Feature enhancements

Apteryx Image Viewer: Advanced Enhancement

What's new
Advanced Enhancement brings AI-powered radiograph display to Apteryx XVWeb. When activated, a trained neural network processes your dental radiograph image and returns a visually improved version — reduced background noise, improved contrast, cleaner anatomical detail — for display in the viewer. Your original image file is always preserved and unchanged.

Why this matters
Practices using the Imaging+ suite can view AI-enhanced radiographs for clearer clinical detail without replacing or modifying original image data, and without additional hardware.

Who this affects
All Denticon Image Viewer Clients

What to expect
An Advanced Enhancement button will appear in the XVWeb toolbar. Click it to activate AI-enhanced display for the current image; a brief loading indicator will appear while the enhancement processes. Your original image file is never modified. No hardware changes are required.

Action required: No action required.

DentalOS® Platform

What's new
DentalOS® is Planet DDS's new platform layer — built to connect the tools your practice runs on into one place, starting today with Denticon, Cloud 9, and Apteryx. Instead of separate logins and separate admin screens for each product, your team now has one login and one place to manage staff and settings.

Why this matters
Multi-product dental organizations gain a single login and centralized admin experience across Denticon, Cloud 9, and Apteryx, with the foundation in place to support AI tools and partner integrations in future releases.

Who this affects
All Planet DDS Clients

What to expect
DentalOS® will be set up via Planet DDS onboarding — no extra steps needed.
Staff log in once and reach every assigned product from a single home screen.
Admins manage staff, locations, and security settings — including multi-factor authentication and SSO with Entra ID — in one place.
Adding a staff member in DentalOS® automatically sets them up in their assigned products.
DentalOS® does require an updated Planet DDS contract.

Action required: Please contact your account manager for details.

Image Viewer iFrame Update

What's new
A new button in the Image Viewer iframe lets you open the Image Viewer in a new window.

Why this matters
Clinical staff can pop the image viewer into a dedicated window for easier viewing during patient visits or when working across multiple monitors.

Who this affects
Denticon practices viewing images through the embedded Apteryx Image Viewer iframe.

What to expect
The new button appears in the top-right corner of the Image Viewer toolbar, next to the notifications and user menu. No configuration is needed to access it.

Action required: No action required.

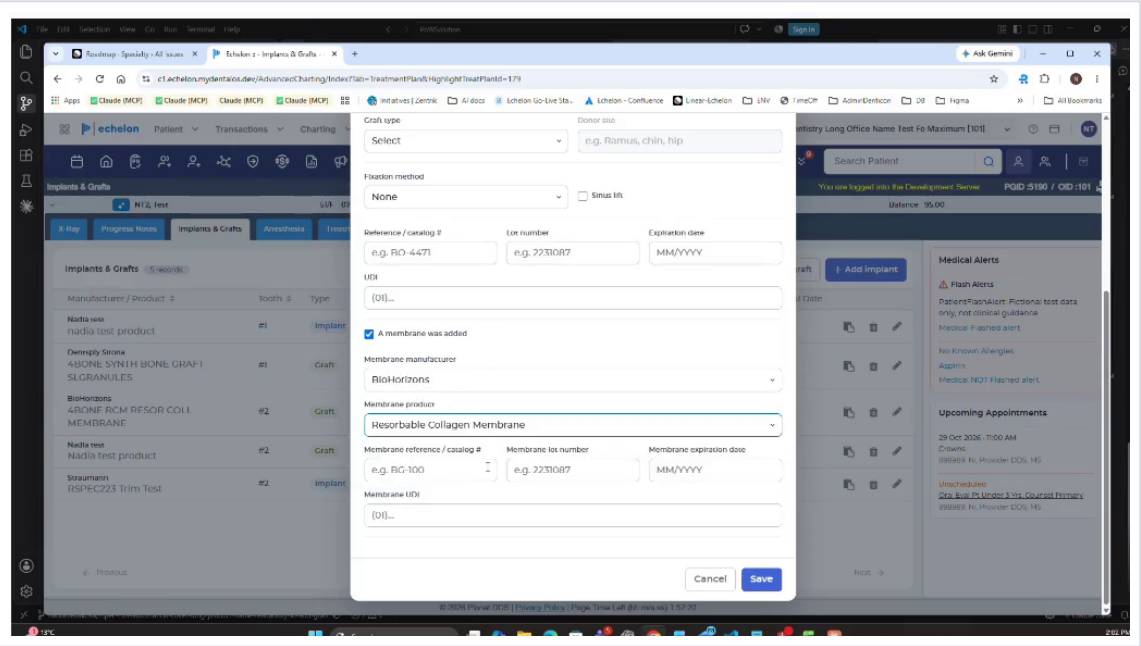
Record a membrane alongside a bone graft

What's new
The Add/Edit Graft modal now has an optional membrane section at the bottom, which appears when you tick "a membrane was added." The membrane is recorded as its own product with its own manufacturer, product, lot, reference, UDI and expiration date.

