

# How to install and unlock EMDR Pro V2

## Overview

After you first install EMDR Pro you will need to unlock your software. This simply means entering a code that is unique to you – this then unlocks the installation so that you can use the software.

This process prevents theft and unauthorised use.

In order to obtain your unlock code you first have to send us a code that is unique to you as a user. Your user code is based on your PC login name and information about your PC. Your user code is generated automatically by the software and can also be sent to us automatically by the software.

The process is as follows:

<b>Online unlock code generation is possible</b>	<b>Online unlock code generation is NOT possible (eg due to proxy settings)</b>
<ol style="list-style-type: none"><li>1. You download and install the software / or install from CD</li><li>2. You <b>enter</b> the <b><u>surname and email address</u></b> used when purchasing</li><li>3. You <b>click</b> on the <b><u>“Generate unlock code online” button</u></b></li><li>4. Our website sends you your <b><u>unlock code</u></b> instantly</li><li>5. You enter the <b><u>unlock code</u></b> into the system</li><li>6. The software is unlocked and can be used without restrictions</li></ol>	<ol style="list-style-type: none"><li>1. You download and install the software / or install from CD</li><li>2. You <b>enter the surname and email address</b> used when purchasing</li><li>3. You send us your <b><u>user code</u></b> and <b><u>system information</u></b> by eMail</li><li>4. We send you your <b><u>unlock code</u></b> by eMail within 24 hours</li><li>5. You enter the <b><u>unlock code</u></b> into the software</li><li>6. The software is unlocked and can be used without restrictions</li></ol>

In detail the process is as follows:

# 1. Installation

## a) If downloading

You will have been sent an eMail similar to the following just after purchase:

Hi there

Thank you for your instant download order. To access your download right click over the link below and select 'Save Target As', or double-click and select 'Save as'.

You will be prompted to enter a Username and Password which need to be as follows:

Username: fgdfgdfgdfg  
Password: gfsfgsdfsd

Both are case sensitive and should be entered exactly as per your Paypal transaction!

Your download links are:

[http://www.neuroinnovations.com/356456456456456/7868678678678/ vemdr\\_pro.html](http://www.neuroinnovations.com/356456456456456/7868678678678/ vemdr_pro.html) (Left click)

[http://www.neuroinnovations.com/75676456467/dot\\_net\\_framework.exe](http://www.neuroinnovations.com/75676456467/dot_net_framework.exe) (If required Right click / save as)

The .Net framework is required for this product and but should not be installed unless prompted to do during the installation process. (It may well already be installed on your system - it is part of Microsoft Windows).

For detailed installation and unlocking instructions please click on the link below and print-out.

<http://www.neuroinnovations.com/vemdr-resources/unlock-process.pdf>

To get started very quickly just press Escape to start movement, Control F for faster and Control S for slower, Control U for Up and Control D for down, press the space bar to start and stop movement, press the Escape key again to get back into setup mode.

Regards

Neuro Innovations

If your eMail program allows you, just click on the first of the two links which will look something like.

Links that are “active” (ie they do something when you click on them) are typically blue and underlined.

If nothing happens when you click on the link then do the following:

- Click at the beginning of the link with your mouse and holding the left mouse key down select the entire link – it should end with “.html”
- Right click and select “Copy”
- Open your browser eg Internet Explorer
- Click on “File” then “Open” at the top of the browser window
- Right click in the space provided for the filename and select “Paste”
- Press the enter key

OPTIONAL: Whether you clicked on the link or pasted the link the following window may be displayed:



Enter your user name and password as specified in your download eMail.

The download page will then be displayed:

**EMDR Pro Downloads**

**EMDR Pro**

- [Click here to download EMDR Pro](#)

IMPORTANT: For detailed installation and unlocking instructions [click here](#).

**Other software**

- Free: Audacity audio recorder / sequencer / editor
  - Free: Lame MP3 encoder for Audacity
  - Lame MP3 installation instructions

NB After installation and reinstalltion on Vista systems the inbuilt audio recorder will not be available. It becomes available when EMDR Pro is closed and reopened.

