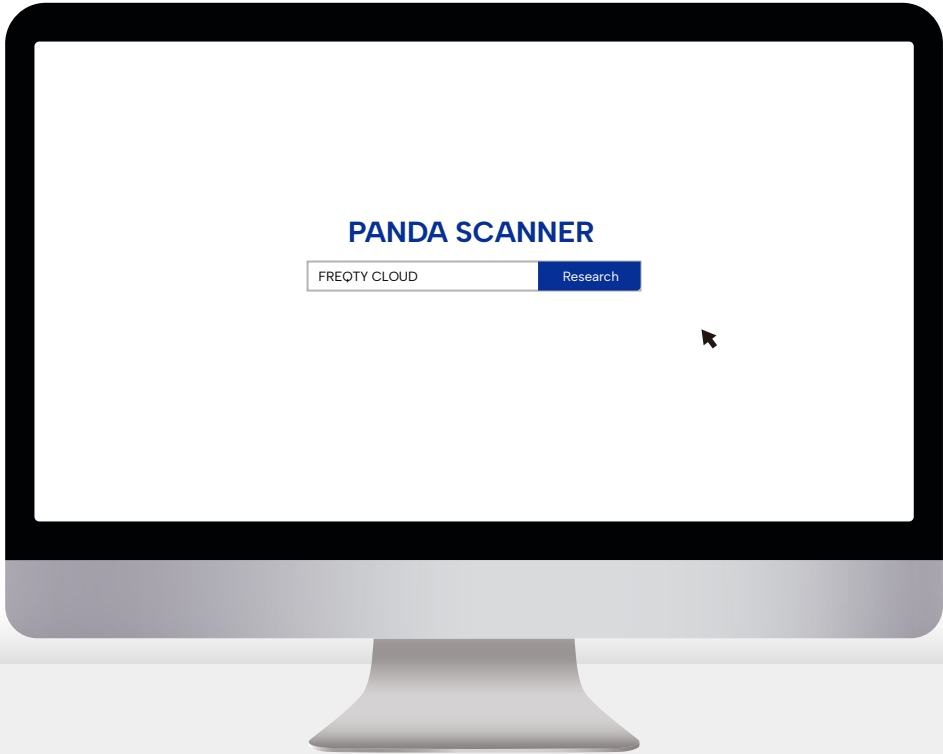


FREQTY CLOUD Manual

For EU Version
Revision 2 (March 2024)



Panda 🐾
Scanner

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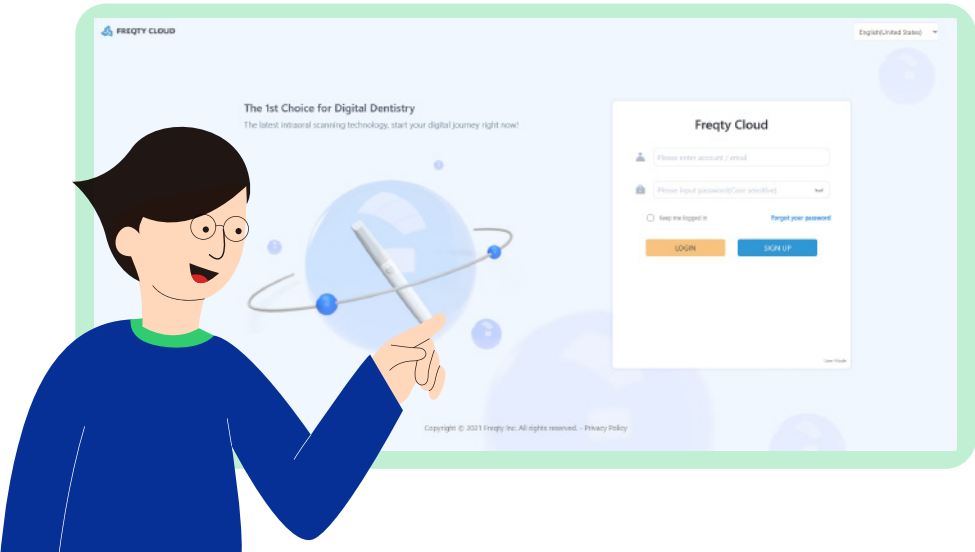
1. Introduction

The FREQTY CLOUD platform is a web-based development application that integrates powerful functions such as online viewing, case download, statistics check, data analysis, and device management.



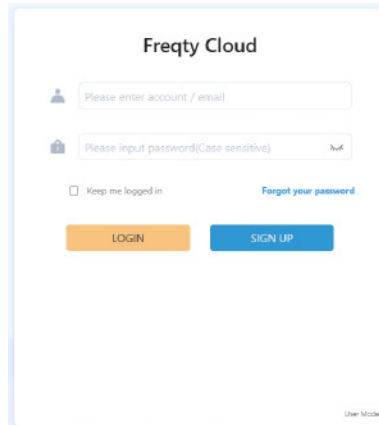
2. Start to use FREQTY CLOUD

If you are a new user, we recommend that you follow the guidelines to start your FREQTY CLOUD journey.



