NOVA INBOX KNOWLEDGE BASE

The Nova Inbox knowledge base is now one click away, answering your questions 24/7.

What's in it for you?

- Step-by-step instructions
- Frequently asked questions

CONTENTS

INSTALLATION

1. Double click (Nova) on your desktop.
2. Log into Nova with your username.
3. Enter the PIN.
4. Click (Inbox).
5. Wait while Inbox installs.

Note: When you click in the sidebar for the first time, the newest Inbox version is downloaded and installed. This process only takes a couple of minutes.

START INBOX

1. Double click (Nova) on your desktop.
2. Log into Nova with your username.
3. Enter the PIN.
4. Click (Inbox).

CONNECTIONS

ADD NEW CONNECTIONS

DWOS CONNECT

DWOS Connect is a service offered by Dental Wings Inc. you can use to exchange cases between Virtuo Vivo and Nova.

1. Click ≡ **Menu** and then **Connections.**
2. Click **Add connection.**
3. Click **DWOS Connect.**
4. Enter your username.
5. Enter your password.
6. Select **Region.**
7. Click **Save connection.**
8. Click **Done.**

🕮 Note: Once your connection is successfully set up, the connection status indicator changes from Disconnected (red) to Connected (green).

🕮 Note: If you don’t have DWOS Connect ask your local Dental Wings dealer for more details.

CARES Connect is a service (offered by Institute Straumann AG) for exchanging cases between Virtuo Vivo and Nova software.

1. Click ≡ and then **Connections.**
2. Click **Add connection.**
3. Select **CARES Connect**.
4. Enter your username and password.
5. Click **Save connection.**
6. Click **Done.**

🕮 Note: When you have successfully set up a connection the connection status indicator changes from Disconnected (red) to Connected (green).

🕮 Note: If you don't have CARES Connect ask your local Straumann subsidiary for more details.

3Shape Communicate is a service offered by 3Shape A/S. Use it to exchange cases between 3Shape Trios intraoral scanners and NOVA CAD software.

📖 Note: A connection to 3shape Communicate can only be set up if you have Straumann SAP credentials and a 3Shape Communicate account.
Sign up for a 3shape Communicate account here: 3Shape Communicate Portal

1. Click ≡ and then **Connections.**
2. Click **Add connection.**
3. Click **3Shape Communicate.**
4. Click **Login.**
5. Enter your email address and password.
6. Click **SIGN IN.** Your connection is now visible.
7. Close the browser window.
8. Return to the Inbox.
9. Click **Done.**

📖 Note: Once you set up the connection successfully, the status indicator changes from red (Disconnected) to green (Connected).

LOCAL FOLDER

With a Local Folder connection you can import cases from folders on your computer or your local network.

📖 Note: Inbox only supports cases with the .xorder file extension.

1. Click ≡ and then **Connections**
2. Click **Add connection.**
3. Click **… Open file browser.**
4. Browse to the desired folder.
5. Click **Select Folder.**
6. Click **Save Connection.**
7. Select a file path from anywhere in your local network.
8. Click **Done.**

📖 Note: Once you set up the connection successfully, the status indicator changes from red (Disconnected) to green (Connected).

REMOVE CONNECTION

REMOVE CONNECTIONS

1. Click (Inbox).
2. Click **.**
3. Click **Connections.**
4. Select the connection to be removed.
5. Click **Remove connection** then **Remove**.

Note: Removing a connection does not remove any cases from the online services.

SETTINGS

CHANGE THE NOTATION SYSTEM DISPLAY

1. Click ≡.
2. Click **Settings**
3. Select **FDI** (for most countries) or **Universal numbering system** (for the USA).
4. Click **Done.**

Note: The dental notation system changes once you are back in the main view.

CHANGE DISPLAY LANGUAGE

1. Click ≡.
2. Click **Settings.**
3. Click the ▼ down arrow and select your language.
4. Click **Done.**

Note: The display language changes once you are back in the main view.

USER INTERFACE SCALING

1. Click ≡.
2. Click **Settings.**
3. Click the ▼ (down arrow) and select a scaling factor.
4. Restart **Inbox**.

Note: If elements are too small on the screen, use these steps to adjust scaling settings and make text and other items easier to see.

