

AS ScanPro

Version 1.0.42.5

Instruction Manual



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1 Introduction

AS ScanPro is sophisticated software tailored to work seamlessly with intraoral scanners, enhancing the digital workflow within dental practices. Its integration with AS Connect ensures a cohesive workflow, facilitating optimal utilization of digital technologies in dental practices. This user manual provides a comprehensive guide to utilizing AS ScanPro efficiently, empowering dental professionals to acquire precise 3D models. This manual applies to AS ScanPro version 1.0.42.5.

1.1 Key features

AS ScanPro offers two efficient modes for acquiring high-quality 3D models:

- **Partial arch scan**

This mode allows users to scan multiple teeth within the preparation area on both upper and lower jaws, accompanied by buccal bite registration. It captures precise details essential for specific dental procedures, ensuring accuracy and reliability.

- **Full arch scan**

AS ScanPro facilitates comprehensive scanning of the entire upper and lower jaws, including buccal bite registration. This mode provides a holistic view of dental anatomy, enabling thorough examination and treatment planning.

1.2 Integration with AS Connect

AS ScanPro integrates seamlessly with AS Connect, a comprehensive platform for managing patient cases and orders. This integration streamlines the digital workflow, enabling users to initiate scans directly from AS Connect and efficiently manage scanned cases within a unified ecosystem.

By combining advanced scanning capabilities with integration with AS Connect, AS ScanPro offers users a streamlined and intuitive experience. Dental professionals can

seamlessly transition from acquiring 3D models to managing cases, optimizing efficiency and productivity in dental practices.

1.3 Quick start guide

Follow these simple steps to scan your first case with AS ScanPro:

1. Create and launch in one click

In the cases panel, click **Quick Scan**. A new case is created automatically and AS ScanPro launches right away — the case name is generated by the system.

2. Scan

Scan the upper and lower jaws in turn.

Scan the buccal bite to align the upper and lower models accurately.

After scanning, edit and analyze the 3D model and make any adjustments as needed.

3. Refine

Use the built-in tools to refine the acquired 3D model.

Check the refined result with the various viewing tools to ensure the model is complete

4. Finish

Save the scan result to conclude the scanning process.

5. Add case details (optional)

After scanning, you can rename the case and add patient information (such as name, contact details, birth date, gender, and notes).

- To set up a dedicated record for the patient, select Create patient account. When selected, the phone number becomes a required field.

2 Scanning process and detailed scan features

2.1 Creating a new case

This section explains in detail how to create a new case in the software. Whether you are starting with a new patient or using existing patient information from your library, AS ScanPro keeps the process simple. Follow these steps to ensure accurate data entry.

Steps to create a new case

AS ScanPro offers two ways to create a case: for a new patient, or from an existing patient.

Option A — New patient

1. Start a new case

Select Cases in the navigation menu.

Locate and click New case.

2. Enter patient details

Type the patient's name directly into the designated field, then click OK to finalize the new patient profile.

The case name is generated automatically from the patient details and appears in the designated field.

3. Confirm the case

Once all details are entered correctly, click Create to confirm and save the new case.

The case is now officially created in the system, and you can proceed with further diagnostics or treatment planning.

Option B — Existing patient

1. Find the patient

Select Patients in the navigation menu.

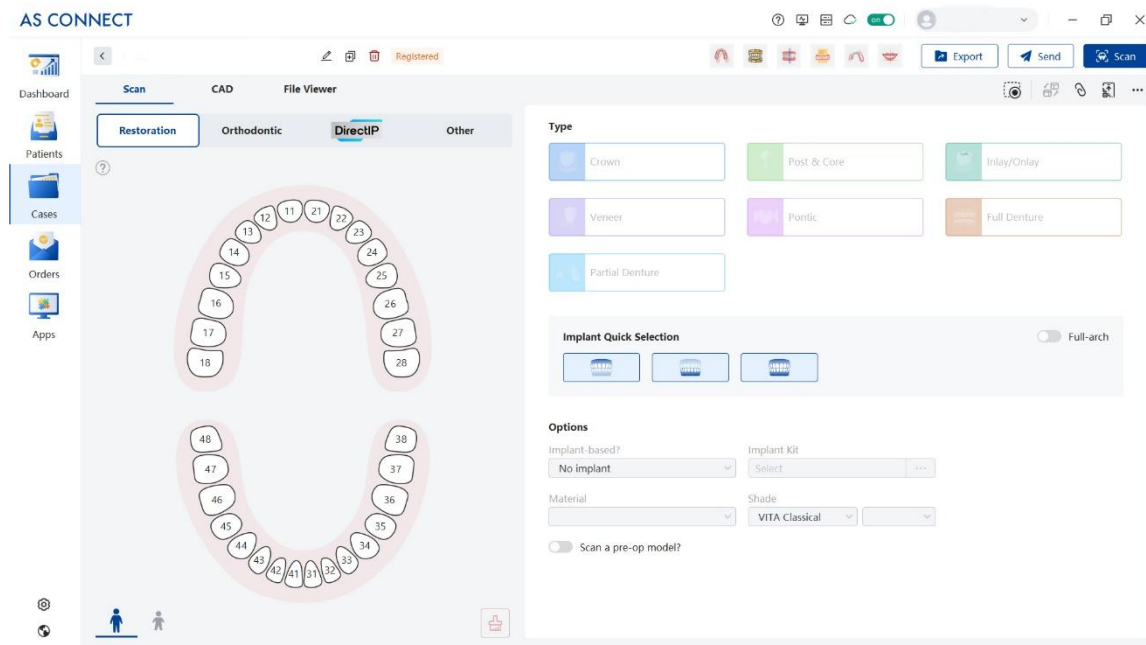
Type keywords from the patient's name into the search bar to locate them quickly. If the patient is not found, you can create a new patient entry.

2. Start scanning

On the patient's page, choose **Quick Scan** or **New Case** to begin scanning.

2.2 Introduction to AS Connect case detail page

This section covers the AS Connect Case Detail Page, a key part of the software workflow. Here, you can select the treatment type that matches each clinical need: Restoration, Orthodontic, DirectIP, or Other.



Selecting treatment type:

On the **Scan** tab, choose the type of treatment plan you need:

- **Restoration:** comprehensive solutions for reconstructive and implant procedures.
- **Orthodontic:** for alignment corrections.
- **DirectIP:** the DirectIP scanning workflow, for fully edentulous arches.
- **Other:** for miscellaneous dental procedures.

Restoration option details:

Under the Restoration category, several options allow detailed planning and customization:

Tooth selection

Choose between permanent or deciduous teeth on the arch diagram.

Click a tooth on the arch diagram to open the restoration options for that position.

Restoration types

Each tooth can be assigned one of several restoration types: crown, inlay-core, inlay/onlay, veneer, pontic, full denture, or partial denture.

Sub-options

Implant-based: for restorations that require implants. Selecting this displays the Implant Kit menu.

Implant Kit: the kit used for the implant procedure — select the Brand, Platform, and Scanbody in turn.

Post&Core: to enable, go to Restoration, choose Any Tooth, select Crown, then check the Post&Core option.

Material: the material to be used for the restoration.

Shade: the color chosen to match the patient's other teeth.

Implant quick selection

Rapidly select implants for the upper, lower, or full jaw.

Clear All deselects everything in one step.

For a full-arch implant case, turn on the Full-arch toggle to enable the dedicated full-arch workflow, optimized for scanning and designing full-arch cases.

Pre-op scanning option

After choosing the restoration type, decide whether to scan a pre-op model. Choosing to scan starts the pre-op scanning workflow; choosing not to proceeds with the basic scanning workflow.

DirectIP

DirectIP is intended for implant restorations on fully edentulous arches, capturing the position of multiple implants through DirectIP scanbodies. To set it up:

1. Select the tooth positions: click the implant positions on the arch diagram (selected positions are highlighted in blue).
2. Select the Implant Kit: in the right-hand panel, choose the Brand, Platform, and Scanbody in turn. Use the Library / Favorite / Recent tabs to find items quickly, or

click Compatibility List to verify compatibility. Your selections appear in the Selected area.

3. (Optional) Scan a provisional prosthesis: to capture a provisional prosthesis, switch on the Scan Provisional Prosthesis toggle at the bottom of the panel.

Simpler selection for Orthodontic and Other

Selecting Orthodontic or Other is straightforward — simply choose the type required for the specific treatment.

Tooth Editing and Shortcuts

On the arch diagram, you can select, copy, paste, and delete tooth positions quickly using the right-click menu or keyboard shortcuts.

Mouse actions

- **Create a bridge:** selecting adjacent teeth may show a blue circle indicating a possible bridge connection; click the circle to confirm the bridge.
- **Right-click menu:** right-click a selected tooth to access deletion and other options.

Keyboard shortcuts

- **Multi-select:** hold Ctrl and click teeth, or hold the left mouse button and drag across teeth.
- **Copy:** press Ctrl + C after selecting (single tooth only).
- **Paste:** press Ctrl + V after selecting the target position.
- **Delete:** press Delete after selecting to quickly remove all restoration-related information for that tooth.

2.3 Control mechanisms

AS ScanPro integrates mouse and air mouse controls to facilitate navigation within its environment.

Mouse control:

- **Left mouse button:** Rotate the model by pressing and dragging.
- **Scroll wheel:** Zoom in or out by rolling forward or backward. Press and drag to rotate the model, offering an alternative method for adjusting the view.
- **Right mouse button:** Move the model by pressing and dragging.

Air mouse control:

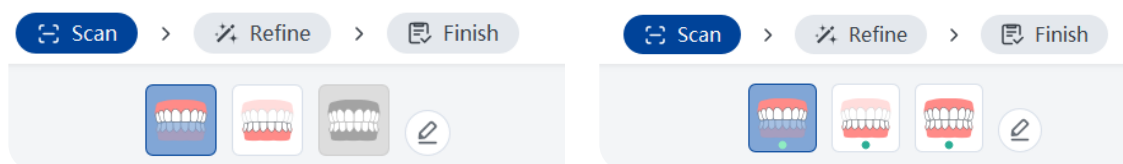
Long-press the scan button to activate the Air Mouse menu.

- **Left button:** Navigate to the previous process.
- **Right button:** Proceed to the next process.
- **Up button:** Triggers the zoom-in function, magnifying the 3D model for detailed inspection.
- **Down button:** Activates the zoom-out function, reducing the scale of the 3D model for broader contextual analysis.

2.4 Scanning

2.4.1 Workflow toolbar functionality

The workflow toolbar within AS ScanPro is meticulously crafted to facilitate a smooth and efficient scanning process. It offers three fundamental processes catering to various scanning requirements: upper jaw scan, lower jaw scan, and buccal bite registration. Each process can be accessed through the scanner button or the software interface's acquisition step. A green dot below each scanning icon indicates data availability for that step, making monitoring and managing your scans easier.



Upper jaw scan

Acquires a 3D model of the patient's upper jaw.

Lower jaw scan

Acquires a 3D model of the lower jaw.

Buccal bite registration

Acquires a 3D model of the bite registration, capturing how the upper and lower teeth meet.

Config scan:

For advanced scanning requirements, the **Config Scan**  allows customization of the acquisition types:

1) Pre-operation

Retains the patient's pre-operative oral data, facilitating comparative analysis and future reference.

2) Scan body

Records oral cavity information with the scan body installed, streamlining the scanning process.

3) Additional Scan

Open the **Additional Scan** stage. ScanPro automatically shows the *Copy scan data window*, displaying the scans already captured in this case as thumbnails. Select the scan you'd like to reuse, click **Copy** to bring the selected scan into the new stage, where you can continue refining, trimming, or re-scanning specific areas.

If you'd rather not reuse existing data, click **Scan new data** to capture this stage from scratch instead.

NOTE

Copying scan data only duplicates it into the new stage — the original scan it was copied from remains unchanged.

4) Swap upper and lower jaws

Permits seamless switching between upper and lower jaw acquisition modes. Useful for correcting inadvertent jaw selection without restarting the scanning process.

2.4.2 Scanner management

Scanner list

The *Scanner List* offers a comprehensive overview of detected scanners and their statuses. This section aims to guide users through the *Scanner List* functionalities and connect and refresh scanners within the AS ScanPro.

Scanner list functionality

Upon opening AS ScanPro, the *Scanner List* is automatically displayed:

Scanner detection

If a scanner isn't detected within 10 seconds, click the **Scanner not detected** message, which prompts troubleshooting options, such as checking the scanner's power or wireless adapter connectivity.

Looking for Scanners



Need help? Choose your scanner type.

Scanner connection

When a scanner is connected, its icon becomes visible in the *Scanner List*, accompanied by the serial number and current connection status.

	
Wired scanner	Wireless scanner

Users can click **Connect** or **Disconnect** to establish or terminate the connection. Once a connection is successfully established, the status changes to **Connected**. If the intraoral scanner is actively in use, a *Preview video* feed will appear within AS ScanPro. If the scanner is placed back in its holder, the *Preview video* feed will automatically pause and not be displayed.

Scanner Status Area

The scanning view includes a dedicated status area that uses icons to show the current status of the scanner and its tip in real time.

Icon	Status
	The scanner is connecting
	The scanner is not connected

	Scanning is paused
	The scanner is idle
	The scanner tip cannot be recognized
	No scanner tip attached
	The scanner is too hot
	The scanner is resting in its holder

NOTE

When the scanner is working normally, this area shows the live preview video (see 2.4.3); in the other states above, it shows the corresponding status icon.

