

## DENTALMONITORING (SOFTWARE AS A SERVICE) PATIENT USER GUIDE

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## **DEFINITIONS**

<i>Dashboard</i>	Web-based interface for the <i>Healthcare Professional</i>
<i>Data Analysis Platform</i>	Platform where <i>Scans</i> taken with the <i>DM App</i> are received before being reviewed by the <i>Healthcare Professional</i> through the <i>Dashboard</i>
<i>DentalMonitoring (Software as a Service)</i>	Software allowing patients to take pictures of their intraoral cavity using the <i>DM App</i> , and <i>Healthcare Professionals</i> to review these pictures via the <i>Dashboard</i> . This product comprises a mobile application ( <i>DM App</i> ), a web-based interface ( <i>Dashboard</i> ), and a <i>Data Analysis Platform</i> .
<i>DM App</i>	<i>DentalMonitoring</i> mobile application
<i>DM Cheek Retractor</i>	Cheek retractor sold by Dental Monitoring under DentalMind branding
<i>DM ScanBox</i>	Product accessory sold by Dental Monitoring under DentalMind branding
<i>Healthcare Professional</i>	Licensed or non-licensed healthcare professional exercising in a healthcare facility with proficient skills
<i>Instructions</i>	Sent to <i>Healthcare Professional</i> through the <i>Dashboard</i> and/or to patient through the <i>DM App</i>
<i>Observation</i>	Finding amongst the possible outputs for any monitored <i>Parameter</i>
<i>Parameter</i>	Parameter the <i>Healthcare Professional</i> will observe remotely by reviewing <i>Scans</i> through the use of <i>DentalMonitoring (Software as a Service)</i>
<i>Scan</i>	Set of intraoral pictures taken with the <i>DM App</i> .
<i>ScanBox pro</i>	Product accessory sold by Dental Monitoring under DentalMind branding

## **DESCRIPTIVE INFORMATION**

### **- INTENDED USE**

*DentalMonitoring (Software as a Service)* is a software intended to be used as a communication tool between *Healthcare Professionals* and their patients. The product allows patients to take a set of pictures of their oral cavity (hereinafter *Scan*) by using a mobile application (*DM App*) installed on a smartphone. The *Scan* is taken by the patient, a non-healthcare professional, or a *Healthcare Professional*. The *Scan* is taken in healthcare facilities, such as a dental practice, or in a non-healthcare environment, such as the patient's own home.

*DentalMonitoring (Software as a Service)* enables *DM App* users to transfer the *Scan* to *Healthcare Professionals*. The latter receive the *Scan* for review and can share the results with their patients.

*DentalMonitoring (Software as a Service)* does not drive clinical management; rather, it informs *Healthcare Professionals* through pictures of the patient's oral cavity. Specific treatments or treatment suggestions remain the sole responsibility of the *Healthcare Professionals*.

*DentalMonitoring (Software as a Service)* is indicated for use for patients over the age of 6.

### **- DESCRIPTION OF THE DEVICE**

*DentalMonitoring (Software as a Service)* is composed of a mobile application (*DM App*), a website (*Dashboard*) and a *Data Analysis Platform*.

#### **- DM APP**

The *DM App* is the interface primarily used by patients. The *DM App* can also be used by *Healthcare Professionals* and non-*Healthcare Professionals* assisting the patient.

The *DM App* captures pictures of the oral cavity via the smartphone built-in camera.

The *DM App* also enables communication between the patient and their *Healthcare Professional*.

#### **- DASHBOARD**

The *Dashboard* is a web-based interface dedicated to *Healthcare Professionals*.

The *Dashboard* is used to:

- set-up *Protocols*
- review *Scans*
- display detected *Observations*
- communicate with patients



#### - DATA ANALYSIS PLATFORM

The *Data Analysis Platform* receives *Scans* taken with the *DM App*. These *Scans* are then reviewed by *Healthcare Professionals* through the *Dashboard*.

Patients receive an *Instruction* in their *DM App* when needed as defined in the *Protocol*.

#### - CONTRAINDICATIONS

*DentalMonitoring (Software as a Service)* should not be used on children under 6.

#### - GENERAL WARNINGS AND PRECAUTIONS

The following population should be assisted by a third party to perform *Scans*:

- children up to 12;
- adults or children visually impaired;
- adults or children hearing impaired;
- or any condition that might prevent the patient from adopting the right position to take a *Scan*.

*DentalMonitoring (Software as a Service)* is not intended to replace standard practices for diagnosis or treatment.

