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Primescan 2 – Site Survey Instructions



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Primescan 2 - Site Survey (Website URL Links)

- Access to the Primescan 2 Site Survey, including these instructions, can be found on the Dentsply Sirona Support site under the Primescan 2 - Installation and Planning page: <https://www.dentsplysironasupport.com/en-us/dealer-section/cad-cam/cerec/primescan-2/installation-planning.html>
- Direct Access Link: <https://survey.dentsplysironasupport.com/>
- This can be accessed by **PC** or by **Mobile Phone**


Installation Planning Resources:



Site Survey

Prior to installing the Primescan 2, it is recommended to perform a survey at the customer site to ensure that the installation is performed correctly. Click the link below to go to the Pre-Installation Site Survey Website.

[Go ↗](#)





Site Survey Instructions

This guide covers the instructions for how to complete the Primescan 2 Site Survey.

[Download ↓](#)

survey.dentsplysironasupport.com

Dentsply Sirona Site Survey Home Register Login

  **Site Survey**

To create or submit a Site Survey, please Login or Register.

[Login](#) [Register](#)

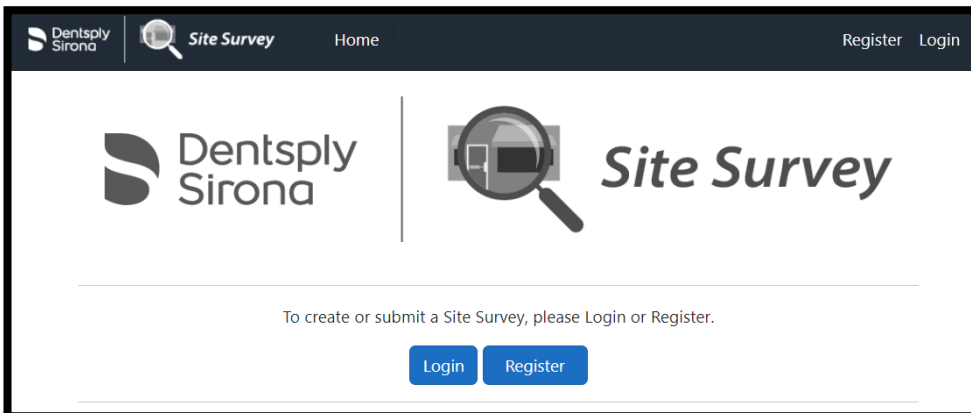
✕ CAD/CAM Documents and Instructions ✕

✕ Imaging Documents and Instructions ✕

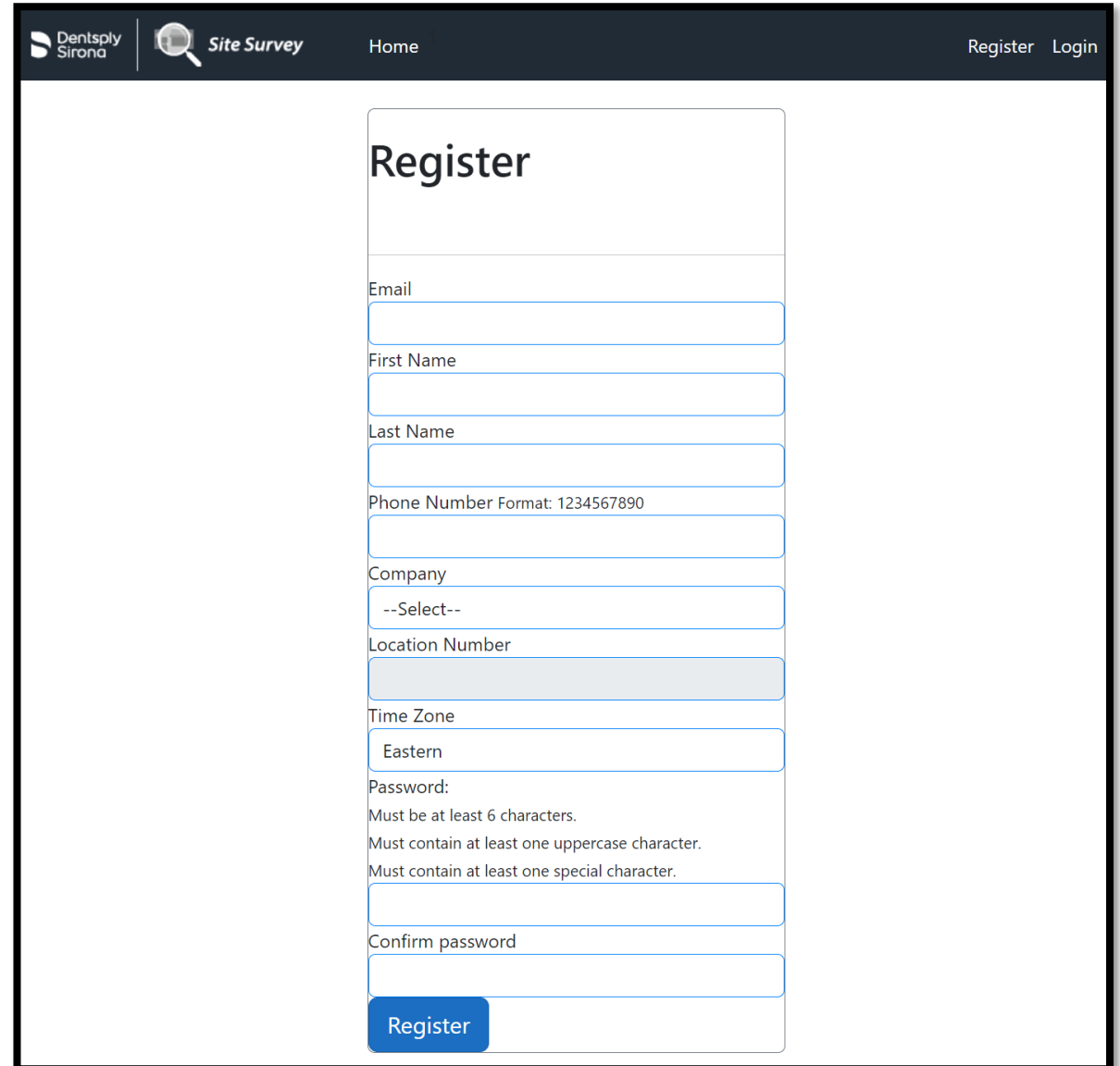


Primescan 2 – Site Survey (Registration Pt. 1)

- If you **haven't previously registered**, you will need to Register for access to the Site Survey site. If you have previously submitted a Primeprint Site Survey, then you should already be registered and do not need to register again.
- Select the “**Register**” option in the upper right corner or the middle blue button.
- Complete the form and select the blue “**Register**” button.



The screenshot shows the Site Survey homepage. The header includes the Dentsply Sirona logo, a magnifying glass icon, the text 'Site Survey', and links for 'Home', 'Register', and 'Login'. The main content area features the Dentsply Sirona logo and a magnifying glass icon. Below this, a message states: 'To create or submit a Site Survey, please Login or Register.' At the bottom, there are two blue buttons: 'Login' and 'Register'.



The screenshot shows the Site Survey registration form. The header includes the Dentsply Sirona logo, a magnifying glass icon, the text 'Site Survey', and links for 'Home', 'Register', and 'Login'. The main content area features a large 'Register' heading. Below this, there are several input fields: 'Email', 'First Name', 'Last Name', 'Phone Number Format: 1234567890', 'Company' (with a dropdown menu showing '--Select--'), 'Location Number', 'Time Zone' (with a dropdown menu showing 'Eastern'), 'Password' (with instructions: 'Must be at least 6 characters.', 'Must contain at least one uppercase character.', 'Must contain at least one special character.'), and 'Confirm password'. At the bottom, there is a blue 'Register' button.



Primescan 2 – Site Survey (Registration Pt. 2)

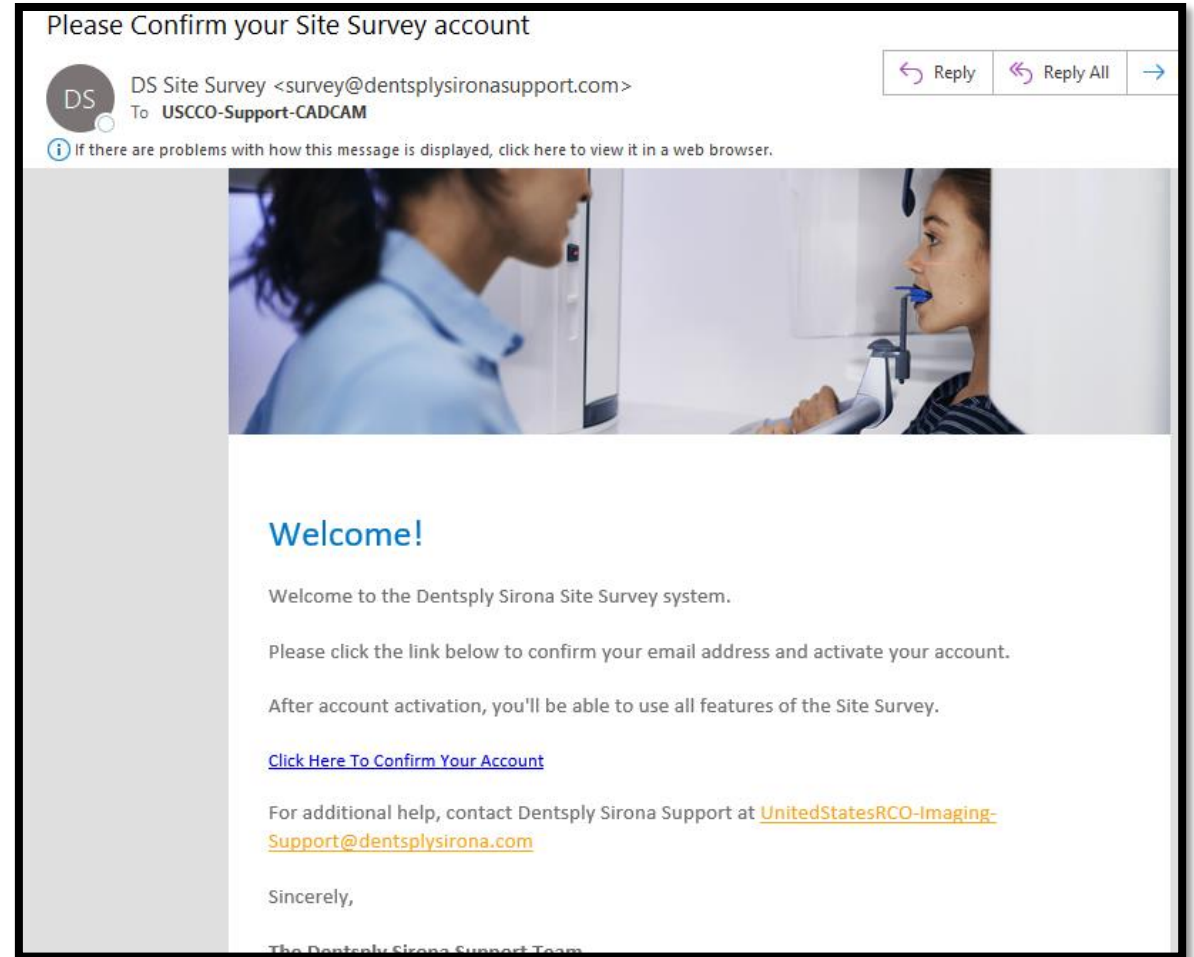
- Once Register is selected you will see this message:

Registration Confirmation

A confirmation email has been sent to USCCO-Support-CADCAM@dentsplysirona.com with instructions to activate your account.

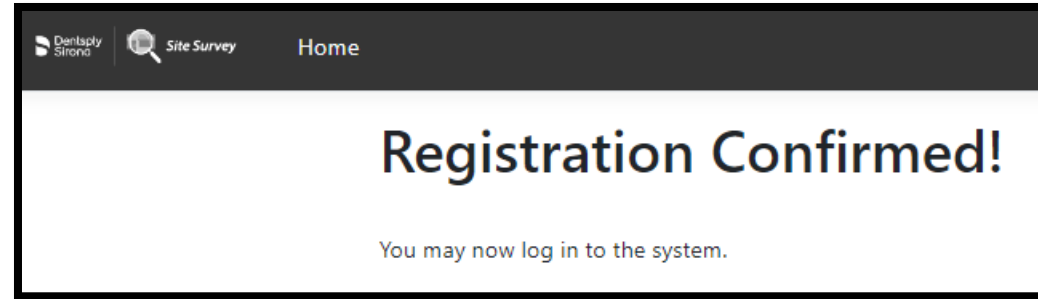
If no confirmation email can be found, please check your spam or junk email folder.

- Look for the email to confirm the registration, which may be in your **junk** or **spam** folder.
- Select the “**Click Here To Confirm Your Account**” link in the email.

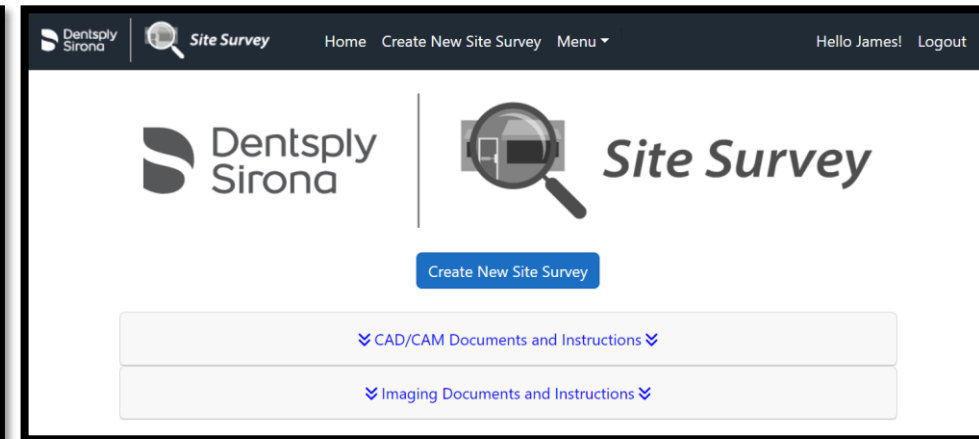
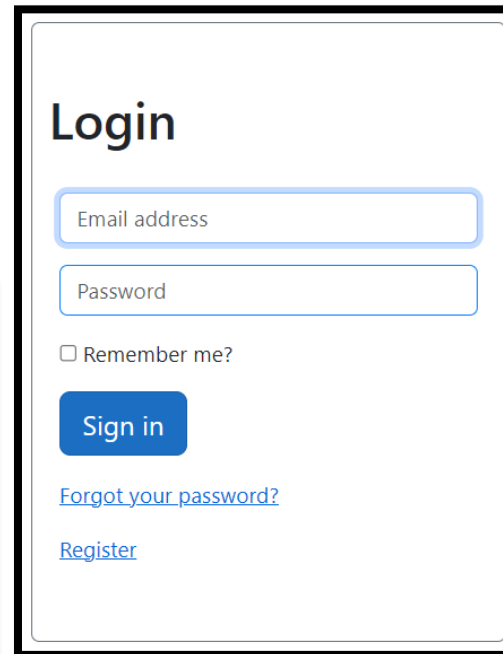
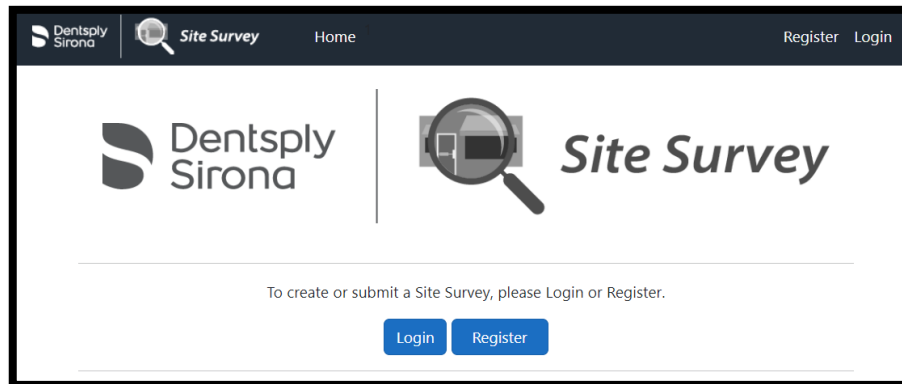


Primescan 2 – Site Survey (Registration Pt. 3)

- Once confirmed you will see this message:

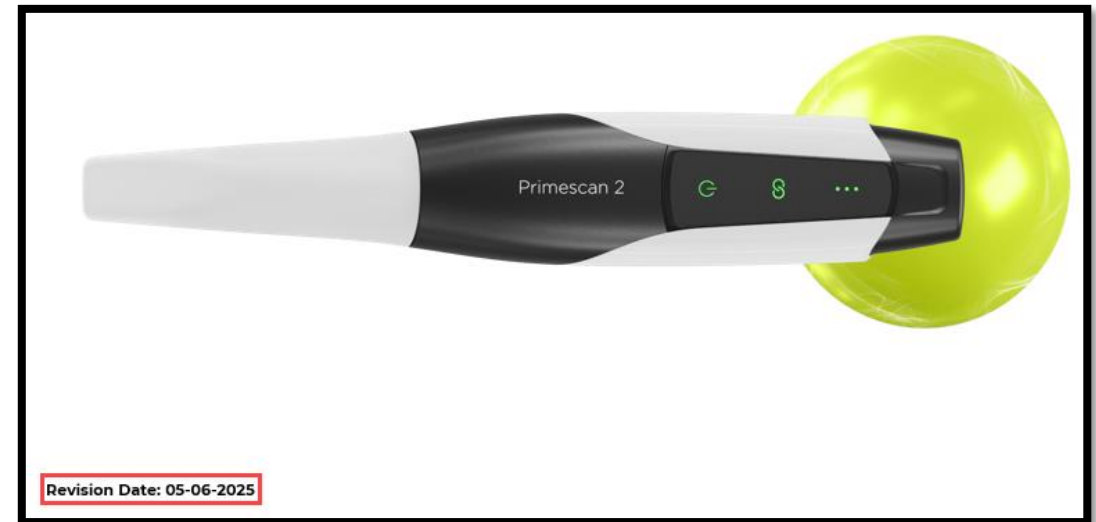
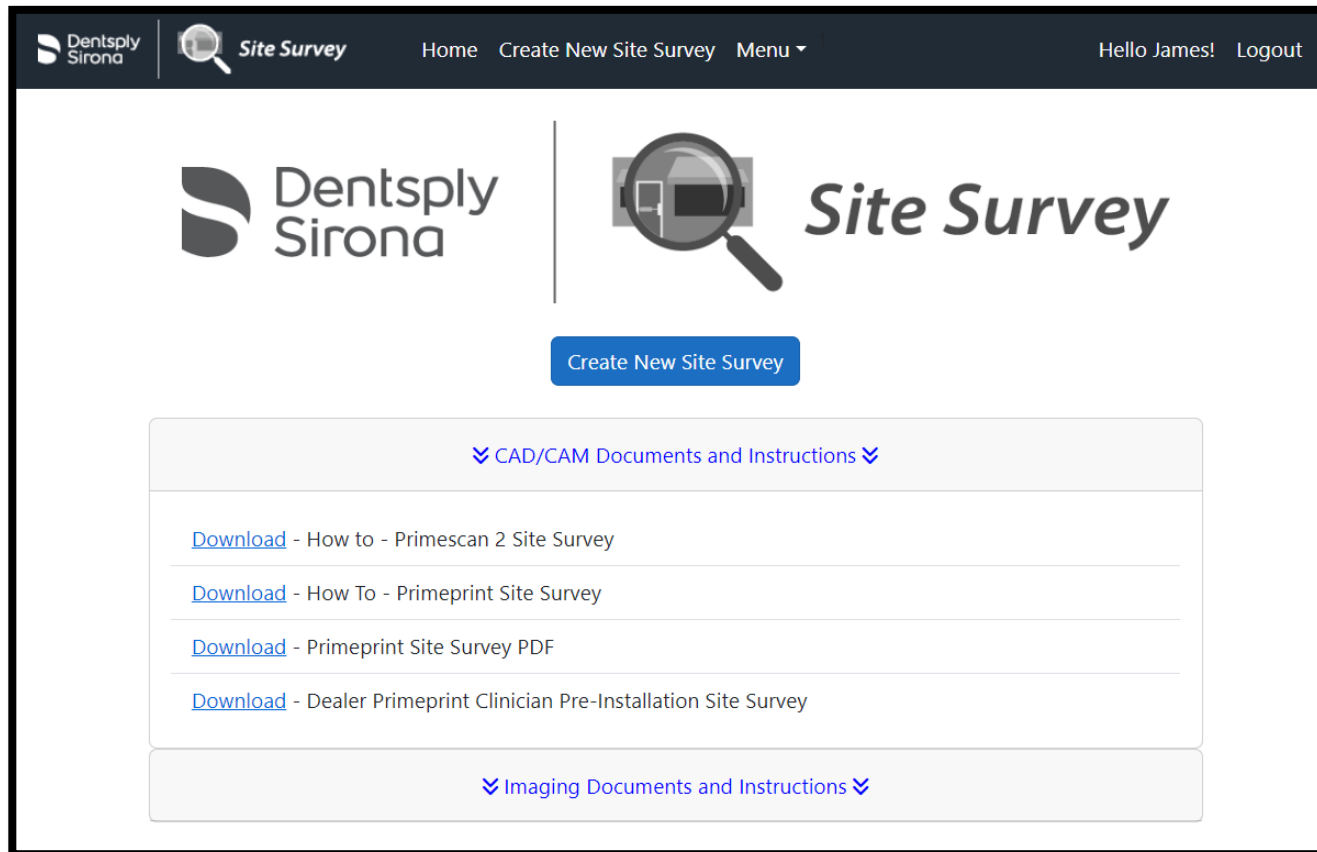


