FAQ

Getting started with your ScanBox

When can I take my first Dental Monitoring scan at home?
You will receive a notification from your doctor on your App.

How often should I take my scans?
The scan frequency is set by your doctor and fits your personalized treatment. If needed, your doctor can also request a new scan outside of the preset interval.

How do I know when it is time for a new scan?
When a new scan is required, you will receive a notification directly on your App. Just press the "Take a Scan" button to proceed.

What happens if my scan is rejected?
If your scan is rejected - don’t worry, this can happen - you will receive explanations as to why and tips to make sure your next scan is successful!

What if there is an update on the App?
At Dental Monitoring, we always work on improving your App. Most of the time, no action will be requested from your end. If we release a major update, you will be informed by e-mail.

Can I use another Cheek Retractor?
No, your ScanBox has to be used along with the Dental Monitoring Cheek Retractor. Other Cheek retractors are not compatible with your ScanBox.

Dental Monitoring is a remote solution for dental and orthodontic treatments, designed and manufactured by Dental Monitoring. Dental Monitoring solution can only be used by dental professionals registered at Dental Monitoring and their patients under treatment. The product is designed to assist dental professionals in observing orthodontic treatments, such as aligners or braces, contention, and intraoral situations in the global population. Refer to your doctor and the IFU before use. Product availability and claims may differ across countries depending on local regulations. Contact your local representative for further information.

Our customer support is always happy to help:
E-mail : support@dental-monitoring.com
AUS: 1800 848 798
NZ: 0800 443 739
dental-monitoring.com
Congratulations! You are now ready to start your journey with Dental Monitoring. Your ScanBox has been designed to make it very easy!

1. Stand in front of a mirror and open your Dental Monitoring App. Please ensure your phone is not muted. Turn the volume up. Take off your aligners.

2. Place your smartphone (without its case) in the ScanBox on the bottom left corner over the blue arrow and secure it. Make sure the back camera of your phone is facing the back of the ScanBox and use the adjustment button to align the camera with the ScanBox pointer.

3. Insert your Dental Monitoring Cheek Retractor for all scans. It should be put arch towards the bottom, one side then the other.

4. Connect your ScanBox to your Cheek Retractor. You’ll hear a “click” when it is properly attached.

5. Double-tap your screen to start scanning and listen carefully to your app’s instructions.

6. As you hear the sound of your camera, you shall start moving your ScanBox following the speed of the gauge on your smartphone’s screen. Ensure you’re keeping your head still.

7. Your movement with the ScanBox whilst scanning should be wide – from ear-to-ear – to ensure all your teeth are scanned.

8. If necessary, you can restart your scan by pressing the “retry button”.

9. Possible position of your teeth and jaws you may be requested to replicate while scanning.

10. You can now take your ScanBox off. To do so, hold the cheek retractor with your thumbs and lift your ScanBox away from your mouth, then take the cheek retractor out.

11. Put your aligners back on and scan your smile again starting from step 3. Your mouth should be slightly opened.

Congratulations! You've done your 1st scan on your own! You’re done, your scan is automatically sent to your doctor. You do not have any other action to take.

You can now enjoy the rest of the day and wait for the next notification on your App from your doctor.

How to take a scan with your ScanBox? Video tutorials are also available on your App.