Installing Your

SECOND OPINION™

P R O F E S S I O N A L

Version 8.0

Second Opinion
Telemedicine Solutions, Inc.

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How to Use this Manual

This guide is designed to help you set up and manage installations of Second Opinion Professional. Before you install Second Opinion, it is recommended that you carefully review all of the information in this manual.

If you are upgrading from Second Opinion Standard 4.0, please refer to the document "Upgrading from Standard 4.0" for important information.

If you are a Programmer or Developer

Second Opinion Professional is a suite of components tied together using Automation Technology. You can use programming environments such as Microsoft Visual Basic or other languages to link to and control Second Opinion. A Software Developer Kit (SDK) with full documentation and sample code is available. To add customized functionality without programming a Custom Form Designer and Custom Report Writer is also available. It comes standard in the Second Opinion Professional Developer Edition.

What's New in Second Opinion Professional 8?

Second Opinion Professional offers advanced folder, multimedia document and database management, and user-level security. It is designed to work in Windows XP, Vista, Windows 7 and integrates in with Microsoft Word and PowerPoint 2003 and above. The following is a partial list of What's New.

New Referral and Consultation Forms; Includes Description Segments

New Professional Archive Manager and Advanced Search Engine

New Image Import Manager; Support Eye-Fi and Wireless capable Digital Cameras

New Image Export and Print Manager

Enhanced Report Manager and Professional Administrator Program

Enhanced Word Report Designer and Custom Form Designer. (Included in Developer Edition Only)

Enhanced Document Manager; includes Ability to assign Status to Folders (sent, pending, etc), Ability to group documents by Doc Type, Fresh look and feel with 3 user selectable icon sizes (32x32, 48x48, 64x64), Enhanced icons when in Thumbnail View, Ability to Assign Folders to specific Sites/Users

Enhanced MultiMedia Manager; Now supports WIA Devices, Toshiba Teli 1394B & Gige Industrial / Medical Vision Cameras and our Canon Digital Camera Module Added, New DVD Import and DVD Export Functionality, New DualPlus Video Capture and Playback Functionality Available

Second Opinion Customer Support

We have provided a "Troubleshooting" section in the "Using Your Second Opinion Professional" guide. Please check it and this manual for answers to any problems before contacting us.

Second Opinion Telemedicine Solutions, Inc support services are subject to Second Opinion Telemedicine Solutions, Inc's then-current prices, terms, and conditions that are subject to change without notice.

Basic Support

Free technical support is available for each product or upgrade for 30 days from the first call to Customer Support.

Support Agreement

An annual Support Agreement is available if you wish to receive technical support and version upgrades. It includes:

- Unlimited technical support (either by phone, fax, or email) for twelve months from the date of purchase

- Version upgrades

- Maintenance upgrades (bug fixes)

Alternative Support

If you do not have a Support Agreement, you can purchase version upgrades separately. Telephone support after the initial 30 days is available and is billed in fifteen-minute increments for both on and off-line support.

Contacting Customer Support

All support inquiries are answered between the hours of 9:00 AM and 5:00 PM Pacific Standard Time, Monday through Friday, excluding holidays.

- Address: 3848 Del Amo Blvd, Ste 304, Torrance, CA 90503

- Phone number: (310) 802-6300

- Fax number: (310) 802-6307

- Email: corp@soTelemed.com

- Internet Web Site: http://www.soTelemed.com

When you call, you should be at your computer with your documentation at hand. Be prepared to give your site identification code and information about your computer.

Installation

Preparation

Minimum System Requirements

In order for Second Opinion to operate properly, your system must meet certain minimum requirements.

- Pentium 4 CPU or faster.

- 512 MB (megabytes) of RAM (Random Access Memory) or more.

- 500 MB of available hard disk space where the Second Opinion Professional application will be installed. The actual amount needed will vary depending on the number and type of documents to be saved.

- Windows XP SP1 and above with .NET 1.1 & .NET 2.0 Extensions or Window Vista, Windows 7 or Windows 8.

- Microsoft Visual FoxPro ODBC Drivers.

- Microsoft Internet Explorer 5.x or later and Html Help engine installed to view Online Help.

- Microsoft Internet Explorer High Encryption Pack is required to enable 128 bit data encryption.

- Adobe Acrobat Reader 4.0 or later is needed to view product documentation (included on the CD).

- Accelerated SVGA graphics board with 2 MB RAM capable of 1024x768 resolution, 16 million colors (true color). If you have a video capture card with built-in SVGA, it must be capable of the same resolution.

- The Media Clip Player requires Windows Media Player 7.1 or later.

- The MultiMedia Manager Module (WDM capture, Scan (TWAIN), and Audio Clip capture) requires Direct X 8.1 or later.

- Video Capture (Legacy - VFW) add-in requires a Video for Windows (VFW) or WDM video capture board installed and a composite or S-Video source.

- Word Template Report functionality requires Microsoft Word 2003 or later.

- Microsoft PowerPoint 2003 or later is required to generate PowerPoint presentations.

