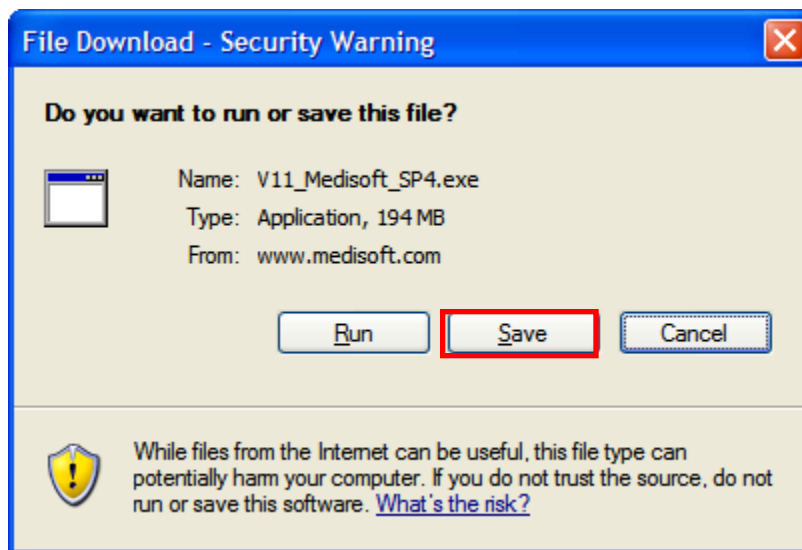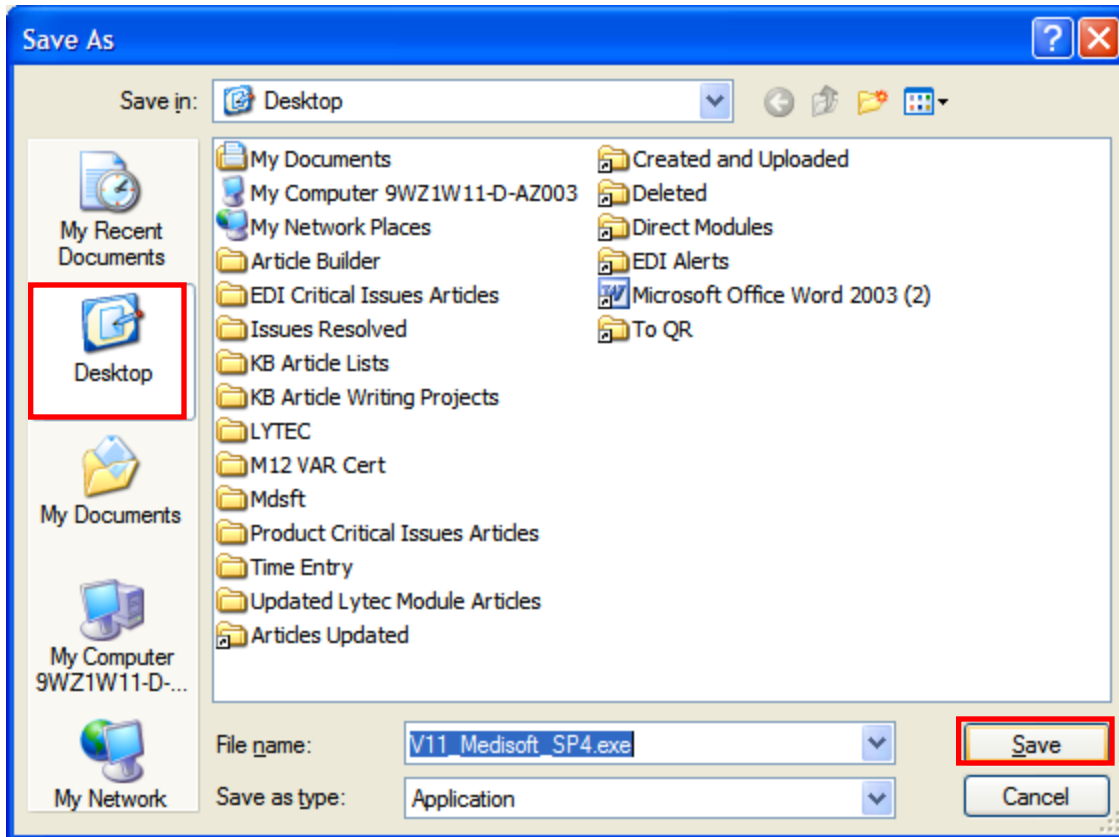This Service Pack ONLY fixes the slow patient statement issues. There were no other updates made.

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.
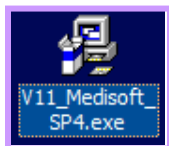
1. Click on the following link to download **Medisoft 11 Service Pack 4** or visit www.jbsupport.net and click on the download links.

