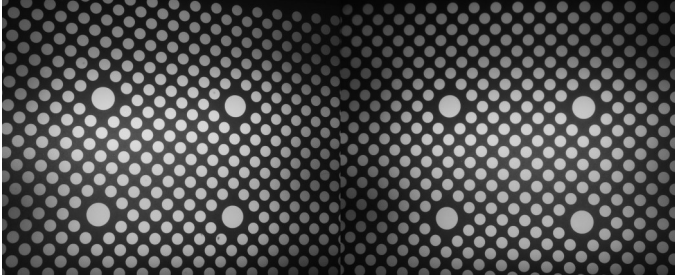Tupel Ltd.

First Time User Errors to Avoid
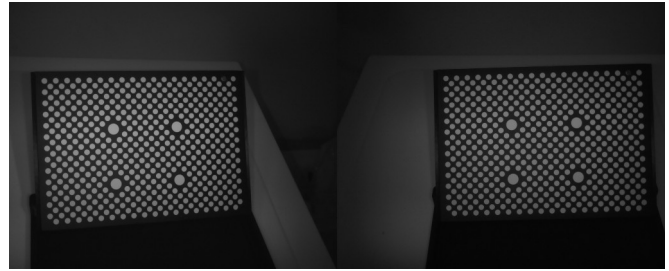
16th Feb 2024

When you have your scanner up and running, please avoid these common errors…

1). CALIBRATING TOO FAR AWAY

This is the correct calibration distance   **This is the wrong calibration distance**

When calibrating, you MUST capture dots right to the edge of the images, so the cameras can be calibrated right to the edge. If you do not, the post scan may never finish because accurate data can never be collected.
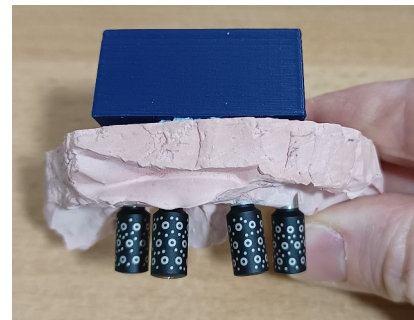
Its OK to let the small dots go off the screen, so long as the 4 big dots remain in shot in both cameras.

2). SCANNING POSTS UPSIDE DOWN

Posts must be the right way up for a lower jaw!   **Posts must be upside down for an upper jaw!**

The scanner must see the posts in the expected orientation, else they will not be detected.

(If you want to detect an upper jaw from a model on your desk you can turn the camera upside down)!

3). SCANNING FROM ABOVE

These posts will not be detected

If the posts are scanned from a steep angle they can not be seen, try to scan head on. This error is most common when scanning models on a desk.

4). SCANNING FROM TOO FAR OR TOO CLOSE, OR NOT GETTING A GOOD VIEW OF EACH POST.

Scan with 7cm (~3 inches) between the front of the camera and the **front** post. There is only a few cm of range, so its important to practice finding this sweet spot naturally.

Remember: to capture a post, both cameras must be able to see it at the same time, and for a few frames.

5). LEARN HOW TO MERGE SCANS, IN CASE YOUR PATIENTS MOUTH IS CROWDED.

If you have a patient with 5 or more implants to scan, you may be able to scan them in one go, but its worth knowing how to do 2 scans and merge – just in case the posts shadow each other too much. See our training video for a full run through.

6). DON'T AUTOCLAVE THE POST HOLDER.

This style of post holder will melt!

An autoclave proof holder is coming soon.

7). SLOW COMPUTERS

Modern fast computer CPUs capture posts more quickly, probably 2-3 times faster than a good laptop from 4 years ago, and so can give you and your patient a better experience.

Our buying advice:
The number of "CPU cores" makes the most difference. Buy a laptop with at least 8 CPU cores, this could give you 2x faster scanning. 8+ cores are common on the fastest modern CPUs.

High performance GPUs are not advantageous for our software, but may help your intra-oral scanner.

Example: ASUS Vivobook Pro 15 M6500RE Laptop, AMD Ryzen 9 6900HX up to 4.9GHz, 16GB RAM, 1TB PCIe SSD, 15.6" Full HD IPS, NVIDIA GeForce RTX 3050 Ti, Windows 11 Home, Silver, (£900 from Ebuyer).

For the latest trouble shooting advice, please check

www.tupel3d.co.uk