Primescan 2 –
Site Survey Instructions

Revision Date: 07-09-2025

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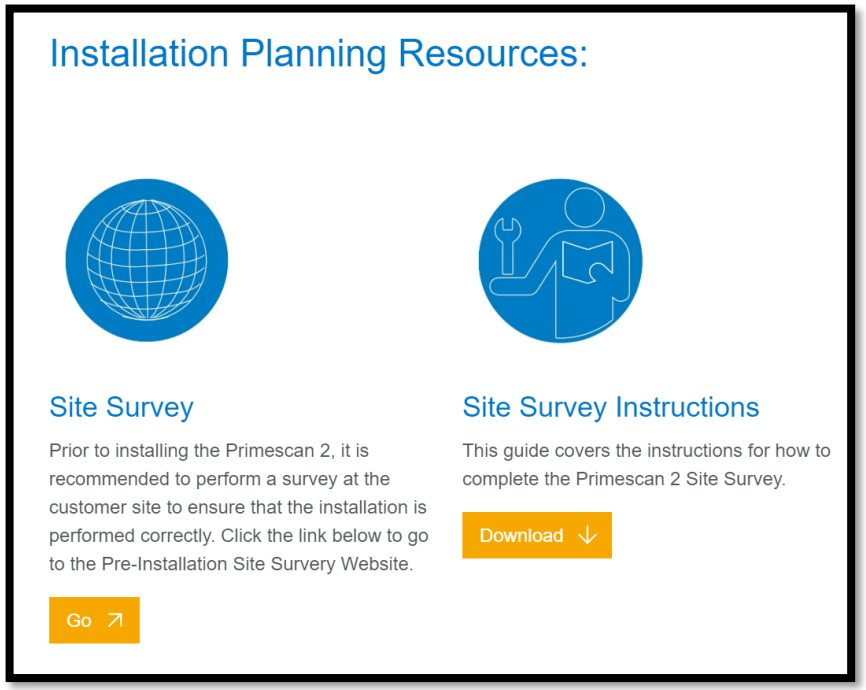
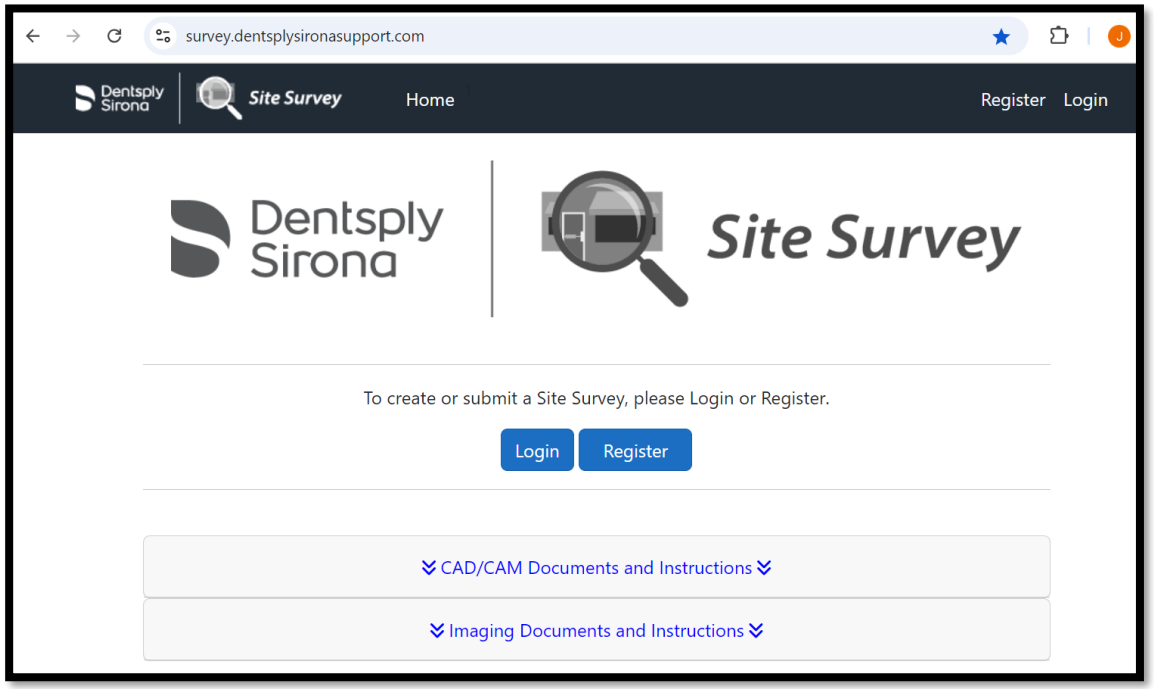
Primescan 2 - Site Survey (Website URL Links)

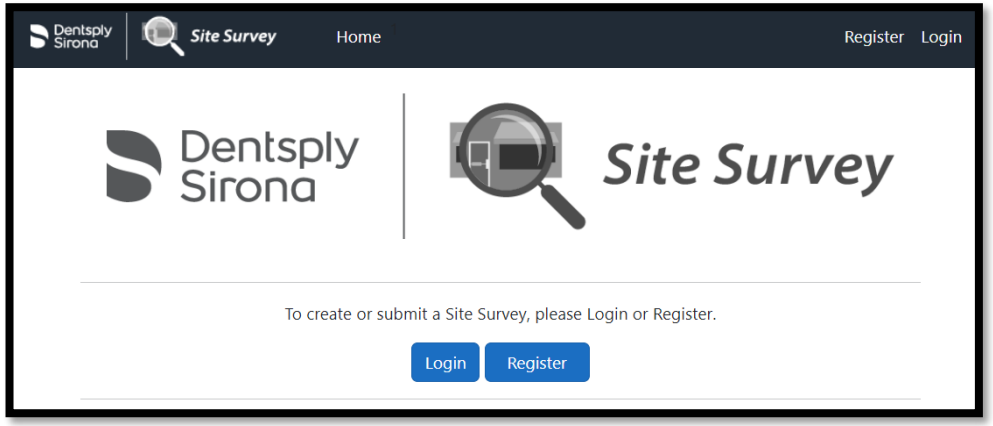
- Access to the Primescan 2 Site Survey, including these instructions, can be found on the Dentsply Sirona Support site under the Primescan 2 - Installation and Planning page: https://www.dentsplysironasupport.com/en-us/dealer-section/cad-cam/cerec/primescan-2/installation-planning.html
- Direct Access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

