

3SHAPE TRIOS 5

# How to set up your scanner



[practice.meetDandy.com](https://practice.meetDandy.com)

267-310-3332

[doctors@meetDandy.com](mailto:doctors@meetDandy.com)

---



# Thank you for choosing Dandy

Dr. Moeen Sheikh and team,  
Moeen Sheikh Dental P.C., NY

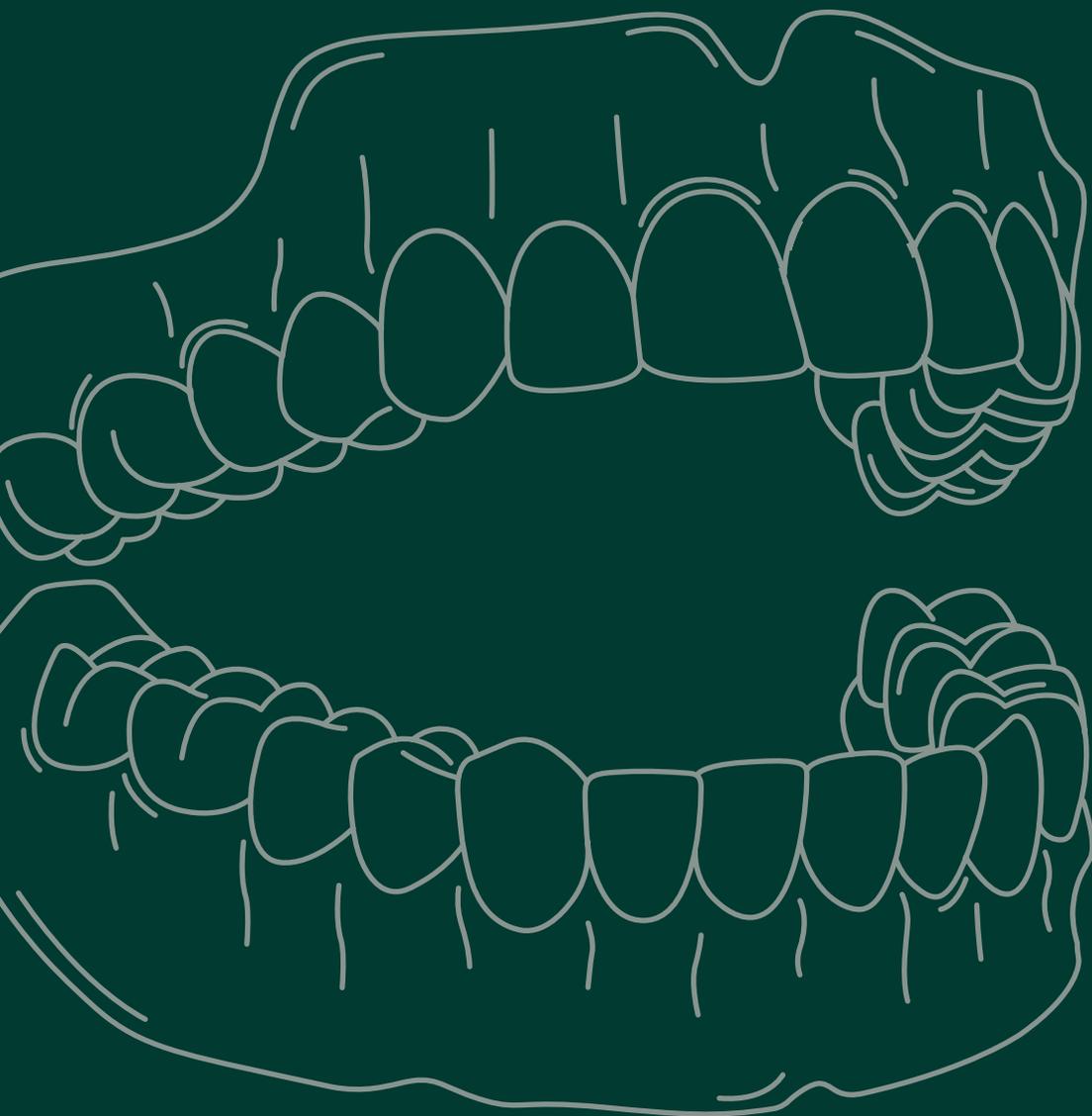
Our mission is to be the best partner your dental practice can have. We believe you deserve tools, technology, and support that seamlessly work together and drive better outcomes for your practice—and your patients.

