

Frequently Asked Questions (FAQs)

The Dentrrix Learning Edition

Q: What is the Dentrrix Learning Edition?

A: The Dentrrix Learning Edition is a modified version of Dentrrix designed for personal, non-commercial, educational use by individual learners. It's the perfect solution for students and job-seekers who need to learn Dentrrix but don't work in a dental practice.

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

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

- Database—The Learning Edition software 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—The Learning Edition software 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—The Learning Edition software does not include the copyrighted procedure codes or claim forms of the American Dental Association. Fictional codes and generic forms are provided instead.

Q: What study aids are included with the Dentrrix Learning Edition software?

A: The Learning Edition software comes with a searchable Help system that includes hundreds of topics, a digital copy (PDF) of the Dentrrix User's Guide, and a printed study guide with step-by-step instructions and exercises. Learners also receive access to a collection of online Dentrrix tutorials that explain fundamental concepts and provide hands-on practice exercises.

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

A: At a minimum, you'll need an Intel Pentium IV processor, 1 GB of RAM, 40 GB of disk space, a DVD drive, and Windows XP*, Windows Vista*, Windows 7, or Windows 8. Exceeding the minimum standards may result in better system performance. Complete system requirements are available at www.dentrrix.com/training/learning-edition-dvd.

Q: Does the Dentrrix Learning Edition work with 64-bit operating systems?

A: Yes. The software works with the 32- and 64-bit versions of Windows XP*, Windows Vista*, Windows 7, and Windows 8.

* Windows XP and Windows Vista are no longer supported by Microsoft, but the Learning Edition should still work with them.

Q: How much does the Dentrrix Learning Edition cost?

A: The Dentrrix Learning Edition costs \$49.95, plus an additional shipping and handling fee.

Q: How do I purchase the Dentrrix Learning Edition?

A: Call 1-800-336-8749 and choose the option to purchase a product. A sales representative will assist you with the purchase process.

Q: I am using anti-virus software on my computer. Will that cause problems during the Dentrrix Learning Edition installation?

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

Q: The Dentrrix installer didn't open automatically when I inserted the disc into my computer. How can I begin the installation?

A: First, turn off any anti-virus software that is running on the computer. Then, browse to the DVD drive on your computer and open the Dentrrix Learning Edition folder. Open the Disk1 folder, and then double click the Setup application (Setup.exe) to open the Dentrrix Learning Edition installer.

Q: I need help installing my Dentrrix Learning Edition software. Can I call Henry Schein and get help?

A: Yes. Please call 1-800-DENTRIX (336-8749) and choose the option for technical support. Please note that complete installation instructions are available at www.dentrrix.com/training/learning-edition-dvd.

Q: I have questions about how to use some of the features in Dentrrix. Can I call Henry Schein and ask "how to" 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), or the online Dentrrix tutorials included with the Dentrrix Learning Edition. You can find free Dentrrix tips in the Dentrrix eNewsletter (www.dentrrix.com/enewsletter), in Dentrrix Magazine (magazine.dentrrix.com), on the Dentrrix Facebook page (www.facebook.com/Dentrrix), and in the weekly tip blog (dentrixtiptuesdays.blogspot.com).

Q: How do I find the Dentrrix User's Guide that comes with the Dentrrix Learning Edition?

A: After you install the Learning Edition software, click the Windows Start menu, click **Dentrrix Learning Edition** in the programs list, and then click **Dentrrix User's Guide**.

Q: How do I find the Help files in the Dentrix Learning Edition software?

A: After you install the Learning Edition software, open any of the major Dentrix modules, and from the **Help** menu, click **Contents**.

Q: How do I find the online Dentrix tutorials that come with the Dentrix Learning Edition?

A: After you install the Learning Edition software, open any of the major Dentrix modules, and from the **Help** menu, click **On-Demand Training**. Viewing the tutorials requires an Internet connection.

Q: If I purchase *one copy* of the Dentrix Learning Edition, can I install the software on multiple computers in a computer lab?

A: No. The end user license agreement (EULA) for the Learning Edition permits you to install the software on one computer. (See the next question for related information.)

Q: If I purchase *multiple copies* of the Dentrix Learning Edition, can I install the software on multiple computers in a computer lab?

A: Yes—but there are some drawbacks. The Learning Edition software uses a restricted database. You can't network the database, so students who save unfinished assignments will need to return to the same computer to finish their work. In addition, the database comes with 73 fictional patients. Learners can add new patients, but only until the database reaches 100 patients. If multiple students use the same computer, they will quickly reach the 100-patient limit. At that point, you'll need to uninstall and reinstall the software to begin with a new database. Any saved work will be lost.

An institutional Dentrix software donation is a better solution for a computer lab. The donated software can be networked and the database is not limited to 100 patients. You can find more information about donations at www.dentrix.com/about-us/donations. Please note that Henry Schein donates software to educational institutions and to charitable organizations, but not to individuals.

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

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

Q: Can my school sell the Dentrix Learning Edition in the campus bookstore?

A: Yes. School bookstores are welcome to purchase copies of the Dentrix Learning Edition for distribution to students. To purchase copies, call 1-800-336-8749 and speak with a sales representative.

Q: Where can I learn more about the Dentrix Learning Edition?

A: Additional information, including system requirements and installation instructions, is available at www.dentrix.com/training/learning-edition-dvd.