- Select the “**Login**” option in the upper right corner or the middle blue button and enter your email and password.



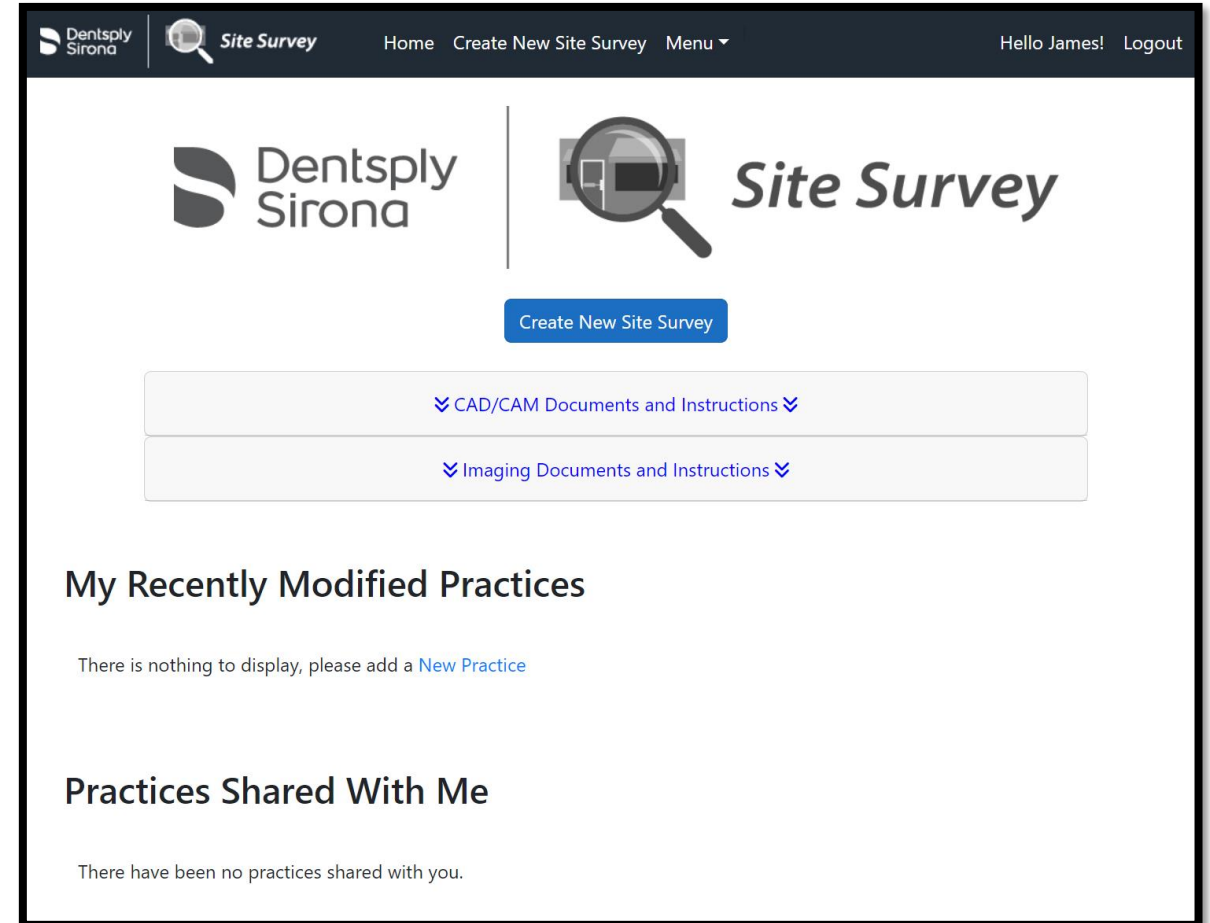
Primescan 2 – Site Survey (Home)

- From the main “**Home**” screen you can expand the “**CAD/CAM Documents and Instructions**” accordion section by selecting it and download the latest version of this “How To - Primescan 2 Site Survey” document.
- The Revision Date can be found in the bottom left corner of the 1st slide.



Primescan 2 – Site Survey (Add New Practice Pt. 1)

- From the main “**Home**” page you can see all the practices that you have created or that are shared with you.
- We are going to create a New Practice and start completing the Site Survey information.
- Select the blue “**New Practice**” link.



Primescan 2 – Site Survey (Add New Practice Pt. 2)

- Enter in the practice information:
- Select the correct Dealer Partner:

New Practice

Practice Name

Address

City

State / Province

--Select--

Zip / Postal Code

Country

United States

Phone Number

Format: 1234567890

Dealer Partner

--Select--

Save

New Practice

Practice Name

CAD/CAM Test Practice

Address

2725 Water Ridge Parkway

City

Charlotte

State / Province

North Carolina

Zip / Postal Code

28217

Country

United States

Phone Number

8006595977

Format: 1234567890

Dealer Partner

--Select--

Patterson Dental

Henry Schein Dental

Government/Education

Other or Unknown

Save

New Practice

Practice Name

CAD/CAM Test Practice

Address

2725 Water Ridge Parkway

City

Charlotte

State / Province

North Carolina

Zip / Postal Code

28217

Country

United States

Phone Number

8006595977

Format: 1234567890

Dealer Partner

--Select--

Patterson Dental

Henry Schein Dental

Government/Education

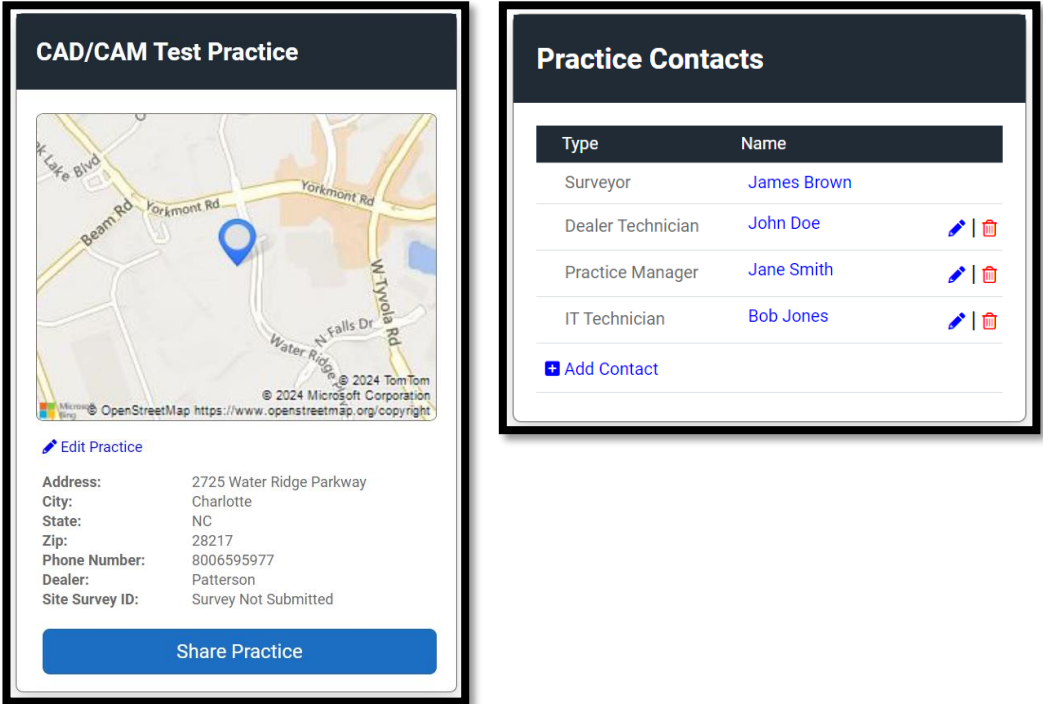
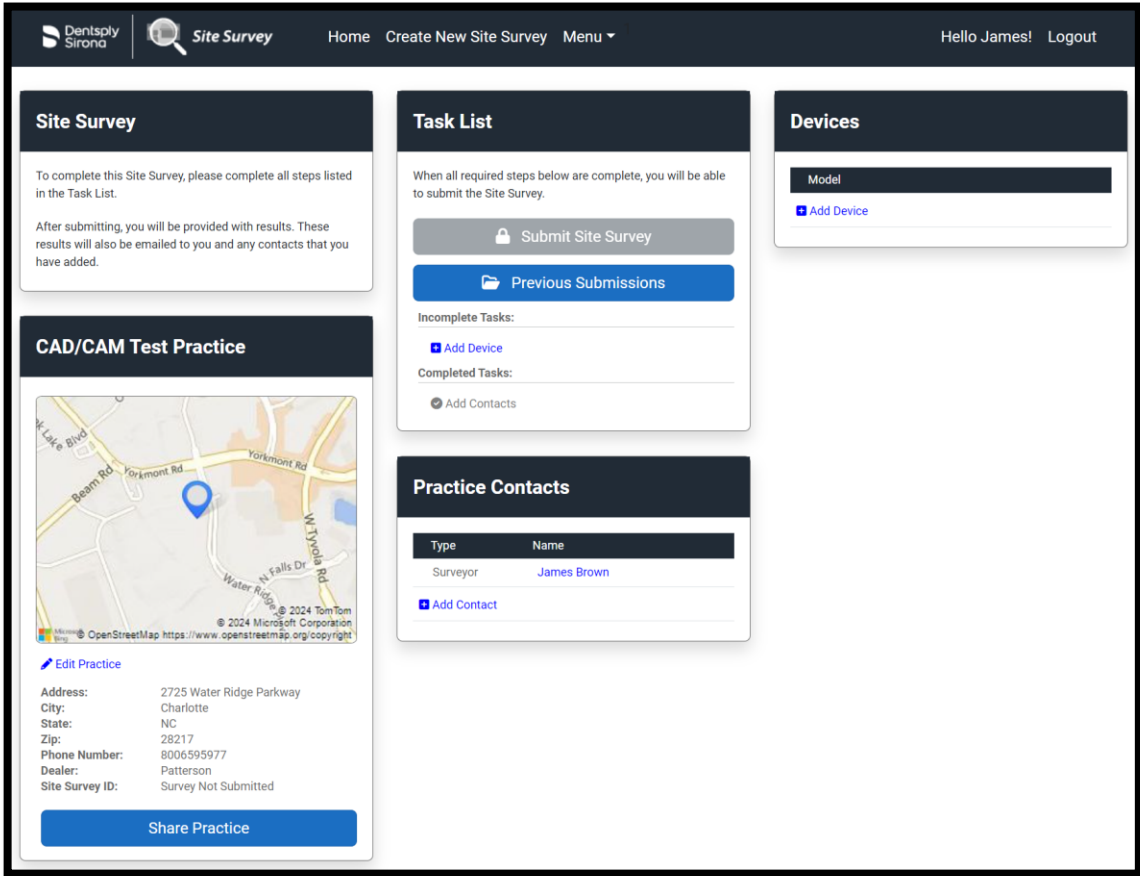
Other or Unknown

Save



Primescan 2 – Site Survey (Add Contact)

- From the Practice page you can select **“Add Contact”** under the Practice Contacts section and include the Dealer Technician, Doctor, Practice Manager, and IT Technician.
- Once all contacts have been added they will show up under the **“Practice Contacts”** section.
- You can select **“Share Practice”** under the Practice Information and enter their email and they will get an email to Login and Register to have access to edit this same practice account.



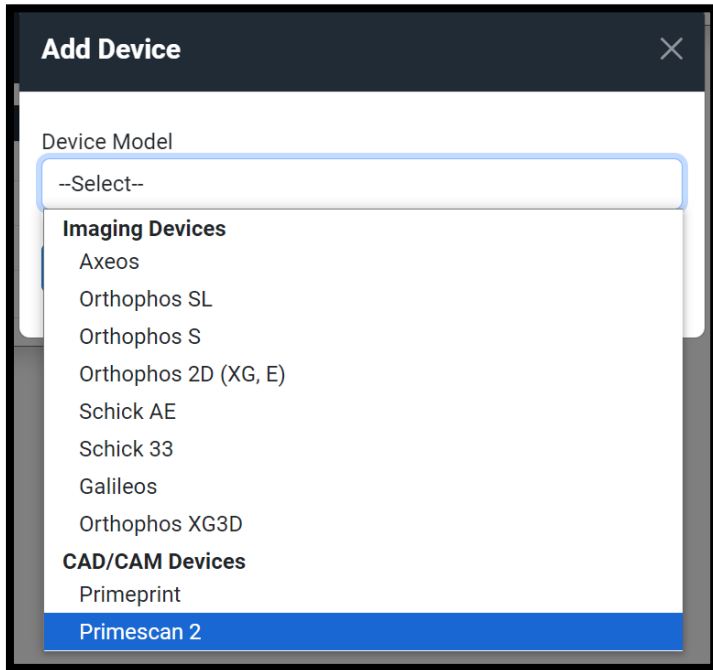
Primescan 2 – Site Survey (Add Device)

- Under Devices - Model, select “**Add Device**”



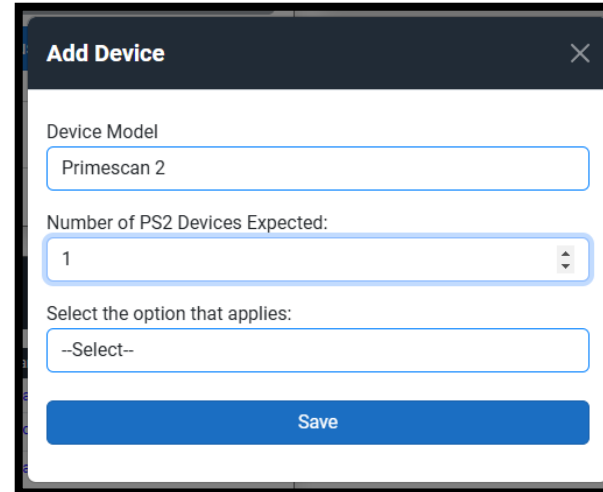
The screenshot shows a dark-themed sidebar with a 'Devices' section. Inside this section, there is a 'Model' dropdown menu and a blue button labeled 'Add Device'.

- Under Device Model – CAD/CAM Devices, select “**Primescan 2**”



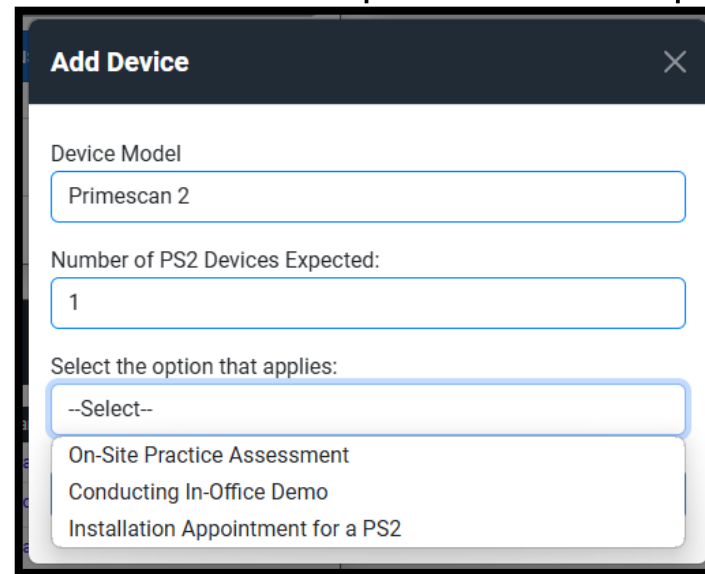
The screenshot shows the 'Add Device' dialog box. The 'Device Model' dropdown is open, displaying a list of devices. Under the 'CAD/CAM Devices' section, 'Primescan 2' is highlighted. Other devices listed include 'Axeos', 'Orthophos SL', 'Orthophos S', 'Orthophos 2D (XG, E)', 'Schick AE', 'Schick 33', 'Galileos', and 'Orthophos XG3D'.

- Select the Number of **PS2 Devices Expected**



The screenshot shows the 'Add Device' dialog box. The 'Device Model' is set to 'Primescan 2'. The 'Number of PS2 Devices Expected' is set to 1. The 'Select the option that applies:' dropdown is set to '--Select--'. A blue 'Save' button is at the bottom.

- Select the option that applies and “**Save**”




The screenshot shows the 'Add Device' dialog box. The 'Device Model' is set to 'Primescan 2'. The 'Number of PS2 Devices Expected' is set to 1. The 'Select the option that applies:' dropdown is open, showing three options: 'On-Site Practice Assessment', 'Conducting In-Office Demo', and 'Installation Appointment for a PS2'. A blue 'Save' button is at the bottom.


Primescan 2 – Site Survey (Task List)

- The **Task List** at the top shows ALL the **Incomplete Tasks**.
- The **Practice Environments** and **Primescan 2 Operatories** sections **BOTH** need to be completed.
- You do not need to complete all tasks at once. You can complete one task and come back at another time to update and complete tasks as needed.
- Once all are completed you will then submit to get results, as shown later.

Task List

When all required steps below are complete, you will be able to submit the Site Survey.

