

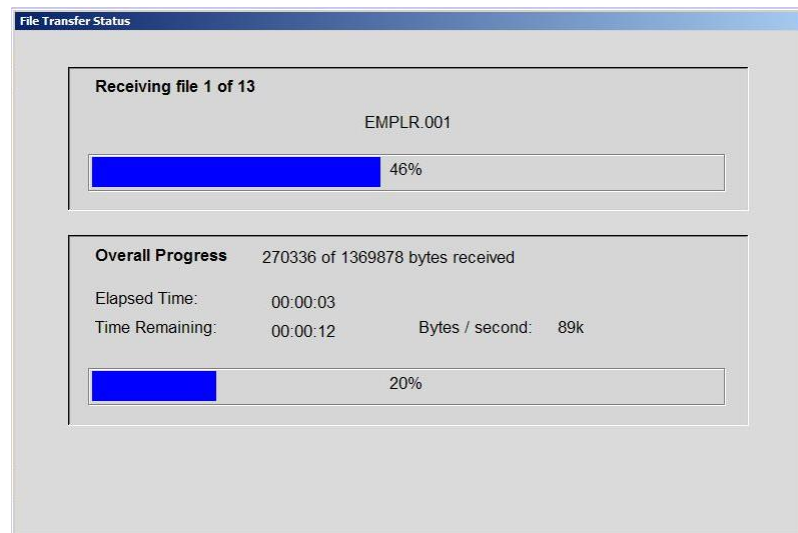
Softdent / Trojan Database Benefit Download and Update Instructions

Downloading Trojan Benefits



Double-click the **Trojan Communicator** icon.

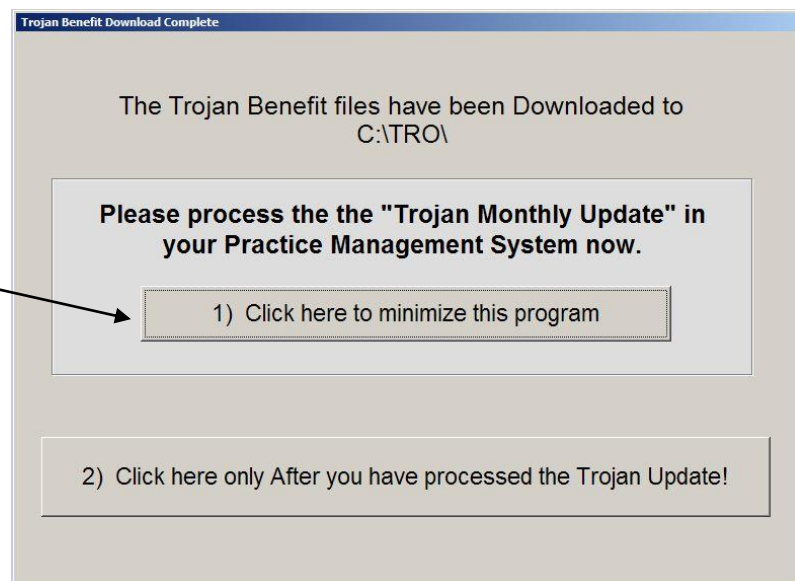
The file transfer status screen will show the progress as each file is downloaded. The time remaining is indicated.



When the download is complete you will be prompted with this screen:

Click option 1.

This will minimize the Trojan Communicator program and allow you to update benefits in your Practice Management System.



Open Task Manager

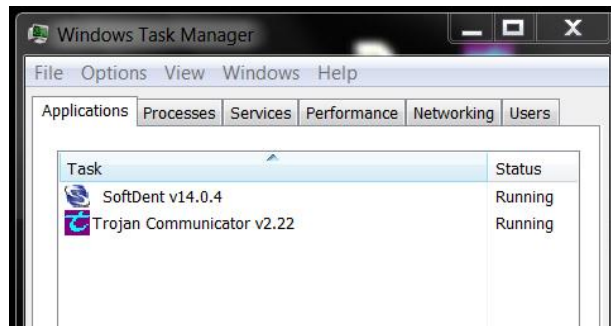
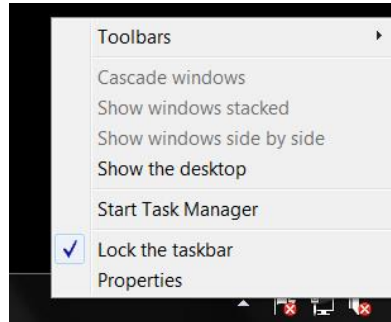
Right click any blank space on the task bar to get the pop up menu.

Left click the “Start Task Manager” or “**Task Manager**” option on the menu.

(Click **Options** at the top and be sure the “**Always on top**” option is selected.)

Move the Task Manager window to the bottom right or left of your monitor.

In the Task Manager window only Trojan Communicator and Softdent should be showing in the Applications tab.



