

Date: March 29th, 2021

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, come **October 1st, 2021**, all support for CDR DICOM software will end.

In continued efforts to offer an optimal customer experience with all Dentsply Sirona product and services, we recommend using Sidexis 4 v4.3.1.

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 v4.3.1, you may be eligible to receive the Sidexis license FOC (free of charge) based on certain criteria.

To receive Sidexis 4 v4.3.1 Free of Charge you must meet the following criteria:

- Must have CDR DICOM installed on your computer(s)
- Must have purchased Schick hardware (Schick Elite, Schick 33 and/or Schick AE) through an authorized Dentsply Sirona distribution partner within the last 5 years (prior to March 1st, 2021)
 - Purchasing invoice will be required for submission along with invoice date
- A documented pass after completing the [online site survey](#) (new software upgrade) to determine eligibility (pass or fail) of meeting Sidexis 4 v4.3.1 system requirements

Steps to Register for Sidexis 4 v4.3.1 License (FOC):

1. Complete [online site survey](#) (new software upgrade) to determine if you meet/do not meet Sidexis 4 v4.3.1 system requirements
 - a. If you pass, please complete registration form
 - b. If you fail, please take necessary steps to ensure a pass for meeting system requirements before completing registration form
2. Complete [online registration form](#) to apply to receive Sidexis 4 v4.3.1 license FOC
3. Once registration form is complete, and eligibility is determined, a Dentsply Sirona Technical Support specialist will reach out directly to determine next steps and provide the Sidexis 4 v4.3.1 download link.