	Diplomat Dental s.r.o., Vrbovská cesta 17, 921 01 Piešťany, Slovak Republic		
	Change description: Diplomat Connect Android app support	Change is valid for: Diplomat Connect app	Technical information No.: 02_26
		Change is valid from: 01/01/2026	Revision: 1.1

Diplomat Connect Android app support

Dear valued partners, we would like to inform you of a change to the **Diplomat Connect app support** for **Android devices 13 and later versions**.

During 2025 we published technical info **038**, which highlighted the changes to our **Diplomat Connect** app for both **Android** and iOS devices. As previously communicated in the aforementioned technical info, Diplomat has decided to **discontinue** the development and support of the **Android app** version, recommending the exclusive use of **Apple (iOS) tablets** for new dental units. We also specified that the android application would remain usable on existing **Android** devices, although without receiving any further updates or fixes.

Unfortunately, with the introduction of **Android 13**, the operating system has implemented more restrictive protocols that do not allow the installation of the Diplomat Connect app on new Android tablets. This requires a clarification of the following from our side: **the Diplomat Connect app can continue to function on Android devices only if the app was installed prior to Android version 13**.

As a result, the following limitations apply:

- **It is no longer possible to install the App on new Android tablets**, as they come with Android 13 or later versions by default.
- **Diplomat Connect app may continue to function on tablets updated to Android 13 or later**, only if the app was previously installed on the device which was running version 13 or earlier.

If you have purchased or own a tablet with **Android version 13 or lower**, you may install the Diplomat Connect app and use it normally. Once installed, the tablet may be updated to newer Android versions, and the app will continue to function. However, it is **essential not to uninstall the app or factory reset the tablet**, as once removed, **it will not be possible to reinstall it**.

Please do not hesitate to contact us, should you require any further clarification.


Q&A:

Question: I want to continue using an Android can I still use it fully?

Answer: Yes, the app functionality is retained in its current form, but it will not receive any bug fixes related to the app itself.

Question: I have an older tablet which I use, and recently updated to Android 13, but it needs to be factory reset.

Answer: Once factory reset the tablet will not be able to download the app again as it will be inaccessible.

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If you have any further questions regarding this technical information or any other topic, please submit a ticket through our official ticket.diplomat-service.com website.

Thank you,

Your Diplomat Dental Solutions Team