TRIOS 6, Dx and DentalHealth App

Frequently Asked Questions
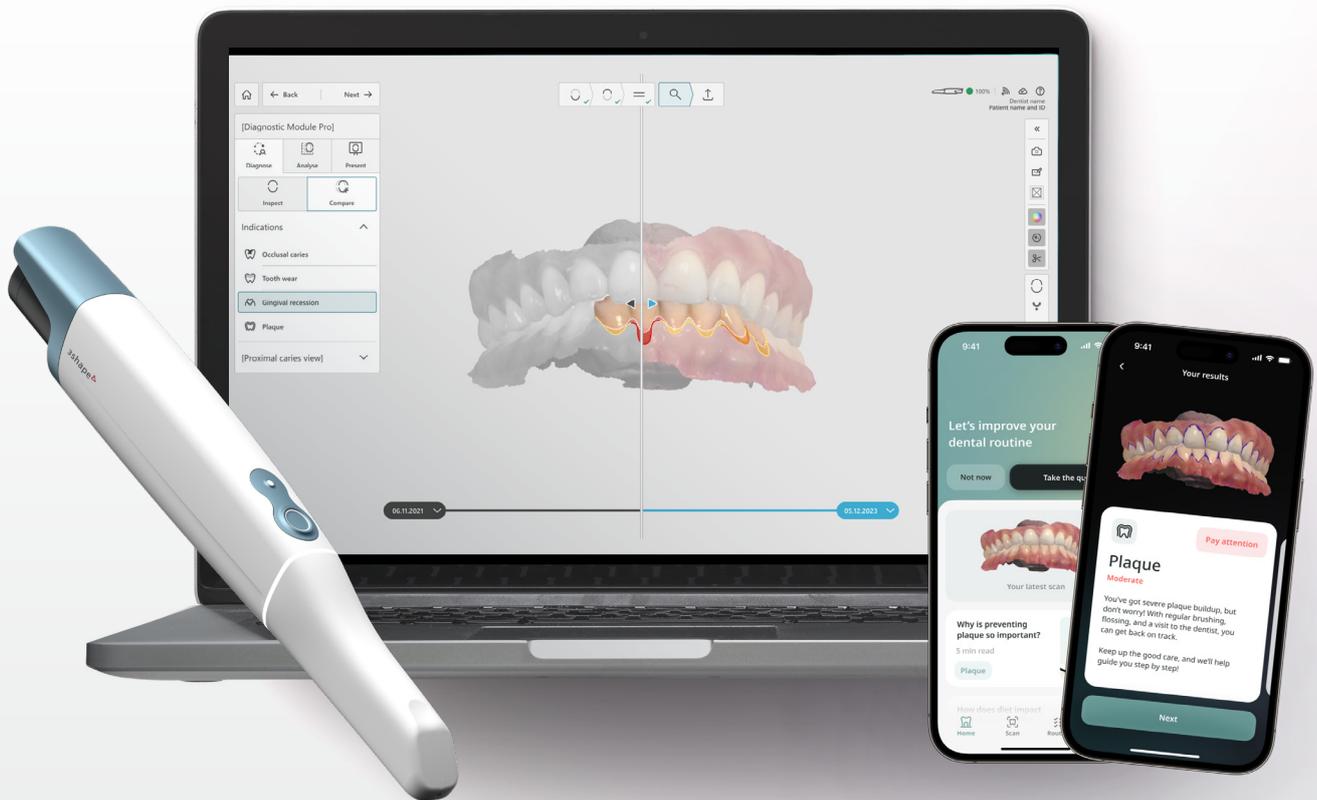
Let's change dentistry together

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Introduction to **3Shape TRIOS 6**

(Please note that the availability of TRIOS 6 and accessories is subject to regional availability)

What is 3Shape TRIOS 6?

Introducing TRIOS 6, Dx Plus and DentalHealth App – an outstanding revolution of hardware and software to redefine your patient's experience.

TRIOS 6 delivers patients with our best-ever scan quality with up to 110% higher resolution compared to existing TRIOS portfolio with unmatched geometry and color detail. I addition, TRIOS 6 features hyperspectral imaging technology, which captures three different light modalities simultaneously in a single scan, enabling new workflow possibilities. Exclusively compatible with TRIOS 6 scans, Dx Plus is the latest 3Shape innovation, delivering cutting-edge, AI-assisted software that helps objectively detect key oral health conditions.

Together with our groundbreaking DentalHealth App, communicate tailored, on-demand education and insights, empowering patients to co-own their dental health.

Scanner related questions:

What are the weight and dimensions of TRIOS 6?

The TRIOS 6, including battery, weighs 308 grams and its dimensions are 3.8 x 3.9 x 26.6 cm.

