk space
Video: XGA (1024x768)
One free USB port for Bluetooth adapter
.Net Framework 3.5* (Microsoft)

*Note: If your system does not have .Net Framework 3.5, you will be prompted to upgrade to .Net Framework 3.5. To do so, download it from www.WalkAide.com/WalkAnalyst

Q11. I do not have administrative rights to my computer. How can I upgrade to WalkAnalyst 3.0?

A11. We can work directly with your IT department to install the new WalkAnalyst 3.0 on your system. Please ask your IT department to contact our Technical Support at 888-884-6462 Ext. 4 or email us at Technicalininc@ininc.us.

Q12. How do I get training on the new software?

A12. The new WalkAnalyst 3.0 is extremely easy and user friendly. To watch video tutorials or to review the manual please visit: www.WalkAide.com/WalkAnalyst
Feel free to contact our Technical Support Team at 888-884-6462 Ext. 4

Q13. What are the WalkAide Support phone numbers?

A13.

Tel: 888-884-6462
For Technical Support press 4
For Clinical Support press 3