



Frequently Asked Questions

About the BecomeOne

Communication System...

What is BecomeOne?

BecomeOne is a new state of the art communication tool which provides live streaming video between the dental lab and its customers via the internet. This communication tool allows dental labs and dental professionals to view live streaming video to discuss impressions, set ups, margins & bites, conferencing for case planning, and visual case design. Each conference will include live streaming video, a capture mode for the video, upload area for digital photos, and chat room features.

What type of computer do I need?

To host the streaming video, the software requires a minimum of a Windows-based computer with 512 MB of RAM and at least a 1.8 GHz processor. We recommend a 2.8 GHz machine with 1 GB (2 X 512MB). If your current computer does not meet these minimum standard requirements a BecomeOne software package with a new computer is available. (See packages and pricing).

What kind of internet connection is required?

An internet connection is required, however there is no requirement for which kind of connection you utilize. BecomeOne would prefer the internet connection to be high speed. The system will work with T1, DSL, cable, and dial up connections. However the quality of the video produced and speed of uploading the video will vary based on the internet connection. A high speed internet connection with a dedicated connection is the best choice. BecomeOne recommends a T1 or DSL line due to greater upload speeds.

What equipment is needed by the host?

The host of the video is the site showing the product live online and the person who has purchased a BecomeOne software package. BecomeOne provides all the necessary software and video equipment to ensure compatibility including a digital video camera, tripod and installation/setup, manual, training and support. The host must have a computer (see requirements above), and internet connection.

What equipment is needed by the customer/client?

If the customer/client is participating in online conferencing the only equipment needed is a computer and an internet connection. There is no cost for the client to view a video conference from a host (see host definition above).

Is there a cost for the customer/client to log onto the system?

No, the host will create a FREE BecomeOne account for you. This account allows you to participate in online conferencing with your dental lab or other dental professionals, and request a conference with a host.

What if I am invited to participate in a conference? Do I need a camera and the software to participate?

No, the conference host will create a FREE BecomeOne account for you. This account allows you to manage a list of contacts to request conferences, and view conferences online without the software and camera.

How do I log on to the system?

Go to the BecomeOne link window on your labs website (if available) or go directly to www.becomeoneusa.com and enter your name and password in the log in area. (Your name and password is created when an account is opened by the host).

Is the software compatible with any operating computer system?

Yes, our application that hosts the streaming video is Java-based and will run on any Java compatible computer. Windows 98, Windows 2000 professional, Windows XP, Windows XP Pro, and VISTA are all supported. We are currently working on a version to run on Apple Computers.

How do I schedule a live demo?

Please go to www.becomeoneusa.com and click on the Contact Us tab on the top left corner of the website. Please complete the required information and click the box which states “contact me for live product presentation” and click the submit button. A representative will call or email you to schedule a demonstration, or please feel free to call our 800 number to schedule a demo 866-380-8319.

Who do I call for support?

As a host support is available to you for no additional charge by calling our toll free number at (866) 380-8319. BecomeOne has a full time technical support representative and will be available to troubleshoot with you on the phone, or an online help area is available on the system. In addition, please refer to your users’ manual guide; it has a trouble shooting section to help with the most common problems.

What is the cost of the software package?

The base price for the system including software, camera, tripod, microscope, microscope tripod, shadow box training and installation is \$1,000.00. In addition, there is a \$75.00 per month charge for unlimited use of the server, unlimited customer accounts, a secure server, and no charge upgrades in the system. There are also packages available with the items from the base system and a new computer. Desktop systems preloaded are \$1,400.00 and for a preloaded laptop \$1,900.00. New computers are shipped directly to you and the system will be ready to run with all needed software preloaded.

Do I have to sign an agreement?

BecomeOne gives you a 30 day trial period and if satisfied asks that you commit to one year of service. You may stop the monthly server connection charge with a 30 day written notice.