Updating the Benefits in Softdent

All other computers must be completely exited from Softdent during the entire update process. This could take some time to process.

1. From Softdent main screen, choose **File**.
2. Touch **Trojan** (near the bottom).
3. Click **Monthly Update**. (Fig. 1)
4. **Uncheck** Load Managed Care Plan Disks for updating to update the traditional plans. (Fig. 2)

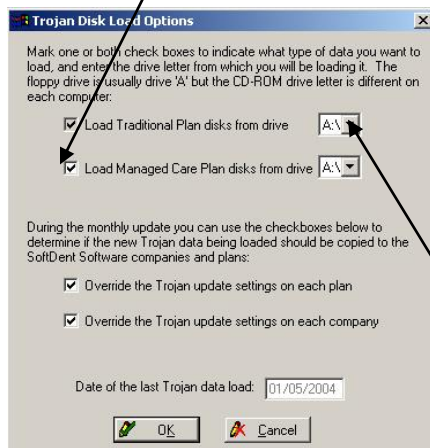


Fig. 2

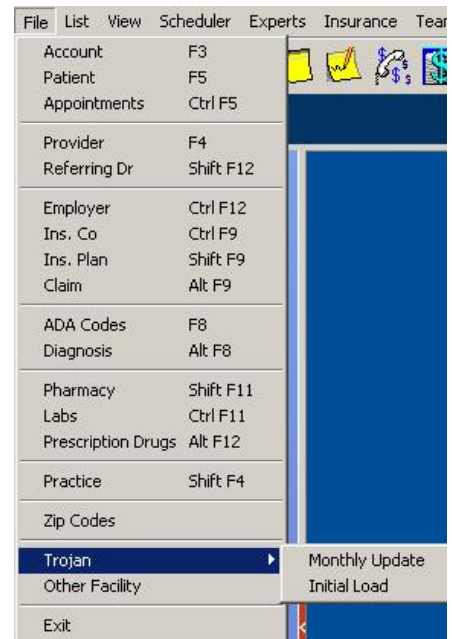


Fig. 1

5. Click on the down arrow to chose the drive **T:**
6. Click **<OK>**.
7. You will be prompted to insert the first disk into the drive. Just, click **<OK>**. Program will copy the benefit files.
8. When prompted to load another Traditional Plan disk, select **No** (Fig. 3)



Fig. 3

****Note:** The Task Manager window may show the Softdent program as “not responding.” So long as it says that on only one line and the CPU usage percentage number is moving, the program is still working. If 2 lines in the Task Manager show the program not responding, the update stalled.

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Completing the Process

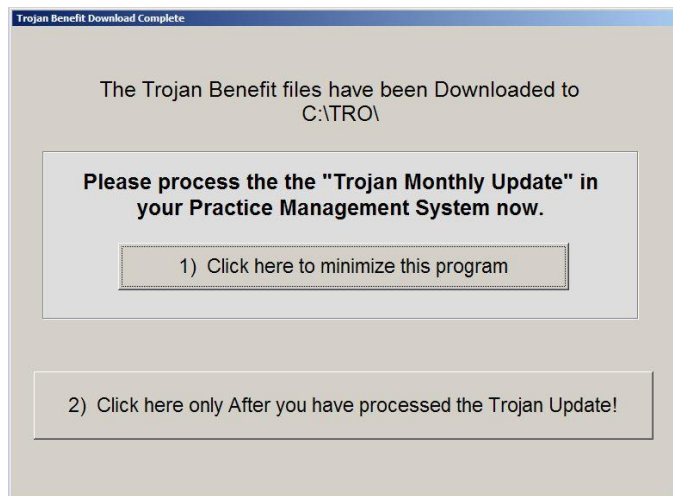
Now that your Practice Management System has been updated you will need to finalize the Trojan Benefit Download Process.

Click on the **Trojan Communicator** program that was minimized to the Windows Task Bar (at the bottom of the screen).

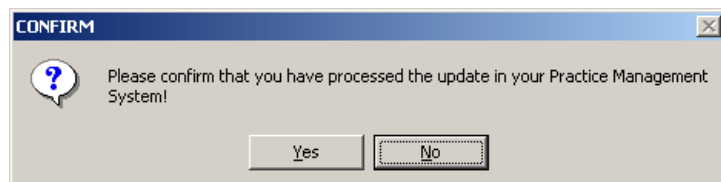


You will be brought back to this screen.

You are now ready to select option **2) Click here only after you have processed the Trojan Update.**



Confirm that you have processed the update by clicking **Yes**.



Delete diskdone.dat

Double click on **Computer** or **My Computer** on your desktop or in your **Start** menu. Open the **C:** drive. Open the **"TRO"** folder. In the **"TRO"** folder you will need to right click on the **"diskdone.dat"** file and then scroll down to delete and left click. It will ask you to confirm you want to delete it.