



IvoSmile[®]



***WHERE BEAUTIFUL
SMILES BEGIN***

Frequently asked questions



Hardware

What hardware or device is required to run IvoSmile®?

You will need an iPad or iPhone (Apple) with a 64-bit CPU and software version iOS 12 or later.

Is it possible to run the app on a different tablet or smart phone than an iPad or iPhone (Apple)?

No, the app is based on the iOS operating system and can only be run with an iPad or iPhone from Apple. The app does not run on Android- or Windows-based devices at the time being.

Can I use IvoSmile® on my MacBook (Apple) or my Windows computer?

No. IvoSmile has been designed for use on an iPad or iPhone.

Can I use IvoSmile® also on my iPhone (Apple)?

Yes, in addition to iPads, IvoSmile can also be run on iPhones.

Purchase process, payment, subscription

In which countries is the IvoSmile® app available?

The app is available worldwide.

How is the app purchased and installed?



Tap the App Store icon and log in with your Apple ID.

If you do not yet have an Apple ID, you must first create one (see "How do I set up an Apple ID?"). Enter "IvoSmile" in the search field in the upper right corner. Tap "Download" and then tap "Install". As soon as IvoSmile is successfully installed on your device, the button "Open" will be shown. In addition, you will see an IvoSmile icon on your device.

How do I set up an Apple ID?

<https://support.apple.com/en-us/HT204316>

How do I obtain an Apple ID?

<https://appleid.apple.com/#!&page=signin>

I forgot my Apple ID or I am not sure if I already have one.

<https://support.apple.com/en-us/HT201354>

Do I need a credit card to subscribe to IvoSmile®?

If you buy the IvoSmile app, you will be asked to enter your credit card details. Once you have registered your credit card, it will be associated with your Apple ID and invoiced according to your chosen subscription. If you cancel the subscription, you can delete your credit card details from your Apple ID profile:

<https://support.apple.com/en-us/HT201266>

**IvoSmile® is not available on the App Store in my country.
Can I purchase it from an App Store in a different country?**

Basically, you can go to a different App Store. However, such a change will affect ALL your applications. If an app is not available in the App Store of that other country, your in-app purchases may be lost; your subscriptions bought before changing the App Store may no longer be accessible and you may experience difficulty in updating your applications. Please also note that changing the store is only possible if you do not have any prepaid credit on your account. If you nonetheless want to change your App Store, please visit:
<https://support.apple.com/en-us/HT201389>

Can I change my subscription, from monthly to yearly or vice versa?

Yes, switching from a monthly to an annual subscription plan or vice versa is possible at any time:
<https://support.apple.com/en-us/HT202039>

How can I cancel my subscription?

You can cancel your subscription below the menu settings in the IvoSmile® app or in the App Store:
<https://support.apple.com/en-us/HT202039>

Can I accidentally subscribe twice to the same service?

No, the Apple ID will recognize if you have already purchased a subscription to IvoSmile.

Free trial period

Can I try IvoSmile® free of charge?

Yes, there is a free trial period of the fully featured version available to all users. The one-time trial period starts after activating the software and lasts for 30 days. After the 30-day trial period, you can choose between a monthly or an annual subscription. If you do not wish to subscribe at all, the software will be deactivated.

Using the app

How should I best use IvoSmile®?

When taking a picture of your patient with IvoSmile, please use the rear camera of your iPad or iPhone. Better frontal views of the face can be achieved with the rear camera. Make sure that the subject is not too far away. The head should fill out the markings on the screen.

What do I do if the quality of the picture is not good enough?

The quality of the visualization depends essentially on the lighting. For better results, use bright light from the front to illuminate the face and mouth area well. Light only from behind or above has a negative effect on the picture quality.

The rear camera features a higher resolution than the front camera. This is why pictures taken with the rear camera are of better quality. It may be useful to use a stand to achieve wobble-free pictures.

How does the app work?

Information on how the app works can be found in the menu settings of IvoSmile.

Can I use IvoSmile® to identify the tooth shade?

No, the tooth shade cannot be identified with the app.

Can I measure the tooth shape with IvoSmile®?

No, the tooth dimensions cannot be measured with the app.

Can I use an OptraGate® (Ivoclar Vivadent) on the patient when taking the pictures?

Yes. Pictures can be taken whilst an OptraGate is in place.

Can I take pictures if the patient wears fixed braces?

No, taking pictures whilst the patient is wearing fixed braces will lead to suboptimal results because the app cannot recognize the natural tooth structure.

How should I best present the result?

To present the result of the visualization to your patient, switch to the front camera. The patient can now see her- or himself with the dental makeover as if they were looking into a mirror.

Is the app also suited for use in the laboratory?

Yes, dental technicians can use IvoSmile as a consultation aid if they have direct contact with patients or use it to share projects with dentist customers who also work with IvoSmile.

Can the pictures of the patient and the simulated treatment result be exported from IvoSmile® to a CAD program?

