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exocad GmbH

# Frequently Asked Questions for Resellers

[exocad.com](https://www.exocad.com)

**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.

## 1. About This Document

Thank you for your interest in software products for the dental dentistry from exocad! This document provides answers for frequently asked questions from resellers. If you have additional questions, please do not hesitate to contact us at [service@exocad.com](mailto:service@exocad.com).

## 2. Commercial Aspects

### 2.1 Who does exocad sell to?

We distribute through a worldwide network of partners to provide integrated solutions, tailored for the needs of dental professionals. A reseller can be a hardware manufacturer, a system integrator, an implant manufacturer, a milling centre, or a conventional distributor. In order to establish a mutually successful partnership, exocad goes through an informal process before accepting new distributors. Our sales team is happy to discuss details with you about a possible distributorship.

### 2.2 What is exocad's business model?

As a pure technology provider, we are focused on OEM business. Therefore, our business model is to focus on high-volume customers.

### 2.3 What is the price for the exocad software and available add-on modules?

Please see our confidential reseller price list for reseller prices and recommended retail prices (RRP). You will receive the reseller price list plus additional documents such as the terms & conditions (T&C) from our sales team. exocad *DentalCAD* and *ChairsideCAD* licenses are calculated on a "sliding" scale, meaning the more you purchase, the lower the cost per license. *DentalCAD* Perpetual and Flex Licenses and *ChairsideCAD* Flex Licenses are cumulative – the total number of licenses purchased across both license models determines your individual cost per license. This means that, if you have already purchased a number of *DentalCAD* Perpetual Licenses, any number of licenses you purchase on top will reduce the rate per license according to a sliding scale (and vice versa).

### 2.4 How many licenses do I have to buy to get reseller status?

The **minimum initial purchase is 10 licenses** (*DentalCAD* or *ChairsideCAD* Core Version). Follow-up orders may be for any number of licenses (including single-license orders). The expected **minimum volume for resellers is 20 licenses per year or a corresponding minimum turnover**.



#### PLEASE NOTE

We reserve the right to terminate the reseller status if the minimum volume of 20 licenses or a billing of 50 000 € per year is not reached.

### 2.5 Is it possible to combine products to achieve the required purchase quantities?

Yes, it is possible to combine *DentalCAD* and *ChairsideCAD* licenses to achieve the required quantities.

### 2.6 Are other pricing models available? Is the software also available as a "closed" system?

Yes, instead of an "open" software application, we can also create a "closed" software application for you, with an encrypted file format, and a different pricing model. Please contact us for details.

### 2.7 Do you provide educational licenses?

Yes, we offer our distributors educational licenses at special rates for public educational institutions such as technical colleges, universities, and vocational schools. Furthermore, we also provide training licenses for our distributors' training centers or their sub-dealers. Our sales team is happy to discuss details with you.

## 2.8 When will my company be displayed on the exocad partner page?

After purchasing 20 licenses (DentalCAD, ChairsideCAD, or exoplan), we list our partners on the website as official resellers. We need a high-quality company logo and a website URL containing information about your exocad offerings. Please note that the target page we link to must provide information about your exocad offering.

Furthermore, we need a list of all the countries where you offer our products. Please only provide countries where you have a commercial agency. We reserve the right to remove countries again.

## 3. exocad Webshop

### 3.1 What is the exocad webshop?

The webshop primarily aims at end customers who no longer have contact with their distributor but would still like to purchase modules and upgrades. However, anyone can buy products from the webshop if the licensee (exocad direct reseller partner) participates.

### 3.2 What does exocad sell via webshop?

exocad only offers modules and upgrade contracts in the webshop but no new DentalCAD or ChairsideCAD licenses. The prices are according to RRP as stated in the dealer price list. The licensees (exocad direct reseller partner) of the licenses for which a user purchases a module or upgrade will receive a 13% commission on the RRP from exocad.

### 3.3 Does an exocad reseller need to participate in the exocad webshop?

Each distributor is represented in the webshop by default but can refuse to participate at any time (opt-out principle). If you want to opt-out, please send a request to [service@exocad.com](mailto:service@exocad.com).

## 4. Ordering Process

### 4.1 How do I order software licenses and add-on modules?

Once you accepted the offer from our sales team, we will provide the respective order forms for *DentalCAD*, *ChairsideCAD*, and *exoplan* Core Versions and Bundles. To order licenses, please fill and sign the order form and send the scanned PDF by email to [orders@exocad.com](mailto:orders@exocad.com).