2.4.3 Preview video

Before detailed scanning begins, the preview video shows a real-time camera feed of the oral cavity, helping you make immediate adjustments and check that the scanner tip's mirror or lens window is clean — essential for high-quality results. The AS 260a does not support the live preview video.

By default, **Enable preview video** should already be selected. Also, you can choose to disable the feature. For more detailed steps, please read: [4.2.5 Enable preview video.](#)

Using preview video

Upon connecting the scanner in AS ScanPro, the *preview video* will display the live feed, showing the inside of the patient's mouth as the scan progresses.

After you stop scanning, the *Preview video* will automatically appear on your screen. This preview remains visible until you don't use the scanner or use the features: **Cut**, **Lock**, **Add tooth mark**, or **Undercut check**. These actions will replace the preview with the relevant function interface.

Customizing preview video display

The *Preview Video*'s display settings can be adjusted for optimal viewing:

- **Adjusting size:** Click and hold on the upper left corner of the *previewvideo*. Drag to resize the video window.
- **Restoring default size:** Double-click on the *preview video* to return it to its default size.

2.4.4 Screen recording

The screen recording feature allows you to capture the scanning process for case review, communication, and troubleshooting purposes.

If screen recording has already been enabled in **AS Connect**, there is no need to enable it again in AS ScanPro.

How to use

In ScanPro, click the **Screen Recording** icon to start recording.

Once recording starts, the following controls are displayed on the interface:

02 : 11			
Recording duration	Resume	Pause	Stop
Displays the elapsed recording time	Continues recording after a pause	Temporarily pauses the recording	Ends the recording and saves the video

After the recording is completed and saved, you can access the video depending on the stage of the case:

- Before finishing the case: in the **Gallery**.
- After finishing the case: in the **File Viewer** of the current case.



2.4.5 Take screenshot

The Take Screenshot feature allows you to quickly capture the current view of the 3D model. The system generates a high-definition PNG image, which can be used to document key data during the scanning process or serve as a visual reference for clinical communication.

How to use

1. Adjust the 3D model to your desired viewing angle and zoom level.
2. Click the Take Screenshot.
3. The system will automatically capture and save the current view of the 3D model.

Once saved, screenshots can be viewed in the following locations:

- **Gallery**
- **File Viewer** of the current case



2.4.6 View gallery

The **View Gallery** feature provides quick access to the screenshots and screen recordings for the current case.

How to use

1. Click the **View Gallery**.
2. The system will automatically locate and open the local storage folder for the current case.

From the local file window, you can directly view and manage the screenshots and screen recordings associated with the case.

NOTE

Exporting is done in the **File Viewer**. To export screenshots or recordings, go to the **File Viewer** of the current case.

2.4.7 Wireless Scanner Battery Indicator

These battery states appear only after AS ScanPro is open and the wireless scanner is successfully connected. They are not shown when no scanner is connected.

Icon	Status
 88%	Battery above 80%
 66%	Between 50% and 80%

 44%	Between 40% and 50%
 33%	Between 20% and 40%
 11%	Battery below 20%
	Charing

2.4.8 Features for scan improvement

2.4.8.1 Soft tissue filter

The AS ScanPro software integrates an advanced **Soft tissue filter** function that leverages artificial intelligence to enhance the quality and usability of digital scans. This feature automatically identifies and excludes non-essential soft tissues and other non-oral elements during the scanning process, focusing on the crucial areas of teeth and clinically relevant gingival tissues.

Usage instructions

Soft tissue filter is enabled by default each time the AS ScanPro is initiated when the scanner is connected. AS ScanPro remembers your Soft Tissue Filter preferences. If you adjust the filter settings, the next time you open AS ScanPro, it will use your last-selected settings.

Users can easily toggle this feature **on** or **off** from a control at the bottom left of the scanning interface and adjust the intensity of the removal.

Adjusting the Soft Tissue Filter Intensity

AS ScanPro offers multiple intensity settings for the Soft Tissue Filter, allowing you to adjust the level of soft tissue preservation according to your scanning needs.

	Extensive Soft Tissue Preservation Preserves the maximum gingival tissue. Suitable for edentulous arches or cases where more gingival tissue is required.
---	---

	Moderate Soft Tissue Preservation(default setting) Removes soft tissue that interferes with the scan, retaining only the necessary teeth and gingiva. Suitable for most general scanning cases.
	Complete Soft Tissue Removal Removes all gingiva, retaining only the portion above the gums. Suitable for scans that require a comprehensive view of the tooth structures.

Synchronized settings between upper and lower jaw

When you adjust the **Soft Tissue Filter** settings, the changes apply synchronously to the upper and lower jaws. For example, if you set the upper jaw to Extensive Soft Tissue Preservation, the lower jaw will automatically switch to Extensive Soft Tissue Preservation.

NOTE

1. The presence of floating soft tissue post-scanning is regular and can be managed using the cutting tool within the software. Please refer [Cut](#) section for detailed cutting tool instructions.
2. Ensure your computer's graphics configuration meets the required specifications to utilize this feature fully. Refer to the documents for the particular scanner System Requirements for specific hardware requirements.

2.4.8.2 Shining surface

The **Shining surface** is tailored to capture data from reflective objects such as metal teeth and metal scan bodies. This mode significantly enhances data and quality while reducing scanning time, which is particularly beneficial for objects with challenging reflective surfaces. This feature is available on the AS 100 only, where it must be enabled manually. No setup is needed on other models.

Application scenario:

Shining surface scanning mode targets objects with abnormal surface reflections, including shining metal restorations, scan bodies, healing abutments, and teeth discolored by tea or tobacco stains.

Usage steps:

1. Activation:

Shining surface is initially disabled and can be enabled in the lower left corner of the ScanPro interface when necessary.

2. Shining surface scanning techniques:

- Start by scanning non-metallic areas with distinct features before transitioning to metallic regions.
- Move the scanner tip slowly, pausing for 2-3 seconds to ensure sufficient data capture.
- Vary angles during scanning to optimize imaging quality, as metal's reflective nature may restrict reconstruction to specific viewpoints.

2.4.8.3 Enhanced Mode

Enhanced Mode is designed to improve data capture stability in challenging scanning conditions.

Under normal intraoral conditions, it is recommended to keep this feature turned off and enable it only when standard scanning does not provide optimal results.

Enhanced Mode is recommended in the following situations:

- When scanning highly reflective restorations, such as metal crowns or bridges
- When scanning deep molar regions or in environments with insufficient lighting
- When the scanning area contains blood, fluids, or other sources of interference

When **Enhanced Mode** is enabled, the system generates larger data files. To avoid unnecessary disk space usage, it is recommended to use this feature only when needed.

Usage instructions

- **Enhanced Mode** is turned off by default on supported scanners.
- The feature is automatically turned off each time you launch ScanPro, create a new case, or switch to a different arch.
- If you want to continue using **Enhanced Mode** on a new arch, you need to enable it again manually.

NOTE

Enhanced Mode is not available for the AS 100 scanner.

2.4.8.4 Impression scan

While intraoral scanners continue to advance, traditional impressions still play a crucial role under certain conditions, such as complex clinical scenarios and challenging anatomical areas. The **Impression scan** feature supports partial and complete scans and integrates seamlessly with intraoral scanners and traditional impression data. This dual capability enhances comprehensive analyses of dental arches or targeted areas.

Utilizing the impression scan feature:

- **Steps for scanning a partial impression**
 1. **Initial scan:** Scan the dental arch directly inside the patient's mouth.
 2. **Activate Impression scan:** The **Impression scan** is disabled by default. Activate it by selecting the toggle in the lower left corner of the ScanPro software interface, which leads you to the Impression scanning interface.
 3. **Selecting the Impression area:** In the **Impression scan** interface, click the **Add impression region**. Press the left mouse button to select the target area, which will be highlighted in green.
 4. **Scanning the impression model:** Scan the model corresponding to the green-highlighted area.

NOTE

During active scanning sessions, the **Impression scan** is temporarily concealed. They become visible again once the scanning process is paused or completed.

Reviewing results: After completing the **Impression scan**, disable the function and review the scanning results. The impression area will be displayed in distinct colors, and the data from different types will be automatically fused.

- **Steps for scanning a complete impression**
 1. **Start the scan:** Click the **Scan** on the AS Connect local interface to open the AS ScanPro software and enter the scanning interface.

2. **Enable Impression scan:** Enable the **Impression scan** to commence scanning of the complete Impression.
3. **Finalizing the scan:** After completion, disable the **Impression scan**. The scanned model will automatically adjust to the correct orientation.
- **Practical scenario:**

A dentist uses an intraoral scanner to capture the gingival margins of a prepared tooth but finds that the accuracy of the 3D model from the intraoral scan alone is suboptimal. In such cases, the dentist can integrate intraoral scan data with traditional impression data for improved results. Here's the workflow:

1. The dentist uses the intraoral scanner to scan the entire dental arch with the prepared tooth.
2. The dentist then takes a traditional impression of the patient's teeth.
3. Enable the **Impression scan** in the AS ScanPro.
4. Mark the prepared tooth area as the impression region.
5. Scan the traditional Impression, focusing specifically on the prepared tooth area.
6. After scanning, exit the **Impression scan**.
7. The impression data overlays the intraoral scan data, resulting in a more precise delineation of the gingival margins.

This approach effectively utilizes the strengths of both scanning technologies, ensuring higher precision in final restorations.

2.4.8.5 Scan guidance

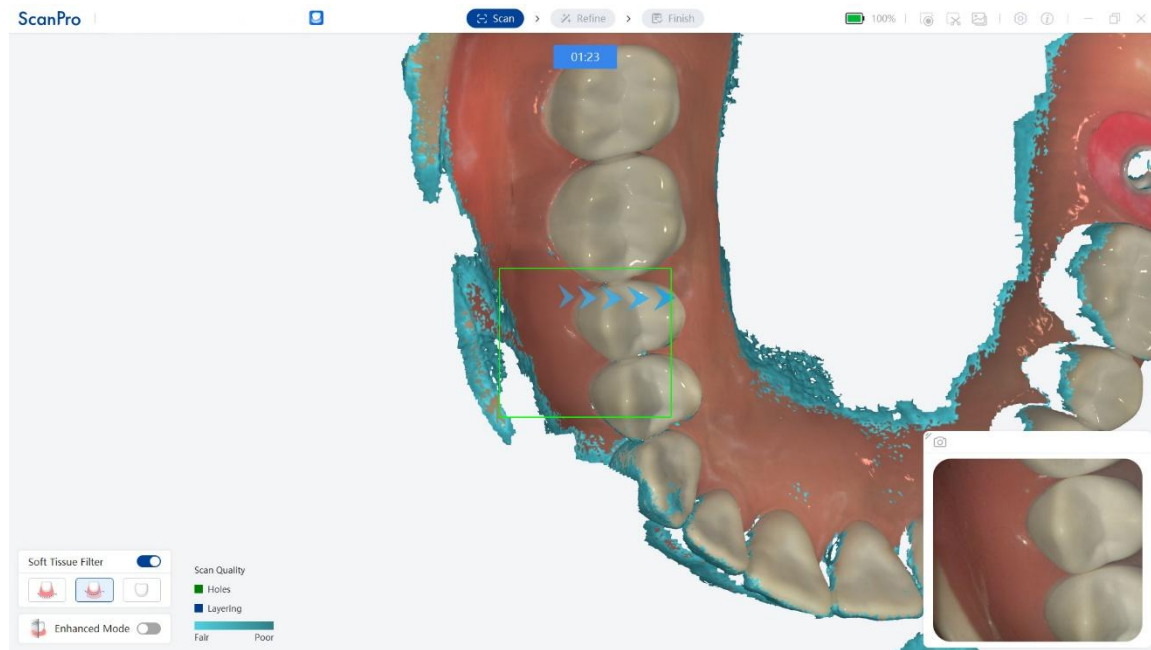
Scanning the oral cavity without a structured approach can lead to incomplete or low-quality 3D models, particularly for beginners. The **Scan guidance** feature provides real-time visual cues to guide you along the optimal scanning path, helping you achieve the best results.

How to use Scan guidance:

1. Open AS ScanPro.
2. **Scan guidance** is enabled by default.
3. You can disable **Scan guidance** to turn off the scan path guidance if needed.

NOTE

Scan guidance cannot be enabled or disabled during an active scan.



2.4.9 Image and display tools during scanning

2.4.9.1 Cut

The **Cut** feature in AS ScanPro is a pivotal tool crafted to augment the flexibility and precision of dental scanning processes. The feature empowers users to eliminate extraneous data from 3D scans in the scanning and refining phases for upper and lower jaws.

Tools and options

To begin using the **Cut** feature, navigate to the toolbar and select **Cut** during either the **Scan** or **Refine** stages. Upon activation, several cutting options are presented to cater to different needs and preferences:

1. Free cut

The **Free cut** is activated by default. This tool allows freeform cutting of the 3D model.

2. Brush cut

The Brush cut lets users select the brush size for more precise cutting. Available sizes are:

- Large: Suitable for removing large areas.
- Medium: Default size, ideal for moderate adjustments.
- Small: Best for detailed and minimal cuts.

3. Undo last cut

If a mistake is made during the cutting process, the Undo last cut function can reverse cutting actions taken.

Utilizing the cut tool

During the use of the **Cut** tool, it's possible to zoom in/out or pan or rotate the 3D model to position it ideally for precise edits. The selected brush size in a previous session becomes the new default size, ensuring a personalized and efficient workflow.

