

# CC Installation Guide

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## 1. Introduction

### 1.1 Purpose

This document contains the information and steps required to install and configure the ConvergedComm (CC).

### 1.2 Scope

This document contains the hardware and software requirements. It also contains information related to commissioning and deployment of CC.

### 1.3 Definitions, Acronyms, and Abbreviations

Term	Description
CC	ConvergedComm
OD	Open Dental
PW	Practice-Web

## 2. Setting up the Environment

### 2.1 Pre Requisites

This section describes the minimum system requirement (hardware and software) for CC installation and working.

### 2.2 Hardware & Software Requirements

Minimum Hardware	Software
<ul style="list-style-type: none"><li>• Intel Pentium® IV 2.4 GHz(2)</li><li>• 1 GB RAM (3)</li><li>• 40 GB available disk space (4)</li></ul>	<ul style="list-style-type: none"><li>• Windows Vista/7/8</li><li>• MySQL 5.5 Database</li><li>• Microsoft .Net Framework 4.5</li></ul>

## 2.3 Pre Installation Verifications and Configuration

2.3.1 Ensure that the Open Dental/Practice Web Software has been installed on the system.

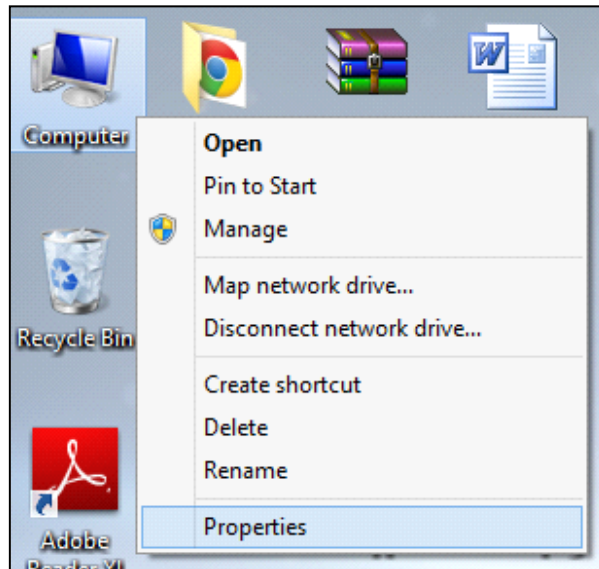
2.3.2 Also, ensure OD/PW is not running while the CC installation is in progress.

## 2.4 Installation

2.4.1 Verify installed hardware, software and configurations:

### Verify the installed operating system:

- Right click on **My Computer** icon available on the desktop.
- Select **Properties**.



- Verify whether following information are available under **System**.
- If you have Windows 7 Operating System, then the below page will appear:



- If you have Windows 8 Operating System, then the below page will appear:



### Verify the installed Application Tool:

**Tools** : Microsoft .Net Framework 4.5

**While the CC installation, if you are getting an error regarding the .Net Framework, and then please upgrade to the version Microsoft .Net Framework 4.5 or later.**

Also, you can install the **.Net Framework** from the below link:

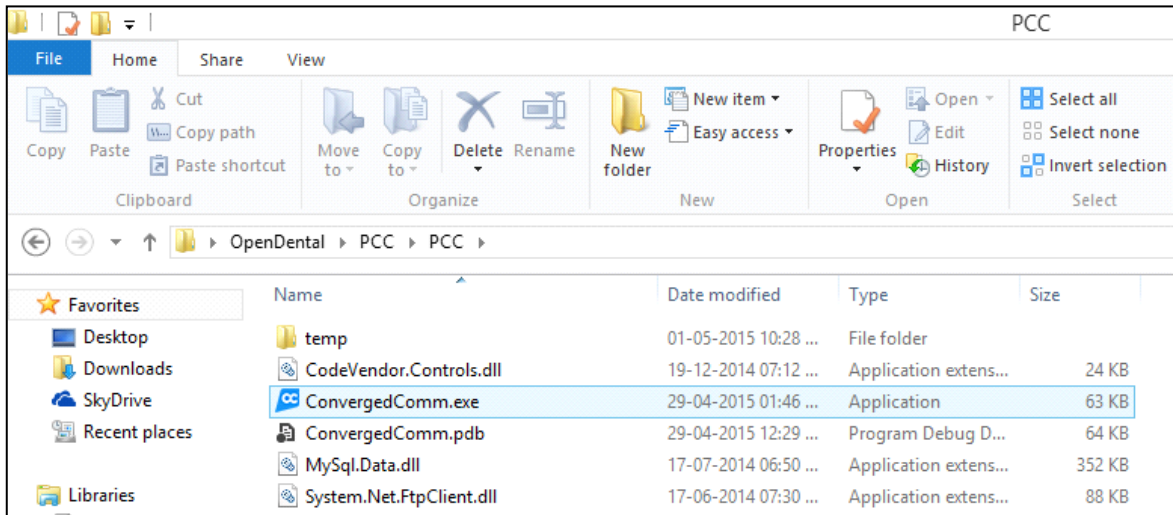
<http://www.microsoft.com/en-in/download/details.aspx?id=17851>

