

## WIRE ORDER FAQs

### What kind and sizes of wires are available?

Copper NiTi / NiTi – 16 round, 16x16, 16x22, 17x25, 19x25

Beta Titanium – 16 round, 16x16, 16x22, 17x25, 19x25

Elgiloy/Azurloy – 16x22, 17x25, 19x25

### When should I order a wire sequence as opposed to an individual wire?

If you intend to order a typical wire series for a patient, use the wire sequence feature to design and order multiple wires in one workspace. Add sequences you commonly use to your Preferences under the Wires section.

### How do I cancel a wire that was created but not needed/not ordered?

Open the wire order. On the **Order** tab, click the **Remove Order** button. The order disappears from the treatment planning workspace and the timeline.

### What do I do if I have ordered a wire, then realize I forgot to add notes/slot fill/expansion/constriction, etc...?

If the Digital Lab has not started working on your wire order, click the “Cancel Wire Production” button on the Order tab. Next, you can create a wire copy, enter the settings needed and submit again. Otherwise, call Customer Care or order a new wire with your corrections and tell us in the notes to cancel the previous wire.

### I use .022 brackets; why isn't it letting me order a 19x25 for this particular patient?

This usually occurs when at least one .018 bracket has been entered in the Dental Exam (DE). Correct the bracket(s) in the DE and order a blank Update Scan leaving instructions to the DL to correct the appropriate brackets. Once the Update Model has been completed by the DL, start a new wire order and the 19x25 option should be available.

## WIRE INSERTION FAQs

### Which model do I use for initial wire insertions?

Open the wire order that corresponds to the wire you are inserting. Refer to the blue therapeutic model in the left window.



Use the setup model on the right to determine the direction of the teeth or wire movements.

### Which model do I use to check progress when the patient returns for a wire check?

Use the white setup model (right) with the dark blue brackets to check patient progress. The teeth/wire should look like the setup model after approximately 8 – 10 weeks in a full-sized wire.



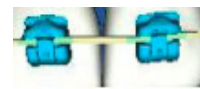
### Does the white model (setup model) only show the movements in that particular wire order?

Yes. For example if this is a Limit Value [%] wire, you will only see the progress up to the limits of the wire.

### What do the different colored brackets show?



**Light Blue brackets** (comparison brackets) – indicate the bracket positions corresponding to the therapeutic model.



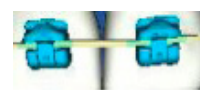
**Dark Blue brackets** (bonded brackets) – indicate the bracket positions corresponding to the setup.

### What is the difference between the green and gold/white colored wires in the software?

The wire order offers two views of the same wire:



The **green wire** represents the activated wire (engaged in the therapeutic model which is similar to how it will appear when inserted).



The **gold/white wire** represents the full expression wire (engaged in the

setup model which is similar to how it will appear when fully expressed). The gold/white wire in the software will also match the packaged wire prior to engagement.

### Where are the laser markings on the wires?

Marks are located at the right central and first bicuspid on the most visible view during insertion:

- Upper labial wire markings face gingivally
- Upper lingual wire markings face occlusally
- Lower wire markings face occlusally

### Where are the laser marks located if there are missing teeth?

The marks will be on the patient's right side, on the next distal tooth. Look on the wire package for mark locations.

### What do the laser marks indicate?

The laser marks indicate the ends of the straight (or unbent) wire segments. The wire should always be positioned with each bracket at corresponding straight segments. Never position a bend at a bracket. The straight segments are designed to be long enough to accommodate all bracket or wire movement from the reference model (typically a therapeutic model) to the planned finishing position in the setup.

### Can stops be used with suresmile wires to prevent slipping?

Yes they can. If the doctor believes the wire may move, then use whatever means the doctor feels suitable to prevent slip and slide.

Be sure to place your composite or crimpable stops in an area that will not impede planned dental movement.

### Should we use steel ligatures on all teeth?

Steel ligation will ensure full engagement, particularly on teeth with large movements.

This is recommended but at the doctor's discretion.

### Can We Use O-rings To Tie In Wires?

Wires must be seated for full expression. We recommend the use of wire ligatures on teeth that are difficult to fully engage. This is at the doctor's discretion.

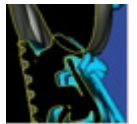
### Where do I find bracket or tooth interferences?

There are 3 places to locate bracket or tooth interferences.

1. Toggle to Product Notes on the **Patient Overview** page and select the Plan. Scroll down the standard notes until you locate the MACROS review notes from the Digital Lab. (DL) Under the **S** in **MACROS**, the lab technician will have noted any special instructions, such as interference advisories.

