



Installation Instructions
Converser for Healthcare, Version 3.0.1
Spoken Translation, Inc.
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1. *Verify* that your computer system meets the **Minimum System Requirements**:
 - *Operating System*:
 - a. Windows XP Professional, Service Pack 2. (Tablet Edition for Tablet PCs.)
 - b. Windows 2000.
 - *RAM*: 512 megabytes (MB) required, 1 Gigabyte (GB) recommended.
 - *Hard disk space*: 440 MB required, 190 MB additional required for installation (530 MB total).

NOTE: For optional speech functionality (dictation and voice commands), use with *Dragon NaturallySpeaking™ 9.x* speech dictation software and a compatible microphone. NaturallySpeaking can be installed separately, either before or after Converser installation.

2. *Log in to Windows* in an account with Admin privileges.
 - Users with non-Admin Windows accounts can use Converser once installation is complete. See the *Release Notes* (available on the **Converser Installation CD**).
3. *Insert* the **Converser Installation CD** in your computer's CD drive.
 - If the Converser installer doesn't automatically start, navigate to the top level of the Converser Install CD and double-click on the executable file **CD_Start**.
4. In the **Converser 3.0 Installation** screen, *select* **Install (Instalación)** and follow onscreen directions.
5. *If error messages appear during installation*, see **Appendix A** before proceeding.
6. *If you're installing on a computer whose operating system is running on a drive other than C: (a rare case)*, see **Appendix B** below before proceeding.
7. *Once Converser installation is complete*, start Converser for Healthcare: The **Login** dialog box opens.
8. *Register*: Click **New User** in the **Login** dialog box. The **Registration** dialog box opens. Specify your *Login Name*, *Password*, etc.; then click **Submit**.
9. *Log in*: In the **Login** dialog box, enter your *Login Name* and *Password*. Click **Login**.
10. Converser for Healthcare use is limited to 30 days unless you have a 16-digit *Authentication Key*, e.g. 480DLFBX2N5DPH6C, which can be obtained from a Spoken Translation, Inc. representative. Once you have received an Authentication Key, *enter* it into the **Authentication** dialogue, which appears when Converser starts. You'll then be qualified for permanent use of your copy.

Appendix A: Error Messages during Installation

Several harmless messages or warnings may appear during installation. We describe them now, with recommended actions.

a. Missing or lower version of .NET

Problem: If your machine lacks a copy of Microsoft .NET facilities, or if it has a .NET version lower than 2.0, you may see up to three error prompts at the start of Converser installation.

Solution: Dismiss these error prompts by pressing **OK**. The installation process will continue, and will install .NET 2.0.

b. Timeout in database connection

Problem: Installation may fail at some point with an error message: "Could not open connection to database." or "Exception occurred while trying to install Select database. Converser database instance failed. Installation will rollback."

Solution: The database connection necessary for installation has timed out. *Dismiss* the error message by pressing OK. *Wait* for installation to roll back (i.e., reverse all of the actions taken to that point). *Close* other applications which may be preempting memory. *Re-launch* the Converser installation.

If the error message recurs, *enlarge the paging (swap) file size for the current hard drive*. Proceed as follows:

For Windows XP:

http://www.theeldergeek.com/physically_setting_the_page_file_size.htm

For Windows 2000:

<http://www.pcreview.co.uk/forums/thread-1476581.php>

Once the paging file size has been increased and the computer has been rebooted, *re-launch the Converser installation*.

c. Handwriting Recognizer Pack for Tablet PC must be installed or modified

Issue: If you're installing on a Tablet PC, you may be prompted to *install* or to *modify* the Microsoft Windows® Tablet Recognizer Pack, which will enable Spanish handwriting recognition.

Solution:

If prompted to *install* the Pack:

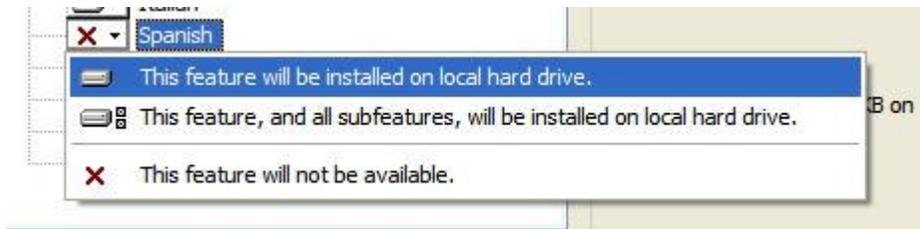
Proceed through the Pack's installation wizard by clicking the **Next** button and choosing to "Install". Click the **Finish** button at the end of the wizard's sequence. Continue installing Converser for Healthcare.

If prompted to *modify* the Pack (an unusual case):

Proceed through the Pack's installation wizard by clicking the **Next** button. Verify that Spanish is installed. A hard drive icon should appear to the left of the label for Spanish.



If an **X** appears beside the Spanish label, as shown below, click the dropdown menu and select "This feature will be installed on local hard drive."



Then proceed through the Pack installation wizard by clicking **Next** and choosing to "Install." Click the **Finish** button at the end of the wizard's sequence. Continue installing Converser for Healthcare (at Step 6).

Appendix B: Computers with Operating Systems on Non-C: Drives

Most Windows-based computers run their operating systems on their C: drives. However, if your computer's operating system is installed on a different drive, one or two manual actions are required before you can successfully launch and use Converser.

If these actions are not taken, then when you try to log into Converser, an unhandled exception will be thrown: "Object reference not set to an instance of an object".

1. Update key values related to WordMagic machine translation software in a configuration file named *Converser.exe.config* which is present in the installation location. *Edit* this file and proceed as follows:

Under the tag *<SpokenTranslation.Components.Settings.WordMagicEngineSettings>*, find *<setting>* parent tags that have "name" attributes with the values "CoreLibraryPath", "DictionaryPath", or "SpellingPath." Update the values of associated *<value>* child tags by replacing "C:" in the path with the letter of the drive running your operating system.

2. If you're using a Tablet PC, install the Tablet Recognizer Pack manually. The installer file *trpsetup.exe* is available in the Converser installation disk in the folder *install\RecPackTabletPC*. Run this executable program, specifying appropriate installation locations in the drive running your operating system.