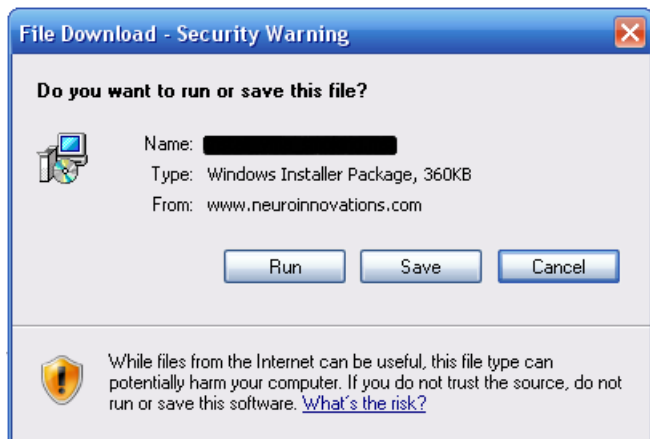
**Vista Users that are unable to access the inbuilt audio recorder even after restarting EMDR Pro**

This should not be required for XP users

- [Click here download and install solution](#)

Click on the “Click here to download EMDR Pro” link.

When the following window appears select “Save”



Remember where you have saved the file to on your hard drive e.g. “My Documents”.

When the file has been downloaded navigate to it using Windows and double click on the file to start the installation process, or select Download and Open if your browser offers this option.

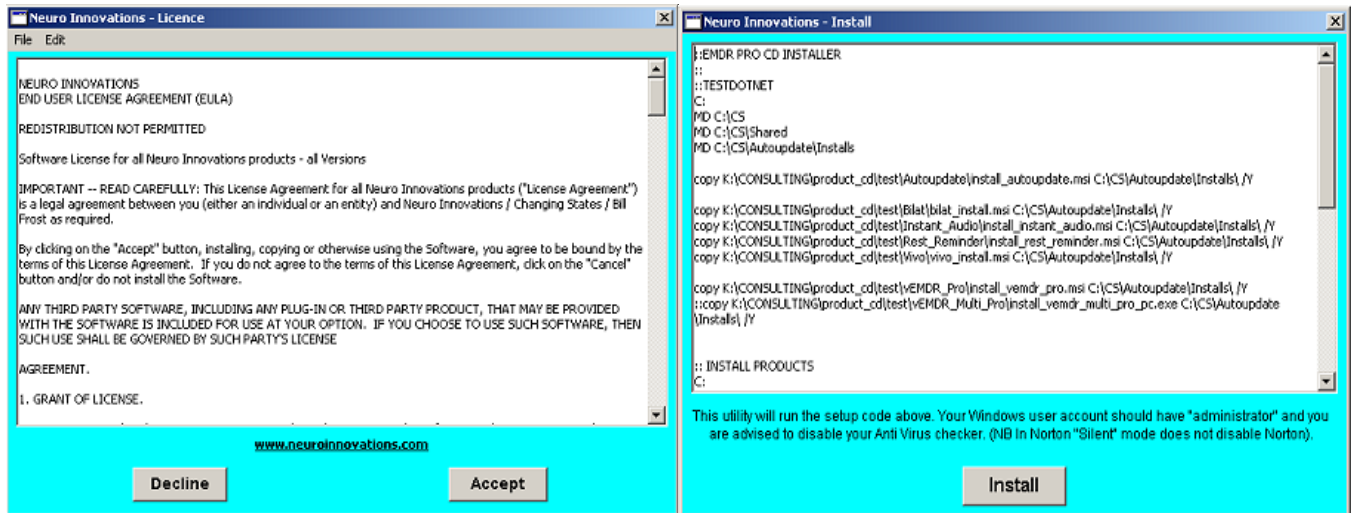
NB On some systems you may need your user account to have administrator rights depending on how restricted your user / limited accounts are.

## b) If installing from CD

### To Auto Install:

Insert the CD and allow it to autorun, if autorun does not activate automatically navigate to the CD drive eg D: and double click on cdinstall.exe

Click on “Accept” to accept the licence agreement then on “Install” EMDR Pro and the Shared Media library.

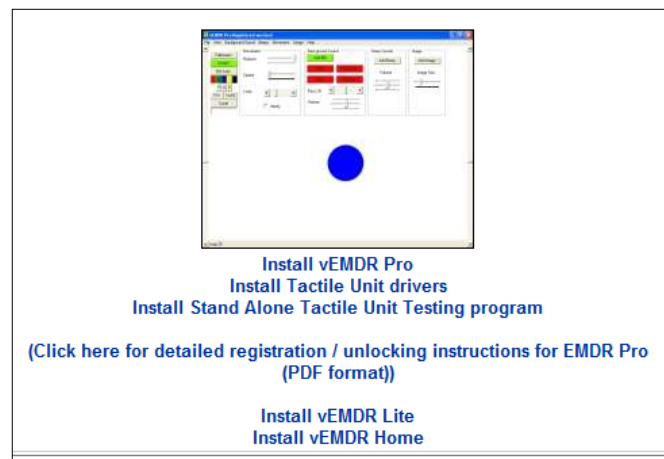


### To Install Manually

Insert the CD and allow it to autorun, if autorun does not activate automatically navigate to the CD drive eg D: and double click on index.html

Accept the licence agreement and the installation menu will appear.

