Date: March 8th, 2024
Subject: Sidexis 4 Upgrade Path for Current CDR DICOM Customers

At Dentsply Sirona, we are committed to providing you the very best technology and support to enable you to deliver healthy smiles and fuel a healthy practice. As previously communicated on October 1st, 2021, all support for CDR DICOM software has ended.

In continued efforts to offer an optimal customer experience with all Dentsply Sirona product and services, we recommend using Sidexis 4 v4.4.

> *Note:*
> *In the event of a software change, customers are asked to maintain at least one instance of CDR DICOM including their old database (i.e., in form of a separate offline archive).*

Sidexis 4 Upgrade Path for CDR DICOM Customers

If you are an active CDR DICOM customer looking to upgrade to Sidexis 4 v4.4, you may be eligible to receive the Sidexis license FOC (free of charge) based on certain criteria.

To receive Sidexis 4 v4.4 Free of Charge you must meet the following criteria:

- Have hardware that is compatible with Sidexis 4 v4.4
  (Schick Elite/33/AE with USB 2.0 and 3.0 Interfaces and Schick Wi-Fi)

When upgrading from CDR DICOM to Sidexis 4 version 4.4, please be aware of the following:

- No data migration - CDR DICOM will remain in place to be used as an archive.
- Sidexis 4 v4.4 requires a minimum of Windows 10 for workstations and Windows Server 2016 for servers.
- Wi-Fi Based offices - Sidexis does not support wireless workstations.
- If currently using PACS / DICOM Server Integration – There will be an additional cost. (SIDICOM WLS Full Version – Part #6201136 - $7,060)
- Third-party hardware and TWAIN sources may not function with Sidexis 4.
- Generating reports for image analysis is not available.
- No tool for analyzing images similar to Spotlight.
- Veterinary Icons and Templates are not available.
- Multi-network / VPN is not supported.
- Multiple points of data storage are not supported.
- Co-existing databases are not supported.
- Special consideration may be necessary for laptop configurations.

Dentsply Sirona is not responsible for dealer technical team expenses (if any) associated with the upgrade process. Contact your dealer representative for an estimate of any costs that may be incurred.

Steps to Register for Sidexis 4 v4.4 License (FOC):
1. Complete the Sidexis 4 v4.4 Upgrade JotForm
    a. This will require a Site Survey to be performed to ensure compatibility with your existing workstations and environment.
    b. The Site Survey ID will be given once a survey has been completed, this will be entered into the JotForm.
    c. Select the option for upgrading from CDR DICOM.
    d. Select Schick under equipment you are looking to upgrade and enter in valid serial number(s) of eligible equipment.
    e. Complete the Customer Contact Information, Preferred IT Specialist and Dealer / Dentsply Sirona Representative Information. This will ensure all relevant parties are involved in the upgrade process.
2. Once the JotForm is complete, and eligibility is determined, you will receive a Sidexis 4 v4.4 voucher code to the address listed under Customer Contact.

When you are ready to move to Sidexis 4 v4.4

Have your installation scheduled with your certified dealer ahead of time. Please allocate enough time for this process as it may require several hours to complete, ensuring minimal disruption to your practice.

The process will involve the following:

- Removal of CDR DICOM Plugins (To avoid conflict with Sidexis 4 v4.4)
- Installation of Sidexis 4 v4.4 software on Server and Workstations.
- Upgrade of firmware on existing Schick Sensors and USB Interfaces.
- Setup of Practice Management bridging, if compatible.
- Setup of Intraoral cameras with Video plugin, if compatible.
- Setup of 3rd party TWAIN sources, if compatible.

Online resources are available for learning Sidexis 4, including its application functions and workflow. If additional training is required, please contact your local Dentsply Sirona representative to schedule training for yourself and your staff. Please note that there may be a cost associated with scheduled training.