

IntegraChat

User Manual — v7.2.0

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This document covers installation, configuration, and daily operation of IntegraChat v7.2.0 — including the Server, Windows Client, Android app, and Staff Chat system. It is intended for practice administrators, front-desk staff, and the A.N.T. Dental Integration support team.

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1. Introduction

What is IntegraChat?

IntegraChat is a real-time dental office paging and communication platform built specifically for busy dental practices. It replaces aging overhead paging systems and fragmented staff radios with a single, unified solution that runs silently over your existing office Wi-Fi. When a team member needs a doctor, hygienist, or assistant, they tap a room button and every device in the office is notified instantly — typically in under 100 milliseconds on a local network.

At its core, IntegraChat consists of a lightweight server application that runs on a Windows PC in the office, and client apps that run on Windows computers, Android tablets and phones, and iOS devices. The server acts as the central hub, managing all connected devices, broadcasting alert messages, and storing a full log of every page sent. The client apps display a live grid of every room in the office and allow any staff member to send or clear a page in seconds.

Platform Support

Platform	Minimum Version	Role
Windows Server App	Windows 10/11 64-bit	Central hub, admin configuration
Windows Client App	Windows 10/11 64-bit	Paging, Staff Chat, Page History
Android App	Android 8.0 (Oreo)	Paging, Staff Chat, room tablet display
iOS App	iOS 14+	Paging, Staff Chat
WearOS	WearOS 2.0+	Alert notifications on smartwatch

Privacy & HIPAA Compliance

IntegraChat is designed with privacy as a first principle. All communication happens exclusively on your office's local area network — nothing is transmitted to the internet, no patient data leaves the building, and there are no third-party cloud dependencies for day-to-day operation. The server communicates only outward to activate a license key, and even that step only requires the license key itself — no patient or practice data is involved. This architecture makes IntegraChat straightforward to include in your practice's HIPAA compliance documentation.

Licensing Tiers

IntegraChat is available in two subscription tiers. The **Starter** plan supports up to 5 connected seats (devices) and is ideal for small practices with a single provider. The **Professional** plan supports up to 15 seats and includes priority support, making it the right fit for multi-provider or multi-operatory offices. Both tiers include all core features: real-time paging, Staff Chat, Page History, and the full Admin GUI. Contact A.N.T. Dental Integration to upgrade your license at any time.

2. System Requirements

Server PC

Requirement	Minimum
Operating System	Windows 10 or Windows 11 (64-bit)
RAM	4 GB (8 GB recommended for busy offices)
Storage	500 MB free disk space
Network	Must be on the same Wi-Fi / LAN as all client devices
Internet	Required one-time for license activation only
Auto-start	Server registers as a Windows service — starts automatically at boot

Windows Client

Any Windows 10 or Windows 11 64-bit workstation already in the office qualifies as a client device. The installer is per-user and does not require administrator rights. The client uses minimal CPU and memory when running in the background, making it safe to run alongside practice management software such as Eaglesoft or Dentrix.

Android & iOS Devices

Android devices must run Android 8.0 (Oreo) or later. iOS devices must run iOS 14 or later. Both platforms require only a stable Wi-Fi connection on the same local network as the IntegraChat Server. No cellular data is used for any core function. For tablets mounted in operatories, a USB or PoE power connection is strongly recommended to keep the device charged and the screen on continuously.

Network Requirements

- **Same Wi-Fi / LAN:** All devices — server, Windows clients, Android tablets, iPhones — must be on the same local network. Separate VLANs will prevent communication unless inter-VLAN routing is configured.
- **No special firewall rules needed:** The server listens on a standard high port (above 1024). The Windows installer configures the necessary Windows Firewall exception automatically.
- **mDNS auto-discovery:** Client apps locate the server automatically using the mDNS hostname **integrachat.local**. If mDNS is disabled on the network, enter the server's IP address manually in the client app settings.
- **Recommended:** Assign a static (reserved) IP to the server PC via your router's DHCP reservation feature so the address never changes.

3. Installation — Server

The IntegraChat Server is distributed as a self-contained Windows installer. It bundles all dependencies — no Python runtime or additional software is required on the server PC. The installer registers the server as a Windows service so it starts automatically every time the PC boots, even before any user logs in.

