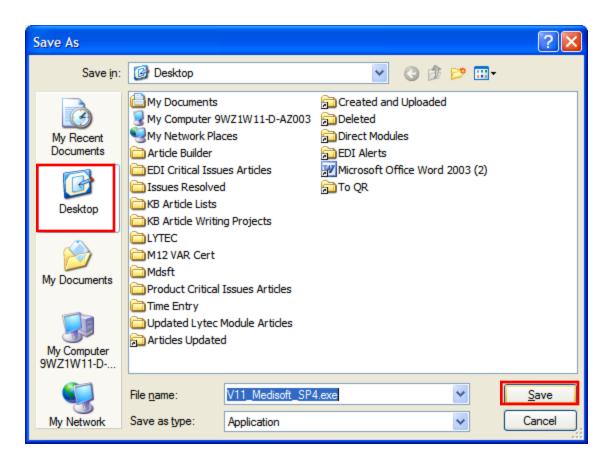
This Service Pack ONLY fixes the slow patient statement issues. There were no other updates made.

Update Synopsis: a) make a backup copy of the practice, b) ensure all users are out of Medisoft, c) install Medisoft 11 SP4, d) install Office Hours Pro 11 SP4.

- 1. <u>Click on the following link to download</u> **Medisoft 11 Service Pack 4** or visit <u>www.jbsupport.net</u> and click on the download links.
- 2. When the **File Download** window opens, click **Save**.

File Download - Security Warning	
Do you want to run or save this file?	
Name: V11_Medisoft_SP4.exe Type: Application, 194 MB From: www.medisoft.com <u>R</u> un <u>S</u> ave Cancel	
While files from the Internet can be useful, this file type can potentially harm your computer. If you do not trust the source, do not run or save this software. What's the risk?	

3. From the **Save As** window, select **Desktop** and click **Save**.



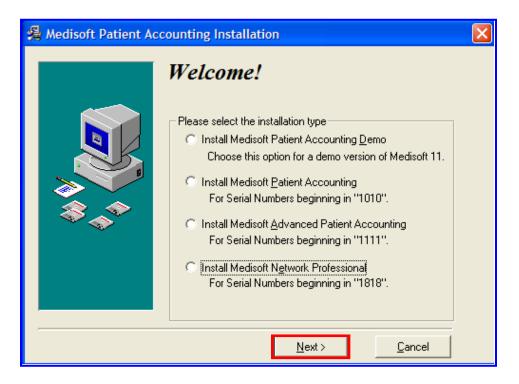
4. After the service pack completes its download, double-click on the **V11_Medisoft_SP4.exe** icon.



5. Click **Next** in the **Warning** window.



6. Select the version of Medisoft to install based on the first four serial numbers found on the Medisoft CD case. Click **Next**.



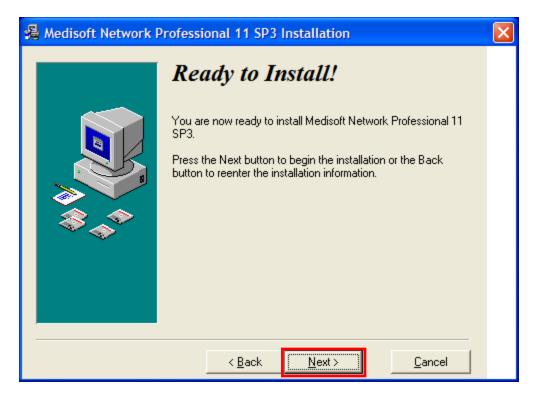
7. Click on **I Accept** in the **Software License Agreement** window.

🔏 Medisoft Network Professional 11 SP3 Installation		
	End User License Agreement	
	SOFTWARE LICENSE AGREEMENT License Agreement NDCHealth Corporation d/b/a Per-Se Technologies ("Per-Se") grants to the original purchaser ("Purchaser") a nontransferable, nonexclusive license to use the accompanying software (the "Software") in machine-readable, object code form only, and the associated documentation for the private use of Purchaser as set forth in the Permitted Uses and Prohibited Uses sections below. Acceptance and use of	
	the Software acknowledges Purchaser's agreement to abide by the terms of this License Agreement. Disclaimer Per-Se makes no representations or warranties with	
	< <u>B</u> ack <u>I</u> Accept <u>Cancel</u>	

8. Leave the default settings in the **Select Installation Type** window and click **Next**.

🔏 Medisoft Network	A Medisoft Network Professional 11 SP3 Installation	
	Select Installation Type Install Types • Express Install (Recommended) • Custom Install	
	Install Communication Manager More Information	
	< <u>B</u> ack <u>Next ></u> <u>C</u> ancel	

9. Click Next in the Ready to Install window.



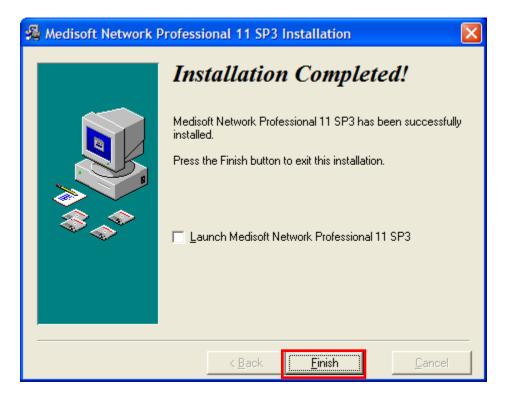
10. When the **Communications Manager Installation** window appears, click **Next**.



