

# iOfficeHours for Medisoft and Lytec

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# READ AND FOLLOW ALL INSTRUCTIONS HERE TO PREVENT ISSUES WITH CONNECTING.

## System Requirements:

- 1) Medisoft v15SP2 and higher, Network Pro or Advanced, Office Hours or Office Hours Pro. **Net Pro requires Advantage 9.1 for V15 & V16 and Advantage 10.1 for V17.** Lytec **2010 or higher** (any version). **Will NOT work on Small Business Servers (SBS).**
- 2) A public static IP address or a public dynamic address and a dynamic DNS service subscription such as TZO, DynDNS, or NO-IP.
- 3) A **static IP address** on the PC/Server you will be installing the iOfficeHours server software on. Set it in TCP/IP setup for the NIC card or have your router issue an address based on you NIC's MAC address.
- 4) Port 8800 forwarded to the computer running Advantage Database Server and an iPhone, iPad, or iTouch. Disable your Windows Firewall, UAC (Vista & Windows 7) and disable antivirus scanning of c:\xmlite folder.
- 5) iOfficeHours will run on XP Pro, Vista Business, Windows 7 Pro, Server 2003, Server 2008, and Server 2008 (64 bit).
- 6) One Medidata folder that contains any number of practice folders. If you have practice folders in multiple locations this product will not work for you.
- 7) Must use login credentials, i.e., username and password, for each practice to be used with iOfficeHours. To avoid conflicts we suggest a different user name for iOfficeHours access.
- 8) Known issues with Norton Internet Security 2010 & 2011, Norton 360, McAfee Internet Security & McAfee Total Protection.

## Installation Instructions:

**NOTE:** If the computer running Advantage Database Server is also running IIS for ANY reason, especially an Exchange Server or server hosting web pages, **PLEASE NOTE** the additional steps under **IMPORTANT NOTE** below as to not break anything! This is a VERY important note!

# EXTREMELY IMPORTANT!

**Net Pro users check your version of Advantage Database Server.**

Run the Advantage Configuration Utility, then click on the Installation Info tab. If the ADS revision is 9.0.x.x, then you will need to update advantage to 9.1. **If it says 10.0.x.x, then you **MUST** upgrade to Advantage 10.1.** Click [here](#) to download the latest 9.1 kit; [here](#) for the latest 10.1 kit. All users will need to be out of Medisoft/Office Hours to apply the update and remember to click Yes to using the same serial number. Install only the 32-bit version for Windows.

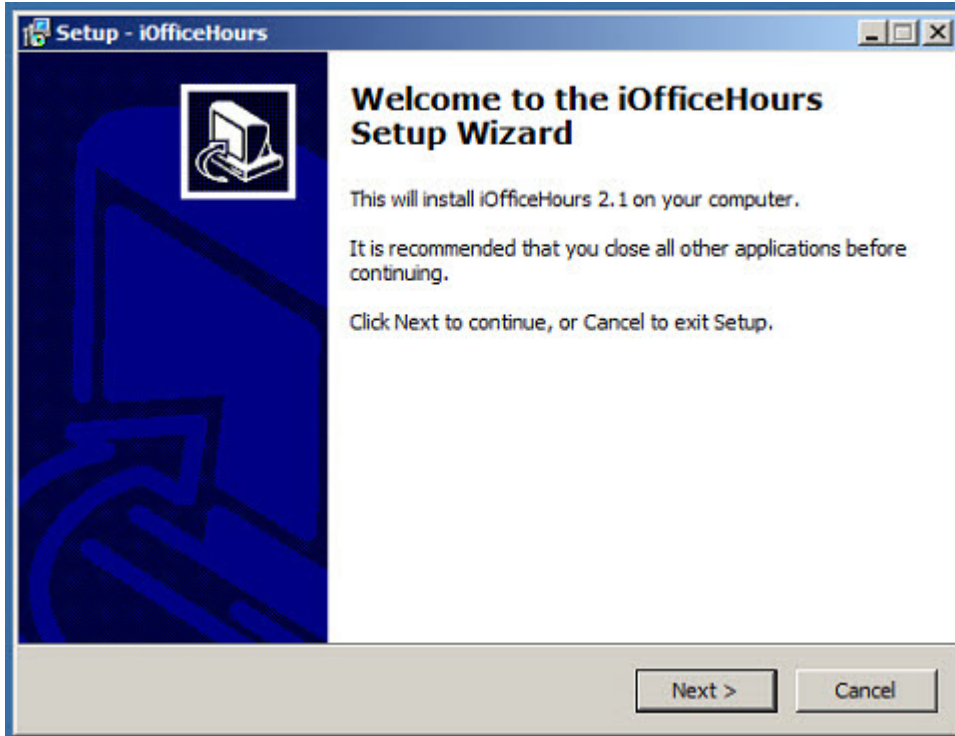
**Warning: Installing 64-bit Advantage Database Server will corrupt your database!**

## iOfficeHours for Medisoft and Lytec

### Installing iOfficeHours server

Download the latest build from [www.iOfficeHours.com](http://www.iOfficeHours.com). There is one installer for Medisoft and Lytec.

**IMPORTANT:** If you are installing an [update](#), uninstall the current version first and delete the C:\xmlite folder before installing the new version. Unzip and run the iOfficeHours installer.

