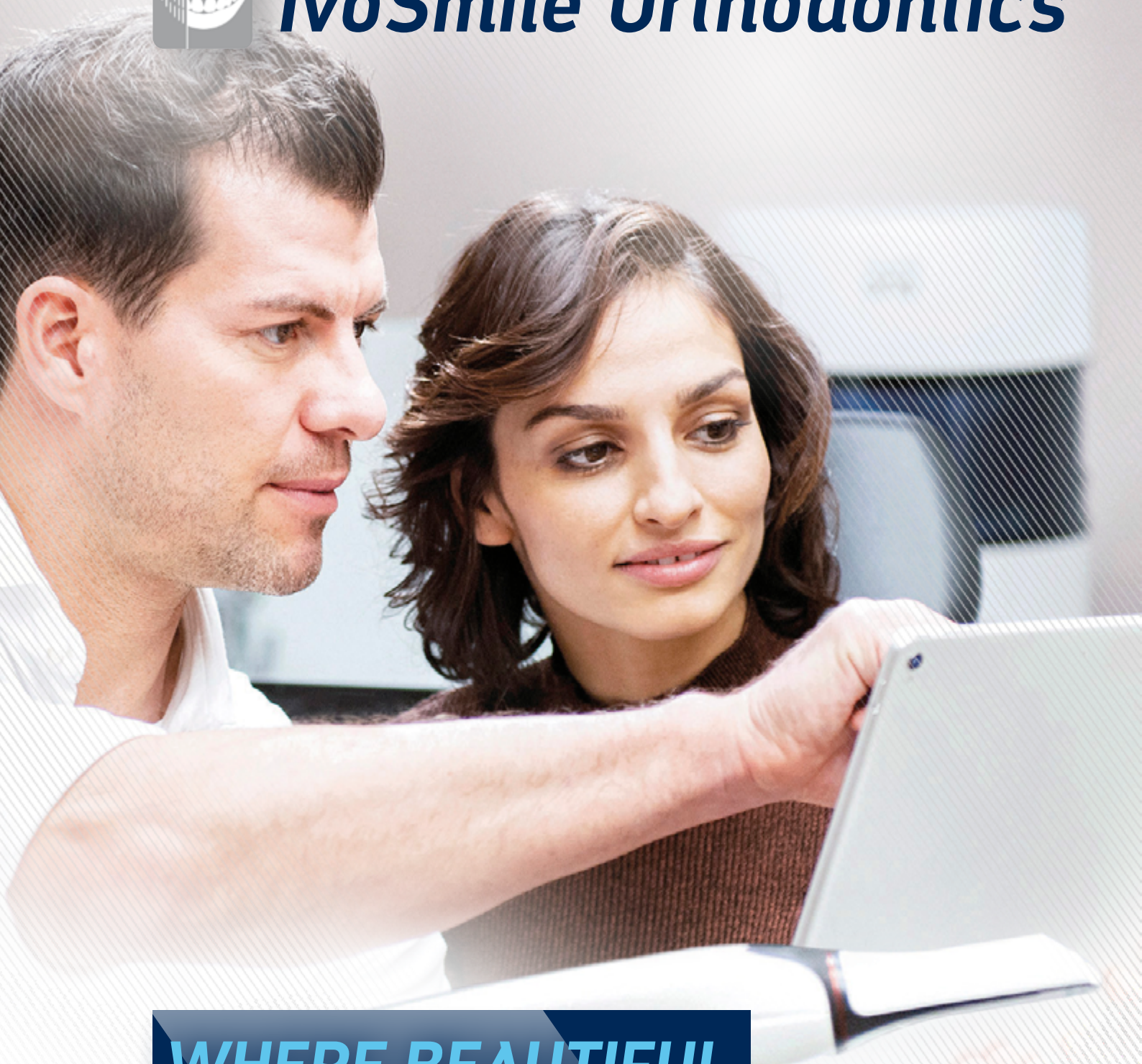




# IvoSmile<sup>®</sup> Orthodontics



**WHERE BEAUTIFUL  
SMILES BEGIN**  
Frequently asked questions



## Hardware

### **What hardware or device is required to run IvoSmile® Orthodontics?**

You will need an iPad or iPhone (Apple) with a 64-bit CPU and software version iOS 12 or later. IvoSmile Orthodontics can only be used in combination with a 3Shape intraoral scanner (TRIOS 3 or newer) and the pre-installed TRIOS Treatment Simulator Software (TTS).