- Built-in electronic mail functionality requires a MAPI-compliant email client.

- Communication requires Microsoft Windows NetMeeting 3.01 (build 4.4.3388) or later.

- Scanner module requires a TWAIN compliant scanner with its Windows drivers installed.

Additional Requirements for Capturing Digital Video

- A Pentium 4 processor or faster. If you are not using a video capture card with built-in compression, you may want a Dual Core Processor 1.7 GHz or faster for best results.

- 1 GB of RAM.

- For top performance, use an Ultra Wide (SCSI-2 or 3) or SATA (10,000RPM) hard disk with 2 gigabytes of free space. Disk space requirements for storing digital video vary, depending on many different factors, including compression methods used and length of video stored. For example, storing S-Video quality footage requires approximately 150 to 200 MB for each minute of original footage.

- The higher the quality of video you require, the higher the data rate needed for your hard disk. For nominal quality, your hard disk must transfer approximately one megabyte of data per second.

- Check your video capture card manual for additional requirements for capturing video clips.

Prepare your Computer

This section is important if you plan to capture digital video with Second Opinion Professional.

All hard disks become "fragmented" with normal use. Fragmentation occurs when the computer's operating system must "break" files into multiple segments in order to fit the file onto the disk. The more fragmentation that is present on your disk, the longer it takes the system to retrieve the file and your system slows down—an unacceptable situation when you wish to produce smooth-playing video clips.

Defragmenting your hard disk reorganizes all of the fragments into contiguous files.
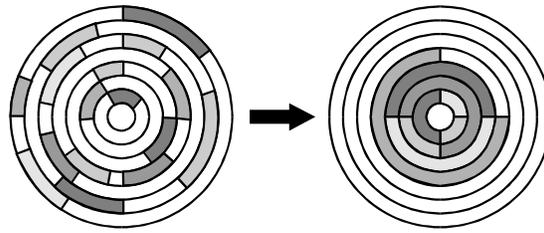
Fragmented Disk   **Defragmented Disk**

Several tools to defragment your disk are available. To use the utility that comes with Windows, click **Start**, **Programs**, **Accessories**, **System Tools**, **Disk Defragmenter**.

Digitized video files consume quite a lot of disk space, ultimately resulting in fragmentation of the disk. Get in the habit of defragmenting your hard disk regularly, especially just before beginning an important video digitizing session. You'll get improved performance and higher quality footage.

How Second Opinion Tracks Information

When you install Second Opinion Professional, especially across a network, it is important to understand how the program tracks information. This is to ensure that all security settings and access capabilities are set up appropriately for your environment.

Security rights are available to allow you to control what information users can see.

Station

A station (sometimes called a workstation) is an individual computer running Second Opinion. Your license defines the maximum number of stations that can run the program and share the same database at the same time. If one more station tries to run the program than has been authorized by the license, the user will get a warning message and the program will not start.

Site

A site represents a specific physical location (such as a building or portion of a building) or logical grouping (such as a division or department) with one or more stations using a single, shared Second Opinion database.

Each site or logical grouping is assigned a different Site Code. You can contact Second Opinion Telemedicine Solutions, Inc to obtain additional Site Codes.

Each user defined to use the system must be associated with a specific site. When a record is created it is associated with both the

physical site and the user's site. This allows a user to go to a
station at a different site on the shared database to view their data.

The Shared Database

Each installation of the Second Opinion database is assigned a
unique Database ID. One or more stations can share/use the
database at the same time (up to the license limit) over a local area
network (LAN), or wide area network (WAN).

Since information in Second Opinion can be sent to and received
from computers not connected/sharing your database, the system
uses the Database ID to determine who owns what records. You
are not allowed to edit in any way information that was created on
a different database and imported into your database.

Installation Options

During the installation process, the Setup program will prompt you
to choose where you want to install Second Opinion Professional.
You will also need to enter some information about your site and
the Site Code assigned to you by Second Opinion Telemedicine
Solutions, Inc.

Before you start installing the
software make sure you are
logged in as an Administrator.

Follow the directions in "Install Second Opinion on a Single
Computer" if you are not going to share the Second Opinion
database with any other computer on a network. If you are
installing Second Opinion on a network so that multiple computers
have access to the database, follow the instructions in "Install
Second Opinion on a Network," page 10.

Default Installation Directories

There are two different default file locations when installing the
program; Windows XP and Windows Vista / Windows 7 & 8:

Window XP	By default, the program will be installed in C:\Program Files\Second Opinion and the databases and document structure will be created below that. C:\Program Files\Second Opinion\Database for all of the databases and for all of the patient folder directories and documents contained in these folders is C:\Program Files\Second Opinion\Document.
Windows Vista, Window 7& 8	By default, the program will be installed in C:\Program Files\Second Opinion and the databases and document structure will be created in the Public area of Windows. C:\Users\Public\Second Opinion\Database for all of the databases and for all of the patient folder directories and documents contained in these folders is C:\Users\Public \Second Opinion\Document.

