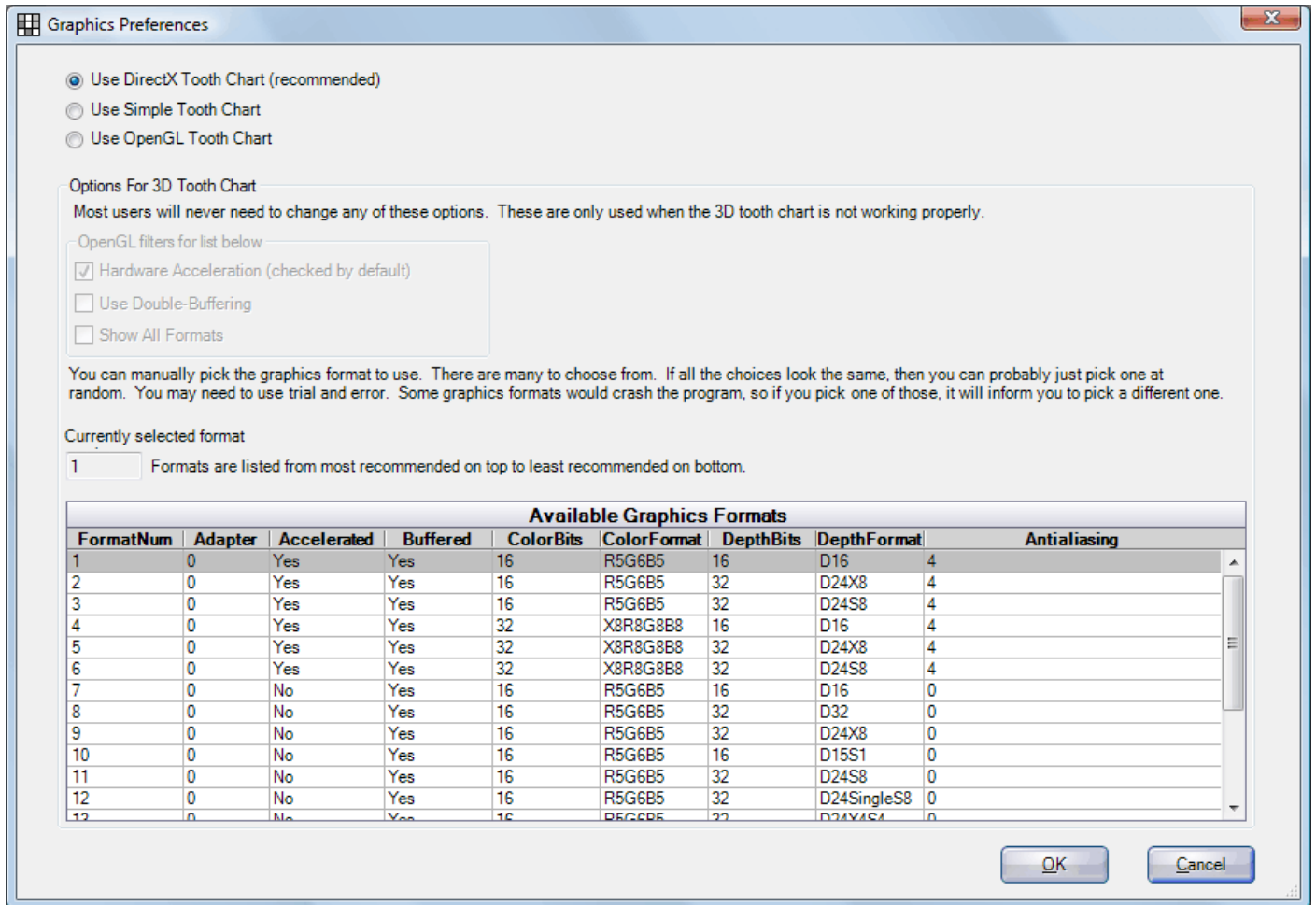


Direct-X display troubleshooting

In the Main Menu, select File | Graphics.



Most users will never need to change the settings in this window. These are only used when the 3D tooth chart is not working properly.

Troubleshooting sequence if DirectX is not working properly

1. Install the latest DirectX runtime. <http://www.microsoft.com/downloads/details.aspx?displaylang=en&FamilyID=2da43d38-db71-4c1b-bc6a-9b6652cd92a3>
2. Install all express/critical Windows Updates.
3. Update the graphics card driver using one of the following:
 - a. Try to locate the driver from the computer manufacturer's website.
 - b. Try to locate the driver from the graphics card manufacturer's website.
 - c. Try to use Windows Update to update the graphics card driver.
4. Install the latest DirectX SDK (only do this if DirectX is still not working). <http://www.microsoft.com/downloads/details.aspx?displaylang=en&FamilyID=b66e14b8-8505-4b17-bf80-edb2df5abad4>

DirectX: This is the latest Microsoft technology. It is recommended if possible.

OpenGL: This is the 3D technology that we used in the past. It works well, but the Graphical Perio chart

will not be available.

Simple 2D: Can be used if neither of the 3D modes can be made to work. For example, when using a remote connection, such as Microsoft Terminal Services, GoToMyPC, etc. The simple tooth chart will eliminate all slowness issues over the remote connection. But the tooth chart will not look as nice.

The settings are specific only to the computer where you are working. This allows you to set different graphics preferences for each computer.

Explanation of Terminology

(Only for the very curious)

Hardware Acceleration: Use this if you have a graphics card. If instead, you have a graphics controller that is integrated into the motherboard, you might not use this option. In practice, it works best to simply try it both ways to see which gives you the best result.

Double Buffering / Buffered: The redraw of the graphics is hidden in a second buffer. This eliminates flicker.

Windowed: Can be drawn on the screen. There are some graphics formats that cannot be drawn to the screen.

Palette: Instead of millions of colors, there is just a small palette of colors available.

Depth bits: This is how the coordinates on the Z axis are stored. If there are not enough depth bits available, overlapping doesn't work properly.

Color bits: The more the better.

If you experience a major error while using this interface, see the [Troubleshooting page](#).