Stowood

Common Road, Beckley, Oxford. OX3 9UP U.K.

Website www.stowood.com
Telephone +44 (0)1865 35 8860, Fax +44 (0)1865 520189
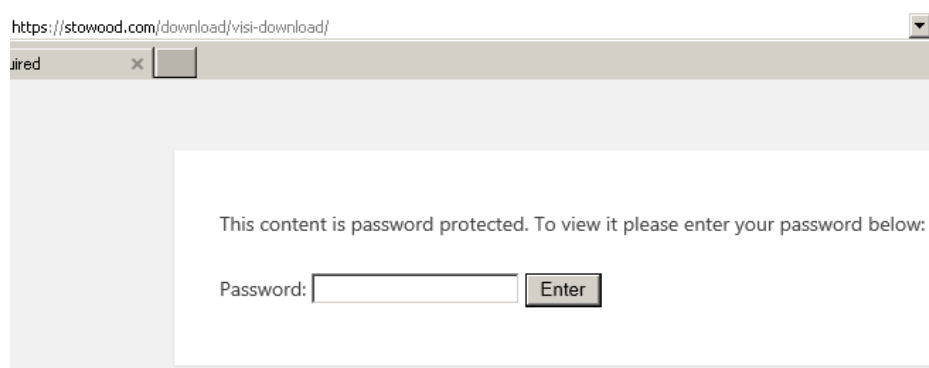Email sales@stowood.com, support@stowood.com

Obtaining Visi-Download for Windows XP, 7 and 10.

Advanced Users: Email support@stowood.com or sales@stowood.com and request this month's password. Navigate to https://stowood.com/techsupport/software/, about half way down the screen should be a link called 'Visi-Download', the text should be a light blue colour. You then need to click on the 'Visi-Download' link which will direct you to a page that asks for a password, this should be the password that has been emailed to you. Once you have entered the password, a box should pop up in the middle of your screen giving you the option to open or save the file. Click on the 'Save File' option and navigate to the folder where the file had been saved.

Novice Users: You will need administrative access rights on your PC to download and install the software. Please contact your IT department for help with this. Email support@stowood.com or sales@stowood.com to request this month's password. Using any computer that is connected to the internet, open an internet browser and input https://stowood.com/techsupport/software/, then press the return/enter key on your keyboard.
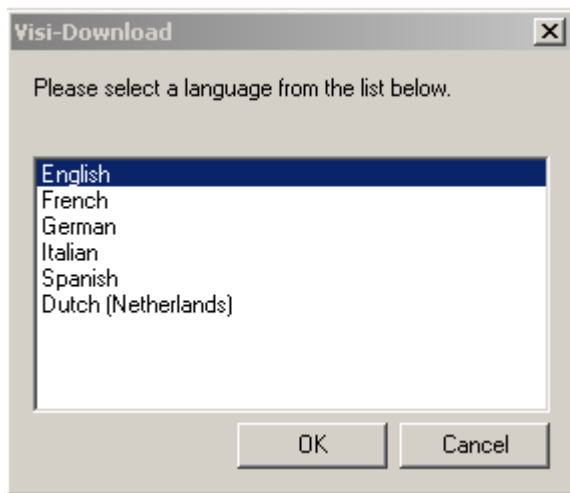