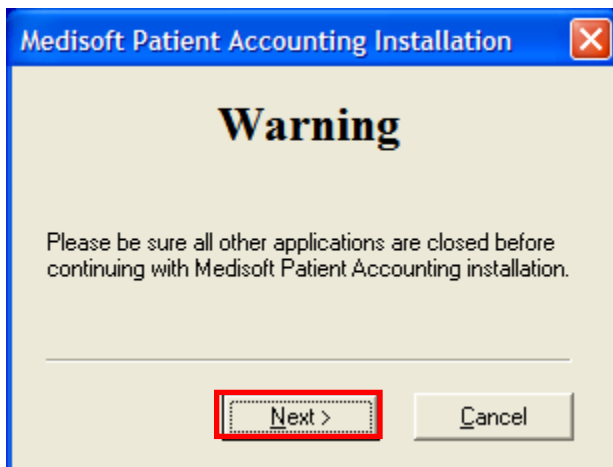2. When the **File Download** window opens, click **Save**.

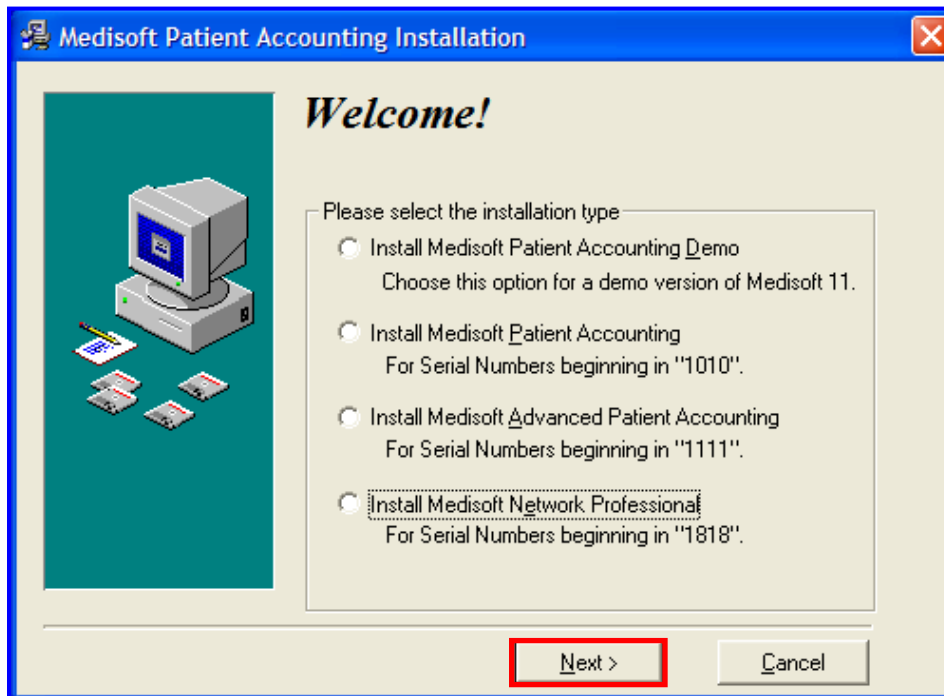3. From the **Save As** window, select **Desktop** and click **Save**.

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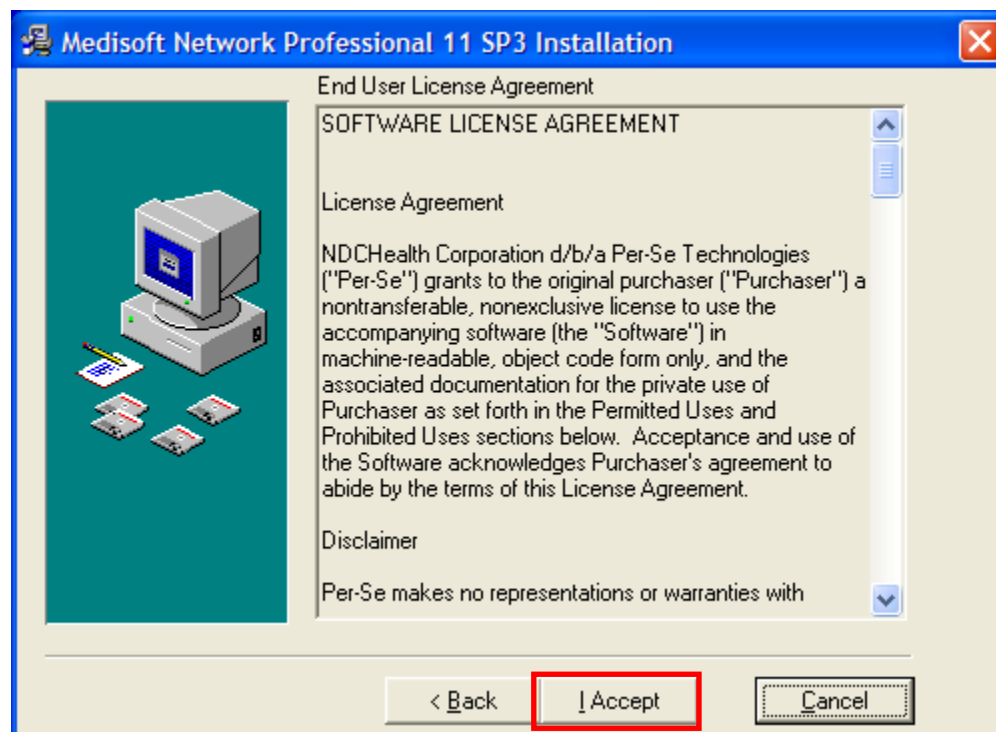

