

T H O M S O N R E U T E R S

***mobile*Micromedex<sup>®</sup>**

STEP-BY-STEP INSTRUCTIONS

JUNE 2010

HEALTHCARE



THOMSON REUTERS

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# TABLE OF CONTENTS

Overview of the <i>mobile</i> Micromedex.....	i
System Requirements .....	i
<b>Contact The Healthcare Business of Thomson Reuters .....</b>	<b>ii</b>
<b>Conventions Used in This Manual.....</b>	<b>iii</b>
Implementation Requirements.....	iii
<b>Overview of the registration and download .....</b>	<b>1</b>
<b>Step 1: Getting Started.....</b>	<b>2</b>
<b>Step 2: Download &amp; Install .....</b>	<b>4</b>
Select Products.....	4
Estimated Download Times .....	5
Uninstall Previous Versions.....	5
Get the Installer .....	6
Selecting an Installer format.....	7
Synchronize your handheld device .....	7
Returning Visitors - Log In .....	9
Manage Products.....	10
Estimated Download Times .....	11
Update Profile.....	12
Get Installer.....	13
Synchronize your handheld device .....	14
<b>Checking Available Memory (Free Space) on your PDA.....</b>	<b>15</b>
Palm Devices.....	15
Pocket PC Devices.....	15
<b>Uninstalling previous versions from Handheld Devices.....</b>	<b>16</b>
Palm Devices.....	16
Pocket PC Devices.....	16



# PREFACE

Welcome to the *mobileMicromedex*<sup>®</sup> Account Management Tool, the online tool to keep you up to date with the latest clinical information available. After completing the set up and registration, you will have full access to your *mobileMicromedex* product.

Why you need *mobileMicromedex*..

- Ensures all staff clinicians use trusted content from Thomson Reuters
- Provides information to all PDA users - both Palm OS<sup>®</sup> and Pocket PC

## Overview of the *mobileMicromedex*

Much more than drug look-ups, *mobileMicromedex* powers your handheld device with a wealth of clinical knowledge from Thomson Reuters, the industry's leading provider of evidence-based decision support.

*mobileMicromedex* is available for download to any handheld device running on the Palm OS<sup>®</sup> or Pocket PC Operating System, and is updated instantly at each sync with the latest information.

Your download gives you exclusive access to:

- disease information
- laboratory test information

Plus free access to information spanning:

- drugs
- interactions
- alternative medicine
- toxicology
- news & alerts
- convenient calculators

## System Requirements

*mobileMicromedex* supports and verifies on the following standard operating systems:

- Palm 5.0 and higher (memory expansion card support for versions 5.0 and higher)
- Pocket PC 2000 and higher
- PC (for the download from the web): any Microsoft Windows<sup>®</sup> version currently supported by Microsoft \* (*mobileMicromedex* is developed and tested under XP)

\* In the Microsoft Windows<sup>®</sup> environment, *mobileMicromedex* applications are developed and tested to operate within all current versions supported by Microsoft. Certain features and functions within the *mobileMicromedex* applications may not work as intended for users with versions no longer supported by their operating system vendor.

## CONTACT THE HEALTHCARE BUSINESS OF THOMSON REUTERS

### **Corporate Office**

777 East Eisenhower Parkway  
Ann Arbor, MI 48108  
USA

### **Colorado Office**

6200 South Syracuse Way, Suite 300  
Greenwood Village, CO 80111-4740  
USA

Customer/Technical Support: [www.micromedex.com/support/request](http://www.micromedex.com/support/request)

Web site: [www.micromedex.com](http://www.micromedex.com)

### **United States & Canada:**

Phone: 1-877-843-6796 (Speak the product name and select the Support menu option)  
Fax: 303-486-6450

### **Outside the United States & Canada:**

Phone: 1-651-244-4000  
Fax: 303-486-6450

For more information on our products and services, visit our Web site at:

<http://www.micromedex.com> or contact your local distributor.