Installation Steps

Step 1	Locate IntegraChat-Server_Setup_v7.2.0-b22.exe — download from integrachatapp.com or use the file provided by A.N.T. Dental Integration.
Step 2	Double-click the installer. If Windows Smart App Control or UAC prompts appear, click More info > Run anyway or Yes to continue. Administrator rights are required for this step.
Step 3	The setup wizard opens. Click Next to accept the default installation directory: C:\Program Files\IntegraChat Server.
Step 4	Click Install and wait for the progress bar to complete (typically 15–45 seconds depending on PC speed).
Step 5	When the installer finishes, the IntegraChat Server Admin GUI opens automatically.
Step 6	Navigate to the License tab. Paste your license key into the field and click Activate . An internet connection is required for this one-time step.
Step 7	Click the Start Server button (or navigate to the Server tab). The status indicator turns green when the server is online and ready.

Auto-Start with Windows

The installer registers IntegraChat Server as a Windows service set to start automatically. This means the server is running and accepting connections before any user logs into the PC — ideal for a dedicated server machine. You can verify the service is registered by opening **Task Manager > Services** and looking for **IntegraChat Server** with a status of Running.

If you need to manually start, stop, or restart the server, open the IntegraChat Server Admin GUI from the Start Menu or system tray and use the Start / Stop buttons on the main tab. You can also manage it from **Services** in Windows Administrative Tools.

NOTE: The server must remain running during all office hours. We recommend leaving the server PC powered on at all times — the server uses minimal CPU at idle.

4. Installation — Windows Client

The Windows Client is the paging application used by front-desk staff and anyone working at a Windows workstation. It can be installed on as many PCs as your license tier allows and does not require administrator rights — making it easy to deploy across a multi-chair office without IT involvement.

Installation Steps

Step 1	Obtain IntegraChat-Client_Setup_v7.2.0-b17.exe from A.N.T. Dental Integration or the client portal.
Step 2	Double-click the installer. No administrator rights are required — the app installs per-user under %LOCALAPPDATA%\Programs\IntegraChat.
Step 3	Follow the short setup wizard (2–3 screens). Click Install , then Finish .
Step 4	IntegraChat opens automatically after installation and attempts to locate the server via mDNS (integrachat.local). If the server is running on the same network, connection is established within seconds.
Step 5	If auto-discovery does not succeed (for example, if mDNS is blocked on the network), tap Settings > Server Address and type the server's IP address manually (e.g., 192.168.1.105).

First-Time Connection

On first launch, enter a **Device Name** (e.g., "Front Desk", "Check-In") so the server and other staff can identify this PC in the Devices tab of the Admin GUI. This name also appears in the Page History log next to any pages cleared from this workstation.

Once connected, the room grid loads immediately and the status bar at the top turns green. The app also registers for Windows 11 toast notifications so alert details pop up in the bottom-right corner of the screen even when the app is minimized to the system tray.

NOTE: The b17 release of the Windows Client installer is signed in a way that bypasses Windows Smart App Control warnings. If you are using an earlier build, right-click the installer > Properties > Unblock before running.

5. Installation — Android App

The Android app is distributed as an APK file for side-loading. This means it is installed directly from a file rather than through the Google Play Store. The process takes about two minutes per device and only needs to be done once. After installation, the app updates automatically when a new version is available on the server.

Enable Install from Unknown Sources

Android requires explicit permission before installing apps from outside the Play Store. The exact menu path differs slightly by manufacturer, but the steps below work for most devices:

Step 1	Open Settings on the Android device.
Step 2	Go to Security (or on some devices: Privacy , or Apps > Special app access).
Step 3	Tap Install unknown apps . On Android 8+, this is enabled per-app — select the file manager app you will use to open the APK (usually Files or My Files).
Step 4	Toggle Allow from this source to On. Tap OK on any warning.

Install and Launch the App

Step 1	Copy IntegraChat-v7.2.0-b1.apk to the device via USB, email, or a shared drive.
Step 2	Open the Files app and navigate to the APK. Tap it to begin installation.
Step 3	Tap Install on the Android package installer prompt. The install takes 5–10 seconds.
Step 4	Tap Open to launch IntegraChat. Grant all requested permissions (Notifications, Nearby Wi-Fi devices) when prompted.
Step 5	The app connects to the server automatically via mDNS. If it does not connect within 10 seconds, tap Settings and enter the server IP manually.

For tablets mounted in operatories, we recommend enabling **Keep screen on** in the IntegraChat app settings. This uses Android's WakeLock to prevent the display from sleeping while the app is in the foreground, ensuring alerts are always visible. Connect the tablet to a USB power source so continuous display does not drain the battery.