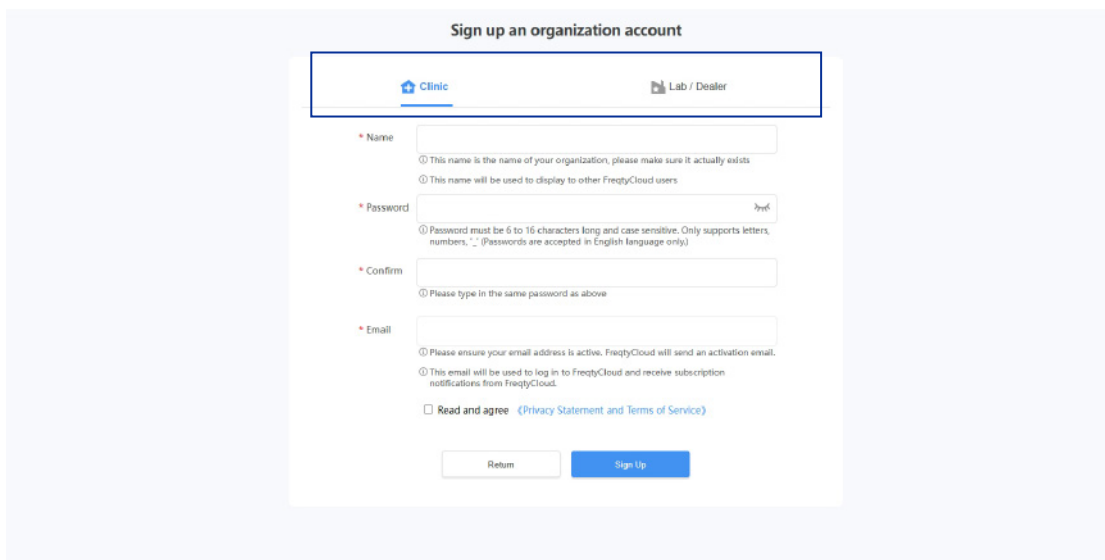
2.1 Account Registration

Please prepare a computer connected to the network and type <https://eu.freqtek.com> in the browser to enter FREQTY CLOUD.



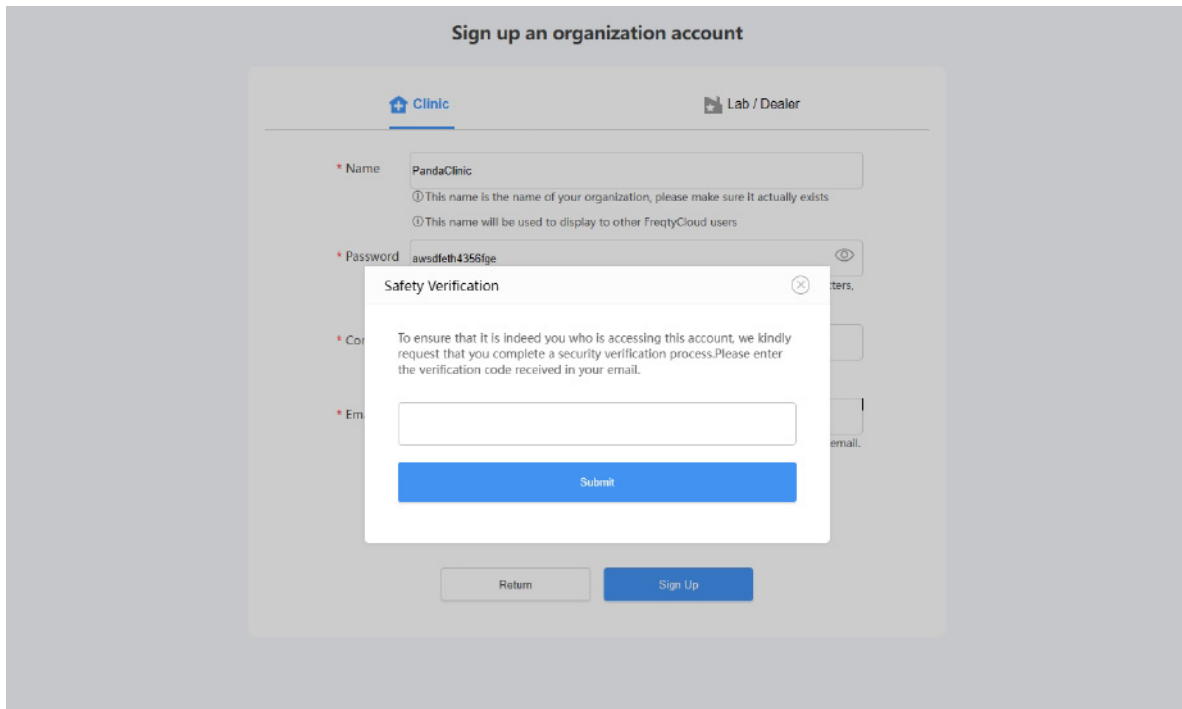
The screenshot shows the Freqty Cloud login interface. At the top, it says "Freqty Cloud". Below that, there are two input fields: "Please enter account / email" and "Please input password (Case sensitive)". There is a checkbox for "Keep me logged in" and a link for "Forgot your password". At the bottom, there are two buttons: "LOGIN" (orange) and "SIGN UP" (blue). A small "User Mode" link is visible in the bottom right corner.

Click "SIGN UP"



The screenshot shows the "Sign up an organization account" page. At the top, there are two tabs: "Clinic" (selected) and "Lab / Dealer". Below the tabs, there are four required fields: "Name", "Password", "Confirm", and "Email". Each field has a red asterisk and a small icon. Below the "Name" field, there are two instructions: "This name is the name of your organization, please make sure it actually exists" and "This name will be used to display to other FreqtyCloud users". Below the "Password" field, there is an instruction: "Password must be 6 to 16 characters long and case sensitive. Only supports letters, numbers, '_' (Passwords are accepted in English language only)". Below the "Confirm" field, there is an instruction: "Please type in the same password as above". Below the "Email" field, there are two instructions: "Please ensure your email address is active, FreqtyCloud will send an activation email." and "This email will be used to log in to FreqtyCloud and receive subscription notifications from FreqtyCloud." At the bottom, there is a checkbox for "Read and agree" with a link to "Privacy Statement and Terms of Service". At the very bottom, there are two buttons: "Return" (white) and "Sign Up" (blue).