Install EMDR Pro first simply by double clicking on the link underneath the EMDR Pro image. Click on “Run” if a security popup window appears.



If you are prompted to install the Dot Net Framework double click on the “Dot Net Framework” link at the top of the menu. Once the Dot Framework has been installed return to the menu and install EMDR Pro.

After installing vEMDR\_Pro scroll down to install the shared media library.

## 2. You send us your user code

You can unlock the product using a limited account. It is best to install using the same account that will be using the program.



NB You can only run the software via one login on one PC.

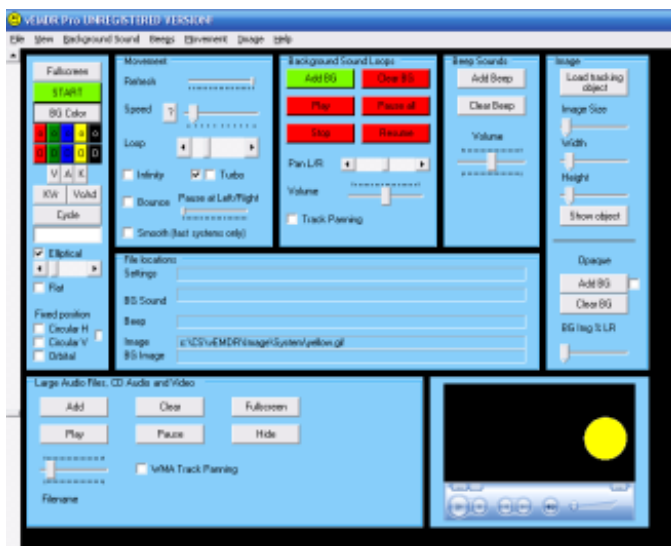
Click on the eye icon on your desktop to open EMDR Pro.

You will be asked to read and accept our user agreement. Once the product has been registered this screen will no longer be displayed.

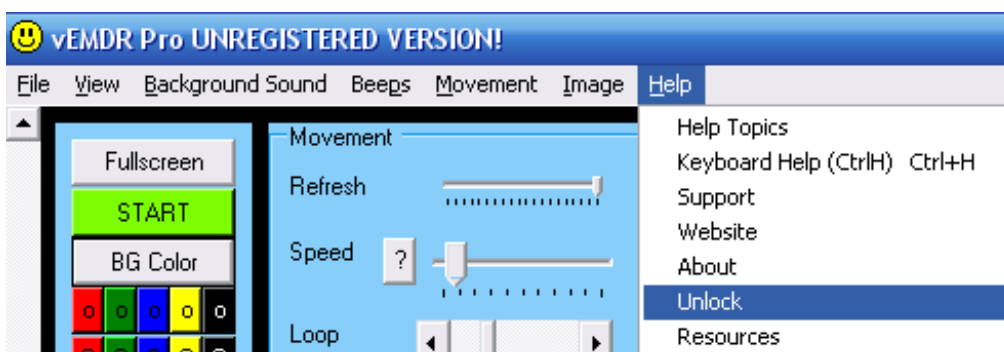
Then a series of popup boxes will be displayed telling you:

- That the software is unregistered
- How many days are left before all functions will be disabled

The main EMDR Pro screen will then appear:



Click on “Help” and then on “Unlock” at the top of the screen:



The following window will then be displayed:

**Purchase & Unlock Process in Plain Language**

**Step 1 - Purchase**  
To purchase this software please log onto the Internet and access the Neuro Innovation website. Purchases may be made by cheque or via a secure internet transaction.  
<http://www.neuroinnovations.com>

**Step 2 - Installation Grace Period**  
Until this software has been unlocked treatment functionality will be disabled. Menu systems will be displayed sufficient to demonstrate that installation is complete. When you apply your unlock code all normal treatment functionality will be enabled.

