

How to update your 3Shape Dongle

How to update your dongle depending on if you have a **Trios Intraoral scanner**, or lab software such as **Ortho System or Dental System**, or if you have both, please use info in both boxes below:

TRIOS USERS:

If you are a Trios user, the licenses should update once you restart the software.



ORTHO SYSTEM/DENTAL SYSTEM USERS:

If you are using a desktop scanner or other software, please follow the below instructions



- Open your **Ortho/Dental Control Panel**
- Click on the “**Dongle Service**” Ortho or “**Subscription Management (Dongle)**” Dental option
- When you open this tab, you will see your dongle number/s, licenses and expiry dates for your licenses.
- Under this you will have three options, please click on **Internet update**, this will take a few seconds, once complete your licenses will reflect the annual update or temporary extension which has been added to your dongle.



ESM Support

If you encounter issues or have questions about this procedure, please contact ESM Support:

- Email: support@esmdigitalsolutions.com
- Phone: UK: (020) 8816 7840 Int: +353 1 808 4446 US: (908) 988 4956