

Frequently Asked Questions for the Bio-Ray SDX

1. **Do I need a dental x-ray to use the Bio-Ray Digital Imaging System?** Yes.
2. **Can I use the Bio-Ray with any other dental x-ray machine?** Yes.
3. **What comes with the system?** It comes with a # 2 sensor, USB interface with connecting cables, Single user veterinary imaging software, and sensor sheaths.
4. **What do I have to do to use the Bio-Ray Vet Software on additional computers?** You can purchase additional software licensing from Dentalaire for **\$275.00 per computer**.
5. **How long has the Bio-Ray been on the market?** 5 years in the dental market.
6. **How many Bio-Ray Systems have been sold? Both human and veterinary.** 1500 as of January 2006.
7. **Is there a difference in the Bio-Ray Systems that are sold to dentists and veterinarians?** YES, It is the software. Ours is geared for veterinarians the other is for dentists.
8. **How does the Bio-Ray hold up after repeated use?** It has held up well in dentist's practices for over 5 years. Sigma Biomedics expects the same in veterinary hospitals.
9. **How do I maintain my Bio-Ray sensor?** Please use the sensor sheaths while taking x-rays. A simple finger cot placed over the sheath helps as well. Clean the sensor with alcohol. NEVER tie the cord in knots. Gently hanging it on the wall in two or three circles will help keep it from being abused.
10. **How much GB on my hard drive will be used up if I take a lot of x-rays? I am afraid it will slow down my computer drastically.** The average clinic will use from one half to one GB on their hard drive per year. This is based on 5 cases per week that need a full series of x-rays. One X-ray taken will use up **700KB** of memory.
11. **What kind of computer do I need before I buy the Bio-Ray System?** Faster is always better, please refer to detail sheet for minimum and ideal computer requirements. Buying a computer with an enhanced graphics card and monitor will help give you a better picture. If you buy a really inexpensive computer you are asking for problems down the road. If you are investing the money for a digital imaging system please get a quality computer to go with it.
12. **How would I get updates for my Bio-Ray Vet software?** Updates for the software are free, you can get them by going online and downloading them.
13. **How long does it take to receive the Bio-Ray System after it has been ordered?** It takes about 3 – 4 days before it is shipped due to strict quality control standards from Sigma Biomedics. **It is sent out 2 Day Fed X** from Sigma Biomedics out of Chicago, IL. (**You should receive it in 7- 8 days after you place your order**).
14. **Once I have the Bio-Ray, what do I do to set it up?** You can follow the easy to understand directions and then call Sigma Biomedics with any questions you might have. Sigma Biomedic's number is (800) 331-6077.
15. **How much time do I have for any technical questions, after I have initially set up the Bio-Ray Digital Imaging System?** You have approximately 90 days to get all your questions answered.
16. **What happens if I have more questions after the 90 days is through?** You can call Sigma Biomedics to take care of your technical questions. This can be done for a small fee which is paid directly to Sigma Biomedics. Clinic's Cost: **\$100.00 per month** or **\$600.00 per year**.
17. **What is the warranty on the Bio-Ray Sensor?** It comes with a **three year warranty** on the hardware and sensor.
18. **If I abuse the sensor or accidentally crush it, will it be covered under the warranty?** No it will not be covered. It is only covered if it is defective.