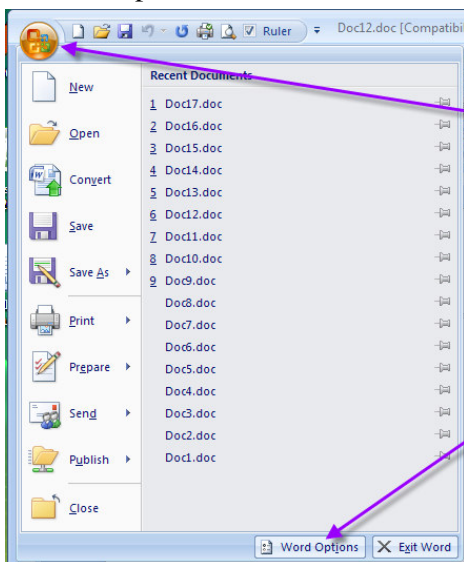


Trouble-shooting for Creating Letters in SUNIX Vision

Requirement:

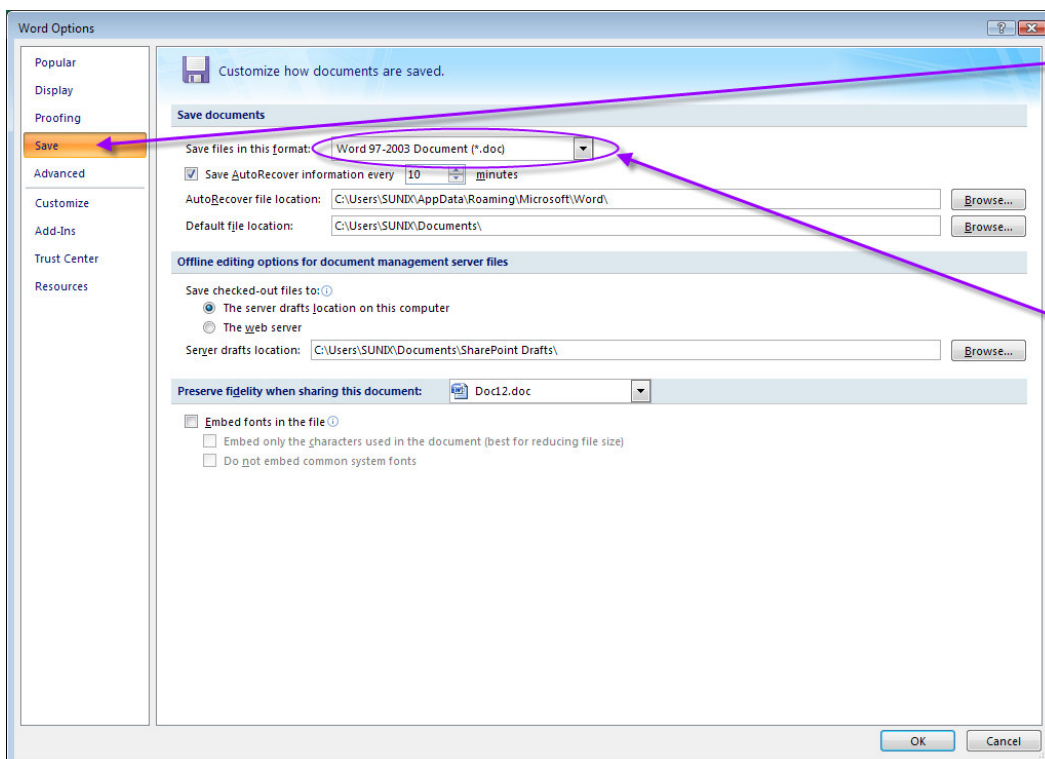
- If the Windows version is Windows XP, Vista or Windows 7, the MS-Word version has to be either 2002, 2003, 2007, 2010 or above.
- If the Word version is 2007 or 2010 and there are old documents in the old Word format (.doc) or there are other computers running old version of Word (2002 or 2003), the 2007/2010 Word must be set up to save in the 2002/2003 format.



You can do so by clicking onto the Windows flag at the top right corner of the screen.

A drop-down menu will come up.

Then near the bottom right corner of that menu, click onto the Word Options button.