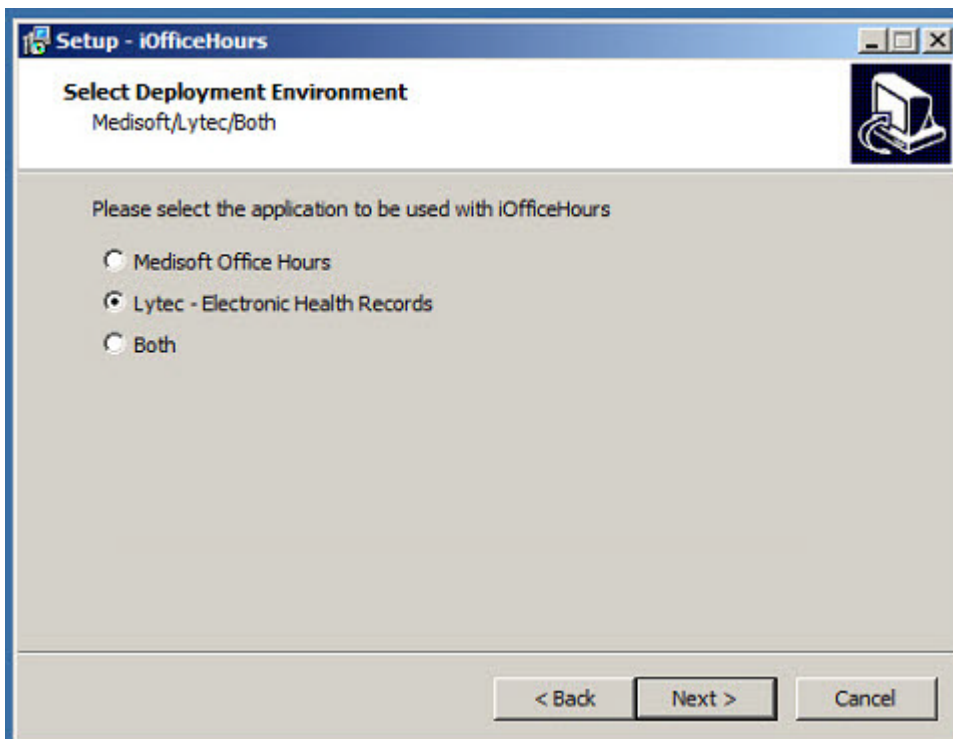


Start by clicking **Next**

## iOfficeHours for Medisoft and Lytec

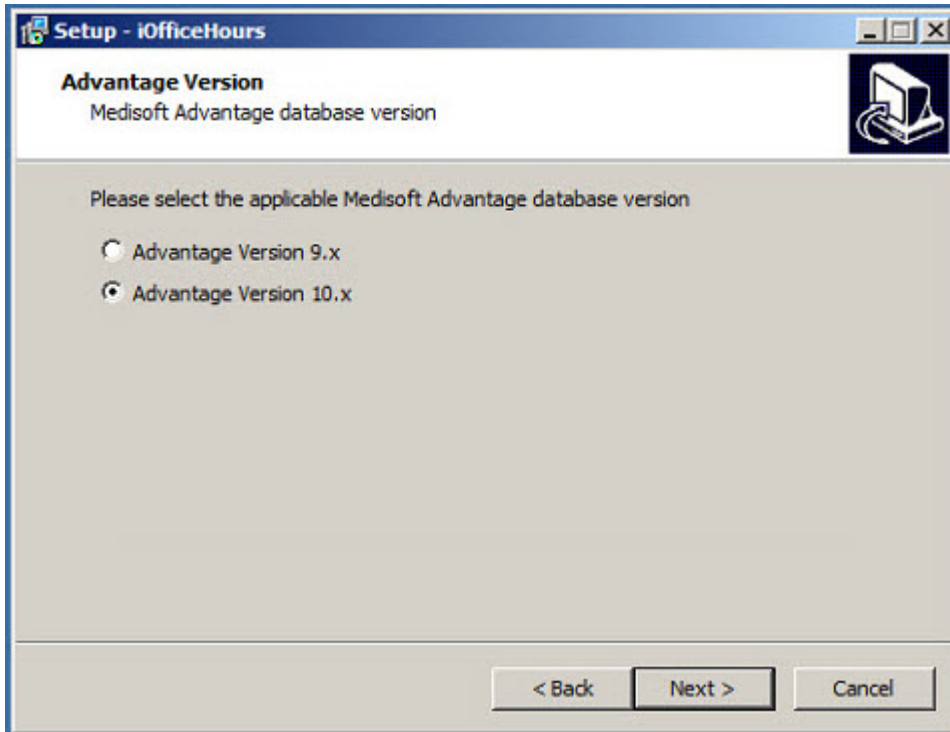


Click I accept the agreement, then click **Next** again.

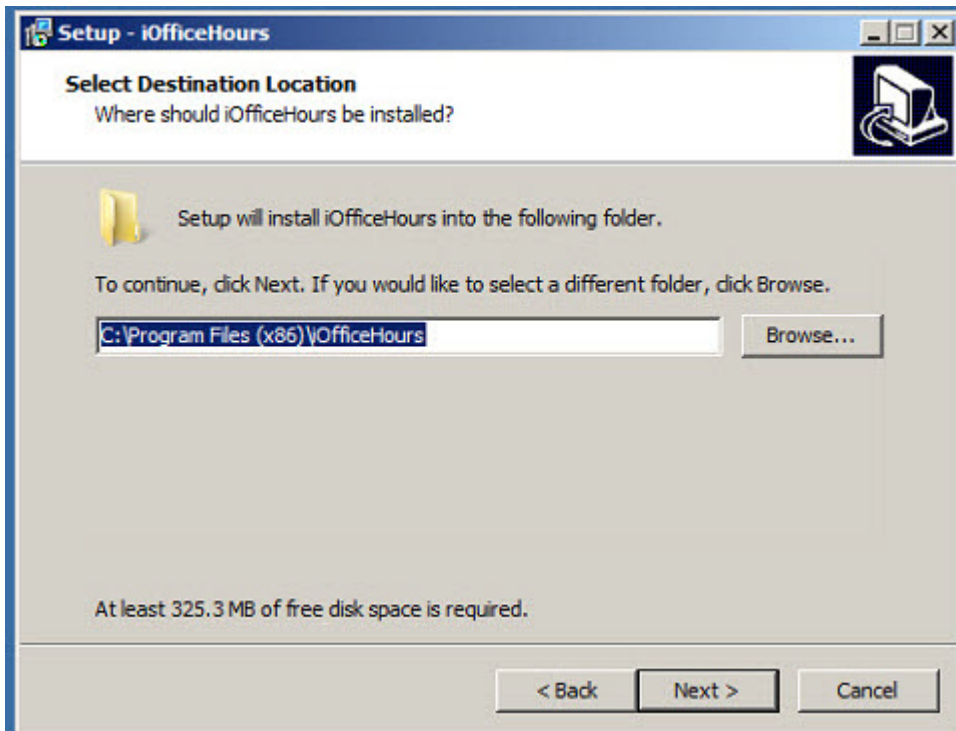


Select what you have installed on your server, Medisoft Office Hours (includes Professional), Lytec , or Both, then click **Next**. If Installing for Medisoft, then you will see

