



SureSmile[®]

Installing the Update Service

THE DENTAL
SOLUTIONS
COMPANY™

 **Dentsply
Sirona**



SureSmile® has its headquarters in Richardson, Texas, with offices in Berlin, Germany and St. Leonards, Australia. For general information about SureSmile® visit the SureSmile® website at www.SureSmile.com.

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Note: We are currently rolling out this number on a country-by-country basis. If not yet available in your country, you can still call us by using our All other countries toll number below.	
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Introduction

If you are using an orascanner or a CBCT scanner to capture scan data in SureSmile, you must also install Dentsply Sirona's client-based software application, called surescan, on any computer that you use to import scan data into SureSmile when you order a model. In addition, if you currently have an image management system integrated with SureSmile (i.e., Dolphin ImagingPlus™, Oasys, Ortho2™, Ortho2 Edge™, Carestream/Kodak Orthodontic Imaging software, etc.) you will need to install another Dentsply Sirona software application called Image Composer to serve as a "bridge" from your image management system to SureSmile.

To install surescan and Image Composer, you must first install a small software program update service on any Windows™-based laptop or desktop computer in your practice for which you plan to use surescan or Image Composer. This update service allows Dentsply Sirona to remotely install surescan and Image Composer. The update service also automatically updates surescan and Image Composer as needed.

To summarize, here's what you need to do:

1. Determine which Windows-based computers in your office will be used to capture orascanner or CBCT data.
2. Install the update service on each of these computers using the instructions in this guide.

Installing the update service

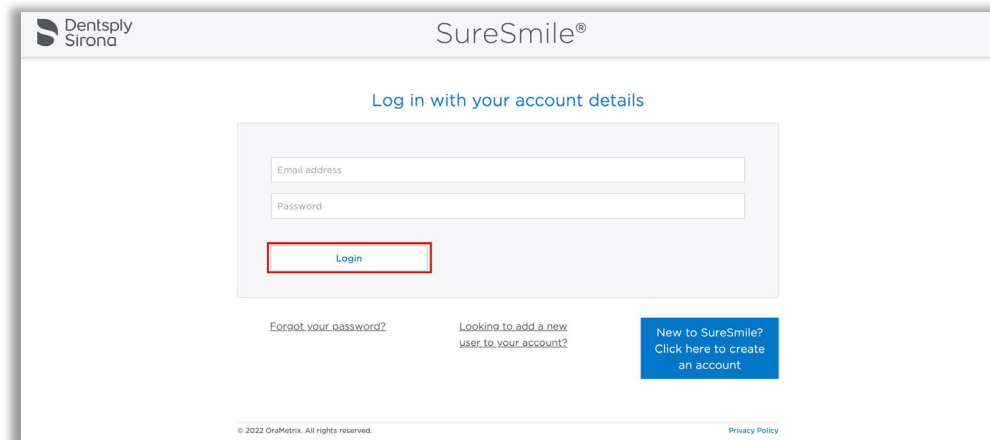
Important: Please read the following before you begin:

- The update service is intended only for those computers on which you will use surescan or Image Composer. You do not need to install the update service on computers which only use SureSmile on the web.
- Computers must be Windows™-based (Windows 7 or Windows 10). You cannot install the update service on Apple computers.
- You must have Administrator privileges for each computer for which you plan to install the update service.

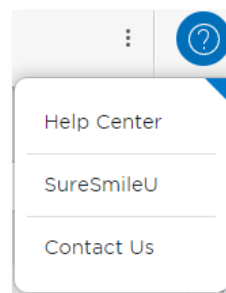
To install the update service:

Log into SureSmile by:

1. Open your web browser and type <https://login.suresmile.com> into the address bar.
2. Type your Email address and Password.
3. Click **Login**.