Customer or Technical Support: [www.micromedex.com/support/request](http://www.micromedex.com/support/request)

## CONVENTIONS USED IN THIS MANUAL

Certain standards and conventions have been employed in this user guide to communicate in the most effective manner possible. These standards have been used whenever possible.

### Bold Text

Normally, bolded text is used:

- to emphasize an important concept  
- or -
- to denote a clickable item on the user interface (for example, the directions may state: "Click the **Button Name** button...")  
- or -
- to specify a menu item (for example, "...from the **File > Print** menu item...")
- to identify another Thomson Reuters product by name

### Italicized Text

Generally, italics are used to denote:

- field names on the user interface (e.g., "Type 'digoxin' in the *Field\_Name* field")
- an "either-or" situation (denoted: - or -)

window, dialog box, or page name (e.g., "the *IV Compatibility Results* page") or a hypertext link (e.g., "the *My Thomson Gateway* link")

### Examples, Scenarios, Screen Captures

All examples shown or described in this guide are for training and illustration purposes only.

### Printing this Guide

This user guide has been designed in book layout, to print double-sided. If you print the guide single-sided, blank pages will print. These blank pages are intentional. You are not missing any information.

## Implementation Requirements

The data and software implementation described in this manual are furnished under license and may be used only in accordance with the terms of such license. See your license for all terms and conditions that apply.

- [Chapter 1: First Time Visitors](#) to the *mobile*Micromedex download site - Describes the complete set up and registration process for a new or first-time user.
- [Chapter 2: Returning Visitors](#) to the *mobile*Micromedex download site - Discusses when and how to update your *mobile*Micromedex products or user information.





# CHAPTER 1: FIRST TIME VISITORS

The first time you visit the account management tool, you must complete the user registration process before you can download or synchronize *mobileMicromedex*® to your handheld device.

There are just a few basic steps to register then download your *mobileMicromedex* products:

## OVERVIEW OF THE REGISTRATION AND DOWNLOAD

1. Customer Number or User Name and Password: When you were granted access to the Micromedex® application, you were assigned either a Customer Number, or User Name and Password to be used to access this site. The first step is to provide either the Customer Number or the User Name and Password.
2. E-mail: Provide a current, valid e-mail address and some basic demographic information. *mobileMicromedex* customer service e-mails an embedded hypertext link in an e-mail to the address you provide.
3. Account Activation: Clicking the hypertext link embedded in the e-mail sent to your e-mail address activates your *mobileMicromedex* account.
4. Select Products: Select the product(s) you wish to download.
5. Uninstall Previous: Uninstall previous versions of *mobileMicromedex* (if applicable).
6. Download: Download and install the *mobileMicromedex* installer to your PC desktop.
7. Synchronize: Synchronize your handheld device.

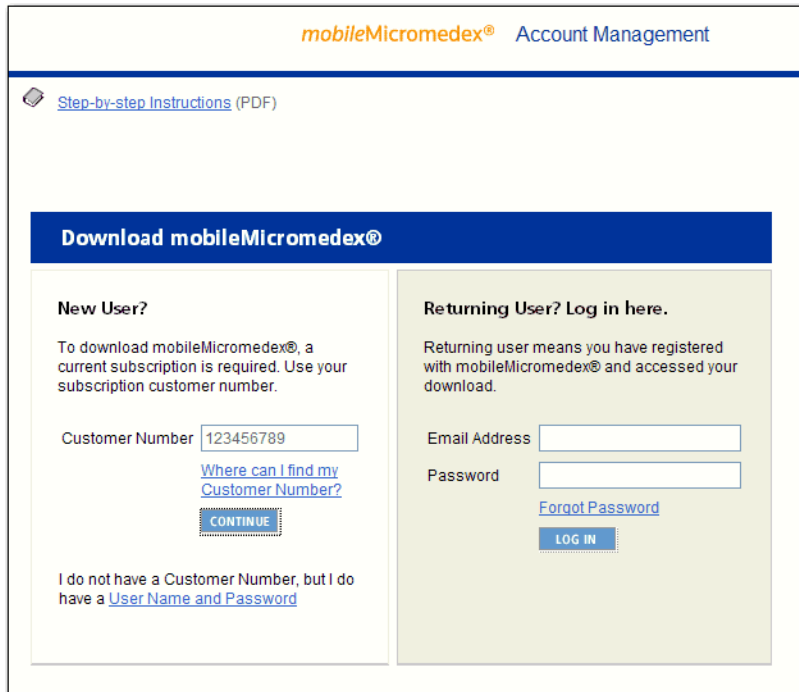
After completing the steps above, should you wish to return to this Web site, log in as a returning user. Log in using your e-mail address and password. See ["Returning Visitors - Log In" on page 13](#) for more information.

