

TRIOS on Dental Desktop: Frequently Asked Questions

Last update: February 2022

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2 Information available

The following training and support material for 3Shape TRIOS on Dental Desktop is available for resellers through the Partner Portal:

- TRIOS Info Pack: Upgrading to Dental Desktop
- TRIOS Info Pack: Client-Server setup
- TRIOS Info Pack: Practice Management System integration
- TRIOS on Dental Desktop FAQ
- Introduction to Dental Desktop video
- How to migrate data to Dental Desktop video
- "First time use of TRIOS on Dental Desktop" Training steps

Additional information is also available:

- TRIOS Training videos (Accessed through 3Shape YouTube channel)
- Online Manual (Accessed directly from Dental Desktop)

3 Availability

3.1 When will new 3Shape TRIOS orders ship with Dental Desktop?

The option to order a new TRIOS order with Dental Desktop pre-installed will be available from August 2018. The reseller will decide when they want all new systems shipped with Dental Desktop. It is not possible to order a TRIOS system with Dental Desktop and other TRIOS systems with TRIOS Classic. In order to initiate the switch please reach out to michael.oelund@3shape.com.

3.2 May the end-user choose between Classic and Dental Desktop when purchasing a new TRIOS Scanner?

It is up to the reseller to decide when they will start offering their customers the option to get a new TRIOS system with Dental Desktop. It is not possible for the reseller to order both TRIOS Classic and TRIOS on Dental Desktop systems. When the reseller have decided to switch to TRIOS on Dental Desktop, all future TRIOS systems ordered will be with TRIOS on Dental Desktop.

3.3 When can existing TRIOS Classic end-users upgrade to Dental Desktop?

TRIOS on Dental Desktop will be made available for resellers for all internal training and demo purposes in September 2017. The software will be made available on the dedicated TRIOS on Dental Desktop release site on the Partner Portal. It is recommended that the reseller sets aside sufficient time to learn the new software before rolling out to end-users. If an existing end-user wishes to upgrade to Dental Desktop from September, it is up to the reseller to decide if they will manually upgrade the end-user to Dental Desktop. At June 15th 2018, TRIOS on Dental Desktop will be made available through the Partner Portal and through Site Connection Administration where it will be easy for the reseller to upgrade existing end-users.

It is recommended that existing TRIOS Classic users follow a “First time use of Dental Desktop – Training steps” explained in more detail in section 8.1.

3.4 Will TRIOS Classic still be available and supported?

TRIOS Classic will still be supported, but no new features or improvements will be added as of August 2017.

4 Compatibility

4.1 Which TRIOS Scanners can be upgraded to Dental Desktop?

All TRIOS Scanners may be used with Dental Desktop: TRIOS 3 Wireless, TRIOS 3, TRIOS 3 Mono, TRIOS Color and TRIOS Standard.

4.2 What are the PC requirements for TRIOS on Dental Desktop?

TRIOS on Dental Desktop will work with any TRIOS approved PC from the PC catalog. Please see the PC Catalog for detailed information on PCs.

4.3 Can Dental Desktop run on a previously approved TRIOS PC?

Any PC which previously has been approved for TRIOS can be used with TRIOS on Dental Desktop. PCs are an important part of the overall 3Shape system and using a PC older than 2014 could affect the overall user experience. Please see the PC Catalog for information on approved PC's.

4.4 Can a TRIOS Cart be upgraded to Dental Desktop?

The following TRIOS Carts can be upgraded to Dental Desktop: models C2.0.X, C3.0.X, C3.1.X. We do not recommend to upgrade TRIOS Carts C1.X.X (models C1.0.4, C1.1.0, C1.1.1, C1.2.0) due to potential performance issues.

Please refer to the 'TRIOS Info Pack: Upgrading to Dental Desktop' for more details.

4.5 Which TRIOS Classic software version is required to install Dental Desktop?

Before installing Dental Desktop, make sure to upgrade the system to TRIOS Classic software version 1.4.7.1 or later. This will ensure smooth migration to Dental Desktop.

5 Installation & Migration process

5.1 How do resellers perform the upgrade from TRIOS Classic to Dental Desktop on end-users PC/Cart?

From September 2017, it will only be possible to perform the upgrade by manually placing the installer file on the end-user PC/Cart and installing Dental Desktop.