Re-scanning

Areas that have been removed using the **Cut** feature can be re-scanned if necessary.

Consistency

The cut areas defined on the **Scan** stage will automatically update to match the **Refine** stage. However, please note that changes made to cut areas on the **Refine** stage do not synchronize back to the **Scan** stage.



2.4.9.2 Lock

The **Lock** feature offers essential tools for securing specific scan areas, which is particularly beneficial when working with complex dental structures or stabilizing areas to prevent alterations during subsequent scans.

The **Lock** is accessible after stop scanning for upper and lower jaws, aiding dental professionals in efficiently managing scanned data. Here's how to use the Lock feature effectively:

1. Accessing lock function

Navigate to the scanning interface for either the **upper** or **lower jaw**.

Select the **Lock** function to initiate this feature.

2. Adding a locked area

Left-click and drag the mouse over the region you wish to lock.

Add locked area is highlighted by default, making it easy to identify and select.

NOTE

Once a region is locked, it cannot recognize new 3D model data or be modified (cut).

3. Managing locked areas

Undo: If you need to remove the last locked area, you can use the **Undo** to revert this action.

Return: Select the **Return** to exit the **Lock** function and return to the previous screen.

4. Exiting lock function

Pressing the scanner's **scan button** will automatically exit the **Lock** tool and resume regular scanning.

If you finish this scanning step, press the scanner's **mode switch button**. ScanPro will automatically quit the **Lock** tool and switch to the next step.

Special use case

The **Lock** feature proves exceptionally useful in scenarios where multiple scan bodies are in close proximity, difficult to scan, or when there are insufficient scan bodies. Scan one scan body at a time and use the **Lock** feature to secure the scan of each scan body individually. This method ensures the accurate capture of each scan body unaffected by subsequent scans.



2.4.9.3 Add tooth mark

The **Add Tooth Mark** feature significantly improves the accuracy and detail of dental scans by enabling users to mark specific areas of interest on the scanned image. By marking these areas, the software can apply a higher resolution to the marked locations, ensuring finer details are captured and refined.

How to use the add tooth mark feature:

1. Accessing the feature

Locate the **Add tooth mark** on the tool panel during the scan stage.

Click on **Add tooth mark** to begin marking the teeth. This option is selected by default when you access the feature.

2. Adding a tooth mark

After selecting the **Add tooth mark** option, a green cylinder appears on the scan where you click. This represents the tooth mark.

You can adjust the diameter of the toothmark by using the mouse wheel.

The default diameter is 6mm, and you can adjust it within a 5-16mm range.

The software remembers the last diameter setting for subsequent marks within the same session.

3. Managing tooth marks

To delete a tooth mark, select the tooth mark you wish to remove. Then, click the **Delete tooth mark** to remove the selected mark.

If you need to revert to the previous page, click **Return**.

Points to remember

- Once a tooth mark is placed, it appears as a green dot on the tooth in the scan view.
- The **Add tooth mark** is accessible only during the scan stage and is tailored to help users highlight and revisit particular areas of a dental scan.
- The tooth marks added will not be displayed on the **Refine** page, focusing users on the initial scanning stages.
- Areas marked with a tooth mark will be reconstructed at a higher resolution during the **Refine** stages, enabling more detailed analysis and adjustment.



2.4.9.4 Undercut check

The **Undercut check** ensures restorative designs are practical and ready for implementation. This feature is specifically designed to identify areas in a dental scan that may interfere with the path of insertion of a dental prosthesis, enabling clinicians to adjust their plans accordingly.

Using undercut check in AS ScanPro:

1. Set insertion direction

Click on the **Undercut check** during either the **Scan** or **Refine** steps of your workflow.

Position the prepared tooth at an appropriate angle for the prosthetic insertion. Long press the left mouse button and adjust the model size using the mouse wheel to focus on the preparation area.

Once the model is positioned as desired, click the **Set insertion direction**. The software will automatically calculate and display undercut areas using a color-coded system:

Red areas indicate significant material interference that may prevent proper prosthetic insertion.

Green regions represent minor undercuts that might not significantly impact prosthesis fitting.

The model will show no color if no undercuts are detected.

2. Analyze undercut areas

Use the left mouse button to slide the color scale and better view and analyze specific undercut ranges. This enables detailed inspection of areas of interest and determination of necessary adjustments.

3. Return to previous steps

Click the **Return** to back to the previous page while maintaining progress during the current session.



2.4.9.5 Replay scan path

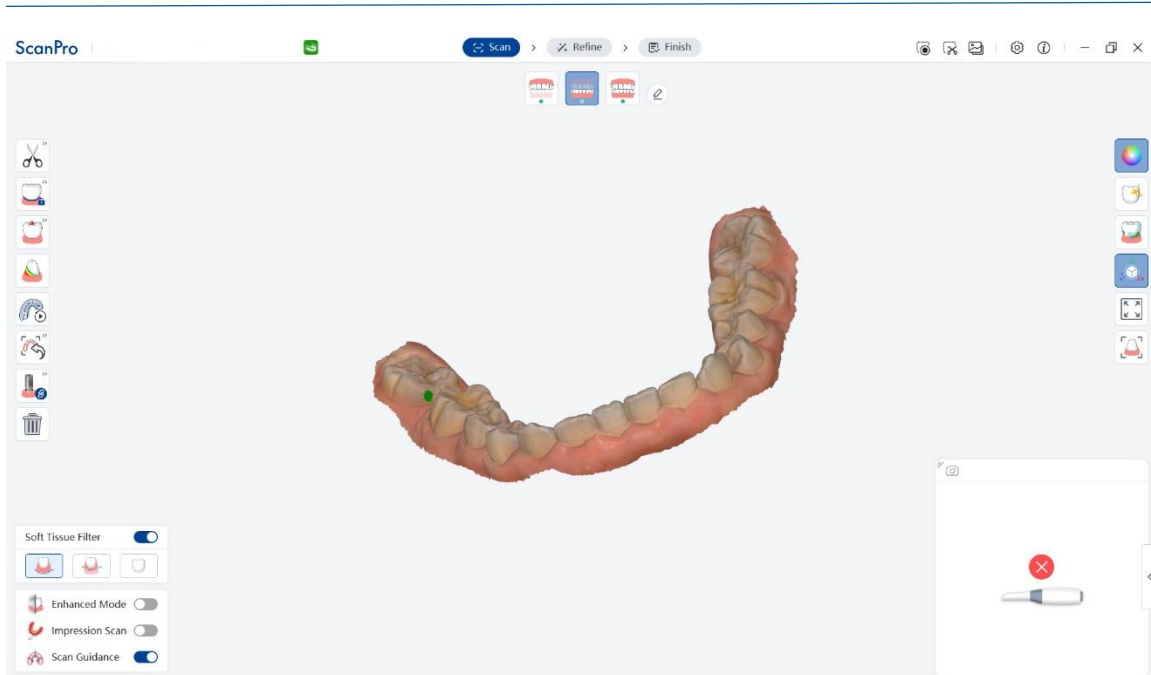
The function is designed to dynamically reproduce the actual scanning path and data acquisition process. It is used mainly for troubleshooting problematic data and reviewing complex cases. It helps you evaluate whether the clinical operation followed the recommended standard scanning workflow, and assists in determining if missing data in the final model is due to un-scanned areas or other systemic/environmental factors.

Note: The system automatically records the scan path in the background; therefore, this replay feature is enabled and available by default.

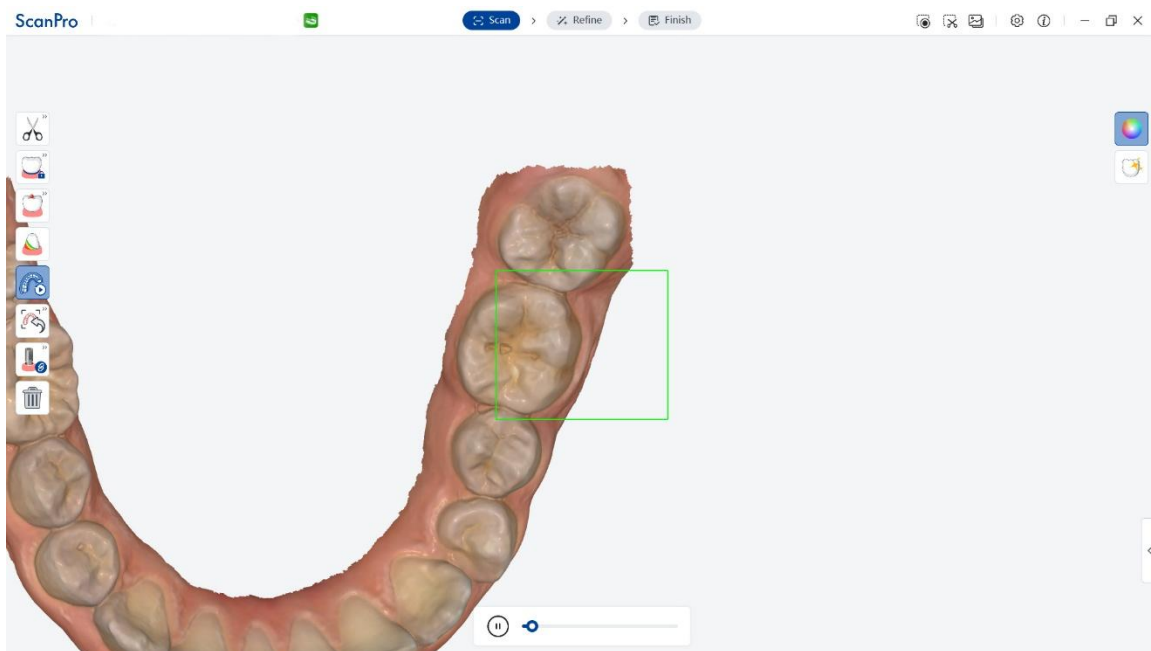
How to Use:

When you need to review or troubleshoot the scan data for the current case, follow these steps:

Click the **Replay scan path**.



Review and analyze the complete data scanning and acquisition process displayed in the viewer.



2.4.9.6 Undo scan



The function is designed to help you quickly correct data acquisition errors during the scanning process. It is highly effective when a single scan yields unexpected quality,

accidentally overwrites existing high-quality data, or causes mesh layering (double mesh). This allows you to rapidly revert to the last accurate scan state.

How to Use:

1. Undo scan

Click the **Undo scan**. The system will immediately remove all data acquired during your most recent scanning action.

2. Redo scan

If you accidentally undid a scan or wish to restore the reverted scan data, click the **Redo scan**.



2.4.9.7 Scanbody matching

The function is designed for implant cases to accurately transfer the 3D spatial position of scanbodies into the digital model for downstream CAD design. The system features intelligent automatic recognition, supported by a manual alignment fallback.

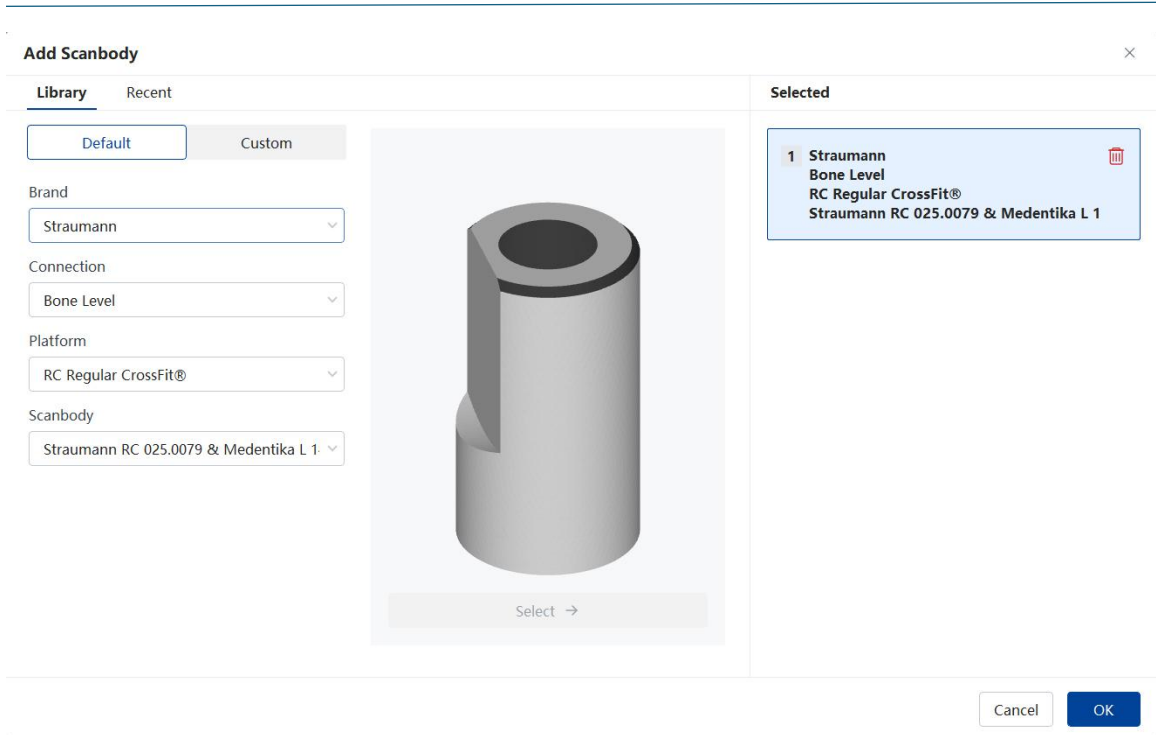
How to Use:

1. Configure the Scanbody Library

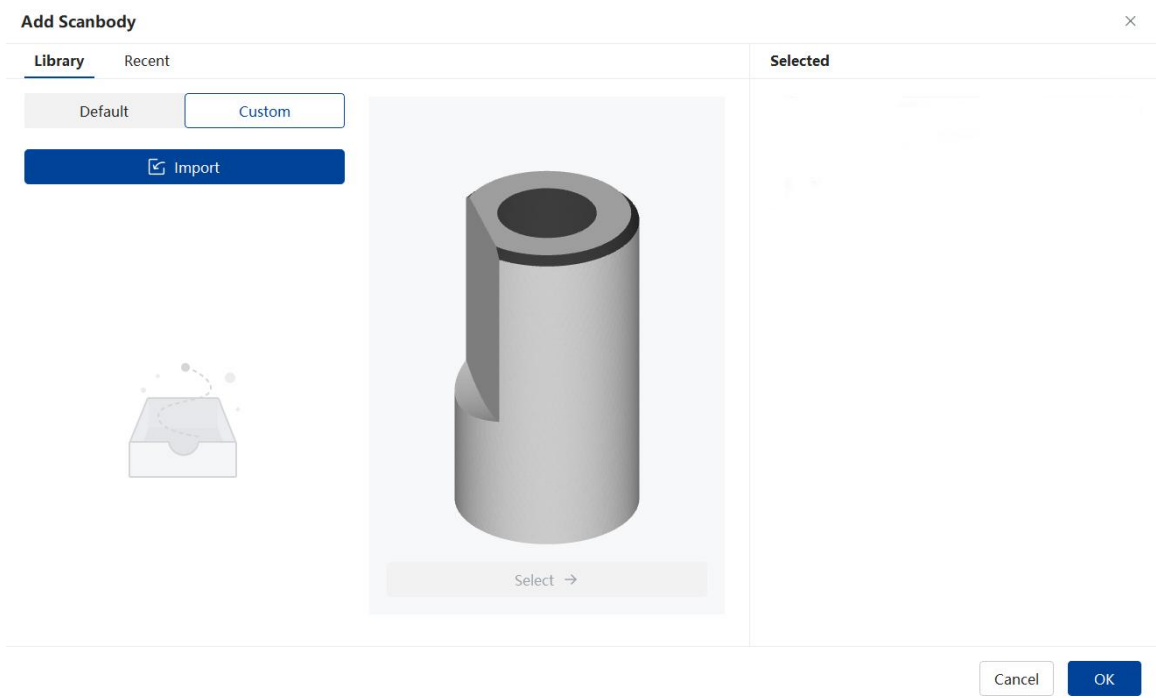
Before scanning, you must define the specific scanbody being used:

- Click **Scanbody matching**.
- Open the **Scanbody Library**.
- **Default Library:** Sequentially select the corresponding

Brand→Connection→Platform→Scanbody.

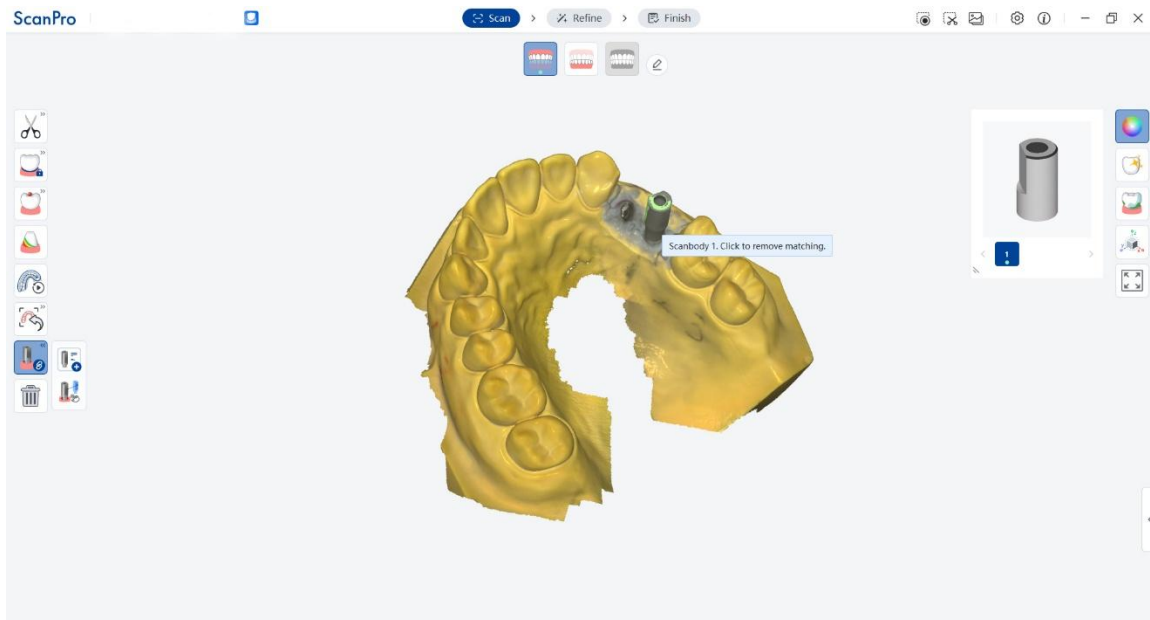


- **Custom Library:** You can also import and select third-party or customized scanbody data in this section.



2. Automatic Alignment

Start scanning after the library is configured. Once the software successfully captures and recognizes the 3D features of the scanbody, an "Alignment Successful" prompt will automatically appear.



3. Manually Align Scanbodies

If the success prompt does not appear (often due to missing scan data or extreme angles), you can manually intervene:

- Select **Manually Align Scanbodies**.
- Select 1 to 3 corresponding matching points on both the standard scanbody (CAD view on the left) and the actual scanned model (on the right) to force spatial alignment.
- If a matching point is misplaced, click **Delete last point** to undo the action and re-mark the position.



2.4.9.8 Delete

The **Delete** feature is designed to assist users in removing unwanted 3D scan data from the current view. This feature proves particularly useful when a scan does not meet the required standards for diagnostic or modeling purposes.

Important considerations before deletion

Before proceeding with deletion, it is essential to note that no undo option is available. Once the 3D model is deleted, it cannot be retrieved. Users should review the scan data thoroughly to ensure no necessary data is lost.

Steps to delete scan data:

1. Initiate the deletion process

Navigate to the scanned data you wish to delete. Select **Delete** from the menu.

2. Confirmation prompt

A confirmation window will appear after selecting the delete option: *"Would you like to delete all the scan data in the current view?"*

3. Performing the deletion

If you choose to proceed, click the **Delete** within the prompt.

Select **Cancel** or close the confirmation window if you decide not to delete the scan data.

4. Completion

After confirming the deletion, the 3D model will be permanently deleted from the current view.



2.4.9.9 True color

When **True Color** is enabled, the 3D model displays the real colors of the scanned areas, accurately mirroring the patient's oral structures. Turning off this mode activates a monochrome display, which, while simplifying the visuals, may enhance the visibility of structural details.

Default settings and usage

Upon launching AS ScanPro, the **True color** is enabled by default, showcasing the natural colors of the dental tissues. This default setting aids immediate, accurate visual assessment and can be toggled off if monochrome visualization is preferred.

Scanning procedure

When scanning the upper or lower jaw, the **True color** setting automatically renders the colors corresponding to the scanned area.

Switching to monochrome

Deselect the **True color** to switch to monochrome display mode. This mode presents all models in a single color, typically focusing on structural details devoid of color influence.

Monochrome features:

- **Default appearance:** Upon disabling **True color**, the model appears in monochrome, with yellow being the default color. If you want to change monochrome color, please read: [4.3.2 Monochrome color](#).
- **Hole detection:** Detected holes in the scan are highlighted, ensuring comprehensive data capture and meticulous attention to detail.
- **Lock tool usage:** When using the lock tool in the upper/lower jaw, the locked area is shown in monochrome, assisting in precise modifications.
- **Refinement page:** On the refinement page, all visuals are presented in monochrome to focus on adjusting scan data.



2.4.9.10 Vivid display mode

The **Vivid display mode** feature enhances your experience while working with intraoral scans by providing a more realistic and visually enriched representation of the 3D model.

Enabling vivid display mode

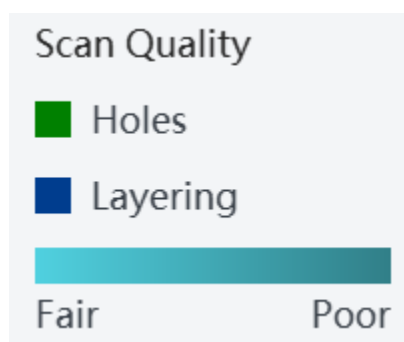
Before activating the **Vivid display mode**, ensure that the **True color** setting is enabled, as Vivid Display Mode relies on this setting.

- Upon opening the software, **Vivid display mode** remains inactive by default to provide standard viewing.
- Manually activate **Vivid display mode**. With this mode enabled, your 3D model will exhibit a shiny appearance, accentuating details more prominently than in the standard mode. This heightened visual perspective aims to replicate the genuine appearance of a patient's oral cavity as closely as possible.



2.4.9.11 Scan quality check

The **Scan quality check** feature ensures that scanned data meets stringent clinical standards. Once scanning stops, the scan quality detection process is triggered automatically. The results will be displayed after scanning stops if scan quality detection is enabled. If scan quality detection is turned off, no results will be shown. This feature evaluates the quality of the scan data.



Understanding the display indicators

By default, Scan Quality Detection is enabled. The software uses several visual indicators to help you assess the quality of the scan. These indicators represent different aspects of the scan's completeness and accuracy:

- **Green area:** This indicates the presence of holes or gaps in the scan. These areas usually require additional scanning to improve data quality.
- **Blue Area:** The blue color fades from light to dark, representing scan quality from acceptable to insufficient. Darker blue areas suggest that the scan quality is below the required standard. Additional scanning may be needed in these zones.
- **Area showing the 3D Model's original color:** These zones indicate that the scanned data is sufficient and meets the required quality standards. These areas typically do not require additional scans.
- **Deep Blue Area:** This color suggests layering issues in the scan. While these areas may not require immediate re-scanning, if scan quality detection indicates layering, you will need to rescan the layered areas to ensure optimal data quality.

NOTE

Complete all scanning activities before utilizing this tool.

While providing an initial evaluation, scan quality detection should not be the only measure used for verification. The final, refined 3D model produced should ultimately confirm a scan's quality.

Scan quality detection acts as a reference and should not supplant professional judgment.

The feature does not autonomously detect contaminants like saliva or blood stains, which can influence the clinical assessment of scan data quality. Users must manually ensure data meets clinical standards for specific regions.

2.4.9.12

Show 3D center

The **Show 3D center** feature is crafted to highlight the 3D center position of a scanning model. Its significance lies in aiding users during model rotation, ensuring a steadfast understanding of the model's core alignment throughout the modification journey.

Application scenario

This functionality is most useful during the **Scan** and **Refine** stages of model processing within AS ScanPro. By serving as a visual beacon, it empowers users to swiftly and accurately verify the model's three-dimensional orientation, a pivotal aspect in guaranteeing the quality of dental restorations and appliances.

Usage steps:

1. In the software interface, navigate to the steps labeled **Scan** and **Refine**.
2. Click on the **Show 3D center** on the software interface's right side.
3. Upon activation, use the left mouse button to drag and manipulate an arc ball, allowing you to rotate and adjust the scanning model. Three 2D profiles encapsulate the model, enriching your perspective.
4. By dragging the right mouse button, follow the arcball along with the X, Y, and Z axes to adjust the model's position in all directions.

2.4.9.13

Zoom to fit

The **Zoom to fit** offers a swift solution for dental professionals seeking rapid adjustments to their scanned models across various workflow stages.

With a single click, the **Zoom to fit** automatically realigns the scanning model to the interface's center. It facilitates efficient review and adjustments without the need for

manual navigation to find the optimal view. This seamless adjustment optimizes the model's size, position, and zoom level, fostering an enhanced user experience, particularly during the Scan and Refine phases of the scanning process.

Usage steps:

1. Proceed to your workflow's **Scan** or **Refine** step.
2. If you have zoomed in or out of the model, click the **Zoom to fit** on the right of the interface.
3. The model will automatically adjust to an optimal size and position centered within your view.

NOTE

When switching between different views (e.g., upper jaw, lower jaw, and buccal bite registration), the software will remember the last used size and position of the model by default, ensuring a seamless transition.



2.4.9.14 Intraoral image

The **Intraoral image** is pivotal for capturing and analyzing a patient's intraoral conditions with precision and efficiency.

Accessing Intraoral image

The **Intraoral Image** feature is essential for capturing detailed visuals of a patient's dental structure. It is primarily utilized during the **Scan** and **Refine** phases of various dental procedures, not limited to standard examinations. To use this feature, please follow the steps below:

1. On the right side of the AS ScanPro interface, locate and click the **Intraoral image**.
2. Use the controls to focus on the specific area of the mouth you are interested in.
3. Click on the desired position on the 3D model. The software will display 1 to 9 intraoral photos corresponding to the chosen position in the right window panel.

Saving and viewing images

1. To save a specific intraoral picture, click the star icon in the image's lower right corner.
2. Click on any picture to view it in an enlarged format for better examination.
3. Navigate to the **Saved views** page to manage your stored images. You can delete any unwanted pictures by clicking the delete icon.

