



**Network Professional** versions (serial number starting with 1818), and **Office Hours Professional** users (serial number starting with 2828) must update the Advantage Database Server before installing this Service Pack. Contact our support team for assistance with updating the Advantage Database Server to version 8.1. **DO NOT CONTINUE WITH INSTALLATION OF THE SERVICE PACK WITHOUT UPDATING THE ADVANTAGE DATABASE SERVER.**

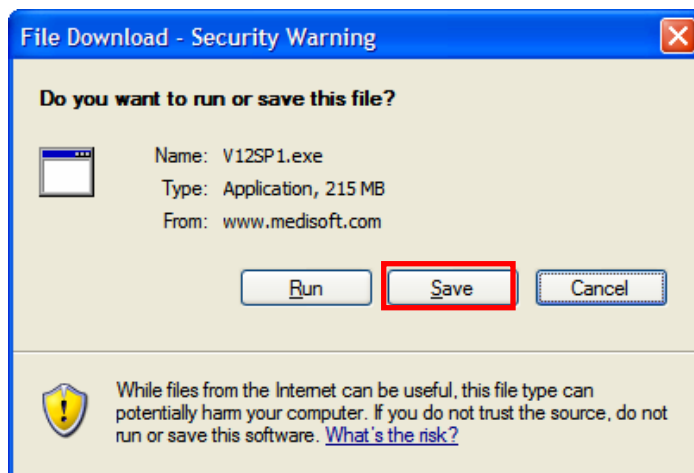
**IMPORTANT NOTICE: FOR ERA DIRECT 12 MODULE USERS:** Upon completion of this Service Pack installation, [click here](#) to download and install the current Medisoft 12 EDI Install (Article 131322) or contact our support team for assistance.



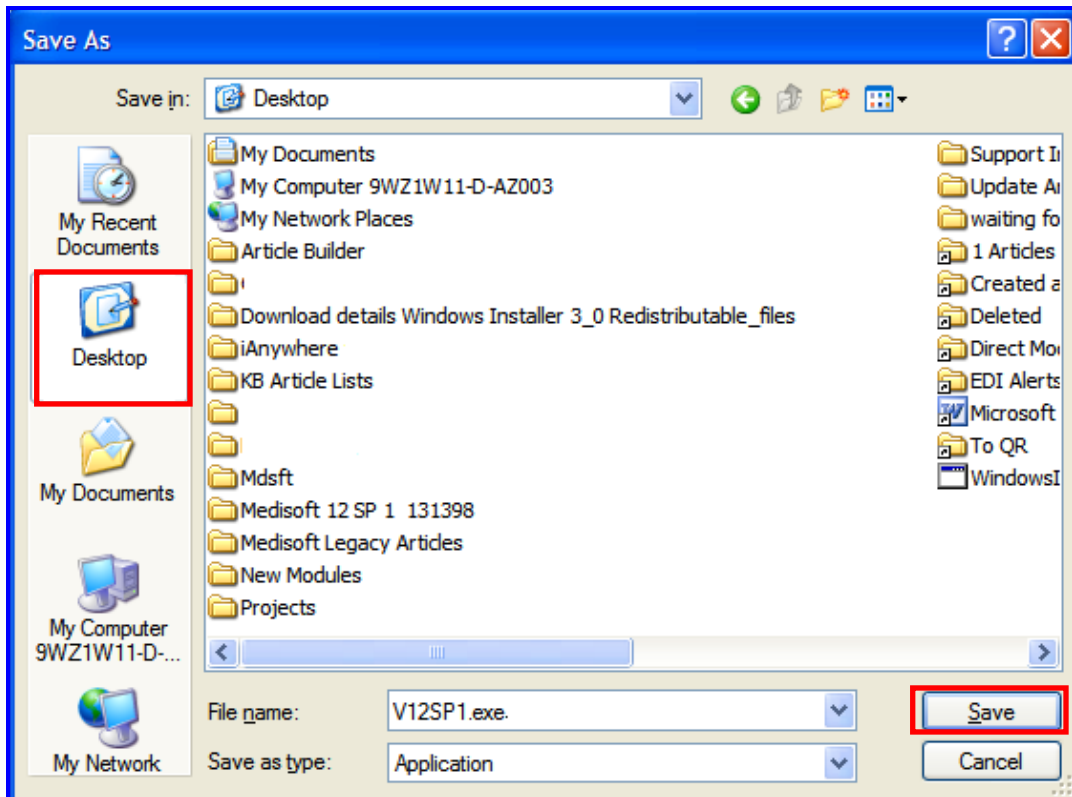
**PLEASE NOTE: Create a backup of the practice before proceeding.**

