

MModal Fluency Installation Guide

Velox Viewer 1.0.46 (and up) now requires a minimum Fluency version of 12 (or higher). This guide will provide step-by-step instructions on how to update your Fluency installation.

These instructions should take approximately 5-10 minutes to complete. If you are using a company computer, please provide these instructions to your IT personnel. If any issues arise during installation, or if any assistance is required, please contact the Velox technical support team.

Document last updated 2024-12-11 .

Viewer Download: <https://update.veloximaging.net/>

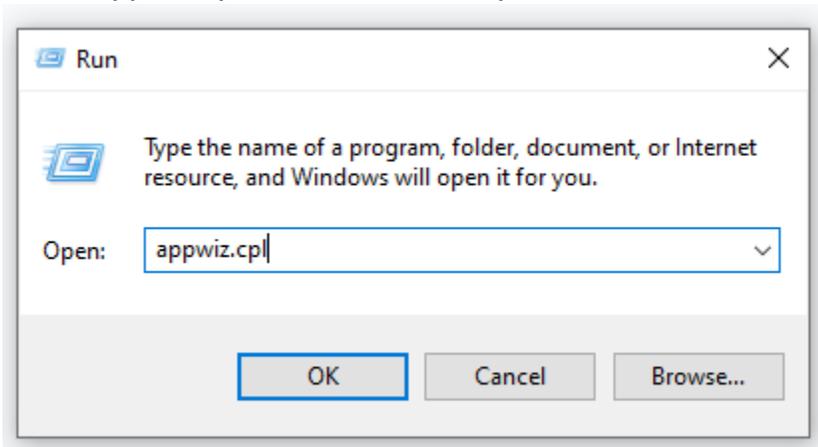
Fluency Download: <https://velox.help/install/Other/Fluency/>

Fluency Installation

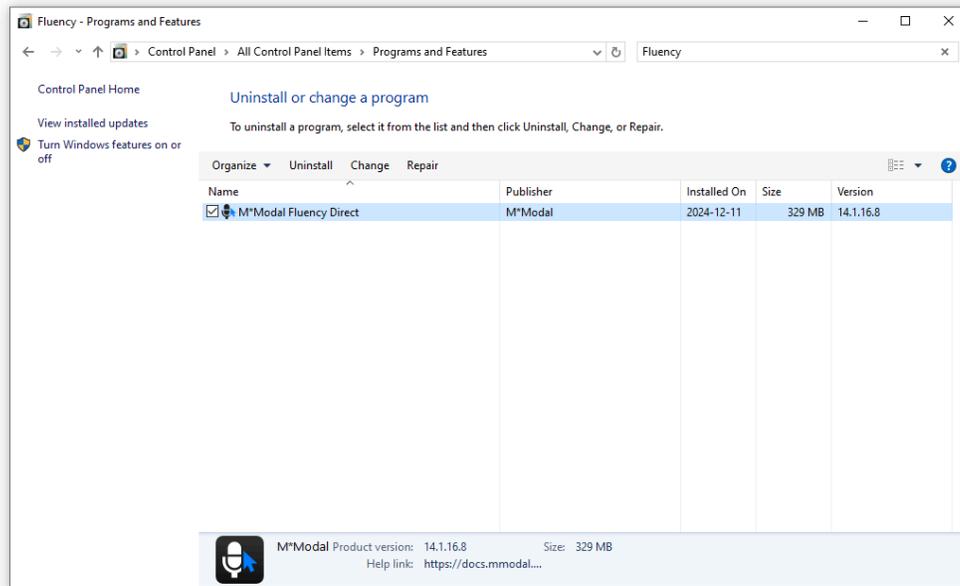
Please ensure the latest version of Velox Radiology is installed before proceeding. (<https://update.veloximaging.net/>)

Step 1: Uninstall your current Fluency version.

- 1) Press Ctrl + R on your keyboard to open the 'Run' dialogue.
- 2) Enter "appwiz.cpl" into the box and press Enter.



