

Support Format

Users with active support agreements are able to send scripts and data sets to support@has-motion.ca. //

Being able to see the relevant files allows the support team to best assist you. Closing the irrelevant files allows support to determine which files you are looking at, and makes the file easier to e-mail. //

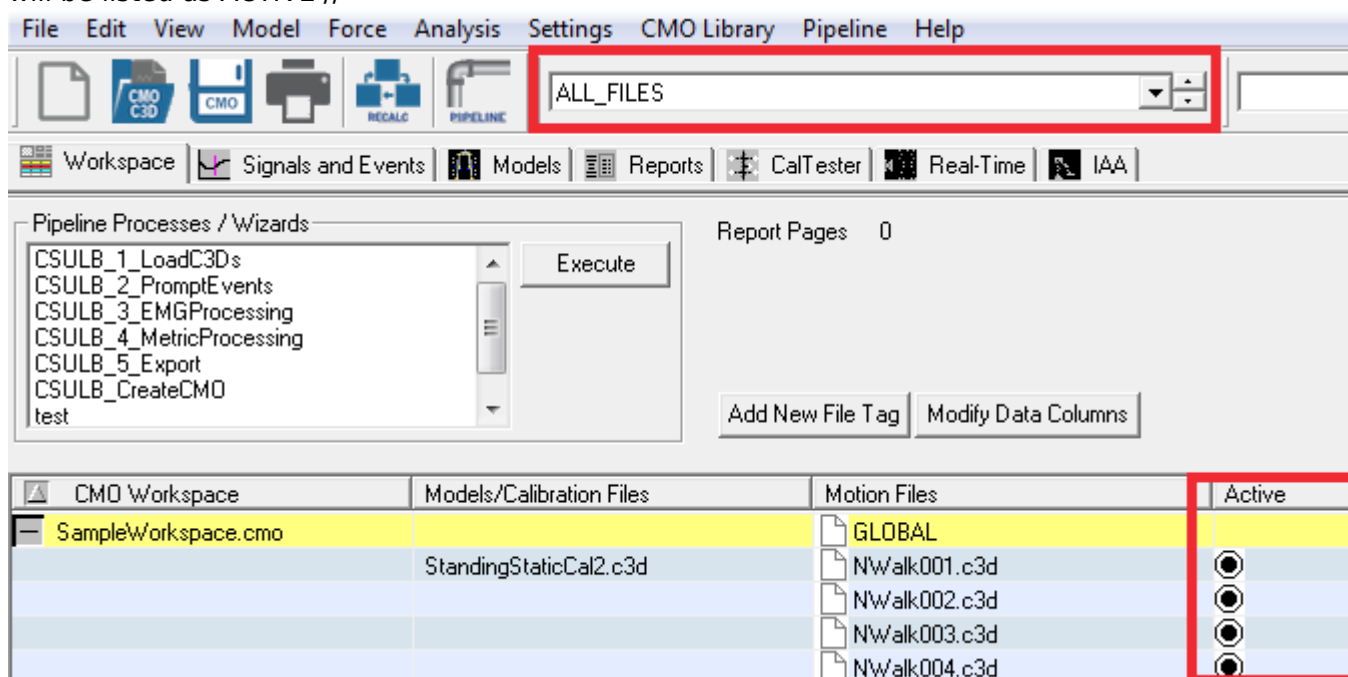
NOTE: Our server strips attachments larger than 20 MB so it's important to close all but a few trials before sending a CMZ.

Sending Data

Since the CMO file is most likely too large to e-mail, you can close all dynamic trials (except the relevant C3D file).

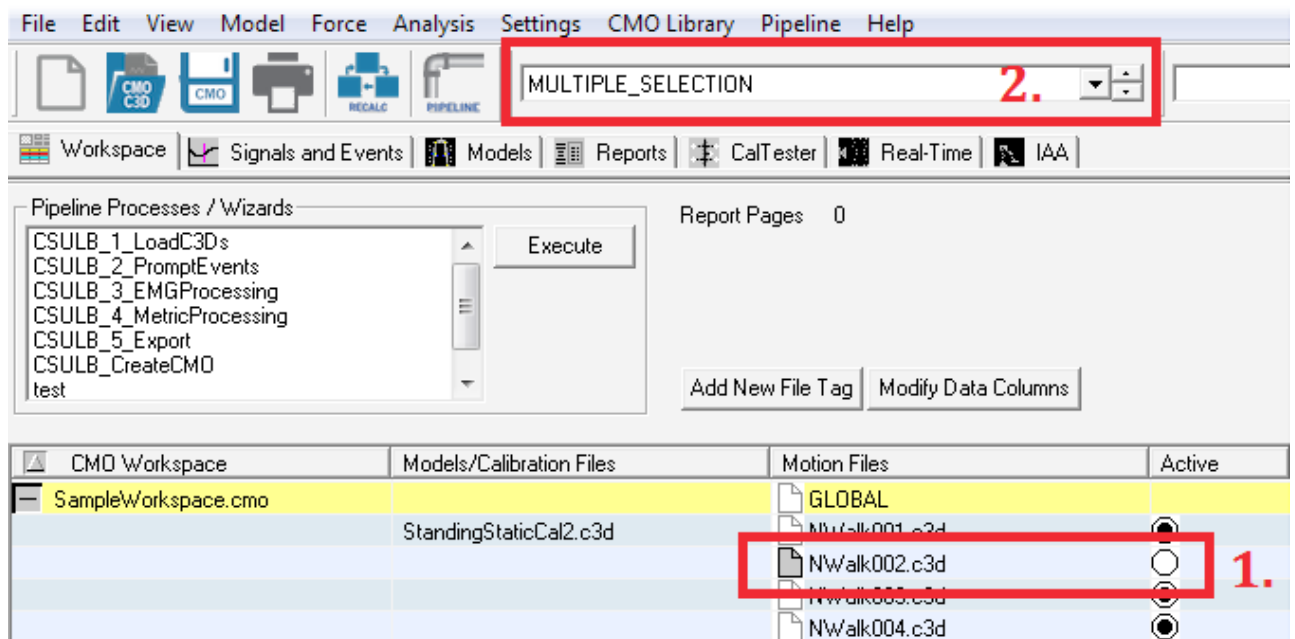
1. Open the relevant CMO file

Make sure the active file is set to ALL_FILES // Note that the black circle for all files in the workspace will be listed as ACTIVE //



