



Omniscam



Primescan

SureSmile[®]

CEREC[®] Intraoral Scanners

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.

Contact us for support

To contact us, please call one of the phone numbers listed below, or email us at customercare@SureSmile.com

Region / Country	Phone Number
United States & Canada	1 888 672 6387 or 1 972 728 5902
Australia	1300 552 929
Belgium	+32 3 232 81 50
France	+33 (0)1 30 97 65 03
Germany	+49 625 116 16 14
Spain	+34 93 264 35 60
Ireland	+44 (0)1932 838323
Italy	800310333
Japan	+800 6655 1234
Lichtenstein	+41 800 33 11 99
Netherlands	+31 88 024 52 00
New Zealand	0800 336 877
Nordic Countries	+4543713377
Poland	+48 22 502 99 66
Portugal	+34 93 264 35 60
South Korea	+82 2008 7662
Switzerland	+41 800 33 11 99
United Kingdom	+44 (0)1932 838323
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.	
All other countries	+1 972 728 5902

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About This Guide

This guide includes the protocol and procedures for using the CEREC Omnicam® and Primescan® for SureSmile treatment. Although informative for the doctor, the primary audience is the clinical assistant who will be performing CEREC scans and entering SureSmile orders.

Any practice implementing the CEREC system with SureSmile can use this document as a reference, including:

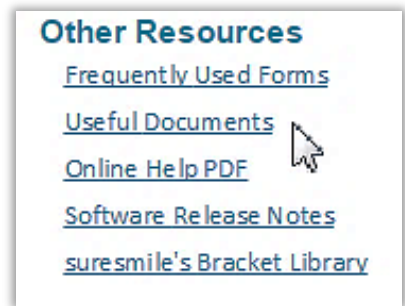
- New SureSmile practices planning to use the CEREC Omnicam or Primescan for all model types.
- Any SureSmile practice planning to use the CEREC Omnicam or Primescan to capture supplemental and update scans for their SureSmile-certified CBCT system.

Practices using CBCT must also refer to the applicable guide for the SureSmile protocol for CBCT scans. These documents are available in the SureSmile online help.

To access this area,

1. go to SureSmile via your web browser
2. click the ? icon and select **Help Center**
3. Next, find the “**Other Resources**” section in the lower-right corner of the window and select “**Useful Documents.**”

When this page opens, find the appropriate CBCT guide under the heading, “**Scanning Protocols.**”



Prerequisite Training

Prior to conducting the SureSmile training and launch:

- The practice should be trained in the proper use of the CEREC Omnicam by a clinical trainer certified by Dentsply Sirona.
- Scan technicians should have successfully performed at least 10 scans prior to scanning patients for SureSmile.
- If using CBCT, the practice should be trained in the safe and effective operation of CBCT equipment by a representative of the manufacturer.

CEREC Omnicam variations:

- CEREC AC (Acquisition Center) - The mobile cart version
- CEREC AF (Acquisition Flex) - The flexible tabletop unit
- CEREC AI (Acquisition Integrated)- The integrated, economic version
- CEREC Primescan AC, Primescan AC

SureSmile supports the following systems:

- CEREC AC/AF/AI with Omnicam
- AC/AF Connect with Omnicam
- Primescan AC with Connect Software
- CEREC Primescan AC with CEREC Software

Getting Started

Install SureScan and CEREC® software on the same computer

Prepare a computer to process orders for SureSmile patients. For your convenience, choose a computer so you can perform tasks with CEREC and SureScan at the same computer using a patient data folder accessible to both programs.

If you use CBCT, you can also set up a folder for patient CBCT data accessible to this computer.

- Install a SureSmile-supported browser to submit model orders based on STL/PLY data
- Install “SureScan” software to submit model orders based on CBCT data (if applicable)

Requirements for workstation computer:

- Processor: i7 intel processor
- Memory: 32 GB RAM
- Hard Drive: 512 SSD
- Graphics Card: AMD RX 580 (or similar platform)

Cybersecurity Guidelines

1. Keep your computer’s operating system up to date with patches and fixes.
2. Install and maintain an anti-virus program.
3. Install and maintain a firewall between your LAN and the internet.
4. Avoid installing browser add-ins or plug-ins.
5. Avoid downloading or installing software from unknown sites
6. Create a hard to guess password by using at least 8 characters of mixed case letters, numbers, and symbols.
7. Avoid using common words or phrases.
8. Do not reuse the same password for any accounts.
9. Consider using a password program to manage passwords, such as KeePass or LastPass
10. Do not display your password where others can see it.
11. Change your password periodically, every 60 to 90 days.
12. Logout or lock your workstation when leaving your desk.
13. Avoid clicking on links in email. Instead, go directly to the site and login using your user-id and password.

Contacts for service or software issues:

For issues with SureSmile orders, software, or True Definition System scanning with brackets for SureSmile, contact SureSmile Customer Care per the listing in the SureSmile online help.

To access SureSmile online help, go to SureSmile via your web browser, click  the icon and select “Help Center.”

For issues with the True Definition Scanner or exporting your STL files, please contact 3M customer support.

What is SureSmile®?

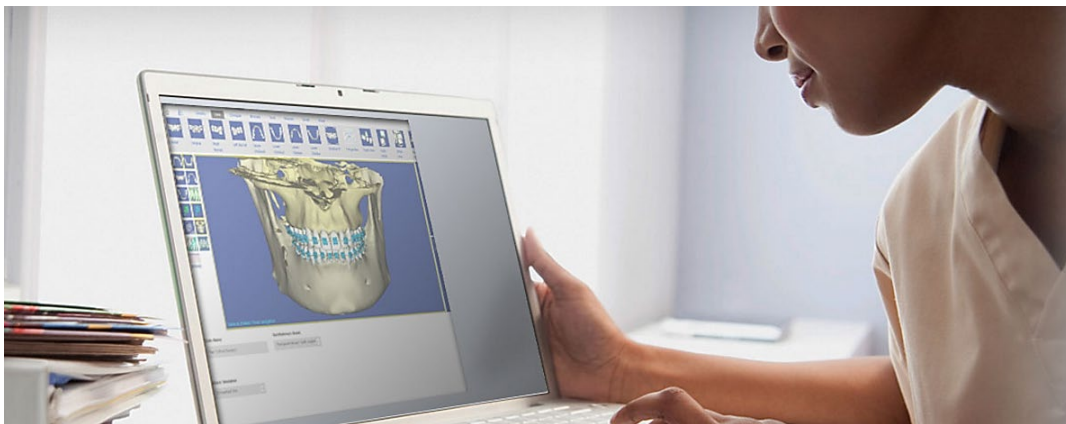
The SureSmile system is the first end-to-end solution that allows the orthodontist to apply 3D diagnostic imaging and computer-aided treatment planning to produce custom appliances. This results in greater control and efficiency for orthodontic care.

The SureSmile system is comprised of several technology components:

- Scanning technologies to produce a 3D model of the patient's dentition that may be captured in an optical scan by our orascanner or a certified third-party scanner; scans may also be captured by a certified CBCT system.
- SureSmile 3D software, which provides powerful visualization tools for precision diagnosis, treatment simulation and customized appliance design. The doctor can review the digital setup with this software and use it to communicate with patients and with the SureSmile Digital Lab.
- SureScan software primarily used for scan acquisition with the orascanner or CBCT data submission

The SureSmile Digital Lab provides scan and setup processing to produce precise robotically bent custom archwires and aligners; or you may order aligners.

IMPORTANT: SureSmile does not determine patient care. SureSmile provides therapeutics as directed by the doctor. The best possible results from the SureSmile process depend on the application of the doctor's diagnostic and clinical judgment.



Treatment Models

The table below lists the 3D models produced from scans to support SureSmile treatment. An optical scan may be captured by scanning a patient in-vivo (intraorally) or by scanning a plaster model. However, an in-vivo scan is required for wire therapy and strongly recommended when capturing any model used for appliance design.

The Digital Lab also produces a setup, which is a model of the doctor's treatment plan based on the therapeutic model to fabricate custom appliances.

Model	Purpose	Source Data
Diagnostic Model	Models the malocclusion, including individual teeth, to support: full dental examination using 3D diagnostic tools, a simulation of treatment options, and/or a model for appliance design.	<ul style="list-style-type: none"> Optical scan In-vivo or plaster CBCT In-vivo or plaster
Therapeutic Model	<p>This scan is captured intraorally (or by in-vivo CBCT).</p> <p>For bonded patients, models the patient's current tooth anatomy and bracket positions. Captured any time after bonding in preparation for designing custom archwires or aligners</p> <p>For unbonded patients, models the patient's current tooth anatomy to support: full dental examination using 3D diagnostic tools, a simulation of treatment options, and/or a model for appliance design.</p> <p>CBCT users have an additional scan option that accompanies a therapeutic scan:</p> <ul style="list-style-type: none"> Supplemental scan - an intraoral scan primarily used to capture areas with restorations that cannot be accurately modeled from a CBCT scan. The two scans of the patient are combined to produce a complete model. 	<ul style="list-style-type: none"> Optical scan In-vivo* CBCT In-vivo scan Optical scan In-vivo*
Update Model (for bonded patients only)	<p>This scan is taken intraorally by an optical scanner to capture areas that have changed since the last model was produced. Schedule an update scan when you need to order archwires, but bracket positions have changed or new teeth have erupted.</p> <p><i>Note: If new teeth are captured, you must order a new setup prescription before ordering wires.</i></p>	<ul style="list-style-type: none"> Optical scan In-vivo*
Final Model	Models the patient's final tooth positions with individual teeth to support a full Dental Examination using 3D diagnostic and quality grading tools, and/or a model for appliance design.	<ul style="list-style-type: none"> Optical scan In-vivo or plaster CBCT In-vivo or plaster

Workflow for CEREC Scanner

While you may use your CEREC scanner to scan either intraorally or scan a plaster model, the following scan types must be captured intraorally:

- Therapeutic scans – upper and lower arches (both arches are required even if the patient is receiving single arch treatment since both are needed to plan the occlusion)
- Update scans – arches or partial scans of arches to capture changes to tooth anatomy and/or brackets
- Supplemental scans – arches or partial scans of arches to capture supplemental data for CBCT scans

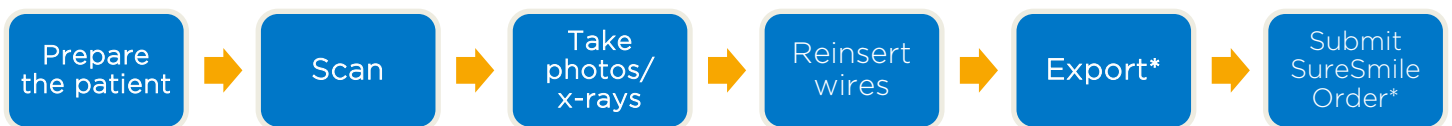
In addition, we strongly recommend capturing diagnostic and final scans intraorally when you plan to use them to design an appliance (aligners, for example).

After capturing the data, export .STL files and submit them to the SureSmile Digital Lab via an order.

The process for the therapeutic scan appointment, which contains the most steps since it must be captured intraorally and requires records, is depicted below.

Overview of the Therapeutic Scan Appointment

SureSmile Advanced



SureSmile Ortho and SureSmile Aligner



*The steps to attach the data to an order may be completed after the patient appointment. To avoid delays to treatment, make sure you submit orders by the end of the day.

Taking Required 2D Records

The SureSmile system requires current photos and x-rays any time a scan is taken to optimize 3D modeling accuracy. Each photo is used for a specific purpose in Digital Lab modeling or setup processing. A standard photo set consists of:

- 3 extraoral photos: Extraoral photos indicate the natural jaw position and natural smile line. The Digital Lab uses this information when orienting the 3D model to the head position.
- 5 intraoral photos: The Digital Lab references intraoral photos to confirm tooth anatomy, check bite registration, and confirm bracket placement.

The following table illustrates the records required (or recommended) for each model type.

	Required Photos	Required x-rays	Strongly Recommended
Diagnostic Model	-	-	Five standard intraoral + three facial + full mouth Panorex, ceph
Therapeutic Model	Five standard intraoral + three facial	Panorex + initial or current ceph* <i>(optional for SureSmile Ortho and SureSmile Aligner)</i>	Full Mouth + Overjet
Final Model	-	-	Five standard intraoral + three facial + full mouth Panorex, ceph

For best results, photos should be taken the same day as the scan. To meet minimum modeling requirements, they must be taken within 4 weeks before or 2 weeks after the scan.

* For the most accurate orientation of the model to the head position, the Digital Lab recommends importing a ceph that includes the Frankfort Plane. If the patient's CBCT scan does not capture this anatomy, you can import the ceph from the initial records.

Import Records on Time

Import required photos/x-rays into the patient's SureSmile record before the data is sent to SureSmile.

If the 3D data arrives at the Digital Lab without the required records, the order will be placed on "customer hold," and you will have to release the hold before work can begin in the Digital Lab.



Create a new image set

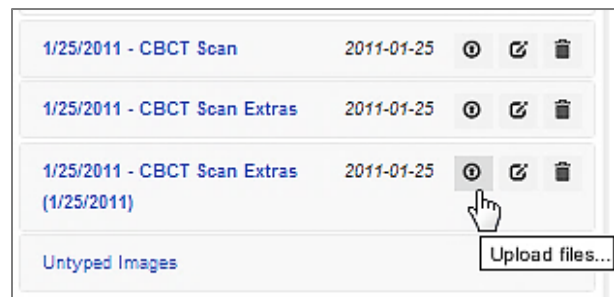
Create the image set using an integrated imaging system to automatically create the patient record and upload the set, or create the set manually in SureSmile via the web:

1. On the patient overview, click **Image Sets** and then select **Add Image Set...**
2. Enter the name for the image set.
3. If you need to change the date, type the date or click the calendar icon and select the date that the records were taken.
4. Click **Save**.

Upload multiple images

Next, upload photos and x-rays.

1. Click the **Upload Files** button for the image set.
2. Select multiple image files from the **Open dialog** and click **Open**.
3. Drag and drop images into their correct position in the montage.



Standards for SureSmile Patients

NOTE: The following standards may not pertain to all SureSmile platforms. Brackets and wires will apply to SureSmile Advanced.

If the patient is not bonded, you will follow your usual scanning procedure for capturing a model of the patient's teeth. SureSmile requires 100% tooth coverage in scans with 2mm of gingiva.

With your CEREC scanner, you will need to understand how to capture data for SureSmile patients who are bonded. The requirements are:

- 100% tooth coverage and interproximal areas
- 100% of bracket face/wings
- 70% of bracket mesial and distal profiles
- 2mm of gingiva

Because the SureSmile system will fill in holes with artificial data, these standards must be met to produce an accurate representation of the patient. See page 15 for coverage examples.



Prepare the Patient

1. If the patient is bonded, remove the patient's wires in the arches to be scanned. If they are SureSmile archwires, keep track of their orientation to help you reinsert them correctly at the end of the appointment.



2. Remove calculus and any other material that will misrepresent the true shape of the teeth.

If the patient has turbos:

If the turbos are scheduled to be removed at this appointment, remove them before the scan. Otherwise, enter a note in the SureSmile order to describe the location of the turbos.



3. If you are using self-ligating brackets, close bracket doors.

NOTE: The manufacturer recommends using retractors to avoid capturing excessive tissue in scans—especially for anterior teeth (see the Scanner User Guide).



Scan Procedure – CEREC Omnicam®

Scanning Bonded Patients

During the CEREC Ortho SW guided scanning process, the complete lower jaw, complete upper jaw, and the buccal registration are scanned. The guided scanning process guides the user through several partial scans whereby the single quadrants are scanned. A complete model is then rendered from the partial scans.

In General

- Try standing to capture difficult angles.
- Use compressed air and other methods to remove saliva from the patient's teeth and brackets. Repeat during the session when needed.
- Avoid capturing soft tissue (tongue, lips, cheeks) since soft tissue can move between pictures and confuse the system. This rule also applies to your fingers. If you accidentally capture any extraneous anatomy, use the “Smart Scan” function to remove this data.
- It is critical to follow the CEREC Scanner strategy to create an accurate model. Follow recommendations for wand orientation and capture pattern.

Keep Areas Dry

When capturing a high-quality scan, it is important to keep areas being scanned completely dry. Saliva and bubbles can distort the surface captured by the scanner.

IMPORTANT:

Do not use cotton rolls in the scan area

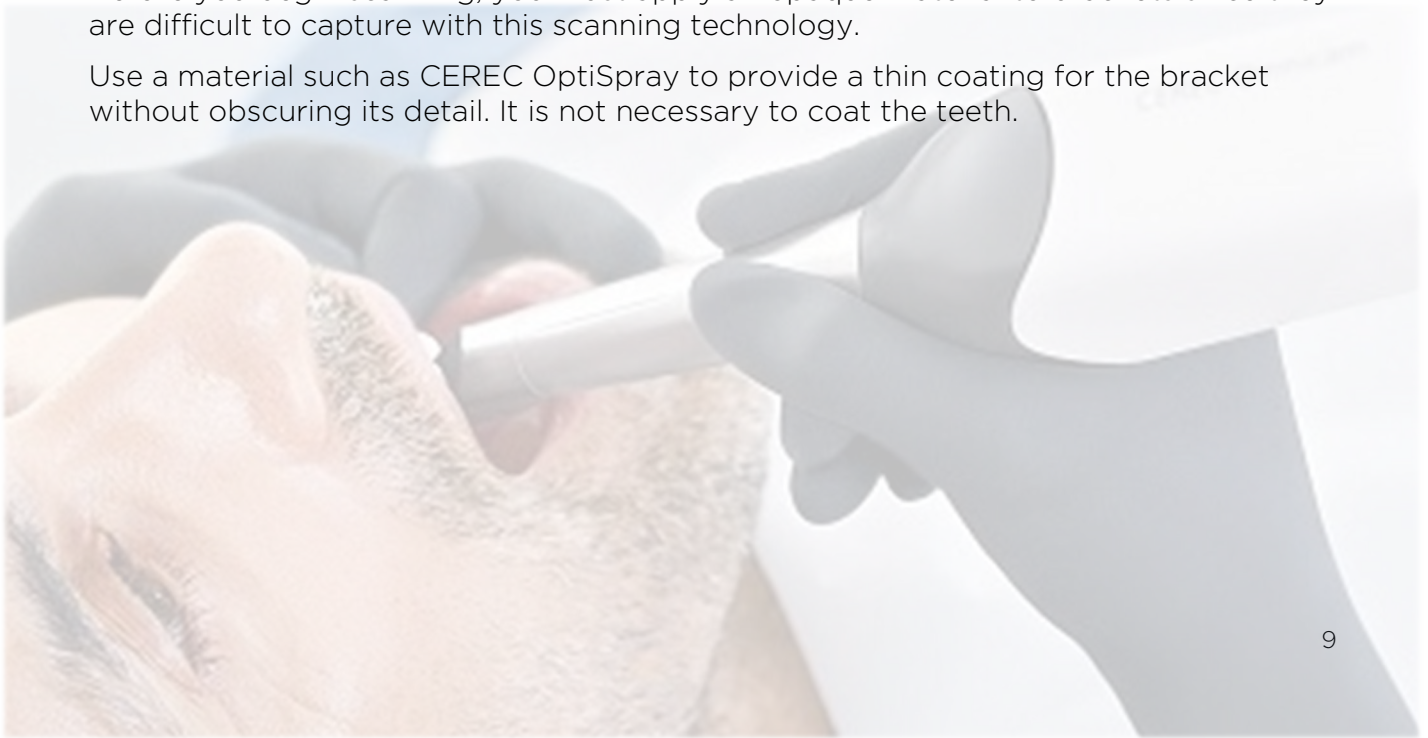
Do not use any cotton rolls in the vicinity of the scan area.

