

FREQUENTLY ASKED QUESTIONS

1. WHAT HARDWARE DO I NEED?

The BiSSkiT software is currently only compatible with devices manufactured by Verity Medical, Ltd <http://veritymedical.co.uk/Products>. Specifically, the software will read data from the:

- A. NeuroTrac® Simplex
- B. NeuroTrac® Myoplus Pro

2. WHERE DO I GET THE HARDWARE?

From Verity Medical or their regional distributors.

3. HOW DO I FIND A HARDWARE DISTRIBUTOR?

To identify a regional distributor, go to <https://veritymedical.com/where-to-buy/> and fill out the web-based form. Verity Medical will contact you with distributor information.

4. HOW DO I GET THE SOFTWARE?

Swallowing Technologies Ltd was the sole distributor of the BiSSkiT software. BiSSkiT sales ceased effective 1st October 2023, therefore, the software is no longer available.

5. DOES IT OPERATE ON ALL COMPUTERS?

- Windows XP / Vista / 7 / 8 / 10.
- ⚠ Apple Mac, iPad, Windows RT are not supported.

6. WHAT ARE THE COMPUTER SPECIFICATIONS?

- Intel core i3 (or i5, i7 or more)
- 1 GB RAM (32-bit) or 2 GB RAM (64-bit).
- 500GB HDD.
- 1GB spare hard drive.
- Minimum resolution: 1280 x 720.

- sEMG recording unit: *Please refer to the ‘instructions for use’ provided by the manufacturer of your sEMG recording unit for other requirements. The BiSSkiT software is compatible with the following sEMG recording units:*
 - NeuroTrac® Simplex; Verity Medical Ltd.
 - NeuroTrac® MyoPlus Plus Pro; Verity Medical Ltd.
- If using an sEMG recording unit with fibre optic data communication:
 - Available USB port for connecting sEMG recording unit.
 - Fibre Optic USB Adaptor and Fibre Optic cable to connect the sEMG recording unit to the computer.
 - ⚠ Contact your hardware distributor to purchase the USB and cable.
 - If using a Bluetooth-enabled sEMG recording unit:
 - Available USB port for connecting the Bluetooth adaptor if it is required.
 - A computer with Bluetooth compatibility or a suitable Bluetooth adaptor for a computer without Bluetooth capability.

7. IS THERE A MANUAL FOR THE BISSKIT SOFTWARE?

Yes. If you purchased the software before it was discontinued, the manuals (paper and video) will be available for download when you log into your [account](#) via the SwalTech website.

8. WHERE ARE PATIENT DATA SAVED?

The data is stored on your computer, and you can choose the folder/directory where you want to store it. We don't hold a common database for all patients.

9. WHAT ABOUT ELECTRODES?

You can use any electrodes that you choose to use and will fit overlying the muscles of interest. For swallowing applications, we most often use triode patch electrodes such as those found here:

https://www.amazon.com/sEMG-triode-electrodes-only-circle/dp/B01MF91H7D/ref=sr_1_1?ie=UTF8&qid=1481557795&sr=8-1&keywords=electrodes+triode

These can be purchased online or through a regional distributor of biofeedback equipment.

10. WHAT ELSE DO I NEED?

The hardware comes with pin-type electrode connections. If you use electrodes that connect to the cables with a snap (such as the triode patch electrodes described above), you will need to also order pin-to-snap adaptors (like these https://www.amazon.com/Konmed-pack-Snap-Connect-Adapters/dp/B01MCYSC4R/ref=sr_1_3_a_it?ie=UTF8&qid=1481557663&sr=8-3&keywords=pin+to+snap+adapter). You can get these inexpensively online or through a regional distributor of biofeedback equipment.

Additionally, if you purchase the Simplex device that connects with a fibre optic cable to the computer, be sure that you also purchase the USB adaptor and cable. This is typically only sold with the Verity Medical software. However, if you contact the company, they should sell you these two items separately.

11. IS THE SOFTWARE REGISTERED AS A MEDICAL DEVICE?

No. BiSSkiT sales ceased effective 1st October 2023, therefore, the software is no longer available. Prior to be discontinued, BiSSkiT had CE Mark approval as a Class I medical device in Europe, with the exception of Spain, TGA approval in Australia and WAND registration in New Zealand.

12. IS THE SOFTWARE TRANSLATED INTO SPANISH/SWEDISH/PORTUGUESE/GERMAN/FRENCH ETC...?

No. Currently the software is only in English.

13. CAN I GET A TRIAL VERSION OF THE SOFTWARE?

No. BiSSkiT sales ceased effective 1st October 2023, therefore, the software is no longer available.

14. WHAT ABOUT THE TREATMENT PROTOCOL? WHAT DO I DO WITH MY PATIENTS?

Members of the BiSSkiT team provide clinical training workshops when invited to do so. Any upcoming courses will be posted on our Facebook page <https://www.facebook.com/SwallowALot/> or the BiSSkiT website.

15. WHERE DO I GET HELP?

In the first event, contact the IT department at your facility. If you have hardware difficulties, contact your regional distributor. For difficulties with the software, email bisskit@swaltech.com and someone will reply quickly.