

DentiqGuide

The Dongle Key doesn't work properly



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Address : 138-412 Institute of Computer Technology, Seoul National University, Seoul, South Korea

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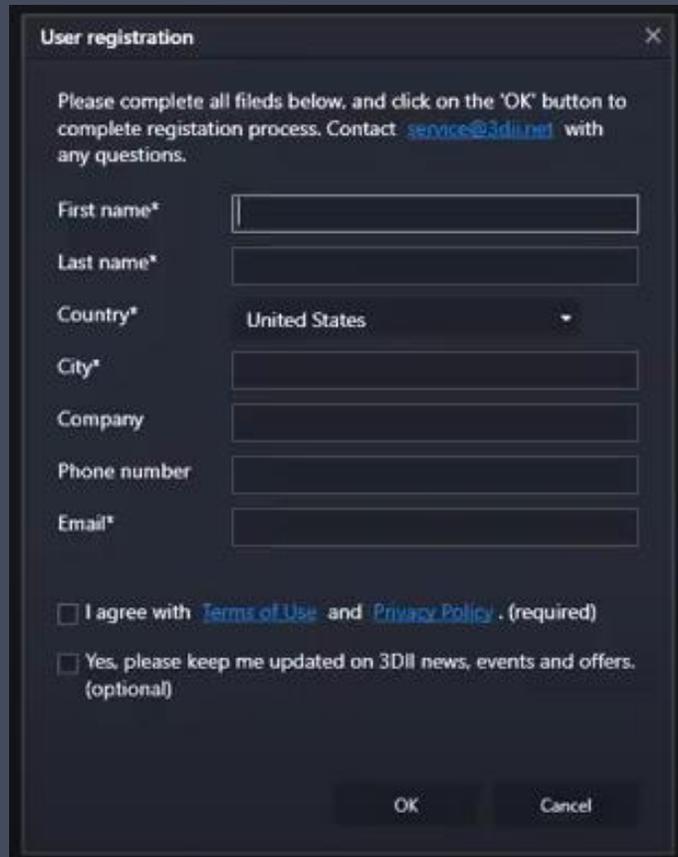
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How to Install Dongle Key Driver

1. DentiqGuide Dongle Key is not able to recognized on computer

- When Inserting Dongle Key into the USB port, it may not be recognized normally due to various reasons.
 - If an image like below is exposed even though the dongle is inserted into the computer.
 - In this case, the following procedures can be used to resolve the issue.

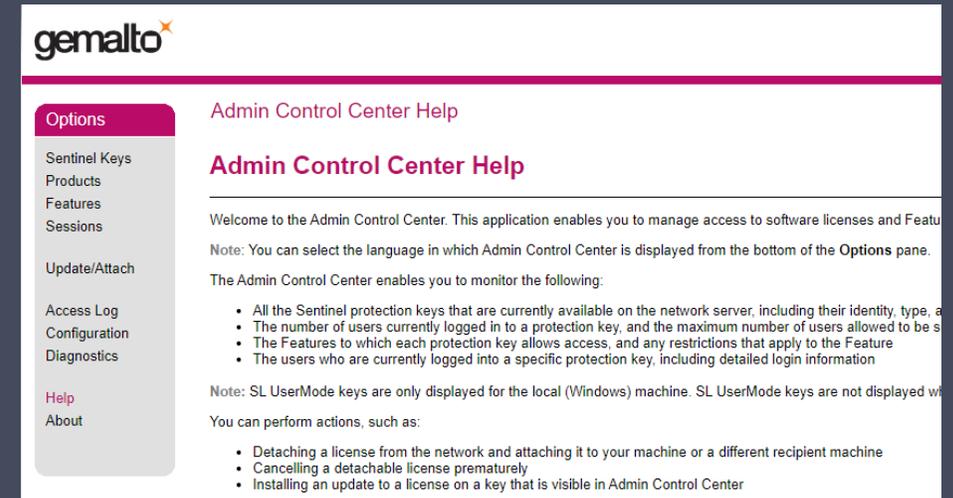
A screenshot of a 'User registration' dialog box. The dialog has a title bar with a close button (X). The main text reads: 'Please complete all fields below, and click on the 'OK' button to complete registration process. Contact service@3dii.net with any questions.' Below this are several input fields: 'First name*' (empty), 'Last name*' (empty), 'Country*' (dropdown menu showing 'United States'), 'City*' (empty), 'Company' (empty), 'Phone number' (empty), and 'Email*' (empty). At the bottom, there are two checkboxes: the first is 'I agree with [Terms of Use](#) and [Privacy Policy](#) . (required)' and the second is 'Yes, please keep me updated on 3DII news, events and offers. (optional)'. At the very bottom are 'OK' and 'Cancel' buttons.



