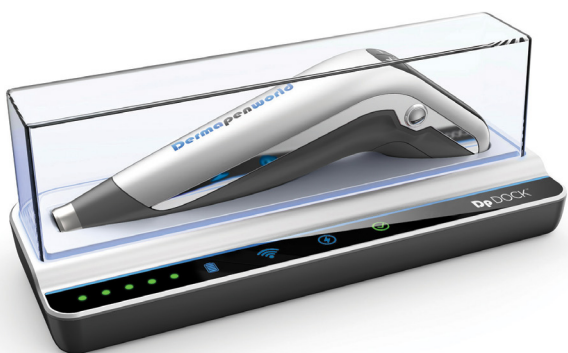


Dermapenworld™



Dp DOCK™

User Manual

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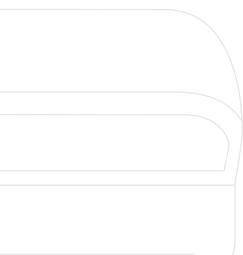
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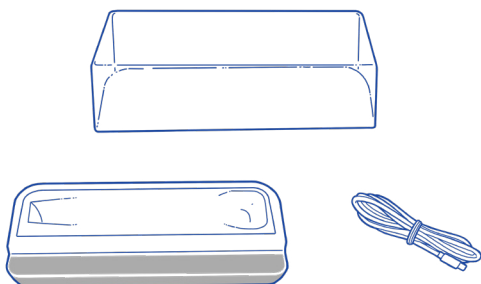
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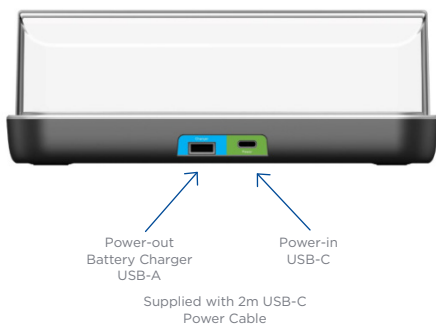


01 DP DOCK DEVICE

1.1 Dp DOCK Kit Components



1.2 Dp DOCK Buttons and Display layouts



1.3 Warranty

The Dp DOCK is covered under a 2 year Warranty. The damages prescribed below are NOT covered by warranty:

- a. User faults by lack of care and responsibility (e.g. exposure to water, dropping the Dp DOCK).
- b. Unauthorised electrical current connection faults.
- c. Faults caused by the user's own intention or unauthorised repair.
- d. Damages caused by natural disaster (fire, flood, earthquake, lightning, etc)

The supplied USB-C cable and Dust cover are not covered under warranty.



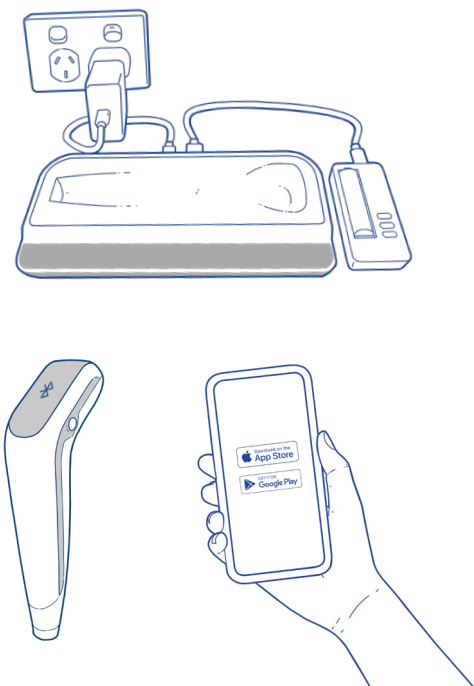
02 INSTALLATION & SETUP INSTRUCTIONS

2.1 Before you Begin

- a. Make sure the Dp DOCK is unpacked and plugged into the mains supply (240v/110v) using the Supplied USB cable.
- b. Make sure the Dermapen Model that you are trying to pair with the Dp DOCK has been updated to the very latest version of the pen Firmware.
- c. Make sure you have downloaded the Version 3 DermapenWorld app onto your smart device (IOS or Android).

2.2 Getting Started

- a. Turn the mains power to ON position for the Dp DOCK.
- b. Open the Version 3 DermapenWorld app and follow all onscreen instructions.



03 FREQUENTLY ASKED QUESTIONS

Q. Before I can begin, what do I need?

- A. To Register a Dermapen microneedling device with a Dp DOCK, you will need to download the DermapenWorld App onto your smart phone or tablet.

To download and install the App for IOS devices you will need:

iPhone - Requires iOS 13.2 or later.

iPad - Requires iPad OS 13.2 or later.

iPod touch - Requires iOS 13.2 or later.

Mac - Requires macOS 11.0 or later and a Mac with Apple M1 chip or later.

