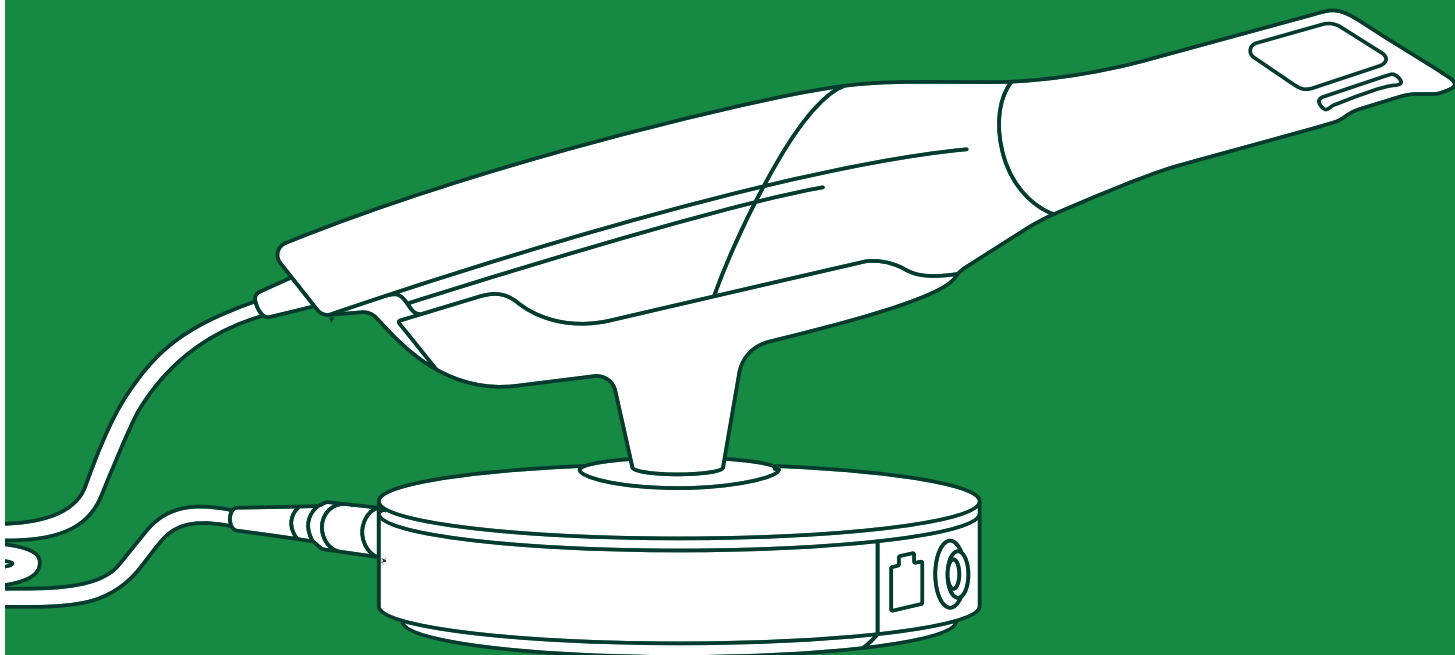


dandy

How to set up your scanner



AS OF 06/18/24



Thank you for choosing Dandy

Dr. Moeen Sheikh and team,
Moeen Sheikh Dental P.C., NY

Our mission is to be the best partner your dental practice can have. We believe you deserve tools, technology, and support that seamlessly work together and drive better outcomes for your practice—and your patients.

We're honored you chose to partner with us and we look forward to working with you.