- Go to the above mentioned link and click on **Download**.
- Click on **No thanks**.
- Continue **Save File**.
- **Run** the installer.

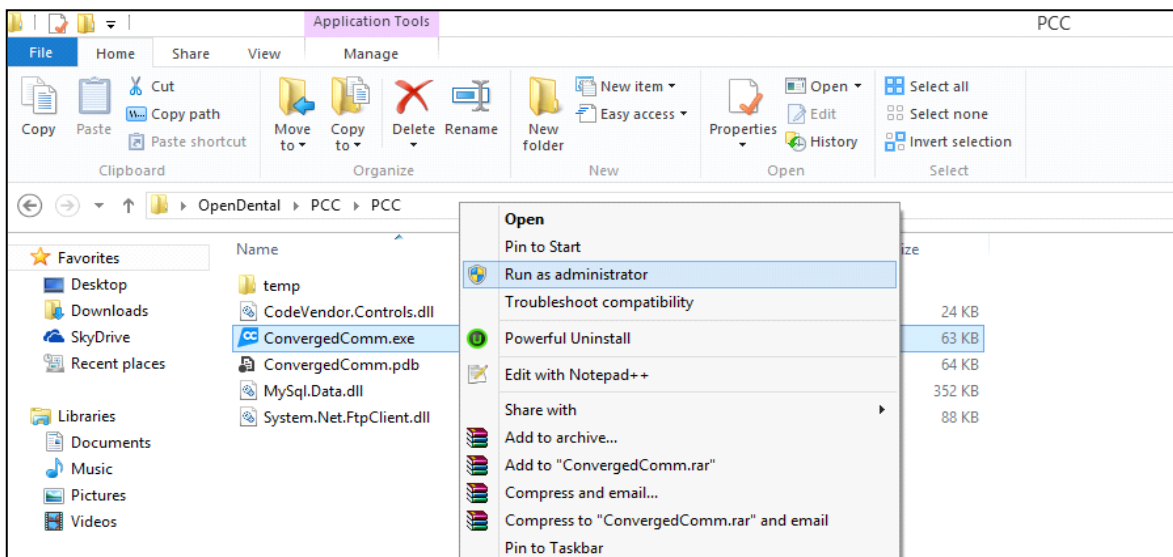
If again you get the same error, then enable the windows update and try to reinstall the framework.

## **2 ConvergedComm Installation**

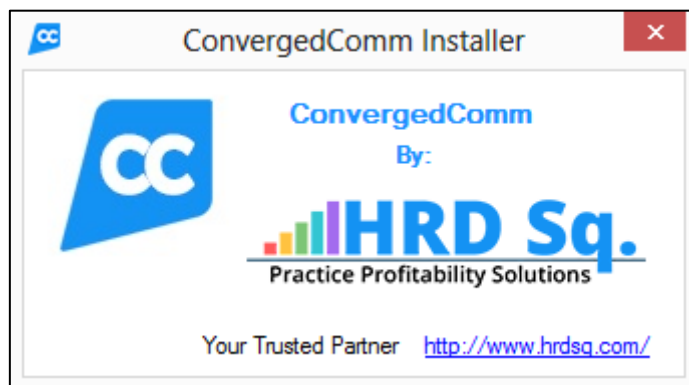
- Go to the folder where you have kept the CC.