For detailed, step-by-step instructions for account set up, registration and download, continue with ["Step 1: Getting Started" on page 2](#).

If you have forgotten your password, click the *'Forgot Password'* link and follow the prompts. If you are not certain or cannot remember which e-mail address you used when you registered for *mobileMicromedex*, please contact Customer Service and they will assist you.

## STEP 1: GETTING STARTED

To begin, type your Customer Number in the *Customer Number* field, and then click the Continue button, or click the *User Name and Password* link if you were not assigned a customer number.



Once registered, anytime you return to this site you will Log In as a Returning User, using your e-mail address and the password you created during registration

### Account Information

You will be asked some basic information regarding your contact information. Please enter all information.

### E-mail Confirmation

You will receive an e-mail confirmation from *mobileMicromedex* Customer Service in the next few minutes. Depending on Internet traffic, this can take anywhere from a few seconds to a few minutes.

When you receive this e-mail, open it and click on the hypertext link in the body of the message. Clicking this link will validate your *mobileMicromedex* account.

### If you do not receive an e-mail within 15 to 20 minutes

The e-mail you provided may be incorrect. Check the e-mail address on the page to verify that this is the current and correct e-mail address. To change the e-mail address, click the 'Change my e-mail address' link and modify the e-mail address.

The e-mail address provided may not be accessible at this time. If you are not accessing this page from the e-mail account you used to register, you will not be able to retrieve the e-mail. This can occur when using a home e-mail account, but entering an address for work. Change the e-mail address to the account you are using now by clicking the *'Change my e-mail address'* link and modifying the e-mail address. You can always change the e-mail address back afterwards.



**Note:** Micromedex® 1.0 or 2.0 customers: You can use the same e-mail address and password combination to log in at other healthcare solutions from Thomson Reuters, including CMEweb.com, the Web's largest source of instant online CME, and freeCME.com, your no-cost online CME destination.

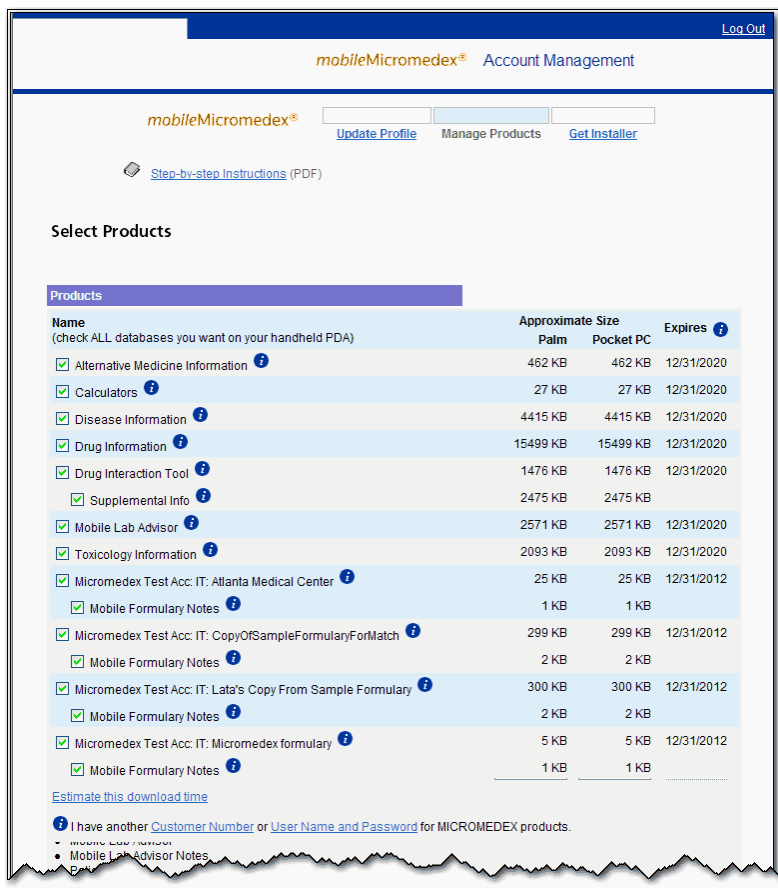
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## STEP 2: DOWNLOAD & INSTALL