## iOfficeHours for Medisoft and Lytec

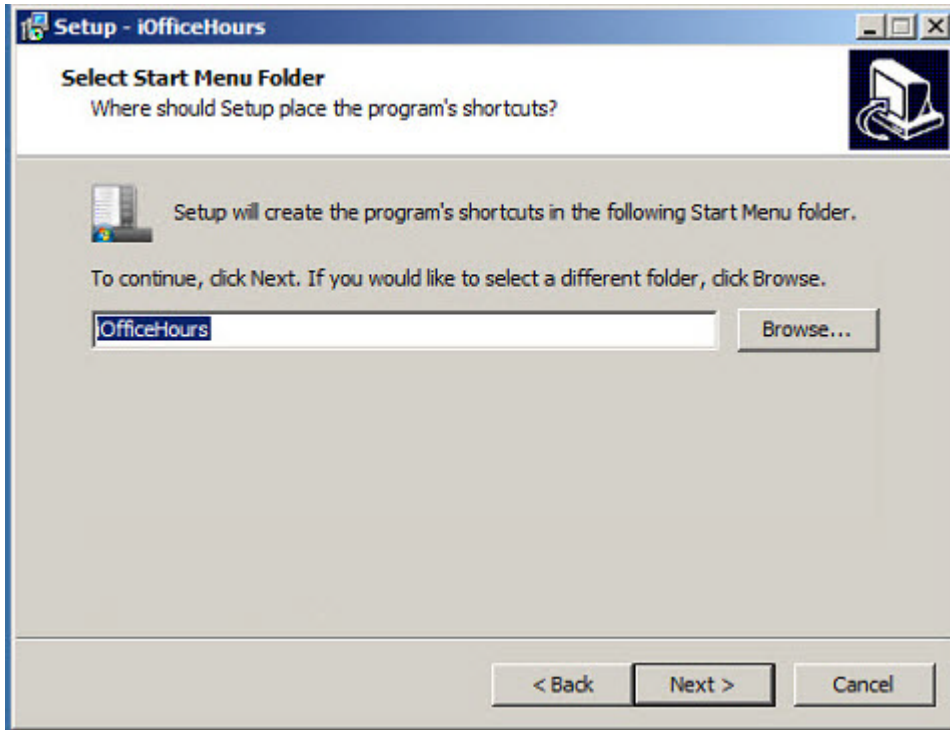


The correct version should already be checked, but if not, click Advantage 9.x for V15/V16 and Advantage 10.x for V1. Click **Next**.

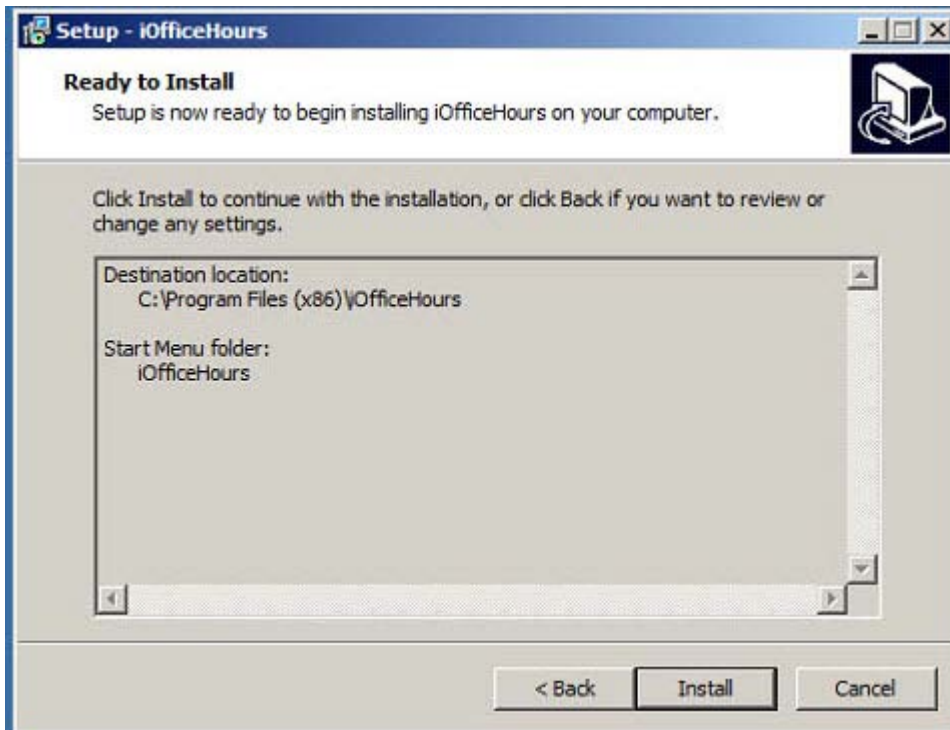


Click **Next** again.

