

# Emdeon ExpressBill



## Quick Start Guide

### Welcome to ExpressBill

We welcome you to the premier provider of high quality statements for your professional practice or business.

By choosing ExpressBill, you have made a smart and cost effective decision that will provide your customers with an accurate and visually pleasing account statement. We value the trust that you've placed in us to produce high quality statements and to deliver them on time.

Once your statements are transmitted, ExpressBill becomes an extension of your company. Our process and quality checks will give you peace of mind that your statements will meet all your expectations.

Phone Numbers:

East Facility: 1-800-537-7563

West Facility: 1-800-453-8439

Your ExpressBill Account Number(s):

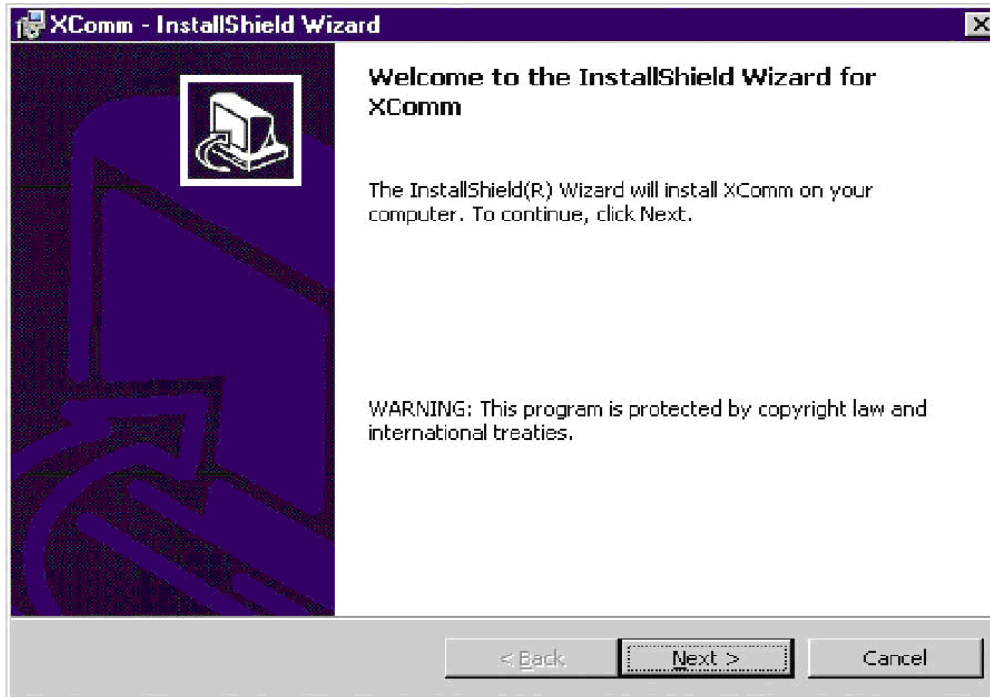
---

## Table of Contents

Installation . . . . .	3
Configuration. . . . .	4
Sending Files. . . . .	5
Modem Configuration . . . . .	7
Self Help. . . . .	8

## Installation:

Installation of the software is done automatically by InstallShield Wizard. Open the CD-ROM drive and place the CD in the drive. The screen below will automatically appear (if you do not have the autorun disabled).



Continue through the steps of where you want to install the software (in most cases, you need to press the enter or return key). When the software install is complete – the screen below will be displayed. Click **Finish**

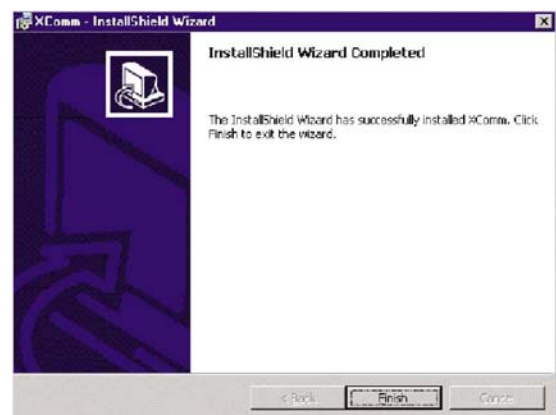


Click on the  icon on the desktop to run the software.

---

**Important Note:** If you experience anything other than what the instructions indicate, call Emdeon ExpressBill Customer Solutions Support. The phone number for your location is located on the cover page under “Welcome to Emdeon ExpressBill”


---

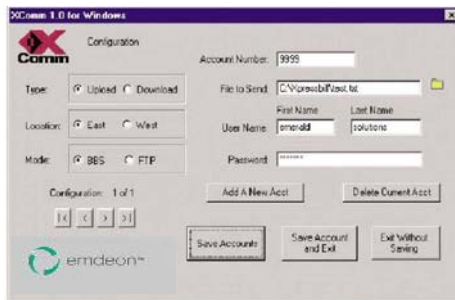


## Configuration:

Once the software is on the screen, you need to configure it for the files that you want to send. You need to identify if you will send via a phone connection dialup to the BBS or through the internet (FTP). Once this is identified, proceed with the configuration steps.