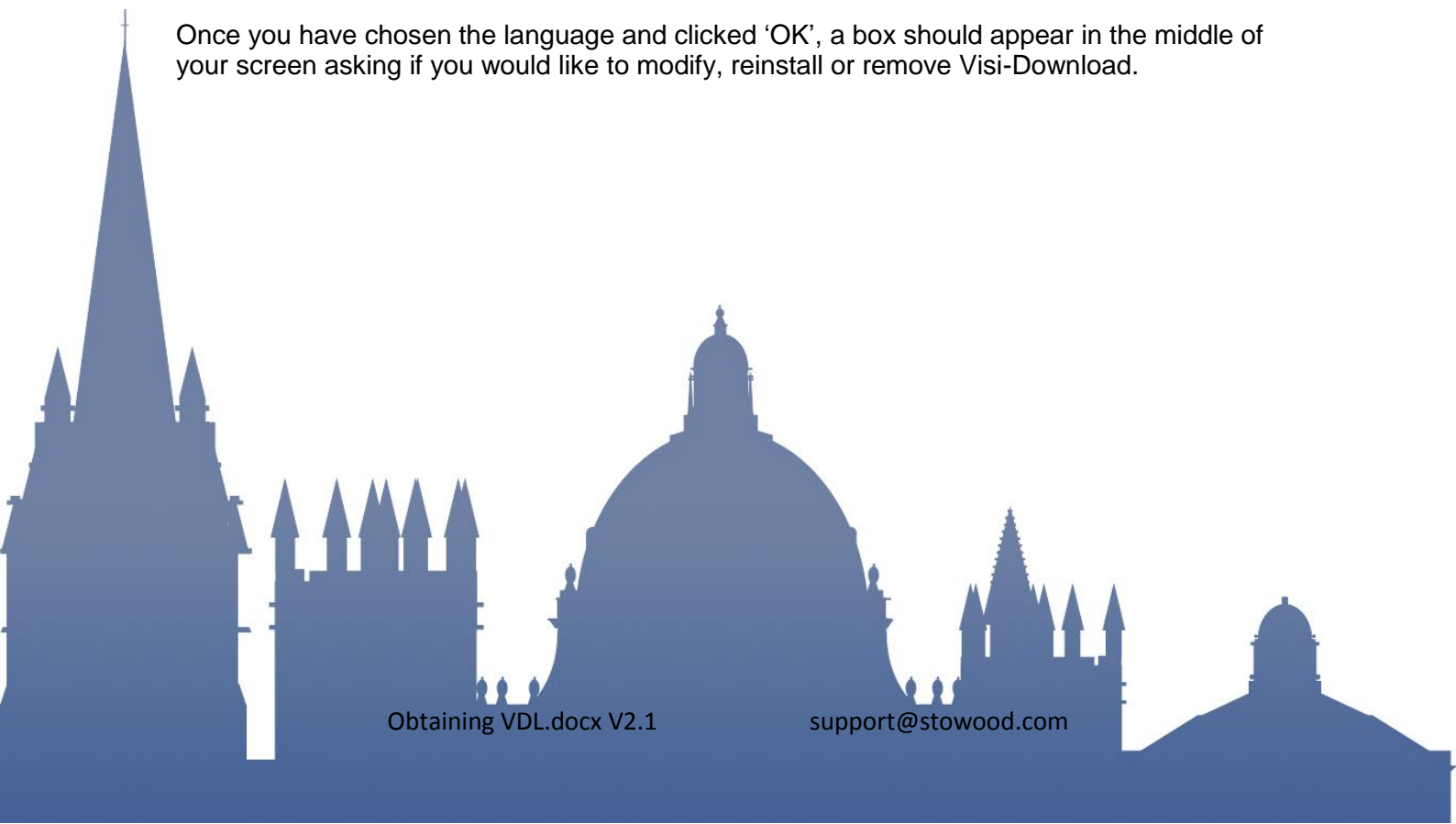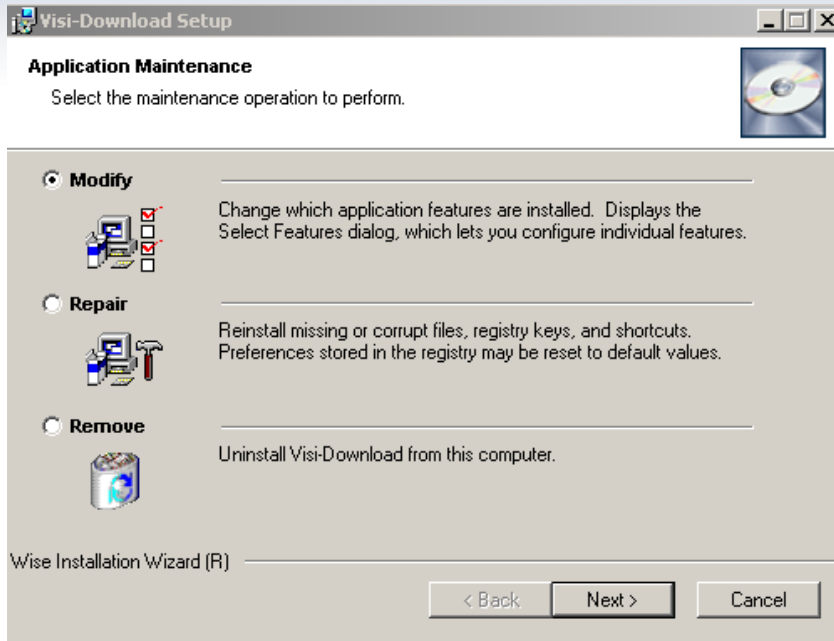The site will then redirect you to a page that asks for a password.

