



# quru5

Patient Communication Suite  
5.2 USER'S GUIDE



EDUCATE

DRAW

PERSONALIZE

TEACH

COMMUNICATE

ANIMATE

CUSTOMIZE

## 5.2 USER'S GUIDE

## Fifth Edition

March 2012

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# Table of Contents

Introduction.....	iv
New Features .....	iv
Contact and Support Information .....	v
Installation .....	1
Guru Installation Configurations.....	1
Installing Guru .....	2
Guru Licensing .....	13
Using Guru .....	17
Window Layout .....	18
Sessions .....	20
Patients .....	20
Selecting Presentations .....	27
Viewing Presentations .....	28
Drawing Tools.....	31
Thumbnails .....	33
Importing Images.....	34
Printing Presentations.....	36
Importing Presentations .....	40
Recording Audio for Custom Presentations .....	41
Getting Help .....	44
Changing Servers.....	44
Licensing.....	45
Language.....	45
Checking for Updates.....	46

# Introduction

Guru is a new approach to the not-so-new challenge of educating your patients. Your patients are unique, which is why Guru lets you customize your explanations to fit the needs of each patient and your own personal style. You can be as detailed or as simple as you need to be, so you can provide a truly interactive and customized patient education experience.

## New Features

With the Guru 5.2 release, the following features have been added:

- **Auto Updates for Content** – While Guru 5.1 delivered the auto updating of new version of Guru, this release allows for the animations, images and libraries to be updated.
- **Image Timing** – The time an image will show during a presentation can now be customized in the settings pane.
- **Guru Intraoral Camera Integration** – This intraoral camera integrates seamlessly with Guru so that images can be put directly into your presentations with a button click.
- **Saved Settings** – Guru automatically saves the settings you use most often such as drawing preferences.

# Contact and Support Information

Go to the following Web site, or use the following phone numbers to get help or for sales information:

- **Contact and Support Information**
  - **Phone** – 888.331.4878
  - **Online** – [www.TheHouseOfGuru.com](http://www.TheHouseOfGuru.com)
- **For Inside Sales**
  - **Phone** – 888.846.3391

# Installation

Refer to this chapter for help installing your Guru software. Read and follow each step carefully to avoid problems during installation.

## Guru Installation Configurations

You can install Guru in one of the following configurations:

- **Dedicated server plus multiple workstations:** This is the best configuration if you have a dedicated server on your network. With this configuration, any number of workstations can connect to a central server to obtain licenses and gather data common to the shared program, such as patient information.
- **Workstation (acting as a server) plus additional workstations:** This configuration is similar to the first, except that the server is a workstation on the network instead of a dedicated server. Be aware that the workstation-server must remain powered on for any of the other workstations to be able to connect and access data.
- **Stand-alone workstation with no network:** Choose this configuration if you are using Guru on a single computer in your office.

**Note:** If you add computers in the future, your data can be transferred easily to a different configuration.

# Installing Guru

You can install Guru on any PC or tablet PC running Windows XP (Service Pack 3), Windows Vista, or Windows 7.

**Note:** If you are upgrading from a previous version, many of the following steps will not be necessary. Instead, follow the given prompts to upgrade Guru.

## To install Guru

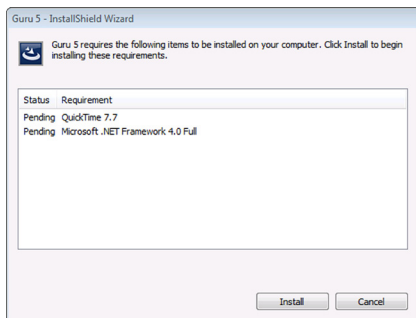
1. Insert the Installation Disc in the DVD drive of the server (or the workstation acting as the server).

If you are installing Guru on a tablet PC that does not have a DVD drive, you have the following installation options:

- **Share a DVD drive** – Put the Installation Disc in the DVD drive of another computer, share that drive on your network, browse to the drive on your network, and then double-click Setup.exe to begin the Guru installation.
- **Connect an external DVD drive** – Connect an external DVD drive to the tablet PC.

If any third-party software is required for Guru to operate correctly, a window appears and prompts you to install the prerequisite software. If no prerequisite software needs to be installed, skip to step 3.





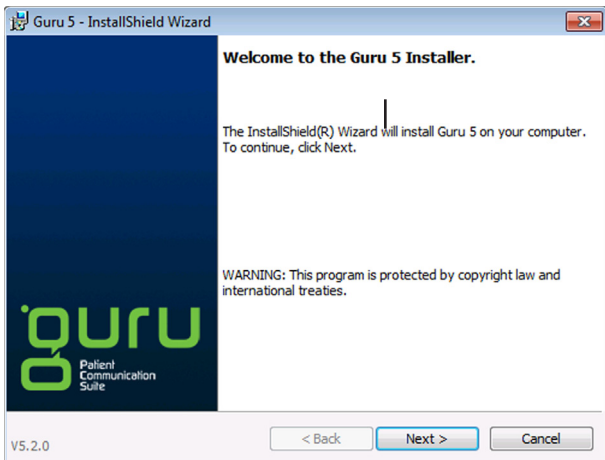
2. Click **Install** to install the prerequisite(s) listed in the window.

If you are prompted to install any additional components (for example, Microsoft .NET 4.0 Framework), click **Yes** to install them or **No** to skip installing them.

**Note:** You must have .NET 4.0 installed to use Guru.

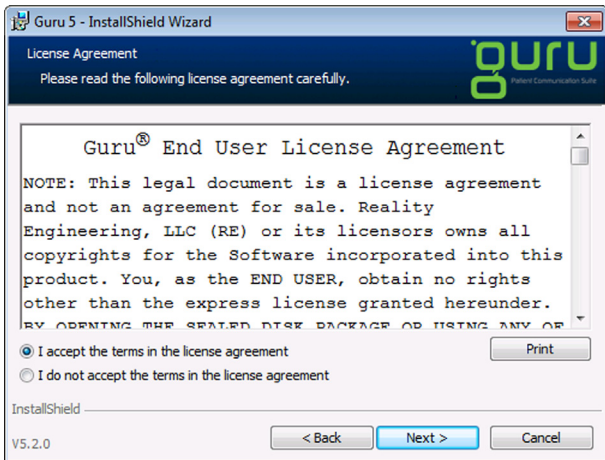
3. Once the prerequisite software installations are complete, the **Welcome to the Guru 5.2 Installer** window of the Guru Setup appears.

Click **Next** to proceed with the installation.

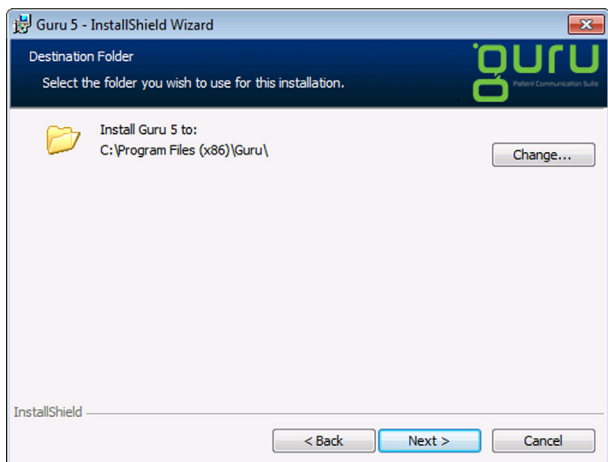


4. The **End User License Agreement** window appears.

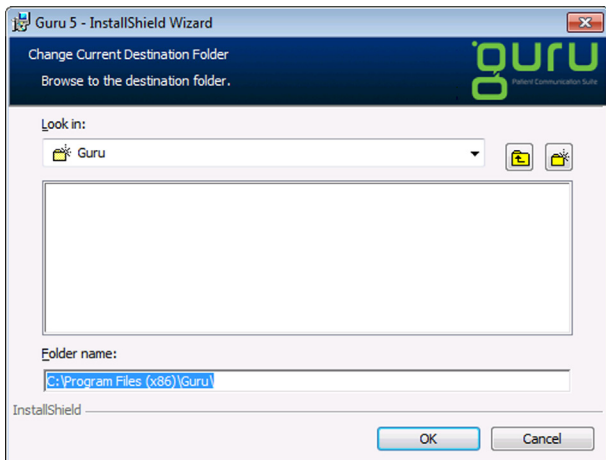
To accept the End User License Agreement, read through the agreement carefully, click **I accept the terms in the license agreement**, and then click **Next**.