Should any pieces of cotton roll contaminate this area, the acquisitions will be inaccurate.

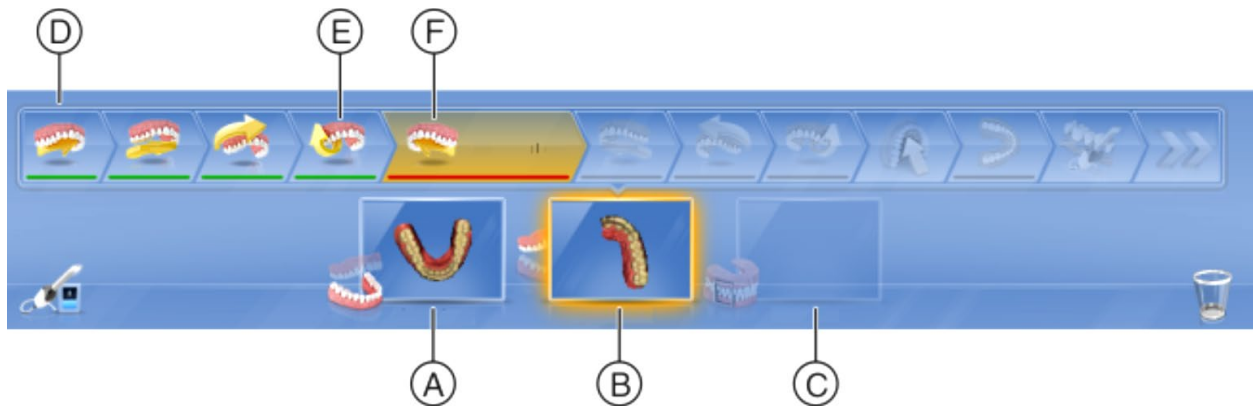
Opaque Brackets

Before you begin scanning, you must apply an opaque material to brackets since they are difficult to capture with this scanning technology.

Use a material such as CEREC OptiSpray to provide a thin coating for the bracket without obscuring its detail. It is not necessary to coat the teeth.



Scan Objects and Sequence Bars



The guided scanning process contains 3 scan objects:

- Lower jaw scan (A)
- Upper jaw scan (B)
- Buccal registration (C)

The selected scan object is highlighted in yellow (B).

Every scan object contains several steps which are displayed in a sequence bar (D).

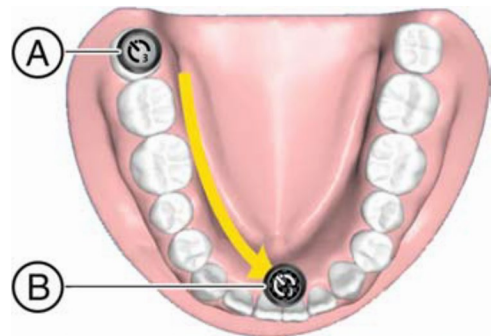
The selected step is highlighted in yellow and marked with a red line (F).

When a step is finished, a confirmation symbol is displayed. The finished step is marked with a green line in the sequence bar (E) and the software switches to the next step

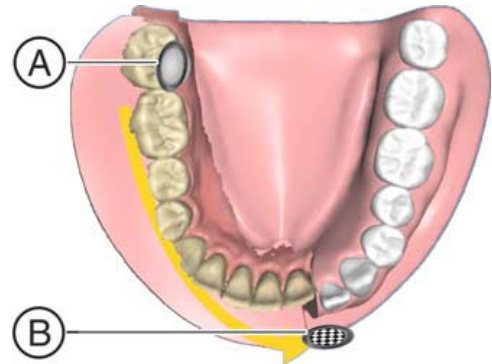
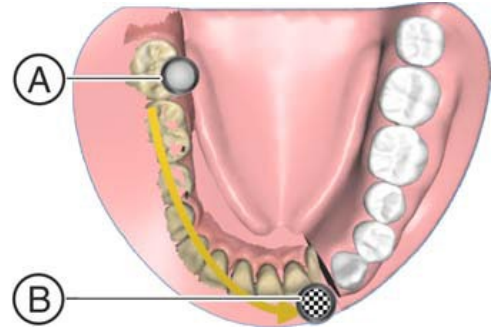
Lower Jaw Scan

Scan the right-hand quadrants

1. Remove the CEREC Omnicam from its holder.
 - The step list for scanning the lower jaw is displayed.
 - In the step list, the first step "Scan lingual right" is selected.
2. Position the camera above the last molar on the right of the lower jaw and hold the camera in this position to mark the start of the scan.
 - The start marker (A), which marks the starting point for the partial scan, slowly disappears and the scan begins.
 - The guide direction for the camera is shown with an arrow.
3. Turn the camera lingually and guide it in the direction of the arrow over the lingual surface of the teeth as far as the target marker (B) on the centerline.



- When the center line has been reached, hold the camera in position once more for 3 seconds to mark the end point of the partial scan. While doing so, the target marker slowly disappears.
 - The software automatically changes to the next "Scan occlusal right" step.
4. Position the camera above the last molar on the right. The starting point is marked with a start marker (A) and is automatically recognized. Guide the camera occlusally in the direction of the arrow as far as the target marker (B) on the centerline.
 - If the centerline has been scanned, a signal tone will be heard.
 - The software changes to the next "Scan vestibular right" step.
 5. Position the camera above the last molar on the right. The starting point is marked with a start marker (A) and is automatically recognized.
 - If the centerline has been scanned, a signal tone will be heard.
 - The software changes to the next "Scan transversal right" step.
 6. Turn the camera towards the buccal and guide it in the direction of the arrow over the arch as far as the target marker (B) on the centerline.
 - If the centerline has been scanned, a signal tone will be heard.
 - The software changes to the next "Scan transversal right" step.
 7. Guide the camera in the direction of the arrow over the marked area from the start marker (A) to the target area (B).
 - If the connection is scanned, a signal tone will be heard.
 - The software changes to the next left-hand quadrant step

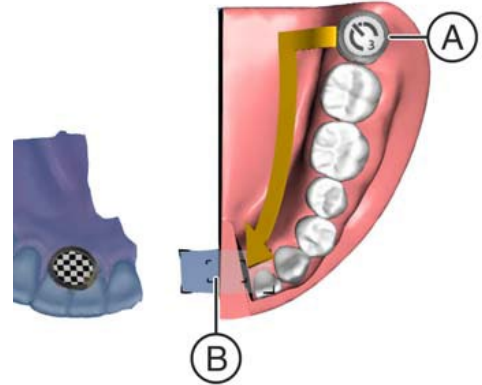


Scanning the left-hand quadrant and completing the lower jaw scan

1. Position the camera above the last molar on the left of the lower jaw and hold the camera in this position to mark the start of the scan.
 - The position marker (A), which marks the start of the scan, slowly disappears and the scan begins.
 - The guide direction for the camera is shown with an arrow.

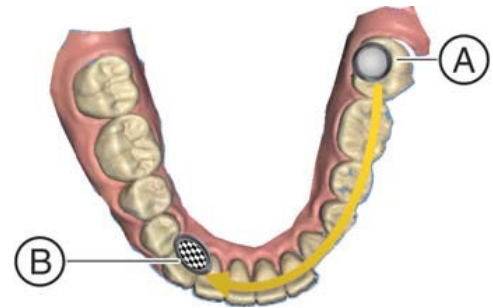
2. Turn the camera lingually and guide it in the direction of the arrow over the lingual surface of the teeth as far as the target area (B) on the centerline.

- When the center line has been reached, hold the camera in position once more for 3 seconds to mark the end point of the partial scan. While doing so, the target marker slowly disappears.
- The software automatically changes to the next "Scan occlusal left" step.



3. Position the camera above the last molar on the left. The starting point is marked with a start marker (A) and is automatically recognized. Guide the camera occlusally as far as the target marker (B) on the centerline.

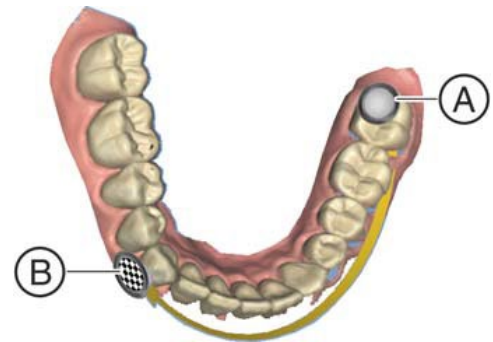
- If the centerline has been scanned, a signal tone will be heard.
- The software changes to the next "Scan vestibular left" step



4. Position the camera above the last molar on the left. The starting point is marked with a start marker (A) and is automatically recognized.

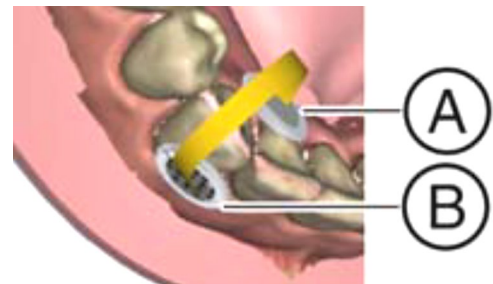
5. Turn the camera towards the buccal and guide it in the direction of the arrow over the arch as far as the target marker (B) on the centerline.

- If the centerline has been scanned, a signal tone will be heard.
- The software changes to the next "Scan transversal left" step.



6. Guide the camera in the direction of the arrow over the marked area from the start marker (A) to the target marker (B).

- If the connection is scanned, a signal tone will be heard.



7. If insufficient area has been scanned, switch to the next step "Complete Jaw" to finish lower jaw.

8. Click the "Upper Jaw" scan object to begin scanning of upper jaw

Upper Jaw Scan

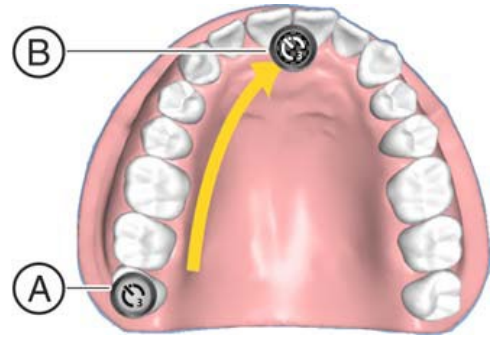
Scan the right-hand quadrants

- ✓ The lower jaw has been scanned.
- ✓ The "Upper Jaw" scan object is activated.
- ✓ The step list for scanning the upper jaw is displayed.

The first step, "Scan palatal right", is selected in the step list.

1. Position the camera above the last molar on the right of the upper jaw and hold the camera in this position to mark the start of the scan.

- The start marker (A), which marks the starting point for the partial scan, slowly disappears and the scan begins.
- The guide direction for the camera is shown with an arrow.

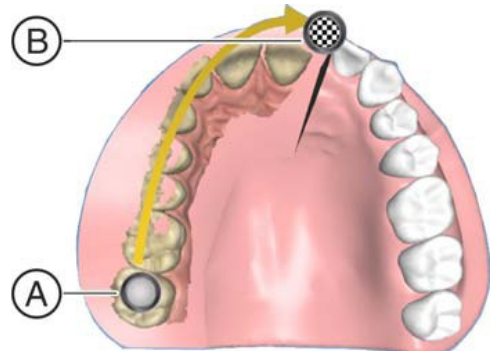


2. Turn the camera lingually and guide it in the direction of the arrow over the lingual surface of the teeth as far as the target marker (B) on the centerline.

- When the center line has been reached, hold the camera in position once more for 3 seconds to mark the end point of the partial scan. While doing so, the target marker slowly disappears.
- The software automatically changes to the next "Scan occlusal right" step.

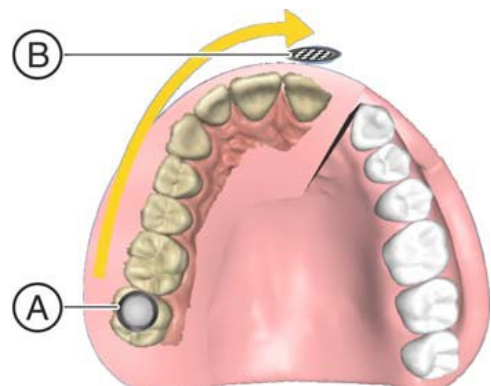
3. Position the camera above the last molar on the right. The starting point is marked with a start marker (A) and is automatically recognized. Guide the camera occlusally as far as the target marker (B) on the centerline.

- If the centerline has been scanned, a signal tone will be heard.
- The software changes to the next "Scan vestibular right" step.

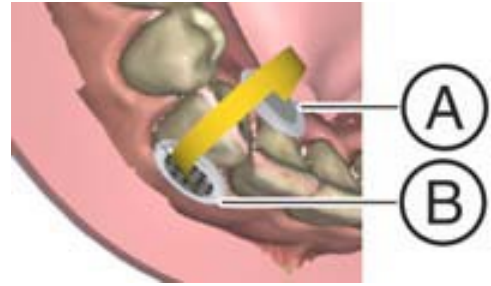


4. Position the camera above the last molar on the right. The starting point is marked with a start marker (A) and is automatically recognized.

5. Turn the camera towards the buccal and guide it in the direction of the arrow over the arch as far as the target marker (B) on the centerline.

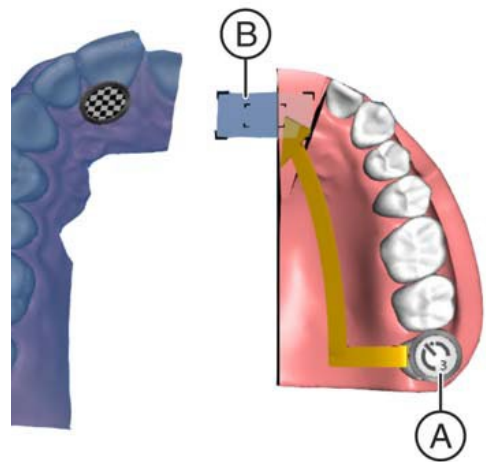


- a. If the centerline has been scanned, a signal tone will be heard.
 - b. The software changes to the next "Scan transversal right" step.
6. Guide the camera in the direction of the arrow over the marked area from the start marker (A) as far as the target marker (B).
- If the connection is scanned, a signal tone will be heard.
 - The software changes to the next "Scan palatal left" step.

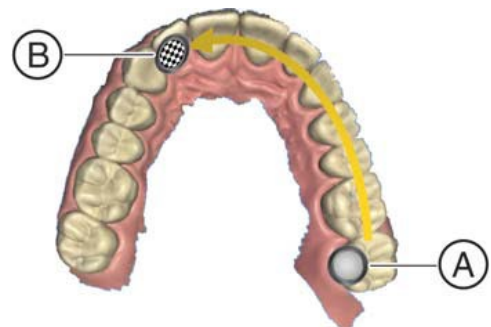


Scan the left-hand quadrant and complete the upper jaw scan

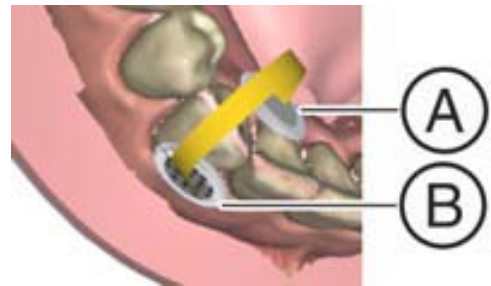
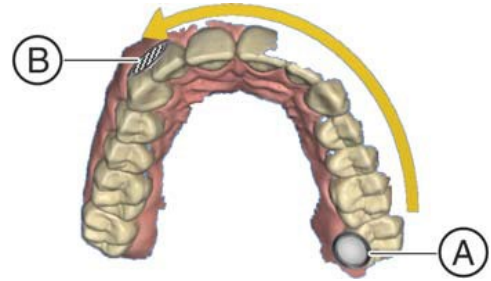
1. Position the camera above the last molar on the left of the upper jaw and hold the camera in this position to mark the start of the scan.
 - The start marker (A), which marks the start of the scan, slowly disappears and the scan begins.
 - The guide direction for the camera is shown with an arrow.
2. Turn the camera lingually and guide it in the direction of the arrow over the lingual surface of the teeth as far as the target area (B) on the centerline.
 - When the center line has been reached, hold the camera in position once more for 3 seconds to mark the end point of the partial scan. While doing so, the target marker slowly disappears.
 - The software automatically changes to the next "Scan occlusal left" step.



3. Position the camera above the last molar on the left. The starting point is marked with a start marker (A) and is automatically recognized. Guide the camera occlusally as far as the target marker (B) on the centerline.
 - If the centerline has been scanned, a signal tone will be heard.
 - The software changes to the next "Scan vestibular left" step.
4. Position the camera above the last molar on the left and hold the camera in this position to mark the start of the partial scan.



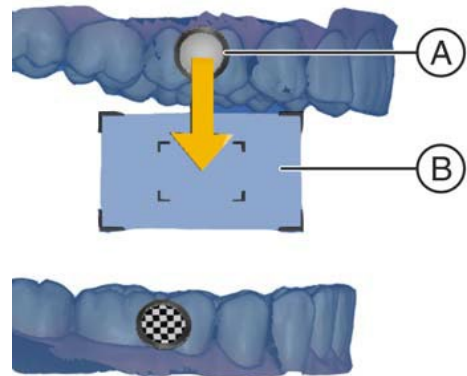
5. Turn the camera towards the buccal and guide it in the direction of the arrow over the arch as far as the centerline.
 - If the centerline has been scanned, a signal tone will be heard.
 - The software changes to the next "Scan transversal left" step.
6. Guide the camera in the direction of the arrow over the marked area.
 - If the connection is scanned, a signal tone will be heard.
 - The software changes to the "Scan Palate" step. This step is optional.
7. Click the "Buccal" scan object to begin scanning the bite or buccal registration.



Bite or Buccal Registration Scan

- ✓ The lower jaw and upper jaw have been scanned.
- ✓ The "Buccal" scan object is activated.
- ✓ The sequence bar for the buccal registration is displayed

1. Perform the buccal registration on the right side by having the patient bite as required and guiding the camera from the start marker (A) to the target area (B).



- As soon as the buccal registration is finished a signal tone will be heard.
- The software changes to the next "Scan buccal left" step.

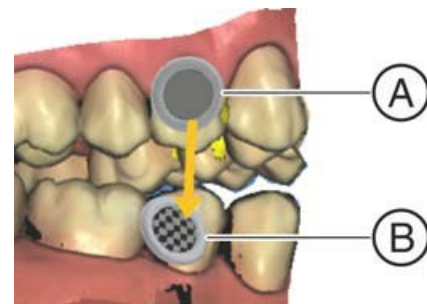
IMPORTANT

As the jaw models are displayed with a distance from one another before the first bite is scanned, the target symbol appears lower in relation to the upper jaw during scanning than it is in reality.

- Before scanning, observe the position of the target marker in the lower jaw (between the premolars and the molars in the figure) and scan this region in the mouth.

2. Perform the buccal registration on the left side by guiding the camera from the start marker (A) to the target marker (B).

