

# Chairside<sup>™</sup>2008 Network Version



1.416.429.6545 www.consult-pro.com

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**YOUR INSTALLATION CDS:** Your installation includes one disk. Your CD/DVD should have the software version number and your key number written on it. Before installing the software, make sure that the underside is clean and free of scratches. A replacement CD/DVD may be ordered if necessary.

**YOUR KEY:** Your key will have your key number written on it. Insert the key after you have installed the software and have rebooted your computer. You will need to have the key inserted into the computer that has Chairside Network installed in order to use Chairside Client. You may remove and insert the key without shutting down your computer. If the key is lost or damaged, contact Consult-Pro to purchase a replacement. **IMPORTANT:** *Do not insert the key until you have completely installed the software!* 

**YOUR KEY NUMBER:** Please record your key number in the space provided above. Your key number is important if you need to call technical support for help, or if your key is damaged or lost.

**YOUR REGISTRATION INFORMATION:** A document containing your registration information is provided with the package. There are four fields which will need to be completed in order to use Chairside. Please do not lose that registration page, as it is important should you ever need to reinstall Chairside, or install it on a different computer.

# SYSTEM REQUIREMENTS

The minimum requirements for Installation of Chairside on a PC is a Pentium II with 128 MB of Ram, an 8 MB graphics card at a minimum resolution of 1024X 768, running Windows 2000/ME/XP/Vista and one free port.

The installer will tell you how much disk space is required. The exact amount will vary slightly from product to product, but 1GB per CD/DVD is ample.

Please note that additional free hard disk space will be required to store any custom education presentations which you create.

# **Installation Step 1 - Starting Your Installation**

To insert the installation disk into your CD-ROM. The CD should autoplay. If it does not, double click on the **My Computer** icon on your desktop to open the My Computer folder. Once you are inside My Computer, right-click on the **CD-ROM** drive and choose **explore**. From there, double-click on the **Setup.exe** file to begin the setup process.



### The Welcome Screen

Click Next to Continue.

### The License Agreement

After reading, click Yes to continue.

### **Selecting Components**

Chairside 2007 NetManager, Apple Bonjour, USB key, and Java Runtime Environment 1.5.0 Click "Next" to continue.

🖑 Chairside 2008 Server Se	tup	
	Welcome to the Cf Server Setup Wiza	
	This wizard will guide you throu Charside 2008 Server.	igh the installation of
	It is recommended that you clo before starting Setup. This will relevant system files without to computer.	make it possible to update
	Click Next to continue.	Mext> Cancel
		_
🏶 Chairside 2008 Server Se	tup	
CONSULT-Pro PR	ense Agreement lase review the loanse terms be rver.	fore installing Chairside 2000
Press Page Down to see the res	t of the agreement.	
END-USER SOFTWARE LICENSE	AGREEMENT	~
NOTICE TO USER: BY INSTALLI BOUND THE TERMS AND CONDI CONTRACT, PLEASE READ IT ( MARKETING INC, WITH ANY QU SOFTWARE PACKAGE,	TIONS OF THIS AGREEMENT. T CAREFULLY, CONTACT THE HEA	HIS DOCUMENT IS A D OFFICE OF DHC
This End-User Software License which you are licensed by DHC related materials. Software me	Marketing Inc. ("DHC") to use th	te enclosed software and
If you accept the terms of the a agreement to install Chairside 20	greenent, click I Agree to conti 108 Server.	nue. You must accept the
Audiofy Initial System v2.28		
	< Back	I Agree Cancel
🏶 Chairside 2008 Server Se	tup	
CONSULT-PTO ch	oose Components cose which features of Chairsid call.	le 2000 Server you want to
Check the components you wan install. Click Next to continue.	t to install and uncheck the com	ponents you don't want to
Select components to install:	CharsideServer     Sentinel Dongle	Description Positian your mount over a component to see its description.
Space required: 3.2G8		
Nation 10008 System v2.28		
	< Back	Next > Cancel

# Installation Step 2 - Installing Chairside Network on Server

### **The Destination Directory**

Netmanager can be installed to the folder of your choice, otherwise it will be installed under C:\Program Files\ Consult-PRO/ChairsideServer. Click **Next** to continue.

