



# Troubleshooting Cheat Sheet

*Below are some quick tips to help if you experience any issues with Overjet Vision AI*

## **Issue with the Vision AI findings:**

Overjet Vision AI has been trained on millions of clinical data points and has been proven to be incredibly accurate. However, just as for a clinician, higher quality radiographs lead to higher quality findings.

### **Issues that can affect AI findings include:**

- Overlapped proximal contacts
- Angulation-associated foreshortening or elongation
- Sensor quality
- Image artifacts
- Orthodontic brackets and bands
- Patient movement/ blurriness

Although Overjet Vision has a high level of accuracy, the AI models are continuously refined and retrained to improve accuracy even more.

## **Images not appearing in the Overjet Vision AI platform:**

- If there are quality issues with the image, Overjet may reject them. Please check to make sure the image appears correctly in your imaging system.
- If a patient is new (denoted by a yellow star) there will not be historical images

## **New appointment not appearing on the daily patients page:**

- It typically takes 15 minutes for new appointments to appear on the daily patients page. For certain PMS systems, due to syncing limitations, they will not appear until the next day. If you're unsure how frequently your PMS is syncing, please reach out to your dedicated Customer Success Manager.

## **Login or other issues:**

- Try clearing your cache. You can do this in most internet browsers by going to settings>privacy & security>clear browsing data.
- We recommend using Chrome for the best experience.
- Please reach out to us at [practicesupport@overjet.ai](mailto:practicesupport@overjet.ai) or through the in-platform Help widget. We have a dedicated customer success team who can assist you.