Choose "Clinic" or "Lab" according to your actual situation, and then fill in the columns below carefully.

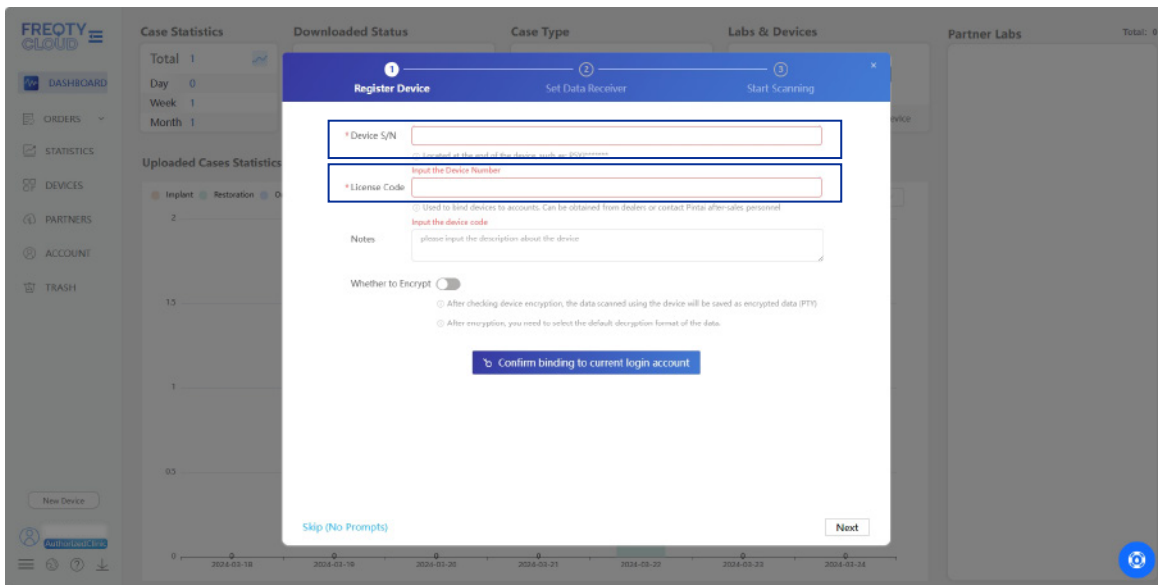


Afterwards, you will receive an email confirming your registration, please enter the code of the email in the prompt box and click "Submit" to confirm.

- Please do not disclose your account and password to others without authorization for the security of your account!
- Please remember the password you set. For the sake of your privacy and information security, the cloud platform will not save your password. If you accidentally forget your password, you can retrieve it yourself through the preset email.
- It is recommended to use browsers like Microsoft Edge or Chrome for the best experience, as other browsers may cause errors.

2.2 Bind devices

After completing the registration (see 2.1 for more details), use the email you filled in during registration and the password you set to access the <https://eu.freqtek.com> complete login. When you login your account for the first time it will pop up a guide to help you bind your device.

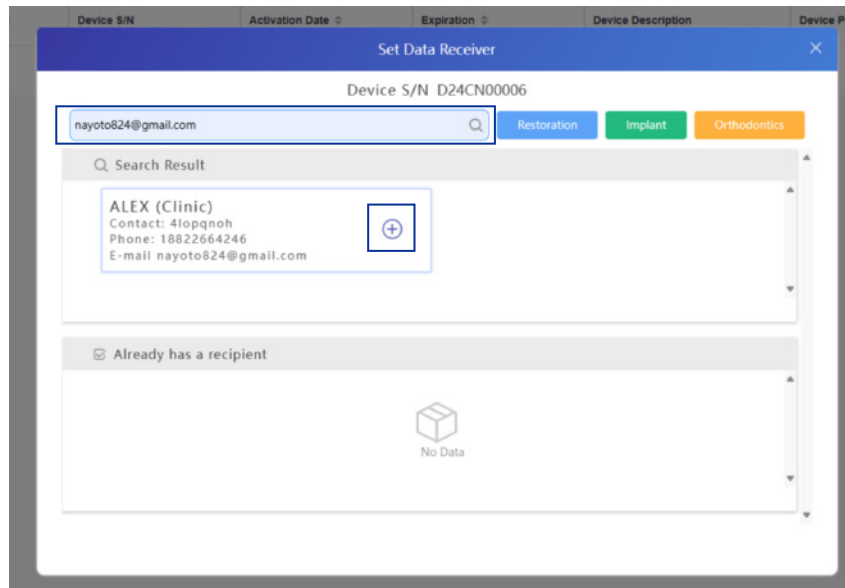



Please fill in the information carefully according to your device, in which Device S/N can be found at the bottom fan of your device or at the box of the device, please contact your buyer for the License Code.

Please fill in the relevant options and click "Confirm binding to current login account" to complete the binding.

2.3 Set Data Transfer

When you have completed the device binding, you can enter the transmission relationship binding step.

