



## FAQs

### New ICam

- What are the computer requirements to run IScan?
  - ICam4D requires a computer with:
    - Processor: Intel i7 12th generation OR newer processor.
    - One USB 3.0 Type A or C port (for use with ICam).
    - USB controller: Intel 3.0 or 3.1 eXtensible host controller. This is something you will not find in the specifications but if you have an intel CPU, you will have such a controller, plus maybe others on top of it.
    - NVIDIA GTX or RTX graphics card is recommended but not required. Do not use AMD as there are some compatibility issues. Our software does double precision float on the CPU instead of the graphics card like some intraoral scanners.
- How do I get the software for the ICam installed on my computer?
  - Create an appointment with one of our engineers.
    - <https://calendly.com/d/zx5-cp3-vp5/icam4d-installation>
- On how many computers can I install the software?
  - The software can be installed on two acquisition computers and one additional lab/design computers.
- How long is the manufacturer's warranty for my ICam?
  - ICams typically come with a 1-year limited warranty.
- How do I receive training on my ICam?
  - Sign up for an appointment to virtually train with an engineer.
    - <https://calendly.com/d/27k-5wz-jrr/imet-ric-clinical-training-basic>
  - You must have the ICam software already installed to get virtual training.
- How do I plug in my ICam?

- Plug in the USB type B connector and 4 prong circular power cable to the back of the ICam.
- Plug the power block into ac power in the wall. Please note: You will need to purchase a IEC C13 or C14 power cable separately outside the US.
- Plug the USB type A end into your Superspeed hub.
- Plug the super speed hub into your computer, preferably a 3.0 connection.
- Do I really have to let it heat up?
  - We recommend heating your ICam until the projected “heating up” goes away. This allows the ICam to reach its optimal operating temperature which contributes to scanning accuracy.
  - If you are in a pinch, you can scan without heating if you calibrate immediately before you measure the ICamBodies.
- Do I have to calibrate the ICam before every scan?
  - This serves to calibrate the ICam to remove impact of shocks, temperature, etc., and so the software can verify the accuracy of the ICam.
- Do I have to be connected to Wi-Fi to use the ICam?
  - No, you do not.
- How do I find the saved scan I just took?
  - Locate the Imetric 4D data folder shortcut on your desktop.
  - The Imetric 4D data also sits in the C drive of your computer.
  - Search under patient name for desired file.
- What files do I need to send to my designer?
  - You will need to send the exocad folder within the patient folder you just saved to the Imetric 4D data folder.
  - Or the 3shape folder within the patient folder you just saved to the Imetric 4D data folder.
  - Ask your designer which of these they use.
- How do I open the implant position or STL files in the software?
  - You can drag the files to the app icon to drop them in.
  - You can also open the software and drag them into the blank gray workspace.
- How do I contact Imetric Technical Support?
  - [Support@imetric4d.com](mailto:Support@imetric4d.com)

- Inside the US 844-811-4449
- I need an update on my recent Imetric order. Who do I contact?
  - Outside US email [sales@imetric4d.com](mailto:sales@imetric4d.com)
  - US Customers: email [sales\\_usa@imetric4d.com](mailto:sales_usa@imetric4d.com)

#### ICamBodies

- How many come in a set?
  - ICamBody Sets come in two options: 8 or 16.
- How do I get them paired with my ICam?
  - Email [support@imetric4d.com](mailto:support@imetric4d.com) and provide the engineers with the serial number on the box of ICamBodies and your ICam serial number.
- Can I have more than one set?
  - Yes, sets of 8 can be combined if one set starts with 1XXX and the other starts with 5XXX. You must email [support@imetric4d.com](mailto:support@imetric4d.com) and ask them to combine these in your library.
- How do I care for my ICamBodies?
  - Clean with soft toothbrush and autoclave for sterilization.
  - Do not use chemical cleaners or cold sterilization.
  - Do not use ultrasonic cleaning methods.
- My patient swallowed one of my ICamBodies. Can I order a single replacement?
  - Yes, contact [support@imetric4d.com](mailto:support@imetric4d.com) for instructions on replacement.
- When should I replace my ICamBodies and how?
  - After 50 cases is recommended.
  - Email [sales@imetric4d.com](mailto:sales@imetric4d.com) to order a new set.
- What platforms do the red/pink (1.4mmS) screws work with?
  - Neodent
  - Nobel Biocare
  - Every other MUA platform
  - Does not work with Straumann
- What platforms do the clear (1.4mmL) screws work with?
  - All other 1.4mm thread MUA platforms
  - Does not work with Neodent MUAs
- Are there direct to implant ICamBodies available?