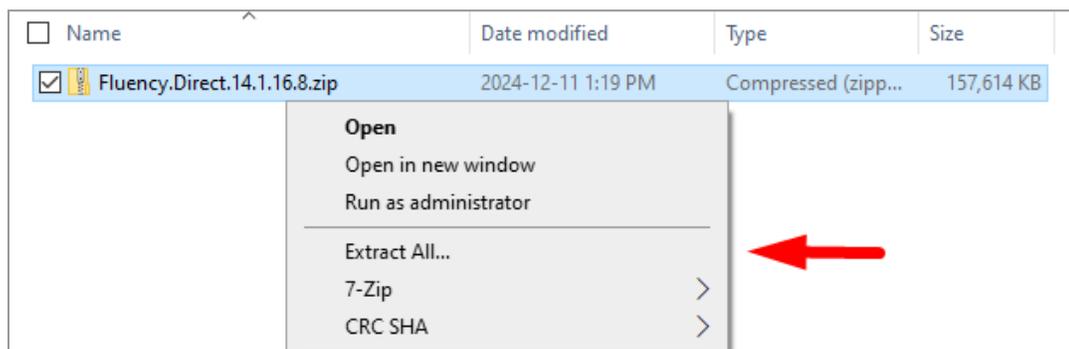
- 3) The 'Programs & Features' window will open. Search for "Fluency" at the top-right. Select "M*Modal Fluency Direct", and click Uninstall.



- 4) Proceed through the uninstallation menu.

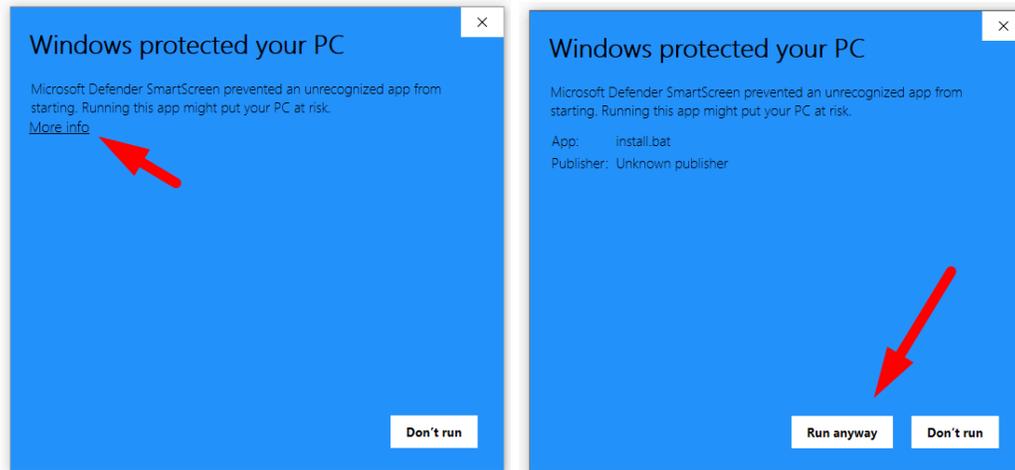
Step 2: Install the latest Fluency version.

- 1) Go to <https://velox.help/install/Other/Fluency/> and select "Fluency.Direct.14.1.16.8.zip". This will download the file.
- 2) Open your Downloads folder. Right-click the Fluency.Direct.14.1.16.8.zip file, and select Extract All.

