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28<sup>th</sup> February 2011

Dear Practice,

Medtech is proud to present the latest release of Medtech32 – Version 8.0.0 Build 3134.

It is HIGHLY RECOMMENDED that ALL sites should upgrade to Medtech32 Version 8.0.0 Build 3134 as soon as possible, as ANY future Medtech32 changes and enhancements will NO LONGER be made available to ANY older versions of Medtech32.

For further information on this release, or any other queries regarding Medtech32 Version 8.0.0 Build 3134 Update, please contact the Medtech Helpdesk on 1800 148 165, or email [ausupport@medtechglobal.com](mailto:ausupport@medtechglobal.com).

Kind Regards,  
Customer Services Department  
Medtech Healthcare

## **Medtech32 Version 8.0.0** **Information for Release and Installation**

Medtech32 Version 8.0.0 is a full version of Medtech32 which replaces all other previous Medtech32 installation media. Please ensure you keep a copy of the enclosed CD as this will be required if you ever need to reinstall Medtech32 at your practice.

### **IMPORTANT NOTE**

**Your practice MUST be on Medtech32 VERSION 7.4.0 BUILD 2857 (OR ABOVE) to install this Upgrade. If you ARE NOT currently on this version, please DO NOT continue, and contact the Medtech Helpdesk for assistance.**

This can be checked by logging into Medtech32 and selecting *Help ► About Medtech32*.

- Please ONLY run the Upgrade when your site is not required to be up and running in a short amount of time. It is recommended to run the Upgrade afterhours or on the weekend where you would have ADEQUATE TIME to complete the Upgrade.
- The amount of time required to run the Upgrade is dependent on the specification of your server and the size of ALL databases.

## **IMPORTANT NOTE**

**WARNING:** It is HIGHLY recommended to employ ONLY qualified system engineers when performing ANY installation and upgrade. The consequences of ruining a database during upgrade could possibly lead to data corruptions, and as a result – data loss and systems downtime.

If in doubt, please consult with your IT technician/service provider, or contact one of the Medtech Channel Partners listed on our web site:

<http://www.medtechglobal.com/aus/medtech-online-au/support-3.html>

## **IMPORTANT NOTE FOR BRIECASING**

**ALL Briefcasing Laptops MUST ALWAYS be on the SAME MEDTECH32 VERSION AND BUILD as the Main Medtech32 Server. Otherwise data corruptions and thus data loss might occur during check-ins and check-outs.**

You MUST install this Upgrade separately on EACH Briefcasing Laptop by following the same instructions in Medtech32 Server Installation section below.

**IMPORTANT:** Once you have SUCCESSFULLY updated the Briefcasing Laptops to the SAME Medtech32 version and build as the Main Medtech32 Server, you MUST then perform a **COMPLETE CHECK-OUT** on EACH Briefcasing Laptop.

## **Installation Pre-Requisites**

1. Ensure the minimum version and build requirements are met.
2. Ensure the person(s) who will be performing the upgrade have **READ THROUGH** the release documentation provided on the Medtech32 Version 8.0.0 Installation CD, including the release notes and technical instructions.

**IMPORTANT:** These documents contain valuable information that, if not read, could seriously affect the upgrade progress and/or possible down time of your network.

3. Ensure you are ALWAYS logged onto Windows with **ADMINISTRATIVE RIGHTS** when performing ANY installation, update, or maintenance tasks.
4. **"User Account Control" (UAC)** MUST be **DISABLED** as a policy across ALL Server and Client computers that are running on **Windows Vista or Windows 7 or Windows 2008**.

5. To avoid unnecessary problems during installation, upgrade, or maintenance, preferably you should ALWAYS log onto Windows in "**Console Mode**" – i.e. not through Remote Desktop Connection, Terminal Services, or Citrix.
6. Ensure ALL Briefcasing Laptops with **OUTSTANDING** Briefcased data are **CHECKED-IN** prior to running the update.
7. Ensure a **SUCCESSFUL** Database Maintenance has been performed on ALL databases.
8. Ensure you have a **COMPLETE** backup of the MT32 directory, and ALL databases located in the MT32\Data directory.
9. The amount of free hard disk space required to perform database backup and maintenance on the Interbase Server should be at least **THREE times the size of ALL databases** you will be working with.
10. Ensure ALL users (including remote users) have **LOGGED OUT** of Medtech32 and ALL services (e.g. ManageMyHealth SMS Communicator), scheduled utilities (e.g. Message Transfer Utility, Auto Scan from Folder), backup or maintenance tasks (e.g. Interbase Backup Scripts) that require access to the databases have been **STOPPED**.

### **Supported Operating Systems**

Interbase 2009, in conjunction with Medtech32 Version 8.0.0 (or above), supports the following versions of Microsoft Windows.

<b>Interbase 2009 Supported 32-Bit Server Operating Systems</b>	Windows 2003 Standard Server (32-bit)
	Windows 2003 Enterprise Server (32-bit)
	Windows 2003 Small Business Server
	Windows 2008 Standard Server (32-bit)
	Windows 2008 Enterprise Server (32-bit)
	Windows 2008 Small Business Server Premium Edition NOTE: Must run on 32-bit standalone server
	Windows 2008 Essential Business Server Premium Edition NOTE: Must run on 32-bit standalone server

<b>Interbase 2009 Supported 32-Bit Workstation Operating Systems</b>	Windows XP Professional (32-bit)
	Windows Vista Business Edition (32-bit)
	Windows Vista Ultimate Edition (32-bit)
	Windows Vista Enterprise Edition (32-bit)
	Windows 7 Professional Edition (32-bit)
	Windows 7 Ultimate Edition (32-bit)
	Windows 7 Enterprise Edition (32-bit)

Interbase 2007, in conjunction with Medtech32 Version 7.2.0 (or above), supports the following versions of Microsoft Windows.

<b>Interbase 2007 Supported 32-Bit Server Operating Systems</b>	Windows 2003 Standard Server (32-bit)
	Windows 2003 Enterprise Server (32-bit)
	Windows 2003 Small Business Server (Not Recommended – please refer to the "Server Deployment Considerations" section below.)

<b>Interbase 2007 Supported 32-Bit Workstation Operating Systems</b>	Windows XP Professional (32-bit)
	Windows Vista Business Edition (32-bit)
	Windows Vista Ultimate Edition (32-bit)
	Windows Vista Enterprise Edition (32-bit)

**WARNING:** Although it might be possible to run Interbase 2007/2009 on other versions of Windows, both Medtech and Embarcadero **WILL NOT** be able to provide support if a practice encounters problems while running on any operating systems not listed above.