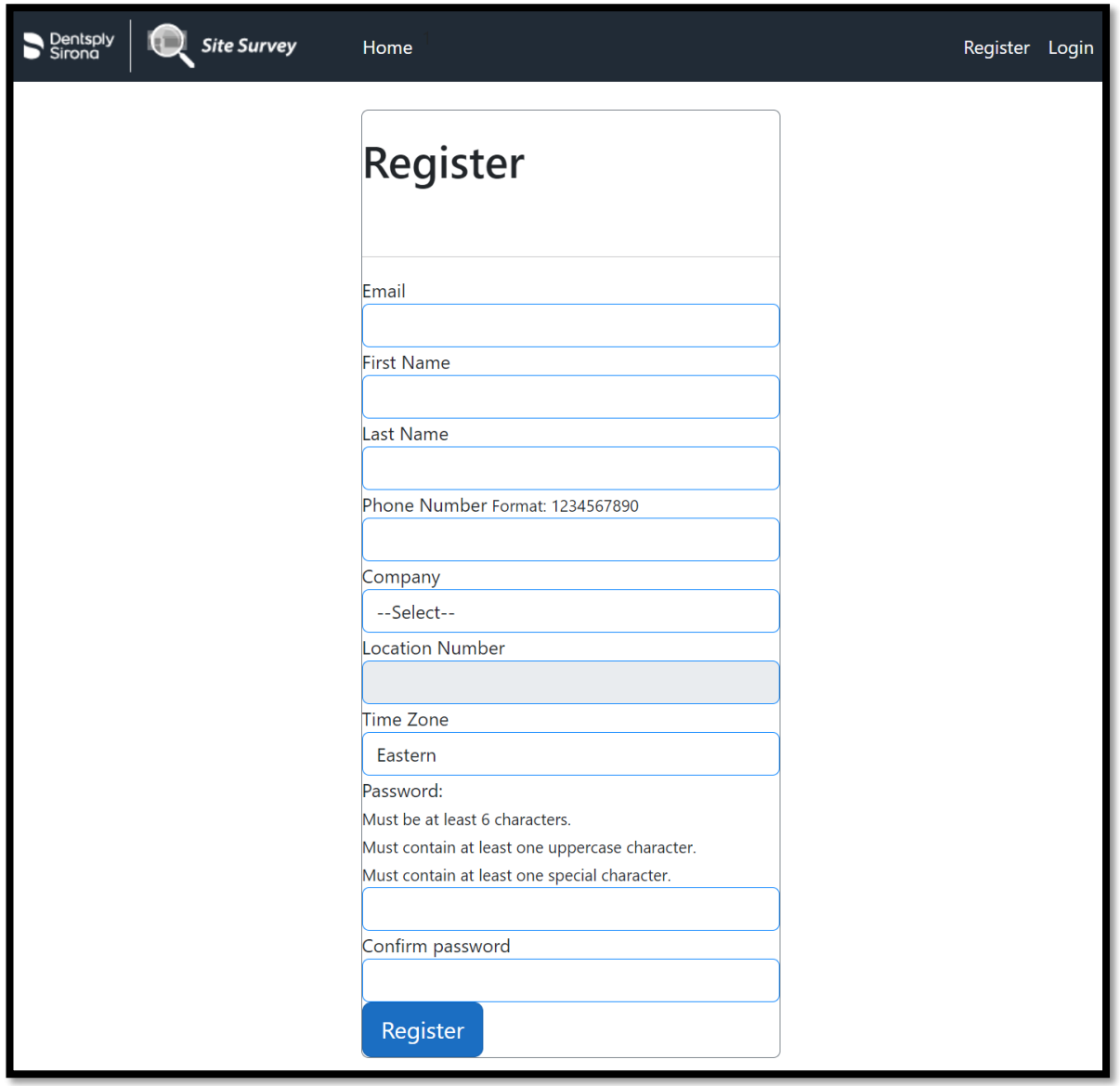




Primescan 2 – Site Survey (Registration Pt. 1)

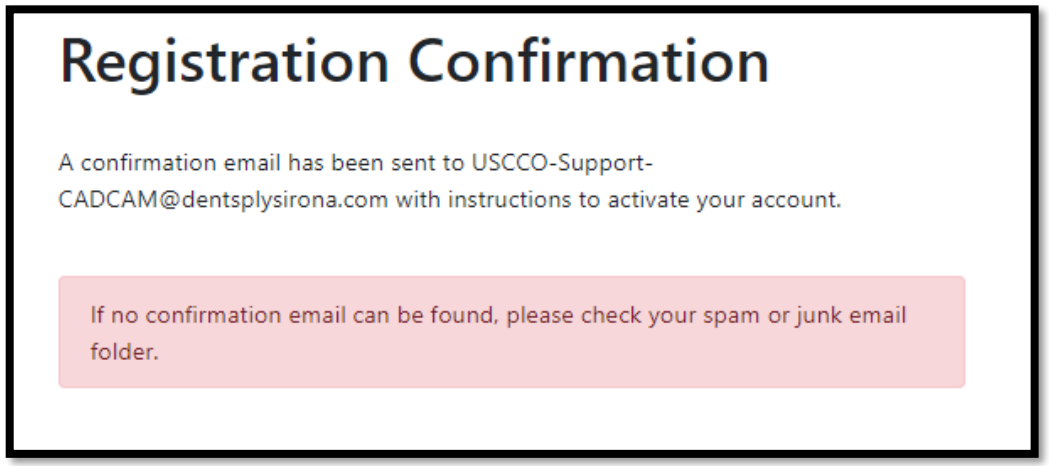
- If you **haven't previously registered**, you will need to Register for access to the Site Survey site. If you have previously submitted a Primeprint Site Survey, then you should already be registered and do not need to register again.
- Select the "**Register**" option in the upper right corner or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



