3M™ Mobile True Definition Scanner | FAQs

Product Description

What is the 3M™ Mobile True Definition Scanner?

3M Mobile True Def Scanner is the first intraoral scanner that operates solely on a tablet. The scanner creates digital impressions for restorative dentistry.

What are the indications for the Mobile True Definition Scanner?

The Mobile True Definition Scanner is an optical impression system used to record the topographical characteristics of the dentition and/or full arch and preparation areas (including features such as implant scan locators fixtures, braces, brackets, etc.). In addition, it can record the topographical characteristics of the oral anatomy (such as soft tissue, gingivae and palate). The three-dimensional (3D) model generated from the scan may be further used for the design and manufacturing of dental restorations including implant supported prostheses and partial frameworks and can be used to design and manufacture physical models of the teeth. It may also be used to create orthodontic appliances, retainers and accessories.

General

What is included in the 3M Mobile True Def System purchase?

What is received depends on the system purchased. The standard Mobile True Def System includes the tablet with an integrated VESA mount and carrier, tablet power supply, a scanning wand, an isolation transformer power supply cord, consumable kit, a disinfection bottle, cord bundler and 3D glasses.
What is different between the 3M™ Mobile True Def Scanner and the 3M™ True Definition Scanner (cart)?

Both 3M Scanners are portable, however the 3M Mobile True Def System’s compact design enables the freedom to more easily move between operatories. Additional information can be found in the Technical Specifications for each scanner at www.3m.com/TrueDef. Both scanners utilize the same wand and software to capture precision digital impressions and offer the same scanning experience.

Can you use the 3M Mobile True Definition Scanner for orthodontic cases?

The Mobile True Def Scanner is indicated for use in orthodontic cases. Based on information gathered to date, the 3M Mobile True Def Scanner can store 10 full arch patient scans assuming the most conservative 7 minute maximum to acquire a single dental arch (upper or lower). The limitation for an orthodontic practice may be related to the battery: approximately 20 minutes of active scanning would need to be followed by 3 hours of idle time (equivalent to 3-4 scans).

Can you use the 3M™ Mobile True Definition Scanner for Invisalign® or Incognito™?

The Mobile True Def Scanner is indicated for use with Invisalign and Incognito.

What is involved in uploading scans? Will scan uploads times change with the Mobile True Def Scanner?

Uploading contains two components: the final reconstruction and the secure transmission to the 3M™ Connection Center. In general, the Mobile True Def Scanner may require as much as twice the time as the cart system to reconstruct and upload a scan to the laboratory. The cart, with its full size workstation, can perform the reconstruction faster. The actual wireless transmission time is the same for both 3M Scanners.

Because uploading is very computing intensive, the Mobile True Def Scanner must be plugged in order to upload cases. The Mobile True Def Scanner is equivalent in upload performance to the cart when using a local design station and chairside mill.

It is important to note that scan upload time is a function of network performance. Additionally, scan uploads on both scanners will not occur if the system is scanning.
Can you use a stylus with the 3M™ Mobile True Def System tablet?

Yes, a stylus can be used with the Mobile True Def Scanner, however, styluses were not tested for disinfection. If customers plan to use a stylus they should call Customer Care to activate the single touch controls for the Mobile True Def Scanner. Styluses are not sold by 3M.

Can you use the 3M™ True Definition Scanner (cart) wand with the 3M Mobile True Def Scanner?

Yes, the wand from the cart can be used with the Mobile True Def System with the addition of a quick disconnect for the wand. Current wands will plug directly into the Mobile True Def System without modification, however, changes to support a quick disconnect feature requires a changing of the wand’s plastic clamshell. This simple kit is available from your 3M service team by calling 800-634-2249 in the U.S. or contact your local 3M representative outside the U.S.

What are the Wi-Fi requirements for the Mobile True Def System?

The Wi-Fi requirements for the Mobile True Def Scanner are the same as the True Def Scanner (cart). Please reference the Technical Specifications at www.3m.com/TrueDef for additional details. Facilities such as Universities or public hospitals with computer systems and networks with firewalls usually require the assistance of IT and the 3M Mobile True Definition Scanner Technical Specifications.

I have a True Def System (cart) and want to purchase a Mobile True Def System. Can I see a patient case on either device?

Patient data is stored in the cloud and intended to be viewed in the cloud. Customers are only able to see cases on the specific device used to scan the patient. Users can log in to the 3M™ Connection Center if patient cases from the True Def System (cart) or Mobile True Def System need to be viewed from a single location.
Can the 3M™ Mobile True Definition System be left on safely overnight to finish uploading cases scanned during the day?

Yes, it is safe to leave the 3M scanner on overnight to finish uploading cases. Users have the option to shut down immediately or after processing. The computer will stay on until the cases upload and then shut itself off automatically. This is helpful, for instance, when customers want to turn the system off for the weekend, but do not want to wait for the system to upload cases before they can leave the office.

Will the 3M™ Mobile True Def Scanner enter sleep mode if left overnight?

Yes, the 3M Scanner will sleep to conserve battery, but it will upload even if it is in sleep mode.

Should the Mobile True Def Scanner be turned off or powered down at any point?

The 3M Scanner should be treated no differently than any other consumer device and powered down periodically. As a best practice, customers should plug in the scanner and upload cases before powering down.

I want to keep their 3M True Definition Scanner (cart) and purchase a Mobile True Def System. Will 3M continue to support the True Def Scanner (cart)?

Yes, 3M will continue to add 3M™ True Definition Scanner features and invest in the software platform.