In the event of pain, discomfort, or any other symptom during treatment, you should refer to your *Healthcare Professional* since the latter has the ultimate responsibility for making medical decisions.

Review of the *Scans* by the *Healthcare Professional* and provided through *DentalMonitoring (Software as a Service)* are limited only to elements visible in the *Scans*.

Some *Scans* may be rejected if they cannot be processed by *DentalMonitoring (Software as a Service)*, e.g. insufficient pictures. In such cases, you will be informed of the reason for the rejection and given advice on how to take acceptable *Scans*. Please see [Why was my Scan rejected?](#) for a list of reasons your *Scan* may be rejected.

#### - LIST OF REQUIRED NON-PROVIDED PRODUCTS

- *DM Cheek Retractor* (REF 002B03004, REF 002B02004, REF 002B01004)
- *DM ScanBox* (REF 01A08001): optional accessory
- *ScanBox pro* (optional accessory): 1x *ScanBox pro* - Phone support (REF 1005-001) + 1x *ScanBox pro* - Cheek retractor tube in size S (REF 1006-001), M (REF 1007-001) or L (REF 1008-001)
- A smartphone compatible with the *DM App* running either:
  - Android 6 and up; or
  - iOS 11 and up.



## - IMPORTANCE OF THE NEED TO FOLLOW THE INSTRUCTIONS SENT THROUGH THE DM APP

Please be aware that the *DM App* is also a tool to facilitate the communication between you and your *Healthcare Professional*. For best results, you will need to ensure you follow all given instructions and advice related to the use of the *DM App*. This includes:

- taking your *Scan* as soon as possible when you receive the push notification on your smartphone;
- reading *Instructions* and direct messages sent on the *DM App* and replying if asked to; and
- contacting your *Healthcare Professional* or customer support ([See: User assistance information](#)) if you encounter use difficulties with the *DM App*.

## - CYBERSECURITY

If you suspect a cybersecurity issue on your smartphone, it's recommended that you do not use the *DM App*.

It is recommended that your phone runs the latest version of the operating system available. To update your operating system, please follow the advice from your phone's manufacturer.

The *DM App* does not provide any additional layers of privacy protection beyond the use of:

- a login and password; or
- a magic link.

**Please note:** you can log out of your account at any time by tapping **logout** in **Preferences**. **When you are logged out, you will not receive any notifications on the *DM App*.**

It is strongly advised that your phone has an active lock mechanism in place, such as a passcode or fingerprint. Please see your phone manufacturer's guide on how this can be set up.

**From this section onwards, the content of this document exclusively covers the use of the *DM App* since other parts of *DentalMonitoring (Software as a Service)* are only intended to be used by *Healthcare Professionals*.**



## **OPERATING INFORMATION**

### **- SETUP INSTRUCTIONS**

The *DM App* requires an initial setup.

At the end of the setup process, you will be able to log in into your account and take your first *Demo Scan*. Follow the step-by-step instructions carefully.

In case of any question or problem, please see [User assistance information](#).

### **- REQUIREMENTS**

In order to set up and use the *DM App* on your smartphone you need:

- An internet connection (Wi-Fi or Cellular).
- A smartphone running on either:
  - Android 6 and up. Please see [Install and setup on Android phones](#)
  - iOS 11 and up. Please see [Install and setup on iPhones](#)

### **- INSTALL AND SETUP**

Install and setup on Android phones	Install and setup on iPhones
<ol style="list-style-type: none"><li>1. In your email inbox, you will be sent an invitation to download the <i>DM App</i>. This invitation is sent by your <i>Healthcare Professional</i>.</li><li>2. Open the invitation email on your smartphone and follow the instructions. Click on <b>Android</b>. You will be redirected to the Google Play Store to download the <i>DM App</i>.</li><li>3. In the Play Store, tap on 'install' to install the <i>DM App</i>. Wait until the installation is complete.</li></ol>	<ol style="list-style-type: none"><li>1. In your email inbox, you will be sent an invitation to download the <i>DM App</i>. This invitation is sent by your <i>Healthcare Professional</i>.</li><li>2. Open the invitation email on your smartphone and follow the instructions. Click on <b>iPhone</b>. You will be redirected to the AppStore to download the <i>DM App</i>.</li><li>3. In the AppStore, tap on <b>GET</b> to install the <i>DM App</i>. Wait until the installation is complete.</li></ol>