**Installation Synopsis:** a) ensure all users are out of Medisoft, b) close all programs, c) install Medisoft 12 SP2.

1. Click on the following link to download **M12 SP2**:  
**[www.medisoft.com/download/V12/Medi12SP2.exe](http://www.medisoft.com/download/V12/Medi12SP2.exe)**
2. When the **File Download** window opens, click **Save**.



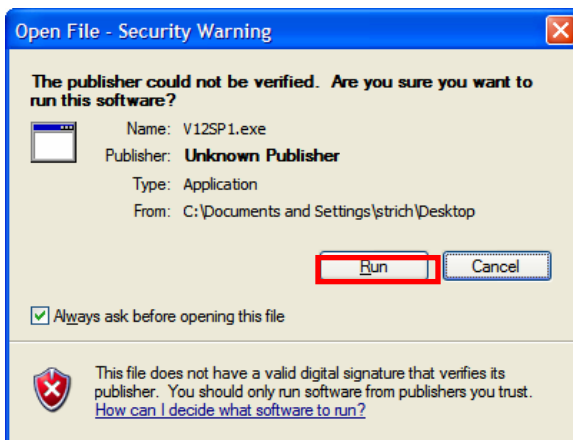
3. From the **Save As** window, select **Desktop** and click **Save**.



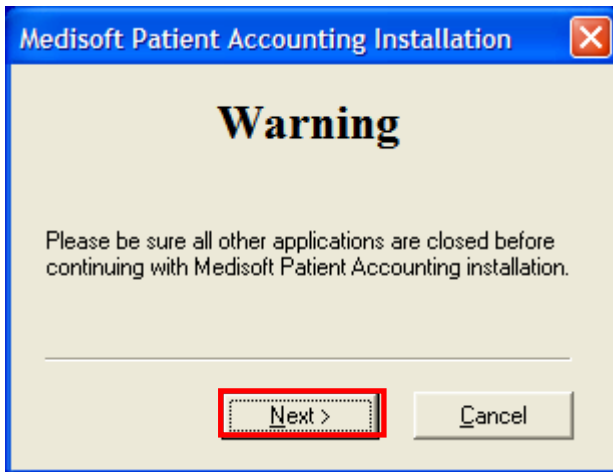
4. Once the service pack download completes, double-click on the **V12SP2.exe** icon.



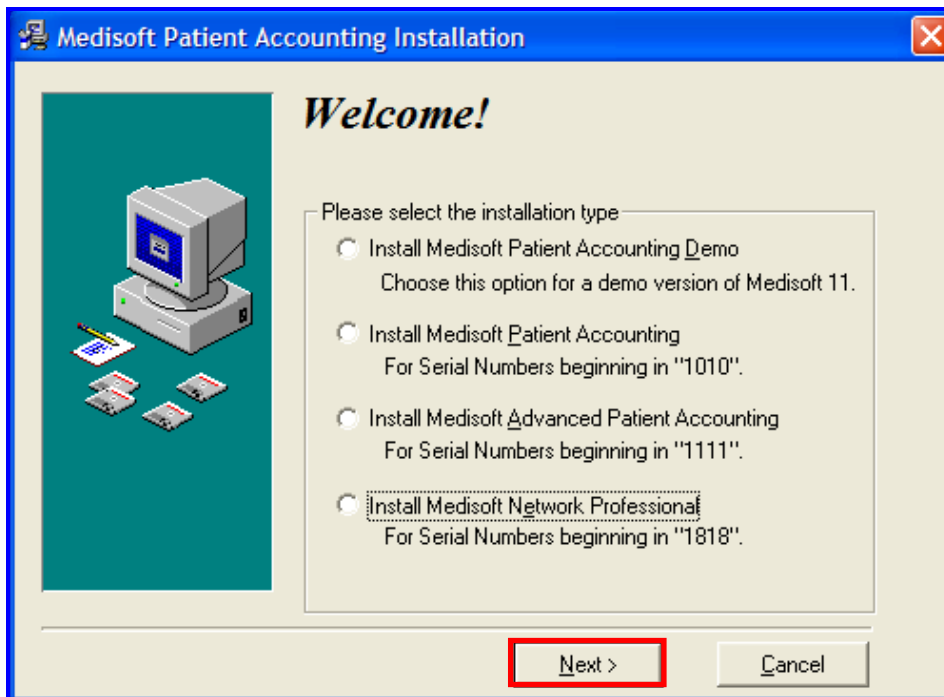
5. Click **Run** in the **Open File – Security Warning** window.



