

# VistaDent® OC 4.3 Installation Guide

## INSTALLATION

Please refer to the instructions that match how you are currently running VistaDent in your office.

Contact the GAC TechnoCenter with any questions.

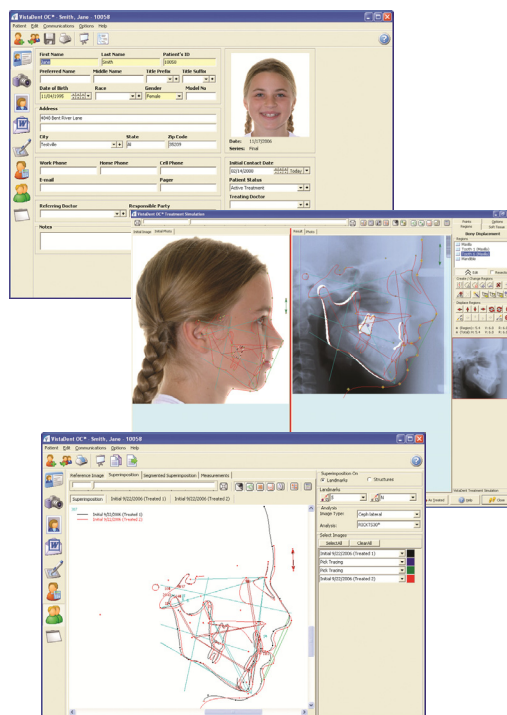
## AUTHORIZATION

The update to VistaDent OC 4.3 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  
techno.center@dentsply.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 GAC TechnoCenter if you are still running one of these versions.

DENTSPLY GAC International  
DENTSPLY International, Inc.  
One CA Plaza, Suite 100  
Islandia, NY 11749  
800-645-5530 (In USA)  
631-357-8600  
631-357-8793 (FAX)



- This guide will walk you through the update process to ensure that you are running VistaDent as quickly as possible
- The update will require that you contact the GAC 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](http://www.adobe.com) (click the red Get Adobe Reader button).

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



## 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 GAC TechnoCenter for additional instructions.

**VistaDent AT 2.1 (and prior) Users:** Please contact the GAC 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 – Contact GAC for Authorization

Contact the GAC 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** – 205.945.8932

**E-mail** – [technocenter@gacintl.com](mailto:technocenter@gacintl.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

GAC strongly recommends internet access on all computers that have VistaDent installed. The TechnoCenter uses an internet based program that will minimize troubleshooting time when you call.

For more information on any of our products or services please visit us on the Web at: [www.dentsplygac.com](http://www.dentsplygac.com)