From June 15th 2018, it will be possible to perform the upgrade through Site Connection Administration, which will make it easy for the reseller to decide which end-users to update in a controlled pace. More information is available in the "Recommended Rollout approach" available on the Partner Portal.

Please also refer to the 'TRIOS Info Pack: Upgrading to Dental Desktop' for more details.

5.2 How do end-users upgrade from TRIOS Classic to Dental Desktop on PC/Cart?

From June 15, the reseller can enable the TRIOS on Dental Desktop upgrade on the end-users' dongle through Site Connection Administration. The upgrade will be made available through TRIOS Classic as a software upgrade in the same way the end-users have received software updates before. End-users will get a message box notifying that this is a large upgrade before accepting to install Dental Desktop. When Dental Desktop is launched the first time it will be possible to transfer data from TRIOS Classic to Dental Desktop. Follow the instructions on the screen to initiate this process.

Please refer to the 'TRIOS Info Pack: Upgrading to Dental Desktop' for more details..

5.3 How long does it take to migrate data from TRIOS Classic to Dental Desktop?

The time it takes to migrate is dependent on the amount of cases on the PC/Cart. The estimated time to transfer 100 cases containing full arch scans are 1-2 minutes. Please make sure to start the process at a convenient time, e.g. at the end of the day.

5.4 Can the end-user perform the data migration themselves?

The migration process is simple and does not require technical or software knowledge. The end-user can perform the migration themselves by following the migration instructions when launching Dental Desktop the first time after installation. It is however, strongly recommended that the reseller notifies and informs the end-users before making the upgrade available to them.

5.5 Which data and files are migrated?

All cases, users, settings are migrated to Dental Desktop.

5.6 Are all ePHI migrated?

Yes, all ePHI are migrated to Dental Desktop.

5.7 Will all existing cases be available in Dental Desktop after migration?

Yes, all cases from TRIOS Classic created with the same dongle will be transferred to Dental Desktop. The migration process will transfer the following: Cases, Patients, Users and Settings. Please note that only cases scanned using the same dongle (same encryption) will be moved. All cases scanned on a different dongle will be skipped.

NB! Empty cases (cases without a Patient name and without a scan) will not be transferred.

5.8 Can TRIOS Classic and TRIOS on Dental Desktop be used simultaneously on the same PC/Cart?

It is not possible to run both TRIOS Classic and Dental Desktop at the same time. After migration, it is strongly recommended to only use Dental Desktop since cases created in Dental Desktop only will be accessible here.

On TRIOS Carts, it will only be possible to use Dental Desktop after the migration, since the Cart automatically launches Dental Desktop at startup.

5.9 What should reseller do if an end-user does not want to upgrade to Dental Desktop?

No end-users will be forced to upgrade to Dental Desktop. However, no new improvements or functionality will be added to TRIOS Classic as of August 2017. 3Shape is continuously adding new features and improvements to the Dental Desktop platform, hence it is highly recommended to use the latest software version in order to keep adding value to your TRIOS Scanner.

5.10 End-user has sent an order on 3Shape TRIOS Classic, but has migrated to Dental Desktop – will this affect the order in any way?

It is recommended to finish all work on TRIOS Classic before migrating to Dental Desktop. The order you have sent using TRIOS Classic will be processed in the usual manner. However, if the lab sends data back on case that was sent using TRIOS Classic it will be received in Dental Desktop as a new order with a new order number.

5.11 Is it possible to downgrade to TRIOS Classic after upgrading to Dental Desktop?

It is recommended to continue using Dental Desktop since all new functionality will be developed for this platform. It is not possible to downgrade to TRIOS Classic after transferring all data to Dental Desktop.

5.12 Is there a deadline to perform the upgrade to Dental Desktop?

It is recommended to perform the upgrade as soon as possible. It is advised only to perform the upgrade at a time when the end-user has a couple of hours to familiarize themselves with the new user interface. There is however, no strict deadline to perform the migration.

5.13 Will my labs be informed about the changes?

The lab will only see minor changes to the structure in information received from the Clinic. It is recommended to place a comment in the first order sent with Dental Desktop, that a new software upgrade has been performed which have changed the printable order form slightly.