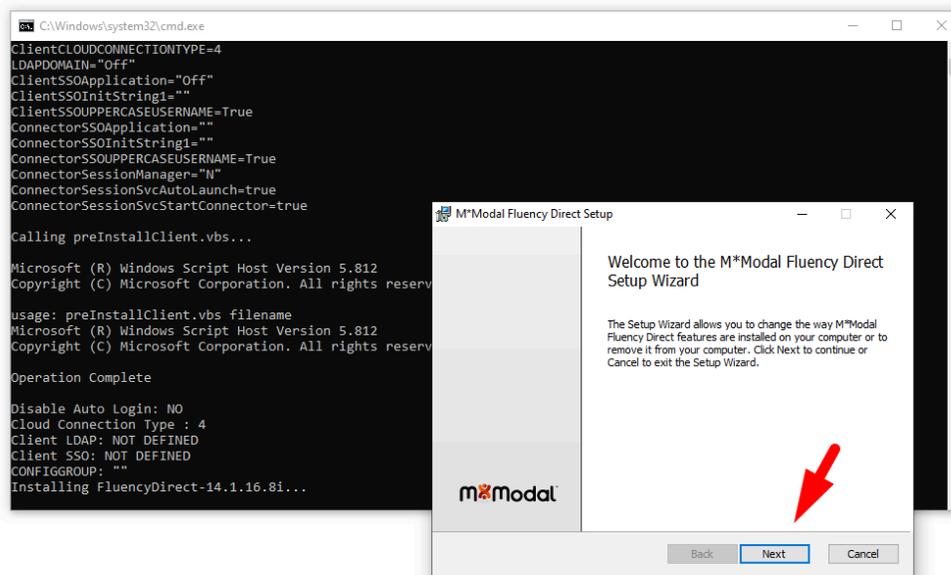


- 3) A window will open. Click 'Extract'. After a few seconds, the extracted files will open.
- 4) Once extracted, open the folder "Fluency.Direct.14.1.16.8", then open "fd.client".

- 5) Select “install.bat” to run it.
If prompted with a Windows Defender SmartScreen notification, select “More Info” and choose “Run Anyway”.



- 6) The setup window will open. Select “Next” and “Install” to proceed. Allow the installer to complete. If you are prompted for Administrator access at any time, select Yes, or enter your system password. Click “Finish” when done.



- 7) Installation is now complete. Sign into the Viewer to get started!

Installation Failure (Service Failed to Start)

If an error is shown during the installation process (“Service M&Modal Fluency Direct Support Service failed to start”), attempt the following steps:

- 1) Close the installer. Ensure that MModal Fluency Direct is uninstalled from your program list.
- 2) Delete the folder *C:\ProgramData\MModal*
- 3) Run the installer again.

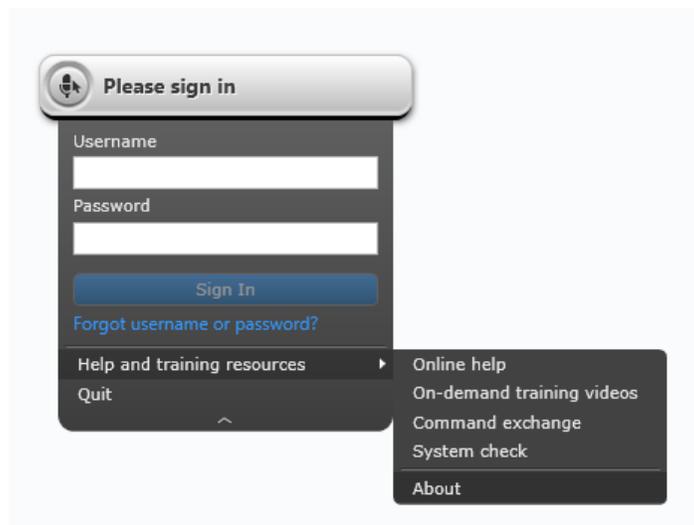
For use with Fluency for Imaging

MModal Fluency Direct may encounter compatibility issues if your PC also has *Fluency for Imaging* installed. This will require a file to be altered before it can be used.

- 1) Install MModal Fluency Direct as normal.
- 2) In your file explorer, go to
C:\MModal\FluencyForImaging\Reporting\Bin\CaptureUIIntegrationKit\lib
- 3) Find and delete the *AnyModalCaptureUILib.tlb* file.

Verifying Installed Software Versions

To verify which version of MModal Fluency Direct you have installed, click on the floating MModal dock, then choose **Help & Training Resources > About**.



To verify your Velox Radiology Viewer version, check the “build number” at the top of the login window, or the bottom-right corner after signing in.