

Software Procedure

SWP-0008 AFHCAN tConsult Client Software v5.x Installation Procedures

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Purpose

The purpose of this document is to provide detailed instructions on the necessary steps to install, configure, or uninstall the tConsult Client Software onto an AFHCAN Telehealth Cart, a customer laptop or desktop.

Audience

This document applies to persons who work in the Information Technology department within an organization and have a basic working knowledge of Windows XP.

Scope

tConsult Software provides a store and forward technology for health organizations to create Telehealth cases for review either locally or to another organization if a relationship exists between the organizations. The tConsult Client software is used to create Telehealth cases on the Telehealth cart.

The detailed steps listed in the first section will install the tConsult Client software onto a cart, desktop, or laptop running Windows XP. The next section will outline how to configure the software with the last section on uninstalling the tConsult Client.

The tConsult Client uses WCF (Windows Communication Foundation) for authentication, and now necessitates the need to connect to an authoritative time source. During the installation of the tConsult Client software, the time service will be enabled and an authoritative time server established for the client. Should the client host of the tConsult Client software be greater than five minutes different from the tConsult Server, users will not be able to log into the tConsult Client software.

Additional Resources

SWP-0005 How to Establish an Authoritative Time Source for tConsult Servers

SWP-0007 AFHCAN tConsult Server Software v5.X Installation Procedures

Acronyms and Abbreviations

Table 1 lists the abbreviations and acronyms used in this document.

Table 1
Acronyms and abbreviations

Acronym	Meaning
WCF	Windows Communication Foundation
OS	Operating System

Acronym	Meaning
VSM	Vital Signs Monitor

System Requirements

.Net Framework 3.5 SP1

Windows XP SP3

Adobe Reader > = to Version 7.0 with License Accepted

Installation of tConsult Client software

1. Log in to the Telehealth Cart, desktop or laptop with an administrator account.
2. Insert the AFHCAN tConsult Client software installation disk into the CD-ROM and run the "ClientSetup_build_5.x.x.x executable to start the InstallShield Wizard.
3. At the Welcome Screen, click on Next.



Figure 1 – Welcome Screen to tConsult Client Software Installation

(Note: All pictures are representative and do not necessarily reflect the actual v5x version number of the software being installed.)

4. Click on "I Agree" to accept the License Agreement. This InstallShield Wizard will proceed to the Install Location. Accept the Default destination folder as shown in Figure 2.

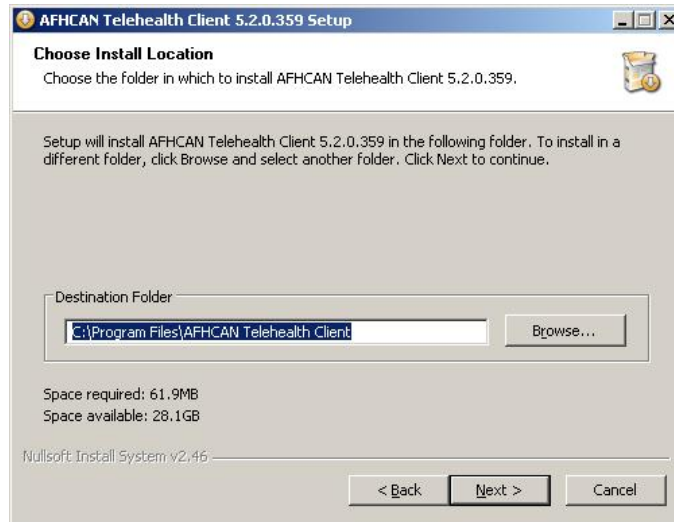


Figure 2 – tConsult Client Install Location

5. For security reasons, it is highly recommended that Data be in a separate partition than that of the OS. On a Telehealth cart, the hard drive is partitioned into two drives (C and D). By default the installation will suggest placement of the Data Directory to the D:\drive. If installing on a customers' laptop/desktop with only a C:\drive, accept the Data Directory in that location.