**NOTE:** ALL instructions listed below are ONLY intended for these supported Windows versions.

**REFERENCE:** A softcopy of the latest Medtech32 System Requirements (updated for Medtech32 Version 8.0.0) is included on the Medtech32 Version 8.0.0 CD:

- **Documentation\Technical Instructions and Documentation\MT32 System Requirements - AU 20110217.pdf**

**REFERENCE:** For the latest copy of Medtech32 System Requirements, please visit the Medtech Online web site: <http://www.medtechglobal.com/aus/medtech-online-au/mo-medtech32-au/hardware-specifications-2.html>

## **Windows 2000 End Of Support**

Microsoft had officially ceased supporting Windows 2000 in July 2010. Starting from **Medtech32 Version 8.0.0**, Medtech will no longer provide support for all editions of Windows 2000. It is **HIGHLY** recommended that ALL sites still running on Windows 2000 to **UPGRADE to Interbase 2009** AS SOON AS POSSIBLE, which supports the latest 32-Bit versions of Windows.

**WARNING:** Although it might be possible to run Medtech32 Version 8.0.0 or above on Windows 2000, both Medtech and Microsoft **WILL NOT** be able to provide support if a practice encounters problems while running on any Windows 2000 editions.

## **Windows 2008 and Windows 7 Release**

Starting from Medtech32 Version 8.0.0, Medtech will support Windows 2008 and Windows 7 while running Medtech32 **on Interbase 2009 ONLY**.

**WARNING:** Although it might be possible to run Interbase 2007 or older on 32-Bit Windows 2008 and Windows 7, both Medtech and Embarcadero **WILL NOT** be able to provide support if a practice encounters problems while running any pre-2009 versions of Interbase on these Windows versions.

### **IMPORTANT NOTE**

#### **RE: Windows User Account Control**

**WARNING:** In order to ensure both Medtech32 and Interbase will function properly, "User Account Control" (UAC) MUST be **DISABLED** as a policy across ALL Server and Client computers that are running on **Windows Vista or Windows 7 or Windows 2008**.

**REFERENCE:** For instructions on how to disable UAC, please refer to the Medtech32 Version 8.0.0 Release Notes on the Medtech32 Version 8.0.0 CD:

- **Documentation\Release Notes and Other Documentation\MT32 Release Notes - V8.0.0 B3134.pdf**

## **Interbase Version 7.5.0/7.5.1 End Of Support**

Embarcadero had officially ceased supporting Interbase 7.5.0/7.5.1 in November 2008. Starting from **Medtech32 Version 8.0.0**, Medtech will no longer provide support for Interbase 7.5.0/7.5.1. It is **HIGHLY** recommended that ALL sites still running on Interbase 7.5.0/7.5.1 to **UPGRADE to Interbase 2009** AS SOON AS POSSIBLE.

**WARNING:** Although it might be possible to run Medtech32 Version 8.0.0 or above on Interbase 7.5.0/7.5.1, both Medtech and Embarcadero **WILL NOT** be able to provide support if a practice encounters problems while running on Interbase 7.5.0/7.5.1.

## **Interbase Version 2009 Release**

Starting from Medtech32 Version 8.0.0, Medtech will support running Medtech32 on Interbase 2009. It is **HIGHLY** recommended that ALL sites should **UPGRADE to Interbase 2009** AS SOON AS POSSIBLE.

**WARNING:** Interbase 2009 ONLY supports **Medtech32 Version 8.0.0 or above**. If you are on an older version of Medtech32 and would like to take advantage of the new enhancements in Interbase 2009, you MUST also upgrade to the latest version of Medtech32 at the same time.

**REFERENCE:** For instructions on how to upgrade to Interbase 2009, please refer to the Interbase 2009 Upgrade Instructions on the Medtech32 Version 8.0.0 CD.

Upgrade from Interbase 2007:

- ***Interbase\Interbase 2009 Documentation\Interbase 2007 - 2009 Upgrade Instructions.pdf***

Upgrade from Interbase 7.5.1:

- ***Interbase\Interbase 2009 Documentation\Interbase 7.5.1 - 2009 Upgrade Instructions.pdf***

Upgrade from Interbase 7.5.0:

- ***Interbase\Interbase 2009 Documentation\Interbase 7.5.0 - 2009 Upgrade Instructions.pdf***

Upgrade from Interbase 6.0.1:

- ***Interbase\Interbase 2009 Documentation\Interbase 6.0.1 - 2009 Upgrade Instructions.pdf***

## **Pre-Installation Database Maintenance**

Prior to running the Version 8.0.0 Upgrade, a SUCCESSFUL Database Maintenance MUST be performed on ALL of your databases.

**WARNING:** If you encounter ANY errors during Database Maintenance which prevents you from completing the Backup and Restore process, DO NOT continue with the installation. Please LOG the exact errors you have encountered, and contact Medtech Helpdesk for assistance.

**REFERENCE:** A softcopy of the latest Medtech32 Backup and Maintenance Guidelines (updated for Medtech32 Version 8.0.0) is included on the Medtech32 Version 8.0.0 CD:

- ***Documentation\Technical Instructions and Documentation\MT32 Backup & Maintenance Guidelines - AU 20110217.pdf***

**REFERENCE:** For instructions on how to perform Database Maintenance, please refer to the Interbase Backup and Restore Instructions on the Medtech32 Version 8.0.0 CD.

Interbase 2009 Backup and Restore Instructions:

- ***Interbase\Interbase 2009 Documentation\Interbase 2009 - Backup & Restore Instructions.pdf***

Interbase 2007 Backup and Restore Instructions:

- ***Interbase\Interbase 2007 Documentation\Interbase 2007 - Backup & Restore Instructions.pdf***

**REFERENCE:** For the latest copy of backup and maintenance documentation, please visit the Medtech Online web site: <http://www.medtechglobal.com/aus/medtech-online-au/mo-medtech32-au/release-notes-3.html>

## **Pre-Installation Medtech32 and Database Backup**

**IMPORTANT:** Not only is it important to make sure that you complete a full Database Maintenance before installing this upgrade, it is also important that you have a COMPLETE backup of your Medtech32 installation, i.e. the MT32 directory. You MUST also backup ALL databases, which are normally located in the MT32\Data directory.

This is essential to ensure if there are any issues during the upgrade, you will be able to roll back your Medtech32 installation to the original version.

## **IMPORTANT NOTE** **RE: Database Physical File Backup**

**WARNING:** Prior To backing up (including copy or paste or move or rename) ANY database file, it is important that Interbase Server MUST be stopped in order to avoid corruptions. Once backup has been completed, Interbase Server can then be restarted.