6 Dental Desktop Features

6.1 What is Dental Desktop?

Dental Desktop is 3Shape's new platform for all software products. All 3Shape software products will in the future run on this platform to create one integrated solution across all 3Shape software products. This will allow all 3Shape software products to have the same user interface and it will be easy to add new software products to the same platform if the end-user wishes.

6.2 Why should the end-user use Dental Desktop?

Dental Desktop offers significant improvements compared to TRIOS Classic, with multiple new features which will enhance the overall TRIOS experience and capability. In addition, all new improvements and features for TRIOS will be developed on Dental Desktop. In order to keep adding value to your TRIOS scanner it is therefore highly recommended to use TRIOS on Dental Desktop.

6.3 Will the features known from TRIOS Classic be available in Dental Desktop?

All major features which are available in TRIOS Classic today will also be available in Dental Desktop. No critical features from TRIOS Classic are removed in Dental Desktop.

6.4 Will the workflow change significantly?

The 3Shape TRIOS Scan-and-Send workflow will not change significantly. The scan pages have not changed significantly and will be as easy to navigate as in TRIOS Classic. However, the general user interface has been improved and redesigned which might require some adoption before the workflow will feel comparable to the TRIOS Classic workflow. It is recommended to set aside a few hours to get used to the new user interface. To get a preview of the main user interface changes please watch the 'TRIOS – Introduction to Dental Desktop' video.

6.5 What are the new features in Dental Desktop and when are they available?

TRIOS on Dental Desktop, which will be available June 15 2018, will have the following new features included:

- New order form (as shown on IDS)
- Open STL scan export
- Integrated intraoral camera (2D video and still)
- Send scans to patients
- Wand navigation: Touch free navigation
- Easy case backup functionality
- Practice management system integration
- Client-server functionality
- Measure stump shade
- Improved colors
- New laser trim tool

The following features are planned for release later in 2018:

- Patient Specific Motion
- Read and automatically add 3Shape Scan body implant information to order form
- Patient Monitoring
- Treatment simulator

6.6 How long does it take to get used to Dental Desktop?

The amount of time it takes to get used to Dental Desktop will vary from person to person. In general, no additional training is required to use Dental Desktop, however it will be beneficial to set aside a few hours for the migration from TRIOS Classic, installation and trying out Dental Desktop. Training videos for the most common workflows are available [here](#). Training webinars will also be provided by 3Shape, please see the PartnerNews for schedule.

6.7 Which Practice Management Systems can 3Shape TRIOS integrate with?

Currently we have a complete and tested integration with Dentrax PMS. We expect that more PMS providers will enable data integration with TRIOS and be available to our customers. We will update you, once new PMS systems are ready for integration.

6.8 How do I setup the Dentrax integration on Dental Desktop?

Please see this [video](#) for information on how to setup the Dentrax integration in 3Shape Dental Desktop.

6.9 How can other Practice Management System providers setup integration?

Practice Management System (PMS) integration requires both, 3Shape and PMS provider to collaborate. 3Shape has fully enabled TRIOS on Dental Desktop software to share data between TRIOS and any PMS system. In addition, we have prepared a technical guide (TRIOS Info Pack – Practice Management System integration) that can be shared with any PMS provider, that explains all the necessary steps in order to complete integration. Furthermore, 3Shape will support PMS software providers with installing and setting up TRIOS on Dental Desktop software for integration testing purpose.

6.10 How do I get the free TRIOS STL Export?

All new TRIOS systems will have the free TRIOS STL Export functionality. Please contact support if your system does not have the TRIOS STL Export today,

6.11 How do I make a backup?

To make a backup in 3Shape TRIOS on Dental Desktop, go to “More” > “Settings” > “General” > “Backup & Restore” > and press “Backup”. Dental Desktop will create a full backup of the system including patients, cases, users and settings.

7 Client-Server setup

7.1 How do I setup the client-server application on 3Shape Dental Desktop?

Please refer to the TRIOS Info pack: Client-Server setup for a complete guide on how to setup client- and server PCs in a clinic.

7.2 What equipment does an end-user need in order to move TRIOS scanner from room to room?

The new Client-Server feature allows working on multiple PCs while sharing the same patient and case database. Each PC that will perform actual scans with TRIOS has to meet minimum PC requirements and be on the list of approved PCs in the 3Shape PC Catalogue. It is also possible to purchase additional accessories, such as pods, batteries, chargers, wireless dongle, etc.