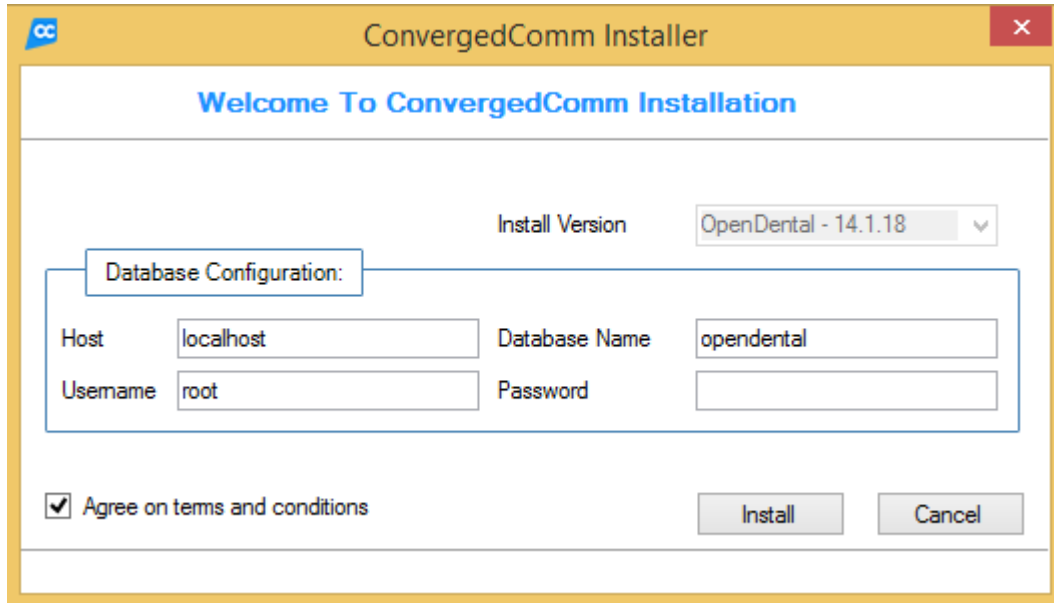


- Right click on it and “Run as administrator”.



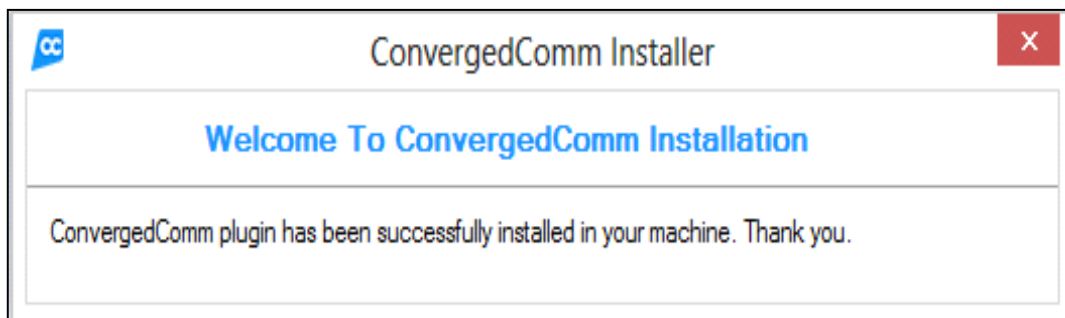
- Below windows will appear:





**Note:** The version in the install version field will display the Open Dental version installed on your system.

- Agree the terms and conditions and select the Open Dental version installed on your system.
- Click **Install** to install the (CC) and wait for few minutes.
- It will take around **10-15 minutes** for the installation.
- After successful installation, the below window will appear:

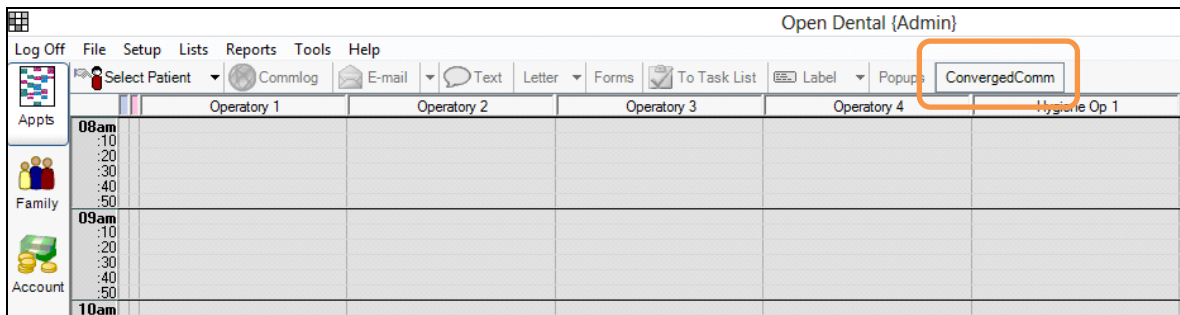


The above window ensures successful installation of ConvergedComm.

### 3. Post ConvergedComm Installation

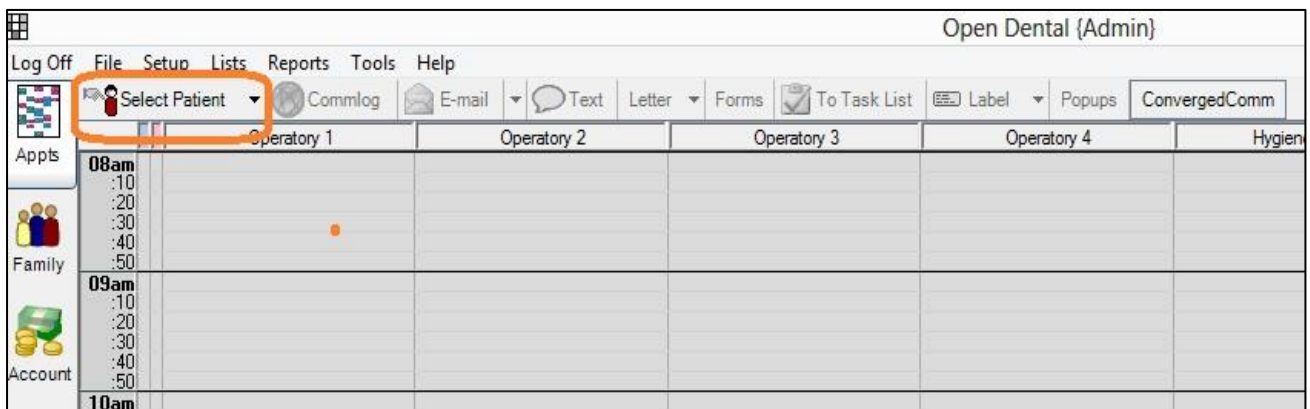
After the successful installation of the ConvergedComm on the system, the following procedure needs to be followed:

- Open the Open Dental Software already installed on your system.
- CC will appear within the Open Dental, as shown below:



- Click **ConvergedComm**.
- It will not open this time.
- To open the CC, follow the below set of steps:

❖ Click **Select Patient**, shown below:





- ❖ Add Patient Details, click **Add Pt.** and then click **Ok.**

LastName	First Name	Pref Name	Age	SSN	Hm Phone	Wk Phone	PatNum	Address
----------	------------	-----------	-----	-----	----------	----------	--------	---------

Search by:  
Hint: enter values in multiple boxes.

Last Name: User  
First Name: Sample  
Phone (any): 1234567890  
Address: abc  
City: city  
State: State  
SSN: 1111-11-111  
Patient Number: 1  
Chart Number:  
Birthdate: 01/01/2015  
Subscriber ID:  
E-mail: xyz@gmail.com