### Select Products

You may select any combination of available products to be included in the download. The only limitation is the space available on your handheld device.

All products available to your subscription are shown as included (checked). Click the checkbox to de-select any of the products you do not want to include in the download.



To remove any of the products from the download, click the checkbox  to remove the checkmark. This will de-select the product from the download.

**Name:** All products available to your subscription are shown as selected (checked). Click the applicable checkbox to de-select any of the products you do not want to include in the installer download.

**i**: Hover your mouse cursor over the "i" icon to open a pop-up box with more information about the product or item.

**Supplemental Info** (for the Drug Interaction Tool) and **Mobile Formulary Notes** (for Formulary Advisor®) are optional additional databases that enhance the features of the primary databases Drug Interaction Tool and Formulary Advisor. You may select both the

primary database and the optional database; or, if space is a concern on your handheld device, you may select just the primary database. You cannot select the optional database without selecting the primary database.

**Approximate Size:** Shows an estimate of the size of the download for the Palm and Pocket PC operating systems.

**Expires:** Expiration date of the application.

**Total Download Size:** This total will update dynamically only if you have Java Script enabled at your site/in your browser. If Java Script has been disabled, you can see the total download size after you click the Save Changes button.

Click **Continue** when all selections have been made.

## Estimated Download Times

The following table shows estimated time required for download. Times are approximate. Bandwidth may be higher or lower depending on Internet traffic. Calculations do not reflect server reliability and speed.

### ESTIMATED TIME FOR DOWNLOAD

File Size	Modem (kbps*)		ISDN	T1
	28,000	56,600		
100 KB	33 seconds	17 seconds	14 seconds	1 second
200 KB	1 minute, 6 seconds	34 seconds	28 seconds	2 seconds
300 KB	2 minutes, 12 seconds	1 minute, 8 seconds	56 seconds	4 seconds
600 KB	3 minutes, 18 seconds	1 minute, 42 seconds	1 minute, 24 seconds	6 seconds

(\* kilobits per second)

## Customer Number or User Name and Password

If you have additional Customer Numbers and/or User Names & Passwords, you can add these subscriptions at this step in the registration process. Click the appropriate hyperlink to activate additional subscriptions (see Subscriptions for more information).

## Subscriptions

You can download multiple *mobile*Micromedex accounts (multiple facilities) to your handheld device. Simply click the Customer Number or User Name and Password link and follow the prompts to activate the additional account.

Once the additional account has been activated, you will see the facility name listed below the Select Product(s) area titled, Subscription(s).

## Uninstall Previous Versions

If you have never installed *mobile*Micromedex onto your handheld device, click **Continue**.

If you have previously installed a version of *mobileMicromedex* (formerly known as Thomson Clinical Xpert) onto your handheld device, it should be deleted from your handheld device before you continue.

After deleting, click **Continue**. The download of the current desktop portion will automatically remove a previous desktop version. You need only remove previous versions from your handheld device.

For detailed uninstall instructions, click the 'How do I delete previous versions of ...' link on the page, or see "[Uninstalling previous versions from Handheld Devices](#)" on page 16.