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

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

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

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

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

**Yes**, apart from iPads, IvoSmile Orthodontics also works with iPhones.

# Purchase process, payment, subscription

## In which countries is IvoSmile® Orthodontics available?

The app is available worldwide, with the exception of Korea, China and the USA.

## 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 Orthodontics" in the search field in the upper right corner. Tap "Download" and then tap "Install". As soon as IvoSmile Orthodontics is successfully installed on your device, the button "Open" will be shown. In addition, you will see an IvoSmile® Orthodontics 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® Orthodontics?

If you buy the IvoSmile Orthodontics 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® Orthodontics 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 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® Orthodontics 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 IvoSmile Orthodontics.

## Free trial period

### **Can I try IvoSmile® Orthodontics 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

### **Can IvoSmile® Orthodontics only be used in combination with the 3Shape Communicate™ Portal?**

**Yes**, orthodontic simulations of the TRIOS Treatment Simulator can only be loaded into the IvoSmile Orthodontics app via the 3Shape Communicate™ Portal. Use your personal 3Shape Communicate™ account to log in.

### **Can other open STL files be imported apart from orthodontic files?**

**No**, the file format is limited to the orthodontic files from the TRIOS Treatment Simulator (3Shape).



## **Can orthodontic simulations be edited in IvoSmile® Orthodontics?**

Orthodontic files can be aligned to the natural dentition. In addition, the shade of the teeth and the gingiva can be changed. However, customized changes of the tooth shape, e.g. length or rotation, is not possible. However, it is possible to change tooth positions within the TRIOS Treatment Simulator and upload them again to IvoSmile® Orthodontics.

## **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.

## **How should I best use IvoSmile® Orthodontics?**

When taking a picture of your patient with IvoSmile Orthodontics, 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.

**Can I use IvoSmile® Orthodontics to identify the tooth shade?**

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

**Can I measure the tooth shape with IvoSmile® Orthodontics?**

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

**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.

**Can lower teeth also be visualized?**

**No**, visualizations are limited to the upper jaw.

**Can pictures of visualizations be shared with patients?**

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

**Is the app also suited for use in the laboratory?**

IvoSmile Orthodontics has primarily been designed as consultation aid in orthodontic practices.

## Saving projects

### Where are the pictures stored?

The pictures are saved locally on the device used.

## Using the app on several devices

### Can I use IvoSmile® Orthodontics on several devices?

**Yes**, you can use IvoSmile Orthodontics 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?

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. Above 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 another person is also using IvoSmile Orthodontics. The project will be sent in an encrypted format and can only be opened with the IvoSmile Orthodontics app.

Open the project folder and tap the project you want to share. Above 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 (.ofile) in the attachment of the e-mail and select "Open with IvoSmile Orthodontics". The project will be imported into the project folder, from where you can open and process it as usual.



## We hope the above is useful to you.

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](mailto:cadcamsupport@ivoclarvivadent.com).

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Europe	DE, EN	+800 7000 7080 (free hotline)  +49 7231 3705 400	German: <a href="mailto:cadcamsupport.de@ivoclarvivadent.com">cadcamsupport.de@ivoclarvivadent.com</a> English: <a href="mailto:cadcamsupport@ivoclarvivadent.com">cadcamsupport@ivoclarvivadent.com</a> French: <a href="mailto:cadcamsupport.fr@ivoclarvivadent.com">cadcamsupport.fr@ivoclarvivadent.com</a> Italian: <a href="mailto:cadcamsupport.it@ivoclarvivadent.com">cadcamsupport.it@ivoclarvivadent.com</a> Spanish: <a href="mailto:cadcamsupport.es@ivoclarvivadent.com">cadcamsupport.es@ivoclarvivadent.com</a>
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New Zealand		NZ 0508 700 070 (national calls are free)	
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