We're honored you chose to partner with us and we look forward to working with you.

A handwritten signature in green ink that reads "Daniel Hanover".

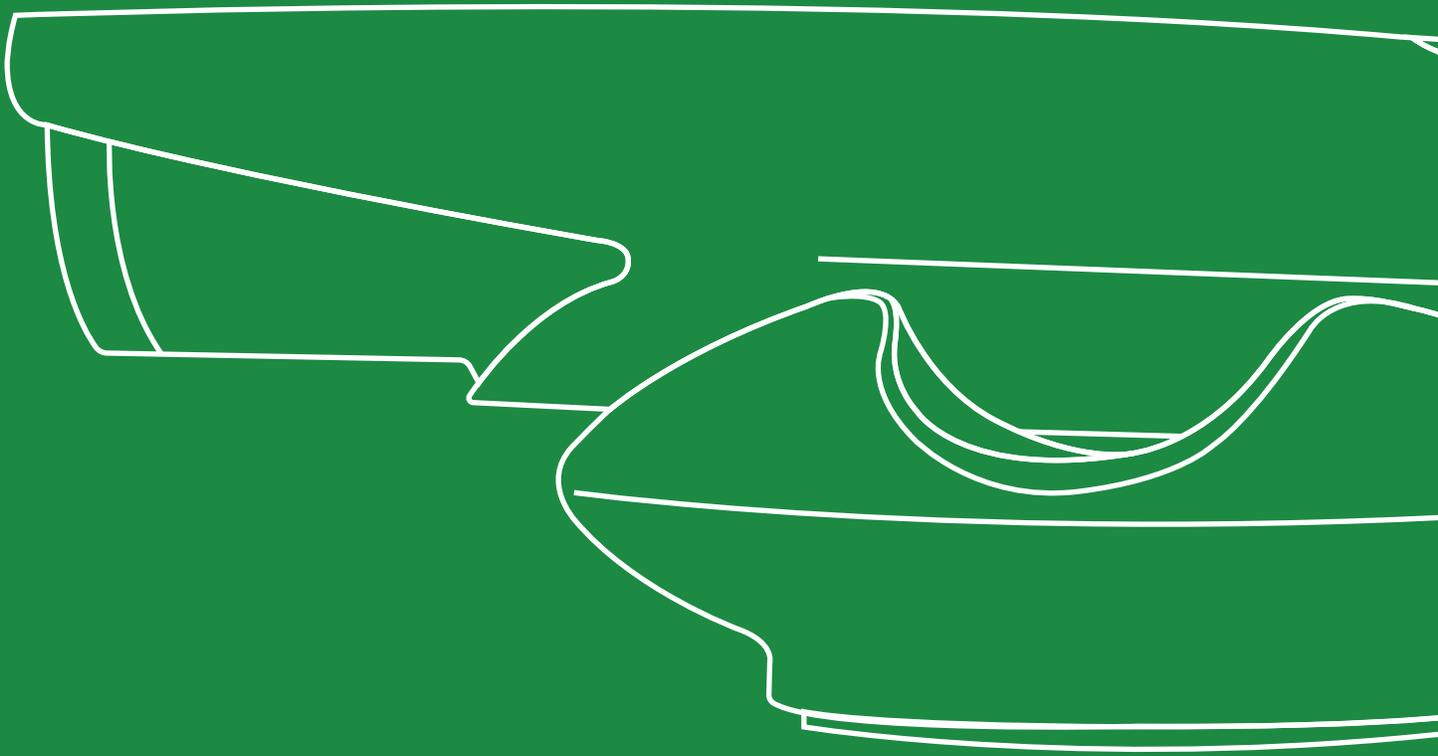
A handwritten signature in green ink that reads "Tomi Alosko".

