

Som ACCOUNT

How to send Intraoral Scans IOS

Learn how to send IOS scans with bite registration

51EN4-120010A (2025-05-29)





DIRECT SCANNER CONNECTION

There are a range of scanner programs and brands that practitioners can use.
Somnomed Australia is connected with just a handful of common scanner types as shown.



Search for our Australia Sydney lab via email eordersaustralia@somnomed.com



Account ID 1722795391



1800 468 472 or email iterosupport@aligntech.com, and provide them with the laboratory's iTero Serial Number:997006



Search for our Australia Sydney lab via email eordersaustralia@somnomed.com



Search for our Australia Sydney lab via email eordersaustralia@somnomed.com



UPLOAD SCANS TO YOUR SOMACCOUNT ORDER

When choosing case type as IOS, the option to Upload Scan Files will appear if you have not sent your scans directly through the scanner.

Dashboard / Ordering Cart / Order Details

1. Order Details 2. Shipping Information 3. Payment

1. Order Details

Patient Details

Patient

Please type first 3 letters

Case type ⓘ

Intra Oral Scan (IOS) ✓

Scanner Type ⓘ

3M 3Shape/Trios CareStream iTero/Align

Medit Sirona/DS Core NeoConnect Other

Upload Scan Files [Choose](#)

You can upload no more than 250 mb per time Allow file formats: STL, 3SZ, DCM

Patient Fitting Date

dd . mm . yyyy

Use previous scans



EMAIL STL FILES

If you are using a scanner that we do not have an account with or are having issues sending them via scanner or your SomAccount order, you can send us a copy of the STL files directly to our ANZ technicians via email Eordersaustralia@somnomed.com

The screenshot shows an email client window titled "STL Files: Patient Daniel Glen from Dr Howard Beesley - Message (HTML)". The email content is as follows:

To: E Orders AUSTRALIA:
Subject: STL Files: Patient Daniel Glen from Dr Howard Beesley

Files: Daniel_Mina_Scans.zip (12 MB)

Hi SomnoMed Lab Team,

Please find attached STL files for patient Daniel Mina from Dr Demo dentist.
Acknowledgement number #10000647483

Kind regards
Susie
Demo Dental

Annotations in the image:

- "Files" points to the attached file "Daniel_Mina_Scans.zip".
- "SomAccount order number" points to the underlined text "#10000647483".
- "Patient or ID name Dentist or lab name" points to the underlined subject line "Patient Daniel Glen from Dr Howard Beesley".



WE TRANSFER

We also accept files and zipped folders via <https://wettransfer.com/> where you can easily upload and email to our ANZ technicians via email Eordersaustralia@somnomed.com

Request files

Files → **Add files** **Add folders**

Get unlimited transfers ⚡ [Increase limit](#)

eordersaustralia@somnomed.com

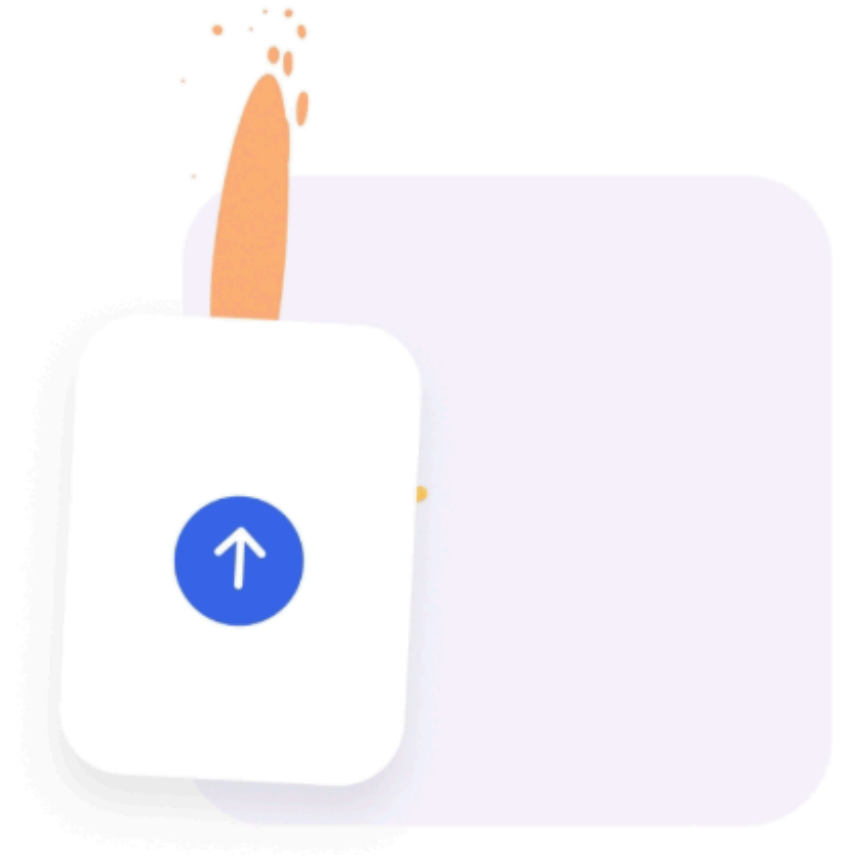
SomAccount order number → #10000647483

Patient name → Title Scans: Daniel Mina

Sender details → From Demo Dental QLD 921676875

📅 60 days ^ ...