### Interbase 2009 Interbase Server Manager:

- On the Server, go to Windows Start Menu ► Programs ► CodeGear InterBase 2009 [instance = MedTech\_IB09] ► InterBase Server Manager [instance = MedTech\_IB09]

### Interbase 2007 Interbase Server Manager:

- On the Server, go to Windows Start Menu ► Programs ► Borland InterBase 2007 [instance = MedTech\_IB] ► InterBase Server Manager [instance = MedTech\_IB]

### Interbase 7.5.1 Interbase Server Manager:

- On the Server, go to Windows Start Menu ► Programs ► Borland InterBase 7.5 Server [instance = gds\_db] ► InterBase Server Manager [instance = gds\_db]

### Interbase 7.5.0 Interbase Server Manager:

- On the Server, go to Windows Start Menu ► Programs ► Borland InterBase 7.5 Server ► InterBase Service Manager gds\_db

### Interbase 6.0.1 Interbase Server Manager:

- On the Server, go to Windows Start Menu ► Programs ► Interbase ► Interbase Server Manager

**REFERENCE:** A softcopy of the latest Medtech32 Backup and Maintenance Guidelines (updated for Medtech32 Version 8.0.0) is included on the Medtech32 Version 8.0.0 CD:

- ***Documentation\Technical Instructions and Documentation\MT32 Backup & Maintenance Guidelines - AU 20110217.pdf***

**REFERENCE:** For the latest copy of backup and maintenance documentation, please visit the Medtech Online web site: <http://www.medtechglobal.com/aus/medtech-online-au/mo-medtech32-au/release-notes-3.html>

## **Medtech32 Version 8.0.0 Release Notes**

**IMPORTANT:** Please ensure that ALL users **READ THROUGH** the Release Notes thoroughly as it includes important information on the changes and enhancements that are included in the Medtech32 Version 8.0.0 Build 3134 Release.

**REFERENCE:** A softcopy of the Medtech32 Version 8.0.0 Release Notes is included on the Medtech32 Version 8.0.0 CD:

- ***Documentation\Release Notes and Other Documentation\MT32 Release Notes - V8.0.0 B3134.pdf***

## **Medicare Australia Online Client Adapter**

Medtech32 Version 8.0.0 uses Client Medicare Australia Online Client Adapter Version 6.6 for transmission of to Medicare Australia, which remains the same since the release of Medtech32 Version 7.0.0.

### **For sites upgrading from Medtech32 Version 7.x.x:**

No changes are required. You can continue to use the existing Client Adapter for transmission to Medicare Australia.

### **For sites upgrading from Medtech32 Version 6.x.x and 5.x.x:**

#### **IMPORTANT NOTE**

**IMPORTANT:** BOTH Medtech Server and ANY Medtech32 Clients that need to have access to ANY Medicare Australia Online features **MUST** be upgraded to Medicare Australia Online Client Adapter Version 6.6. This includes Bulk Bill and Repat Batching, Patient Claims, ACIR Registrations, and Online Patient Verifications.

#### For Medtech32 Server:

Medicare Australia Online Client Adapter Version 6.6 will always be automatically installed upon upgrading to Medtech32 Version 8.0.0. Please follow the instructions in the Medtech32 Server Installation section below.

#### For Medtech32 Clients:

You **MUST** upgrade ALL Medtech32 Clients that require Medicare Australia Online access by following the instructions in the Medicare Australia Online Client Installation section below.

**NOTE:** During the Upgrade process the current *MT32\Bin\Tools\HICOnline (Old Client Adapter Version)* folder will be renamed to *HICOnline\_OLD*, and a new *HICOnline (Client Adapter Version 6.6)* folder will be installed.

As part of the Upgrade process, your current PSI Store (i.e. *hic.psi*) and configuration files (e.g. *log4j.properties*) will be automatically copied into the new *HICOnline* folder to ensure that no additional setup will be required.

### **ManageMyHealth™ SMS**

ManageMyHealth™ SMS (previously called InTouch SMS) enables practices to send SMS reminders via the ManageMyHealth™ Portal to your patients from Medtech32. It is fully integrated with Medtech32 to provide an audit trail on patients who have been contacted via SMS reminders.

### **IMPORTANT NOTE FOR INTOUCH SMS USERS**

**WARNING:** Existing customers that are currently using InTouch SMS must first setup ManageMyHealth™ SMS (which replaces the existing InTouch SMS) in order to continue sending SMS messages from Medtech32.

**REFERENCE:** For more information about the changes and instructions on how to setup ManageMyHealth™ SMS, please read through the ManageMyHealth™ SMS Release Notes on the Medtech32 Version 8.0.0 CD:

- **[Documentation\Release Notes and Other Documentation\MT32 Release Notes – V7.5.0 ManagementMyHealth SMS.pdf](#)**

**NOTE:** If you are interested in applying for a ManageMyHealth™ SMS Account, please return the completed and signed [Request for SMS Account for Medtech SMS Service](#) form (attached at the end of the ManageMyHealth™ SMS Release Notes) via fax to 03 8690 8010.

## **SA Electronic WorkCover Medical Certificate**

### **IMPORTANT NOTE** **RE: SA eWMC API Version 2.1**

The new API Version 2.1 of WorkCoverSA eWMC (Electronic WorkCover Medical Certificate) had been released as part of the Medtech32 Version 7.4.0 Build 2857 Update.

If your practice is not yet running on the new API Version 2.1 of WorkCoverSA eWMC, you MUST install it separately in order to continue transmitting eWMC electronically to WorkCoverSA.

**REFERENCE:** For detailed information on how to install and configure the new API Version 2.1 of WorkCoverSA eWMC, please read through the WorkCoverSA eWMC API Version 2.1 Release Notes on the Medtech32 Version 8.0.0 CD:

- **[Documentation\Release Notes and Other Documentation\MT32 Release Notes - V7.4.0 SA eWMC V2.1.pdf](#)**

**NOTE:** The Medtech32 Version 8.0.0 CD has superseded the original SA eWMC API Version 2.1 CD. You MUST use the new **[SAeWMCUpdate.exe](#)** installer on the **root** directory of the Medtech32 Version 8.0.0 CD from now onwards.

## **Display Requirements**

The minimum display requirements for Medtech32 Version 8.0.0 is as follow:

- Resolution = 1024 x 768 pixels
- Font Size = "Normal Size" or "Default Scale" or "Smaller - 100%", i.e. 96 DPI

## **Medical Device Image Printing**

The ECG and Spirometer Medical Device Interface (originally released in Medtech32 Version 6.1.x) requires an Image Printer application to allow the graphical results to be generated in JPG and TIF image formats for importing into the Patient Inbox.

PDFCreator Version 1.1.0 is included on the Medtech32 8.0.0 CD, which is the latest version available at the time of Medtech32 Version 8.0.0 release:

- **[Extras\Image Printer\PDFCreator-1.1.0.exe](#)**



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Practices running on older versions of PDFCreator are welcome to upgrade to the latest version of this FreeWare product, or continue to use or purchase your own compatible Image Printer applications to create the necessary image files.

**NOTE:** Since PDFCreator is a FreeWare application, no support will be available from both Medtech and PDFCreator. If your practice would prefer to have product support, please consult with your IT technician/service provider or one of the Medtech Channel Partners to purchase a commercial Image Printer application.

## **Medtech32 Server Installation**

1. Insert the Medtech32 Version 8.0.0 CD into the CD/DVD/BD drive on the Medtech32 Server.
2. After a few seconds the installation program should start automatically.