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<p>4. On the invitation email, click on → <b>click on the activation link</b>. This link will open your <i>DM App</i> and log you in.</p> <p>5. When the <i>DM App</i> opens for the first time, you will be asked to allow the <i>DM App</i> to send you notifications. Follow the on-screen instructions carefully. <b>Please note:</b> access to notifications is mandatory to be informed when a <i>Scan</i> is due and when you receive an <i>Instruction</i> or direct message.</p>	<p>4. On the invitation email, click on → <b>click on the activation link</b>. This link will open your <i>DM App</i> and log you in.</p> <p>5. When the <i>DM App</i> opens for the first time, you will be asked to allow the <i>DM App</i> to send you notifications. Follow the on-screen instructions carefully. <b>Please note:</b> access to notifications is mandatory to be informed when a <i>Scan</i> is due and when you receive an <i>Instruction</i> or direct message.</p>
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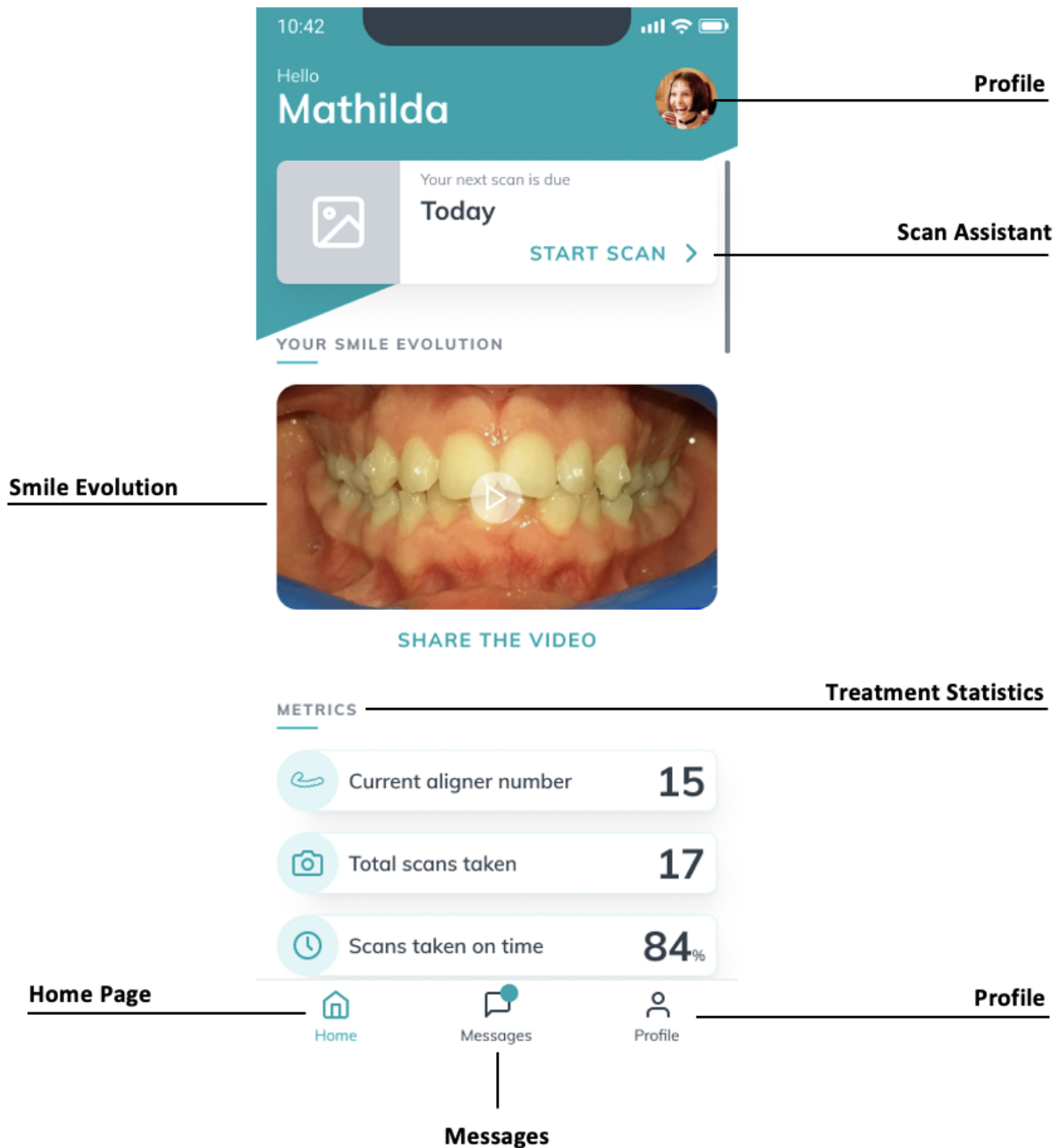
## **INTERFACE OVERVIEW**

The main page of the *DM App* is the **Home tab**. It allows you to:

- open the **Scan Assistant**;
- access the **Messages tab**;
- access the **Profile Settings** ;
- view your smile evolution; and
- view your treatment statistics.