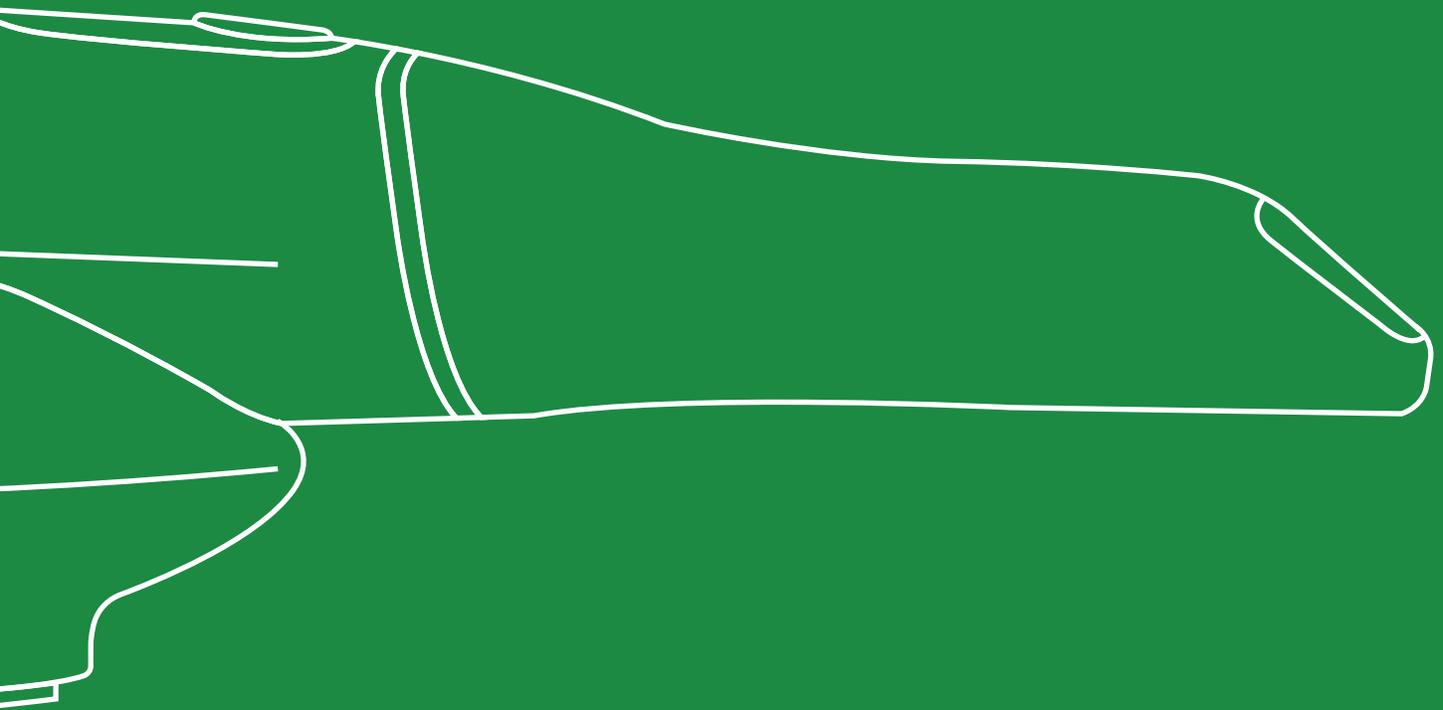
dandy



# Contents

- 8 Introduction
- 15 Set up your Doctor profile in the Dandy Portal
- 16 Set up your laptop and scanner, and software
- 18 Additional scanning resources & tips