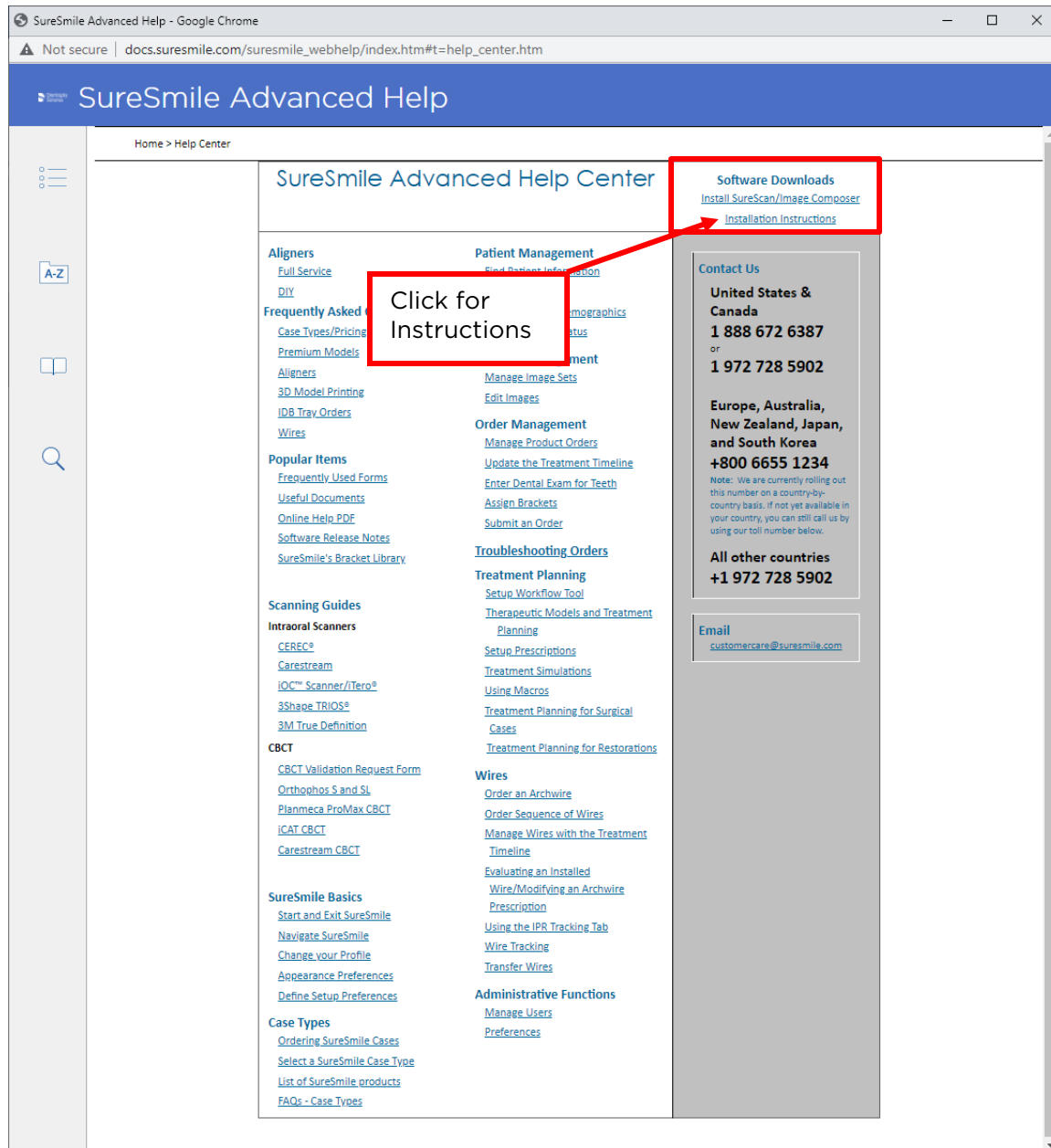


4. Click the question mark in the top right of the page.

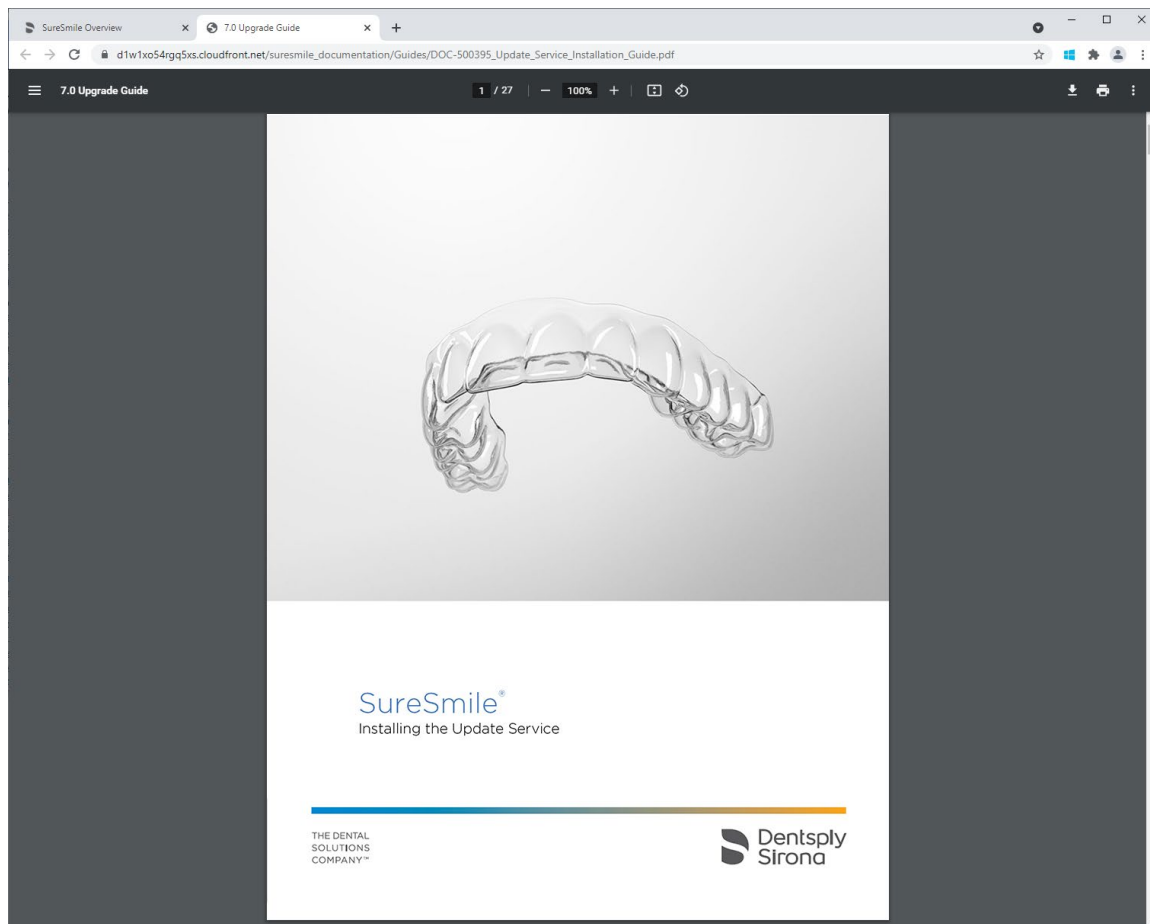


Note: If the question mark is not visible, please contact your IT staff and ask them to enable WebGL in your browser.

