

Savience Automated Patient Check-in System Software Upgrade Instructions

Version 4 of the Savience automated patient check-in software is now available. The process for upgrading the software is shown below.

The version 4 update package can be downloaded from the following website:

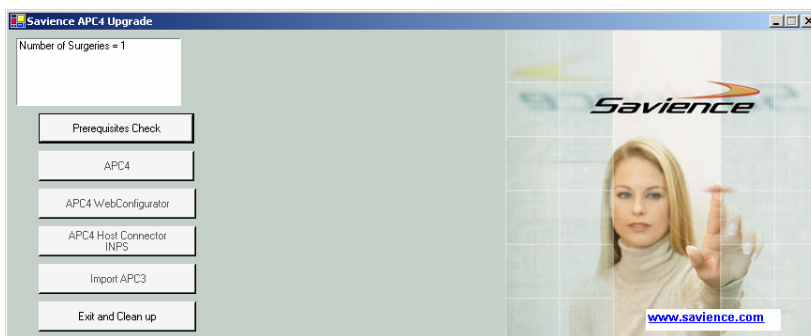
www.numed.co.uk/apc4

It is recommended for ease of upgrade that the update is downloaded on the actual check-in PC itself. If the check-in PC does not have Internet access, please contact your IT support desk to see if this can be enabled. If it is not possible to gain Internet access from the check-in PC, you will need to download and save the update on another PC that does have Internet access and transfer the downloaded file to the check-in PC, either via the network or via a USB memory stick.

To download the update, open up Internet Explorer and type the above address in to the address bar; press enter to go to the webpage. (Note – if you are using an all-in-one system with no keyboard connected, either connect to the check-in PC through the Remote Control VNC software or using your finger on the touchscreen click Start, All Programs, My-T-Touch and select the on-screen keyboard). When you reach the above webpage, click on the link for your clinical system and choose to save the file to the desktop. (If you are downloading to a PC other than the check-in PC, choose to save to a network location or the USB memory stick).

When the download is complete, double click the upgrade icon on the desktop. **Important note:** the upgrade should only be run on the check-in PC. Under no circumstances should the update be run on any other PC or the clinical server. If the upgrade was saved to a location other than the check-in PC, be sure to copy it to the check-in PC before running it.

As the update begins, follow the on-screen instructions. The first stage of the process is the re-installation and updating of Microsoft DotNet2 – a component required by the check-in software. This stage is likely to take around ten minutes or so to complete, during which time you will see a black window on the screen. After this stage completes, you will see the upgrade screen as shown below.



Work your way down the buttons on the left, starting at the top with the Prerequisites Check. Wait for the button you have clicked to turn green (indicating the process has completed) before clicking the next button down. On clicking the final 'Exit and Clean up'

button, the upgrade program will exit and the upgrade should be complete.

Starting the new software



On the Desktop of the APC system, you should see a new icon (like the one on the left) to start the new software. The upgrade will have attempted to remove the old icons from the desktop, but if these have been renamed from the original installation they may get left behind. If this is the case, they can be deleted by clicking once on them and pressing delete on the keyboard.

Double click the new APC4 icon – the software should open with a new front screen. Try and check-in an appointment due within the next few minutes. If the upgrade has been fully successful the appointment should be arrived. If the appointment is not arrived, follow the check points in the troubleshooting section towards the end of these instructions.

Configuration of APC4



The configuration program has also been updated. This can be accessed from the desktop icon as shown on the left. Once in the configuration utility, click the **Help** button for full details on how to use the new configuration utility.

Remote Configuration of the APC System

It is possible to remotely configure the APC System from another PC in the practice (for example the Practice Manager's or Reception Manager's PC). For ease of operation, both the check-in PC and the allocated remote control PC should be joined to the network domain.

To install the Remote Configuration Software, browse to the check-in PC from the remote computer through My Network Places and run the installer file in the Remote Config folder. Alternatively, you can download the Remote Configuration utility from the same webpage as the upgrade shown above. This should be downloaded and run on the **remote** PC, not the check-in PC. You will need to know the network name or the IP address of the check-in PC to set up the remote configuration utility.

Dedicated Upgrade Support Line – 0114 280 0589

This is a dedicated support line for customers who have difficulties during the upgrade process. We have additional staff available on Thursdays and Fridays to assist with customer problems. Please note the dedicated support line is there to assist with problems, not to perform the update for you. The update process has been designed to be as simple as possible and we anticipate most customers will be able to complete this update unassisted. The software update will take around 20-30 minutes to complete once downloaded.

In the event of the check-in system failing to function after the update, please call the above number between 9am and 5pm, Monday to Friday. If all support staff are occupied assisting customers, we request that you leave a message as instructed and we will call you back at the earliest opportunity. You can also contact us by email on **support@numed.co.uk** or use our remote assistance facility by visiting **www.numed.co.uk/mediserve**.

For general support issues once the upgrade is completed, we ask that you revert to our usual support number on 0114 243 3896.