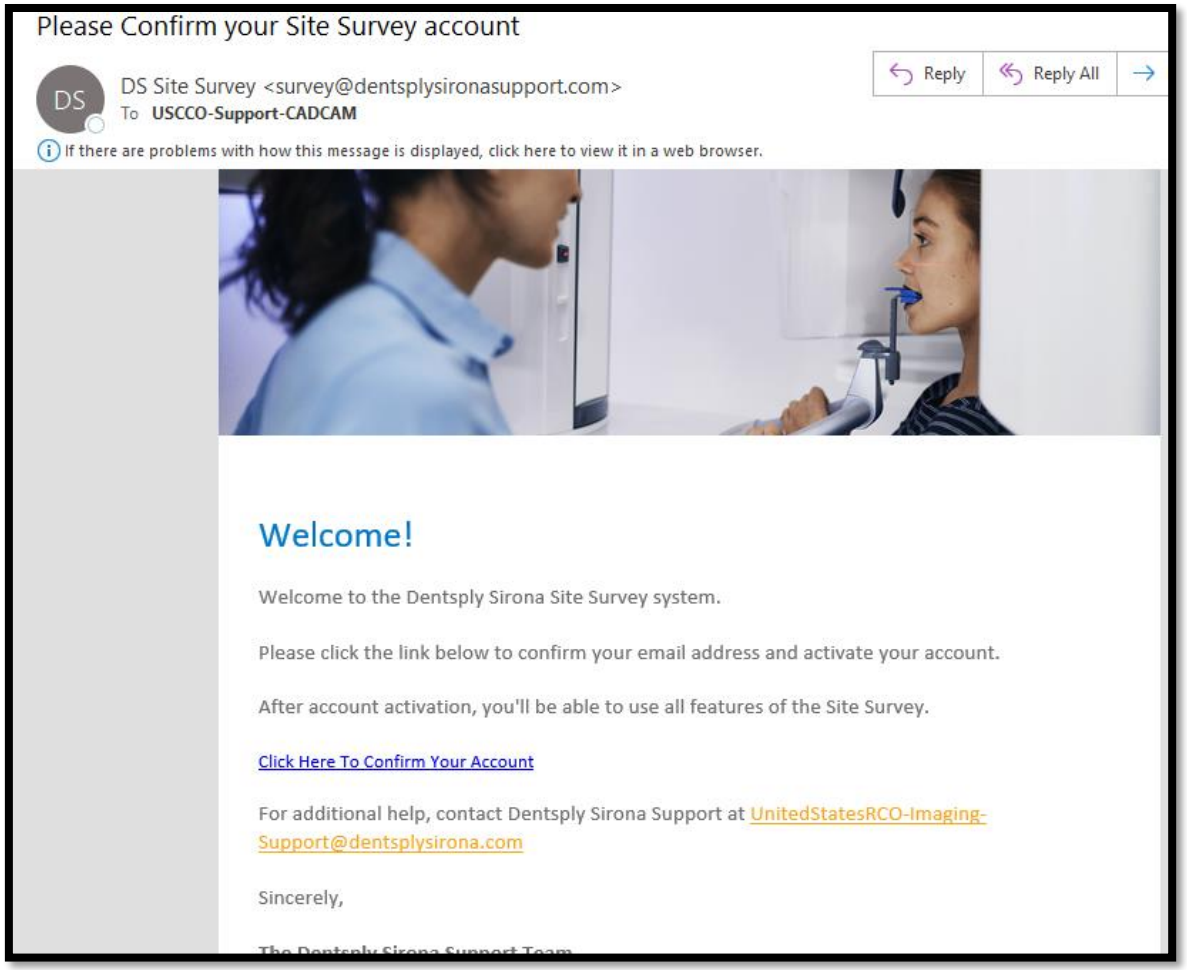


Primescan 2 – Site Survey (Registration Pt. 2)

- Once Register is selected you will see this message:

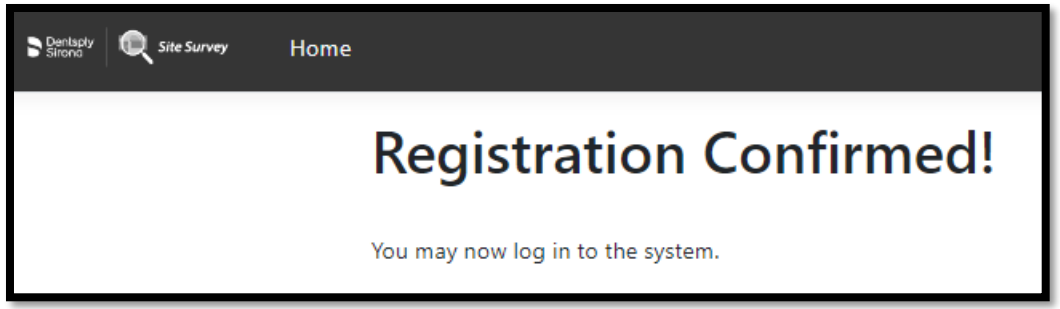


- Look for the email to confirm the registration, which may be in your **junk** or **spam** folder.
- Select the "**Click Here To Confirm Your Account**" link in the email.

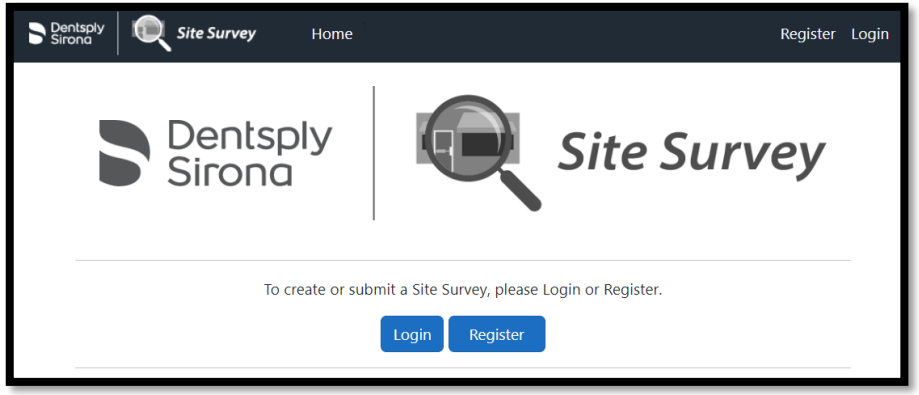


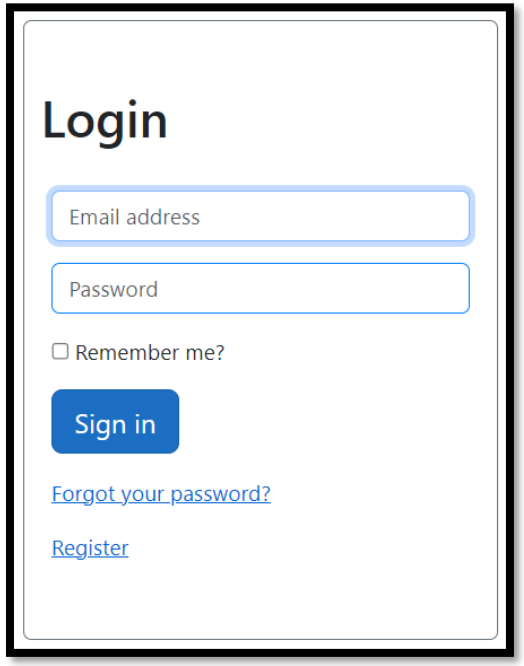
Primescan 2 – Site Survey (Registration Pt. 3)

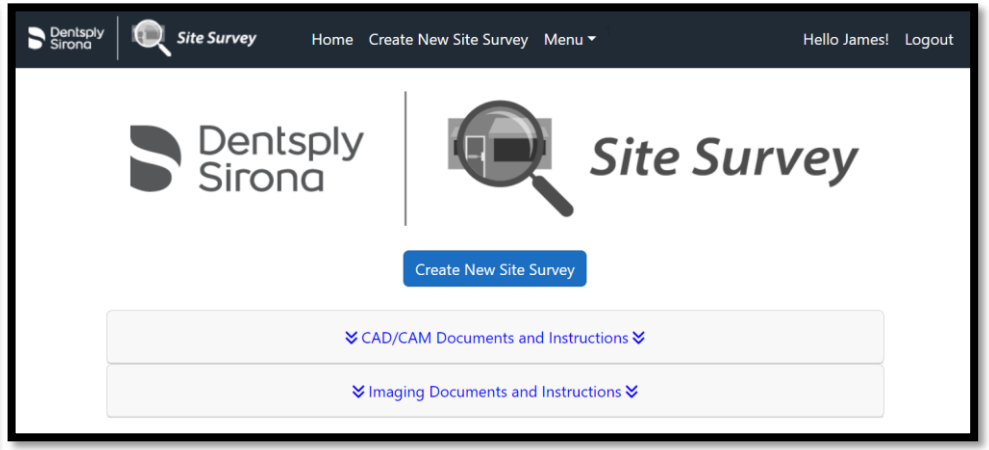
- Once confirmed you will see this message:



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

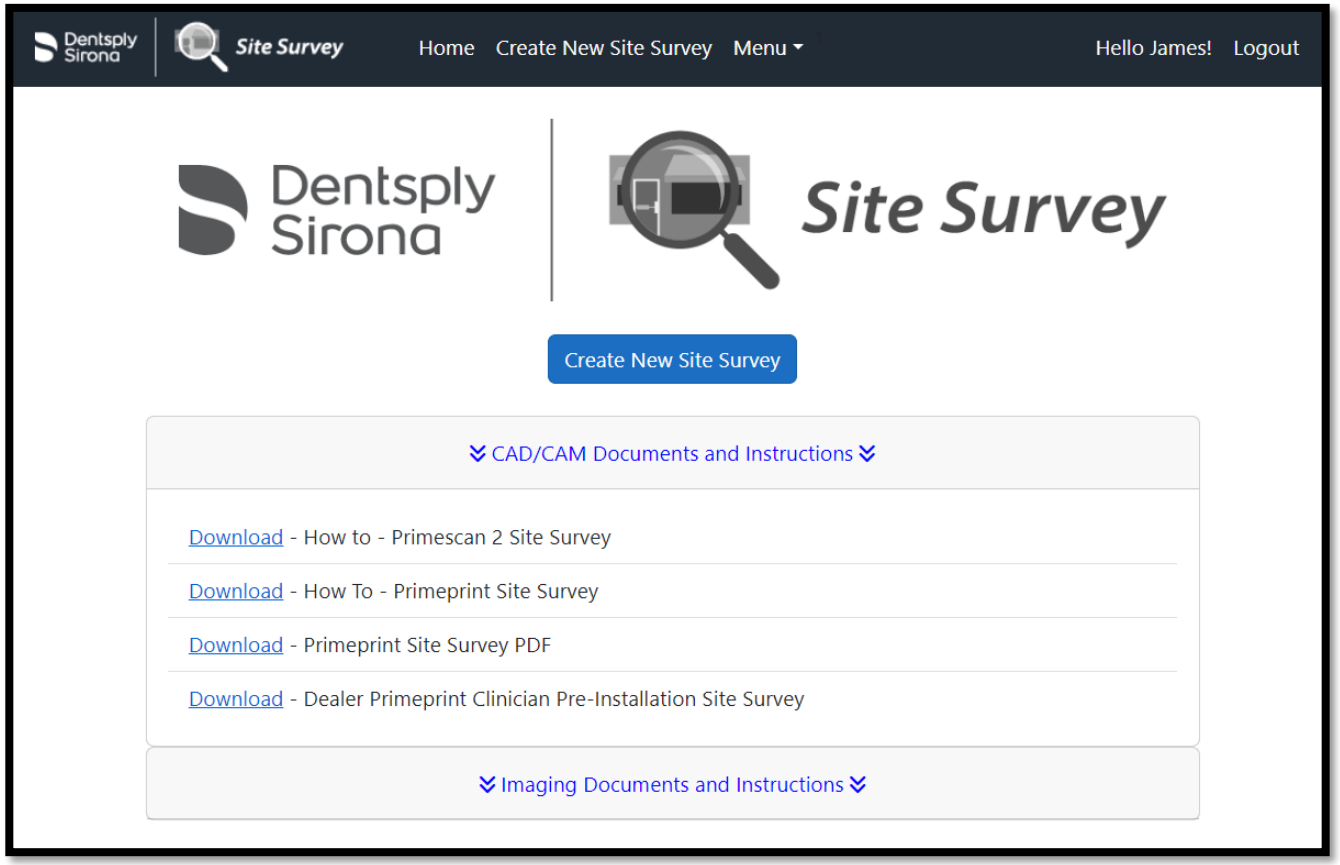


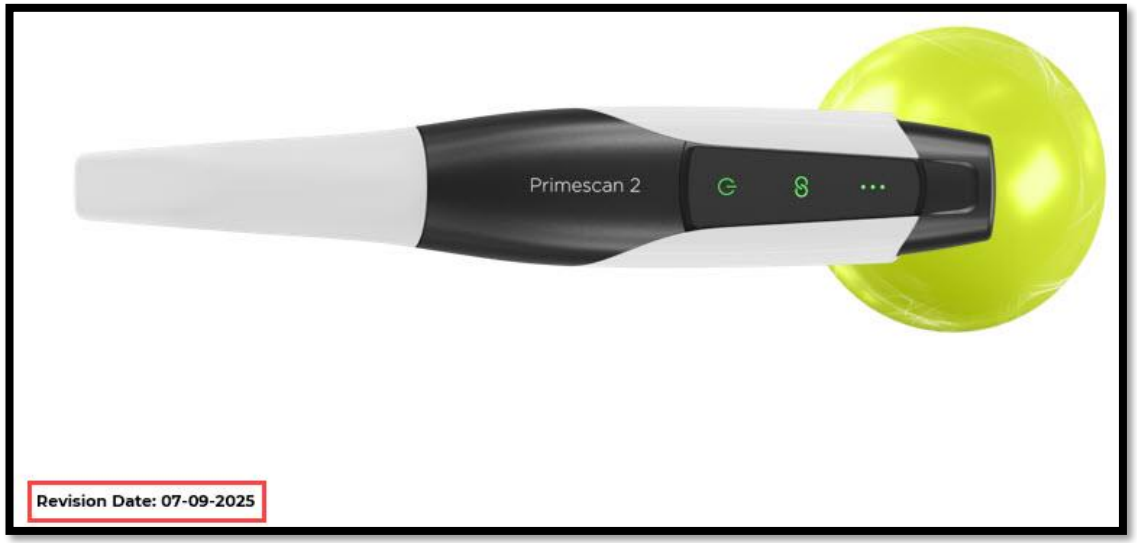




Primescan 2 – Site Survey (Home)

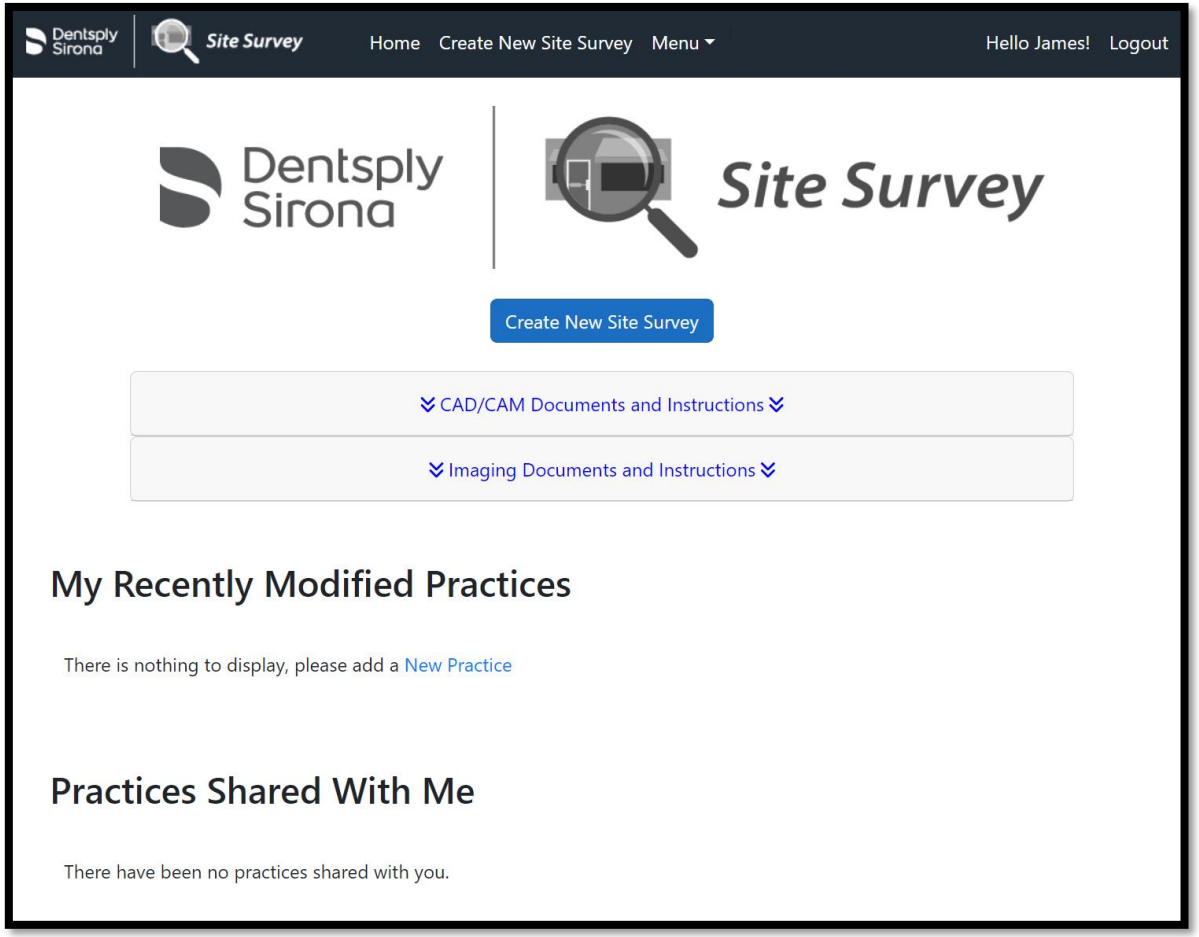
- From the main “**Home**” screen you can expand the “**CAD/CAM Documents and Instructions**” accordion section by selecting it and download the latest version of this “How To - Primescan 2 Site Survey” document.
- The Revision Date can be found in the bottom left corner of the 1st slide.