5. The Help Center page opens. Click the link in the top right corner for the Installation Instructions.

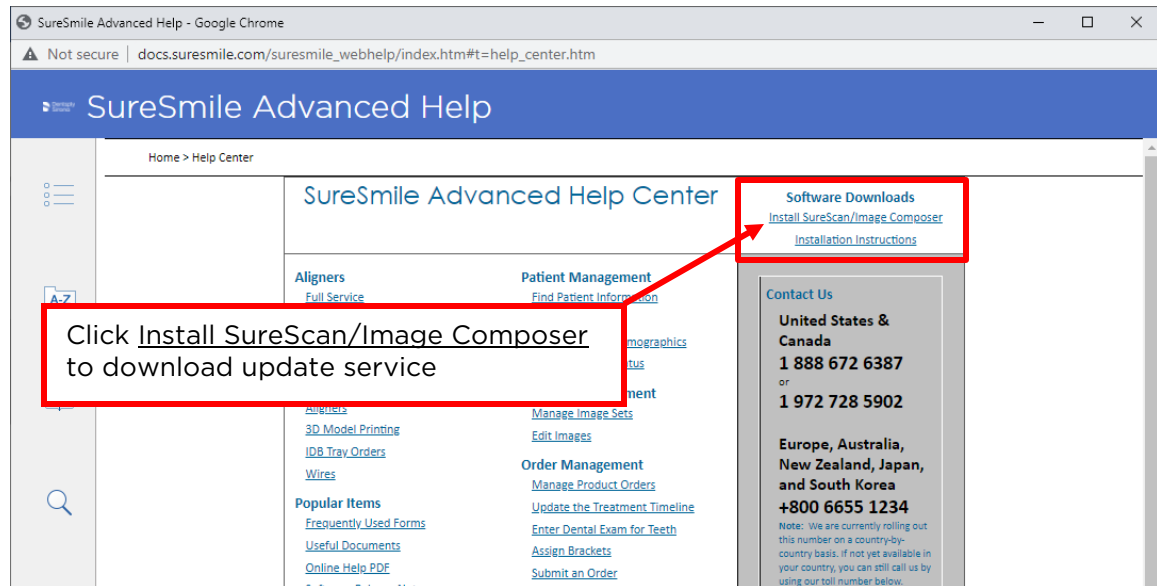


6. The instructions open in a new browser page. Read the instructions online or use your browser to print them if you prefer.

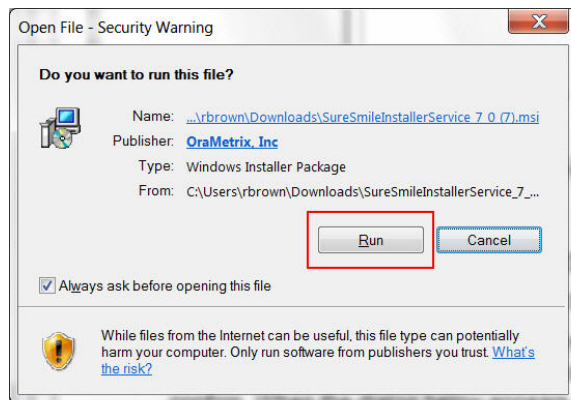


7. Depending on which web browser you are using, either the file will automatically download or you may need to click a confirmation box first.

8. Return to the SureSmile Help Center page. Click the [Install SureScan/Image Composer](#) link.



9. Depending on which web browser you are using, the file will automatically begin downloading, or you may have to approve the download first.
10. Start the installation process by double-clicking the file.
11. If the Windows **Open File – Security** dialog box opens, click **Run**.

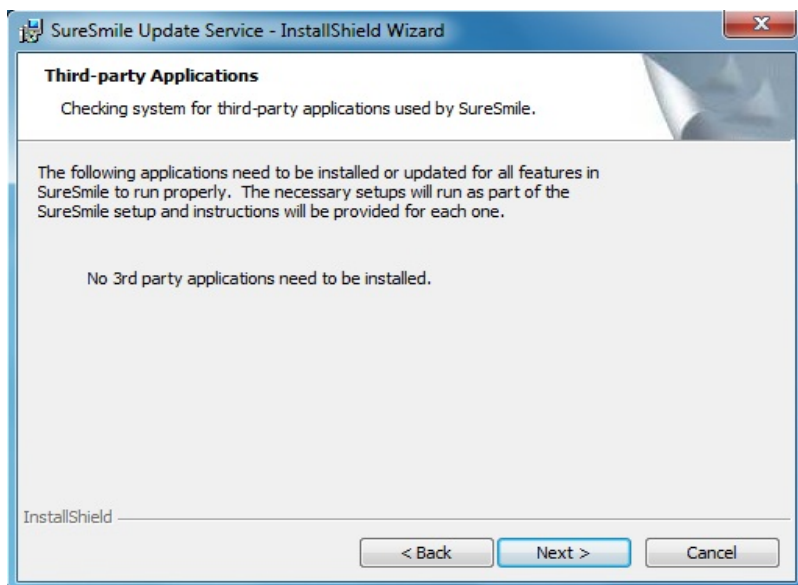


12. The InstallShield wizard opens (it may take several minutes for the installation to begin). If a dialog prompts you to uninstall an older version of SureSmile, click **OK**, and then **Yes** to confirm. When the dialog below appears, click **Next** to proceed to the next step.