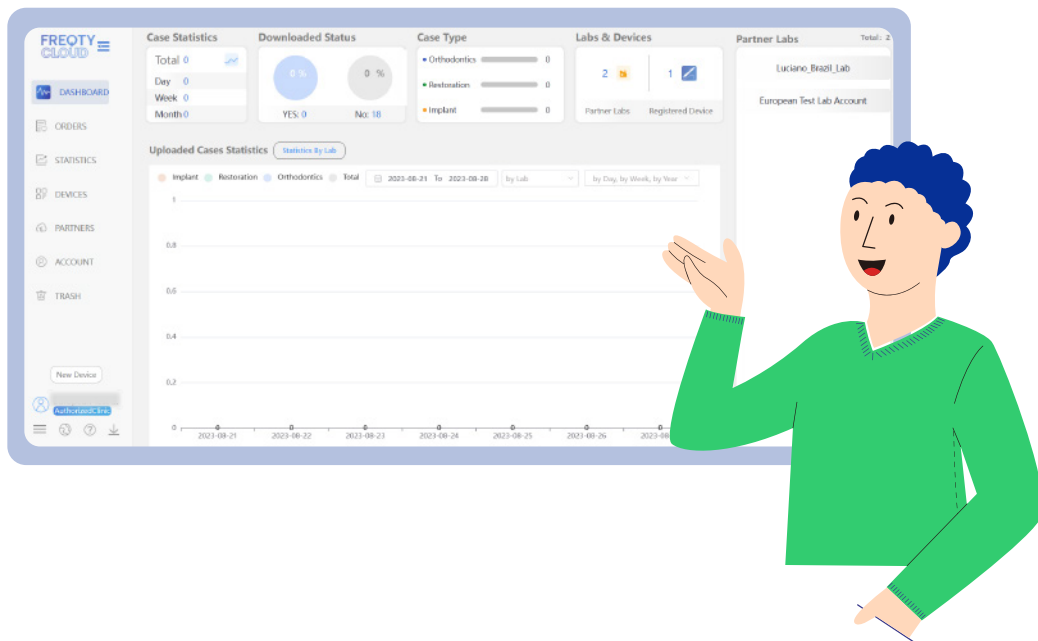


Enter the name or email address of the organization you want to add in the search bar, select the added organization, and select the corresponding case type according to specific needs. After completion, click  to complete.

- Be sure to confirm that the processor you are adding has a Cloud Platform account, and if not, invite them to register first (see 2.1 for details).

3. Explanation of the Functions

After completing the login progress, you will enter the homepage of main functions.

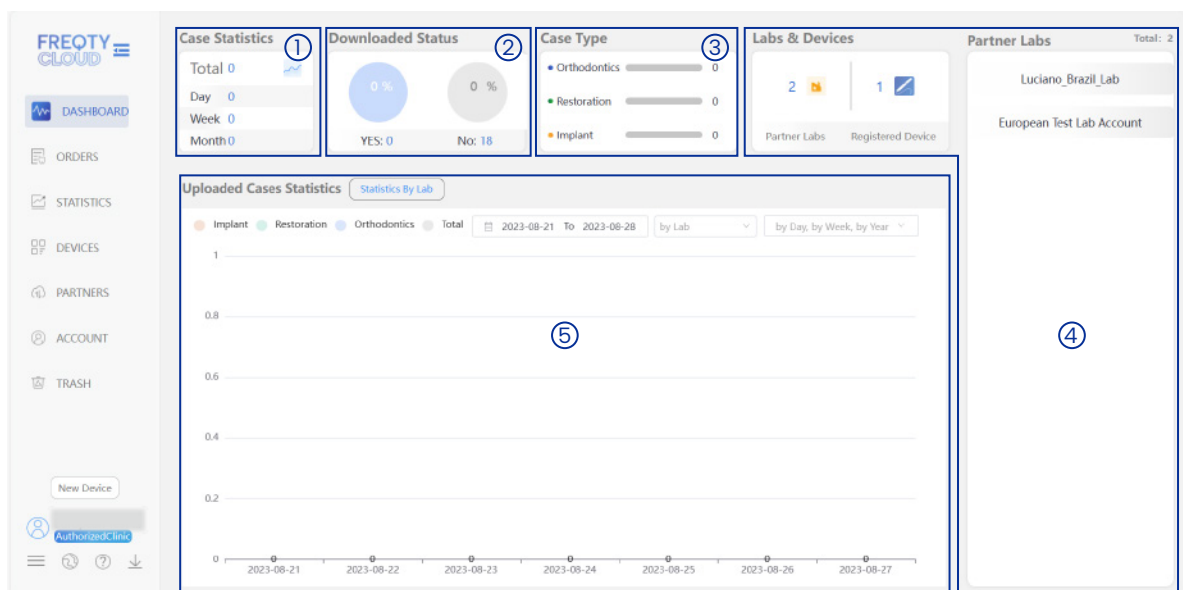


According to the order of the navigation bar on the left side, the following parts will provide a detailed introduction to the functions of each section.



3.1 Dashboard

It is mainly the overview function, providing a clear and intuitive view.



- ① **Case Statistics:** You can quickly check the overview of data that you receive and also see the reception status of three dimensions: day, week, and month.
- ② **Downloads Status:** Make the labs able to check the processing status of the data that they received.
- ③ **Case Type:** You can quickly check the case types that you receive.
- ④ **Clinic& Devices and Partner Clinic:** A list of cooperative clinics will be listed in the box, and clicking on the corresponding entry can quickly view a chart of their upload volume; At the same time, there is a total number of the devices that you have already bind in another box, which effectively helps your management.
- ⑤ **Uploaded Cases Statistics:** A columnar statistical chart can be automatically generated here based on the amount of data received in each month as a sample. At the same time, it can be switched to a comparison table based on the amount uploaded by each clinic as a sample, which is helpful for the lab manager to analyze the data and make plan for the next stage.