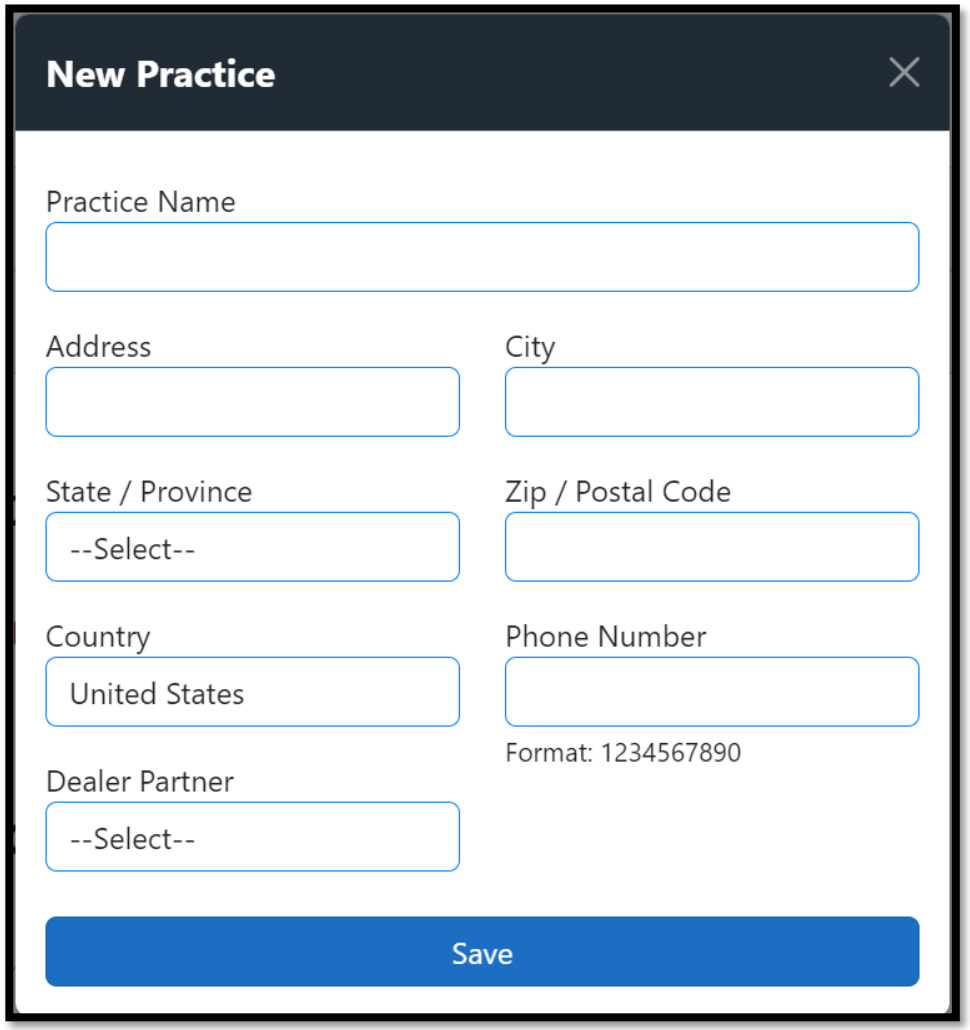
Primescan 2 – Site Survey (Add New Practice Pt. 1)

- 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.

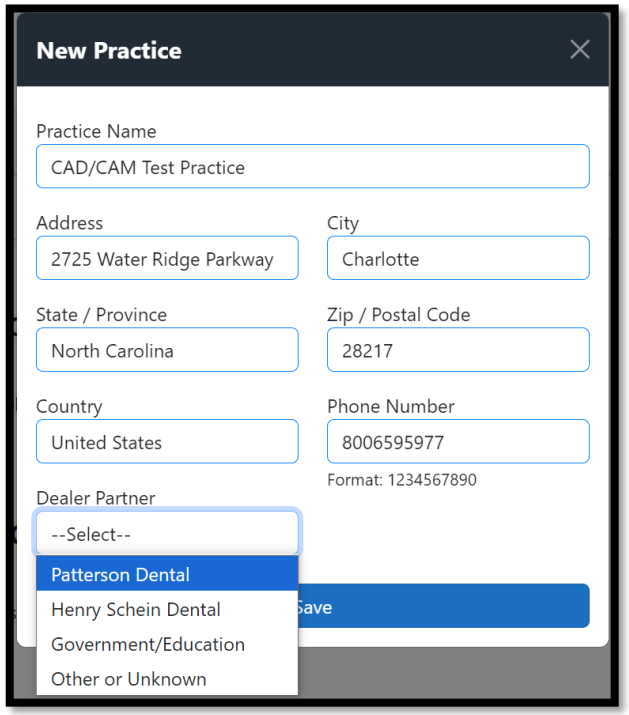


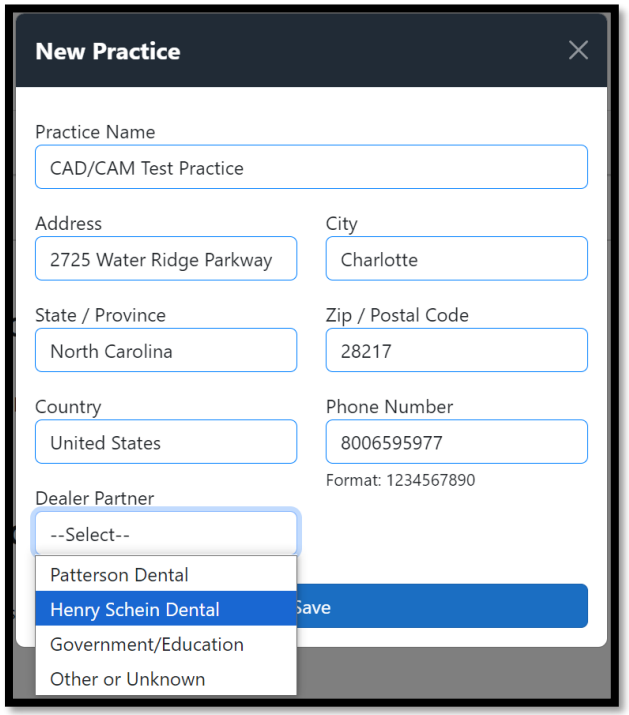
Primescan 2 – Site Survey (Add New Practice Pt. 2)