6. Server Admin Guide

The IntegraChat Server Admin GUI is the central control panel for configuring every aspect of the system. Open it from the Start Menu shortcut or by double-clicking the IntegraChat icon in the Windows system tray. The Admin GUI is organized into tabs — each described in detail below.

6.1 Room Grid

The Room Grid tab shows every room configured in the system. The default installation includes the following rooms: **Front Desk, Consult 1, Consult 2, Op 1, Op 2, Op 3, Op 4, Op 5, X-Ray, Sterilization, Lab, Break Room**. You can customize this list to match your office layout.

- **Add a room:** Click the + button, enter the room name, and click Save. The new room appears on all connected client devices instantly.
- **Rename a room:** Click the pencil icon next to any room, edit the name, and click Save.
- **Delete a room:** Click the trash icon. Any active alerts on that room are automatically cleared before deletion.
- **Reorder rooms:** Drag and drop rooms in the list to change the order they appear in the grid on client apps.

6.2 Alert Types

Alert Types define the buttons staff see when they tap a room card. Each alert type has a name, a color, an icon, a sound, and a flash speed. The server ships with a set of default alert types (Doctor Needed, Hygienist, Assistant, Emergency), and you can add as many custom types as your practice needs.

Field	Description
Name	Short label shown on the button, e.g. "Nitrous Ready" or "X-Ray Needed"
Color	Background color of the alert card when active. Choose a color that is easy to distinguish at a glance.
Icon	Visual symbol displayed inside the room card when the alert is active.
Sound	Audio chime played on all devices when this alert fires. Select from built-in tones or upload a custom .wav file.
Flash Speed	Controls how fast the room card flashes: Slow (low urgency), Fast (high urgency), or Solid (no flash).

6.3 Users

The Users tab manages staff accounts used to sign in to the client app (see Section 7.1) and to use Staff Chat (see Section 8). Each user account has three fields: a **Username** (minimum 3 characters, shown in the Sign-In dropdown), a **6-digit PIN** (entered on the Sign-In screen), and a **Display Name** (full name shown in the chat interface and presence list). Add a user for every staff member who needs to sign in, page, or send and receive

messages.

To add a user, click **+ Add User**, fill in the three fields, and click Save. To reset a PIN, click the edit icon next to the user's name and enter a new 6-digit PIN. To remove a user, click the trash icon — their message history is retained in the log for the standard 30-day retention period.

6.4 Devices

The Devices tab shows every device currently connected to the server in real time. Each row displays the device name, its IP address, platform (Windows/Android/iOS), and a colored status dot (green = online, red = offline / disconnected). Use the **Ping** button next to any device to send a test signal and confirm the connection is working. The ping result shows round-trip latency in milliseconds — anything under 20 ms on a local network is healthy.

6.5 License

The License tab is where you enter, activate, and manage your IntegraChat subscription. Paste your license key into the provided field and click **Activate**. After successful activation, the tab displays your license tier (Starter or Professional), the number of seats included, and the renewal date. An internet connection is required for activation only — the server operates fully offline after that. DEV keys (used by A.N.T. Dental Integration for testing) activate without an internet connection.

6.6 Backup & Restore

Use the Backup & Restore tab to export your office configuration — rooms, alert types, and user accounts — to a single JSON file. This is useful when migrating the server to a new PC or creating a backup before a major configuration change. Click **Export** to save the JSON file to a location of your choice. To restore on a new server, install IntegraChat Server, activate the license, then click **Import** and select the JSON file. All rooms and alert types are restored instantly.

6.7 Demo Mode

Demo Mode is available when the server is activated with a DEV key. When enabled, the server runs an interactive demonstration — simulating pages, alerts, and chat messages automatically — for up to 30 minutes. This is intended for trade show displays or staff training sessions. Demo Mode is clearly labeled in the Admin GUI and on connected client apps. Disable it by clicking **Stop Demo** or restarting the server.

6.8 Help

The Help tab contains a built-in quick-start guide, answers to frequently asked questions, and direct contact information for A.N.T. Dental Integration support (support@integrachattapp.com / 352-604-0691). No internet connection is required to view the Help content — it is bundled with the application.

7. Using the Client App (Windows)

The Windows Client app is the primary paging interface for front-desk staff and anyone working at a Windows workstation. This section walks through every feature of the client from the new Sign-In screen and the room grid to sticky notes.

7.1 Sign-In Screen (New in 7.2.0)

Starting in version 7.2.0, every time a staff member opens the IntegraChat client app and it connects to the server, a **Sign-In screen** appears before the room grid is shown. Signing in tells IntegraChat *who* is using the app and *where* they are in the office. This identity is then used everywhere — Staff Chat messages, presence indicators, and the "cleared by" entries in Page History — so the team always knows who did what and where they are working.