### Installing

Remember to share the folder ChairsideServer when you are finished the installation. Click **OK** to continue.

### **Copying Files**

There is a lot of information on the CD/DVD. Please wait while the installer copies Chairside 2008 Network to your computer.

CODCULT_UPO	ose the folder in which to install Charside 2000 Server.
	ever in the following folder. To install in a different folder, ider. Click Install to start the installation.
Destination Folder	
Destination Folder	ChairsideServer Browse
C:(Program Files(Consult-Pro) Space required: 3.2GB	ChairsideServer Browse
C:(Program Files(Consult-Pro))	ChairsideServer Browse
C:(Program Files(Consult-Pro) Space required: 3.2GB	ChairsideServer Browse

Copy to C:(Program Files)(C	onsuit-troi(CharsideServer
(	)
Show details	
Chairside 2008 Serve	it zerob
CARLEMAN PLANT CONTRACTOR ON LOSS	
Please share the folder C:\P	rogram Files)Consult-Prol/ChairsideServer after the installation is ove
Please share the Folder C:\P	rogram Piles/Consult-Prol/ChainsideServer after the installation is ove
Please share the folder C1P	



### **Driver Welcome Screen**

After Chairside Network has finshed copying all the files The Sentinel System Driver Installation will start.

Click "Next" through every screen.



### **Driver License Agreement**

Click "I accept the terms in the license agreement", then click "Next" to continue.

Please read the following licence agreement carefully.  Please read the following licence agreement carefully.  Protection Insta			
License Grant	Warranty for S	oftware	2
This License describes limited righ subsidiaries (such grantor, "Seller"		éeNet, Inc. and/o	r one of its
A. The term "Software", as use consisting of machine readable log designed as libraries or drivers to v Keys (Products"). Title to all Soft warmen in Softer, Softer warts to all softer and the softer softer and the softer softer and the softer softer softer softer and the softer sof	gical instruction a work in conjunction ware furnished to ware furn	nd tables of infor on with Seller's S Buyer hereunde	mation entinel r shall
I accept the terms in the license agree	ment		Prink
I do not accept the terms in the license	e agroement		
	< Back	theat 2	Cancel

### **Driver Setup Type**

Make sure that "Complete" has been selected, and click "next" to continue.

Tip: If you are asked to Upgrade your installation, it is safe to do so.



### **Driver - Ready to Install**

Now that the driver is ready to be installed, you may click **Install** to continue. Please remove all USB SuperPro keys before continuing the installation.

rotection Installer
ek, Click Cancel to
ck. Click Cancel to
Cancel

### Adjusting the Firewall

Click YES to adjust your firewall settings.

### **Driver Installation Completed**

Click Finish.





# **Installation Step 1 - Starting Your Installation**

Install Chairside on client machines from the shared folder on the Server computer.

Go to 'My Network Places' and you should see a folder called "ChairsideServer". If you do not see the folder, click on 'View Workgroup computers' and click on your main Server.

In the Chairside-Server folder click on the file 'SetupClient' to start the client installation and follow the steps





The Welcome Screen

Click Next to continue.

### The License Agreement

After reading, click I Agree to continue.

### **Selecting Components**

For The Chairside Client you will need to install QuickTime. Click "Next" to continue.

### The Destination Directory

Chairside can be installed to the folder of your choice, otherwise it will be installed under C:\Program Files\Chairside Premium Network Client. Click **Install** to continue.

CONSULT-Pro Please	e Agreement review the loense terms before installing Charside 2000 an Network Clerit.
ress Page Down to see the rest of	the agreement.
IND-USER SOFTWARE LECENSE AG	PEDMENT
SOUND THE TERMS AND CONDITIO CONTRACT. PLEASE READ IT CARL	THIS SOFTWARE PACKAGE YOU AGREE TO BE INS OF THIS AGREEMENT. THIS DOCUMENT IS A BPULLY. CONTACT THE HEAD OFFICE OF DHC TIONS OR CONCERNS REFORE INSTALLING THIS
which you are licensed by DHC Mari	reement sets forth the terms and conditions under keting Inc. ("DHC") to use the enclosed software and all of the contents of the CD-ROMs, DVDs or other
you accept the terms of the agree greement to install Charside 2008	ement, click I Agree to continue. You must accept the Premium Network Client.
of the second second second	
off Inital System v2.29	< Back I Agree Carcel
ofr bodal system of 28	< Back I Agree Cancel
ofy Initial System v2.28	<back carcel<="" iagree="" td=""></back>
uff Intel System 2.25 Shairside 2008 Premium Ne	
ibairside 2008 Premium Ne Consult-Pro <sup></sup> Choos	

ide 2008 Premium I

OukkTime

Select components to install:

Space required: 4.5GB

Description

<Back Next > Cancel

Consult-Pro	Choose Install Location Choose the folder in which to install Chairside 2000 Premium Network Clent.
	000 Premium Network Client in the following folder. To install in a e and select another folder. Click Install to start the installation.
Destination Folder	
	Charastic 2000 Premium Methods Clarif
Space required: 4.5GB	Consumado Briton Premium Nationals Callings
gram Files/Consult-Pro	Character 2000 Diversion Michaels Clarit

# Installation Step 2 - Installing Chairside on a Client Computer

### **Copying Files**

There is a lot of information on the CD/DVD. Please wait while the installer copies Chairside to your computer.

Launch the Chairside Client software and enter your unique registration information that was provided with the software on each client machines.

Chairside 2008 Prem	ium Network Client Setup
Consult-Pro	Installing Please wat while Charside 2000 Premium Network Client is being installed.
Extracted 10.22MB of 400.	06M0 @ 10.22M0/s, 30 seconds remaining
Show details	
which including the of the	
	< Back Next > Cancel

# **Installation Step 3- Installing QuickTime**

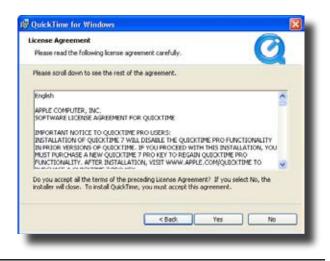
### THE QuickTime Setup Screen

After Chairside has been successfully copied, QuickTime's setup will be launched. Click **Next** to continue.

### The QuickTime License Agreement

Click, Next to continue.





### **Choose Destination Location**

You may choose to customize the destination directory which QuickTime will be installed in. Click, **Install** to continue.

Q
different folder.
Change
A. 18

### **Choose Installation Type**

Ensure that "Recommended" is selected. Click **Next** to continue and allow the files to be installed.



### **QuickTime installation Complete**

After the installation of Quicktime has completed, Click **Finish** to continue.

DuickTime for Windows	8
	QuickTime Installer Completed
72	QuickTime has been successfully installed on your computer.
	View Read Me Configure File & MIME Types
~	Click Finish to complete the installation process.
	Cleans Frish Cancel

### **Optional QuickTime Upgrade**

If you wish, you can upgrade your version of Quicktime to Quicktime Pro. Click **Go Pro Now** or **No Thanks** to continue.

**QuickTime Installed successfully** After QuickTime has been installed

Click Yes to reboot your computer.

Click Next to continue.

Reboot



ompleted		
Show details	 	 

# Chairside 2008 Premium Setup Image: Chairside 2008 Premium Setup You must shut down and restart your computer before the new settings will take effect. Do you want to restart your computer new? Yes

### Congratulations, you have finished your Chairside 2008 Network Client installation!

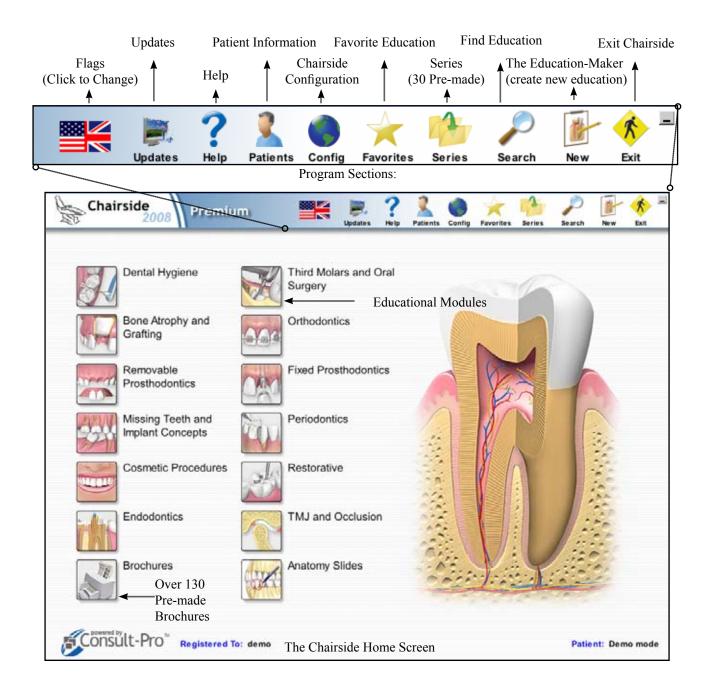
You may run Chairside from either your desktop or the start menu shortcut.