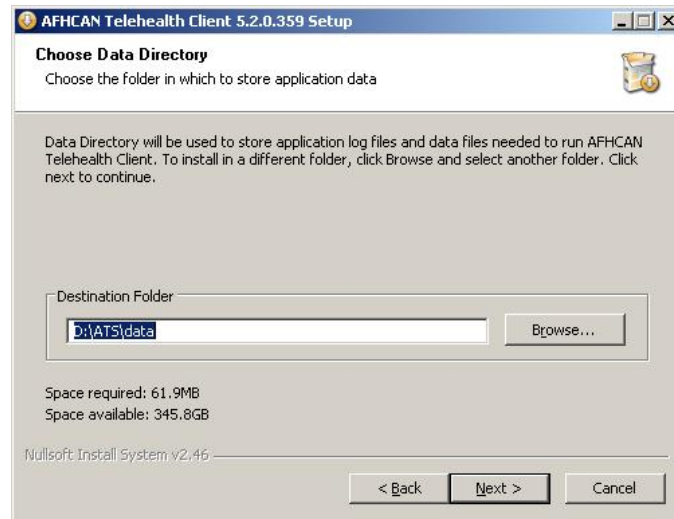


Figure 3 – tConsult Client Data Directory Location

6. Enter the IP address of the AFHCAN tConsult Server.



Figure 4 – Entering IP Address of AFHCAN tConsult Server

7. Enter the IP Address of the Time Server. If an organization is using a Domain Time Server as the Authoritative Time Source, enter the IP address of that server. The tConsult Server may also be an Authoritative Time Source if set up and can be used as well. This will be determined by each organization.

Note: *If the tConsult Server and tConsult Client are out of sync greater than 5 minutes, providers will be unable to log in on that host box.*

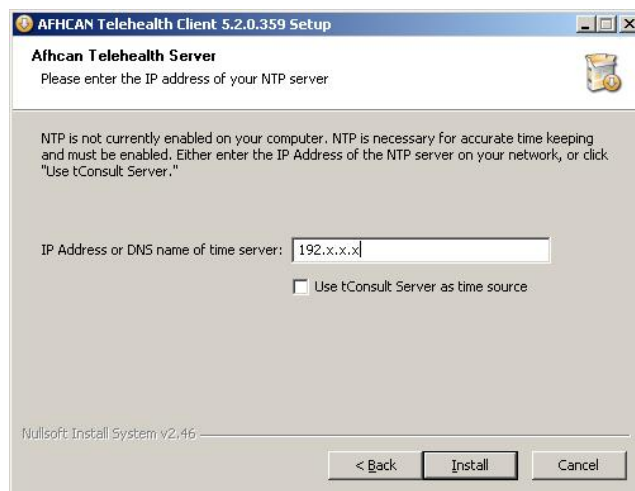


Figure 5 – Entering the IP Address of the Time Server

8. The installation of the Version 5.x.x.x software will commence. While the tConsult Client is installing, several DOS windows will open and close around the install progress box that is seen in Figure 6.

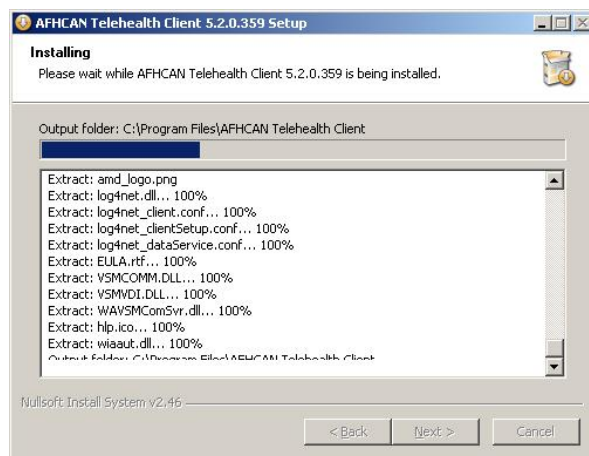


Figure 6 – tConsult Client Installation

9. Click on Finish when the Setup Wizard has completed.



Figure 7 – Completion of tConsult Client Installation

Peripheral Configuration

Once tConsult Client software has been installed, it is necessary to configure any attached peripherals within the software setup utility. This section outlines the steps necessary to configure the peripherals for use with the AFHCAN tConsult Client software.

