



# SureSmile®

Technical Requirements Guide

SureSmile® is based in Richardson, Texas, with offices in Berlin, Germany and Chatswood, Australia. For general information about SureSmile®, visit the SureSmile® website at [www.SureSmile.com](http://www.SureSmile.com).

### Contact us for support

To contact us, please call one of the phone numbers listed below, or email us at [customer@SureSmile.com](mailto:customer@SureSmile.com)

Region	Phone Number
United States & Canada	1 888 672 6387 or 1 972 728 5902
Europe, Australia, New Zealand, Japan & South Korea	+800 6655 1234  <b>Note:</b> 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 <b>All other countries</b> toll number below.
All other countries	+1 972 728 5902

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# Introduction

This Technical Requirements Guide describes the SureSmile system including:

- General configuration
- Technical and physical requirements for its installation and implementation in a dental practice.

## Audience

This Technical Requirements Guide is intended for the person(s) in the practice responsible for the installation and maintenance of your computer systems, software, and networks.

## Purpose

This Technical Requirements Guide is intended to help you prepare your practice for the SureSmile system.

# The SureSmile® System

The SureSmile system consists of:

- **SureSmile** - A web-based application that can be accessed via the internet using an internet browser that supports SureSmile (see *System Requirements* below). SureSmile offers three service tiers: SureSmile Advanced, SureSmile Ortho, and SureSmile Aligner.
- **SureScan** - A Windows-based software program that operates on a Windows-based computer in your practice. SureScan is used to import scan data from your CBCT scanner into SureSmile. If you are only using a 3<sup>rd</sup> party intra-oral scanner that outputs scan data in a PLY or STL format, you do not need to install SureScan.
- **Image Composer** - An optional, Windows-based software program used to transfer data and images from your image management system to SureSmile.
- **Scanner** - The scanner may be a CEREC Primescan or Omnicam intra-oral scanner, a 3<sup>rd</sup> party intra-oral scanner, or a CBCT scanner individually validated by Dentsply Sirona (see the *CBCT Validation by Dentsply Sirona* section of this document for more information).
- **High-speed internet connection** - A reliable, high-speed internet connection is required for SureSmile to function properly. A digital subscriber line (DSL) or high-speed cable for the SureSmile internet connection is recommended. See the *System requirements* section of this document for more information.
- **Wireless hotspot device** - A wireless hotspot device is recommended as a back-up in case of internet outage. See *System requirements* for more details.

# SureSmile® Hardware and Software Requirements

SureSmile has the following recommended and minimum requirements for its three components:

- SureSmile software (a web application)
- SureScan software (installed locally)
- Image Composer software (installed locally)

SureScan and Image Composer are installed together as needed on one or more Windows-based computers in your practice.

SureSmile may not run properly if your system does not meet the following minimum requirements:

<b>Component</b>	<b>Recommended</b>	<b>Minimum</b>
<b>Operating System</b>	Windows 10 Professional 64 bit Mac OS X (current)	Windows 10 Professional 64 bit Mac OS X (current)
<b>Browser</b>	Chrome (current) Firefox (current) Safari (current - on Mac OS X only)	Chrome (current) Firefox (current) Safari (current - on Mac OS X only)
<b>Computer / Processor</b>	Intel Core i5	Intel Core i3
<b>Computer / Memory (RAM)</b>	8 GB	4 GB
<b>Display (Monitor) Resolution</b>	Full HD (1920 x 1080)	1440 x 900
<b>Video Card</b>	NVIDIA Quadro FX 580 (desktop) NVIDIA Quadro FX 1000M (laptop) Intel HD Graphics 6000	NVIDIA Quadro Intel HD Graphics 5000
<b>Internet Connection Speed</b>	25Mb/s download; 5Mb/s upload	5Mb/s download and upload

