

OrthoAccel® strives to provide innovative products and excellent customer service for an optimal orthodontic experience. As with any new software, there may be some minor bugs or anomalies in this initial release of the AcceleDent App (version 1.0.36) and MyAcceleDent.com, that will be worked out over time. If you experience any of these small anomalies, easy workarounds are provided below. Watch for subsequent updates in the Android Market™, Google Play™ Store or the Apple App Store® to resolve these minor bugs. The following are AcceleDent App and web portal anomalies (A) with easy workarounds (W):

A: If the user changes the time or date on their mobile device, the user may not see a notification of pending firmware upgrades. (1095)

W: To see the notification, the user can logout and then log back in.

A: Deferring a firmware upgrade for 4 days does not disable the Usage History. (1096)

W: The Timer is disabled to provide efficient motivation to upgrade the firmware.

A: The app does not display revision notes about firmware upgrades. (1091 & 1090)

W: Firmware upgrade information will be posted on AcceleDent.com.

A: The Sync Date, Treatment Start Date, and AcceleDent Start Date may not correctly be displayed in the information (i) pop-up. (963)

W: To see the correct information, go to the Support tab and view My Profile and My Activator.

A: When using an iPhone to change a password, the keyboard may hide most of the "Confirm Password" button. (1038)

W: Tap the portion of the button that is visible or use the web portal.

A: The app may get hung up after a visitor accepts an invitation. (1032)

W: Close the app and restart.

A: The app may work a little slow sometimes on some Android mobile devices. (990)

W: Wait or press the button a few more times.

A: The app may crash after a delayed response to "Location" permission prompt on Android devices. (1002)

W: Tap on the prompt within 30 seconds. Re-starting the app will also resolve this issue.

A: The first treatment time may not display. (985)

W: Unpair and then re-pair the Activator to the user account.

A: The information (i) pop-up is blank, calendar days are dim, and new treatments are not recognized. (1010)

W: Unpair and then re-pair the Activator to the user account.

A: The warranty download button doesn't work. (1001)

W: View the warranty in the app or download the Directions for Use at AcceleDent.com.

A: Using the app on some iOS devices may cause a logout crash. (998)

W: Restart the app.

A: The achievement pop-up may be difficult to scroll. (995)

W: Use a stylus to scroll in the app or use the web portal to view the information.

A: The information (i) pop-up may close after 1 second. (994)

W: Logout and log back in, and it will no longer close after 1 second.

A: If a user is unpaired from their Activator after 63 days the user will lose the link to their Practice. (989)

W: Re-invite the Practice to link to their account.

A: Clicking on the information icon (i) when in My Usage may not dismiss the pop-up. (978)

W: Tap outside the pop-up for it to close.

A: A blank OK pop-up box(es) may appear after a user clicks OK on the Accept/Reject Notifications box. (977)

W: Tap OK to dismiss the pop-up screen(s).

A: Under the app Support tab, the links may be broken in About AcceleDent, Contact OrthoAccel. (974)

W: The contact information for OrthoAccel is located on AcceleDent.com.

A: A Practice cannot add a custom block of text into the app. (897)

W: The Practice can add a logo file display in the app. The Practice text can be embedded in the practice logo file.

A: On an iPad during a treatment session, button presses may be ignored on non-timer screens. (846)

W: Press the button a few more times.

A: On the app login screen pushing the “Forgot Password” button may cause it to expand across the full screen width. (1013)

W: Press the back arrow to remove this expansion.

A: In the app under Community, Message Board, and inside the information (i) pop-up, the Usage History title exceeds the button size in the French and Italian languages. (997)

W: The text is still viewable, and the button can still be pressed.

A: In the app the notification pop-up, for who has accepted or rejected invitations, is not scrollable. (996)

W: Tap OK to view the update directly in the Community tab.

A: In the app Message screens, the date format may not be displayed using the system date format. (979)

W: User may read the date in the alternative format.

A: When using the app, the treatment session data may not immediately be updated to the cloud. (967)

W: The treatment session data will be updated during the next use or when the activator is charging with the app open nearby.

A: On an iPad, a small white pop-up flashes briefly (< 0.25 sec) when entering the Community screen from the Usage History screen. (966)

W: Wait until it goes away.

A: No notification will be sent if the user has not synced in more than 24 hours. (928)

W: The notification will be sent after 48 hours.

A: Using an Apple app, the “Main Menu” button press can take several tries. (917)

W: Press the button a few more times.

A: In the app, if the user receives a notification pop-up of multiple Achievements, the pop-up does not have a large scroll bar making scrolling difficult. (907)

W: Use a stylus to scroll or use the web portal.

A: The day labels are ahead by one day on the Timer screen’s last 7 days and on the dashboard on non-English mobile app screens. (801)

W: The correct data linked to the correctly labeled days are available in the calendar view.

A: On the web portal, typing a different URL into the address bar when a modal is up does not dismiss the modal. A modal is a notification box that requires a response. (739)

W: Tap on the OK button in the modal to continue.

A: Internet Explorer browser sometimes displays a variety of cosmetic differences in the displayed data from other browsers. (760, 860, 859 & 761)

W: Try another web browser (Safari, Firefox, or Chrome).

A: When using Internet Explorer, the first click on any date, in a Patient's Calendar view will create a pop-up that closes & reopens. (855)

W: Tap a second time to open the day view properly.

A: In the app, the month does not change when clicking on the date field in the next month. (865)

W: Use the left and right arrow to view a different month.

The *AcceleDent* App and MyAcceleDent.com web portal were developed to provide doctors and patients an easy way to track usage and provide motivation during orthodontic treatment. It is not mandatory for *AcceleDent* Optima treatment, but your doctor may recommend its use so that they can easily see if you will be experiencing the intended faster tooth movement, by using your *AcceleDent* for the recommended 20 minutes every day. The app is also a great motivational tool, an easy way to register your warranty, and connect with your practice through the app's messaging feature.

Thank you for choosing *AcceleDent*.

If you have any questions or comments, please contact the

AcceleDent Customer Service Center:

North America (+1) 866-866-4919

Outside North America 44 (0) 203-318-1915

Phone hours are Monday through Friday 7:00 am to 7:00 pm Central Time

You can also email us at

customerservice@orthoaccel.com

Email submissions are answered Monday through Friday 7:00 am to 7:00 pm Central Time

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