# Service Tech announces retirement, almost

After nearly 40 years in the dental industry and nearly 7 with Patterson Dental, Service Technician Stanley "Doyle" Yoder planned to retire in April. Fortunately for Patterson Dental, when April came around, Doyle decided to continue working on a limited basis.

Doyle began his career with Patterson Dental on October 30, 2006, at the Springfield (Mo.) Branch. Prior to joining Patterson, he worked for Iowa Dental for more than 20 years and Geotze Dental for 10. With a wealth of technical service expertise and a strong customer service focus, he fit right in at Patterson.

Over the years, Doyle became very well known and respected within the dental community throughout southern Missouri. Those who work with him are thankful he's still around from time to time, but acknowledge that his full retirement will leave a gap.

"He is the most genuine, kind and trustworthy person I know," said Connie Beavers, a sales representative in Springfield. "A lot of my accounts are really going to miss him. I know I am."

Doyle and his wife Mary recently celebrated their 44th wedding anniversary. They live on a farm, where they grow their own vegetables and raise goats. When they're not busy with growing season, Doyle and Mary spend time with their two children, Kathryn and Stan, and three granddaughters, Katelyn, Michelle and Amanda.

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# Tips and Tricks from the Field

## Did You Know?

The new Verbatim keyboards include a note in the shipping box that provides a one-time solution to disable the Num Lock function until the computer is rebooted again. Ron Ford, technology service technician out of Columbus, Ohio, figured out a more permanent solution. If you configure the BIOS to have the Num Lock disabled upon bootup, you can ensure that when your computer boots up again all the keys will type letters and you won't get undesired numbers.

# A Service Introduction to the New A–dec 400

## Positioning

Available for order on July 15, the new A-dec 400 fills the gap between A-dec's entry-level A-dec 300 and premium A-dec 500 product lines. Its platform design draws from standardized parts, which means simplified diagnostics, ease of service and low cost of ownership.

A-dec 400 replaces A-dec's Cascade/Radius products, which have been part of the A-dec product family for nearly 15 years. The first A-dec 411 shipments will begin arriving in August.

## Architecture Drive System

The A-dec 411 drive system is an enhancement of the proven A-dec 311 hybrid drive system (i.e., hydraulic base and electromechanical back). The system allows simultaneous activation of base and back functions, with simplified mechanics. Not only is it designed without springs or a potentiometer, but the back functions without any moving parts.

Advantages to consider:

Maintains 400-pound maximum patient load

Increased back speed with a new Linak actuator

Includes a mechanical hydrostatic lock prevention valve, increasing overall system robustness

On the back, a stop switch has been added to prevent equipment damage or entrapment

This chair has the same hydraulic pump used on the 1040, 1221, Performer and A-dec 311 chairs. For efficient serviceability, A-dec added a filter upstream of the hydraulic pump.

## Power Supply

The same 300W power supply that comes with A-dec 311 is also standard on the A-dec 411.

## Plumbing

In general, we have two types of umbilical: A-dec 300 does not have connectors and A-dec 500 has connectors. For the A-dec 411 chair, all configurations use the A-dec 300-style umbilical, without connectors. Bottom line: Service technicians will already be very familiar with installation and connections.

## Leveling

A-dec simplified A-dec 411's leveling system by incorporating a dedicated front mount and friction adjustments on the arms. The design helps prevent drift when the system is not perfectly level.

## Upholstery and Covers

While A-dec 411 has an all-new upholstery set, several other

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aesthetic elements are the same as A-dec 511. The headrest offers the identical glide bar mechanism as A-dec 311 and A-dec 511. And the A-dec 411 armature, lift cover, pumps cover, baseplate and floor box are the same as A-dec 511.

## Accessibility

A-dec 400 has two primary mounting points for a breadth of configuration choices; the front mount is standard, which means it ensures built-in upgradability, creates a more rigid platform for the chair and can't be forgotten on an order.

The front mount cannot be removed. It is required for proper chair operation (i.e., back stop switch, back actuator and structural rigidity).

## Tips and Tricks

To install the chairlift arm covers, raise the chair base half way. Base full-up will cause interference between lift arm cover and power supply, preventing removal or installation.

It is important to properly dress wiring terminating at the power supply. Failure to route and secure on the bracket may cause interference with using Main power button.

Swivel the chair in order to gain access to the brake tension adjustment.

Armrest friction adjustment can be "locked" down (based on dental team preferences).

For more information, contact your A-dec Territory Manager, visit a-dec.com or a-dec.biz for literature or call A-dec Customer Service.

# Sirona Tips and Tricks

## Software Packages for Pan/Ceph/3D Machines (SUIs)

All large Sirona X-ray machines are equipped with firmware. The firmware for the different boards has to match the unit and possibly the PC software to provide the desired functionality.

Mismatches can occur if boards are exchanged, or, for 3D devices, the PC software is being updated without updating the unit itself. While these software packages, called SUI (software update images), can be downloaded freely from our website, Sirona strongly recommends contacting technical service for advice before doing an actual update to ensure compatibility with all components.

Error messages for mismatched firmware after spare part exchange usually include an E7 15 03.

## Connecting Remote Controls to Pan/Ceph 3D Machines

Before connecting or disconnecting the cable of a wall remote to any X-ray unit, please be sure to turn off the unit to avoid severe damage.

## Online Help at sironasupport.com

Be sure to visit Sirona's support website to watch installation and calibration videos and download valuable installation guides. If you find something missing, feedback is always welcome.

## CEREC AC Omnicam Updates

Please visit the support website for the latest software updates. The 4.2.1 service pack must be applied immediately to all new CEREC SW 4.2 installations.

The updated D-Link WLAN card driver is a required update to ALL Omnicams including new out-of-box installs. Check the driver properties for the D-Link card in Device Manager; if the driver number is 2.0 it must be updated to the 8.0 version. These drivers are found under *Latest CAD/CAM*

*Updates;* just click on the *CAD/CAM* tab and **do not** select from the dropdown.

## Login Reminders

To access the CAD/CAM section on www.sironasupport.com a login is required.

Username: Patterson
Password: support

CEREC PMs: enter is www.sironasupport.com/alpha

Username: Patterson
Password: gopm123

## Windows 8 Support

We have recently announced this support for our CDR DICOM 5.4 Software with Schick Elite, Schick WiFi, iPan HS, CDR HS USB Remote Modules and USBCam4. This information has been communicated to the Patterson Technology Center during recent training at the PTC in Effingham, Ill.

Windows 8 Support information and drivers are located at the following link: Windows 8 Schick By Sirona.

Be sure to obtain the latest drivers and support information for all of our hardware at the following link: Schick by Sirona Service and Support Site.

Do you have a story idea for an upcoming issue?
Email: technewsletter@pattersondental.com

# Congratulations to all the winners of the eMagine TS contest


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