

T H O M S O N H E A L T H C A R E

THOMSON CLINICAL XPERT™

Step-by-Step Instructions

JULY 2007

THOMSON
—*—™

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Welcome

Welcome to the Thomson Clinical Xpert™ 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 Thomson Clinical Xpert product.

Why you need Thomson Clinical Xpert...

- Ensures all staff clinicians use trusted Thomson Healthcare content
- Provides information to all PDA users - both Palm OS® and Pocket PC

Overview of Thomson Clinical Xpert

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

Thomson Clinical Xpert is available for download to any handheld device running on the Palm OS® 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

Thomson Clinical Xpert supports and verifies on the following standard operating systems:

- Palm 3.5 and higher (memory expansion card support for versions 4.0 and higher)
- Pocket PC 2000 and higher (no memory expansion card support)
- PC (for the download from the web): any Microsoft Windows® version currently supported by Microsoft * (Thomson Micromedex develops and tests under Windows 2000 and XP)

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

Need Help? Contact Customer Service

E-mail:

E-mail Thomson Clinical Xpert Handheld Support at ClinicalXpert.customerservice@thomson.com

Telephone:

Within the U.S. and Canada: (800) 563-6699

Outside U.S. and Canada: +1 201 358-7700

Business Hours:

Monday through Thursday: 8:30am to 6:30pm (ET)

Friday: 9:30am to 6:30pm (ET)

About This Manual

This manual has been designed to print double-sided. If you print this manual in a single-sided layout, blank pages will print. These blank pages are intentional.

For purposes of training, illustration, and clarification, fictitious hospitals and groups (i.e., Exemplary Healthcare, MidTown Hospital, etc.) may be used throughout this manual.

Most chapters begin with broad, overview information, then drill down to additional details and specific step-by-step instructions.

- **Chapter 1:** First-Time Visitors to the Thomson Clinical Xpert download site - Describes the complete set up and registration process for a new or first-time user.
- **Chapter 2:** Returning Users to the Thomson Clinical Xpert download site - Discusses when and how to update your Thomson Clinical Xpert products or user information.

Chapter 1: First Time Visitors

The first time you visit the mobile account management tool, you must complete the user registration process before you can download or synchronize Thomson Clinical Xpert to your handheld device.

There are just a few basic steps to register then download your Thomson Clinical Xpert products:

Overview of Thomson Clinical Xpert registration and download

(Step 1 through Step 3 does not apply to PDR.net customers)

1. **Customer Number or User Name and Password (not applicable to PDR.net customers):** When you were granted access to the Thomson Clinical Xpert 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. Thomson Clinical Xpert 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 Thomson Clinical Xpert account.
4. **Select Products:** Select the product(s) you wish to download.
5. **Uninstall Previous:** Uninstall previous versions of Thomson Clinical Xpert (if applicable).
6. **Download:** Download and install the Thomson Clinical Xpert installer to your PC desktop.
7. **Synchronize:** Synchronize your handheld device.

You are ready to begin using all of the Thomson Clinical Xpert products!

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 Thomson Clinical Xpert, please contact Customer Service and they will assist you.

Step 1: Getting Started

(PDR.net customers - skip to Step 2 Download & Install)

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 profession, address, and contact information. Please enter all information.

E-mail Confirmation

You will receive an e-mail confirmation from Thomson Clinical Xpert 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 Thomson Clinical Xpert 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 from Thomson. 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® Healthcare Series customers: You can use the same e-mail address and password combination to log in at other healthcare solutions from Thomson, including CMEweb.com, the Web's largest source of instant online CME, and freeCME.com, your no-cost online CME destination.

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.