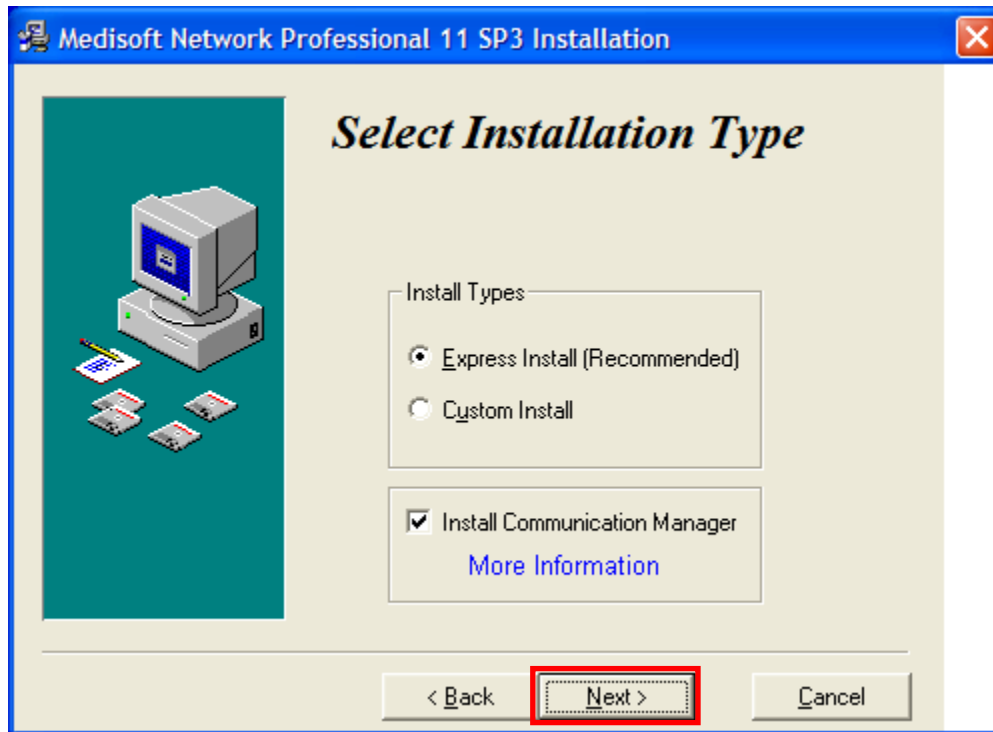5. Click **Next** in the **Warning** window.

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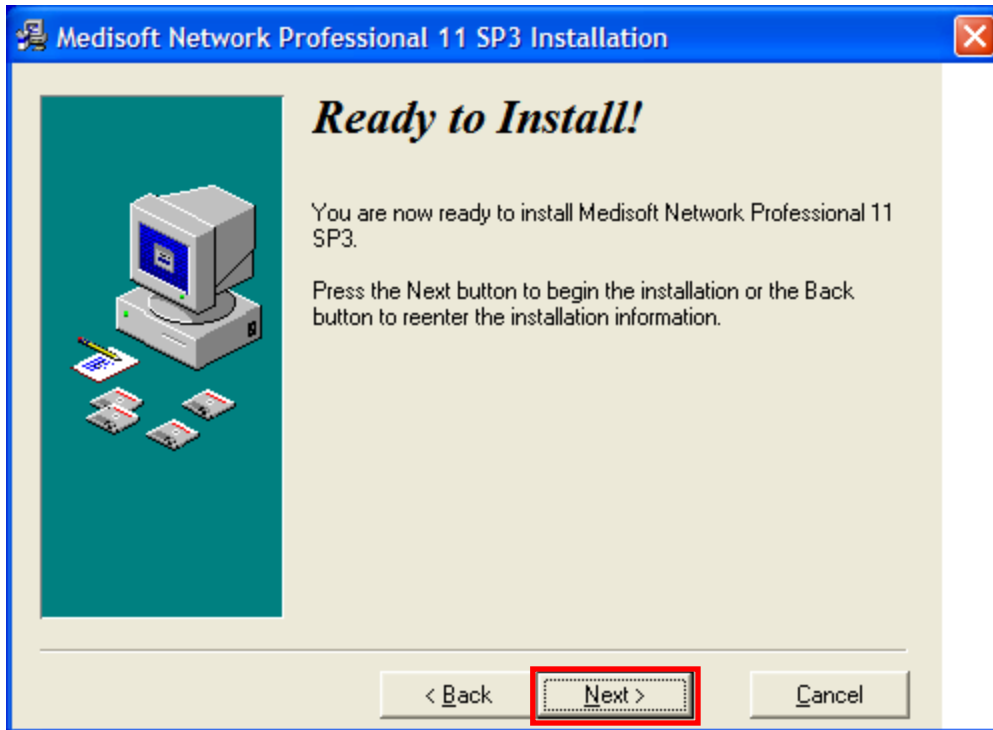