Are TRIOS 6 scans accepted for Invisalign?

No, TRIOS 6 does not integrate with Invisalign. TRIOS 3 is currently the only TRIOS scanner that can send scans for Invisalign.

Can TRIOS 6 only scan for diagnostic workflows?

No, just like with any other TRIOS, you can scan for all available workflows in 3Shape Unite. You can find your preferred lab or partner in 3Shape Unite Store and connect in one click. There are over 25.000 3Shape labs, 40+ PMS systems and 100+ world-class partners for clear aligners, 3D printing and milling, design services and more, to work with.

What is the difference between TRIOS 5 and TRIOS 6?

TRIOS 6 is the first scanner whose scans can be utilized in AI diagnostic workflows. Moreover, it offers HD scanning, giving a higher quality scan for dentists and labs. Additionally, with TRIOS 6 you can scan with three imaging modalities at the same time with hyperspectral imaging, which enables visualization into dentin and between the teeth that can be used in Dx Plus to visualize and help detect proximal caries. TRIOS 6 has a new and improved industrial design to visually and tactilely distinguish between the scan button and the remote button. TRIOS 6 embodies all the great features from TRIOS 5, being ergonomic, effortless and hygienic.

Will ScanAssist be implemented for TRIOS 6?

Yes, ScanAssist will be available for TRIOS 6.

Does ScanAssist work for edentulous and implants as well?

Yes, ScanAssist will assist dentists while scanning through all workflows.

Will TRIOS 6 need calibration?

TRIOS 6 is a calibration free scanner, so there will be no need for TRIOS 6 to be calibrated.

What are the benefits of HD scanning?

With HD (high definition) scanning you can capture a higher resolution, which results in more detailed scans and realistic images, making it easier to e.g. indicate preparation margins when doing status scans as well as detecting any irregularities on teeth or gingiva, leading to excellent outcomes for your patients within intended use.

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What are the benefits of hyperspectral imaging?

TRIOS 6 uses hyperspectral imaging to scan with three imaging modalities at the same time. This technology allows you to see beyond the teeth surface: into the dentin and between the teeth. Hyperspectral opens for new workflow possibilities, when used with Dx Plus, as hyperspectral helps visualize and detect proximal caries.[1][2][3]

How can I use the scan button?

The dual button consists of a scan button that activates scanning, and a remote button for in-software navigation, allowing you to analyze the scan and complete a full workflow without touching the PC or Move. With TRIOS 6, there is an update to the design to emphasize the distinction, where the scan button is slightly larger, and the remote button features a small, raised bump for a different tactile feel, such that it feels different than the scan button.

Can I use TRIOS on a Mac computer?

No, TRIOS scanners and other 3Shape products operate on a Windows system.

Which configurations are available with TRIOS 6?

TRIOS 6 supports the following configurations: Pod and Move Pro.

What's in the TRIOS 6 box?

Together with TRIOS 6, you will receive 1 autoclavable tip, a box of 25 Ready Tips, a box of 100 TRIOS Sleeves, 3 batteries, pod, charger incl. cable, Wi-Fi dongle, instructions for use and safety guide. You can choose to buy TRIOS 6 in a pod configuration with laptop or together with Move Pro.

Tip related questions:

Are tips available in different sizes?

No, both the autoclavable and the TRIOS Ready Tip are available in one size.

How many autoclave cycles can the tip withstand?

The autoclavable tip can be autoclaved up to 100 times. The TRIOS Ready Tip is for one-time use only.

Are the scanner tips closed?

Yes, both the autoclavable tip and the TRIOS Ready Tips will be closed for optimized hygiene.

How should TRIOS Sleeves be used? Are they reusable?

TRIOS Sleeves provide an extra protective layer to prevent patient cross-contamination and should only be used once.

Does TRIOS 6 have a mandatory subscription?

No. Every new TRIOS scanner currently comes with a complimentary TRIOS Care the first year. TRIOS Care is a full coverage service plan that includes personalized onboarding programs, a 5-year warranty, express replacement, accidental drop coverage, 10TB cloud storage, and more.

After the first year, you can continue with TRIOS Care or switch to TRIOS Only; a basic, scan-ready service agreement. Learn more about TRIOS Care here.

What is the price of TRIOS 6?

Please contact your local reseller or visit the online store at 3Shape.com for prices.

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[1] Only compatible with TRIOS 6 scans.
[2] Proximal is caries is not AI detected.
[3] Availability of proximal caries depends on regional approval.

