Medtech KIOSK
Installation Guide

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These Instructions contain important information for the IT Support Personnel. We suggest that these notes are filed safely for future reference.
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Introduction

Medtech KIOSK is a Front Desk Kiosk application that allows patients to “self-serve” the common activities in the reception/waiting room of a primary healthcare clinic.

The system will be installed on a large integrated hardware platform – a stand – with a touch sensitive screen that allows users to interact with some areas of the application via screen touches.

With ‘KIOSK’, patient can register/record their ‘arrival’ for the appointment, update their Demographic Details, Emergency Contact details, and optionally take their profile picture (if the KIOSK is equipped with a camera). The updated details will be transmitted to Medtech32 application and approved by the Front Desk Staff after validation.

This document will provide instructions to the manufacturer to setup the system, before shipping the KIOSK machine.
Medtech KIOSK Assembly Guide

Medtech Kiosk has already been pre-loaded and assembled as close to ‘plug and play’ as possible. So all you have to do now is secure the screen, fit the base and plug in the cables.

Please find step-by-step instructions below:

1. To secure the screen to the kiosk, simply hook over the top tags onto the Kiosk mounting plate and click the bottom clips into place.

2. To release the rails, pull on the plastic tags which extend from the base of the rails.

3. To hinder tampering and screen release you can remove or cut short these tags.

4. The screen should now be securely plugged into the mounting plate.

*(Diagram of Kiosk screen set up within Kiosk mounting plate)*
Next, please fit the Kiosk base so your Kiosk unit is sturdy and safe.

5. To assist lining up the bolt holes in the base, first loosen all the existing bolts.

6. When the base panels are fitted and in-line, tighten up all the bolts (picture below).

Now it is time to plug in all of the necessary cables and the Kiosk unit will be fully assembled.

It is important to plug the cables in the correct position(s) at the back of your screen.
7. The power cable plugs into the available side port. There are three further cables which extend from the kiosk.

8. Connect the CAT6 (Ethernet) and USB cables to the respective ports in the base of the kiosk.

9. Then connect the third printer cable with the receipt printer.

10. The Kiosk unit should now be fully assembled and ready to operate.
You can download the necessary Kiosk documentation and/or executable files from our website. (URL below)


Please find the files located under Resources ➔ Medtech Kiosk

For further information, or any other queries regarding the Medtech Kiosk, please contact Medtech Support as follows:

- Via the Medtech32 application [Help ➔ Contact Support]
- By online chat www.medtechglobal.com
- By email to support@medtechglobal.com
- By fax to 0800 MEDTECH (633 832)
- By phone on 0800 2 MEDTECH (633 832)
Installation Pre-requisites

Please review the following pre-requisites and ensure they are met prior to running the KIOSK update:


2. Ensure you are **ALWAYS** logged into Windows with administrative rights when performing **ANY** installation.

3. Ensure you have a **COMPLETE** backup of **ALL** databases.

4. Ensure the **InterBase Client XE Update 4** is installed on the Client machine.

KIOSK – Server Update

The KIOSK Server Update installer must be run on the Medtech32 Server machine (where Medtech32 is installed). The following procedures only need to be run **ONCE** for EACH practice (or once per server if your practice has multiple servers).

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

1. Download and install the **Kiosk Server Update.EXE**

   **Note:**

   If any of the pre-requisites (mentioned in the above section) are not met, then the warning message shown below will be displayed while installing KIOSK Server Update.

   ![Warning Message]

2. The installation progress screen will be displayed.
3. Once the update has successfully completed, the **Update Completed** message box will be displayed.

4. Click **OK** to exit the update.

5. A new folder ‘**KIOSK**’ will be created on the following path ‘…\MT32\Bin\Tools’.

   *Share* this folder to create shortcut (this folder) on the Client machine using **Map Network Drive**. This is explained in the ‘4. **KIOSK – Client Update**’ - **Note** section.
KIOSK – Client Update

The KIOSK Install.EXE must be run on the Client machine (KIOSK) after completing the KIOSK Server Update. (Provided with Welcome email)

**Note:**
Prior to install the KIOSK Install.EXE ensure you have created shortcut for the KIOSK folder (in the Medtech32 Server) on the Client machine using Map Network Drive.

1. Open windows explorer in the client machine, and navigate to Z: Drive -> Tools -> KIOSK.

2. Right Click on the “Kiosk_MT.exe”, select ‘Send to’ -> Desktop (create shortcut)

3. Shortcut of the KIOSK app will be displayed on the desktop.
4. Double-click on the shortcut icon to open the KIOSK app.

Medtech KIOSK – License Module

The KIOSK features and number of KIOSK have been made available as a separate license module in the Register window of Medtech32 application.

Practices should receive updated license after initial deposit has been paid but please contact Medtech helpdesk if you need to obtain license to install Medtech KIOSK and to access KIOSK features in Medtech32.

**Note:** The Number of KIOSK field will be enabled only when the Patient KIOSK checkbox field is enabled.

Medtech KIOSK – System Lock-down
The intent of this is to lock down all other applications in the system, and allow only the “Kiosk” shortcut executable to run in the system.


2. Once downloaded the tool, run the tool in the kioskuser Login (user profile having the empty Password)

3. Login in the kioskuser user account and click on the Load the Profile and Apply as shown below
4. Configure the following setting to execute the Application in the Kiosk mode

5. Disable the following settings to execute the application uninterruptedly.
6. To Setup the Protection settings in the kiosk mode, do the following settings. **Don’t Disable the Fast user switching and CTRL+ALT+DEL**

7. Once the Settings are configured, please restart the machine.