

VisiQuick News December 2025

Release: 4.10.0



Dear VisiQuick user,

Today we have released a new release of VisiQuick, version 4.10.0. Through this letter, we would like to inform you about the features in this new version.

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In advance

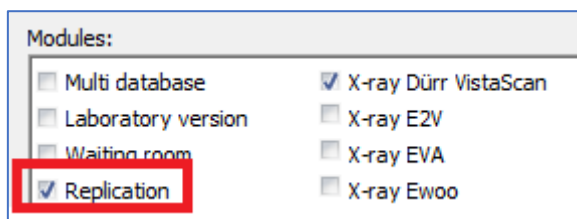
VisiQuick is supported up to two versions back. With the release of version 4.10, the lowest supported version is now 4.8.

If you are currently working with a VisiQuick version lower than 4.7, it is essential that all VisiQuick installations and any replication clients are updated to VisiQuick version 4.10.0 at the same time. The reason for this is that a change has been made to the database from version 4.7 onwards.

This means that you cannot use a version lower than 4.7 and a new VisiQuick version together!

The replication client mentioned above is used to synchronise multiple databases with each other.

If you are unsure whether you are using replication, check this via the Help – Licence menu.



When using replication the update procedure should be completed in the following order:

- 1) Update all replication server service installations
- 2) Update the replication client installation

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3) Update all VisiQuick installations using any of the databases to be replicated or received. (In case of multiple locations, i.e. at ALL locations).

Changes to Citodent telephone availability

The VisiQuick helpdesk will be closed on Christmas Day and Boxing Day (25 and 26 December 2025) and on Thursday 1 January 2026. On 24 December, we will only be available in the morning.

In addition, our telephone availability will change to 9:00 a.m. to 4:00 p.m. with effect from 22 December. Office hours will remain 8:30 a.m. to 5:00 p.m.

If you wish to contact the helpdesk during office hours but outside telephone availability, please schedule this with us in advance.

Key changes

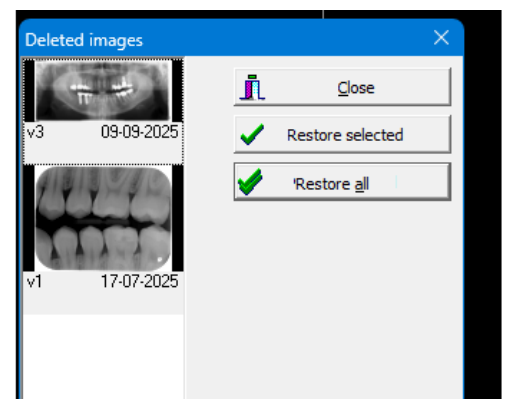
Restoring deleted images

VisiQuick already has the option to completely disable the ability to delete images, but what if you want to be able to do this and accidentally make a mistake?

Within VisiQuick, you can now easily restore one or more deleted images for the patient.

Open the relevant patient in VisiQuick and go to the Patient – Deleted Images menu.

Here you will find an overview of previously deleted images and the option to restore them.



We recommend allowing the deletion of images on only a few workstations, e.g. only the acquisition workstations. For each workstation, you can deactivate the deletion of images via the Tools – Database settings menu, General tab – Disable delete photos. This setting is saved per workstation.

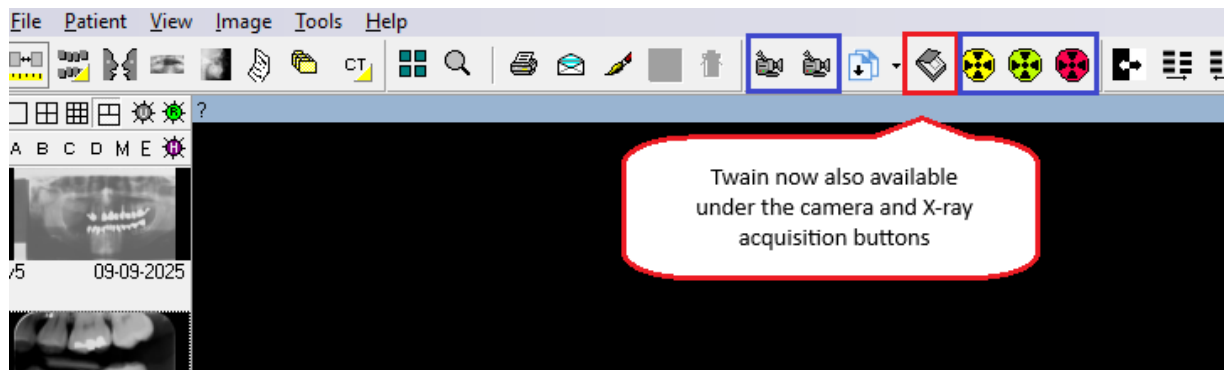
Expansion of Twain functionality

VisiQuick offers a wide range of options for controlling equipment, including controlling scanners, intraoral cameras and X-ray equipment via Twain.