Why this matters
Membranes placed with a graft are regulated devices, so each product now keeps its own lot, reference and UDI instead of sharing the graft's values.

Who this affects
Clinical staff and practices that record bone grafts on the Implants & Grafts tab in Advanced Charting.

What to expect
For a single tooth, choose the membrane's manufacturer and product from the membrane catalog. When several teeth are selected, the checkbox is disabled and the membrane section is hidden, since a membrane can only be added to one tooth. Graft Type, Donor Site and Sinus Lift do not appear in the membrane section. The graft and its membrane both show in the grid, next to each other when sorted by site. Editing either one opens the same modal with both sections filled in. Unticking the membrane on an existing pair removes only the membrane. Removing a graft also removes its membrane with the same removal date and reason, and the existing removal prompt now says so. Any attachment applies to both records, and the modal notes this. (Beacon & Echelon only)



Record a membrane alongside a bone graft

Action required: No action required.

Membranes can now be stored as their own record linked to a graft

What's new

A membrane can now be saved as its own record linked to a graft, keeping its own manufacturer, product, lot, reference, UDI and expiration date. A graft and its membrane are created, updated, removed and deleted together, so both records are saved or neither is.

Why this matters

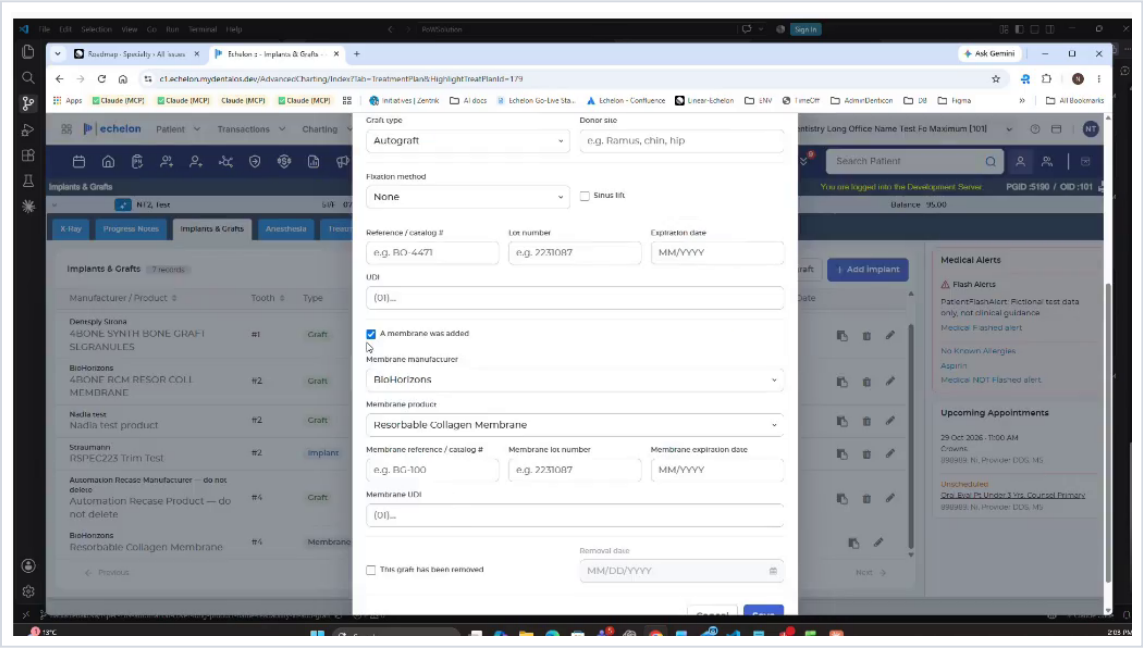
Lot, reference and UDI are regulated device data, so a membrane is never left without its graft, or the reverse. Membranes also show up in the existing manufacturer and lot / reference searches and under a new Membrane type filter.

Who this affects

Practices that record grafts and membranes, and teams that search or report on implant and graft records. (Beacon & Echelon only)

What to expect

This release lays the groundwork behind the scenes. The screens for entering a membrane with a graft are coming in separate updates, so you won't see a change in the entry screen yet. Existing graft and implant create, edit, remove and delete work as before.



