



JAZZ SOLO

Quick Start Guide

For detailed information regarding, installation, usage and safety of your JAZZ Solo System, please refer to the full JAZZ SOLO User Manual provided on the JAZZ USB KEY or our website: www.jazzimaging.com

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1 GETTING STARTED

1.1 WELCOME TO JAZZ IMAGING

Welcome to JAZZ IMAGING! First of all, THANK YOU for your investment in the JAZZ Imaging System. We have been and continue to be focused on delivering you the best intraoral sensor and support in the market and hope you will have an outstanding experience with our products and services.

This Quick Start Guide is designed to help you quickly perform the initial two step installation of your JAZZ Solo Sensor, either using our Harmony Imaging Software or by continuing to use your existing dental imaging software (eg. DEXIS or GENDEX).

NOTE: Please ensure you read the full JAZZ Solo User Manual, particularly the sections USE, OPERATION, HANDLING and SAFETY, before using the JAZZ Solo Sensor!

Your JAZZ IMAGING System comes with a unique positioning system where all unnecessary single parts have been eliminated making it simple to use and further enhance the image quality and user experience.

Thanks again and welcome to the JAZZ IMAGING family.

2 ITEMS DELIVERED

Your JAZZ SOLO System is delivered in two separate packages:

BOX 1 – Blue JAZZ SOLO Sensor box – including:

- JAZZ SOLO Sensor
- JAZZ USB KEY (contains all installation software and documentation)
- x USB-A to USB-C cables (one long and one short cable) for connecting the JAZZ SOLO Sensor to the USB Port on your PC.
- 25 Sensor sheaths for JAZZ Solo Sensor

BOX 2 – JAZZ SOLO Sensor holder box – including:

- 1 x Positioning Ring (orange)
- 1 x Anterior Holder (blue)
- 1 x Posterior Holder UR/LL (yellow)
- 1 x Posterior Holder UL(LR (yellow)
- 1 x Horizontal Bitewing (red)
- 1 x JAZZ Dose Optimization Tool
- 1 x JAZZ Wall Mount

3 NEEDS FOR INITIAL INSTALLATION

NOTE: An active internet connection is needed to successfully perform the installation of the JAZZ Solo Sensor

3.1 PC Software Requirements

- Windows 10 x64
- Windows 8.1 x64
- Windows 7 x64 and Windows 7 x32
- (min. Service Pack 1 must be installed)

NOTE: The JAZZ Solo Sensor does not operate on operating systems prior to Windows 7

3.2 PC Hardware Requirements

- Intel i5, i7 or equivalent.
- Min. 2GB or 4 GB RAM.
- 256 MB graphics card.
- Min. 500 GB hard drive (practice-specific, depends on number of patients).
- One free Intel USB 2.0 or 3.0. Port.
- Recommended minimum monitor / display resolution is 1280x1024.

3.3 THREE STEP INSTALLATION OF THE JAZZ IMAGING SYSTEM

IMPORTANT: There are three separate steps needed to complete the full installation of your JAZZ IMAGING System.

STEP 1: The very first mandatory step that you will need to perform, regardless of the dental imaging software intended to later used, is the installation of the JAZZ CONTROL CENTER.

STEP 2: The second mandatory step is the activation of the JAZZ Solo Sensor.

STEP 3: Dependent upon which Dental Imaging Software you would like to use your JAZZ IMAGING Sensor with and how you would like to integrate to that software.

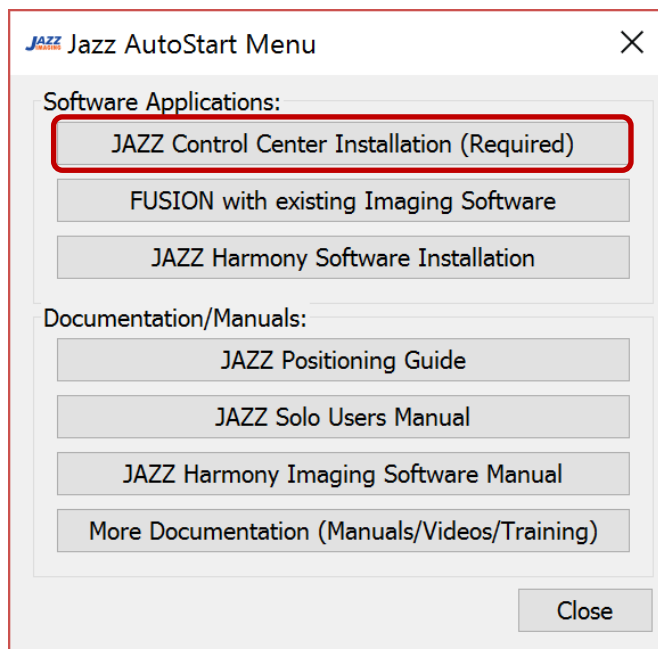
NOTE: We highly recommend performing a DOSE Optimization BEFORE taking the first patient images. Please refer to the JAZZ Solo User Manual for instructions on how to perform this simple and fast procedure, or just follow the animated instructions within the JAZZ Control Center.