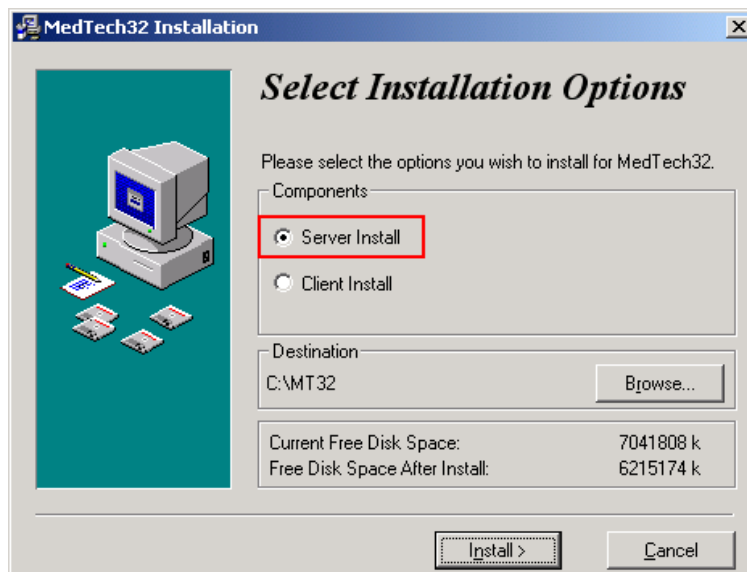
If the installation program fails to start automatically, then perform the following steps manually:

- Open **My Computer** or **Windows Explorer**
- Double-click on the CD/DVD/BD drive
- Double-click on the file **Setup.exe**

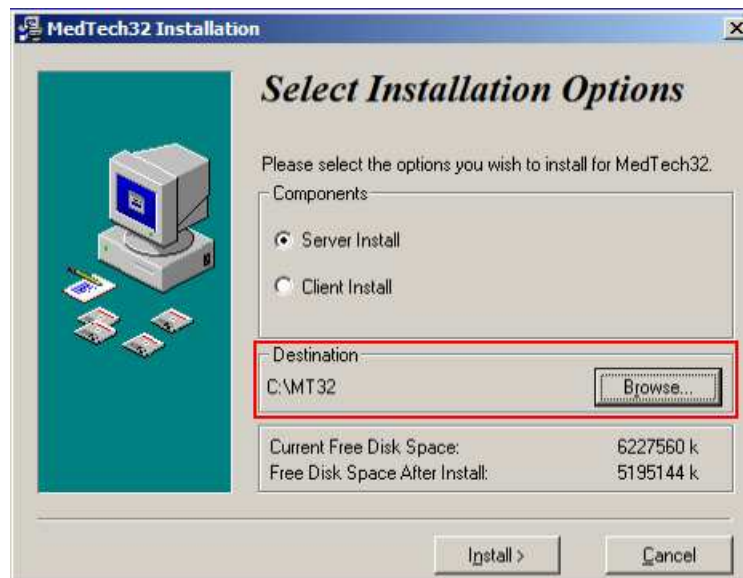
- Click on the option **Install/Upgrade Medtech32** to begin the installation.



- The **Select Installation Options** screen will be displayed. Select the option **Server Install** under the **Components** section.

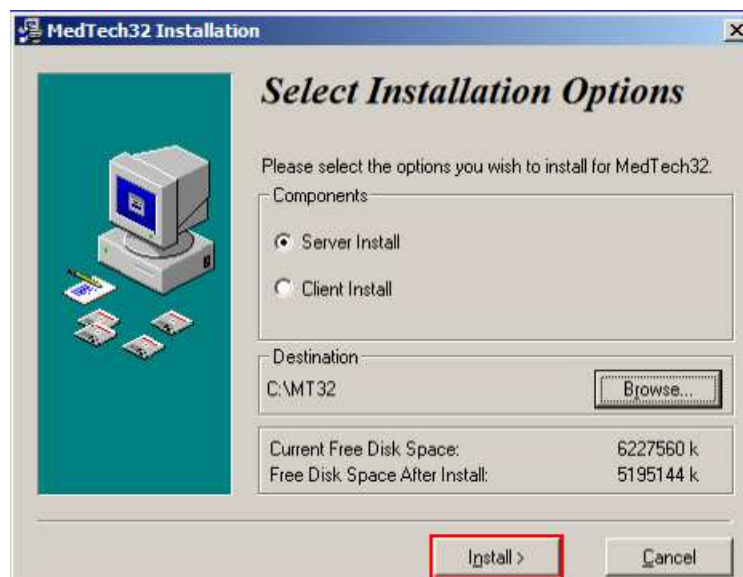


- The path to the current MT32 directory on the Medtech32 Server should be displayed under the **Destination** section. If this is incorrect, manually browse to the correct location by clicking on the button **Browse**.



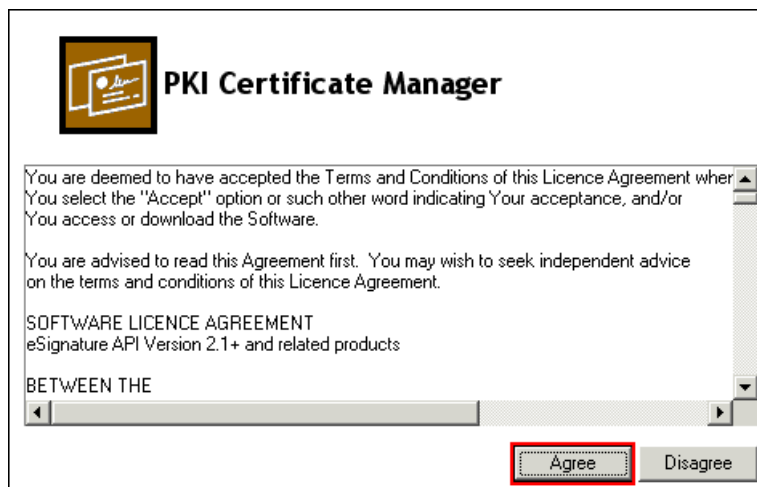
**NOTE:** If you are uncertain where Medtech32 Server is installed, please contact your IT technician or service provider who has performed the Medtech32 installation and/or upgrade.

- Click on the button **Install** to begin the upgrade.



7. If Medicare Australia PKI Certificate Manager is not currently installed or is not up-to-date, the PKI Certificate Manager Version 2.3.13 installation will be initiated.

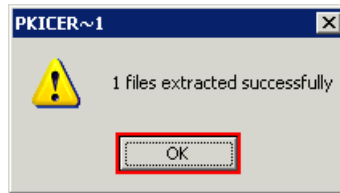
Click on the button **Agree** to continue.



Click on the button **Install** to begin the installation.