**Optional: Step 3 - Copy your user reference code (below) - Click on the 'Copy to paste buffer' button.**  
User ref:   
**Copy to paste buffer**

If not connected to the internet copy/paste the user / machine information to a text file and copy the file to a machine that does have internet access, so the contents of the file can be emailed to us

**Optional: Step 4 - eMail details to us**  
Paste your user reference into the body of an eMail. Send to the eMail address below with a subject of "vEMDR Pro unlock please".  
[info@neuroinnovations.com](mailto:info@neuroinnovations.com)  
**Attempt to automatically eMail us**  
We verify your identity and send you an unlock code by eMail generally within 24 hours

**Step 4 (Only if connected to the internet)**  
**Generate unlock code online**

**Step 6 - Copy your unlock code from the eMail sent to you paste into the box below, then click on "Unlock".**  
Enter last name:   
Enter eMail address:   
a) Paste unlock code here >>>>>>   
b) Click on the UNLOCK button once then wait for a confirmation message. **UNLOCK**

**Admin only**

### If online unlock code generation is possible

1. **Enter** the **surname and email address** used when purchasing
2. **Click** on the **"Generate unlock code online" button**
3. Our website will send you your **unlock code** instantly by eMail (See next section)

**If online unlock code generation is NOT possible (eg due to proxy settings or no internet connection)**

1. **Enter** the **surname and email address** used when purchasing
2. Send us your **user code** and **system information** by eMail
  - a. **Connected to the Internet?**
    - i. Click on the “Attempt to send automatically” button
    - ii. Wait for up to 1 minute
    - iii. A message box will be displayed indicating that the message has been sent to us saying “Your request has been sent”
    - iv. Please send manually by eMail if no response from us by eMail within 24 hours or if you don't see the “Your request has been sent” message
  - b. **Not connected to the Internet?**
    - i. Click on the “Copy to paste buffer” button
    - ii. Open Notepad / Word and generate new file
    - iii. Paste the block of information into the file, save to a memory stick and open the file on a system this is connected to the Internet
3. We send you your **unlock code** by eMail within 24 hours
4. Enter the **unlock code** in the eMail into the software (See next page)
5. The software is unlocked and can be used without restrictions



### 3. We send you your unlock code

Your unlock code will be sent to you via eMail. It may be in your Junk eMail folder.

It will look something like - your unlock code will be the text that follows the line beginning "Unlock code":

FTAO Bill Frost

Please find links below to download your selected Neuro Innovation products and unlock codes as required:

There is no need to download if you originally installed from CD unless you want to ensure that you have the latest version.

If you do need or want to redownload you will be prompted to enter a Username and Password which need to be as follows:

Username = dfsfsdfsdfsdfsdf

Password = fsfsfsdfsdfsdfsdf

Both are case sensitive and should be entered exactly as per your Paypal transaction!

If your eMail program does not allow you to click on links inside eMails then select the entire link ie the text in between the {curly brackets} and paste into your browser.

Detailed instructions: (Left click after {{, hold the left click button down and drag until just before }}, let the left click button go, right click over the selected text, select 'copy', open your browser, select 'File/Open', right click inside the 'Open' box, select 'Paste', press the enter key).

Product Name vEMDR Pro

User Code FGDFGDFGDFGDFGD

**Unlock Code FGDFGDFGDFGDFGDFGD**

Download URL Click here then 'save as' to download

Text link {{http://www.neuroinnovations.com/435534534532744556/345345435573554634/6575624323.msi}}

Comment

Microsoft Dot Net Framework. Only download / install if prompted to do so during the installation process

Click here to access the Microsoft site

Click here to download from the Neuro Innovations site

Text link = {{http://www.neuroinnovations.com/23443459535466/dot\_net\_framework.exe}}

Please download and install the products (including MS .Net Framework if required) then click on the unlock or register button within each product and eMail us your user ref code and which product you wish to unlock. We will then send you an unlock code for that product on that machine. Please note that the codes are machine, product and logged user specific.

Kind regards

Neuro Innovations Team

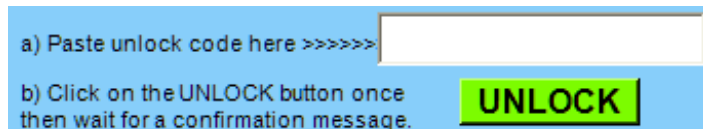
Select and copy your unlock code:

- Click at the beginning of the unlock code with your mouse and holding the left mouse key down select the sequence of characters – do not include leading or trailing spaces.
- Right click and select "Copy"

## 4. You enter the unlock code into the system

To enter your unlock code do the following:

- Open EMDR Pro
- Click on “Help” then “Unlock” at the top of the window
- Right click in the space provided for the filename and select “Paste”
- Click on the “UNLOCK” button
- Wait for up to 1 minute



If the code is valid a message will be displayed.

Finally:

- Close the unlock Window
- Close EMDR Pro ie “File” then “Exit”
- Reopen EMDR Pro

## 5. The software is unlocked and can be used without restrictions

Once EMDR has been reopened the licence screen will no longer appear and “EMDR Pro Registered version!” will be displayed at the top of the main EMDR Pro screen.