- As soon as the buccal registration is finished a signal tone will be heard.



Scan Procedure – CEREC Primescan®

Scanning Bonded Patients

During the CEREC Ortho SW guided scanning process, the complete lower jaw, complete upper jaw, and the buccal registration are scanned. The guided scanning process guides the user through several partial scans whereby the single quadrants are scanned. A complete model is then rendered from the partial scans.

In general:

- Keep the scanner in motion. You will need more pictures to capture bonded patients so do not hover over an area or you may exceed recommended image counts.
- Avoid capturing soft tissue (tongue, lips, cheeks) since soft tissue can move between pictures and confuse the system. This rule also applies to your fingers. If you accidentally capture any extraneous anatomy, use the trim function to remove this data.
- It is critical to follow the CEREC Ortho scan strategy and is recommended to use the guided scanning feature.

Keep Areas Dry

When capturing a high-quality scan, it is important to keep areas being scanned completely dry. Saliva and bubbles can distort the surface captured by the scanner.

IMPORTANT:

Do not use cotton rolls in the scan area

Do not use any cotton rolls in the vicinity of the scan area.

Should any pieces of cotton roll contaminate this area, the acquisitions will be inaccurate.

Opaque Brackets

Before you begin scanning, you must apply an opaque material to brackets since they are difficult to capture with this scanning technology.

Use a material such as CEREC OptiSpray to provide a thin coating for the bracket without obscuring its detail. It is not necessary to coat the teeth.

Scanning Sequence

The scanner acquires images which are used during the ongoing measurement in spatial relation to each other (image registration).

During the acquisition and then during the ongoing registration process, a distinctive sound can be heard. If the registration cannot be implemented, the acquisition flow is suspended. You are informed of this by means of a sound. This is different to the sound emitted during successful acquisition. You can adjust the volume under configuration and select another type of sound (melody).

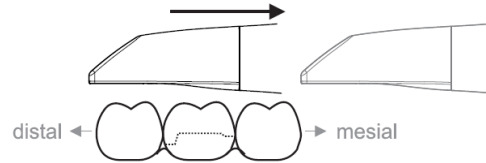
Divide the acquisition into four consecutive sequences:

1. Occlusal
2. Buccal
3. Lingual
4. Proximal

Occlusal Scan

The distance must be between 0 - 20 mm (ideally: 2 mm). The scanner does not rest on the teeth or the gums.

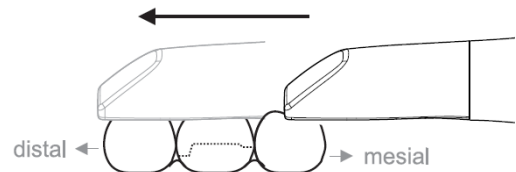
1. Move the scanner to the starting position. For this purpose, the scanner is in the occlusal view of the tooth, which is next to the prepared tooth in the distal direction.
2. Scan in the mesial direction. To do so, move the scanner in the occlusal direction from the distal-positioned tooth over the prepared tooth to the mesial-positioned tooth.



Buccal Scan

✓ The scanner is on the adjacent tooth, in the mesial direction to the preparation.

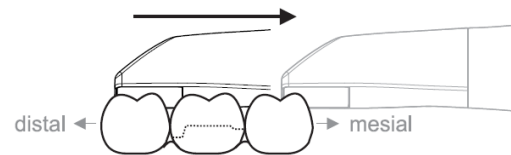
1. Rotate the scanner 20° toward the buccal.
2. Guide the scanner over the entire buccal distance in the distal direction over the prepared tooth.



Lingual Scan

✓ The scanner is on the tooth that is positioned next to the preparation in the distal direction.

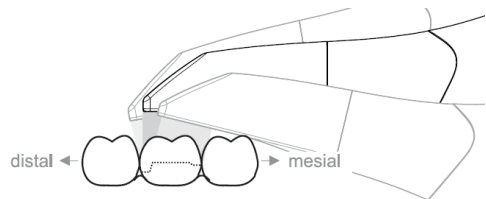
1. Rotate the scanner to maximum 20° toward the lingual direction.
2. Guide the scanner over the entire lingual distance in the mesial direction over the prepared tooth.



Approximal Surface Scan

Scan the approximal surfaces of the prepared tooth.

1. Move the scanner in the occlusal direction to the prepared tooth.
2. Acquire the approximal surfaces in the distal and mesial direction.



Single and multiple buccal registration

The buccal registration establishes the allocation of jaw exposures.

The jaw with the preparation is scanned.

1. Scan the occlusal, buccal and lingual view of the antagonist (see the section “Occlusal scan”, “Buccal scan” and “Lingual scan”).
2. Perform a buccal scan of the bite block prior to completing the registration. This buccal scan should be carried out close-up to the preparation. To acquire sufficient geometry, capture the teeth of the upper and lower jaw as well as 5 mm of the respective gingival areas.
3. Please complete a buccal scan on both sides for a full jaw scan. For this, use the scanner to complete a buccal scan in each case over the premolars of both quadrants.

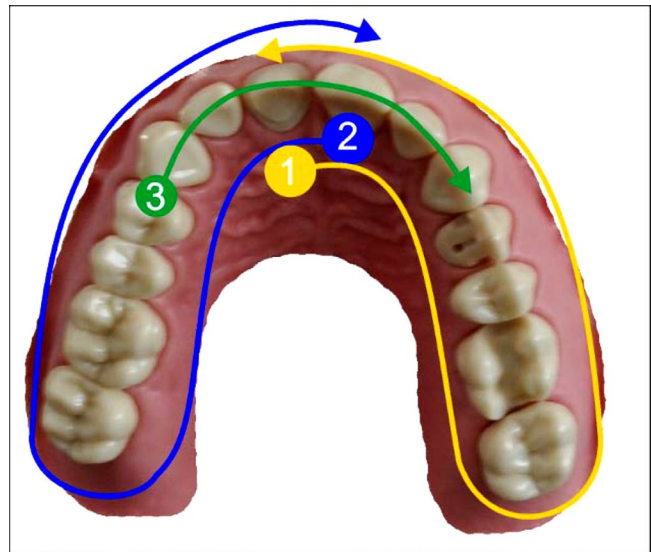
Tip: In the case of multiple or long-span restorations over several quadrants, we recommend generating several buccal exposures close to the restoration.

Square and Full Jaw Scan

You can use different scanning procedures for scanning a quadrant or a full jaw. Find two procedures as follows to help you gain access should such help be necessary.

Procedure 1

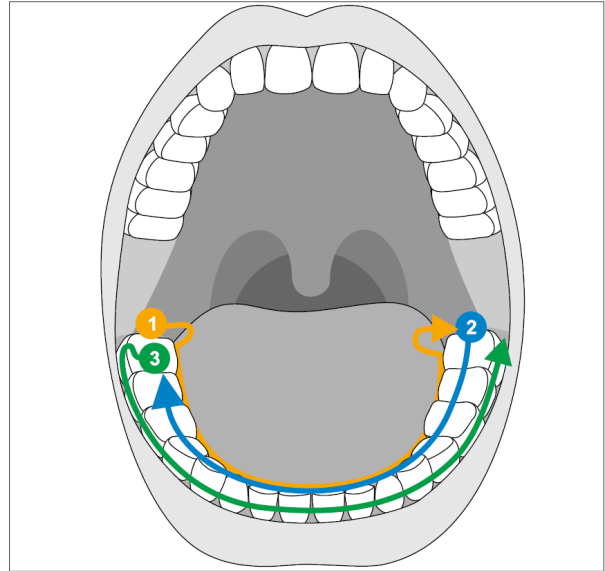
1. Start with the oral surface of the anterior teeth and move the scanner in the oral direction along the quadrant. Move the scanner over the distal tooth to the vestibular side and track the first quadrant to the anterior teeth. Gently tilt the scanner approx. 30° in the coronal-apical direction.
2. Move the scanner as shown below (1) for the second quadrant.
3. Then scan the anterior teeth from cuspid to cuspid in the coronal-apical direction. Ensure that both the labial surface and the oral surfaces are visible.



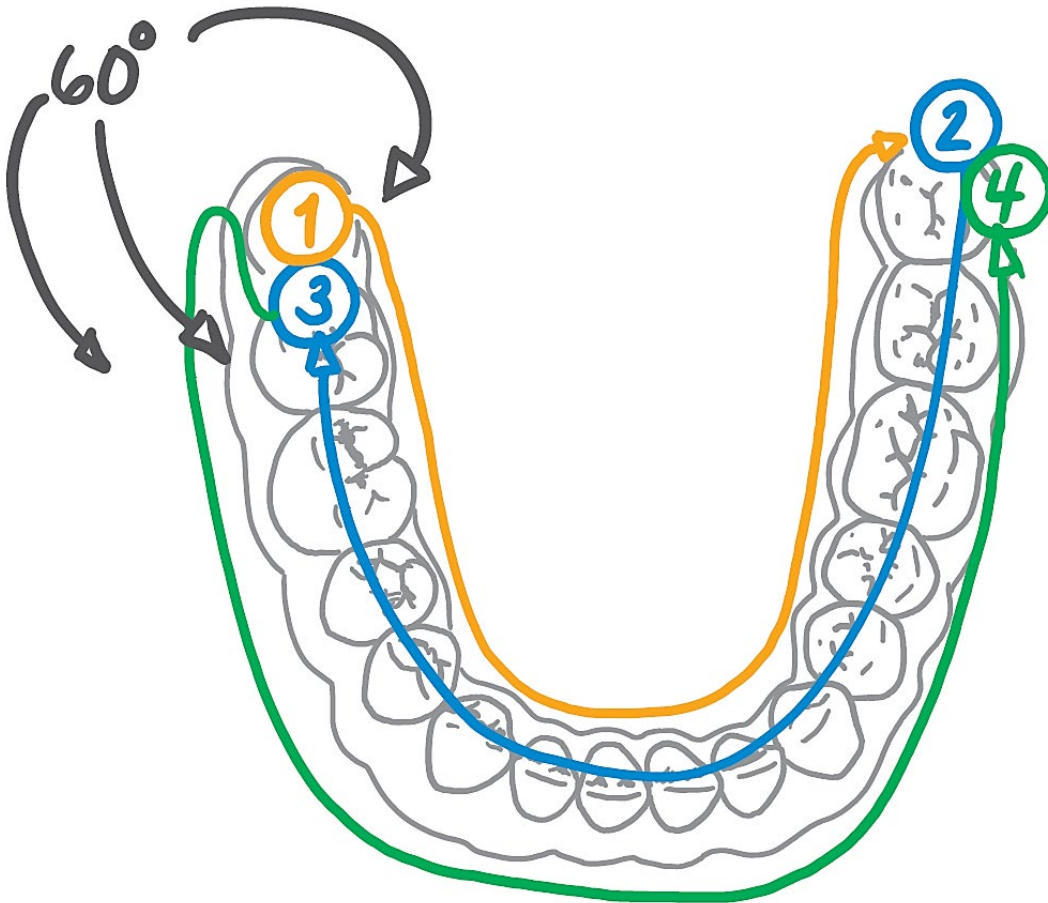
Extend this third scan to locations where you can view scan holes.

Procedure 2

1. Start occlusally on the distal tooth, tilt the scanner approx. 60° in an oral direction and move it orally along the dental arch up to the opposite distal tooth.
2. Guide the scanner occlusally from the distal tooth across the entire dental arch back to the other side.
3. To complete the scan, tilt the scanner approx. 60° in a buccal direction and move it buccally along the entire dental arch.



Scan Strategy 60° , Three Sweeps



Using the CEREC® Scanner to Capture Data for SureSmile

Take the Scan/Send Order

1. If you are capturing data for a therapeutic model, capture the upper and lower

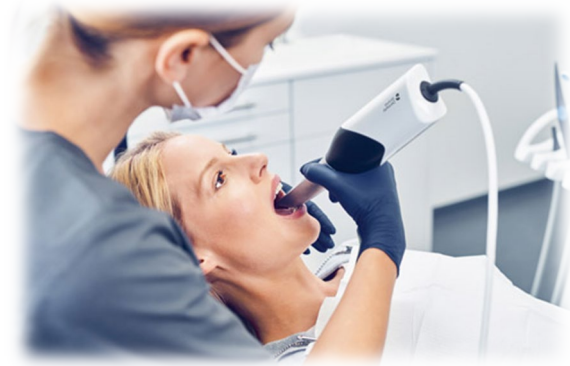
OR

If you are capturing data for an update scan or supplemental scan, capture only the arches or areas needed.

2. Fill in any voids to capture:

- Therapeutic scan: 100% of tooth surfaces for all teeth in a therapeutic scan
- Update scan: 100% of tooth surfaces for changed teeth plus adjacent teeth for a minimum of 3 teeth (to provide good coverage for integrating new data with the therapeutic model)
- Supplemental scan: 100% of tooth surfaces for teeth that cannot be modeled from the CBCT scan plus adjacent teeth for a minimum of 3 teeth (to provide good coverage for integrating new data with the therapeutic model)
- 100% of bracket face/wings
- 70% of bracket mesial and distal profiles
- Gingival margins

NOTE: CEREC Ortho software requires either a single arch, or both arches and the bite to enter a case.



3. After scanning the patient in CEREC Ortho SW, proceed to the MODEL phase and check the models for completion
4. Choose “Export...” from the system menu at the top of the screen.
5. In the save dialog, choose the file type “STL File”.

Warning: The file type “STL Closed Geometry” is optimized for printing. It is not suitable for SureSmile treatment planning.

6. Save the STL file to a directory that can be accessed later for uploading during the ordering process.

NOTE: The SureSmile Digital Lab recommends marking the bite with articulating paper when preparing to take photos. Also, wires must be removed for SureSmile records.

7. For SureSmile Advanced, reinsert the archwires and complete the patient appointment.

Sending Data from DS Scanners to SureSmile

There are 3 different software applications on Dentsply Sirona intraoral scanners:

1. Connect SW - free software, pre-installed on all units, good for scanning and sending to labs and other providers.
2. CEREC Ortho SW - stand-alone software for ortho-active customers with extra features like model analysis and treatment simulation. *Must be purchased separately*
3. CEREC SW - software to design restoration, essential part of restorative “signature workflow”, not interesting in this context.

General Scanner Information



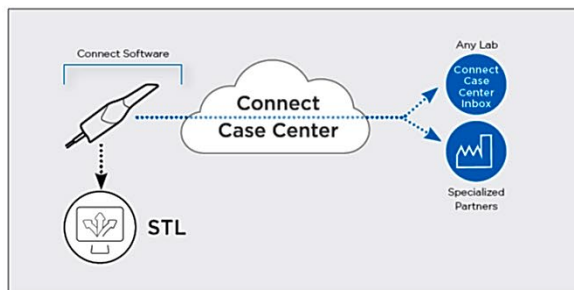
- Old Acquisition Center (AC)
- Available with Omnicam
- Pre-installed: Connect SW 4.6
- Optional: CEREC Ortho SW 1.2.1
- Both software applications can export STL files but require a separate license



- New Acquisition Center (AC)
- Available with Omnicam and Primescan
- Pre-installed: Connect SW 5.1
- Optional: CEREC Ortho SW 2.0
- All new software apps have unlimited STL export without any additional licenses

Difference between Connect SW and CEREC Ortho SW

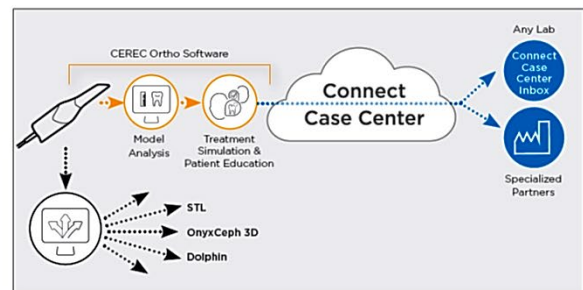
Just scan and send
with Connect Software



Connect Software

The free Connect software is included in the standard configuration and enables an STL export or the secure and convenient transmission viz the Connect Case Center to a service provider of your choice

Simply do more
with CEREC Ortho Software



CEREC Ortho Software

The CEREC Ortho software is available as an option. You can use it to add bases, perform model analysis or simulate a possible treatment outcome for your patients. Everything is so quick and easy that it can be done in the same appointment as the scan.

File Transfer via Connect Case Center

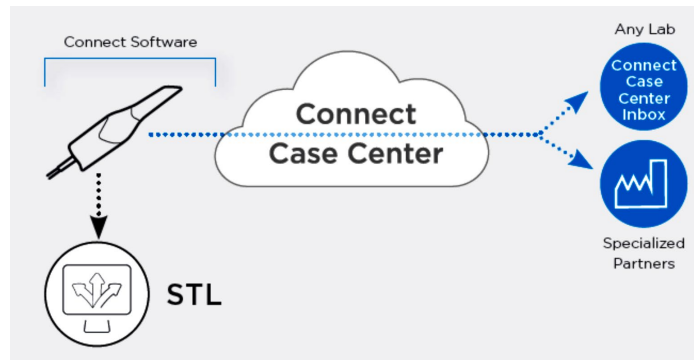
It is recommended that data be submitted via Connect Case Center (formerly known as Sirona Connect Portal). Before that can be done, ...

1. A link must be established in the Connect Case Center only once
2. Once the link is active the case can be sent directly out of the software that runs on the scanner
 - CEREC Ortho 2.0 (new)
 - Connect 5.1 (new)
 - CEREC Ortho 1.2 (old)
 - Connect 4.6 (old)

Connect Case Center Portal Setup

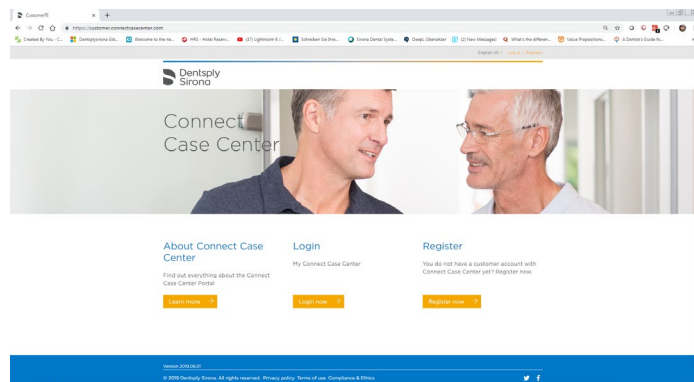
In order to transfer files over the Connect Case Center to the SureSmile Portal a link has to be established.

This must be done just one single time. Once the connection is established file transfer is very easy to submit cases out of the scanner software and needs no further active interaction with the Connect Case Center.