Membranes can now be stored as their own record linked to a graft

Action required: No action required.

Top Navigation Bar & Toolbar

What's new

Denticon's top navigation bar and icon toolbar have a fresh new look — updated font, modernized icons, and a cleaner layout across the application. Every feature works exactly as it did before, just with a better experience: menus scroll independently, the toolbar has no icon limit, and key functions like Help, password, and logout are now in one convenient location. The new navigation also visually aligns with DentalOS, bringing Denticon into the Planet DDS platform family look and feel.

Why this matters

Practices gain a modernized, intuitive navigation experience without any workflow changes — all familiar functions remain in place, now with a consistent visual identity across Planet DDS products.

Who this affects

All active Denticon users

What to expect

The top navigation bar and icon toolbar will have a new appearance after your site is activated.
All menus, features, and workflows function exactly as before.
Windows and Chrome or Edge browser are required. Custom toolbars are preserved.
Help, My Page, and logout are located in the upper-right corner.

Action required: Rollout flexibility available: your organization may choose when the Top Navigation Bar is enabled.

Planet DDS Pay for Denticon: Partial Refunds on Surcharged Payments

What's new
You can now issue a partial refund on a credit card payment that included a surcharge — entirely within Denticon. Enter the refund amount and Denticon automatically calculates the proportional surcharge refund and posts both adjustments to the patient ledger. No Stripe portal access needed.

Why this matters
Practices can now issue accurate partial refunds on surcharged transactions without leaving Denticon — no Stripe portal login, no manual surcharge math, and no reconciliation risk.

Who this affects
Denticon practices using Planet DDS Pay with credit card surcharging enabled. Office managers and billing staff who process partial refunds on surcharged transactions benefit immediately.

What to expect
When you enter a refund amount on a surcharged transaction, Denticon automatically calculates the proportional surcharge refund and posts two ledger adjustments simultaneously. A refund audit trail is visible on screen, showing all prior refunds on the transaction before you process the next one. Multiple partial refunds on the same transaction are supported up to the original total.

Action required: Confirm your Surcharge Refund Code is set in Account Setup -> Integration -> Planet DDS Pay. Then navigate to any patient ledger with a surcharged Planet DDS Pay transaction and enter the refund amount. For questions, contact the Planet DDS team for enablement or visit support.planetdds.com.

Office Level Filtering for Referrals and Labs

What's new
Denticon now supports referral source and lab assignment scoping at the office and office group level. Multi-office practices can configure which labs appear for each location in the Scheduler — with lab selection blocked entirely if none are configured — and control which referral sources are visible by office or office group. A single referral record can now be associated with multiple offices, reducing duplicate records. External referral intake links can be generated with a specific office or office group pre-scoped, so referring providers reach the right location's intake portal directly.

Why this matters
Multi-office and specialty practices can eliminate referral record duplication, ensure the right labs appear for each location, and direct referring providers to the correct intake portal — reducing scheduling errors and administrative overhead across locations.

Who this affects
Denticon practices operating multiple offices under a shared practice group, particularly multi-location oral surgery, specialty, and DSO groups.

What to expect
You'll have new configuration options in Setup > Offices to assign labs by location and control referral source visibility. Referral records can now be linked to multiple offices, and you can generate office-scoped external referral intake links.

Action required: Confirm your office structure, review lab assignments in Setup > Offices, review any unassociated referral records, and generate scoped referral portal URLs for your referring providers.