# Additional Requirements for Computers Running SureScan and Image Composer

Component	Requirements
<b>Open Network Ports</b>	You must be able to access host ssbd.suresmile.com. Ports <b>991</b> and <b>8000-8999</b> must be able to pass through the practice network to the internet to allow SureScan, Image Composer, and File Catalyst to communicate to the cloud. This is necessary to allow the transfer of image and scan data, including .STL files and CBCT scan data. Opening these ports should not violate your practice network security protocols.
<b>Java</b>	Java 7.0 or later Free download: <a href="http://www.java.com">http://www.java.com</a>
<b>Microsoft .NET Framework components</b>	Microsoft .NET Framework 4.5 Free download: <a href="http://www.microsoft.com/en-us/download/details.aspx?id=17851">http://www.microsoft.com/en-us/download/details.aspx?id=17851</a>

**Note to Apple Mac Users:** Use of SureScan under Mac OS X or in a virtualized Windows environment is not supported. Only computers running Windows natively should be used.

## Cybersecurity Best Practices

To help keep your SureSmile system as secure as possible, please make every effort to follow these cybersecurity best practices:

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

# Scanner Requirements

## Use of CBCT Scanners with SureSmile

The following CBCT scanners are certified for use with SureSmile:

System Model	Configured with
i-CAT® Classic	<ul style="list-style-type: none"> <li>14 bit Detector Panel</li> <li>Carbon Fiber Headrest</li> <li>Xoran version 3.1.62 or later</li> </ul>
i-CAT® Next Generation	Software version 1.9.0.19 or later
i-CAT® FLX	<ul style="list-style-type: none"> <li>SmartScan 2.0 or later</li> <li>Treatment Studio 5.2 or later</li> </ul>
CS 9300®, K9500®, 8100D®	<ul style="list-style-type: none"> <li>Carestream/Kodak Orthodontic Imaging Software version 9.0.7 or later</li> <li>KDIS 3D Viewer version 2.2.10 or later</li> </ul>
ProMax® 3D Classic	<ul style="list-style-type: none"> <li>ProMax 3.7.0.r or later</li> <li>Romexis 4.3.0.r or later</li> </ul>
ProMax® 3D Mid	
ProMax® 3D Max	
Orthophos S 3D or Orthophos SL 3D	Aligners only

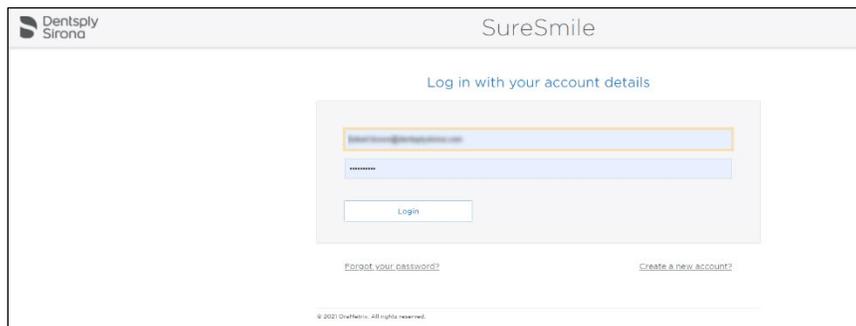
## CBCT Validation by Dentsply Sirona

Before the Digital Lab can accept CBCT scans from your practice, the CBCT scanner calibration must be verified by Dentsply Sirona.

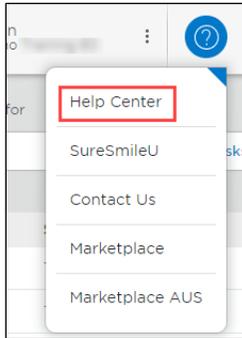
This process takes 2 to 3 weeks and requires that you submit a SureSmile CBCT Validation Request Form (DOC-500317) to SureSmile Customer Care along with test scans of materials provided to you by SureSmile Customer Care.