After we received the first order, we will create an account in 'exoportal' for you. In 'exoportal', you can purchase add-on modules and upgrade contracts. In the secure area on our website you will find an instruction manual 'Acquisition and Activation of Modules or Updates'. You will receive the login credentials for the secure area from our Customer Service Team.



#### PLEASE NOTE

We do not accept informal emails ("Hello, please send us 10 more dongles") as an order.

### 4.2 What if I do not get an automatic confirmation for my order?

If you have sent your e-mail to [orders@exocad.com](mailto:orders@exocad.com) and do not receive an automatic reply e-mail with the ticket number, please send a support request to [support@exocad.com](mailto:support@exocad.com) or contact the sales manager responsible for you in the way you know.

### 4.3 How is an order processed?

For each order of *DentalCAD*, *ChairsideCAD* or *exoplan* licenses a ticket is created in our system "exomine". The ticket number corresponds to the internal order number. You will receive an automatic confirmation mail with this ticket/order number.

Our distribution team processes your order and enters it into our customer portal “exoportal”. The ordered licenses are registered to the reseller account. Thus the reseller has immediate access to these licenses and can already activate modules if required.

You will receive an order confirmation sent by the ticket system “exomine”.

#### 4.4 How fast is an order processed?

Orders received on weekdays (Mo-Fr) before 14:00 CEST are usually processed and shipped on the same day.

#### 4.5 How do you ship the dongles?

The ordered dongles are shipped via UPS. You will receive the tracking number by email sent by our transport service provider. Each dongle is delivered in a dedicated exocad branded box. Each dongle comes with a certificate of authenticity.



#### 4.6 How long does the shipping take?

That depends, of course, on the destination. Usually, the package reaches its destination within 3-5 working days.

#### 4.7 Which documents do you provide with the shipment?

For shipments within the European Union, we only enclose a delivery note with the shipment. For shipments outside the European Union, we enclose a stamped and signed pro forma invoice for the dongles in addition to the delivery note. The value per dongle is € 10. If you have special requirements, we are happy to implement them, if possible.



#### PLEASE NOTE

Since our software is not physically distributed by means of the delivery of CD-ROMs or similar physical data carriers, but electronically by downloading it, it is not a commodity in the sense of customs law.

## 5. License Management

### 5.1 What license models are available?

exocad offers 2 different licensing models: Perpetual Licenses and Flex Licenses. For additional versions and license models, please contact [service@exocad.com](mailto:service@exocad.com)

#### Perpetual License

The Perpetual License is a permanent license that is valid indefinitely. The upgrade contract for the first year (starting on the day of the initial dongle activation) is included in the price per license. To ensure that the customer has access to the latest software innovations the upgrade contract is subject to automatic renewal after one year term (if not cancelled).

The Perpetual License ensures that you always have everything you need to work – regardless of your financial situation. This is the perfect license model if you prefer long-term planning security.

Please visit [exocad.com/you-exocad/our-license-models](https://exocad.com/you-exocad/our-license-models) for further information.



#### PLEASE NOTE

exocad does not offer support for Perpetual Licenses without valid upgrade contract.

#### Flex Licenses

The Flex License is a subscription-based model with various benefits, such as a low initial cost and flexible activation/deactivation of modules. Regular upgrades are included in the price. The Flex License is subject to automatic renewal until the contract is terminated. The software can still be used until the end of the contract period. After that the software does not start any more. Please visit [exocad.com/you-exocad/our-license-models](https://exocad.com/you-exocad/our-license-models) for further information.

Overview of the license models

	Perpetual License without upgrade contract	Perpetual License with upgrade contract	Flex License
<i>exoprint</i> For a smooth workflow with 3D printers; Designs are directly transferred to 3D printing software from <i>DentalCAD</i>	✓	✓	✓
Upgrade included New software version including new and advanced functions, libraries, optimizations and patches	included for 1 <sup>st</sup> year after initial activation*	✓	✓
Access to <i>dentalshare</i> Quick and effective multi-directional digital data exchange via the <i>exocad</i> software platform	included for 1 <sup>st</sup> year after initial activation*	✓	✓
Access to <i>exocad</i> library portal Get access to our daily updated official libraries for prosthetic components and denture teeth	included for 1 <sup>st</sup> year after initial activation*	✓	✓
Activation of add-on modules Expansion of the core version by up to 15 modules for maximum flexibility and additional indications (at additional cost)	optional for 1 <sup>st</sup> year after initial activation*	✓	✓
Replacement of defective dongles Quick and free replacement of defective dongles	included for 1 <sup>st</sup> year after initial activation*	✓	✓
Deactivation of modules Deactivation of modules that are no longer needed; Savings on annual upgrade fees	✗	✗	✓
Replacement of lost dongles Quick and free replacement of lost or stolen dongles	✗	✗	✓
Perpetual License License without runtime limitation	✓	✓	✗