 Submit Site Survey

 Previous Submissions

Incomplete Tasks:

- [+ Add Primescan 2 Internet Connection](#)
- [+ Add Primescan 2 Wireless Network](#)
- [+ Add Primescan 2 Operator](#)



Completed Tasks:

- ☒ Add Contacts
- ☒ Add Device

Devices

Model

Primescan 2

[+ Add Device](#)

Primescan 2 Operatories

Name

[+ Add Primescan 2 Operator](#)

Practice Environment

Type

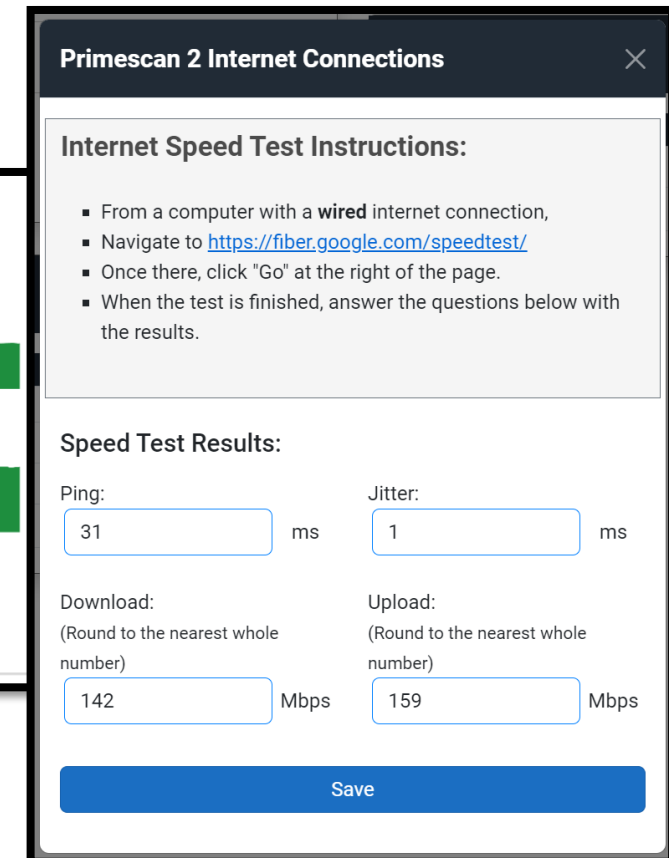
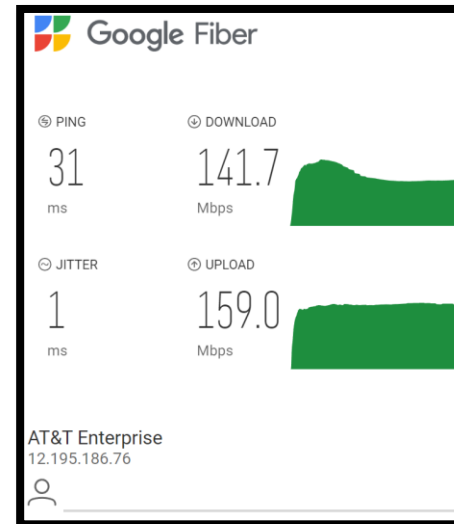
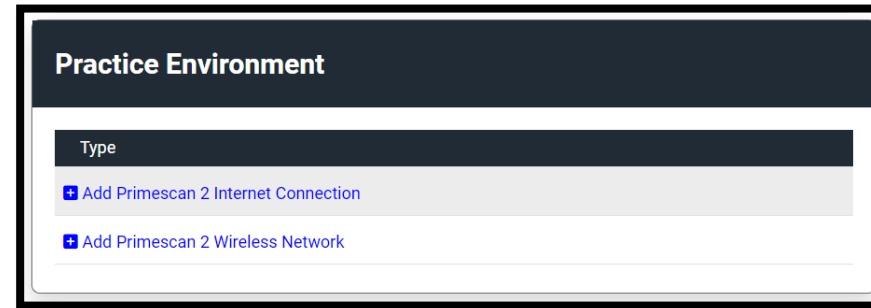
[+ Add Primescan 2 Internet Connection](#)

[+ Add Primescan 2 Wireless Network](#)



Primescan 2 – Site Survey (Practice Environment Pt. 1)

- From the Practice Environment section, select “**Add Primescan 2 Internet Connection**”
- From a computer with a **wired** internet connection on the practice network, navigate to the link below and click “**GO**” at the right of the page:
- <https://fiber.google.com/speedtest/>
- When the test is finished, answer the questions by entering the **Speed Test Results** into the form.
- If something is not completed and you select “Save”, it will show in red.
- Once you select “**Save**”, it will show that task with an edit pencil. You can use this to go back and edit those selections.



The screenshot shows a 'Primescan 2 Internet Connections' window. It contains a section titled 'Internet Speed Test Instructions:' with three bullet points: 'From a computer with a **wired** internet connection,', 'Navigate to <https://fiber.google.com/speedtest/>', and 'Once there, click "Go" at the right of the page.' Below this is a 'Speed Test Results:' section with input fields for Ping (31 ms), Jitter (1 ms), Download (142 Mbps), and Upload (159 Mbps). A blue 'Save' button is at the bottom.

Primescan 2 – Site Survey (Practice Environment Pt. 2)

- From the Practice Environments section, select “**Add Primescan 2 Wireless Network**”
- This section provides the **General Network Requirements** that you must confirm that you have been provided and communicated the information to your IT personnel, as necessary.
- If you are unsure which Wi-Fi Version is being used or whether there is a sign-on Captive Portal page, obtain this information from the office IT personnel for confirmation.
- If something is not completed and you select “Save”, it will show in red
- Once you select “**Save**”, it will show that task with an edit pencil. You can use this to go back and edit those selections.

Add Primescan 2 Wireless Network

General Network Requirements:

- Wi-Fi band: 5GHz
- Wi-Fi Standard: Wi-Fi 5 (802.11ax), Wi-Fi 6 (802.11ax)
- Wi-Fi roaming (Mesh): 802.11 r/k/v
- Upload Minimum: 25MBit/s per scanner
- Download Minimum: 20MBit/s per scanner
- Encryption: WPA2 with pre-shared key
- Recommended IP assignment: DHCP
- Latency: max. 100ms
- Jitter: max. 5ms
- Distance from scanner to Wi-Fi access point: max. 5 m, not covered by walls
- Wi-Fi access point connection points: Gigabit Ethernet, e.g.:1000BASE-T with Cat 5 cable or higher
- LAN standard (for optional Edge Device): Gigabit Ethernet, e.g.:1000BASE-T with Cat 5 cable or higher

*Required

I confirm that I have been provided the general network requirements information above and will communicate with my IT personnel as necessary.

--Select--

Required Communication Ports:

- The following ports must be enabled for the practice network in order to guarantee all functions of the intraoral scanner.

Port	Description
123	Time synchronization with a public time server (NTP)
68	For use with DHCP
546	For use with DHCP
53	Default port for the Domain Name System (DNS)
443	Standard port for encrypted internet access (https), Sending and receiving data.

*NOTE: All ports listed above require both TCP and UDP communication.

*Required

I confirm that I have been provided the required communication ports information above and will communicate with my IT personnel as necessary.

--Select--

Practice Environment

Type

Add Primescan 2 Internet Connection

Add Primescan 2 Wireless Network

Captive Portal Requirement:

A wireless internet connection **WITHOUT** a web registration / consent / sign-on page is required.
* This is normally referred to as a Captive Portal

*Required

I confirm that connections to my network do not require a registration/consent/sign-on page.

--Select--

Wi-Fi Versions:

*Required

Which Wi-Fi versions exist at your practice?

*Select all that apply. You can also select the highest known version of Wi-Fi that exists.

☐ Wi-Fi 4 (802.11n - Release Date: 2009)

☐ Wi-Fi 5 (802.11ac - Release Date: 2014)

☐ Wi-Fi 6 (802.11ax - Release Date: 2019)

☐ Wi-Fi 6e (802.11ax* - Release Date: 2021)

Operatories and Workstations:

*Required

How many operatories do you intend to use this device in?

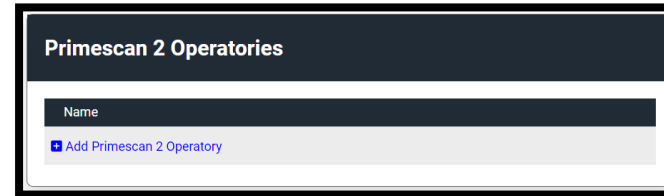
1

Operatories

Save

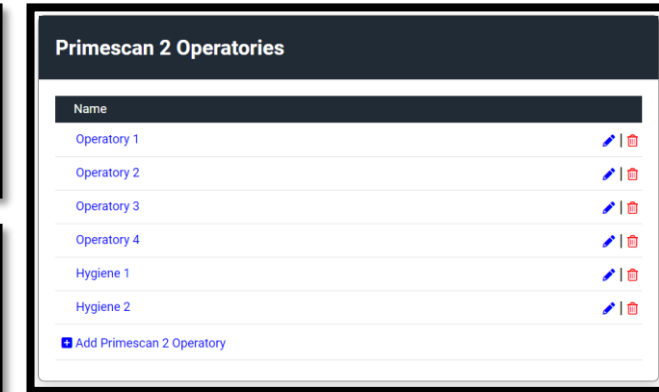
Primescan 2 – Site Survey (Add Operatories)

- From the Primescan 2 Operatories section, select “**Add Primescan 2 Operatory**” for each Operatory in the practice.
- This section requires you to use your mobile device to test the compatibility of the office network in each operatory. Download the DS Core Link App and follow the instructions in the [next slide](#).
- Name each operatory according to what the practice calls the room. (Examples: Operatory 1, Hygiene 2)
- Enter the Number of Primescan 2 Devices the Operatory can support according to the DS Core Link App – Speed Test results.
- Once completed select “**Save**”.