11. When the **Communications Manager Installation Completed** window opens, click **Finish**.

🔏 Communications Manager Installation		×
	Installation Completed! Communications Manager has been successfully installed. Press the Finish button to exit this installation.	
	<u><u> </u></u>	

12. When the Installation Completed window opens, click Finish.

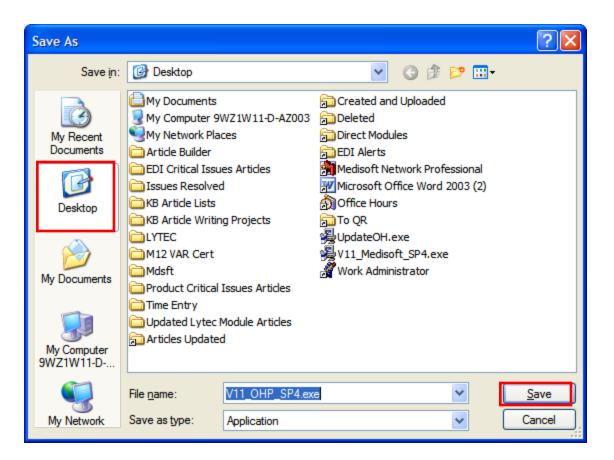


If you are using Office Hours Pro, follow the steps below to install the update.

- 1. <u>Click here to download</u> **Office Hours Pro Service Pack 4** or visit <u>www.jbsupport.net</u> and click on the download links.
- 2. When the **File Download** window opens, click on **Save**.

File Download - Security Warning
Do you want to run or save this file?
Name: V11_OHP_SP4.exe Type: Application, 33.3 MB From: www.medisoft.com <u>R</u> un <u>S</u> ave Cancel
While files from the Internet can be useful, this file type can potentially harm your computer. If you do not trust the source, do not run or save this software. What's the risk?

3. Select **Desktop** and click on **Save**.



4. Once the download is complete, double-click on the **V11_OHP_SP4.exe** icon.



5. Select the version of OHP to install based on the first four serial numbers found on the OHP CD case. Click **Next**.

🔏 Office Hours Professional Installation 🛛 🛛 🔀	
	Welcome!
	 Please select the installation type Install Office Hours Professional Demo Choose for a demo version of Office Hours Pro 11. Install Office Hours Professional For Serial Numbers beginning in "2121". Install Office Hours Professional for Networks For Serial Numbers beginning in "2828".
<u>N</u> ext > <u>C</u> ancel	

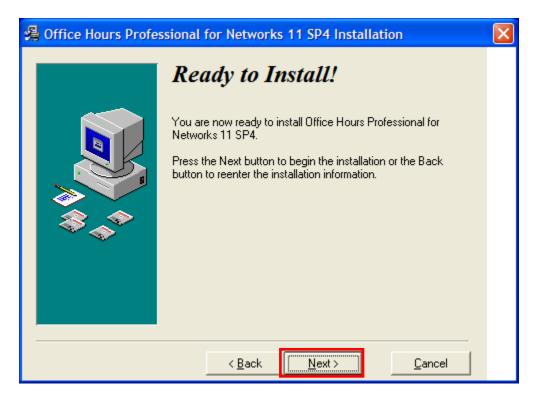
6. Click on **I Accept** in the **Software License Agreement** window.

🔏 Office Hours Profess	ional for Networks 11 SP4 Installation	
	End User License Agreement	
	SOFTWARE LICENSE AGREEMENT License Agreement NDCHealth Corporation d/b/a Per-Se Technologies ("Per-Se") grants to the original purchaser ("Purchaser") a nontransferable, nonexclusive license to use the accompanying software (the "Software") in machine-readable, object code form only, and the associated documentation for the private use of Purchaser as set forth in the Permitted Uses and Prohibited Uses sections below. Acceptance and use of the Software acknowledges Purchaser's agreement to abide by the terms of this License Agreement. Disclaimer Per-Se makes no representations or warranties with	
	< <u>B</u> ack <u>I</u> Accept <u>Cancel</u>	

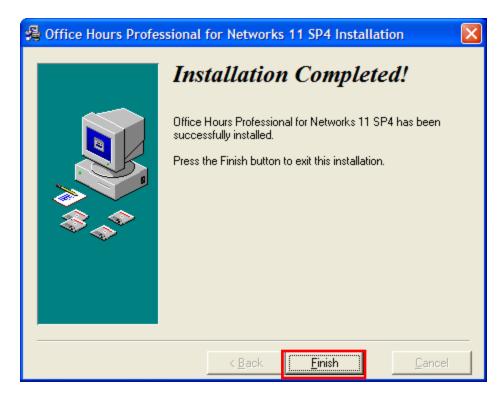
7. Leave the default installation type as **Express**, and click **Next**.

Office Hours Professional for Networks 11 SP4 Installation	
C Custom Install	(Recommended) ication Manager
< <u>B</u> ack	<u>Next > </u>

8. From the Ready to Install window, click Next.



9. Click **Finish** when the **Installation Completed** window appears.



This concludes the Medisoft 11 and Office Hours Pro Service Pack 4 installation.