1. Click on Start | All Programs | AFHCAN Telehealth Client | AFHCAN Telehealth Client Setup. The “AFHCAN tConsult Preferences” window will open. The software will perform a system check to verify that a valid certificate has been installed. Click on “Client Settings” to configure the tConsult Client and peripherals.



Figure 8 – tConsult Client Settings

2. The Client Settings page is used to make personalized changes to the client based on what device may be attached to the Telehealth cart, desktop or laptop. Patient, Forms, Digital Camera, ECG, portable Video 1 and 2, and Spirometer all offer the same configuration settings and are covered in this example. Only the “Patient Settings” window will be shown, but is representative of the other device configurations.

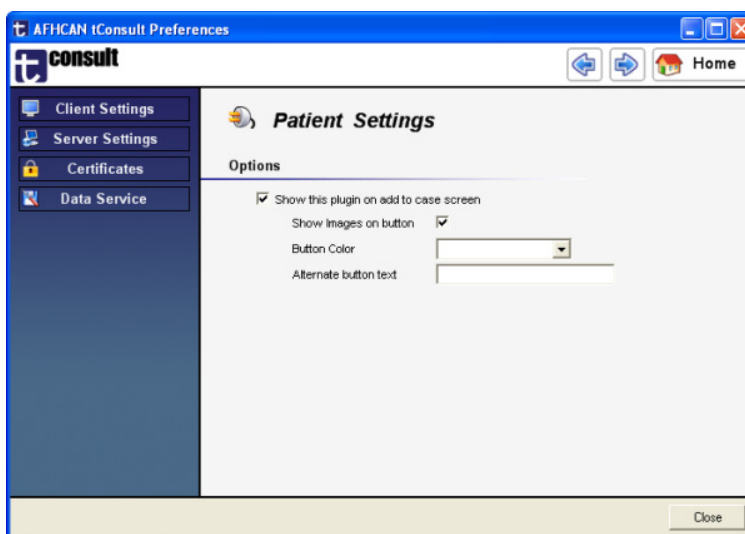


Figure 9 – Configuring Patient Settings

Options:

- a. “Show this plugin on add to case screen” – normally checked. May be unchecked if there is no device for this button, e.g. Portable video 1 and/or 2.
- b. “Show image on button” – if there is an image available and this checkbox is checked, the image will be displayed to the left of the text.
- c. “Button color” – normally leave at default.

- d. “Alternate button text” – not normally entered but may be changed.

Once changes are complete, click the “Back” button to return to the “Client Settings” window.

3. Video Source Settings: Video Otoscope, S-Video #2, Composite Video #1 and #2 settings all offer the same configuration settings and are covered in this step. Click on Configure Video Sources.

Note: If the tConsult Client does not have a flash bus card installed, the Configure Video Sources link will not be visible.



Figure 10 – Configuring Video Setting

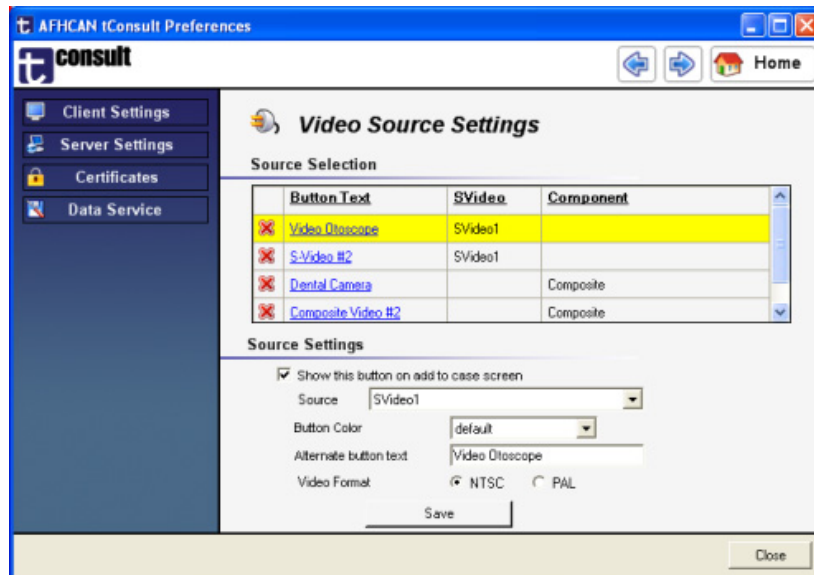


Figure 11 – Configuring Video Source Settings

Options:

- a. “Show this plugin on add to case screen” – normally checked. May be unchecked if there is no device for this button.
- b. Source: Either Svideo1 or Composite
- c. “Button color” - normally leave at default.
- d. “Alternate button text” – not normally entered but may be changed to represent attached device.

Video Format:

- a. Typically set to NTSC

Once changes are complete for each video source, click the “Save” button. Each field must have an entry to successfully save the settings. To return to the “Client Settings” window, click on Client Settings.

4. Tympanometer and audiometer settings both offer the same configuration settings. Only the “Tympanometer Settings” window will be shown, but is representative of both device configurations.

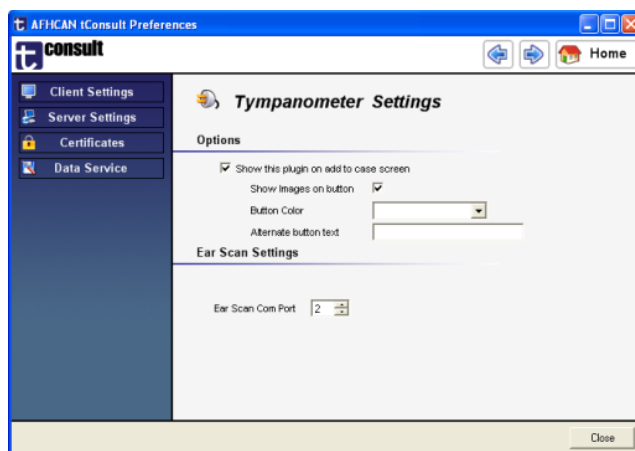


Figure 12 – Configuring Tympanometer Settings

Options:

- a. “Show this plugin on add to case screen” – normally checked. May be unchecked if there is no device for this button.
- b. “Show image on button” – if there is an image available and this checkbox is checked, the image will be displayed to the left of the text.
- c. “Button color” – normally leave at default.
- d. “Alternate button text” – not normally entered but may be changed to represent attached device.

Ear Scan Settings:

- a. “Ear scan com port” – normally leave at default, but may be changed to reflect com port being used for device.

Once changes are complete, click the “Back” button to return to the “Client Settings” window.

5. The Vital Signs Monitor has its’ own unique settings.

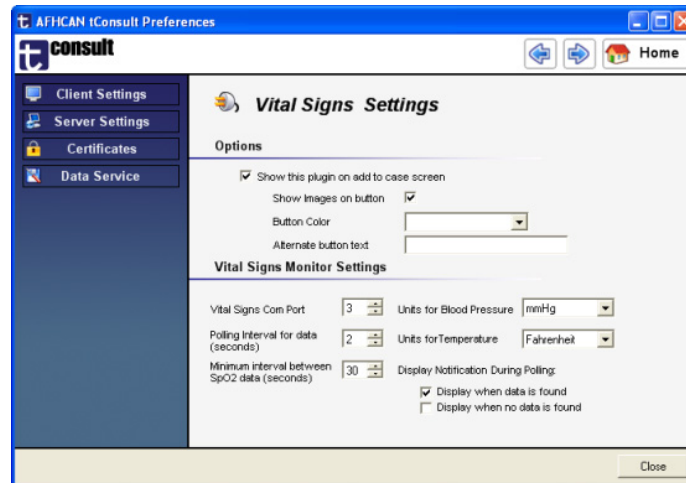


Figure 13 – Configuring VSM Settings

The vital signs monitor options and COM port can be configured in the same fashion as the previous devices.

