

Atlas Chiropractic System

Technical Installation Manual



A stand alone guide to the proper installation and configuration of the Atlas Chiropractic System.
Refer to the Atlas Chiropractic User Manual for additional details

Contents:

Click Heading to go directly to Page

Atlas Chiropractic Software - System Requirements.....	3
Operating Systems:	3
Network Infrastructure:	3
Database Backup:.....	3
Additional Technical Details.....	4
Network Connections:	5
Sign-In PC Options:.....	5
Hard Drive (Storage) Space Requirements:	5
Battery Backup / UPS:	5
Calling Module (optional):	5
Imaging (optional):.....	5
Additional Hardware:.....	6
Additional Software:	6
Preparing to Install Atlas.....	7
Required Setup:.....	7
Installing Atlas (Server):	8
Step 1 - Install:.....	8
Step 2 - Share the Folder:.....	11
Installing Atlas (Network):.....	12
Opening Atlas:.....	13
Open on Main Server:	13
Troubleshooting:	14
Updating Atlas:.....	15
Migrating the Database:	16
Support Information:	17

Atlas Chiropractic Software - System Requirements

Atlas recommends consulting a qualified Network Professional to install your computers, network and software.
Working with a trusted IT professional can save time and money.

You are responsible for your data backup:
Fire, Theft, Virus or Staff Negligence can render your database unusable - restoring a backup may be your only solution.
We recommend <https://www.atlaschirosys.com/backup/>

Atlas Requires a stable computer network to perform properly. This includes hardwiring all computer connections to access CA and VTC screens.
(NO WIRELESS CONNECTIONS between computers).

Operating Systems:

Atlas runs on Windows 7 / 8 / 10. It also supports Windows Server OS 2012 and higher and Windows Small Business Server OS 2012 and higher. Either 32 or 64 bit OS are supported.

Home versions of Windows OS are not recommended as Servers (Main Computers) - they have limits to how many computers can connect at one time. Atlas must be installed on a Windows Operating System.

Atlas Flex can run on any device within your network with a web browser, however it is optimized for a 10" tablet (iPad or Android)

Network Infrastructure:

Small offices (1-5 computers) and mid-size offices (6-9 computers) can take advantage of simple peer-to-peer networks utilizing a Windows 7/8/10 computer as a 'File Server'. Larger offices (10+ computers) may be advised by their IT professional to install a Windows Server. This Server does not require any additional software (SQL, etc) for Atlas and can be configured as a simple File Server.

Database Backup:

Atlas (the Company) does not store or retain any of your data for backup purposes. The Atlas software does have the ability to create a 'restore point' daily backup and must be properly configured to work. This is only a small part of a Complete Backup Strategy. Atlas strongly recommends consulting with a trusted, local IT professional to create a backup plan. A good backup plan consists of local and off-site data storage. Refer to our Backup Strategy Manual available on our Support Site or www.atlaschirosys.com/backup for further information.

Main Computer / File Server (Small or Mid-Size Office):

	Recommended Specs
Operating System	Windows 7 / 8 / 10 (recommend Pro version for offices with 10+ computers)
Processor	Intel i5 Processor (or better)
Memory (RAM)	8GB or higher
Hard Drive	1 TB (or more)
Network Card	Gigabit Ethernet (no wireless)
Monitor / Resolution	23" 1920x1080
USB Connections	At least 1 free (for Reader)
Input	Keyboard / Mouse

Workstation (Network PC's):

	Adjusting Table (not Flex)	Sign In (See Below)
Operating System	Windows 7 / 8 / 10 Home	Windows 7 / 8 / 10 Home
Processor	Intel i5 Processor (or better)	Intel i3 Processor (or better)
Memory (RAM)	8GB (or higher)	2GB (or higher)
Hard Drive	250GB (limited storage)	40GB (limited storage)
Network Card	Gigabit Ethernet (no wireless)	Gigabit Ethernet (no wireless)
Monitor / Resolution	23" 1920x1080 Touchscreen recommended	17" 1024x768 Touchscreen optional
USB Connections	At least 1 free (for Reader)	At least 1 free (for Reader)
Input	Keyboard / Mouse	Keyboard / Mouse

- A separate PC is required for Patient Sign In - see additional information in the Basic Technical Details section
- Atlas Flex (VTC) can run on any device with a web browser but is optimized for a 10" tablet (iPad or Android)
- Subjective Questions at Sign-In requires a resolution of 1920x1080 and a touchscreen or mouse for input

Server (Optional):

	Recommended
Operating System	Windows Server 2012 (or newer)
Processor	Intel Xeon Processor
Memory (RAM)	8GB or higher
Hard Drive	1 TB (or more)
Network Card	Gigabit Ethernet (no wireless)
Monitor / Resolution	17" 1024x768
USB Connections	Not required
Input	Keyboard / Mouse

Tablet Spec for Flex Soap notes (Optional):

	Minimum	Recommended
Ipad	iPad Air 2	iPad Air 2
Misc Android Tablet	9.7 Inch display Android with WIFI	Samsung tab 9.7 Inch WIFI

Additional Technical Details

Network Connections:

Atlas requires a hardwired network between computers. Offices using Flex VTC can use wireless to connect their mobile device only. Atlas also recommends high speed internet into your office to aid with remote troubleshooting, support and updates.