\* If the upgrade contract has not been canceled

**5.2 Which products are available as Perpetual and which as Flex License?**

Product	Perpetual License	Flex License
DentalCAD	✓	✓
ChairsideCAD (Medical Device Software)	✗	✓
exoplan (Medical Device Software)	✗	✓
exocam	✓	✓
Stand-alone modules	✗	✓

**5.3 Why does exocad offer ChairsideCAD and exoplan only as Flex License?**

We offer all medical device software (including ChairsideCAD and exoplan) exclusively via a subscription-based licensing model. The reason is that our Medical Device Software should always be under maintenance, so that in the unlikely event of a safety issue with the product, an update of the software can be provided. Our policy has always been to provide maintenance free of charge for one year after the initial purchase of our software, and to provide software updates only for licenses that are currently under maintenance.

While we do provide permanent licenses for our non-medical products (such as exocad DentalCAD, targeted at dental labs), which users can continue to use indefinitely even out of maintenance, this is not the case for our Medical Device Software. These products will no longer function if the subscription is not renewed. Permanent licenses – which can be used indefinitely – are not available for our medical device software. According to Regulation (EU) 2017/745, which applies to these products, medical devices must have a determined lifetime.

**5.4 Can I change a Flex License to a Perpetual License?**

No, this is not possible.

**5.5 Can I change a Perpetual License to a Flex License?**

Yes, this is possible. Please see „9. Trade-up Program“ on page 11.

**5.6 Do you offer bundles?**

Yes, we offer predefined bundles for DentalCAD, ChairsideCAD and exoplan. For further details, please refer to the respective reseller price list.

**5.7 Can I change a Core Version to a bundle after the purchase?**

Yes, this is possible as long as the license has not yet been activated. Simply send an email with the serial number to [service@exocad.com](mailto:service@exocad.com) and the information which bundle you want to purchase. We will activate the add-on modules accordingly. You will receive an invoice for the difference between the Core Version price and the bundle price.

**5.8 Can I change a bundle to another bundle after the purchase?**

Yes, this is possible as long as the license has not yet been activated. Simply send an email with the serial number to [service@exocad.com](mailto:service@exocad.com) and the information which bundle you want to purchase. We will activate the add-on modules accordingly. You will receive an invoice for the difference between the origin bundle price and the new bundle price.



### 5.9 Do you offer Stand-Alone versions?

Yes, we do offer Stand-Alone versions for selected add-on modules. The prerequisite is a *DentalDB* dongle on which you can activate selected add-on modules. The Stand-Alone versions are only available as Flex License. For further details, please refer to the respective reseller price list.

### 5.10 Can I add DentalCAD Core Version to a Stand-Alone dongle?

Yes, it is possible to add the DentalCAD Core Version to a DentalDB dongle. The switch to DentalCAD Core Version is available as an add-on module in ‚exoportal‘. According to your current discount level, we calculate the price for the DentalCAD Core Version individually. We deduct 200 EUR from your initial fee. A further reduction of the price results from the time when the DentalCAD Core version is activated. Depending on the DentalDB Flex License’s remaining term, we will deduct a part of the upcoming yearly fee. Please contact [service@exocad.com](mailto:service@exocad.com) for a detailed offer.

### 5.11 What is meant by registration and by activation of the software license?

Before we ship dongles to our resellers, the dongles are registered in our system “exoportal” on the account of the reseller. Thus the license is assigned to the reseller. He can now manage this in his exoportal account.

Before the software can be used, it must be activated. This activation is executed when the software is started for the first time. This usually happens during the initial setup at the end user. The software connects to our license server and sets the activation date. This starts the free upgrade period or the term of the flex contract.

