



HICAPS Connect Application Install Guide For Windows 7

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This document is intended as a guide to performing a successful installation of the **HICAPS Connect program** and should be used prior to referring to the *HICAPS Connect Port and Application Exception Guides*. The aim of this Guide is to assist with establishing successful communication between your computer and the HICAPS Connect application.

Important Notes:

To obtain **HICAPS Connect** you will need to contact your practice management system vendor to ensure you have the correct version of the software.

This Guide makes certain assumptions and may not directly relate to every possible configuration available. If you continue to have issues with installing the application installed you may need to approach an IT professional to assist with this process.

Checks:

Supported operating systems:

Microsoft © Windows XP Professional Service Pack 3

Microsoft © Windows Vista Ultimate Service Pack 2
Microsoft © Windows Vista Enterprise Service Pack 2
Microsoft © Windows Vista Business Service Pack 2

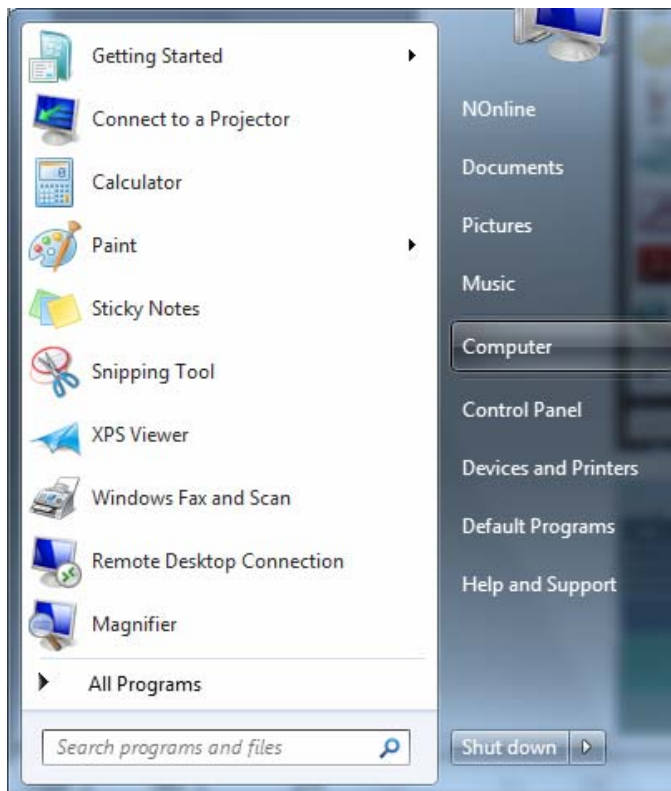
Microsoft © Windows 7 Professional
Microsoft © Windows 7 Enterprise
Microsoft © Windows 7 Ultimate

Microsoft © Windows Server 2003
Microsoft © Windows Server 2008 (Version R2 is not supported)

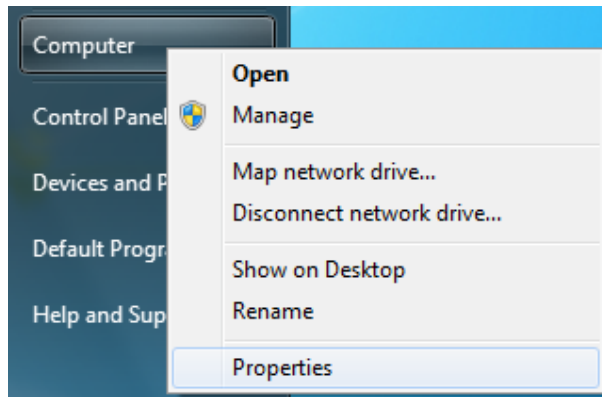
32-Bit and 64-Bit versions of these operating systems are supported

The above list details all the versions of Windows operating systems that are supported with the HICAPS Connect application.