[Click here](#) to download a copy of the SureSmile CBCT Validation Request Form or go the Frequently Used Forms topic in the SureSmile Help Center to download the form:

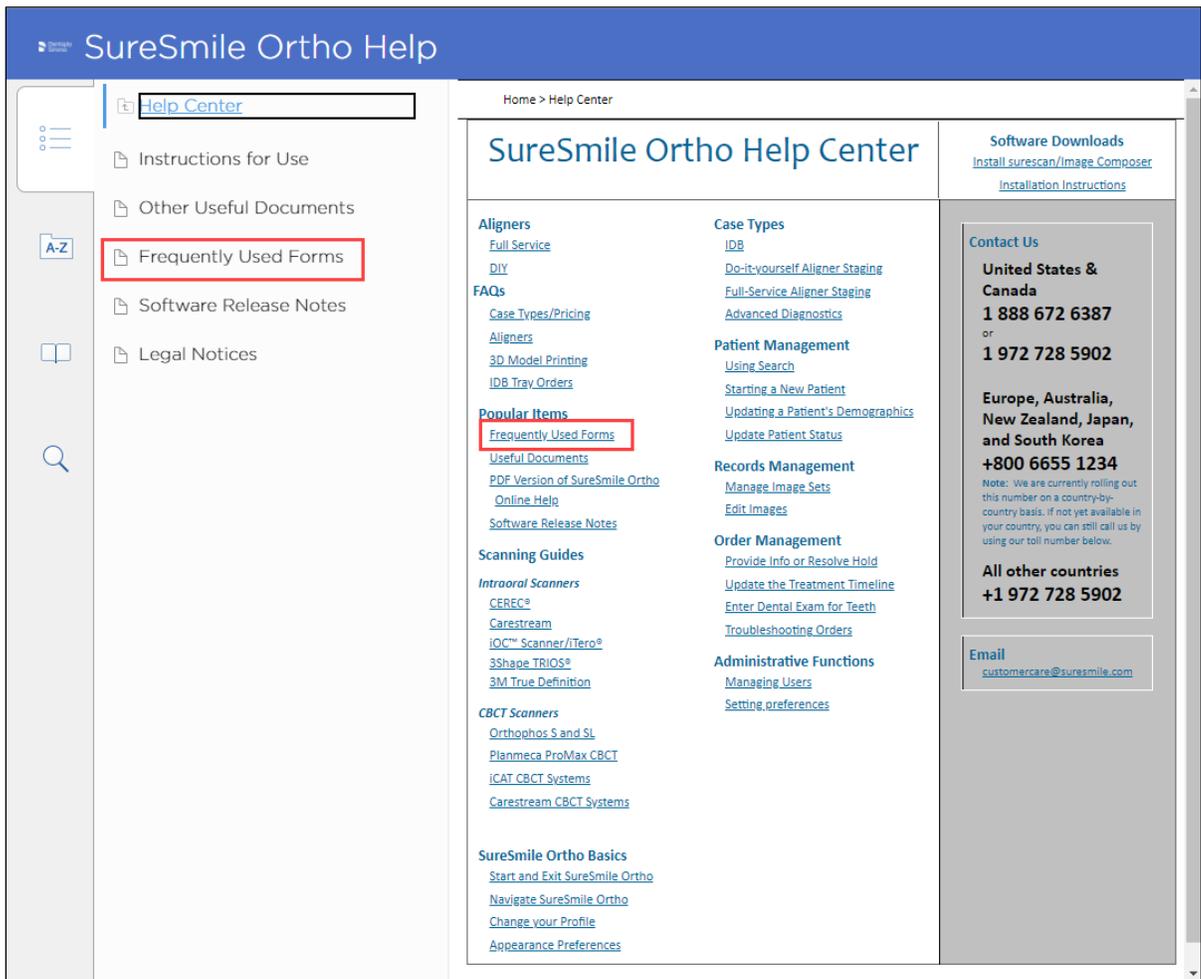
1. Log into SureSmile (<https://login.suresmile.com/login>).
2. Enter your username and password and login.



