



# Important Announcement Concerning your DENTRIX® Software

Re: Microsoft® Windows 2000 Support

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**Please note: If you are not running DENTRIX on a Windows 2000 operating system this announcement will not affect you.**

**Effective September 1, 2009, Henry Schein Practice Solutions will discontinue support for DENTRIX on Windows 2000.**

## Why the Move:

Two decades ago, DENTRIX® became the first dental practice management system to be approved for Windows. Today, more dentists use DENTRIX to manage their practices than any other practice management system.

For many years, Dentrix and Microsoft have maintained a close working relationship, enabling us to deliver technology to help dental practices become more efficient and productive. In June 2005, Microsoft discontinued mainstream support for the Windows 2000 operating platform. Microsoft currently offers extended support only to a limited group of users. Our goal is to better align with advances in Microsoft technology and offer support to all of our customers. In order to accomplish this we will be making changes to our support/upgrade policy. Effective September 1, 2009, Henry Schein Practice Solutions will discontinue support for DENTRIX on Windows 2000.

Please note that your current DENTRIX system will continue to operate without any loss in functionality. However, moving forward, DENTRIX customers who are currently running on the Windows 2000 operating platform will no longer be able to benefit from future DENTRIX releases and feature updates.

## What You Should Do:

If you have Windows 2000 computers or servers running in your office, we recommend the following steps:

1. Visit [www.dentrix.com/g4/documentation.asp](http://www.dentrix.com/g4/documentation.asp) to download an updated copy of the DENTRIX G4 system requirements.

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PRACTICE SOLUTIONS

**DENTRIX®**

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You may also request to be placed on our Do Not Fax list by calling 24-hours a day at 800-985-3015 or writing to us at 727 E. Utah Valley Dr. Suite 500, American Fork, UT USA 84003-9932

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2. Evaluate your office network and hardware.
  3. Contact Henry Schein's Office Automation and Technology Solutions team (877-483-0382), an independent, Certified Integration Engineer ([www.dentrix.com/training/cie.asp](http://www.dentrix.com/training/cie.asp)) or other qualified integration specialists for assistance.

Henry Schein's Office Automation and Technology Solutions (OATS) team is offering a FREE in-office evaluation to determine if your office will need hardware upgrades. After the assessment, OATS will work with you every step of the way to ensure a seamless transition. And, since you are a valued customer, OATS is offering up to \$1000 in discounts on hardware purchases. They also offer 12, 24, or 36-month financing options to make this transition easier for you.

We want you to benefit from the latest technologies and ensure that you have continuous support to meet each specific technology demand in the modern dental office—for the life of your practice.

If you have any questions, please don't hesitate to call our customer service team at  
**1-800-DENTRIX.**