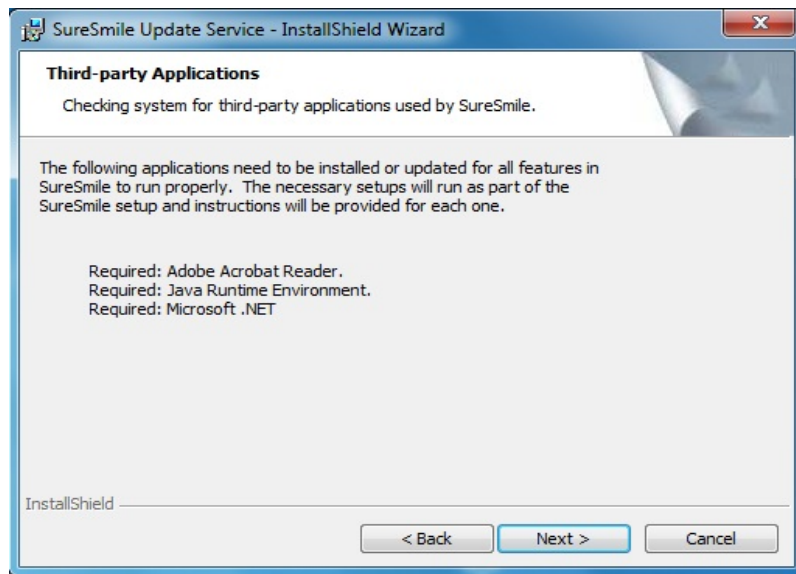
13. Your computer may need additional software required by SureSmile. A “Third-party Applications” dialog will be displayed listing the prerequisite software that should be installed before the SureSmile Update Service installation can be completed.

- If no third-party applications are listed, as shown below, click **Next**.



- If your computer needs one or more third-party software programs installed, those programs are listed as shown. If a required third-party software program is missing, it is usually Adobe Reader, Java, or Microsoft .NET. Go to the *Installing required third-party software* section of this guide and follow the appropriate installation steps for each program. When all prerequisite software has been installed, restart the

update service installation. Click **Next** at the bottom of each dialog box until you reach this **Third-Party Applications** dialog box. Click **Next** one more time.



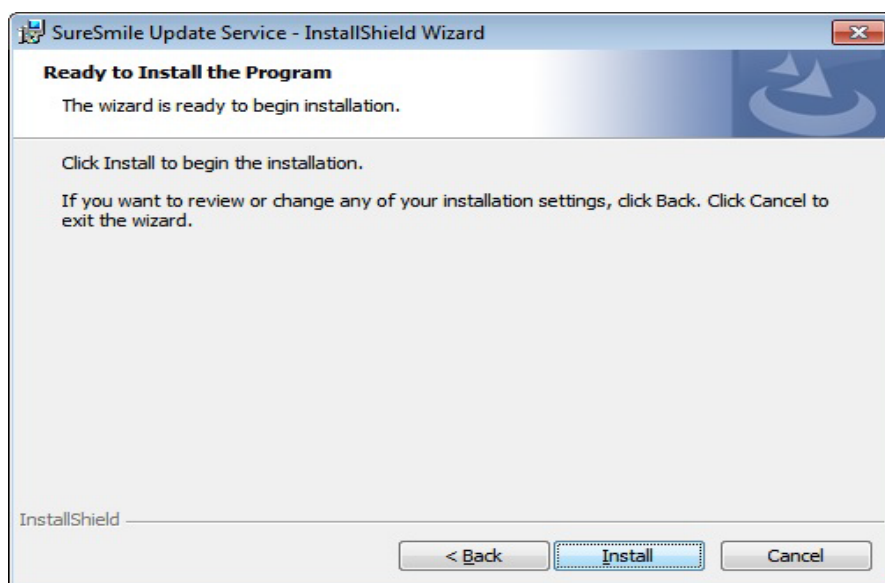
The **Gather Connection Information** dialog box opens.

The screenshot shows the 'Gather Connection Information' dialog box. The title bar reads 'SureSmile Update Service - InstallShield Wizard'. The main heading is 'Gather Connection Information' with a subtext 'Gets Information about the cloud server and the file catalyst server where the installs are.' Below this, there are three text input fields: 'Login URL:' with the value 'https://login.suresmile.com', 'File Catalyst Server Address' with the value '63.94.231.57', and 'File Catalyst Server Port' with the value '991'. A red bracket groups these three fields with the text 'Fill out if blank'. Below the input fields, there are two checked checkboxes: 'SureSmile Scan Component' and 'Image Composer Component'. At the bottom, there are three buttons: '< Back', 'Next >', and 'Cancel'. The 'InstallShield' logo is visible in the bottom left corner.

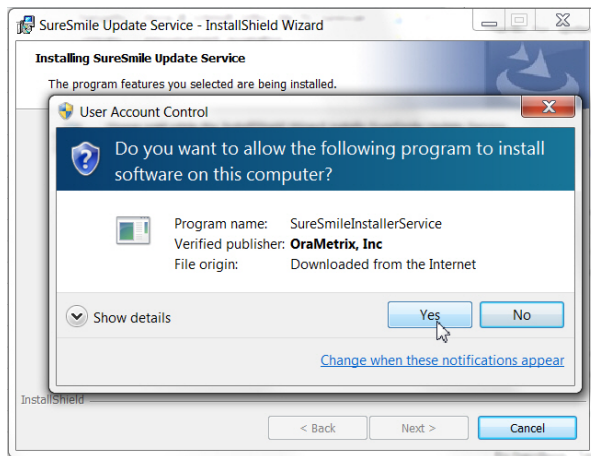
14. Use this table to complete the dialog box. Click **Next** when finished.

Login URL	https://login.SureSmile.com	Do not change if already filled out.
File Catalyst Server address	63.94.231.57	
File Catalyst Server port	991	
SureSmile Scan Component	Leave checked if you wish to submit products of models based on imported CBCT or orascanner data.	
Image Composer Component	Leave checked if you wish to import images (photos/x-rays) into SureSmile patient records through the Image Composer montage or through a third-party image management system such as: <ul style="list-style-type: none">• Dolphin ImagingPlus™• Oasys• Ortho2™• Ortho2Edge™• Carestream software• (others)	