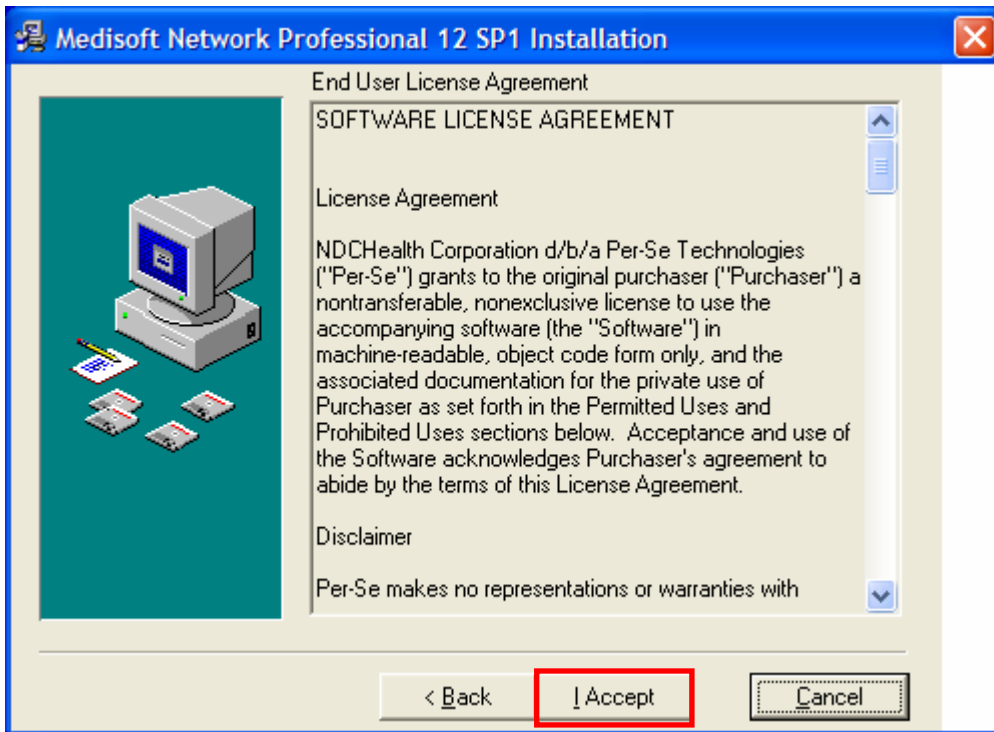
6. Click **Next** in the **Warning** window.