Sign-In PC Options:

Your Atlas software requires a separate PC for Patients to electronically 'check in' to your office. This PC does not have the workload other machines in your network will have and typically does not need to be as powerful. There are other features your Sign In PC can perform, such as Subjective Sign In and Family Check-In options. These additional features require enhanced hardware - See the Additional Hardware section below.

Hard Drive (Storage) Space Requirements:

Your database size depends on many factors. Among these include how long you have been using Atlas, how much data converted into Atlas from a previous system and how many images and document files you store for each Patient. These images and documents can include X-Rays, EMG Scans, New Patient intake forms, re-exam forms and more. Most new computers come equipped with large hard drives (500GB or more) which should be sufficient for most databases.

Battery Backup / UPS:

Atlas recommends the use of a UPS (Battery Backup) for each computer and networking component in your office. It is important to remember two things when choosing / installing a UPS.

1. Be sure to use a UPS that can handle the power draw of your components.
2. If you do not use a UPS on your network hardware (router, modem, switch, etc) your network will become unusable in the event of a power outage.

Consult with an IT professional for your specific requirements.

Calling Module (optional):

The Atlas Calling Module helps direct Patients to available Adjusting Tables or Exam Rooms, based on specific configuration. Setup and use of the Calling Module requires:

- Microphone: to record Patient names and Table location information
- Speakers: plugged into the computer designated as the 'Calling Computer'
Atlas recommends a headset microphone with earphones to allow the recorder to create and check sounds.

Imaging (optional):

To import film X-Rays and/or Documents into your Atlas system, you will need a digital camera (at least 4 megapixels) and a TWAIN compliant document scanner. Most hardware today will easily meet these requirements.

Additional Hardware:

Atlas utilizes RFID Cards and/or Fobs to electronically sign Patients into the system. In addition, you will need RFID readers at your Front Desk, Sign In and Adjusting Tables depending on your specific setup and office flow and volumes. This equipment can be purchased directly from Atlas. Support Staff can consult on what is your best setup for your office and equipment to order.

In order to print Statements, Reports and other items out of Atlas you will need a standard local or networked Printer. Atlas software is compatible with almost all current Printers.

A credit card reader will also be required if you are using the Atlas Power Pay feature (see Power Pay manual for details in our support site).

Additional Software:

To utilize the Health Articles feature at the Adjusting Table, you will need a copy of Microsoft Word installed. In addition, you may need a PDF viewer to view PDF documents at the Adjusting Table also.

- **Imasight, 20/20 Imaging and others:** Atlas integrates with the latest version of Imasight Digital X-Ray system to import x-rays and to setup work orders.
- **Insight Millennium (CLA), Titronics and others:** Atlas integrates with the latest version of Insight Millennium software to import Patient EMG scans.
- **Other Imaging Software:** Atlas has created a feature for other Imaging Software companies to interface with Atlas allowing import from a variety of other systems - see additional documentation for details on this feature.



Hardware Acquisition:

At Atlas Chiropractic Software, we understand you have many options for your PC Workstation and have a choice to contact your local outlets (Best Buy, Tiger Direct, etc) or IT professional.

Technology changes rapidly. In order to keep up with these changes, Atlas maintains the most up to date information on our Atlas Support site found at: <https://www.atlaschirosys.com/orders/>

Our Support Team is available:

Monday - Thursday 8:00am to 7:30pm Eastern Standard Time

Friday 8:00am to 4:30pm Eastern Standard Time

Phone: 1-866-762-8527 option 2

Email: support@atlaschirosys.com

Online chat, with a Live Technician, is also available during our regular business hours at our Atlas Support site. The Atlas Support Team is knowledgeable in a variety of computer related topics, however our focus is supporting the Atlas software. It is recommended to consult with a local IT professional in regards to your computers and network. Atlas personnel are available to assist your IT team to ensure the best possible experience with your software configuration and usage. On occasion, your Atlas Support Representative is able to directly assist with general computer support (networking, antivirus, configuration) but Atlas recommends that issues outside of the scope of Atlas Support be directed to the appropriate Support professional.

Preparing to Install Atlas

Performing a few easy steps prior to installing your Atlas software, will help facilitate the install process. This section will cover the required setup for each computer.

Required Setup:

- **SMB2 Hotfix:** SMB2 is a networking protocol introduced in Windows 7. This protocol can cause database corruption in some networks. Microsoft has released a hotfix that needs to be run on each machine running Windows 7. You can find more information here:
<http://atlaschirosys.com/smb2>

- **Real-Time Virus Scan Exceptions:** antivirus software which runs a 'real-time' scan on files can negatively impact the performance of Atlas (real-time scans check each file as it is accessed across the network). Add your ACS folder and/or networked ACS folder to the exception list on each computer. See your antivirus programs documentation for details.

- **Win7 File Server:** For Win7 to properly allocate resources as File Server, a small registry change is recommended from Microsoft.
The following fix requires editing your Windows Registry which can render your machine unusable if not done correctly. Consult an IT professional or Atlas Support for details if you are unsure.