practice.meetDandy.com
267-310-3332
doctors@meetDandy.com

Donal Hanover *Toni Cloho*

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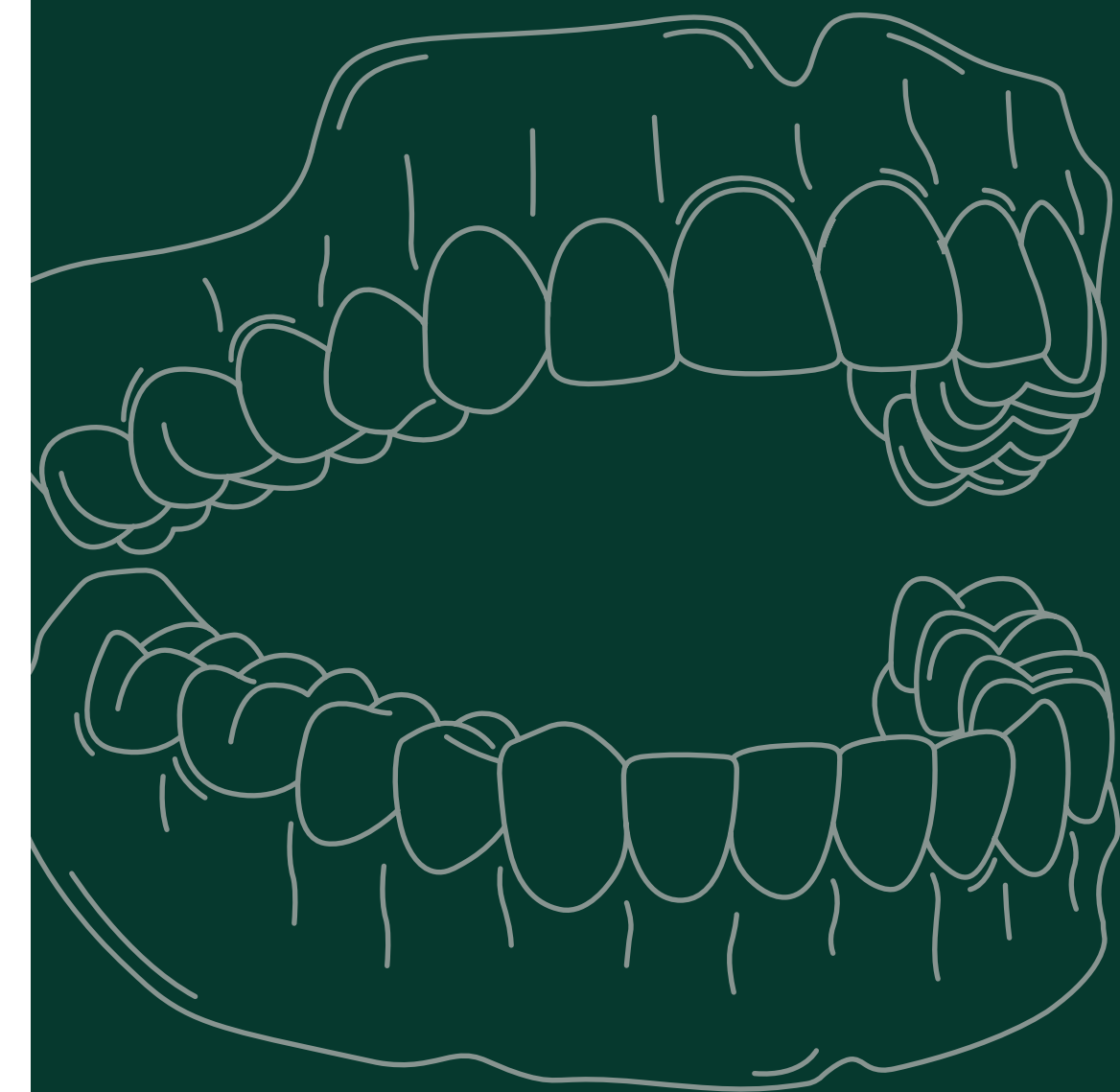
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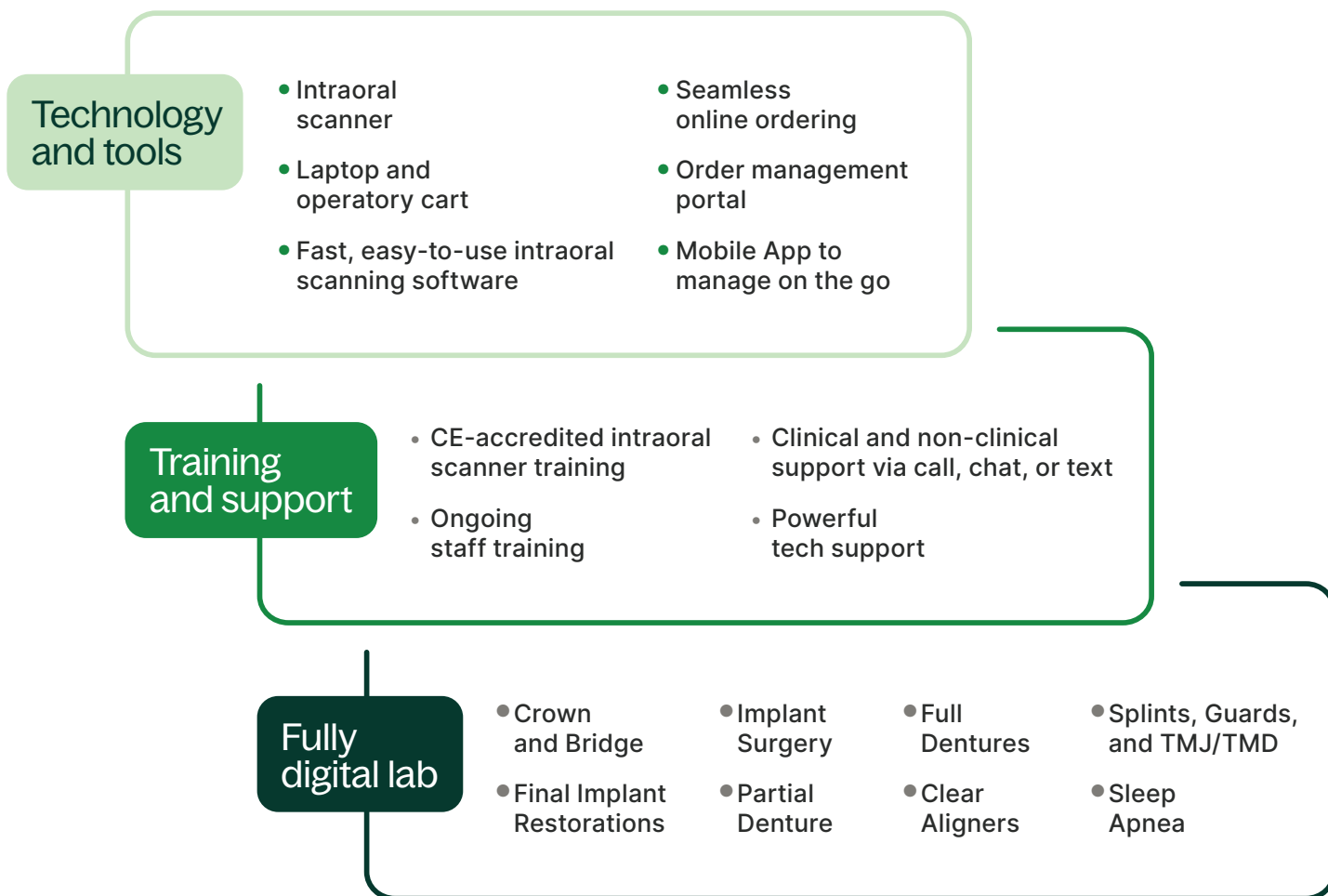