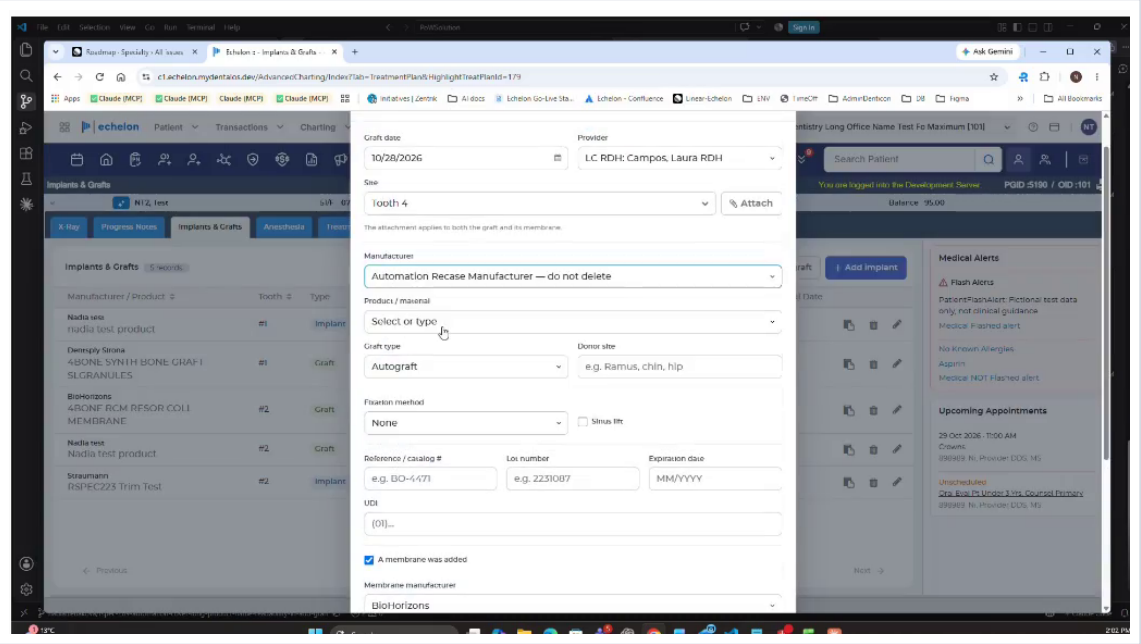
Manage a separate membrane catalog in Specialty Setup

What's new
Specialty Setup now includes a membrane catalog with its own manufacturers and products, kept separate from the graft catalog. You can add, edit and remove membrane manufacturers and products there without affecting grafts.

Why this matters
Keeping membranes in their own catalog means they no longer have to be mixed in with graft products, which makes the product lists easier to maintain.

Who this affects
Practices using Implants and Grafts, and the staff who manage the implant and graft catalogs in Specialty Setup. (Beacon & Echelon only)

What to expect
The membrane catalog starts empty and lists only the manufacturers and products you add to it. Membrane manufacturers and products are available for selection wherever the graft catalog is available today, and follow the same visibility rules as the implant and graft catalogs.



Manage a separate membrane catalog in Specialty Setup

Action required: The Implants and Grafts setting must be turned on for your practice to see Specialty Setup. Add your membrane manufacturers and products there.

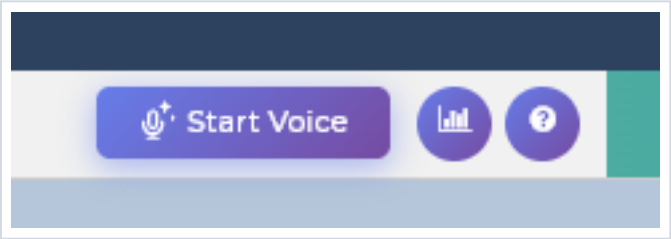
Voice Charting Adoption Report: Easier Access and Clearer Columns

What's new
Denticon users can now open the Voice Charting Adoption Report straight from Restorative charting, return to charting in one click, and see what every column means.
- A report button next to Start Voice on the Restorative chart, matching the one on Perio
- A "Back to Perio Charting" / "Back to Restorative Charting" button at the top right of the report
- An (i) icon on every report column that explains what it measures and how it's calculated

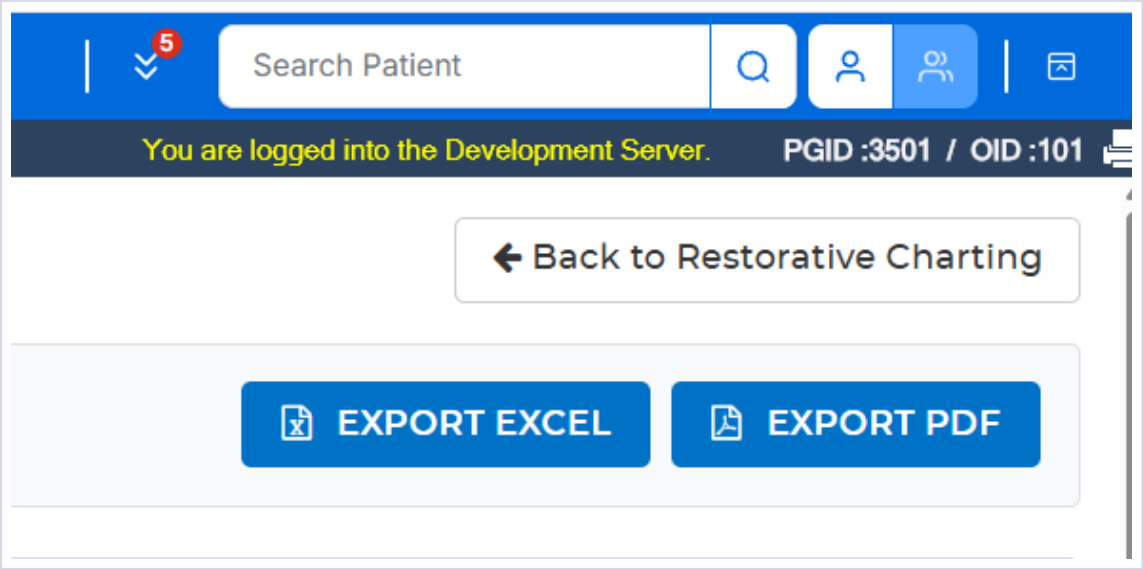
Why this matters
Users no longer have to navigate away from charting to check voice adoption, and the column definitions remove guesswork when reading the numbers.

