

TRIOS 5 Wireless

Frequently asked questions about TRIOS 5.



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TRIOS 5 Q&A

Scanner related questions

What is ScanAssist?

ScanAssist is a feature that continuously optimizes and improves the entire scan model while the user is scanning. It significantly reduces the probability of having to re-scan, providing optimized alignment in the scan. Although 3shape will keep promoting the 3shape scan strategy, with ScanAssist the user has a much greater freedom of scanning.

Will ScanAssist be implemented for TRIOS 3 and TRIOS 4 as well?

No, the new scan engine will not be available for TRIOS 3 and TRIOS 4.

Will ScanAssist replace AI Scan 2.0?

No. Technically and conceptually, AI Scan 2.0 is a completely different component than ScanAssist. AI Scan 2.0 includes functions to distinguish teeth and surrounding gingiva from not wanted surfaces, while ScanAssist's purpose is to correct potential misalignments while scanning.

Does ScanAssist imply that there is no longer a concern of "over-scanning" such that you do not need to monitor the 3D image count?

As with TRIOS 3 and TRIOS 4, avoiding "over-scanning" is simply to avoid a long process time of the scan. I.e., you can go over the same area many times, but more data will need to be filtered out in the software which will increase the processing time.

Does ScanAssist work for edentulous and implants as well?

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

Will TRIOS 5 also have caries detection / TRIOS diagnostic Aid by means of fluorescence scanning?

Yes, it will be the same as TRIOS 4 Caries Aid, but globally available, as opposed to TRIOS 4.

Will TRIOS 5 have a wired option like TRIOS 4?

No, TRIOS 5 will only be available as wireless. However, with 3 batteries and Smart Power Management available for the TRIOS 5, a wire is no longer needed.

Are there any possibilities for Invisalign integrations with TRIOS 5?

No TRIOS 5 does not integrate with Invisalign, but it is open for other aligner integrations.

What is the main purpose of the second button on TRIOS 5?

The main purpose of the second button is to control the software from a distance (without touching the screen for improved hygiene) by using the scanner as a remote control. The feature gives the user the possibility to go through a full scanning workflow. The remote control can only be used in the scan workflows. It cannot be used in other parts of the Unite software.

Does TRIOS 5 have a different sound when scanning?

Yes. The user can choose between different sounds for scanning.

What is the difference between TRIOS 4 and TRIOS 5 in terms of weight & dimensions?

TRIOS 5 weight is 299 g vs 375 g for TRIOS 4. While TRIOS 5 dimensions are 38.5 x 37.4 x 266.6 and TRIOS 4 dimensions are 49.5 x 40.4 x 278.3 (mm.). Therefore, TRIOS 5 is 20% lighter in weight than TRIOS 4. In volume, the TRIOS 5 is 30,8 % smaller than TRIOS 4.

Can I use TRIOS on a Mac computer?

No, TRIOS runs on Windows OS which is by far the most used operating system. This is also relevant in terms of CAD software, which does not exist for Mac OS, meaning that the workflow would break if one decided to run in-house design software. Furthermore, very few PMS providers can run on Mac OS.

Will the TRIOS 5 be able to scan for interproximal caries?

No, but TRIOS 5 will enable surface caries detection aid.

Can you set in settings when the scanner should automatically go to sleep mode?

No, but by testing this with our large group of beta testers we have decided a timer that will fit all clinics. It is also worth mentioning that the scanner wakes up from sleep mode and connects to the PC so quickly that it should not be a concern.

Will 3Shape Support have clear understanding if the scanner is still calibrated after a drop?

If the user believes that the scanner is not functioning properly, he/she should contact 3Shape Support.

Is the HD photo function available on TRIOS 5 as well?

Yes, HD photos are available with TRIOS 5 as well.

Is there any way to check the scanner has not decreased in its accuracy overtime now that it is calibration free?

If the user believes that the scanner is not functioning properly, he/she should contact 3Shape Support.

Does TRIOS 5 also come with the 5Ghz bandwidth for the wireless connection?

Yes, TRIOS 5 is also using the 5GHz band, which makes it possible to run over the normal WiFi in the clinics. The scanner has been through a radio emission test to ensure that it does not interfere with other radio devices.

Tip related questions

Can the TRIOS 5 tip rotate 180 degrees to scan?

No. A simpler (but sleek) design has been chosen over the tip rotation feature.

The TRIOS 5 scanner has been designed with ergonomics in mind, which means that both the size and weight has been significantly reduced. Essentially, this means that the scanner is easier to handle and rotate as you scan. Rotating the tip for upper/lower jaw is simply no longer necessary.