If your modem is not on communications port 1 (COM1) you will need to configure the software for your modem

1. Click **Configuration** from the main Menu.  

2. Click **Location** and **Mode** first.
3. Enter in the Emdeon ExpressBill assigned account number.
4. Enter in the complete path and filename or click on the folder to find the file to send.
5. Enter in the user name and password assigned by Emdeon ExpressBill.
6. Click **Save Account**.

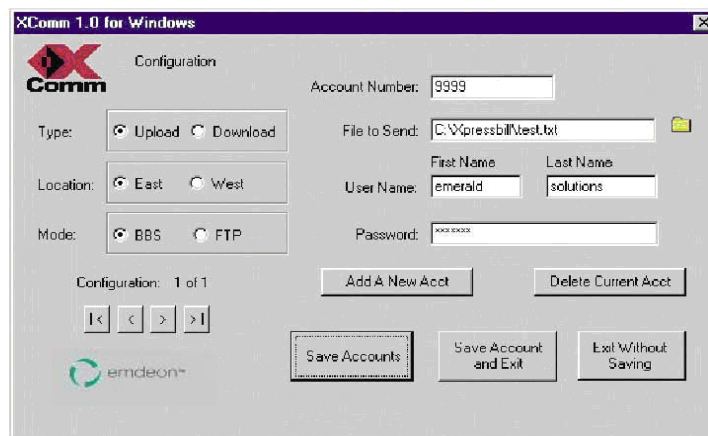


If there are more accounts to add, click **Add A New Account** and enter the information from steps 2 - 6, (page 3).

You can scroll through the accounts by clicking on the navigation buttons. Make any necessary changes. If there are no additional changes, or after all changes are made click, **Save Accounts and Exit**.



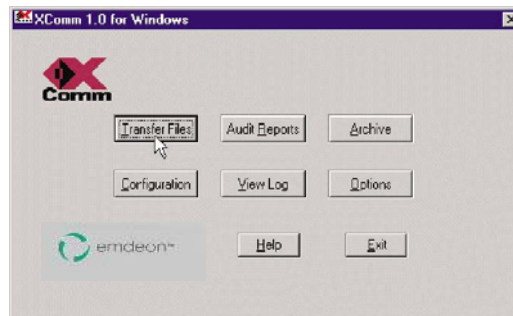
**Navigation  
buttons**



## Sending Files

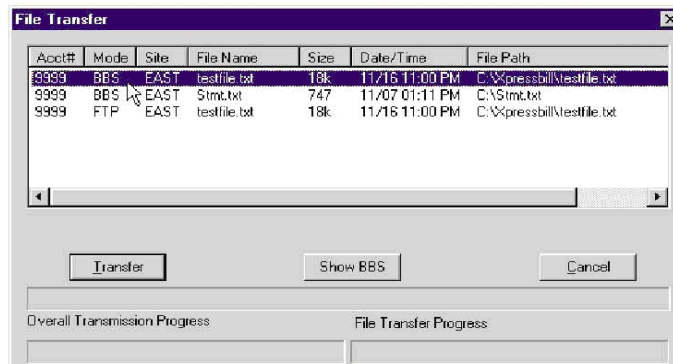
**Important Note:** Before clicking on Transfer Files be sure that the modem is not in use by another application (fax, PCAnywhere, or AOL).

To send the files (after the configuration is complete) click **Transfer Files**.

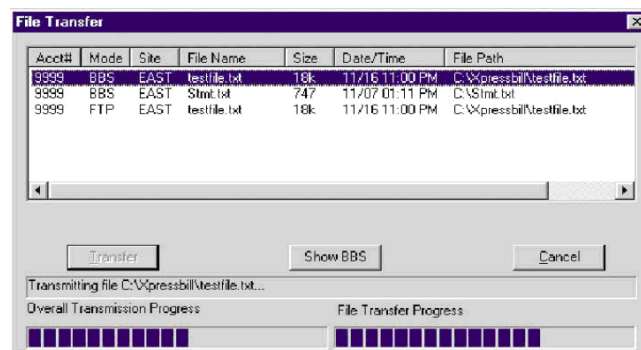


The next window that pops up is where you select the accounts (files) that you want to send. Click on the account number or line to select it. If you want to send more than one file, hold the 'CTRL' key and select additional accounts.