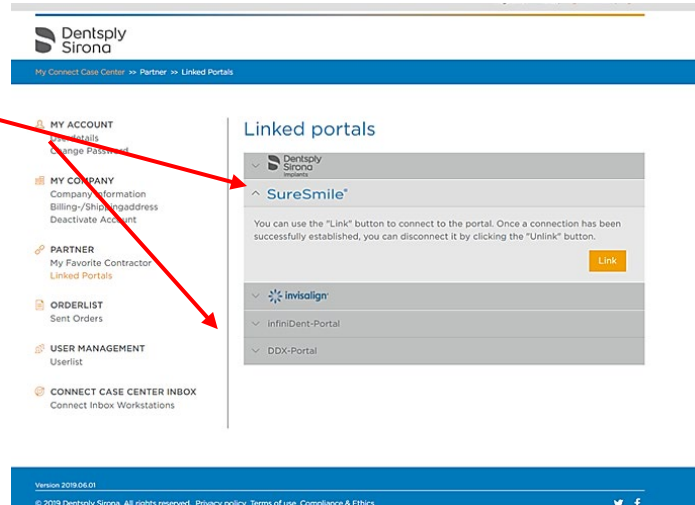
Login

1. Log on to connectcasecenter.com
2. Login or register

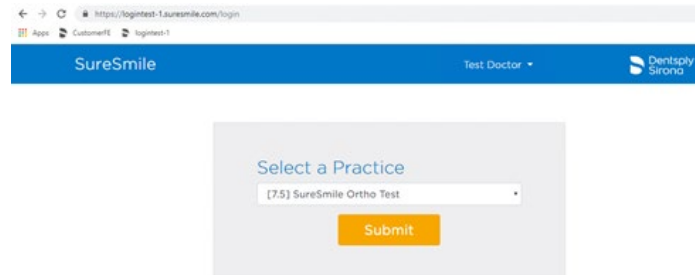


Link portals

3. Login with your credentials.
4. Click on “Linked Portals”
select SureSmile.
5. Click the  button.
The SureSmile login page will be displayed.



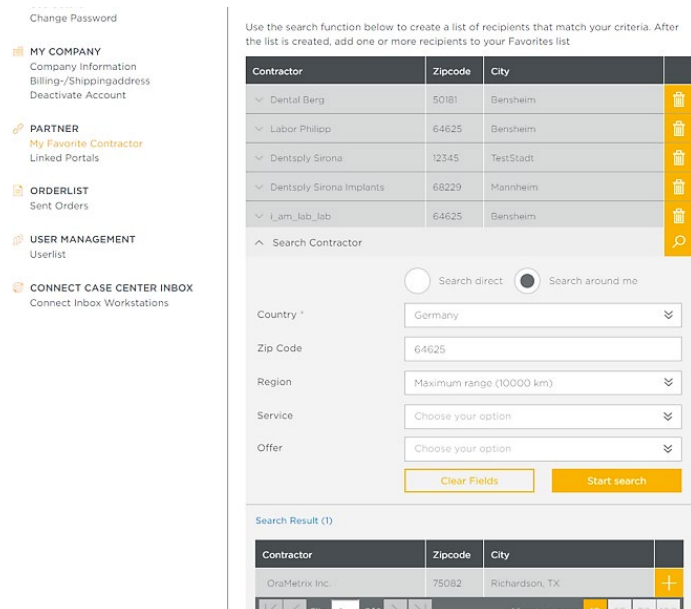
6. Login in to SureSmile with your SureSmile credentials
7. Select the desired practice site from the drop-down menu and then click “Submit.”



Note: if the Doctor is associated with only one Practice the selector will not appear

Make SureSmile “Preferred Contractor”

8. The portals are now linked. To show SureSmile in the scanner software you need to mark SureSmile as preferred contractor
9. Once the SureSmile credentials have been entered, a search screen will open and SureSmile will be shown as result
10. Click “+” and confirm to add SureSmile to your list of preferred labs



Sending via CEREC Ortho SW 2.0

CEREC Ortho is dedicated to Orthodontic Specialists. It offers extra features and comes optional at additional costs. CEREC Ortho SW 2.0 is only available on new ACs.

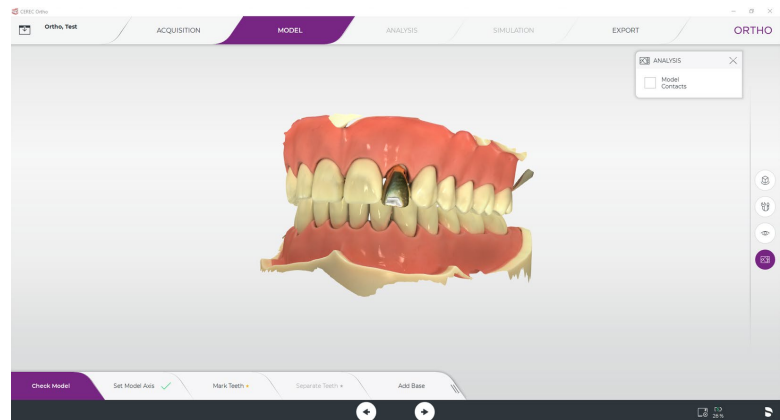
CEREC Ortho SW 2.0 is the smoothest way to send cases to SureSmile.



CEREC Ortho SW 2.0

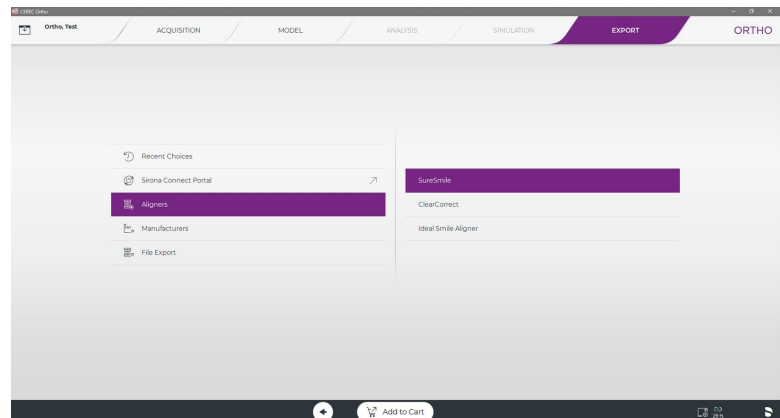
Check Model and go to Export

1. After the scan is done and the model is created the user can go directly in the “Export” phase



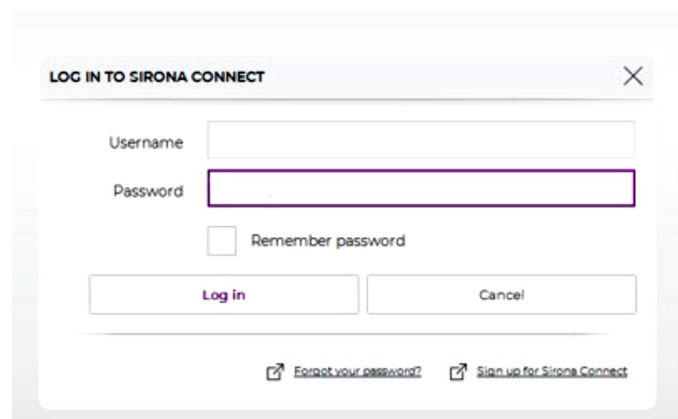
Select SureSmile

2. Click on “Aligners.”
3. Click on “SureSmile.”
4. Click on “Add to Cart.”



Log in

5. Enter Connect Case Center credentials

A screenshot of the 'LOG IN TO SIRONA CONNECT' login form. The form has a title bar with a close button. It contains two input fields: 'Username' and 'Password'. Below the password field is a checkbox labeled 'Remember password'. At the bottom, there are two buttons: 'Log in' and 'Cancel'. At the very bottom, there are two links: 'Forgot your password?' and 'Sign up for Sirona Connect'.

Submit Case

6. Select the patient's gender.
7. Optionally, you can enter additional comments in the text field.
8. Click on "Submit Card" to submit the data.

9. Your patient is now ordered (commissioned) and been assigned an Order Number.

The practice will also automatically receive and email regarding the order.

Order	Order date	Patient	Restorations	Lab	Return date	Status
3429301	8/20/2019	nic, fel	1x Ortho Appliance	SureSmile	8/20/2019 10:00 AM 18 hours and 2...	commissioned
3429287	8/20/2019	-	1x Crown	SureSmile	8/20/2019 11:00 AM 15 days remaining	commissioned
3364818	7/30/2019	-	1x Crown	SureSmile	8/16/2019 5:15 PM 3 days delayed	commissioned
3364491	7/30/2019	Ortho, Test	1x Ortho Appliance	SureSmile	7/30/2019 21 days delayed	commissioned
3364384	7/30/2019	ert, sdgh	1x Crown	SureSmile	7/30/2019 20 days delayed	commissioned
3355772	7/26/2019	ert, sdgh	1x Ortho Appliance	SureSmile	7/26/2019 25 days delayed	commissioned
3355571	7/25/2019	ert, sdgh	1x Ortho Appliance	SureSmile	7/30/2019 20 days delayed	commissioned
3351905	7/25/2019	-	1x Crown	SureSmile	7/30/2019 20 days delayed	commissioned
3303344	7/25/2019	Expander, Palatal	1x Crown	SureSmile	7/26/2019 7:15 PM 24 days delayed	commissioned

10. User should wait for no longer than 20 minutes until the order is visible under the Connect icon.

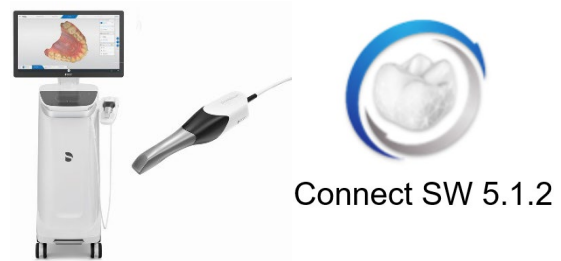
Once the order is displayed, you will be able to double-click on the desired patient order to view additional details.

11. Click link on the displayed screen to open the order in SureSmile


Sending via Connect SW 5.1

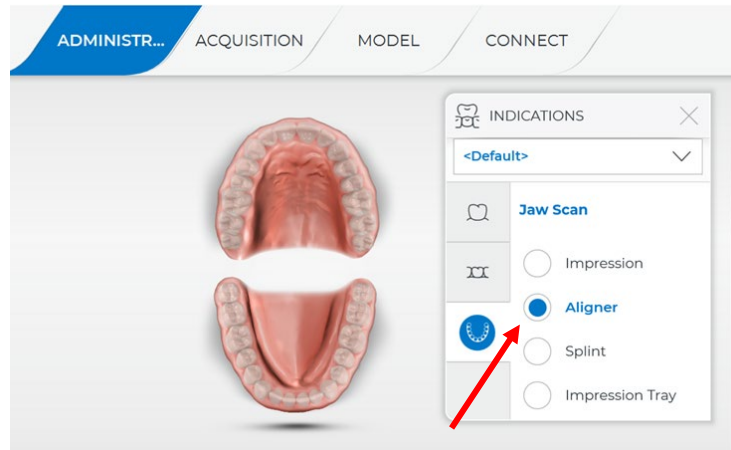
Connect is the free software app that is pre-installed on any of our intraoral scanners. It is dedicated to doctors that only take scans and send it to labs, mainly for restorative cases.

Connect SW 5.1 is only available on new ACs. Connect SW 5.1 offers an easy and secure data transfer.



Setting

1. In the **Administration** phase, choose **Jaw Scan**  for the indication.
2. Then select **Aligner**.
3. Proceed to **Acquisition** phase by clicking 'Next' button on the bottom of the screen.

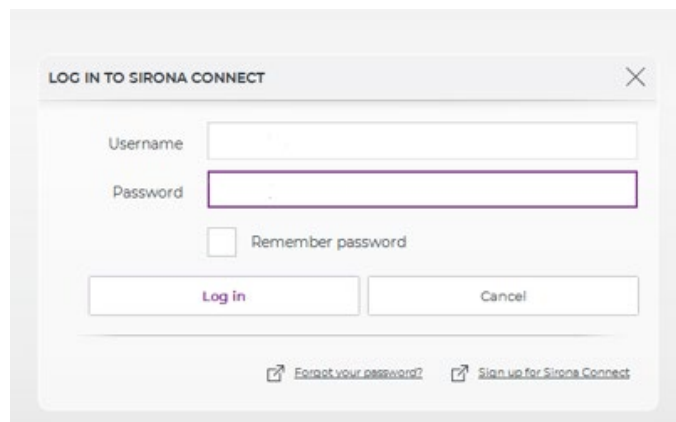


Check model and go to Export

4. After the scan is done in 'Acquisition' phase and the model is created the user can go directly in the 'Export' phase.
Proceed to **Connect** phase.

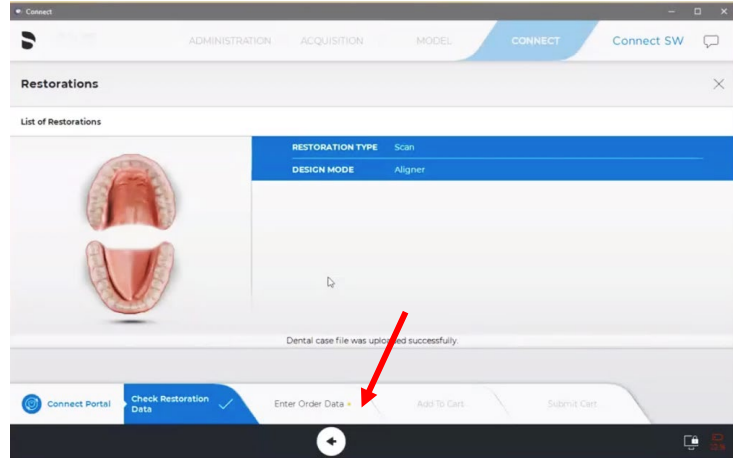
Log in

5. Enter Connect Case Center credentials



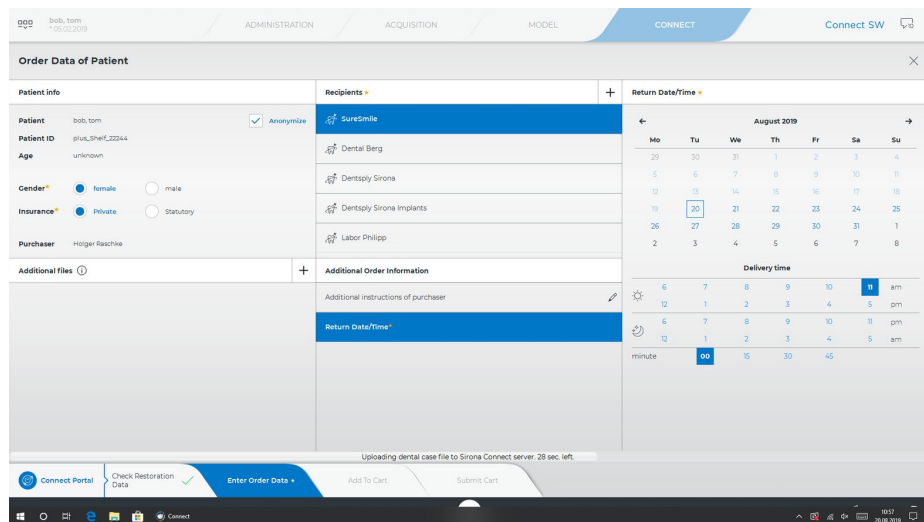
Enter necessary data

6. Go directly to “Enter Order Data”



Enter necessary data

7. Select SureSmile as provider
8. Enter Patient Gender
9. Enter Insurance type
10. Enter a return date
11. Enter additional info if you wish
12. Submit the case by clicking “Submit Cart”



Sending via CEREC Ortho SW 1.2.1

CEREC Ortho is dedicated to Orthodontic Specialists. It offers extra features and comes optional at additional costs. CEREC Ortho SW 1.2.1 is running on old ACs.

CEREC Ortho SW 1.2.1 has no SureSmile button therefore the case must be submitted with the Connect Case Center workflow.



Check Model and go to Export

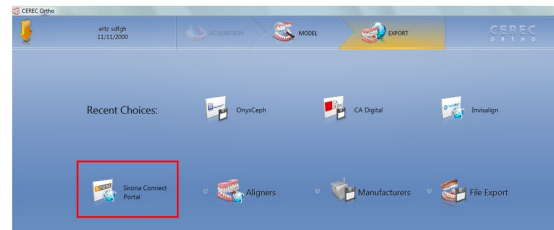
After the scan is done and the model is created the user can go directly in the “Export” phase



Select SureSmile

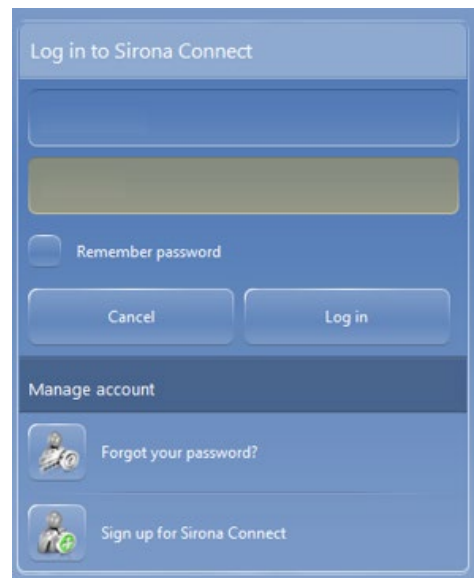
1. Select “Sirona Connect Portal”

NOTE: This is the old name of the Connect Case Center.



Log in

2. Enter Connect Case Center credentials



Submit Case

3. Select SureSmile as lab
4. Enter Patient Gender
5. Enter Insurance type
6. Enter a return date
7. Enter additional info if you wish
8. Click “Add to cart” once you are finished

The screenshot shows the CEREC Ontra software interface. The main window displays the 'Order Data of Patient ertz, sdfgh' form. The form is divided into several sections: 'Patient info' (Name: ertz, sdfgh, Age: 18, Gender: female), 'Insurance (mandatory field)' (Private, Statutory), and a calendar for 'Return date' (August 2019). A 'Dental case file was uploaded successfully' message is visible at the bottom. The 'Add to cart' button is highlighted.

Submit Case

9. The new case should be already selected
- Click “Submit cart”

The screenshot shows the CEREC Ontra software interface with the 'Orders in Cart' window open. The window displays a list of orders with columns for Order, Patient, Lab, Return date, and State. The first order is highlighted.

Order	Patient	Lab	Return date	State
3429769	ertz, sdfgh	SureSmile	8/30/2019 10 days remaining	uploaded
3351316	Expander, Palatal	SureSmile	7/25/2019 7:15 PM	uploaded
3312442	-	Lam, lab, lab	7/26/2019 8:30 AM	uploaded
3312440	-	Lam, lab, lab	7/17/2019 4:30 PM	uploaded
3287447	Philips, Item	Lam, lab, lab	7/15/2019	uploaded
3252642	John, Die	Lam, lab, lab	6/28/2019 9:30 PM	uploaded
3252604	-	Dentply Sirona	6/28/2019 4:30 PM	uploaded
3130796	-	Lam, lab, lab	5/25/2019 11:30 AM	uploaded
3130701	-	Lam, lab, lab	5/04/2019 12:15 PM	uploaded
2894275	-	Lam, lab, lab	3/26/2019 4:30 PM	uploaded
2894225	-	Lam, lab, lab	3/26/2019 3:00 PM	uploaded
2894210	-	Lam, lab, lab	3/16/2019 2:45 PM	uploaded
2894196	-	Lam, lab, lab	3/20/2019 2:30 PM	uploaded
2894163	-	Dentply Sirona	3/20/2019 1:45 PM	uploaded

Submit Case

10. Verify Sirona Connect Portal password once more and submit the case

The screenshot shows the CEREC Ontra software interface with the 'Submit cart' window open. The window displays the 'Billing address' and 'Shipping address' fields, both filled with 'Doctor Demo's Practice, Weitere Teststr. 21, 64625 Bensheim'. Below the addresses is a 'Verification' section with a password field and a 'Remember verification password' checkbox. The 'Commission' button is highlighted.