How to Install Dongle Key Driver

2. Checking prior to proceed

- The red light is coming from the Dongle Key when dongle key is inserted into computer.
- Dongle Key is inserted into the computer correctly.
- Type http://localhost:1947/int/ACC_help_index.html in the internet browser, press enter and then verify that the window appears below image.

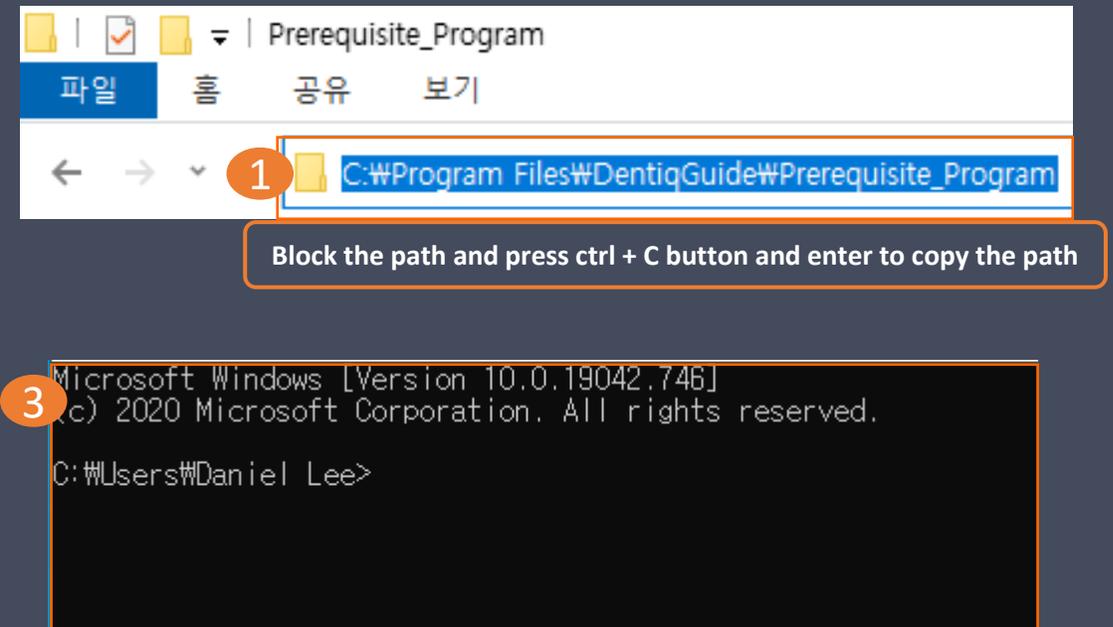
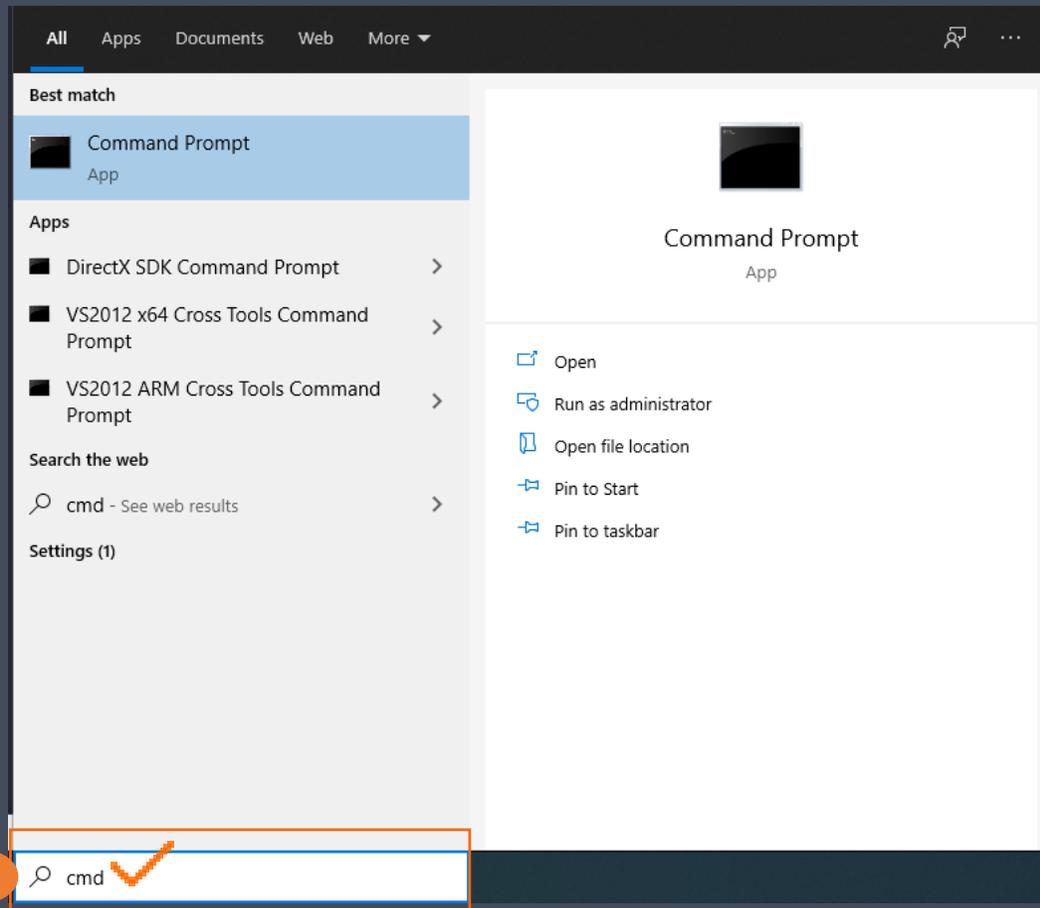




