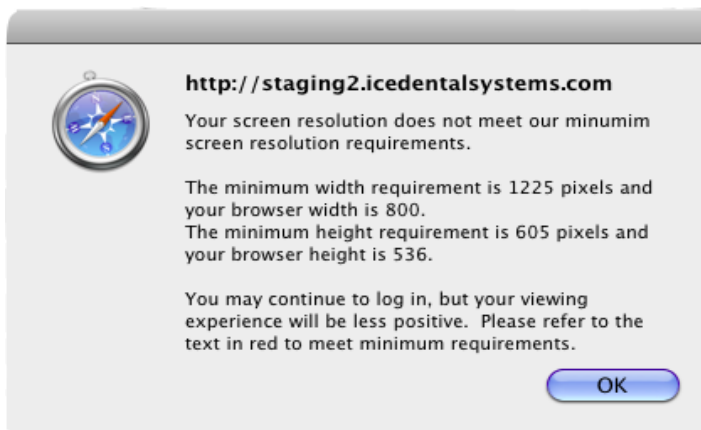
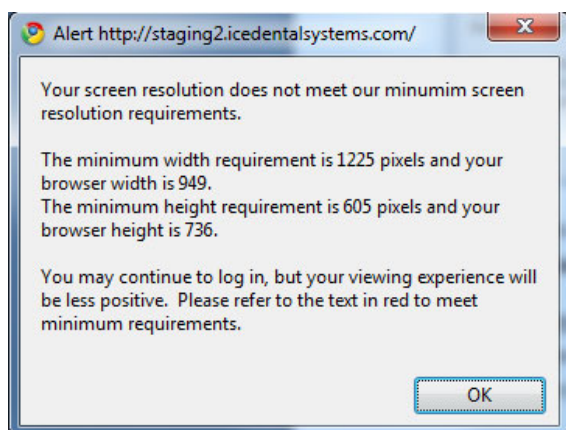


Screen Resolution Error and Troubleshooting Tips

Please note that use of ICE Dental Systems requires a screen resolution of **1280x800** pixels or higher, with a minimum browser window resolution of **1225 x 605**. This requirement will ensure an optimal viewing experience while using ICE Dental Systems.

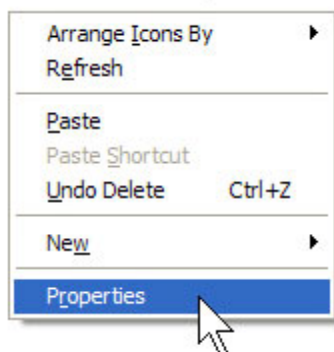
You will be prompted by an error message when logging into ICE Dental Systems if this requirement is not met:



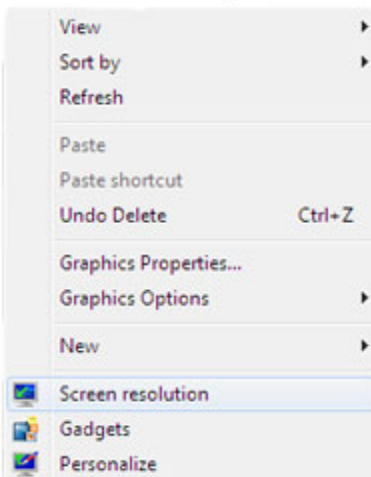
To avoid this error, first ensure that your computer is setup with an overall screen resolution of **1280x800 pixels or greater**.

For Windows users: You can select and change this option by simply right-clicking your mouse anywhere on your desktop's background wallpaper and choosing either **Properties** (*Windows XP or earlier*) or **Screen Resolution** (*Windows Vista, 7 or later*):

Windows XP (or earlier):



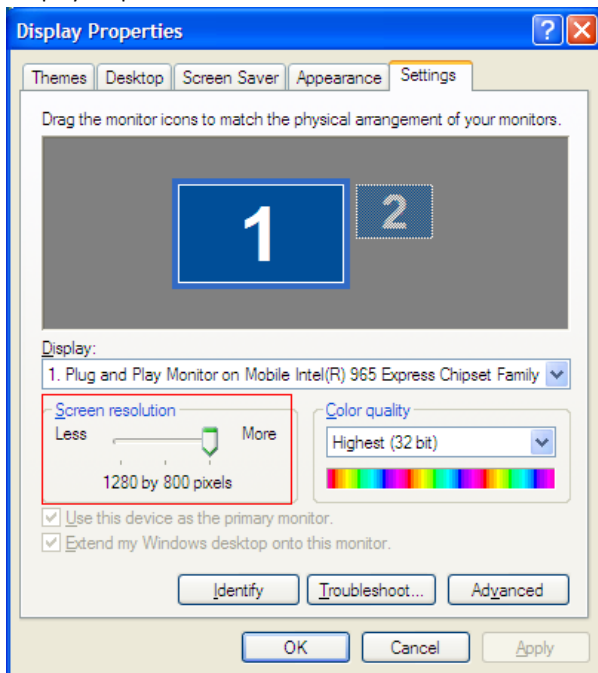
Windows Vista/7:



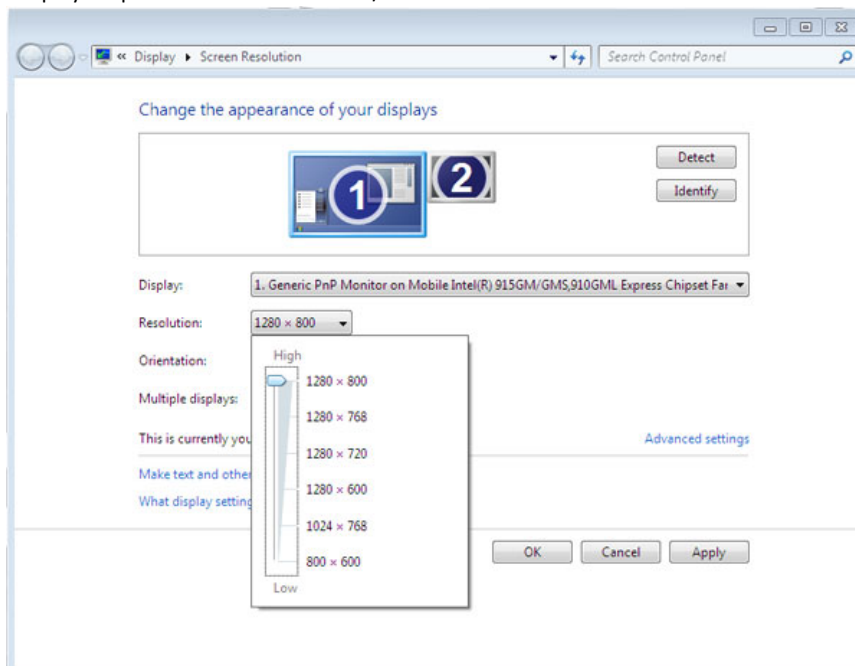
Adjusting Screen Resolution for Windows users (continued):

You should have the Display Properties window open, where you will be able to adjust your screen's resolution by either dragging the screen resolution slider bar (Windows XP or earlier) or selecting the resolution from the drop down menu (Windows Vista/7):

Display Properties for Windows XP or earlier:



Display Properties for Windows Vista/7:



Adjusting Screen Resolution for Windows users (continued):

Now you simply need to click Apply or OK to set your screen to the resolution you have selected. Please choose a resolution greater than or equal to 1280x800 as this is the minimum required for optimal viewing of ICE Dental Systems.

You should now be able to return to your browser and **maximize the window** for proper use with ICE Dental Systems, otherwise you might still encounter the same error message.

Adjusting Screen Resolution for Apple / Mac Users:

If you encounter the screen resolution warning when viewing ICE Dental Systems under a Macintosh environment, then you might have to adjust your screen's resolution for optimal viewing as well. To do so, simply open the **System Preferences** by clicking on the System Preferences icon in the dock bar:



Then the System Preferences window will load and you'll then need to click on the **Displays** icon under the Hardware section:



Adjusting Screen Resolution for Apple / Mac Users (continued):

Now the Display windows should open and you'll simply need to select a resolution **greater or equal to 1280x800** by simply click on the value under the Resolutions list:



Once you have selected a value equal to or greater than **1280x800**, your resolution should automatically readjust and you can now return to the internet browser to use ICE Dental Systems.

Please note that you still may need to adjust your browser's overall window size to avoid seeing the resolution error message again. To do so, simply **maximize the window** by clicking on the green circle with the plus at the top left corner of the browser's window. You still may need adjust the overall width of this window by clicking on the lower right corner and dragging it using the mouse to adjust the size.

Thank you for using ICE Dental Systems. For further support or any additional help, please contact our helpdesk line at **1-866-721-0487**.