This Twain functionality had a limitation in that the control always ended up under the scanner button. In VisiQuick, the Twain functionality has now been improved with more configuration options, broader support and the option to place your Twain equipment under the button to which the equipment really belongs.

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Under the X-ray acquisition buttons, you now also have the option to add generic Twain control, as well as under the camera button (menu Tools – Device settings – Video). If you still have a camera or X-ray equipment that needs to be controlled with the scanner button, please contact us or your dealer to correct this and benefit from more stable Twain control.

The Remote Xray server already offered the option of generic Twain control, but this has been expanded with more configuration options, bringing it into line with the settings in VisiQuick itself. Here too, the handling of Twain images has been modified to offer broader support for Twain-compatible equipment.

AI awareness

The use of AI in dental practice is becoming increasingly common, but with this use you will also be confronted with AI legislation and, with that, AI literacy and awareness in practice.

Within VisiQuick, you are now notified of the use of AI as soon as it is applied to an image.

An AI marker is displayed in red on the photograph itself and a notification is given at the bottom of the screen that AI results are being shown to assist with diagnosis in order to increase awareness.

Second Opinion confidence level

When you use the integration of Second Opinion AI in VisiQuick, you can choose from several 'Detection levels' in your Second Opinion toolbar.

Feedback from users showed that this term caused confusion. From now on, we will refer to this as 'Confidence level'. This refers to the degree to which the AI is certain of its findings.

At a low confidence level, more results are shown (including results with a lower degree of certainty) than when you set the confidence level to High. At 'High', only results with a high degree of certainty are shown. When you select 'human', no AI results are shown on the photo.

Addition of new hardware support

- Generic Twain control added under X-ray equipment.
- Support for Ray RioScan via RayScanAcq SDK or RayTwain driver.
- Support for Ray RioSensor 1 via RayIO500 SDK
- Support for Ray RioSensor 2 via RIS510 SDK
- Support for Ray RioSensor/RioSensor+ via RayTwain driver.
- Generic Twain control added under Video equipment.
- Generic Twain control added under camera drivers.

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- Support for Owandy IOS intraoral scanner for 3D bite registration and models.

Other Changes

Corrections

- In the Shining 3D link, the use of Cloud services and Order system can now be activated.
- Configuration settings OnDemand link were not always written correctly.
- Right-clicking in Remote X-ray worklist also selects the patient/ job.
- When moving CT images stored internally in VisiQuick to another patient, the Vatech CT module was selected by default.
- When linking to Second Opinion, no warning was given when the credentials were incorrect.
- When an earlier selected import location could not be found this could lead to an endless loop when opening the import screen.

Who can perform this update?

This update can be processed by anyone with VisiQuick version 4.7 or higher and a valid subscription. You can find your VisiQuick version at the bottom right of the VisiQuick screen. If it starts with a 4 but is lower than 4.7, please read the warning under "[In Advance](#)".

If your version is lower than 4, please contact us.

How can you update VisiQuick?

If you have purchased VisiQuick through a distributor, then updating your VisiQuick version is normally done by them.

If you prefer to let your own ICT party do this or do it independently, this is of course also possible.

Updating VisiQuick is very simple and takes about 5 minutes per workstation. Your current settings are retained during the update.

On our website you will find a short instruction video on how the update works: [Video](#).

Updating VisiQuick

The update itself can be found on our website under Downloads:

<https://downloads.citodent.com/pub/VisiQuick/Latest>

1. Find the downloaded Setup file in your downloads folder.
2. Right-click, select Properties, then Unblock.

NB. Always unblock the downloaded zip file by right-clicking Properties, Unblock before extracting it and processing the update!

3. Right-click on the zip file and select Extract All.
4. You can also extract it directly to the central Setup folder in your VisiShare so it will be accessible from all workstations.

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5. Open the extracted folder.
6. Close VisiQuick on this workstation.
7. Start VisiQuick Setup.
8. If it is detected that the VisiQuick folder is not empty, you will be asked to confirm that you want to use this folder.
9. Don't worry, the configuration settings of your package will be retained. If the installed VisiQuick version is very outdated, you will be asked to confirm that you want to remove the old version. Again, the settings will be retained.
10. Click [Yes] to continue with the update.
11. The shared folder will be indicated. Click [Next >] to continue.
12. Click [Next >] again, then [Install].

NB. VisiQuick does not need to be completely closed on all workstations during installation, but we do recommend updating all workstations when updating VisiQuick.

Known issues

If you get an error message regarding file access/authorisation when trying to run VisiQuick Setup, try the following:

1. If you start the setup from a network location, copy the setup to the local computer and try again.
2. Temporarily disable your Anti-malware protection and try again.