2. Open the Plan and display the checklist, switching to Notes. Scroll down the standard notes until you locate the MACROS review notes from the DL. Under the **S** in **MACROS**, the lab technician will have noted any special instructions, i.e. interference advisories.

3. Open the Plan, select the Brackets palette, and view bonded brackets. Click the **Check Wire and Bracket Intersections with Teeth** icon. It may also be helpful to view contacts—select the Display palette and click **U/L Occlusal Contacts**.



### What should I do if there are interferences noted?

Use typical strategies to manage interferences such as adding turbos.

### Are Beta-Titanium archwires bendable?

Yes. The Beta Titanium wire is initially robotically bent at OraMetrix. It also can be adjusted with hand tools at the practice.

### I have a hard time sliding the wire through the buccal tubes. Can we convert our brackets?

Unconverted buccal tubes allow for full engagement of the wire.

When using the NiTi/CuNiTi wires, suresmile recommends using a chilling procedure to allow the wire to become malleable for a brief time as you slide the wire through the tube.

You may also want to try “waxing” the end of the wire prior to sliding the wire through the tubes.

## What is the “Insert Wire” task for?

The “Insert Wire” task displays when a finished wire has an estimated or scheduled insertion date that is in the past, today or tomorrow. Its purpose is to remind the task owner to update wire information in the timeline. The task disappears when you change the wire insertion date (for both upper/lower) to “Inserted” or “Not Used.”

You can control the task owner for “Insert Wire” tasks under Preferences.

## IPR FAQs

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### Where do I document the amount of IPR completed?

Note amount of IPR performed in your patient chart and the IPR Tracking tab in the wire order.

### Do we need to perform all IPR at the first wire insert appointment?

IPR is performed at the doctor’s discretion.

The Patient IPR report indicates total IPR planned in the setup and is not appointment-specific.

### In the software, what side of the tooth is the IPR calculated from, or is it an average of the two adjacent teeth?

IPR denoted in the software represents total IPR but is shown on the mesial aspect of the one tooth. It is the doctor’s discretion if IPR is performed mesially and distally on the recommended teeth.

## CASE PROGRESS FAQs

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### Should I take progress photos?

Yes. Photos can be used as a reference for making virtual wire bends or adjustments in a progress model.

Also, photos are a great way to aid in wire modifications or communication with the DL if needed at a later date.

### Is it normal to have wire modifications?

Yes, wire modifications are common.

## Did I (the orthodontist) do something wrong if the wire didn’t play out as planned?

Treatment with suresmile often takes more than one wire, especially as orthodontists are learning to look at setups and wires on a computer. The suresmile software is very dynamic and allows the orthodontist to make adjustments to the treatment plan and modifications to the wires (also known as “virtual wire bends”) to account for multiple factors which may alter treatment outcomes.

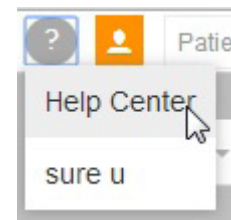
You can stage wires in suresmile by cross-sections as well as by percentage of tooth movement. Torque and slot fill torque may also be added in subsequent wires to aid in full expression.

## WIRE ISSUE FAQs

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### How do I report a wire issue?

1. Click the question mark icon in the top-right corner of the suresmile screen.
2. Select **Help Center**.
3. Under the heading “Other Resources,” click **Frequently Used Forms**.
4. Click the **Archwire Discrepancy Report** link.
5. Print the report, fill it out, and fax to the number provided on the form.



### Which photos should I take for wire breakage or treatment issues?

If a wire breaks or treatment is not going according to plan, we recommend that you take photos. Please take the photos from several different angles *with the wires inserted* and upload them into a new image set.

Photos should be used any time you would like to report a wire issue to the Digital Lab. When you upload these photos, make sure you indicate the actual date the photos were taken.

## WIRE TRACKING FAQs

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### When will I will receive my wires after ordering?

- US & Canada - Allow 10 business days
- Europe - Allow 15 business days
- Australia, Japan - Allow 20 business days

You can view the status of your wire delivery in suresmile. On the clinic overview, click the **Shipments** tab, and then filter for **Shipments in Transit** and **Of Wires**. In the patient's row of information, select the Tracking Number. You are directed to the shipper's website where you can check the delivery status.

### Why don't the wires disappear from the Shipments page once marked as received?

The software keeps a list of all wires shipped and received until:

- The patient status is changed to *Finished*.
- The wire status is changed to *inserted* or *not used*.
- It has been two years since the wires shipped.

## WIRE STORAGE FAQs

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### Where should I store my wires?

Some offices keep their wires on a shelf or in a drawer. Filing systems are specific to each office environment. Some suggestions would be CD holders, plastic storage containers or any type of shelving.