The Sign-In screen presents three controls. Complete them in order, then tap **Sign In**:

Step 1	Select your Username from the dropdown. The list is populated from the staff accounts configured on the server (see Section 6.3). Choosing your name from a list means there is nothing to type and no spelling mistakes.
Step 2	Enter your PIN in the field provided. This is the same 6-digit PIN set for your account in the Admin GUI and confirms it is really you.
Step 3	Select the Room you are currently in from the room dropdown — for example, Front Desk, Op 3, or Sterilization. Pick the operatory or area where you are physically working right now.
Step 4	Tap Sign In . The room grid loads and you are ready to send and receive pages and messages.

The Sign-In screen appears on **every launch** of the client app — it does not keep you signed in across restarts. For convenience, however, it remembers the **last Username and Room** you used and pre-selects them, so most staff only need to confirm their PIN and tap **Sign In** to get going.

Why room selection matters

Telling IntegraChat which room you are in is more than a label — it drives how pages and presence behave. Because the server knows where each signed-in staff member is located, it can show your presence in the correct room, route or prioritize pages toward the people who are nearest, and make sure the room grid and Staff Chat reflect reality. If you move to a different operatory during the day, sign out and sign back in (or use Switch User, Section 7.2) and select your new room so your presence stays accurate.

NOTE: If your name is not in the Username dropdown, an administrator must add a staff account for you in the Admin GUI under **Users** (Section 6.3). If your PIN is rejected, ask an administrator to reset it — PINs cannot be recovered, only reset.

7.2 Switch User / Sign Out (New in 7.2.0)

Version 7.2.0 makes it easy for a different staff member to take over a workstation or shared tablet without restarting the app. From the client header, click the **gear / "Switch Server"** button to open the connection dialog. At the bottom of that dialog there is now a **"Sign Out / Switch User"** button.

Step 1	Click the gear / "Switch Server" button in the client header to open the dialog.
Step 2	Click Sign Out / Switch User at the bottom of the dialog.
Step 3	Confirm when prompted. The current staff member is signed out and the app returns to the Sign-In screen (Section 7.1).
Step 4	The next staff member selects their Username, enters their PIN, picks the room they are in, and taps Sign In .

This is especially useful for **shared tablets** mounted in operatories or at the front desk, where several team members use the same device throughout the day. Each person signs in under their own name and room, so pages, presence, and Staff Chat always reflect the person actually using the device at that moment. Signing out does not disconnect the device from the server — it only returns to the Sign-In screen so a new staff member can sign in.

7.3 Room Grid View

The Room Grid is the default view when you open IntegraChat. It displays every room configured on the server as a colored card. Each card shows the room name and, when an alert is active, the alert type icon and an elapsed timer. The grid updates in real time — when a page fires on any device in the office, the corresponding room card changes immediately on all screens. Rooms with no active alert appear in their assigned color; active alert rooms flash at the speed configured for that alert type.

7.4 Compact View

For offices with many rooms, the Compact View reduces the size of each room card so more rooms fit on screen without scrolling. Switch to Compact View from the **View** menu in the app bar. The same information is shown — room name, alert icon, elapsed timer — just in a smaller footprint. Compact View is especially useful on smaller monitors or when IntegraChat shares screen space with other software.

7.5 IC Dock Mode

IC Dock mode turns IntegraChat into a floating sidebar that can live anywhere on your screen — docked to an edge, floating in a corner, or pulled out of the way when not needed. Activate IC Dock by clicking the **IC** button in the app bar. A compact panel appears listing all rooms. You can drag it to any position on the screen. When an alert fires, the dock panel highlights the affected room automatically. IC Dock is designed for staff who run other full-screen applications (like practice management software) but still need to see paging activity at a glance.

7.6 Sending a Page

To send a page, tap or click any room card. A menu of available alert types appears (e.g., Doctor Needed, Hygienist, Assistant, Emergency). Select the appropriate alert type. The page is broadcast to every connected device in under a second. The room card immediately transitions to the active alert state — it flashes in the alert color, plays the configured chime, and begins an elapsed timer. Any device in the office can clear the alert, not just the device that sent it.

7.7 Active Alert Card

When an alert is active, the room card displays four pieces of information: the **alert type icon** in the center, an **elapsed timer** (e.g., 01:25) counting up from the moment the page was sent, the **room name** in the lower-left corner, and any **sticky note** text scrolling across the card in gold. Tapping an active alert card opens an action panel with three buttons: **Note**, **Snooze**, and **Clear**.