Order	Patient	Lab	Return date
3429843	ertz, sdfgh	SureSmile	8/31/2019

Sending via Connect SW 4.6

Connect is the free software app that is pre-installed on any of our intraoral scanners. It is dedicated to doctors that only take scans and send it to labs, mainly for restorative cases. Connect SW 4.6 is the latest version that is available for old ACs.

Connect SW 4.6 offers an easy and secure data transfer. However, it requires a little workaround. There will be no update on 4.x software versions so this workaround will remain.



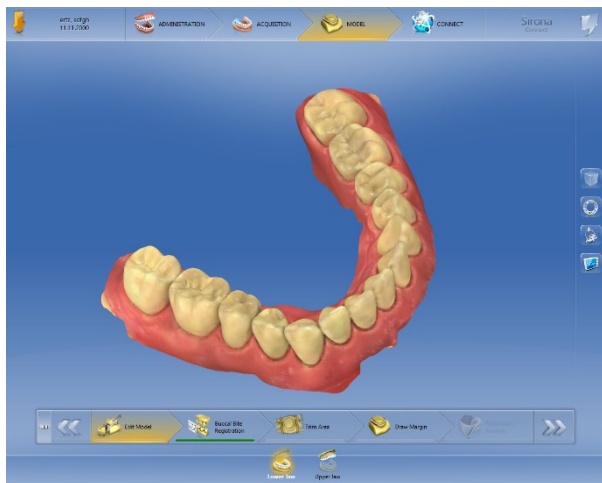
Workaround

1. Connect was never meant for ortho use. In order to send a case a restoration must be selected.
Click on any tooth and confirm.



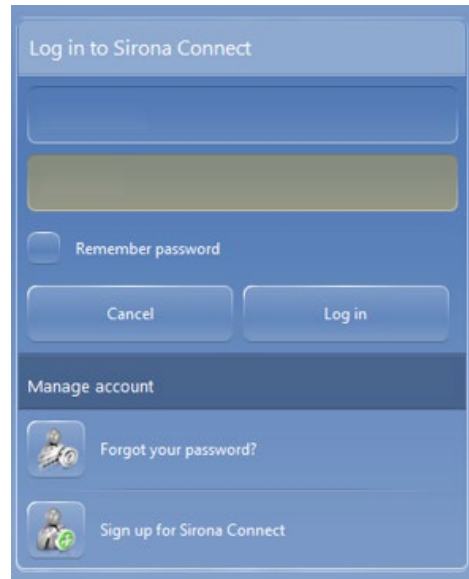
Go to "Connect"

2. Restorative features like "Trim Area" or "Draw Margin" can be ignored.
Go into "Connect" phase.



Log in

3. Enter Connect Case Center credentials





Log in to Sirona Connect

Remember password

Cancel Log in

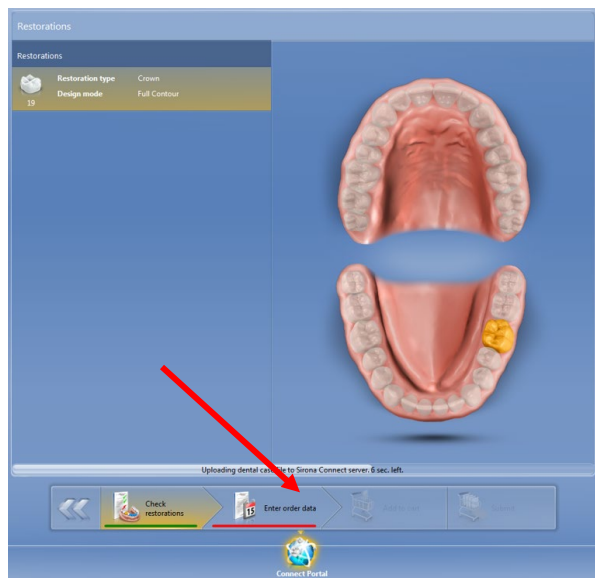
Manage account

 Forgot your password?

 Sign up for Sirona Connect

Enter necessary data

4. Skip the list of restorations and go directly to “Enter Order Data”



Enter necessary data

5. Select SureSmile as provider
6. Enter Patient Gender
7. Enter Insurance type
8. Enter a return date
9. Enter additional info if you wish
10. Submit the case by clicking “Submit”

The screenshot shows the 'Order Data of Patient ertz, sdigh' form. It includes fields for Patient info (Patient ID 111, Age 18, Purchaser Holger Raschke), Recipients (SureSmile, Dental Brg), and a calendar for July 2019. The calendar shows the date 30th as selected. There are also fields for Gender (Female), Insurance (Private), and a 'Submit' button at the bottom right.

Once you've successfully logged into SureSmile you will see:

...for SureSmile Ortho

The screenshot shows the 'Select Package Type' screen in SureSmile Ortho. It offers four options: IDB, Do-it-yourself Aligner Staging, Full-service Aligner Staging, and Advanced Diagnostics. Each option includes a list of included items and their prices. For example, the 'Full-service Aligner Staging' option includes a Diagnostic Model, Aligners, and a Therapeutic Model.

...for SureSmile Aligner

The screenshot shows the 'Start a new patient' form in SureSmile Aligner. It includes fields for Patient Information (First Name, Last Name, Date of Birth, Doctor, Dr. Text, Staff) and a 'Case Selection Criteria' section. A 'Next' button is located at the bottom right.

NOTE: SureSmile web software of practices using CEREC Ortho SW to transfer data into SureSmile will include a “DS CEREC Order” tab listing such orders.

SureSmile Aligner Second Site					
Tasks Patients Shipments Jobs DS CEREC Orders Reports					
Enter Order Number...					
Order	Status	Added on	CEREC Patient	SureSmile Patient	SureSmile Order
2108777	wait for processing	February 28, 2019	Duck, Donald - January 5, 1988	Duck, Donald - P3V7	
2108775	processed	February 28, 2019	Joggy, Baer - May 5, 2007	Joggy, Baer - Q8E9	Full-Service Aligner Staging
2108774	processed	February 28, 2019	Kraal, Bernd - January 1, 1988	Kraal, Bernd - E6J3	Full-Service Aligner Staging
2108772	processed	February 28, 2019	Duck, Donald - January 5, 1988	Duck, Donald - P3V7	Full-Service Aligner Staging
2108768	wait for processing	February 27, 2019	Toi, Moi - December 12, 1959	Toi, Moi - B2U2	
2108767	processed	February 27, 2019	Toi, Moi - December 12, 1959	Toi, Moi - B2U2	Full-Service Aligner Staging
2108756	processed	February 27, 2019	Kramer, Bernd - July 7, 1977	Kramer, Bernd - E9S3	Full-Service Aligner Staging
2108740	processing failed	February 26, 2019	Daub, Andreas -		

Definition of Status:

- wait for processing – CEREC order is available in SureSmile system and can be imported by the user (*at this time no SureSmile patient/product based on that CEREC order has been created*).
- imported – SureSmile patient/product has been created based on that CEREC order data.
- processed – SureSmile product based on that CEREC order has been submitted (ordered).
- processing failed – CEREC Order has been discarded by user, e.g. *if received CEREC order data are accidentally anonymized*.

CEREC/SureSmile Collaboration Case Scenarios

Case Scenario 1 – Patient does not exist in SureSmile

Sirona Connect, CEREC Ortho

Patient will be generated and scanned with scanning software. After submitting the order (in Sirona Connect Portal) the practice obtains a chat message containing a link to the user-related SureSmile practice in order to import the data into SureSmile.

SureSmile Aligner

If a customer follows the hyperlink to SureSmile, a SureSmile case containing the patient data, the Full-Service Aligner Package and a scan model order will be generated automatically. The SureSmile order workflow will be presented to the customer.

The activated step depends on whether it is a multi-site and/or multi-doctor practice or not. In the latter case, the “**Image Upload**” step will be presented. Otherwise, it will be the “**Patient Info**” step so that the customer can select the treating doctor and/or the site.

SureSmile Ortho

If a customer follows the hyperlink to SureSmile, a SureSmile case containing the patient data and a stashed order container will be generated automatically. The SureSmile order workflow will be presented to the customer.

The activated step depends on whether it is a multi-site and multi-doctor practice or not. In the latter case the “**Package Selection**” step will be presented. Otherwise, it will be the “**Patient Info**” step, so that the customer can select the treating doctor and/or the site.

SureSmile Advanced

If a customer follows the hyperlink to SureSmile an “Import” page will be offered.

The user can choose from various import options:

- create a new patient with diagnostic scan model order

- create a new patient with therapeutic scan model order
- select an existing patient using the search patient tool
 - assign scan data to a new scan model order (diagnostic or therapeutic)
 - assign scan data to an existing scan model order that is "in work"

As a result of the import the user will be directed to the Scan Model Order pages.

Case Scenario 2 – Patient has been previously imported into SureSmile

Sirona Connect, CEREC Ortho

Patient will be generated and scanned with scanning software. After submitting the order (in Sirona Connect Portal) the practice obtains a chat message containing a link to the user-related SureSmile practice in order to import the data into SureSmile.

SureSmile Aligner

If a customer follows the hyperlink to SureSmile a page will be presented containing the incoming CEREC data and the related existing SureSmile patient.

The page can contain different options depending on the SureSmile data.

Options:

- If an unordered Full-Service Aligner Package exists, the page offers the option to import the scan data to the existing Therapeutic Model. If this option is used the customer will be directed to the order workflow (see above).
- If an ordered Full-Service Aligner Package exists, the software checks if an Aligner Refinement Order is possible and offers the option to import the data:

Otherwise a message will be displayed that an Aligner Refinement Order is not possible at the moment.

- This is because the prerequisite is a "Finished Setup/Plan."

The screenshot shows the 'Import DS CEREC Order' page in the SureSmile Aligner interface. On the left, under 'DS CEREC Order', fields show Order: 2108777, Last Name: Duck, First Name: Donald, Date of Birth: January 5, 1988, and Status: wait for processing. On the right, under 'Related SureSmile Patient', a patient profile is shown with Last Name: Duck, First Name: Donald, Date of Birth: January 5, 1988, and ID: P3V7. Below the patient profile, an 'Import Options' section contains a button labeled 'Assign to Order : Full-Service Aligner Staging'. A red arrow points to this button.

The screenshot shows the same 'Import DS CEREC Order' page, but with a different message in the 'Import Options' section. A yellow box contains the text: 'Currently it is not possible to order a new Aligner Refinement because another Full-Service Aligner is still being processed.' A red arrow points to this message box.

SureSmile Ortho

If a customer follows the hyperlink to SureSmile a page will be presented containing the incoming CEREC data and the related existing SureSmile patient (SureSmile stores the CEREC Patient ID and knows the relation.). The page can contain different options depending on the SureSmile data.

Options

- If an unordered package, exists the page offers the option to import the scan data to the existing Package.
- If an ordered package, exists the software offers the option to create a new Package Order.

For both options the customer will be directed to the order workflow (see above).

SureSmile Advanced

If a customer follows the hyperlink to SureSmile an "Import" page will be offered.

The SureSmile patient is already determined and cannot be chosen by the user.

There are different import options regarding the related patient:

- assign scan data to a new scan model order (diagnostic or therapeutic)
- assign scan data to an existing scan model order that is "in work"

The screenshot shows the 'Import DS CEREC Order' page in the SureSmile Advanced software. The page is divided into three main sections: 'DS CEREC Order', 'Create new SureSmile Patient', and 'Use existing SureSmile Patient'. The 'DS CEREC Order' section contains fields for Order (2109078), Last Name (-), First Name (-), Date of Birth (September 10, 1998), and Status (wait for processing). The 'Create new SureSmile Patient' section has two buttons: 'New Patient with Diagnostic Model Order' and 'New Patient with Therapeutic Model Order'. The 'Use existing SureSmile Patient' section has a 'Search patient...' button and a form with fields for Last Name (-), First Name (-), Date of Birth (May 28, 1942), and ID (T3P6). Below these sections is an 'Import Options' section with three buttons: 'Assign to Order - Diagnostic Model 1', 'New Diagnostic Model Order', and 'New Therapeutic Model Order'. The footer of the page reads '© 2019 OraMetrix, Inc. All rights reserved.'

Case Scenario 3 – SureSmile Patient with same Name as the CEREC Patient exists

Sirona Connect, CEREC Ortho

Patient will be generated and scanned with scanning software. After submitting the order (in Sirona Connect Portal) the practice obtains a chat message containing a link to the user related SureSmile practice in order to import the data into SureSmile.

SureSmile Aligner or Ortho

If a customer follows the hyperlink to SureSmile a page will be presented containing the incoming CEREC data and the existing SureSmile patient. The page can contain different options depending on the SureSmile data:

Options:

- see Case Scenario 2
- The user can also select an already existing patient by using the "Search patient" Dialog

SureSmile Advanced

If a customer follows the hyperlink to SureSmile an "Import" page will be offered.

The user can choose from various import options:

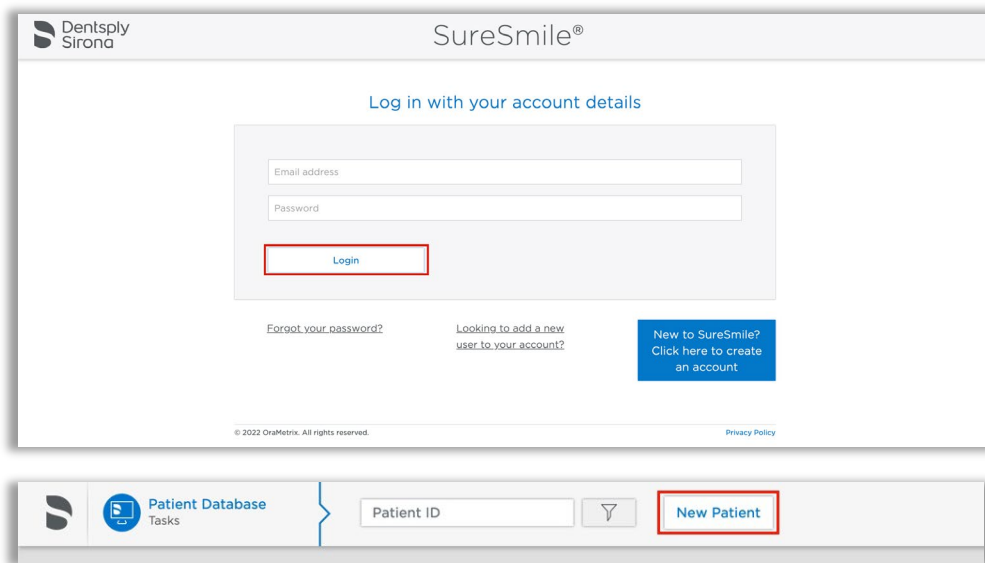
- create a new patient with diagnostic scan model order
- create a new patient with therapeutic scan model order
- use a displayed patient found by SureSmile or using the search patient tool to select another patient
 - assign scan data to a new scan model order (diagnostic or therapeutic)
 - assign scan data to an existing scan model order that is "in work"

As a result of the import the user will be directed to the Scan Model Order pages.

Ordering a Therapeutic Model from STL/PLY Files for SureSmile Advanced

Create/Open a Patient Record

1. Login to SureSmile: <https://login.SureSmile.com/>
2. Add a new patient record or open a patient record.



Select a Case Type

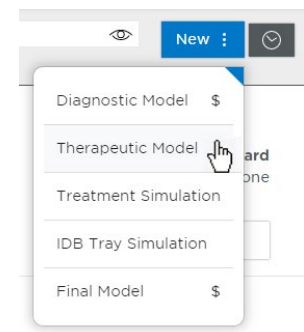
1. On the Patient Overview, click the **New** button and look at the menu.
2. If the “Select Case Type” option is available, choose it from the menu to go to the Patient Profile page. (If it is not available, continue to the steps below “Start a Therapeutic Model Order.”)
3. In the drop-down menu, select the appropriate case type and click **Save Changes**. The software returns to the Patient Overview.

WARNING: If your patient will be treated with custom wires now or as a later therapy, do NOT select the Aligner case type.

4. Continue to the steps below “Start a Therapeutic Model Order.”

Start a Therapeutic Model Order

1. On the Patient Overview, click the **New** button and choose Therapeutic Model. A new model order opens.
2. Update the Dental Exam for the Teeth tab.
3. If the patient is bonded, select the Brackets tab and update the Dental Exam for the bracket assignments.



Upload 3D Scan Data Files

1. For Upper Jaw, click the **Choose File** button, select the patient's upper scan file and click **Open**.
2. For the Lower Jaw, click the **Choose File** button, select the patient's lower scan file and click **Open**.

At this point, the files are simply assigned but not yet uploaded. The “Submit Product” button will not become available until you upload files.

NOTE: The bite data is not required since the upper/lower relationship was set at the time the data was captured.

3. Click **Upload Files** and wait a minute for the files to be copied to the cloud. A confirmation appears in the “Already uploaded” area.

1. Patient Info 2. Case Package 3. Scan Data 4. Photos / X-rays 5. Dental Exam 6. Prescription 7. Payment

Upload Scan Data

Upper Arch

Choose file to upload (PLY/STL files only)

Lower Arch

Choose file to upload (PLY/STL files only)

☐ CBCT premium option (\$)

Next

Save Files

Submit the SureSmile Advanced Order for a Therapeutic Scan

The **Submit Product** button becomes available for a therapeutic model order when you have uploaded files for both the upper and lower arches.

TIP: If you see a red notice instead of the Submit button, you have skipped the steps to select a case type. Follow the link in the notice to make your choice.

1. Click in the **Product Notes** area and type any relevant notes regarding your order.
2. Click the “Deliver with Brackets” checkbox as needed:

- In a therapeutic model order, the “Deliver with Brackets” checkbox is checked by default. If this is correct (the patient is bonded and will receive custom wires), continue to the next step.

OR

- if you are scanning a patient that is NOT bonded (or will be debonded at the next appointment) to transition from braces to aligners, uncheck the “Deliver with Brackets” checkbox.

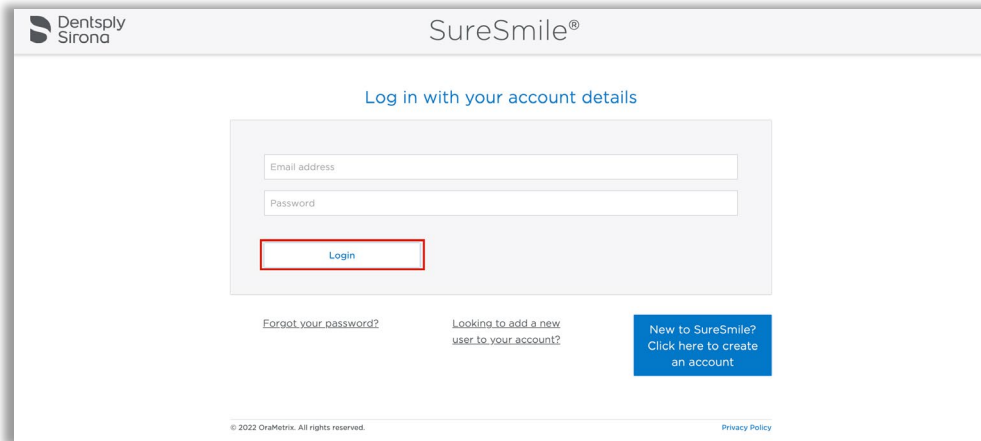
3. Click **Submit Product**.