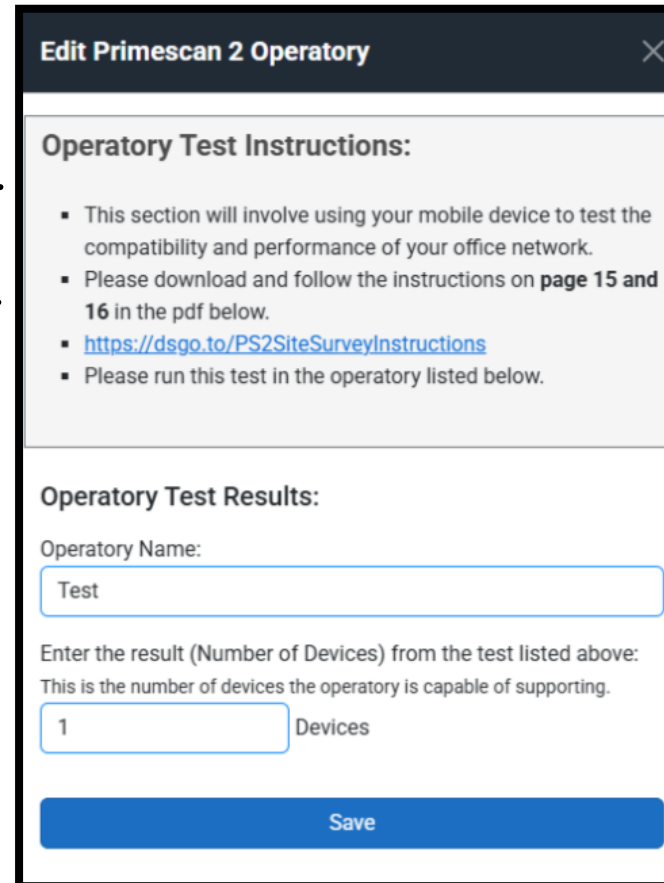
Primescan 2 Operatories

Name
Add Primescan 2 Operatory



Primescan 2 Operatories

Name
Operatory 1
Operatory 2
Operatory 3
Operatory 4
Hygiene 1
Hygiene 2
Add Primescan 2 Operatory



Edit Primescan 2 Operatory

Operatory Test Instructions:

- This section will involve using your mobile device to test the compatibility and performance of your office network.
- Please download and follow the instructions on **page 15 and 16** in the pdf below.
- <https://dsgo.to/PS2SiteSurveyInstructions>
- Please run this test in the operatory listed below.

Operatory Test Results:

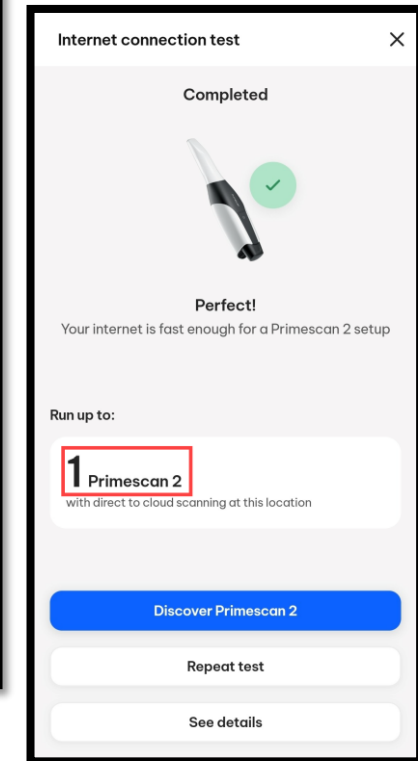
Operatory Name:

Test

Enter the result (Number of Devices) from the test listed above:
This is the number of devices the operatory is capable of supporting.

1 Devices

Save



Internet connection test

Completed

Perfect!

Your internet is fast enough for a Primescan 2 setup

Run up to:

1 Primescan 2
with direct to cloud scanning at this location

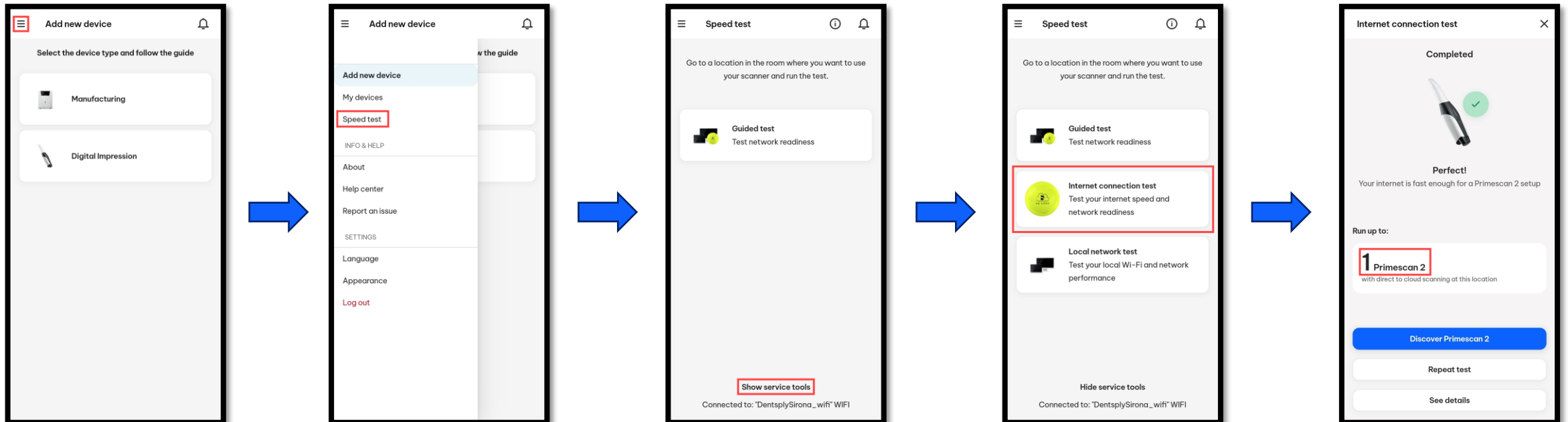
Discover Primescan 2

Repeat test

See details

Primescan 2 – Site Survey (DS Core Link App Speed Test)

- Ensure that your mobile device is connected to the practice internal Wi-Fi network that you will use for the PS2 device.
 - In the App Store or Play Store, search for and install the “DS Core Link” app on your phone
 - From the upper left burger menu, select the “**Speed Test**” option. Then select “**Show service tools**” at the bottom of the screen.
- While it is okay to run the new “Guided Test”, for completing this Site Survey you will need to run the individual “**Internet connection test**” separately.
- Note the Number of Primescan 2 Devices the Operator can support according to the DS Core Link App – Speed Test results. Repeat this test for each operator in the practice.



Primescan 2 – Site Survey (Submitting Site Survey)

- Once all **Task List** items are completed you can then go back and edit each if needed.
- If no changes are necessary, you can Select “**Submit Site Survey**” at the top.
- Once you select Submit then you will get this message that results will be emailed to ALL contacts on the account.
- You can add a comment or just select “**Submit Site Survey**”.

Site Survey Submissions

NOTE: Results will be emailed to ALL contacts when submitted.

Comments:

WARNING: Before submitting, ensure all information is correct.

Submit Site Survey

Task List

When all required steps below are complete, you will be able to submit the Site Survey.

Submit Site Survey

Previous Submissions

Incomplete Tasks:

✔ All Tasks Are Completed

Completed Tasks:

✔ Add Contacts

✔ Add Device

✔ Add Primescan 2 Internet Connection

✔ Add Primescan 2 Wireless Network

✔ Add Primescan 2 Operator

Devices

Model

Primescan 2

Add Device

Practice Environment

Type

Primescan 2 Internet Connection

Primescan 2 Wireless Network

Primescan 2 Operators

Name

Operator 1

Add Primescan 2 Operator



Primescan 2 – Site Survey (Survey Results Passed)

- After submitting the Site Survey, it will take you to the **Results** page.
- You can scroll down to see the details of each section.
- If your Site Survey **Passed completely**, it will look like this:

Site Survey Results

[Back to Practice Page](#)

Site Survey ID: 68005983

Overall Survey Status: Passed

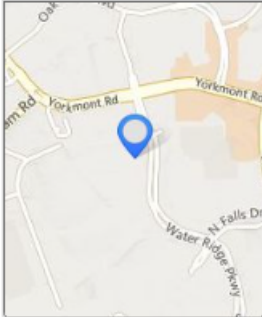
Date Submitted: 10/31/2024 9:30:27 AM

No Edge Device Needed.

An edge device should not be ordered as it is not required for this practice.

Practice Info

Location:



CAD/CAM Test Practice

2725 Water Ridge Parkway

Charlotte, NC, 28217, United States

8006595977

Site Survey ID: 68005983

Overview:

Primescan 2 Internet Connection	Pass
Primescan 2 Wireless Network	Pass
PS2 Operators: 1 Passed, 0 Failed.	Pass

Primescan 2 – Site Survey (Survey Results Failed)

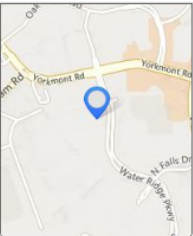
- After submitting the Site Survey, you may have various **Failing results**.
- You can scroll down to see the details of each section, what failed, and why.

Site Survey Results

Site Survey ID: 68005983
Overall Survey Status: Failed
Date Submitted: 10/31/2024 9:37:30 AM

An Edge Device Cannot Be Ordered.
The internet connection results and wireless network results do not support a PS2 Device. Please correct the items below and resubmit the Site Survey when complete.