## iOfficeHours for Medisoft and Lytec

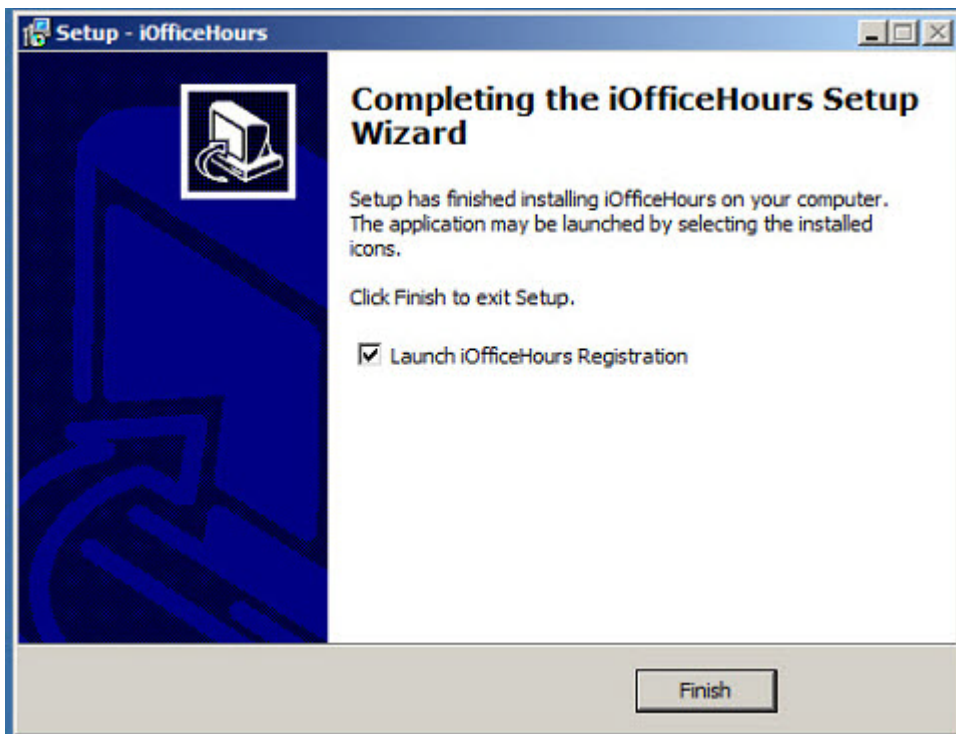
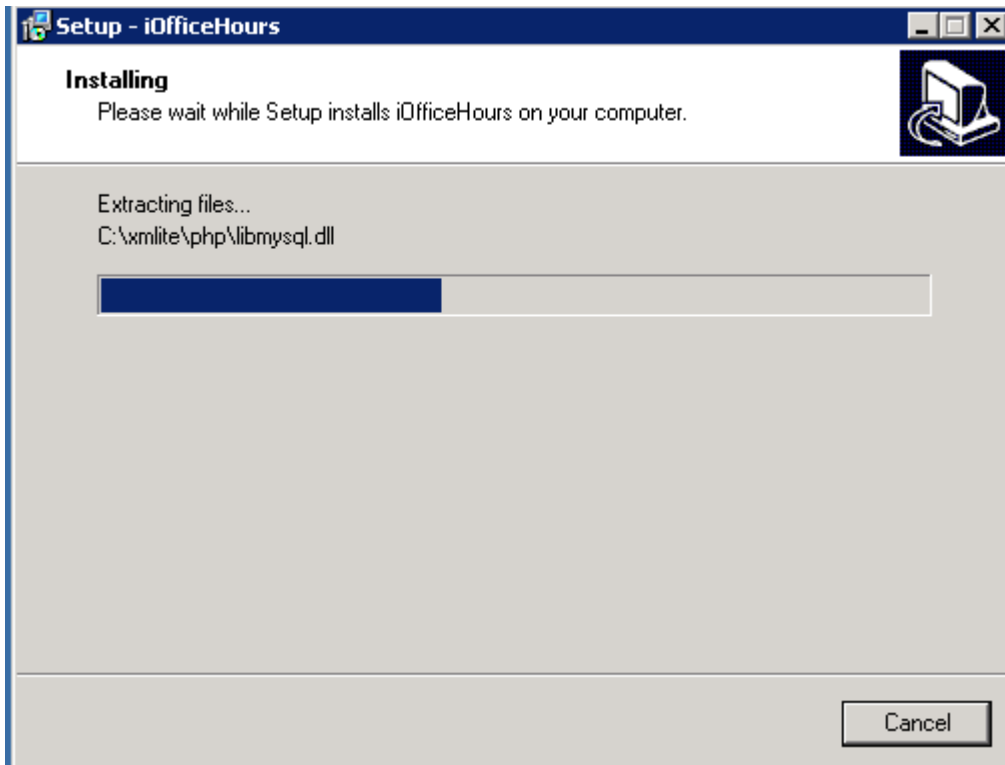


Click **Next**.



click **Install** to start the installation process.

## iOfficeHours for Medisoft and Lytec



If you have your activation code, then uncheck the box. Click finish and the server side is installed.

## iOfficeHours for Medisoft and Lytec

### iPhone/Droid Access IP Address

If did not sign up for a static IP address with your ISP, i.e. you have a **dynamic public IP**, you will need to select a service, either [www.no-ip.com](http://www.no-ip.com), [www.tzo.com](http://www.tzo.com) or [www.dyndns.org](http://www.dyndns.org) (some are free others may require a small annual fee) to give you a address to setup for access via your iPhone. Whichever service you chose, an update application will be installed on the PC you set up the server on to keep their address current with your latest dynamic IP Address. Additional ports on your router/firewall may need to be opened for the update application.

If you have a static IP address, less work for you.

### Router/Firewall setup

Port forward 8800 (TCP) from your router to your Advantage Database Server computer (where Medidata is stored or SQL for Lytec is running) which should have a private static IP address. NOTE: if there are multiple Medidata folders, this app will NOT work for you! You can have multiple datasets but **only one Medidata folder**.

## iOfficeHours for Medisoft and Lytec

### Special setup for IIS Services on Server 2003

**\*\*\*\*IMPORTANT NOTE:** If you are running any IIS service on Server 2003 then you MUST download Support Tools from <http://www.microsoft.com/downloads/details.aspx?FamilyID=96a35011-fd83-419d-939b-9a772ea2df90&displaylang=en> or install from the Server 2003 CD -> Support -> tools. We also have it available to download from our website, just unzip the file and run the MSI. Click on start->run and type CMD and hit enter. At the command prompt type the following and replace the IP address you that server where appropriate:

**httpcfg set iplisten -i 192.168.1.5.**

If all goes well you should see **HttpSetServiceConfiguration completed with 0.**