3.3.1 INSTALLING THE JAZZ CONTROL CENTER (STEP 1)

First please follow these mandatory steps to install the JAZZ CONTROL CENTER on your computer.

1. Insert the JAZZ IMAGING USB KEY- into the USB port of the computer.
2. If the JAZZ Autostart Menu screen is not automatically shown, open the windows file explorer manually and click on the Drive associated with the JAZZ IMAGING USB KEY (usually "D:") and click on the file "JazzAutoStart.exe."

NOTE: To close the JAZZ Autostart Menu screen click on the "Close" button.



3. Start the JAZZ CONTROL CENTER Installation by clicking on the "JAZZ Control Center Installation (Required)" button on the Jazz AutoStart Menu screen.
4. NOTE: If you have an active internet connection and a newer version is available, a message will be displayed on the screen. Click Yes to download and install the latest version.
5. If the message does not appear, please skip to Step 6 to continue with the installation from the JAZZ USB KEY.
6. Click on "Next" to start the installation of the Jazz Control Center.

8. To install the Jazz Control Center into the standard installation folder, click “Next” and continue with Step 13.
9. To choose a different installation folder follow the steps below:
10. Click on the red cross next to “Control Tool.”
11. Check the box next to “will be installed on local hard drive and click “Browse” to choose the local drive where you would like to perform the installation.
12. Select the folder in the “Location” screen and click on “Select Folder” to confirm the location.
13. Click “Next” to continue.
14. Check the box to accept the License Agreement and click “Next” to continue.
15. Click “Install” to begin the software installation.

NOTE: If a Microsoft Visual C++ screen is displayed on your screen, additional Microsoft Visual C++ software must be installed.

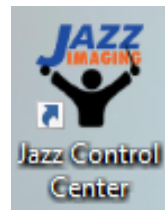
If the screen is not shown continue with Step 19.

7. Check the box to accept the license terms and click “Install” to continue
8. Click on “Close” to confirm the successful setup.
9. Check the box to accept the license terms and click “Install” to continue.
10. Click on “Close” to confirm the successful setup.
11. Check the “Always trust software from Jazz Imaging LLC and click “Install” to continue.
12. If you are installing the JAZZ Control Center on this PC for the first time, please plug in the JAZZ Solo Sensor now. Wait for the Sensor device driver to be installed.
13. Click on “Finish” to complete the installation.

You will be able to start the JAZZ Control Center by clicking on the small icon on the bottom right of the task bar



Or the “Jazz Control Center” icon on the desktop.



IMPORTANT! If you do not have a working internet connection and a valid JAZZ IMAGING CLUB membership, the activation process will have to be performed by manually entry of an activation code.

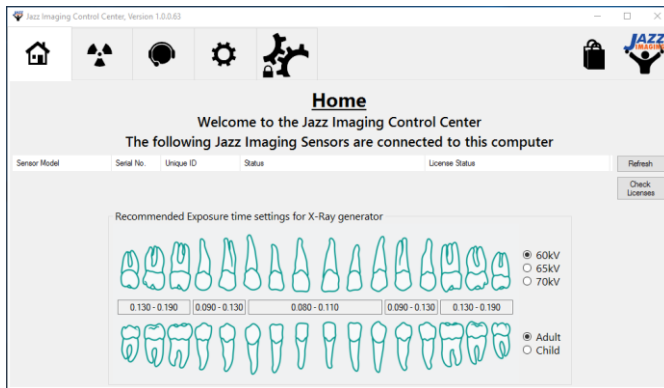
Your latest activation code will be sent to the inbox of the email-address linked to your JAZZ CLUB Membership.

