Interactive Metronome Technical Support: Frequently Asked Questions

1) What is the maximum number of hours that can be stored on the Master Control Unit
   a. The maximum number of hours is 400

2) I cannot create a new/open an existing file.
   a. You must make sure to install “Step 1: DAO 3.5” for this feature to function properly.

3) Whenever I attempt to print any reports, a mirrored image is produced. How do I resolve this issue?
   a. The IMPro uses the default printer driver from the Windows Operating System. No printer driver or setup is required to print from IM’s reports. To resolve, restore the default printer driver for your printer or install an updated driver. If this does not work then contact the manufacturer for your printer.

4) How do I attach my training file to an email message to send to Support?
   a. First close the IMPro Software.
   b. Start your email application and create a new mail message addressed to support@interactivemetronome.com. The subject line should read “Provider Training-“.
   c. Type in any issues or concerns you want addressed to the support staff in the text box.
   d. Click either “Insert” or “Attach” from the message box’s menu toolbar.
   e. Navigate to the file location and select “OK”.
   f. The file will now be attached to the email.

5) Why are some reports and/or graphs not available whenever I try to get one?
   a. The file does not contain previous data with which to compare. By design, in order to generate analysis and comparison reports, there must be previous data (from separate days) in the file to compare to the current session. If the current session is the first time tasks in a particular training mode were performed, then there will not be previous data with which to compare.
   b. If no LFA tasks were previously recorded, then there is no data with which to compare for the Regular Training Comparison with First LFA.
   c. Short Form Test tasks performed during the same session will not be adequate for comparison. Only data recorded on separate days can be compared.

6) The dates are reversed in my data file and sometimes I get a “syntax error” after I have completed an IM task or exercise. Why does this occur?
   a. This is only an issue for international providers. The “Your locale (location)” setting of “Regional Options” of the operating system is defaulting to a location that supports a different date format than that required by the IM program (d/m/yyyy or dd/mm/yyyy). Change the “Your locale (location)” setting of the “Regional Options” of the operating system to a location that supports the date format required by the IM program.

7) I would like to purchase and load hours onto the Interactive Metronome
   a. Purchasing hours and loading hours are two different steps:
   b. Purchase Hours online:
      i. Go to https://www.interactivemetronome.com/
      ii. On the top right corner, select “Provider Login”.

iii. Log into the website with your Provider ID and Password. Click the link if Can’t Remember User Name and/or Password and an email will be sent to you.

iv. Select button to “Order Online”.

v. Select your facility from the dropdown box and “Select to Online Order”.

vi. Add the hours to your cart and proceed to checkout.

vii. Click the button “Authorize IM Hours” at bottom of page to proceed to the authorization page.

c. Authorizing Hours once they are purchased and are in your bank:

i. Go to https://www.interactivemetronome.com/

ii. On the top right corner, select “Provider Login”.

iii. Log into the website with your Provider ID and Password.

iv. Select the center button to “Authorize Previously Purchased Hours”

v. Select your facility from the dropdown box and “Select to Online Order”

vi. Select the IMPro 8.3 system using the image selection.

vii. Follow the on screen instructions:

1. Make sure your MCU is connected.

2. Open the IMPro 8.3 Software.

3. Select “Options” from the toolbar at the top.

4. Select “Authorize Hours” from the list of options.

5. Leave this screen open and type the “Serial Number” and “Pre-Purchase Code” that you see in the software, to the website in their respective fields.

viii. Add the correct number of hours to be authorized in the top field.

ix. Press “Authorize Hours” and the website will refresh with your “Authorization Code.

x. Enter this code into your software, and press “OK” and the number of hours on your MCU will be adjusted accordingly.

8) My triggers are not registering at all.

a. The battery life for the Interactive Metronome Button Trigger and Tap Mat Transmitter is approximately four weeks.

b. Make sure to remove and discard the current battery, and install a new battery into the IM Sensors.

c. The Battery size is CR2032.

d. Use provided battery instructions for proper removal and insertion of the batteries.

9) How do I make sure the batteries last as long as possible?

a. Unplug the USB cable from the computer when the MCU is no longer in use. This will ensure you get the optimum battery life from your batteries.

10) My triggers are registering inconsistently. I notice some hits miss during the session.

a. Possibility 1:

i. The IM Sensors are running low on battery, and will soon need to be replaced.

b. Possibility 2:

i. The Interactive Metronome MCU is placed on the desk in such a way that it is difficult for the wireless receiver to function properly.
ii. Make sure that the MCU in not near the monitor of the computer or laptop, and is positioned towards the front with the lights facing the client.

c. Possibility 3:
   i. Specifically for a Button Trigger: Make sure that the client is hitting the trigger as close to the center as possible. If the extreme edge of the Button Trigger is being hit, it may not register with the system.
   ii. Specifically for a Tap Mat:
      1. Make sure that there is a solid surface underneath the Tap Mat. Carpeting that is too plush will cause the Tap Mat to register sporadically.
      2. Make sure that the Tap Mat is at an optimal position, which is at $45^\circ$ from the MCU. The range for the Tap Mat Transmitter is approximately 15 feet, so this can be achieved by pulling back the Tap Mat till the desired angle is reached.

11) My Tap Mat is registering two hits. One is good, and the second is in the red.
   a. This is most commonly found with technique. The unique design of the Tap Mat allows for full pad sensitivity. It is accurate enough to detect the slightest roll in a person’s foot, as they lift it off the pad. To avoid the double hit, the client must use a marching motion when stepping on the Tap Mat. The client must come straight down on the pad, and lift their foot as quickly straight up as they can. This will reduce and/or eliminate the “double hits” altogether.

12) My program says “MCU not connected”.
   a. Make sure your MCU has two blue lights displayed on the front.
      i. If you have a different set of colors for your MCU lights, disconnect it from the USB, wait a few seconds, and reconnect it to your computer.
      ii. If your MCU has no lights displayed, it is not receiving any power from the computer. Connect it to another USB port on the same computer, or connect it to another computer to test its functionality.

13) My MCU has a strange sound following the Reference/Guide Tone.
   a. This is a buildup of static in the headphone jack of the MCU. Follow these steps to remove the static.
      i. Remove the USB cable from the back of the MCU
      ii. Remove the headphone from the front of the MCU.
      iii. Touch the metal tip of the headphone jack with your fingertips.
      iv. Reconnect the headphones to the MCU.
      v. Reconnect the USB to the back of the MCU.