Use the following command to list the IP Address: **httpcfg query iplisten.**

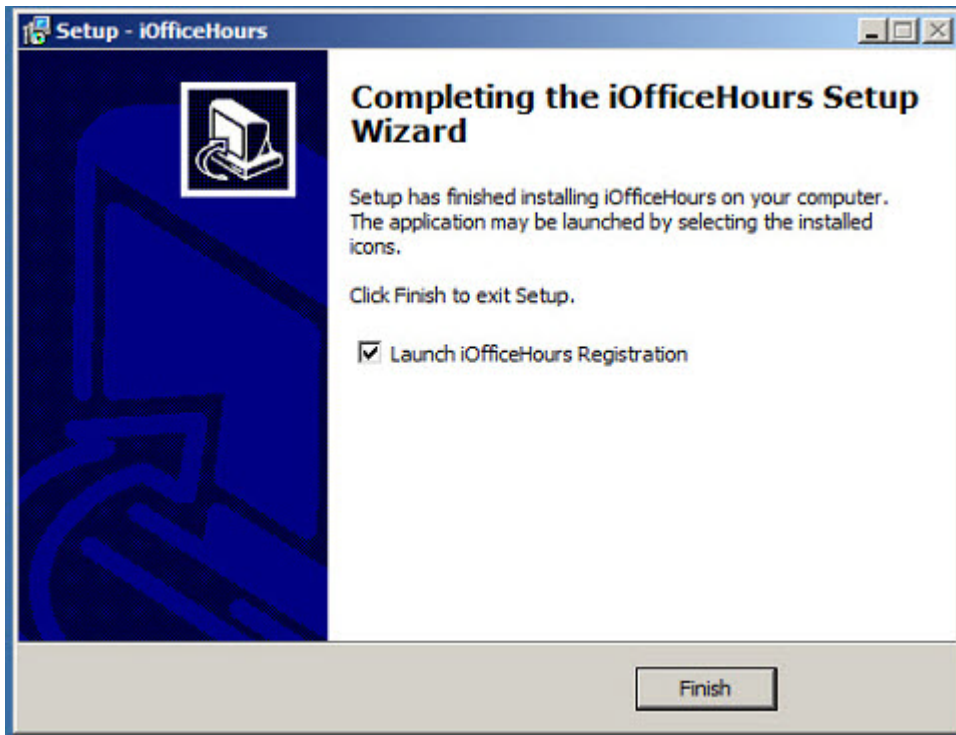
You should see **IP: 192.168.1.5 (whatever your server IP is).**

Stop the HTTP service and its dependent services: **net stop http /y.**

Start the HTTP service and its dependent services: **net start w3svc.**

## iOfficeHours for Medisoft and Lytec

### Registration Instructions

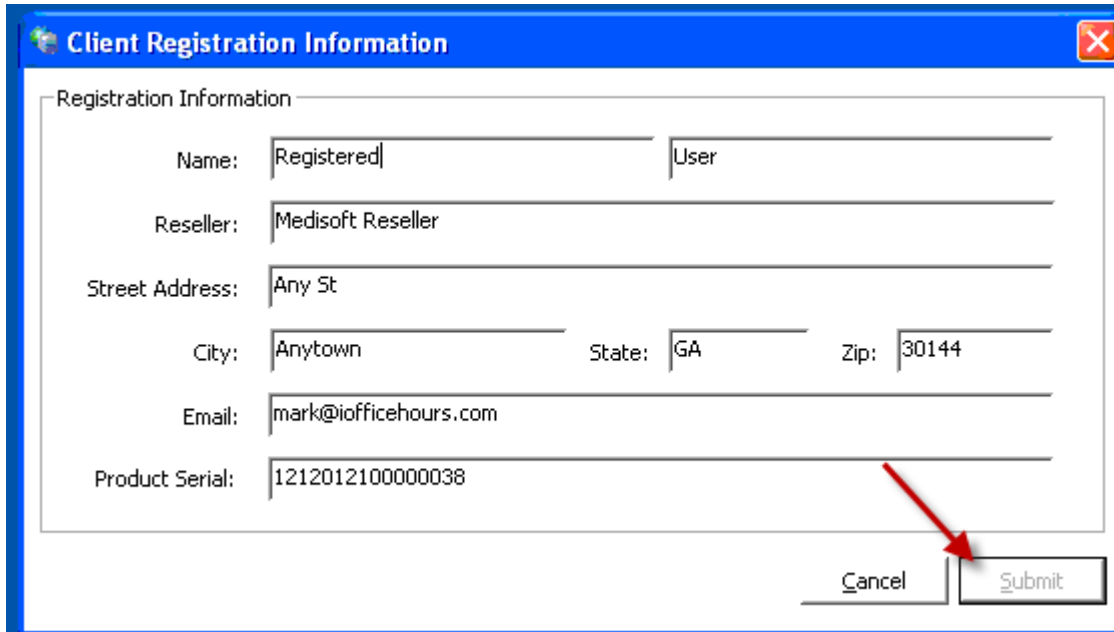


After installation, Product Registration will start, or you can click on the icon to start. You only have to register once to get an Activation Code. If you already have your code, proceed to Activate for [Medisoft](#) or [Lytec](#).



Enter the practice information with Serial number and it will submit the data to our server and email you back the activation code. If you would like to register the data online instead of on that computer you can go to [www.wehaveappsforthat.com/activate](http://www.wehaveappsforthat.com/activate) and you will also need to put in the EXACT practice name as it is registered with Medisoft or it will not work. If you register with the Client Registration tool on the server, it will pull the registered practice name from Medisoft and marry it to this key.

## iOfficeHours for Medisoft and Lytec



The image shows a Windows-style dialog box titled "Client Registration Information". It contains several text input fields for registration details. A red arrow points to the "Submit" button.