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3. Re-install Dongle Key Driver

- Please Go to the DentiqGuide installation folder, then to the Prerequisite_Program folder.
- Click the path next to the document icon at the top of the center of the window, then press Ctrl + C to copy it.
- In the magnifying glass icon at the bottom left of the window, click cmd, and then click enter.

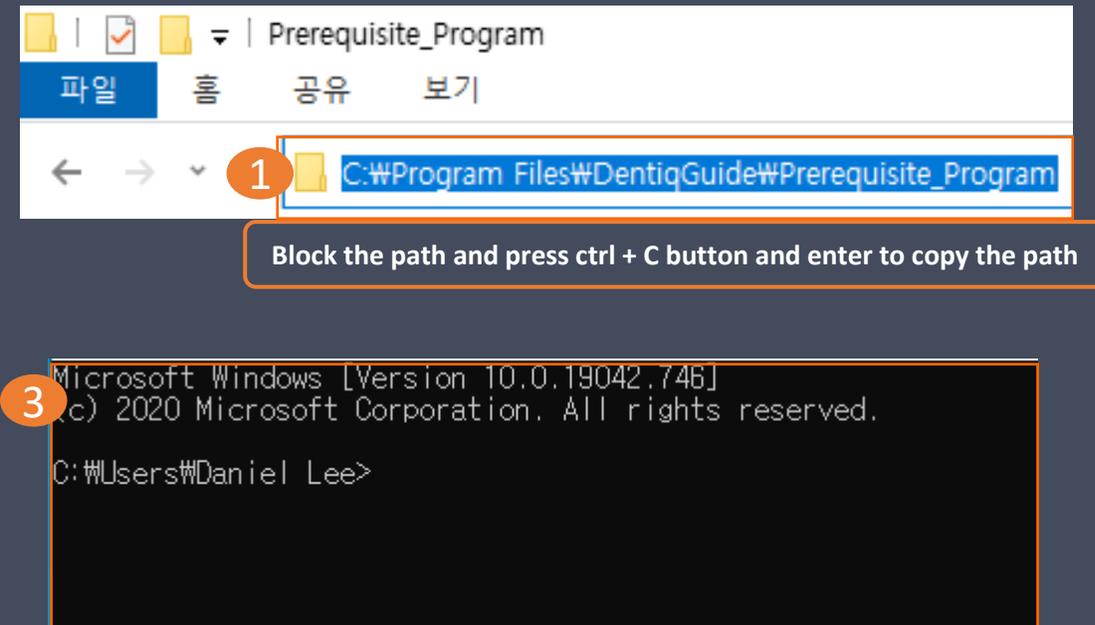
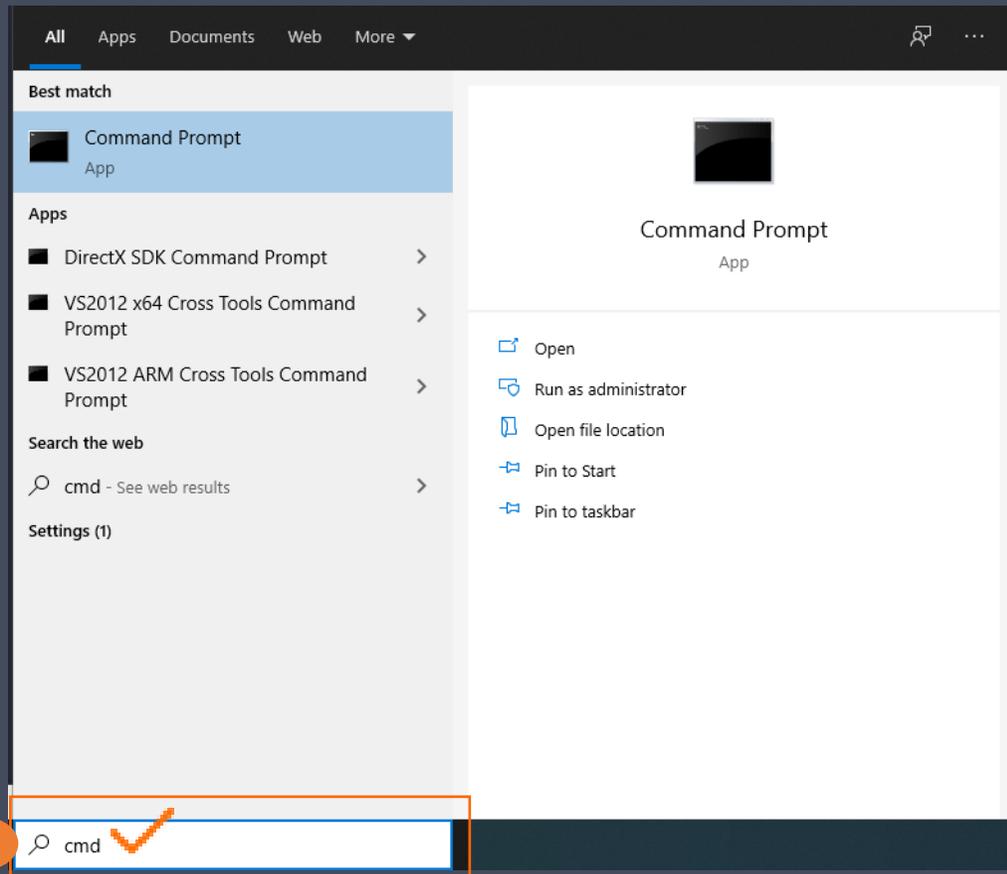




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3. Re-install Dongle Key Driver (Continue)

- Please Go to the DentiqGuide installation folder, then to the Prerequisite_Program folder. (See Figure 1)
- Click the path next to the document icon at the top of the center of the window, then press Ctrl + C to copy it. (See Figure 1)
- In the magnifying glass icon at the bottom left of the window, click cmd, and then click enter. (See Figure 2)
- Command Prompt window will be appeared. (See Figure 3)





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3. Re-install Dongle Key Driver (Continue)

- Type a space of cd in the prompt window, and type Ctrl +C to copy the path C:\Program Files\DentiqGuide\Prerequisite_Program (See Figure 4)
- Type haspdinst.exe -r and click enter. Press 'Yes' to remove previous installed driver (See Figure 5)
- Type haspdinst.exe -I and click enter. Press 'Yes' to install new driver (See Figure 6)
- Driver re-installation has been finished

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Microsoft Windows [Version 10.0.19042.746]  
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4 C:\Users\Daniel Lee>cd C:\Program Files\DentiqGuide\Prerequisite_Program

