

Osstell IDx | FAQs

How do I get started?

Simply register your IDx by following the instructions in the device or by going to osstellconnect.com

Do I need to be connected to wifi to register?

No, you can also register your IDx at osstellconnect.com. All you need is the serial number.

What are the requirements for Osstell Connect access?

Just connect the instrument via wifi and follow the instructions on the screen. A confirmation email with login details will be sent to your email address.

Why has the instrument been locked?

Have you registered your device? You can only use the Osstell IDx for a limited time without registration.

Is the IDx Portal both Windows and Mac Compatible?

Yes, Osstell Connect is accessible via iPhone, iPad, Mac or PC.

Will Osstell Connect be connective with other systems, such as Dentrrix?

At the moment, it is only possible to connect to the ImpDAT patient data system.

What is the battery life of the IDx?

For normal use, the batteries last for at least one day but in most cases longer.

How long does it take to recharge?

It takes about 2 hrs to charge the IDx from a fully discharged state.

How do I perform a measurement?

Simply choose a tooth position on the touch screen and start measuring.

How do I add patient information?

Perform measurements, press *End patient*, and then select whether it is placement, follow-up or loading, and then *Save to new patient*. The data can then be viewed in the instrument as well as on Osstell Connect - *if the instrument is connected to WiFi*.

How do I edit patient information?

Simply select the pen symbol in the patient list to edit.

How can I delete ISQ values (e.g. in case I have accidentally measured twice from the same direction)?

Values can only be removed before saving clicking on the trash bin symbol. After saving the data cannot be modified.

Can I upload previous ISQ measurements into the IDx?

Due to security reasons, this is not possible.

How much data can be stored in the device?

500 patients and each patient can store 500 values.

How can the data be stored outside the IDx?

The data can be exported to a csv-file in Excel.

How can I import patient data to the patient documentation system I am using?

It is not yet possible to communicate directly with other patient data system, but you can export the data from the Osstell IDx.