Field	Value
Name:	Registered   User
Reseller:	Medisoft Reseller
Street Address:	Any St
City:	Anytown
State:	GA
Zip:	30144
Email:	mark@iofficehours.com
Product Serial:	1212012100000038

Buttons:

Once you receive your activation key you can enter it by clicking the icon

# iOfficeHours for Medisoft and Lytec

## Activation Medisoft



The "Product Activation" dialog box contains the following fields and controls:

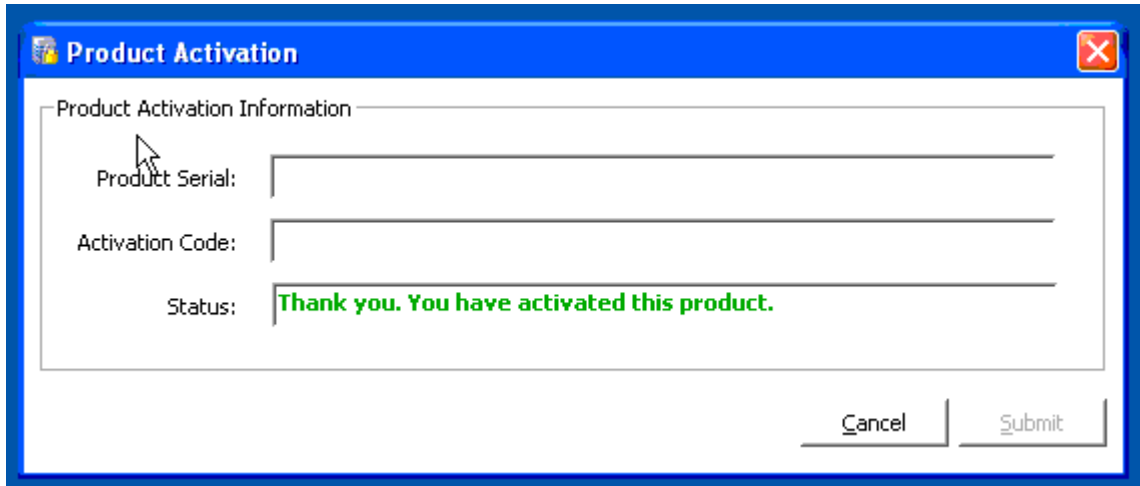
- Product Serial:** 121201210000038
- Activation Code:** 47ECA85BB32E522
- Medisoft/Lytec:** Radio buttons for Medisoft (selected), Lytec, and Both.
- Lytec section:** Fields for Lytec SQL Instance, User ID, and Password.
- Status:** Product has not been activated.
- Buttons:** Cancel and Activate.

Put in your serial number and activation code and click Submit



If you double click on Product Activation again you should see success:

## iOfficeHours for Medisoft and Lytec



The image shows a 'Product Activation' dialog box with a blue title bar. The title bar contains a yellow warning icon, the text 'Product Activation', and a red close button. The main area is titled 'Product Activation Information' and contains three input fields: 'Product Serial:', 'Activation Code:', and 'Status:'. The 'Status:' field contains the text 'Thank you. You have activated this product.' in green. At the bottom right, there are two buttons: 'Cancel' and 'Submit'.

**Product Activation**

Product Activation Information

Product Serial:

Activation Code:

Status: **Thank you. You have activated this product.**

# iOfficeHours for Medisoft and Lytec

## Activation Lytec

A screenshot of the "Product Activation" dialog box. It has a title bar with "Product Activation" and a close button. The main area is titled "Product Activation Information" and contains several input fields: "Product Serial:" (a long text box), "Activation Code:" (a long text box), and "Medisoft/Lytec:" with three radio buttons labeled "Medisoft", "Lytec", and "Both". Below these is a sub-section titled "Lytec" containing three more text boxes: "Lytec SQL Instance:", "User ID:", and "Password:". At the bottom left, there is a "Status:" label followed by a text box containing the red text "Product has not been activated.". At the bottom right, there are two buttons: "Cancel" and "Activate".

Enter the 14 digit Product serial number , and the activation code. Click Lytec or Both. The Lytec SQL Instance should auto populate and you will need to enter your SA username in User ID and the SA Password in the password field then click Activate.



If everything was entered correctly you will get a popup stating product is unlocked.

# iOfficeHours for Medisoft and Lytec

## Downloading App for Phone

The phone app is free on either platform.

### Apple iPhone/iPad/iTouch

1. Open the app store for the phone vendor.
2. Click Search and enter ioffice.
3. Load "ioffice hours" for Medisoft or "iofficehours Lytec" for Lytec

### Droid

1. Open either Google Market or Google Play
2. Click search and enter iofficehours
3. Load "iofficehours 4 Medisoft" for Medisoft or "iofficehours 4 Lytec" for Lytec



iPhone, iPad, iTouch after install example

## Setting up the server on the phone

**This will NOT eat up an Advantage or SQL license BUT you cannot be logged in to Medisoft or Office Hours with the same user account you are using with iOfficeHours!**

The look of Droid screens is slightly different than for iPhone/iPad/iTouch and examples can be found [here](#).

Starting the app you will be taken to the Practice list screen where if this is the first time you are using the phone app, the demo practices will be defined. You must be on an external network for your office server

settings to work and cannot be connected to your office Wireless  Check the top of the display.

Click Reset Server to begin setup.



## Medical Group (Tutorial Data)

## iOfficeHours for Medisoft and Lytec

Click on Actual



### Server Setting Screen

Enter in the server website address.



If you will be changing the server, clear the contents of the URL box, then enter the correct information as specified below. If you do not want to change click cancel.

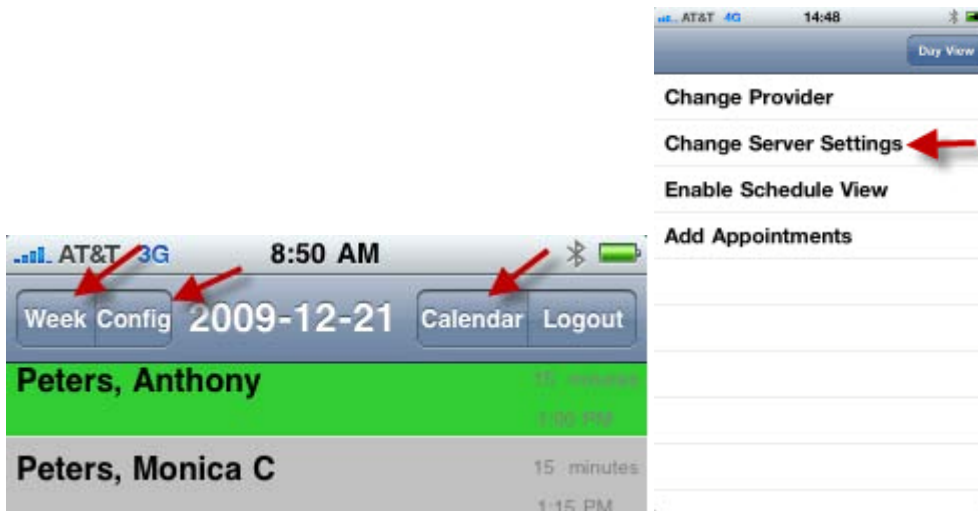
For Medisoft, then type using the format <http://173.15.210.246:8800> or using DNS <http://practicename.dyndns.org:8800> or <http://remote.drjones.com:8800> then Click Save to be taken back to Practice list screen.