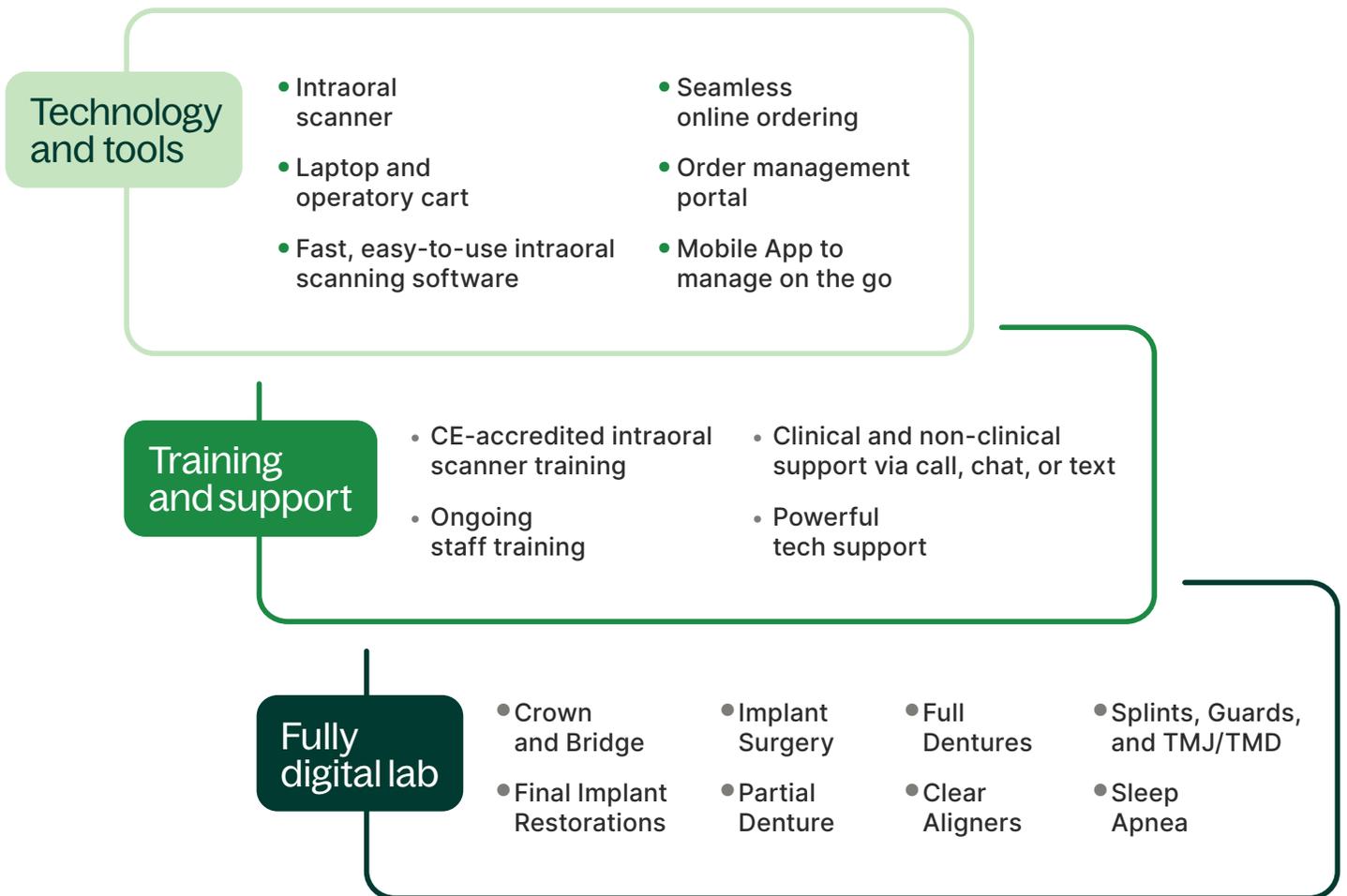


# Introduction

# More than a dental lab— a complete digital solution

Quality lab work is just the beginning. Dandy's end-to-end solution integrates the intraoral scanner, an industry-leading digital lab, and end-to-end support to make everyday easier. Everything is provided free of charge—the only thing you pay for are the restorations.

## Everything you need to go digital





Orders

- All 6
- Incomplete orders 2
- Needs order feedback
- New 2
- Fabrication
- In Transit 4
- Delivered
- Cancelled

Search	Order ID	Placed	In fab
Candance Luthe's Crowns 1, 2 a... Dr. TEST TEST	#123-615-316	Dec 20	Since
Brent Young's Crowns 15 Dr. TEST TEST	#123-842-832	Dec 20	Fab
14c22 Crown's Crown 30 Dr. TEST TEST	#49-941-618	Jan 31	Fab
Wendy (826)'s Crowns 8-10 Dr. TEST TEST	#123-651-846	Dec 20	Fab
Dante Bowman Dr. TEST TEST			
Dante Bowman, Sr's Crown... Dr. TEST TEST			
Wendy (8-826) Incomplete order - 3 y...			
Dante Bowman Inc...			

