I-MED Radiology Network

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How to upgrade your InteleViewer

Windows users

To ensure the latest version of InteleViewer 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 InteleViewer you are using (note: this may vary if you use multiple workstations to access InteleViewer)
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 (note: optional as backup)
4. Remove current version using the InteleViewer Removal Tool - link available at i-med.com.au/resources/iv-upgrade
5. Complete install of the latest version of InteleViewer on your workstation
6. Complete steps 1 to 5 on all workstations

1. Check InteleViewer version

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

1.1 Open the InteleViewer 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 InteleViewer 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.

Option A – utilise Registry Editor

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\/Intelerad /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)
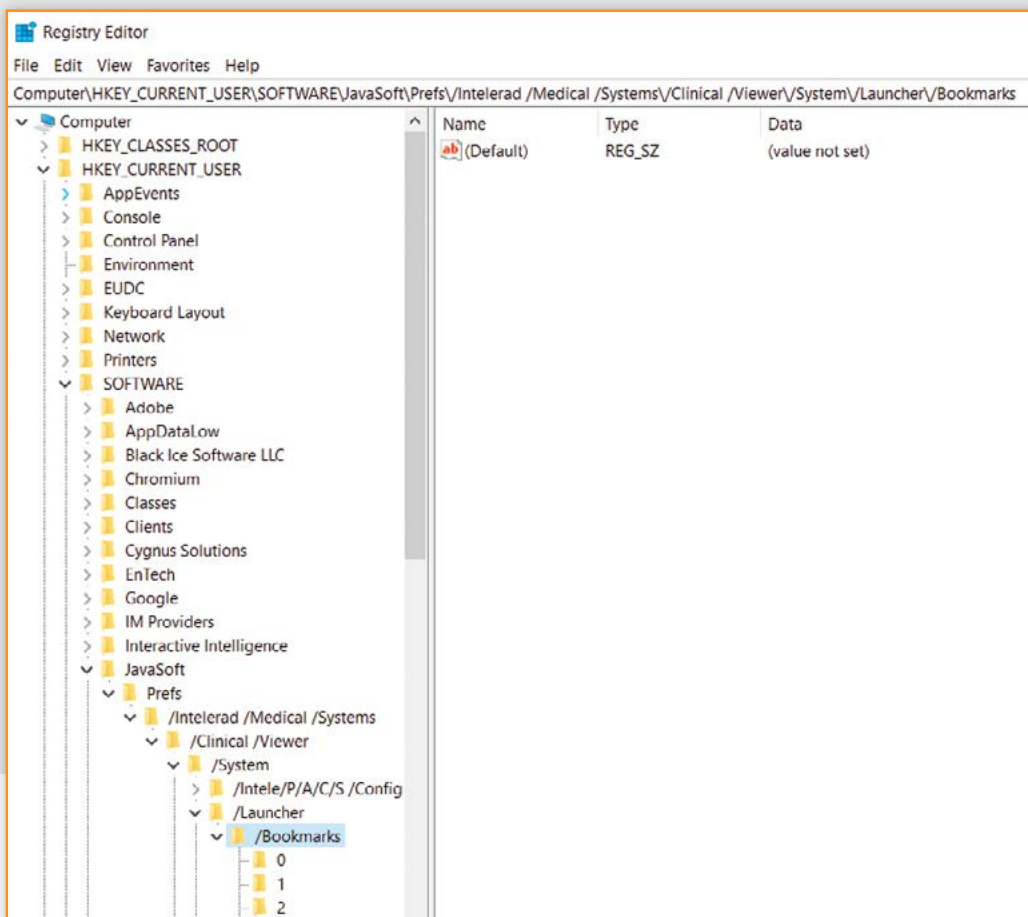
**Option B** – manually copy and paste

3.5 Open InteleViewer

3.6 Click Edit Bookmarks

3.7 Highlight all bookmarks > CTRL C to copy > CTRL V to paste into a document > save to a folder on your desktop

4. Remove your current version of InteleViewer

Using the InteleViewer Removal Tool:

4.1 Open the InteleViewer Removal tool - link available at i-med.com.au/resources/iv-upgrade

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

✓ InteleViewer's local image cache

✓ All InteleViewer's registry keys. except bookmarks

4.4 Click Start, this will remove the InteleViewer software but keep your bookmarks
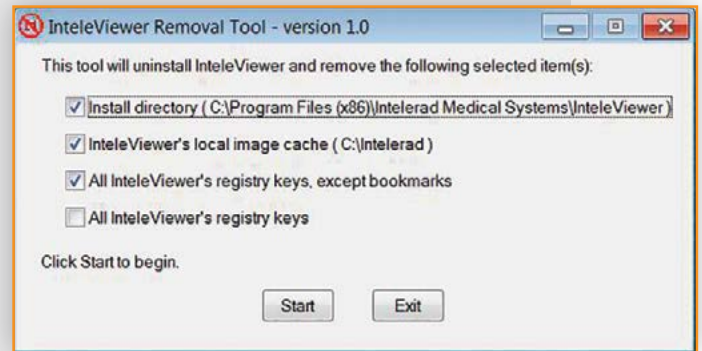
5. Install the latest version of InteleViewer

You will need administrator privileges to install InteleViewer

5.1 Open InteleViewer tracks - Install InteleViewer

5.2 Click Download InteleViewer MSI for 64-bit Windows Installer

5.3 Once download is complete, Run the installer

5.4 Read and accept the InteleViewer licence agreement and follow the prompts

5.5 Once installation is complete the InteleViewer application icon will appear on your desktop (optional to pin to your taskbar)

5.6 Launch InteleViewer > 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