**For Lytec** you must add /lytec to the end so it is <http://173.15.210.246:8800/lytec> or <http://practicename.dyndns.org:8800/lytec> or <http://remote.drjones.com:8800/lytec> click save to return to Practice List screen.

**If you only have one server, then this only needs to be done on the initial setup.**

## iOfficeHours for Medisoft and Lytec

If you are logged into a practice and want to change Server, then click Config, then Change Server Settings.



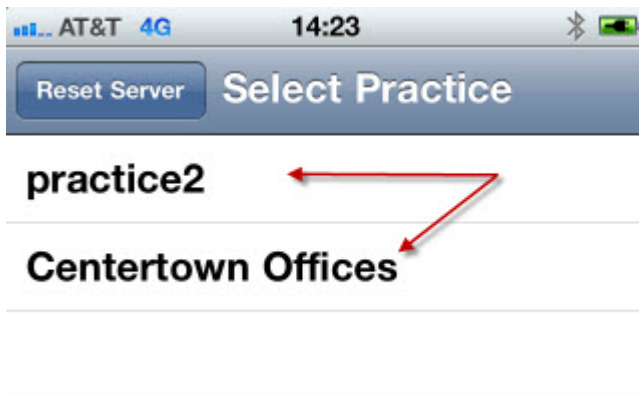
Follow the configuration for initial setup. Click [here](#).

### Using the Phone

**NOTES:** Do NOT email any sensitive information to patients as email is clear text and it violates HIPAA. If you are going to save your password to access iOfficeHours then you MUST have a password on your iPhone to maintain HIPAA compliancy. Finally, the Reset Server will put the iPhone settings back to the demo server settings.

### Practice Selection Screen

Start the app and select a practice to login.



## iOfficeHours for Medisoft and Lytec

### Login Screen

If this is a different practice that you used last time or you just changed practices, clear the login information.



Then enter the username and password for the practice. This should be an account that was set up for ioffice hours use because you can't be logged into Medisoft/Lytec at the same time you want to use iofficehours. If you want to save you login, then slide the button to right so that save is ON.

### Provider Selection Screen



Then select the provider to get to today's appointments.

# iOfficeHours for Medisoft and Lytec

## Appointment Day View

Week Config	2012-04-05	Calendar	Logout
<b>Brimley, Elmo</b>	15 minutes	8:00	
<b>Brimley, Susan</b>	15 minutes	8:15	
<b>Brimley, Jay</b>	15 minutes	8:30	
<b>Open</b>	30 minutes	8:45	
<b>Again, Dwight</b>	15 minutes	9:00	
<b>Shepherd, Jarem</b>	15 minutes	9:30	
<b>Open</b>	15 minutes	9:45	
<b>Catera, Sammy</b>	15 minutes	10:00	
<b>Austin, Andrew</b>	15 minutes		

Click on the patient to review their information or call/email them from there. You can click on [Week](#) to view the number of visits each day for that week. The Calendar button brings down the scroll to change the date. Config will allow you to change providers, change your server settings, or enable schedule view.

## Patient Appointment

When you click on a name, their appointment data will be displayed. Scroll to see all the information.

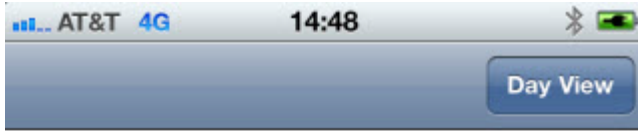
# iOfficeHours for Medisoft and Lytec

2012-04-06 Brimley, Susan	
Start Time	8:15
Duration	15
Date	2012-04-06
Provider	JM-(Mallard, J.D.)
Chart Number	BRISU000
Phone	(222)342-3444
Resource	
Procedure Code	
Cell Phone	

2012-04-06 Brimley, Susan	
Elig. Status	-3
Case Number	7
Note	
Status	
Date Modified	2007-03-08 21:18:28...
Reason Code	
Check in Time	
Seen Time	
Check out Time	
Need Referral	0