3.2 Case Management

Click "ORDERS" in the left navigation bar to enter the case management interface.

On this page, you can see a summary of the received data, sorted by time from new to old. Simultaneously supports custom filtered views.

Case Type	Patient Name	Dentist	Upload Date	Organization	Notes	Status	Progress	Operation
[R]Restoration #1	ibrahim	tarek	2024-03-05 05:34:51	cheryl	202 All-Ceramic Crown scaling	↓	<input type="radio"/> Processing <input type="radio"/> Completed	📄 ↓ ⋮
[O]Orthodontics #1	HUGE	HUGE	2024-02-23 09:52:47	cheryl		↓	<input type="radio"/> Processing <input type="radio"/> Completed	📄 ↓ ⋮
[S]Implant #1	234	23	2024-02-07 20:45:21	cheryl		↓	<input type="radio"/> Processing <input type="radio"/> Completed	📄 ↓ ⋮
[O]Orthodontics #1	CHERYL	CHERYL	2024-01-23 14:08:18	cheryl		↓	<input type="radio"/> Processing <input type="radio"/> Completed	📄 ↓ ⋮
[R]Restoration #1	3	5	2024-01-17 09:47:47	Valerie's factory	2M3	↓	<input type="radio"/> Processing <input type="radio"/> Completed	📄 ↓ ⋮
[S]Implant #1	西	任	2024-01-16 16:01:32	Valerie's factory	2M1 All-Ceramic Crown	↓	<input type="radio"/> Processing <input type="radio"/> Completed	📄 ↓ ⋮
[R]Restoration #1	33	55	2024-01-16 15:30:53	Valerie's factory		↓	<input type="radio"/> Processing <input type="radio"/> Completed	📄 ↓ ⋮
[R]Restoration #1	dline	cheryl	2024-01-05 11:43:42	cheryl	Cobalt-Chromium	↓	<input type="radio"/> Processing <input type="radio"/> Completed	📄 ↓ ⋮
[O]Orthodontics #1			2024-01-05 15:13:05	cheryl		↓	<input type="radio"/> Processing <input type="radio"/> Completed	📄 ↓ ⋮
[O]Orthodontics #1	1	1	2023-12-20 09:28:54	cheryl		↓	<input type="radio"/> Processing <input type="radio"/> Completed	📄 ↓ ⋮


3.2.1 Download Data

When you find the data that you want to download, click  to download.

- Please do not disclose your account and password to others without authorization for the security of your account!

3.2.2 3D Preview

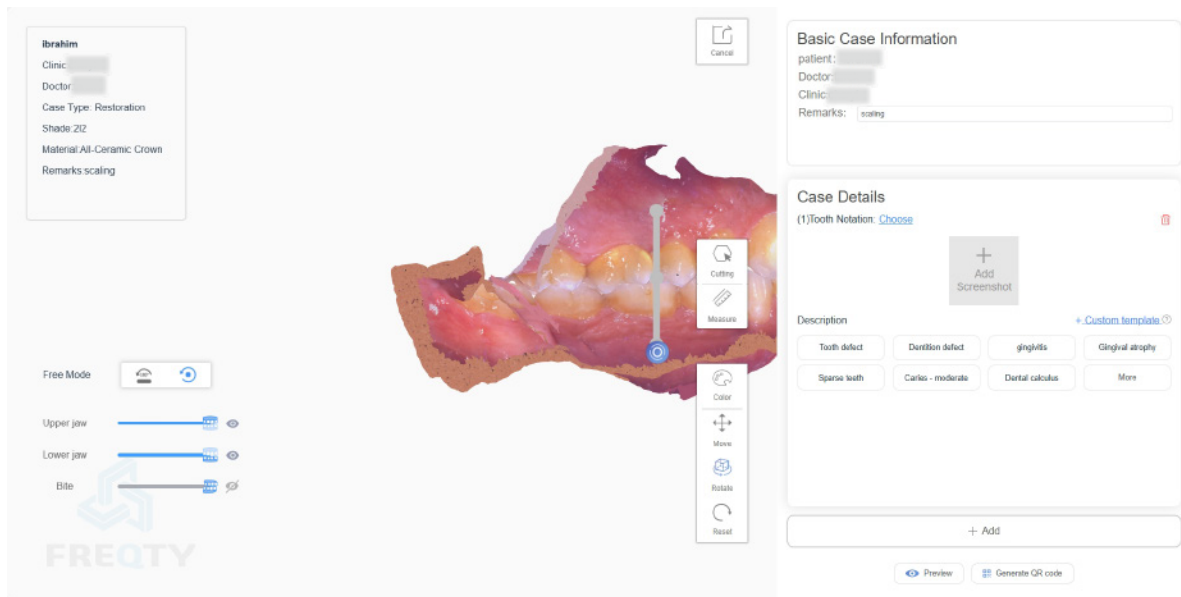
3D preview is one of the main functions of FREQTY CLOUD, which can help users break device restrictions to check the data anywhere and anytime.

When you find the data that you want to check, click  to enter the 3D Preview mode.




- ① **Detail information:** You can see the patient's name, clinic name, tooth material, remark, and other information.
- ② **Control table:** You can adjust the visibility of the upper and lower jaw by sliding the slider to check the data of each part.
- ③ **Preview:** Drag with the left mouse button to freely rotate and view the model.
- ④ **Tools:** Here, you can switch the data color to gypsum color, and there are three different modes to choose from for true color.
- ⑤ **Case sharing button**

- After clicking the "Share" button, you will enter the following interface






In the pop-up box on the right, you can manually capture images and select the corresponding situation and check its description based on the specific case situation.