Products

Name (check ALL databases you want on your handheld PDA)	Approximate Size		Expires
	Palm	Pocket PC	
<input checked="" type="checkbox"/> Alternative Medicine Information <i>i</i>	457 KB	457 KB	03/31/2007
<input checked="" type="checkbox"/> Calculators <i>i</i>	22 KB	22 KB	03/31/2007
<input checked="" type="checkbox"/> Disease Information <i>i</i>	2405 KB	2405 KB	03/31/2007
<input checked="" type="checkbox"/> Drug Information <i>i</i>	9623 KB	9623 KB	03/31/2007
<input checked="" type="checkbox"/> Drug Interaction Tool <i>i</i>	2693 KB	2693 KB	03/31/2007
<input checked="" type="checkbox"/> Supplemental Info <i>i</i>	2693 KB	2693 KB	
<input checked="" type="checkbox"/> Mobile Lab Advisor <i>i</i>	1970 KB	1970 KB	03/31/2007
<input checked="" type="checkbox"/> Mobile Lab Advisor Notes <i>i</i>	28 KB	28 KB	
<input checked="" type="checkbox"/> NIOSH Pocket Guide <i>i</i>	1519 KB	1519 KB	03/31/2007
<input checked="" type="checkbox"/> Toxicology Information <i>i</i>	226 KB	226 KB	03/31/2007
<input checked="" type="checkbox"/> Exemplary Healthcare Formulary <i>i</i>	328 KB	328 KB	03/31/2007
<input checked="" type="checkbox"/> Mobile Formulary Notes <i>i</i>	2 KB	2 KB	
Clinical Xpert™ Application <i>i</i>	2000 KB	2000 KB	

Total size of download is:

[Estimate this download time](#)

i I have another [Customer Number](#) or [User Name and Password](#) for MICROMEDEX products.
Register for [PDR.net](#)

Subscriptions *i*

Exemplary Healthcare Check to remove this subscription

Expires: 03/31/2007

Databases

- Alternative Medicine Information
- Calculators
- Disease Information
- Drug Information
- Drug Interaction Tool
- Mobile Formulary
- Mobile Formulary Notes
- Mobile Lab Advisor
- Mobile Lab Advisor Notes
- NIOSH Pocket Guide
- Toxicology Information
- Exemplary Healthcare Formulary

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 check-mark. 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 : Click the “i” icon to open a page with more information about the product or item.

Supplemental Info (for the Drug Interaction Tool) and **Formulary Notes** (for Formulary Advisor®) and **Mobile Lab Advisor Notes** (with Lab 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 Thomson Clinical Xpert 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 Thomson Clinical Xpert onto your handheld device, click **Continue**.

THOMSON THOMSON Clinical Xpert™ Account Management

Step 1 Step 2 Step 3 Step 4
Account Information Medical Info Review Download and Install

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

Uninstall Previous Versions!

IMPORTANT MESSAGE If you have a previous version of Clinical Xpert™ on your handheld PDA, you will need to delete it, and all related files in order to install the latest version of Clinical Xpert™.

[How do I tell if I have a previous version?](#)

[How do I delete previous versions of Clinical Xpert™ from my Palm OS device?](#)

[How do I delete previous versions of Clinical Xpert™ from my Pocket PC device?](#)

If you have already deleted previous versions, or you have never installed Clinical Xpert™ ... **CONTINUE**

If you have previously installed a version of 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 Thomson Clinical Xpert from your handheld device.

For detailed uninstall instructions, click the ‘How do I delete previous versions of ...’ link on the page, or see “Uninstalling Thomson Clinical Xpert from Handheld Devices” on page 16.

Get the Installer

Overview of the Installer

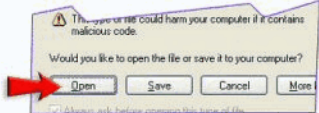
The Installer is a self-extracting executable file. After downloading the Installer program, the executable is opened and installs the Thomson Clinical Xpert desktop portion of the application onto your PC. After installing the Thomson Clinical Xpert desktop portion, the Installer program updates (synchronizes)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

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

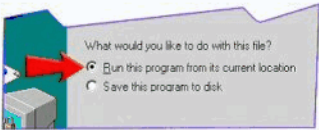
Download

Please read the following instructions carefully and then click the "Download" button below.
After clicking the "Download" button and downloading the installer, choose either "Open" or "**R**un this program from its **c**urrent location" and click **OK** to start the installation of Clinical Xpert™.


Windows XP




Windows 9x/2000



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


 HotSync
(Palm OS)

OR


 ActiveSync
(Pocket PC)

Congratulations, once the sync is complete you will have Clinical Xpert™ available on your handheld PDA.