# iOfficeHours for Medisoft and Lytec

## Config Screen



**Change Provider**

---

**Change Server Settings**

---

**Enable Schedule View**

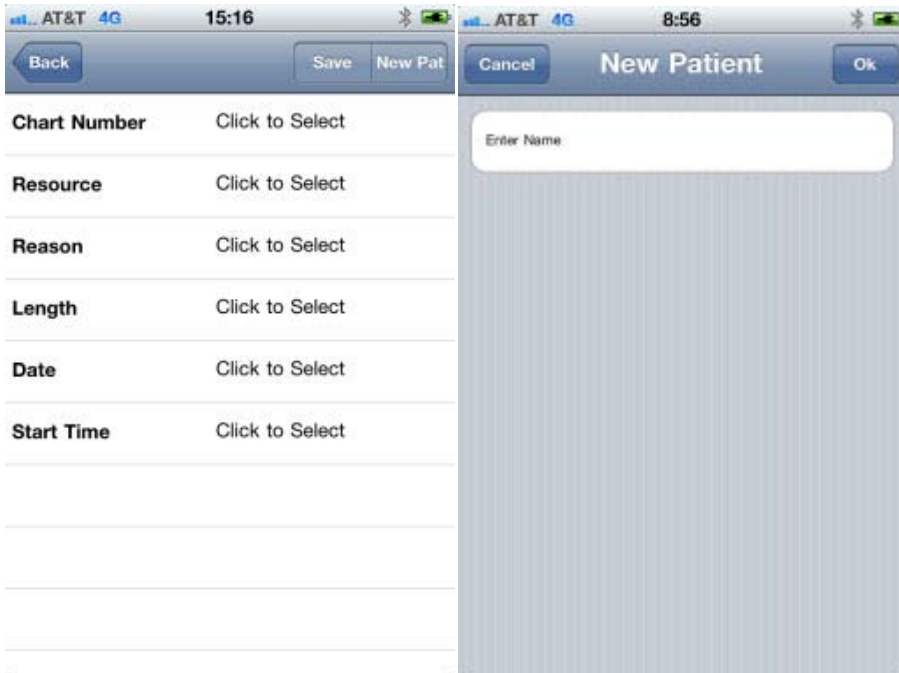
---

**Add Appointments**

---

Change Provider will take to the [Provider Selection Screen](#). Enabling Schedule View allows you to see where the breaks are in their schedule instead of just listing appointments. Change Server take you the [Server Settings](#) screen. Add Appointments will take you to a screen to add an appointment screen.

## Add Appointment Screen



Add an appointment click on each to select. Chart Number, Length, Date, Start Time are required, resource and reason are optional. If there are more items then will fit on page the screen, scroll screen. If the patient does not have a chart number, click New Pat to add their name.

## iOfficeHours for Medisoft and Lytec

Chart Number	Resource	Reason
Again, Dwight	EXAM1-Exam Room 1	NEW-New Patient
Austin, Andrew	EXAM2-Exam Room 2	CHECKUP-Routine Check Up
Bordon, John	EXAM3-Exam Room 3	EXISTING-Existing Patient
Brimley, Jay	THERPY-Therapy Room	MEDICARE-Medicare Patients
Brimley, Susan	LUNCH-Lunch Room	URGENT-Urgent Visit
Brimley, Elmo		FOLLOWUP-Follow Up Visit
Catera, Sammy		
Clinger, Wallace		
Don, John		

### Length

- 5
- 15
- 30
- 45
- 60

### Appointment Date

February	3	2010
March	4	2011
April	5	2012
May	6	2013
June	7	2014

### Appointment Start Time

13	05
14	10
15	15
16	20
17	25

Click Done on each window then Save on the Add Appointment screen to enter in the appointment into Medisoft.

## iOfficeHours for Medisoft and Lytec

# iOfficeHours for Medisoft and Lytec

## Week View

Use this view to select a different day.



## Calendar Screen

Use this screen to change to a different day. If the day is on a different week, the week view will change.



## iOfficeHours for Medisoft and Lytec

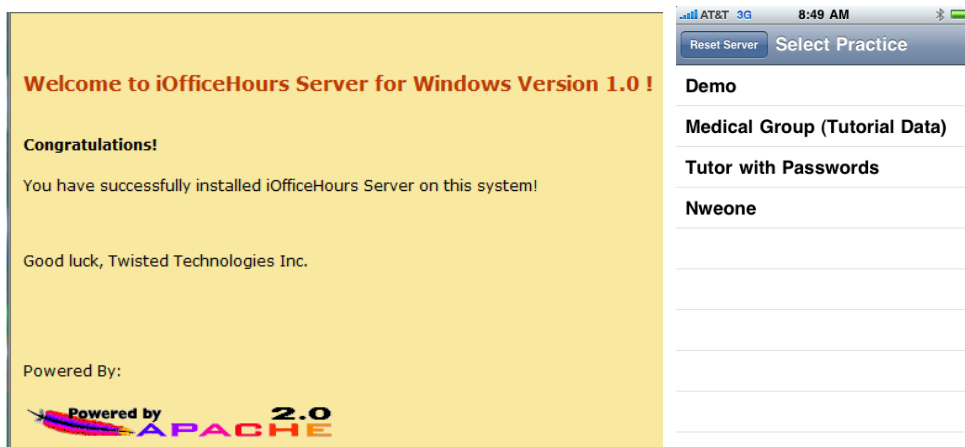
### Troubleshooting:

\* Make sure you are using ADS 10.1 for Medisoft Net Pro. If you missed this step, you MUST reinstall iOH AFTER you install ADS 10.1 again. THIS IS THE #1 reason for the app not working.

\* Make sure the server side program is Registered AND Activation or it will not work! That is the number two reason for it not working.

\* Make sure you have the correct phone app loaded on your phone, [Medisoft or Lytec](#).

\* From OUTSIDE of the network open a web browser and go to the IP:8800 or FQDN:8800 that you put in your iPhone such as format <http://173.15.210.246:8800> or using DNS <http://practicename.dyndns.org:8800> or <http://remote.drjones.com:8800> (add /lytec for lytec) and if the server was setup properly you should get:



\* If you get the above in your web browser then you should get your dataset list when you click on the app on your iPhone such as below. If you do not then you check your server setting on your iPhone as there is likely a typo. You will need to Reset Server to the demo server to make that change.

### Submitting a support ticket

We will need the following information from you to provide support.

- Version of Lytec or Medisoft with service pack number.
- Advance or Net Pro; include number of advantage users for Net Pro
- Antivirus/Internet Security/Malware solutions running on PC
- Windows version including service packs
- iPhone and/or Droid
- Include access.log and error.log from C:\xmlite\apache\logs
- Medisoft users also include any logs in C:\xmlite\htdocs\logs
- Lytec users also include logs in c:\xmlite\htdocs\lytec\logs
- Public static IP address or DNS name
- A username and password to one dataset for our testing
- Problem statement.

## iOfficeHours for Medisoft and Lytec

### Before Installing a new version

Deinstall iOfficeHours server from Add/Remove Programs and delete folder C:\xmlite before installing the new version. You will need to have your registration serial number and activation code to complete. Click on the desktop icon, iOfficeHours Activation to enter your information.

### Upgrading Medisoft

If you are upgrading Medisoft, please recheck that the correct version of Advantage PHP driver is installed on the server. If an update to the driver is needed, Uninstall the current driver before installing the new Advantage PHP driver. Click [here](#) to go to the Advantage PHP installation instructions.