

System Requirements for Windows 64 & 32Bit

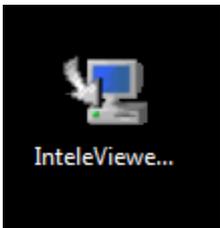
- Intel® Core™ 2 Duo or compatible 2 GHz processor
- Windows® XP Pro (with current updates installed), Windows Vista®
- Windows Server® 2003 is not supported
- 10 GB free disk space

System Requirements for Mac

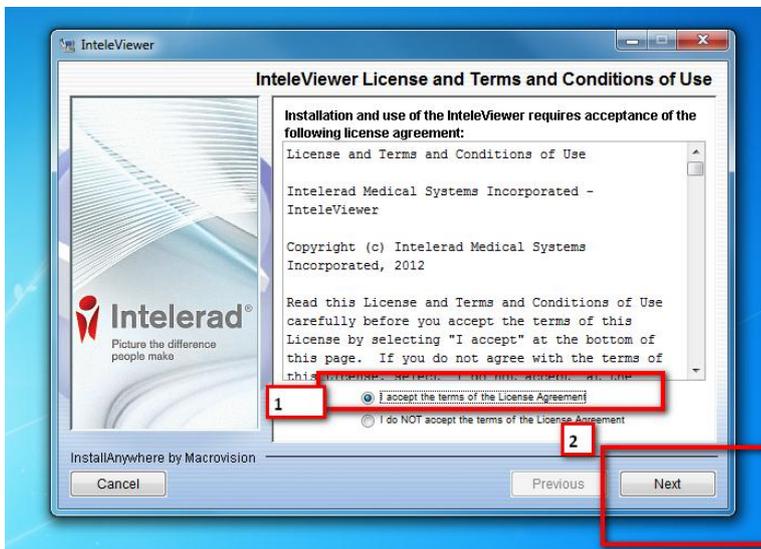
- Mac OS X 10.6 Snow Leopard® with 64-bit processor
- Java® 1.6 64-bit

Installing instructions for a Windows PC

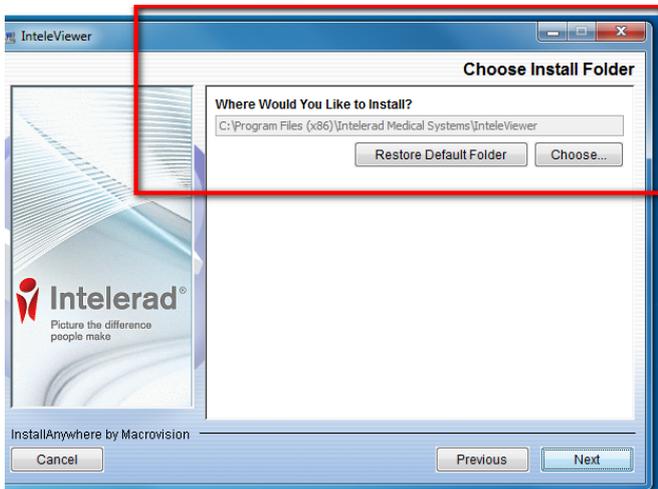
1. Ensure the account you are working under on the PC has Administrator rights
2. Copy the installer required onto your PC
3. Double click on the installer to Run it.



