



**TO: CEREC® and inLab® Users**  
**From: Sirona Dental Systems LLC**  
**Subject: CEREC SOFTWARE UPDATE VERSION 3.6**  
**Date: Thursday, July 09, 2009**

### **Important news from Sirona!**

We hope that this correspondence finds you well and experiencing much success with the CEREC CAD/CAM family of equipment in your clinic. This mailing is to provide you with the latest software for your CEREC CAD/CAM equipment.

**Software Version 3.6 is a significant software update and has many new features and benefits. Please be sure to read through the manual enclosed for specifications, features, operational changes and new techniques. We wish you all the best with your CEREC experience.**

The opportunity for software updates and annual maintenance service visits are included at no charge for those CEREC using customers who joined the Cerec Club at the time of their initial equipment purchase. Beginning in 2009, in order for your clinic to continue to receive all software upgrades at no charge, many of you will need to renew your membership in the CEREC Club which runs for a 3 year period from the date of your original equipment purchase. A renewal of your membership in the CEREC Club is the same as the initial agreement but does not include the product warranty extension provisions. If you are not currently in the CEREC Club, you will need to purchase the software updates on an "as-needed" basis.

For those of you who are CEREC inLab users, the opportunity for software updates and a service maintenance visit was included with your initial purchase of the AK 2000 Milling Activation key. CEREC inLab users who purchased an AK 2000 Milling Activation Key at the time of their original purchase were automatically placed in the CEREC Club for 3 years. It is possible for those of you who purchased an AK 2000 Milling Activation Key at the time of your original purchase to extend your CEREC Club Agreement by purchasing another AK 2000 Milling Activation key, an Unlimited Milling Activation Key or a membership in the CEREC Club before your current coverage expires.

Going forward, CEREC inLab users who purchase an AK Milling Activation Key (Dongle) with less than 2000 units will get the latest Software updates included with their purchase, but will not get automatic membership in the CEREC Club.

Locations that use only the inEos Dental Digitizer do not require an annual Maintenance Service Visit, however if you are involved with a central dental lab you will need to comply with the requirements of the central lab. Please refer to your central lab or milling center for their input on the version of software you should be using.

**Please contact Sirona Dental Systems, LLC Customer Service at 800 659 5977** to clarify your membership status in the CEREC Club, to determine your need for a service visit, and to discuss any upgrades that may be needed to ensure your continued success!

## How do I make the upgrade to Version 3.6?

**First**, read all the information supplied in your packet before loading the software onto your CEREC or inLab computer.

**Second**, place the DVD included with your packet into the DVD drive of the computer and follow the prompts to self load the CEREC software version 3.6.

Upon completion of the software upload, continue the upgrade by calibrating the milling unit and the Acquisition unit to insure proper operation. Instructions for calibration are found in your operator's manual.

Please be sure to have your unit serial numbers ready when you call Sirona Dental Systems, LLC for support or for clarifications. You will find the serial numbers on the back of the equipment on a label on the lower left side of the base of the machine. This is the typical location for the serial number label on all the CEREC and inLab equipment. **(See Fig. 1, typical label)**

You will also need to be aware of the computer version that is located inside of your CEREC Acquisition Unit. You will find a label inside of the unit near the cooling fan. Open the back cover by pulling out the back panel **(Fig. 2)** and locate the label as shown below on the back side of the actual computer housing. **(See Fig. 3)**

Version 3.6 software requires at least a computer hardware version of "EA" or higher to run most efficiently. Some of you may be in need of a computer upgrade to insure optimal performance of your CEREC system.

Fig 1.



**Information to gather before calling Sirona Customer Service:**

1. Your Customer ID Number #: \_\_\_\_\_
2. CEREC Acquisition Unit Serial #: \_\_\_\_\_ 3. Date of Purchase: \_\_\_\_\_
4. CEREC Milling Unit Serial #: \_\_\_\_\_ 5. Date of Purchase: \_\_\_\_\_
6. InLab Milling Unit Serial #: \_\_\_\_\_ 7. Date of Purchase: \_\_\_\_\_
8. inLab Computer Serial Number: \_\_\_\_\_ 9. Date of Purchase: \_\_\_\_\_
10. Estimated Number of Restorations Completed with your Milling Unit: \_\_\_\_\_
11. Key contact person at your location: \_\_\_\_\_
12. If you are in need of a service visit, please have name and contact information of the base POC along with suggested dates for service visit.

Thank you.



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