Contact JAZZ Customer Service if you do not have your activation code on site to receive your activation code.

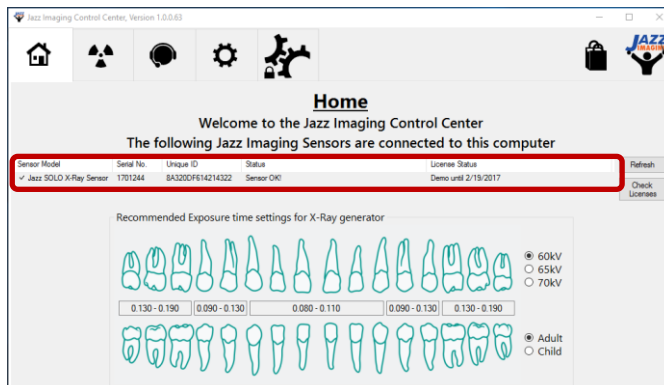
1. Ensure that the JAZZ CONTROL CENTER is already installed on your PC.
2. Start the JAZZ CONTROL CENTER by clicking on the small icon will be visible at the bottom right of the task bar.



The JAZZ Control Center will open the Home Screen will be displayed:

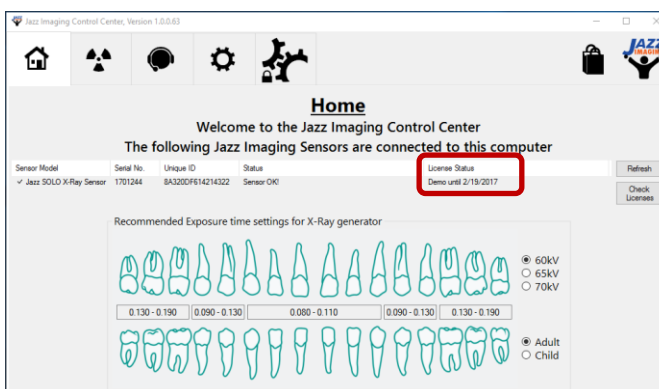


3. Connect the sensor that you would like to activate to your PC. The connected JAZZ Solo Sensor and the current status will be shown on the Control Center home screen.



4. **If you do not have an active internet connection skip to Step 8,** otherwise follow the steps below.

5. Click on the “Check Licenses” button on the right hand side of the screen
6. Click “Yes” to confirm that you would like to update the licenses for all the connected sensors.
7. Click “OK” to finish the update process.



The updated Sensor License Status will be shown.

Congratulations! You have successfully automatically activated / updated your JAZZ Solo Sensor license.

8. To manually update the Sensor license, look in your Email for your activation license or contact JAZZ Imaging Support via the Control Center, website <http://jazzimaging.com/support> or by dialing (567) 234 5299 ext. 300. before continuing with the following steps:
 9. Connect the SOLO Sensor to the PC.
 10. In the list, choose the sensor you would like to update by right clicking the right mouse button in the corresponding line.
 11. Choose “Update X-Ray Sensor License” followed by “Update License from File.”
 12. Click “Yes” to confirm that you would like to update the licenses for the selected sensor.
 13. Choose the Folder containing the Sensor update file and click on “OK” to update the license.
 14. Click “OK” to finish the update process.

Congratulations! You have successfully manually activated / updated your JAZZ Solo Sensor license.

3.4 INSTALLATION AND INTEGRATION OF IMAGING SOFTWARE (STEP 3)

IMPORTANT: The installation of the JAZZ Imaging Control Center as described earlier must be performed **BEFORE** continuing with the installation of any software described in this section.

The integration/connection of the following existing Practice Management Software solutions to our JAZZ Harmony Imaging Software is also optionally supported, either directly by JAZZ Imaging, your Practice Management Software Manufacturer or by a third party.

The JAZZ SOLO Sensor is an open and flexible system that allows many different options and variants when it comes to installation and integration into your dental office environment. Generally, there are two possible variants of how you can perform your installation. If you are uncertain which software you need to install or how to install the necessary software, please contact **JAZZ Imaging Customer Support (567) 234-5299 ext. 300** or www.jazzimaging.com/support.