Continue





SCANNING BITE REGISTRATION



Bite registration for MAS



Bite material covering buccal



Bite material covering buccal



1. On a 45 degree angle, carefully use a scalpel to trim buccal edges of bite material



2. Snap handle off the gauge as it may get in the way of scanning



Buccal of anterior teeth visible for scanner to register bite automatically



BITE FORK IMPRESSIONS

If you're unable to capture the protrusive bite using your SomGauge, we can organise a courier to collect this and our techs will print out your scans to match the bite for an additional cost.

Welcome, Demo Dentist

Customer ID: C515533:1

[+ Create Order](#) [+ New Patient](#)

My Preferences [Show All](#)

Choose products to show here.

Repairs & Returns

Serial Number [Check](#)

Patient

Device

Warranty Start

Warranty Expiration

[+ Request Repair](#)

Shipping Label

[+ Shipping Label Request](#)



21/11/2024, 15:04 Order #1000001000

Order Acknowledgement #1000001000

Date Created: 21/11/2024 Created by: Demo Dentist Sales Order #: Pending...
Status: Pending Invoice #: Pending...

Product Name	Price	Qty	Total
SomnoDent Avant Distal Wrap: As Required OVD (Dentist): Confirmation: Yes (Open/Close OVD as Required) Anterior Option: No Compliance Recorder (Dentitrac): No	\$0.00	1	\$0.00
Morning Repo	\$0.00	1	\$0.00
SomTabs (94 tablets)	\$0.00	1	\$0.00
Subtotal			\$0.00
Shipping & Handling			\$0.00
Tax			\$0.00
Grand Total (inc. GST)			\$0.00

Patient Specific Configuration

Protrusive Bite Registration	Yes	SOMGauge Start Position, mm	-	Wing Re-inforcement	No
Midline Deviation in Protrusion, mm	-	Nickel Free	No	Elasticious with Post Dam	No
Midline Deviation Direction	-	Include 3rd molar if present	-	Minimal Lingual Bulk	No
Fix Midline Deviation	No	Wrap Specific Teeth	-	Additional Ball Clasp	No
SOMGauge Centre Record, mm	-	Block out	-	Articulator	No
SOMGauge Maximum Protrusion, mm	-	Lingual Less	No	Passive Fit	No
Total Range of Movement, mm	-	Occlusal Re-inforcement	No	Additional Notes	-

Order Information

Dentist Demo Dentist	Prescribing Physician -	Shipping Address SomnoMed Australia, 20 Clarke Street, Cross Nest, North Sydney Council, New South Wales, Australia, 2055	Billing Address SomnoMed Australia, 20 Clarke Street, Cross Nest, New South Wales, Australia, 2055
Patient test test	Case Type Intra Oral Scan (IOS)	Shipping Method SomnoMed - Shipping	Payment Method No Payment Information Required

When sending dental models or impressions to SomnoMed, please print the order detail and include this in your shipment. You can request a courier collection of your models/impressions by completing this online request, via your

SomAccount or simply by giving us a call on 02 9467 0400





HELP & ASSISTANCE

DD Demo Dentist

Som ACCOUNT

Dashboard

Patient Management

Order Management

Products

Help Centre



To accommodate continued global high demand, SomnoMed advises scheduling patient fitment appointments **no earlier than 5 weeks** from when SomnoMed receives your order, including dental models, and scans.

Thank you for your support and understanding during this challenging time.



Welcome, Demo Dentist

Customer ID: C515533:1

Search Patients

+ Create Order

+ New Patient

0 Paid Orders

0 Unpaid Orders

0 New Transfers

Contact Us



Press

Contact Number:
(02) 9467 0400

Business Hours:
9am – 5pm
AEST

1 SomCentre & Courier Bookings

2 Customer Service / Lab Support

3 General Enquiry

Frequently Asked Questions

Terms & Conditions

Have an Online Enquiry?

Billing Enquiry

Email Address

Message

+ Submit Enquiry

HELP & ASSISTANCE

If you require any additional help or urgent assistance, please reach out to us in the Help Centre or call us: 61 02 9467 0400