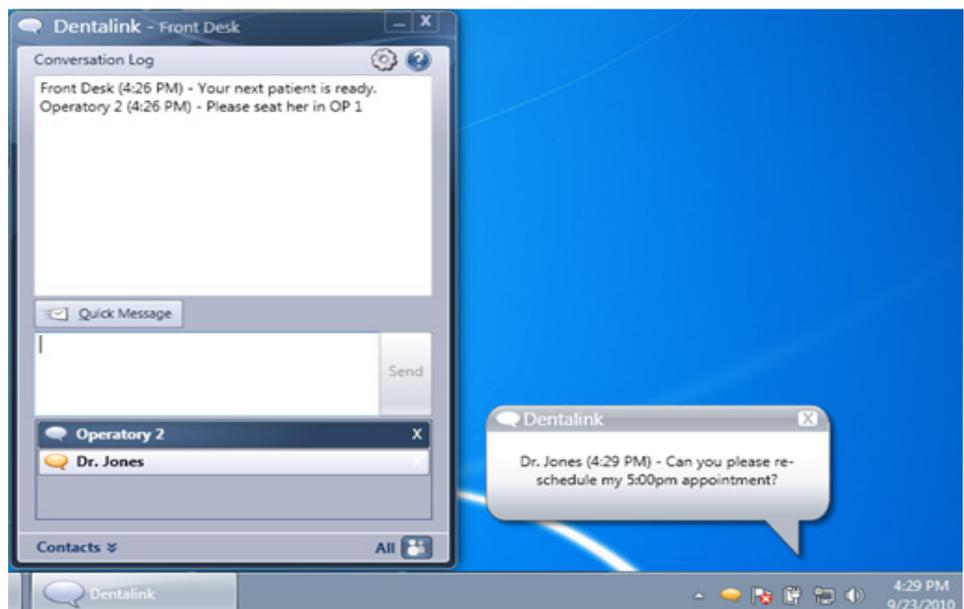


## SENDING INSTANT MESSAGES WITH DENTALINK

Dentrix Dentalink provides your office with secure instant messaging. With Dentalink, you have the ability to create and send messages between workstations. Each workstation can be set up to send and receive messages. And these messages never leave the practice's private computer network, so you can confidently send messages knowing that private patient health information will remain private.



Browse to [www.dentrix.com/getting-started/dentalink](http://www.dentrix.com/getting-started/dentalink) to watch video demonstrations of the tasks in this guide and find more information about sending instant messages with Dentalink.

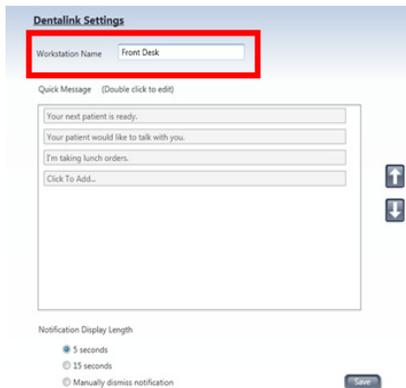


Figure 1.

## Prerequisites

Before you can begin using Dentalink, you must have Dentrix G4 Productivity Pack 8 installed. You must also have eSync 3.1.5 installed on each networked computer on which you want to use Dentalink. Dentalink is provided as a plug-in with eSync, and is automatically installed when you install eSync 3.1.5.

To download eSync and the eSync Installation Guide, visit [www.dentrix.com/products/eservices/esync](http://www.dentrix.com/products/eservices/esync).

Once you have installed Productivity Pack 8 and eSync 3.5.1, a Dentalink icon is added to your Windows desktop and to the Windows notification area.

## Entering the Workstation Name

Each computer in your practice has an assigned computer name. Dentalink uses this name to identify the workstation in the Contacts list. However, you can change the name Dentalink uses to a name that is more representative of the workstation's location or primary user. Once assigned, the workstation name appears as the contact name on other computers running Dentalink.

Follow the steps below to edit a workstation name. Browse to [www.dentrix.com/getting-started/dentalink](http://www.dentrix.com/getting-started/dentalink) to view a video of the steps.

1. In the Windows notification area, click the eSync icon.
2. In eSync, click the Settings button.
3. In the eSync Settings window, click the Dentalink button.
4. From the Dentalink Settings pane, click the Workstation Name field (Figure 1), and enter a workstation name, such as Front Desk or Operator 1.
5. Click Save.
6. Repeat these steps on each workstation. You must set up each workstation name separately.

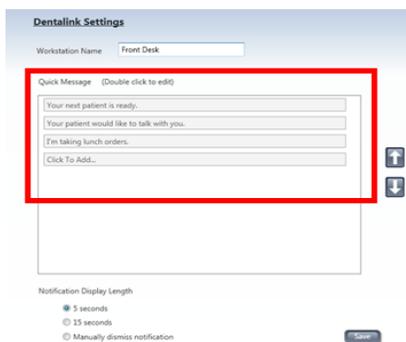


Figure 2.