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## - HOME TAB

The **Home tab** is where the *DM App* displays:

- when your *Scan* is due
- your smile evolution
- statistics regarding your treatment

You can also access your **Profile Settings** in the top right corner.

## - MESSAGES TAB

The **Messages tab** is where you can:

- See messages exchanged between you and your *Healthcare Professional*
- Be able to send a direct message to your *Healthcare Professional*
- Receive your *Scan Report*
- View your previous *Scans*
- Request an additional *Scan*

## - SCAN ASSISTANT

The **Scan Assistant** will be guiding you through the different steps to take a *Scan*, including:

- video tutorials and setup
- *Scan* capture
- *Scan* review

You will enter the **Scan Assistant** by tapping the 'Start Scan' button from the **Home tab**.

## - PROFILE

The **Profile tab** is where you will be able to:

- watch video tutorials at any time
- run a *Demo Scan*. See [How can I do a Demo Scan?](#)
- Set your notification time and access notification settings
- switch account or log in to a new account
- contact DentalMonitoring support
- send feedback about the *DM App*
- access regulatory information
- logout
- Setup *Scan* preferences
- Access the help center

## - OPERATING INSTRUCTIONS

Make sure that you always use the *DM App* in a well-lit environment to avoid eye strain.

## - BEFORE TAKING YOUR SCAN

We recommend that you wash your hands and your scanning equipment (such as the *DM Cheek Retractor* or the *Cheek Retractor Tube* provided with the *ScanBox pro*) before each *Scan*, as well as clean your smartphone regularly.

We recommend that you take your *Scan* in front of a mirror in a well-lit room with a clean surface to put your equipment on (e.g. a bathroom). In case you are being assisted by a third party in taking your *Scan*, you do not require a mirror.

**Please note:** the front camera cannot be used to take *Scans* due to the absence of a flashlight.

The *DM App* will send you a push notification each time you are required to take a *Scan*. See [Reminder time](#).

Before taking a *Scan*, you need to gather:

1. your smartphone with the *DM App*
2. your scanning equipment: either your *DM Cheek Retractor*, or your *ScanBox pro*
3. *If applicable:* your removable appliances (e.g. aligners)
4. *If applicable:* your *DM ScanBox*. **Please note:** if you do not have a *DM ScanBox*, see [Patients not using DM ScanBox](#)

## - TAKING YOUR SCAN

Please be aware that initiating the *Scan* process will automatically activate both your phone's sound and flashlight. Do not look directly into your phone's flashlight.

Before taking a *Scan* for the first time, your phone will request access to the smartphone's camera. You must allow access to be able to take *Scans*.

For instructions on how to put on your retractor refer to the instructions for use of the product you are using.

## - Patients using a DM ScanBox

When placing your phone in the *DM ScanBox* do so over a soft surface to avoid damage to the phone in the event it falls out. For instructions on how to pair up your smartphone with the *DM ScanBox* refer to the *DM ScanBox* instructions for use.

Follow Steps 1-6 described hereinafter to take a *Scan*. Double tap on the screen to proceed to the next step.



1. In the **Home tab**, tap on 'Start Scan' to enter the **Scan Assistant**
2. Fill in the pre-scan checklist according to the instructions given by your *Healthcare Professional*:

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- a. Select the *DM ScanBox* and *DM Cheek Retractor* icon
  - b. Choose whether you will be using a mirror or be assisted by a third party when asked 'How are you taking this Scan?'
  - c. Adjust the volume for the audio instructions until you can clearly understand what is being said.
3. Set up your *DM ScanBox* following the video tutorial in the **Scan Assistant**.
4. You may be asked to perform additional steps depending on your treatment type. If you do not have any of the following treatments, you can skip this part and go directly to step 7.
  - a. **Patients with aligners:**
    - you may be prompted to confirm the aligner number you will be taking your *Scan* with.  
*Please note: Unless your Healthcare Professional has instructed otherwise, these aligners are the ones you have been wearing for the last few days.*
    - You may be asked to choose if you want to scan with aligners in our out first. Listen carefully to the audio instructions to know when to insert or remove your aligners during your *Scan*.
  - b. **Retainers or other removable appliances:**
    - you will be asked to remove your removable appliances before taking your *Scan*
    - for thermoformed retainers, you will be instructed to put the thermoformed retainers back on. Make sure you wait until you hear this instruction.
5. Click on 'Start Scan' to start your *Scan*.
6. Follow the video and audio instructions carefully. Looking at your phone's screen in a mirror while you take your *Scan* will enable you to see what your camera sees and will therefore facilitate taking a *Scan*. To start a step, double tap on your phone's screen.
  - a. As you hear the sound of your camera, you shall start moving your *DM ScanBox* following the speed of the gauge on your smartphone's screen