Install Second Opinion on a Single Computer

To Install Second Opinion

1. Insert the Second Opinion Professional compact disk into the CD-ROM drive.

2. If the Setup program automatically starts, click **Install Second Opinion Professional,** click **Install Second Opinion Professional** again. If it does not, from Windows Explorer double-click SETUP.EXE located in the ProSetup directory on the CD-ROM.

   If you downloaded the program from the Internet, double click the setup executable and type in the password you were provided and click **OK**, the installation will begin.

   Before you start installing the software make sure you are logged in as an Administrator.

   Make sure your users have "Full" security permissions to the folder where you install Second Opinion.

3. Follow the instructions on the screen.

4. After the files are copied, setup will ask you to enter a Site Code. If this is a demonstration copy, a Site Code is not required and Second Opinion will run in evaluation mode for 30 days. If you have been assigned one, enter it and click **Next**. If you do not have one, click **Cancel** and skip to step 7.

5. Enter the site name, and other optional information.

6. Click **Finish** to complete the site registration.

7. Click **Finish** to close the Setup program.

☞ **NOTE: Once you click Finish, the installation script goes through a series of checks to verify the correct versions of specific drivers and support programs are installed in your system. You may be prompted to upgrade or install new drivers or support programs. You may also be prompted to re-boot your computer to complete the installation process.**

Next Steps

1. Click **Start**, **Programs**, **Second Opinion**, **Second Opinion Readme** to read any last minute changes or additions that are not in the manual.

2. Proceed to the "Configuring and Managing Your Second Opinion Professional" manual to configure user settings and authorize your software.

Install Second Opinion on a Network

To install Second Opinion Professional on a shared network so that other computers can access the data, you must install the database to a shared network drive.

Before you start installing the software make sure you are logged in as an Administrator.

Make sure your users have "Full" security permissions to the folder where you install Second Opinion.

Shared Database on File Server
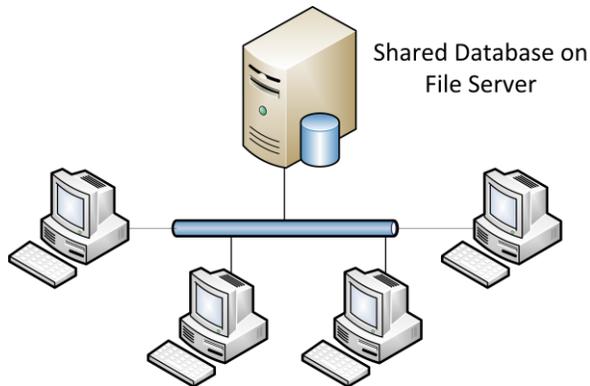
Install the Shared Copy First

1. Follow the instructions above, **Installing Second Opinion on a Single Computer**, to perform the initial, full install.

2. Run the application to make sure the software was successfully installed.

☞ **Note: There is no reason to authorize the software at this time because the Program Authorization Codes will change when the database and document directories are re-located to the network location.**

3. Copy and Paste both the **Database** and **Document** directories created during the installation, to the shared network location.

4. Update the **DatabasePath** and **DocumentPath** entries in the **[Location]** section of the settings.ini file to point to the shared network location. UNC, IP Address, and drive letter path statements are all supported. The location of the settings.ini file for a Window XP installation is C:\Program Files\Second Opinion\ and for a Windows Vista/7/8 installation it is C:\Users\Public \Second Opinion\.

5. Run the application to make sure that the Database and Document path are setup correctly.

6. Remove the original Database and Document directories that were create during the initial installation on the local computer.

Next Steps

1. Proceed to the "Configuring and Managing Your Second Opinion Professional" manual to define any remaining sites (if you have more than one Site Code) and configure user settings and authorize your software.

Protect Your Valuable Data

During the life of your computer there is the possibility that something may happen which will cause your valuable data to become damaged or altogether inaccessible. Possible events include hard drive failure, component failure, power glitches, dropped network connections, and more. All these events are beyond the control of Second Opinion.

To avoid loss or corruption of your data, we strongly suggest that you make frequent backups, especially of the directory where you installed Second Opinion (by default this is "C:\Program Files\Second Opinion", but it could be elsewhere). If you are on a computer network, you should make sure that your network administrator **creates a backup at least once a week**.

The most popular backup method is to use a portable hard drive. Instead of using a traditional backup program we suggest that you use a "Sync" program to synchronize your program data with your Portable hard disk data. The benefit of syncing your data is that only the data that is new gets copies to your back up hard drive. Other possible backup devices include Tape drives and CD-ROM/RW or DVD-ROM/RW archives. Backing up to a local network drive or off-site storage drive is also a popular choice. We now offer Files.SecondOpinion.Net as an off-site backup solution to Second Opinion Professional. For more information please contact us.

Another valuable device is a surge protector. This device helps to reduce the effects of power spikes or drops on your computer which can cause component failure. If you use a network file server, make sure it is protected by a UPS (Uninterruptible Power Supply).

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