Set the following registry key to '3':

HKLM\SYSTEM\CurrentControlSet\Services\LanmanServer\Parameters\Size

Restart the Computer.

- **Power Settings:** out of the box Windows computers are generally configured to conserve power by shutting off peripherals and hard drives after a specific time of inactivity. It is important to disable these settings to avoid network interruptions.
 - Disable screensavers on the Sign-In and VTC computers
 - Disable sleep settings for hard drives on all computers
 - Disable Network Card and USB 'power off' settings to ensure these components are not shut down by Windows to conserve power
 - Disable the Hard Disk time out in Win7 and Windows 8 (located in the Advanced Power Settings)

Installing Atlas (Server):

In order to install Atlas on your Server, you will need your customized Setup File. This file will be supplied to you during your Initial Setup via download. Be sure to store the setup file in a secure location for future use. We recommend storing it in your Main ACS folder - allowing quick access for installing later on network machines. You can also back up to an external drive.

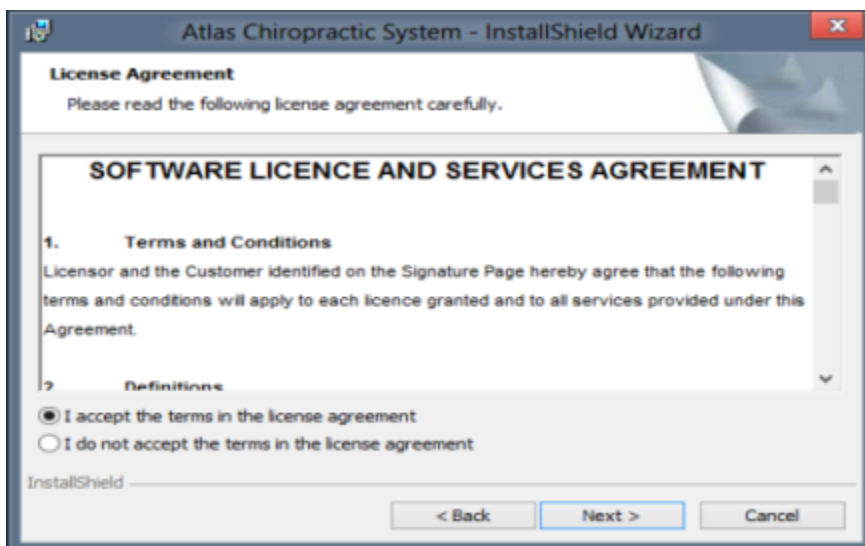
Atlas is installed with a blank data set. This means that if you are converting from another software system, you must contact Atlas to arrange a data conversion before your data can be imported. It also means that if you are reinstalling Atlas on a computer it may overwrite files.

Step 1 - Install:

1. Double click on the Setup file - follow any onscreen prompts and click NEXT to continue

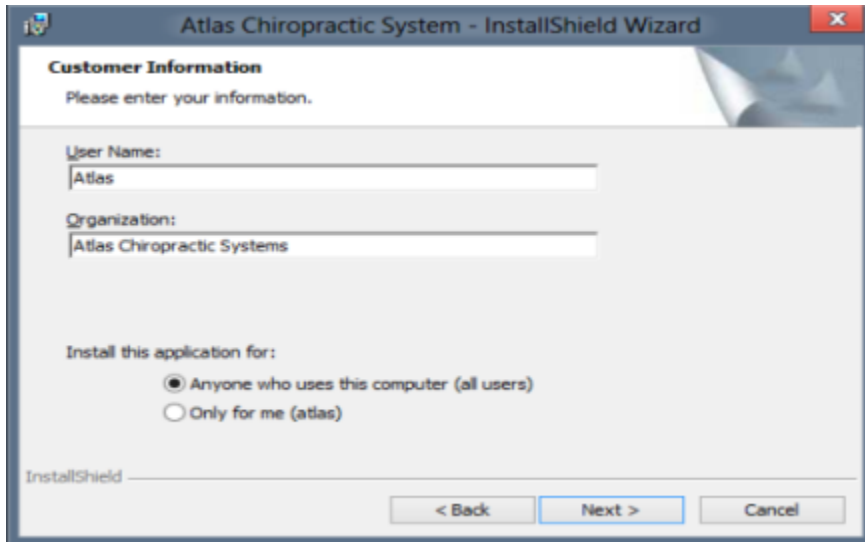


2. Read the Software License and Services Agreement and check that you accept the agreement
Click NEXT to continue



3. Enter your User Name and Organization details (optional) and choose which User Accounts you want to install the program for: All Users is the default and recommended option.

