

Frequently Asked Questions

Question	Answer
How do I order more patient brochures?	Please contact your lab and request part number DP-0000235.
Will I receive CE credits for completing the Certified Office program?	We are unable to offer CE credits at this time.
How do I connect the tablet to the internet?	After powering the unit on, pull down the screen in the corner closest to power button. This will reveal the Wi-Fi connection icon.
My wireless internet is not listed in the Wi-Fi menu?	This is a common challenge with Android devices and some Wi-Fi routers. Common solutions: 1. Make certain SSID is activated on your router. 2. Try moving the router to another channel that is visible to the tablet. 3. Check with your internet provider and/or router manufacturer.
My laboratory does not have wireless internet.	Unfortunately, the tablet requires a Wi-Fi connection to operate.
Where is the promo number located?	The promo number is located on the back of the tablet. It will start with DDLP and be followed by a sequence of numbers.
How do I print the PDFs?	<ul style="list-style-type: none"> • Use the provided USB cable to connect directly to a printer. • Use a wireless printer. • Create an email account on the tablet and email the PDF to your PC for printing.
Can I view these websites on my desktop or laptop computer?	Yes, please email DSdigitaldentures@dentsplysirona.com to request a Digital Denture Learning Portal Access Form. Once the form is signed and returned, the links will be sent to the email address provided.
How do I find the lab or clinician icon to register and/or login?	The tablet has multiple screens. Swipe to the left until the icons are viewable. Additionally, bookmarks have been saved on the Chrome browser to provide easy links to the clinician and lab websites.
Can I load other programs on the tablet?	Dentsply Sirona does not recommend loading other programs. There is a possibility that they will interfere with the pre-loaded Digital Denture content on the tablet.
How long should the battery last?	The tablets provide 1-2 hours of battery life. For your convenience, the display contains an opening for the power cord.
Can I get a replacement for my broken tablet?	Yes, additional tablets are available. Just email DSdigitaldentures@dentsplysirona.com.
Can I use my iPad or another device?	At this time, Dentsply Sirona can only support the Android tablet. We are unable to support other types of tablets or devices and can not determine whether the Digital Denture Learning Portal will provide a consistent experience with other operating systems.
Can I set up an email for the tablet?	Yes, you can use the Chrome browser to set up an email account.
Can I view an AvaDent digital design preview on the tablet?	Yes, but the AvaDent preview can be graphics intensive. Performance may not be optimal for the tablet format.
Can I share the website links with other clinicians?	No, Dentsply Sirona controls distribution of content and does not grant license for any 3rd party redistribution.
Where do I go if I have questions? Who do I contact?	DSdigitaldentures@dentsplysirona.com or reach out to your Lab for help.