Who this affects
Denticon users who use Voice Perio or Voice Restorative charting and practice leaders who review voice charting adoption.

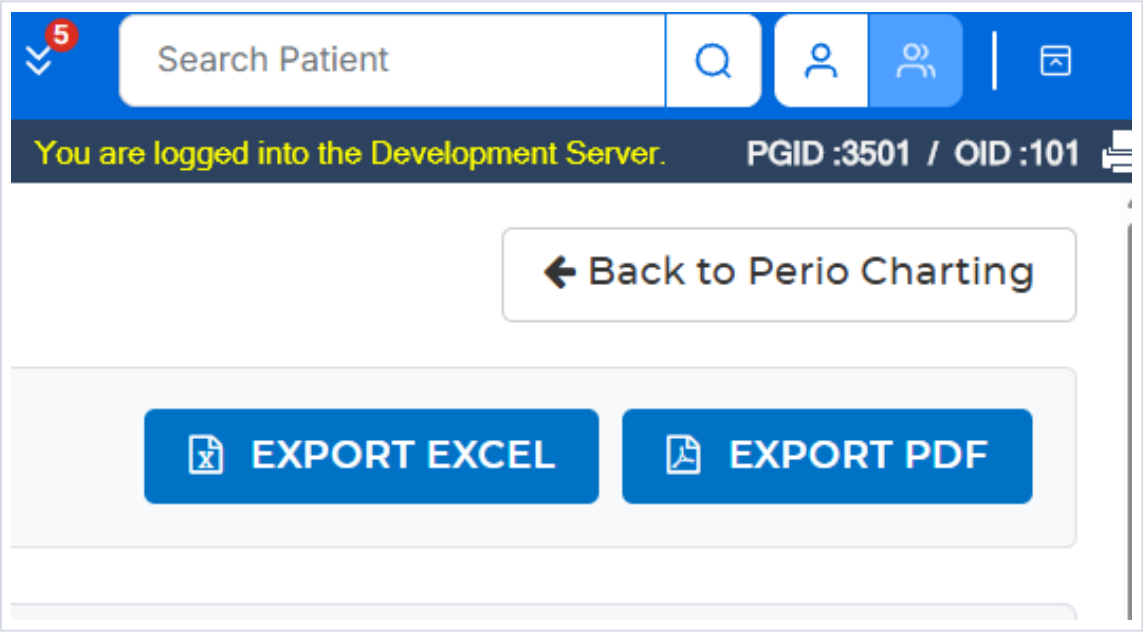
What to expect
On the Restorative chart, click the report button next to Start Voice. The report opens already set to Restorative.
At the top right of the report, click "Back to Perio Charting" or "Back to Restorative Charting". The button follows the selected Chart Type and opens Advanced Charting on that tab.
Hover over the (i) icon on any column to see what it measures and how it's calculated.



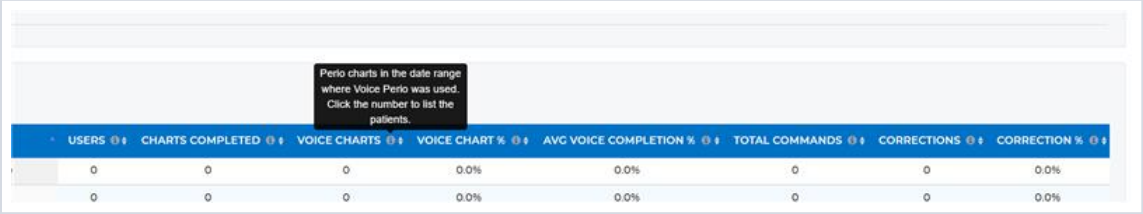
Report button next to Start Voice on the Restorative chart