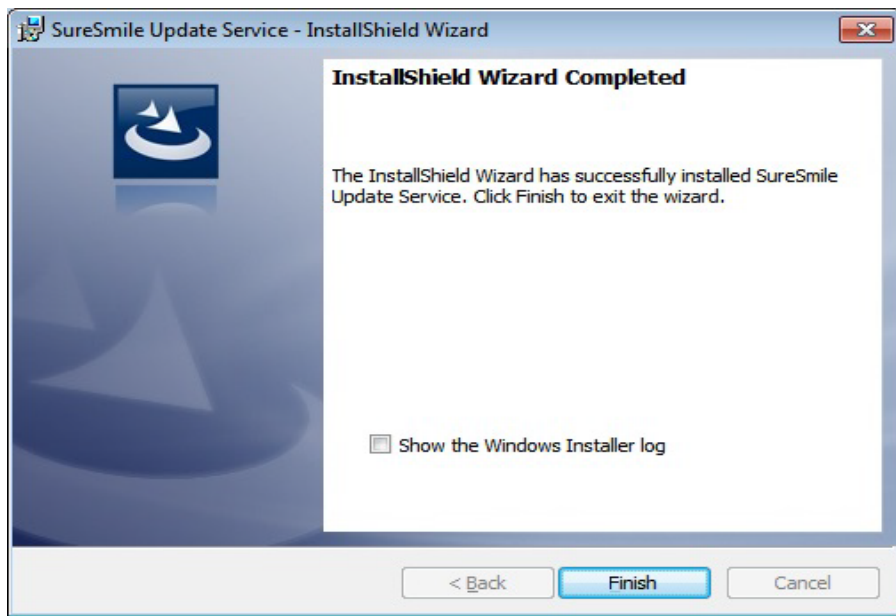
15. The **Ready to Install the Program** dialog box opens. Click **Install**. The installation may take several minutes.



16. If the Windows User Account Control window opens, Click Yes.



17. When the installation of the SureSmile Update Service is completed, click **Finish**. The update service is now installed.



18. The update service begins working in the background to update or install the specified SureSmile applications.

IMPORTANT!!! Allow AT LEAST 20 MINUTES for the installation to finish before trying to use surescan or Image composer.

When the installation icons for the specified SureSmile edition appear on the computer desktop, the installation has completed and the SureSmile client software is ready for use.



surescan

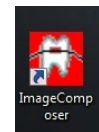
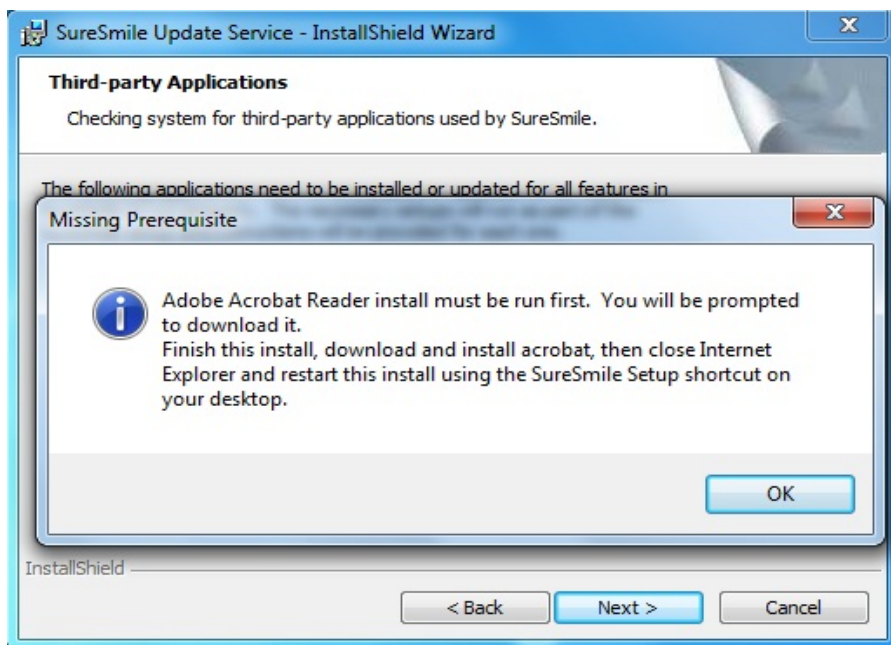


Image Composer

Installing required third-party software

Adobe Reader

1. If Adobe Reader is required, the **Missing Prerequisite** dialog box appears. Click **OK**.

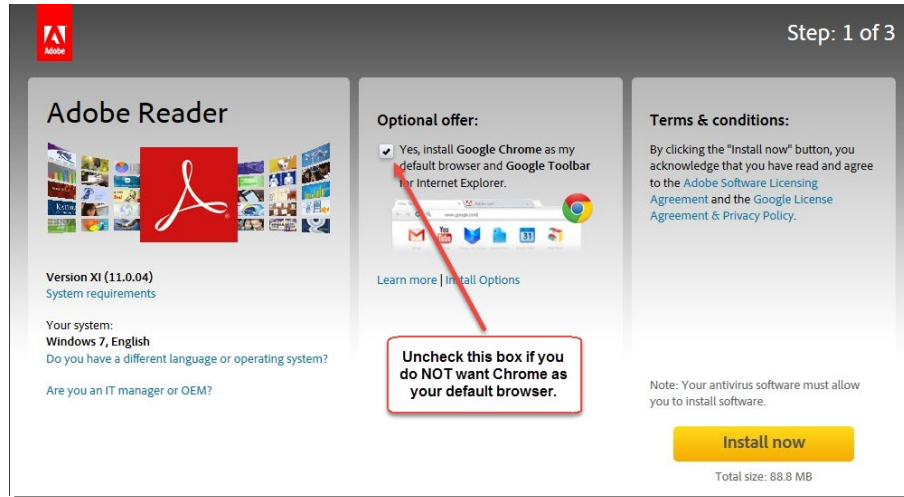


The **InstallShield Wizard Completed** dialog box opens. Click **Finish** to end the SureSmile Update Service installation so that the Adobe Reader installation can successfully complete.