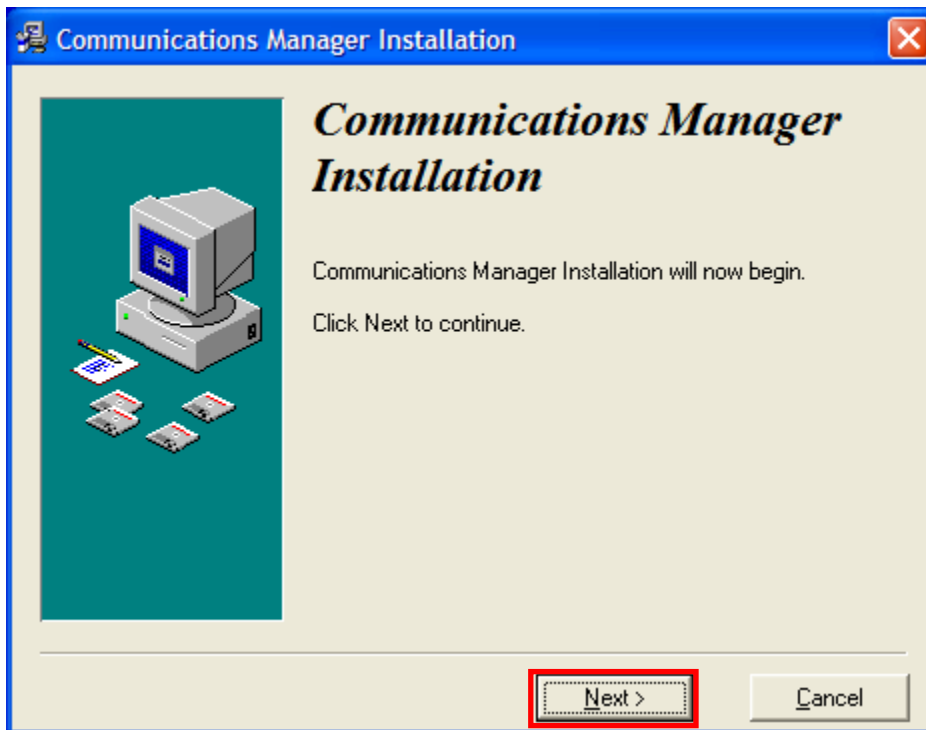7. Click on **I Accept** in the **Software License Agreement** window.

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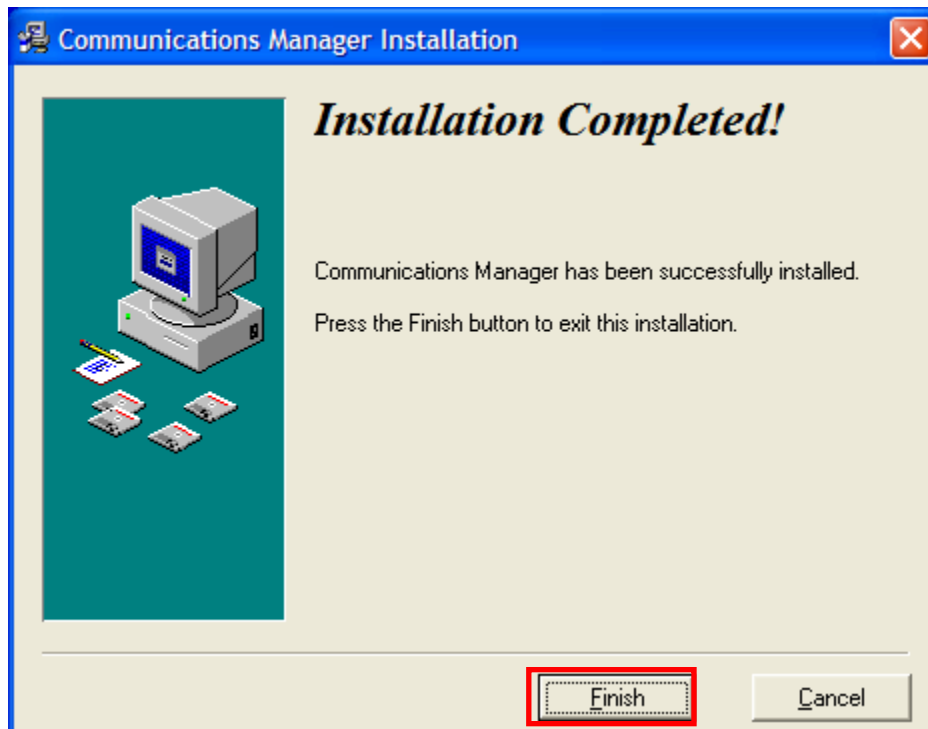