- Enter in the practice information:



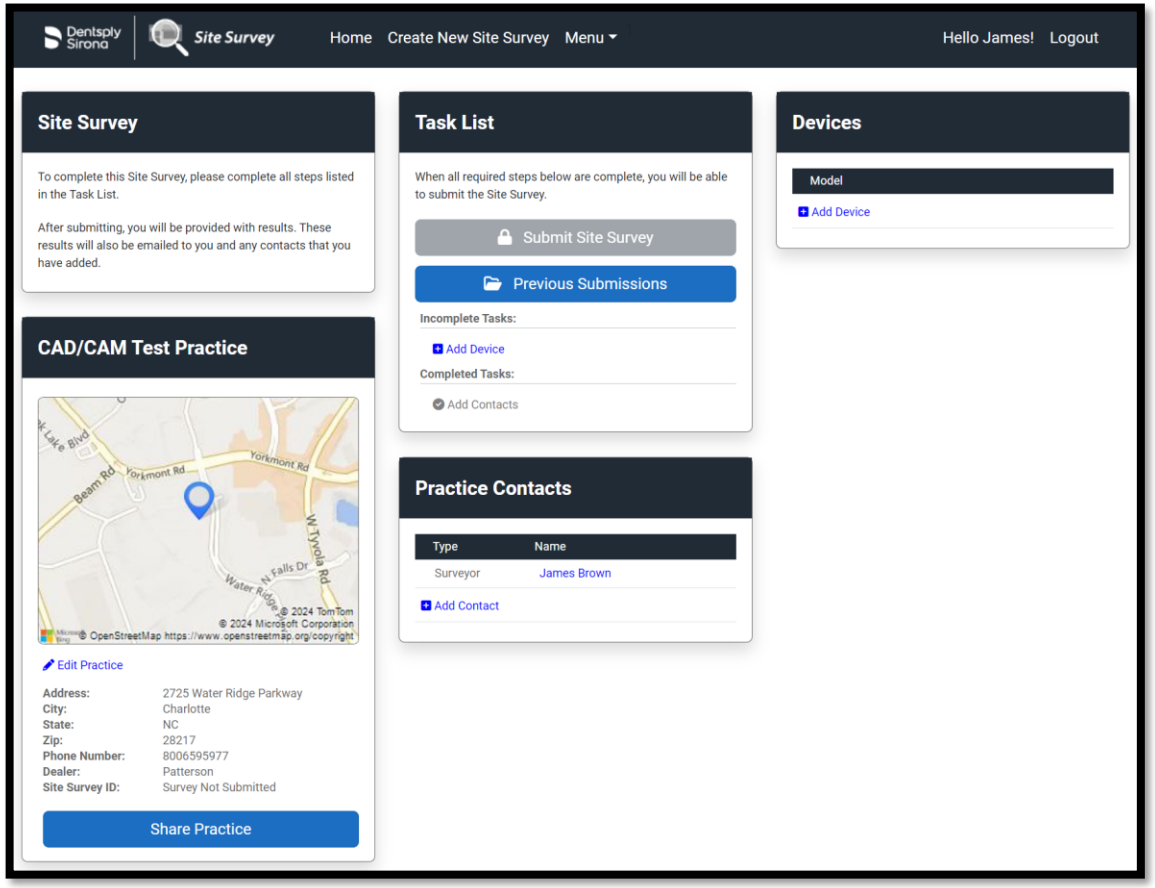
- Select the correct Dealer Partner:



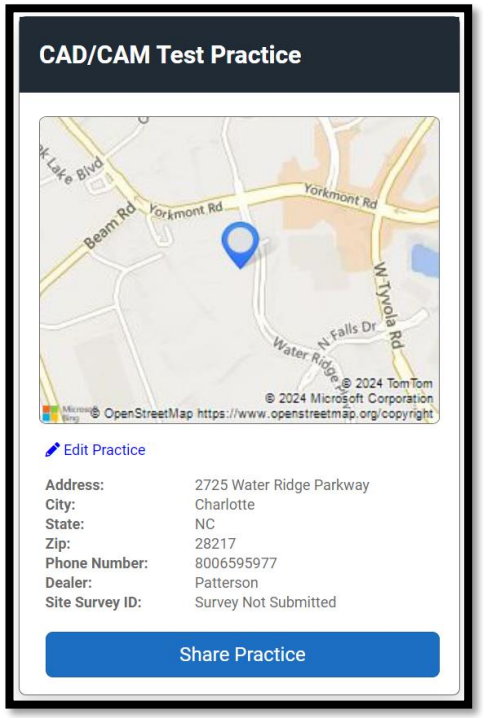


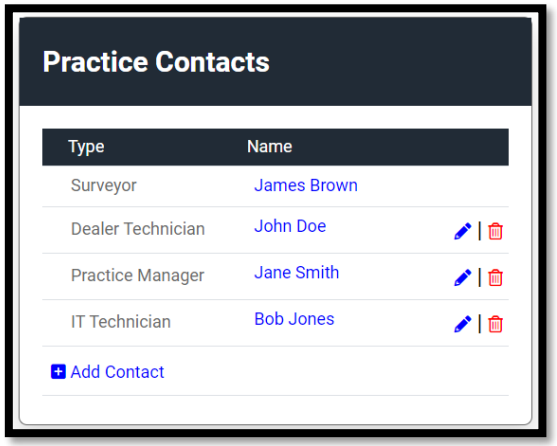
Primescan 2 – Site Survey (Add Contact)

- 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.