The password for this month will have been emailed to you. If not, please email us at support@stowood.com or sales@stowood.com requesting this month's password. If you enter the wrong password or user name a '401 error' page will load; in this case reload the page and the password prompt will re appear. Once you have entered the correct password, press the 'enter' button on screen, or press the return/enter key on your keyboard.
You will then see a box pop up in the middle of your screen asking if you want to open or save the file. Click on 'Save File' and navigate to the folder that the file has been saved in. If you double click on the saved file, it will give you the option to 'Extract All', 'Run' or 'Cancel'. Click on 'Run' and it should ask for your admin password, this is where you need admin access. Once the correct password has been entered, you will see a box pop up in the middle of your screen giving you the option of language input.

Select the language you would like Visi-Download to use by clicking on the word until the line turns blue, once you have selected the language, press the 'OK' button at the bottom of the box.
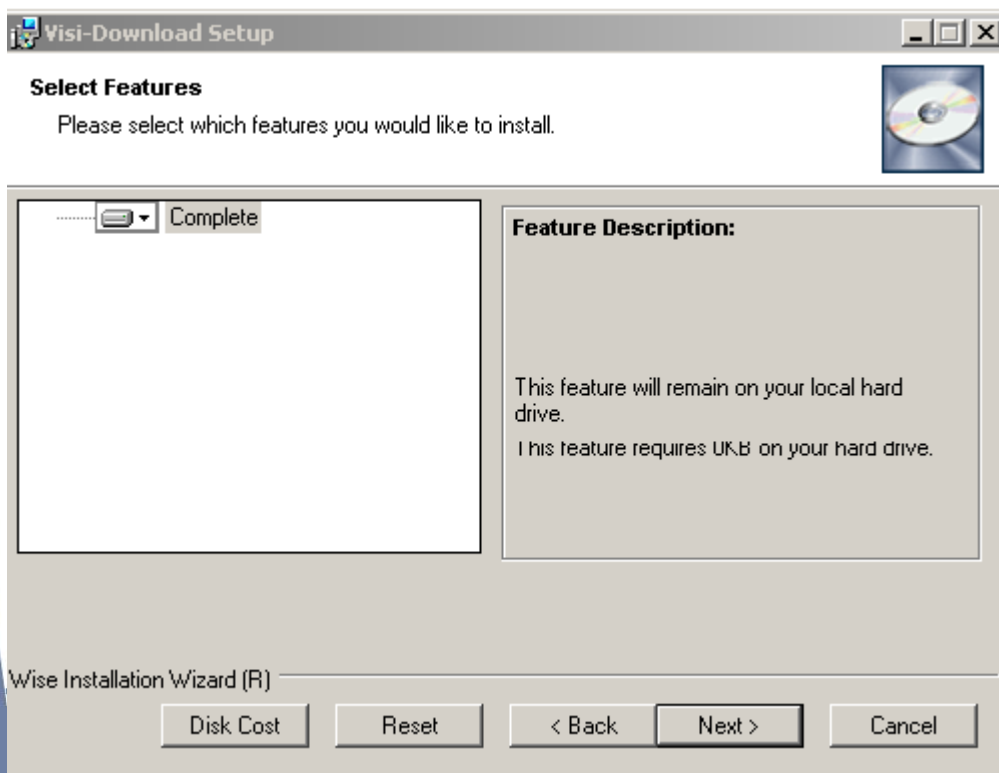