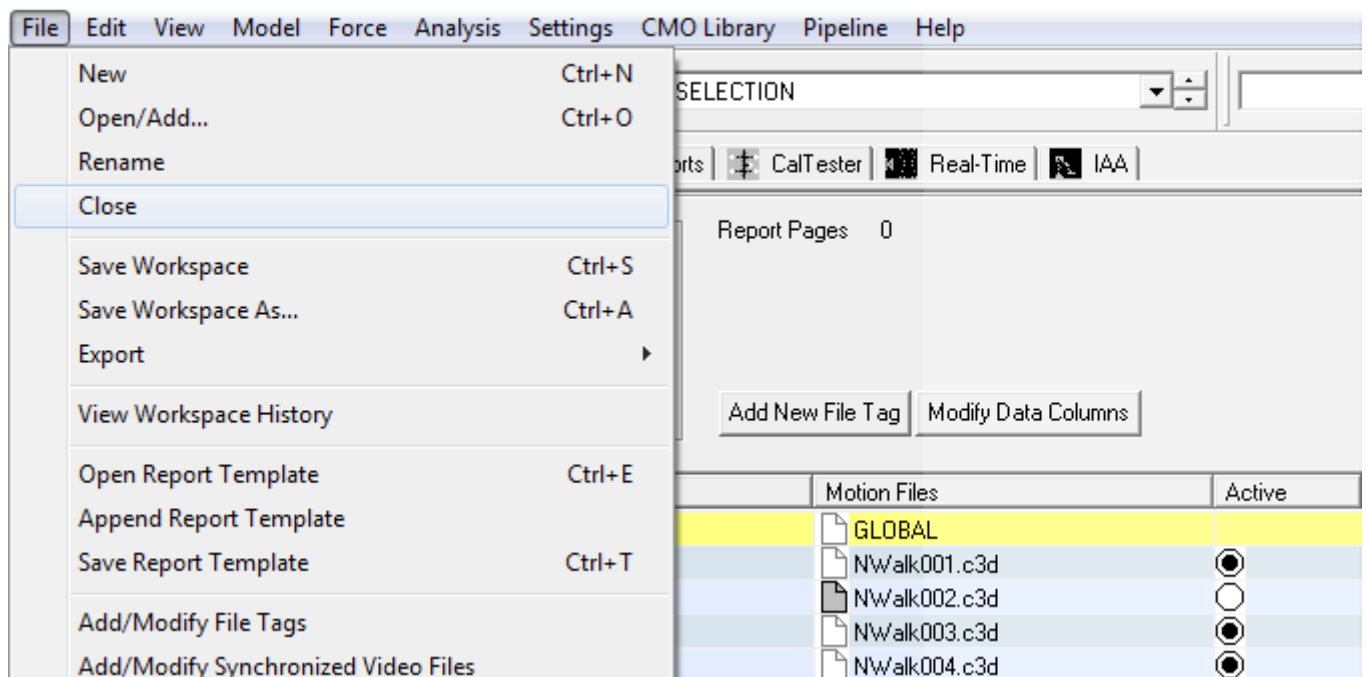
2. Remove C3D from list of active files

1. Click in the black circle next to the C3D file (or files) you want to **KEEP** in the CMO
2. The circle of the selected file will be filled in white, and the active file will change to **MULTIPLE_SELECTION //**



3. Close C3D files

Go to File → Close //



File Edit View Model Force Analysis Settings CMO Library Pipeline Help

File CMO CMO Print RECALC PIPELINE

NWalk002.c3d

Workspace Signals and Events Models Reports CalTester Real-Time IAA

Pipeline Processes / Wizards

CSULB_1_LoadC3Ds
CSULB_2_PromptEvents
CSULB_3_EMGProcessing
CSULB_4_MetricProcessing
CSULB_5_Export
CSULB_CreateCMO
test

Execute

Report Pages 0

Add New File Tag Modify Data Columns

CMO Workspace	Models/Calibration Files	Motion Files	Active
SampleWorkspace.cmo		GLOBAL	
	StandingStaticCal2.c3d	NWalk002.c3d	☒

5. Save modified File

Go to File → Save Workspace As..

Make sure not to overwrite your original CMO file.

File Edit View Model Force Analysis Settings CMO Library Pipeline Help

New Ctrl+N
Open/Add... Ctrl+O
Rename
Close
Save Workspace Ctrl+S
Save Workspace As... Ctrl+A
Export
View Workspace History
Open Report Template Ctrl+E
Append Report Template
Save Report Template Ctrl+T
Add/Modify File Tags
Add/Modify Synchronized Video Files

3d
orts CalTester Real-Time IAA
Report Pages 0
Add New File Tag Modify Data Columns

Motion Files	Active
GLOBAL	
NWalk002.c3d	☒

Questions on Specific Signals

If you're sending a question about a specific metric or signal, the script should only contain the relevant information.

In other words, the pipeline should contain only the specific commands used to create the relevant metric appear.

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