# TRIOS Share

## frequently asked questions



**What is TRIOS Share?**

TRIOS Share is a solution that enables our users to carry their wireless TRIOS scanner around in the clinic and scan and plan using the existing PCs and screens.

**Is it available to all scanners?**

TRIOS Share is available to all TRIOS wireless scanners, T3W, T4, and T5.

**Is it available to TRIOS-only users?**

Yes, TRIOS Share is available to all TRIOS users free of charge.

**Is it free or should I pay for that?**

3Shape will not charge the customers for the TRIOS Share solution, however, the customers need to buy the Splashtop business access pro subscription, which will cost about 100€/year for the entire clinic (Price in 2022).

**What does it mean to my practice?**

With TRIOS Share, you can Scan and plan with TRIOS Wireless intraoral scanner(s) from any PC, anywhere you have WiFi coverage in your practice.

**Can I set up TRIOS Share without getting help from an IT technician?**

3Shape recommends that a professional IT technician check your network infrastructure to make sure your network adheres to the TRIOS Share minimum network requirements.

**What are the minimum requirements to get access to Share?**

All TRIOS Wireless scanner users can benefit from the TRIOS Share technology as long as they adhere to the following requirements:

Software specifications:
- TRIOS SW 1.18.5.44 or later is required.

- Windows 10 version 1909 build no. 10.0.18363 or later is required.

Network specifications:

- 802.11ac WiFi (limited to 5 GHz only)
  - If the network has multiple access points, then please ensure that they use different frequencies/channels
  - The channel width should be set to at least VHT40 (40 MHz) to ensure enough bandwidth

- Min capacity of 70 Mbps on the LAN WiFi network for each TRIOS 3 & TRIOS 4 scanner in use (36 Mbps data)
- Min capacity of 90 Mbps on the LAN WiFi network for each TRIOS 5 scanner in use (46 Mbps data)
- Bi-directional traffic permitted between TRIOS scanner and Dental Desktop client PC
- These ports are used for communication:
  - The following TCP ports are used on the scanner: 20-21, 80 and 23795
  - The following UDP ports are used on the scanner: 58218 and 58220-58230
  - The following UDP ports are used on the PC or router: 67 (DHCP), 5353 (mDNS)
  - Redirection of traffic done for example by Captive Portals must be disabled
  - Windows firewall rules are added to the PC's firewall as part of the installation process of Dental Desktop so usually, no further configuration is required
- mDNS enabled (required for scanner discovery)
- WPA2-PSK authentication for TRIOS scanners
- Rule of thumb: Each scanner should have a direct line of sight to an access point

**Where can I find the TRIOS Share setup guides for the setup of my choice?**

You can find the setup guide on TRIOS Share webpage: 3shape.com/share

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**What is the difference between TP-link Wireless Dongle and TRIOS Share?**

With TP-link you connect your scanner via the TP-link dongle to a scanning PC and scan from one computer at a time.

With Share, you connect your scanner to the scanning PC via the clinic's WiFi and you can scan from any PC in your practice.

**What is Splashtop?**

Splashtop is a family of remote-desktop software and remote support software, developed by Splashtop Inc. Splashtop enables users to remotely access computers from desktop and mobile devices.

**What is Scanning via screen mirroring?**

If your practice has one powerful PC (scanning PC), you simply mirror that PC to any PC in your practice with the Splashtop application and your LAN/Wi-Fi. You can then scan and plan from any PC just like you were using your original TRIOS PC - a simple cost-effective solution for you to enjoy the real wireless freedom anywhere in your practice.

**What is Scanning via multiple powerful PC?**

If you have multiple powerful PCs (scanning PCs) in your practice connected to LAN*/Wi-Fi, you can now use them all interchangeably to scan and plan simultaneously with your TRIOS Wireless. Your TRIOS Wireless then connects to any of them with just a click. Enjoy real wireless freedom with 3Shape TRIOS Wireless.

**How can I download and activate Splashtop?**

Please follow the Splashtop setup guide to create a Splashtop business access pro account and purchase an annual subscription.