Once you have chosen the language and clicked 'OK', a box should appear in the middle of your screen asking if you would like to modify, reinstall or remove Visi-Download.
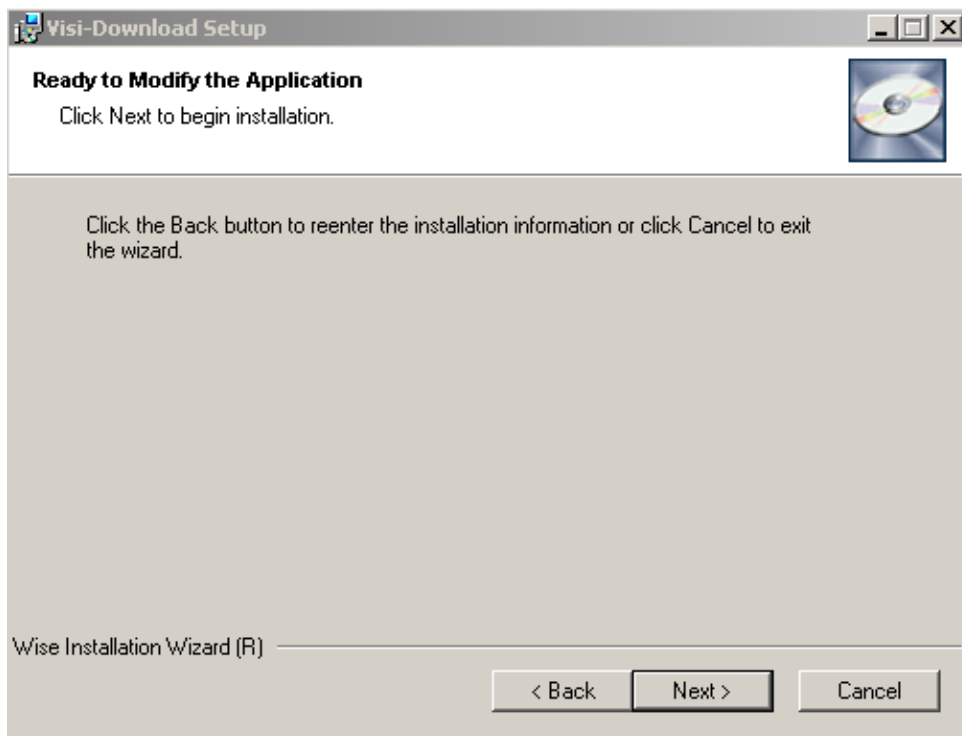
Select 'Modify' by clicking in the small white circle so that there is a black dot. Once 'Modify' is selected, click on the 'Next' button at the bottom of the box.
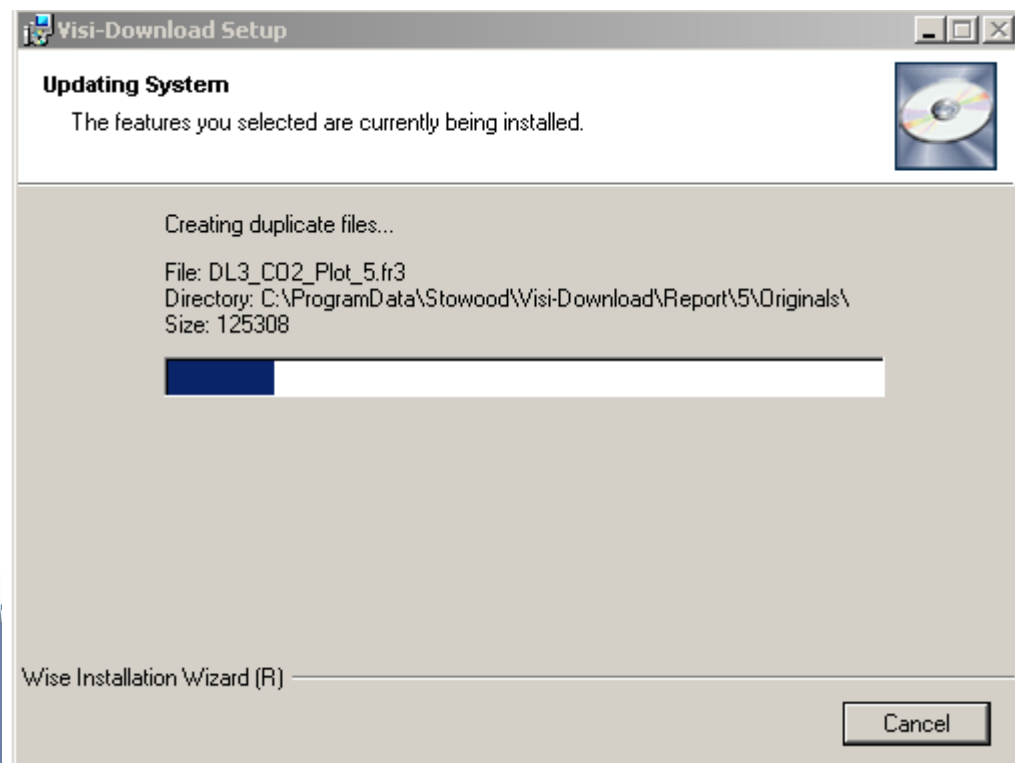
The box should then ask you to select which features you would like, 'Complete' should already be selected. If not selected, select 'Complete' and click 'Next' at the bottom of the box.
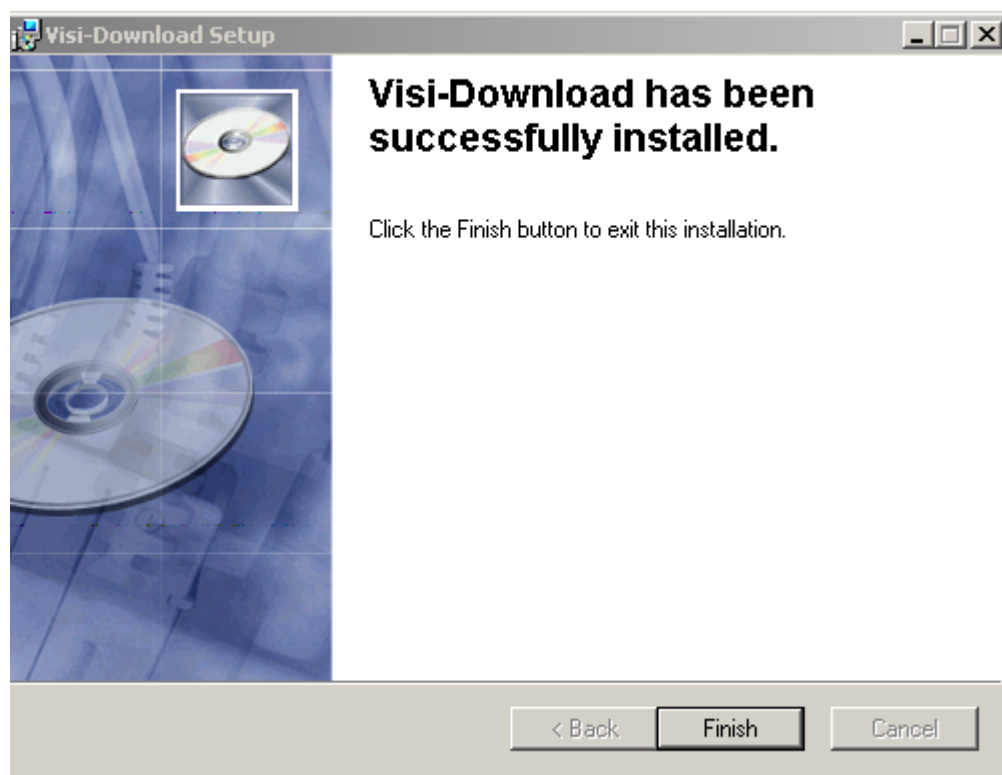
The box should then ask you if you are ready to modify the application. Select 'Next' at the bottom of the screen.

