

Frequently Asked Questions (FAQs)

Q: What is Dentrix Learning Edition?

A: Dentrix Learning Edition is a limited, trial version of Dentrix and a collection of online lessons—an ideal learning solution for motivated, independent learners.

Q: How much does Dentrix Learning Edition cost?

A: Dentrix Learning Edition is available for download at no cost. Registration is required.

Q: Where can I download Dentrix Learning Edition?

A: Visit <https://learningedition.dentrix.com> to register and download Dentrix Learning Edition. If you are inexperienced at downloading or installing software, ask a friend to help you.

Q: How is the Dentrix Learning Edition software different from the Dentrix software used in dental practices?

A: All of the major Dentrix features are available in the Learning Edition, but the Learning Edition software has three key limitations:

- Database—Dentrix Learning Edition uses a restricted database with a fictional practice, 11 fictional healthcare providers, and 73 fictional patients. Learners cannot change the practice or provider information. Learners can add new patients, but only until the database reaches 100 patients.
- Networking—Dentrix Learning Edition is designed for use by a single learner on a single computer. The database cannot be shared on a network of computers.
- Procedure Codes and Claim Forms—Dentrix Learning Edition does not include any copyrighted procedure codes or claim forms. Fictional codes and generic forms are provided instead.

Q: What are the system requirements for Dentrix Learning Edition?

A: At a minimum, you'll need a 4-core processor running at 2.4 GHz, 8 GB of RAM, 40 GB of disk space (5 GB on the C: drive), and Windows 7 Sp1*, Windows 8.1, or Windows 10. Exceeding the minimum standards may result in better system performance. Complete system requirements are available at <http://hsps.pro/dentrixlearningedition/systemreqs.pdf>.

*Note: Microsoft discontinued support for Windows 7. This operating system will work with Dentrix G7.3 but is not recommended since it no longer receives security updates.

Q: I am using anti-virus software on my computer. Will that cause problems when I install Dentrix Learning Edition?

A: Yes. Some anti-virus programs mistakenly detect the Dentrix installation files as viruses and can delete important installation files. You should disable any anti-virus software on your computer before installing Dentrix Learning Edition and then re-enable your antivirus software immediately after the installation.

Q: I have questions about how to use some of the features in Dentrrix. Can I call Henry Schein One and ask questions?

A: No. Your Dentrrix Learning Edition purchase does not include over-the-phone training. If you have questions about how to use Dentrrix features, please consult the Help menu in the software, the Dentrrix User's Guide (PDF) that gets installed with the software, or the online Dentrrix Learning Edition lessons at <https://learningedition.dentrrix.com>. You also can find free Dentrrix tips in Dentrrix Magazine at magazine.dentrrix.com, on the Dentrrix Facebook page at www.facebook.com/Dentrrix, and in the blog at dentrixtiptuesdays.blogspot.com.

Q: Is Dentrrix Learning Edition available for use in schools?

A: Yes, but you cannot network it and the database is limited. Dentrrix Learning Edition is meant for individual learners to install on their own computers. **An institutional Dentrrix software donation is a better solution for a computer lab.** You can find more information about Dentrrix software donations at www.dentrrix.com/about-us/donations. Please note that Henry Schein One donates software to educational institutions and to charitable organizations, but not to individuals.

Q: Can I upgrade Dentrrix Learning Edition to the unrestricted, commercial version of Dentrrix?

A: No. Dentrrix Learning Edition and the commercial version of Dentrrix are separate products.