2.4.9.15 Intraoral camera

The **Intraoral camera** facilitates continuous picture capture while scanning the patient's intraoral area. Real-time image capture provides accurate representations of the patient's current oral condition.

Accessing the intraoral camera

To access the Intraoral Camera during the scan stage, follow these steps:

1. **Pause scanning:** Pause the scanning process.
2. **Click camera icon:** In the bottom-right *preview video*, click .
3. **Capturing intraoral images:** Once the **intraoral camera** is opened, you can record the status of the patient's teeth by following these steps:
 - **Capture image:** Press the scan button to take a picture.
 - **Switch modes:** Press the mode switch button to exit the intraoral image mode and resume scanning.

Viewing and managing images

You can preview saved intraoral images. Simply click on the image to view it. To continue taking images, click  to return to the scanning interface.



These captured images can be accessed and managed in various ways:

- **File viewer:** Access and browse saved intraoral pictures under the File Viewer on the Case page within AS Connect.
- **AS Connect:** View and manage intraoral images locally through AS Connect.
- **Website access:** Additionally, you can access and browse intraoral images on the website for further convenience.

2.4.9.16

Occlusal analysis



The **Occlusion analysis** feature is available under the Bites . This tool allows you to visualize and analyze the contact points and distances between dental arches in a 3D model.

Heat map visualization

Upon entering **Occlusion analysis**, the **Heat map** is enabled by default. The heat map displays color-coded information on the occlusal surfaces of the teeth:

- **Red:** Indicates areas where the dental arches are closest together.
- **Green:** Shows areas where the dental arches are farther apart.
- **Blue:** Marks the contact points between the arches.

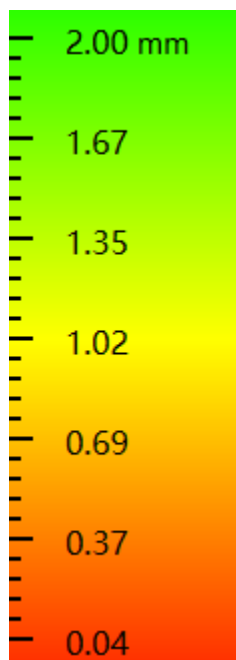
Switching views

To view the dental arches separately:

1. Click **Switch view**.
2. The upper and lower arches will be displayed separately in the center of the screen, with the occlusal surfaces shown by default.

Ruler Scale and Measurement

The default scale for the ruler is set between 0.04 and 2.00.

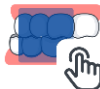


Hover over the colored areas to see the real-time occlusal distance:

- Contact points display negative values.

- Non-contact points display positive values.

You can adjust the ruler scale by using the left mouse button to slide the ruler up or down. This action will dynamically change the colors on the occlusal surfaces. Note that the minimum scale value is fixed at 0.04, while the maximum value can range from 0.1 to 4.0.

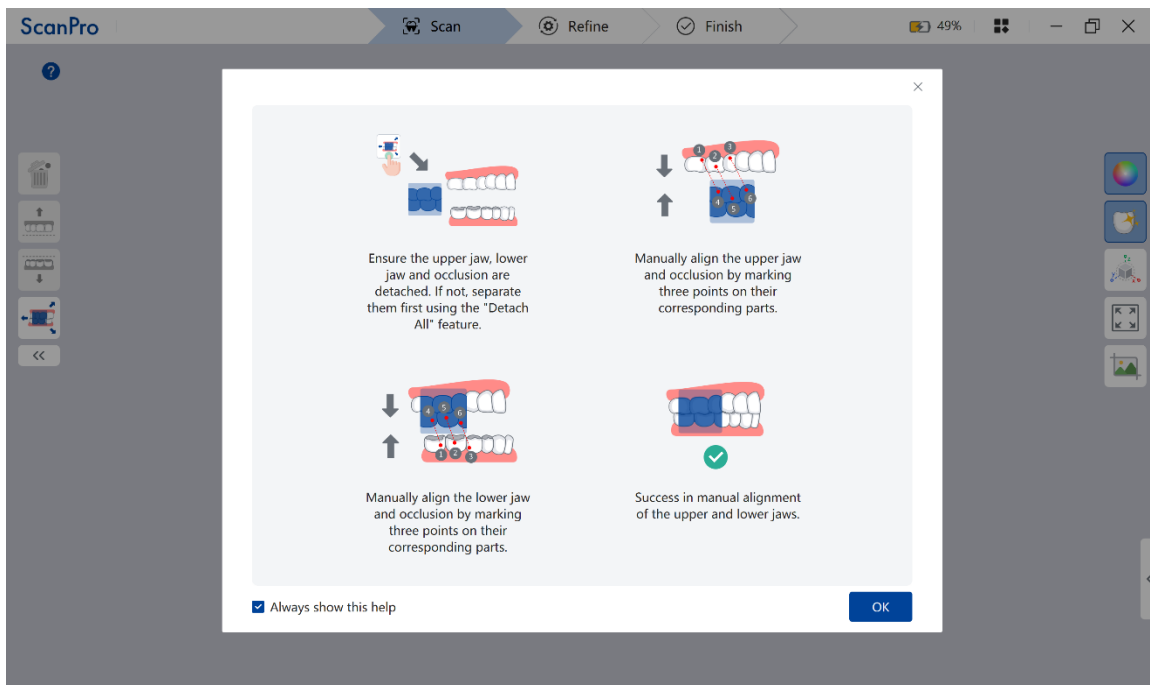


2.4.9.17 Manual Bite Alignment

You can use the **Manual bite Alignment** feature to adjust the occlusion when automatic bite registration fails. This option allows precise control when the software cannot automatically align the bite.

Usage steps:

Initiate manual alignment: Select **Manual bite Alignment** if the bite scan is available but automatic alignment has failed. A tip page with instructions for using this feature will appear. To prevent this tip page from showing again, uncheck **Always show this help** and click **OK**. If you close this window and want to open it again, click the  on the left.



Select points on the 3D model:

1. On the 3D model, identify up to three characteristic points on one arch.
2. To set a marker, click on the desired point.
3. If you need to remove the last placed point, select **Delete last point**.

Match points on the occlusion scan: Proceed to the corresponding occlusion scan (blue overlay) and mark the same characteristic points in the order they were placed on the arch.

Complete alignment: The alignment process is triggered automatically after placing the last marker. The upper and lower jaws on the 3D model will attempt to align with the bite scan data.

Adjust alignment: If the alignment remains imprecise after initial attempts, proceed to manually detach the upper jaw, lower jaw, or both. Once detached, manually readjust their positions to achieve accurate alignment.

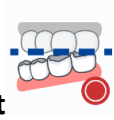
Adjust bite pressure: Manual bite alignment does not adjust bite pressure automatically. To modify bite pressure, exit the manual alignment mode first.

Limitations

Bite manual alignment is not available if there is no static bite data.

The feature supports marking one to three points per arch but requires both arches to be involved for proper alignment.

To ensure accurate bite manual alignment results, disable the **Occlusal pressure adjustment** after manual alignment.



2.4.9.18 Lower jaw movement

The Lower Jaw Movement feature transfers a patient's real, dynamic mandibular movements into the software. This data is essential for simulating jaw movement during design, enabling restorations tailored to the patient's own occlusion.

Prerequisites

- The Exocad installation path is selected in AS Connect Preferences.
- The upper jaw, lower jaw, and both side bites have been scanned.

Usage steps

1. Start scanning the jaw movement

Click **Lower jaw movement**. A tip page appears to guide you through the feature. To stop it showing again, uncheck Always show this help, then click **OK**. Click **X** or **OK** to close the tip page.

2. Choose a movement direction and record

Lower jaw movement can be recorded in four directions. Select the direction you need, then ask the patient to move their lower jaw slowly to record the corresponding dynamic occlusion:

- **Free movement:** records the patient's overall jaw movement, without restriction to one direction.
- **Left lateral movement:** records the lower jaw's movement to the left side.
- **Right lateral movement:** records the lower jaw's movement to the right side.
- **Protrusive movement:** records the forward (protrusive) movement of the lower jaw.

3. Analyze and play back

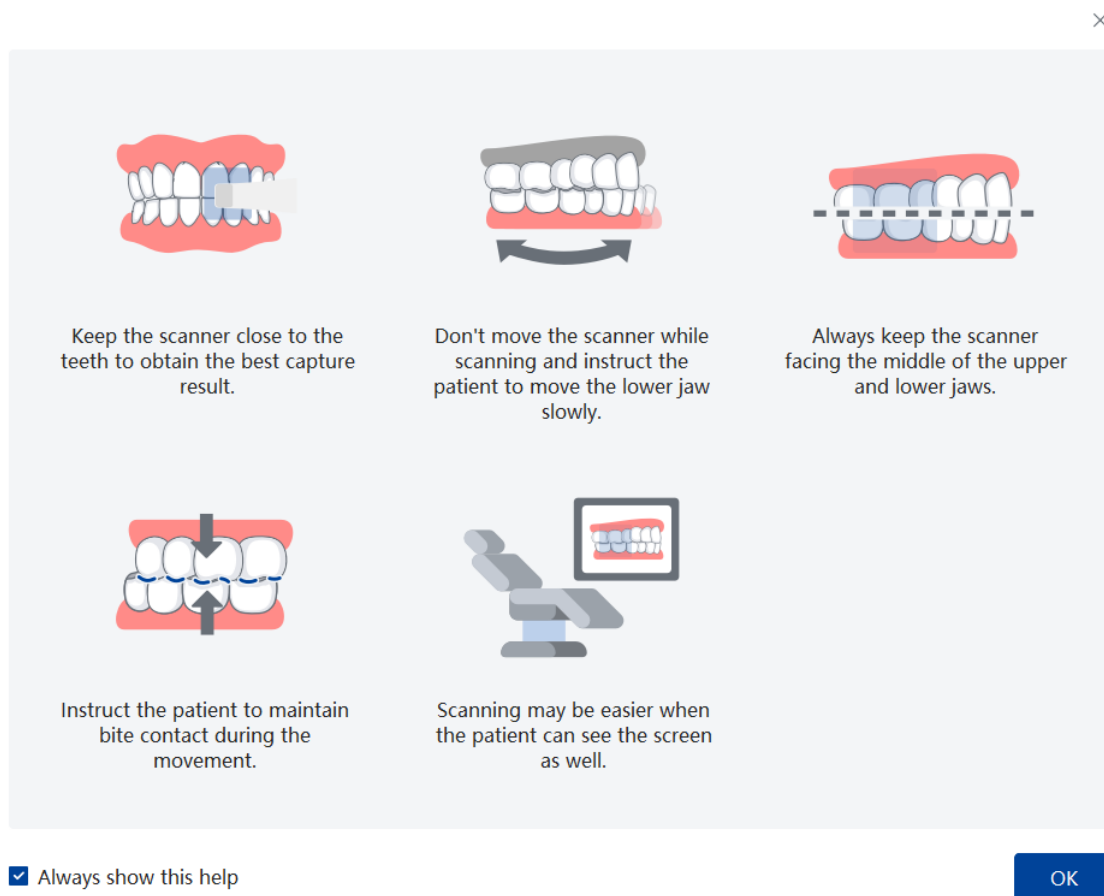
After recording, click **Occlusal analysis** and **Switch view**. Play the recording — the heat map updates in real time based on the patient's dynamic occlusion, clearly showing where and how strongly the teeth make contact.

4. To re-record

Delete the scanned dynamic bite and rescan.

5. Finish

Once the dynamic occlusion scan is complete, refine the data and finish the case in AS ScanPro.



Integration with Exocad

After completing the dynamic occlusion scan, you can import the data into Exocad for design:

1. Open ChairsideCAD

Close AS ScanPro and click CAD  to open ChairsideCAD. Fill in the treatment details, then open Exocad. The upper jaw, lower jaw, and dynamic bite are imported into Exocad.

2. Customize jaw movement

In **Jaw Movement**, select the movement type you want to customize.

Drag the slider to move the jaw; the jaw movement in Exocad mirrors that in ScanPro.

Generate a virtual imprint; the virtual imprint is then created.

3. Export files

In every case the exported file includes the jaw motion data. Export using any of the following:

- Export the default file type in AS Connect (local) — jaw motion data included.
- Export the Exocad file type in AS Connect (local) — jaw motion data included.
- Export the file in AS Connect (web) — jaw motion data included.

NOTE

For Alliedstar users, this feature is part of the Premium Function and is not available on some scanners, where the button appears greyed out.

After finishing the case, open ChairsideCAD to automatically import the dynamic occlusion data and generate dynamic lower jaw movement.

DentalCAD does not currently support automatic import.

2.4.9.19 Add additional bite

The **Add additional bite** feature in AS ScanPro allows the reproduction of various types of bite scan data and alignments. This feature is particularly useful in Bites scan stage, enabling the acquisition of multiple occlusion patterns for patients with significant or irregular tooth movements.



Additional bite - 1



Additional bite - 2



Additional bite - 3

Step-by-step instructions

1. Complete the base scans

First scan the upper jaw, lower jaw, and both side bites.

2. Add an additional bite

Click the **plus**  to add an additional bite.

3. Scan the additional bite

Press the Scan button on the scanner to capture the bite. To delete an additional bite,

select it and click the  to remove it.

4. Maximum number

You can capture up to **three** additional bites.

5. Refine and finish

Refine the scan data — all additional bites are shown on the Refine stage. Complete the case and export the files, which include all additional bites.

NOTE

Add additional bite is disabled (greyed out) until both side bites have been scanned.