How about tip size? Will it be smaller than TRIOS 4?

The height of the head of the tip is shorter than TRIOS 4 and TRIOS 3. The width of the tip is slightly larger than TRIOS 4 and TRIOS 3. From user feedback we know that the height of the tip is often the problem in reaching rear molars. Therefore, this parameter has been improved without compromising field of view.

Will there be different tip sizes?

No, we will have only one tip.

How many tips and how many autoclave cycles?

The TRIOS 5 package includes 5 tips. Every tip can be autoclaved 100 times. Tips sold as an accessory will be sold in a box of 3.

Is it possible to buy a single tip or just the box?

It's not possible to purchase a single tip. Tips sold as an accessory comes with 3 in the box.

Does TRIOS 5 have a smart tip as TRIOS 4?

No, TRIOS 5 does not have a smart tip. The smart part of the tip has been transferred to the scanner: the scanner automatically knows which type of tip has been put on the scanner (protection tip or scan tip). Also, heating of the scan tips is as fast as the TRIOS 4, such that the dentist can start scanning in a matter of seconds after putting on a new tip.

Furthermore, the TRIOS 4 smart tip comes with a calibration counter. However, this is no longer needed for the TRIOS 5, as the TRIOS 5 is calibration free.

Is calibration needed if I drop the TRIOS 5 scanner?

The performance of the TRIOS scanner may be compromised when dropped. If the scanner is dropped or bumped, it must be checked immediately before further use.

- Unplug the system and make sure it cannot be used before it is checked.
- Examine the TRIOS system for any mechanical damage or malfunction.
- If at any time the TRIOS system malfunctions, or if you suspect in any way that the TRIOS system is not working correctly contact your reseller or 3Shape Support.
- Do not attempt to open any covers on the TRIOS system.

Can the protection tip also be autoclaved?

No, it can't, and it's not required. Autoclaving the protection tip results in a broken protection tip.

Will tips cleaning process have the same cleaning guidelines as the other TRIOS? What about autoclave, the same class B vacuum will be only recommended?

Yes, the TRIOS 5 cleaning procedure will be similar to that of previous models. Please refer to the Safety & Setup guide for details.

Is cold sterilization an option for the TRIOS 5 tip?

Similarly to TRIOS 3 and TRIOS 4 tips, the autoclave procedure remains the only validated sterilization procedure. Please refer to the Safety & Setup guide for details.

Will TRIOS 5 keep track of the number of cases used on each tip?

No, the software will not indicate how many times the tip has been processed or used to scan with.

Sleeve related questions

Should the TRIOS Sleeve be disposed after each use, or it is reusable?

The TRIOS Sleeves are disposable; therefore, they can be used only once per patient.

How are the sleeves sold? (quantities)

The sleeves will be sold as 100 per box. One box will also be included together with the system.

Is it obligatory to use a sleeve or is it just an option?

To achieve the highest level of hygiene the users should use the disposable TRIOS sleeves. However, it remains an option for the user.

Battery related questions

What are the benefits of Smart Power Management?

The scanner automatically switches to a low power mode when it's not used and thereby saves energy when it is not used. The benefit to this is that every battery charge lasts much longer.

The scanner can be re-activated by picking it up (activating the gyro) or pressing one of the buttons.

Is it OK to recharge batteries before they are depleted?

Yes. The amount of charging cycles/ battery capacity has increased significantly with TRIOS 5 batteries but depending on usage customers can expect to buy new batteries at a certain point. The battery capacity will be at approximately 80% after 600 cycles and 70% after 1000 cycles.

Do we need to shake/tap the battery to see the status light indication, or is it visible all the time?

When the battery is not in the scanner and not in the charger you need to shake/tap to see the charge. The battery level will be visible in the software all the time and the LED ring will indicate a low battery level by becoming yellow.

Are TRIOS 5 batteries compatible with existing wireless TRIOS scanners?

No, the TRIOS 5 batteries have a new design and will not fit in previous TRIOS scanners.

What is the overall battery lifetime? Should I expect to buy new batteries over time?

All batteries wear off in time. However, the overall battery lifetime has improved since TRIOS 3 and TRIOS 4. Expect approximately 80% after 600 cycles and 70% after 1000 cycles.

What is the battery scanning capacity?

One charge will provide up to 66 min of continuous scan time per battery.

How many batteries are in the TRIOS 5 package?

TRIOS 5 scanner comes with 3 batteries.