



NeuraMetrix TC - Frequently Asked Questions (FAQs)
Updated April 27, 2021

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What is NeuraMetrix TC?

NeuraMetrix, Inc.'s Typing Cadence measurement (NeuraMetrix TC) gives Healthcare Providers a feedback tool, enabling them to better treat patients with a brain disease or psychiatric disorder. Likewise, a Research Institution ("Institution") can use NeuraMetrix TC in brain disease or psychiatric disorder research studies.

How does NeuraMetrix TC work?

NeuraMetrix TC is an application which measures brain health. Once installed on your personal computer, it runs in the background and automatically collects the timing data whenever the keyboard is used. NeuraMetrix TC captures your Typing Cadence (the rhythm with which we all type on a keyboard). The raw Typing Cadence measurements are known as "Dwell time" (the duration that a key is pressed) and "Flight time" (the duration between keystrokes).

Typing Cadence is likely our strongest habit. The NeuraMetrix TC can detect minute changes in Typing Cadence consistency – a change of 1/100th of a second can be statistically significant. Habits, such as Typing Cadence, are hardwired in our brains. The stronger the habit, the more extensive the hardwiring.

If the brain is attacked by a disease, the hardwiring begins to break – but very slowly and in very small increments. As the wiring breaks, the habit will become less consistent, which is what NeuraMetrix TC measures.

Periodically, your Typing Cadence data is uploaded to the NeuraMetrix secure server. The server then calculates the “inconsistency” of Typing Cadence using proprietary algorithms.

Does my speed of typing make any difference what NeuraMetrix TC measures? ↗

NeuraMetrix TC does not involve any tests; rather it measures natural behavior. It cannot analyze what you type; rather it measures the consistency of how you type. Speed or accuracy does not make any difference. Each user’s typing cadence is unique and yields quantitative data about cognitive and motor function.

How is my privacy protected? ↗

The NeuraMetrix TC Application is designed to protect your privacy. The sequence of the characters you typed is stripped away before the Typing Cadence data is sent to our server, making it impossible to reconstruct the original text. In addition, NeuraMetrix only knows you by your User ID and collects or stores none of your personally identifiable data.

The results generated by NeuraMetrix TC are displayed on the NeuraMetrix Dashboard in the form of a chart showing the inconsistency of your Typing Cadence over time. Your chart will be available to your Healthcare Provider, Institution, and you (if your Healthcare Provider permits). The Institution and NeuraMetrix are the only organizations allowed to use the data for investigational research.

What are the requirements for installing NeuraMetrix TC? ↗

The first requirement is that you use a Windows PC with a traditional key board with real keys. It can be a desktop, a laptop or a notebook/tablet (such as a Windows Surface Pro).

The second requirement is that you are the only user of your PC or you have your own Windows **User Account** (the screen that comes up early when you start the PC and asks you for user name and password) which is not shared with anyone else. It is good practice to have your own account for security reasons.

Where can I see the NeuraMetrix End-user Agreement (EULA) for the NeuraMetrix TC? ↗

A copy of the current EULA for NeuraMetrix TC can be accessed on our [website](#).

How do I check that the installation is installed and running? ↗

After installation, NeuraMetrix TC runs in background and there is no need to turn it on (or off). You will see an “NM” icon in the system tray (lower right corner) of your computer screen. You can “right click” the icon to see a selection of actions.

You can also check that the installation is installed and running by opening your task manager:

Click **Ctrl+Alt+Delete**

Click **Task Manager**

To locate the **NeuraMetrix TC client (32 bit)** application, look under the Processes tab in the left Apps column for Background processes.

What do I do if NeuraMetrix TC has stopped running? ↗

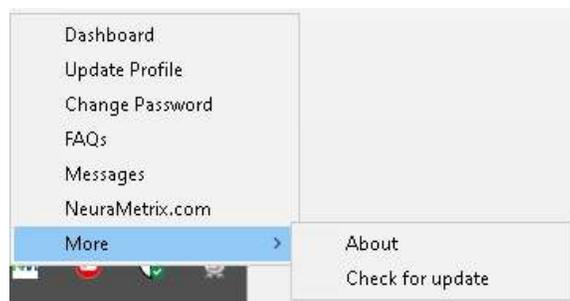
You have two choices to restart the application.

1. Open the Windows start menu, scroll down to NeuraMetrix TC and Click **Start NeuraMetrix TC**, which should re-start the application. The NM icon should be visible in the system tray, reboot your computer if the NM icon is not visible.
2. Reboot your computer.