5. The **Destination Folder** window appears.



6. If you want to change the location where the Guru program files will be copied:
  - a. Click **Change**.

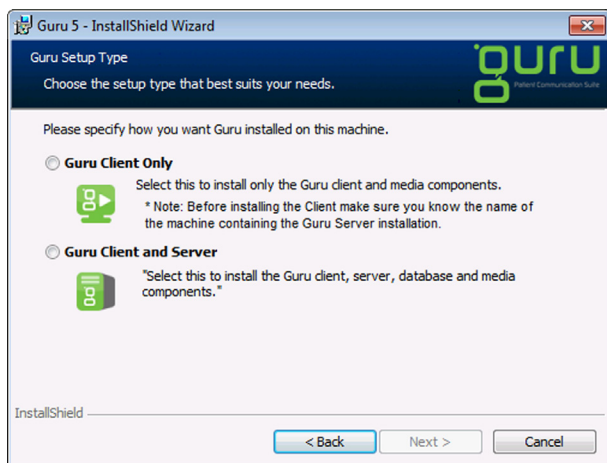


- b. Browse to and select (or type the path of) the appropriate **Folder Name**, and then click **OK**. The Setup returns you to the Destination Folder window.

If you want to leave the default path selected, or after you have selected a different path, click **Next** to continue.

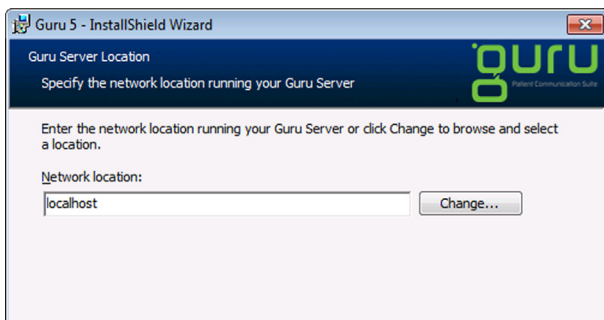
7. The **Guru Setup Type** window appears. Choose the setup type:
  - **Guru Client and Server** – If you are installing Guru 5.2 on the server that the other computers on the network are logging in to, click this option.
  - **Guru Client Only** – If you are installing the Client only, click this option. (In step 8, you will need to know the name of the computer with the Guru Server installed)

Click **Next**.



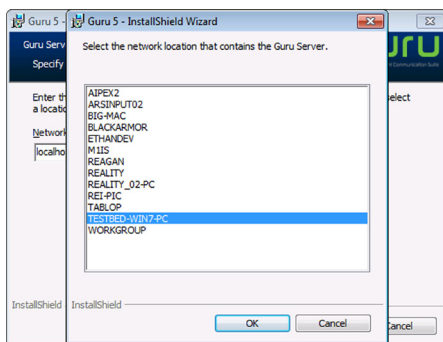
8. The window that appears depends on the selected setup type.

- **Guru Client Only** – If the **Network Location** of the Guru Server is correct in **Guru Server Location** window, leave that computer name in the field.



If you need to change the computer name:

- Type the desired **Network Location** (skip steps b – c) or click **Change**.

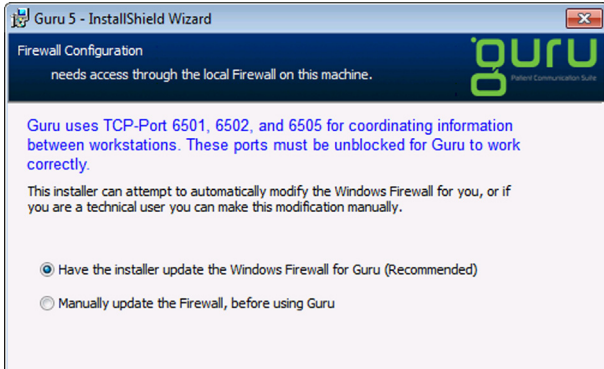


- Select the desired server or workstation that is acting as a server.
- Click **OK**.

The Setup returns you to the **Guru Server Loca-**

**tion** window.

- **Guru Client and Server** – Guru requires communication between the server and workstations through the Windows firewall on TCP port 6501.

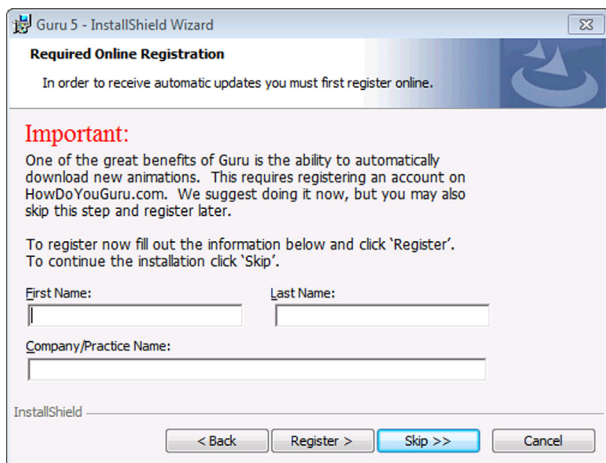


From the **Firewall Configuration** window, choose whether you want the Setup to update the firewall automatically (this is the recommended option) or you want to manually update the firewall (this option is for advanced users). If you click the option to manually update the firewall, after the installation is complete and before you use Guru, configure the Windows firewall (which can be accessed from the Control Panel) appropriately.

Click **Next**.

9. If Microsoft SQL Server Express is not installed, the Setup will require you to install it (the installation may take several minutes).

If Microsoft SQL Server Express is already installed, or after the Microsoft SQL Server Express installation is complete, the **Required Online Registration** window appears.



**10.** If you want Guru to download new animations automatically, you must have an account on TheHouseOfGuru.com (or previously on HowDoYouGuru.com). To register for an account:

- a. Type your **First Name**, **Last Name**, and **Company/Practice Name**.
- b. Click **Register**.

The Register page of the TheHouseOfGuru.com (may also appear as HowDoYouGuru.com) Web site opens in a new browser window.

The screenshot shows a web browser window displaying the GURU registration page. The browser's address bar contains the URL: `www.howdoyouguru.com/register.aspx?siteid=1&firstname=Matt&lastname=Rosa&org=My Dental Practice`. The page header features the 'HENRY SCHEIN' logo and the 'guru' logo. A navigation menu includes links for 'LEARN ABOUT GURU', 'PRODUCTS & SERVICES', 'COMMUNITY', 'SUPPORT', 'CONTACT US', and 'REGISTER'. The main content area is titled 'Register' and contains a registration form. The form includes the following fields and options:

- Username:** A text input field with a note: "Your username may only contain letters A-Z or numbers 0-9. Check Availability".
- Email:** A text input field.
- Password:** A text input field.
- Confirm Password:** A text input field.
- Registration Method:** Two radio buttons: "Register by GURU Serial" (selected) and "Register by Invitation Code".
- GURU Serial:** A text input field with the value "Register with HSGURU".
- First Name:** A text input field with the value "Matt".
- Last Name:** A text input field with the value "Rosa".
- Organization:** A text input field with the value "My Dental Practice".
- Address:** A text input field.
- Address2:** A text input field.
- City:** A text input field.
- State:** A dropdown menu.
- Postal Code:** A text input field.
- Country:** A dropdown menu.
- Time Zone:** A dropdown menu with the value "(GMT) Casablanca, Dublin, Edinburgh, London, Lisbon, Moscow".

