



PI SOFTWARE UPGRADE INSTRUCTIONS

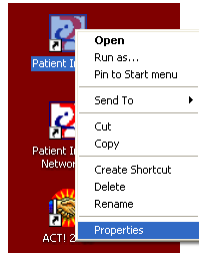
Preparation details:

- If you are a **single user**, you will load your upgrade on the main computer where Patient Inquiry was initially loaded.
- If you are in an office where you have a **network set-up** with Kiosk computers sharing the data, the upgrade should be performed on the main network computer where PI was loaded initially. It is NOT necessary to upgrade the kiosk computers.
- If you are in a practice utilizing a **Citrix (drop down) server**, the upgrade needs to be loaded on the main server and you may need to involve your IT / IS Representative to complete the upgrade.
- Before loading upgrade, it is recommended that you export your data to FOTO.
- Before loading upgrade, be sure that PI is closed by all users.

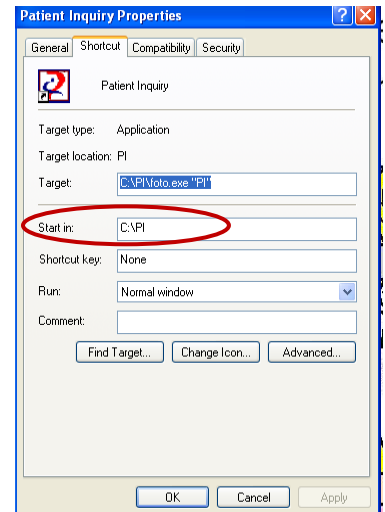
➤ Because the upgrade includes paper survey & data entry revisions, it is essential that you ENTER ALL EXISTING PAPER SURVEYS YOU MAY HAVE INTO THE SYSTEM BEFORE UPGRADING.

Loading Upgrade:

First, on your desktop, RIGHT click on the PI icon and select **Properties**.



In this properties screen, **write down the address that appears in the "Start in" field exactly as it appears**. You will need this software address later in the installation process.



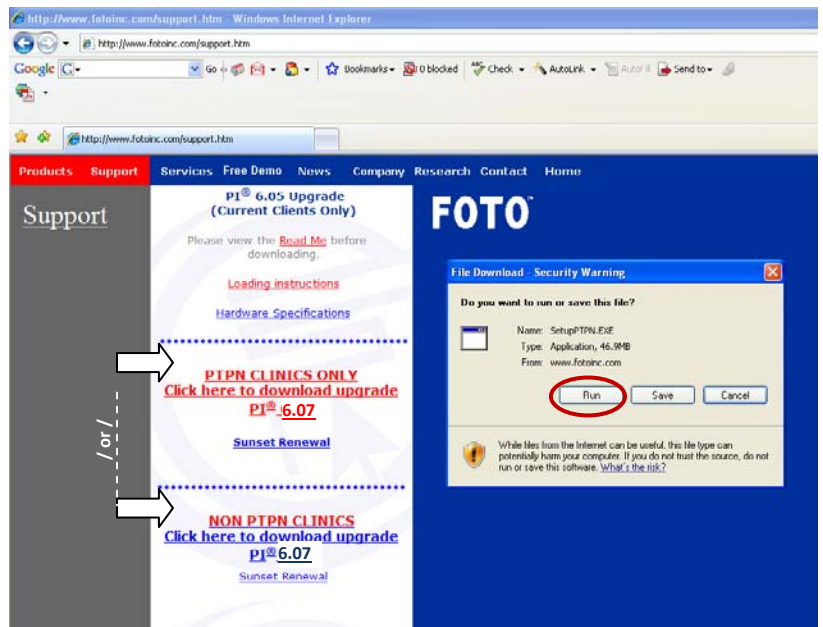
Access the website at www.fotoinc.com.

Under the **Support** page on the website, click on the link "Click here to download upgrade PI 6.07".

PTPN Clinics should select the upgrade in the PTPN Upgrade section.

Non-PTPN Clinics should select the upgrade in the Non-PTPN section.

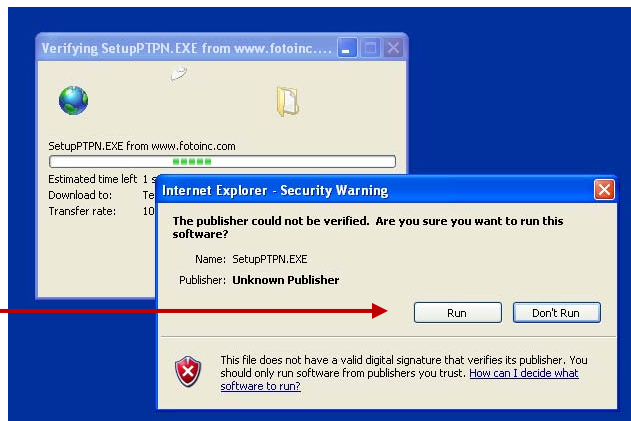
A screen will appear asking what you want to do with the file. Select **RUN**.