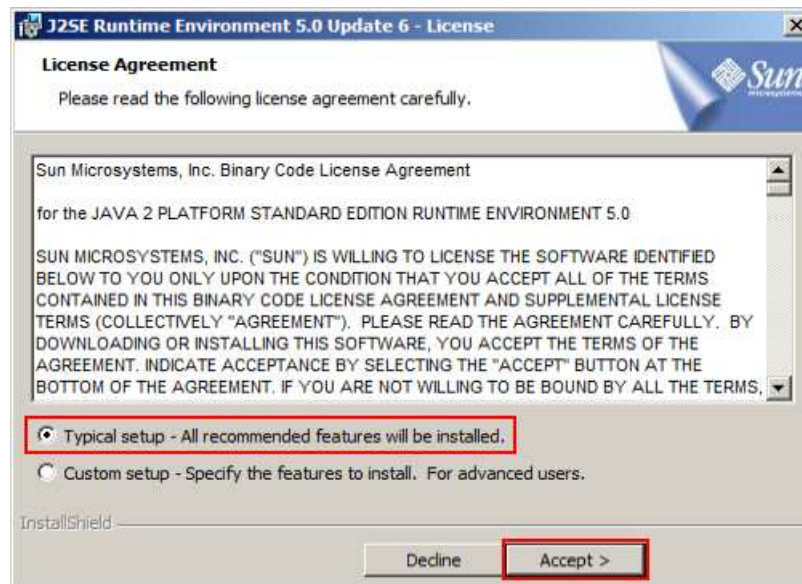
Once PKI Certificate Manager has been installed, click on the button **OK** to complete the installation.



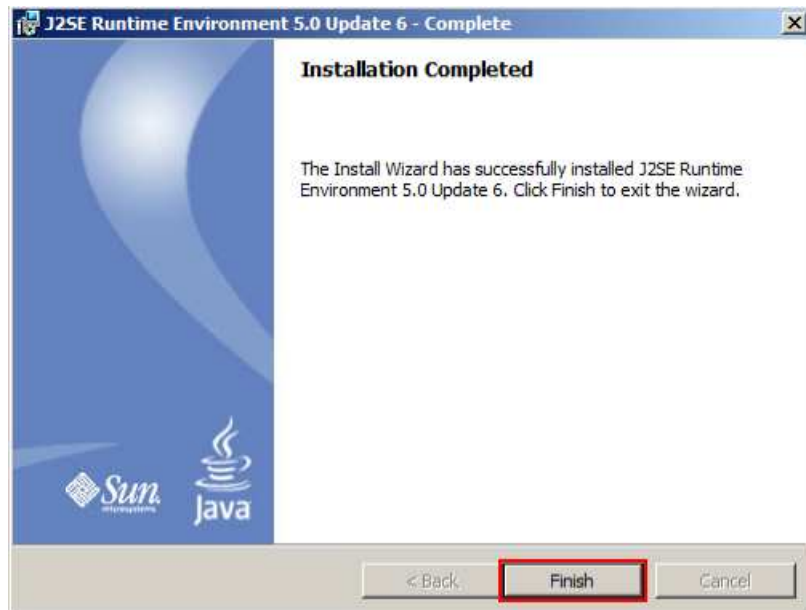
8. If Java Runtime is not currently installed or the newest version of Java Runtime currently installed is older than Version 5.0, the Java Runtime Version 5.0 Update 6 installation will be initiated.

**IMPORTANT:** You MUST install Java Runtime Version 5.0 Update 6 in order to allow Medicare Australia Online to function properly.

Select the option **Typical setup**, then Click on the button **Accept** to begin the installation.

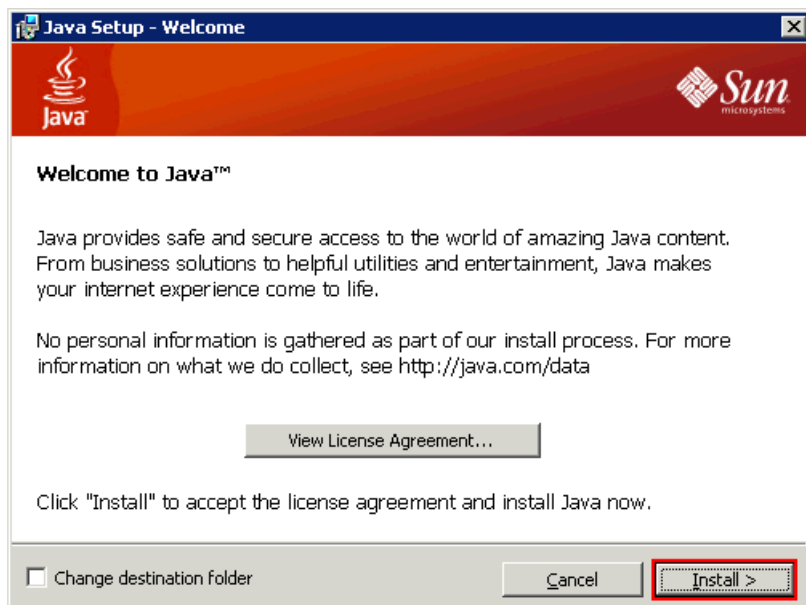


Once Java Runtime Version 5.0 Update 6 has been installed, click on the button **Finish** to complete the installation.

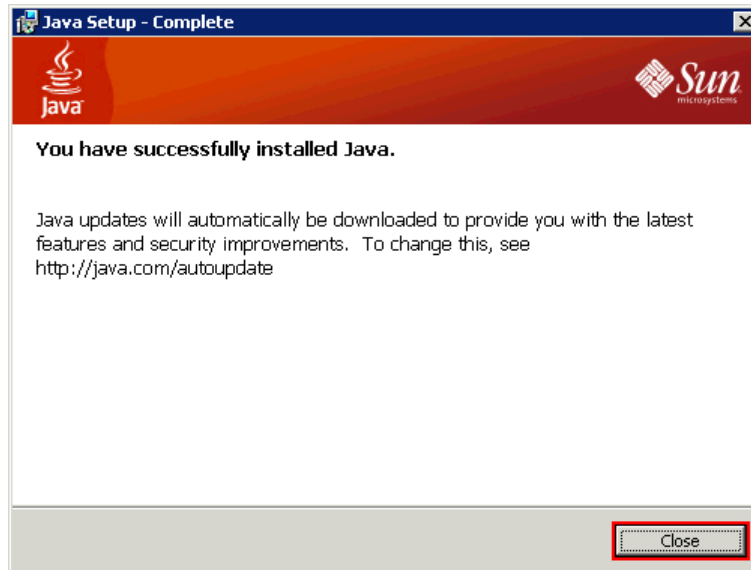


9. If SA eWMC API Vrsion 2.1 is currently installed, but the newest version of Java Runtime currently installed is older than Version 6.0, the Java Runtime Version 6.0 Update 18 installation will be initiated.

