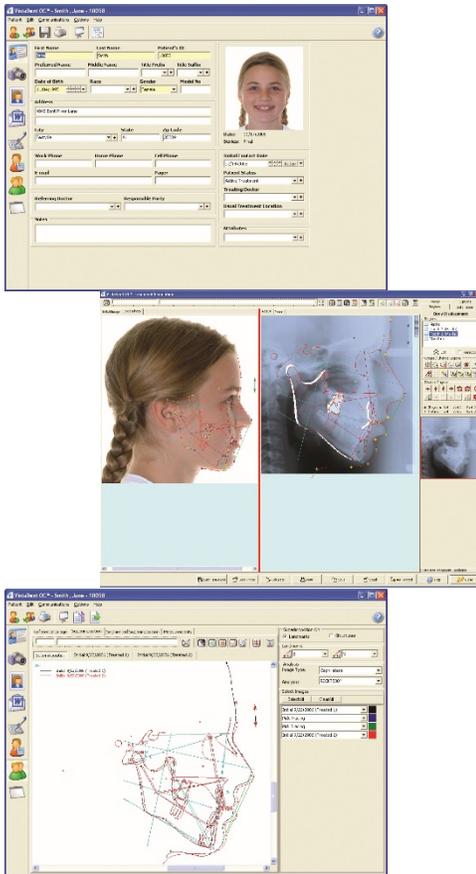


VistaDent® OC 4.3 Installation Guide



- This guide will walk you through the update process to ensure you are running VistaDent OC as quickly as possible.
- The update will require you to contact the TechnoCenter to obtain a new Authorization Code.
- The Authorization information can be obtained via phone, fax or email.
- Workstation updates will take a short time to complete if you were previously running VistaDent OC.

In an effort to conserve our natural resources, we have decided not to include a paper manual with this update. The manual and a document describing “What’s New” can be found on your CD in PDF format. To view this file you will need to have Adobe Reader installed on your system. This can be downloaded at no charge directly from Adobe: www.adobe.com (click the red Get Adobe Reader button).

This information is also available from within VistaDent by clicking Help then VistaDent OC Help.

Please help us in reducing the amount of waste arriving at your landfill. Recycle this paper when you have finished the update process.

INSTALLATION

Please refer to the enclosed Installation Guide for instructions on how to install VistaDent OC.

AUTHORIZATION

The 30 Day trial of VistaDent OC will require new product Authorization on the server ONLY. You will need to contact the GAC TechnoCenter for an Authorization code:
 Phone: 888.422.2376
 Fax: 631.357.8797
Techno.center@dentsplysirona.com

VISTADENT AT SUPPORT

Beginning with the release of VistaDent OC 4.3, the support of legacy versions of VistaDent (AT and prior) will change. Please contact the TechnoCenter if you are still running one of these versions.

Step 1 – Find Your VistaDent Server



This step is key to updating the program in the most efficient way. There are several ways to determine which computer is your server:

VistaDent OC Users: Look for the computer with the “spinning globe” in the lower right hand corner of the screen.

VistaDent AT 3.1 Users: Look for the “gray cylinder” icon in the lower right hand corner of your screen. Contact the TechnoCenter for additional instructions.

VistaDent AT 2.1 (and prior) Users: Please contact the TechnoCenter for update instructions. Internet access on your computers is required.

Step 2 – Insert the VistaDent OC 4.3 CD

Insert the CD and a menu will appear. Choose the “Update VistaDent Server” option and the process will begin.

Step 3 – Obtain Authorization

Contact the TechnoCenter to receive your Authorization Code for VistaDent OC 4.3. You can call, fax or e-mail but please be aware that the phone lines may be busy while we assist other customers; faxing the request will garner the fastest response. Once you have obtained your Authorization Code, you can proceed with the installation by clicking Yes, Next, OK, and then Finish.

Toll Free – 888.422.2376

Fax – 631.357.8797

E-mail – techno.center@dentsplysirona.com

Step 4 – Finish Server Update

To finish the server update click Next; accept the license agreement and click Next; create icons if needed; click Install and confirm Yes to update. This will copy in the new files and update the Database Server. At the end of the process click Finish to re-launch the Server. During this process the database Server will extract some files and then minimize.

Step 5 – Install Program on Server *(if needed)*

If VistaDent was previously installed on your Server, you will need to update using the “Setup Workstations” option. This will start the default installation process used in the previous version. Follow the prompts by selecting the defaults, click the Connect button, and the installation will be complete.

Step 6 – Update Workstations *(VistaDent OC 4.2 Users)*

Insert the CD into your workstation computer and the program will automatically detect that it needs to be updated. When prompted, click Yes to “Previous version of VistaDent OC has been detected. Would you like to update?” The workstation update will use your existing settings to update the program and reconnect to the server. Repeat this process on all other workstations.



SERVER UPDATE

Updating to VistaDent OC 4.3 on your server will not take long. There are no file conversions or migrations that need to occur. Just copying in newer files!

MINIMAL DOWNTIME

The update from VistaDent OC 4.2 to 4.3 will take minimal time to complete. However, we do recommend updating on a non-patient day so that you are not updating while actively treating patients.

TECHNICAL SUPPORT

We strongly recommend internet access on all computers that have VistaDent OC installed on them. The TechnoCenter uses an internet-based program that will minimize troubleshooting time when you call.

CONTACT US

For more information on any of our product or services please visit us on the web at www.dentsplysirona.com