

# CROWN WORLD DIGITAL SCANNER AND CASE SUBMISSION GUIDELINES



MEDIT i700



ashape TRIOS®



3M True Definition



Carestream  
DENTAL



iTero element



CEREC OMNICAM



Heron IOS



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DENTAL LAB

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# MEDIT



- ◆ **Account Access:** Log in to your Medit® Link account.
- ◆ **Connecting to the Lab:** Navigate to "Partners" on the left menu.
- ◆ **Lab Search and Connection Request:** Search for "Crown World Dental Lab." If not found by name, use the email [e.orders@crownworldddental.com](mailto:e.orders@crownworldddental.com). Request partnership and confirm the action. After requesting, Crown World Dental Lab will appear in your "My Partner List" as "Partnership Pending." The status changes to "Partnership" when the lab accepts.
- ◆ **Intraoral Scanning:** Open "Medit for Clinics," fill in requested details, and conduct a patient scan following standard procedures.
- ◆ **Completion of Online Prescription:** Fill out the necessary prescription (Rx) details for the patient's case.
- ◆ **Sending Case to Crown World Lab:** Select "Crown World Dental Lab" as the case recipient and send the case files.

# iTero<sup>®</sup> element



- ◆ **Account Access:** Log in to your online iTero<sup>®</sup> account.
- ◆ **Connecting to the Lab:** Select the "Find a Laboratory" feature on your scanner interface, through the online platform or after logging in.
- ◆ **Lab Search and Connection Request:** Search for "Crown World Dental Lab" or ID# 14619 and submit a connection request. Wait for connection approval.
- ◆ **Intraoral Scanning:** Perform a complete intraoral scan following standard procedures.
- ◆ **Completion of Online Prescription:** Thoroughly fill out the iTero online prescription form.
- ◆ **Sending Case to Crown World Lab:** In the final step, choose "Crown World Dental Lab" as the case recipient and transmit the file accordingly.

# 3shape

## TRIOS

- ◆ **Account Access:** Open "Dental Desktop" or UNITE software, then access the "Store."
- ◆ **Connecting to the Lab:** Navigate to "More," then "Connections and Labs." Select "Add."
- ◆ **Lab Search and Connection Request:** Search for "Crown World Dental Lab" or use [e.orders@crownworld dental.com](mailto:e.orders@crownworld dental.com). Choose "Crown World Dental Lab" to initiate the connection. The lab will be listed under "Connected Sites" as "Waiting for Approval;" upon approval, the status changes to "Active" or "Trios Ready."
- ◆ **Intraoral Scanning:** Perform a complete intraoral scan following standard procedures.
- ◆ **Completion of Online Prescription:** Thoroughly fill out the online prescription form (Rx).
- ◆ **Sending Case to Crown World Lab:** Click the "Send" icon, review the 3D case overview, and inspect scans and details by clicking "View." After postprocessing, a green tick will confirm successful submission to Crown World Dental Lab.



Trios Support:  
**888-374-2734**



- ◆ **Account Access:** Log in to Sirona Connect.
- ◆ **Connecting to the Lab:** Click the "+" symbol in the "Recipients" tab. Under "My Favorite Recipients," select "Search Recipient."
- ◆ **Lab Search and Connection Request:** Click "Search Direct," type "Crown World Dental Lab," and click "+" to add the lab to "My Favorite Laboratories." Wait for approval; confirmation is indicated when the lab appears under "Recipients."
- ◆ **Intraoral Scanning:** Log into your CEREC® software and complete the digital scan following standard procedures.
- ◆ **Completion of Online Prescription:** Choose your restoration preferences and fill out the necessary prescription (Rx) details for the patient's case.
- ◆ **Sending Case to Crown World Lab:** Submit the scans by selecting "Submit Cart." Designate Crown World Dental Lab as the case recipient and send the case files.