On the left side of the form, there is a 'LIVE Chat' button with a status indicator showing 'Offline'.

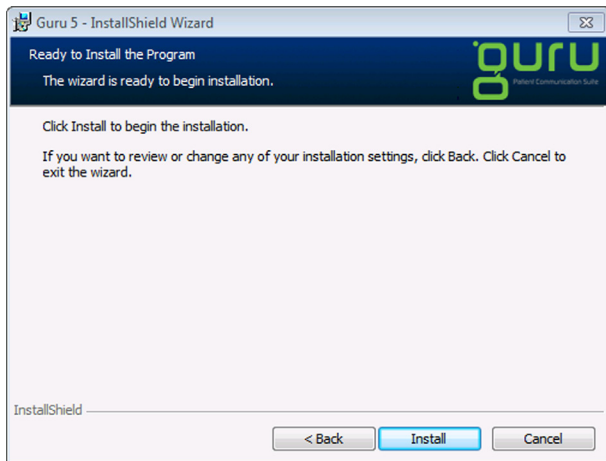
c. Fill out and submit the form.

## OR

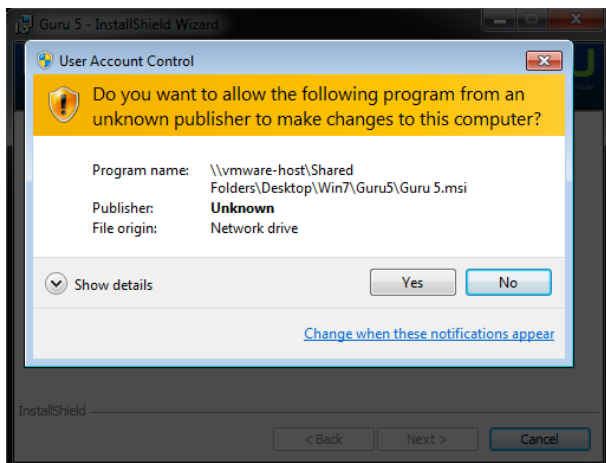
If you do not want to register at this time, click **Skip**. (You can register at a later time, but until you register, you will not receive new animations automatically when they become available.)

After you have finished registering or if you skipped the registration process, the **Ready to Install the Program** window appears.



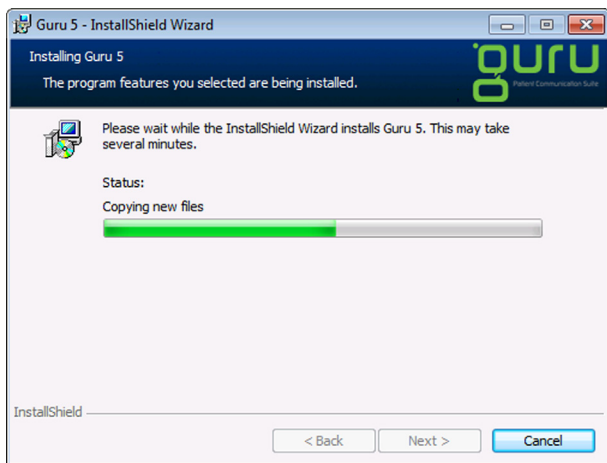


Note: If installing into Windows 7, you may be required to confirm the installation.

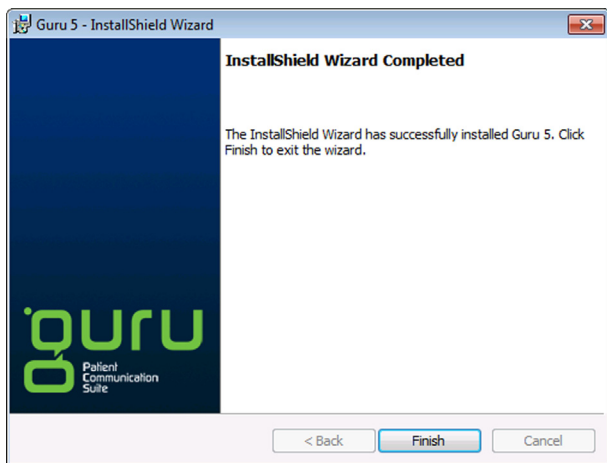


**11.** Click **Install** button to begin the Guru installation.

The **Installing Guru 5** window appears with a progress bar.



Once the Guru software has been successfully installed, the **InstallShield Wizard Completed** window appears.



**14.** Click **Finish** to exit the Setup.


For a video tutorial of the installation, please go to the Web site at <http://www.TheHouseOfGuru.com/learn/tutorials>.

# Guru Licensing

Once a new installation of the Guru Server components and software is complete, the first time you try to access Guru on any computer, you must license the software before you can use it.

The licensing allows only a certain number of workstations (the number of workstations for which licenses have been purchased) to connect to the server to obtain a license. When the number is exceeded, the server will not allow other computers to get a license until another computer has exited Guru, and its license has been terminated.

## To license Guru

1. Open Guru by double-clicking the Guru icon  on the Windows desktop.

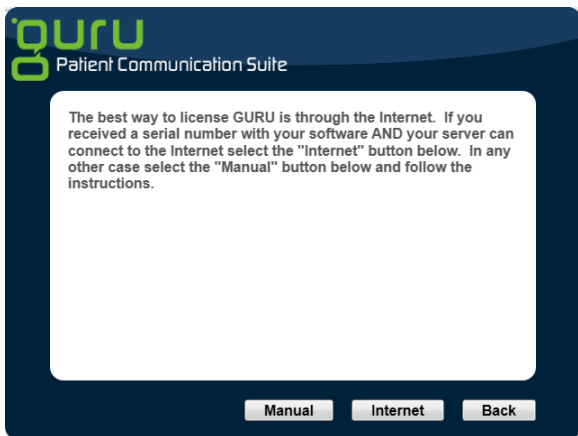
If Guru has not been licensed on that computer, a licensing dialog box appears.



2. Click **License** to proceed with the licensing process.

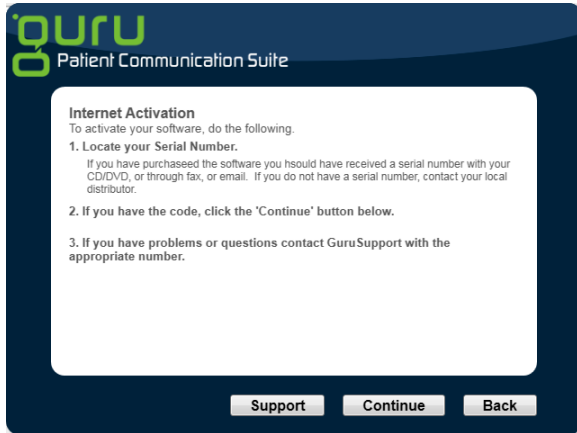
If the maximum number of licenses are already in use a message stating such is displayed. You can click **Report** to view the computer(s) that have active Guru licenses.

After you click **License** you are required to activate Guru as part of the licensing.