[DOWNLOAD](#)

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

Installer Download	
Open the file/Run the program (recommended)	Save the file/Save the program to disk
<p>1. Start the download: 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>2. Run the program: Read and accept the license agreement, and answer all prompts appropriately.</p>	<p>1. Start the download: At the 'Save As...' dialog, select a destination location on your PC hard drive for the Installer (for example: C:\Download Folder).</p> <p>2. When the download is complete: Select Open to run the program now.</p> <p>3. If you are unable to run the program at this time, select Close. See "<i>Running the program later</i>" below.</p> <p>4. Run the program: 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 Thomson Clinical Xpert 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 **ClinicalXpert.exe**.

Click the **OK** button.

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 Thomson Clinical Xpert. You do not have to return to this site again unless you wish to:

- **Change your e-mail address, password, address or other demographic information**
If your account information 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, Thomson Healthcare Inc. 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 Thomson Clinical Xpert 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, address, etc.)
- Add or remove a Thomson Clinical Xpert product to your subscription
- Reinstall the Thomson Clinical Xpert download software if required

Returning Visitors - Log In

(PDR.net customers: Skip to Manage Products)

Enter your e-mail address and your Thomson Clinical Xpert 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 Thomson Clinical Xpert Account Management page. At the top, there is a blue header with the Thomson logo and the text "THOMSON Clinical Xpert™ Account Management". Below the header, there is a link for "Step-by-step Instructions (PDF)". The main content area is divided into two columns. The left column is titled "Download Clinical Xpert™" and contains a "New User?" section. This section explains that a current subscription is required and provides a text input field for the "Customer Number". Below this field are two links: "Where can I find my Customer Number?" and "CONTINUE". At the bottom of this section, there is a link for "User Name and Password" and a link for "Trial Version". The right column is titled "Returning User? Log in here." and contains a section for returning users. It explains that returning users have registered and accessed their download. It provides text input fields for "Email Address" (with the example "john.doe@aol.com") and "Password" (with masked characters). Below these fields are two links: "Forgot Password" and "LOG IN".

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 Thomson Clinical Xpert 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 Thomson Clinical Xpert 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.

i: Click the “i” icon to open a page 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.

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

The screenshot shows the 'Manage Products' page in the Thomson Clinical Xpert Account Management interface. At the top, there are links for 'Update Profile' and 'Get Installer'. Below these is a table titled 'Select Products' with columns for 'Name', 'Approximate Size' (Palm and Pocket PC), and 'Expires'. All products in the table have their checkboxes checked. Information icons (i) are present next to several product names.

Name (check ALL databases you want on your handheld PDA)	Approximate Size		Expires
	Palm	Pocket PC	
<input checked="" type="checkbox"/> Alternative Medicine Information <i>i</i>	457 KB	457 KB	03/31/2007
<input checked="" type="checkbox"/> Calculators <i>i</i>	22 KB	22 KB	03/31/2007
<input checked="" type="checkbox"/> Disease Information <i>i</i>	2405 KB	2405 KB	03/31/2007
<input checked="" type="checkbox"/> Drug Information <i>i</i>	9623 KB	9623 KB	03/31/2007
<input checked="" type="checkbox"/> Drug Interaction Tool <i>i</i>	2693 KB	2693 KB	03/31/2007
<input checked="" type="checkbox"/> Supplemental Info <i>i</i>	2693 KB	2693 KB	
<input checked="" type="checkbox"/> Mobile Lab Advisor <i>i</i>	1970 KB	1970 KB	03/31/2007
<input checked="" type="checkbox"/> Mobile Lab Advisor Notes <i>i</i>	28 KB	28 KB	
<input checked="" type="checkbox"/> NIOSH Pocket Guide <i>i</i>	1519 KB	1519 KB	03/31/2007
<input checked="" type="checkbox"/> Toxicology Inform <i>i</i>	26 KB		

You can download multiple Thomson Clinical Xpert 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 Thomson Clinical Xpert is recommended prior to installing the current release. For more information on uninstalling, See “Uninstalling Thomson Clinical Xpert 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 Thomson Clinical Xpert Account Management page to change any of your contact information.

Change Profession - click the 'edit profession' link to change your selected profession. You may be asked some additional questions (account information) when you save your changes to your profession selection.