New order

# Dandy Portal

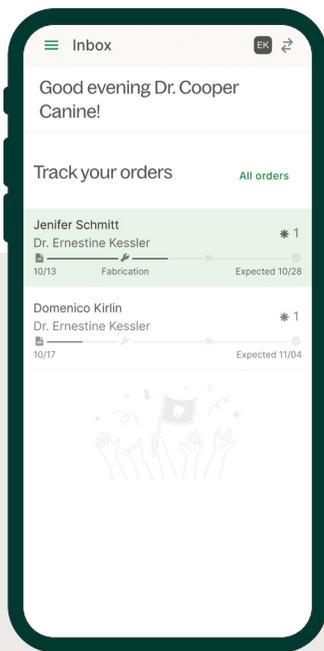
## All your lab work in one place

Manage your lab work from any computer with the Dandy Portal. Through this one portal, you can check case statuses, review and approve wax-ups, chat with your expert lab team, and so much more.

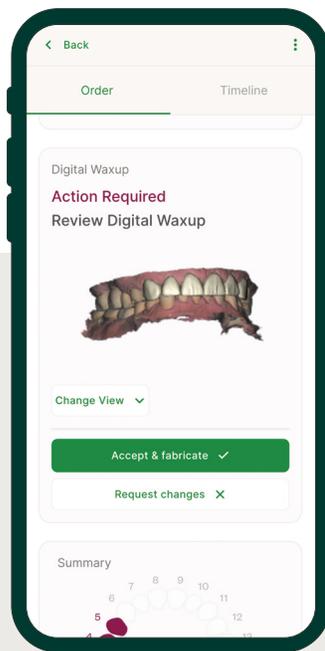
# Dandy Mobile App

## Manage your lab work from anywhere

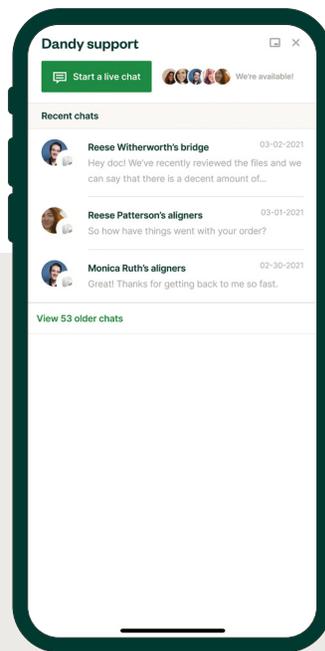
Our mobile app makes it easy to manage your lab work, even when you're away from your practice. Track and manage cases, chat with your lab team, review and approve digital wax-ups, add patient photos, and more.



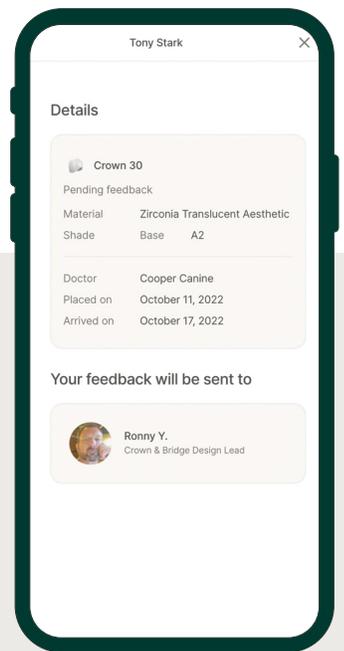
Track your cases on the go



Review digital wax-ups



Chat directly with an expert



Provide feedback to your lab team

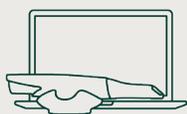


# Ongoing Support When You Need It

Dandy support resources are available to you and your team throughout the lifetime of the partnership - always at no additional cost. Here's an overview of the resources we offer.

## Live Scan Review

Hands-on support to help you deliver the highest quality scan.



## First Case Support

Hands-on support and scan coaching to ensure success of your first several cases.



## Help Center

Over 50 step-by-step instructional articles to help you learn & use Dandy Chairside to its full potential.

[TRYDandy.COM/HELP](https://TRYDandy.COM/HELP)

## Learning Center

Additional helpful articles, industry reports, customer stories, webinars, and more.

[TRYDandy.COM/LEARNING](https://TRYDandy.COM/LEARNING)

## ✓ Live Chat Support

Instant support, even when there's a patient in the chair.

## ✓ Call/Text/Email Support

Technical support & account support is always just a call/email text message away.

## ✓ Ongoing Training

Additional training - high-level and product-specific - at no cost.