Will one data plan work with both scanners?

The data plan is tied to a specific scanner (versus the wand), therefore, a plan will be required for each scanner that is purchased.
Does the 3M™ Mobile True Def System use powder?

The Mobile True Def System uses a high resolution scanning spray to deliver high accuracy by creating a surface map of the teeth. This 10- to 15- second process delivers a clinically proven fit rate of 99.7% for dental restorations (see Accuracy Studies at 3M.com/TrueDef).

Does the Mobile True Def System require different disinfection procedures?

The cleaning and disinfection protocol for the 3M™ True Definition wand remains the same. New directives from the FDA require validation on the cleaning and disinfecting of the surface and carrier. Refer to the True Definition User Manual for instructions.

Can I install third party apps on the 3M Mobile True Def Scanner?

No, the Mobile True Def System is a regulated medical device and has not been tested with third party software.

Are Trusted Connections available on the Mobile True Def Scanner?

The Trusted Connections are dependent on the data plan, not the equipment.

Do I need to be concerned about filling up the internal memory disk?

A typical dental user will scan less than ten 14-minute full mouth scans in a day. Therefore, filling up the internal memory disk is only a concern if the 3M Scanner is unable to upload its scan files for an extended period of usage.

Are the tutorial videos available for me to view prior to training?

Yes, the tutorial videos will download to the 3M Scanner as soon as it is connected to Wi-Fi.
Will 3M authorized channel partners provide setup and installation support?

Depending on local regulations, it is not necessary to have an on-site technician available to assist with setup and installation. A Setup and Installation Guide is provided with each 3M™ Mobile True Definition Scanner. Users in the beta were able to unbox and scan in less than an hour if they had their WiFi password and have already been trained in scanning. Channel is available to assist with installation, if necessary.

Is the Mobile True Def Scanner equipped with TeamViewer so that the 3M Service Center can provide remote access for troubleshooting?

Yes, the 3M Scanner is equipped with TeamViewer to assist customers with troubleshooting the system, if necessary.

Does the Mobile True Def Scanner include a travel case for transferring the system outside the dental office?

No.

Does the 3M™ True Definition Scanner (cart) and Mobile True Def Scanner use the same software?

Yes, both systems use the same software to capture high speed video data.

Can I purchase a Microsoft Surface tablet without the carrier unit and download the True Definition software onto the tablet?

No, the 3M Mobile True Definition Scanner is sold as a system and is considered a regulated medical device by governmental authorities.
Battery Life

Does the 3M™ Mobile True Def Scanner need to be charged before the first use?

The 3M scanner is shipped from the manufacturer fully charged, however, it is not guaranteed to be fully charged when unpacked for first use.

How long will the battery charge last on the Mobile True Def Scanner?

The Mobile True Def System is capable of scanning multiple cases on a fully charged battery. The number of cases will vary depending on the amount of idle time spent on battery prior to scanning. It will also vary depending on the duration of the scanning time of a case.

In general, the system can be expected to acquire two full arch scans or four quadrant scans on a fully charged battery.

To ensure sufficient battery charge to complete a scan, customers should plug their system into the power connection and recharge the battery between cases. The purchase of additional isolation transformers and power supply components for dental chairs in multiple operatories is recommended so that clinicians can scan while the 3M Scanner is plugged in.

It is important to note that no beta users encountered issues with battery life.

How long does it take to fully charge the 3M Mobile True Definition Scanner?

If the battery is dead, the 3M Scanner takes approximately two hours to charge the device to 80% battery and four hours to charge the device to 100% battery.

Does the battery need to be empty to recharge?

No, the battery on the 3M™ Mobile True Def System does not need to be empty or low in order to safely recharge.
Can I use an external battery pack to extend the battery life?

No, external battery packs and other third party accessories have not been tested with the 3M™ Mobile True Definition Scanner.

How will I know if the battery is low?

The Mobile True Def System includes a battery status icon located at the bottom right corner of the screen. Pressing the battery icon will give a battery charge percent level. The battery level needs to be at least 15% for users to scan. Once the battery drops below 5%, a scan will be interrupted with a message indicating that the power cable should be reconnected.

The software will attempt to protect the user from initiating a scan with insufficient battery, however if the battery were to expire during a case the user would need to wait for the system to power back up to a minimum 15% and customers would have an option to take a conventional impression. The system will not upload cases on battery to conserve its power for scanning.

3M Mobile True Definition System Accessories

How do I order mounting accessories for the Mobile True Def System?

Many mounting options can be ordered directly from your 3M authorized channel partner, most local office supply stores or by contacting International Office Products at 1-800-524-2744 in the U.S.

How can I order additional isolation transformer power supply cords for their operatories?

Additional isolation transformers can be purchased through 3M authorized channel partners.

Do I need a qualified installer to fit the chair accessories? Will installation invalidate the dental chair manufacturer warranty?

There is no obligation to use the mounting accessories with the 3M™ Mobile True Def System. Please check with your dental chair manufacturer to see if qualified installation is required and to verify the status of your warranty if a mounting system is added.
Warranty

What is included in the Mobile True Definition Warranty?

In the U.S. the Mobile True Def Scanner and accessories included with the 3M Scanner purchase are warrantied for one year from the time of installation for faults under normal usage. Misuse such as screen breakage is not covered. The screen was designed such that when used under normal conditions screen cracks are minimized.

Is there an extended warranty? What does the extended warranty for the Mobile True Def include?

Yes, after year one, an extended warranty is available. The service agreement/extended warranty includes parts, labor, shipping and travel.