

Invisalign^{G3} FAQs

Computer/Software Questions

Q: I'm having some trouble uploading photos on the Invisalign Doctor Site. What should I do?

A: Many customers who have this problem are using a browser that is not supported, like Firefox or Google Chrome. Align currently supports only the Internet Explorer 7 or Internet Explorer 8 browsers. Internet Explorer is free, and usually takes just minutes to download and install. [Click here](#) to download Internet Explorer.

If you install Internet Explorer and are still having problems, contact Customer Support at 888-822-5446.

Q: I'm having some trouble logging-in to the Invisalign Doctor Site. What should I do?

A: On the log-in page (where you enter your user name and password), you can re-set your password. The password must meet the following criteria:

- *Must be at least six characters long*
- *Must include both upper case and lower case letters*
- *Must include at least one number*
- *Cannot be the same as your user name, or your previous three passwords*

If you are still having problems after re-setting your password, contact Customer Support at 888-822-5446.

Q: I'm having some trouble installing the ClinCheck® 3.0 software. What should I do?

A: For most computers, if you uninstall ClinCheck, then reinstall, it will take care of the problem. To uninstall, go to the Control Panel on your computer, then choose "Add or Remove Programs." To go to the page to install ClinCheck 3.0, log-in to the Invisalign Doctor Site, then [click here](#). Make sure you have other programs, including Internet Explorer, closed when you install ClinCheck software. If you are still having problems after attempting to reinstall, contact Customer Support at 888-822-5446.

Q: Do I need to upgrade my computer hardware (or software) to run ClinCheck 3.0 software or access the new Invisalign Doctor Site?

A: The answer is, "it depends." The more recent your hardware and software is, the more likely that you won't have any problems. For accessing the new Invisalign Doctor Site, we are no longer supporting the Internet Explorer 6 (IE6) browser, so we encourage IE6 users to upgrade to IE8. This upgrade is free, and for most computers it takes just minutes to download and install.

Regarding ClinCheck 3.0 software, the best experience is with a Windows 7 operating system. Windows XP SP3 and Vista are also supported, but make sure you have the latest drivers installed for your graphics cards. If you have an older machine and your performance is sluggish, you may want to consider upgrading your graphics card; we've found that NVIDIA or AMD/ATI graphics cards work best.

For more information, including minimum hardware and software requirements, go to the Support tab on the Invisalign Doctor Site and read the Software Support information. Or, you can call our Computer Support line at 888-822-5446.

Q: Can I use a Mac computer for my Invisalign treatment plans?

A: Currently Align only supports Windows-based computers. As you may know, some programs on the market allow Windows software to run on Mac operating systems. Align is continually evaluating ways to better meet the needs of our customers, and offering a Mac version of ClinCheck—and support for the Safari browser—is being considered for a future launch.

Clinical Questions

Q: Why are photos required for refinements?

A: Photos are needed to help ensure that the bite is set properly. For more information on required records, [click here](#).

Q: I've heard that bite registrations are now optional. How will you determine the occlusal relationship without the bite registration?

A: Since the quality of bite registrations is often poor, we have found that they are not a dependable tool for setting the bite. Bites are set using an advanced software tool and verified using the photos. This is why we require photos for all initial, midcourse and refinement impressions.

In cases where the bite setting is something other than centric occlusion (maximum intercuspation), we recommend that you take additional photos of the mounted models with the occlusal contacts marked with occlusal paper. These additional photos can be e-mailed to records@aligntech.com. Please include the doctor's name, the patient's name and the patient ID number.

Q: I've heard that x-rays are now optional. How will you determine root positions without an x-ray?

A: X-rays have never been used to determine root positions, or for any other diagnostic purpose. Root positions in Treat software are assessed using standard roots, based on the long axis of the clinical crown captured in the PVS impression. If you would like to review the x-ray when you review your ClinCheck treatment plan, please continue to submit them online.

Q: How can I get passive aligners with my Invisalign treatments?

A: If you go to your Clinical Preferences via the Patient List (or home) page, and select "Yes" for question 3, passive aligners will be automatically added to all your future Teen and Full treatments. They will also be applied automatically for mid course corrections (MCC) and case refinements (CR) if you send in upper and lower impressions and you choose to treat both arches. Passive Aligners are NOT available for Express or Assist treatments at this time.

Q: Why aren't passive aligners available for Invisalign Assist?