Billing Type: All

Guarantors Only  
 Hide Inactive Patients  
 Show Archived/Deceased

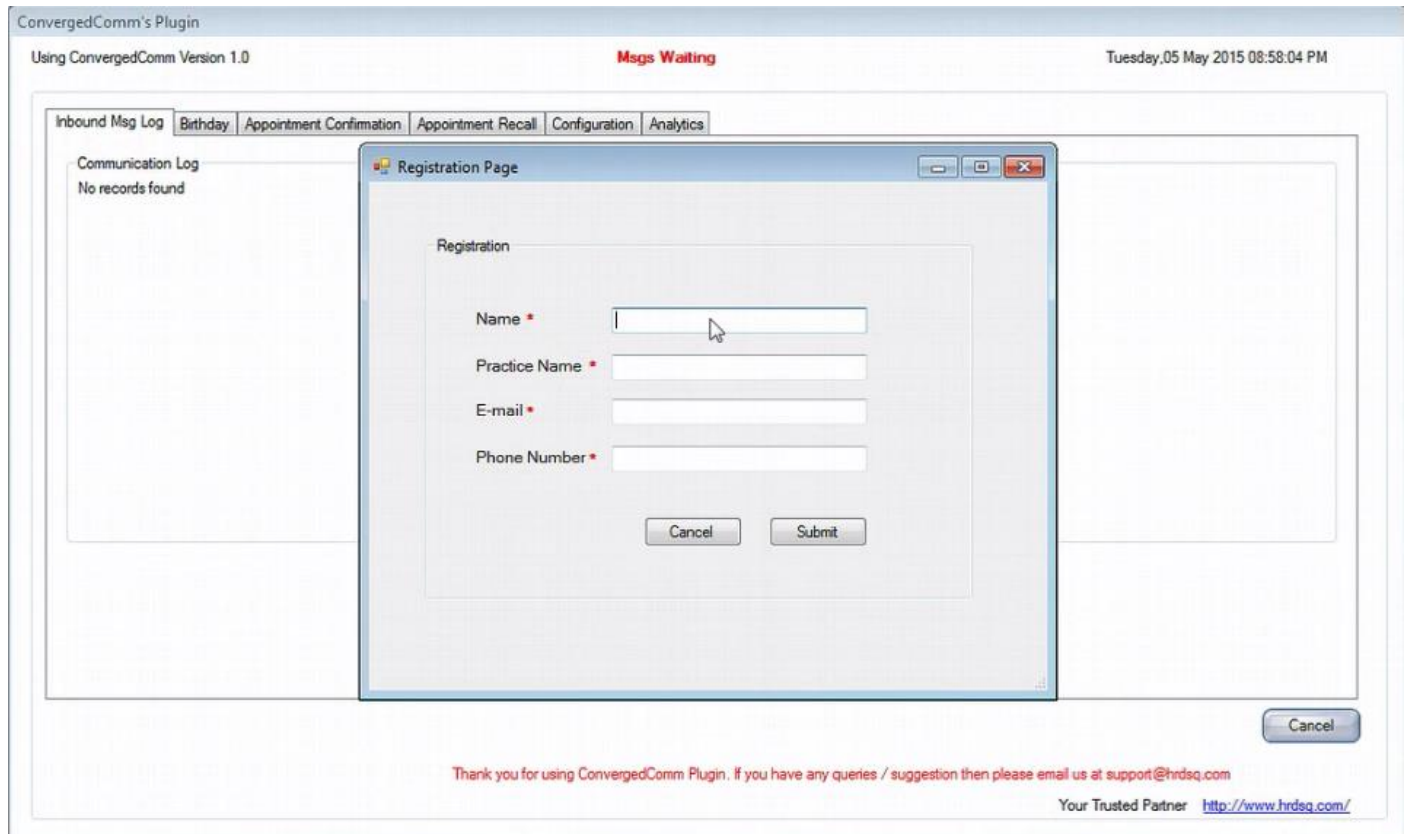
Search  
Search Get All  
 Refresh while typing

Add New Family:  
Add Pt Add Many

OK Cancel

- ❖ Close the window and click ConvergedComm.

- ❖ You (user) will be asked to register over the network.
- ❖ The registered user will be the administrator.