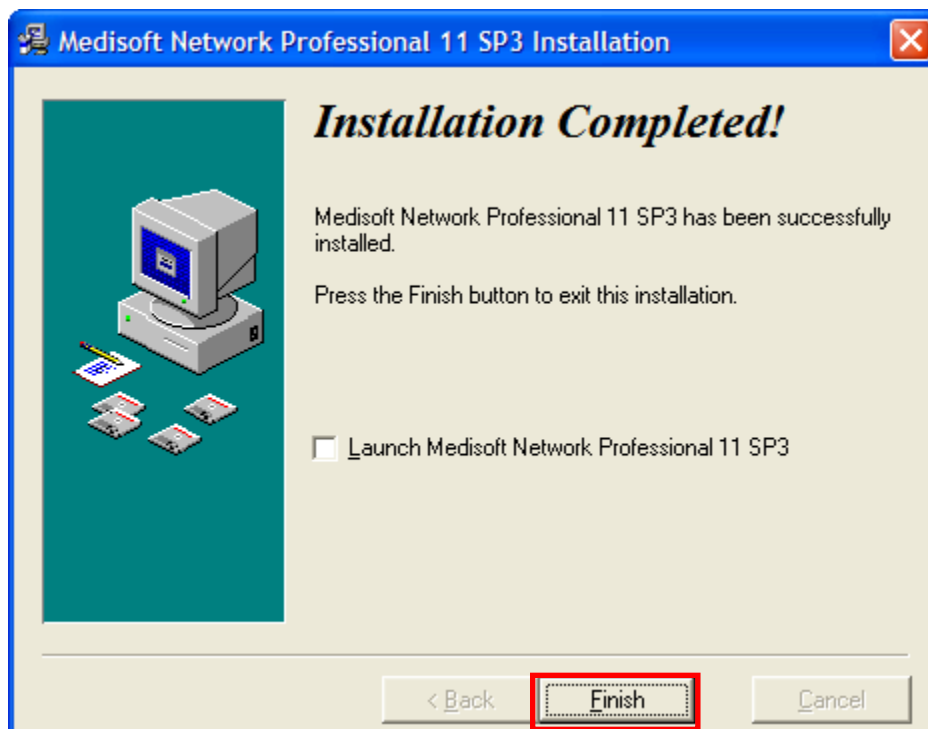9. Click **Next** in the **Ready to Install** window.

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

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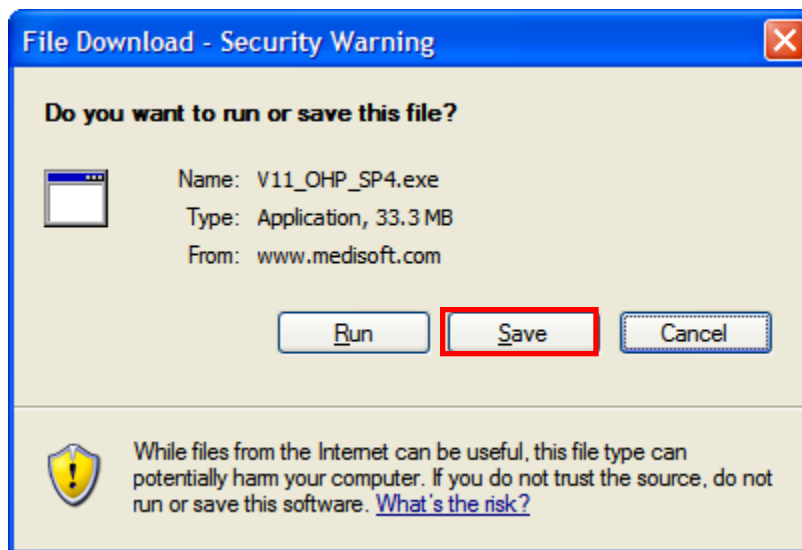