A: One of the main uses of passive aligners is to facilitate the use of Class II/III elastics while movement in the opposite arch finishes. Because Assist is designed for doctors who are new to Invisalign, or who want extra guidance with their Invisalign treatment, A/P changes (and Precision Cuts) are not offered. We are evaluating the possibility of adding passive aligners for Assist so that treatments can have the same number of upper and lower aligners, but no timeline is set for this change.

Q: I'm looking for the drag-and-drop interfaces for Precision Cuts and for placing attachments, but I don't see them in the ClinCheck software. Where are they?

A: In ClinCheck 3.0, select "Advanced Tools" from the menu. From there you can select "Precision Cuts" and/or "Attachments". The tools will then show up as links in the Changes tab. You only need to do this one time for each computer on which you install ClinCheck.

Q: Why are you recommending that doctors wait until they review the initial ClinCheck treatment plan before they request Precision Cuts?

A: By waiting until you've received the initial ClinCheck treatment plan, you'll better be able to assess the potential options and trade-off with Precision Cuts. For example, Precision Cuts cannot be placed on the same teeth as Optimized Attachments. If there are Optimized Attachments on the teeth, you will need to decide the treatment priority, and/or consider alternatives for sequencing the movements or tooth and surface to place the cutout.

Q: Do you recommend using Precision Cuts for extrusion or any other auxiliary technique?

A: Precision Cuts were not designed to be used for extrusions or other auxiliary techniques; they were designed to be used for A-P correction. However, you can request Precision Cuts whether the patient requires Class II/III correction or not. Keep in mind that Precision Cuts can only be placed on canines, premolars, and molars at this time.

Q: Do I need to request the new lingual Power Ridge or the Power Ridge for lower incisors?

A: No. When the software detects 3 degrees or more of lingual root torque a power ridge will automatically be applied. The lingual Power Ridge for upper incisors is used when the software detects lingual root torque and translation. Doctors must ask that the movement be programmed in treatment in order to receive a power ridge.

Q: Can I use the attachment drag-and-drop interface to position the attachment on a particular area of the tooth?

A: No. The interface allows you to choose the type of attachment and the tooth, but not the placement on the tooth. The attachment will be placed in the center of the tooth unless you request an alternative placement via a comment to the technician. Note: for rectangular attachments, you may also choose the

size of the attachment. Once you've dragged the icon onto the tooth, just click the attachment and choose the desired size.

Q: What is the impact of delaying attachments and IPR?

A: When attachments are delayed, the movements that require attachments are also delayed. Likewise, when IPR is delayed, there may not be room for the movement to occur until the IPR is performed. As a result, it is likely that delaying the placement of attachments and IPR will cause the treatment to be slightly longer.

Q: When I want to delay IPR and attachments, can I choose to delay one and not the other?

A: No, if you delay attachments to a later stage, you must also delay IPR to that same stage, and vice-versa.

Q: How are the delays to IPR and Attachments handled for Invisalign Express and Invisalign Assist?

A: IPR/Attachment delays configured in preferences will not be applied for Express treatments because application of this clinical preference is likely to cause the case to be disqualified for Express treatment. You will receive a comment within the ClinCheck treatment plan notifying you that this preference has not been applied.

For Assist treatment plans, if you request delay of IPR/attachments, we will delay them until aligner 4 to match the appointment planning intervals. This may, however, influence whether a treatment qualifies for the \$400 discount for a 13 stage or less treatment.

Q: What is the Refinement Fee Date? How is it calculated?

A: The Refinement Fee Date used to be called the Estimated Completion Date, but many found this name to be confusing. It is the date after which you will be charged for refinements. (See Pricing Terms and Conditions for Invisalign on the Support tab of the Invisalign Doctor Site for more details). Here's how we calculate the Refinement Fee Date: $\text{Shipping Date} + (\text{Number of aligners} \times 2 \text{ weeks per aligner}) + 180 \text{ days}$. Example: If a treatment shipped on January 1 and had 26 aligners (52 weeks), the Refinement Fee Date would be June 30 of the following year.

Q: What is the Treatment Expiration Date? How is it calculated?

A: The Treatment Expiration Date is the date after which you may no longer submit refinements for a case; any further treatment for the patient must be submitted as a new case. (See Pricing Terms and Conditions for Invisalign on the Support tab of the Invisalign Doctor Site for more details). Here's how we calculate the Treatment Expiration Date: $\text{Refinement Fee Date} + 365 \text{ days}$.