# The Chairside Home Screen

Below is the Chairside *Premium Home Screen*. You will see the various education topics on the left. At the topright of the *Home Screen* you can access the other sections of the program.

### Note:

For the purposes of the manual we have used the Chairside Premium version of the software to show how to use the program. Included in the following pages are screen shots of the General Denistry, and Implant Edition Home Screens.



# Education

# Introduction

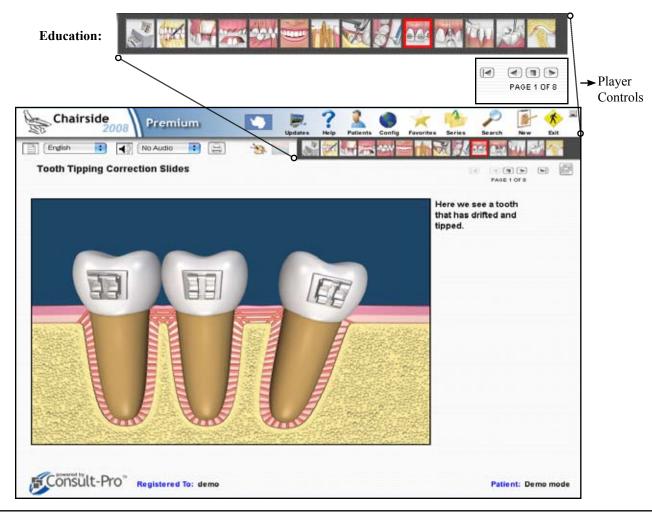
Chairside has a comprehensive library of patient-friendly graphics, clinical images and animations depicting various conditions, treatment options and consequences of non-treatment. During a consultation, Chairside's education will help your patient fully understand their condition and their available treatment options. All Education modules can be customized (with your own voice-overs, for example) and saved as a new Education.

# **Viewing Education**

Clicking on one of these will reveal a list of presentations. Select a presentation from the list to view it.

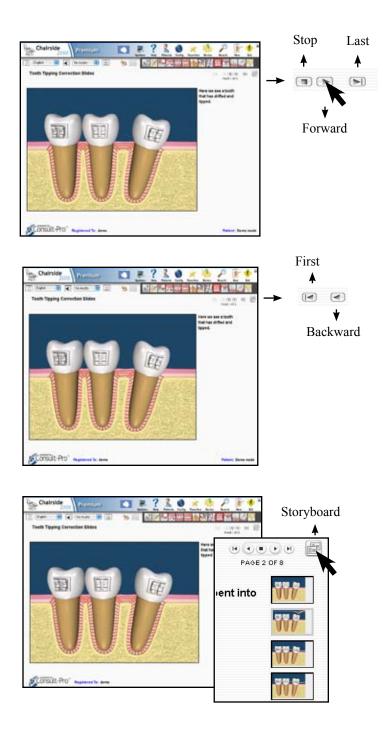
A series of quick-launch icons will appear at the top of your screen, allowing you to easily select a different presentations.

Fixe	ed Prosthodontics
h Implants 🕠	Posterior Single I
oth Implants ▸	



# **Navigating Education**

Here you will become familiar with choosing an education presentation and navigating through its frames..



Looking at the presentation, at the top-right you will see the navigation buttons.

To progress to the next slide, click **Forward**. You can walk forward through each slide in a presentaion this way.

To skip to the last slide, click Last.

To exit the presentation, click Stop.