Practice Info

Location:

CAD/CAM Test Practice
2725 Water Ridge Parkway
Charlotte, NC, 28217, United States
8006595977
Site Survey ID: 68005983

Overview:

Primescan 2 Internet Connection	Fail
Primescan 2 Wireless Network	Fail
PS2 Operators: 0 Passed, 1 Failed.	Fail

Primescan 2 Internet Connection

Status: Fail

PRIMESCAN 2 INTERNET CONNECTION

Ping: 101 Ping value is above the maximum (100ms) allowed. See note below.	Fail
Jitter: 6 Jitter value is above the maximum (5 ms) allowed. See note below.	Fail
Upload Speed: 9 Upload value is below the minimum (10 mbps) allowed. Upload speed below 10Mbps will lead to failures, or long wait times for the model creation to be displayed on DS Core. Contact your ISP for upgrade options	Fail
Download Speed: 19 Download value is below the minimum (20 mbps) allowed. Please contact your ISP to discuss upgrade options.	Fail

Primescan 2 Wireless Network

Status: Fail

PRIMESCAN 2 WIRELESS NETWORK

Network Requirements Confirmation: False Network Requirements information was not confirmed. Please confirm this and resubmit.	Fail
Network Ports Confirmation: False Network Ports information was not confirmed. Please confirm this and resubmit.	Fail
Wifi Connection Without Captive Portal: No The device is not compatible with captive portal wifi networks.	Fail
Wifi Types: Wifi N The device requires Wifi 6 (AX) or Wifi 5 (AC).	Fail
Number of Operators: 1	

Primescan 2 Operators

OPERATOR 1

Operator Name: Operator 1	
Number Of PS2 Devices: 0 The wireless connection in this operator does not support a PS2 device. Wireless network or internet connection upgrades are necessary.	Fail



Primescan 2 – Site Survey (Failure Scenarios Pt. 1)

- The Overall Survey Status shows “**Failed**” and under Overview – Primescan 2 Internet Connection it shows Fail in red.
- Scroll down to view which specific value failed for Internet Connection.
- **Upload Speed** value is below the minimum (**10mbps**) allowed.
- The Wireless Network and or Internet Connection must be upgraded to support a PS2 device, and you must work with your ISP to discuss upgrade options.
- If no upgrade options are available through your ISP, your network will not support a PS2 Device.

Site Survey Results

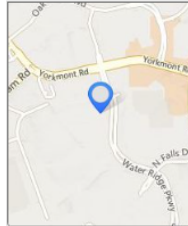
[Back to Practice Page](#)

Site Survey ID: 68005983
Overall Survey Status: Failed
Date Submitted: 10/31/2024 9:43:27 AM

An Edge Device Cannot Be Ordered.
The internet connection results do not support a PS2 Device. Please correct the items below and resubmit the Site Survey when complete.

Practice Info

Location:



CAD/CAM Test Practice
2725 Water Ridge Parkway
Charlotte, NC, 28217, United States
8006595977
Site Survey ID: 68005983

Overview:

Primescan 2 Internet Connection	Fail
Primescan 2 Wireless Network	Pass
PS2 Operatories: 1 Passed, 0 Failed.	Pass

Primescan 2 Internet Connection

Status: **Fail**

PRIMESCAN 2 INTERNET CONNECTION

Ping: 31	Pass
Jitter: 1	Pass
Upload Speed: 9 Upload value is below the minimum (10 mbps) allowed. Upload speed below 10Mbps will lead to failures, or long wait times for the model creation to be displayed on DS Core. Contact your ISP for upgrade options	Fail
Download Speed: 20	Pass



Primescan 2 – Site Survey (Failure Scenarios Pt. 2)

- The Overall Survey Status shows “**Failed**” and under Overview – Primescan 2 Internet Connection it shows Fail in red.
- Scroll down to view which specific value failed for Internet Connection.
- **Download Speed** value is below the minimum (**20mbps**) allowed.
- The Wireless Network and or Internet Connection must be upgraded to support a PS2 device, and you must work with your ISP to discuss upgrade options.
- If no upgrade options are available through your ISP, your network will not support a PS2 Device.

Site Survey Results

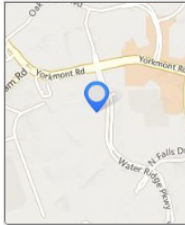
[Back to Practice Page](#)

Site Survey ID: 68005983
Overall Survey Status: Failed
Date Submitted: 10/31/2024 9:45:58 AM

An Edge Device Cannot Be Ordered.
The internet connection results do not support a PS2 Device. Please correct the items below and resubmit the Site Survey when complete.

Practice Info

Location:



CAD/CAM Test Practice
2725 Water Ridge Parkway
Charlotte, NC, 28217, United States
8006595977
Site Survey ID: 68005983

Overview:

Primescan 2 Internet Connection	Fail
Primescan 2 Wireless Network	Pass
PS2 Operatories: 1 Passed, 0 Failed.	Pass

Primescan 2 Internet Connection

Status: **Fail**

PRIMESCAN 2 INTERNET CONNECTION

Ping: 31	Pass
Jitter: 1	Pass
Upload Speed: 25	Pass
Download Speed: 19	Fail

Download value is below the minimum (20 mbps) allowed. Please contact your ISP to discuss upgrade options.

Primescan 2 – Site Survey (Warning Scenarios Pt. 1)

- The Overall Survey Status shows “**Warning**” and under Overview – Primescan 2 Internet Connection it shows Warning in yellow.
- Scroll down to view which specific value failed for Internet Connection.
- **Upload Speed** value is between **(10mbps – 24mbps)**.
- The Wireless Network and or Internet Connection must be upgraded to support a PS2 device without needing an Edge Device, and you must work with your ISP to discuss upgrade options.
- If no upgrade options are available through your ISP, an Edge Device will be required in addition to support a PS2 Device.

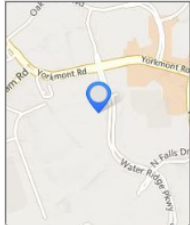
Site Survey Results

[Back to Practice Page](#)

Site Survey ID: 68005983
Overall Survey Status: Warning
Date Submitted: 10/31/2024 9:48:01 AM

An Edge Device Is Needed.
An edge device should be ordered as the upload speed requires it for this practice.

Practice Info

Location:

CAD/CAM Test Practice
2725 Water Ridge Parkway
Charlotte, NC, 28217, United States
8006595977
Site Survey ID: 68005983

Overview:

Primescan 2 Internet Connection	Warning
Primescan 2 Wireless Network	Pass
PS2 Operators: 1 Passed, 0 Failed.	Pass

Primescan 2 Internet Connection

Status: Warning

PRIMESCAN 2 INTERNET CONNECTION

Ping: 31	Pass
Jitter: 1	Pass
Upload Speed: 10 Because of the upload speed of your internet connection, We strongly encourage you to contact your ISP to upgrade the upload speed to meet the device requirements. Otherwise, an edge device will be required for functionality.	Warning
Download Speed: 20	Pass



Primescan 2 – Site Survey (Warning Scenarios Pt. 2)

- The Overall Survey Status shows “**Passed**” but under Overview – PS2 Operatories it shows a **Yellow Warning** due to **1 or more (but not all)** Operatories **failing**.
- Scroll down to view which specific operatories have failed.
- The wireless connection in this specific operatory does not support a PS2 device.
- The Wireless Network and or Internet Connection must be upgraded for this Operatory to support a PS2 device and you must work with your IT personnel to resolve.
- If other Operatories passed, this issue is most likely due to Wi-Fi signal strength issues in that room.

Site Survey Results

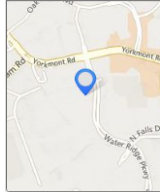
[Back to Practice Page](#)

Site Survey ID: 68005983
Overall Survey Status: Passed
Date Submitted: 10/31/2024 9:51:46 AM

No Edge Device Needed.
An edge device should not be ordered as it is not required for this practice.

Practice Info

Location:



CAD/CAM Test Practice
2725 Water Ridge Parkway
Charlotte, NC, 28217, United States
8006595977
Site Survey ID: 68005983

Overview:

Primescan 2 Internet Connection	Pass
Primescan 2 Wireless Network	Pass
PS2 Operatories: 5 Passed, 1 Failed.	Warning

Primescan 2 Operatories

OPERATORY 1	Pass
OPERATORY 2	Pass
OPERATORY 3	Pass
OPERATORY 4	Pass
HYGIENE 1	Pass
HYGIENE 2	Fail