CASES

RECEIVE CASES

1. Click **Received**.

📖 Note:

- Cases in the *Received* column will stay in the Inbox until they are accepted or rejected.
- Cases are automatically downloaded for established connections.

CASE CARDS

1. Scroll through the card list using the mouse wheel.
2. Click a card to select a case.

📖 Note: New cases are downloaded automatically once you set up a connection. Cases are sorted from newest to oldest.

INSPECT CASE DETAILS

1. Click a case card.
2. Move your cursor to the right side of the screen and scroll using the mouse wheel.

📖 Note: Only case details, files and notes that are available are displayed.
If details, files, or notes are not available, that area is hidden.

DISPLAY SCANS

1. Click a case card.
2. Click a scan file icon under Scan to open the scan.
3. Click and hold the right mouse button on the object image to rotate the scan.
4. Click and hold the mouse wheel to move the scan.
5. Use the mouse wheel to zoom in or out.
6. Click **Done** to close the window.

Note: Scans are displayed in black and white or color, depending on the type of output from the intraoral scanner.

DISPLAY ATTACHMENTS

Attachments can be images, documents, video clips and audio clips. Attachments are opened by an application associated with that file extension.

1. Click a case card.
2. Click  to see an attachment.

Note: Change the application used to display a specific file type can be done in Settings. Click **Apps** > **Default apps** > **Choose default apps by file type**.

ACCEPT OR REJECT A CASE

ACCEPT A CASE

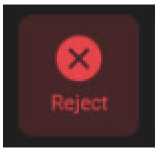
Accepted cases are moved from the *Received* section into the *Accepted* section.
Case status is automatically updated online and then cases appear in the Nova CAD software.

1. Click the **Received** tab.
2. Click a case card.
3. Move your cursor to the upper right of the screen and click **Accept**.

📖 Note: Cases with Accepted status are removed from the Inbox after 30 days.

REJECT A CASE

1. Click **Received**. Move your cursor to the upper right of the screen and click **Reject**.



Rejected cases are moved from the *Received* section to the *Rejected* section.

📖 Note:

- Case status is automatically updated online.
- Cases with Rejected Status are automatically removed after 30 days.
- Rejected cases do not appear in the NOVA CAD software.

MARK CASE AS SHIPPED

Use “Shipped” to tell your client that the case has been designed, manufactured, finished, and physically shipped by a courier or postal service.

1. Click **Accepted**.
2. Click a case card.
3. Click **Shipped.**

EXPORT TO FOLDER

EXPORT SCANS AND ATTACHMENTS

All scan file attachments are exported to a folder.
Inbox saves scan files in open 3D file format so they can be processed in other CAD applications.

1. Select a case card.
2. Click **More options** (⁝) on the card**.**
3. Click **Export files.**
4. Select a destination folder.
5. Click **Save.** The folder opens automatically.

📖 Note: The folder will have the same name as the Case ID. Files are sorted into the subfolders Scans and Attachments.
Inbox exports scan files in their original file format (STL or PLY). You can open them using various CAD applications and 3D viewers.

EXPORT A CASE

1. Select a case card.
2. Click **⁝ More options.**
3. Click **Export case.**
4. Select destination folder.
5. Click **Save** and the folder opens automatically.

📖 Note: Exported cases can only be imported by Straumann Group CAD software such as Nova, CARES Visual, and DWOS CAD.
This file type is not compatible other applications.

REMOVE A CASE

MANUAL CASE REMOVAL

You can only remove cases from Inbox and not from the online service.

1. Select a case card.
2. Click ⋮ .
3. Click **Remove case.**

📖 Note: Cases cannot be removed from the *Received* tab.

AUTOMATIC CASE REMOVAL

Cases without *Received* status are automatically removed after 30 days.

SOFTWARE UPDATE

UPDATE

1. A green sphere is displayed next to the ≡.
2. Click ≡ .
3. Click Update available.
4. Click **Update now**.

📖 Note: Inbox gets updated automatically and restarts when finished.
The latest version is available after Inbox restarts.