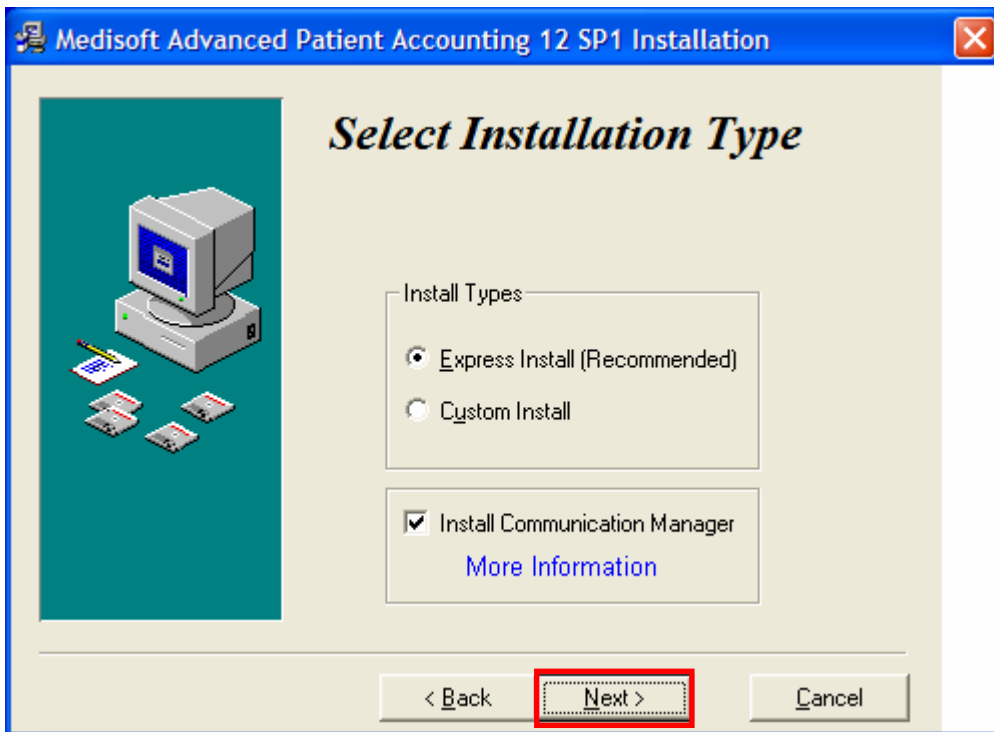
7. Select the version of Medisoft based on the first four serial numbers on the Medisoft CD case. Click **Next**.



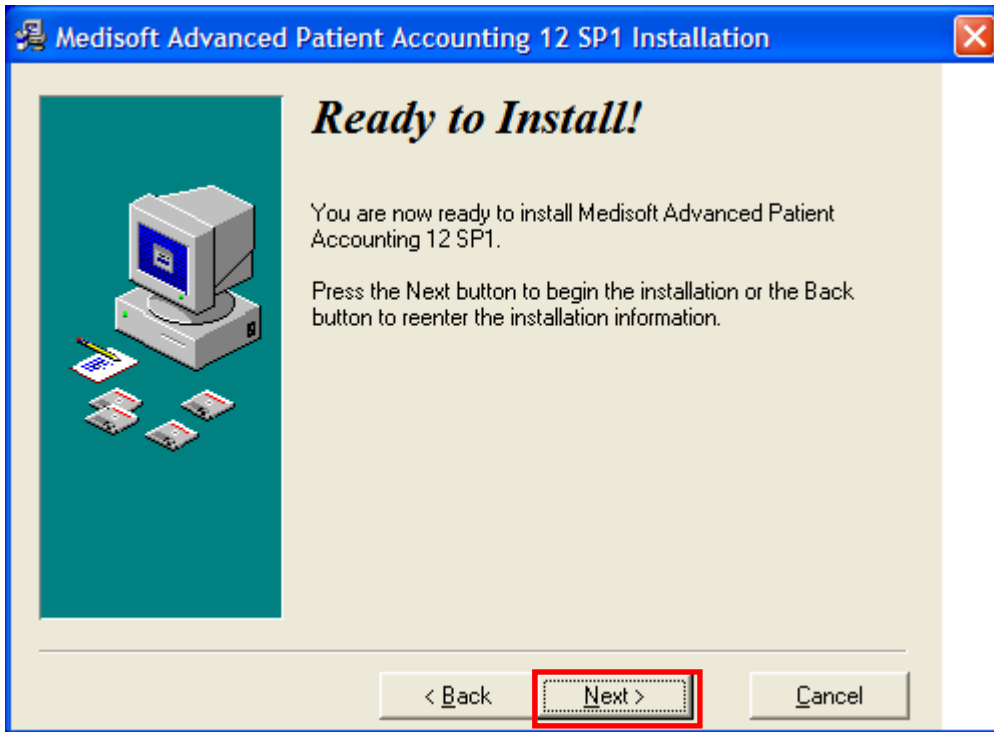
8. Click on **I Accept** in the **Software License Agreement** window.