Introduction

More than a dental lab— a complete digital solution

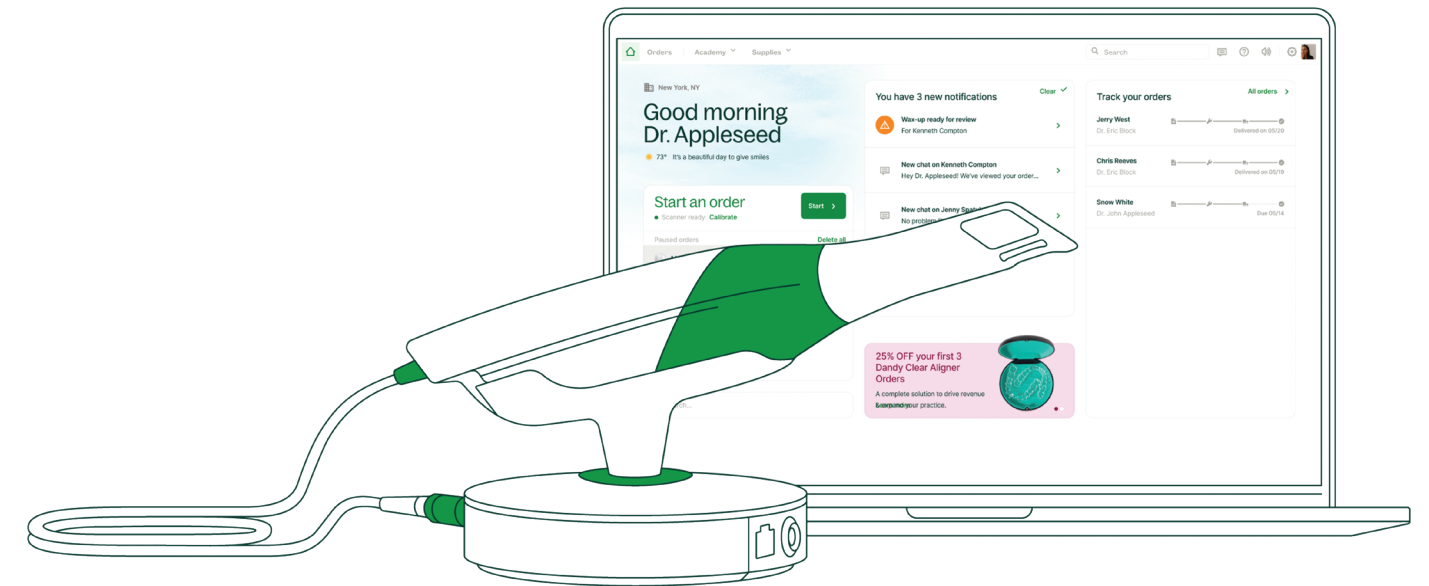
Quality lab work is just the beginning. Dandy’s end-to-end solution integrates the intraoral scanner, an industry-leading digital lab, and end-to-end support to make everyday easier. Everything is provided free of charge—the only thing you pay for are the restorations.

Everything you need to go digital



A solution built for digital

We’re building an ecosystem that includes the world’s most effortless lab and intraoral scanning solution—so dentists can take advantage of every benefit digital dentistry has to offer.



Dandy Chairside + 3Shape TRIOS

Dandy’s proprietary Chairside software is the fastest, easiest way to scan patients and submit cases all in one place. As you use it, you’ll have greater confidence with fewer steps.

Intuitive and user-friendly

Dandy’s intuitive Chairside workflows are easy for new staff members to learn quickly on their own, meaning less time and effort is required for training. And for additional support of any kind, your staff can always reach Dandy via chat, phone, or text. Even while patient is in the chair.