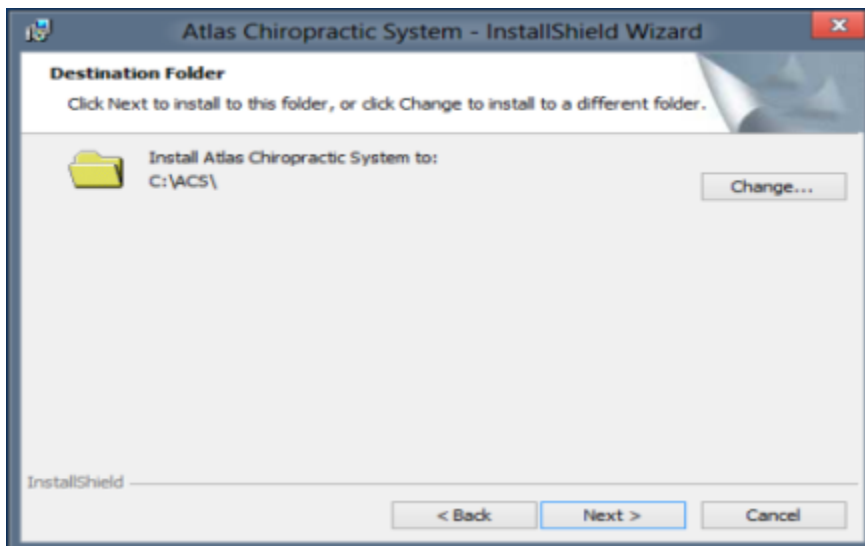
Click NEXT to continue



4. Choose the install destination folder

NOTE: Atlas installs into the C:\ACS folder by default. If this folder is not already created, the installation will automatically create one. Be sure your destination folder has sufficient storage space for your current data and future expansion.

Click NEXT to continue

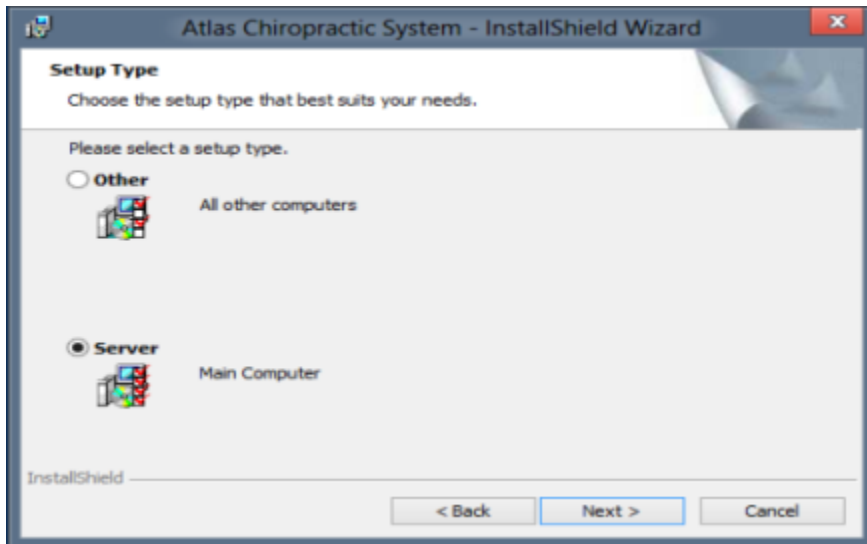


5. Choose the current Setup Type

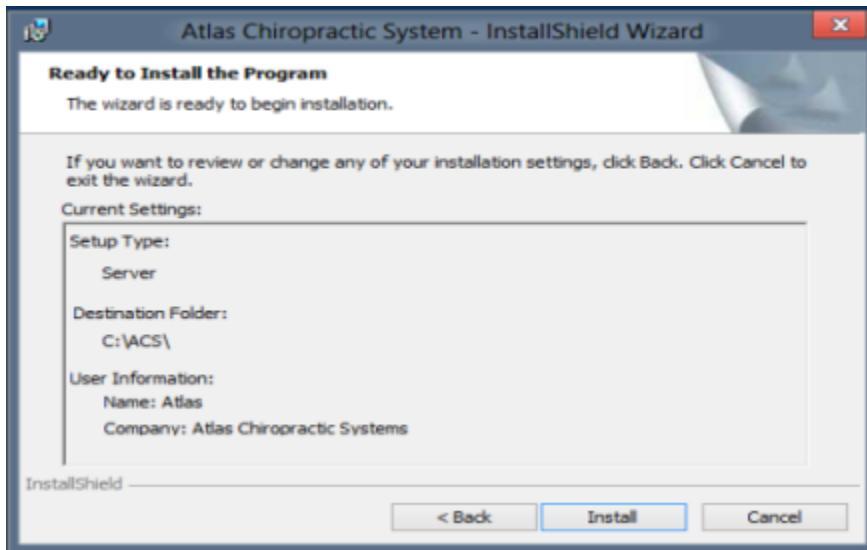
Other: for installing on network computers in your office