The vital monitor settings may be changed if requested by clinical staff.

Once changes are complete, click the “Back” button to return to the “Client Settings” window.

6. Scanner Setup:

Options:

- a. “Show this plugin on add to case screen” – normally checked. May be unchecked if there is no device for this button.
- b. “Show image on button” – if there is an image available and this checkbox is checked, the image will be displayed to the left of the text.
- c. “Button color” – normally leave at default.
- d. “Alternate button text” – not normally entered but may be changed to represent attached device.

Scanner Settings:

Some organizations are using a multi-sheet scanner. This device requires it owns drivers (usually packaged with the scanner), and should have the drivers already installed. Please refer to IP-0007 Installing the Fujitsu Scanner instructions if the drivers have not been pre-installed.

Other organizations are using Epson Scanners which usually requires Twain drivers, while the new version of the Telehealth cart (v4) uses a Canon LiDE scanner.

- a. Select the appropriate driver from the drop down box.
- b. Ensure a checkmark is in front of “Use simple scanning mode”.
- c. Simple Mode DPI Settings should be set as follows:
 - i. Black and White 150
 - ii. Grayscale 150
 - iii. Color 300

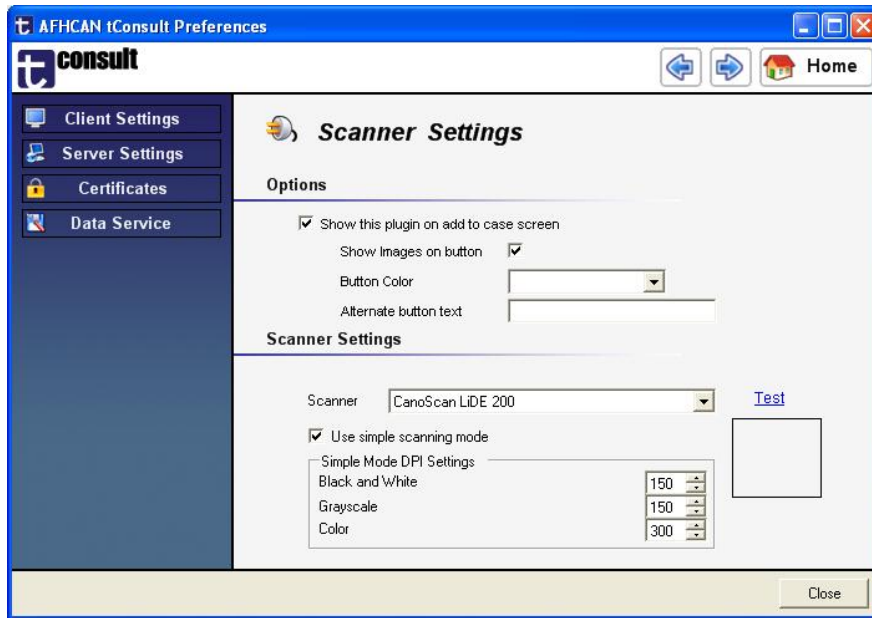


Figure 14 – Configuring Scanner Settings

7. **Stethoscope:** Plug the USB stethoscope into the USB port. When the system recognizes new hardware, insert the TR-USB Stethoscope USB Driver CD into the CD-ROM to install the drivers. Please refer to IP-0003 Installation Procedure, Digital Stethoscope, V4 Cart.
8. Click on “Server Settings” to change client/server connection options, to include server IP address and the client site name. **NOTE:** the client site name is normally entered later.