7.8 Snooze

Snooze silences the audio and flashing for an active alert on a specific room without clearing it. This is useful when the doctor is aware of the page and is on their way — the timer keeps running and the card stays visible to all staff, but the chime stops repeating. The snooze duration is configurable in Settings (default: 5 minutes). After the snooze period, the alert resumes its normal flashing and sound if it has not been cleared.

7.9 Clear

Tapping **Clear** acknowledges and dismisses an active alert. The room card returns to its normal (inactive) state on all connected devices simultaneously. A record is written to the Page History log with the room name, alert type, the time the page was sent, the elapsed time, and the device that cleared it. Any staff member on any device can clear any alert — there is no restriction on who can acknowledge a page.

7.10 Sticky Notes

Sticky Notes let any staff member attach a short text message to an active alert. The note scrolls across the room card in a gold marquee visible to everyone in the office. To add a note, tap an active alert card and then tap **+ Note**, or double-click the note area on the card itself. Type the note (e.g., "Dr. Smith is finishing a call") and press Enter. The note appears on all connected devices within seconds and persists until the alert is cleared.

7.11 Toast Notifications

On Windows 11, IntegraChat sends a native toast notification to the system notification center whenever a new page is received. The toast appears in the bottom-right corner of the screen and shows the room name, alert type, and a timestamp. Toasts appear even when the IntegraChat window is minimized or behind other applications, ensuring front-desk staff never miss a page. Click the toast to bring the IntegraChat window to the front.

8. Staff Chat

Staff Chat is a private, in-office messaging system built into IntegraChat. Staff members can send direct (1-to-1) messages to any colleague or broadcast to the whole team, all without leaving the app. Like all IntegraChat features, messages travel only over the local network — nothing is stored in the cloud.

8.1 Opening Staff Chat

Tap or click the **blue chat icon** in the left sidebar of the IntegraChat window. The Staff Chat panel slides open, showing a list of staff members configured on the server. Members who are currently signed in appear with a green presence dot and, when available, the room they are in; offline members appear greyed out. You can begin a conversation immediately — there is no separate chat login step in version 7.2.0.

8.2 Your Identity Comes from Sign-In (New in 7.2.0)

In earlier versions, staff logged in *separately* inside Staff Chat by tapping their name and entering a PIN. As of version 7.2.0 this extra step is gone. Your chat identity is established once at startup on the **Sign-In screen** (Section 7.1) — the moment you sign in with your Username, PIN, and room, you are already identified in Staff Chat. There is no second login, no separate PIN pad, and no risk of messaging under the wrong name.

Because identity and room come from the startup Sign-In, every message you send is correctly attributed to you, and your presence (including the room you are in) is visible to teammates. To send messages as a different person, use **Switch User** (Section 7.2 or 8.6) to return to the Sign-In screen.

8.3 Direct (1-to-1) Messages

To send a private message to a single colleague, select that staff member's name from the contact list on the left. The conversation opens on the right. Type your message in the input box at the bottom and press **Send** or hit Enter. The message is delivered immediately and is visible only to you and the recipient. If the recipient is on a different device (a phone, a tablet, or another PC), they receive a notification there. Messages are grouped by date and show the sender's display name and a timestamp for every message.

8.4 Group / Everyone Messages

When you need to reach the whole team at once — for example, "Lunch order going in, last call" or "Dr. Lee running 15 minutes behind" — use the **Everyone** conversation at the top of the contact list. A message sent to Everyone is broadcast to all signed-in staff across every device, and each recipient sees your display name so they know who sent it. Replies in the Everyone thread are likewise visible to the whole team, making it an easy way to coordinate without paging. Use direct messages (Section 8.3) when a conversation only concerns one other person.

8.5 Windows Toast Reply

When a Staff Chat message arrives on a Windows 11 device, a toast notification appears in the bottom-right corner with the sender's name and the message preview. You can type a reply directly in the toast notification and press Send — the reply is delivered without opening the IntegraChat window. This allows front-desk staff to respond to messages while working in other applications.

8.6 Switching Users

Because your chat identity now comes from the startup Sign-In, switching to a different staff member is done the same way everywhere in the app. Open the connection dialog from the **gear / "Switch Server"** button in the client header and click **Sign Out / Switch User** at the bottom (see Section 7.2). After confirming, the app returns to the Sign-In screen so the next person can sign in with their own Username, PIN, and room. Switching users does not clear message history — all conversations remain visible after the next sign-in.

