

# FAQs

## When can I take my first Dental Monitoring scan?

You can start taking scans as soon as your doctor decides to start monitoring you. You will receive an email at that point. Download the App, log in with the link that was sent by email and off you go!

## How often should I take my scans?

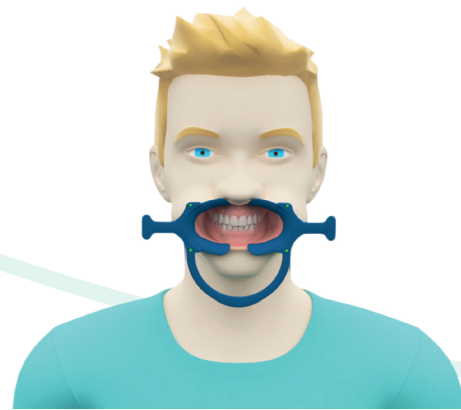
The scan frequency is set by your doctor. If needed, your doctor can request a new scan outside of the preset interval.

## How do I know when it is time for a new scan?

When a new scan is available, you will receive a notification and the first button of the homepage will display "Scan my smile". Tap this button and you can get started!

## How do I use the cheek retractor?

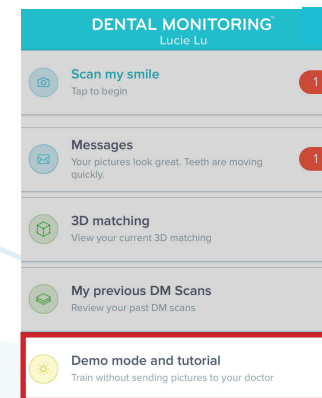
Every time you use the cheek retractor, wash it in warm, soapy water and rinse it off. Insert it arch towards the bottom. If you feel like the retractor is too big or small for your mouth, ask your doctor for a different size. The cheek retractor is essential since it has visual marks that are necessary for us to calculate tooth movement.



Have a look at our tutorial video for an animated demonstration of the process.



The video is available on your App!



We are always happy to hear what you have to say. Comments, feedback and suggestions are more than welcome. Do not hesitate to reach us by e-mail or on social media.



E-mail : [support@dental-monitoring.com](mailto:support@dental-monitoring.com)  
Phone : (+33) 01 86 95 01 01



AU - v.2.21  
March 2017

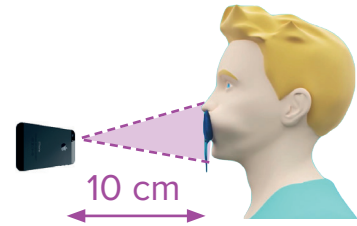
# DENTAL MONITORING®

Connected orthodontics



## YOUR DM SCANS PHOTO MODE

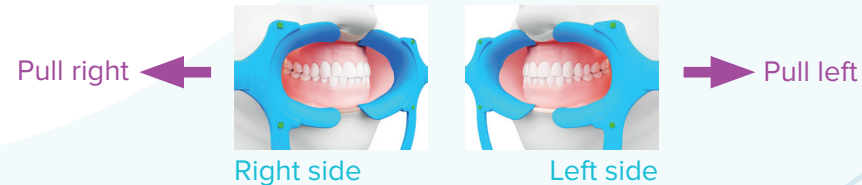
# GOLDEN RULES



The following rules have to be observed to take quality scans:

## The cheek retractor

Put on your Dental Monitoring retractor for all scans. When taking pictures from the side, pull the flap on the side of the retractor in order to show the teeth at the back of your mouth. The flap that you have to pull on depends on which side the photo is taken.



## Visibility

Show off your teeth! They shouldn't be covered by your lips, tongue or the retractor.

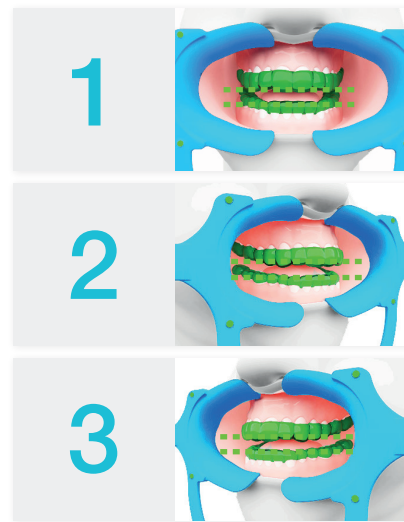
## Distance

Your smartphone should be 10cm away from your retractor. The field of the photo should be from chin to nose. (The purple zone on the illustration above shows the right distance and field).

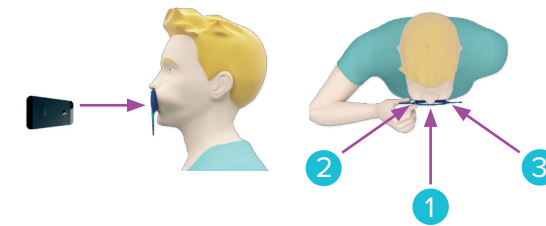
## Angle

When you start your scan, small icons are displayed on the bottom of the screen. Follow what they indicate to take the right photo. The horizontal angle is indicated by the icon on the right of the screen, while the vertical angle is indicated by the icon on the left side. Take a good look at the example in the middle to reproduce a similar photo.