When you click **Forward**, you will be brought to the second page of the presentation.

Two new buttons will become available.

To go to the previous slide, click **Backward**.

You can return to the first slide by clicking **First**.

Another way of navigating through a presentation is the **Storyboard** button. This button appears with presentations which have multiple pages.

Clicking the **Storyboard** button reveals thumbnails that represent each slide in the current presentation.

These thumbnails appear on the right side of your screen and can be clicked on for quick and easy access to any slide.

# **Education Quick Launch**

When you are viewing a presentation, you will see a row of icons at the top-right. Each icon represents one of the education categories that appears in the main screen of the program. Select a category to see a list of its presentations.

# Movies

To begin a movie, click **Play**. You may also press the **Enter** key on your keyboard.

Once a movie begins playing, the **Play** button will become a **Pause** button.

When the movie is not playing, you may click on the **Fast Forward** or **Rewind** buttons to walk through the movie frame-by-frame.

You may also click and drag the **Seek** button to skip to a specific part of the movie.

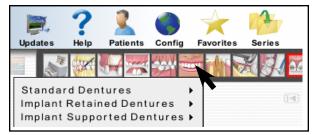
The **Draw Button** allows you to pause and draw on the movie.

The **Print Button** prints whatever is onscreen including what you have drawn

## **Searching for Education**

You can search for any piece of education in Chairside. From the *Chairside Home Page*, click *Find* and type any word or phrase. In the Premiuim Edition, the entire database in all sections is searched at the same time.

To view one of the presentations, select it and click Open.



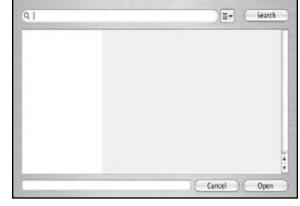
Education Quick Launch Selection

### Print Button Draw Button Print Button Print

The Movie Navigation Bar

Find Education

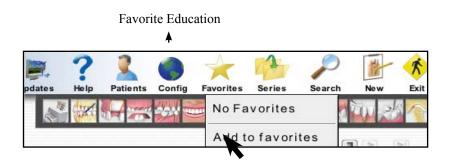
 Patients
 Config
 Favorites
 Series
 Search
 New
 Exit



The Search Window

# Print Button Draw Button

# Education



# **Favorite Education**

Clicking the **Favorites** button will present a list of your favorite presentations. Select a favorite from the list to view it.

When viewing a presentation, you can click the **Favorites** button to add it to your favorites list.

# **Education Series**

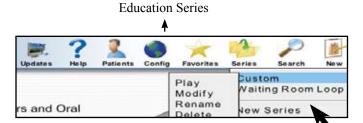
The *series* feature allows you to combine a number of presentations into one large one for easy play back. Over 30 pre-made series are included with the program. They can be customised or changed in any way.

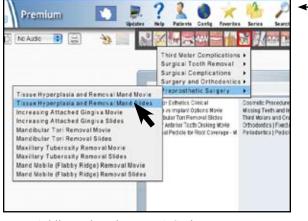
The *series* feature allows staff to get involved in a patient's treatment planning, because they are able to easily discuss any number of complex cases by simply playing a series. because the series can be prepared beforehand, there is no worry that some things can be forgotten.

The series feature assists in preventing patients from being misinformed or asking for a second opinion rather then proceeding with the procedures that have been proposed to them by providing a consistent message to all patients.

## **Creating a Series**

Click the Series button and select New Series.





### **Adding to The Series**

1) Select a category from the quick launch icons above to see its list of education.

2) Select a presentation.

You will see the presentation appear in the series list.

Adding Education Into A Series

# **Education Series**

# **Editing The Series List**

Once you have added an item to the series list, you can select it and then click **Remove** to remove it from the list, click **Up** to move it up, or click **Down** to move it down.

		-
	6.00	<b>→</b> D
Orthodontic Principles Orthodontic Principles Orthodontic Principles		
	Orthodontic Principles	Otthodontic Principles Orthodontic Principles

Editing a Series

### **Saving Your Series**

Clicking the Save button will prompt you to give your series a name.

You have two options of saving a series. The first is to save the series as a person's name which can easily be found for future reference. The second method is to save it as a generic name (e.g. 3 unit bridge versus implant) which then enables you to easily find the required information for other patients.