How do I access the features of the application? ↗

After you install NeuraMetrix TC, an icon with our logo, “NM” will show in the system tray. The system tray is in the lower right corner of your screen. If you put your pointer on the NM icon and RIGHT click with your mouse, a menu will appear with a set of options:

Menu	Comments
Dashboard	Direct link to your Dashboard at the NeuraMetrix protected web portal, if your healthcare provider permits.
Update Profile	Here you can update your profile. Only available if purchased directly from the NeuraMetrix website.
Change Password	Here you can change your password.
FAQs	Here you will find answers to frequently asked questions.
Messages	Here you can contact the NeuraMetrix support without releasing any personal identifiable data.
NeuraMetrix.com	Direct link to the NeuraMetrix website.
More	
- About	Here you can see which NeuraMetrix version you have installed and what regulatory approvals NeuraMetrix TC have.
- Check for update	If you click More... you will be able to Check for update . If an update is available, click OK and the latest version of NeuraMetrix TC will be installed.



You can also use the Windows Start menu to access a link to your Dashboard. Click the Windows button in the lower LEFT corner of your screen and scroll down to NeuraMetrix TC to access an icon for your Dashboard. You can “pin” the Dashboard icon to the Windows Start Menu for easy access.



How do I create an additional Windows User Account? ↗

You will need to create your own User Account if you presently share your User Account with someone else and do not already have separate accounts.

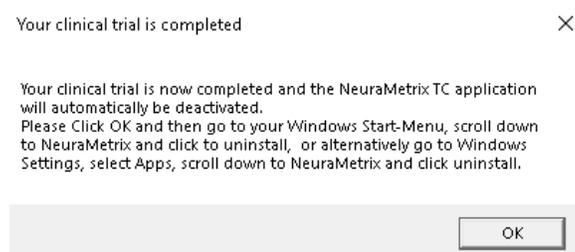
With separate User Accounts, several people can easily share a single computer. Each person can have a separate User Account with unique settings and preferences, such as a desktop background or screen saver. User Accounts control which files and programs users can access and what types of changes users can make to the computer. Typically, you'll want to create standard accounts for most computer users.

Where can I learn more about User Accounts? ↗

There are several places where you can learn about Windows User Accounts. In addition to Microsoft resources, the [GCFLearnFree.org](http://www.gcflearnfree.org) program offers free lessons on many technology subjects, including *Understanding User Accounts* which is at <http://www.gcflearnfree.org/windowsbasics/understanding-user-accounts/1/>

What do I need to do when the clinical trial period is completed? ↗

When your clinical trial is completed, the NeuraMetrix TC application will show the message below and then the application will be automatically deactivated.



Please follow the below instructions to uninstall NeuraMetrix TC.

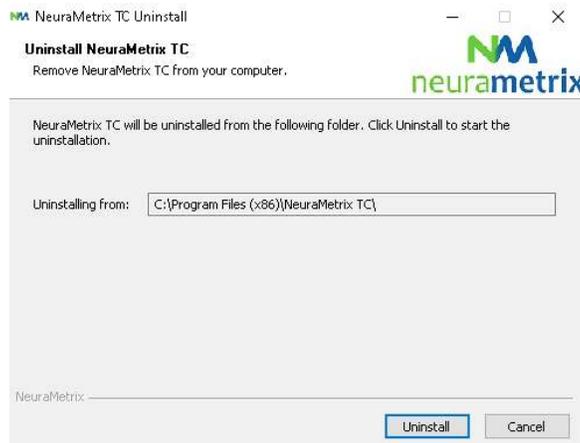
How do I uninstall NeuraMetrix TC?

You can decide to stop at any time and you can elect to remove NeuraMetrix TC at any time:

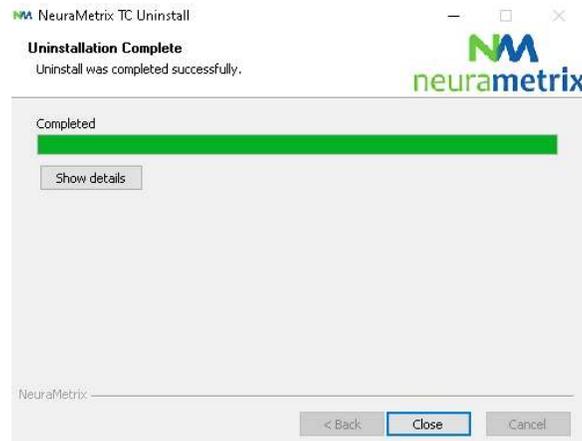
1. Open the Windows start-menu, scroll down and click **Settings**
2. Click **Applications**
3. Scroll down and Click on **NeuraMetrix TC**; then Click **Uninstall**
4. When asked “Do you want to allow this app to make changes to this PC?” Click **Yes**



5. When screen with “Uninstall NeuraMetrix TC” appears, Click **Uninstall**



6. NeuraMetrix TC has been uninstalled from your computer. Click **Close** 



Where can I contact support for NeuraMetrix TC? 

If you cannot find answers to your questions in this NeuraMetrix FAQ document you can either contact your Healthcare Provider or Institution or send a message to the NeuraMetrix support team (without releasing any personal identifiable data) by using the NeuraMetrix message system, accessible from the System Tray menu.