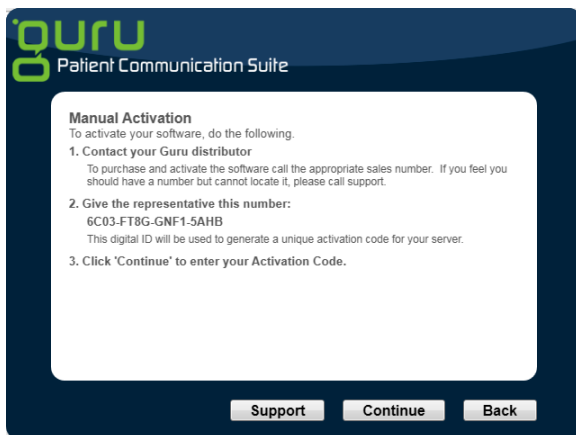


3. Choose how you want to activate Guru: over the Internet (recommended) or manually.
  - **Internet Activation:** If you want to activate Guru over the Internet, you must have an Internet connection on the server and the six-character serial number you received when you purchased Guru. To activate Guru over the Internet:
    - a. Click **Internet**.

The **Internet Activation** dialog box appears.



- b. Click **Continue**, enter your serial number, and then click **Continue**.
- **Manual Activation:** If you do not have an Internet connection on the server (or the workstation that has the server components), you can activate Guru manually. To activate Guru manually:
    - a. Click **Manual**.  
 The **Manual Activation** dialog box appears.



- b. Call your Guru representative at 888-331-4878, give the representative the unique fingerprint code that is displayed in step 2 in **Manual Activation** dialog box, click **Continue**, enter the manual activation code, and then click **Continue**.

**Note:** The fingerprint is a unique code that identifies your computer. That code is used to generate an activation code for Guru.







# Using Guru

This chapter covers the following topics to help you use Guru for patient education:

- Window Layout
- Sessions
- Patients
- Selecting Presentations
- Viewing Presentations
- Drawing Tools
- Thumbnails
- Importing Images
- Exporting Images
- Printing Presentations
- Custom Presentations
- Importing Presentations
- Recording Audio for Custom Presentations

# Window Layout

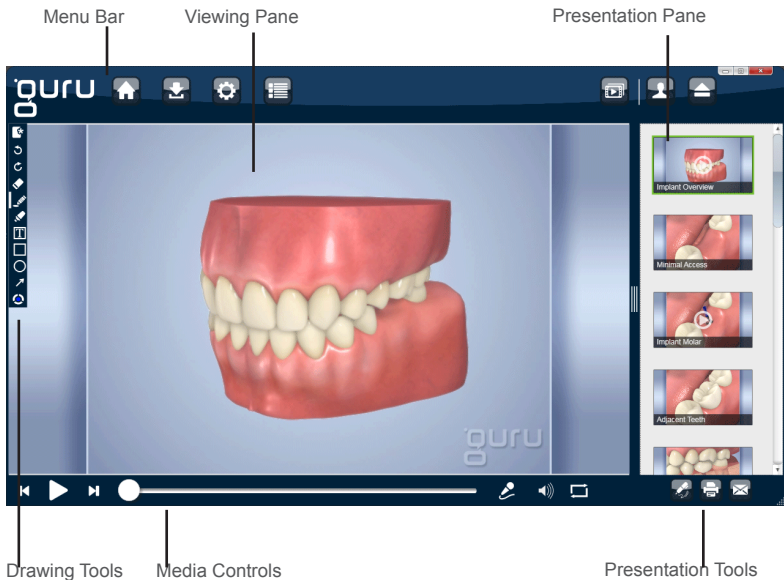
Before using Guru, become familiar with the window layout and available options. Guru 5.2 has a new interface, completely re-designed from the ground-up to improve accessibility to the most important options:

- **Menu bar** – There is an icon-based menu bar along the top of the interface. You can click each icon to access the menu options.
  -  **Dashboard** – The Dashboard is a single screen access to Presentations and Patients
  -  **Import** – Allows you to pull images from external sources into Presentations
  -  **Settings** – Accesses all application settings for Guru.
  -  **Media Library** – All media animations and images available in Guru.
  -  **Presentations** – The complete list of Case Presentations, both pre-defined and custom created.
  -  **Patients** – A multi-function button that allows you to search for patients (switching presentations) or locate presentations from a patient's history.
- **Exit Session** – Exits the current presentation with save options.
- **Viewing pane** – The Viewing pane is where animations play and pictures are displayed.
- **Media Controls** – Below the Viewing pane are the controls for viewing animations.
- **Drawing tools** – When accessed, the drawing tools will appear as a floating panel of icons on the Viewing pane. The location will depend on where the Presentation pane is located. The Drawing tools are used to draw on or



annotate the image in the Viewing pane.

- **Presentation pane** – The Presentation pane (formerly called the playlist panel) displays all of your standard and custom presentations.
- **Presentation tools** – Below the Presentation pane are icon tools related to the current presentation.
  - **Procedure Consent** – Stores a digitally-signed consent from the patient.
  - **Print** – Prints a single sheet or brochure-style printout of the Presentation.
  - **Email** – Sends an email of the presentation to the patient.



# Sessions

New to Guru is the concept of Sessions. A session is a period in which a patient is shown a presentation. In order to maintain privacy and improve record maintenance, the system will automatically hide the screen after 10 minutes of inactivity.

# Patients

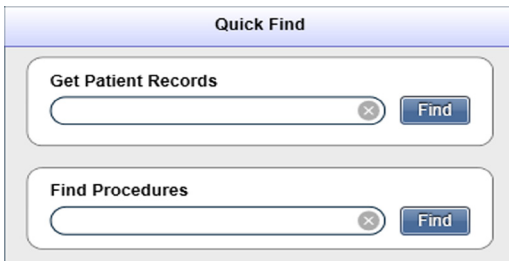
In Guru, you can save and associate images and presentations as patient histories which allows you to review images and presentations from previous visits.

# Searching for Patients

You can search for Guru patients using the Find Patient feature, which is located on the Dashboard or accessed by clicking the Patient icon.

## To search for a patient from the Dashboard

1. Click the **Home** icon to go to the Dashboard. 



Quick Find

Get Patient Records

Find

Find Procedures

Find

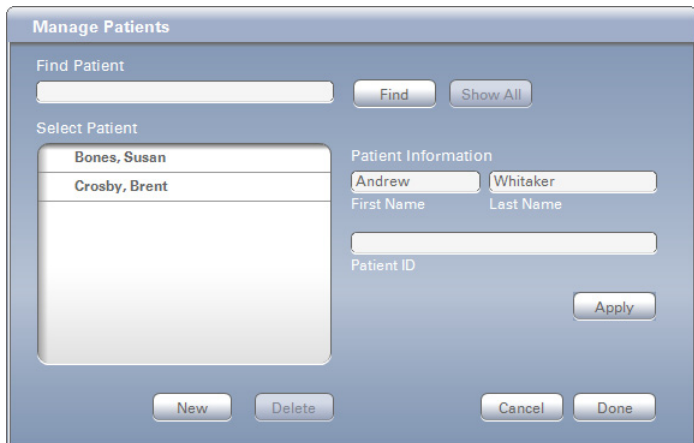
2. In the Get Patient Record search box, type the first few letters of the patient's first or last name. As you type the letters you will be interactively presented with a list of

matching patient records.

3. Select the patient by clicking on the name.

### To search for a patient from the menu

1. Click the **Patient** icon to get the Patient's pop-out. 




The screenshot shows a 'Manage Patients' window. At the top is a 'Find Patient' section with a text input field, a 'Find' button, and a 'Show All' button. Below this is a 'Select Patient' section containing a list box with two entries: 'Bones, Susan' and 'Crosby, Brent'. To the right of the list is a 'Patient Information' section with two input fields: 'First Name' containing 'Andrew' and 'Last Name' containing 'Whitaker'. Below these is a 'Patient ID' input field. At the bottom right is an 'Apply' button. At the bottom of the window are five buttons: 'New', 'Delete', 'Cancel', and 'Done'.