## Dandy Support

 **Call / Text:**  
(267) 310-3332

 **Email:**  
doctors@meetDandy.com

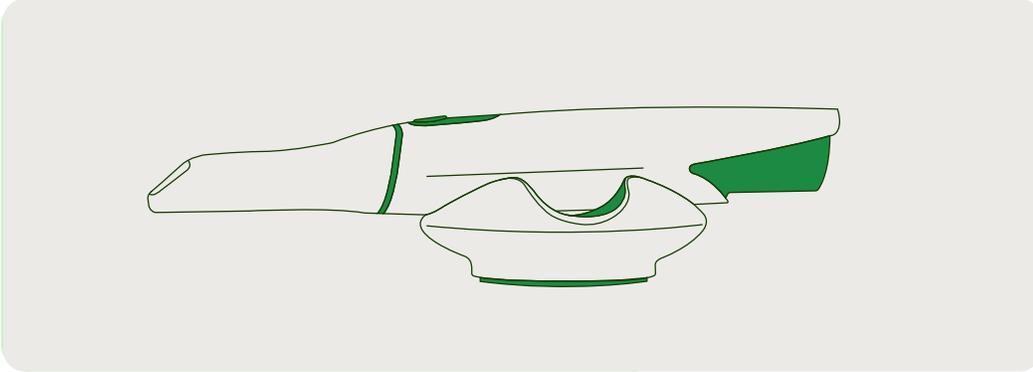
 **Chat:**  
Click "Start a Chat" in Dandy Chairside

 **Support Hours:**  
Mon - Fri | 8:00 AM - 10:00 PM ET  
Saturday | 9:00 AM - 4:00 PM ET

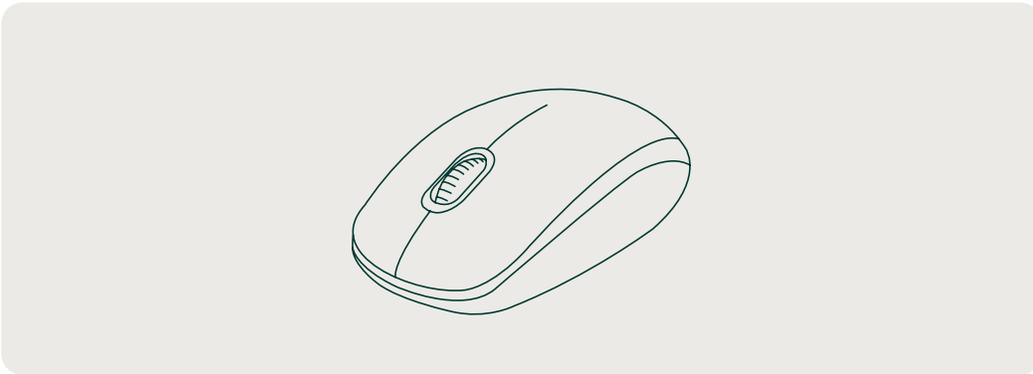
**Live Scan Review Hours:**  
Mon - Fri | 9:00 AM - 8:00 PM ET

# Setting up your laptop and scanner

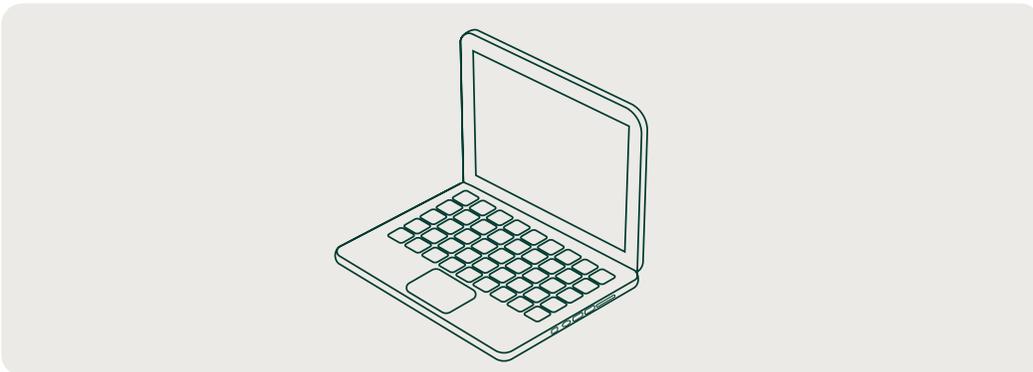
# What's Included



IN SCANNER BOX | 3SHAPE INTRAORAL SCANNER + CABLES



IN SCANNER BOX | MOUSE



IN DANDY BOX | LAPTOP + CABLES

---

Please keep your boxes. They might come in handy in the future.

