

PATIENT FAQ

COMPATIBLE DEVICES

WHAT DEVICES ARE COMPATIBLE WITH DM?

iPhone

- ▶ iPhone 4S or higher are compatible with the Dental Monitoring App.
- ▶ iPhone 5S and higher are compatible with video scans and will be in Video Mode by default.
- ▶ If you want to revert to Photo Mode, press **Settings** and select “This device is forced in Photo Mode”.

Android

- ▶ Any Android smartphone running Android 4.0.3 or higher is compatible with the Dental Monitoring App.
- ▶ Android phones below 5.0 will take photos to record their images.
- ▶ Android phones 5.0 or higher are compatible with video scans. In order to enable video scans, press the Menu icon :, press **Settings** and uncheck “This device is forced in Photo Mode”.
- ▶ If you want to revert to Photo Mode, press the Menu icon :, press **Settings** and select “This device is forced in Photo Mode”.

CAN I USE DM ON MY TABLET?

- ▶ Most tablets don't have flash or torches, so they cannot be used with DM.

APP TROUBLESHOOTING

WHY AM I NOT RECEIVING NOTIFICATIONS?

First, you'll need to make sure you're connected to a cellular or Wi-Fi network. Then, you'll need to make sure notifications are on. Here's how:

If you have an iPhone

- 1 Make sure that notifications are on for your DM app. Go to **Settings** > **Notifications**, select Dental Monitoring, and make sure that notifications are turned on.
- 2 If the notifications are on but you're not receiving them for your DM app, you should check your alert style to make sure it's not set to “None”. Go to **Settings** > **Notifications** and check that your **Alert Style** is set to **Banners** or **Alerts**.
- 3 Make sure that **Do Not Disturb** is turned off. Go to **Settings** > Do Not Disturb and press **Manual** if it's turned on.
- 4 If you've recently installed or reinstalled the app, open the app once to start getting notifications.
- 5 Finally, ensure the app is updated. If you are unsure delete the app and reinstall.

If this doesn't fix the issue, contact us at support@dental-monitoring.com.

If you have an **Android** device

- 1 Make sure that notifications are on for your DM app. Go to **Settings > Apps & Notifications**, select **Dental Monitoring**, and make sure that notifications are turned on.
- 2 Make sure **Do Not Disturb** is not on. Swipe down from the top of your screen to reveal the Quick Settings Menu. You may need to swipe down twice to reveal the full menu. Turn off **Do not Disturb** if it's on.
- 3 If you've recently installed or reinstalled the app, open the app once to start getting notifications.
- 4 Finally, ensure the app is updated. If you are unsure delete the app and reinstall.

If this doesn't fix the issue, contact us at support@dental-monitoring.com.

I'M UNABLE TO LOG IN TO THE APP, I'VE LOST MY PASSWORD. HOW DO I RETRIEVE IT?

- ▶ Since your app carries medical information, the only way to reset your password is to contact the DM support team at support@dental-monitoring.com

WHY AM I NOT RECEIVING EMAILS FROM DM?

- ▶ First thing to do is check the junk or spam folder. Then, if you still haven't found it, there might be an issue and we'll need to investigate. Please contact us on support@dental-monitoring.com

WHAT IF I AM LATE TO TAKE A DM SCAN?

- ▶ If you are late, you will be alerted on the app daily until you take the required scan.
- ▶ Once you have submitted your overdue scan, the next scan will be required after the interval set by your doctor. For example, if you are scheduled to take scans every 7 days and take a delayed scan, the next scan will be programmed 7 days after your delayed scan is completed.

WHY CAN'T I USE THE 3D MATCHING ON THE APP?

- ▶ This function is only available for a specific type of monitoring.

HOW CAN I MONITOR SEVERAL FAMILY MEMBERS ON THE APP?

- ▶ It is best to have a device for each family member with their own login.
- ▶ If you do not have access to two devices, you can use the same device:
 1. You will receive several emails containing the ID and password for each family member. Make a note of each of those IDs and passwords.
 2. You will need to log in to the app separately for each family member in order to take a scan:
 - ▶ If you have an Android Phone, press **Dental Monitoring** at the top of the app's home page to log out.
 - ▶ If you have an iPhone, go to **Settings** in the app and press **Log Out**
- ▶ Please note that the notifications will only appear for the patient account that is currently logged in. It is best to maintain a separate calendar to keep track of when scans are due.
- ▶ DM is working on releasing a new version of the app to enable several patient accounts to be logged in at the same time. At the time of writing, this update is due to be released in early 2018.

SCANNING AND UPLOAD

CAN I USE THE FRONT CAMERA OF MY PHONE?

- ▶ DM uses your camera's flash/torch: since most smartphone models don't have a flash/torch on the front camera the DM App can only work with the back camera.

WHY DO I HAVE TO USE THE DENTAL MONITORING RETRACTORS?

- ▶ The Dental Monitoring blue cheek retractor is used to make all your teeth visible. It has 4 green dots that are used to calibrate the algorithms that analyze the scans.

CAN I REVIEW MY PREVIOUS DM SCAN ON THE APP?

- ▶ Previous scans are only available to view on the apps in Photo Mode.
- ▶ Videos are not saved to the device because saving the images would take too much space in your smartphone's memory.

HOW DO I ENSURE MY SCAN IS UPLOADED?

- ▶ Once the scan is completed, the app shows a loading icon at the top of the home page. Do not close the app or let it lock until the upload has been completed.
- ▶ If the upload shows no progress, try connecting to Wi-Fi.

WHY IS THERE A PHOTO MODE?

- ▶ The Photo Mode is the only way of taking DM scans when a device is not compatible with Video Mode. It can also be specifically requested by your doctor.
- ▶ You should switch to Photo Mode only if your doctor requests or authorizes it. You can switch from one mode to another in the app **Settings**.

MESSAGING AND DATA

HOW DOES DENTAL MONITORING CONTACT ME?

- ▶ There are two methods to contact users: email and through the DM app.
- ▶ The notifications will appear as a message on your screen or as an icon at the top of your screen.
- ▶ The emails will be sent to the email address associated with your account.

CAN I MESSAGE MY DOCTOR THROUGH THE APP?

- ▶ You cannot contact the doctor through the DM app. If you need to reach them you will have to contact the practice directly.

DOES THE APP USE MY DATA?

- ▶ The app uses data to submit your scans to your doctor's account.
- ▶ If you use an Android phone, you can use the app's **Settings** to configure the scan upload to happen only through Wi-Fi. This option is not available on iPhones due to inherent iPhone limitations.