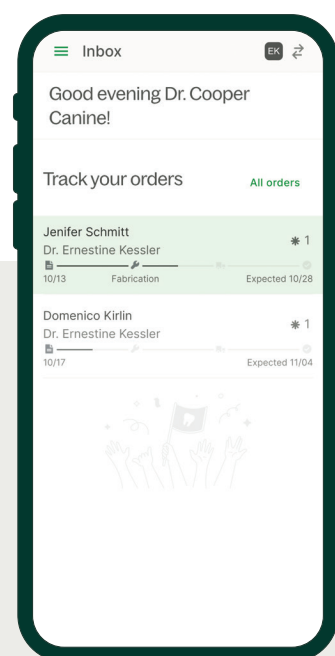
Guided scanning

Optional step-by-step instructions and recommendations are provided throughout the scanning process so it’s easier to complete more complicated procedures like full dentures and implants.

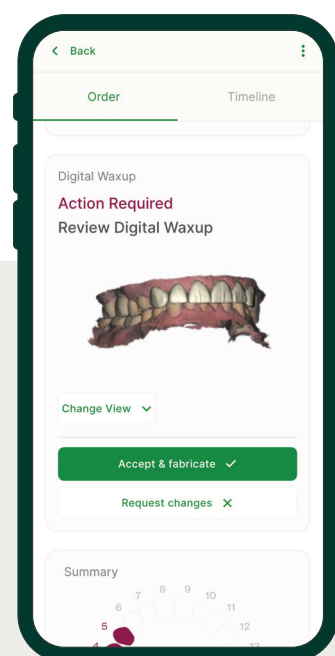
Dandy Portal

All your lab work in one place

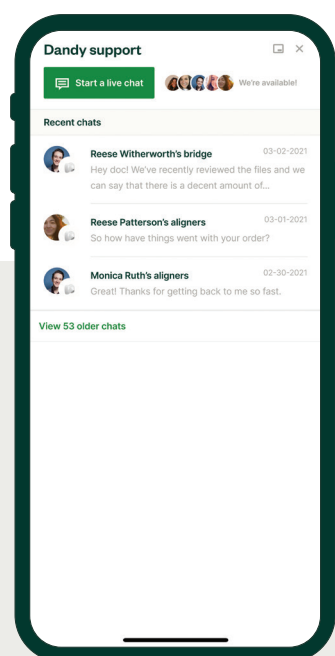
Manage your lab work from any computer with the Dandy Portal. Through this one portal, you can check case statuses, review and approve wax-ups, chat with your lab team, and so much more.



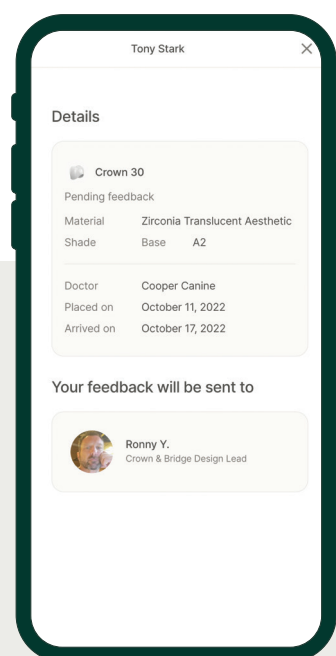
Track your cases on the go



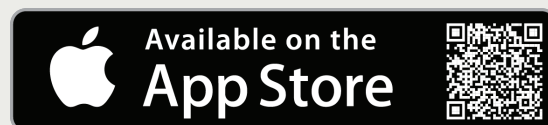
Review digital wax-ups



Chat directly with an expert



Provide feedback to your lab team



Dandy Mobile App

Manage your lab work from anywhere

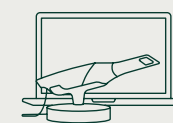
Our mobile app makes it easy to manage your lab work, even when you're away from your practice. Track and manage cases, chat with your lab team, review and approve digital wax-ups, add patient photos, and more.

Ongoing Support When You Need It

Dandy support resources are available to you and your team throughout the lifetime of the partnership - always at no additional cost. Here's an overview of the resources we offer.

Live Scan Review

Hands-on support to help you deliver the highest quality scan.



First Case Support

Hands-on support and scan coaching to ensure success of your first several cases.



Help Center

Over 50 step-by-step instructional articles to help you learn & use Dandy Chairside to its full potential.

[TRYDANDY.COM/HELP](https://trydandy.com/help)

Learning Center

Additional helpful articles, industry reports, customer stories, webinars, and more.

[TRYDANDY.COM/LEARNING](https://trydandy.com/learning)

✓ Live Chat Support

Instant support, even when there's a patient in the chair.

✓ Call/Text/Email Support

Technical support & account support is always just a call/email text message away.

✓ Ongoing Training

Additional training - high-level and product-specific - at no cost.