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CEREC Support:  
**800-659-5977**

# 3M True Definition

- ◆ **Contact Support:** Initiate the process of adding Crown World Dental Lab to your scanner's menu by calling Midmark™ Digital Impression Customer Service at 937-526-8387.
- ◆ **Lab Addition Request:** Request the addition Crown World Dental Lab to your scanner's menu by providing their zip code (92612) and Lab ID# 14619.
- ◆ **Confirmation of Lab Addition:** Once your request is processed, Crown World Dental Lab will be accessible in the lab selection dropdown menu on your scanner for future dental scans.
- ◆ **Digital Scan and Prescription:** Perform the necessary dental scans with your scanner, and after scanning, accurately complete the required digital prescription (Rx) form for the lab.
- ◆ **Sending Case to Crown World Lab:** Finalize the process by clicking "Sign" on the scanner's screen, sending the scanned file directly to Crown World Dental Lab.



*Note: It's important to know that the 3M™ True Definition scanner line is now supported by Midmark Corporation, following an acquisition. This change means contacting Midmark for support regarding these scanners.*

3M Support:  
**937-526-8387**

# Heron™ IOS



- ◆ **Account Access:** Log in to your 3DiscCloud™ platform.
- ◆ **Connecting to the Lab:** Navigate to the “Connections” menu and select “Create New Connection.”
- ◆ **Lab Search and Connection Request:** Find Crown World Dental Lab using the search function or input the email [e.orders@crownworldddental.com](mailto:e.orders@crownworldddental.com). Click “Create Connection” to submit your request to the lab and wait for confirmation. Pending connections are displayed in the list of “Pending Connections.” Once approved, it will appear in the list of available labs.
- ◆ **Intraoral Scanning:** Open 3DiscClinic and perform a complete intraoral scan following standard procedures.
- ◆ **Completion of Online Prescription:** Thoroughly fill out the online prescription form (Rx). Display the Case Order Form and verify order Rx.
- ◆ **Sending Case to Crown World Lab:** Send scan data and digital Rx to Crown World Dental Lab by clicking the lab name on your connection list.

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Heron™ Support:  
**800-570-0363**



- ◆ **Account Access:** Log in to Carestream CS Connect.
- ◆ **Connecting to the Lab:** Click on the "Quick Connect" icon on the top right of the screen, then select "+Add a Partner."
- ◆ **Lab Addition Request:**  
Type [e.orders@croworlddental.com](mailto:e.orders@croworlddental.com) and send the invitation; once accepted, it's automatically added to your partners.
- ◆ **Intraoral Scanning:** Use CS Imaging for a complete intraoral scan following standard procedures.
- ◆ **Completion of Online Prescription:**  
Select the case in CS Imaging, send it to "CS Connect," and fill out the online prescription form (Rx).
- ◆ **Sending Case to Crown World Lab:**  
Choose "Crown World Dental Lab," accept terms, and submit. The status displays as "Transferring" during upload. After upload, the lab is notified by email, and the status changes to "Transferred." Once the lab accepts in "CS Connect," the status becomes "Consulted."



Carestream Support:  
**800-328-2910**

# ALL OTHER SCANNERS

Send Raw .stl Files Through Crown World (CW) *My Account*

- ◆ **Scan and Export:** Perform a dental scan using your scanner. Once the scan is complete, save and export the scan data as a raw .stl file.
- ◆ **Accessing CW *My Account* Portal:** Log in to your CW *My Account* portal.
- ◆ **Initiating File Upload:** In the portal, go to the "Upload" section and choose "Digital Impression."
- ◆ **Adding the .stl File:** Drag and drop the .stl file into the upload box, or click the upload box to select the .stl files from your computer and add them as the digital impression.
- ◆ **Completing Information and Uploading:** Fill out all the required information and the prescription (Rx) details. After all necessary fields are filled, upload your .stl files by clicking "Upload Files."



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*My Account* Support:  
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**\$89\***

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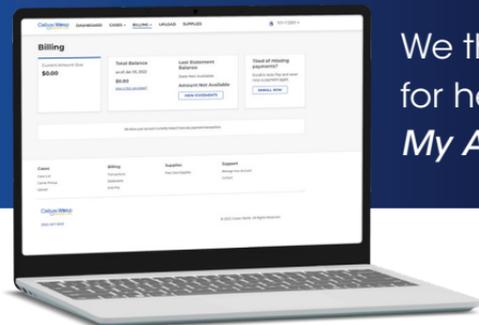
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