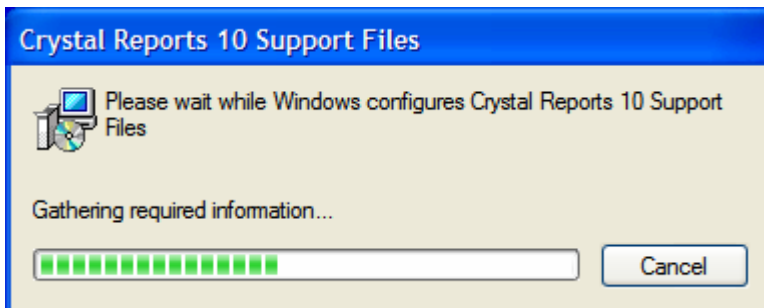
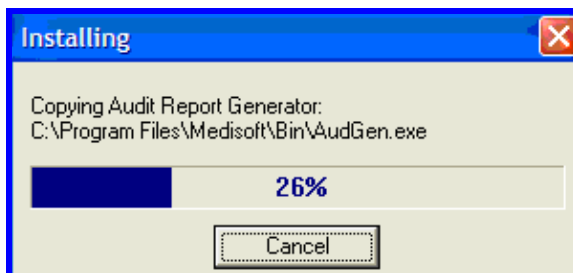
9. Leave the default settings in the **Select Installation Type** window and click **Next**.



10. Click **Next** in the **Ready to Install** window.



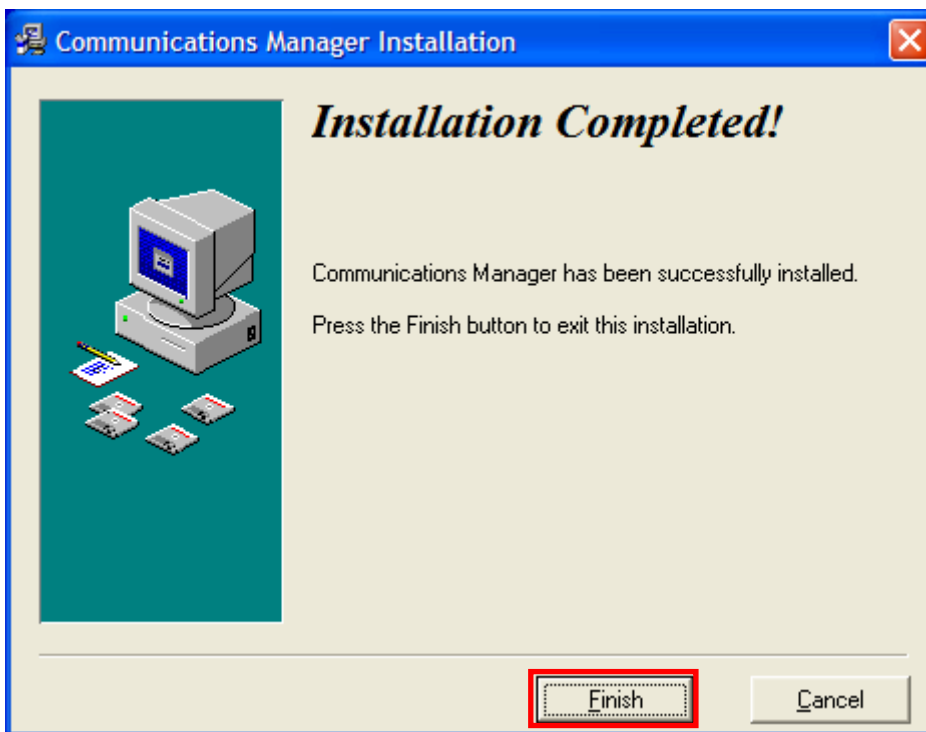
The following two progress indicators will appear during the installation.



11. When the **Communications Manager Installation** window appears, click **Next**.



12. When the **Communications Manager Installation Completed** window opens, click **Finish**.



13. When the **Installation Completed** window opens, click **Finish**.



In the event the **Install** dialog box opens, click **OK** to reboot your computer.

