EASY DENTAL 2010
Frequently Asked Questions

Q: **What's new in Easy Dental 2010?**
A: Easy Dental 2010 includes several new software features and enhancements, including:

- A new Treatment Manager module you can use to generate a contact list of patients who meet certain criteria.

- A new Collections Manager module you can use to contact patients with outstanding balances and access all account information.

- Storing and moving multiple appointments and events to and from the Easy Dental Clipboard.

- Scheduling operatories to be closed for a specified date and time to accommodate meetings and other events.

- Displaying additional patient information and appointment notes when you move the mouse pointer over a scheduled appointment or event in the Schedule.

- An improved Help system that combines the Help for all Easy Dental components into a single, integrated Easy Dental Help system.

For detailed descriptions of all new features, enhancements, and software changes in Easy Dental 2010, view the Easy Dental 2010 Release Preview and refer to the *Easy Dental 2010 Release Guide*.

Q: **How can I view the Easy Dental 2010 Release Preview?**
A: You can find the preview (4.25 minutes) at **www.EasyDental.com** and in the Easy Dental Resource Center **(www.EasyDental.com/ResourceCenter)**. After logging in to the Resource Center, click the **On-Demand Training** tab, and click **Easy Dental 2010** under **Product Overview**.

Q: **How can I obtain the Easy Dental 2010 Release Guide?**
A: You can download this guide (9 pages) from **www.EasyDental.com** and in the Easy Dental Resource Center **(www.EasyDental.com/ResourceCenter)**. After logging in to the Resource Center, click the **Manuals** tab, and click **Release Guide** under **Easy Dental 2010.**

Q: **When was Easy Dental 2010 made available?**
A: This software version was made available for general release on Tuesday, December 15, 2010.

Q: **Who should install Easy Dental 2010?**
A: All Easy Dental customers can benefit from the new software features and enhancements in this upgrade. Easy Dental 2010 is an upgrade that is available to customers on a current customer service plan.

Q: **Do I need to install Easy Dental 2009 before installing Easy Dental 2010?**
A: No, but you must have at least Easy Dental 2008 installed if you are upgrading to Easy Dental 2010.

Q: **How do I get Easy Dental 2010?**
A: This upgrade is automatically shipped to Easy Dental customers who are on a customer service plan.

Customers who are not on an Easy Dental Customer Service Plan can contact Easy Dental Sales at **1-800-768-6464** for information about purchasing Easy Dental 2010.

Q: **How long will it take to install Easy Dental 2010?**
A: The time will vary depending on your computer speed and the size of your database. Because this upgrade may take a considerable amount of time to install, we recommend that it be installed at a time that is outside of your regular office hours.

Q: **Do I need to close Easy Dental before running the installation?**
A: Yes, you should close all Easy Dental modules at the workstation where you are installing Easy Dental 2010. (If certain Easy Dental modules that need to be updated are left open, the installation will prompt you to close them before it can proceed.) Once computers have completed the installation, they may run Easy Dental 2010 immediately, even if other computers on the same network have not yet finished the installation.

Q: **Will the installation program ask me to make any selections or answer any technical questions?**
A: The installation program installs updates to several components of Easy Dental. As the installation progresses, you will be given information about the installation and asked if you want to continue with the installation. When the installation finishes, you'll be asked to click **Finish**. For more information, refer to the *Easy Dental 2010 Installation Guide*.

Q: **How can I obtain the Easy Dental 2010 Installation Guide?**
A: You can download this guide (15 pages) from **www.EasyDental.com** and in the Easy Dental Resource Center **(www.EasyDental.com/ResourceCenter)**. After logging in to the Resource Center, click the **Manuals** tab, and click **Installation Guide** under **Easy Dental 2010.** You can also find this guide in the Easy Dental 2010 product packaging.

Q: **Will I need to reboot my computer after installing the upgrade?**
A: No.

Q: **What if I have other questions about this upgrade?**
A: For other questions regarding Easy Dental 2010, contact Easy Dental at **1-800-824-6375, Option 1**.

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