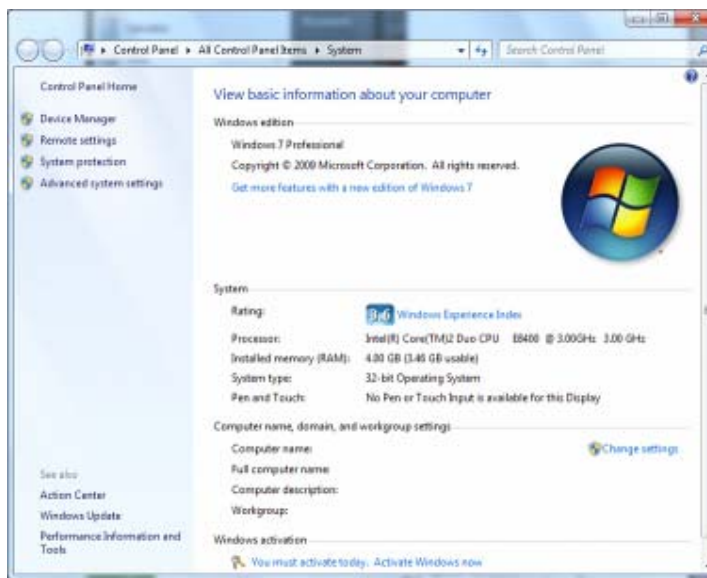
Please check the version of Windows 7 that you are running, by:



Step 1: Navigate to the start menu on your windows desktop and right click on “**Computer**”.



Step 2: Left click on “Properties” from the menu to open the system properties window



Step 3: Windows 7 will open to the system properties page. Under the “**Windows edition**” heading you will see the version of Windows 7 you are running

Check this information against the list of supported systems detailed at the start of this guide.

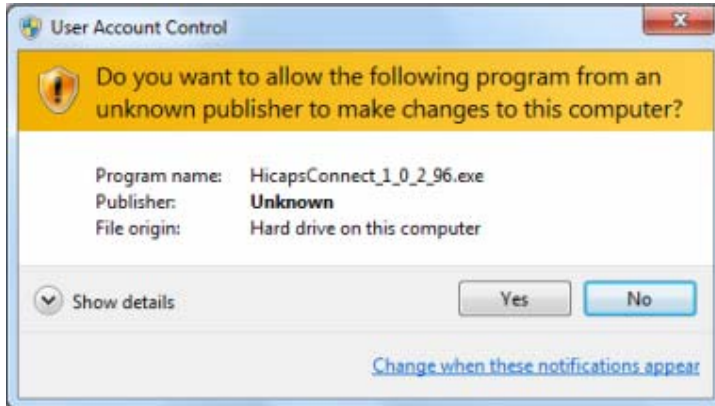
If this process confirms that you are running a supported version of Windows 7 then please continue with the **Install Guide**. Installing HICAPS Connect on a non-supported version is not recommended as unexpected errors may occur.

Click on the “x” in the top right to close this screen.

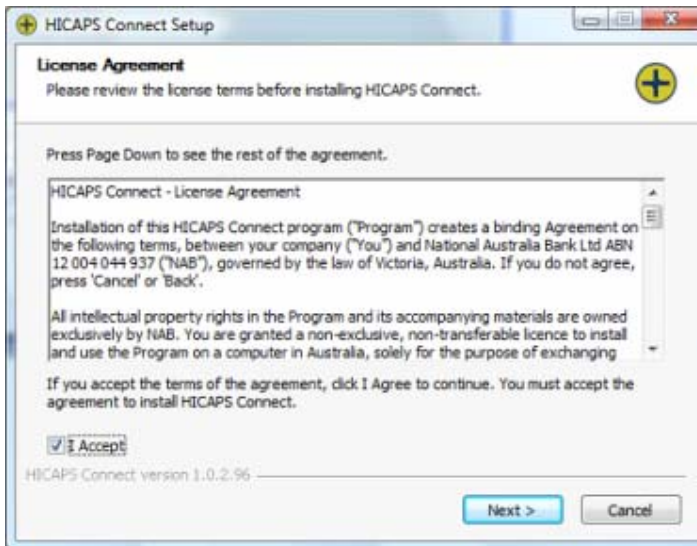
Install Guide:

Note: As part of the installation for HICAPS Connect, any existing versions of Hyperlane should be removed automatically during the process. The HICAPS Connect application may not function correctly if Hyperlane is still present on your system. If you encounter an issue please contact the HICAPS Helpdesk for assistance on 1300 650 852

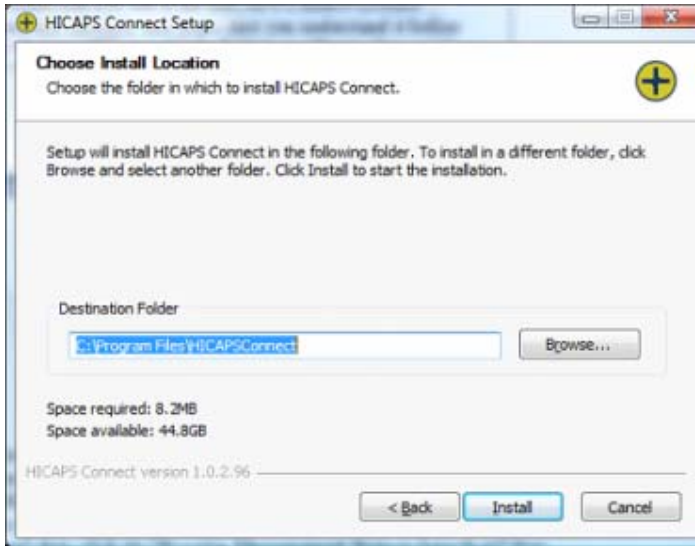
To begin the installation, locate the HICAPS Connect application install file which will be supplied with your chosen Practice Management System and double left click. The HICAPS Connect Installation Wizard should initialise.



Step 1: Windows 7 may ask again for permission to run the install for HICAPS Connect. Click on "**Allow**" to continue



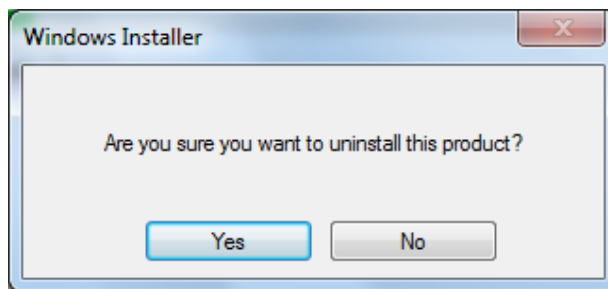
Step 2: On the next screen you will see the HICAPS Connect License Agreement. Please read this carefully. Only accept by placing a tick in the "**I Accept**" box once you understand and agree to the terms of the License Agreement. You should then left click on "**Next >**" to continue.



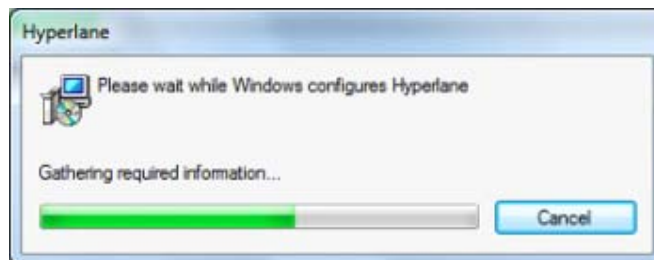
Step 3: The installation will ask for a destination folder. You may change this but it is recommended for the purposes of this Guide to keep it as the default specified.

Check – Ensure the space required is less than the space available. If you do not have enough capacity on your hard disk the installation will not be able to continue.