### 5.12 Can an end customer switch from one reseller to another?

Yes, that’s possible. For a license without an upgrade contract for more than two years, we only ask for the agreement of the acquiring reseller to take over the license and accept the resulting support responsibility. The purchase of an upgrade contract after the license transfer is mandatory.

For licenses that are still in an upgrade contract or less than two years without an upgrade contract, we need the agreement of the previous reseller to release the license. Purchasing an upgrade contract after the license transfer is mandatory if no upgrade contract exists.



#### PLEASE NOTE

Due to technical reasons, we do not transfer licenses from OEM partners such as Amann Girrbach, Bego, Schütz Dental, Zfx, and Zirkozahn without their permission.

## 6. Communication and Sharing of Information

### 6.1 How do you keep resellers updated?

With our dedicated mailing, for partners, we regularly inform you about all exocad-related news, such as new software releases, release candidates, commercial news (reseller price lists), and many other topics. After onboarding as a reseller, we kindly ask you to provide us with the contact details of all persons from your company who should receive the mailing. Please provide us with name, surname, position, and email address.

Additionally, we provide our resellers with the latest information through dedicated reseller webinars (depending on the region – contact your Sales Manager for more details). So you won’t miss anything important from the exocad universe. After

### 6.2 How do you keep third-party (end-users or sub-resellers) updated?

We mail „News Bites“ for resellers, sub-resellers, end-users, or any other interested person every month. This mailing regularly informs about news around exocad. Here you’ll find our archive of all issues, packed with useful bites of information for you to savor and enjoy: [exocad.com/newsbites-archive](https://www.exocad.com/newsbites-archive)

We highly recommend that you, your sub-dealers, and end-users sign up. Do you want to receive „News Bites“ directly in your inbox? Sign up here: [exocad.com/newsletter](https://www.exocad.com/newsletter)

## 7. Legal Aspects

### 7.1 What are the EULA and the T&C?

The EULA is a license agreement between the distributor and the end user and forms an integral part of the Sales Agreement. This kind of legal agreement grants a user a license to use the software and presents important terms, restrictions on use, limits on liability of the software developer to the end-user, and other useful clauses. In other words, from a user's perspective, EULAs define the parameters in which a user can utilize the software. Therefore, it also protects the reseller from unjustified claims or liabilities.

The T&C is an agreement between exocad and its reseller. It covers general terms of business for the sale of software licenses provided by exocad.

### 7.2 Where do I get the EULA and the T&C?

The legal documents are handed over for a consultation by our sales team together with the price list. Distribution partners will find these documents in our [secure download area](#) on our website.

### 7.3 What exactly is defined by the T&C and the EULA?

The exocad T&Cs / EULA cover primarily the following important topics:

- License terms
- Activation and provision of the software
- Definition of the upgrade contract and details about its termination
- Bug fixes and modules
- Audit & cooperation
- and much more

### 7.4 How is the end user provided with the EULA?

The end user is provided with the EULA by the reseller. It is important that the end user receives the EULA before the actual purchase and that it becomes part of the contract between reseller and end user. We strongly recommend referencing and attaching the respective EULA to all quotes that include software products from exocad.

### 7.5 Does exocad also offer medical software products?

Yes, exocad offers two medical software products, ChairsideCAD, and exoplan.

### 7.6 Are there any special requirements for distributors of ChairsideCAD and exoplan?

Yes, there are some special requirements to be considered. All distributors who want to sell our medical products receive special training. In addition, the business relationship is subject to dedicated T&C, the Lease Terms and Conditions for Medical Device Software. In Europe, distributors must sign the MDR Quality Assurance.

### 7.7 Do I need to be certified according to a quality management system to sell exocad medical devices?

No, this is not required. The Lease Terms and Conditions for Medical Device Software regulate cooperation, and only in Europe must the reseller sign the MDR Quality Assurance.

## 8. Trade-in program

### 8.1 What is the trade-in program?

End-users with functioning CAD/CAM systems based on e.g. 3Shape®, Dental Wings®, Sirona® or exocad® CAD software, can trade in their active CAD lab design software and any related scanner for credit towards a new exocad *DentalCAD* license and new scanner. exocad supports the reseller in exchanging old systems with a refund on the new software purchase (*DentalCAD* Core Version or any Bundle).