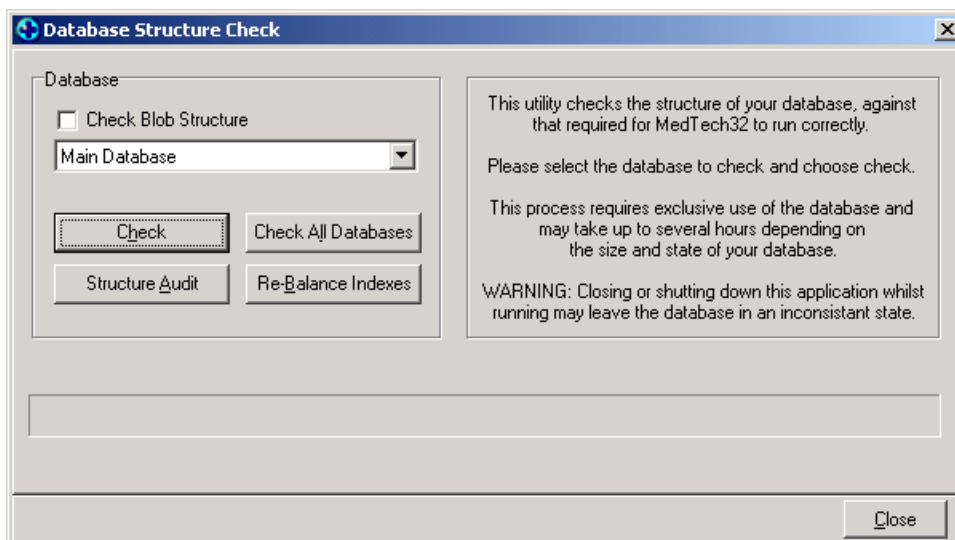
Click on the button **Install** to begin the installation.



Once Java Runtime Version 6.0 Update 18 has been installed, click on the button **Close** to complete the installation.



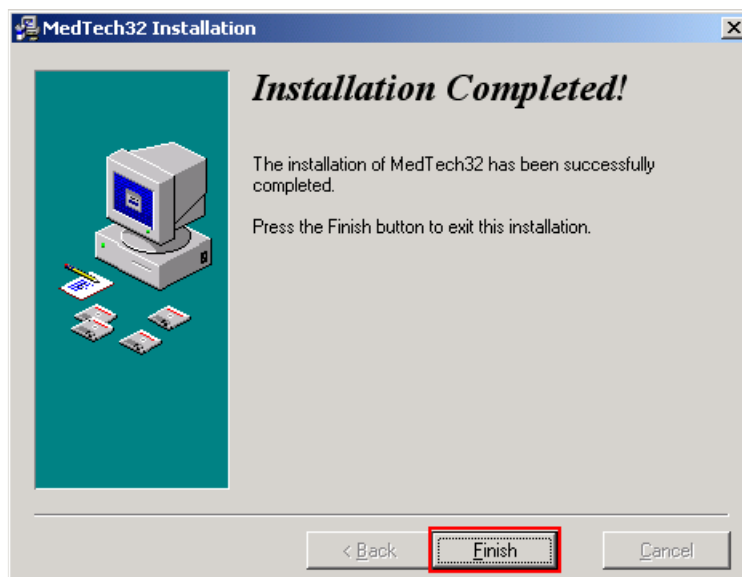
10. During the upgrade process, the **Database Structure Check** utility will appear few times to upgrade the databases.



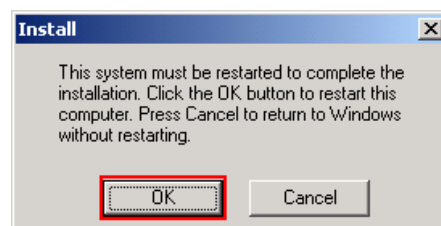
**WARNING:** DO NOT close the **Database Structure Check** utility when it is half-way upgrading the databases – doing so can DAMAGE your databases.

**WARNING:** If you encounter ANY errors during **Database Structure Check**, DO NOT continue with the upgrade. Please LOG the exact errors you have encountered, and contact the Medtech Helpdesk for assistance.

11. The **Installation Completed** screen will be displayed. Click on the button **Finish** to complete the upgrade.



12. The following screen may appear after the upgrade is completed. Click on the button **OK** to restart Windows to ensure the any files being locked by Windows during the upgrade will be updated after the reboot.



13. If your practice uses Briefcasing, you **MUST Repeat** Steps 1-12 above on EACH Briefcasing Laptop.

**IMPORTANT:** Once you have SUCCESSFULLY updated the Briefcasing Laptops to the SAME Medtech32 version and build as the Main Medtech32 Server, you MUST then perform a **COMPLETE CHECK-OUT** on EACH Briefcasing Laptop.



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## **Medtech32 Client Installation**

### **IMPORTANT NOTE**

#### **For existing Medtech32 Clients running on Windows XP or Windows 2003:**

No changes are required. You can continue to use the existing Medtech32 Clients.

#### **For existing Medtech32 Clients running on Windows Vista:**

You MUST upgrade ALL existing Medtech32 Clients by following the steps below.

#### **For new Medtech32 Clients running on Windows 7 or Windows 2008:**

You MUST install Medtech32 Client by following the steps below. This includes ALL Citrix/Terminal servers running on Windows 2008 that serve as a Medtech32 Client.

1. Ensure you have SUCCESSFULLY completed the Medtech32 Version 8.0.0 upgrade on the Medtech32 Server.
2. Ensure you have a mapped network drive pointing to the shared MT32 directory on the Medtech32 Server. If not, you MUST first create the mapped network drive PRIOR TO running the Medtech32 Client Installation.

**NOTE:** It is recommended to use **M:** as the mapped network drive.

**IMPORTANT:** ALL Medtech32 users must have read/write/modify permissions to the shared MT32 directory on the Medtech32 Server.

3. Insert the Medtech32 Version 8.0.0 CD into the CD/DVD/BD drive on the Medtech32 Client.

4. After a few seconds the installation program should start automatically.



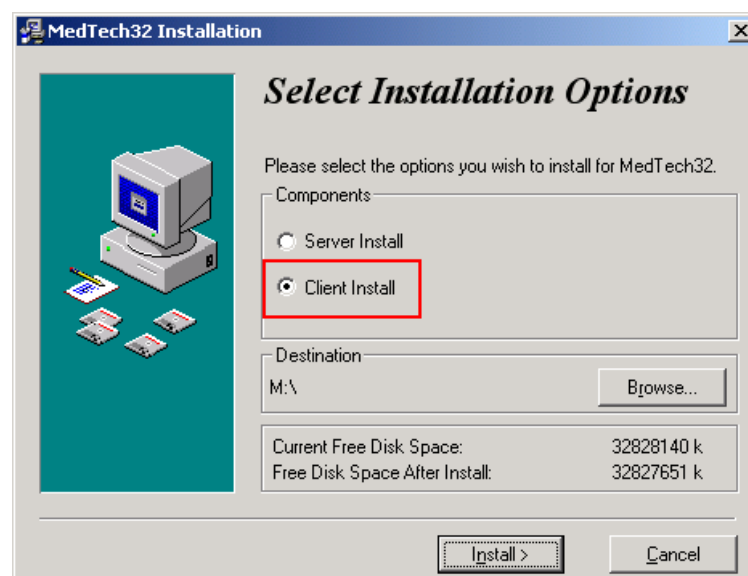
If the installation program fails to start automatically, then perform the following steps manually:

- Open **My Computer** or **Windows Explorer**
- Double-click on the CD/DVD/BD drive
- Double-click on the file **Setup.exe**

5. Click on the option **Install/Upgrade Medtech32** to begin the installation/upgrade.

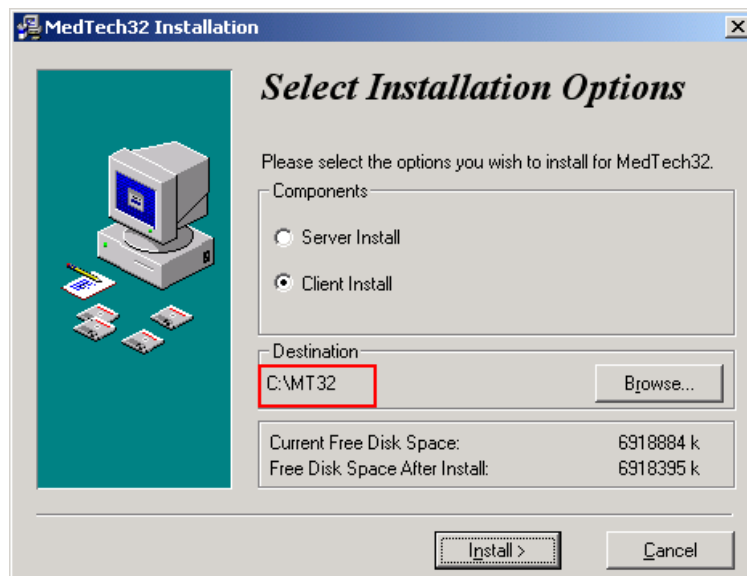


6. The **Select Installation Options** screen will be displayed. Select the option **Client Install** under the **Components** section.



7. If Medtech32 Client is currently installed, by default, the mapped network drive pointing to the shared MT32 directory on the Medtech32 Server will be displayed under the **Destination** section.

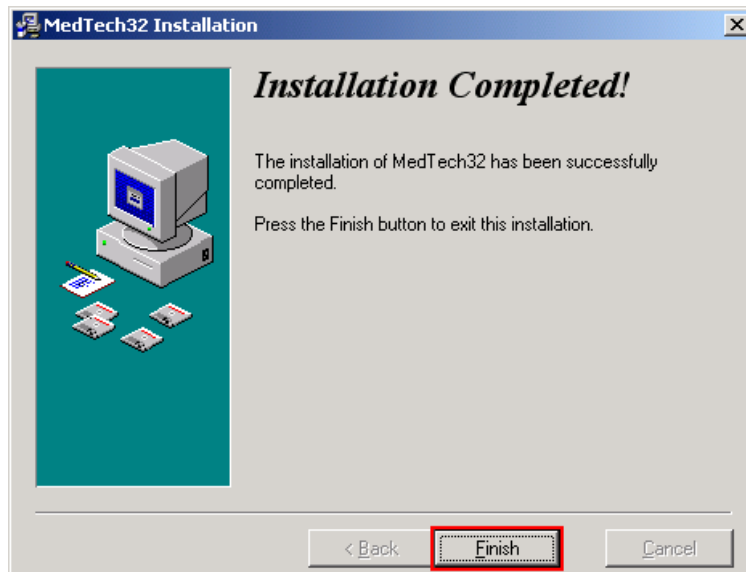
You MUST manually browse to the correct MT32 directory located LOCALLY on the Medtech32 Client (i.e. NOT on the Medtech32 Server) by clicking on button the **Browse**. Normally, this should be **C:\MT32**.



**NOTE:** If you are uncertain where Medtech32 Client is installed, please contact your IT technician or service provider who has performed the Medtech32 installation and/or upgrade.

8. Click on the button **Install** to begin the installation/upgrade.

9. The **Installation Completed** screen will be displayed. Click on the button **Finish** to complete the installation/upgrade.



## **Medicare Australia Online Client Installation**

### **IMPORTANT NOTE**

#### **For sites upgrading from Medtech32 Version 7.x.x:**

No changes are required. You can continue to use the existing Client Adapter for transmission to Medicare Australia.

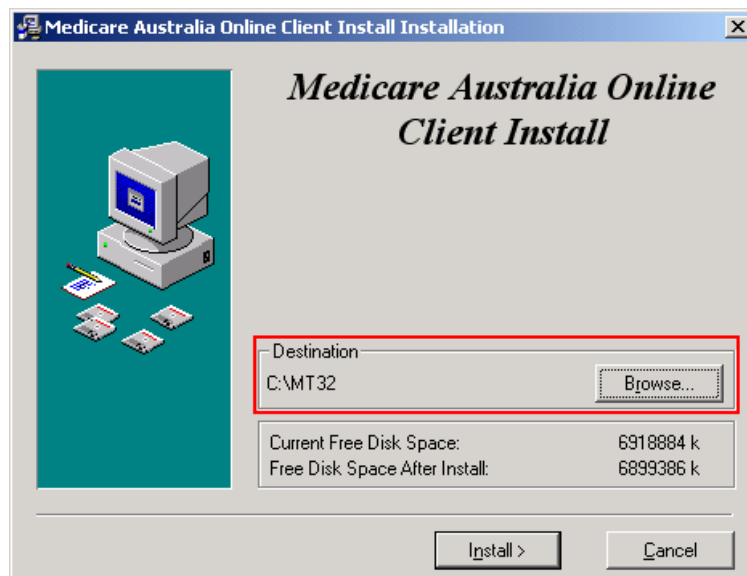
#### **For sites upgrading from Medtech32 Version 6.x.x and 5.x.x:**

**IMPORTANT:** ANY Medtech32 Clients that needs to have access to ANY Medicare Australia Online features MUST be upgraded to the new Medicare Australia Online Client Adapter Version 6.6. This includes Bulk Bill and Repat Batching, Patient Claims, ACIR Registrations, and Online Patient Verifications.

You MUST upgrade ALL Medtech32 Clients that require Medicare Australia Online access by following the steps below.

