

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 1.0.38) 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: 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)

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

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

W: Press the button a few more times.

A: Internet Explorer browser sometimes displays the Calendar pushed to the left. The days are still visible, just cosmetically squished. (760)

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

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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