## Modifying, Renaming, or Deleting A Series

To modify a series, select **Modify Series** and you will be brought back to the series editor screen. See the **Editing The Series List** section of this document.

To rename a series, select Rename Series.

To delete a series, select Delete Series.

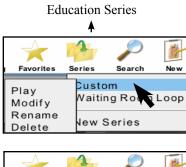
## **Playing a Series**

You can play a series by clicking on the **Education Series** button, hovering your mouse down to your presentation and selecting **Play Series** from the menu.

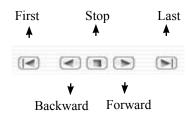
### **Series Education Controls**

When playing a series, the **Next** button will continue to the next slide, and when you have reached the last slide it will continue to the next presentation.

The **First** and **Last** buttons will let you move from presentation to presentation.







# **Creating a Slideshow**

Chairside can automatically play a piece of education or an entire series. To begin a slideshow, play your education or series, then adjust your settings to have Chiarside automatically play.

Within the Confirguration menu, there are three choices which you need to customize.

"Play Mode"	Set to Auto, so movies will begin automatically.
"Loop"	Set to <b>On</b> , so that the series will play indefinitely.
"Duration"	Set the number of seconds you wish Chairside to wait
	before continuing to the next slide.

# Chairside Configuration Config Favorites Series Play Mode Presentation Mode Loop Duration

Configuration

### **The Education-Maker**

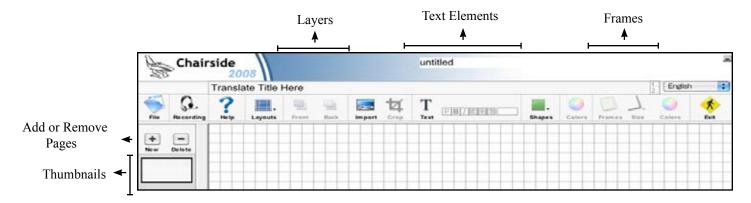
Chairside's *Education-Maker* will allow you to create your own custom presentations.

### **Creating Custom Education**

There are two different ways to enter into the *Education-Maker*:

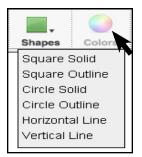
- 1) An icon in your row of tools at the top-right.
- 2) From any education category icon.



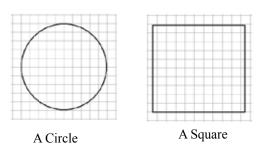


## Adding a Shape

You can easily add different kinds of simple shapes using the **Shapes** menu. Select the shape you wish to add and it will appear on your page.

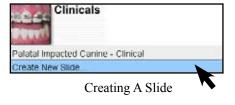


Shape Tools



The Education-Maker (create new education)





# **Selecting Ojects**

To select an object, click on it once. You will see a blue outline surround it

# **Moving Objects**

To move an object, click it once and hold the mouse button d o w n. When you move your mouse, you will be able to "drag" the object to a new location

## **Re-sizing Objects**

To resize an object, select it and you will see two small squares on its border. One square at the buttom and the other on the right-hand side of the object. Click and drag either of theses boxes to change both their width and height at the same time, other objects only allows you to change either its width or it height.

# **Deleting Objects**

To delete an object, select it and press the **backspace** key on your keyboard.

# **Creating a Text Box**

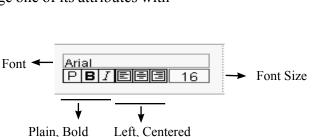
Click the **Text** button to add a text box.

# **Text Elements**

At the top-middle of your *Education-Maker* main page, there are controls to customize the text in a text box. You may select a text box and then change one of its attributes with these controls.

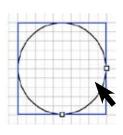
You can:

- a) Change the font.
- b) Change the font size.
- c) Change the typeface (Plain, **Bold**, *Italics*).
- d) Change the text alignment (left, centered, right).