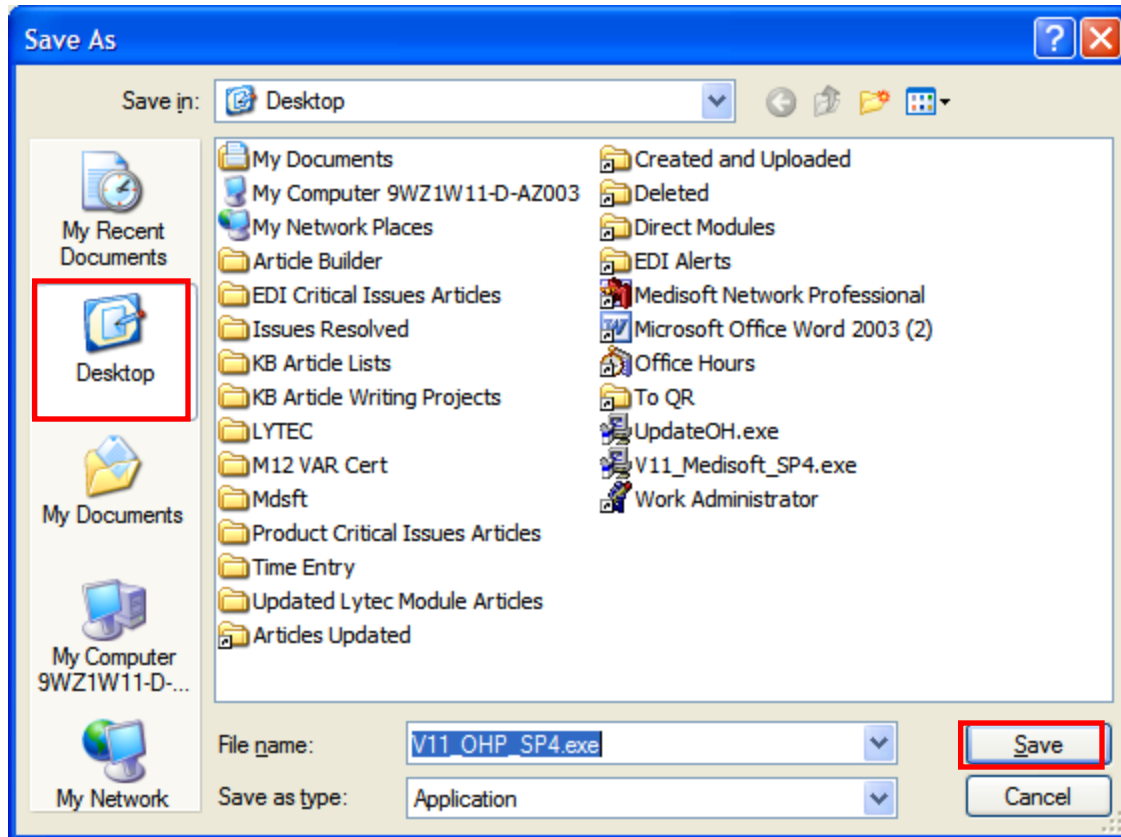12. When the **Installation Completed** window opens, click **Finish**.

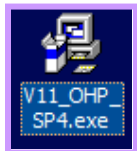If you are using Office Hours Pro, follow the steps below to install the update.

1. Click here to download **Office Hours Pro Service Pack 4** or visit www.jbsupport.net and click on the download links.