## Get the Installer

### Overview of the Installer

The Installer is a self-extracting executable file. After downloading the Installer program, the executable is opened and installs the *mobileMicromedex* desktop portion of the application onto your PC. After installing the *mobileMicromedex* desktop portion, the Installer program updates (synchronizes) your handheld device.

**mobileMicromedex®**

[Update Profile](#) [Manage Products](#) [Get Installer](#)

[Step-by-step Instructions](#) (PDF)

**Download**

**Please read the following instructions carefully and then click the "Download" button below.**

After clicking the "Download" button and downloading the installer, choose "Open" and click OK to start the installation of mobileMicromedex®.

**Windows XP**

After downloading and following the instructions guiding you through the installer, you will see the mobileMicromedex® data being transferred to your handheld PDA via:

HotSync (Palm OS)      OR      ActiveSync (Pocket PC)

**Congratulations**, once the sync is complete you will have mobileMicromedex® available on your handheld PDA.

[DOWNLOAD](#)

Click the 'Get Installer' icon at the top of the page to download the Installer program. Click **Download** to start the download process.

Installer Download	
Open the file/Run the program (recommended)	Save the file/Save the program to disk
<p><b>1. Start the download:</b> Select to open the file/run the program from the current location. This option does not save the self-extracting executable file to your PC hard drive.</p> <p><b>2. Run the program:</b> Read and accept the license agreement, and answer all prompts appropriately.</p>	<p><b>1. Start the download:</b> At the 'Save As...' dialog, select a destination location on your PC hard drive for the Installer (for example: C:\Download Folder\).</p> <p><b>2. When the download is complete:</b> Select Open to run the program now.</p> <p><b>3. If you are unable to run the program at this time, select Close.</b> See "Running the program later" below.</p> <p><b>4. Run the program:</b> Read and accept the license agreement, and answer all prompts appropriately.</p>

After downloading the installer, running the program (installing the program on the PC hard drive), and synchronizing the handheld device, you are ready to access *mobile*Micromedex on your PDA!

### Running the program later

If you were unable to run the program at the time of the download, follow these steps when you are ready to complete the installation.

Navigate to the executable file on your PC hard drive:  
Click **Start > Run... > Browse...** and click until you select the self-extracting executable file named **ThomsonClinicalXpert.exe**.

Click **OK**.

Run the program: Read and accept the license agreement, and answer any additional prompts appropriately.

### Selecting an Installer format

If you need assistance determining which installer format to select, check the Web site of the manufacturer of your handheld device, or refer to the user's manual.

### Synchronize your handheld device

Some devices will automatically perform a synchronization after the program is installed on the PC hard drive. If your device does not synchronize automatically, be sure to start and complete a full synchronization of the device.

## Installation Complete

Congratulations! This completes the account creation and installation process for *mobileMicromedex*. You do not have to return to this site again unless you wish to:

- **Change your e-mail address or password**  
If your e-mail address changes, please return to this site and update your information. If you suspect that someone has discovered your password, you should change it as soon as possible.
- **Select a different set of data for your download**  
For example, perhaps you originally only selected a partial set of data due to a size limitation on your PDA, and now you have additional space available. You can come back to this site and include the data sets you omitted from the initial download.
- **Add a new data set**  
From time to time, we may offer new types of content, such as disease information and formularies. When we notify you about a new data set or product that is now available, we will direct you back to this site to add the new data set to your download profile.
- **Re-install your device installer software if required.**  
Should a problem occur on your PC hard drive (e.g., a system failure) or you change your PC or your device, you will have to return to this site to re-install the installer software.  
You may have multiple PDA devices, or you may purchase a new device. You would have to return to this site and install.



## CHAPTER 2: RETURNING VISITORS

Once you have completed the *mobile*Micromedex account creation process, there is no need to return unless you want to:

- Change your account information (such as e-mail address and/or password)
- Add or remove a *mobile*Micromedex product to your subscription
- Reinstall the *mobile*Micromedex download software if required

### Returning Visitors - Log In

Enter your e-mail address and your *mobile*Micromedex password (the password you created during setup and registration the first time you visited the mobile account registration page), and click the **Log In** button.