To download and install the App for Android devices you will need:

Android with Bluetooth Functionality versions - 6.0 or later.



Download
our App



Download
our App



Q. What Smart Phones or Tablets can I use which support the DermapenWorld app?

A. Apple iOS Hardware Requirements

The DermapenWorld iOS app is available on iPhones, iPads, Macs, and Vision devices. However, only iPhones and iPads are officially supported. In order for the app to function, the hardware must support Bluetooth Low Energy 4.2 or above.

As of 2025, supported iOS devices include Apple iPhone 6S & 6S Plus, iPhone SE (1st generation), iPhone 7 & 7 Plus, iPhone 8 & 8 Plus, iPhone X iPhone XS & XS Max, iPhone XR, iPhone 11, iPhone 11 Pro & 11 Pro Max, iPhone SE (2nd generation) iPhone 12 & 12 Mini, iPhone 12 Pro & 12 Pro Max, iPhone 13, iPhone 14, iPhone 15 & 15 Pro. Compatible iPad devices include iPad Air 2 and later, iPad mini 4 and later, iPad 5th gen and later, and all iPad Pro models.

Software Requirements

Devices must run iOS/iPadOS 14.0 or above or a version of MacOS or VisionOS that can run apps that require iOS 14.0.

Running on MacOS or VisionOS is not officially supported, and it is not known whether the app is usable on those platforms.

Android Hardware Requirements

The DermapenWorld Android App is available on Android phones and tablets.

In order for the App to function, the hardware must support Bluetooth Low Energy 4.2 or above. As of 2025, the application has been tested on Samsung S21-24s and Pixel devices and has been shown to work on additional major brands, including Huawei, Xiaomi, Redmi, Oppo, OnePlus, Lenovo, and Vivo, which operate on Android 9 or higher. In addition, Tablets and other less common form factors that operate on Android 6 may be compatible.

Software Requirements

Devices running Android 9 and above are officially supported.

Devices running Android versions as low as Android 6 can install and run the App, but it is not known how well the App will perform.

Q. Does my Dermapen Device need to be on a specific Firmware for a Dp DOCK to register to it?

- A. To ensure all users have a smooth experience registering their Dp DOCK, your device will need to be operating on Firmware 1.6.6 or above to be able to register a Dp DOCK to it. To know which Firmware your device is running, simply go to the Pens Detail screen of the relevant serial number and it will be documented here. If your device is not operating on at least 1.6.6, you will need to perform a Connect & Sync which will perform a firmware update automatically to the latest Firmware available (currently 1.6.6).

Q. How do I perform a Connect & Sync to update my Device to the latest Firmware so I can register a Dp DOCK?

- A. You will need to ensure your Dermapen device is in Bluetooth Pairing mode to perform a Connect & Sync. To put your device into Bluetooth Pairing mode:
1. Sign in to the relevant User Account that your device is registered to.
 2. Select the Serial Number of the device you would like to Force sync / Connect & Sync.
 3. Power On the device. If the pen powers on in Treatment Mode press and hold both the increase depth (+) and increase speed (+) buttons together for 5 seconds till the Bluetooth symbol is displayed on the screen of the pen and the pen is in Bluetooth Pairing Mode.
 4. Press the 'Connect & sync' button on the app.
 5. The App will perform a check of the Dermapen and automatically commence a Firmware update.
 6. A final sync of the Dermapen will then occur automatically to finish the upgrade.
 7. The App will display a success message and the Dermapen is ready for use.

8. To confirm the upgrade was successful, go to the Product page in the App and the Firmware version should be showing 1.6.6 or higher.

Q. Do I need to have an existing DermapenWorld User Account to register a Dp DOCK?

- A. You don't need to have an existing User Account to register a Dp DOCK. Once you have downloaded the DermapenWorld App onto your Smart phone or Tablet, you will be directed to either Sign In with an existing User Account or Sign Up to start the onboarding process of registering your Dermapen device and Dp DOCK. When you Sign Up, the App will ask you to create an account using an email address which will need to be verified and create a password to Sign in for future use. Once your User Account has been created, the same credentials can be used to Sign in to the DermapenWorld website.

Q. How is the Dp DOCK powered?

- A. In order for your Dp DOCK to recognise your Dermapen device and to then automatically synchronise and update your device, your Dp DOCK must be powered on. Your Dp DOCK will include a USB-C cable.

Q. How does the Dp DOCK recognise when a Dermapen device has been placed on it?

- A. In order for the Dp DOCK to recognise a Dermapen device, the device's Battery Cover must be correctly in place on the device. The Dp DOCK will not recognise if a device has been placed on it if the battery cover is not in place. You will need to ensure the battery cover is correctly affixed, that your device is sitting snugly in the dock and the Power is turned on.



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