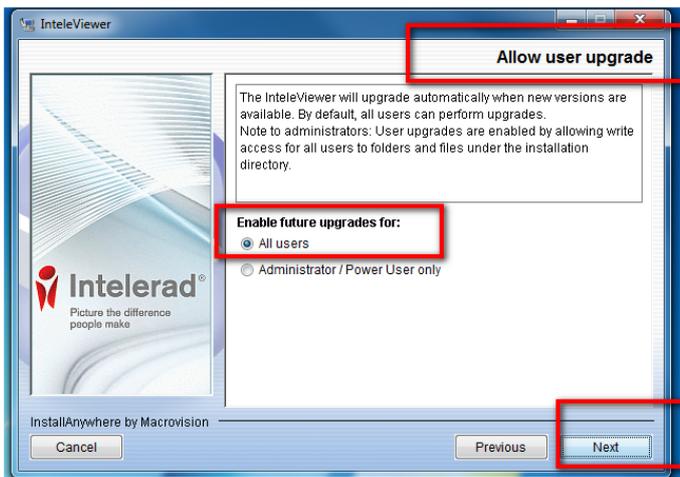
4. Accept the licence Agreements



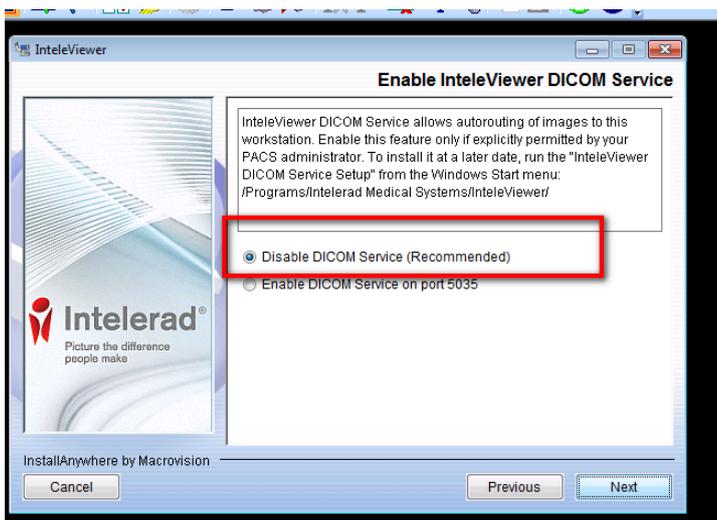
5. Leave the chosen folder for install as default