The screenshot shows the 'mobileMicromedex® Account Management' page. At the top, there is a link for 'Step-by-step Instructions (PDF)'. Below this is a blue header for 'Download mobileMicromedex®'. The page is divided into two main sections: 'New User?' and 'Returning User? Log in here.'.

**New User?**  
To download mobileMicromedex®, a current subscription is required. Use your subscription customer number.  
Customer Number   
[Where can I find my Customer Number?](#)  
  
I do not have a Customer Number, but I do have a [User Name and Password](#)

**Returning User? Log in here.**  
Returning user means you have registered with mobileMicromedex® and accessed your download.  
Email Address   
Password   
[Forgot Password](#)

**If you have forgotten your Password:** click the 'Forgot Password' link, type your e-mail address and click the **Continue** button. For security and to verify your identity, you are asked your Hint Question. Answer the question and click **Continue**. Your password request is sent to customer service. Check your e-mail for a message from *mobile*Micromedex customer service containing your password.

## Manage Products

After logging in, you are presented with the Manage Products page. You can change the set of products to include in the next download from *mobileMicromedex* on this page. Any combination of products may be selected. The only limitation is the space available on your handheld device.



**Note:** De-selecting a product will only remove the dataset from any future downloads or updates. Previously downloaded data will not be updated in subsequent downloads, updates or data synchronizations and will remain on the handheld until:

1. the product expires, or,
2. you manually delete the dataset from the PDA.

The products you selected previously are shown selected (checked). Click to select or de-select any of the products shown.

**Name:** All products available to your subscription are shown as selected (checked). Click the applicable checkbox to de-select any of the products you do not want to include in the installer download.

: Hover your mouse cursor over the "i" icon to open a pop-up box with more information about the product or item.

**Supplemental Info** (for the Drug Interaction Tool) and Formulary Notes (for Formulary Advisor®) are optional additional databases that enhance the features of the primary databases Drug Interaction Tool and Formulary Advisor. You may select both the primary database and the optional database; or, if space is a concern on your handheld device, you may select just the primary database. You cannot select the optional database without selecting the primary database.

**Approximate Size:** Shows an estimate of the size of the download for the Palm and Pocket PC operating systems.

**Expires:** Expiration date of the application.

**Total Download Size:** This total will update dynamically only if you have Java Script enabled at your site/in your browser. If Java Script has been disabled, you can see the total download size after you click the Save Changes button.

The screenshot shows the 'mobileMicromedex Account Management' page. At the top, there are links for 'Update Profile', 'Manage Products', and 'Get Installer'. Below these is a 'Select Products' section with a table of products. The table has columns for 'Name', 'Approximate Size' (Palm and Pocket PC), and 'Expires'. All products in the table have their checkboxes checked. Two callout boxes are present: one pointing to the 'Update Profile' link with the text 'Click to update e-mail, password, address, or other demographic information', and another pointing to the 'Get Installer' link with the text 'Click to download the installer, or to re-install mobileMicromedex on your desktop or PDA'.

Name (check ALL databases you want on your handheld PDA)	Approximate Size		Expires
	Palm	Pocket PC	
<input checked="" type="checkbox"/> Alternative Medicine Information	462 KB	462 KB	12/31/2020
<input checked="" type="checkbox"/> Calculators	27 KB	27 KB	12/31/2020
<input checked="" type="checkbox"/> Disease Information	4415 KB	4415 KB	12/31/2020
<input checked="" type="checkbox"/> Drug Information	15499 KB	15499 KB	12/31/2020
<input checked="" type="checkbox"/> Drug Interaction Tool	1476 KB	1476 KB	12/31/2020
<input checked="" type="checkbox"/> Supplemental Info	2475 KB	2475 KB	
<input checked="" type="checkbox"/> Mobile Lab Advisor	2571 KB	2571 KB	12/31/2020
<input checked="" type="checkbox"/> Toxicology Information	2093 KB	2093 KB	12/31/2020
<input checked="" type="checkbox"/> Micromedex Test Acc: IT: Atlanta Medical Center	25 KB	25 KB	12/31/2012
<input checked="" type="checkbox"/> Mobile Formulary Notes	1 KB	1 KB	
<input checked="" type="checkbox"/> Micromedex Test Acc: IT: CopyOfSampleFormularForMatch	299 KB	299 KB	12/31/2012

### Customer Number or User Name and Password

If you have additional Customer Numbers and/or User Names & Passwords, you can add these subscriptions. Click the appropriate hyperlink to activate additional subscriptions (see Subscriptions for more information).

