

How to upgrade your IntelViewer Mac users

It is recommended that only Mac Users who are on macOS; Sierra 10.12, High Sierra 10.13, Mojave 10.14, Catalina 10.15, Big Sur 11.7 or the latest macOS Sonoma 14.4, to upgrade their IntelViewer.

Due to IntelViewer software incompatibility with releases of macOS Monterey 12.7 and Ventura 13.6, we discourage upgrading to the latest version of IntelViewer, as you may experience performance issues with the software due to the incompatibility.

Key steps

1. Check which version of IntelViewer you are using (note: this may vary if you use multiple workstations to access IntelViewer)
2. If your current IV version is 4-12-1 or preceding, please continue to next steps
3. Export bookmarks and save to a folder on your workstation
4. Uninstall IntelViewer from Applications
5. Complete install of the latest version of IntelViewer on your workstation
6. Complete steps 1 to 5 on all workstations

Note, you will need administrator access to your workstation to complete these steps.

1. Check IntelViewer version

To find what version of Intelviewer you are using, see image on right.

- 1.1 Open the IntelViewer application
- 1.2 Look to middle left of login screen and you will find the IV version number
- 1.3 If you are running version 4-12-1 or preceding you need to complete all key steps



2. Confirm need for upgrade

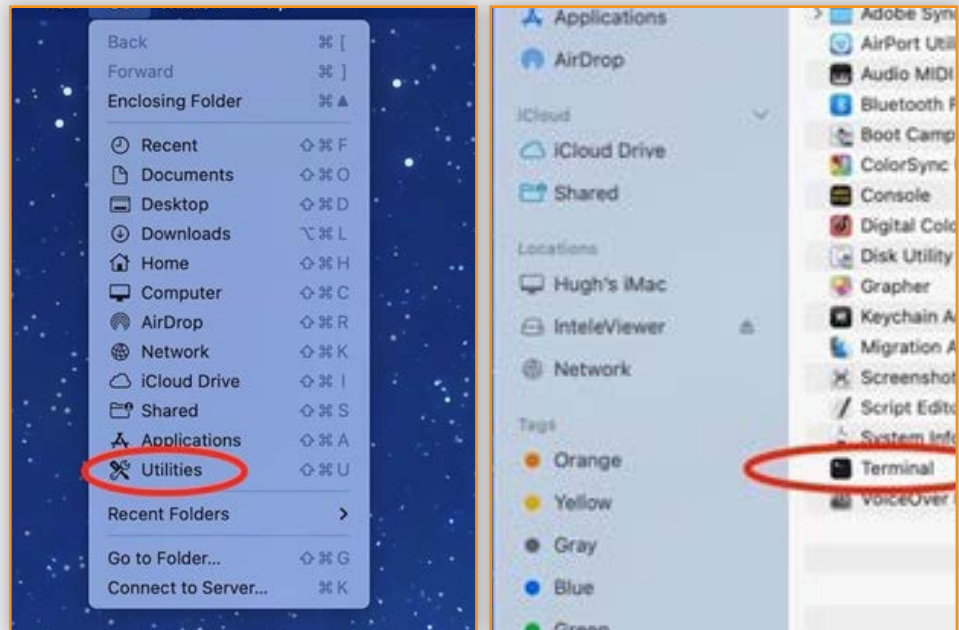
If you have identified your version of IntelViewer as 4-12-1 or preceding, your software requires an update, move to step 3.

3. Export bookmarks

This is recommended as a backup to keep your current bookmarks.

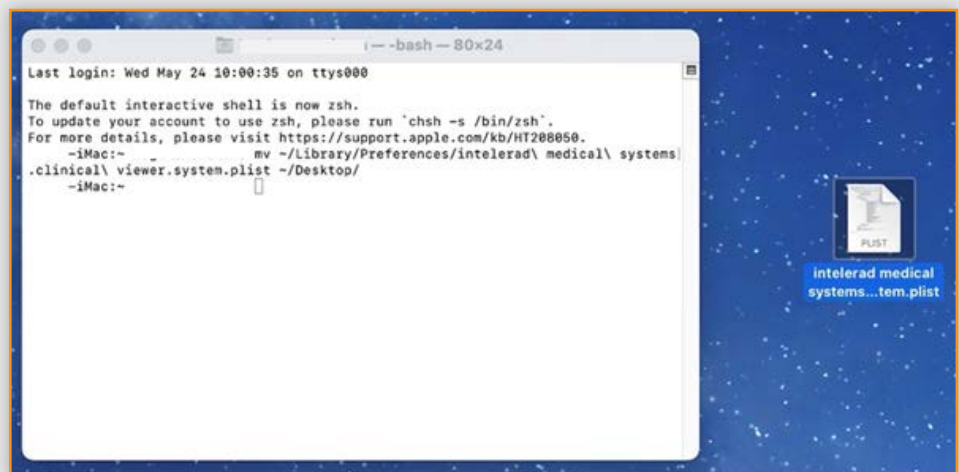
Option A – utilise Finder

3.1 Open the Finder > Open “Go” menu > Select “Utilities” > Select “Terminal”



3.2 Copy the following path and paste into the Terminal box > Click Return - This will export bookmarks to your desktop

```
mv ~/Library/Preferences/intelerad\ medical\ systems.clinical\ viewer.system.plist ~/Desktop/
```