**Should I purchase powerful scanning PCs to benefit from TRIOS Share?**

Not necessarily, if your practice has at least one powerful PC (scanning PC), you simply mirror that PC to any PC in your practice with the Splashtop application and your LAN/Wi-Fi. You can then scan and plan from any PC just like you were using your original TRIOS PC - a simple cost-effective solution for you to enjoy the real wireless freedom anywhere in your practice.

**What is the recommended Hardware configuration for TRIOS Share?**

For the best user experience, 3Shape recommends using Pod + PC configuration.

**Where can I read more about TRIOS Share?**

You can read more about TRIOS Share on: **3shape.com/share**

**Can I use the screens in my operatories for scanning purposes?**

If you want to show the scanning workflow on the screens in your practice, you can connect the screen to the PMS PC or scanning PC that you are using for TRIOS Share.

**What should I do if I experience any issue with TRIOS Share?**

For any issues with the installation of TRIOS Share please contact 3Shape support. For any issues with your WiFi connection, please contact your IT technician. For inquiries about Splashtop please contact **Splashtop support**.

**Do I still need TP-link after I enable TRIOS Share in my clinic?**

You will not need TP-link after you set up TRIOS Share, but we recommend keeping it in your practice in case you experienced any issue with your clinic's network. (On the scanner management page, you can always choose the type of wireless connection you wish.)

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**Does TRIOS remote option work with Share?**

Yes, you can use TRIOS remote option when using TRIOS Share, you just need to enable the "Show remote cursor" from the view options tab in the Splashtop session. For more information, please visit the Splashtop guide on 3shape.com/share.

**Can I install Unite on the PMS* PCs and benefit from the TRIOS Share solution?**

We don't recommend installing Unite on the PMS PCs, as the PC is an important part of the overall 3Shape system. It is the engine on which the software is run, and consequently, the software puts some requirements on the PC. To inform you and get you more acquainted access these overview documents: Minimum PC requirements for 3Shape software packages.

*PMS: Patient management system

**Is there a cap on how many scanners can be connected to the same WiFi?**

Each scanner requires between 80-90 Mbps of available bandwidth on the LAN network during the scanning session. You can connect multiple scanners to your wifi but the maximum number of simultaneous scanning at the same time depends on your wifi network and the number of access points you have available in your clinic. Please contact your IT support for more information about your WiFi network.

**What are the pros/cons of the scanning via screen mirroring solution?**

Pros:

- Scan and plan using the existing PCs
- No need for powerful scan PCs in all operatory rooms
- Cost-effective solution

Cons:

- Only one user can access Unite at any given time
- Only one scanning session at a time is possible
- Requires Splashtop subscription

**What are the pros/cons of the power-PC solution?**

Pros:

- All operatories can use and access the full suite of functionalities Unite provides at any time
- Scan & plan simultaneously from any operatories

Cons:

- More expensive solution

**We have more than one Wifi network in our clinic, can we still use TRIOS Share?**

Yes, you can but you need to consider that the TRIOS scanner and the scanning PC should always be connected to the same network. Splashtop Business Pro solution works both over the internet (if PMS PCs and scan PC are on different networks), or on the local network (if PMS PCs and scan PC are on the same network).

**What is the name of the Splashtop package?**

Splashtop business access Pro.

**How do we deal with the limitation of X-rays in the clinic? It blocks the WiFi there meaning if you have an access point in an X-ray room you will lose the connection.**

Our recommendation is to have a clear line of sight between the scanner and the access point, so the access points should be placed in a place close to the practice rooms. Please consult your IT technician to check the WiFi coverage in your practice.

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**What is the internet speed required for TRIOS Share?**