The computer will then start installing the features.

Once the features have finished installing, you should see the box on your screen update to let you know that Visi-Download has successfully installed.

When the file has successfully downloaded, transfer it to the computer which has been assigned to run the Visi-Download software. This can be done by locating the saved file, right clicking on the Visi-Download file and selecting 'Save Link As'…
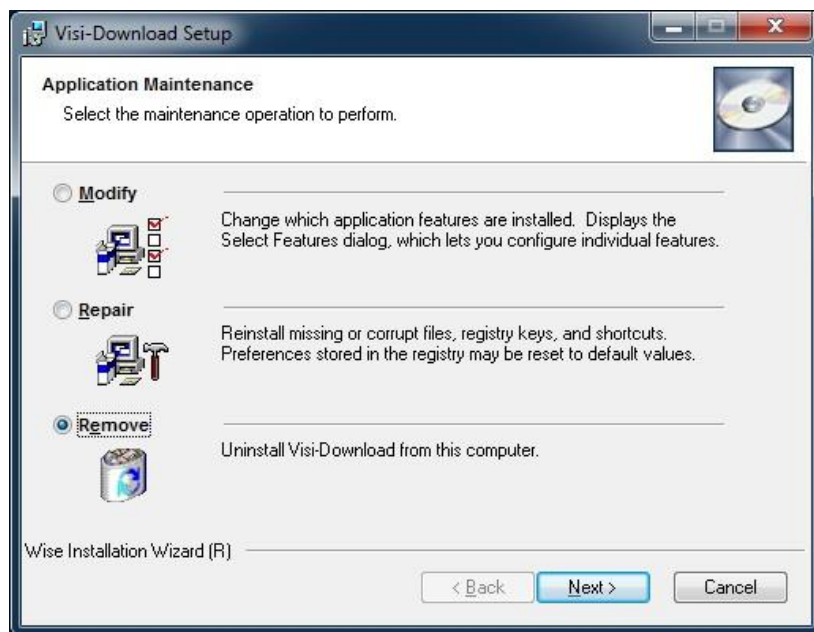
Upgrading from a previous version of Visi-Download
If you had made any changes to the standard .fr3 report customisation files or changed analysis settings you MUST back these up before un-installing Visi-Download as they will be deleted. Patient data previously downloaded will not be deleted during the un-installation. Stowood cannot take any responsibility for any files, reports or data lost or removed at any time, so please make your own backups.

