When can I take my first Dental Monitoring scan at home?
You will receive a notification from your doctor on your App when it is time for your scans.

How often should I take scans?
The scan frequency is set by your doctor and fits your personalized treatment. If needed, your doctor may request you scan more or less frequently than your normal interval.

How do I know when it is time for a new scan?
When a new scan is required, you will receive a notification on the Dental Monitoring 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 an explanation 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 our products and your experience. Most of the time, no action will be needed. If we release a major update, you will be informed by e-mail.

Can I use another Cheek Retractor?
Unfortunately, no. Your ScanBox is only compatible with the Dental Monitoring Cheek Retractor.

Ask your doctor about Dental Monitoring today.
The Dental Monitoring App is available on the App Store or Google Play.

Our customer support is always happy to help:
E-mail : support@dental-monitoring.com
Phone number : +1-888-505-7202
dental-monitoring.com

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 products are designed to assist dental professionals in observing orthodontic treatments, such as aligners or braces, contention, and introral 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.
Congratulations!
You are now ready to start your journey with Dental Monitoring. Your ScanBox has been designed to make it very easy!

How To Take A Scan With Your ScanBox?
Video tutorials are also available on your App.

1. Stand in front of a mirror and open your Dental Monitoring App. Turn the volume up and take off your aligners.

2. Place your smartphone (without its case) into the ScanBox with the back camera facing the back of the ScanBox. Align the camera with the blue arrow on the bottom left corner and secure your phone. Use the adjustment button on the front to align the camera with the ScanBox pointer.

3. Insert your Dental Monitoring Cheek Retractor for all scans. It should be inserted one side and then the other with the connected arch on the bottom.

4. Connect your ScanBox to your Cheek Retractor. You'll hear a "click" when it's properly attached.

5. Double-tap your screen to start scanning and listen carefully to your App's instructions.

6. Start moving your ScanBox at the speed of the gauge on your screen once you hear the sound of the camera. Try to keep your head still while you move the ScanBox.

7. Your movement 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. Repeat the scan process for the different positions requested by your doctor.

10. To do so, remove the ScanBox from the Cheek Retractor by using your thumbs to press the release it. 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 with roughly the space of a finger between your teeth.

Congratulations! You've completed your first scan. They will be automatically sent to your doctor and they will be in touch with next steps via the app.

Enjoy the rest of your day!