**PLEASE NOTE**

This offer is strictly linked to a related scanner exchange, which is carried out by the reseller. Discount is granted via refund to the reseller upon receiving the substituted software license and a proof that the old scanner has been decommissioned

**8.2 How do I participate in the trade-in program?**

Prior to the trade-in, the reseller must validate the end user's existing CAD/CAM system by remotely logging into their design PC and capturing a single screenshot from the working system, showing 1) the serial number or dongle ID, 2) an active CAD design screen and 3) the current date and time. In addition we need the serial number of the scanner. After the trade-in, the reseller should send 4) proof that the scanner has been permanently decommissioned. We reserve the right to request physical proof, e.g. sending the entire scanner hardware or part thereof either to exocad or the scanner manufacturer that provided the replacement scanner.

**9. Trade-up Program****9.1 What is the trade-up program?**

Customers without active upgrade contracts now have an opportunity to trade-up the old perpetual dongle for a new flex dongle while saving the initial purchase fee. The new dongle comes without modules, which can be activated as usual. It is also possible to trade-up a bundle.

Example: The end user gives back his old *DentalCAD* Perptual License. He will receive a new *DentalCAD* Flex License Core Version without any module activated. The suggested price to the end user will be € 910 (yearly fee) instead of € 2 750 (initial fee).

**9.2 Is it also possible to exchange the old dongle for a bundle?**

Yes, that's possible. We will charge the yearly fee of the particular bundle instead of the initial fee.

**9.3 Can I also trade-up a dongle from another reseller?**

Yes, that's possible and we do not ask the approval from the reseller.

**9.4 How do I participate in the trade-up program?**

1. Please contact exocad for the trade-up order form.
2. The reseller orders a new Flex Dongle from exocad.
3. exocad will invoice the yearly fee for the trade-up Flex Dongle (1-year contract term with autorenewal).
4. Reseller hands the new Flex Dongle over to the end user.
5. The end user must return the old Perpetual Dongle to the reseller or exocad. If the reseller receives the dongle, he must return the dongle to exocad.
6. The new Flex License will be disabled if the old dongle (Perpetual License) has not been received by exocad within 2 weeks.

**10. Upgrade Contracts and Refresh Fee****10.1 How are upgrades defined?**

Upgrades are new versions of the software provided by exocad, including extensions and/or replacements of functions in the software. These new functions have improved characteristics and essentially retain the original functional scope.

## 10.2 What is an upgrade contract?

With an upgrade contract, you can benefit from continuous improvements and ensure your software is always up to date. In addition, you can also activate add-on modules (at additional cost) and access *dentalshare* free of charge. Upgrade contracts apply to the Core Version/Bundles and all activated add-on modules together. The benefits of an upgrade contract at a glance:

- Software upgrades
- Continued access to latest exocad online libraries (e. g. Implant libraries)
- More automation to improve your productivity
- Enhanced integration with third party devices
- Continued access to *dentalshare*
- Continued access to reseller support
- Possibility to add modules (at extra charge)
- and much more

## 10.3 When does the term of an upgrade contract start?

The upgrade contract is initiated when a new Core version/Bundle license is activated (software activation process).

## 10.4 Can I purchase individual releases or an upgrade contract for individual add-on modules?

No, it is not possible to purchase individual releases or upgrade contracts for individual add-on modules. An upgrade contract for a specific license always covers both the Core Version/Bundle and all activated add-on modules. The purchase of individual upgrades (releases) or the purchase of an upgrade contract for individual add-on modules is not possible.

## 10.5 Does the activation of an add-on module affect the term of the upgrade contract?

The activation of an add-on module does not affect the term of the upgrade contract.

## 10.6 What is the benefit of an upgrade contract?

Digital dentistry and dental technologies nowadays advance at such a rapid pace – and one of its main drivers are innovative software solutions. Only those who keep up-to-date will be able to exploit the full potential of digital dentistry. Therefore, we are continuously and relentlessly developing state-of-the-art solutions for you and your business.

As you know, the exocad Perpetual License is permanent – so the user can keep using his/her current software indefinitely. In order for the user to realize maximum value from exocad's innovations and the ongoing delivery of technical enhancements, he/she needs a respective upgrade contract. Older software versions without the upgrade contract cannot be updated with new functionality.

## 10.7 Can an upgrade contract be terminated?

The upgrade contract can be terminated at any time. Upgrade contract terminations are effective immediately. If the upgrade contract is not terminated, it will be automatically extended for an additional 1-year period when the previous term ends.