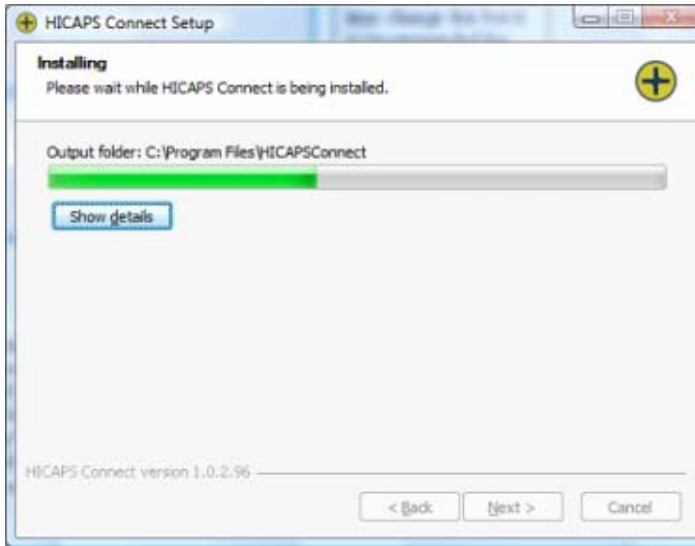
Left click on **“Install”** to proceed



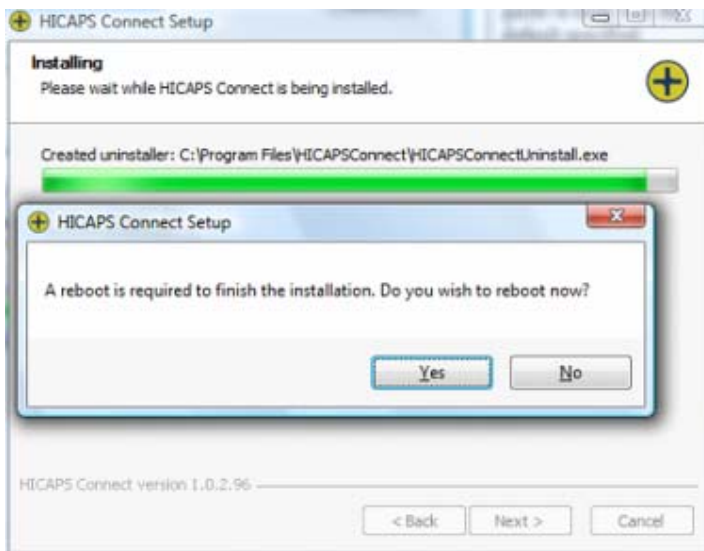
Step 4: If this screen appears, the install process has detected **Hyperlane** on your system and needs to uninstall it to continue. Click on **“Yes”** to continue. If you do not receive this window please proceed to **Step 6**



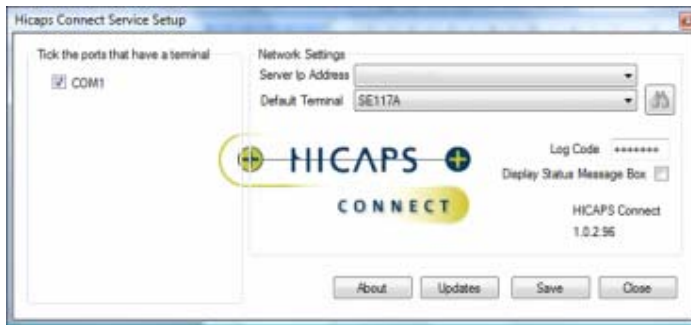
Step 5: The following message should appear as **Hyperlane** is removed from your system.



Step 6: HICAPS Connect is in the process of being installed on your system



Step 7: After the files have finished the installation, your system will require a reboot to finalise settings and prepare HICAPS Connect for first time use. Ensure you save any work you have open to prevent data loss before left clicking on "Yes" button to continue.



Step 8: Upon start up (after the reboot), the HICAPS Connect application should automatically start and display the **Service Setup** screen. You should also see a HICAPS Connect icon in the bottom right hand corner of your computer screen. The HICAPS Connect icon appears as a yellow/red circle with a plus symbol inside it.



This confirms that your installation of HICAPS Connect has been successful!

You should be able to proceed to the appropriate guide for adding application and port exceptions, which will enable your firewall to allow HICAPS Connect to communicate with your terminal. The application and *Port Exception Guides* can be found at www.hicaps.com.au and then by placing your mouse cursor over “**Practice Solutions**” then click on “**Practice Management System Interface**” then scroll to the bottom of the page, there is a link to the documentation.

If one of the above steps fails or the installation can not be completed successfully for any other reason, please contact your Practice Management System vendor or the HICAPS Connect Support Desk on 1300 650 852.