Dandy Support

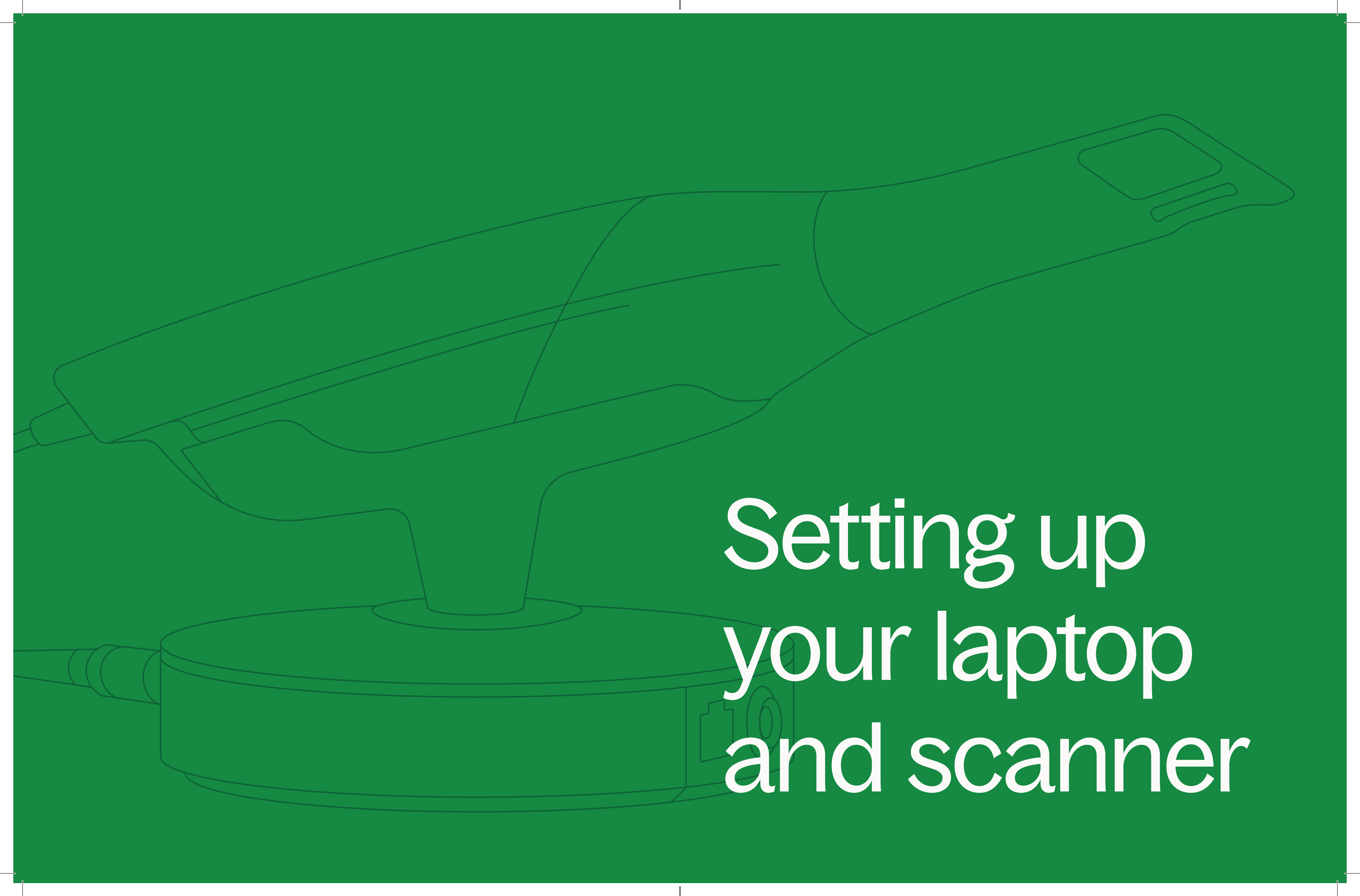
Call / Text:
(267) 310-3332

Email:
doctors@meetDandy.com

Chat:
Click "Start a Chat" in Dandy Chairside

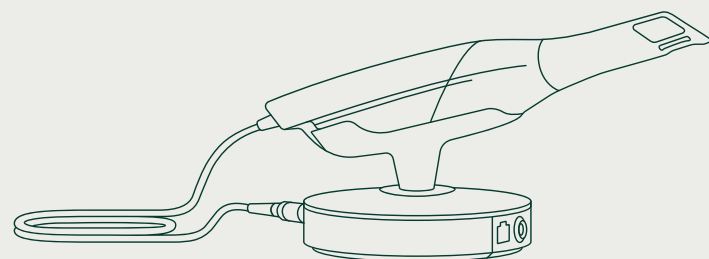
Support Hours:
Mon - Fri | 8:00 AM - 10:00 PM ET
Saturday | 9:00 AM - 4:00 PM ET

Live Scan Review Hours:
Mon - Fri | 9:00 AM - 8:00 PM ET

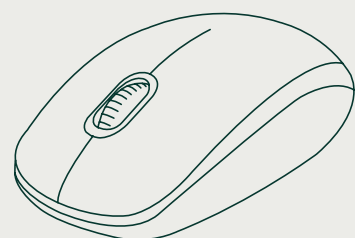
A white line-art illustration of a laptop and a scanner is set against a solid green background. The laptop is positioned at the top, and the scanner is at the bottom. The text 'Setting up your laptop and scanner' is written in white, sans-serif font, centered over the scanner.