Additional bites are managed independently and do not affect the original bite settings.



2.4.9.20 Delete current bite

In AS ScanPro, you can delete the current bite, allowing for seamless adjustments during your scan stage.

Procedure

- Within the AS ScanPro interface, locate the section displaying the current bite options.
- Determine whether you wish to delete the left or right bite.

Executing deletion

- If you intend to delete the left bite, select the corresponding option.
- Alternatively, if you aim to delete the right bite, choose the relevant option.

- Upon selecting the desired bite for deletion, click the **Delete current bite**.

Result

- If you delete the left bite, the left bite will be removed from the scanning interface.
- Conversely, selecting the option to delete the right bite will result in removing the right bite from the interface.
- You can efficiently delete the current bite as needed throughout your intraoral scanning procedure.

2.5 Refining scans

2.5.1 Quadrant snapshot



The function is designed to quickly generate and preview 5 (or 6) standard 2D clinical views of the scanned model. This tool provides a clear, comprehensive overview of the dental structure, making it highly beneficial for orthodontic analysis and treatment planning.

How to Use:

1. **Generate Snapshots:** Click the Quadrant snapshot button in the Scanpro interface. The system will automatically generate 2D images showcasing different standard views of the model.
2. **Review Images:** Inspect the generated images directly on the screen to perform a detailed clinical analysis of the dental structure.
3. **Save & Access:** Save the snapshots for future reference, sharing, or documentation. All saved images can be conveniently accessed and managed from the File viewer section within AS Connect.
4. The default setting generates five views. Based on your clinical requirements, you can configure the Quadrant Snapshot to output either "Five views" or "Six views" by navigating to Preferences in AS Connect.

NOTE

Checking this option applies the setting globally across associated applications, including Scanpro, Oral Health Report, and Model Builder.

**2.5.2 Margin line**

The **Margin line** is a valuable tool for extracting and outlining the margins of dental restorations, ensuring precise placement and alignment within the patient's mouth. Here's a detailed guide on effectively utilizing this function:

Main indications

Direct margin line drawing: Dentists can use the **Draw margin line** function to draw the cervical margin line directly on the digitized model of the patient's mouth. This allows for precise alignment of restoration edges with the patient's oral anatomy and flexibility for adjustments as needed.

Export and integration: The drawn margin line can be exported and seamlessly integrated into EXOCAD or sent directly to the laboratory. This facilitates efficient prosthetic design and restoration fitting, enhancing the dentist's workflow and the patient's satisfaction.

Usage steps:**1. Access margin line interface**

Select the **Margin line** to enter the margin line extraction interface in the **Refine** step.

2. Zoom in for clarity

Use the tooth selection function to zoom in on a specific tooth for clearer margin identification.

3. Extract margin line

Extract the margin line through either automatic extraction or manual drawing. If automatic extraction fails, manual drawing is recommended for precision.

Before manual drawing, select the **Set insertion direction** and click **Add margin line** by clicking consecutive dots around the edge of the tooth preparation.

4. Mark tooth number

Once the margin line is drawn, mark the corresponding tooth number on the Tooth Arch Diagram.

5. Edit or delete margin line

Edit Margin Line: Use this feature to adjust the existing margin line, refining its placement to achieve more accurate results. You can also add additional details as necessary.

Delete Margin Line: Use this feature to remove and redraw the current margin line as needed.



2.5.3 Measurement

The **Measurement** is crucial for obtaining accurate distances between different points within intraoral scans. Here's a step-by-step guide on effectively using this function:

1. Enter measurement interface

After completing the scanning of the upper jaw, lower jaw, and buccal bite registration, select the **Measurement** in the **Refine** step to enter the measurement interface.

2. Adjust 3D model position

Select the upper, lower, and buccal bite registration.

Use the right mouse button to move the model, press the mouse wheel to rotate the model, use the mouse wheel to change the model size and zoom the scale of the

measurement plane, and use the left mouse button to drag the measurement border to adjust the size of the measurement plane, making it be placed appropriately.

3. Perform measurement

Upon entering the measurement interface, the plane is displayed on the right side.

Press and hold the left mouse button and drag from one point to another point to acquire the 2D profile on the model.

Additional features

- **Adjustable 2D profiles:** Hover your mouse over it to activate the adjustment mode. Use the left mouse button to click and drag the profile points. Rotate the profile to the desired position to facilitate precise measurements.
- **View preparation teeth:** Enable or disable the **Clipped plane** to view the profile at the target preparation teeth, aiding in treatment planning and evaluation.
- **Ease of navigation:** Intuitive mouse controls allow seamless navigation within the measurement interface, enhancing user experience and efficiency.
- **Integration with refine step:** The Measurement integrates with the **Refine** stage, ensuring comprehensive intraoral scanning and analysis.

Benefits

Customization options: Tailor measurement settings according to specific patient needs and treatment requirements, ensuring personalized and effective treatment planning.



2.5.4 Manual Arch Alignment

When automatic alignment is not satisfactory, **Manual Arch Alignment** lets you precisely align two sets of scan data by marking corresponding points by hand. It works for aligning upper-to-lower jaws or multiple data sets.

Usage steps

1. **Select the reference arch**

When you start the feature, the Select Reference Arch dialog appears, indicating which scan data will be used as the reference arch. Click OK to confirm, or Cancel to exit.

2. Mark corresponding points

Mark matching points on both the reference arch and the target arch. The software aligns the two data sets based on these points. Choose the same anatomical locations on both arches for accurate alignment.

3. Highlight and fine-tune

Click Reference or Target to highlight the corresponding arch, so you can view or fine-tune it on its own.

To undo the most recent point, click **Delete last point**.

To separate two aligned arches, click **Separate**.

4. Confirm the alignment

Once three or four points are marked on each arch, the software completes the alignment.

NOTE

After alignment, the target arch's original occlusal relationship may no longer be valid — confirm before proceeding.



2.5.5 Transparency

The function is designed to help you visualize and analyze occlusal contacts in 3D space. By independently adjusting the transparency of the individual jaw models, you can clearly inspect internal bite intersections and structural relationships.

*Note: This feature is exclusively available during the **Bites** step under the **Refine** stage.*

How to Use:

1. **Access the Feature:** While in the **Bites** step of the **Refine** stage, click the **Transparency** button located on the right side of the interface.
2. **Adjust Transparency:** Once enabled, two separate sliders will appear for the upper and lower jaws.
 - Drag the respective slider up or down to adjust the transparency level of each jaw independently.
 - The adjustment range is from **0% (fully transparent)** to **100% (fully opaque)**.
 - *System Feedback:* As you move the sliders, the 3D model rendering will update in real-time, allowing you to quickly determine the optimal visual setting for clinical analysis.

2.6 Completing cases

After completing the scan data refinement process in AS ScanPro, follow these steps to finish the entire procedure:

1. Navigate to finish option

Once you've completed the refinement, locate the **Finish** on the top bar of the AS ScanPro interface.

2. Click finish

Click on the **Finish** to initiate the finishing process.

3. Confirmation dialog

After clicking **Finish**, a dialog box will appear, asking, *"Do you want to finish the case?"*

4. Choose action

If you decide to cancel the finishing process, select the **Cancel**. This will return you to the **Refine** interface, allowing you to make necessary adjustments or modifications.

5. Confirm case completion

Select the **OK** in the dialog box if you're ready to finish the case.

6. Automatic exit

Upon confirming the case completion, AS ScanPro software will automatically exit.

7. View scanning model

After exiting the software, you will view the scanning model on the case page within the AS Connect local **File viewer**.

2.7 Sending the case

Whether you're sending cases to labs via AS Connect or exporting locally, we've got you covered with easy-to-follow steps and optimized workflows.

1. Sending the case via AS Connect

Click on the **Send order** located on the case interface.

Provide case details:

- Choose the desired laboratory to send the case to. You can add a new partner if your preferred lab is not listed.
- The default requested delivery date is set to seven days. However, you can select a specific date according to your preferences.
- If you prefer not to disclose the patient's name to the lab, uncheck the **Share patient name** box.
- You also have the option to record and send a voice message along with your order.
- Once all details are filled in, click the **Send** to transmit the case to the selected laboratory.

2. Sending the case via local export

- Click on the **Export files** within the software interface.
- Select export type and file format:

-
- AS ScanPro supports three export types (Default, Starumann XOrder, Exocad) and three three-dimensional file formats (OBJ, STL, PLY). Orthodontic cases have only two export types.
 - If you plan to import models with true color (models with patient intraoral color) into Exocad, choose the PLY or OBJ format for the model file.
 - After selecting the appropriate export type and file format, click Export to save the files to your local storage.

3 Scanning workflows

Whether you are dealing with orthodontic, restoration, implant, or denture cases, understanding the appropriate scanning workflow is crucial for achieving optimal results.

3.1 Orthodontic cases scan workflow

Orthodontic cases scan workflow in AS ScanPro facilitates the precise digital capture of patients' oral structures, enabling orthodontists to create tailored treatment plans.

Before proceeding with the steps below, ensure that you have familiarized yourself with the basic functionalities of AS ScanPro.

1. Define orthodontic type

Click on the **Orthodontic** option in AS Connect.

Select the appropriate type that corresponds to the patient's needs.

NOTE

After alignment, the target arch's original occlusal relationship may no longer be valid — confirm before proceeding.

2. Scan upper jaw & lower jaw

Ensure comprehensive coverage of occlusal, buccal, and lingual areas.

Adjust the scanner angle as needed to enhance access and visibility.

NOTE

Enable or disable **soft tissue removal** and set the intensity for precise control.

3. Perform supplementary scanning

Identify any missing areas.

Rescan missing areas to ensure completeness.

4. Buccal bite registration

Instruct the patient to bite down naturally.

Capture occlusal relationships on both sides.

Employ a wave-like motion from the molar to the incisor area.

Capture 1-2 teeth segments per scan until automatic alignment.

NOTE

Disable Auto Stop Bite Capture for manual control.

5. Refine

Enhance and fine-tune the scanned data as needed.

6. Finish

Review and finalize the scanned data.

7. Send the case

Once satisfied with the scanned data, proceed to send the case for further processing or analysis.

3.2 Restoration cases scan workflow

Before diving into the step-by-step guide for the restoration cases scan workflow in AS ScanPro, ensuring proper tooth preparation for scanning is crucial. This involves using a dental drill to remove decay, shaping the tooth, and completing standard tooth restoration procedures. Additionally, applying gingival retraction cords helps keep the gums open and ensures precise tooth preparation. The dentist determines the margin line of each prepared tooth, with the gingival retraction cords aiding in making the margin line clearer and better captured in the digital impression.

Now, let's explore the detailed workflow for both common and pre/post-preparation methods:

Common method

1. Define restoration type:

Access **Restoration** cases.

Choose specific tooth/teeth for restoration.

Select the treatment type for the teeth.

Adjust case creation options settings, including:

- Material selection.
- Shade options.
- Scan a pre-op model if necessary.

NOTE

Ensure all selections accurately reflect the patient's needs before scanning.

2. Scan working jaw

Scan the prepared tooth.

Scan adjacent teeth.

3. Mark preparation areas

Ensure prepared teeth are fully visible.

Click the **Add tooth mark**.

Use **Add tooth mark** to outline areas.

Adjust the size with the mouse wheel.

Remove marks with **Delete tooth mark**.

Include all abutment teeth in marks.

NOTE

Review marked areas to ensure optimal fit for the restoration. Marked areas will be displayed at a higher resolution and refined with more details in Refine stage.

4. Scan the opposing jaw

Prepare for accurate occlusal relationship assessment.

5. Buccal bite registration

Instruct the patient to bite down naturally.

Capture occlusal relationships on both sides.

Employ a wave-like motion from the molar to the incisor area.

Capture 1-2 teeth segments per scan until automatic alignment.

6. Refine, finish, and send the case**Pre and Post-preparation method****1. Define restoration type:**

Click on **Restoration** in AS Connect.

Choose the specific tooth or teeth.

Select the treatment type for the teeth.

Adjust case creation options settings, including:

- Material selection.
- Shade options.
- Scan a pre-op model if necessary.

Select Yes under Scan a pre-op model.

NOTE

Ensure all selections accurately reflect the patient's needs before scanning.

2. Scan Pre-operation

Initiate Pre-operation scanning.

Capture comprehensive dental arch images.

3. Scan the opposing jaw

Essential for understanding bite dynamics.

4. Buccal bite registration

Initiate from the posterior teeth.

Proceed slowly and steadily towards the anterior teeth in a wave-like motion.

Capture 1-2 teeth units on one side of the bite relationship at a time.

5. Mark & cut out the preparation areas

Select the **Add tooth mark**.

Mark the preparation area and adjust the diameter using the mouse wheel in the standard scan stage.

Select the **Delete tooth mark** to remove unwanted marks.

Click **Cut off the marked locations**.

Click **OK**.

6. Scan the cut-out areas

Scan the areas from which data has been removed.

The **Shining Surface** will be automatically enabled.

7. Refine, finish, and send the case

3.3 Implant cases scan workflow

Before beginning the implant cases scan workflow in AS ScanPro, ensure you have defined the type of implant, selected the restoration type, and chosen the tooth you will be working on from the dental arch. Follow these steps to scan implant cases efficiently:

1. Define implant type

Select the **restoration** type in AS Connect.

Choose the tooth from the dental arch.

Select the treatment type for the teeth.

Adjust case creation options settings, including:

- Implant-based settings.
- Material selection.
- Shade options.
- Scan a pre-op model if necessary.