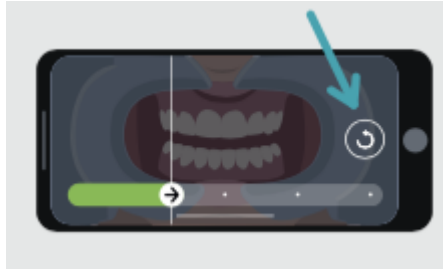


- b. Your movement should be wide from ear-to-ear to ensure all your teeth are scanned





- c. If necessary; you can restart your scan by pressing the 'retry' button



- d. Now you can take your *DM ScanBox* off. To do so, hold the *DM Cheek Retractor* in place with your thumbs and pull the *DM ScanBox* forward. You can now take the *DM Cheek Retractor* out



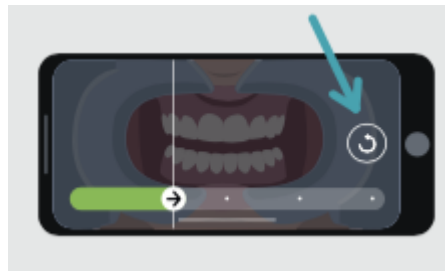
- e. Review your *Scan*: you will be prompted to review the pictures taken during your *Scan* for each step: biting down on your back teeth, slightly open mouth (with and without aligners where applicable), mouth wide open.  
If the pictures do not match the description provided in the *DM App* for a specific step, you can select 'Retake this step'.
- f. After reviewing your *Scan*, a summary page will be displayed indicating if each step has successfully been conducted based on your review. If all steps were conducted successfully, press on 'Send Scan', if not, press on 'Retake pictures'. If you need to retake part of your *Scan*, refer back to Step 6.
- **Patients using a *ScanBox pro***

When placing your phone in the *ScanBox pro* do so over a soft surface to avoid damage to the phone in the event it falls out. For instructions on how to pair up your smartphone with the *ScanBox pro* refer to the *ScanBox pro* instructions for use.



Follow Steps 1-6 described hereinafter to take a *Scan*. Double tap on the screen to proceed to the next step.

1. In the **Home tab**, tap on 'Start Scan' to enter the **Scan Assistant**
2. Fill in the pre-scan checklist according to the instructions given by your *Healthcare Professional*:
  - a. Select the *ScanBox pro*
  - b. Choose whether you will be using a mirror or be assisted by a third party when asked 'How are you taking this Scan?'
  - c. Adjust the volume for the audio instructions until you can clearly understand what is being said.
3. Set up your *ScanBox pro* following the video tutorial in the **Scan Assistant**.
4. You may be asked to perform additional steps depending on your treatment type. If you do not have any of the following treatments, you can skip this part and go directly to Step 7.
  - a. **Patients with aligners:**
    - you may be prompted to confirm the aligner number you will be taking your *Scan* with.  
**Please note:** *Unless your Healthcare Professional has instructed otherwise, these aligners are the ones you have been wearing for the last few days.*
    - You may be asked to choose if you want to scan with aligners in our out first. Listen carefully to the audio instructions to know when to insert or remove your aligners during your *Scan*.
  - b. **Retainers or other removable appliances:**
    - you will be asked to remove your removable appliances before taking your *Scan*
    - for thermoformed retainers, you will be instructed to put the thermoformed retainers back on. Make sure you wait until you hear this instruction.
5. Click on 'Start Scan' to start your *Scan*.
6. Follow the video and audio instructions carefully. Looking at your phone's screen in a mirror while you take your *Scan* will enable you to see what your camera sees and will therefore facilitate taking a *Scan*. To start a step, double tap on your phone's screen.
  - a. As you hear the sound of your camera, you shall start moving your *ScanBox pro* following the speed of the gauge on your smartphone's screen
  - b. Your movement should be wide from ear-to-ear to ensure all your teeth are scanned
  - c. If necessary; you can restart your scan by pressing the 'retry' button



- d. Remove the *Cheek Retractor Tube* from your mouth.