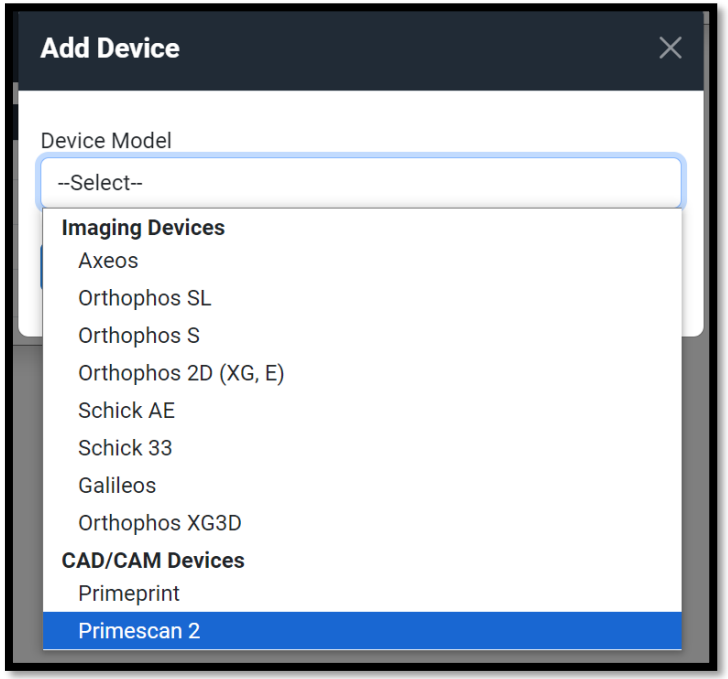




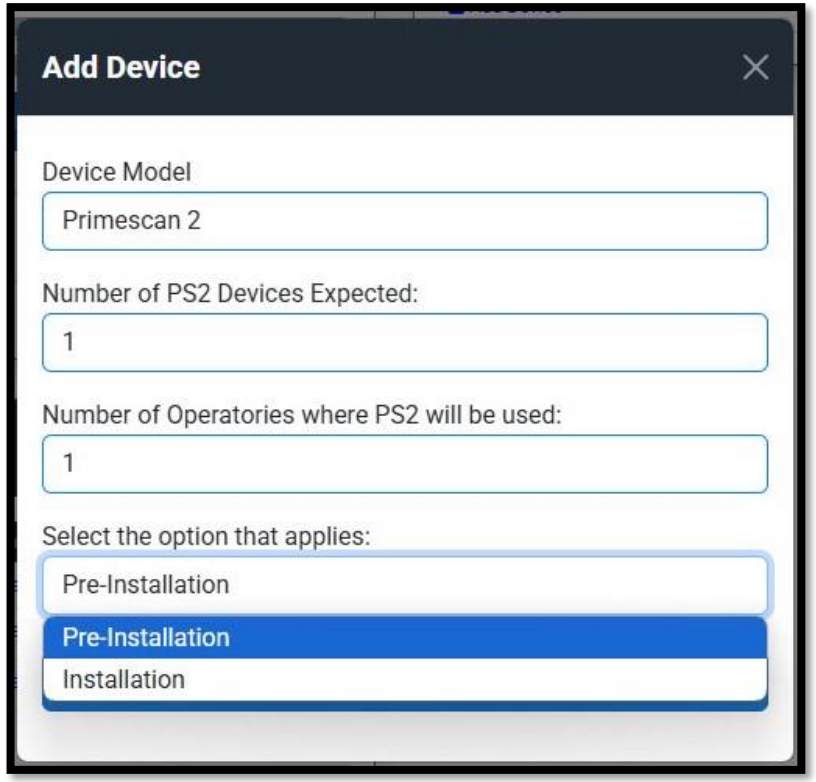
Primescan 2 – Site Survey (Add Device)

- Under Devices - Model, select "**Add Device**"

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

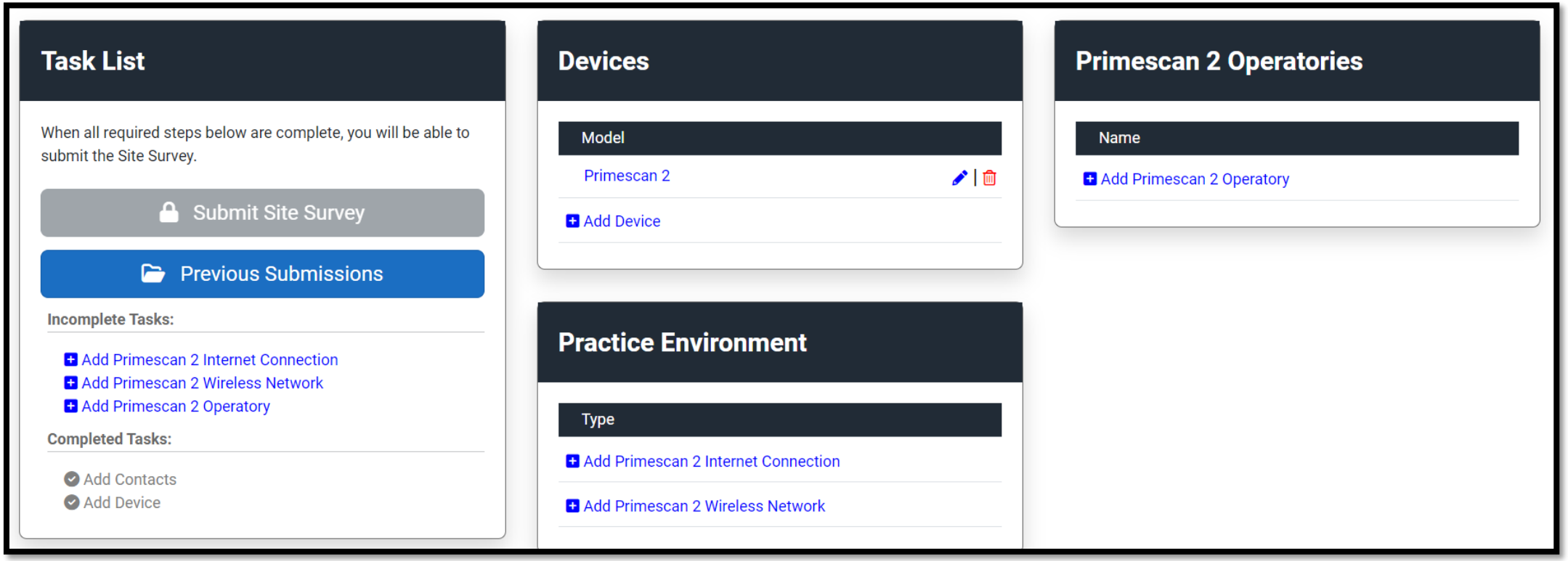


- Enter the Number of **PS2 Devices Expected**
- Enter the Number of **Operatories where PS2 will be used:**
- Select the option that applies (**Pre-Installation** or **Installation**)
- Click "**Save**"



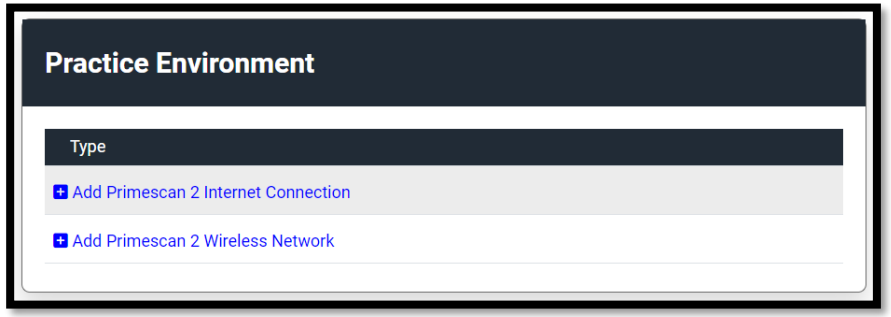
Primescan 2 – Site Survey (Task List)

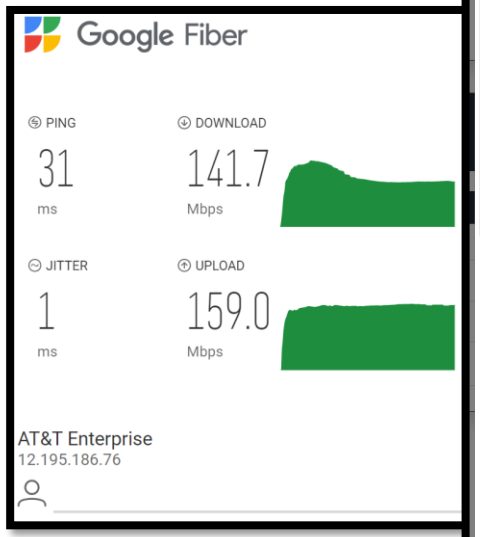
- The **Task List** at the top shows ALL the **Incomplete Tasks**.
- The **Practice Environments** and **Primescan 2 Operatories** sections **BOTH** need to be completed.
- You do not need to complete all tasks at once. You can complete one task and come back at another time to update and complete tasks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