3.4.1 INSTALLATION OF JAZZ SENSOR WITH JAZZ HARMONY SOFTWARE (STEP 3)

If this is your first digital X-Ray sensor and you are not yet using a Dental Imaging Software in your dental office **OR** you want to perform a fresh/new installation, separate from an existing installation, **you will be using your JAZZ Solo Sensor with our JAZZ Harmony Software.**

Please continue with Step 3 of your JAZZ IMAGING System installation by following the instructions in the “**JAZZ Harmony Software User Manual**”. This manual can be found on your JAZZ IMAGING USB-KEY or downloaded from our website: www.jazzimaging.com/support.

3.4.2 INSTALLATION OF JAZZ SENSOR WITH THIRD PARTY IMAGING AND PRACTICE MANAGEMENT SOFTWARE

If this is **not** your first digital X-Ray sensor **OR** you are **not** planning on using your JAZZ IMAGING Sensor with the JAZZ Harmony Software, you will either directly or indirectly be acquiring your JAZZ Imaging Sensor images through a third party dental imaging software or practice management software.

We currently support a direct integration with the the following Dental Imaging Software with FUSION:

- Dexis 9
- Dexis 10
- Dexis 11
- Gendex / VixWin Platinum

We currently support the following Practice Management Software with AUTOBRIDGE from **within JAZZ Harmony**:

- PracticeWorks (Carestream)
- Softdent (Carestream)
- Easy Dental (Henry Schien)
- Eaglesoft (Patterson)

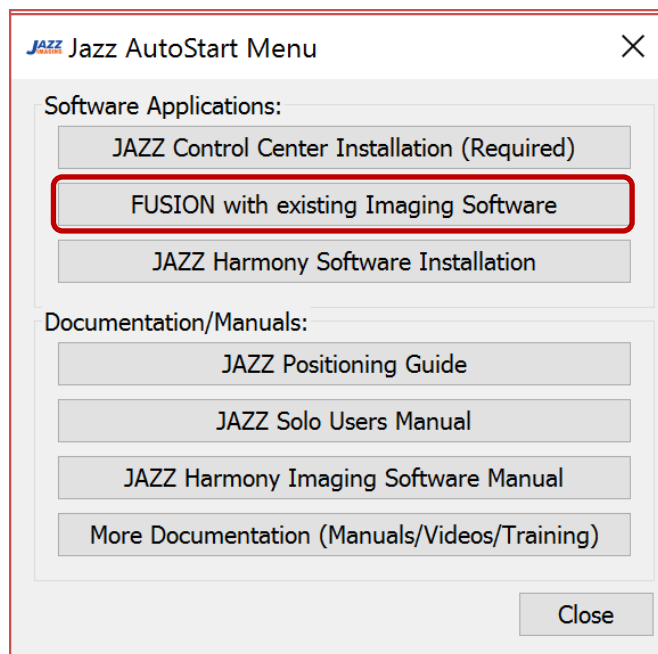
IMPORTANT! The full quality of images physically acquired by the JAZZ IMAGING Sensor may not be visible in the third party software.

Please choose your desired installation type out of the following:

3.4.2.1 FUSION WITH EXISTING DEXIS DENTAL IMAGING SOFTWARE (STEP 3)

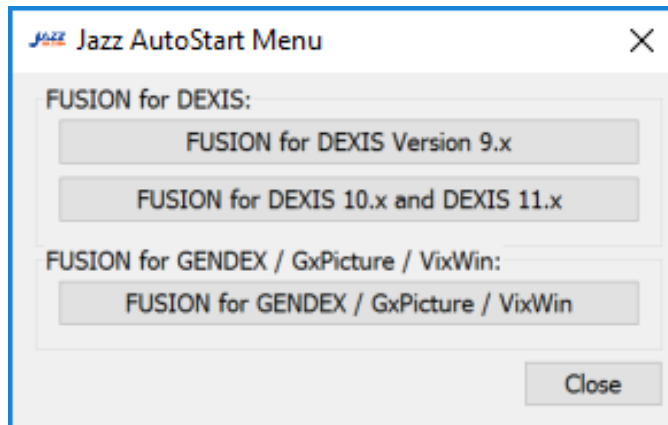
FUSION enables the integration of the JAZZ Solo Sensor natively into your existing **DEXIS Dental Imaging Software**, allowing you to continue using your DEXIS Software with the JAZZ Solo Sensor or a DEXIS Sensor.