Yes, pictures including the treatment proposal from IvoSmile can be exported to the 3Shape Dental System®. IvoSmile creates a visualization package containing the existing pictures and the simulation data. This information can then be sent to the dental laboratory using, for example, 3Shape Communicate™, e-mail or Dropbox. In order to import the data, the laboratory will need to have the IvoSmile add-on module (available from 3Shape resellers).

Can pictures taken with IvoSmile® be exported to other CAD systems, apart from the 3Shape Dental System®?

In principle, individual pictures from IvoSmile can be exported to any CAD program that allows pictures to be imported. However, the complete IvoSmile data file consisting of several patient pictures and the potential treatment outcome can only be exported to the 3Shape Dental System using the IvoSmile add-on.

Can pictures from IvoSmile® be exported to the 3Shape Dental System® without using the IvoSmile add-on?

In principle, individual pictures can be imported to the 3Shape Dental System without having to use the IvoSmile add-on. In this case, we recommend using the simulated pictures in the Silhouette mode as an orientation aid for the final CAD design.

Can a CAD design file be imported to IvoSmile®?

Yes, CAD design files from the 3Shape Dental System can be imported to the IvoSmile app with the help of the IvoSmile add-on module. As a result, the planned restoration design can be discussed with the practitioner before the restoration is fabricated. This can be done with the help of patient photos or a try-in of the virtual "esthetic mock-up" on the digital 3D real-time mirror image of the patient.

Which tooth libraries are available in IvoSmile®?

There are two categories of tooth libraries: "Natural" (lifelike esthetics) and "Denture" (removable restorations); both are available for the 3Shape and the exocad software.

The "Natural" library contains the maxilla models of the Anteriores library by Dr Jan Hajtó.

The following 14 anterior models are available: F1; F2; F6; F8; F12; F14; F16; F19; F23; F31; M2; M5; M7; M9.

The "Denture" library includes the esthetic tooth shapes of the denture tooth lines SR Phonares II and SR Vivodent S PE / S DCL from Ivoclar Vivadent.

Tooth line	Sub-category	Type – Size	
SR Phonares II	Soft	Youthful – Medium S62	
		Universal – Medium S72	
		Mature – Medium S82	
	Bold	Youthful – Medium B62	
		Universal – Medium B72	
		Mature – Medium B82	
	SR Vivodent S PE / S DCL	Small	A22
			A42
			A44
A11			
A13			
Medium			A25
		A26	
		A54	
		A24B	
		A12	
		A66	
Large		A27	
		A68	
		A14	
			A17
		A15	

Can denture teeth be visualized on edentulous patients?

In case of edentulous patients, the patient must be provided with a denture or wax wall to maintain the lip volume and have an indication of where to position the virtual teeth.

Why can denture tooth shapes not be customized in the Removables workflow?

The tooth shapes are based on denture teeth and thus cannot be changed. The editing option of the Denture library is limited to scaling the dental arch and changing the tooth shade.

Can denture teeth of the lower jaw also be visualized?

No, visualizations are limited to the upper jaw.

Can pictures of visualizations be shared with patients or dental laboratories?

Yes, pictures can be sent e.g. via e-mail or via social media channels.

Saving projects

Where are my pictures stored?

The pictures are saved locally on the device used.

Using the app on several devices

Can I use IvoSmile® on several devices?

Yes, you can use IvoSmile on up to eight devices, as long as the devices are all associated with the same Apple ID. Your Apple ID is the account that allows you to access all your Apple services and enables your devices to work together seamlessly. The Apple ID works independently of the device being used:

<https://support.apple.com/en-us/HT204074>

Can I use Apple's Family Sharing service to share the app with people/staff members that use a different Apple ID than I do?

No. Subscriptions cannot be shared with others via Family Sharing. The subscription can only be shared on devices that are associated with the same Apple ID:

<https://support.apple.com/en-us/HT203046>

Sending & sharing content

Can photos/videos be exported and shared?

Yes, Photos and screenshots can be shared via e-mail (e.g. with the patient or technician).

In the project folder, all images are saved within the individual projects. Open the project folder and tap the project you want. Below the project image, you will see the Apple "Share" icon. Tap it and select the program with which you want to forward the project.



Can I share and send a project to another person?

Yes, if the other person is also using IvoSmile. The project will be sent in an encrypted format and can only be opened with the IvoSmile app.

Open the project folder and tap the project you want to share. Below the project image, you will see the Apple "Share" icon. Tap it and select the program with which you want to forward the project.



To import and open a project that has been forwarded to you e.g. by e-mail, tap on the project file (.kfile) in the attachment of the e-mail and select "Open with IvoSmile". The project will be imported into your project folder, from where you can open and process it as usual.

Do you have any further questions?

If you have any further enquiries, please do not hesitate to contact your local customer support.
Your contact person is the Digital After Sales Service (DASS): cadcamsupport@ivoclarvivadent.com.

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