After completing the case analysis production, you can click the button  **Generate QR code** in the bottom right corner to generate a QR code for data sharing.

- The 3D preview function needs to pass the uniqueness verification. After registering your account, please contact your purchaser for verification.
- The 3D preview function needs to wait for the server to analyze and process, so it is recommended to wait for 3 minutes before using this function after completing the upload.

3.2.3 Format Transform

For some labs that require files in different formats, the FREQTY CLOUD integrates online format conversion function, which can be converted through simple operations.

When you find the case that needs format conversion, click here    and click the Format Conversion button.

You can choose the format  that you need in the pop-up window (DCM, 3oxz, and other unique formats are not currently supported).

Online Format Conversion ×

Original Format: stl

Choose a Format:

Design software exo 3.0 and later versions of 3shape2021 and later are not recommended to use PLY_Color

After selecting, click "Start Converting" to confirm. At this time, the cloud platform will convert online, which will take about 1 minute.

Online Format Conversion ×

Original Format: stl

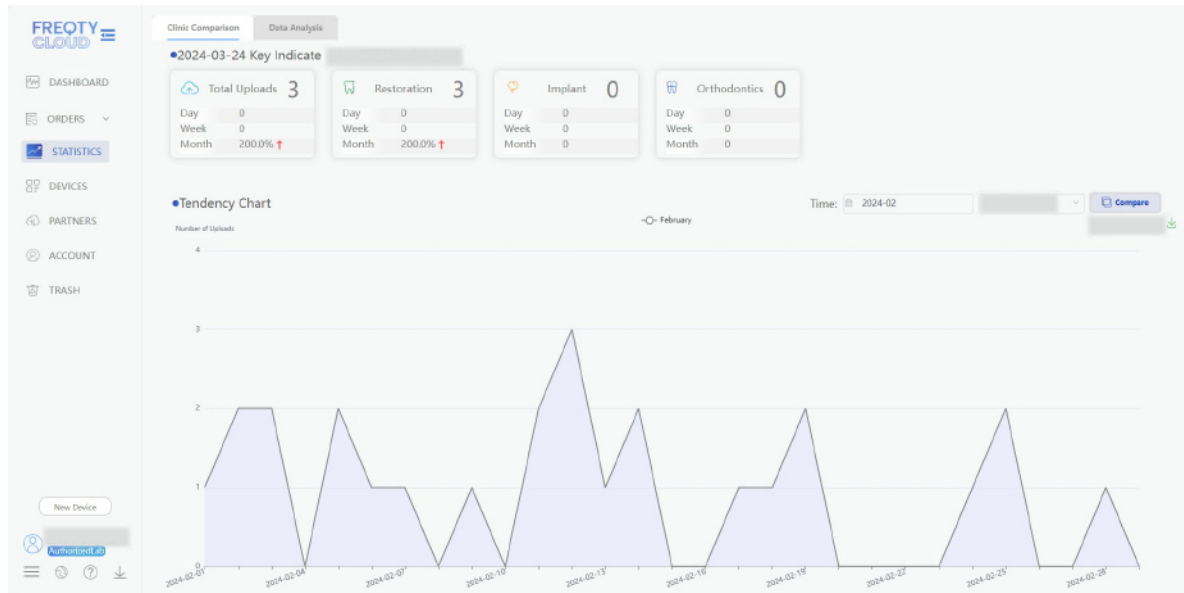
Choose a Format:

Design software exo 3.0 and later versions of 3shape2021 and later are not recommended to use PLY_Color

After completion, click "Download" to download the converted data automatically.

3.3 Statics

It is mainly the overview function, providing a clear and intuitive view.







This page allows you to view a trend graph of upload number within a single month, which helps advertisers to analyze and make plans for the next stage.






3.4 My Devices

Click on "DEVICES" in the left navigation bar to enter the data statistics interface, where you can add or remove devices, add users, add transmission relationships, and other functions.

No.	Model	Device S/N	Activation Date	Expiration	Device Description	Device Permissions	Operation
1	PandaP2		2023-07-16 12:11:06	Permanent		User	[User] [Refresh] [Copy] [More]
2	PandaP2		2023-07-03 12:44:31	Permanent		User	[User] [Refresh] [Copy] [More]
3	PandaP2		2023-06-10 09:29:28	Permanent		User	[User] [Refresh] [Copy] [More]
4	PandaP2		2023-06-04 11:33:07	Permanent		User	[User] [Refresh] [Copy] [More]
5	PandaP2		2023-06-02 16:59:51	Permanent		User	[User] [Refresh] [Copy] [More]
6	PandaP2		2023-05-18 10:26:53	Permanent		User	[User] [Refresh] [Copy] [More]
7	PandaP2		2023-04-17 10:15:36	Permanent		User	[User] [Refresh] [Copy] [More]
8	PandaP2		2023-04-13 08:49:10	Permanent		User	[User] [Refresh] [Copy] [More]
9	PandaP2		2023-04-02 09:24:00	Permanent		User	[User] [Refresh] [Copy] [More]
10	PandaP2		2023-03-26 11:03:44	Permanent		User	[User] [Refresh] [Copy] [More]

1. Bind a device: see 2.2 for more details

2. Delete a device: Click     , and click 'Un-bind' in the dropdown menu and enter the device management code to unbind.

3. Add a user: Click     and after filling in the account name and the required authorization time on the pop-up page, click  to proceed.