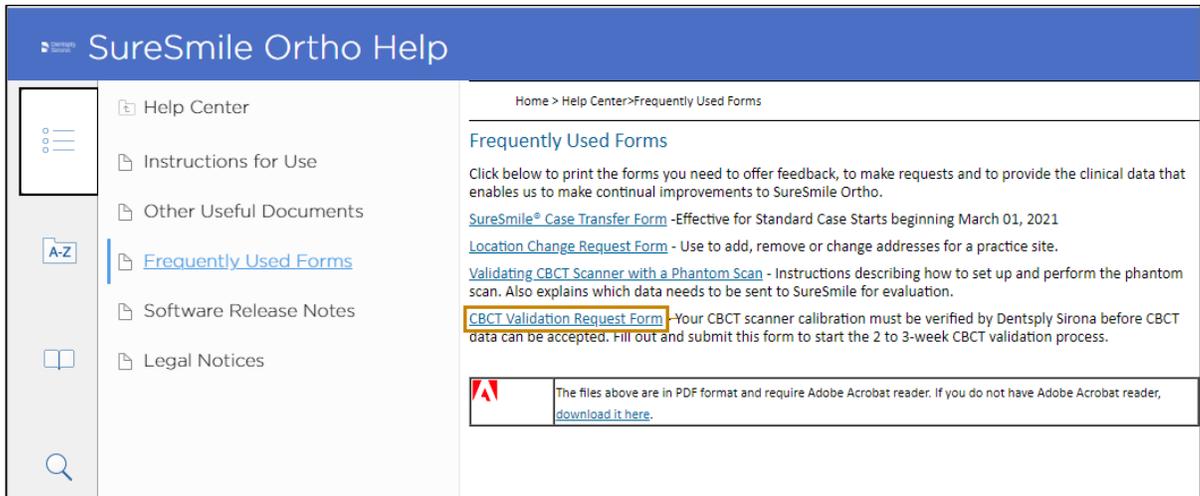
3. Click the question mark help button in the title bar and click Help Center.



4. Click Frequently Used Forms under **Popular Items** on the home page or go to the Frequently Used Forms topic in the table of contents in the left panel.



- Click [CBCT Validation Request Form](#) to open the form.



- Complete the form:
  - Complete online and then print
  - Print and complete by hand
- Scan the form and email to [customer care@suresmile.com](mailto:customer care@suresmile.com) or fax to: 1-972-728-5600. A SureSmile Customer Care representative will contact you regarding the CBCT validation process.

## Integrating 3rd Party Intraoral Scanners with SureSmile

For aligner cases without braces or brackets, SureSmile Advanced, SureSmile Ortho and SureSmile Aligner can accept stl files from most commonly used intraoral scanners.

SureSmile Advanced can process cases with braces or brackets, but the scans must be from one of the following supported intraoral scanners:

- CEREC Omnicam
- CEREC Primescan
- iTero® orthodontic imaging system (Align Technology, Inc.)
- TRIOS® by 3shape
- 3M™ True Definition
- Carestream intraoral scanners CS 3500 and CS 3600

See the manufacturer’s specifications for space measurements and connection requirements.

## Using SureScan to Transfer Scan Data

You must use SureScan to import scan data from your CBCT scanner into SureSmile when you order a model. To allow enough time for the scan data to be completely transferred to the Dentsply Sirona Digital Lab, when using SureScan to import data into SureSmile and order a model, leave the computer powered on for at least one hour per scan after submitting your last order. In other words if you have just submitted four scans, leave the computer powered on for at least four hours. You can close the SureScan software, but leave the computer/laptop powered on.

## Determining if You Need SureScan

You do not need to install SureScan if you are not using a CBCT scanner, but instead are relying solely on an intraoral scanner that outputs scan data in a PLY or STL format. Use the following table to determine if you need to install the SureScan local application to import scan data from your CBCT scanner into SureSmile.