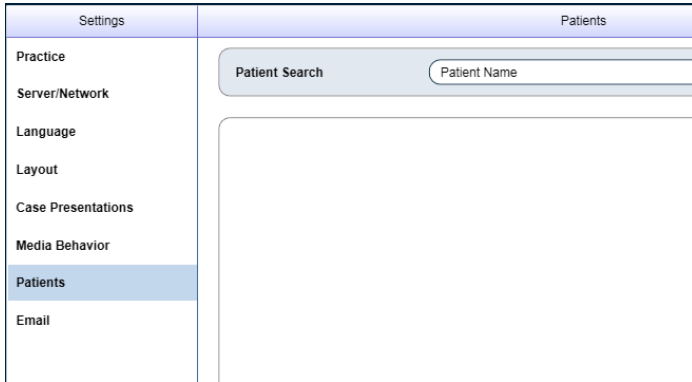
2. In the Find Patient search box, type the first few letters of the patient's first or last name. As you type the letters you will be interactively presented with a list of matching patient records.
3. Select the patient by clicking on the name.

## Editing and Deleting Patient Information

You can edit a Guru patient's basic information - name, ID and email. You can also delete patient names in Guru.

## To edit patient information in Guru


1. Click the **Settings** icon in the menu. 
2. Click on **Patients** in the Settings menu.




3. In the Get Patient Record search box, type the first few letters of the patient's first or last name. As you type the letters you will be interactively presented with a list of matching patient records.



Each record will display the name, ID and a series of icons.

4. To change a patient's information, click the grey patient icon . In the patient information screen, change the information you wish to edit and click **Update**.


## To view a patient presentation history from Guru

1. Click the **Settings** icon in the menu. 
2. Click on **Patients** in the Settings menu.
3. In the Get Patient Record search box, type the first few letters of the patient's first or last name. As you type the

letters you will be interactively presented with a list of matching patient records.




Each record will display the name, ID and a series of icons.

4. To view the presentation history for a patient, click the grey list icon . A listing of all presentations are provided by date and time of the presentation.


You can playback a presentation from history by clicking on the date-time record from the presentation history list.

### To delete a patient from Guru

1. Click the **Settings** icon in the menu. 
2. Click on **Patients** in the Settings menu.
3. In the Get Patient Record search box, type the first few letters of the patient's first or last name. As you type the letters you will be interactively presented with a list of matching patient records.



Each record will display the name, ID and a series of icons.

4. To delete a patient record, click the grey delete icon . When the confirmation dialog appears, click **Continue**. If you do not wish to delete the patient record, click **Cancel**.


**Note:** A patient cannot be deleted if the patient is the current Guru patient. End the session of the patient before you attempt to delete.

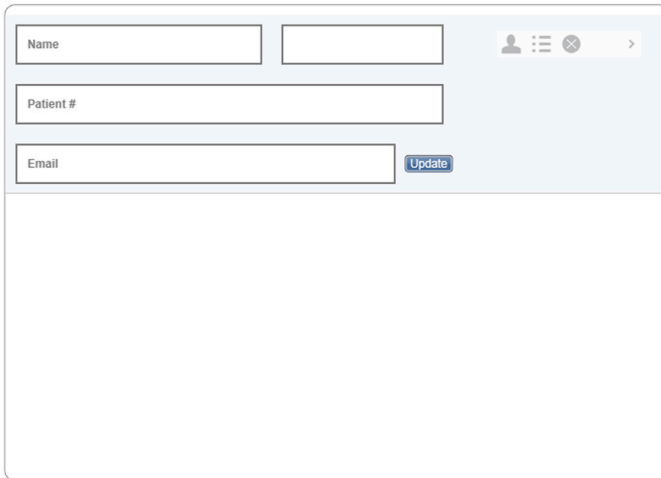
## Adding Patients

Patient data can be created automatically or manually in Guru. To automatically create a patient record, access the patient in

DENTRIX and access Guru from the DENTRIX Patient Chart (see “To open or create a DENTRIX patient record in Guru on page 25). You can also create a patient manually from within Guru.

### To manually add a patient from within Guru

1. Click the **Settings** icon in the menu. 
2. Click on **Patients** in the Settings menu.
3. Click **Add Patient** at the bottom of the Patient Settings panel. You will be presented with an in-screen form that allows you to enter the patient’s name (last and first), ID (any open identifier), and email address.



Click **Update** when complete to save the patient record.

### To open or create a DENTRIX patient record in Guru

1. Select a patient in the DENTRIX Patient Chart .
2. Click the **Guru** button  to open Guru.

A record for the patient is automatically created in Guru if the selected patient's record does not already exist in Guru.

If a patient record that was previously created in Guru matches the first and last name of the patient selected in DENTRIX, a dialog box appears and asks whether you want to synchronize the DENTRIX patient with the Guru patient or keep the patients separate.

Click one of the following buttons:

- **Merge** – Synchronizes the patient's information and open Guru. The Guru patient's images and presentations (if any exist) become the DENTRIX patient's records.
- **Keep Unique** – Creates a patient record with the duplicate name and open Guru. The Guru patient and the DENTRIX patient have duplicate names, but each patient's images and playlist (if any exist) pertain to the respective patient.

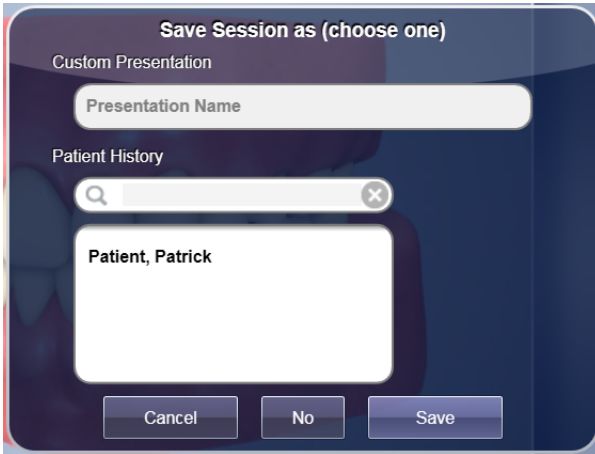
## Switching Patients

With the addition of the session system, you can switch between which patient records from inside Guru. Or, with the integration Guru offers with DENTRIX, you can select a different patient in DENTRIX, and then click the **Guru** button to view that patient's record in Guru.

If the patient record doesn't already exist in Guru, the patient record is created automatically (see "To open or create a DENTRIX patient record in Guru" on page 24).

## To clear a patient and images

1. In the menu bar, click the **End Session** button (denoted as Eject).

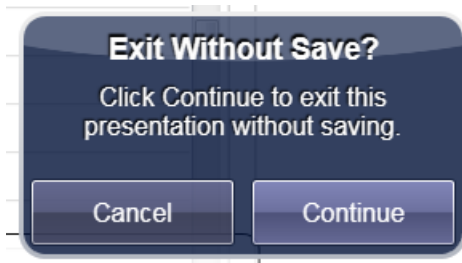


You will be presented with a Session End dialog. If you wish to store the presentation into the Custom Presentation list, enter a name in the Presentation Name input and click **Save**.

If you want to save the information to the patient's file, select their name from the presented list (or use the search to locate it), and click **Save**.

If you do not want to save it as a presentation or to patient history, click **No**. Confirm your selection in the confirmation dialog.






Click **Cancel** to return to the previous menu.

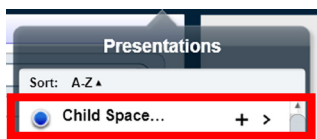
## Selecting Presentations

You can select animations or still images that are part of a Case Presentation. You can pause, rewind, and go to a specific frame of any animation in the presentation. Also, you can draw on and annotate still images and animations. Drawings and annotations are stored as new images in the presentation.