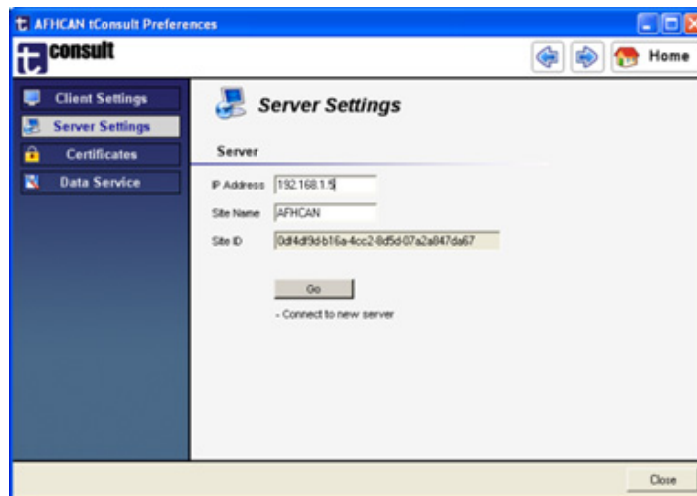


Figure 15– Server Settings

Checking the “Reconnect to Server” checkbox and clicking “Go” will archive the existing dataservice and establish a new connection to the server.

CAUTION: use only as a troubleshooting tool of last resort to resolve client issues!!!

9. Click on “Data Service” to change the default data directory or to adjust the connection speed based on what medium the client is using to communicate with the server, i.e. LAN, DSL/Cable modem, satellite.

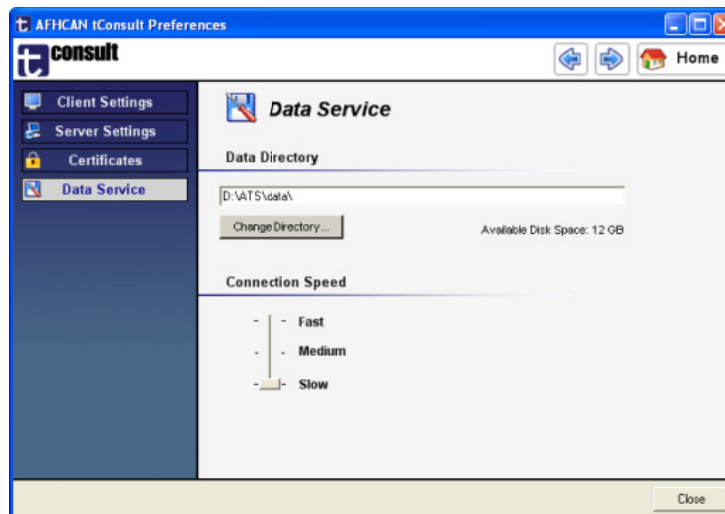


Figure 16– Data Service

10. Click on the Close button to continue to the next section.

Using tConsult Client Initial Startup

The first time tConsult Client is started after installation, the user will be presented with a dialog box asking to choose a Site Name. Site names differ from the Organization name in that a site generally refers to the geographic location of the client. For example, Health Organization is the fictional name of an organization, but the client is installed in another geographic location. The site name normally references that remote location. This section details the steps to adding a New Site or Selecting an Existing Site.

1. Start the tConsult Client from either the Start | Programs | AFHCAN Telehealth Client, or from the tConsult icon on the desktop.
2. Once connected, the site selection window will be displayed. If the correct site name is already present, click “Select”. If not, click the “Add New” button.

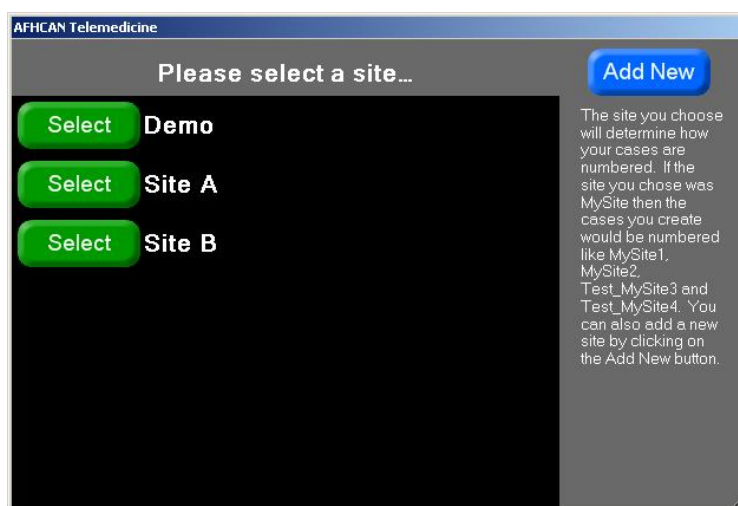


Figure 17– Site Dialog box

3. At the New Site Name dialog box, enter the name of the new site and click on Add.



Figure 18– Adding a New Site

- At the “Site added” message box, click OK.