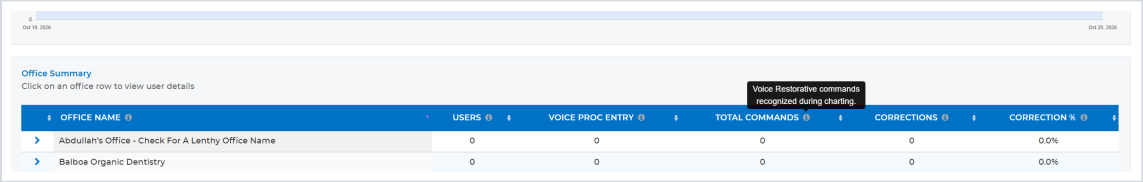
Back to Restorative Charting button at the top right of the report



Back to Perio Charting button at the top right of the report



Hover over the (i) icon on a Perio column to see what it measures



Hover over the (i) icon on a Restorative column to see what it measures

Action required: No setup required. Available in Denticon 2026.11.05 (Thursday, Nov 5).

Voice Charting Adoption Report: Patient List Behind the Perio Counts

What's new

In the Perio view of the Voice Charting Adoption Report, users can now click the Charts Completed and Voice Charts counts to see the patient charts behind each number, with perio, bitewing and appointment follow-up details.

- Clickable Charts Completed and Voice Charts counts in the Perio view
- A chart list showing patient, office, chart date, who charted, and whether voice was used
- Last perio chart and bitewings (D0272/D0274) dates per patient, with due dates; overdue dates show in red
- Each patient's next booked appointment, or "None scheduled" in red
- A summary line counting bitewings due, patients with no bitewings on record, and patients with no next appointment
- Patient names that open the patient's Perio chart in a new tab

Why this matters

Turns adoption numbers into a working follow-up list. Teams can spot patients overdue for perio charting or bitewings, or with no appointment booked, and act on them right away.

Who this affects

Denticon users who review Voice Perio adoption, including hygienists, office managers and practice leaders.

What to expect

Open the report in the Perio view and click a Charts Completed or Voice Charts number. A list of the charts behind that number opens.

Due dates are 12 months after the last perio chart or bitewings date. Bitewings dates match Patient Quick Info.

The list is read when opened, so today's charting shows straight away.

Click a patient name to open their Perio chart in a new tab.

The list shows only patients in offices the user is assigned to, 50 charts per page.

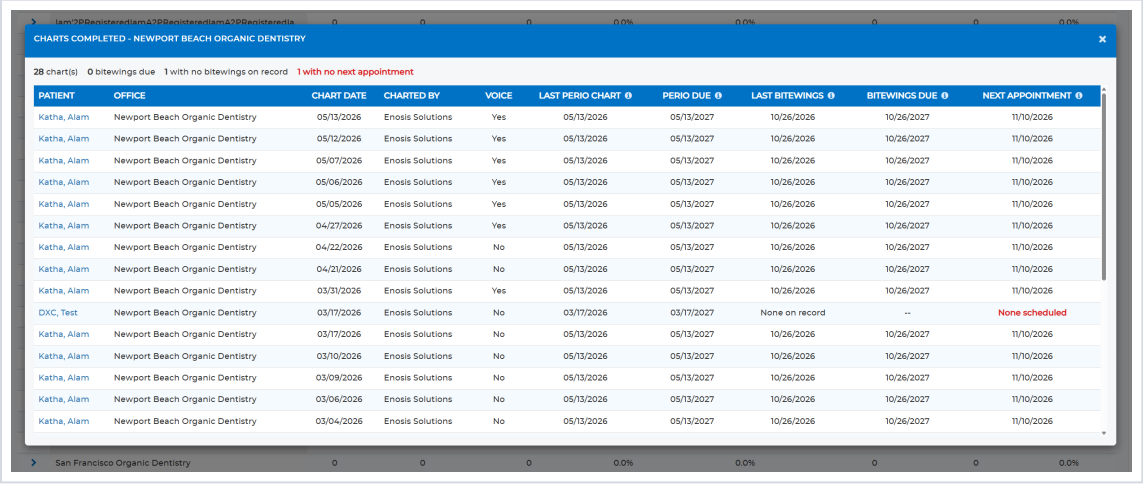


Chart list behind the Charts Completed count in the Perio view

Action required: No setup required. Available in Denticon 2026.11.05 (Thursday, Nov 5).

Print appointment letters directly from the appointment right-click menu

From the Patch of October 29, 2026

What's new

The Print option in the appointment right-click menu now includes a Letter Templates shortcut. It lists the Appointment Letters your practice admin has chosen for quick access, such as school excuses, and opens the letter for the selected patient and appointment. Admins choose which letters appear by turning on the new "Show in quick menu" toggle for Appointment Letters in Letters Setup.