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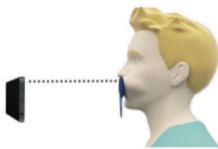
- e. Review your *Scan*: you will be prompted to review the pictures taken during your *Scan* for each step: biting down on your back teeth, slightly open mouth (with and without aligners where applicable), mouth wide open.  
If the pictures do not match the description provided in the *DM App* for a specific step, you can select 'Retake this step'.
- f. After reviewing your *Scan*, a summary page will be displayed indicating if each step has successfully been conducted based on your review. If all steps were conducted successfully, press on 'Send Scan', if not, press on 'Retake pictures'. If you need to retake part of your *Scan*, refer back to Step 6.

- **Patients not using a DM ScanBox or ScanBox pro**

**1. Patients using a DM Cheek Retractor**

Follow these steps to start a *Scan* without using a *DM ScanBox*:

1. From the **Home tab**, tap on 'Start Scan' to enter the **Scan Assistant**
2. Fill in the pre-scan checklist according to the instructions given by your *Healthcare Professional*:
  - a. Select the *DM Cheek Retractor* icon when asked 'What has your doctor advised you to scan with?' and tap on **Next**.
  - b. Choose whether you will be using a mirror or be assisted by a third party when asked 'How are you taking this scan?'
  - c. Adjust the volume for the audio instructions until you can clearly understand what is being said.
3. Follow the onscreen and audio instructions. They will tell you what actions you need to take like "insert your *DM Cheek Retractor*", "open your mouth" or "put your aligners in".
4. Insert your *DM Cheek Retractor*.
5. Position the camera in front of your face as shown below:



6. Hold your smartphone in place while taking a *Scan*.

**Taking your Scan**

Pictures are captured automatically while turning your head. To start the picture taking process either double tap or use the volume buttons of the smartphone. Follow the onscreen instructions.

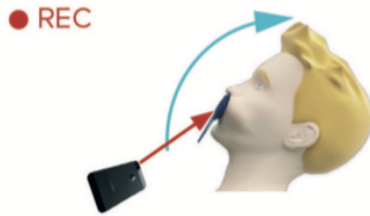
Hold your phone with one hand and the *DM Cheek Retractor* with the other. To ensure your back teeth are captured on the *Scan*, you should push and pull on the *DM Cheek Retractor* while scanning.

- **Horizontal scanning**

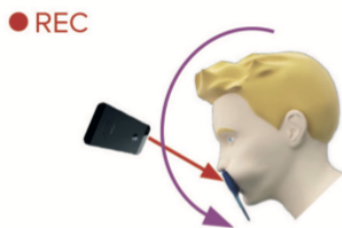
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- To scan the left side of your mouth: if you are holding your *DM Cheek Retractor* with your left hand, pull the retractor to the left and turn your head completely to the right.
- To scan the right side of your mouth: If you are holding your *DM Cheek Retractor* with your left hand, push the retractor to the right and turn your head completely to the left.
- **Vertical scanning**
  - Slowly tilt your head up completely while tilting your smartphone up



- Slowly tilt your head down while tilting your smartphone down



Review your Scan: you will be prompted to review the pictures taken during your *Scan* for each step: biting down on your back teeth, slightly open mouth (with and without aligners where applicable), mouth wide open.

If the pictures do not match the description provided in the *DM App* for a specific step, you can select 'Retake this step'.

After reviewing your *Scan*, a summary page will be displayed indicating if each step has successfully been conducted based on your review. If all steps were conducted successfully, press on 'Send Scan', if not, press on 'Retake pictures'. If you need to retake part of your *Scan*, refer back to the 'Taking your Scan' step.

## 2. Patients not using a DM Cheek Retractor

You will need to be assisted in taking your *Scan*.

Follow these steps to start a *Scan* without using DentalMind hardware:

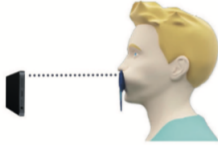
1. From the **Home tab**, tap on 'Start Scan' to enter the **Scan Assistant**
2. Fill in the pre-scan checklist according to the instructions given by your *Healthcare Professional*:
  - a. Select Freshly Washed Hand icon when asked 'What has your doctor advised you to scan with?' and tap on **Next**.

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- b. Adjust the volume for the audio instructions until you can clearly understand what is being said
3. Follow the onscreen and audio instructions. They will tell you what actions you need to take like "open your mouth" or "put your aligners in".
4. Position the camera in front of your face as shown below:



### Taking your Scan

Each picture has to be taken separately. To take a picture, the shutter button displayed on the screen can be pressed or the volume buttons of the smartphone can also be used. Follow the onscreen and audio instructions. You may be prompted to take the following pictures:

- Closed view: bite down on your back teeth
  - Front
  - Left
  - Right
- Open view: teeth slightly apart
  - Front
- Occlusal view: open wide
  - Up
  - Down

Review your Scan: you will be prompted to review the pictures taken during your *Scan* for each step: biting down on your back teeth, slightly open mouth (with and without aligners where applicable), mouth wide open.