2. When the **File Download** window opens, click on **Save**.
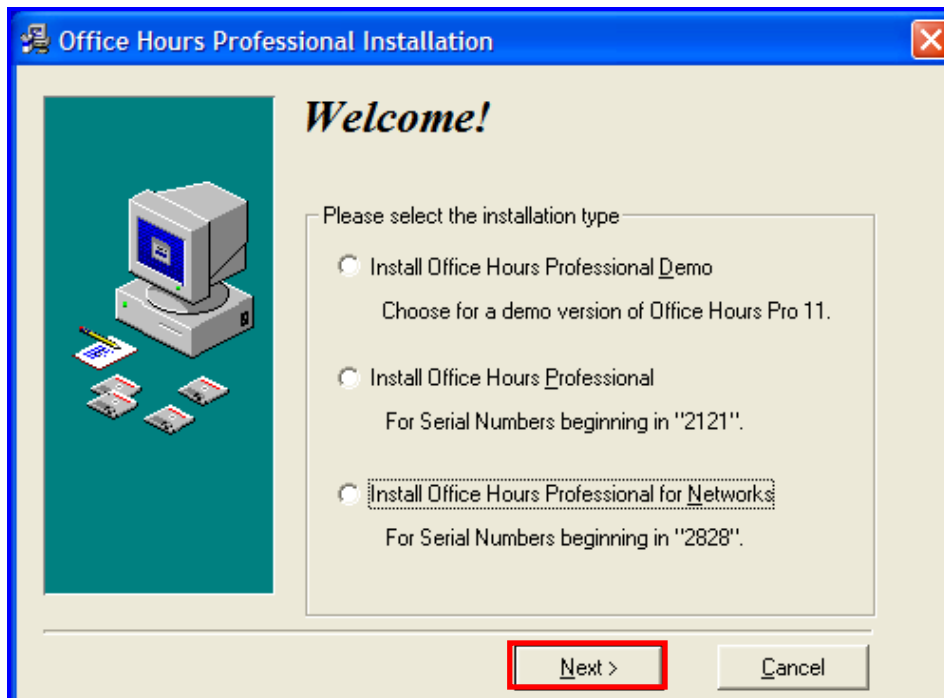

3. Select **Desktop** and click on **Save**.

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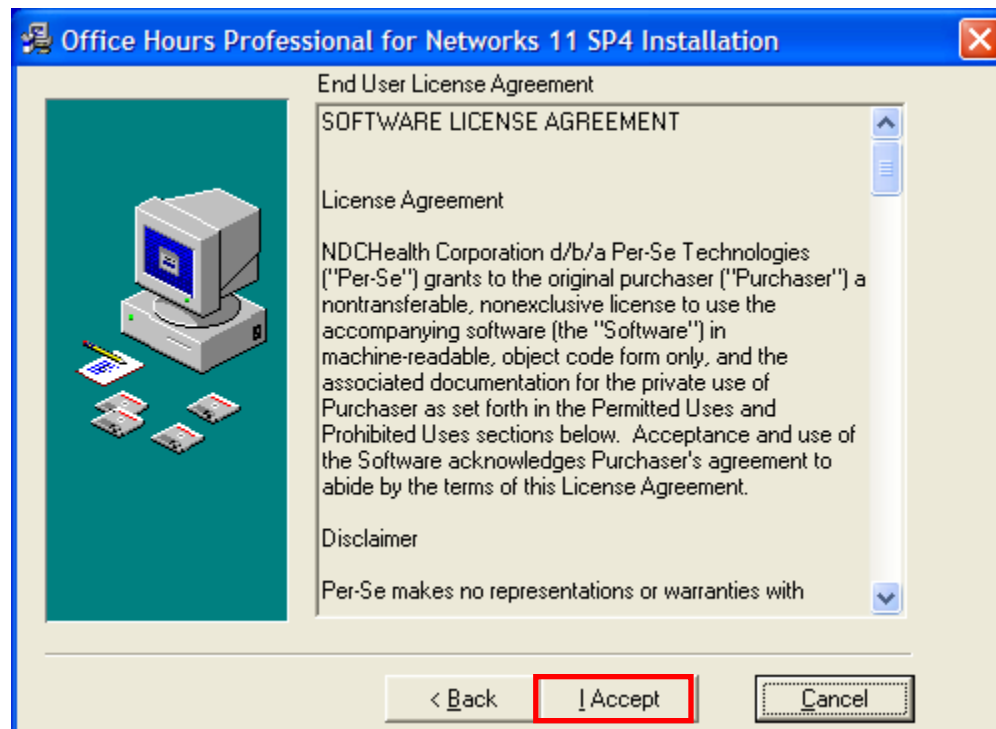