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Introduction to Dx

(Please note that availability of Dx is subject to regional availability. Moreover, Dx is not cleared by the FDA for clinical use in the USA)
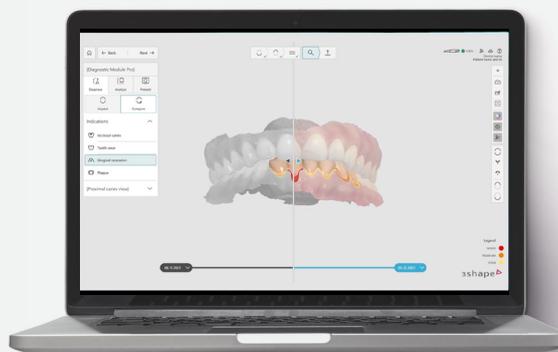
What is Dx Plus?

AI-assisted aid for objective oral health condition detection. Dx Plus is AI-assisted software designed to enhance your clinical practice by providing an invaluable second opinion and ensuring objective, consistent aid in detecting key dental conditions.

Severity Classification. Not only does Dx Plus support you to detect key oral health conditions, but it also enables you to read the suggested severity of their progression.

Monitoring over time. Follow your patient with scans over time and be able to manually compare and identify the changes over time and have the documentation done automatically and immediately available.

Improved patient communication. Dx Plus builds trust between you and your patients, helping patients understand their oral health through clear and detailed visualizations.

What can I use Dx Plus for?

With Dx Plus your TRIOS scans can be used for more than just restorative work; they become powerful resources for both treatment and the early detection of oral health conditions, enhancing early care for your patients.

Dx comes in two variants: Plus, and Standard. Each variant is designed to cater to different needs and preferences, ensuring that you have the right tools for your practice.

Dx Plus. This subscription-based upgrade expands the usage of your TRIOS 6 scans with AI-powered features. The AI-supported features of Dx Plus assist in early detection and manual comparison of various oral health conditions, including:

• Surface caries and proximal caries[4][5][6]
• Tooth wear
• Gingival recession
• Plaque

Dx Standard. This is the standard product configuration, providing essential features such as Difference Maps, Cross Section tool, and Measurement tools, which you know from TRIOS Patient Monitoring.

How does Dx Plus use AI?

Being trained on several thousand scans, Dx Plus leverages AI algorithms and pattern recognition to identify and classify surface caries, tooth wear, gingival recession, and plaque. The AI detected lesions and sites are presented as colored areas directly on your TRIOS 6 scans within the Dx module.

How accurate is the AI in Dx Plus?

While our AI is highly trained, it may not be 100% accurate. False positives are expected in any diagnostic system, including Dx Plus. The software provides an AI confidence score indicating an aggregated lesion score prediction providing transparency and insights into certainty of the AI. Dx is designed to assist dental professionals, providing insights based on patterns but not replacing clinical judgement. Dx should always be used as an aid alongside your professional expertise.

Which scans is Dx Plus compatible with?

Dx Plus features are compatible with TRIOS 6 scans while Dx Standard features are compatible with all TRIOS scans, except TRIOS Core.

Will Dx replace TRIOS Patient Monitoring?

Dx Standard retains many of the features you've come to rely on with TRIOS Patient Monitoring (TPM), while modernizing the experience to better support your workflow. With upgraded visualizations and an improved interface, it builds on the strengths of TPM while making it even easier to deliver an exceptional patient experience. While TPM will eventually be replaced by Dx Standard, it will remain available for the foreseeable future, so you can continue using it as you do today. We encourage you to explore Dx Standard for its upgraded visualizations and smoother interface. Both platforms will be supported in the meantime, giving you flexibility.

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[2] Proximal is caries is not AI detected.
[3] Availability of proximal caries depends on regional approval.

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When will Dx Plus be available in my market?

As Dx is a medical device, it requires approval from local competent authorities. This varies from region to region, and the availability is therefore following local regulatory approval.

What is the subscription price of Dx Plus?

Please visit the online store at 3shape.com for prices.

Is cloud storage included in the Dx Plus subscription?

Cloud storage is part of your service plan (TRIOS Care or TRIOS Only), not the Dx Plus subscription itself. TRIOS Care includes 10TB of storage; TRIOS Only includes 10GB.

How long does the free trial of Dx Plus last?

The duration of Dx Plus free trial depends on your local market regulations. You can start the trial through the Try & Buy platform in 3Shape Unite or 3Shape web shop.

What happens at the end of Dx Plus free trial?

At the end of your trial, the subscription will automatically convert to a paid plan unless you cancel. This ensures uninterrupted use of Dx Plus. You can manage or cancel the subscription at any time.

How can I find TRIOS Dx in Unite?