5. Leave the “allow user upgrade” option as “All users”



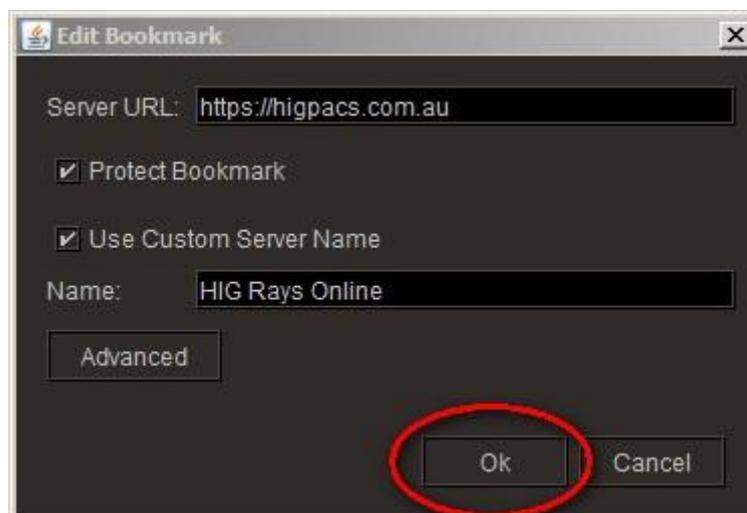
6. Select Disable DICOM Service



7. The install will complete and an icon will appear on the desktop:



8. Double click the icon to launch the IV. Click "Enter a new server" and enter the details as shown below. Press OK

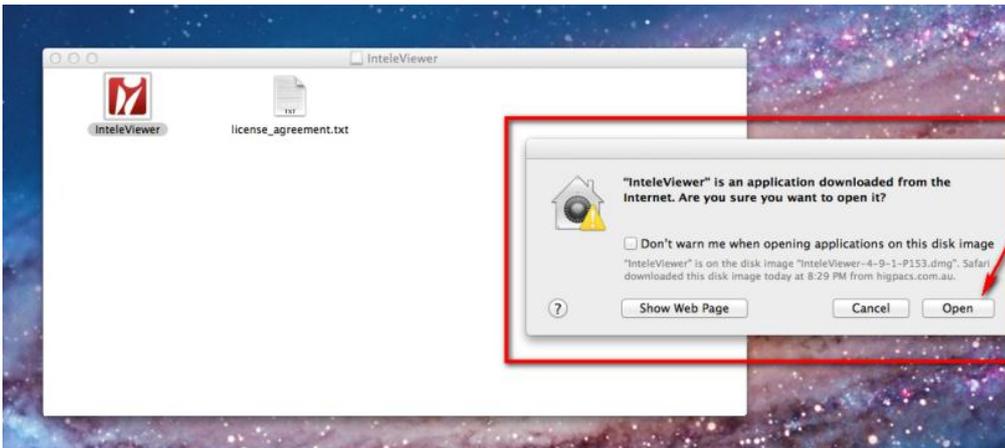


9. Test the application. Login using the referrer's username and password, NOTE: username must be in lower case.
10. In some cases, the first time you log in the may get an error. If so click "Close this session", then relaunch by double clicking the icon on the desktop and log in as usual.
11. Delete the installer from the PC desktop or file away on PC.

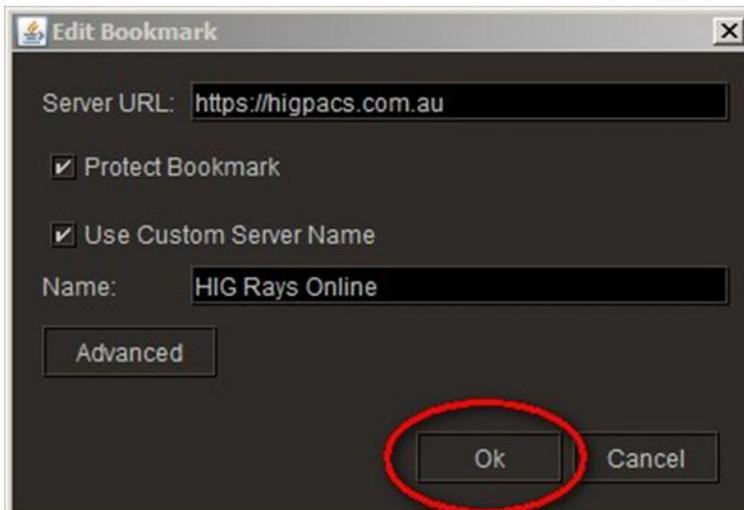
Please refer to the userguide names "Updating Rays Online Desktop Icon" to assist update the Icon on the desktop to reflect the HIG Logo

Installing on MAC

1. Ensure the account you are working under on the PC has Administrator rights
2. Copy the MAC Installer into the Applications Folder on your Mac
3. The below message may appear, this is because Mac OS X (10.8) only allows users to install from verified sources. Click OPEN to launch this application. You will only need to do this once per application on the first launch. Please refer to trouble shooting notes if the first message box that appears at this point is: "IntelViewer App" can't be opened because it is from an unidentified developer.



4. Once the application has launched you will need to Double Click on the new IntelViewer Icon and "enter a new server" please enter the details as shown below.



Troubleshooting

Java

Java is required for IntelViewer to run, when installing IntelViewer the application will prompt a Java update if the current version of Java on the PC is not compatible with the IntelViewer.

Troubleshooting Windows Security Restrictions

In IntelPACS 4.3.4 and earlier, you cannot launch IntelViewer from IntelConnect if you are using Internet Explorer 8 or higher. The Automatic Prompting for Active X Control setting, which is disabled by default, prevents a pop-up window from appearing every time an Active X application is detected. This pop-up window allows users to install the IntelViewer application on their computers. To resolve this issue, you must enable this setting to allow the user to install IntelViewer, and then disable the setting to maintain the user's browsing security.

To troubleshoot Windows security restrictions:

1. In Internet Explorer, click Tools, and then click Internet Options.
2. Click the Security tab.
3. Click the Internet zone.
4. Under Security level for this zone, click Custom Level.
5. Under ActiveX Controls and Plug-ins, under automatic prompting for ActiveX controls, click Enable.
6. Click OK.
7. Once IntelViewer is installed, disable the automatic prompting for ActiveX controls setting.

Turning off GateKeeper on MAC to Install IV

Go to Security & Privacy, select general, change allows application download to 'anywhere'

