

IvoSmile Questions & Answers

Hardware

What hardware or device is required to run IvoSmile?

You will need an iPad (Apple) with a 64-bit CPU and software version iOS 10 or later.

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

No, the app is only compatible with the iOS operating system from Apple. The app does not run on Android- or Windows-based devices.

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

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

Can I use the app on my iPhone?

Yes, IvoSmile basically runs on the iPhone 6 (and later versions) but has not been optimized for use on iPhones. This means that the icons (e.g. size of pictograms) are not displayed in an ideal quality and user friendliness may be reduced.

Purchase process, payment, subscription

How is the app purchased and installed?

Tap the App Store icon and log in with your Apple ID. If you do not yet have an Apple ID, you must first create one (see "How do I set up an Apple ID?"). Enter "IvoSmile" (without quotation marks) in the search field in the upper right corner. Tap "Download" and then tap "Install". IvoSmile will now be installed on our device. Once the installation is complete, "Open" will appear. In addition, you will see an IvoSmile icon on your device.



How do I set up an Apple ID?

An Apple ID is required to download, use and purchase apps from the Apple Store. With an Apple ID, you can manage all your apps across all your Apple devices. To set up an Apple ID, follow the Apple guidelines at:

<https://support.apple.com/en-us/ht204316>

How do I obtain an Apple ID?

You can create an Apple ID when you set up a new device or when you log in to iTunes or iCloud for the first time. You can also go to the Apple ID account page and tap "Create New Apple ID".

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

Here is what you need:

- A valid e-mail address to use as your Apple ID user name
- A secure password
- Your date of birth
- Three security questions and answers to verify your identity plus a recovery e-mail address. You can also use this information to reset your password.

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

To find out what your Apple ID is or to find out what you have to do if you have forgotten it, please visit

<https://support.apple.com/en-us/HT204034>

Do I have to associate a credit card with my Apple ID?

No, Apple IDs can be created with or without a credit card. For more information, see: <https://support.apple.com/en-us/HT204034>

If you buy the IvoSmile app, however, you will be asked to enter your credit card details. Once you have registered your credit card, Apple will associate it with your Apple ID and invoice it according to your chosen subscription. If you cancel the subscription, you can delete your credit card details from your Apple ID profile: <https://support.apple.com/en-us/ht201266>

I have forgotten my App Store password. How can I rescue it?

To find out how you can recover your Apple ID password, please visit: <https://support.apple.com/en-us/HT201487>

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

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

<https://support.apple.com/en-us/HT201389>

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

- Yes, switching from a monthly to an annual subscription plan is possible at any time. In this case, a pro-rata amount from your previous purchase will be returned to the card that you used for the original payment (e.g. your credit card).
- Yes, switching from an annual to a monthly subscription is possible. However, the change will not take effect until the end of the regular (annual) subscription period.
- For further information: <https://support.apple.com/en-us/HT204034>

How can I cancel my subscription?

To cancel your subscription, please go to Settings on your iPad.

- a) At the top, you will see your Apple ID account with your name and contact photo. Tap your Apple ID to get to your account page.
- b) Tap “iTunes & App Store”.
- c) The first selection on this screen is your “Apple ID” followed by the e-mail address of your Apple ID. Tap this field to view the Apple ID menu.
- d) Tap “View Apple ID” in the Apple ID menu. To authenticate your identity, enter your Apple ID (iTunes/App Store) password or use Touch ID.
- e) In your account settings, scroll down and tap “Subscriptions”.
- f) Tap “IvoSmile”, scroll to the bottom and tap “Cancel Subscription”.

Please bear in mind that subscription settings apply to all your devices associated with your account. If you annul the IvoSmile app on your iPad, it will also be cancelled/deleted from all the other devices associated with your Apple ID.

Link: <https://support.apple.com/en-us/ht202039>

How can I delete the IvoSmile app from my iPad?

First check if you have cancelled your subscription to the IvoSmile app!

Remove the software from your iPad by touching and holding the icon of the app that you want to remove. When the icon starts to jiggle, tap the “X” in the app that you wish to delete. After removing the selected item, press the Home button on the bottom of the device to reset the Home screen and stop the other icons jiggling. **Link:**

<https://support.apple.com/en-us/HT207618>

Payment methods

For information about purchases and payment methods, please visit <https://support.apple.com/billing>.

Where can I change or remove my Apple ID payment information?

For changing your payment information, please visit <https://support.apple.com/en-us/HT201266>

Can I by accident subscribe twice to the same service?

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

Will I be informed in advance when my free trial expires?

Yes. Before the end of the trial phase, you will receive an inApp Notification (Pop-Up) informing you about the number of days left before your trial phase ends. Requirement: You must give consent to receiving IvoSmile push messages.

Free trial period

How can I cancel my trial subscription before the end of the trial period?

This is how you can cancel your trial subscription before it is invoiced to you:

1. Go to App Settings.
2. Tap “iTunes & App Store”.
3. Tap your Apple ID.
4. Tap Apple ID on the pop-up screen.
5. Enter your Apple ID password or your fingerprint ID when prompted.
6. Tap “Subscription”.
7. Tap the subscription that you want to cancel.
8. Tap “Cancel Subscription”.
9. Tap “Confirm” to confirm that you want to cancel your subscription.

After the current subscription period has expired, iTunes will no longer renew the subscription, regardless of whether it is a free trial version or a regularly recurring paid-for subscription.

Using the app

How should I best use IvoSmile?

IvoSmile is used to take photographs of the faces of your patients. Use the camera on the back of your iPad for shooting the pictures.

Frontal views are best for portray pictures of faces. Make sure that the subject is not too far away on the screen. The head should fill out the markings.

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

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

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

How does the app work?

www.ivoclarvivadent.com/ivosmile-tutorial-en

Can I use IvoSmile to measure the tooth shade?

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

Can I measure the tooth shape with IvoSmile?

No, this is not possible.

Can I use an OptraGate (lip and cheek retractor from Ivoclar Vivadent) on the patient when taking the pictures?

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

Can I take pictures if the patient wears fixed braces?

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

How should I best present the result?

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

Is the app also suited for use in the laboratory?

Yes, the app can also come in handy in the laboratory. For instance, dental technicians can use it as a consultation aid if they have direct contact with the patient or to share and/or exchange projects with dentists using IvoSmile.

Saving projects

Where are the pictures stored?

Your pictures will be stored locally on your iPad.

Using the app on several devices

Can I use IvoSmile on several devices?

Yes, you can use IvoSmile on up to ten iPads, as long as the devices are all associated with the same Apple ID. Your Apple ID is the account that allows you to access all your Apple services and enables your devices to work together seamlessly. The Apple ID works independently of the device being used. <https://support.apple.com/en-us/HT204074>

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

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

Link: <https://support.apple.com/HT6389>

Sending & sharing content

Can photos/videos be exported and shared?

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

In the project folder, all images are saved within the individual projects. Open the project folder and tap the project you want. Below the project image, you will see the Apple "Share" icon. Tap it. A selection of different mailing options appear to forward your pictures.



Can I share and send a project to another person?

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

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

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



Can I import and export design and visualization data?

An STL export of visualization or video data into a CAD system is not possible.

Photos can be exported via e.g. e-mail.

We hope the above is useful to you. If you have any further enquiries, please do not hesitate to contact your local customer support:

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