

Installation Tech Notes:

Installation: PerioPal installation can take up to 20 minutes. Before Installing PerioPal, close all running applications and connect to the Internet. Click OK or Next when prompted.

- You must be the **administrator** to install PerioPal.
- Download not working: You may have to temporarily disable your anti virus software.
- **Error?** Follow steps to completely remove PerioPal. Repeat the installation.

Legacy Users: If you have a version prior to version 9.0 , you must perform a conversion.

Do not install on Vista and Windows 7. They do not have the correct Speech engine for PerioPal. If upgrading from Windows XP to Windows 7 save your XP installation disk to run PerioPal in Windows 7 XP mode.

Microsoft XP Service Pack 3 requires an additional speech setup configuration .

Permissions: In the C Drive of your computer, locate and right click on the PPserver folder, then select Properties. Uncheck the Attribute boxes. Click Apply and OK. **Repeat** configuration if it does not stay unchecked. This will allow full access to PerioPal.

Screen Display and Resolution: If you have trouble seeing all PerioPal content (some screen elements cutoff) adjust the Screen Display properties (Advanced) to **Normal 96 DPI**. The recommended screen resolution is **1280 x 800** or re-size screen resolution for your tastes.

Quick Start Setup for the Adobe Reader, Speech, and Audio Settings.

- **IMPORTANT:** Print and laminate a copy of Routine Maintenance for each workstation.
- Most support calls are related to incorrect audio/speech settings or incorrect database or report directories.
- The Speech and Audio Settings must be configured precisely as directed.

Support Policy: Active, registered PerioPal users receive unlimited **email** support for 6 months after registration. This includes bug support.

- **A software bug** is a reproducible defect that does not perform according to documentation. Unexpected behavior that can be isolated to a user's specific configuration or environment does not constitute a product defect
- **Post 6 months:** Additional support is available by email or telephone. Support does not include training or re-training of new employees.