Server: for installing on only one Main Computer in your office

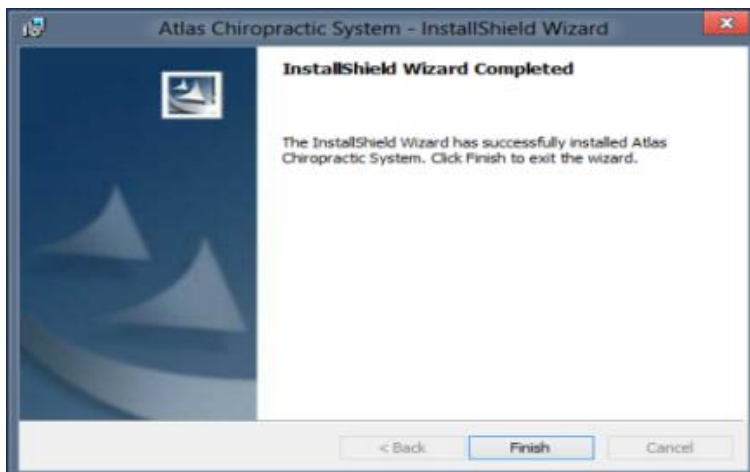
Click NEXT to continue



6. Review the selected options and click NEXT to continue

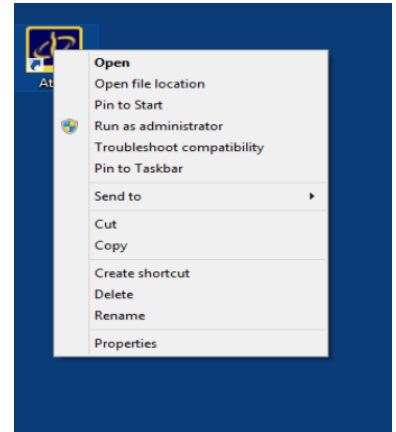


7. Click FINISH when the installation is complete



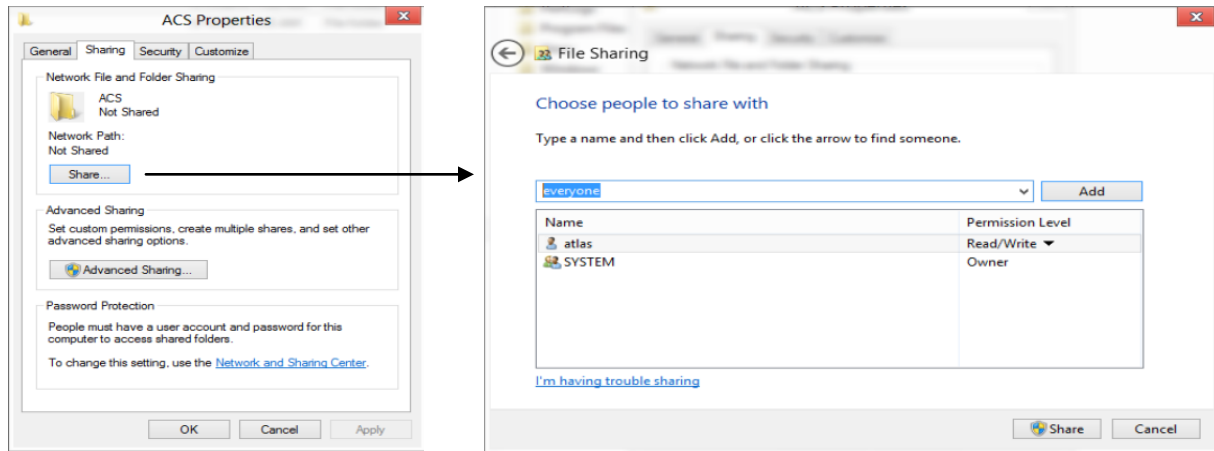
After the install is complete, copy the Setup file you used to the new ACS folder for network access/install later.

1. Right Click on the new desktop Icon
2. Select Open File Location (this option is available on Windows Vista, 7 and 8 OS only)
3. The folder that opens is your Main ACS folder
4. Copy the Setup file into this folder and proceed to the next section for instructions to 'Share' the folder

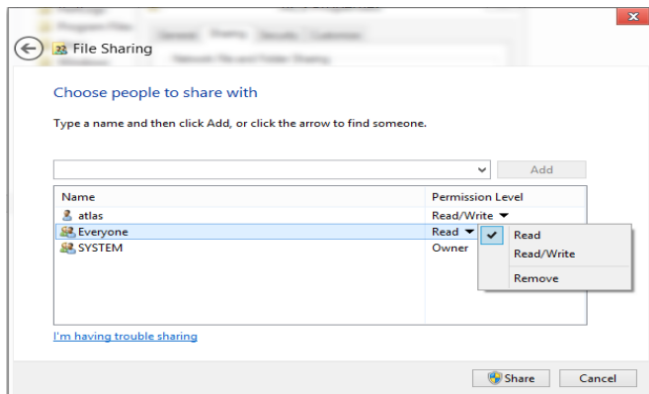


Step 2 - Share the Folder:

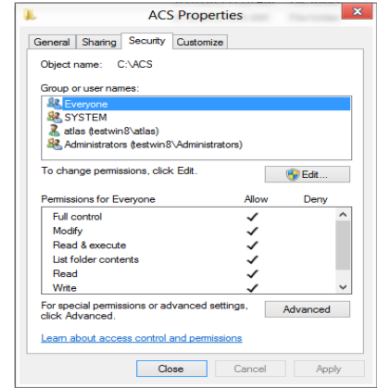
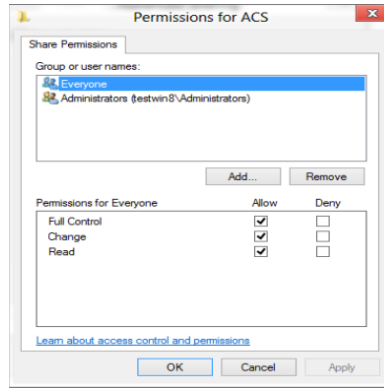
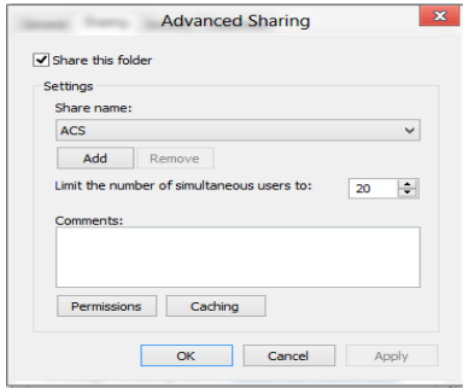
1. Navigate to the Main ACS folder on your Server (C:\ACS by default)
2. Right Click on the folder and select Properties
3. Click on the Sharing tab and open the SHARE button



4. Type 'Everyone' in the blank field and click Add - this will grant permission to 'Everyone' on the network to access the shared folder with Read permission. Be sure to select the Read drop down and choose Read/Write as the permission to allow users to access and change files in the folder. Click Share to finalize the setting.



- Verify that the 'Everyone' group also has Full Control in the Permissions settings under Advanced Sharing and under the Security tab.



Installing Atlas (Network):

The install process for network machines is similar to the Server install. The main difference being that you will choose the option 'Other' when prompted, instead of 'Server'. This will install the Atlas client on the computer.

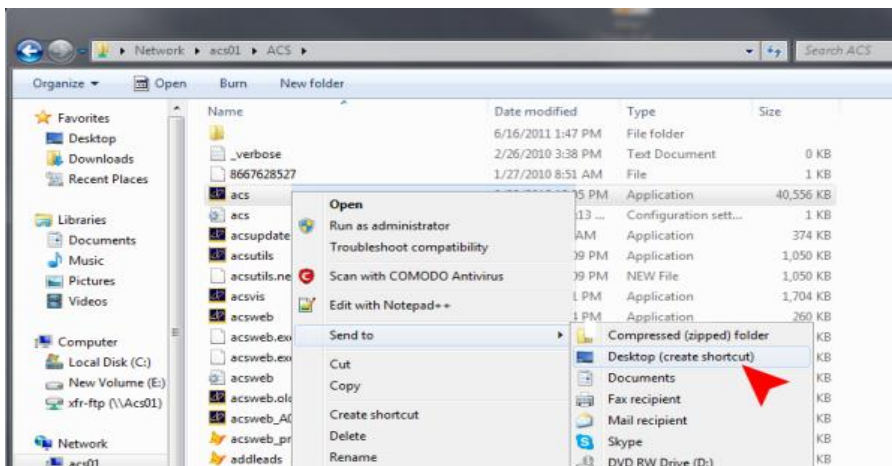
At the end of the installation on a network machine, it will be necessary to create the desktop shortcut back to the Main Computer to run Atlas.

- Follow the instructions in the Installing Atlas (Server) section except select 'Other' when prompted to install Atlas on the network machine.
- Navigate through the Network to your Main ACS folder. Find the Program 'acs.exe' (NOTE: this may be listed as 'acs' with File Type Application depending on your system settings).
- Right click on the file and select the option 'Send to / Desktop (As Shortcut)'. This will create a shortcut on your network machine desktop that points to the Main ACS folder and ACS program.

NOTE:

To run 'Sign In' select the file 'signin.exe' for your desktop shortcut (for the Patient Sign In screen)

To run 'Assign' select the file 'assign.exe' for your desktop shortcut (for the Calling Module feature)



Opening Atlas:

After installing Atlas, the next logical step is to open your new software.



Database programs, like Atlas, need to run regular scans to ensure continuity and proper function. We recommend starting Atlas first on your Main Server each day, where the database checks will run fastest.

This database check can only run when the program has exclusive access to the database. Meaning, Atlas is not running elsewhere on the network at the time of startup. We recommend shutting Atlas off on every computer each night to help ensure proper errorscan in the morning.

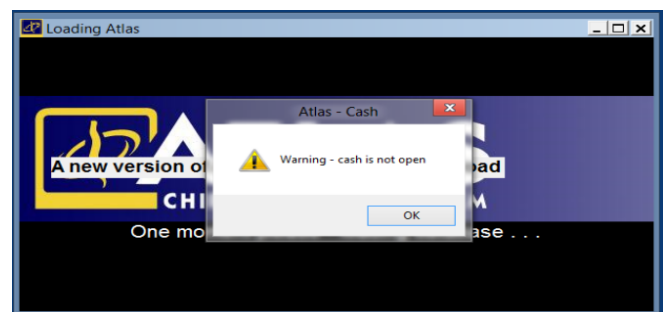
The database error scan and reindex is a very important part of keeping your Atlas software running smooth. If you are not seeing this check daily, refer to the troubleshooting section or contact Atlas Support.