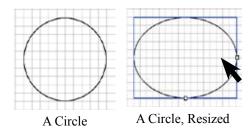
and Right

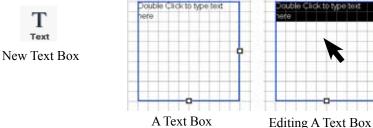




A Circle

A Circle, Selected





and Italics



21

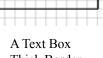
No Border

### Frames

At the top-right there are controls to customize borders. Select your object and click Frame to add a frame. Then you can change the thickness of the frame with the **size** button.



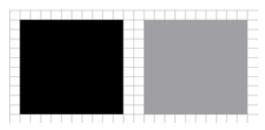




## Thick Border

# Colors

You can change the color of objects, text or borders. Select the object and click the appropriate Color button and you will see a rainbow of colors to chose from.



A Black Square And A Grey Square

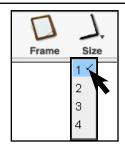
# Layers

You can select an object and click Front or Back to push an object either underneath or on top of other object. This feature allows you to layer objects on top of one another in a specific order.

Black on Grey







Frame Tools





Layering Tools

### **Adding and Deleting Pages**

A presentation can have more then one page. Click **New** to add a new page or click **Delete** to remove the currently viewed page.

### **Changing The Order of Your Pages**

You can click on a thumbnail on the left-hand side of the page and drag it up or down to a new location to change the order your pages are presented in.

# **Grid Setup**

There is grid of lines on the main page of the *Education-Maker*. You may customize these lines by clicking *File* and selecting *Grid Setup* from the Menu.

Grid Width 20	🖻 Grid Visible
Grid Height 20	🖙 Snap to Grid

Grid Setup

Grid Width<br/>Grid HeightThe space of the vertical lines.Grid Height<br/>Grid VisibleThe spacing of the horizontal lines.Snap To GridWhen the grid on or off.Snap the grid on the grid is active, objects that<br/>are moved will automatically line upu<br/>with the grid.



Add or Remove A Page

File	Q. Recording	? Help	
New Education			
Import Presentation Export Presentation			
Sequence Number			
Save Save As			
Delete			
Grid Setup			
Print Document			

### **Importing Media**

At the top-left is the **Import** button. It lets you explore your computer for pictures and movies and then insert them onto your page.





# **CUSTOMIZING CHARISIDE**

# **CROPPING PICTURES**

Cropping is like zooming in on a picture. The **Crop** tool allows you to select which part of a picture you would like to keep.

1) Select an image.

2) Click on the **Crop** tool. You will see the picture grey out and the two boxes at the right and the bottom will then have arrows.

3) Click and drag either of the arrows to change the size of the grey box. You may freely move the grey box by drag ging it. The idea is to resize the box and move it over the area you wish to keep.

4) Double-click the grey area to finalize your crop.



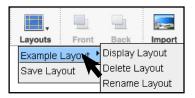
Cropping Examples

## LAYOUTS

A layout allows you to create a template for future use.

To make a layout, place all of your pictures and text exactly where you desire, then click on the **Layouts** button and select **Save Layout**. You will be asked to give your layout a name. Chose a name that makes sense to you, such as "2 pictures and 2 text fields" and click **Save**.

The next time you wish to use the same layout, simply chose it from the Layouts menu and it will place text and graphical element placeholders in that exact layout or move and resize existing objects to suit your layout.





### **Naming Your Presentation**

Click the Presentation Title (displayed above as "Translate Title Here") to set a title for your work. This feature is only available in multi-lingual editions of Chairside.

### **Sequence Number and Label Color**

You can specify the order in which your presentation will appear in the list of education that you save your work in. For example, you can set the sequence number to 1 to make it the first item in the list.

You can also specify the color which the item will be displayed in.

### Language

Language options are used in multi-lingual editions of Chairside. This allows you to change the text in your text boxes and re-type the text in a different language.

## **Importing and Exporting Presentations**

You can import a presentation by selecting **Import** from the **File** menu.

Instead of backing up your entire library, you can choose to export a single presentation at a time.

To export a presentation, open the presentation and select **Export** from the **File** menu.

*Note*: Chairside does not integrate with other software. It is not possible to import and export Chairside presentations to other programs.

Title La	nguage for English
Pleas	se type the "English" version of the Title for this presentation
[Tool	
Tue	ulate Title Here
	Cancel OK.
	Naming Your Presentation
Seque	ence Number
	Sequence Number 0
	Label Color None -

Sequence Number and Label Color

Cancel

DK.