Once an order is submitted, the therapeutic model order status is updated to **Ordered**. The order is now restricted to “**Read Only**” in the practice. This means you can review it, but you cannot change it. If you have submitted an order that you would like to cancel or change, please contact SureSmile Customer Care.

Ordering a Therapeutic Model from STL/PLY Files for SureSmile Ortho or SureSmile Aligner

Create/Open a Patient Record

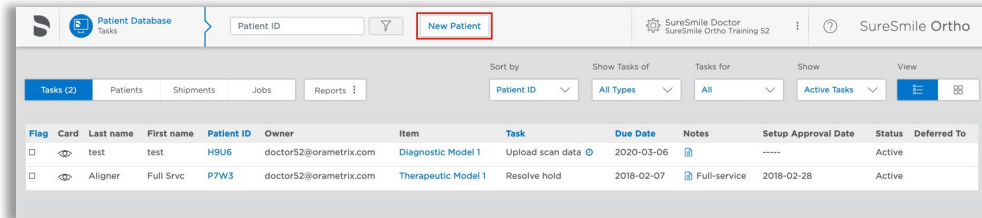
1. Login to SureSmile: <https://login.SureSmile.com/>



The image shows the SureSmile login page. At the top, there is a Dentsply Sirona logo and the SureSmile® name. Below this, a heading says "Log in with your account details". There are two input fields: "Email address" and "Password". A red box highlights the "Login" button. Below the login fields, there are links for "Forgot your password?", "Looking to add a new user to your account?", and a blue button that says "New to SureSmile? Click here to create an account". At the bottom, there is a copyright notice "© 2022 OraMetrix. All rights reserved." and a "Privacy Policy" link.

2. Add a new patient record or open a patient record.

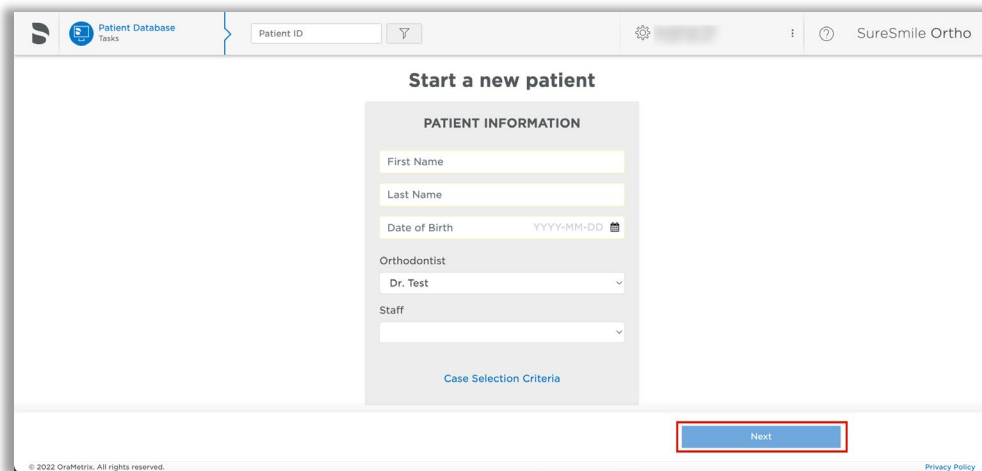
NOTE: You should use Google Chrome, Mozilla Firefox or Safari



The image shows the SureSmile Patient Database interface. At the top, there is a "Patient ID" search bar and a "New Patient" button highlighted with a red box. Below this, there are tabs for "Tasks (2)", "Patients", "Shipments", "Jobs", and "Reports". A table lists patient tasks with columns: Flag, Card, Last name, First name, Patient ID, Owner, Item, Task, Due Date, Notes, Setup Approval Date, Status, and Deferred To. The table contains two rows: one for a "Diagnostic Model 1" and one for a "Therapeutic Model 1".

Enter Patient Information

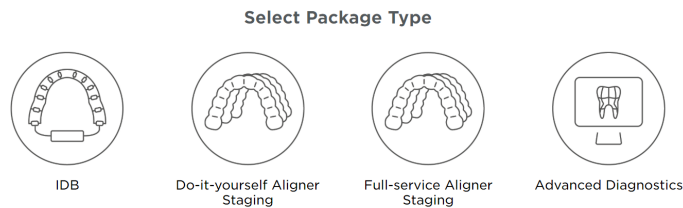
1. Enter the patient's first name, last name and DOB. The orthodontist will populate automatically but you have the option to choose a different doctor if needed. Staff is optional.



The image shows the "Start a new patient" form. The form is titled "PATIENT INFORMATION" and contains fields for "First Name", "Last Name", "Date of Birth" (with a date picker), "Orthodontist" (a dropdown menu), and "Staff" (a dropdown menu). A "Next" button is highlighted with a red box at the bottom right. At the bottom left, there is a copyright notice "© 2022 OraMetrix. All rights reserved." and a "Privacy Policy" link.

Select a Package Type (This step does not pertain to SureSmile Aligner)

- **Full-service Aligner Staging** - Aligner Case (includes Therapeutic model + setup and staging)
 - Lab-created setup & staging
 - Evaluate and accept plan
 - Print or export 3D models
- **Advanced Diagnostics** - Therapeutic Model + Advanced Toolset
 - Simulate treatment options
 - Surgery, restorative & extractions
 - Optional: 3D models, IDB trays



Upload Surface Scan Data

1. Select Choose files to upload or drag and drop scan data files on the icon.

If you plan to include a CBCT scan to order a premium model, check the check box for CBCT premium option (\$). If you select the check box, the system will prompt you to upload the CBCT scan files after the order has been placed.

The screenshot shows a web interface for uploading scan data. At the top, there is a progress bar with seven steps: 1. Patient Info, 2. Case Package, 3. Scan Data (highlighted), 4. Photos / X-rays, 5. Dental Exam, 6. Prescription, and 7. Payment. The main heading is 'Upload Scan Data'. On the left, there is a large icon of a cloud with an upward arrow, and below it, a button that says 'Choose files to upload' and the text 'or drag and drop them here.'. To the right of this, there are two columns for 'Upper Arch' and 'Lower Arch'. Each column has a square icon with a plus sign and a button that says 'Choose file to upload (PLY/STL files only)'. Below these columns, there is a checkbox labeled 'CBCT premium option (\$)' and a 'Next' button. A 'See Help' link is visible on the right side of the interface.

2. Click Next.

Upload images

1. Select Choose files to upload or drag and drop image files on the icon.
2. Click Next.

Note: X-rays are optional for SureSmile Aligner

Dental Examination

Mark any teeth that are not present in the scan as 'missing'

1. If any teeth are missing from the scan they need to be marked as missing in the Dental Examination.

Select individual tooth boxes to mark them as missing or use the shortcut buttons below the tooth chart to mark multiple teeth at once. You may also leave notes for the Digital Lab in the Modeling Notes box if needed.

2. Click Next.

Prescription

Complete each section of the prescription form (MACROS). Click each section to expand it.

The screenshot shows the 'Prescription' step in the SureSmile Ortho software. The top navigation bar includes 'Patient Database Tasks', 'New Patient (14787)', 'Full-Service Aligner Staging', and 'SureSmile Ortho'. A progress bar at the top indicates the following steps: Patient Info, Case Package, Scan Data, Photos / X-rays, Dental Exam, Prescription (current step, highlighted with a blue circle and number 6), and Confirmation (highlighted with a white circle and number 7). The main content area is titled 'Prescription' and displays two patient photos, a 3D model of the teeth, and a red occlusal plane. Below the images, there are checkboxes for 'Treat: Upper' and 'Lower' arches. A list of treatment options is shown, including Midline, Archform, Class, Resolutions, Occlusal Plane, and Special Instructions. A 'Next' button is located at the bottom right.

Confirmation and Place Order

If you are submitting only STL files, you are finished with your order. The Digital Lab will process your order and return it for your review within 6-10 US business days.

If you are submitting a CBCT scan along with your STL files, you will be able to upload the CBCT scan after you click **Place Order**.

The screenshot shows the 'Confirmation' step in the SureSmile Ortho software. The top navigation bar includes 'Patient Database Tasks', 'Test Patient (0687)', 'DIY Aligner Staging', and 'SureSmile'. A progress bar at the top indicates the following steps: Patient Info, Case Package, Scan Data, Photos / X-rays, Dental Exam, Confirmation (current step, highlighted with a blue circle and number 6), and Confirmation (highlighted with a white circle and number 7). The main content area is titled 'Confirmation' and displays a large blue 'Place Order' button at the bottom right.

Ordering an Update Model

For SureSmile Advanced only. This section is not applicable for SureSmile Ortho and SureSmile Aligner.

An update scan is used to update the therapeutic model of bonded patients in the event of:

1. A newly erupted tooth has been added to treatment.
2. One or more brackets were rebonded or repositioned.
3. The tooth anatomy has changed to the extent that the setup is affected.

NOTE: The update scan is applicable to bonded patients only, and is not available in an aligner case type

Capture Scan Pieces

Although the CEREC software is designed for full arch scanning, you can capture just a section for a SureSmile update scan. Here are some tips:

- You do not have to start at a terminal tooth. The scanner will allow you to start and end at any tooth. When you stop and view the scan, the software will simply close up the hole at either end.
- Use the iTero menus to choose “Next” or “Previous” to skip to the appropriate area and capture each piece.
- To capture multiple areas in one arch, we recommend performing a full arch scan. The sections to be modeled by the Digital Lab should be captured at the highest possible quality; however ancillary areas can be captured to lower standards.

To help the Digital Lab accurately merge and process the update scan data to update the therapeutic model, follow these requirements:

Requirements	Example
Capture the affected teeth AND the adjacent teeth.	If you rebonded the LL4 and LL5, capture the LL3-LL6
Capture a minimum of three teeth.	If you added the UL7 to treatment, capture the UL5-UL7
For the required area, follow quality criteria described for Therapeutic Scans	If you changed the brackets on the molars, completely capture anatomy and brackets for the molars. The anterior may be captured at a lower quality as long as the arch is connected into one piece.

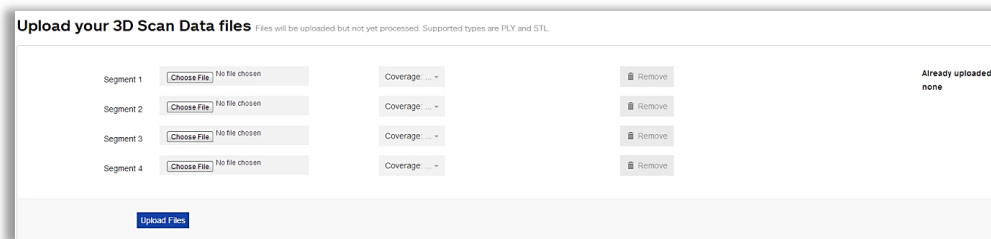
Start an Update Scan

1. On the Patient Overview, click the **New** button and choose **Update Model**. A new model order opens.

NOTE: If the update model option is not available:

- If you selected the Standard or Extended case type, make sure that you have submitted a therapeutic model order.
- If you selected the Aligner case type, you cannot use the update model feature. To capture changes to tooth anatomy for this case type, order another therapeutic model (additional fees may apply).

2. Update the dental exam and bracket assignments, if changed.



Upload 3D Scan Data Files

1. For Segment 1, click the Choose File button, and browse to the patient folder you created for this purpose.
2. Select the STL file you saved for the patient's arch (or partial arch) and click **Open**.
3. Click the Coverage drop-down adjacent to Segment 1. A dialog appears with a tooth chart.
4. In the tooth chart, indicate your modeling request:
If you are capturing a bracket rebond, click the corresponding tooth symbol **ONCE**. The bracket symbol is shaded in dark blue.

OR

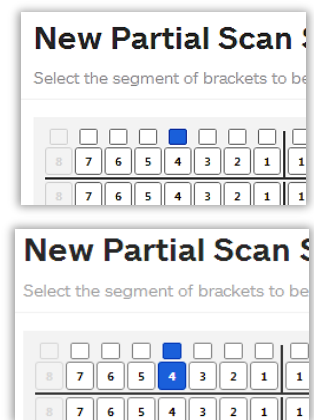
If you are capturing a new tooth, click the corresponding tooth symbol **TWICE**. Both the tooth and bracket symbols are shaded in dark blue.

5. Click Close to close the tooth chart.
6. Repeat these steps for each segment you captured for this patient. You may attach up to four segments.

OR

To remove a data segment, click the Remove button adjacent to the segment information.

NOTE: There is room for four segments, which should be more than sufficient. If there are extensive changes to the patient's teeth and brackets, we recommend ordering a new therapeutic model (full scan of both arches).



7. Click **Upload Files** button and wait a minute for the files to be copied to the cloud. A confirmation appears in the “Already uploaded” area.

Submit the SureSmile Order for an Update Model

The *Submit Product* button becomes available for an update model order when you have attached data.



1. Click in the **Product Notes and** type any relevant notes regarding your order.
2. Click **Submit Product**.
3. Click **OK** to confirm you have updated bracket assignments, if changed.

Once an order is submitted, the update model order status is updated to *Ordered*. The order is now restricted to “Read Only” in the practice. This means you can review it, but you cannot change it. If you have submitted an order that you would like to cancel or change, please contact SureSmile Customer Care.

Ordering a Therapeutic Model from a CBCT Scan and a Supplemental Scan

A supplemental scan is used to add data from an optical scan (CEREC) to the data from a CBCT scan to form a complete representation of the patient.



This scan is required if the patient has a certain number of teeth with restorations that cannot be accurately modeled from a CBCT Scan. Optionally, it can be used to add a bite segment as well as order a premium modeling service where all or most crowns are modeled from the optical data (additional fee applies).

NOTE: SureSmile Ortho and SureSmile Aligner will need to capture full upper and full lower arches.

Refer to the appropriate CBCT protocol to determine if a supplemental scan (or premium) is needed.

Capture Scan Pieces

Although the CEREC software is designed for full arch scanning, you can capture just a section for patients with minimal restorations requiring a supplemental scan. Here are some tips:

- You do not have to start at a terminal tooth. The scanner will allow you to start and end at any tooth. When you stop and view the scan, the software will simply close up the hole at either end.
- Use the iTero menus to choose “Next” or “Previous” to skip to the appropriate area and capture each piece.

To capture multiple areas in one arch, we recommend performing a full arch scan. The sections to be modeled by the Digital Lab should be captured at the highest possible quality; however ancillary areas can be captured to lower standards.

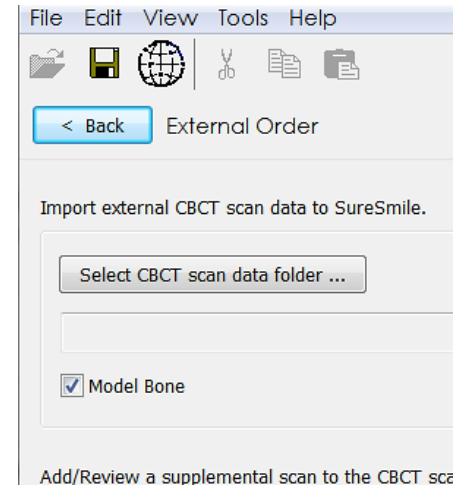
To help the Digital Lab accurately merge and process the supplemental scan data into the therapeutic model, follow these requirements:

Requirements	Example
Capture the affected teeth AND the adjacent teeth.	If the upper laterals have been built up, capture the UL3-UR3
Capture a minimum of three teeth.	If the UL7 contains a large filling, capture the UL5-UL7
For the required area, follow quality criteria described for Therapeutic Scans	If both sides of an arch have been restored in the posterior, completely capture anatomy and brackets for the restored teeth and adjacent teeth. The anterior may be captured at a lower quality as long as the arch is connected into one piece.


Start a SureSmile Advanced Therapeutic Model Order (for CBCT Scans)

1. In the browser, create an order for a Therapeutic CBCT scan following the instructions in the SureSmile protocol for your CBCT Scanner.
2. Complete the dental exam.
3. Refer to SureScan to import the CBCT data.

NOTE: You must attach CBCT data using the “Select CBCT scan data folder” button before the Finish Scan button becomes available in SureScan and the Submit button available in SureSmile browser.



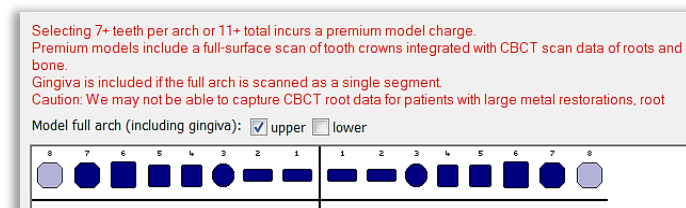
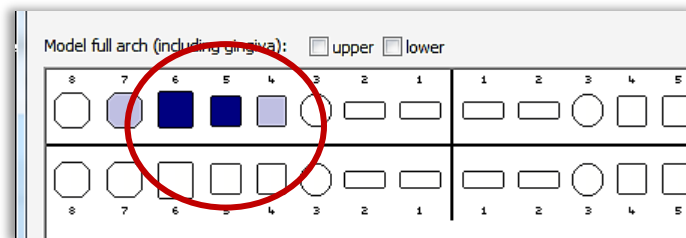
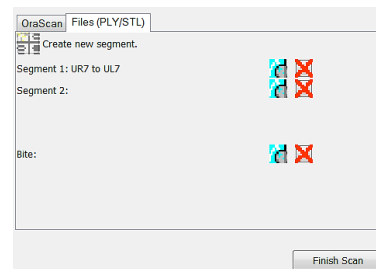
Import STL Files for Supplemental Scans

1. Select the **Files (PLY/STL)** tab.
2. Under the tab, click the  icon adjacent to the segment name (such as Segment 1).
3. In the tooth chart, select each tooth in one arch to be modeled from the supplemental scan due to limitations of CBCT processing.

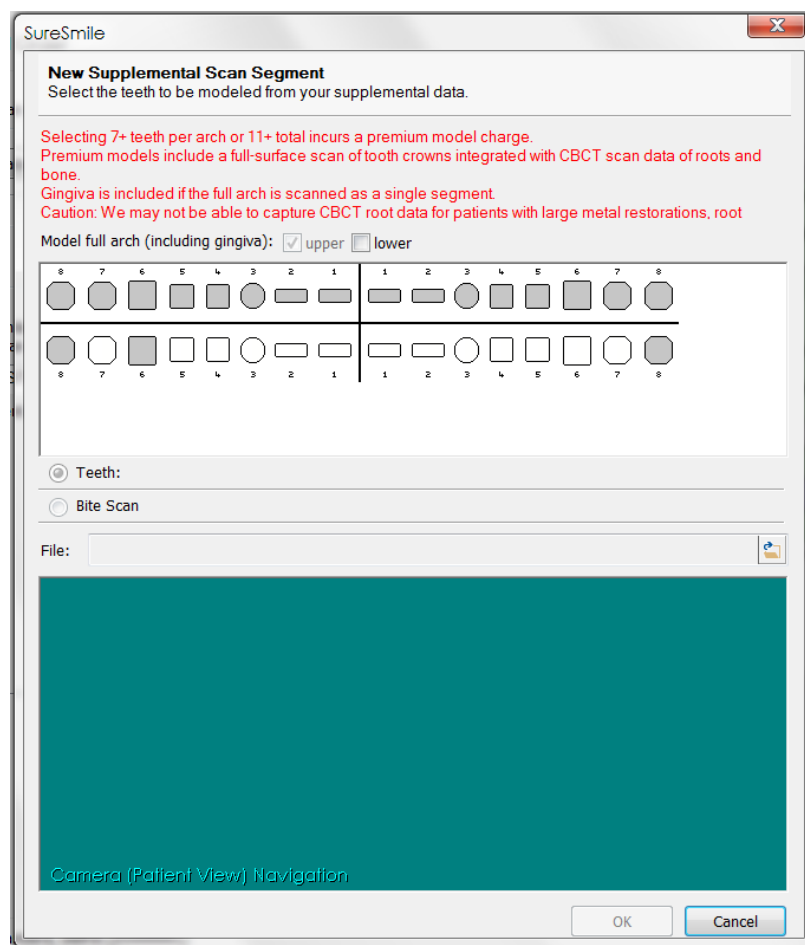
For example, if the UR5 and UR6 both have metal fillings larger than 3 mm, select each tooth symbol.