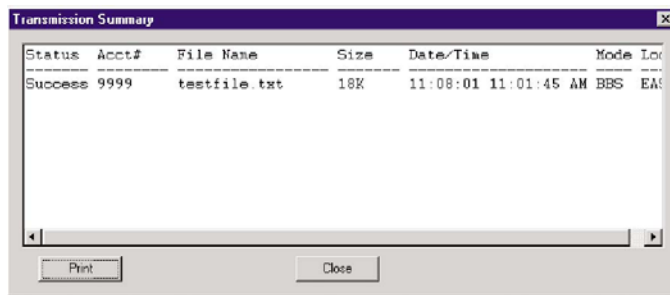
### Account Selection Window



Click, **Transfer** to start the transfer process...



Once the transfer is complete, a summary window will open with options, **Close** to close this window or **Print** to print to an office printer.



---

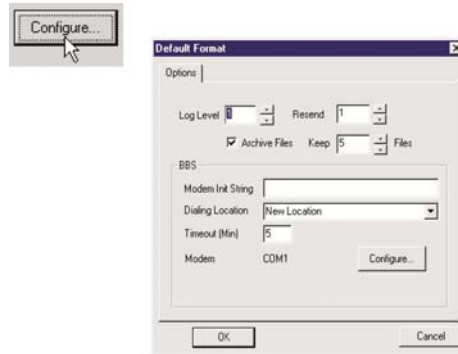
**Important Note:** You must have a default printer installed.

---

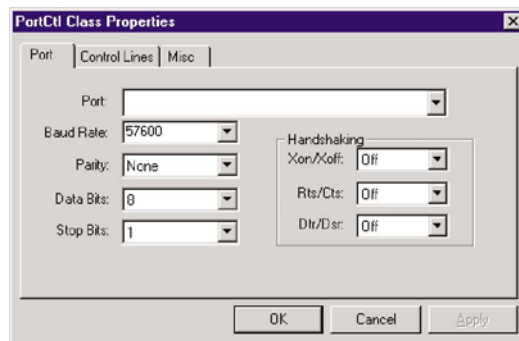
## Modem Configuration

By default, the software is configured for your modem to be installed on communications port 1. If your modem is on a different port you need to configure the software to let it know where your modem is located.

1. Click **Options** from the main window.
2. Click **Dialing Location** and select Windows™ default setting.
3. Click **Configure** to go to the modem settings window.



4. Click on the main menu **Port** and select your modem. You should not have to adjust any other settings. Click **OK** to return to the previous window, click, **OK** to exit the main menu.



5. Your modem is now configured for use. If you experience trouble after all steps have been completed, call **Emdeon ExpressBill Customer Solutions Support** for assistance.

## ***Self Help***

### Message # 1 - Port failed to open. Modem is not available.

(Applicable for modem to modem transmissions only.)  
This message indicates that your modem is in use by another application,

(i.e. ProComm, PC Anywhere or an Internet connection). Disable any program that may be tying up the modem and retry transmission.

### Message # 101 - Please select item first.

Highlight the selected file and click, **Transfer** in the **File Transfer** window.

### Message # 102 - No file to send for 'path and filename'.

('path and filename' will be pulled from your account configuration information). Example: C:\xmit\file.txt

The selected directory is incorrect. Click, **OK** and verify the path and filename information. If changes are necessary, update the file directory in the account configuration, save the changes, and retry transmission.

### Message # 106 - Your account information is empty. Please select 'Configuration'to edit your account.

The account information was not entered and saved at the **Configuration** window during XComm setup. Click, **Configuration** on the XComm main menu and enter all account information, click a save option and retry transmission.

### Message # 107 - File'path and filename'has already been sent to Emdeon ExpressBill on'mm/dd'at'hh/mm'Are you sure you want to continue?

('path and filename', represents your directory and file, 'mm/dd' represents the two digit month and day and 'hh/mm' represents the two digit hour and minute time.) Example: C:\statements\stat.doc

This message serves to prevent sending of duplicate files. Check for confirmation from Emdeon ExpressBill verifying receipt of the data file for the information indicated in message #107. If confirmation has not been received, contact Emdeon ExpressBill Customer Solutions Support to verify date of last transmission received **before** clicking 'Yes' to re-send file.

Message # 108 - Your dialing configuration data has not been configured. Please select 'Options' from the main menu screen to set it up.

This message indicates that the dialing configuration information has either been altered or deleted. Click, Options from the main menu and verify all dialing and modem information. In the Dialing Location drop down menu select New Location, (if this area is currently empty) and click, OK. Try transferring files again.

Message # 208 - Failed to rename archive file from 'path and file name' to 'path and file name'. Check file permissions and try again.

This message indicates an internal error occurring with XComm. This specific error generally occurs during retransmission of the file from the **Archive** selection. Click **OK** and **Exit** XComm from the main menu. Restart XComm and try the file transfer again.

**For further assistance transmitting files, contact Emdeon ExpressBill or your software vendor.**