Open on Main Server:

1. Double click the Atlas desktop icon.
2. If your software is not opened elsewhere on your network, the program will lock the database and perform an errorscan and reindex.

The image below displays the Atlas startup screen with the errorscan running. You can see the progress (scanned 64 of 185 files) and which file is currently being scanned. Also you may note the message 'A new version of Atlas is available for download' - this displays whenever a new download is available. Information on updating your software can be found at the end of this manual.

3. After the errorscan / reindex is complete you should also see a prompt 'Warning: Cash is not Open'. This is a normal message when the virtual cash drawer is being used properly - simply click OK at this message to proceed.



4. The software will open directly into the CA Main Screen on first startup.

- Click LOGIN (upper, left corner) and use your credentials to access the system.

There is a default login:

Account ID: ADMIN

Password: admin

NOTE: The Account ID always displays in capital letters, regardless of your Caps lock keyboard setting however, the Password is in lowercase and is always case-sensitive.

- Once logged into Atlas (depending on your current User Account Permissions) you will see buttons along the top to access menus and you will be able to use the software. Refer to the User Manual for information on setting up or editing User Accounts and more.

In order to properly access the Virtual Travel Card (VTC) on Adjusting Table computers, refer to the VTC section in our User Manual.

Further configuration on each computer may be necessary to access features such as; PitStops, RFID readers, touchscreen buttons and more. This configuration is explained further in our User Manual.

Troubleshooting:

Atlas recommends working with a qualified, local IT professional to setup and configure your network. Our Support Team can work closely with you and your IT professional to ensure a positive experience with your new software. Network errors (loss of connection, slow connections, changes to network configuration, etc) are best handled by a local IT professional; however in some cases Atlas can help.

Problem	Solutions
Error Message: The drive or shortcut that 'acs.exe' refers to is no longer valid.	<ul style="list-style-type: none"> - verify the Server is turned on - verify the Server name has not changed - check Firewall settings on both computers to ensure connection - check the shortcut to acs.exe has not changed
Message: Atlas has detected a network error and is shutting down to prevent corruption	<ul style="list-style-type: none"> - verify the Server is turned on - check the physical network connections between computers (Ethernet cable, router, etc) - check the network adapters power settings on each machine
RFID Reader not Working	<ul style="list-style-type: none"> - check USB connection between reader and computer - verify in Rooms Setup that computer is set to proper RFID setting and that a Computer Location is set (see manual for details) - check proximity of RFID reader to other readers; generally readers should be at least 3' apart
Computer opens to CA screen instead of VTC	<ul style="list-style-type: none"> - verify CASH is opened, if it is not, open for the day and restart Atlas - verify in Rooms Setup that computer is set to VTC and that a Computer Location is set (see manual for details) - verify Default Provider assigned to the room has a User Account set up and enabled (see manual for details)

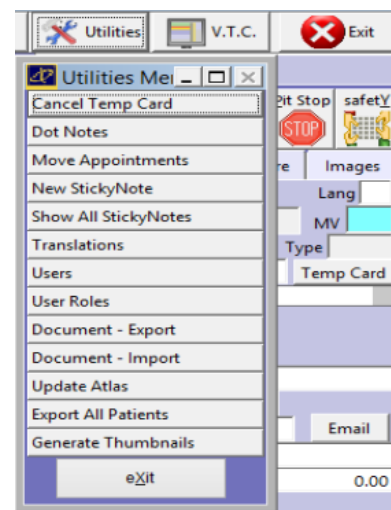
No desktop icon after installation on network PC	- create the icon by navigating through the network to the Main ACS folder on the Server and right click on the acs.exe file with option to 'Send to Desktop...as Shortcut'
Atlas starts very slowly on network PC	- verify computer is not connecting to the network wirelessly, disable any wireless adapters and hardwire the computer - verify hardwire connection (network adapter) is not connecting at 10MBs. Atlas recommends 100Mbs minimum connection speed - if Atlas is not running elsewhere on the network, it may be performing an errorscan/reindex which will take longer across the network
Database is currently locked while it is being checked. Please wait a minute or so and try again.	- Atlas is performing an errorscan/reindex on another machine, please wait for that to finish to open Atlas on other computers - Atlas is performing an errorscan/reindex on the current machine (possible user opened Atlas multiple instances), please wait for that to finish to open Atlas on other computers

Updating Atlas:

Your Atlas system will benefit from updates throughout the year. Updates add new features, fix bugs and increase the performance of your system with enhancements. Generally updates only take a few minutes to download and install, and need very little user intervention to complete.

Updates run fastest on the Main Computer (Server) in your network. Be sure Atlas is turned off on all of the other computers before attempting an update. Atlas also recommends creating a backup in case there are any issues with the update process.

1. Check that Atlas is turned off on all your computers except the Main Computer (Patient Sign In, Adjusting Tables, back office, etc)
Verify the Atlas Backup program is not running
2. On your Main Computer (Server) navigate under UTILITIES to the 'Update Atlas' option
3. Follow the onscreen prompts to Update Atlas
4. Click Finish when complete



Migrating the Database:

The following information can be used for offices looking to migrate their existing database to another Server. We recommend consulting with your IT professional to assist with any migration. Atlas Support is available to help your team; we advise calling to schedule with a representative if you require assistance.