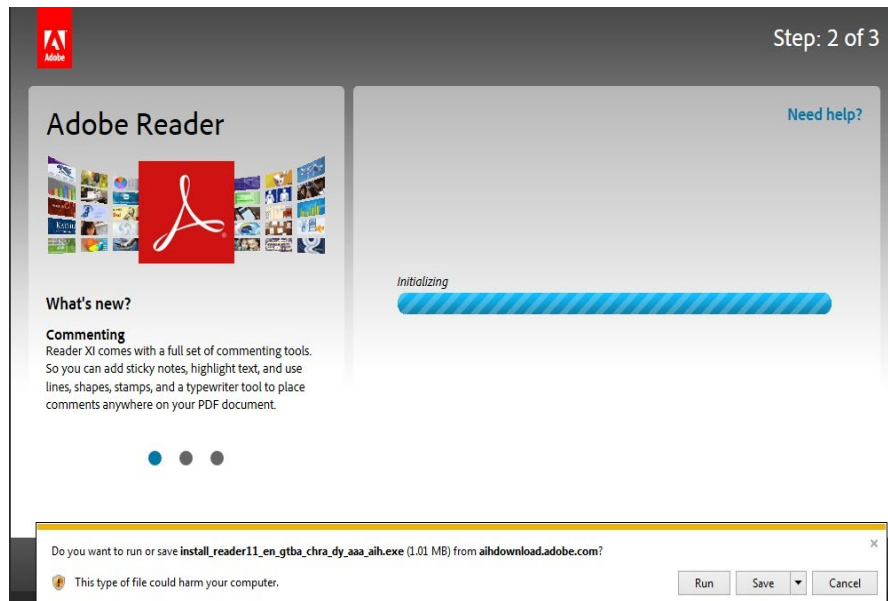
Tip: If the dialog box shown below is not visible 10 seconds after clicking **OK** on the Missing Prerequisites dialog box, it may be covered by the Adobe installation web page. Press the Alt+Tab keys to try uncovering the dialog box.



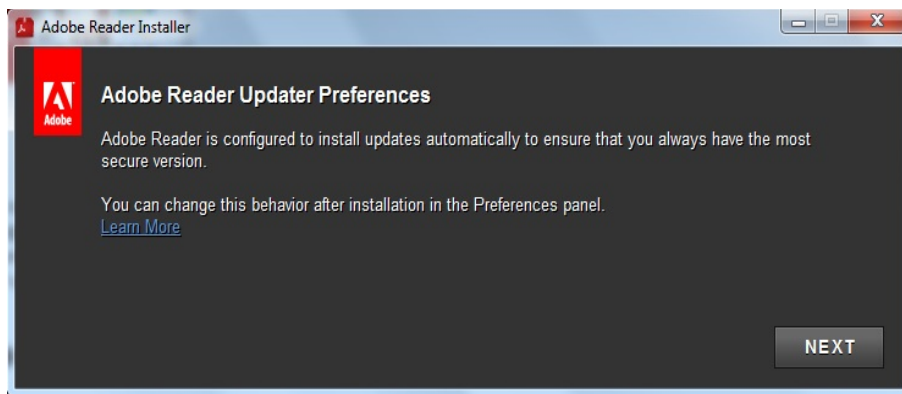
2. A web page for the Adobe Reader installation opens. Click **Install now**.



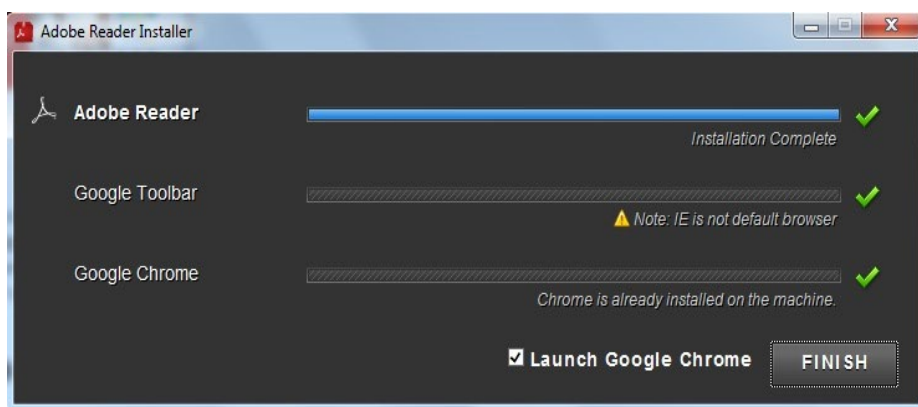
3. During installation, you may be presented with the option to **Run**, **Save** or **Cancel**. Click **Run**.



4. During installation, you may be presented with the Adobe Reader Updater Preferences, click **Next**.

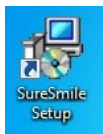


5. When the Adobe Reader installation completes, click **FINISH**.



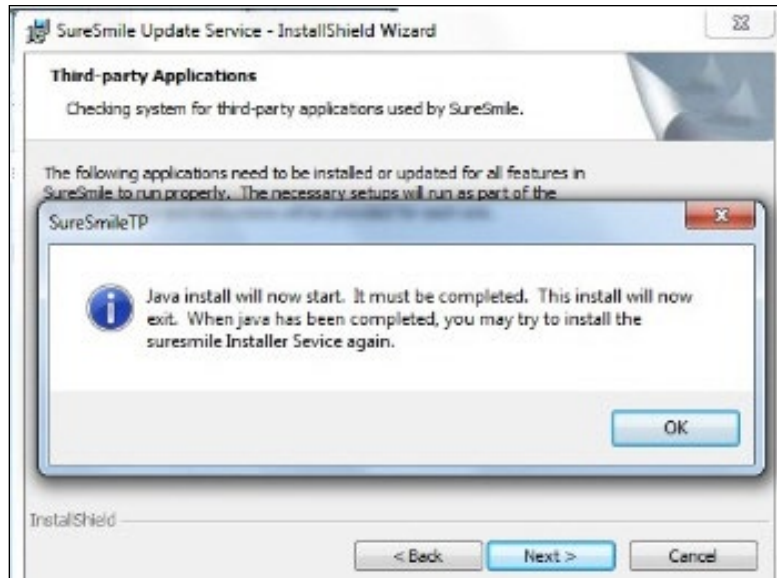
6. Close all web browser windows that may have opened during the Adobe Reader installation.

