

UPDATING THE CRYSTAL PRACTICE MANAGEMENT SOFTWARE



PRIOR TO UPDATING THE CRYSTAL PRACTICE MANAGEMENT SOFTWARE:

Please ensure that you have a recent backup of your database. If you are unsure about whether or not you have a backup, please contact Crystal PM Support to have them check your backup and update Crystal.

A. CRYSTAL CLOUD OFFICES

1. Updates to the Crystal Cloud must be made by Crystal Practice Management Support at a time when no one will be using Crystal. Please contact support by calling our support line at 800-308-7169 Ext. 1 to schedule a time to complete your update

B. CRYSTAL MULTI-LOCATION DATABASE OFFICES

1. Updates to multi-location databases must be made in the office where your server computer is located. Any user profiles using Crystal will need to have the Crystal software completely closed during the update. Updates should be made on the Administrator user of your server to ensure that all instances of Crystal are not running. Please coordinate a call with Crystal PM support and your IT company to ensure a successful update



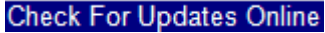
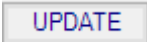
C. CRYSTAL OFFICES USING THE APPOINTMENT BOOK (TAB)

1. Updates to the Crystal office's using TAB must be made by Crystal Practice Management Support. Please contact support by calling our support line at 800-308-7169 Ext. 1 to schedule a time to complete your update.

UPDATE INFORMATION:

1. Updating Crystal typically takes anywhere between 3-10 minutes, depending on the speed of your internet
2. Please ensure that updates are made at a time when no one is using the Crystal Practice Management Software
3. Updates can be made on any computer, but are recommended to be made on your server computer if possible
4. After the update has been completed, make sure you close Crystal on all computers in your office, and reopen Crystal using the icon located on your Desktop. If you have a Crystal shortcut icon located in your taskbar (bottom of your screen), do not reopen it using this icon as this will not always apply the update.

UPDATE INSTRUCTIONS

1. Inside Crystal (*figure 1*), click on the  tab
2. On the left-hand side of the ADMIN tab, click on 
3. Click on the  button
4. A window (*figure 2*) will open saying a new version is available
 - a. If no window pops up, minimize the Crystal software window as the update window may be hidden behind
5. Click on 
6. You will see a percentage of the update progress at the top of the ADMIN -> UPDATES page. **DO NOT CLOSE CRYSTAL.**
7. Once the update is complete, Crystal will close on its own and open a popup saying an update needs to be applied, click OK
8. You will see the update be applied, and then Crystal will reopen.
5. After the update has been completed, make sure you close Crystal on all computers in your office, and reopen Crystal using the Crystal PM icon located on your Desktop. If you have a Crystal shortcut icon located in your taskbar (bottom of your screen), do not reopen it using this icon as this will not always apply the update.