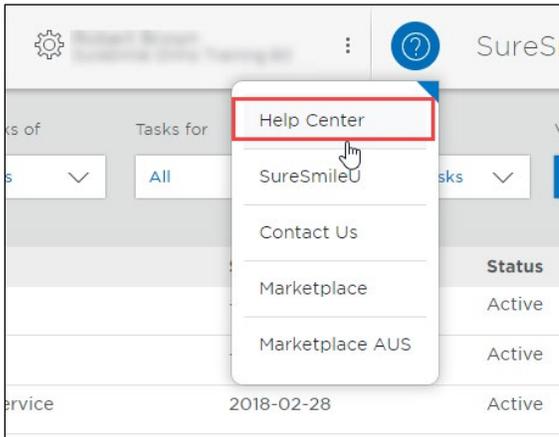
Your SureSmile and Scanner Configuration	Need SureScan?	Installation Method
CBCT	Yes	You will need to install the SureSmile update service on any desktop or laptop computer that you plan to use to import CBCT scan data. See <a href="#">Installing SureScan and Image Composer</a> below for more information.
CEREC Primescan CEREC Omnicam 3 <sup>rd</sup> party intraoral scanner	No	N/A

# Installing SureScan and Image Composer

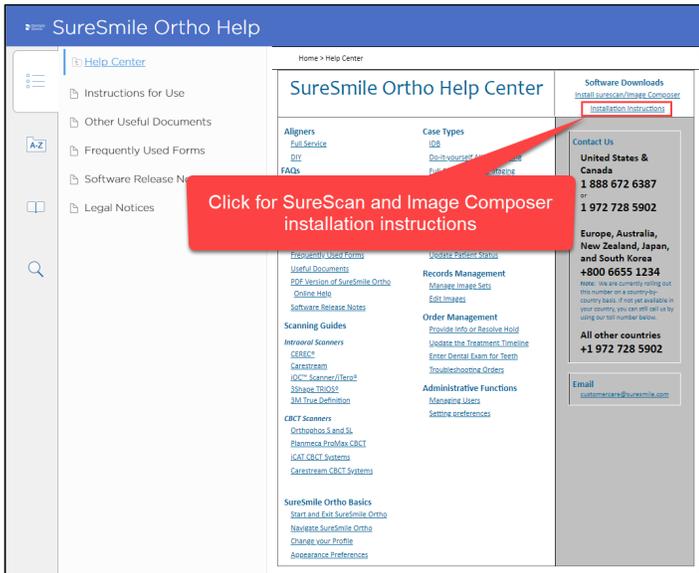
As part of your implementation process, you must install a small software program, called *update service*, on any Windows-based laptop or desktop computer in your practice on which you plan to use SureScan or Image Composer. This software update service allows Dentsply Sirona to remotely install and then periodically update SureScan and Image Composer.

To download the software update service installation instructions:

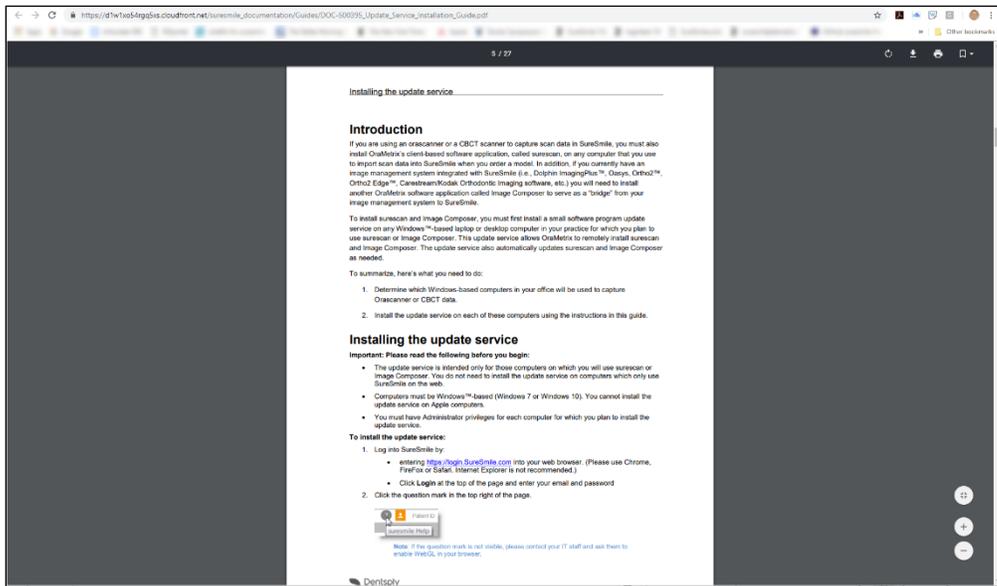
1. Log into SureSmile (web browser version).
2. Click the help button in the title bar and click **Help Center**.



