

OHI1Scan Technology Support

- When do I reach out to OHI1 Scanner Support?
 - Calibration issue
 - Battery life questions
 - Camera not connecting
 - Orders stuck/not sending on the software
 - Question on printing out Order Report
 - Application updates for rental equipment
- How to reach OHI1 Scanner Support
 - Email techsupport@tog.com
 - Support phone 1-800-551-3008 option 3
- When do I reach out to Fusiform
 - Password Issues or Reset
- How to reach Fusiform Support
 - Email Contact@fusiform.co
- When do I reach out to my Sales Rep or Customer Support?
 - Question about Orders placed
 - Order form questions
 - Missing Order Forms
- How to reach Customer Support
 - Email Customer Support custserv@theorthoticgroup.com
- Battery Information
 - Unplug the small black cord from the iPad when the iPad is not in use or sitting idle. This will conserve battery life.
 - Structure Sensor Pro runs for approximately 60 minutes when actively scanning
 - Structure Sensor (Mark II and Pro) normally take ~30 - 60 minutes to charge depending on the type of charger used with the USB charging cable.