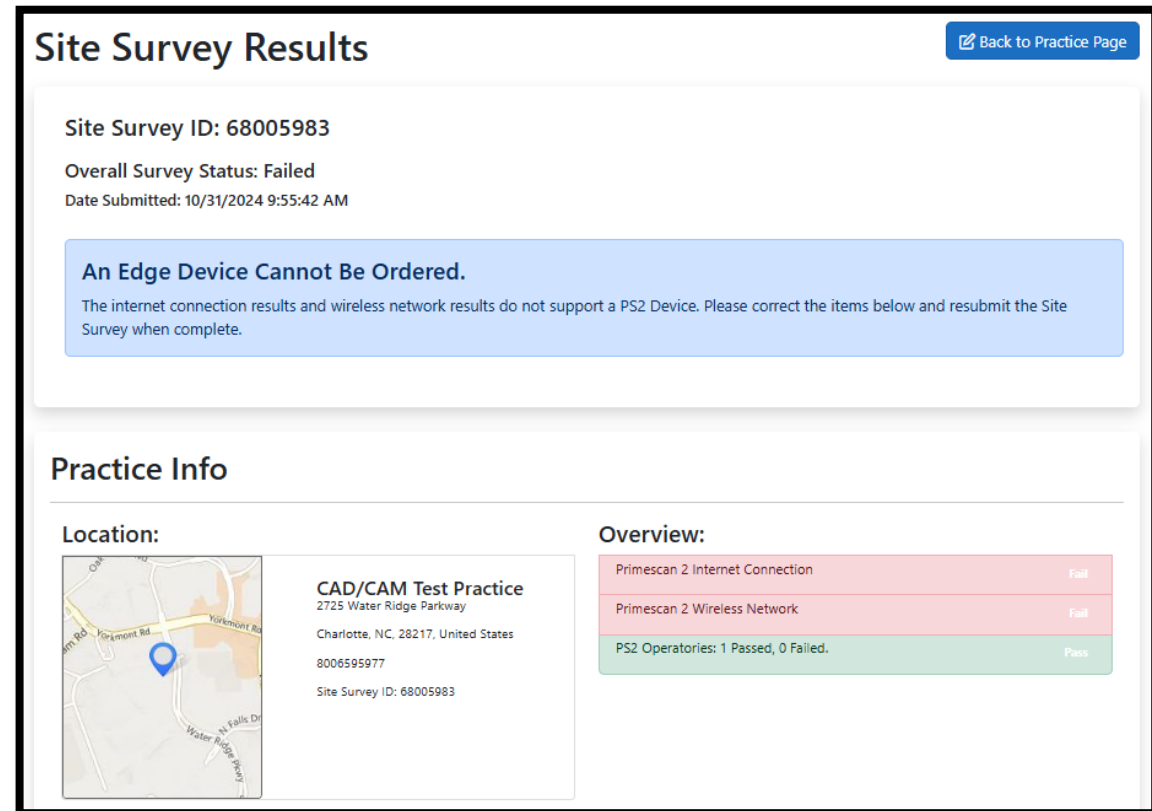
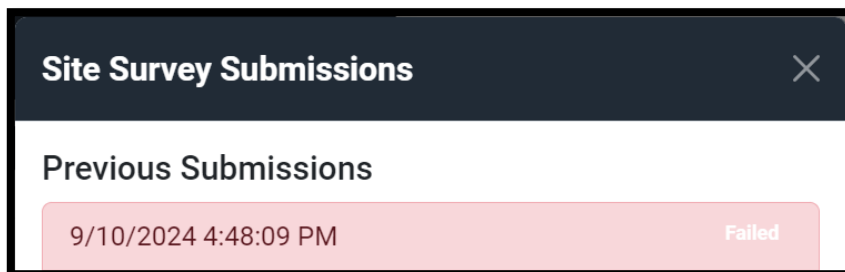
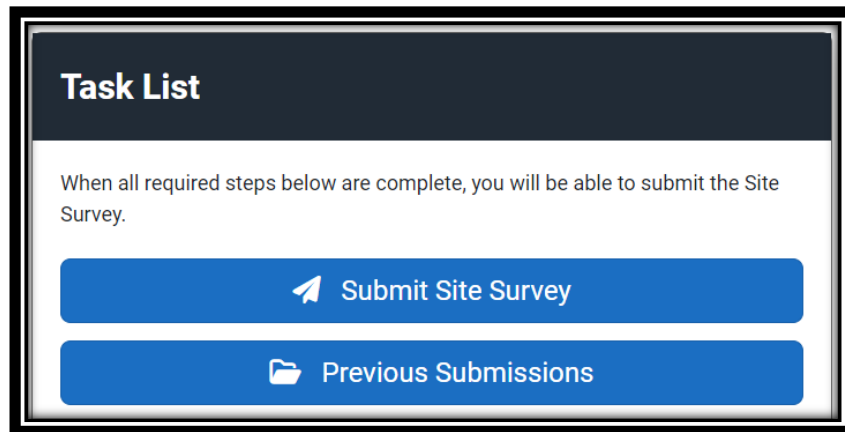
Operator Name: Hygiene 2

Number Of PS2 Devices: 0

The wireless connection in this operatory does not support a PS2 device. Wireless network or internet connection upgrades are necessary.

Primescan 2 – Site Survey (Reviewing Submissions)

- You can select “**Back to Practice Page**” to go back and see more specifics and to edit each section.
- Once at the Practice page you can edit each section or select “**Previous Submissions**” again see what failed.
- You **DO NOT** need to create a new Practice after a failing Site Survey to **resubmit**.



Primescan 2 – Site Survey (Resubmitting Site Surveys)

- If you had a previous **Failing** site survey result, such as Upload/Download Speeds being too slow as mentioned in previous slides, you will need to notify the office to contact their ISP to upgrade their speeds. If they are unable to upgrade however, **Add Comments** stating that information and resubmit the site survey.
- Once all sections have been completed or **edited to resolve the previous issues**, then you can reselect “**Submit Site Survey**” again, enter additional comments, and get the new results.
- If all test pass, then you will get a **PASS** and all green.
- All submissions are kept track of if they failed or passed under **Previous Submissions**.

Site Survey Results

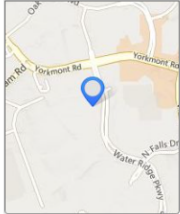
[Back to Practice Page](#)

Site Survey ID: 68005983
Overall Survey Status: Passed
Date Submitted: 10/31/2024 9:30:27 AM

No Edge Device Needed.
An edge device should not be ordered as it is not required for this practice.

Practice Info

Location:



CAD/CAM Test Practice
2725 Water Ridge Parkway
Charlotte, NC, 28217, United States
8006595977
Site Survey ID: 68005983

Overview:

Primescan 2 Internet Connection	Pass
Primescan 2 Wireless Network	Pass
PS2 Operations: 1 Passed, 0 Failed.	Pass

Site Survey Submissions

NOTE: Results will be emailed to ALL contacts when submitted.

Comments:

WARNING: There are existing submissions. Only submit the Site Survey again if changes were made to the hardware or IT environment at the practice.

Submit Site Survey Again

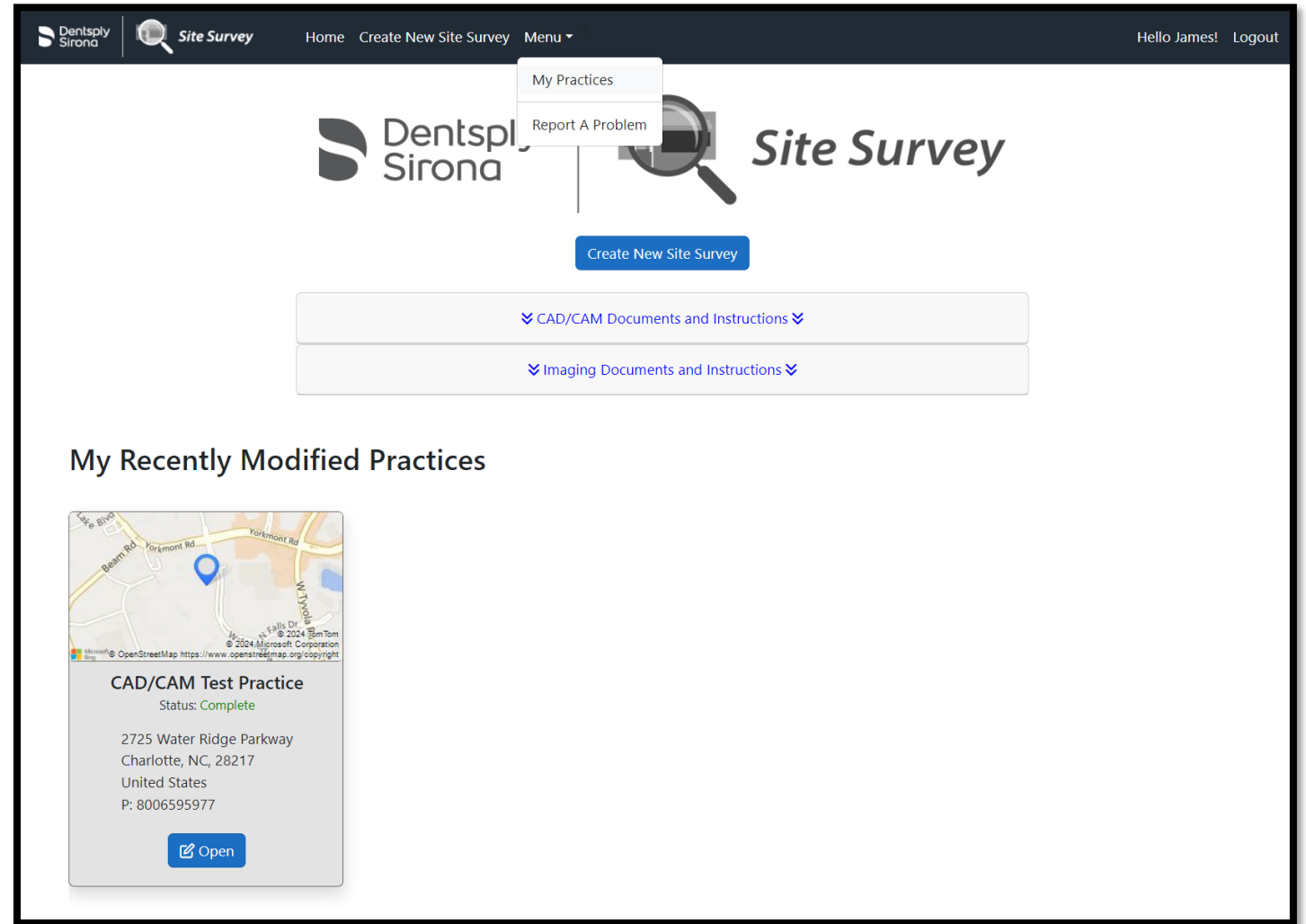
Site Survey Submissions

Previous Submissions	
9/10/2024 5:48:44 PM	Passed
9/10/2024 4:48:09 PM	Failed



Primescan 2 – Site Survey (Menu | My Practices)

- When logging back into your account you will be shown “**My Recently Modified Practices**”.
- To show all your practices you have created, select “**Menu**” from top and select “**My Practices**”



Primescan 2 – Site Survey (Customer Support Portal)

- Network Requirement information can also be found on the Customer Support Portal in the link below under **CAD/CAM > Primescan 2 > Network Requirement** but **does not** substitute for submitting the Primescan 2 Site Survey.
- dsgo.to/csp