Figure 19 – New Site Verification

- The previously added site will now appear in the list. Click on “Select” to use this new site. Once selected and completed, the AFHCAN tConsult logon page will appear. The client is now fully configured and ready for use.

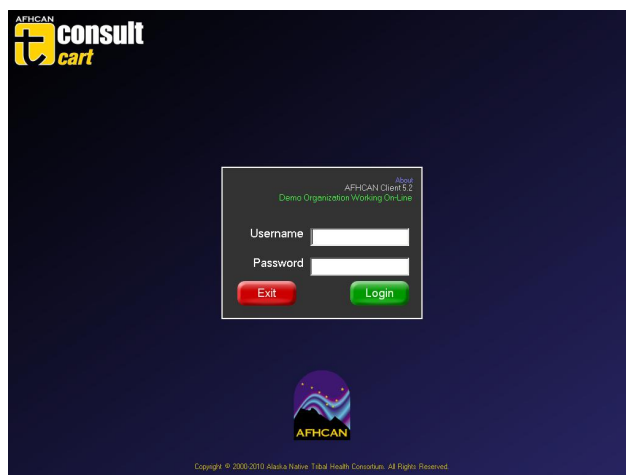


Figure 20 – tConsult Client Logon Screen

Uninstalling tConsult Client Software

Should it become necessary to ever uninstall tConsult Client Software, this section details the steps necessary to accomplish this.

- Begin by clicking on Start | All Programs | AFHCAN Telehealth Client | Uninstall
- Click on Yes to uninstall the AFHCAN tConsult Client software.



Figure 21 – tConsult Client Uninstall Verification

- The uninstaller will proceed to remove the tConsult Client software.

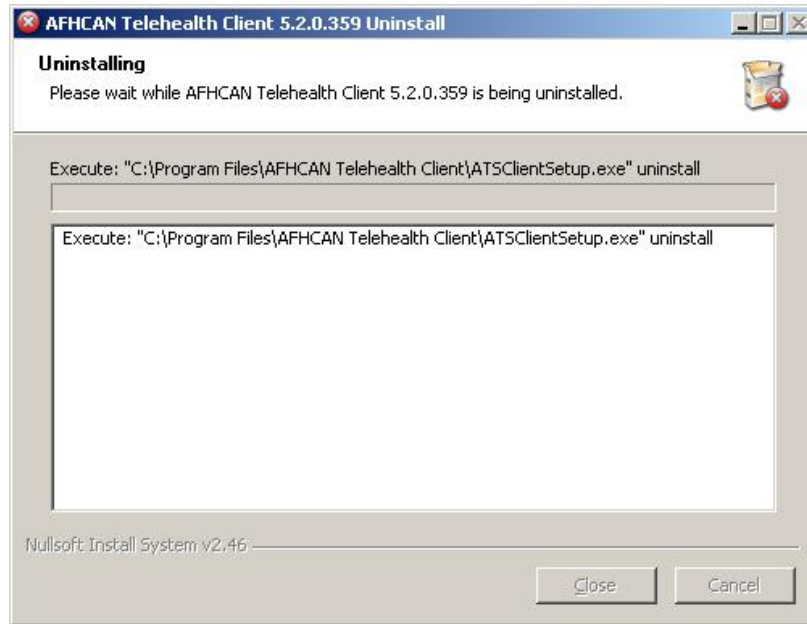


Figure 22 – tConsult Client Uninstall

4. When complete, click on OK.



Figure 23 – tConsult Client Uninstall Complete Screen

5. Cleanup of the hard drive: To complete the uninstall, remove the following folders:
 - a. C:\Documents and Settings\All Users\Application Data\AFHCAN
 - b. D:\ATS*

*This may be on the C:\drive if the host box was never partitioned into more than one drive.

End of procedure.