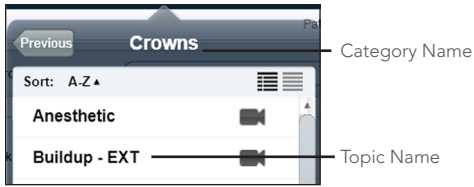
### To view the content of a presentation

1. Click the **Presentations** icon in the top menu. 
2. When the Presentations pop-out appears, click on the plus symbol next to the Presentation title to select the entire Presentation into the Presentation pane.




To preview the contents of the Presentation, click on the arrow next to the title of the Presentation that you wish to view.



The pop-out menu will slide out and replaced with the Presentation content list.



**Note:** Items will have one or more icons to the right of the title indicating the type of media that they are:

- **Animations** – The icon for animations is a video camera .
- **Still images** – The icon for still images is a rectangular box with a border .
- **Animations and stills with audio** – The icon for an audio component is a small speaker .

To select single items from the Presentation, simply click on the item's title.

## Viewing Presentations

Once you have selected a Presentation or individual library items for playback, use the Playback controls, Presentation pane and Drawing tools to present and educate your patient.

### To view a presentation in sequence

1. By default, presentations are set to play one animation at a time. You can change this in the Settings (see “Changing Media Behavior” on page 38). If the media behavior is set to play through, each item in the presentation will

play back. Still images without audio will play for the time specified in the settings panel.

The currently playing item will be denoted in the Playback pane by displaying a green border around the items thumbnail.


Alternatively, if the media behavior is set to play individually, the playback will stop after each item. Advance to the next item either by clicking on the next item in the Playback pane or by clicking the **Next** icon in the Playback controls.

2. Playback can be paused by clicking the **Play/Pause** toggle. When paused, the Drawing tools floating panel will automatically be displayed, giving you quick access to draw and annotate on the paused image.

You can restart playback of any item by clicking the **Rewind** icon in the Playback controls.


You can “scrub” to any point in an animation by holding down the left mouse button while pointed on the **Scrubber Thumb** and going backward or forward along the timeline.

### To mute an animation’s audio (if any)

Click the sound button  (the button changes to the muted button). To listen to the audio again, click the muted button.

**Note:** While the audio is audible, the sound button is available. While the audio is muted, the muted button is available.

### To loop animations

From the **Playback Controls**, click **Loop icon**  to toggle between 3 items:

- **Loop Animation**

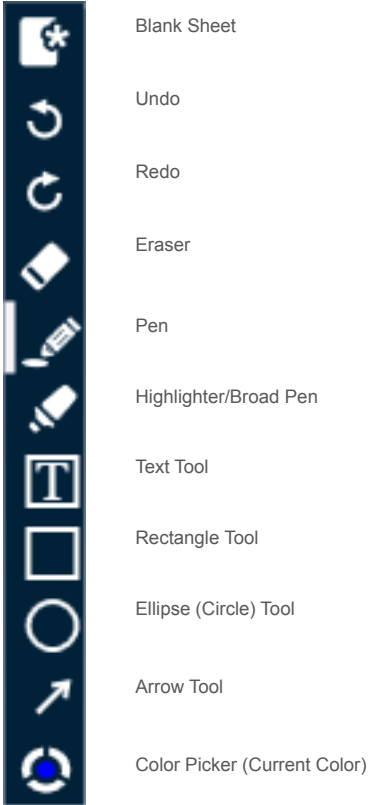
- **Loop Presentation**
- **No Loop**

The currently selected option (if one is selected) has a check mark next to it.

To deselect an option, click it. The check mark is removed.

# Drawing Tools

When you select a still image or pause an animation, the drawing tools become active. You can use the drawing tools to draw on or annotate images in the Viewing pane.





## To activate drawing mode


1. In order to activate the drawing mode, click on the Pause button in the media controls. The drawing tools will appear in a floating panel to the left (default).

Once you start drawing or adding annotations, a thumbnail image of what you see in the Viewing pane is placed in the Presentation pane. To complete or end the drawing mode, click the Play button in the media controls, move the scrubber handle in the media controls, or select another item to play from the Playlist pane.





### To open a blank sheet



1. Click on the Blank Sheet icon  in the drawing tools. The Viewing area will become a plain white sheet.
2. To return to the item, click the Play icon  or an item in the Presentation pane.

### To change the active color


1. The active color is denoted in the Color Picker icon  in the drawing tools. Click the icon to expose the colors available.
2. The active color is used for all other tools that draw on the surface.

### To draw on a still animation or a photo



1. Click the Pen tool icon  or the Broad pen icon  in the drawing tools.
2. Click and drag the cursor over the areas you wish to draw on. Release to stop drawing.
3. To draw a regulated shapes instead of freehand, use the tools provided:
  - a. For a square or rectangle, use the Rectangle Shape icon .
  - b. For a circle or oval, use the Ellipse Shape icon .

- c. For a directional arrow, use the Arrow icon .
4. To add text, use the Text Type icon . Once you've clicked the icon, just click on the surface where you want the text to begin (left margin) and begin typing.

### To erase drawings or text

Click the Eraser tool icon  to erase everything on the canvas.

### To undo or redo changes

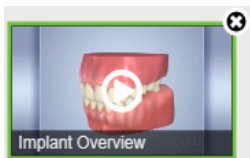
To undo or erase any action or change, click the Undo icon . To restore any previously erased action, click the Redo icon .

## Thumbnails

Thumbnails are provided in the Presentation pane for any media item in the presentation. This includes thumbnails for any drawn images you create. The thumbnail for new drawn images will be deposited immediately after the media item that was used as the basis. All drawn images and thumbnails are saved in history unless the presentation is not associated to a patient.

### To delete a thumbnail in the Presentation pane


1. In the Presentation pane, hover over the item you want to delete.
2. Click the **X** in the upper right corner of the thumbnail to delete the thumbnail and remove the item from the presentation.



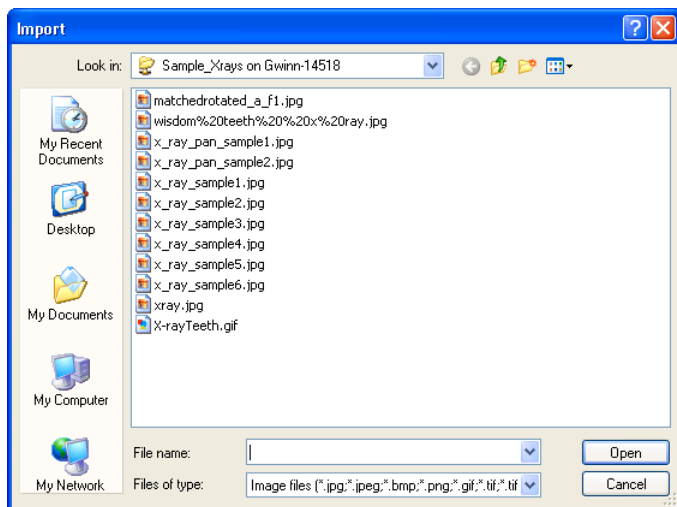
## Importing Images

You can include your own images, such as intraoral camera pictures and digital x-rays, in a patient's record.

### To import an image

1. From the menubar, click the **Import** icon .

The **Import** dialog box appears.



2. Locate and select the digital x-ray or photo you want to import.

Guru recognizes images in JPG, PNG, and BMP formats.

3. Click **Open**.



Selected items are dropped directly into the Presentation pane.