Option B – manually copy and paste

3.3 Open IntelViewer

3.4 Click Edit Bookmarks

3.5 Highlight all bookmarks > command C > command V to paste into a document > save to a folder on your desktop

4. Remove your current version of IntelViewer

Uninstall previous version of IntelViewer from your Mac:

- 4.1 Open the Finder
- 4.2 Select the IntelViewer application - Most apps are in your Applications folder, which you can open by clicking Applications in the sidebar of any Finder window. Or choose Go > Applications from the menu bar in the Finder
- 4.3 Use either of these options to move the app to the Bin:
 - Drag the app to the Bin
 - Select the app and choose File > Move to Bin from the menu bar
- 4.4 If prompted for a username and password, enter the username and password of an administrator account on your Mac - This is usually the username and password you use to log in to your Mac
- 4.5 Open "Bin" and find IntelViewer application > right-click and select "delete immediately"

5. Install the latest version of IntelViewer

You will need administrator privileges to install IntelViewer

- 5.1 Log in to IntelBrowser <https://pacs.i-med.com.au/IntelBrowser> - Login credentials are the same as your IntelViewer login
- 5.2 Click Installers
- 5.3 Click IntelViewer Tracks
- 5.4 From **Stable Track** click Download IntelViewer for macOS Installer
 - The IntelViewer disk image file (IntelViewer.dmg) downloads to your system's Downloads folder
 - On Chrome, the disk image file also appears on the download toolbar at the bottom of the browser
- 5.5 Click the IntelViewer .dmg file from Downloads - The IntelViewer dialog opens

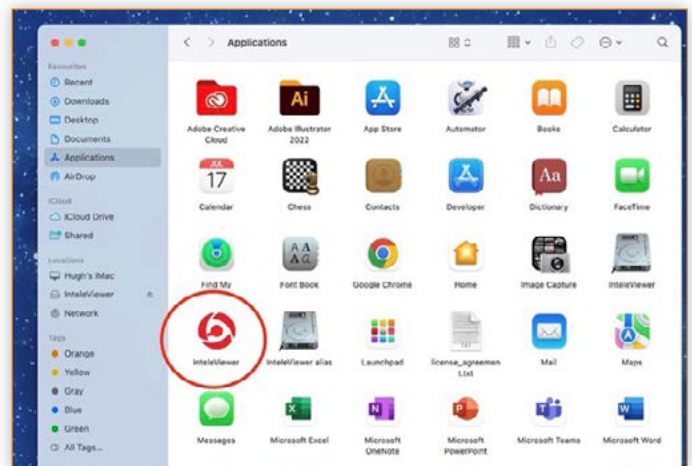


5.6 Drag IntelViewer icon to Applications folder



5.7 Launch IntelViewer from Applications - you must click the IntelViewer application file from the Applications folder. You cannot launch IntelViewer by clicking the IntelViewer application file from the disk image.

5.8 Right-click the IntelViewer icon and click Open - The first time that you launch IntelViewer after installation, you will get a security prompt "cannot be opened from an unidentified developer" > click cancel > repeat prior step - right-click the IntelViewer icon and click Open > click "Open Anyway"



5.9 Check your I-MED Bookmarks are entered correctly

- In the Login Screen, click the Edit Bookmarks button.

- In the Server Bookmarks window, click Add button and enter the following server URLs:

- **VIC/NSW Metro areas, QLD, WA**

<https://pacs.i-med.com.au>

- **VIC: Gippsland, Bass Coast, TAS, NT, NSW: Riverina Region, Albury/Wodonga, Wangaratta**

<https://pacs.ril.com.au>

- **NSW inner west: Ashfield, Campsie, Drummoyne, Five Dock, Newtown, Newtown MRI, North Strathfield, Mater Imaging**

<https://iwpacs.com.au>

Contact us for support

For assistance with any technical issues you may have, please call or email our Referrer Success Team.

Call us on: 1300 147 852

Or email us at: KAS@i-med.com.au