Setting up your laptop and scanner

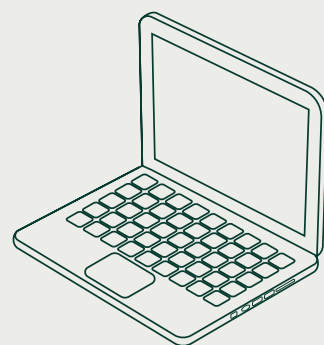
What's Included



IN SCANNER BOX | 3SHAPE INTRAORAL SCANNER + CABLES



IN SCANNER BOX | MOUSE



IN DANDY BOX | LAPTOP + CABLES

Please keep your boxes. They might come in handy in the future.

STEP 1

Set up your Doctor profile in the Dandy Portal

Before setting up your scanner, look for an email from Dandy (doctors@meetDandy.com) titled "Welcome to Dandy! Here's how to get started."

Follow the instructions in the email to set up a Doctor profile with Dandy.

Please note: this action should be completed by the Doctor first in order to ensure proper setup of the laptop and scanner. Office managers, Dental Assistants, Dental Hygienists and other staff members of the practice will be able to set up their own profiles in the Dandy Portal later.

dandy

Welcome to Dandy!

Get started by setting up your Dandy Portal account where you can track your equipment order and get a head start on your onboarding checklist.

What's the Dandy Portal?

The Dandy Portal is your single source of truth for all your lab work. Manage your lab orders, check case statuses and delivery dates, get on-demand support, and so much more.

Use the verification code below to log in and begin creating your practice profile.

Dandy verification code

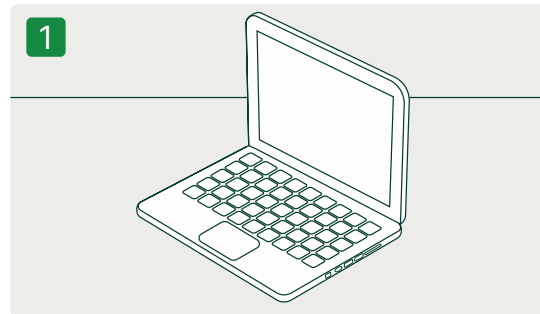
This code is unique to your practice and ensures that your account is secure.

[verification code]

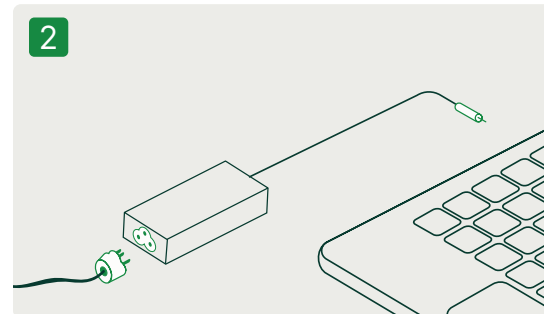
Set up my Dandy portal

STEP 2

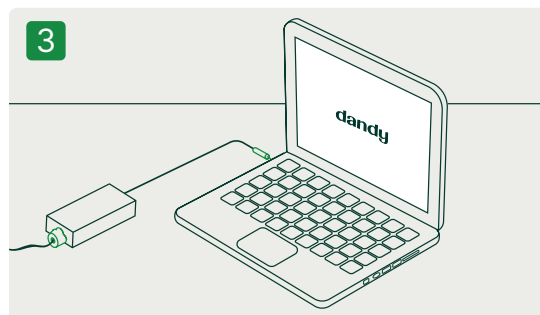
Set up your laptop and scanner



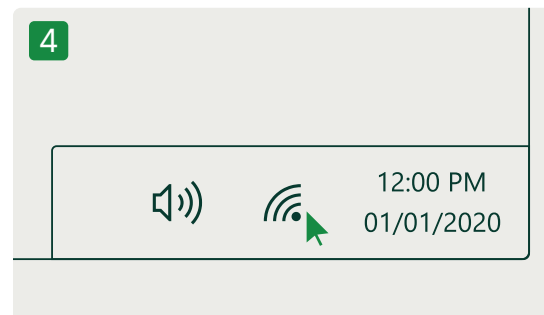
1 Find the laptop in the Dandy box and place it on a stable surface.



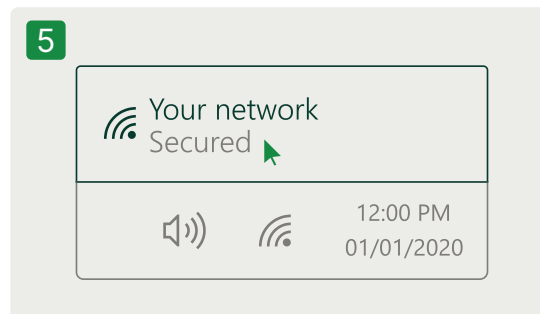
2 Find the laptop charger and plug everything together.