Why this matters

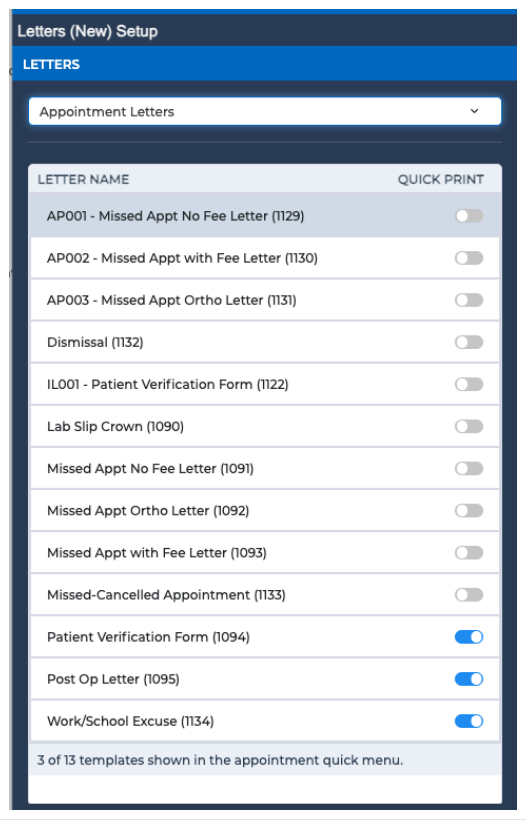
Front desk staff can print common appointment letters, like school excuses, right from the appointment book instead of leaving the Scheduler to find the patient in the Letters module. This saves steps and speeds up check-out, especially for busy practices such as pediatric offices.

Who this affects

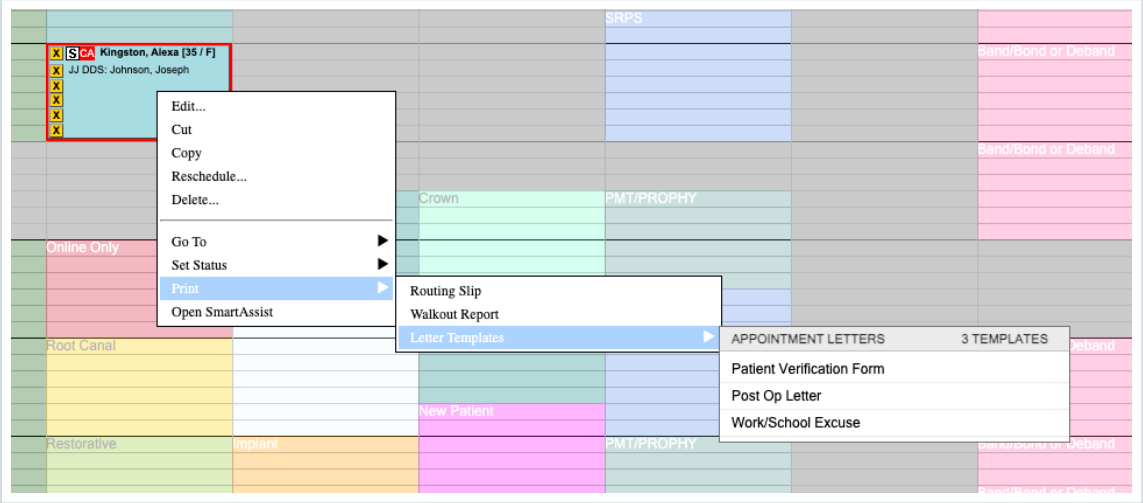
Front desk staff and anyone who prints appointment letters from the Scheduler. Practice admins who manage Letters Setup also need to set up which letters appear.

What to expect

Right-click an appointment, choose Print, then Letter Templates to see a list of the quick-access Appointment Letters in A–Z order. Selecting one opens the letter for that patient and appointment. If no letters have been chosen yet, the list explains that no templates are configured and links to Letters Setup.



Print appointment letters directly from the appointment right-click menu (1 of 2)



Print appointment letters directly from the appointment right-click menu (2 of 2)

Action required: A practice admin must go to Letters Setup, select the Appointment Letters category, and turn on the "Show in quick menu" toggle for each letter the practice wants in the shortcut. The toggle is off by default, so no letters will appear in the Letter Templates list until an admin does this. Front desk staff do not need to do anything.