3. The Help Center page opens. Click the link in the top right corner for the installation instructions.



- The instructions open in a new browser page.



- Read the instructions online or use your browser to print them if you prefer.
- Contact Customer Care if you have additional questions. See the inside front cover for contact information.

## Setting up a Share Drive for CBCT Data

Practices using CBCT scanners must export their CBCT scan data to a folder on their practice network. This folder can be located on the CBCT computer itself, a practice computer, a practice server or on some type of physical media. You will need to have your IT provider or your Network Administrator set this up for you as SureSmile Customer Support cannot make changes to your practice network. See the *SureScan Configuration Scenarios* in the Appendix of this guide for schematics of several scenarios showing how some other SureSmile practices manage their CBCT data.

**Note to i-CAT FLX users:** You will not be able to map a share drive for your CBCT scan data, as the i-CAT FLX creates a new folder for every scan. You will need to navigate to the folder location from SureScan each time you need to import scan data. For detailed instructions please consult:

- [SureSmile i-CAT CBCT Systems, DOC-500273](#)

# Integrating your Image Management System with SureSmile

Several popular image management and patient management systems have partnered with SureSmile so that your photos and x-rays can be automatically transferred into SureSmile. This is accomplished with a small, locally installed software program developed by Dentsply Sirona called Image Composer. Image Composer works in the background and serves as a bridge between your image management system and SureSmile.

If you have an image management system that you want integrated with SureSmile, you will need to install Image Composer to serve as a “bridge” from your image management system to SureSmile. Image Composer is typically installed on one or more Windows PC(s) or laptop(s) connected to your practice network.

For more information, see the **Installing SureScan and Image Composer** section of this guide.

Please check the following table to see if your image management system is compatible with SureSmile. If you do not know the version and build of your image management system, contact technical support for your image management system.

If your image management system is not listed, or if you have any questions about integrating SureSmile with your image management system, please contact SureSmile Customer Care.

## Image Management Systems integrated with SureSmile

System	Required Version/Build	Required Action
<b>Dolphin ImagingPlus™</b>	Version 9.0 / Build 26 or greater	None (If Image Composer is already installed at your practice and you are adding Dolphin for the first time, please call Dolphin tech support.)
<b>Oasys</b>	N/A	Practice must contact Oasys tech support.
<b>Ortho2™</b>	ViewPoint 6.0 or greater	Contact ViewPoint/Ortho2 Tech Support for instructions for Integrating Ortho2 ViewPoint with SureSmile
<b>Ortho2 Edge™</b>	Version 2.0.0.556 or greater	Practice must contact Ortho2 Edge tech support and request assistance for integrating Ortho2 Edge with SureSmile.
<b>Carestream/Kodak Orthodontic Imaging software*</b>	Version 8.0 or greater	Practice must call Carestream to obtain the SureSmile integration file, and then follow installation instruction

*\* Carestream Orthodontic Imaging software is an additional software package that is purchased and integrated with Carestream practice management systems including OrthoTrac, OrthoTrac classic, OPMS and OrthoWare. This imaging software can also be used by itself if an office does not have practice management software.*

## Contacting SureSmile Customer Care

For assistance with any technical questions or issues, please contact SureSmile Customer Care. See the inside front cover of this guide for telephone and email information.





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