TRIOS Share works via the LAN/wireless network in the clinic, however, for the best user experience, we recommend following the network/internet requirements presented in the following table for different 3Shape solutions:

| | | TRIOS | Ortho System | Implant studio | Design Studio | Dental System | Dental Desktop |
|---|---|---|---|---|---|---|---|
| **Internet upload** [1] (Case communication with external partners and online services) | Minimum 5 Mbit/s | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| | Recommended 25 Mbit/s or faster | ✓+ | ✓+ | ✓+ | ✓+ | ✓+ | ✓+ |
| **Internet download** [1] (Case communication with external partners and online services) | Minimum 5 Mbit/s | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| | Recommended 25 Mbit/s or faster | ✓+ | ✓+ | ✓+ | ✓+ | ✓+ | ✓+ |
| **Internet network - wired** (Wired ethernet, Communication n-house between client and server) | Recommended 10000BASE-T (1 Gbit/s) | ✓+ | ✓+ | ✓+ | ✓+ | ✓+ | ✓+ |
| **Internal network - wireless** (Wired ethernet, Communication n-house between client and server) | Recommended 5Ghz 802.11AC (100-300 Mbit/s) | ✓ (2.3) | ✓ (2) | ✓ (2.3) | ✓ (2.3) | ✓ (3) | — (all units in a client-server setup must be wired) |

**Legend:**  ✓ - Sufficient     ✓+ - Recommended for improved performance (optional)     — - Not Sufficient

**User has to buy the Splashtop by themselves or they can also buy from 3Shape?**

Users need to create a Splashtop account by themselves and pay the subscription. Due to privacy measures, 3Shape cannot offer a Splashtop account or subscription to the users. Please follow the Splashtop setup guide for more information.

**In the Scanning via screen mirroring solution, if we add the 2nd scanning PC, will Splashtop automatically detect the 2nd Scan PC?**

No, you need to purchase the 2nd Splashtop account and log in manually on the 2nd scanning PC (Splashtop Streamer) and the PCs in the clinic rooms (Splashtop business access PRO) that you wish to work on.

**Is TRIOS Share should be installed preliminary during the customer onboarding or it can be enabled later?**

It is up to the clinic and the customer onboarding team, we can still onboard the customers with the TP-link connection and switch them to TRIOS Share (if their network adheres to the minimum requirements) at a later point.

**Do we recommend the windows system for TRIOS Share?**

3Shape Unite works only with the Windows OS, so the scanning PC should have Windows OS,  but the PMS computers in the practices can be with any type of Operating system. Splashtop application is available for Windows, Mac, iOS, and Android users.

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**Can we use Microsoft remote desktop instead of Splashtop?**

No, Microsoft remote desktop does not work with our TRIOS Software and it will not show the 3D rendering footage via the remote session.

**Is there any HIPPA concern when the scanning PC is in a room with other patients?**

There is a setting in Splashtop that you can blank the scanning PC screen when somebody is in a remote session with that PC, so no HIPPA concern!

**Does TRIOS Share replace TP-link or is it an additional option?**

It is an additional option for those clinics who want to benefit from TRIOS Share functionality. Users at any time can switch between the TP-link connection or the TRIOS Share connection on the scanner management page.

**Do we still able to share screens on bigger screens while using Splashtop?**

Yes, you can always connect the computer in your practice to the different screens in the room (on the wall, on the chair, etc), while using the Splashtop on that computer to show the workflow on those screens which provides both dentist and patient with better ergonomics.

**Is there any way we can locate the scanner to know in which room it is located?**

No, there is not such a feature on the scanner yet.

**Do we need a server in the TRIOS Share setup?**

Not necessarily, if you have only 1 scanning PC, you don't need a server, the server is required when you have more than 1 scanning PC in your clinic and want to store and manage all scan cases centrally.

**Can I connect the scanner to the access point that supports only 2.4 GHz?**

The scanner will perform best when using a 5GHz band, we don't recommend using the 2.4 GHz. Please consult your IT support to upgrade your access point or to enable the 5GHz band in the access point setting if available.

**What happens if the WiFi goes down?**

If the WiFi goes down in the clinic, it is always possible to plug in the TP-Link to the scanning PC and switch back to the TP-Link connection instead of TRIOS Share, in doing so, the clinic will be able to continue their workflow even without the WiFi.

**Is there an option to connect to TRIOS Share on the scanner management page?**

Yes, on the scanner management page, when you try to add a new scanner, if you choose the wireless connection, you have 2 options, connecting via TP-link or TRIOS Share.

**How many Splashtop subscriptions should we buy to benefit from the scanning via screen mirroring solution?**

If you have one scanner and one scanning PC in the clinic, you only need to buy one Splashtop subscription and log in to all PCs using that one Splashtop license.

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