Defects resolved

- **Advanced Charting:** When the Perio and Restorative charts were hidden, their toolbar icons were hidden too, leaving no toolbar icon for charting. The Advanced Charting icon now remains in the toolbar and opens Progress Notes, the same place as the Charting > Advanced Charting menu item. This works in both the legacy toolbar and the DenticonCore toolbar, and the toolbar is unchanged when the charts are not hidden.
- **Appointments:** Attaching treatment-planned procedures that have a sent pre-authorization to an existing appointment caused a Page Unavailable error. This is now fixed, and the procedures attach to the appointment as expected.
- **Batch Insurance Payment:** In some offices, checking claim line items in Batch Insurance Payment with the carrier set to All Carriers did not fill in the Apply Amount or reduce the Check Rem. Amount, and clicking Next did not update the Selected Insurance Claim's Details. Checked line items now add to Apply Amount and reduce Check Rem. Amount, and Next now moves on to the next claim's details.
- **Claims:** Printing both the Chart and patient ID numbers in Box 23 when an ADA claim was printed caused long chart number to be truncated. Chart numbers are no longer displayed in this box as insurance carriers do not need this ID number in addition to the patient ID.
- **Denticon Pay:** Some Planet DDS Pay card payments were delayed in posting to the Denticon ledger for long periods of time. The payments will now post within a reasonable time after processing.

- **Implants & Grafts:** Users who could edit implants and grafts but did not have the delete right could still remove a membrane by saving an edit that cleared it. Removing a membrane this way now requires the delete right. Without it, the membrane box stays ticked in the edit screen with a short note explaining why, and the membrane's details can still be edited. Adding a membrane is not affected. (Beacon & Echelon only)
- **Ledger:** In some cases, a periodic orthodontic treatment charge was posted twice for the same date on a patient's ortho contract, once by AutoCharge and once manually. This is now fixed, so it is charged only once for the date when a periodic charge is due.
- **Multi-tab patient context:** In some cases the demographics bar and progress notes stopped following the selected patient, and the medical history could show information for a different patient than the one selected.
- **Patient Overview:** Some practices reported that a dental insurance policy or responsible-party information added or edited in Patient Overview could end up on a different patient's account. The reported behavior is that insurance information stays with the correct patient when changes are saved.
- **Payments:** Failed recurring payment plan charges that came back from the card processor with a status code were not always labeled correctly. They now show the right short label, such as "Card declined" or "Try again later." The payment plan generation page now shows the same color-coded reason badge as the older page, with the full reason text appearing when you hover over it.
- **Progress Notes:** Printing the Clinical Notes progress notes report from Progress Notes could fail with an error message for some patients instead of producing the report. This has been fixed, and the report now generates as expected.
- **Referrals:** In the Referral Portal, the specialty dropdown listed every specialty instead of only the ones set up for the office under Setup > Offices > Referrals. The office is now chosen before the specialty on the referral entry page, so the dropdown shows only that office's configured specialties.
- **Scheduler:** After a Scheduler Template was edited, for example by changing its interval or adding or removing a column, it no longer appeared in the Template dropdown on the Schedules tab in Provider Setup.
- **Setup:** When assigning a new fee schedule with the faster fee schedule loading option turned on, filtering by fee schedule name and clicking Apply did not keep the selected schedule. The grid showed no matching entries and no selected schedule. The selected schedule now stays visible and can be assigned.
- **Setup:** The Copy/Move/Change utility's "Change Future Appointments, Patients, or TX Plans by Provider" option did not show inactive patients who were still assigned to a provider as their preferred provider or preferred hygienist. Because those assignments could not be seen or changed, providers could not be removed from offices where they no longer work. Inactive patients with these assignments are now shown, so offices can reassign them and remove the provider.
- **Batch Insurance Payment:** Fixed an issue where an EOB attached while posting a Virtual Credit Card payment on the Batch Insurance Payment screen was not saved, so it was missing from the patient ledger. The attached EOB now remains available in the ledger after posting, so staff no longer need to re-upload it for each payment.
- **Denticon Pay:** We addressed an issue where a successful Denticon Pay payment could appear in CardPointe but not post to the patient's ledger. Successful payments should now be reflected on the ledger as expected.

- **Ledger:** Resolved an issue where some Planet DDS Pay card payments were reported to appear in the patient ledger hours after processing.
- **Restorative Chart:** Posting an explosion code from the Restorative Chart could show a "Failed to process procedure submission" error and leave out procedures that don't need a tooth number, such as IV sedation codes. All procedures in the explosion code now post without an error.
- **Scheduler:** Previously, reserving a Family Slot appointment in a Scheduler that was opened from another screen, such as Patient Overview, caused a blank browser tab to open in the previous window. This no longer happens, so reserving a Family Slot appointment won't leave an extra empty tab behind.