*Fields marked with an asterisk (\*) are mandatory.*

While registering as a user, below points needs to be taken care of:

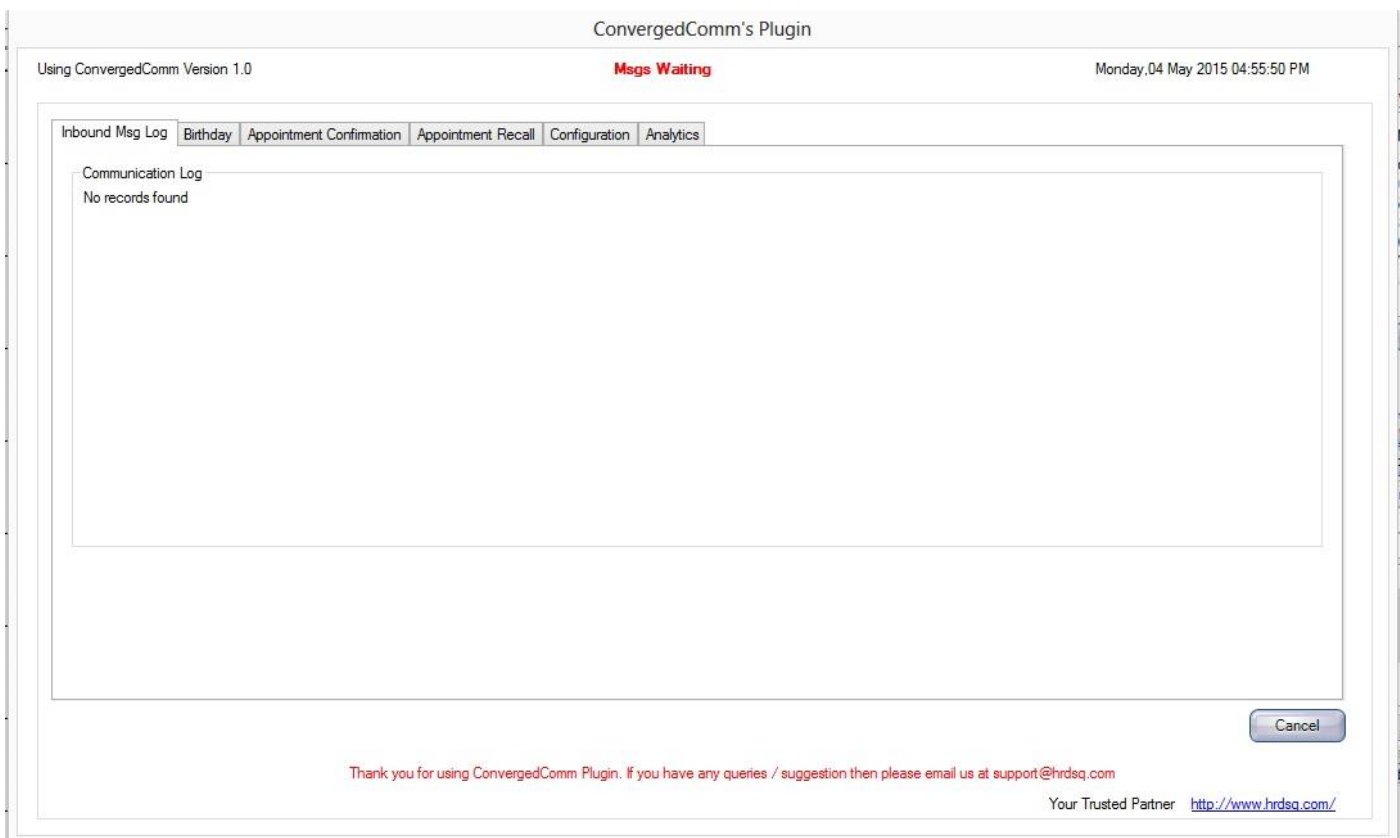
1. Provide user's (dentists etc.) details that will be used to access the CC account, such as user's name, phone number, and practice name.
2. Upon completion, click **Submit**.

*Note: If you do not fill the field(s) marked with an (\*), you will receive an error after this step.*



3. The above window will appear after registration.
4. Now, the request will be sent to CC administrator for approval.
5. After being approved, user will receive an email confirming the approval request.

- ❖ User will be able to open ConvergedComm.
- ❖ The layout will look like:



The ConvergedComm is ready for use. Please feel free to contact us@ [www.hrdsq.com](http://www.hrdsq.com)

If you have any other questions, call our customer **support line at 1 (949) 393-0140**. We will be happy to make sure we help you with anything you need.