1. Insert the JAZZ IMAGING USB KEY- into the USB port of the computer.
2. If the JAZZ Autostart Menu screen is not automatically shown, open the windows file explorer manually and click on the Drive associated with the JAZZ IMAGING USB KEY (usually "D:") and Click on the file "JazzAutoStart.exe."



NOTE: To close the JAZZ Autostart Menu screen click on the "Close" button. To return to the JAZZ Autostart Menu Homescreen click the "X" on the top right corner of the screen.

3. In the Software Applications Section of the Jazz Autostart Menu, choose "FUSION with existing Imaging Software"
4. Verify your current DEXIS Version

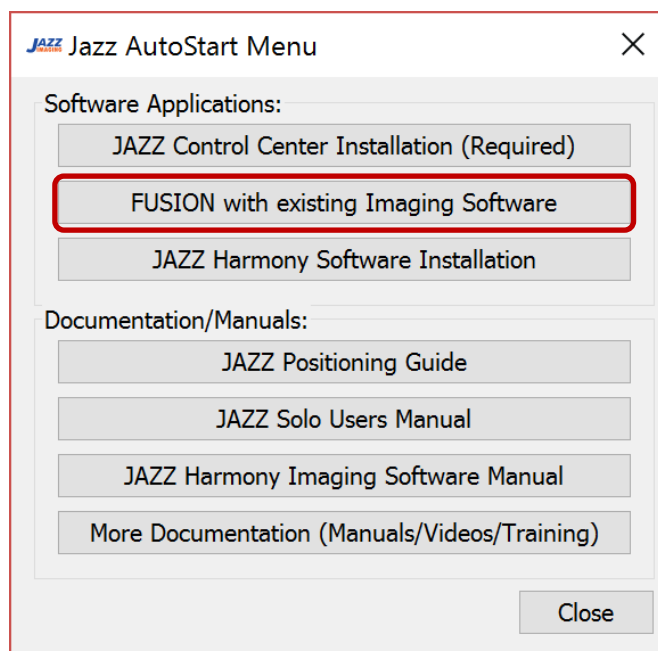


5. Select the corresponding "FUSION for DEXIS Version" in the "FUSION for DEXIS" section of the Jazz AutoStart Menu screen. Follow the instructions on the screen.

3.4.2.2 FUSION WITH EXISTING GENDEX / GxPicture / DENTAL IMAGING SOFTWARE (STEP 3)

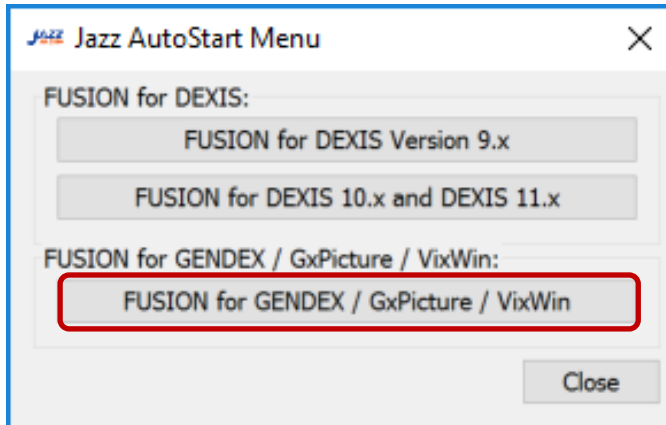
FUSION enables the integration of the JAZZ Solo Sensor natively into your existing **GENDEX / GxPicture / Dental Imaging Software**, allowing you to continue using your GENDEX Software with the JAZZ Solo Sensor or a GENDEX Sensor.

1. Insert the JAZZ IMAGING USB KEY- into the USB port of the computer.
2. If the JAZZ Autostart Menu screen is not automatically shown, open the windows file explorer manually and click on the Drive associated with the JAZZ IMAGING USB KEY (usually "D:") and Click on the file "JazzAutoStart.exe."



NOTE: To close the JAZZ Autostart Menu screen click on the "Close" button. To return to the JAZZ Autostart Menu Homescreen click the "X" on the top right corner of the screen.