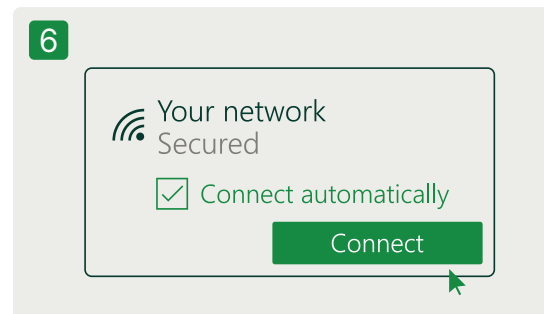
3 Turn the laptop on and wait until it's fully booted.



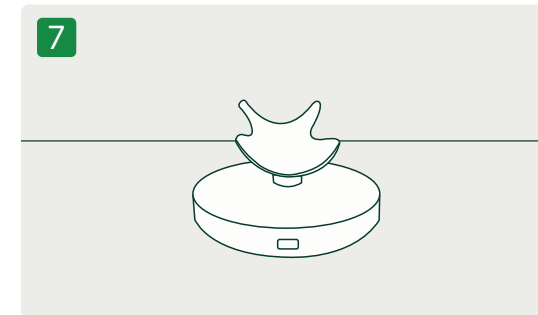
4 Click on the WiFi button on the bottom right.



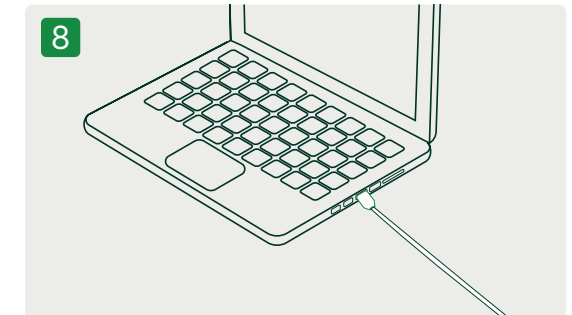
5 Find your private secured WiFi Network, select it and enter your password key.



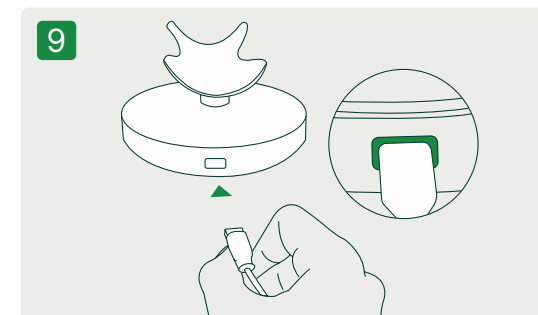
6 Turn on "Connect automatically" and click on "Connect."



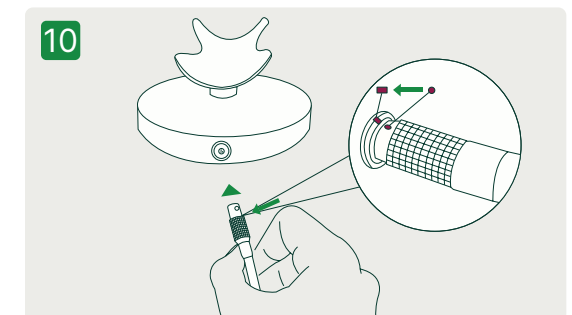
7 Find the scanner base and place it on a stable surface.



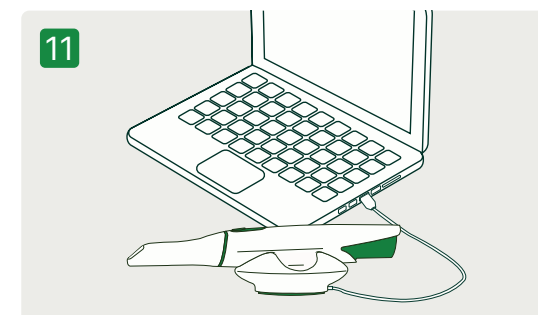
8 Connect the USB-C cable to the USB-C port on your PC (to disconnect pull the plug out of the USB-C port).



9 Connect the USB-C cable to the USB-C port on the pod. The cable goes into the connection socket on the back side of the pod. To connect, push the plug into socket (to disconnect, pull the plug out of the socket). The USB-C port has a built-in LED indicating the connection status.



10 Connect the scanner cable to the scanner connection socket on the front side of the pod. To connect, push the plug into socket. There is a red orientation dot on the plug that should point upwards. To disconnect, pull the plug out of the socket while pulling to release the connector's lock mechanism.



11 Place the scanner on the pod. The system is ready for use.

We provide the J5Create adapter as a courtesy. This device is meant to be used in emergency situations when wifi is not functioning. Please leave it in the box unless otherwise instructed.