If the pictures do not match the description provided in the *DM App* for a specific step, you can select 'Retake this step'.

After reviewing your *Scan*, a summary page will be displayed indicating if each step has successfully been conducted based on your review. If all steps were conducted successfully, press on 'Send Scan', if not, press on 'Retake pictures'. If you need to retake part of your *Scan*, refer back to the 'Taking your Scan' step.

### - REMINDER TIME

By default, reminders to scan are set to 7AM; however, you can easily change this on the *DM App*:

1. Go to your **Profile**. If you do not yet have notifications enabled, enable them ([see: What should I do if I am not receiving notifications?](#)).
2. Under the **Your Notifications** section, short tap on the time indicated to set **Notification time**. You can then choose an alternative time for the alerts (the clock will show both 12H and 24-hour time).

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- **DESCRIPTIONS OF MAINTENANCE AND WHO SHOULD DO IT**

- **MANDATORY UPDATES**

The *DM App* will alert you when a mandatory update is ready to be downloaded and installed. The app will redirect you to download the new update. It will install automatically.

- **REGULAR UPDATES**

Regular updates are not mandatory to keep using the *DM App*, but it is strongly recommended that you keep your *DM App* updated with the latest available version.



### **DISPOSAL INSTRUCTIONS**

You can dispose of the *DM App* by uninstalling it from your smartphone. Please follow your phone manufacturer's guide on uninstalling apps.

## **FREQUENTLY ASKED QUESTIONS**

### **- HOW CAN I DO A DEMO SCAN?**

You can perform a *Demo Scan* at any time on your *DM App*. From your **Profile**, tap on **Demo Scan** which is located under the *Scan* section. This will open up the *Scan Assistant*. You will be guided through the same steps as you would for a real *Scan* -the only difference is that the acquired *Scan* is not sent or saved.

### **- WHY DOES THE DM APP ASK FOR ACCESS TO MY CAMERA?**

The *DM App* needs access to your camera in order to take *Scans* of your teeth.

### **- HOW TO CHECK MY VERSION OF THE APP?**

You can find the current version of your *DM App* in **Profile**: It is displayed at the bottom of the screen.

### **- HOW CAN I SEND A DIRECT MESSAGE TO MY HEALTHCARE PROFESSIONAL?**

You can send a direct message to your *Healthcare Professional* via the messaging icon on your **Messages tab**.

### **- HOW DO I REINSTALL THE DM APP IF I HAVE LOST THE EMAIL?**

If you delete the *DM App* and wish to re-install it, you can do so at any time from the Play Store (Android) or the App Store (iOS). Search for 'Dental Monitoring'. Once reinstalled, you will need to connect using your current credentials or reset them with a password recovery procedure.

### **- WHY WAS MY SCAN REJECTED?**

When you complete a *Scan* via your *DM App*, your photos will be sent to our platform for analysis. These photos need to meet a minimum standard of quality, otherwise our system will not be able to analyze them correctly (or create the before/after photos that you see in your *DM App*). If this happens, you may get a message saying that your *Scan* has been rejected. Don't panic! All this means is that you will need to take the *Scan* again, following the suggestions given to you in the *DM App*.

Let's have a look at some of the common reasons you *Scan* may get rejected.

Please note that the use of a *DM ScanBox* will greatly reduce the likelihood of you coming across these problems. This is because the *DM ScanBox* controls the distance, lighting, color balance as well as synchronizing the movement of the camera and the *DM Cheek Retractor* to ensure a perfect *Scan* is captured each time. If you do not have a *DM ScanBox*, please contact your clinic.

- Reason #1: your photos are blurry



If you move your camera too fast while taking your *Scan*, you may end up with blurry photos. Try to match your movements with the on-screen gauge: this will give you an indication of the correct speed at which you should be moving your camera.

- Reason #2: your photos are taken from too far



If you are too far away from your camera when you take your *Scan*, the photo will lose a lot of important detail. It will appear less sharp and more 'grainy'. Compare the two photos: Can you see the difference?



Example of a good-quality *Scan* taken with a *DM ScanBox*



Example of a cropped *Scan* taken from too far

- Reason #3: your photos are taken too close up  
On the other hand, if you are too close to your camera, it will not be able to focus correctly on your teeth (meaning your front teeth will be sharp while your back teeth are blurry). Your teeth may also be hidden by shadows created by the *DM Cheek Retractor*, due to the position of the flash.