5. Select the version of OHP to install based on the first four serial numbers found on the OHP CD case. Click **Next**.
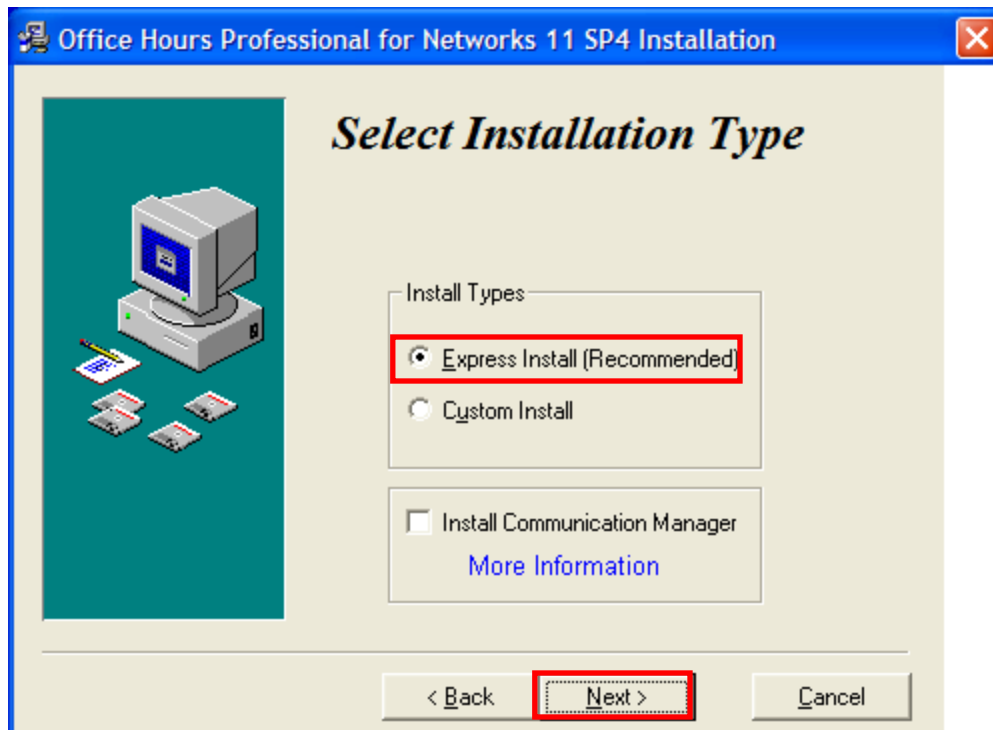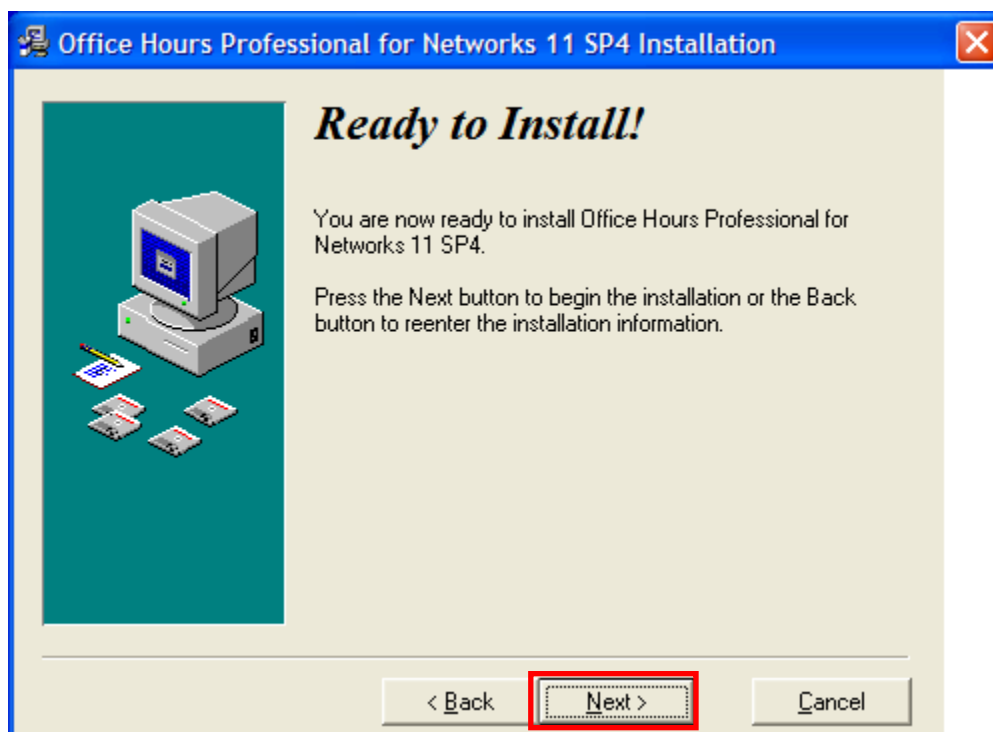
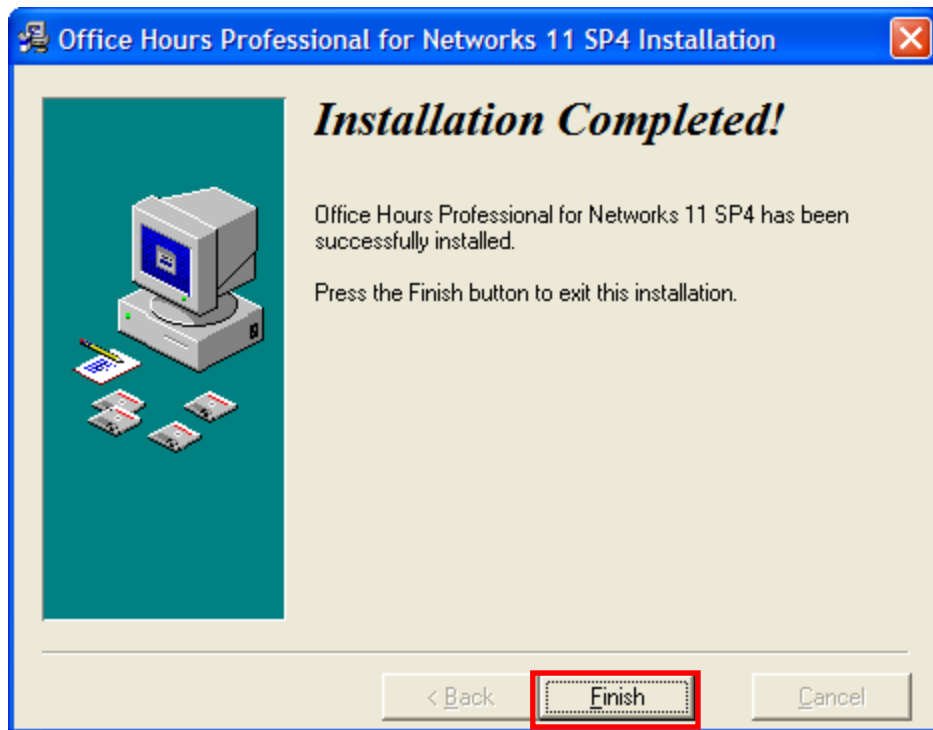6. Click on **I Accept** in the **Software License Agreement** window.

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

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.