## Adding Quick Messages

Some office routines require the same or similar messages to be sent multiple times throughout the day. Rather than entering the same message text repeatedly, you can use Quick Messages to create message templates. Quick Messages are created and managed separately for each computer, and each Quick Message is limited to 100 characters.

Follow the steps below to add a Quick Message. Browse to [www.dentrix.com/getting-started/dentalink](http://www.dentrix.com/getting-started/dentalink) to view a video of the steps.

1. In the Windows notification area, click the eSync icon.
2. In eSync, click the Settings button.
3. In the eSync Settings window, click the Dentalink button.

4. From the Dentalink Settings pane, click Click to Add... in the Quick Messages box (Figure 2).
5. Type the desired message text. Note: Quick Messages are limited to 100 characters.
6. When finished, click Save.
7. Repeat these steps to add more Quick Messages to the current workstation. Then, repeat the steps on each workstation that needs to send Quick Messages.

### Sending Messages

Communication between Dentalink contacts is called a conversation. Workstations you have set up appear in the Contacts list.

Follow the steps below to send a message. Browse to [www.dentrix.com/getting-started/dentalink](http://www.dentrix.com/getting-started/dentalink) to view a video of the steps.

1. Right-click the Dentalink icon in the Windows notification area.
2. Click the Contacts bar to display the list of workstations you have set up. Note: Contacts appear in the list alphabetically with a colored icon to indicate online or offline status. Colored icons indicate either online (green) or offline (gray) status (Figure 3). You can only send messages to contacts with an online status.
3. Click the online contact(s) to whom you want to send a message, or click the All icon to send your message to all online workstations. A conversation is established with selected contact(s) in the Conversations Area (for example “Operator 2” in Figure 4). The Chat Box is enabled with the cursor ready for you to begin typing.
4. Type your message in the Chat Box, or click the Quick Message button and select a pre-defined Quick Message from the list.
5. Click Send or press ENTER. The message is sent to the recipient(s) and the message is posted to the Conversation Log (Figure 4). Each message is identified by its sender and time.

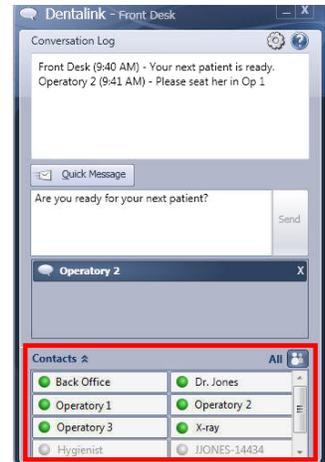


Figure 3.

### Receiving Messages

When you receive a new message, or a reply from an established conversation, the following occurs:

- A tone sounds
- A message bubble appears briefly in the Windows notification area
- The Dentalink icon in the notification area changes to its “unread” state, and begins to flash if unopened
- If the message is a new conversation, a Conversation Bar appears, and the Conversation Bar icon changes to its “unread” state

Once a message has been received, you have the option of replying to the message and/or ending the conversation.

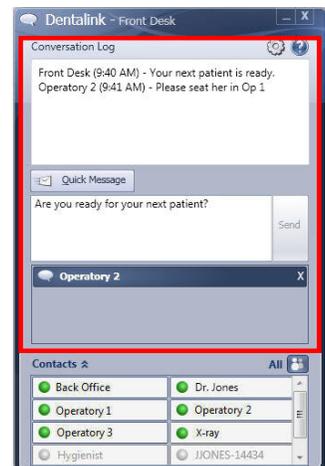


Figure 4.

## Replying to Messages

Follow the steps below to reply to a message or end a conversation. Browse to [www.dentrix.com/getting-started/dentalink](http://www.dentrix.com/getting-started/dentalink) to view a video of the steps.

To view and reply to a message:

1. Click the Conversation bar of the conversation you want to view. The conversation appears in the Conversation Log and the cursor appears in the Chat Box (Figure 4).
2. In the Chat Box, type your reply or new message, then click Send or press ENTER.

To end a conversation:

1. In the Dentalink window, select the desired conversation. An X appears at the far right of the Conversation Bar.
2. Click the X. All messages are cleared from the Conversation Log and Chat Box, and the conversation is removed from the Conversations Area.

Note: Although you can start another conversation with that contact at any time, any previous message history will not be preserved.

## More Information

Browse to [www.dentrix.com/getting-started/dentalink](http://www.dentrix.com/getting-started/dentalink) to watch video demonstrations of the tasks in this guide. To find more information about sending instant messages using Dentalink, browse to [www.dentrix.com/dentalink](http://www.dentrix.com/dentalink).

Click the Help icon in the top right corner of the Dentalink window, or click Help from eSync or any eSync plug-in (as long as Dentalink is also installed) to search Help files for more information about using Dentalink.

For technical assistance, contact Dentrix Customer Support at 1-800-DENTRIX.

[www.Dentrix.com](http://www.Dentrix.com) | 1-800-DENTRIX