2. Scan the emergence profile

Remove the healing abutment.

Ensure clear visibility of the emergence profile.

Avoid tissue compression.

Control the scanning angle for accurate data acquisition.

Maintain the stability of the scanner during the scanning process.

3. Scan the opposing jaw

Essential for understanding bite dynamics.

4. Buccal bite registration

Initiate from the posterior teeth.

Proceed slowly and steadily towards the anterior teeth in a wave-like motion.

Capture 1-2 teeth units on one side of the bite relationship at a time.

5. Mark and cut off the implant areas:

Enter scan body scanning by clicking the scan body step button.

Mark the implant areas using the mouse.

Cut off the marked locations and proceed with scan body scanning.

6. Scan body scanning

Install the scan body.

Ensure proper connection to the implant.

Focus the scan on the scan body.

Once the scan is complete, the system automatically recognizes the scan post and calibrates the Region of Interest (ROI), including its orientation and diameter. A prompt will appear, allowing you to lock the scan body by clicking on it.

In scenarios with multiple scan bodies, the locked scan body remains unaffected by others.

Air dry teeth and staunch bleeding before scanning to reduce salivary reflexes.

7. Refine & finish, send the case

3.4 Full Denture/Partial Denture cases scan workflow

ScanPro offers an efficient digital workflow for both full and partial dentures. Depending on the case, you can run the workflow with or without a pre-treatment scan — **the pre-op scan is available for partial dentures only.**

Procedure

1. Create the case in AS Connect

In AS Connect, create a new case for your patient.

2. Select the restoration type

Choose Full Denture or Partial Denture, then specify the jaw (Upper / Lower). For partial dentures, select whether to include a pre-treatment scan as required.

3. Launch ScanPro

Click Scan to open ScanPro and enter the scanning view.

4. Scan the denture (360°)

Place the upper or lower denture in the scanner and perform a full 360° scan to capture its complete geometry.

5. Scan both-side occlusion

Scan the bite on both the left and right sides to register the upper-to-lower jaw relationship.

6. Refine & finish, send the case

3.5 Full-Arch Implant Scanning Workflow

ScanPro provides a complete digital workflow for full-arch implant cases, capturing the prosthesis geometry, occlusion, scanbody positions, and gingival contour in sequence to deliver precise data for design.

Procedure

1. Create the case in AS Connect

In AS Connect, create a new case for your patient.

2. Select the implant jaw

In the implant quick-select bar, choose the jaw for the implant case (Upper / Lower).

3. Select Full-Arch mode

Click the Full-arch button to enter the full-arch implant workflow.

4. Launch ScanPro

Open ScanPro to enter the scanning view.

5. Scan the prosthesis (360°)

Perform a full 360° scan of the upper and lower prosthesis to capture its complete geometry.

6. Scan the occlusion

Scan the bite to register the upper-to-lower jaw relationship.

7. Scan the scanbodies

Scan the upper and lower scanbodies to precisely locate the position and orientation of each implant.

8. Scan the gingiva

Scan the gingival contour to capture the soft tissue.

9. Refine & finish, send the case

3.6 DirectIP Scanning Workflow

The DirectIP workflow in ScanPro is intended for edentulous or full-arch implant restorations. Using unified DirectIP scanbodies, it precisely captures the positional relationship of multiple implants, making it well suited to fixed restorations supported by multiple implants. Scanning follows one of two paths, depending on whether a provisional prosthesis is captured:

- Path A — Without Provisional Prosthesis
- Path B — With Provisional Prosthesis

Setup (common to both paths)

1. Create the case in AS Connect

Create a new case for your patient.

2. Select the DirectIP category

Choose DirectIP from the top category bar.

3. Assign tooth positions and select the Implant Kit

Click the relevant tooth positions on the arch, then choose the Brand, Platform, and Scanbody in turn. Your selections appear in the Selected list for easy review.

4. (Optional) Choose to scan a provisional prosthesis

To capture a provisional prosthesis, select Scan Provisional Prosthesis. This choice determines whether you follow Path A or Path B.

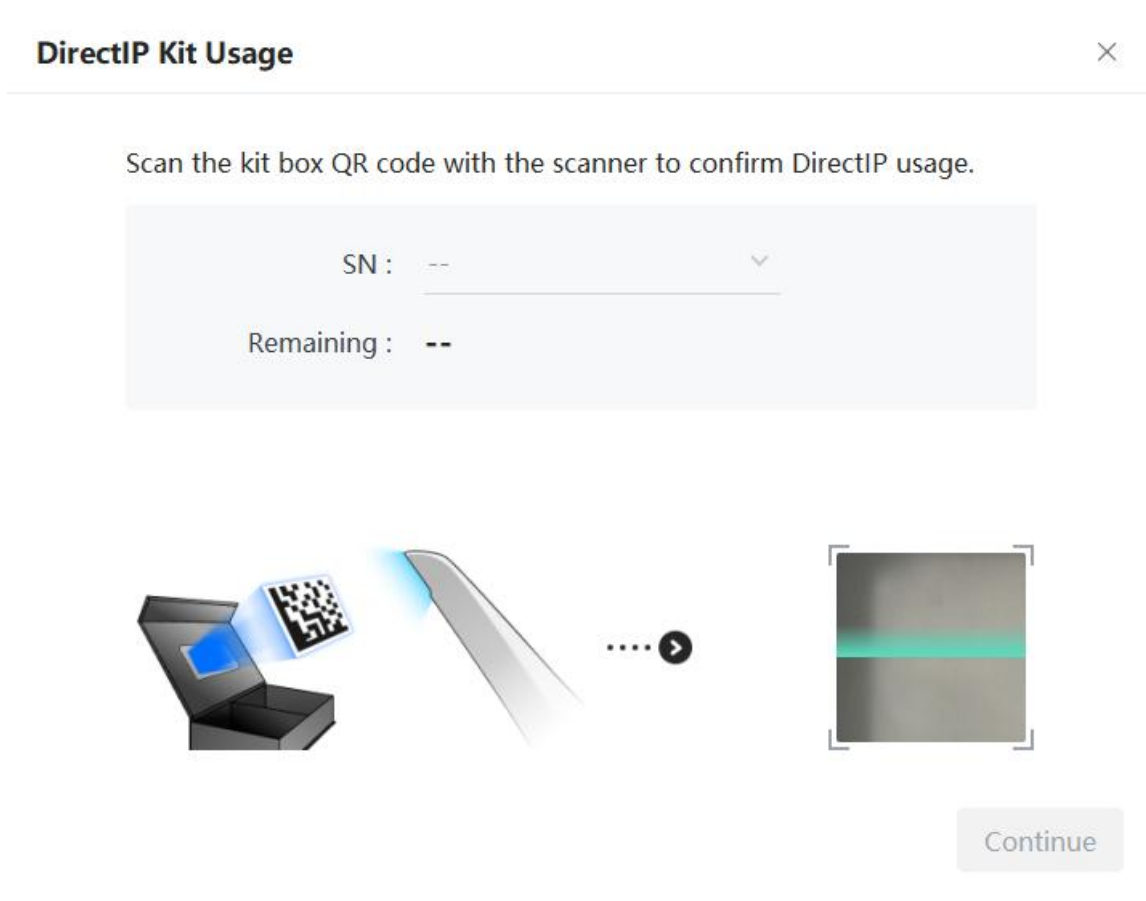
5. Launch ScanPro

Once your selections are confirmed, click **Scan** to open ScanPro.

Path A — Without Provisional Prosthesis

1. Scan the DirectIP code

Use the scanner to read the code on the DirectIP; scanning can start only after the code is recognized.



2. Scan the DirectIP scanbodies (Upper / Lower)

Follow the guidance below for a continuous, complete dataset:

- Align reference points: before you start, align to the central area where multiple scanbodies meet, and the area where the ends of the scanbodies connect.

- Capture scanbodies: for each scanbody, capture it along a center–distal–center path to keep a continuous scan path.
- Scan gingiva: scan the soft tissue around each scanbody along the same center–distal–center path, then sweep once around the entire gingiva to ensure complete data.

3. Scan the occlusion

Scan the bite to register the upper-to-lower jaw relationship.

4. Refine & finish

5. Export data

The scanbody data will be converted into standard models that can be used directly in the design software.

6. Send the case

Path B — With Provisional Prosthesis (Scan Provisional Prosthesis)

1. Scan the DirectIP code

Use the scanner to read the code and complete the match.

DirectIP Kit Usage ×

Scan the kit box QR code with the scanner to confirm DirectIP usage.

SN : --

Remaining : --



Continue

2. Scan the prosthesis (360°)

Perform a full 360° scan of the provisional prosthesis.

3. Scan the occlusion

Scan the bite to register the upper-to-lower jaw relationship.

4. Scan the DirectIP scanbodies (Upper / Lower)

Remove the provisional prosthesis, then scan; same alignment and capture guidance as Path A.

5. Remove DirectIP and scan the soft tissue

Detach the scanbodies and scan the underlying soft tissue (gingiva).

6. Refine & finish

7. Export data

The scanbody data will be converted into standard models that can be used directly in the design software.

8. Send the case

NOTE

If you need to change the selected scanbody models, run Refine on the data once more in ScanPro to regenerate the corresponding standard models.

4 Preferences setup

By adjusting the preferences, you can optimize the performance of the software to match your specific needs and workflow. This guide will walk you through the different categories in the **Preferences** menu, providing detailed explanations of each function and how to configure them.

Accessing preferences

To open the Preferences menu in AS ScanPro, follow these steps:

- Click on  at the top of the AS ScanPro interface.

The Preferences menu is divided into several categories: **General**, **Scan**, **Display**, **Advanced**, **Tools** and **Certifications**. Each category contains specific settings that allow you to customize your scanning experience.

4.1 General settings

4.1.1 Automatically update firmware

The function is designed to keep your system up-to-date with the latest firmware enhancements. By default, the software regularly checks for available updates. If an update is found, you will receive a notification prompting you to choose whether to install it.

How to Use:

The automatic update feature is enabled by default. When a new firmware version becomes available, the *AS ScanPro update window* will automatically appear upon connecting your scanner to AS ScanPro, prompting you to update. If you do not wish to update when the update prompt appears, you can close the *AS ScanPro update window* by clicking **Cancel** or the **X**.

You can disable the automatic update feature by following these steps:

- Open the AS Scanpro.
- Select Preferences, and go to the General tab.
- Uncheck the option labeled **Automatically update firmware**.

The firmware update window will no longer appear automatically by disabling this option. If you wish to update your firmware automatically later, you can re-enable the option by following the same steps and checking the **Automatically update firmware** box.

4.1.2 Show confirmation before finishing a case

The function is designed to prevent accidental exits by providing a confirmation prompt before finalizing a scan case. The confirmation feature is enabled by default.

How to Use:

When you click **Finish** during the **Refine** stage of a scan case, a window will automatically appear, prompting: "Do you want to finish the case?". If you do not wish to finish the case at that moment, you can close the prompt by clicking **Cancel**.

NOTE

If you check "Don't show again" and click **Yes**, AS ScanPro will close directly, and this confirmation feature will be automatically disabled for future use.

You can disable the confirmation feature by following these steps:

1. Open the **AS ScanPro**.
2. Select **Preferences**, and go to the **General** tab.
3. Uncheck the option labeled **Show confirmation before finishing a case**.

The confirmation window will no longer appear automatically by disabling this option. If you wish to receive confirmation prompts later, you can re-enable the option by following the same steps and checking the **Show confirmation before finishing a case**.

4.1.3 Starting Jaw

The function is designed to customize the default scan sequence based on your clinical preferences. You can manually select the starting jaw or allow the system to automatically assign the scan sequence based on the treated jaw.

How to Use:

1. **Manual Selection (Starting Jaw):** When the **Automatically decide** option is disabled, you can manually set the default starting jaw for your scans.
 - Check **Upper jaw**: The scanning workflow will always begin with the upper jaw.
 - Check **Lower jaw**: The scanning workflow will always begin with the lower jaw.
2. **Automatically Decide:** You can enable the Automatically decide feature to let the system intelligently assign the starting jaw based on the treated jaw specified in the current order.

You can configure this feature by following these steps:

Open the AS ScanPro.

Select **Preferences**, and go to the **General** tab.

Check the option labeled **Automatically decide**, and select your preference:

- **Treated jaw first:** The scanning workflow will begin with the jaw undergoing treatment.
- **Opposing jaw first:** The scanning workflow will begin with the antagonist jaw (the jaw opposite to the treated jaw).

4.2 Scan settings

4.2.1 Enable quick scan stop

The function is designed to enhance the system's responsiveness by reducing the waiting time when stopping a scan. By default, this feature is disabled.

How to Use:

When this feature is enabled, the speed at which the scanning process stops will increase significantly.

You can enable this feature by following these steps:

1. Open the AS ScanPro.
2. Select Preferences, and go to the Scan tab.
3. Check the option labeled Enable quick scan stop.

If you wish to return to the standard scan stopping speed, you can disable the option by following the same steps and unchecking the box.

4.2.2 Enable remote control

When enabled, this feature allows the scanner to control the 3D model, providing greater flexibility and ease during **Scan** and **Refine** stage.

How to Use:

By default, this option is disabled. To enable it, check the **Enable remote control** box.

Once enabled, you can rotate the 3D model to any angle during Scan and Refine stage. However, rotation cannot be used in **Bites** stage. Additionally, when it is in Upper jaw and Lower jaw modes, rotation cannot be used if using tools on the left-side tools menu either.