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

- Address
- Phone/Fax
- User ID/E-mail address
- Password
- Hint Question/Answer

Change Medical Information - click 'edit medical information' to change any information about your education, certification, specialties, hospital affiliations, etc.

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

The screenshot shows a user profile page with several sections. Red arrows point from a common starting point at the top to three buttons: 'edit profession' (pointing to the Profession section), 'edit account information' (pointing to the Account Information section), and 'edit medical information' (pointing to the Medical information section).

Profession	Physician	edit profession
Account Information	John Doe John.Doe@aol.com DEA: *****9999 UPIN: NONE	edit account information
Home address :	123 F Fourth Street Los Angeles, CA 90066-6003 USA	<input checked="" type="checkbox"/> Send my complimentary copy of PDR to this address 
Phone:	NONE	
Fax:	NONE	
User ID (your e-mail address):	John.Doe@aol.com	
Password Information:	Password *****	
Password hint question you entered:	Mothers maiden name	
Answer you entered:	*****	
Medical information		edit medical information
Primary specialty:	Anesthesiology: Critical Care	
Secondary specialty:	NONE	
Degree:	MD	
Board certified:	ANESTHESIOLOGY	
Primary Hospital Affiliation:	Denver Health Medical Center, Denver, CO	
Practice type:	Office Based Partnership	
Medical school:	Louisville Med Coll , Class of 1975	


Get Installer

Click the 'Get Installer' link at the top of the Thomson Clinical Xpert 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

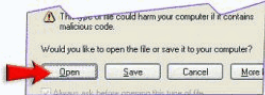
Click the **Download** button to begin the download process.

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

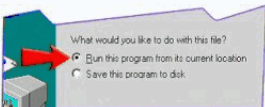
Download

Please read the following instructions carefully and then click the "Download" button below.
After clicking the "Download" button and downloading the installer, choose either "**Open**" or "**Run this program from its current location**" and click **OK** to start the installation of Clinical Xpert™.


Windows XP




Windows 9x/2000



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


HotSync
(Palm OS)

OR


ActiveSync
(Pocket PC)

Congratulations, once the sync is complete you will have Clinical Xpert™ available on your handheld PDA.

[DOWNLOAD](#)

Installer Download	
Open the file/Run the program (recommended)	Save the file/Save the program to disk
<p>1. Start the download: 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>2. Run the program: Read and accept the license agreement, and answer all prompts appropriately.</p>	<p>1. Start the download: At the 'Save As...' dialog, select a destination location on your PC hard drive for the Installer (for example: C:\Download Folder).</p> <p>2. When the download is complete: Select Open to run the program now.</p> <p>3. If you are unable to run the program at this time, select Close. See "<i>Running the program later</i>" below.</p> <p>4. Run the program: 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 Thomson Clinical Xpert 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 **ClinicalXpert.exe**.

Click the **OK** button.

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


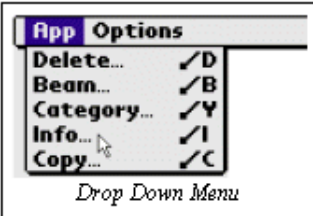


Some devices will automatically perform a synchronization after the program is installed on the PC hard drive. If your device does not synchronize automatically, be sure to start and complete a full synchronization of the device.

Appendix A: 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 Thomson Clinical Xpert from Handheld Devices

Palm Devices



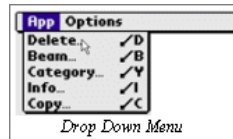
Home

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 ClinicalXpert and click **Delete**. When all of the Thomson Clinical Xpert files have been removed, tap **Done**.

Pocket PC Devices

1. Tap **Start**, then tap **Settings**.
2. Tap the **System** tab.



Start → Settings

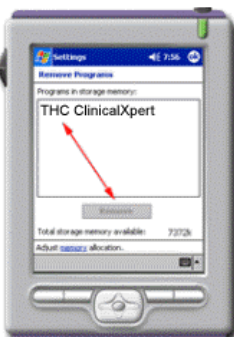


System Tab

3. Tap **Remove Programs** (you may have to scroll down to see this icon)
4. Tap anything that contains the word 'THC ClinicalXpert' and then tap **Remove**.



Remove Programs



Remove