Example of photos that have been taken too close

- Reason #4: your photos are too dark



Example of photos that are too dark

Your *DM App* should trigger the camera's flash automatically, but in some cases your photos may still appear too dark. Make sure that you take your *Scans* in a well-lit room, and the photos are bright enough that we can see your teeth clearly.

**Bonus tip:** If you are using a *DM ScanBox*, make sure that your phone is set up correctly: the camera lens should line up with the arrow as indicated in the picture below and the *DM ScanBox* should not obscure the flash.



- Reason #5: your photos are not centered on your mouth  
Make sure your mouth is at the center of the photos. This will help your camera focus correctly on your mouth and ensure that all of your teeth will be included in the photo.



Example of photos that are not centered on the mouth

- Reason #6: your back teeth are not visible



Example of photos that do not show the back teeth

When scanning from side to side, you need to make sure you pull the *DM Cheek Retractor* as far back as possible (without causing you any discomfort of course!) so that your molars (the teeth at the back of your mouth) are visible. In the photos above, the molars are completely hidden by the *DM Cheek Retractor*.

- Reason #7: (for occlusal photos) head not tilted enough



Example of a photo where the head is not tilted down enough      Example of a correct occlusal photo

If you are asked for an occlusal photo, make sure you tilt your head back/forward so that we can see the biting surface of your teeth.



- Reason #8: lips or tongue hiding teeth



Example of a photo where the bottom lip is hiding the teeth.

Example of the tongue hiding the biting surface of the teeth

When taking your *Scans*, make sure that your lips or tongue do not cover the surfaces of your teeth or your gums. This can be avoided by making sure the *DM Cheek Retractor* is inserted correctly, and that you keep your tongue in a retracted position when taking occlusal photos.

**Bonus tip:** color balance



Example of a photo where the color balance is incorrect

Although it is not a reason for your *Scans* to be rejected, you should try your best to take your *Scans* in similar lighting conditions every time. This will ensure that the color balance of your photos are consistent.

## - WHAT HAPPENS IF I HAVE NO INTERNET CONNECTION?

The *DM App* will automatically display a warning at the top of the screen if there is a problem with the internet connection. If this happens, you can tap on the 'retry' link to try to re-establish a connection.

If no internet connection is present, the *DM App* will not be able to upload any *Scans* taken or refresh to show the most recent messages from the *Healthcare Professional*.

## - WHAT DO I DO IF I CANNOT HEAR THE AUDIO INSTRUCTIONS?

When you take your *Scan*, you should be able to hear an audio prompt that will guide you through each step of your *Scan*.

If you cannot hear this audio prompt please check that your phone is not on silent mode and that the volume is turned up. Please refer to your phone manufacturer's instructions for further information.

## - WHAT SHOULD I DO IF I AM LATE ON A SCAN?

It is very important to take your *Scans* on time. If you are late on a *Scan*, take the *Scan* as soon as possible.



### - WHAT SHOULD I DO IF I AM NOT RECEIVING NOTIFICATIONS?

You need to enable push notifications on your phone in order to receive reminders from your *DM App* to take your *Scans*. Please check the instructions from your phone's manufacturer to ensure that you have enabled push notifications from the *DM App*.

### - WHAT SHOULD I DO IF I AM HAVING TROUBLE OPENING MY *DM APP*?

If you are encountering problems opening your *DM App*, please check that your version of the phone's operating system is up to date. Otherwise, please contact customer support ([See: User assistance information](#)) to report the issue.

### - HOW CAN I STOP THE TUTORIAL VIDEOS FROM SHOWING?

You will be able to watch tutorial videos showing you how to scan each time you open the **Scan Assistant**. If you want to stop these tutorials from appearing, you need to go to your **Profile tab** and tap on the video you no longer wish to see to deactivate this.

## **ADDITIONAL INFORMATION**

### - TRAVEL OR INTERNATIONAL USE

When travelling to another time zone:

1. Upon arrival, get a stable internet connection
2. Open the *DM App* to synchronize the time of the reminder to your new time zone. Example: if your reminder is set to 7PM, it will be set to 7PM in the new time zone.

## **GLOSSARY**



Manufacturer



Caution: consult the instructions for use for important cautionary information



Consult instructions for use



Batch code (software version number)



Catalog number



Caution: Federal law restricts this device to sale by or on the order of a physician

**DATE OF ISSUANCE**

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**USER ASSISTANCE INFORMATION**

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