OR

Click the arch checkbox (upper or lower) to select all teeth and gingiva in the arch for premium modeling (additional fee applies).

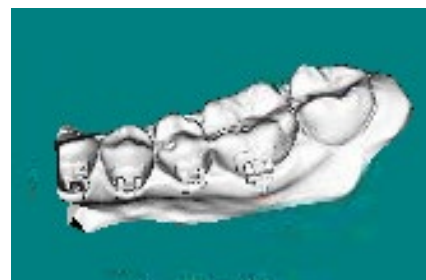



WARNING: This option requires full arch data for the supplemental scan to be processed successfully by the Digital Lab. If you captured partial segments, do not use this feature!





4. Click the  folder icon in the **New Supplemental Scan Segment** window, and browse to the patient folder you created for this purpose.
5. Select the STL file you saved for the patient's arch (or piece), and then click **Open**.
6. If needed, use the on-screen camera navigation controls to view the model. Click **OK** when you are finished to close the **New Supplemental Scan Segment** window.

Notice that the name of the segment is updated according to the teeth you selected.



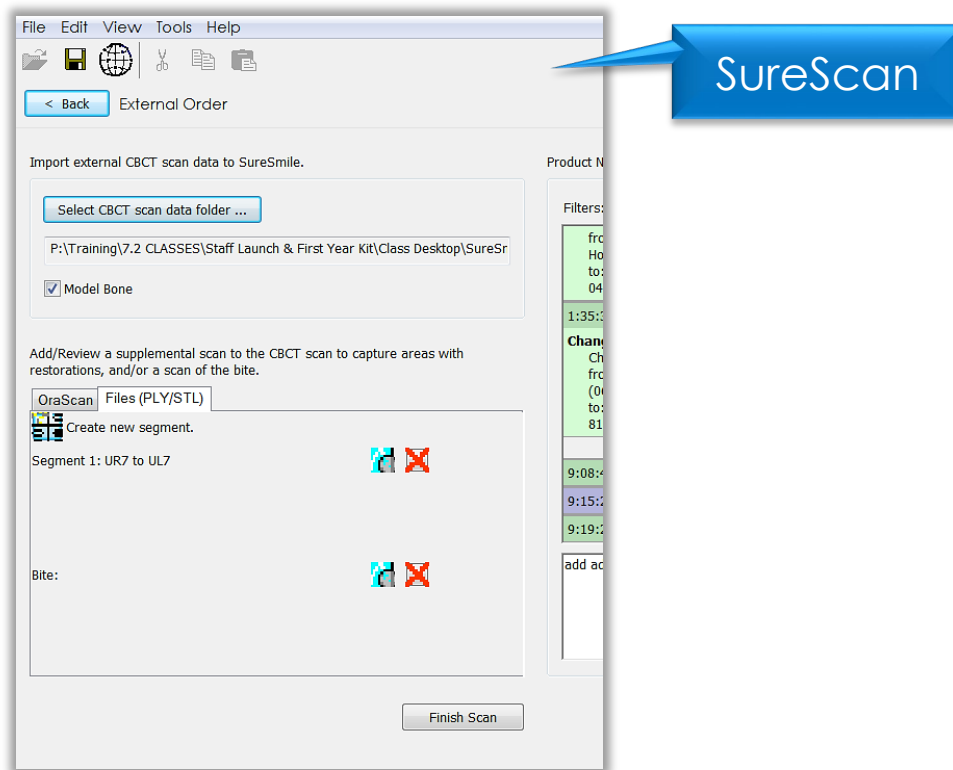
7. If you have another segment, click  **Create new segment.** to add another row of segment icons and repeat steps 2-7 to add another data segment.

OR

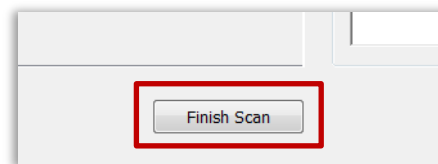
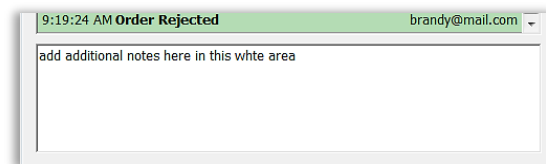
To remove a data segment, click the  button adjacent to the segment information or  to view the segment.

NOTE: The bite option is not applicable with CEREC scans since bite information is stored within the upper and lower arch files.

Submit the SureSmile Advanced Order for a CBCT Scan with a Supplemental Scan

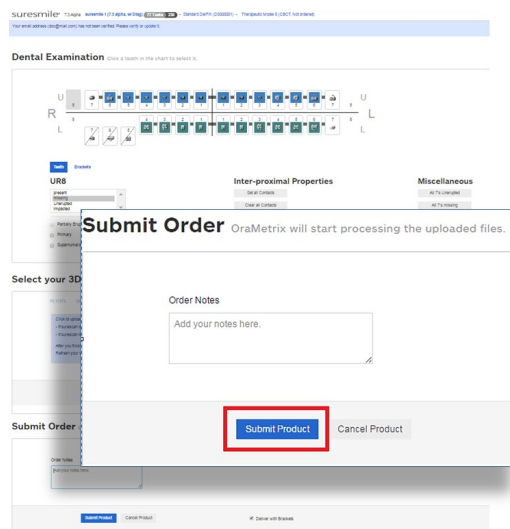
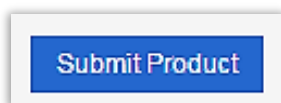


1. Once all necessary scan data have been uploaded for the CBCT scan with supplemental order, it is time to complete the task.
Click in the white area and type any additional notes regarding your order.
2. Click on **Finish Scan** to complete task for this patient and submit the scan.
3. Click **OK** and **return to SureSmile** in the browser to submit the product.



Return to SureSmile

1. After you've completed uploading the scan data for that patient in SureScan and have clicked **Finish Scan** to submit the scan data, return to SureSmile in the browser.
2. Open the order page for the patient and scroll down to **Submit Order** section. Enter any additional information about the order for the Digital Lab if needed (optional).



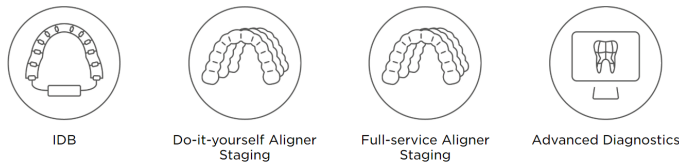
If you have not fulfilled all of the prerequisites

- when you return to the SureSmile browser, SureSmile opens to the Missing Prerequisites section of the Order page and shows which prerequisites are still missing.
- The system displays a reminder to refresh the screen. A message, Scan data missing, remains displayed until you manually refresh the web page. (Press the F5 key.)
- You must submit all missing prerequisites before you can submit the product order.
- Once you fulfill all missing prerequisites, click **Submit Product** to order the model.

Start a SureSmile Ortho or SureSmile Aligner Therapeutic Model Order (for CBCT Scans)

1. In the browser, create an order for a Therapeutic CBCT scan following the instructions in the SureSmile protocol for your CBCT Scanner.
2. Select Package type. *(This step does not pertain to SureSmile Aligner)*
 - **Full-service Aligner Staging** - Aligner Case (includes Therapeutic model + setup and staging)
 - Lab-created setup & staging
 - Evaluate and accept plan
 - Print or export 3D models
 - **Advanced Diagnostics** - Therapeutic Model + Advanced Toolset
 - Simulate treatment options
 - Surgery, restorative & extractions
 - Optional: 3D models, IDB trays

Select Package Type



3. Upload Surface Scan Data

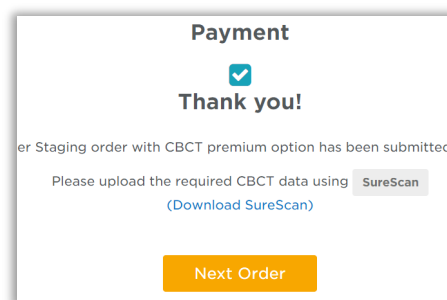
- a. Select Choose files to upload or drag and drop scan data files on the icon.
- b. Check the check box for CBCT premium option (\$) to include a CBCT scan to order a premium model. The system will prompt you to upload the CBCT scan files after the order has been placed.
- c. Click Next.

The screenshot shows the 'Upload Scan Data' screen in the SureSmile software. At the top, there is a progress bar with seven steps: 1. Patient Info, 2. Case Package, 3. Scan Data (highlighted), 4. Photos / X-rays, 5. Dental Exam, 6. Prescription, and 7. Payment. The main area is titled 'Upload Scan Data' and contains two columns: 'Upper Arch' and 'Lower Arch'. Each column has a square icon with a cloud and an upward arrow, and a button labeled 'Choose file to upload (PLY/STL files only)'. Below these columns is a checkbox labeled 'CBCT premium option (\$)' and a 'Next' button. A red box highlights the 'Choose files to upload' button on the left, and another red box highlights the 'CBCT premium option (\$)' checkbox.

4. Upload images
 - Click 'Choose files to upload' to locate the photos & x-rays on your computer or drag them to this box.
 - Note: X-rays are optional for SureSmile Aligner
5. Complete Dental Examination - Mark any teeth that are not present in the scan as 'missing'
6. Complete Aligner Prescription
 - Choose which arch(es) to treat and decide if you want to treat to 'Ideal' or choose 'Custom' to give the Digital Lab specific instructions.
 - If you choose 'Custom' you will need to complete the aligner prescription we call MACROS. There is more information on MACROS in the next section.
7. Select payment method and place order

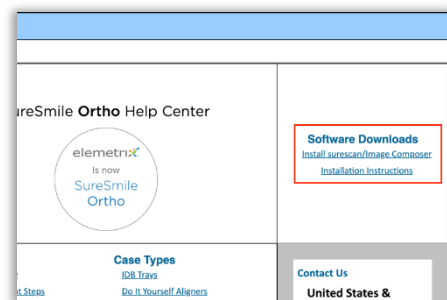
You will then see a confirmation that your order was submitted for processing. The Digital Lab will process your case and return it for your review. Cases are typically returned within 6 business days but no longer than 10 business days.

8. If you selected the CBCT premium option (\$) you will be prompted to upload your CBCT scan via SureScan. You will need to install SureScan on the computer where the CBCT scan files are located.
 - If you already have the SureScan software installed on the computer you are using, jump to step 10.
 - If you have SureScan installed on a different computer, jump to step 16. If you need to download SureScan to the computer you are working on, please continue to step 9.



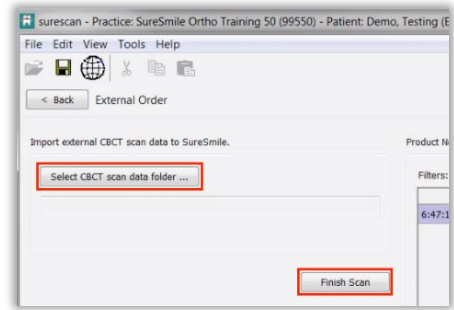
Note: SureScan can only be used on Windows; you cannot use SureScan on a Mac.

9. A few options to download SureScan:
 - Click the (**Download SureScan**) link; the SureSmile Ortho/SureSmile Aligner Help Center will open.
 - Click **Install SureScan/Image Composer** under Software Downloads and follow the prompts.
 - You can also click Installation Instructions under the install link for instructions on how to download SureScan.



If you have SureScan on the computer, you are working on:

10. Click the SureScan button to open SureScan.
If you get a pop-up asking if you want to open SureScan, click the affirmative option to open the program.
11. Login with your SureSmile credentials.
12. The patient should open. If the patient does not automatically open, find the patient in the task list and double click their name to open it.
13. Click the Select CBCT scan data folder ... button and locate the CBCT scan files. Once the files have been uploaded, click **Finish Scan**.



OR

If you will be using SureScan on a different computer:

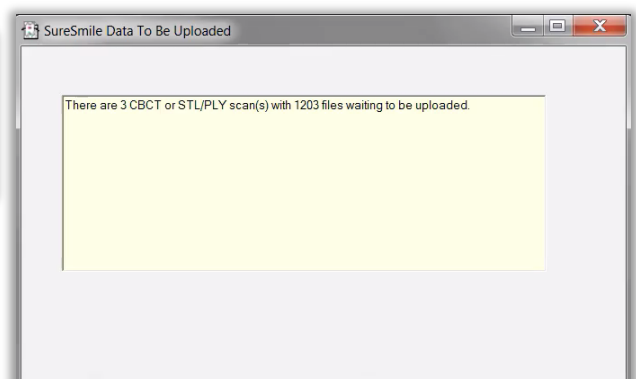
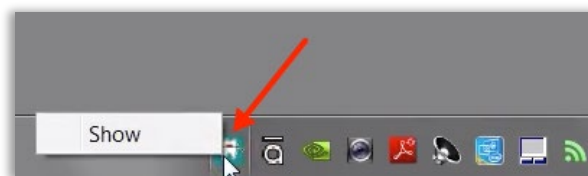
10. Open SureScan and login with your SureSmile credentials.
11. Find the patient in the task list and double click their name to open it.
Click the **Select CBCT scan data folder ...** button and locate the CBCT scan files. Once the files have been uploaded, click **Finish Scan**.

Once the CBCT data has been submitted, SureSmile begins transferring the data over to the Digital Lab. Due to the large size of the files, this process may take a while depending on your bandwidth.

Please do not close your computer or allow it to go into "sleep" mode for at least 3 hours after submitting so that all of the data can come across. If this is done at the end of the day, you may want to leave your computer on overnight.

If you want to check the transfer status you can right-click the green SureScan icon in the taskbar at the bottom right corner of your screen and select **Show**.

A window will display where you will see the number of files waiting to be uploaded. When the window is empty, all of the CBCT data has been transferred and it is safe to turn off your computer.



Ordering Diagnostic or Final Models for SureSmile Advanced

The SureSmile software supports the same STL/PLY format option for importing data to build diagnostic and final models.

You can capture the patient's dentition using your CEREC scanner or any other device that can export a PLY or STL file. For example, some offices use a tabletop scanner to capture plaster models for initial and final records.

The requirements for SureSmile scan quality are:

- 100% of every tooth surface
- 2 mm of gingiva
- No interproximal, gingival or lingual holes
- No missing cusp tips

Just like the therapeutic scan, a standard record set including photos and x-rays helps the Digital Lab with tooth modeling. For diagnostic and final models, these records are recommended rather than required.

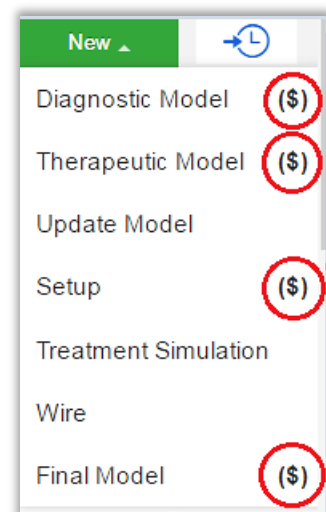
Start a Diagnostic/Final Scan

1. Open SureSmile via your browser.

On the Patient Overview, click the **New** button and choose **Diagnostic (or Final) Model**. A new model order opens.

NOTE: If you see a \$ sign in the menu option, a fee applies for this service.

2. Update the Dental Exam for the Teeth tab.



\$ indicates a fee will apply for that service

Import STL Files for Diagnostic/Final Scans

1. For Upper Jaw, click the **Choose File** button, select the patient's upper scan file and click **Open**.
2. For the Lower Jaw, click the **Choose File** button, select the patient's lower scan file and click **Open**

At this point, the files are simply assigned but not yet uploaded. The "Submit" button will not become available until you upload files.

NOTE: The bite data is not required since the upper/lower relationship was set at the time the data was captured.

3. Click **Upload Files** and wait a minute for the files to be copied to the cloud. A confirmation appears in the "Already uploaded" area.

The screenshot shows a software interface with a top navigation bar containing 'PLY/STL' (selected), 'Ora Scan', and 'CBCT Scan'. Below this, there are two rows: 'Upper jaw' and 'Lower jaw'. Each row has a 'Browse...' button and the text 'No file selected.' to its right. At the bottom of the interface is a blue button labeled 'Upload Files'.

Already uploaded:
Upper.stl
Lower.stl

Submit the Order for a Diagnostic/Final Model

The **Submit** Product button becomes available when you have attached data.

1. Click in the **Product Notes** area and type any relevant notes regarding your order.
2. Click the "Deliver as Finished" checkbox as needed:
 - For diagnostic models, leave the box checked if you prefer the model to be delivered with a workflow task that includes options for starting an IDB tray or treatment simulation. Uncheck the box if you prefer the model to be delivered in a Review Order state.
 - For final models, leave the box checked if you prefer the model to be delivered without a task. Uncheck the box if you prefer the model to be delivered in a Review Order state.
3. Click **Submit Product**.

Once an order is submitted, the order status is updated to **Ordered**. The order is now restricted to "Read Only" in the practice. This means you can review it, but you cannot change it. If you have submitted an order that you would like to cancel or change, please contact SureSmile Customer Care.

Import STL Files for Diagnostic/Final Scans

1. For Upper Jaw, click the **Choose File** button, select the patient's upper scan file and click **Open**.
2. For the Lower Jaw, click the **Choose File** button, select the patient's lower scan file and click **Open**.

At this point, the files are simply assigned but not yet uploaded. The "Submit" button will not become available until you upload files.

NOTE: The bite data is not required since the upper/lower relationship was set at the time the data was captured.

3. Click **Upload Files** and wait a minute for the files to be copied to the cloud. A confirmation appears in the "Already uploaded" area.

The screenshot shows a software interface with three tabs: 'PLY/STL' (selected), 'Ora Scan', and 'CBCT Scan'. Under the 'PLY/STL' tab, there are two sections: 'Upper jaw' and 'Lower jaw'. Each section has a 'Browse...' button and the text 'No file selected.' Below these sections is a blue 'Upload Files' button.

Already uploaded:
Upper.stl
Lower.stl

Submit the Order for a Diagnostic/Final Model

The **Submit** Product button becomes available when you have attached data.

1. Click in the **Product Notes** area and type any relevant notes regarding your order.
2. Click the "Deliver as Finished" checkbox as needed:
 - For diagnostic models, leave the box checked if you prefer the model to be delivered with a workflow task that includes options for starting an IDB tray or treatment simulation. Uncheck the box if you prefer the model to be delivered in a Review Order state.
 - For final models, leave the box checked if you prefer the model to be delivered without a task. Uncheck the box if you prefer the model to be delivered in a Review Order state.
3. Click **Submit Product**.