Before starting, ensure you have a copy of the Setup file for the clinic. Generally this is in the ACS folder on the Server. If you don't have the original Setup file, contact Atlas Support to obtain a copy.

Also, ensure you have a method to transport the database from one computer to the other – this may include a network connection between the machines and/or an external device (hard drive) large enough to hold the required data. To check your maximum database size, right click on the main ACS folder and check the properties. At minimum you will have to move your entire DATA folder within the ACS directory, however, it is advised to move the entire ACS directory – which would copy in your updated program files, personalized scripts and more.

Refer to the instructions earlier in this manual for details on the Install and Sharing process.

- 1. Install Atlas:** Use the setup file to install Atlas on the New Server.
When prompted during the install, be sure to choose the SERVER option.
Follow the instructions for the Server install earlier in this manual.
- 2. Share:** After the install completes, share the new ACS folder on the network
Grant EVERYONE full permission to the new folder
- 3. Move:** move the contents of the ACS folder on the current Server onto the New Server
Paste the current ACS folder contents over the newly installed contents
(this process can take some time depending on the size of your database and your connection speed)
(if you are copying the database to an external drive, the process could take longer)
- 4. Launch & Verify:** after the copy is complete, launch Atlas on the New Server to ensure functionality
- 5. Old Server:** after you verify Atlas is working on the New Server, remove Atlas Server and install Atlas Network client if the old computer will remain in the network
 - uninstall Atlas from the Old Server
 - rename the remaining ACS folder to ACS_*[date]* (where date=today's date) to archive the data
 - use the Setup file from Step 1 to reinstall Atlas on the old server (if its staying in the network) Choose option OTHER when prompted during the Setup process
- 6. Rename Shortcuts:** on EACH network machine, verify the shortcut for Atlas is pointing to the New Server share
(This may require remapping a drive, re-establishing User/Password permissions or removing and recreating the Atlas shortcut)
- 7. Test:** Launch Atlas on each PC to ensure connectivity to the new database

Additional Features setup Links:

Atlas has other features that are add on during the initial ordering and sign up or can be added to your account in our order site. <https://www.atlaschirosys.com/orders/>

Atlas Intake forms. http://atlaschirosys.com/downloads/support/docu/intake_forms.pdf

Have your Patient fill in their intake forms on an iPad/tablet in your office or from the comfort of their own home. Their information syncs directly into Atlas, saving you the input time and avoiding errors.

Text Feature and SMS Credits <http://atlaschirosys.com/downloads/support/docu/sms.pdf>

Regions outside North America(Canada & US) could use 2-4 credits per SMS message sent. Please contact Sales for specifics for your region.

Multi-Discipline SOAP Notes

The multi-discipline SOAP note feature allows offices to securely separate SOAP notes based on Provider or discipline. Chiropractors and Massage Therapists can access the same Patient file while keeping their notes separate. Office administrators or lead doctors can have access to view all notes if needed. With proper setup, offices can create separate notes for insurance (auto accident, workers comp, etc) treatment. This feature is available as a free add-on for clinics on a Full Support and Updates package. To enable, check the acceptance box in the order site and add the Multi-Discipline feature to your cart. Further instructions will be provided after you complete the check-out process.

Atlas Flex <https://atlaschirosys.com/downloads/support/docu/atlasflexmanual.pdf>

Do you want the flexibility to move around the office with your VTC? Atlas Flex is a browser based version of Atlas' easy to use Virtual Travel Card, designed for use on a ten inch tablet. Take notes in one room and on way your way to the next you can review the next patient's notes. Free yourself from your desktop and try Atlas Flex today.

Cloud Backup <https://www.atlaschirosys.com/backup/>

Support Information:

Technology changes rapidly. In order to keep up with these changes, Atlas maintains the most up to date information on our Atlas+ Support site found at:

<https://www.atlaschirosys.com/orders/>

Please refer to the website for any changes to this document or our System Requirements.

Our Support Team is available:

Monday - Thursday 8:00am to 7:30pm Eastern Standard Time

Friday 8:00am to 4:30pm Eastern Standard Time

Refer to our Atlas+ Support site for information on our holiday hours.

Our Support Team can be reached via:

Phone: 1-866-762-8527

Email: support@atlaschirosys.com

Online chat, with a Live Technician, is also available during our regular business hours at our Atlas+ Support site.

The Atlas Support Team is knowledgeable in a variety of computer related topics, however our focus is supporting the Atlas software. It is recommended to consult with a local IT professional in regards to your computers and network. Atlas personnel are available to assist your IT team to ensure the best possible experience with your software configuration and usage. On occasion, your Atlas Support Representative is able to directly assist with general computer support (networking, antivirus, configuration) but Atlas recommends that issues outside of the scope of Atlas Support be directed to the appropriate Support professional. A qualified, onsite IT technician can provide you with the most accurate information to resolve your Technical Issues.