5 C:\Program Files\DentiqGuide\Prerequisite_Program>haspdinst.exe -r

6 C:\Program Files\DentiqGuide\Prerequisite_Program>haspdinst.exe -i

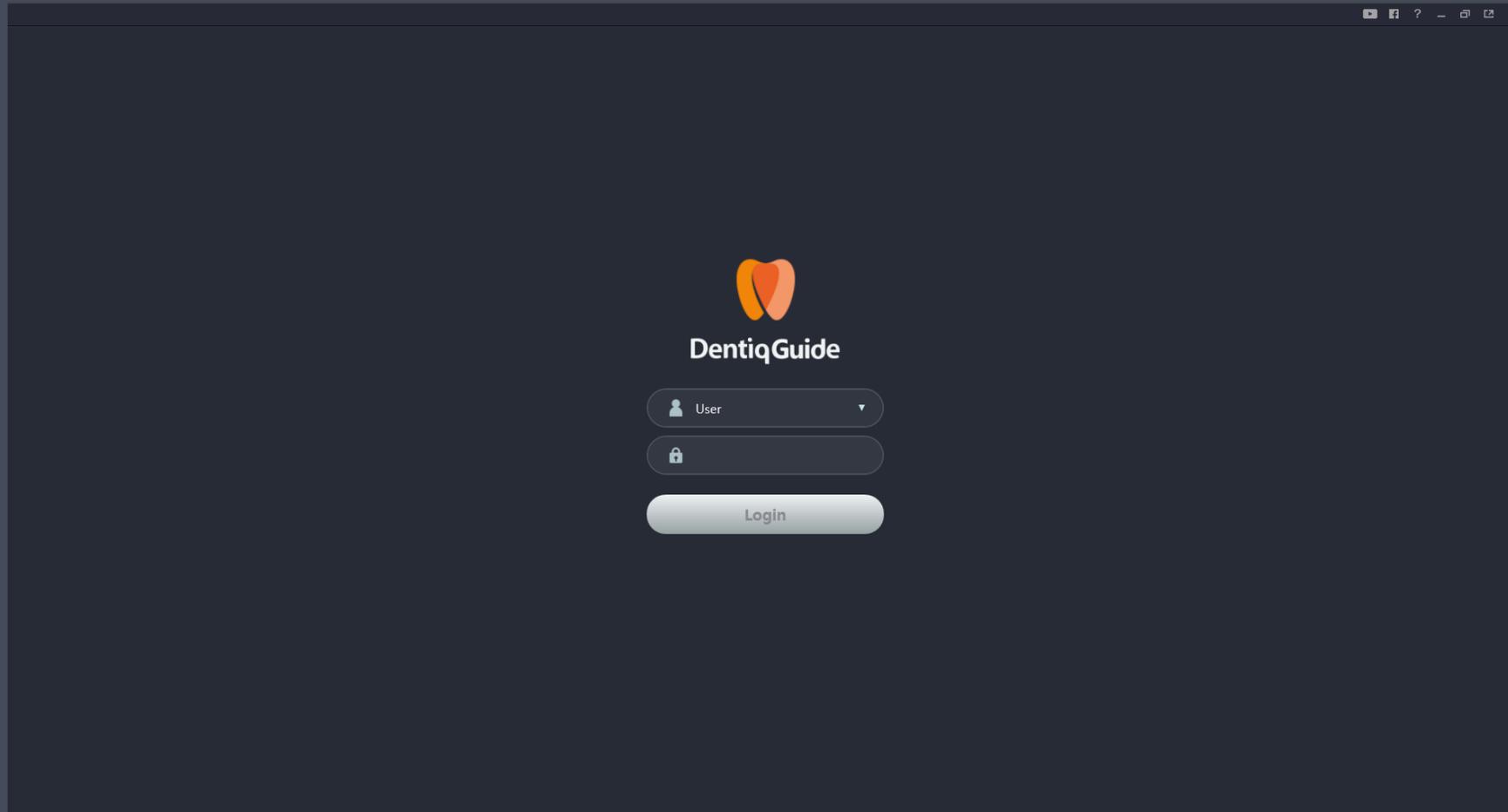




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4. Run DentiqGuide

- Run DentiqGuide and enjoy your implant planning.
- If you still have problems, please contact service@3dii.net by email





Thank you

The Best Choice for your Digital Dentistry

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