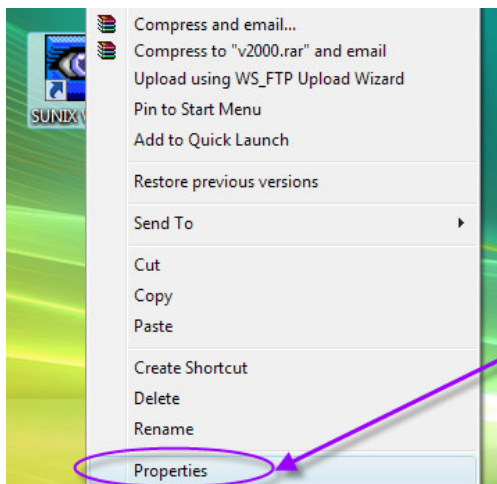
At the left of the Word Options screen, click onto "Save"

At "Save files in this format", click onto the down arrow to change to "Word 97-2003 Document (*.doc)"

Trouble-shooting:

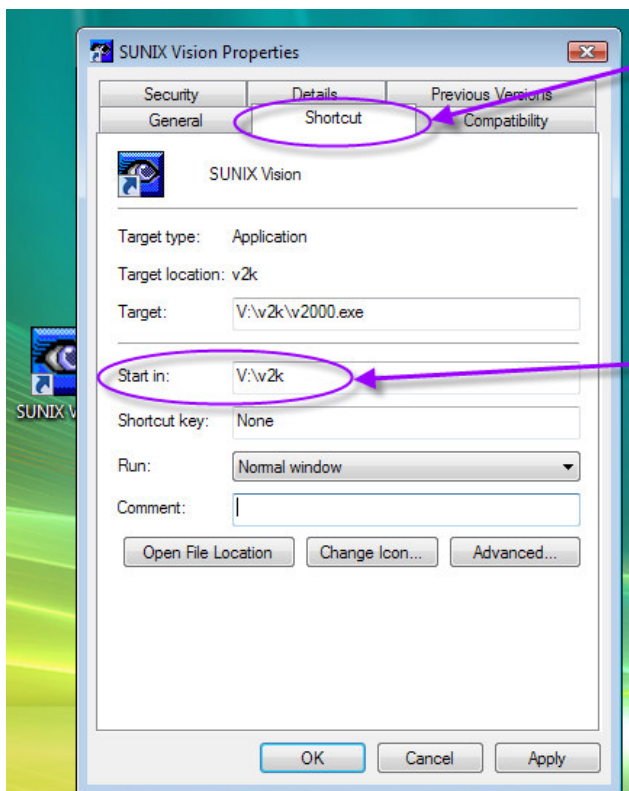
1. In Vision, go to Maintenance - Default Parameters, at "Word Version" near the bottom right of the screen, make sure there is either "XP1" or "XP2".
2. Exit out of Vision.
3. Start MS-Word (make sure there is no error come up)
4. In Word, click onto Open. Then Look into the folder where your SUNIX program is.

If you don't know where your SUNIX program is, right-click onto the SUNIX Vision icon.



A menu will come up.

Then left-click onto Properties.



At the Properties screen, go to the "Shortcut" tab.

The "Start in" will show you where your program is, e.g. C:\Vision\V2K or V:\V2K

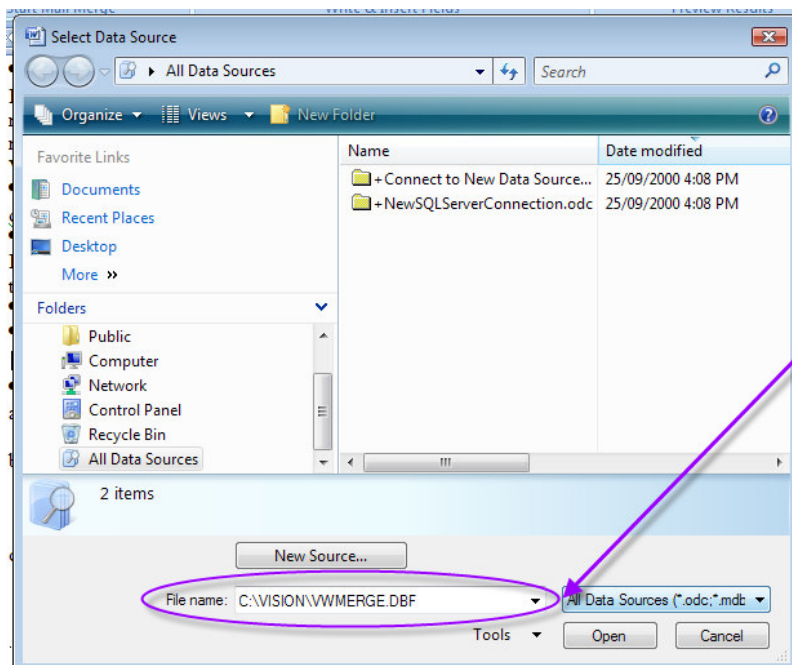
5. In Word, after opening the folder where your SUNIX program is, double-click onto the sub-folder “Documents”. Then
 - for Recall templates, open the “Recall” sub-folder,
 - for Patient templates, open the “Patient” sub-folder,
 - for Newsletter templates, open the “Newsletter” sub-folder,
 - for Email templates, open the “Email” sub-folderand double-click onto the template you want.
6. If a message “Opening this document will run the following SQL command” comes up, just click Yes to continue. (This is a normal message that usually comes up when opening a Mail-Merge template)
7. If another message comes up complaining about the Data Source, it means your Mail Merge is not set up properly. You need to “Open Data Source” and Look into the Local Disk C: (not the network drive). Then open the VISION folder and double-click onto VWMERGE.DBF or VWMERGE;

or

If no message comes up when you open the template, you should still re-do the Mail-Merge by the following steps depending on the version of Word:

For Word 2007 or 2010

- a. At the top menu, click onto “Mailings”, then “Select Recipient”, and then “Use Existing List”.
- b. In the “Select Data Source” screen, at “File name” near the bottom



type in

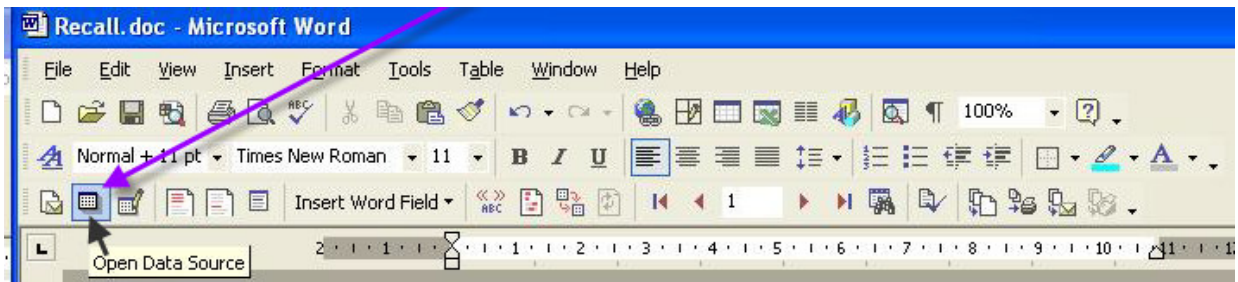
C:\VISION\VWMERGE.DBF

and press Enter.

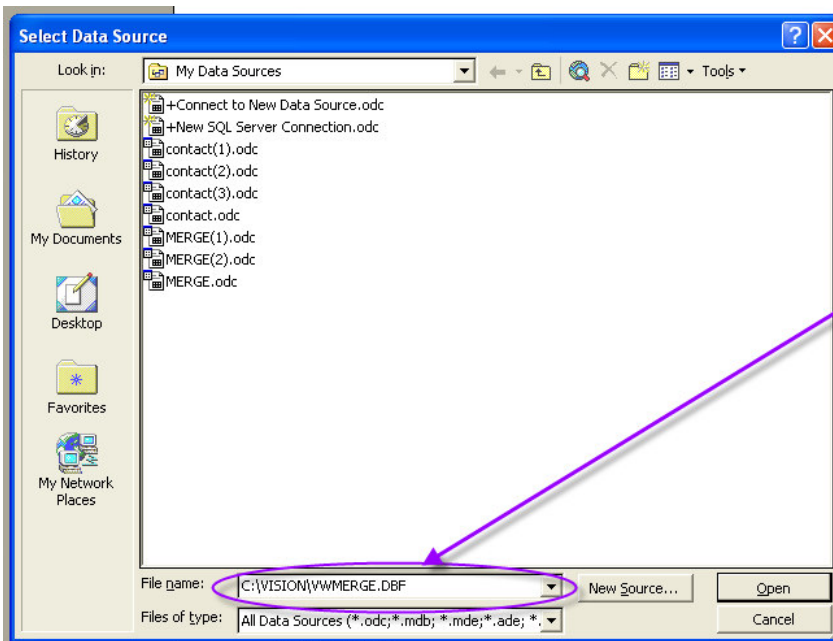
- c. To save the Mail Merge setting, you should type something in the content of the document (even just a space) before saving. Otherwise, the Mail Merge setting might not get saved.

For Word 2002, 2003

- a. At the top menu, check to see if the Mail Merge toolbar is enabled by clicking onto View, then Toolbar. There should be a tick next to Mail Merge. If there is not, click onto Mail Merge to enable it. If there is already a tick, don't click again, just press Esc to close out of the drop down menus.
- b. At the top, click onto the "Open Data Source" button



- c. A "Select Data Source" screen will come up.



At "File name", type in

C:\VISION\WWMERGE.DBF

and press Enter.

- d. To save the Mail Merge setting, you should type something in the content of the document (even just a space) before saving. Otherwise, the Mail Merge setting might not get saved.

Windows Settings

1. Exit out of Vision, go to My Computer and then Local C: drive. Make sure there is a folder called TEMP. If not, create one.
2. Go to Start - Control Panel - System - (Advanced system settings) Advanced - Environment Variables. At System variables, highlight the Variable TEMP and click Edit. Change the Variable value to C:\TEMP and click OK, OK and OK.