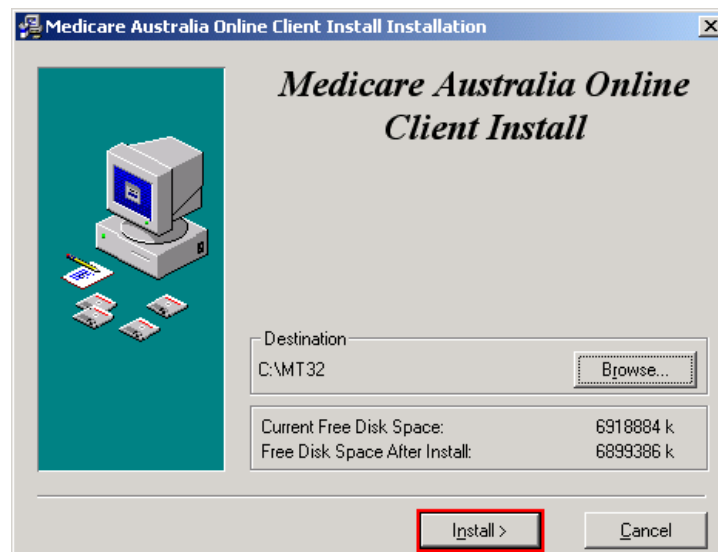
1. Ensure you have SUCCESSFULLY completed the Medtech32 Version 8.0.0 installation/upgrade on the Medtech32 Client.
2. Go to **Windows Start Menu ► Programs ► Medtech32 ► Medicare Client Install**.
3. The **Medicare Australia Online Client Install** screen will be displayed. The path to the current *MT32* directory on the Medtech32 Client should be displayed under the **Destination** section.

If this is incorrect, manually browse to the correct location located LOCALLY on the Medtech32 Client (i.e. NOT on the Medtech32 Server) by clicking on the button **Browse**.



**NOTE:** If you are uncertain where Medtech32 Client is installed, please contact your IT technician or service provider who has performed the Medtech32 installation and/or upgrade.

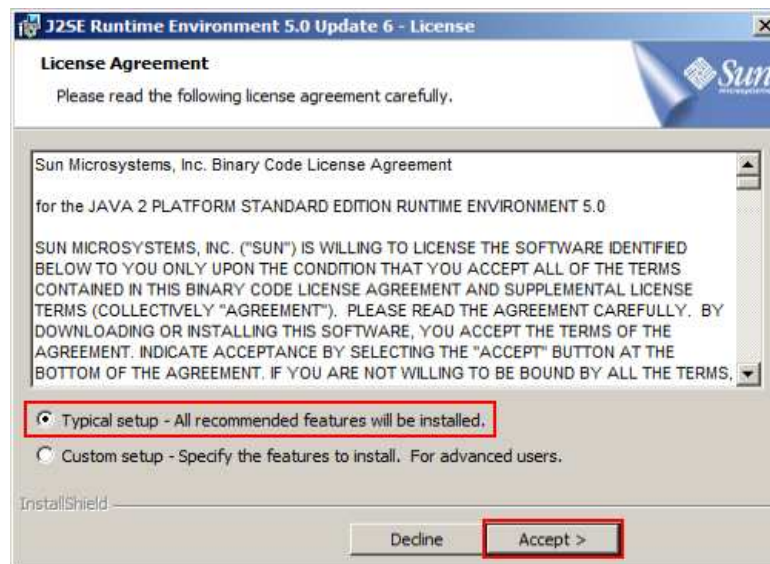
4. Click on the button **Install** to begin the installation/upgrade.



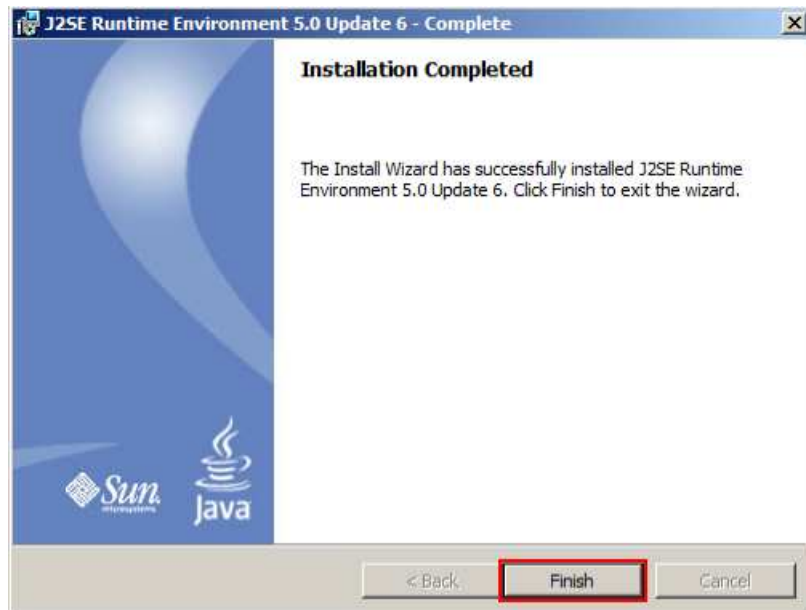
5. If Java Runtime is not currently installed or the newest version of Java Runtime currently installed is older than Version 5.0, the Java Runtime Version 5.0 Update 6 installation will be initiated.

**IMPORTANT:** You MUST install Java Runtime Version 5.0 Update 6 in order to allow Medicare Australia Online to function properly.

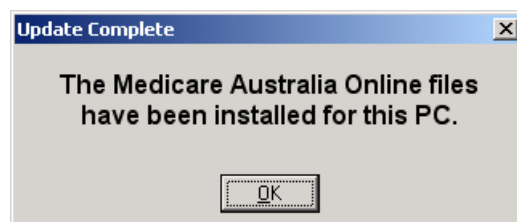
Select the option **Typical setup**, then Click on the button **Accept** to begin the installation.



Once Java Runtime Version 5.0 Update 6 has been installed, click on the button **Finish** to complete the installation.



6. The **Update Complete** screen will be displayed. Click on the button **OK** to complete the installation/upgrade.



## **Known Issues**

There are currently no known issues with the Version 8.0.0 General Release.

## **Helpdesk Assistance**

At any time during the installation process – if you feel that you need to confirm instructions, get advice, or have run into an error message – please contact the Medtech Helpdesk on 1800 148 165 → Option 1 for assistance.

The Medtech Helpdesk will be available during Normal Office-Hours – i.e. between 8:30am and 5:00pm, Monday to Friday (except for public holidays).

### **IMPORTANT NOTE** **RE: After-Hours Support**

If you require any After-Hours Support for Medtech32 Version 8.0.0 upgrade, please contact the Medtech Helpdesk on 1800 148 165 → Option 1 during Normal Office-Hours to lodge a registration.

The registration should be lodged at least 2 working days before the After-Hours Support Service is required, in order to ensure that we can allocate our support staff to serve your request.

**IMPORTANT:** Ensure that the person(s) who will be performing Medtech32 Version 8.0.0 upgrade has all the required setup CDs, update patches, registration keys/activation details, release notes and instructions organised and ready during Normal Office-Hours. Medtech staff will not be about to provide any of the above resources After-Hours.

### **After-Hours Support Call Rates**

Monday to Friday

- 5:00pm to 10:00pm – \$50 + GST per 15 min
- 10:00pm to 8:30am – \$100 + GST per 15 min

Saturday, Sunday, and Public Holidays

- 8:30am to 5:00pm – \$50 + GST per 15 min
- 5:00pm to 8:30am – \$100 + GST per 15 min

**NOTE:** All After-Hours calls are charged in 15 min blocks.

**NOTE:** Minimum charge is 1 block (i.e. 15 min) per After-Hours call.