3. In the Software Applications Section of the Jazz Autostart Menu, choose "FUSION with existing Imaging Software"



4. Click on the "FUSION for GENDEX / GxPicture / Vixwin" in the "FUSION for GENDEX / GxPicture / VixWin" section of the Jazz AutoStart Menu screen. Follow the instructions on the screen

3.4.2.3 JAZZ HARMONY AUTOBRIDGE FOR PRACTICE MANAGEMENT SOFTWARE (Provided by JAZZ IMAGING)

AUTOBRIDGE by JAZZ Harmony is a practice management bridge which JAZZ IMAGING offers to its users and works in the same fashion for all Practice Management systems that it supports. You open up your Practice Management Software > Select a Patient > go to the charting module > AUTOBRIDGE will automatically launch (displaying any past exams if you have them) > By clicking on the JAZZ IMAGING icon in the upper right corner, the patient is launched within JAZZ Harmony and a layout can be selected.

Currently the follow practice management software are supported:

- PracticeWorks (Carestream)
- Softdent (Carestream)
- Easy Dental (Henry Schein)
- Eaglesoft (Patterson)

AUTOBRIDGE installation is performed during the standard installation of JAZZ Harmony. Please refer to the JAZZ Harmony User Manual for instructions on how to install AUTOBRIDGE.

3.4.2.4 NATIVE BRIDGING (Provided by Practice Management Provider)

Native bridging is programed, provided and supported by the practice management provider and will function in a similar way to the AUTOBRIDGE, except that there is a button directly embedded into the practice management software which will call/activate the JAZZ Harmony Software once it is clicked.

Currently, the follow practice management software manufacturers offer native bridging:

- Open Dental
- PracticeWorks
- EZ2000
- Daisy (DMC)
- Genesis

Please contact the supplier of your practice management software for instructions on how to bridge your JAZZ IMAGING SENSOR with their software.

3.4.3 JAZZ IMAGING CUSTOMER SERVICE (in Control Center)

For your convenience, the Online Support webpage **or** Customer Service / Technical Support can be reached directly via chat from within the JAZZ Imaging Control Center. A technician will assist you with your issue and initiate further measures as needed.

Our Customer Support is also available also by calling (567) 234 5299 ext. 300 during office hours.

3.4.3.1 Online Support

1. Start the JAZZ Imaging Control Center “ by clicking the small icon on the bottom right of the task bar

or the “JAZZ Control Center” icon that will be visible on the desktop.



2. On the JAZZ Imaging Control Center Home screen, choose “Customer Support” from the top menu bar.

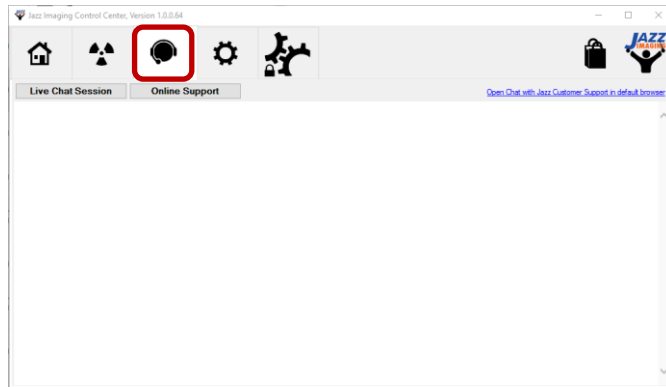


3. On the JAZZ Imaging Control Center Home screen, choose “Online Support” from the top menu bar.
4. Select your desired support topic from the JAZZ Imaging Support webpage.

3.4.3.2 Live Chat Session

1. Start the JAZZ Imaging Control Center “ by clicking the small icon on the bottom right of the task bar

or the “JAZZ Control Center” icon that will be visible on the desktop.



2. On the JAZZ Imaging Control Center Home screen, choose “Customer Support” from the top menu bar.



3. To start contact JAZZ Customer Support click on “Live Chat Session.” This will start a Chat window within the JAZZ Control Center. If the window below does not show, click on the blue link on the upper right to start the chat request in your standard web browser.
4. Enter your First Name, Last Name and Email address.
5. Click “Chat” to connect to a JAZZ Customer Service representative
6. Submit your question into the “Type a message” field and hit the “Enter” Key to send.

A JAZZ Customer Service representative will respond shortly.