LEARN AND WHAT'S NEW

LEARN ABOUT WORKFLOWS

Get to know the functions, workflows, and settings of Inbox.

1. Click ≡.
2. Click **Learn.** A PDF opens in another application.

📖 Note: The PDF is updated with each version.

LEARN WHAT'S NEW

Learn more about features, improvements and bug fixes included in the latest version.

1. Click ≡.
2. Click **What's new.** A PDF opens in another application.

📖 Note: The PDF is updated with each version.

UNINSTALLING

COMPLETE UNINSTALL

Follow these steps to completely uninstall Inbox from your system.

📖 Note: We do not recommend uninstalling Inbox. Uninstalling removes ALL Inbox files and data from your system.

1. Enter Apps & features in Windows Search.
2. Click **Apps & features**.
3. Scroll down to Inbox or enter it in the Search box.
4. Click **Inbox**.
5. Click **Modify.**
6. Click **Next.**
7. Click **Purge.**
8. Click **Remove.**

PARTIAL UNINSTALL

These steps uninstall Inbox from your system, but leave all user settings, connection settings, and cases.

1. Enter Apps & features in Windows Search.
2. Click **Apps & features.**
3. Scroll down to Inbox or enter it in the Search box.
4. Click **Inbox.**
5. Click **Modify.**
6. Click **Next.**
7. Click **Remove.**
8. Click **Remove.**

TROUBLESHOOTING

GENERAL

Q: Why are cases disappearing from Inbox after a while?

A: Inbox is not meant as a long-term storage for cases. Cases that have been accepted, rejected, or shipped are automatically removed from Inbox after 30 days. Cases in the Received section are kept indefinitely.

Q: Why is there an icon with a question mark in the SCANS section?

A: Files with a question mark are no longer available on the service but are still referenced in the case. Ask the sender to upload the case again.

Q: Why isn't Inbox downloading cases?

A: The correct network ports might not be available. Contact your local network administrator and ask them to make this port available:

- Port: 8084

Q: Can I receive cases from other labs?

A: No. Inbox can only receive cases from Intraoral Scanners like Straumann Virtuo Vivo and 3Shape Trios.

Q: How can I change a case status to Received again?

A: Only Straumann Group customer support can change a case status to received.

Q: Where can I see which new features have been added to Inbox?

A: New features are described in *What's New*, included with your new Inbox version.

Q: Why is there no due date displayed on the case card?

A: The due date is only displayed when it has been set by your client.

Q: Why are there new connection types displayed on the case card?

A: If you set up more than one connection, Inbox adds the connection type to make it easier to differentiate between connections.

CARES CONNECT AND DWOS CONNECT

Q: How can I log in to CARES Connect?

A: Your local Straumann subsidiary can provide you with login details.

Q: How can I log in to DWOS Connect?

A: Your local Dental Wings dealer can provide you with login details.

Q: How do I login to 3Shape Communicate with another account?

A: To use accounts other than the ones currently in use, follow these steps:

1. Remove the 3Shape Communicate connection.
2. Close Inbox.
3. Open your web browser.
4. Go to **Settings**.
5. Search for the **Cookies** section.
6. Remove cookies related to 3Shape Communicate.
7. Open Inbox.
8. Add the 3Shape Communicate connection.
9. Log in using the other account credentials.

Q: How can I ensure that customers/clients can only order products I provide?

A: You can create a custom order template on 3Shape Communicate, called DME, for use by your connected clients. To create a DME custom order template, please contact 3Shape support (support@3shape.com). If you already have a custom template, you can upload it to your 3Shape Communicate account.

Q: Can I add more 3Shape Communicate connections?

A: No. You can't have more than one 3Shape Communicate connection.

Q: Why can't I select the 3Shape Communicate connection?

A: 3Shape Communicate is only available after SAP credentials are entered in Nova. If you do not have SAP credentials, please call customer service.

Q: My client added other STL files as attachments. Why can't I see them in my downloaded case?

A: 3Shape Communicate doesn't allow 3D files acquired outside of a case to be downloaded.

LOCAL FOLDER

Q: How can I import separate scan files in Inbox?

A: You can import scan files packaged in an xorder file. Currently *only* .xorder files are supported.