Add User

Device S/N: B23CN00216

Expiration: [Dropdown]

Set the time the user can use the device

User: alex

Users added as device users will have permission to use the device and can use the device normally within the set validity period.

Search Result

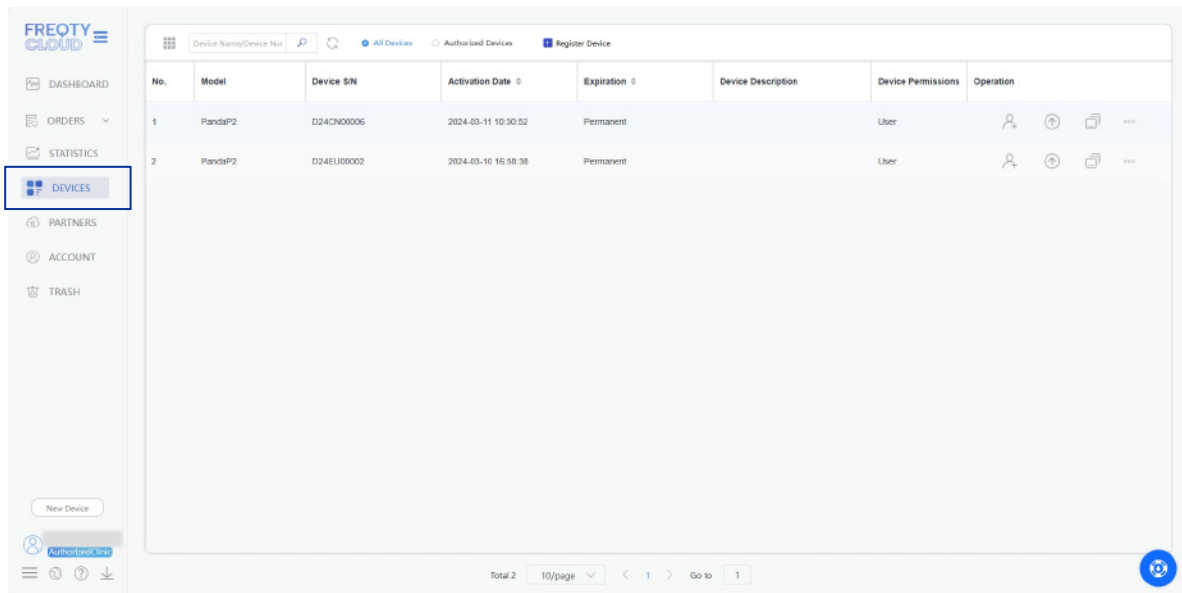
Raevskii Dental (Clinic) Contact: 4piesky5 Phone: 9114581151	Clinica García Grimaldi, Pto de Sagunto, Valencia (Clinic) Contact: sxpx4pxu Phone: 34654063162
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Already has a user

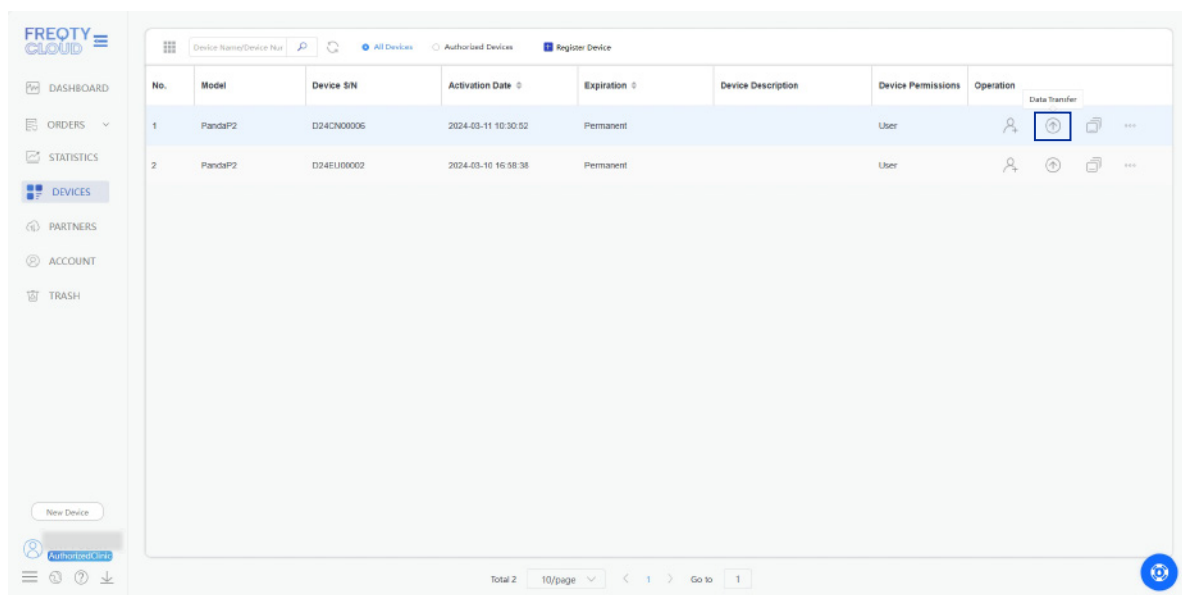
Permanent

- The added user needs to have a Panda Cloud account. If they do not have one, please invite them to register (see 2.1 for more details).

