
exocad GmbH

Instruction Manual Getting Started

**Partner Information by exocad
GmbH**

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PLEASE NOTE

This document contains confidential pricing information intended for resellers only. Do not share this document with end users.

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1. Introduction

Thank you for your interest in software products for the dental dentistry from exocad! This instruction manual targets our new partners and test customers and helps you get started after receiving your first exocad dongle. If you have additional questions, please do not hesitate to contact us at support@exocad.com

2. What is a “Dongle”?

A “dongle” is a USB key for copy protection which is required to start exocad software products. Each dongle has a unique serial number.

	<p>Blue dongle for exocad <i>DentalCAD</i> and <i>DentalDB</i></p> <ul style="list-style-type: none"> ● dongle for retail (comes without modules) ● dongle for testing purposes only (not for reselling, includes all common add-on modules)
	<p>Purple dongle for exocad <i>ChairsideCAD</i> and <i>ChairsideDB</i></p> <ul style="list-style-type: none"> ● dongle for retail (comes without modules) ● dongle for testing purposes only (not for reselling, includes all common add-on modules)
	<p>Brown dongle for exocad <i>exoplan</i></p> <ul style="list-style-type: none"> ● dongle for retail (comes without modules) ● dongle for testing purposes only (not for reselling, includes all common add-on modules)

3. Secure Area

The Secure Area is the download location on our website for partners and test customers. To open the download location, please visit exocad.com/secure-area. Here you will find:

- the latest stable releases of our software products
- helpful documentation such as instruction manuals and helpful software tools
- the official marketing material such as our marketing brochure and our logo
- helpful documents for system integrators such as specification documents
- legal documents such as our Terms & Conditions
- and much more



LOGIN for Secure Area

Please send a request to support@exocad.com to receive the login data.

4. Hardware Requirements

Please visit: wiki.exocad.com/wiki/index.php?title=Hardware_Requirements for our hardware requirements.

5. Software Download and Installation

The exocad software is available at exocad.com/secure-area/software/. Download the software and follow the installation instructions given there.

6. Customer Portal *exoportal*

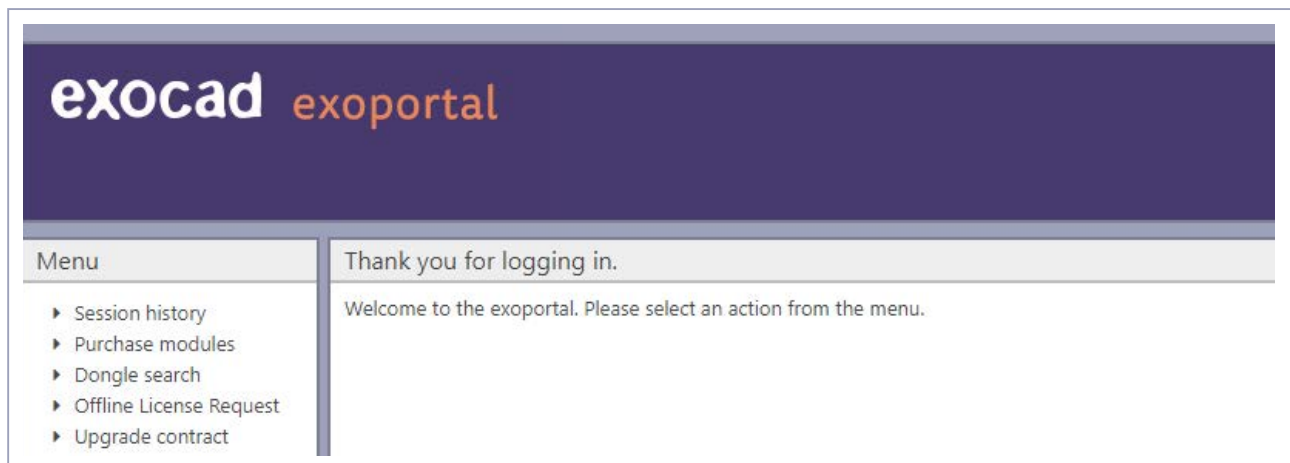
exoportal is our inhouse customer portal for exocad partners and resellers. Among others, you can do the following in *exoportal*:

- purchase add-on modules
- purchase upgrade contracts



LOGIN for *exoportal*

If you have already purchased dongles, but have not received a username/password for *exoportal* yet, please contact us at support@exocad.com – we will set it up for you.



Features of <i>exoportal</i>	Description
Session history	See activity time for users of your account
Purchase modules	Purchase activation keys for add-on modules. For details, see customer.exocad.com/exocad_Instruction_Manual_Purchase-add-on-modules-and-upgrade-contracts-en
Dongle search	Call up details of dongles such as the registration day, upgrade contract or purchased modules.
Upgrade contract	Purchase upgrade contracts for your dongles. For details, see customer.exocad.com/exocad_Instruction_Manual_Purchase-add-on-modules-and-upgrade-contracts-en



IMPORTANT

exoportal is for resellers only. Test customers have no need to access *exoportal*.

7. Manuals

At wiki.exocad.com you will find a user manual for DentalCAD and its additional modules. There, you can also create and download a PDF manual, please see the "Help" section on the Wiki for further details.

Manuals for our Medical Software products, *ChairsideCAD* and *exoplan*, will be provided along with the software download or you can download them here: exocad.com/user-manuals

8. Software Training for Distribution Partners

We offer „train the trainer“ training. It is available in Chinese, Dutch, English, French, German, Italian, Russian and Spanish. Other languages on request. Training can be arranged at your premises or ours. To start a cooperation, at least one training is mandatory. Please send an email to support@exocad.com to schedule a training.

9. Partner Mailings

With our partner mailing we regularly inform our partners about new software releases, new release candidates, commercial news such as price lists, and technical issues. And on many other topics. So you won't miss anything important from the exocad universe.

Please send us an e-mail to support@exocad.com with contact details of all persons from your company who should receive the mailing. Please provide us with the name, surname, position and the email address.

10. Newsletter for Sub-dealers and End-users

With this mailing, we regularly inform sub-dealers and end-users about news around exocad. We highly recommend sub-dealers and end-users to sign up. Please share this opportunity with your customers and share this link: exocad.com/newsletter

11. 3rd Level Support

We provide 3rd level support in case of technical questions/ issues related to our products, usage of the software, *exoportal*, etc. You can contact us also or quick on-line demonstrations of new features. To contact our support team, please send an email request to the email address of your region. Your email will automatically create a ticket in our support system *exomine*. To follow-up, you can reply to our response email.



IMPORTANT

To resolve your issue quickly and smoothly, please:

- send a separate email for each issue. Please do not mix up different topics!
- do not modify the subject line of the support reply email!
- provide all necessary data (project file, scan data, construction files) and additional information (software build number, OS etc). Without this data, the issue (technical or usage) cannot be reproduced and will not be handled!
- send the serial number of the license as a text

At present exocad provides following **support regions**:

Your region	Support email address	Provided support languages*	Availability
Asia	support@asia.exocad.com	English, Chinese	Mo-Fr 9-17:00 CET
Europe South America Australia	support@exocad.com	Dutsch, English, French, German, Italian, Russian and Spanish	Mo-Fr 9-17:00 CET
North America Central America	support@us.exocad.com	English, Spanish	Mo-Fr 9:00-19:00 E(D)ST

* Generally, requests submitted in English will be processed more quickly.