

# How to upgrade your IntelViewer Windows users

**To ensure the latest version of IntelViewer runs correctly, you must uninstall IV version 4-12-1 and preceding, using the removal tool. Failure to do so will result in performance issues.**

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

## 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. Open the IntelViewer Removal Tool - link provided in email
5. Complete install of the latest version of IntelViewer on your workstation
6. Complete steps 1 to 5 on all workstations

## 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

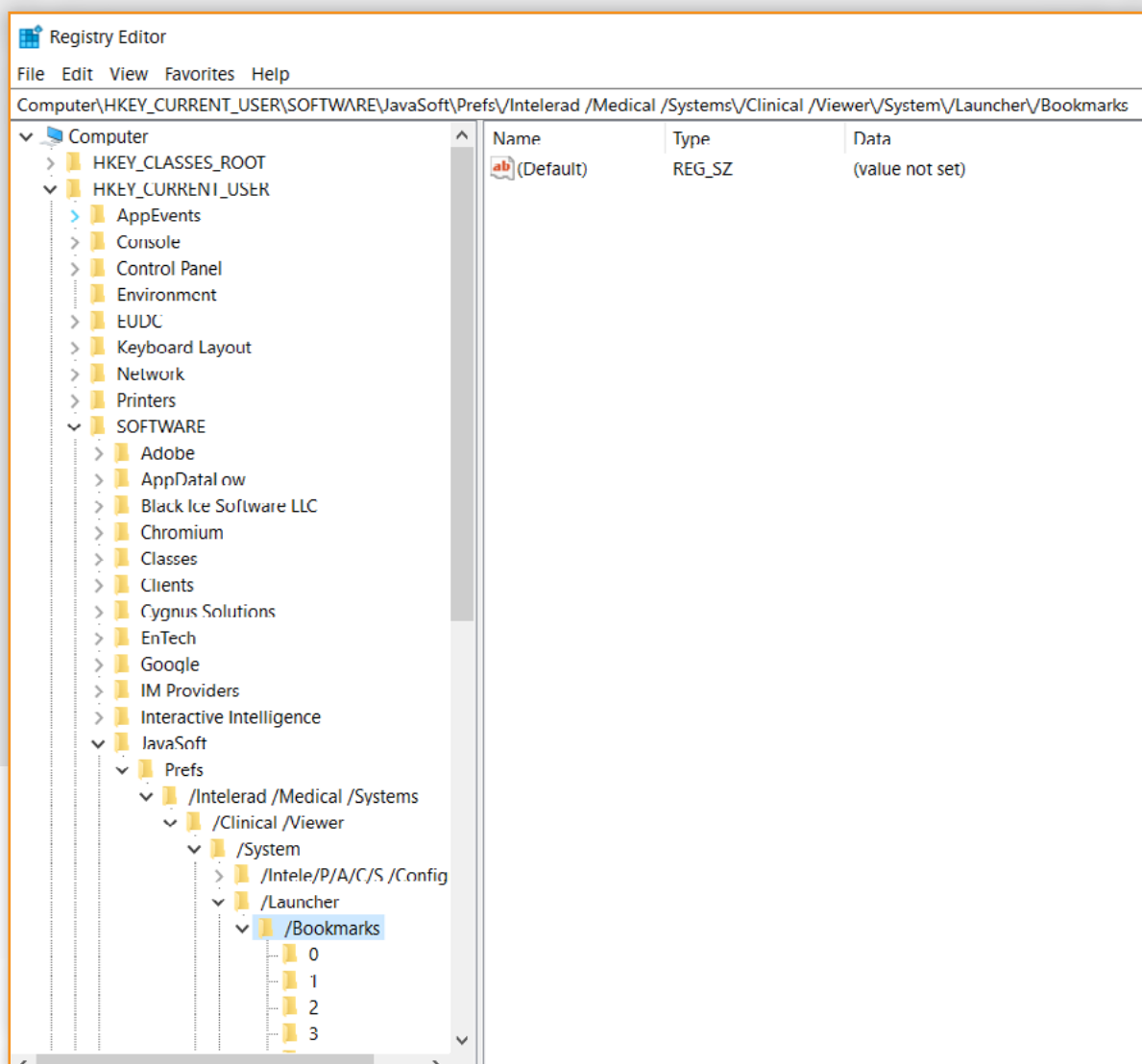
This is recommended as a backup only; your bookmarks will not be lost if you follow the steps in 4.3.

3.1 Open your Windows search panel

3.2 Search and open "Registry Editor"

3.3 Navigate to the following folder: Computer\HKEY\_CURRENT\_USER\SOFTWARE\JavaSoft\Prefs\Intelrad /Medical /Systems\Clinical /Viewer\System\Launcher\Bookmarks

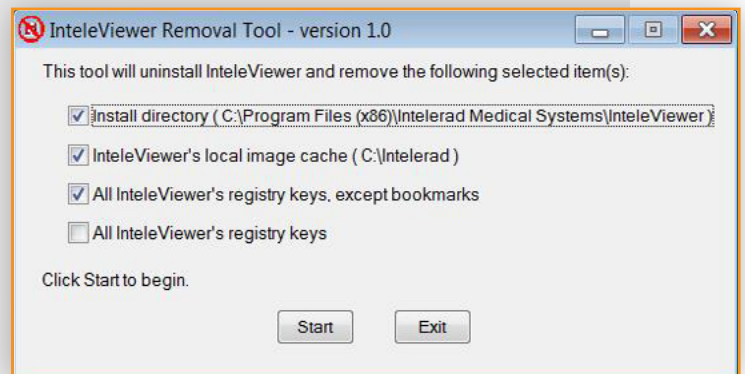
3.4 Right click on bookmark folder, export bookmarks, and save to a folder on your workstation (this step is now complete and filed as backup on your workstation)



## 4. Remove your current version of IntelViewer

Using the IntelViewer Removal Tool:

- 4.1 Open the IntelViewer Removal tool
  - link to tool provided in email
- 4.2 Run the Removal Tool (you will need to have Administrator privileges on your workstation)
- 4.3 Select the following 3 options only:
  - ✓ Install Directory
  - ✓ IntelViewer's local image cache
  - ✓ All IntelViewer's registry keys, except bookmarks
- 4.4 Click Start, this will remove the IntelViewer software but keep your bookmarks



## 5. Install the latest version of IntelViewer

You will need administrator privileges to install IntelViewer

- 5.1 Open IntelViewer tracks - [Install IntelViewer](#)
- 5.2 Click Download IntelViewer MSI for 64-bit Windows Installer
- 5.3 Once download is complete, Run the installer
- 5.4 Read and accept the IntelViewer licence agreement and follow the prompts
- 5.5 Once installation is complete the IntelViewer application icon will appear on your desktop (optional to pin to your taskbar)
- 5.6 Launch IntelViewer > check bookmarks > login to your account
- 5.7 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](mailto:KAS@i-med.com.au)