# Configuration

# Configuration

Configuration				1	
"Play Mode"	Set to Auto, so movies will begin automatically.	Confi	g Favorites	Series	Search
"Presentation Mode"	Allows users to hide the navigation menu.		Play Mode Presentat		0
"Loop"	Set to On, so that the series will play indefinitely.		Loop		6
"Duration"	Set the number of seconds you wish Chairside to wait before contiuing to the next slide.		Audio Restore c	•	novies
"Audio"	Allows users to turn on/off sound.		Software Import Pri Delete Pri	nt Logo	
"Restore corrupt Movies"	Allows users to restore damaged movies from disk		Main Imag Select Ima	e	
"Software Mode"	Chairside can open in a window or full-screen	<b>&gt;</b>	Log In		
"Import Print Logo"	Import a custom logo for printing		Language		
"Delete Print Logo"	Deletes custom logo		Backup		
"Main Image"	Main image on right can change or remain static		Chairside	-2008-P	remium
"Select Image"	Allows users to select which main image displays		Cont	firguration	
"Log In"	Users must log in with administrative privileges to create new educations				
"Language"	Allows users to change the language used in the presentations.				
"Backup"	Allows users to create a backup of your presentations to your Documents folder or restore it from a location of your choice. This is used to transfer custom education to another Chairside installation.				
	To import or export a single presentation, see the <b>In</b> <b>And Exporting Presentations</b> section of this docu	-	0		
"Chairside"	Displays your registration information.				

# **Frequently Asked Questions**

## Can I install Chariside on multiple computers?

Yes! You may install Chairside on as many computers as you wish. However, only the computer which has a Chairside USB key inserted will be able to launch the software.

### Is Chairside compatible with Microsoft's "Terminal Services"?

No it is not.

### Can I move information from one Chairside installation to another?

Yes. Refer to the Manual, under Configuration, for "Backup". You can backup information from one workstation and restore it to another.

### Can I make Chairside windowed instead of full-screen?

Yes. This is particularly important when using Chairside with a second monitor. In Chairside's application folder there is a .ini file. Edit it and change two settings: Full Screen=0 UseTitleBar=1

### What file formats does the Education-Maker support?

Chairside relies on QuickTime to display its pictures and videos. Any picture or movie type which is supported by QuickTime may be used.

## Can I use Chairside images or movies in a presentation (e.g. Powerpoint)?

No. Instead, you can launch Chairside and switch between your presentation and Chairside.

### Can I use Chairside images or movies on my website?

No. Chairside has no integration with other software.

## Can I import information from other programs, or export to other programs?

No. Chairside has no integration with other software.

# Troubleshooting

## Entering registration information does not work.

- Was the information entered exactly as shown on the registration sheet?
- Is the key inserted?
- Is the light on the key lit? If not, try another USB port.

If the key was inserted before the software was installed, it may need to be reinstalled. If you are running Windows XP, a hardware wizard should appear when you first insert the key. You must complete the wizard to use Chairside.

## When saving education: "You do not have permission to save new files"

The user that is logged into the machine does not have permission to change information in Chairside's application folder. Try logging in as the computer's administrator to create custom education.

### My key is broken.

If you are certain that your key is damaged, you can contact Consult-Pro sales to purchase a replacement. You will need to return your damaged key.

# **Movies Do Not Display Correctly**

Chairside uses QuickTime to play movies. If there is a problem with movie color, quality or speed then the issue lies with QuickTime. Reinstalling, or downloading and installing the latest version of QuickTime from the internet solves most issues.

Please be sure to quit Chairside before installing QuickTime.

## **Movies Appear Black**

This is a common with users who have displays or are displaying movies on a projector screen.

- Quit Chairside.
- Go to your Control Panel > QuickTime > Video Settings
- Turn "Safe Mode" on.
- Restart Chairside.

# **Consult-Pro Technical Support**

Please do not hesitate to contact Consult-Pro's technical support department in order to assist with any technical issues you may have with Chairside, or to answer any questoins about our software.

Feature requests and bugs should be reported via e-mail.

Toll-free in North America	1-800-519-6569
International	1-416-429-6545
E-mail	support@consult-pro.com