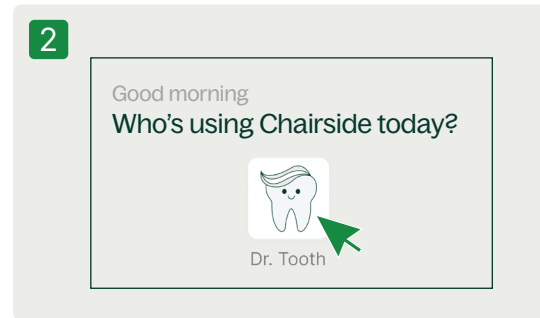
If the indicator light is red at the end of set up, check if all the cables are well plugged in. If it's still red, give us a call at: (267) 310-3332.

STEP 3

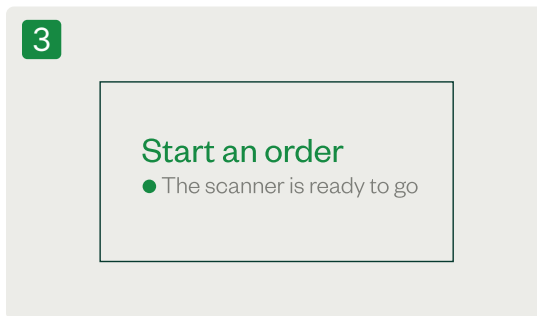
Set up Chairside software and calibrate your scanner



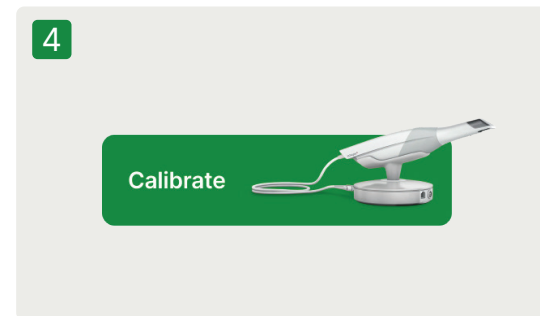
On your laptop, double-click the Dandy Chairside icon to open it.



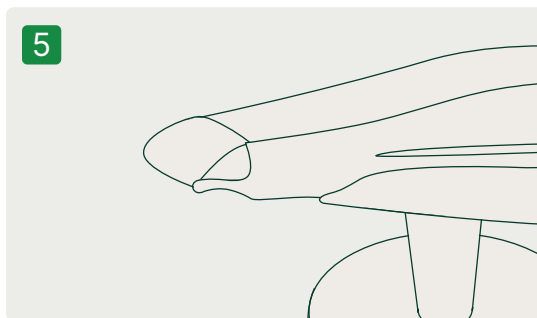
Select the Doctor profile that you previously set up in the Dandy Portal.



Check that the scanner is set up and connected by looking for the green light indicator.



Calibrate the scanner by pressing the "Calibrate" button on the Chairside home screen and following the on-screen instructions.



Sterilize the scanner and tips. Do **not** use CaviCide wipes on mirror tips.



For best practices on **scanner sterilization**, please review this [Sterilization Guide](#).

If the indicator light is red at the end of set up, check if all the cables are well plugged in. If it's still red, give us a call at: (267) 310-3332.



Get ready for training

Our live virtual training is recommended for everyone in the practice who plans on using the scanner. **All steps for self-guided setup should be completed at least 48 hours in advance of your training date.** Staff members who attend live are eligible to receive 2 CE credits.

Overview

The training is focused on ensuring you and your staff are confident in scanning and submitting cases to Dandy. We'll cover:

- ✓ Scanning workflows for crown & bridge cases
- ✓ Scanning technique and best practices
- ✓ Scanning practice and coaching for each individual
- ✓ Introducing Dandy support and additional resources

It is important that these steps are completed at least 48 hours before your scheduled training date.

We suggest setting up the equipment in an operatory at the office as the second half of training includes practicing scanning on staff members.

It is important that all equipment is set up ahead of your training. For video tutorials on how to set up your Dandy equipment, sign into the Portal: practice.meetDandy.com



Additional scanning resources and tips

Now that your equipment is set up, you and your staff can practice scanning each other ahead of your first patient! Use Wellness Scans in the Chairside software to practice full arch scanning.

We encourage you to review our latest resources so that you can master digital workflows for great patient experiences and practice efficiency.

Great restorations start with great scans. Scans with jagged interproximal contacts can lead to bulkier designs, while unclear margins make it harder to design restorations that seat perfectly. Both issues lead to more chairside adjustments for you and your patient, which we want to avoid at all costs.

Our team has identified the best techniques for ensuring great scan quality. Please read more about:

- ✓ Margin Scanning
- ✓ Retraction Techniques
- ✓ Interproximal Scanning
- ✓ Prep Styles

Head to meetDandy.com/scanning and review all of our latest resources to ensure consistent, high-quality restorations every time.



We are excited to partner with you and help your practice go digital with Dandy!



dandy

Looking for more help?

All of the steps and information in this guide have accompanying video tutorials that can be found in the Dandy Portal!

Still have questions?

We're just a chat, call, text, or email away.

practice.meetDandy.com

267-310-3332

doctors@meetDandy.com