Your system will begin the set-up process.

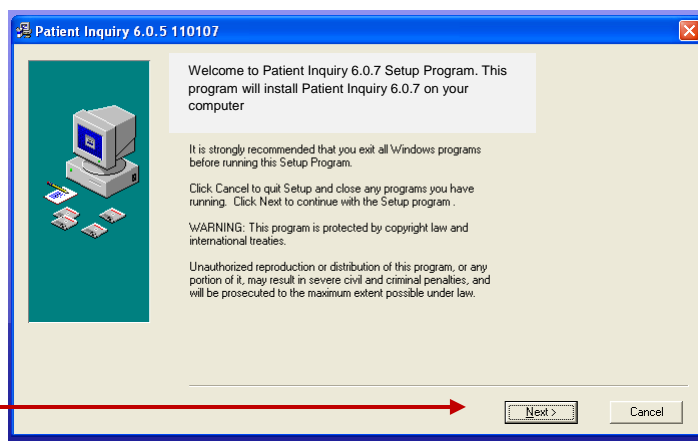
During this time, a screen may appear asking if you are sure you want to run this software.

Select **RUN**.



The main setup program screen will appear.

Select **NEXT**.

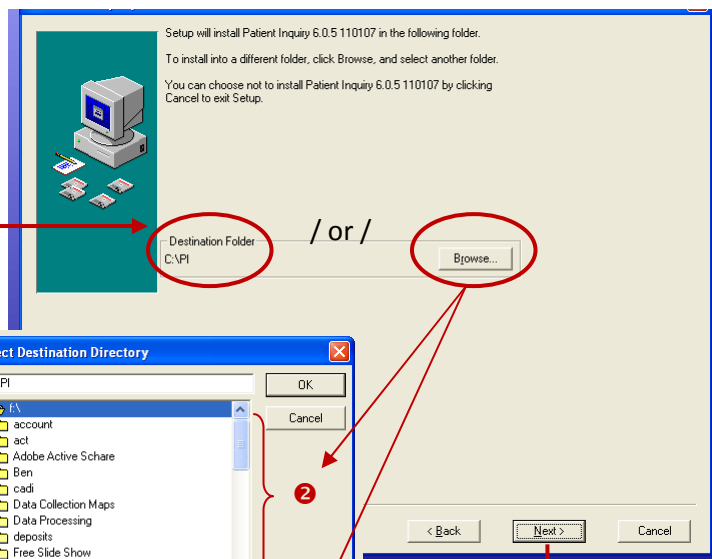


The Choose Destination screen will appear. This will default to C:\PI.

The Destination Folder needs to be the same as the "Start In" address that you wrote down in the first step.

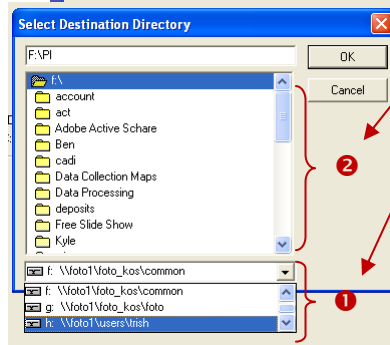
If the C:\PI matches the start in address, click next.

If the destination does not match your start in address, then you will need to select the Browse button.



You can then browse your system to:

- ❶ Select the drive, and then
- ❷ Select the folder that appeared in your start in address.



When you have matched the Start In location address in the Destination Folder, select **NEXT**.

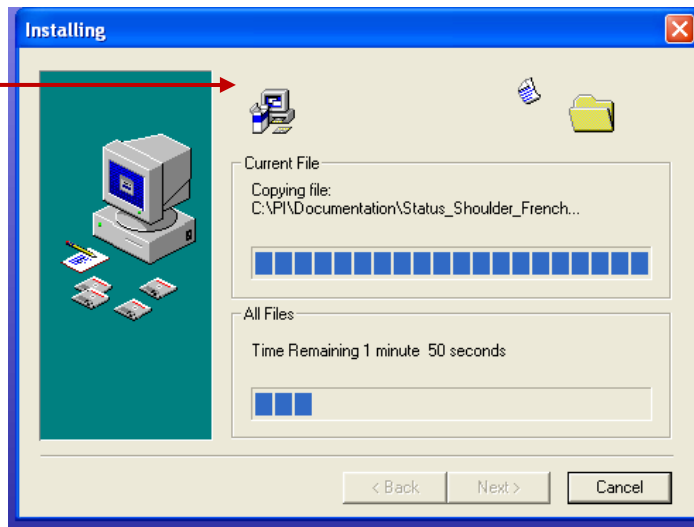
You are now ready to install the upgrade.