## Import alternatives

1. Alternatively, you can also simply drag items directly from the desktop or a folder. Locate the digital x-ray or photos that you want to import. Hold the left mouse button down the selected item or items, and with the mouse button still depressed, drag the images to the Presentation pane or Viewing pane. Once the items are on the Guru interface, release the mouse button. Selected items are dropped directly into the Presentation pane
2. You can also import images by using keyboard copy and paste. Copy any image from a preview program and with the Guru interface in focus, click Ctrl+V to paste it into the Presentation pane.

## To import images from DENTRIX Image into Guru

1. Select the patient in the **DENTRIX** Patient Chart whose images you want to import into Guru.
2. Click the **Image** tab to view the Image panel.
3. Highlight the image(s) on the Image panel you want to import.
4. Click the **Guru Images** button  on the toolbar of the Image panel.

Guru opens with the selected patient, and the selected image(s) are copied to the Thumbnail tray in Guru.

5. Drag and drop the image(s) into the Viewing pane, Thumbnail tray, or Playlist Content panel.

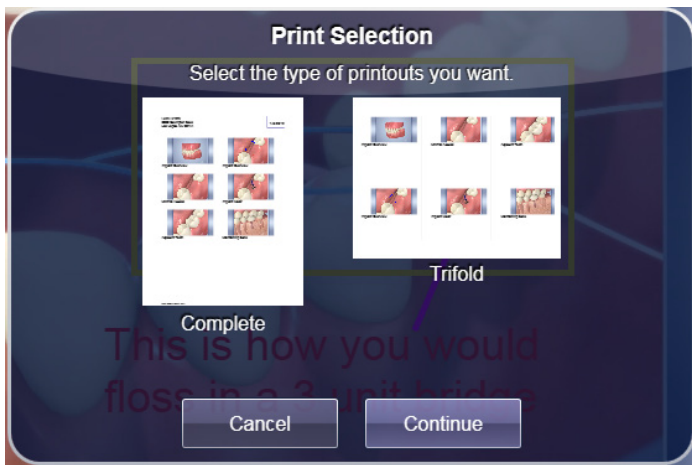
# Printing Presentations

You can print the entire presentation in one of two formats - columnar or brochure-style. You can also print individual images by saving (exporting) them to the computer and printing them with the system tools.

## To print images from the Print Icon

1. With a presentation loaded, click the Print button from the presentation action panel.

The **Print** dialog box appears.



2. Select which format you want to print. You can select only one format at a time. Click the **Print** button in the dialog or **Cancel** to close the print dialog.




## Custom Presentations

The goal of Guru is to provide you with the tools that you use to provide your patients with the best service possible. Creating custom Case Presentations tailored to your teaching style and to your patient's needs can help to improve your case closing rate.

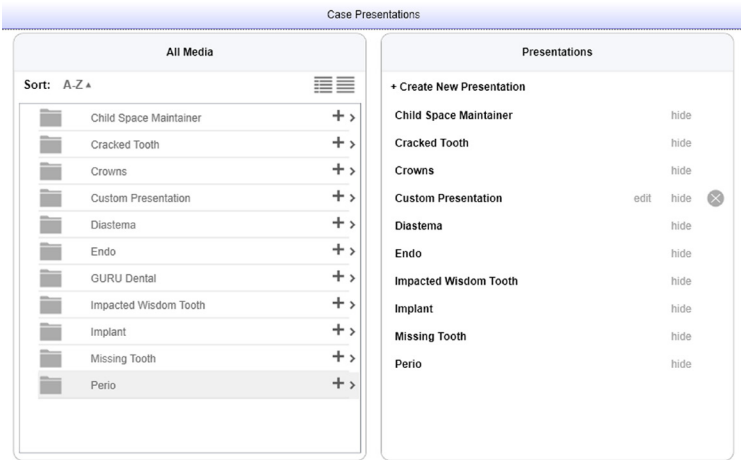
Guru allows you a number of options when creating custom presentations, including creating them from scratch using animations and images from the library, drag-and-drop still images from your computer, and even other presentations. Once shown to a patient, the presentation is then stored in the patient history so you can use a basic template and then customize it for each patient.

### To create a Presentation

1. From the main menu, click the **Settings** icon .

- From the Settings menu, click on **Case Presentations**.

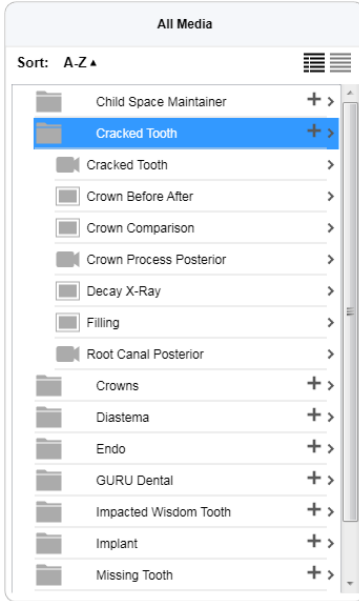
The Case Presentations interface appears.



- The Case Presentations settings menu is designed to facilitate the speed of building custom presentations. There are three sections to the Case Presentation builder: the Library, the Presentations, and the Presentation Pane (not shown above). Each section is multi-functional in order to provide you with the widest range of options.
- The Presentations is a list of existing presentations that either come pre-built with Guru or that you have created. All presentations can be hidden from the pop-out list that is displayed when you click the Presentations icon in the main menu. Additionally, you can Favorite presentations which causes the presentation to appear in the main Dashboard.

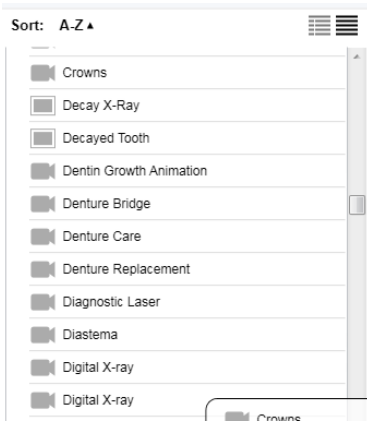
To edit a presentation, simply click the Edit text next to the presentation title in the Presentations list.

- In edit mode, the Presentations list will now display the animations and images in the selected presentation. You can add individual items to the presentation by clicking on any animation or still image title listed in the Library list, or by clicking on the arrow next to the title.



You can also add an entire Library group or sub-group by clicking on the + icon next to the group or sub-group title.

- To re-order items in a presentation, hold down the left mouse button when the pointer is on the item you wish to move and drag it to the location you want it in the list. The drop zone will be displayed as you move around the list. Once you have the item in the desired drop zone, release the mouse button.



- To save the new or updated presentation, click the **Save Presentation** button.



To discard changes without saving, simply select another presentation or another menu option.

### To hide a Presentation

You can hide Presentations from the Dashboard by clicking the Hide text label next to any Case Presentation title. Case Presentations can also be deleted at any point.

## Importing Presentations

With Guru 5.2, presentations are imported in one of three ways:

- The easiest way is to drag the .gpl file (Guru Playlist or Guru Presentation) into the Presentation Pane in Guru.

Using this method will lose any structured hierarchy that exists in the playlist.

2. You can also import a .gpl file into the Presentation Pane by selecting the import button and browsing to a .gpl file. This method will also not keep the hierarchy of the presentation.
3. To maintain the hierarchy of a .gpl file you may open the Library button and drag/drop the file into the open menu.

## Recording Audio for Custom Presentations

You can record your own audio for animations and images in a custom playlist. This features gives you the flexibility to create customized shows for frequently-used patient education topics and will save you time when explaining treatment to patients.

### To add audio to a custom playlist

1. From the **Presentations** menu, click **Audio**.

The **Audio Record Dialog** dialog box appears.





2. Select the playlist for which you want to record audio from the playlist list box (only custom playlist are listed; custom presentations that have been attached to patients and Guru default presentations cannot have audio added to them).

The contents of the playlist appears in the playlist content list box.


