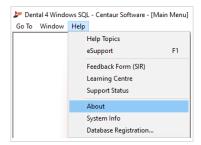
HICAPS: TRINITY TERMINAL connection with HICAPS Connect V4.0.0.1 software

Before connecting your new Hicaps Trinity Terminal, D4W must be running on the latest (build 5393 or higher). This D4W upgrade installs the Hicaps Connect v4.0.0.1

- 1. Check your D4W Build number. (Skip to #3 if not required)
 - Help menu > About



 Within the 'About Dental4Windows SQL' window, the build number is located at the top right



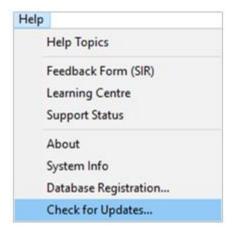
2. If you are <u>not</u> on D4W build 5393 or higher, upgrade your D4W to the latest build. (Skip to #4 if upgrade not required)

Complete these steps on the server computer

If prompted at any stage by a message about Antivirus, Firewalls or Spyware throughout the upgrade, select to unblock or allow to continue.

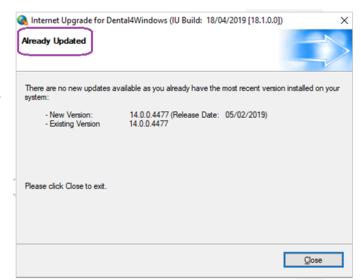
To check for Updates

• Help menu > Check for Updates



Upgrade Status

 If D4W is already on the most up to date version, the following window will appear



- If the system can be upgraded, the following window will appear
- Click Next



3. Upgrade D4W to the latest build.

Updates are Available
The new updates are in the following update package:

Build Details: 16.0.0.4911 (Release Date: 20/01/2021) [Deploy: A]

1. Click 'Update Info'if you wish to read about the New Features in this update package.

2. Depending on your Internet speed its could take between 10 - 60 minutes to download the new update package.

3. The update package is up to 750 MB in size, but could be lower if it finds usable files from previous updates.

4. After the new update package is downloaded you will need to ensure you are not using "Dental-AWindows" on any computer in the practice before you continue.

5. It is recommended (and especially if you have cancelled patients for the upgrade) that you monitor the download process as in some Internet conditions the download may time-out. This is fixed by clicking on the Retry button if prompted.

Also, it is IMPORTANT to note that after the package has downloaded you will still be required to interact with the Upgrade process (i.e. it is not fully automatic).

Download and Upgrade

Download Only

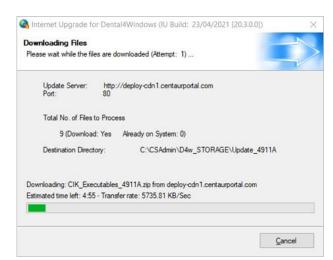
What's New

Next > Qencel

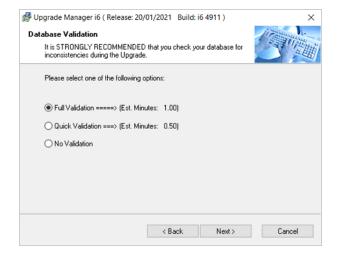
 Select Download and Upgrade > Click Next

 Files will begin to download, per the below window

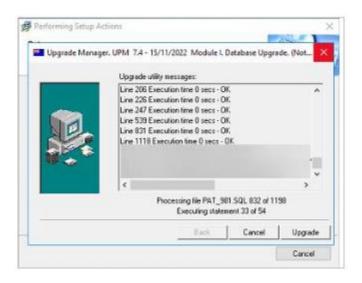
 Follow the prompts until the Validate window appears



Select Full Validation > Click Next



- DO NOT click any buttons in the UPM window, this is an automated process
- The UPM window will close and continue when completed



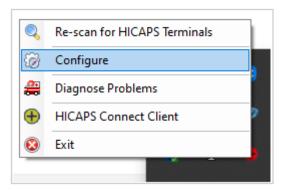
Next, run the upgrade on each of your client computers

- Complete these steps on all client computer where D4W is installed (can be completed on all clients simultaneously)
- If prompted at any stage by a message about Antivirus, Firewalls or Spyware throughout the upgrade, select to unblock or allow to continue.
- Start D4W on a client computer.
- A mismatch message will appear > Click **OK**



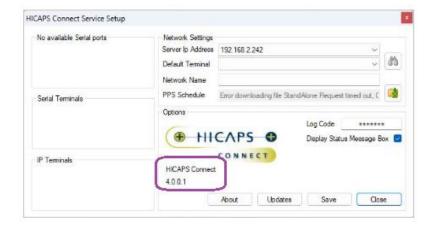
• Follow the prompts (repeat at each client computer)

- 4. HICAPS Connect Service Setup
 - Right click on the **HICAPS** icon in the Windows taskbar
 - Select Configure

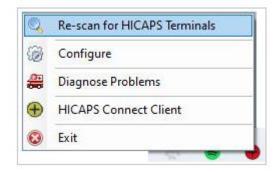


• In the 'HICAPS Connect Service Setup' window, check for correct HICAPS Connect build

• Click Close



- Right click on the HICAPS icon in the Windows taskbar
- Select Re-scan for HICAPS Terminals



 Terminal should be found, and icon in the taskbar will change from red to yellow
 If icon does not change colour, please contact HICAPS