IMPORTANT:

During the next steps of the installation process, it is very important that **YOU DO NOT** cancel or “Control-Alt-Delete” to stop the installation process.

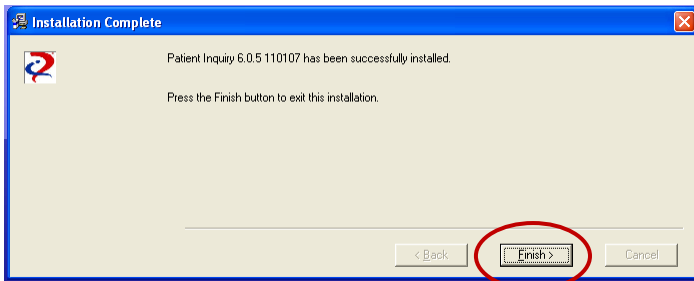
You will see an installation screen, showing that the files are being copied onto your destination drive.

Near completion of this process, you will see a prompt that says “Updating System Configuration, Please Wait ...”

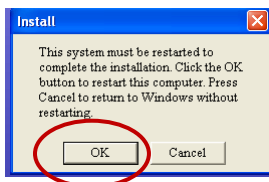


When the Configuration is complete, you will see a screen that states “Installation Complete”.

Click **FINISH**.



You may get a prompt to Restart Your Computer. If so, Click on **CANCEL or NO**, and then “Finish”.



This will take you back to your computer desktop.

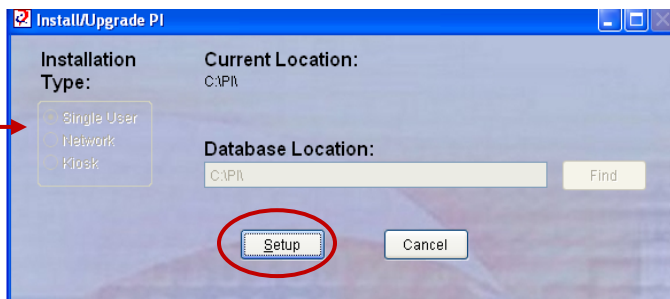
Double click on the PI Icon (as you would normally do to open the PI program).



Another “Set Up” screen will appear.

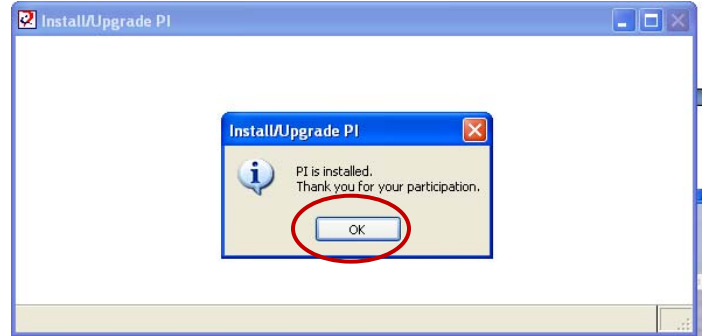
Click **Setup**.

The files will copy until setup is complete.



When finished, you will see a prompt that PI is installed. Click **OK**.

You are now ready to open and use the upgrade version of PI.



Caution:

If your practice is utilizing a network setup, it is not necessary to download the upgrade on each kiosk computer. However, the first time users log onto PI from a kiosk computer, you may receive a “version conflict” error message on the kiosk system. If this occurs, it will be necessary to follow the instructions prompted by the system to run the *fotoupdate.bat* file.

- ① The user should right click on the PI Icon on their desktop, select Properties, and write down the location address in the “Start in” field (first step of these download instructions).
- ② Then, click on the START button that appears in the bottom left hand corner of your desktop.
- ③ Select Run.
- ④ A screen will appear asking what you want to run. In this field you will type in the address that you wrote down when you performed step 1, and add \fotoupdate.bat.

For example, if the start in address was F:\PI, then you would type in the run screen:

F:\PI\fotoupdate.bat

- ⑤ When you have typed in the correct address, select OK.



If you experience difficulties or problems with his upgrade download, please contact us at:
800.482.3686