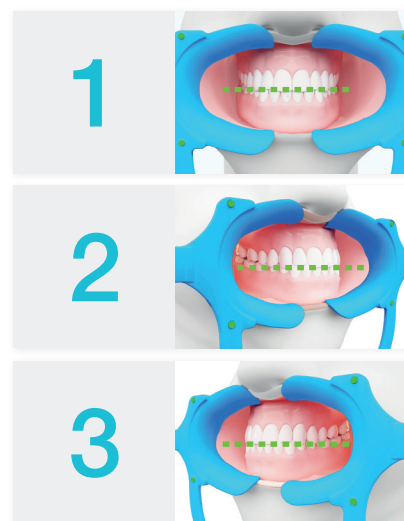
To complete a scan you will have to take 6 to 13 photos depending on your type of monitoring. The App will tell you which photos to take.



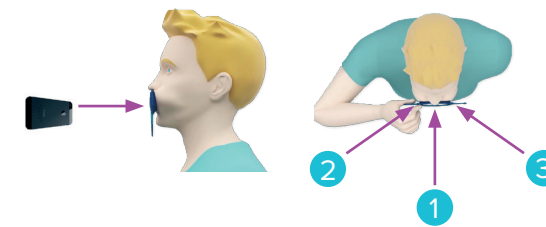
## MOUTH SLIGHTLY OPEN (Aligners on)



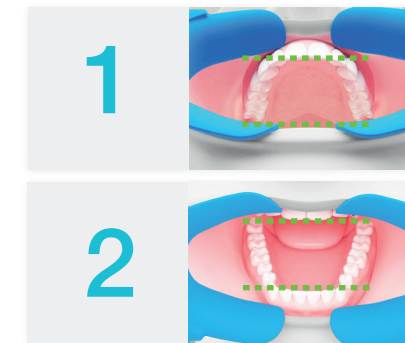
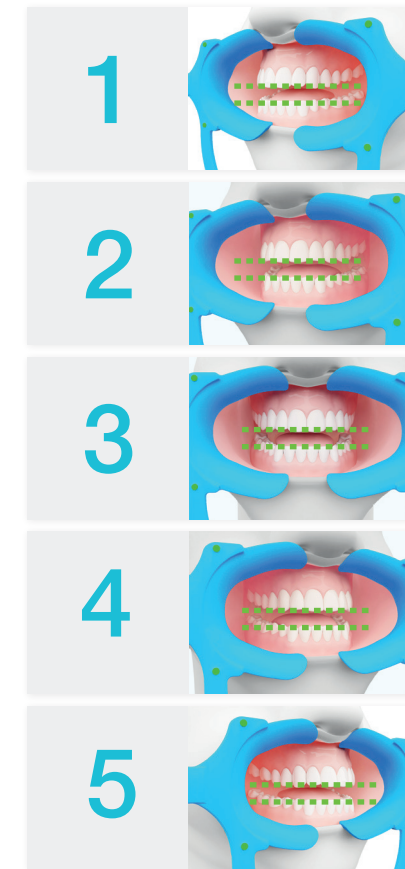
- These photos have to be taken with your aligners on.
- The camera has to be at mouth level.
- For pictures 2 and 3, pull the flap of the retractor to the side to show the teeth at the back of your mouth.



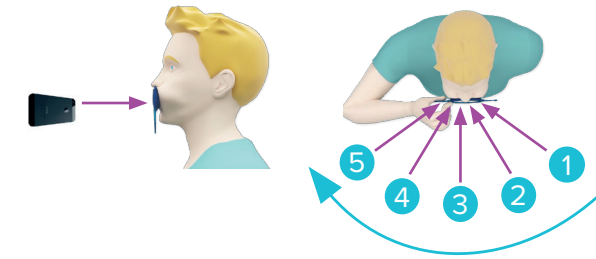
## CLOSED MOUTH (Aligners off)



- The camera has to be at mouth level.
- For pictures 2 and 3, pull the flap of the retractor to the side to show the teeth at the back of your mouth.

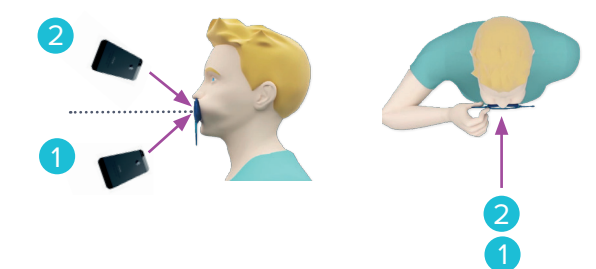


## MOUTH SLIGHTLY OPEN (Aligners off)



- The camera has to be at mouth level.
- For pictures 1 and 5, turn your head completely to the side and pull the flap of the retractor to the side.
- For side pictures, pull the flap of the retractor to the side to show the teeth at the back of your mouth.

## MOUTH WIDE OPEN (Aligners off)



- For picture 1, the camera has to be at chin level and angled up.
- For picture 2, the camera has to be at nose level and angled down.