8.7 Message History

Staff Chat retains the last 200 messages per conversation, loaded automatically when you open a chat. Messages older than 30 days are automatically deleted from the server. Message history is stored locally on the server and is accessible to any logged-in staff member with access to that conversation. To export or review message logs for compliance purposes, contact A.N.T. Dental Integration support.

9. Page History

Page History is a complete, time-stamped log of every alert that has been sent through IntegraChat. It is accessible from the **history icon** (clock/list icon) in the app bar of the Windows Client. The history view shows a searchable, scrollable table of all past pages.

Each record in the Page History log contains the following information:

Field	Description
Room	The name of the room where the alert was triggered
Alert Type	The type of alert (e.g., Doctor Needed, Emergency)
Sent At	Date and time the page was sent
Cleared At	Date and time the page was cleared (or "Active" if still open)
Elapsed	Time between sent and cleared, displayed in MM:SS format
Cleared By	The device name or staff member that acknowledged the alert

Page History records are retained for **90 days**. After 90 days, records are automatically deleted from the server's local database. If you need longer retention for compliance purposes, use the **Export** button in the history view to save a CSV file of all records. This export can be triggered manually at any time and covers the full 90-day window.

The history view includes a date-range filter and a search box so you can quickly find records for a specific room, alert type, or time window. Sorting by any column is supported — click a column header to sort ascending or descending.

10. Troubleshooting

This section covers the most common issues encountered during installation and daily use. If a problem is not listed here or persists after following the steps, contact A.N.T. Dental Integration support (see Section 11).

Problem	Solution
Client app can't connect to server	Verify the server is running (the status indicator in the Admin GUI should be green). Confirm both the server PC and the client device are on the same Wi-Fi network. If mDNS auto-discovery fails, go to Settings in the client app and type the server's IP address manually (e.g., 192.168.1.105).
License key not activating	A valid internet connection on the server PC is required for activation. Check the server PC can reach the internet (open a browser and try any website). DEV license keys provided by A.N.T. Dental Integration activate offline and do not require internet access.
Server won't start after installation	Confirm a license key has been entered and activated in the License tab. Check that no other application is using the same port as IntegraChat. If Windows Firewall shows a prompt, click Allow Access. Review the server log for error details: C:\Program Files\IntegraChat Server\logs\server.log
App plays sounds with no active alert	Demo Mode may be enabled on the server. Open the Admin GUI, navigate to the Demo Mode tab, and click Stop Demo. Restart the client app on all devices after disabling Demo Mode.
Android app not receiving alerts	Confirm the Android device is on the same Wi-Fi network as the server (not on a guest network or cellular data). Force-close the IntegraChat app and reopen it. If the problem persists, forget the Wi-Fi network on the device and reconnect.
Windows Smart App Control blocking installer	Use the provided b17 or later EXE installer, which includes a signature recognized by Windows Smart App Control. If you must use an older build, right-click the installer file, choose Properties, tick the Unblock checkbox at the bottom, and click OK before running the installer.
Toast notifications not appearing (Windows)	Check Windows Settings > System > Notifications and confirm IntegraChat is allowed to send notifications. Also verify Do Not Disturb / Focus Assist is not blocking notifications during office hours.
Sign-In fails (wrong PIN) or name missing from dropdown	Each user's 6-digit PIN is set in the Admin GUI under Users. An administrator must reset the PIN if the user has forgotten it — PINs are stored as hashes on the server and cannot be retrieved, only reset. If a staff member's name does not appear in the Sign-In Username dropdown, add a user account for them in the Admin GUI under Users.

11. Contact & Support

A.N.T. Dental Integration is committed to making sure IntegraChat works perfectly in your office. If you run into any issue not covered in this manual, our support team is available to help by phone, email, or through the website. Please have your license key and a brief description of the issue ready when you contact us.

Channel	Details
Email	support@integrachatapp.com
Phone	352-604-0691
Website	https://integrachatapp.com
Hours	Monday through Friday, 9:00 AM to 5:00 PM Eastern Time

When contacting support by email, please attach the server log file located at C:\Program Files\IntegraChat Server\logs\server.log. This file contains detailed diagnostic information that helps our team identify and resolve your issue as quickly as possible.

For feature requests, billing questions, or to upgrade your license tier, use the same email address or call us directly. We typically respond to emails within one business day and offer same-day phone support during business hours.

A.N.T. Dental Integration

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