## STEP 1

# Set up your Doctor profile in the Dandy Portal

Before setting up your scanner, look for an email from Dandy (doctors@meetDandy.com) titled "Welcome to Dandy! Here's how to get started."

Follow the instructions in the email to set up a Doctor profile with Dandy.

*Please note: this action should be completed by the Doctor first in order to ensure proper setup of the laptop and scanner. Office managers, Dental Assistants, Dental Hygienists and other staff members of the practice will be able to set up their own profiles in the Dandy Portal later.*

**dandy**

## Welcome to Dandy!

Get started by setting up your Dandy Portal account where you can track your equipment order and get a head start on your onboarding checklist.

### What's the Dandy Portal?

The Dandy Portal is your single source of truth for all your lab work. Manage your lab orders, check case statuses and delivery dates, get on-demand support, and so much more.

Use the verification code below to log in and begin creating your practice profile.

### Dandy verification code

This code is unique to your practice and ensures that your account is secure.

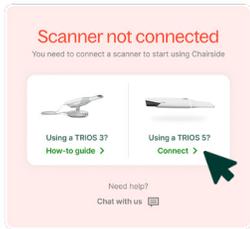
[verification code]

Set up my Dandy portal

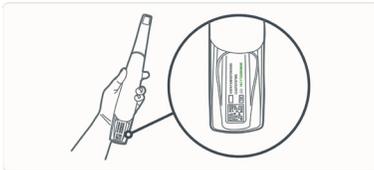
## Set up your laptop and scanner

1. Connect your battery charger power cable (5) with your battery charger (1) and plug the charger into an outlet
2. Remove the protective tape from the contacts on your batteries (2)
3. Begin charging two of your batteries (2) in the now connected Battery Charger (1). The remaining battery should have enough power to connect your scanner, but you will want to allow your batteries to fully charge before scanning a patient.
  - The batteries have 5 small led lights, when all 5 led lights on the battery are illuminated the battery is fully charged
4. Remove the scanner pod (6) and place it in your workspace
5. Remove your scanner Wand (4) and place it in your pod (6)
6. Connect the TP link wireless adapter (9) with one of the USB ports on your laptop
  - Practice can connect this with the included USB hub
7. Restart the laptop after connecting the TP link a USB port. Ensure the small green dongle is also connected via USB.
8. Open **Chairside** 

9. In Dandy Chairside, navigate to the 'Using a TRIOS 5? Connect' option



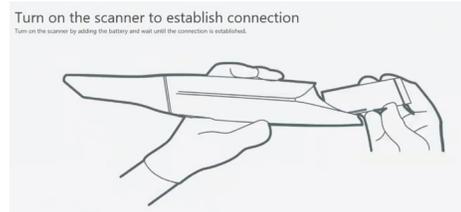
10. Input your scanner's serial number (preceded by SN) and an office name for your scanner. From the Settings menu select **TRIOS**



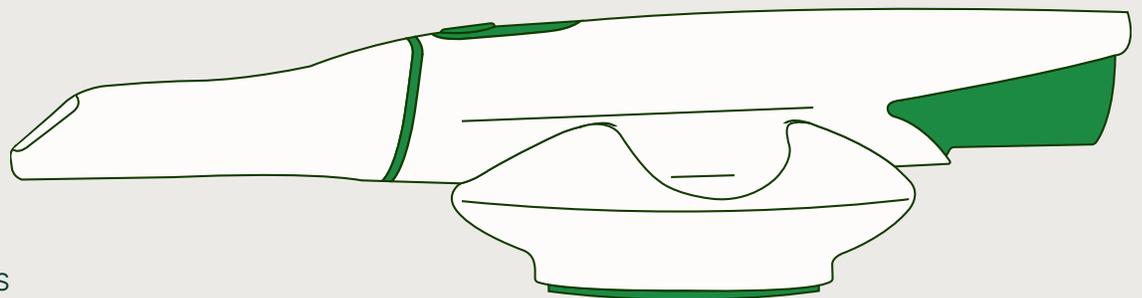
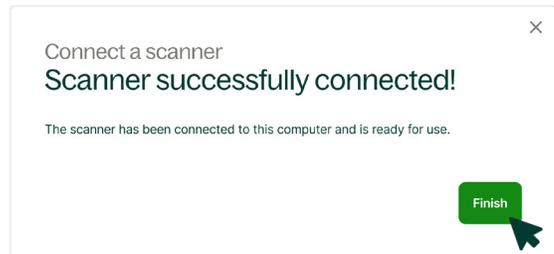
11. Press **Continue**