Double-click the SureSmile icon on your desktop to restart the SureSmile Update Service installation and resume the SureSmile Update Service installation process at step 12 under *Installing the update service*.

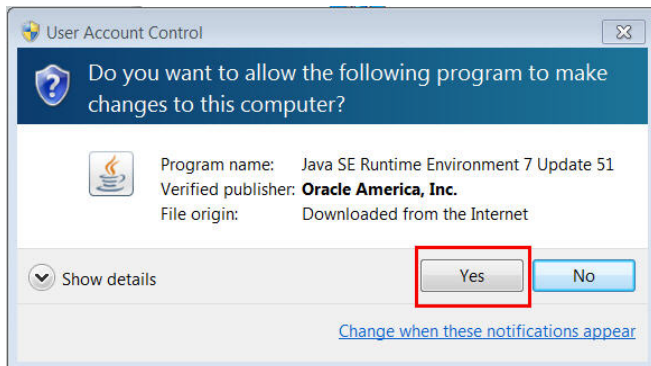


Java

1. If Java is required, the following dialog box appears. Click **OK**.



2. If a User Account Control box opens, click **Yes**.



3. The **InstallShield Wizard Completed** dialog box opens. Click **Finish** to end the SureSmile Update Service installation so that the Java installation can successfully complete.

Tip: If the dialog box shown below is not visible 10 seconds after clicking **OK** on the Missing Prerequisites dialog box, it may be covered by the Java Setup - Welcome dialog box. Press the Alt+Tab keys to try uncovering the dialog box.



4. The **Java Setup - Welcome** dialog box opens and covers the SureSmile Update Service installation dialog box. Click **Install**.



5. The following dialog box may be presented as shown below. Uncheck all checkboxes to prevent any Ask add-ons, and then click **Next**.



6. The **Java Setup - Progress** dialog box opens. Other Java dialog boxes may appear during this installation process. Be patient. Do not click in any other installation dialog boxes on the screen.

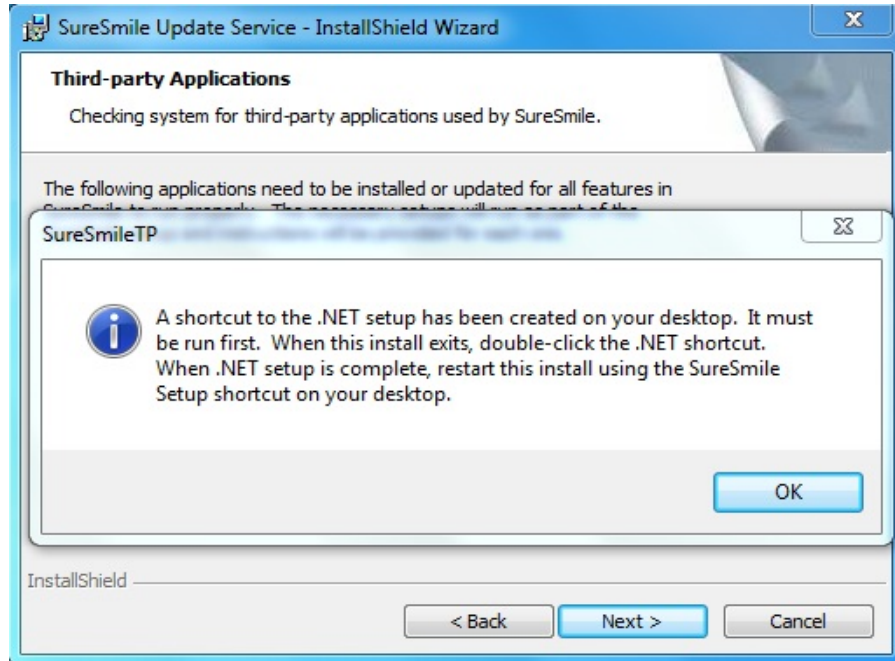


7. When the **Java Setup - Complete** dialog box opens, click **Close**.



Microsoft .NET4

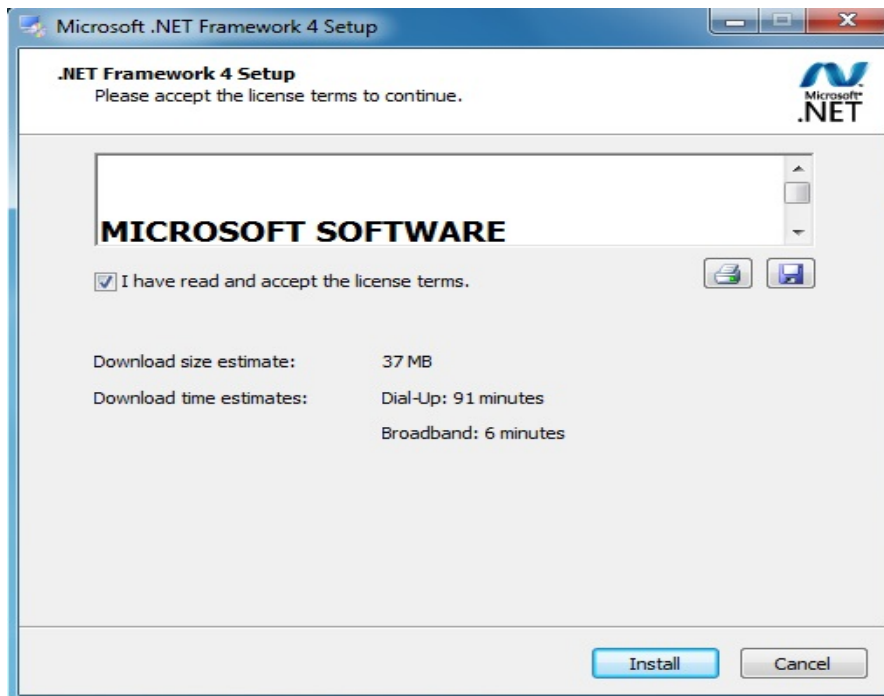
1. If Microsoft .NET is required, the following dialog opens. Click **OK**.



