

3Shape TRIOS 3

Frequently Asked Questions



Introduction to 3Shape TRIOS 3

What is 3Shape TRIOS 3?

3Shape TRIOS 3 is an award-winning 3Shape scanner that has been trusted by tens of thousands of dentists since 2015. TRIOS scanners are well-researched, with over 250+ peer-reviewed studies across the portfolio.

TRIOS 3 is easy, fast, and reliable. Since its initial launch, we have updated the design and pod. It is now available in Twilight Titanium color and is fully powered by PC due to USB-C connectivity.

Together with our open platform, 3Shape Unite, you can tailor digital dentistry based on your needs and collaborate with one of our 25.000+ partners. With 3D scans in realistic colors and 3Shape Engagement Apps, TRIOS 3 gives you many ways to engage with your patients.

Is TRIOS 3 also available in a wireless configuration?

Yes.

How many tips are included in the TRIOS 3 box?

In the box you will receive 5 scanning tips and one scanner protection tip.

How big are TRIOS 3 tips? Do they come in different sizes?

We have only one tip size and it has the following HWL dimensions: 20 x 20.5 x 96 mm.

Are TRIOS 3 scans accepted for Invisalign?

Yes. TRIOS 3 is the only TRIOS scanner that can send scans to Invisalign.

Does TRIOS 3 have a mandatory subscription?

No. Every new TRIOS scanner currently comes with a complimentary TRIOS Care for the first year. TRIOS Care is a

full coverage service plan that includes personalized onboarding programs, a 5-year warranty, express replacement, 10TB cloud storage, and more.

After the first year, you can continue with TRIOS Care or switch to TRIOS Only; a basic, scan-ready service agreement. Learn more about TRIOS Care [here](#).

What is the difference between the TRIOS 3 (2024) and previous version?

TRIOS 3 (2024) has been updated and is available in a new color, Twilight Titanium. Additionally, we have simplified the setup with an improved TRIOS 3 Pod and cabling.

TRIOS 3 (2024) is fully powered by PC as we have introduced a USB-C connection. Additionally, the TRIOS 3 Pod is 10% smaller and 30% lighter than the previous one. The LED light on the Pod improves user guidance, indicating if the scanner has sufficient power.

What is the difference between TRIOS 3 and TRIOS Core?

With TRIOS 3 you can easily engage patients in the treatment and increase case acceptance with 3Shape Engagement apps, send cases to Invisalign and add Move+ for a more flexible setup. Additionally, TRIOS 3 is fully integrated with PMS' available in the Unite Store.

What do the different lights on TRIOS 3 Pod mean?

LED light on TRIOS 3 Pod gives you guidance if your TRIOS 3 has sufficient power and is ready to be used. Depending on the status you will see either a stable or blinking green or blue light.

Color	Meaning
Green	Ready for use.
Blue	Insufficient power, try another USB-C port on your PC.
Blinking green	Waiting for connection to the PC or scanner

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Blinking blue	Error, remove USB-C cable from the PC and the Pod and reconnect it according to instructions.
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Scanner configuration

Which configurations are available with TRIOS 3?

TRIOS 3 supports all available configurations: Pod, Move+, Move, and Cart.

Can Move+ be added to an existing TRIOS 3 pod setup?

Yes, Move+ is an accessory for your TRIOS scanner. Contact your reseller for more information on how to buy and set up Move+ with your TRIOS 3 scanner.

Are there any PC requirements that I need to be aware of?

TRIOS 3 doesn't need external power supply as it draws power from the PC and/or Move+. It is compatible with 3Shape recommended laptops.

If 3Shape PCs are not available to you, we suggest buying a PC with equivalent specifications and a minimum USB-C power output of 15W. All third-party IT equipment must be IEC 62368-1 or IEC 60950-1 certified. Ask your reseller for more information regarding 3Shape laptops.

Is TRIOS 3 compatible with Mac computers?

No, TRIOS scanners and other 3Shape products operate on a Windows system.

Get the most out of your TRIOS 3 with 3Shape Unite

What is 3Shape Unite?

An open platform, 3Shape Unite lets you tailor digital dentistry based on your needs, whether that's scanning and sending to lab, doing in-house dentistry with 3Shape or other partner apps, or a combination of the two.

Which labs and partners can I collaborate with in 3Shape Unite?

3Shape Unite Store lets you effortlessly expand your work and easily find the right partner to work with among the thousands of apps.

There are over 25,000 3Shape labs, 40+ PMS systems and 100+ world-class partners for clear aligners, 3D printing and milling, patient management, design services and more. You can find them in the Unite Store or 3Shape Unite Cloud and connect with one click.