To use Dx software, make sure that you're running on the latest version of 3Shape Unite. Visit the Unite Store to check for updates and install the newest Unite version. After installation, log out of Unite and log back in to activate the update. Once you have updated Unite, Dx is automatically installed, and can be entered from Unite in one of the two following ways:

1. By capturing a new scan: Press the Check-up scan icon in the action overview in Unite. After scanning completion, Dx opens and loads the newly captured scan for assessment.
2. As a follow-up action: Press the Dx icon in a follow-up action to an existing TRIOS scan in the Patient Media Library. Dx opens and loads the selected scan for assessment.

Can I use my old scans with Dx Plus?

Only the scans from TRIOS 6 are available for the Dx Plus module.

Can scans from non-TRIOS scanners be used with Dx Standard and Dx Plus?

Dx Plus is only compatible with TRIOS 6 scans, while Dx Standard is compatible with all scans with the exception of TRIOS Core.

Can Dx Plus be used simultaneously by more operators?

The Dx Plus license is designed to support multiple users in a clinic setting. Each license includes three seats, meaning three clinic members can use the software at the same time. If your clinic needs more seats, you can add additional seats to your license.

Where can I find support material for Dx Plus?

You can always find help at 3Shape Help Center or 3Shape Community — your digital dentistry platform.

How can I be onboarded and trained to use Dx Standard and Dx Plus?

Your Dx software has in-software tutorials that will guide you through all the features of the software. For more training materials, tips and tricks you can go to 3Shape Community — your digital dentistry platform and 3Shape Help Center.

Can I start a free trial when I purchase a new TRIOS 6?

Currently, trials and scanner purchases are separate processes. You can activate a Dx Plus free trial anytime directly in 3Shape Unite, 3Shape webshop or in Dx Standard available with your scanner, even if you just purchased your scanner. Alternatively, please contact your reseller for more information.

Do I need to provide payment details to start the trial?

Yes. You can begin your free trial when entering payment details. At the end of the free trial, you will be automatically brought on the paid subscription to ensure uninterrupted use of Dx Plus. You can manage or cancel the subscription at any time.

What happens if I do not want to continue after the trial?

If you cancel before the end of the trial, Dx Plus features will continue to be active until the end of the trial period and then deactivated. Your account will not be charged.

Is Dx Plus bundled with TRIOS Care?

No, Dx Plus is a separate subscription. TRIOS Care includes services such as warranty, support, and 10TB cloud storage, but Dx Plus must be subscribed to separately.

Can I switch between Dx Plus and Dx Standard?

Yes. If you cancel Dx Plus, you will still retain access to Dx Standard features that are included with your scanner

Does Dx Plus store or share patient data outside my clinic?

No. TRIOS Dx Plus runs securely within 3Shape Unite. Your patient data remains under your control, stored according to your selected TRIOS service plan (TRIOS Care or TRIOS Only).

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How does Dx Plus affect my existing workflows with labs and partners?

Dx Plus works on top of your TRIOS 6 scans. It does not interfere with sending scans to labs or partners — all restorative and orthodontic workflows remain unchanged.

How does Dx Plus support early detection?

Dx Plus helps you track progression of surface caries, tooth wear, plaque, and gingival recession over time, enabling earlier interventions and more engaging patient discussions around prevention.

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Introduction to 3Shape DentalHealth App

What is the DentalHealth app?

DentalHealth is a free app that supports your patients to get more involved and invested in their dental health. The app contains your patients' personal scans and draws on TRIOS Dx Plus to bring tailored, on-demand education and guidance for better dental hygiene.

What are the benefits of the app for the patient?

The app empowers your patients to engage in preventive care. The app can improve their dental literacy and help build healthy routines for plaque, surface caries, gum recession and tooth wear.

What are the benefits of the app for the dentist?

The app enables you to elevate patient education and differentiate your patient experience offering. Get your patients more invested with easier discussions, more preventative focus and strengthen patient loyalty and trust.

Does it cost anything?

No. The app is 100% free.

How does the app work with TRIOS?

The app is based on TRIOS scans and the new TRIOS Dx Plus diagnostic-assistive technology. Patients can compare and inspect their scans with or without diagnostic visualizations. The app offers personalized tips and tricks from trusted dental sources to assist building new healthy routines.

What can I share to the app?

You can share normal TRIOS scans and Dx Plus scans to the app. To unlock the full potential of the app we recommend always sharing Dx Plus scans with all diagnostic visualizations.

How do I share scans to the app?

You can share scans through Unite in the Patient Media Library and through the Dx module. You can decide which diagnostic results are visible to the patient.

Can anyone use the app?

Yes, the app is very user-friendly. There is step-by-step onboarding and guidance in the app.

Where is the app available?

The app is on IOS and Android. The app is available in select countries where Dx Plus is available. Please ask your local 3Shape representative for more information.

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