Run the installation file using an account with admin rights (if you don't know if you have admin rights please ask your IT department). Select the language. The installation program will then make a backup of your current settings and report templates.

Backing up your settings & reports

Please wait ...

You will then be prompted to 'Modify', 'Repair' or 'Remove'. Select 'Remove' and click 'Next'.

Visi-Download Setup

Application Maintenance
Select the maintenance operation to perform.

○ **Modify**
Change which application features are installed. Displays the Select Features dialog, which lets you configure individual features.

○ **Repair**
Reinstall missing or corrupt files, registry keys, and shortcuts. Preferences stored in the registry may be reset to default values.

● **Remove**
Uninstall Visi-Download from this computer.

Wise Installation Wizard (R)
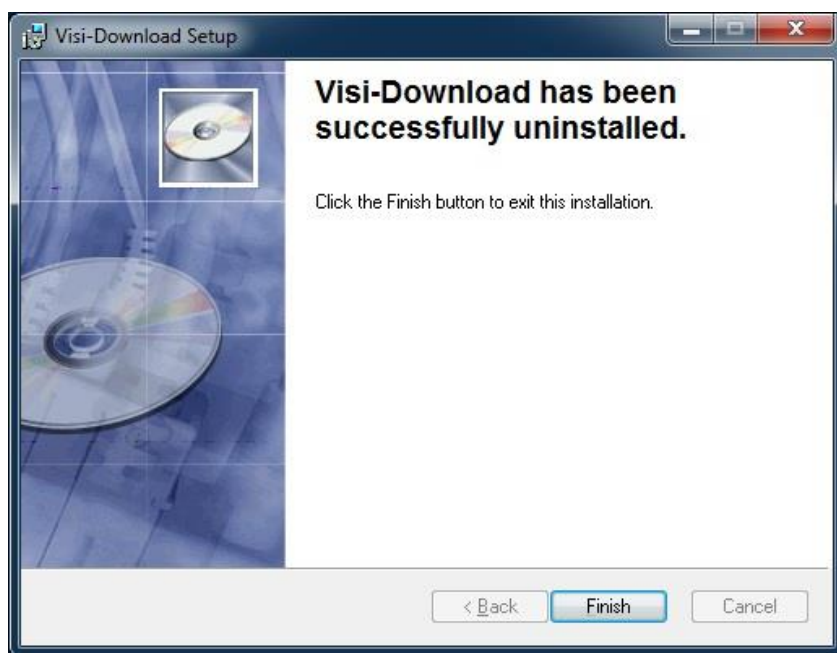
< Back   Next >   Cancel

Un-installing a licensed copy of Visi-Download does NOT remove the licence key; it does not need to be re-entered on that computer. Patient data previously downloaded will not be deleted during the un-installation.

You will be prompted to confirm the un-install, click 'Next'.

Visi-Download will then be un-installed. Once this has finished click the 'Finish' button.

Visi-Download settings and templates have been backed and the program uninstalled, you can now install the new version.

Installing Visi-Download

Run the installation file using an account with admin rights (if you don't know if you have admin rights please ask your IT department) to install the Visi-Download software. When it has finished, double-click the new icon to run:

Visi-Download

The first time you run Visi-Download the Setup Wizard will be displayed which allows you to change settings such as analysis settings and the default data folder. If you are upgrading from a previous version of Visi-Download and have followed the steps listed above, your previous settings will have been automatically loaded into the new version of the software. Your previous report templates will have been saved to a file called Saved_*templatename*.fr3. If you wish to use a previous template please contact support@stowood.com

A new installation of the software will run in Demo Mode (unless it is running on an already-licensed computer). Demo Mode allows 30 days use or 12 downloads, whichever occurs earlier.

If you have purchased but not activated a licence, copy the registration ID from the "Visi-Download licence" box, and paste into an email, with the Stowood invoice number and a list of the devices from which you will be downloading studies. By return Stowood will email a Licence key, which unlocks the full version of the software (See the *License Guide)*.

Congratulations! You have successfully installed Visi-Download. If you need to move the software from one computer to another, please read the *License-Transfer Guide* before beginning.