3. In the playlist contents list box, click a category to locate the desired topic (if the topic is within a category), and then select the animation or image for which you want to record audio from.

The image or animation appears in the preview area.

4. If you want to preview all the topics in the playlist or category, click the play button  next to the playlist or category name (the icon turns green  when the first topic is viewed and then returns to normal after the last topic is viewed). You can use the Rewind button, Play/Pause button, and slider bar to control the animation.
5. You can enter any notes or a script in the text field to help




you remember what you want to say while recording your audio. The text will be saved when you click **Done**.

6. Click the Record button  to begin recording (when the dialog box is initially opened and you have not yet selected a topic, this button is disabled).

If you are recording audio for an animation, the animation for the selected topic will begin to play. Try to time your audio to coincide with the animation.

The volume of the audio is displayed for your reference.

7. Click the Stop button  to stop and save the recording.

**Note:** You must record all the audio for an animation at one time even if you are not talking throughout the animation. If you stop recording and then click the Record button again, the animation will start over and any existing audio will be overwritten.

8. If you want to delete the audio for the selected topic, click **Delete Audio**.
9. As needed, repeat steps 2 – 8 for any other topics.
10. Click **Done** to close the **Audio Record Dialog** dialog box.

# Getting Help


This chapter explains the Help menu options in Guru:

- Changing Servers
- Licensing
- Language
- Checking for Updates
- Online Tutorials

## Changing Servers

You can specify a different Guru Server you want to connect to (the computer you select must already have the Guru Server components installed and the Guru service running).

### To connect to a different Guru Server


1. Click on the **Settings** icon. 
2. In the Settings menu, select **Server/Network**.
3. In the Server box, enter the location of the server. The default location is localhost, which is the computer itself. You can also enter any acceptable IP address or network address. To verify that the computer can access the server you entered, click the **Test** button. A message box appears and informs you whether or not Guru was able to connect to the server. If Guru was unable to connect to the server, verify that the server name you entered is correct and try again.
4. Click **Change Server** to save the server change. You will not be prompted to confirm the change.

5. If at any point there is a problem with the connection, Guru will display a message indicating a problem. If you receive this message, enter a correct server address and click **Change Server** to update.

## Licensing

The licensing of Guru allows only a certain number of workstations (the number of workstations for which licenses have been purchased) to connect to the server to obtain a license. When the number is exceeded, the server will not allow other computers to get a license until another computer has exited Guru, and its license has been terminated.

### To view the Guru licenses in use

1. Click on the **Settings** icon. 
2. In the Settings menu, select **Server/Network**.
3. In the Licensing box the Server Fingerprint is displayed.
4. If you need to change your license because of a change or update to your agreement, click **Change License** and follow the instructions that appear in the modal window.
5. You can opt to change the license over the Internet or via phone.


## Language

Guru allows you to change the language that is used in Guru. The title bars, menus, menu options, playlist topics and categories, and labels for buttons, fields, drop-downs, and so forth will appear in the selected language.

Also, you can choose the language and gender of the voice,

that will be heard with animations/movies that have voice-overs.

### To change the language for the program

1. Click on the **Settings** icon. 
2. In the Settings menu, select **Language**.
3. To change the displayed language, select the option you want from the Language drop-down menu.

**Note:** Only English and Spanish languages are available with Guru at this time.

2. Click **Save Changes** to update the system. The change will take place immediately without restarting Guru.

### To change the language for the audio

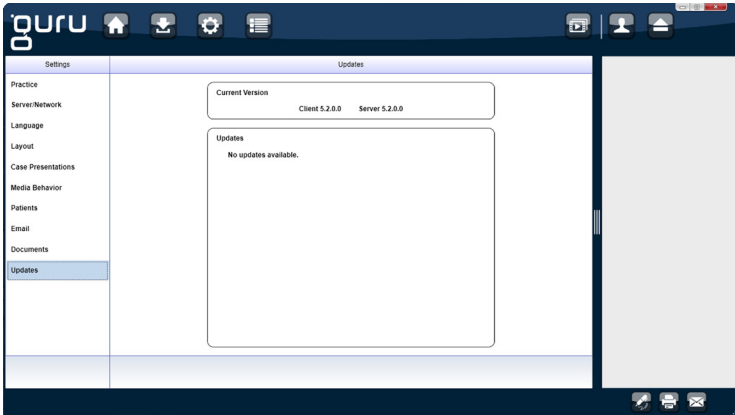
1. Click on the **Settings** icon.
2. In the Settings menu, select **Language**.
3. To change the voice-over language, select the option you want from the Audio drop-down menu.

**Note:** Only English Male and Spanish Female voice-overs are available with Guru at this time.

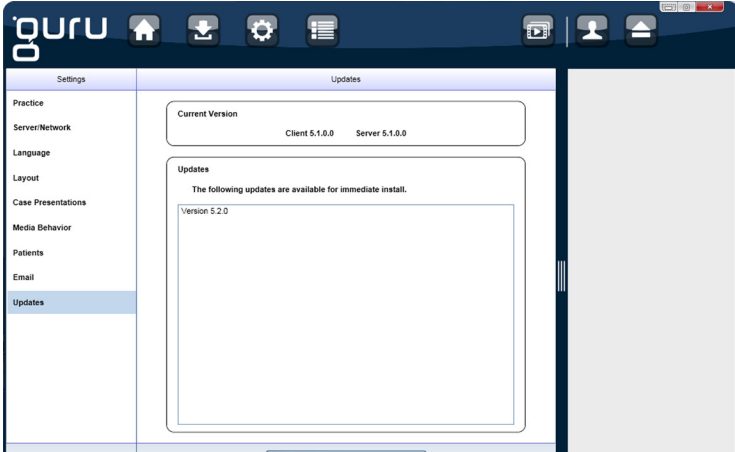
2. Click **Save Changes** to update the system. The change will take place immediately without restarting Guru.

## Checking for Updates

Beginning with Guru 5, you no longer need to check for updates. While your server is connected to the Internet, an internal component called REISynch will run a check to determine if updates or patches have been released.



If a minor version or patch is released, it will be automatically downloaded and installed into Guru. For major version changes, Reality Engineering will contact you directly with regard to updating.



If you are a member of the Content Enhancement Program (CEP), REISynch will also automatically download and install

new content to your Library. You will be notified of these regular updates by email. If you are interested in joining the CEP program, please contact Inside Sales by calling 888.331.4878 or emailing [sales@TheHouseOfGuru.com](mailto:sales@TheHouseOfGuru.com).

If you do not leave your computer connected to the Internet, we will notify you by email or you can check our web site - [www.TheHouseOfGuru.com](http://www.TheHouseOfGuru.com) - for updates.

## Online Tutorials

We offer a number of tutorials online to show you how to use Guru and to assist you in performing common tasks. The combined length of the tutorials is about 17 minutes.

To watch the online tutorials, point a web browser to our web site - [www.TheHouseOfGuru.com](http://www.TheHouseOfGuru.com) - and click the Support menu, then locate the Tutorials option on the support page. The videos can be watched on any desktop web browser and many mobile devices.

The following tutorials are available for viewing:

- **Welcome to GURU** – Gives you an overview of how Guru can help you educate your patients.
- **Basic Navigation** – Shows you how easy Guru is to use.
- **Stop Draw Teach** – Instructs you how to stop an animation and draw or type on an image.
- **Import/Export** – Instructs you how to import and export custom, personalized presentations.
- **Patients** – Shows you how to select patients and add

images

- **Users** – Shows you how to use users to customize menu and playlist settings.
- **Introduction to Playlists** – Provides you with an overview of playlists.
- **Customize Playlists** – Instructs you how to build custom playlists.
- **Import/Export Playlists** – Instructs you how to import playlists from and export playlists to a file on your computer.



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