- Although not currently available, they are in development.
- I use ZirconZahn. Is the ICamBody export data still compatible?
  - If you use ZirconZahn Ti bases, call support to edit your libraries. If your libraries remain standard from install, manufacturing discrepancies may occur.
- If I use Amann Girrbach software, is the ICamBody export data still compatible?
  - Yes, the data is still compatible.
- My ICamBody screws came without O-rings. Can I get some?
  - To receive a replacement set, please send a photo of the screws along with the serial number of your ICam to the sales team.

#### Common Scanning issues

- How do I start a scan?
  - Set up the case in the software including patient name and tooth number selections.
  - Press the ICamBodies button on the far-left ribbon to begin calibration and measurement.
- My ICamBodies are in jumping purple boxes. What does this mean?
  - You have chosen the wrong arch (ex. you indicated you would be scanning an upper and the software is detecting lower ICamBody positions instead).
  - You are using the wrong set (ex. you indicated that you are using ICamBody set XXX-YYY and the set you are actually scanning is ZZZ-VVV, IScan does not recognize this).
  - Press Stop Measurement, delete the data, and restart the measurement (ICONS here).
- My ICam isn't picking up my ICamBodies. How do I fix this?
  - Test to see if the exposure time is wrong.
  - Confirm you are measuring on the correct arch.
  - Your ICamBodies might be too old. Verify: if your ICamBodies have been used for more than 50 autoclave cycles, the surface wear might be too much for the ICam to recognize. You can order a new set by emailing the sales team.
- There is a gray lock on my software. What does this mean?
  - There might be an issue with your license file or the configuration of the software.
  - Call support to resolve this.
- There is a red lock on my software. What does this mean?

- A red lock indicates the software does not see the licensed ICam. This can have many sources.
- If you have a lab software version, then your software might be outdated. Check with support.
- Software update—download and run this installer:
  - [Software Update](#)
- USB connection
  - Plug in your ICam on the super speed hub provided with your ICam.
  - Switch to a different USB port on your computer.
  - Update your Windows to the latest update. ATTENTION: we have noticed that if an update has started downloading then drivers do not work anymore.
  - Turn off your firewall.
  - Turn off your antivirus protection.
  - Try a new USB cable.
  - Contact support if it still does not work.
- My USB cable is broken. How do I order a new one?
  - Email [sales@imetric4d.com](mailto:sales@imetric4d.com)
- I dropped my ICam. What now?
  - Confirm the ICam is not damaged to a point where switching it on will lead to a short.
  - If you are certain that it is safe to switch it on, do so, and then contact support to test the ICam.

#### Other Questions

- I use \_\_\_\_\_ healing cap and do not see it in my software dropdowns. Can it be added?
  - Email [support@imetric4d.com](mailto:support@imetric4d.com) with the manufacturer information and the manufacturer reference number.
  - Support will notify you if this healing cap is already integrated.
  - Otherwise, we will have to get the STL data for it or get the cap to reverse engineer it.
- I want \_\_\_\_\_ screw channel / exocad library selection added to my software. Is this possible?

- Yes. Email [support@imetric4d.com](mailto:support@imetric4d.com) and include the exocad library and the selection in exocad from the interface where you make the selection of the library. And if you know, provide the manufacturer and product information.
- How to contact support for the best response.
  - Email us for non-emergency issues at [support@imetric4d.com](mailto:support@imetric4d.com).
  - Include your name, practice name, serial number of ICam, brief description of the type of issue you are having and the best callback number where you can be reached.
  - If you call to leave a message for us, please include your name, a callback number and a description of what you need.