Once an order is submitted, the order status is updated to **Ordered**. The order is now restricted to "Read Only" in the practice. This means you can review it, but you cannot change it. If you have submitted an order that you would like to cancel or change, please contact SureSmile Customer Care.

Ordering Diagnostic Models for SureSmile Ortho or SureSmile Aligner

The SureSmile software supports the same STL/ PLY format option for importing data to build diagnostic and final models.

You can capture the patient's dentition using your CEREC scanner or any other device that can export a PLY or STL file. For example, some offices use a tabletop scanner to capture plaster models for initial and final records.

The requirements for SureSmile scan quality are:

- 100% of every tooth surface
- 2 mm of gingiva
- No interproximal, gingival or lingual holes
- No missing cusp tips

Just like the therapeutic scan, a standard record set including photos and x-rays helps the Digital Lab with tooth modeling. For diagnostic and final models, these records are recommended rather than required.

Start a Diagnostic Scan

1. Log onto SureSmile on the web.
 - Open your web browser and type <https://login.suresmile.com> into the address bar.
 - Type your Email address and Password and click Login
- Note: You should use Google Chrome, Mozilla Firefox or Safari*
2. Add a new patient or open the Patient Overview for an existing patient.
 3. Enter patient information
 - Enter the patient's first name, last name and DOB. The orthodontist will populate automatically but you have the option to choose a different doctor if needed. Staff is optional.
 4. Select Package type (*This step only pertains to SureSmile Ortho.*)
 5. Upload surface scan data. Check the check box for CBCT premium option (\$). If you select the check box, the system will prompt you to upload the CBCT scan files after the order has been placed.
 6. Upload images
 - Click 'Choose files to upload' to locate the photos & x-rays on your computer or drag them to this box.

Note: X-rays are optional for SureSmile Aligner

7. Complete Dental Examination

8. Select payment method and place order.
9. If you chose to use CBCT data in Step 5, will you now refer to SureScan to upload the CBCT scan.

FAQs

IMPORTANT: Please be aware that some of these questions may only pertain to SureSmile Advanced especially if it mentions brackets or wires.

How will I learn to integrate the CEREC Scanner with SureSmile treatment?

If you are new to SureSmile, your Clinical Implementation Specialist (CIS) will visit your office to support you as you launch SureSmile treatment. During this visit, the CIS will educate selected staff on all of the functionality for completing and managing SureSmile orders.

How much gingiva do I need to capture in a scan?

Please capture a minimum of 2 mm on all views of every tooth.

Which brackets can we use with patients scanned using a CEREC intraoral scanner?

All brackets in the SureSmile bracket library are available for use with the a CEREC intraoral scanner.

What if I am interrupted while working on completing the order in SureSmile and cannot finish importing required records until later?

Do not click Submit. When you are ready to complete the order, select the Tasks tab and filter for Submit Order to easily find your incomplete patient records.

Why would I submit an update model order?

An update scan is used to update the therapeutic model in the event of:

- A newly erupted tooth has been added to treatment.
- One or more brackets were rebonded or repositioned.
- The tooth anatomy has changed to the extent that the Setup is affected.

When is a supplemental scan required?

There are three situations when a supplemental scan is required:

1. During the initial examination, you determine that the patient has restorations* that do not meet our requirements for CBCT-only scans. (Remember to set time in your appointment schedule for a CBCT scan AND an intraoral scan.)
2. Your CBCT scan was rejected due to distortion (usually from metal fillings). In this case, recall the patient within two weeks of the date of the CBCT scan. At the appointment, reopen the SureSmile order and add a supplemental scan* according to DL instructions.
3. For SureSmile Ortho and SureSmile Aligner, full upper and lower supplemental scans are required for cases being submitted with CBCT data.

If the patient has 7 teeth per arch (or 11 total) with problematic restorations, the CBCT scan will most likely be distorted. To compensate for this issue, you may scan full arches in the supplemental scan area to request our premium service (available for an additional fee). Or, to avoid the fee, do not submit a CBCT scan. Instead, submit a full intraoral scan of the patient using your Carestream.

Do we need to take the CBCT scan and the supplemental scan the same day?

Yes. When you examine the patient at the beginning of treatment, you will see which teeth cannot be captured in a CBCT scan and will require a supplemental scan. At that time, schedule the patient for the CBCT scan AND for chair time with the Carestream scanner during the same appointment. Since the data will be combined in the SureSmile Digital Lab, the scans should be taken the same day.

What if my scan is rejected because a supplemental scan is needed or has a problem?

Recall the patient to capture the area that was missed or is a problem. This appointment must be scheduled within 2 weeks of the CBCT scan or the new scan may not register with the CBCT scan since the teeth are moving. Refer to the SureSmile Digital Lab product notes for instructions.

When you open the patient record, double-click the name of the rejected product (*shaded in red under the Items heading*). You will need to click Yes to restart work on the scan. Next, attach the new data and submit the order.

Can we capture a bite scan to supplement a CBCT scan using the CEREC Omnicam or Primescan?

No. The CEREC Ortho Software does not store a bite scan as a file that can be downloaded for import into SureSmile.

Do I need to capture a full arch with the CEREC Omnicam or Primescan to submit update or supplemental scans?

Yes, for SureSmile Ortho or SureSmile Aligner.

No, for SureSmile Advanced. You may capture an area of an arch following these requirements:

- In addition to capturing the teeth to be remodeled, capture the adjacent teeth which serve as “anchor teeth” to help the Digital Lab merge this data with the therapeutic model.
- A minimum of three teeth must be included in the scan to accurately merge the data.
- Follow quality and coverage requirements to accurately represent the patient.

What if I don't have a supplemental scan to upload when I'm importing my CBCT scan?

If supplemental cannot be provided at the same time as importing of CBCT Data, **do not Finish Scan**.

Click **Save** 

Click **Back**. This will create a task for this patient and return you back to the Tasks page in SureScan.




< Back

What happens if I did not choose the correct CEREC patient in the CEREC software for subsequent orders?

Once a CEREC patient is linked to a SureSmile patient the association is permanent until the link is broken on the CEREC side of the connection. The linkage can be broken when the customer chooses “correct CEREC patient” in the CEREC software.

How to link a CEREC order to another SureSmile patient

1. Open Administration. Select  [Customer Service Support](#)
2. Select CEREC order to be relinked. Click on “Link to other patient” in the Actions column.

 [Link to other patient](#)

(For Customer Care only: Orders are offered from patients who have just one CEREC order.)

3. Enter HRID of the patient you want to link to and click Show Patient.

Patient HRID

4. Confirm your selection with the  button
5. Check result. Order must be linked with selected patient and in in state “wait for processing”. If so, customer can now import the CEREC order again.

We scanned a patient before the brackets were available in the library. Now that they have been added, how do we update the patient's therapeutic model?

This situation is more common for new practices that are in the process of getting brackets added to the SureSmile **Bracket Library**. If none of the patient's brackets are available in the library, the order will be placed on “Hold.” In this state, the brackets can be easily identified once they are available by following the steps to release a hold.

Alternatively, if the case was processed into a finished therapeutic model because some brackets were available and registered, you will order an update model.

1. Open the patient record and start an order for an update model.

2. Select the **Brackets** tab and make the new bracket assignments.
3. Upload the patient's therapeutic data. (*This is the same data you previously uploaded for the therapeutic model order.*)
4. Indicate in the coverage area which brackets you are updating.
5. Type notes explaining that these brackets have become available and submit your order.

I ordered a therapeutic model in a Standard case for the purpose of starting the patient in aligners but I forgot to deselect the “Deliver with Brackets” checkbox. What will happen?

If you forget to deselect this checkbox and there are no brackets on the teeth in the attached data, the order will be rejected.

If you had brackets entered in the Dental Exam; first, you will need to click the **Make All Not Bonded** button. Since the “Deliver with Brackets” checkbox will no longer be available after a rejection, the next step is to resubmit the order and the problem will be corrected.

I ordered a therapeutic model in a Standard case for wire therapy but I accidentally deselected the “Deliver with Brackets” checkbox. What will happen?

If you are placing an order for a patient who needs custom *wires (as indicated by brackets in the Dental Exam and on the teeth in the attached data)* and you inadvertently deselect the checkbox, the order will be rejected. Click the **Make All Bonded** button to fix the problem and resubmit.

What happens if our practice is on Ortho v1.2.1? How do we get upgraded?

You need to upgrade (only available on AC 2?). You should contact your sales rep to upgrade their system.

What if we don't have the Ortho software? What requirements are needed? Who/where do we look to for support?

You can use the “Connect” software. There are three different pieces of software that run on the AC (Acquisition Center) – CEREC (chairside CAD/CAM for restorations), Connect (chairside software to order appliances from labs, including SureSmile), and Ortho. You can use Connect to access the seamless integration.

CEREC® Scanning Job Aid for Bonded Patients



For best results, submit complete scan orders that meet SureSmile's requirements for quality. Scans that must be captured intraorally are: therapeutic, supplemental segments and/or bite (CBCT users only), and update. To meet quality requirements, follow guidelines for scan criteria and scan pattern handling.



Scan Criteria for Segments

Follow scan criteria to capture a complete representation of the patient's teeth anatomy and brackets

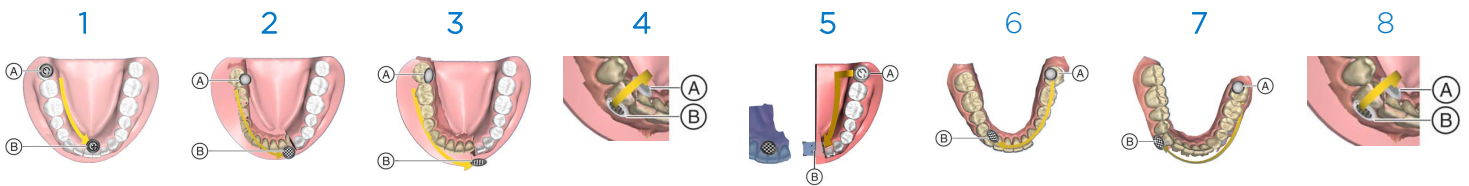
- 100% tooth coverage and interproximal areas
- 100% of bracket face/wings
- 70% of bracket mesial and distal profiles
- 2mm of gingiva

Opaque Brackets

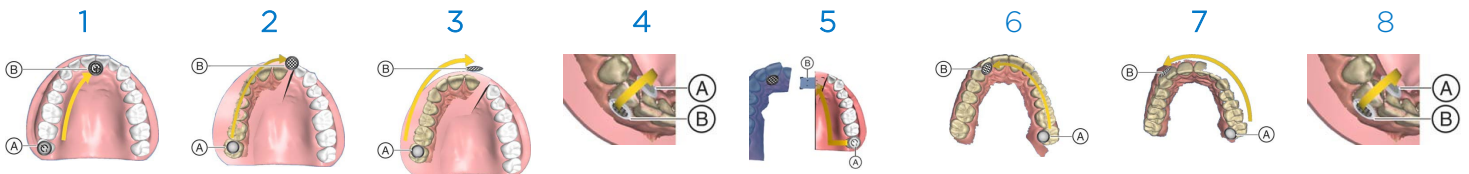
Use a material such as CEREC OptiSpray to provide a thin coating for the bracket without obscuring its detail.

Scan Pattern for Segments for Omnicam

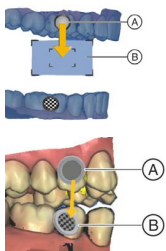
Lower Jaw Scan



Upper Jaw Scan



Bite

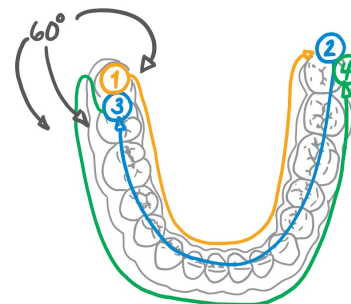


Perform the buccal registration on the right side by having the patient bite as required and guiding the camera from the start marker (A) to the target area (B).

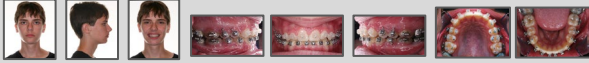
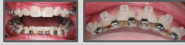







Perform the buccal registration on the left side by guiding the camera from the start marker (A) to the target marker (B).

Scan Sequence for Primescan

Scan Strategy 60°, Three Sweeps



SCAN CHECKLIST

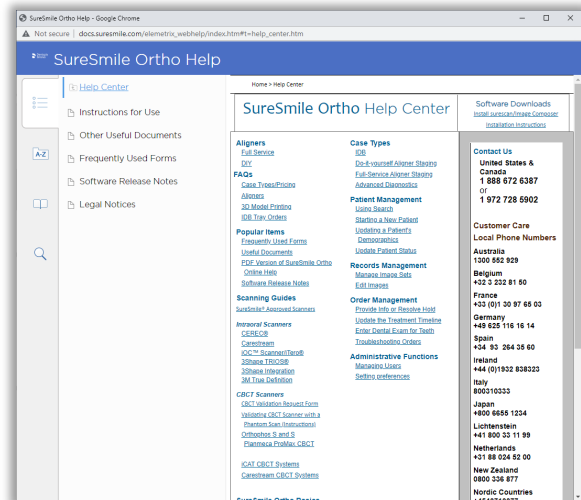
	Therapeutic Scan	Supplemental Scan (CBCT Users only)	Update Scan
	A full intraoral scan used to model the patient's current tooth anatomy and bracket positions.	A partial intraoral scan to capture optional bite and/or: <ul style="list-style-type: none"> Teeth with restorations which were not captured adequately during a CBCT scan (6 or less teeth in an arch or 10 total) \$ Premium service to model more/all teeth 	A partial intraoral scan to capture changes after the therapeutic scan has been taken: <ul style="list-style-type: none"> Newly erupted tooth Rebond Change in anatomy that will affect setup
1 Prepare patient	<input type="checkbox"/> Remove wires <input type="checkbox"/> Close bracket doors <input type="checkbox"/> Remove turbos/equilibrate	<input type="checkbox"/> Plan scan segments <input type="checkbox"/> Remove wire(s) for segments <input type="checkbox"/> Close bracket doors for segments <input type="checkbox"/> Remove turbos/equilibrate	<input type="checkbox"/> Plan scan segments <input type="checkbox"/> Remove wire(s) for segments <input type="checkbox"/> Close bracket doors for segments
2 Take photos & x-rays	<p>Photos and panorex must be taken within 4 weeks before or 2 weeks after the scan.</p> <input type="checkbox"/> Standard set required  <input type="checkbox"/> Also recommended:  <input type="checkbox"/> Current panorex required:  <input type="checkbox"/> Ceph required (current preferred, but initial is acceptable): 		Recommended: Take current photos to capture the reason for the scan
3 Take scan	<input type="checkbox"/> Capture upper, lower, bite <input type="checkbox"/> Use approved scanning technique (serpentine, and sweep-rock) <input type="checkbox"/> For bite scan, use natural bite	<input type="checkbox"/> Open existing order or start a new CBCT order <input type="checkbox"/> Take scan intraorally  <input type="checkbox"/> Capture teeth with restorations: crowns, bridges, PVC, PFM, metal fillings 3mm or larger) <input type="checkbox"/> Capture incisal restorations <input type="checkbox"/> Capture a minimum of 3 teeth <input type="checkbox"/> Capture 2 or more anchor teeth per segment <input type="checkbox"/> Touch  to start next segment	<input type="checkbox"/> Select ONCE for a bracket change  <input type="checkbox"/> Select AGAIN for tooth remodel/new  <input type="checkbox"/> Capture teeth with changes plus adjacent teeth <input type="checkbox"/> Use approved scanning techniques (serpentine and sweep-rock) <input type="checkbox"/> Touch  to start next segment
4 Replace wire/Instruct	<input type="checkbox"/> Brush <input type="checkbox"/> Replace wires <input type="checkbox"/> Give instructions/wire appointment handout		
5 Upload photos & x-rays*	<input type="checkbox"/> Upload photos and x-rays. <i>*The steps to submit the order and upload records may be completed later in the day as time allows</i>		
6 Submit order*	<input type="checkbox"/> Update dental exam for missing teeth <input type="checkbox"/> Update dental exam for brackets <input type="checkbox"/> Submit order/set wire appointment date		<input type="checkbox"/> Update dental exam <input type="checkbox"/> Submit order/set wire appointment date <input type="checkbox"/> For bracket updates, order new wire(s) and note the update scan <input type="checkbox"/> For tooth updates, order new setup


Learning Resources

There is no requirement of specific training for the use of SureSmile Ortho Software 7.6. However, you can find additional information here:

Search the [Help Center](#) in SureSmile for:

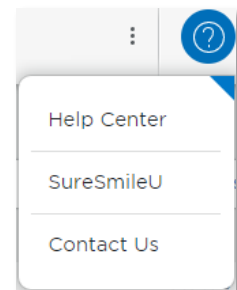
- Online help topics with step-by-step instructions
- Downloads including forms and reference documents
- Video demonstrations of software features




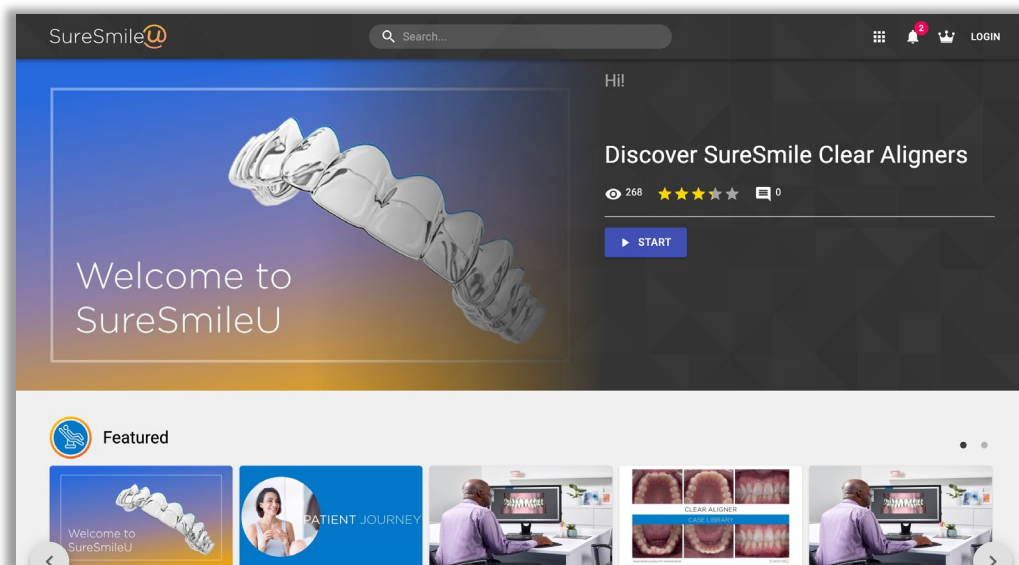
To open the Help Center, click the question mark button  and select **Help Center**.

Visit www.suresmileu.com for online learning resources including:

- Archived SureSmile webinars
- Recordings of presentations from events
- Class materials



To open SureSmileU from the SureSmile software, click the question mark button  and select SureSmileU.



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