### Subscriptions

You can download multiple *mobile*Micromedex accounts (multiple facilities) to your handheld device. Simply click the Customer Number or User Name and Password link and follow the prompts to activate the additional account.

Once the additional account has been activated, you will see the facility name listed below the Select Product(s) area titled, Subscription(s).

To remove an account: click the checkbox titled, *"Check to remove this subscription"* shown to the right of the account name, then click the **Remove Subscription** button.



**Note:** Removing previous installations of *mobile*Micromedex is recommended prior to installing the current release. For more information on uninstalling, See *"Uninstalling previous versions from Handheld Devices"* on page 16.

Click **Save Changes** when all changes to this page have been made.

To maintain account information (e.g., change your mailing address, e-mail address, password, etc.), click the *"Update Profile"* link.

To download the Installer program, click the *"Get Installer"* link.

## Estimated Download Times

The following table shows estimated time required for download. Times are approximate. Bandwidth may be higher or lower depending on Internet traffic. Calculations do not reflect server reliability and speed.

### ESTIMATED TIME FOR DOWNLOAD

File Size	Modem (kbps*)		ISDN	T1
	28,000	56,600		
100 KB	33 seconds	17 seconds	14 seconds	1 second
200 KB	1 minute, 6 seconds	34 seconds	28 seconds	2 seconds
300 KB	2 minutes, 12 seconds	1 minute, 8 seconds	56 seconds	4 seconds
600 KB	3 minutes, 18 seconds	1 minute, 42 seconds	1 minute, 24 seconds	6 seconds

(\* kilobits per second)

## Update Profile

Click the 'Update Profile' link at the top of the *mobileMicromedex* Account Management page to change any of your contact information.

Change Profession - click the 'edit profession' link to change your selected profession.

Change Account Information - click 'edit account information' to change any of the following:

- Password
- Hint Question/Answer

When all changes are complete, click the **Save Changes** button.

The screenshot shows the 'mobileMicromedex®' logo at the top. Below it is a 'SAVE CHANGES' button. The main content area is titled 'Edit Profile' and contains two sections: 'Profession' and 'Account Information'. The 'Profession' section shows 'Physician' with an 'edit profession' link. The 'Account Information' section has an 'edit account information' link. Below these are fields for 'User ID (your e-mail address):', 'Password Information:' (with 'Password' and '\*\*\*\*\*'), 'Password hint question you entered:', and 'Answer you entered:' (with '\*\*\*\*\*').

## Get Installer

Click the 'Get Installer' link at the top of the *mobileMicromedex* Account Management page to download the Installer application.

If you have already downloaded the installer application, you should not have to perform this function again, unless...

- you have experienced a system failure on your PC or handheld device and must re-install
- you have multiple PCs or handheld devices to install

Click the **Download** button to begin the download process.

The screenshot shows the 'mobileMicromedex® Account Management' page. At the top right, there are three buttons: 'Update Profile', 'Manage Products', and 'Get Installer'. Below these is a link for 'Step-by-step Instructions (PDF)'. The main section is titled 'Download' and contains the following text: 'Please read the following instructions carefully and then click the "Download" button below. After clicking the "Download" button and downloading the installer, choose "Open" and click OK to start the installation of mobileMicromedex®.' Under the heading 'Windows XP', there is an image of a Windows XP error dialog box with a yellow warning icon. The dialog box text reads: 'This program or file could harm your computer if it contains malicious code. Would you like to open the file or save it to your computer?' with buttons for 'Open', 'Save', 'Cancel', and 'More'. A red arrow points to the 'Open' button. Below the dialog box, the text says: 'After downloading and following the instructions guiding you through the installer, you will see the mobileMicromedex® data being transferred to your handheld PDA via:'. There are two options: 'HotSync (Palm OS)' with a red circular icon and 'ActiveSync (Pocket PC)' with a green circular icon, separated by the word 'OR'. At the bottom of the page, there is a blue 'DOWNLOAD' button.