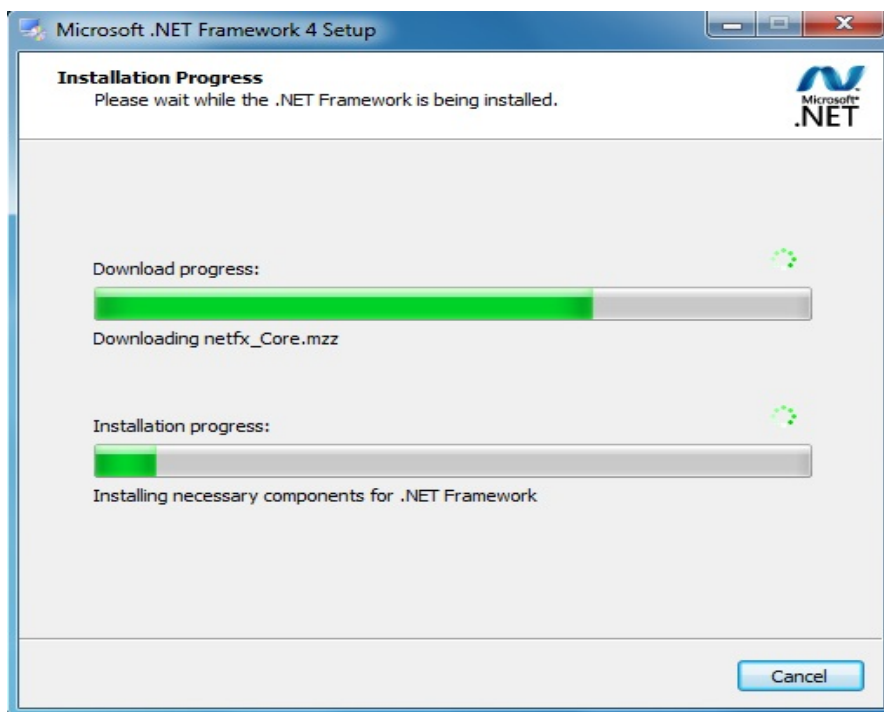
2. The **InstallShield Wizard Completed** dialog box opens. Click **Finish** to end the SureSmile Update Service installation so that the Microsoft .NET installation can successfully complete.
3. The .NET Setup icon is now on your desktop. Double-click it to start the .NET installation and open the **Microsoft .NET Framework 4 Setup** dialog box.



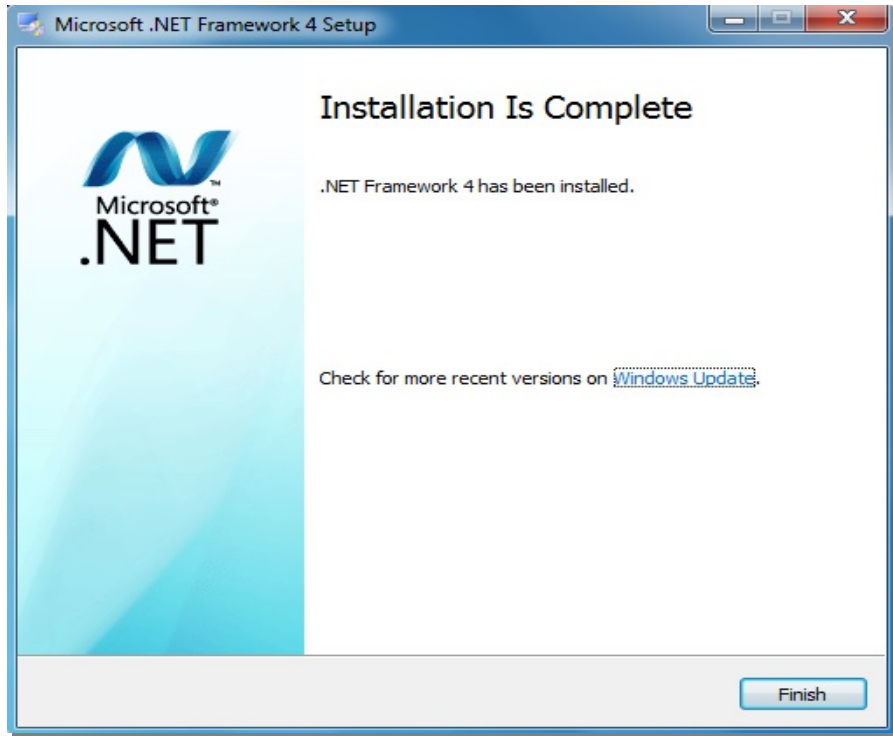
4. Read the terms and conditions. When finished, click the check box "I have read and accept the license terms." Click **Install**.



5. The installation starts. The installation usually takes 5 to 10 minutes to complete.



6. When the **Installation Is Complete** message appears, click **Finish**.



7. If a dialog box pops up prompting you to restart the computer select the *restart at a later time* option, since the computer restarts anyway when the SureSmile Update Service installation completes.

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