



Date: February 12, 2026



## Intraoral X-Ray Important Notice:

*Intraoral-Sensor-Software 3.0 (IOSS 3.0) 3rd Party Integration and Legacy Schick CDR DICOM Related Software Products/Drivers*

### WHAT is being changed?

As has been communicated previously, as of December 31st, 2024, we will discontinue support for all remaining CDR DICOM related software products, including the following:

- CDR DICOM SDK (Software Development Kit)
- CDR Intraoral TWAIN Driver
- Schick 33 Elite Driver
- AE Support for CDR
- Schick WiFi Driver

This decision aligns with our previously communicated announcements, including the end of the CDR DICOM download availability in 2019, and all associated technical support for CDR DICOM software on October 1st, 2021.

### WHY are changes being made?

*At Dentsply Sirona, we are dedicated to providing industry-leading technology solutions. These technologies, including Sidexis 4.4 and our DS Core Cloud platform, continue to shape the future of patient care. As a result, the use of some technologies will be phased out, as is the case with the CDR DICOM based solutions.*

Together with Sidexis 4 V4.4, we **introduced the Intraoral-Sensor-Software 3.0 (IOSS 3.0) release** for Schick33, Schick WiFi, Schick AE, and Schick Elite intraoral sensors, **along with a Software Development Kit (SDK) in January 2023.**

At that time, the former Sensor plugin software was rebranded to Intraoral Sensor Software (IOSS). IOSS 3.0 is compatible with Sidexis 4 from v4.4 and integrates directly with 3rd party software. The integration of the intraoral sensor brings **improvements in connectivity and overall system performance**, ensuring optimal operational efficiency for dental practices using Schick sensors.

Third parties (like different PMS providers) can reach out to us via [@DPS-Developer-Support](#) to become integration partners and receive their software development kit, including API keys, to begin developing the new integration.

## WHO is impacted?

**Most customers in North America are still using discontinued CDR DICOM based integration** (old CDR DICOM SDK / drivers). Since the release of the IOSS 3.0 SDK, we have been collaborating with 3rd party integration partners and encouraging them to upgrade to the new platform.

Below is a current list of DSIO integration partners using our IOSS v3 SDK:

- ✓ Patterson Dolphin Blue Imaging – implemented
- ✓ SOTA Cloud – implemented
- ✓ Archy – implemented
- ✓ Muntra – implemented
- ✓ Ascend Imaging and Dentrax Imaging Center – implemented
- ✓ Patterson with Eaglesoft – implemented
- ✓ ADSTRA SYSTEMS – implemented
- ✓ Safecom Image (Henry Schein Canada) – implemented
- ✓ Oryx Dental – implemented
- ✓ Overjet Iris – implemented
- ✓ TigerView8 by Televere Systems, LLC – implemented
- ✓ Akitu One - implemented

Additional partners are currently in the process of implementation.

## Responding to customers

When responding to customers, please emphasize the following points:

**Reassurance:** Acknowledge their concerns and reassure them that we are committed to providing the best possible support during this transition.

**Benefits:** Highlight the significant improvements in connectivity and overall system performance with the state-of-the-art IOSS 3.0.

### Options:

Best Solution – Use of IOSS 3.0

Alternative options available: (may include)

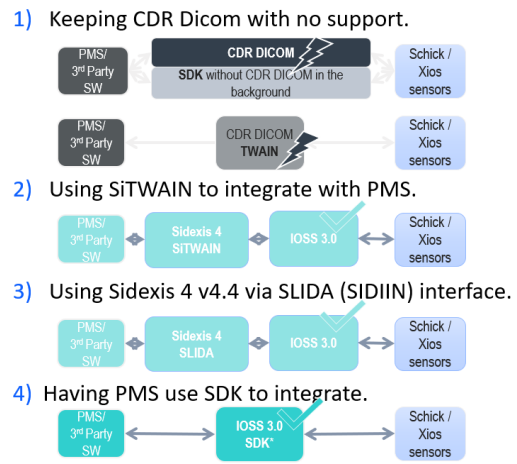
- Encouraging their current 3rd party (PMS) provider to develop the new IOSS 3.0 integration.
- Working with Sidexis.
- Working with other 3rd party partners that have already implemented the new IOSS 3.0 integration (list referenced above).
- Continuing to use the existing unsupported integration. Customers who choose to continue to use the legacy drivers will do so at their own risk and should be aware that:
  - Unsupported software is no longer maintained and will not receive updates.
  - Continued use of unsupported software over time can expose the user to incompatibilities and vulnerabilities including but not limited to potential product performance, and downtime issues.

**Support:** Inform them that we are available to provide additional support and answer any questions they may have. However, we cannot address issues with third party or unsupported software.

The **preferred and most suitable option for direct integration of Schick sensors for (potential) 3rd party partners is to use the IOSS 3.0 SDK.**

Alternative options exist, including using **SiTWAIN** as the simplest integration (with no development efforts needed but several downsides), using **SIDIIN** low-level integration (Sidexis works in the background), or **SLIDA** high-level integration (Sidexis is used directly).

Options	PRO'S	CON'S
1) Keeping CDR DICOM SDK / drivers	Do nothing approach	Unsupported Software Data only in PMS
2) Using SiTWAIN	Established interface, no development efforts needed	Rudimentary integration Data only in PMS
3) Using SLIDA (SIDIIN)	SLIDA developed by most PMS worldwide data stored in Sidexis (DS Core), use of all Sidexis v4.4 functions for diagnosis, smooth workflow with EO	Change of IO workflow, Higher system requirements
4) Using new IOSS SDK	New technology platform with cybersecurity enhancements No change of IO workflow (in PMS)	Development work required from the third party Data only in PMS



We welcome and encourage all partners to integrate. Contact [@DPS-Developer-Support](#). [Integration Process Overview Playbook](#) is available.

We understand that these changes may pose additional questions on the customer side, and we remain available to provide additional support if needed.

Thank you for your attention to this matter.

Sincerely,

DS Intraoral Imaging Team