7.3 When should the end-user use the client-server setup?

Many variables determine if it is recommended to use a client-server setup. Please refer to the TRIOS Info pack: Client-Server setup for detailed information. It will give you an overview of:

- Recommended setups with one or more TRIOS scanners
- PC and server setup guide
- How to transfer data to the server and general use

7.4 Do I need to have one subscription/dongle pr PC in my client-server setup?

No, it is only required to have one dongle in the server PC in a client-server setup. The client PC's will work without dongle. It is only possible to scan at one PC at the time if you have only one TRIOS subscription. For detailed information on the client-server setup, please refer to the TRIOS Info pack: Client-Server setup.

7.5 What are the hardware requirements to the server?

Please refer to the 3Shape PC Catalog where the minimum requirements for server hardware are specified.

7.6 What are the network requirements for a client-server setup?

The server has to be connected to the clinic network via an ethernet cable. For the best user experience, it is recommended to have a 100 Mbit connection in the clinic, however 50 Mbit will also be sufficient. Please refer to the 3Shape PC Catalog where the minimum requirements for network requirements are specified.

7.7 When will the client-server option in Dental Desktop be made available?

The client-server setup is included in the first release of TRIOS on Dental Desktop.

8 Support & Training

8.1 Will end-users need additional training to get used to the new platform?

It is recommended that end-users set aside at least one hour to familiarize themselves with the new platform. 3Shape recommends that the end-users go through a “TRIOS on Dental Desktop Introduction session”, following these steps to learn the new platform:

1. Watch the ‘TRIOS – Upgrading to Dental Desktop’ video
2. Watch the ‘TRIOS - Introduction to Dental Desktop’ video
3. Complete the ‘First time use of Dental Desktop – Training steps’

The ‘First time use of Dental Desktop – Training steps’ will make sure the end-user is walked through the most common workflow to make the end-user familiar with the changes to the user interface. These 3 steps will take approximately one hour to perform. If the end-user requires more information after completing the 3 steps, TRIOS Training videos are available through the 3Shape YouTube channel.

For completely new users to intraoral scanning, training is highly recommended in terms of learning some basic rules of operation to ensure fast and good results.

8.2 Will 3Shape be providing training documentation to the end-users?

The following online information are available to end-users to help them get started with TRIOS on Dental Desktop:

- TRIOS Training videos (TRIOS workflow in Dental Desktop)
- Upgrading to Dental Desktop video
- Introduction to Dental Desktop video
- Online Manual (Accessed directly from Dental Desktop)

The information found above covers all the changes and transition to Dental Desktop and will give the end-user a good start to the new platform.

8.3 Will resellers need additional training to get used to the new platform?

Resellers are not required to complete additional training in order to use Dental Desktop, but they must set aside some time to get familiar with the new platform, just like the end-users. For a full list of available reseller information please see section 2. Training webinars will be provided by 3Shape, please see the PartnerNews for schedule.

9 Pricing and Licensing

9.1 Will there be any additional costs associated with using Dental Desktop?

No additional costs are associated with using TRIOS on Dental Desktop.

9.2 Will the subscription price change?

The 3Shape TRIOS subscription price will not change.

9.3 Do I need multiple subscriptions if I have multiple PC's in a client-server setup?

Only one subscription is needed to run a client-server setup with multiple PC's. Only the server PC needs to have a dongle and all client PC's in the setup will work without a dongle in the PC. The number of subscriptions will determine how many client PC's can scan simultaneously. E.g. If the end-user only has one TRIOS subscription, it is only possible to scan at one client PC simultaneously.

9.4 End-user is a 3Shape TRIOS Design Studio user – Is upgrade needed?

TRIOS Design Studio is already running on Dental Desktop; hence the users do not need to upgrade. New software upgrades for TRIOS Design Studio will be handled separately by the TRIOS Design Studio team.

9.5 End-user is a 3Shape Implant Studio user – Is upgrade needed?

3Shape Implant Studio is already running on Dental Desktop; hence the users do not need to upgrade. New software upgrades for Implant Studio will be handled separately by the Implant Studio team.

9.6 Are all 3Shape software products compatible with Dental Desktop?

In the future, all 3Shape software products will be developed to run on Dental Desktop. Please refer to the specific 3Shape software product to see which run on Dental Desktop today.