If the upgrade contract is terminated, upon receipt of such termination notice by exocad, the user is not entitled to receive any more upgrades. The user also loses the ability to add modules, access to *dentalshare* and access to the latest online libraries. Already installed/received upgrades are not affected.

The perpetual license remains perpetual after termination and there is no cost associated to the termination. However, when later reactivating an upgrade contract for this license, a refresh fee will be applied.

## 10.8 Is there a mandatory yearly fee?

No, there is no mandatory annual fee for Perpetual Licenses. The upgrade contract for the first year (starting on the day of the dongle activation) is included in the price per license. To ensure that the customer has access to the latest software

innovations the upgrade contract is subject to automatic renewal after one year term (if not cancelled). For Flex Licenses the upgrade contract is included in the yearly subscription fee.

#### 10.9 Can I buy an upgrade for a specific add-on module?

Upgrades are only available as a complete package of the Core Version and its add-on modules (upgrades are not selectable on a per-module basis). The subsequent purchase/activation of add-on modules does not lead to an extension of the upgrade period (this relates only to the Perpetual License).

The total price for the upgrade contract depends on the duration of the contract, the annual upgrade price for the Core Version and the add-on modules activated for this dongle. Add-on modules activated at the time of the purchase of the upgrade contract increase the total costs for the upgrade contract according to their individual upgrade price (this relates only to the Perpetual License).

#### 10.10 What about existing users purchasing an upgrade contract?

Users who still own under an upgrade contract which does not auto-extend will have to explicitly purchase a follow-up contract to stay up to date. Otherwise their contract will expire, and a refresh fee will be applied if the user chooses to reactivate the contract.

For users holding old licenses without an upgrade contract, a refresh fee will be applied as well when signing up for a new contract. This is actually a fairly affordable way of upgrading outdated licenses.

#### 10.11 What does the end user get if bringing a license up to date?

We are improving the exocad software platform with every release. Every new release includes many extensive innovations – new functions, countless enhanced features, and improved automatization. End users still working with an older software version cannot access these new and exciting innovations.

#### 10.12 What if the upgrade contract expired recently?

If the upgrade contract expired within the last 90 days and the user wants to upgrade to the latest software version again, your customer takes advantage of the grace period and will pay only a single annual fee (no refresh fee). This will extend the upgrade contract by one year, starting from the end date of the old contract.

#### 10.13 What if the upgrade contract expired a long time ago?

If the upgrade contract of an Perpetual License expired more than 90 days ago – no matter how long – your end users still have a chance to get access to software upgrades at a reasonable cost, thanks to our refresh program. Here, in addition to a single annual fee, a one-time refresh fee is applied, which is independent of the age and the modules of the software license. It's a great way to get old and outdated licenses up to date, for a price that's significantly lower than the price of a new software license.

#### 10.14 What do I get exactly with the refresh program?

Our refresh program will provide the user not only with one but with two software versions! After the upgrade, the user can immediately and fully access all the exciting features of our latest release. But what's more: your end users will automatically benefit from the next software release and its state-of-the-art solutions without any additional cost!

**Refresh Fee + One single upgrade contract amount = 2 software versions!**

#### 10.15 How much does the refresh fee cost?

Our refresh program is very transparent and straightforward: a one-time refresh fee plus a single annual upgrade contract amount ensure to stay up to date for the next 12 months – as it includes not only one but two software versions!

The refresh fee comes at a fixed price – regardless of how old the license is – plus an additional annual fee for the next 12 months. The latter depends on which and how many modules you have activated. Here is an example: The RRP for the refresh fee is 1 500 €. The annual upgrade contract fee for the Core Version (without additional modules) starts at 700 €. This means that for as little as 2 200 € the user is provided with two software versions, even if the current software in use is already 9 years old! As a reseller you may, of course, grant additional discounts.

**10.16 What happens to the modules that are activated?**

All modules that have been purchased will also be upgraded to the latest version.

**10.17 How and where do I get it?**

Upgrade contracts can be purchased through our online platform exoport, by entering the serial number of the dongle for which you would like to activate the upgrade contract. The refresh fee (if applicable) will be calculated automatically by exoport.

**10.18 And what if the user ends the upgrade contract?**

If the user ever chooses to cancel an upgrade contract, his/her right to upgrade the software ends immediately. Your license however will be unaffected by this, you can keep using it indefinitely. There is no "opt-out fee", users can cancel their upgrade contract at any time, without any additional cost.