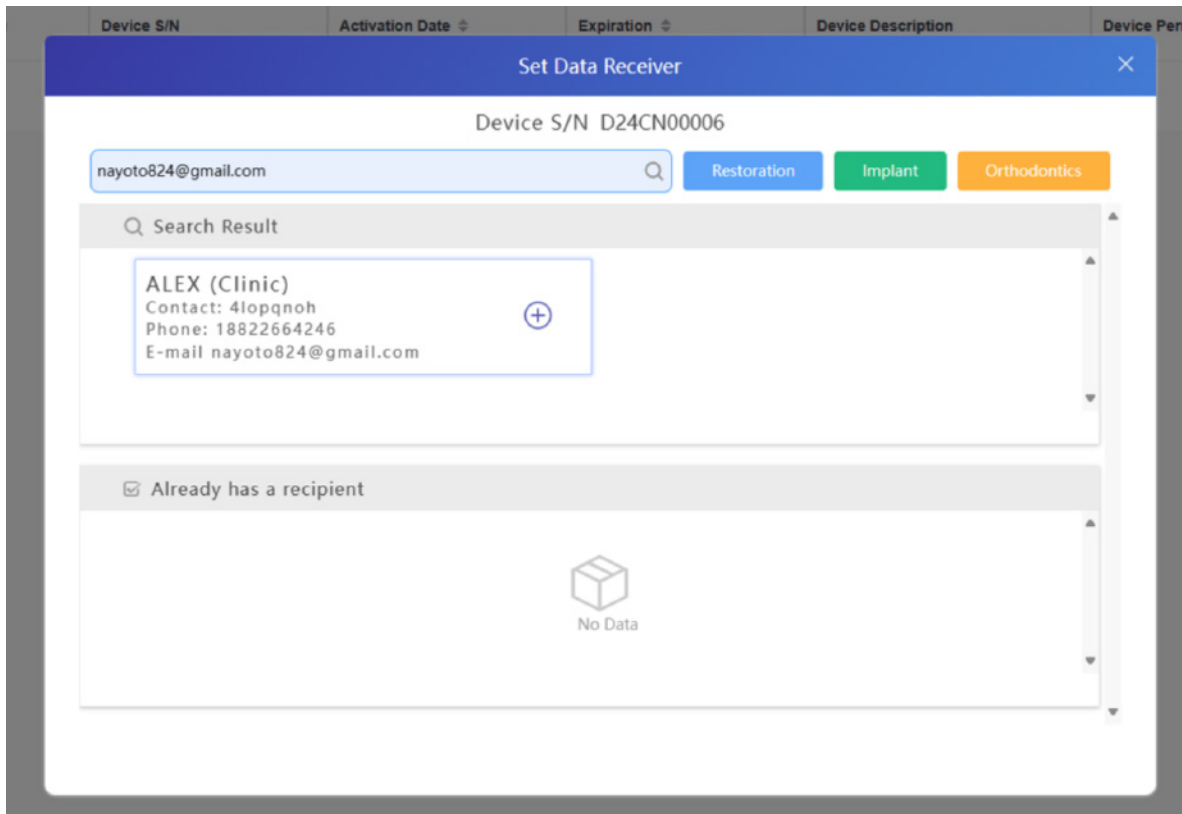
4. Set data relationship: After you have completed the relevant device binding (see 2.2 for details), you can add the lab or related organizations that you want to connect with, the specific operation is as follows.



Click the “DEVICES” at the left side and you will see the devices that binding to your account



Click  and you can enter the interface of adding transmission relationship.



Enter the name or phone number of the lab or other organizations you want to add in the "Case Receiver" (fuzzy search is not currently supported), select the lab or organization that you added, then select the "Case Type" according to your specific needs. After completing the steps above, click "Send".

- Please make sure to confirm that the lab you want to add has a Panda Cloud account. If not, please invite them to register first (see 2.1 for more details)

3.5 My Partners

Click on "ACCOUNT" in the left navigation bar to enter the account management interface.

On this page, you can change relevant information, and also change your password.

3.6 Account Management

Click on "ACCOUNT" in the left navigation bar to enter the account management interface.


On this page, you can change relevant information, and also change your password.

3.7 Trash

Click "TRASH" on the left navigation bar to enter the Recycle Bin interface.

You can recover or empty the cases that you previously deleted here.

3.8 Help Center

We have embedded a help centre in the webpage, which can be accessed by clicking  on the icon located at the bottom right corner of the webpage, and it contains solutions to common problems in daily use.

4. Regular Problems



4.1 Registration Problems

e.g. When registering, you chose the wrong account type (I am a lab user but I chose a clinic user account): The two accounts have different types of permissions, and their functions are also different. When you meet this kind of problem, please contact the technical support team as soon as possible.

4.2 Login Problems

e.g. When there is a login failure situation:

1. Please check if the domain name is correct.
2. Please check the network connection.
3. Please confirm that the username and password are entered correctly.
4. Please confirm if the computer system time is correct. If it is not correct, please synchronize the time and try again.

4.3 Fail to add a relationship

e.g. When adding a data transmission relationship, the organization cannot be found:

1. Please confirm if the organization name/phone number is correct.
2. Because there are two servers, please make sure you and organization are under the same domain.

4.4 Decompression issues

The case where the download cannot be decompressed may be caused by abnormal local decompression configuration. Please check if your computer has the corresponding compression software installed. You can install the decompression program to solve the problem, such as 7z: <https://www.7-zip.org/>

5. Technical Support

If you have any questions or needs, please contact us through the following ways.

✉ support@freqty.com

☎ (+86) 400-999-6806 (Global)



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