4.2.3 Enable scanning sound

This feature provides auditory feedback during scanning, which helps understand the scanning status without constantly looking at the screen.

How to Use:

Enable the scanning sound option. You will hear sounds indicating scanning statuses, such as pausing or interrupting.

You can select from four different sound options to suit your preference. Default scanning sound: Friendly guitar



To customize the audio, click , then select **Add**. Audio files in the .wav, .wma, .mp3, and .aiff formats are supported. If you wish to remove an uploaded audio file, click Delete.

4.2.4 Enable warning sound

This function alerts you to various situations during scanning, such as that there is too much ambient light or extended scanning times.

How to Use:

The warning sound is enabled by default. It will be triggered when there is too much ambient light or frame rate is reducing during extended scanning sessions.

4.2.5 Enable preview video

This option allows you to see a live preview of the scan area before starting the scan, helping you to position the scanner correctly.

How to Use:

Check the **Enable preview video** box. The preview will appear in the lower right corner of the scanning software interface.

4.2.6 Automatically stop bite capture

This setting controls whether the bite capture process stops automatically or requires manual intervention.

How to Use:

It is enabled by default. If you uncheck this option, you must manually stop the bite capture by clicking the **scan button**.

4.2.7 Scan position

This setting allows you to choose the scanning position (front, back, or extraoral) to align with your workflow and the patient's position.

How to Use:

The default position is **Front**. Change it based on your needs:

- **Front:** Sit in front of the patient.
- **Back:** Sit behind the patient.
- **Extraoral:** For scanning models outside the patient's mouth.

4.3 Display preferences

4.3.1 Monochrome color

Customize the monochrome color mode for a more personalized interface appearance.

How to Use:

Select either **Yellow** or **Gray** mode based on your preference.

4.3.2 Mouse Cursor Size

You can adjust the size of the mouse cursor in the application. The available options are:

- **Follow System:** The cursor size will follow your system's default setting.
- **Small:** A smaller cursor size.
- **Medium:** A medium-sized cursor.
- **Large:** A larger cursor size.

The **Small**, **Medium**, and **Large** options are non-system styles. Once applied, the selected cursor size will be reflected throughout AS ScanPro.

4.4 Advanced

4.4.1 Texture mapping

Enable this to produce data with texture mapping, enhancing the realism of 3D models.

How to Use:

When enabled, the refining process takes longer but improves color accuracy. However, it is important to note that texture mapping is currently supported exclusively within orthodontic workflows. If your system performance is a concern or color detail is less critical, you may disable this feature.

4.4.2 Blend filled holes with surrounding colors

The function is designed to optimize the visual appearance of the final scanned model. When the system automatically patches missing data, this feature ensures a natural

color transition between the filled areas and the surrounding real data. By default, this feature is enabled.

How to Use:

- **When enabled:** The filled holes in the scan data will be intelligently rendered and blended using the true colors of the surrounding areas, creating a more natural-looking model.
- **When disabled:** The filled holes will not use or blend with the surrounding colors.

NOTE

This option is linked to the **Texture mapping** feature. If you check **Texture mapping**, the "Blend filled holes with surrounding colors" option will be automatically disabled (grayed out). Unchecking **Texture mapping** will re-enable this option, allowing you to adjust it.

4.4.3 Save colliding scanbodies to separate files

The function is designed to handle complex scenarios in multi-implant scanning where limited space causes scanbodies to physically collide or their outlines to overlap. By default, this feature is enabled.

How to Use:

- **When enabled:** After completing the case refinement and finalizing the scan, the system will automatically extract the colliding scanbody data and save it as independent 3D files. This isolates the colliding scanbodies from the normal dentition and implant model data, preventing mesh fusion and ensuring accurate scanbody alignment in subsequent CAD software.
- **When disabled:** Colliding scanbodies will not be extracted and will remain in the same file as the standard model data.

4.4.4 Enable real-time scan quality check

The function is designed to help you visually assess the completeness and quality of data acquisition through an intuitive color map. By default, this feature is enabled.

How to Use:

- **When enabled:** A color map indicating scan quality will be displayed on the teeth and gingiva areas both *during* the active scanning process and *after* scanning stops.

This provides instant visual feedback to help you identify missing data areas while scanning.

- **When disabled:** The scan quality color map will not be displayed *during* the active scan. The system will only calculate and display the scan quality colors *after* you pause or stop the scanning process.

4.4.5 Enable bite alignment check

The function is designed to help you accurately evaluate the occlusal alignment of the upper and lower jaw scans through intuitive color maps and mesh feedback. By default, this feature is disabled.

How to Use:

When this option is enabled, the software provides the following alignment aids:

- **Color Legend:** A legend explaining the meanings of the different bite alignment colors will be displayed in the lower-left corner of the interface.
- **Color Indicators:** After stopping the scan, the bite mesh will display the respective color indicators to represent the current bite alignment status.
- **Hover Highlight:** Hovering your mouse over the bite mesh will highlight it, allowing for a clearer and more detailed view of the occlusal alignment color distribution.



4.4.6 Enable strict data quality check

The function is designed to enforce a high standard of data integrity verification. By default, this feature is disabled.

How to Use:

When this option is enabled, the system will perform a strict validation check before entering the Refinement phase. If any of the following anomalies are detected, the system will block the transition and display a warning prompt, requiring you to make corrections before proceeding:

- **Preparation Mismatch:** The number of marked teeth does not match the number of prepared teeth specified in the case order.
- **Missing Data:** Holes or un-scanned areas are detected in the upper or lower jaw scan data.
- **Implant Mismatch:** The number of matched scanbodies does not correspond to the number of implants specified for the upper or lower jaw in the case order.
- **Incomplete Guidance:** The guided scanning workflow is incomplete (i.e., you have not scanned along the guide arrows until they disappear).

4.4.7 Enable occlusal pressure adjustment

Adjust the occlusal pressure level to match the patient's condition during scanning. This feature is enabled by default.

How to Use:

You can enable or disable this feature. The effect on occlusal penetration will be updated in real time as you change the switch status.

When enabled, you can choose from five distinct intensity levels.



4.5 Tools

4.5.1 Shutdown time for scanners

Set the automatic shutdown time for wired and wireless scanners to save power and extend device life.

How to Use:

The default is 10 minutes for wired and 3 minutes for wireless scanners. Adjust the time based on your usage patterns.

4.5.2 Wireless scanner charge mode

This feature is designed for scanners that support Quick Charge Mode, allowing you to adjust the charging strategy.

How to Use:

Select the appropriate charging strategy based on your needs:

Quick Charge Mode: Charges the battery to 80% in less than one hour, significantly reducing wait times.

Optimized Charging Mode: Takes approximately 3 hours to fully charge, helping to extend battery lifespan.

4.5.3 Create support files

Generate support files to help diagnose and troubleshoot issues with the scanning software and data.

How to Use:

Use this feature to create detailed logs and data files that can be sent to support teams for efficient problem resolution. Please ensure your scanner is connected when using this feature.

By configuring these settings in the AS ScanPro Preferences menu, you can tailor the software to suit your needs better, enhancing your workflow and the overall scanning experience.

4.5.4 Device Check

The function is designed to help you quickly diagnose and resolve scanner connection issues, specifically by checking the system's network hardware environment (e.g., missing wireless network adapters or disabled devices).

How to Use:

If the scanner fails to connect normally, you can perform a hardware environment self-check by following these steps:

1. Click the **Preferences**.
2. Go to the **Tools** tab.
3. Click the **Check** to automatically run the device diagnostics.
4. After running the check, the system will provide status feedback based on the diagnostic results:
 - Network Hardware Anomaly: If the system does not detect a wireless network adapter, or if the adapter is disabled, a connection error prompt will appear.
 - Device Disabled: If it is confirmed that specific relevant hardware devices have been disabled by the operating system, a corresponding warning prompt will appear, guiding you to enable the device in your system settings.

4.6 Certifications

The function is designed to allow you to conveniently view and verify the global compliance and regulatory credentials of the wireless scanners to meet clinical regulatory requirements.

Model: AS 200E

Argentina  RAMATEL H-30641	Australia RCM Certification 	Brazil ANATEL ID: 21997-23-16331
Canada IC: 29544-AS200E	China CMIIT ID: 2023AP8242	China Hongkong OFCA Certification
China Taiwan NCC Certification  CCAK24LP0780T4	Europe/UK RED Certification 	India WPC Certification

Model: S300W**Argentina****Australia**

RCM Certification

**Belarus**

MPT Certification

**Canada**

IC: 29544-S300W

China

CMIIT ID: 24J5198P1027

China Taiwan

NCC Certification

**Europe/UK**

RED Certification

**Japan**

TELEC Certification

**South Africa**

ICASA Certification

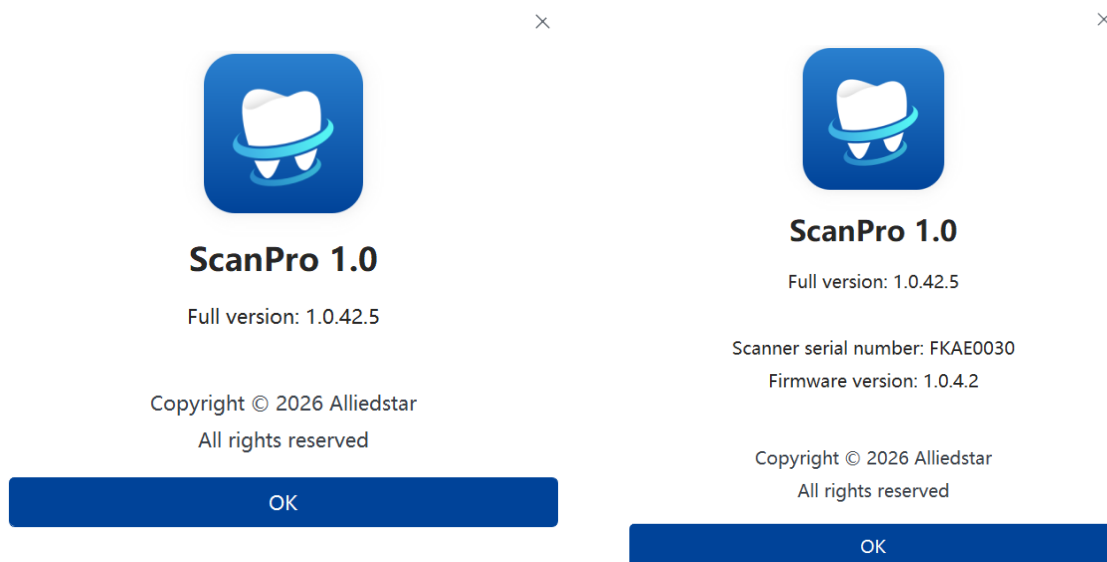


5 Troubleshooting and support

Q: How can I find out the version of AS ScanPro?

A: To check the AS ScanPro version:

- Click on .
- The version information will be displayed in the popup dialog box.
- If your scanner is connected, you can also view the firmware version of the scanner in this dialog box.



Q: How do I import or export scan data in AS ScanPro?

A: Here's how to import scan data:

- Navigate to the **Cases** tab and select the desired case.
- Click on the ... and choose **Import Raw Data**.
- Select the data file to import and click **Open**.
- Wait for the data to be imported.
- Click **Open** to import the data into ScanPro.

- Process the imported scan data as needed.

To export scan data:

- Access the desired case in the **Cases** tab.
- Click on the ... and select **Export Raw Data**.
- Choose the save path and specify the file name.
- Click **Save** to confirm the export.

NOTE

The file extension of scan data should be .scan.

Q: How should I scan areas with multiple missing teeth?

A: Follow these steps for accurate scanning:

- Use the **Extensive soft tissue preservation** in the **Soft tissue filter** function.
- Ensure thorough scanning of the entire area, including adjacent teeth and gum lines.

Q: How can I recover the scan data if AS ScanPro crashes?

A: If AS ScanPro crashes:

- Immediately reopen AS ScanPro within the same case to recover scan data.

Q: Does offline mode impact scanning performance?

A: No, offline mode does not affect scanning performance. Scans conducted offline are not synchronized to the cloud.

By following these troubleshooting steps, you can efficiently resolve common scanning issues in AS ScanPro.

6 Support contact information

If you encounter any issues or need assistance while using AS ScanPro, there are several support options available.

Getting help

If you encounter any issues while using AS ScanPro, follow these steps to get assistance:

- **Contact your dealer:** Your first point of contact should be your authorized dealer.
- **Contact Alliedstar:** You can directly contact Alliedstar for support at support@allied-star.com.

And provide them with the following information:

- Serial number of your scanner.
- Support file.
- If the issue pertains to scan data, include the relevant scan data and video.

Remote assistance:

Sometimes, complex issues may require remote assistance. Follow one of the methods below to obtain a remote code:

- **Method 1:**

Run AS Connect.

To launch TeamViewer for quick support, click  then select **TeamViewer**.

Provide the displayed TeamViewer ID and password to the support personnel if required.

- **Method 2:**

Visit the Alliedstar Support website using your web browser.

Navigate to the Remote Assistance tool download section on the download page.

Access the download page at support.allied-star.com/download.

Click the **Download** to download the *Alliedstar_Support.exe* application.

Once the download is complete, double-click on the *Alliedstar_Support.exe* icon to run the Alliedstar Support application.

Provide the displayed TeamViewer ID and password to the support personnel if required.

www.allied-star.com

Part number: DD0073

Release date: 2026/07

Rev: 1.3