**11. Product Related Topics**

**11.1 What features/indications are available in the exocad software products?**

Please see [exocad.com/our-products/](http://exocad.com/our-products/) for a list of currently available products, features, and add-on modules.

**11.2 What is DentalDB / ChairsideDB?**

DentalDB / ChairsideDB is a tool to manage patient and design data using a file-based database. The parameters for a treatment are defined and saved here. Furthermore, parameters dependent on materials and design (such as minimum thickness) can be saved here. DentalDB / ChairsideDB is the central tool of our software platform to connect DentalCAD, ChairsideCAD, exoplan, and so on. Due to the open software architecture it also allows to connect third party applications such as scan software and patient management tools.

**11.3 Is DentalDB / ChairsideDB available as a separate tool?**


Yes, DentalDB / ChairsideDB is available as a separate tool. It allows for low-cost capture of prescriptions, connection to shared database and/or dentalshare. They can be deployed as native production center (send/receive), scan-and-send, receive-and-CAM, and with stand-alone modules.

**11.4 Are stand-alone modules available?**



Yes, some add-on modules are available as stand-alone version. Stand-alone modules are based on our Flex License. Stand-alone modules do not require the purchase of the DentalCAD / ChairsideCAD Core Version and can be run separately. For activating and running any stand-alone module, DentalDB / ChairsideDB is required. It is possible to activate and run multiple stand-alone modules with one DentalDB / ChairsideDB license. It is not possible to run a DentalCAD / ChairsideDB dongle and a DentalDB / ChairsideDB dongle with a stand-alone module at the same time on the same PC. Please the latest reseller price list for available stand-alone modules.

**11.5 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><b>Blue dongle</b> for exocad <b>DentalCAD</b> Core Version and <b>DentalDB</b></p> <ul style="list-style-type: none"> <li>• <b>dongle for retail</b></li> <li>• <b>dongle for internal testing and demo purposes only</b></li> </ul>
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	<p><b>Purple dongle</b> for exocad <b>ChairsideCAD</b> Core Version and <b>ChairsideDB</b></p> <ul style="list-style-type: none"> <li>• <b>dongle for retail</b></li> <li>• <b>dongle for internal testing and demo purposes only</b></li> </ul>
	<p><b>Brown dongle</b> for exocad <b>exoplan</b> Core Version</p> <ul style="list-style-type: none"> <li>• <b>dongle for retail</b></li> <li>• <b>dongle for internal testing and demo purposes only</b></li> </ul>

**11.6 Is a demo version of the exocad software available?**

 PLEASE NOTE  
 In April 2021 the demo dongle for *DentalCAD* has been removed from the program due to low demand. Please use our attractive offer of Educational Licenses (upon request) for institutions of education (such as universities or dental schools). Trial Licenses are also still available upon request.

**11.7 Where do I get the software?**

The latest stable releases can be downloaded in our secure partner area (our customer service team will send you the login credentials): [exocad.com/secure-area/software/](https://exocad.com/secure-area/software/)

Shipped dongles are ready to use – just plug in the dongle you receive, install the software and proceed the activation process.

**11.8 Where do I get the add-on modules?**

Add-on modules can be purchased through our online platform 'exoportall' by entering the serial number of the dongle, for which you would like to activate an add-on module. Since the *DentalCAD* 2.3 Matera release modules will be automatically activated on your dongle (requires internet connection). Please see the document "Modules: Purchasing & Activation" for a detailed documentation. You will find this documentation on our website in the secure partner area (our customer service team will send you the login credentials) .

If you have already purchased dongles, but have not received a username/password for exportal yet, please contact us – we will set it up for you.

**11.9 How do I pay for add-on module activation?**

You will receive a collective invoice (with our bank account information) typically within a month after ordering dongles or activating modules. You have 28 days to balance the invoice.

**11.10 Is it possible to deactivate add-on modules on a perpetual dongle?**

No, add-on modules for Perpetual Licenses can not be deactivated and will work indefinitely. Therefore, we will charge for all add-on module orders. It is not possible to undo a module purchase.

**11.11 Is it possible to deactivate add-on modules on a flex dongle?**

Yes, Flex License owners are able to deactivate add-on modules once within the 12 months contract term. We will send a replacement dongle as soon as the one year contract term of a Flex license is over. The replacement dongle is shipped without any add-on module (exocad and the distributor should make sure the end user will have a seamless transition).