### Installer Download

<b>Open the file/Run the program (recommended)</b>	<b>Save the file/Save the program to disk</b>
<p><b>1. Start the download:</b> Select to open the file/run the program from the current location. This option does not save the self-extracting executable file to your PC hard drive.</p> <p><b>2. Run the program:</b> Read and accept the license agreement, and answer all prompts appropriately.</p>	<p><b>1. Start the download:</b> At the 'Save As...' dialog, select a destination location on your PC hard drive for the Installer (for example: C:\Download Folder\).</p> <p><b>2. When the download is complete:</b> Select Open to run the program now.</p> <p><b>3. If you are unable to run the program at this time, select Close.</b> See <i>"Running the program later"</i> below.</p> <p><b>4. Run the program:</b> Read and accept the license agreement, and answer all prompts appropriately.</p>

After downloading the installer, running the program (installing the program on the PC hard drive), and synchronizing the handheld device, you are ready to access *mobileMicromedex* on your PDA!

### Running the program later

If you were unable to run the program at the time of the download, follow these steps when you are ready to complete the installation.

Navigate to the executable file on your PC hard drive:

**Click Start > Run... > Browse...** and click until you select the self-extracting executable file named **ThomsonClinicalXpert.exe**.

Click **OK**.

Run the program: Read and accept the license agreement, and answer any additional prompts appropriately.

### Selecting an Installer format

If you need assistance determining which installer format to select, check the Web site of the manufacturer of your handheld device, or refer to the user's manual.

### Synchronize your handheld device





Some devices will automatically perform a synchronization after the program is installed on the PC hard drive. If your device does not synchronize automatically, be sure to start and complete a full synchronization of the device.

# TROUBLESHOOTING GUIDE

## CHECKING AVAILABLE MEMORY (FREE SPACE) ON YOUR PDA

### Palm Devices

Tap the **Home** icon → Tap the **Menu** icon (bottom left) or the drop down menu (top left). Tap **Info...** → Look for **Free Space**:



*Home*

*Menu*

**App Options**




Delete...	/D
Beam...	/B
Category...	/Y
Info...	/I
Copy...	/C

*Drop Down Menu*

*Free Space*

### Pocket PC Devices

Tap **Start** then tap **Settings**. → Tap the **System** tab → Tap the **Memory** icon – Look for Free Memory



*Start → Settings*

*System Tab*

*Free Memory*

## UNINSTALLING PREVIOUS VERSIONS FROM HANDHELD DEVICES

### Palm Devices



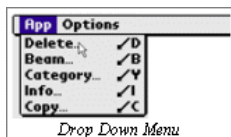
Home

1. Tap the **Home** icon (on the lower left side of your PDA) to go to the main screen of your handheld device.



Menu

2. Tap the **Menu** icon (bottom left) - or - Tap the drop-down menu (top left), then tap App, then tap Delete.



Drop Down Menu

3. From the delete menu, select any files that start with **MobileMDX** and click **Delete**. When all of the *mobileMicromedex* files have been removed, tap **Done**.

### Pocket PC Devices

1. Tap **Start**, then tap **Settings**.

2. Tap the **System** tab.



Start → Settings



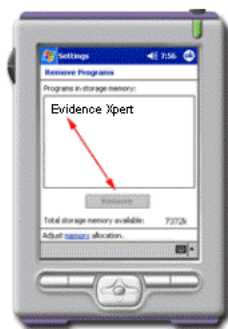
System Tab

3. Tap **Remove Programs** (you may have to scroll down to see this icon)

4. Tap anything that contains the word 'Evidence Xpert' and then tap **Remove**.



Remove Programs



Remove