12. Remove one of the batteries (2) from the charger (1) and insert it into the scanner wand base



13. The TRIOS 5 should now show as your **Selected** scanner



## STEP 3

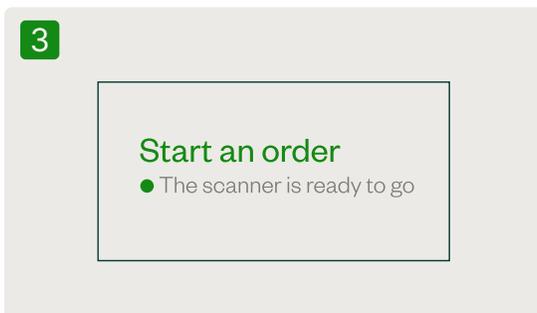
# Set up Chairside software



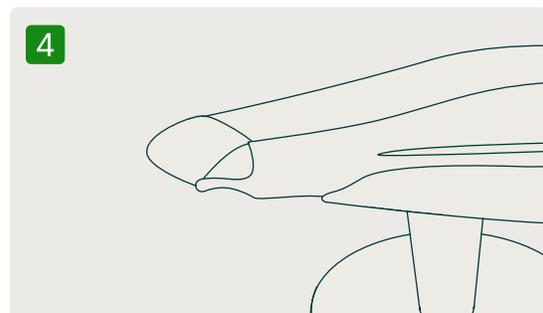
On your laptop, double-click the Dandy Chairside icon to open it.



Select the Doctor profile that you previously set up in the Dandy Portal.



Check that the scanner is set up and connected by looking for the green light indicator.



Sterilize the scanner and tips. Do **not** use CaviCide wipes on mirror tips.



For best practices on **scanner sterilization**, please review this [Sterilization Guide](#).

dandy



# Get ready for training

Our live virtual training is recommended for everyone in the practice who plans on using the scanner. **All steps for self-guided setup should be completed at least 48 hours in advance of your training date.** Staff members who attend live are eligible to receive 2 CE credits.

## Overview

The training is focused on ensuring you and your staff are confident in scanning and submitting cases to Dandy. We'll cover:

- ✓ Scanning workflows for crown & bridge cases
- ✓ Scanning technique and best practices
- ✓ Scanning practice and coaching for each individual
- ✓ Introducing Dandy support and additional resources

It is important that these steps are completed at least 48 hours before your scheduled training date.

We suggest setting up the equipment in an operator at the office as the second half of training includes practicing scanning on staff members.

It is important that all equipment is set up ahead of your training. For video tutorials on how to set up your Dandy equipment, sign into the Portal: [practice.meetDandy.com](https://practice.meetDandy.com)



# Additional scanning resources and tips

Now that your equipment is set up, you and your staff can practice scanning each other ahead of your first patient! Use Wellness Scans in the Chairside software to practice full arch scanning.

We encourage you to review our latest resources so that you can master digital workflows for great patient experiences and practice efficiency.

Great restorations start with great scans. Scans with jagged interproximal contacts can lead to bulkier designs, while unclear margins make it harder to design restorations that seat perfectly. Both issues lead to more chairside adjustments for you and your patient, which we want to avoid at all costs.

Our team has identified the best techniques for ensuring great scan quality. Please read more about:

- ✓ Margin Scanning
- ✓ Retraction Techniques
- ✓ Interproximal Scanning
- ✓ Prep Styles

Head to [meetDandy.com/scanning](https://meetDandy.com/scanning) and review all of our latest resources to ensure consistent, high-quality restorations every time.



We are excited to partner with you and help your practice go digital with Dandy!



**dandy**

# Looking for more help?

All of the steps and information in this guide have accompanying video tutorials that can be found in the Dandy Portal!

## **Still have questions?**

We're just a chat, call, text, or email away.

[practice.meetDandy.com](https://practice.meetDandy.com)

267-310-3332

[doctors@meetDandy.com](mailto:doctors@meetDandy.com)

---