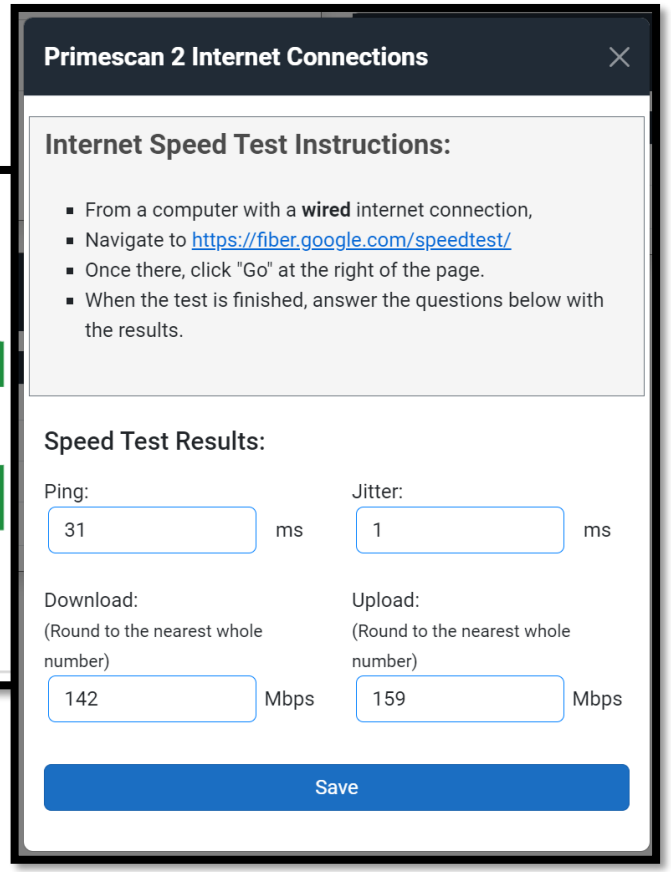


Primescan 2 – Site Survey (Practice Environment Pt. 1)

- 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.

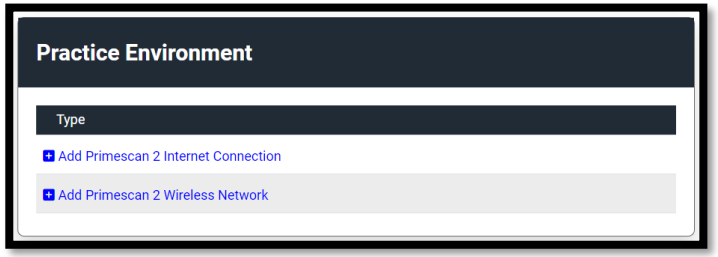


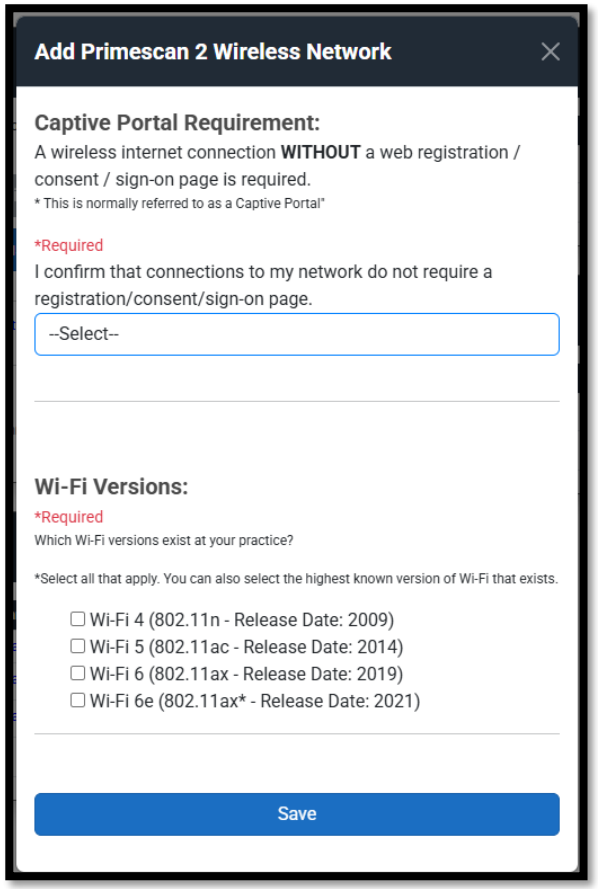




Primescan 2 – Site Survey (Practice Environment Pt. 2)

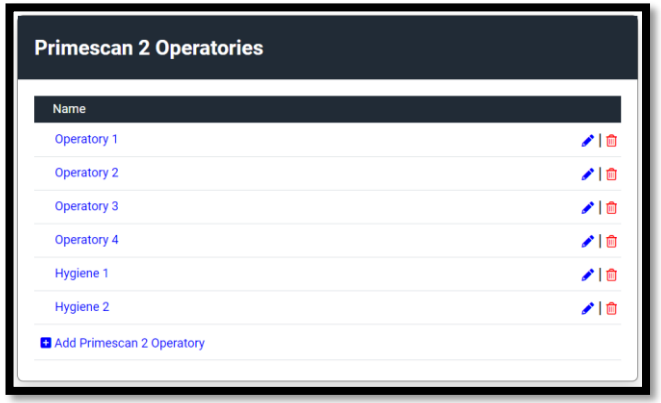
- From the Practice Environments section, select "**Add Primescan 2 Wireless Network**"
- This section provides some of the **Network Requirements** that you must confirm.
- If you are unsure which **Wi-Fi Version** is being used or whether there is a **sign-on Captive Portal page**, obtain this information 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.

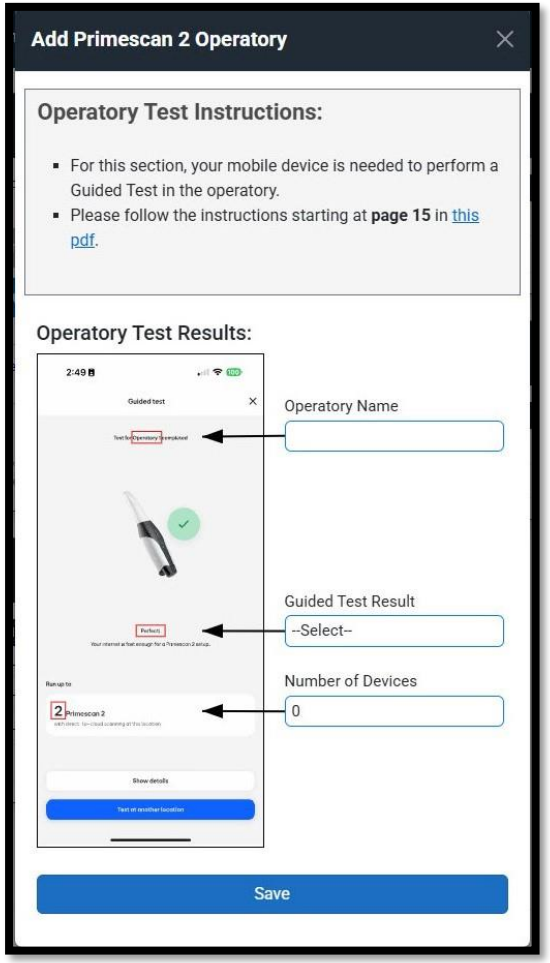


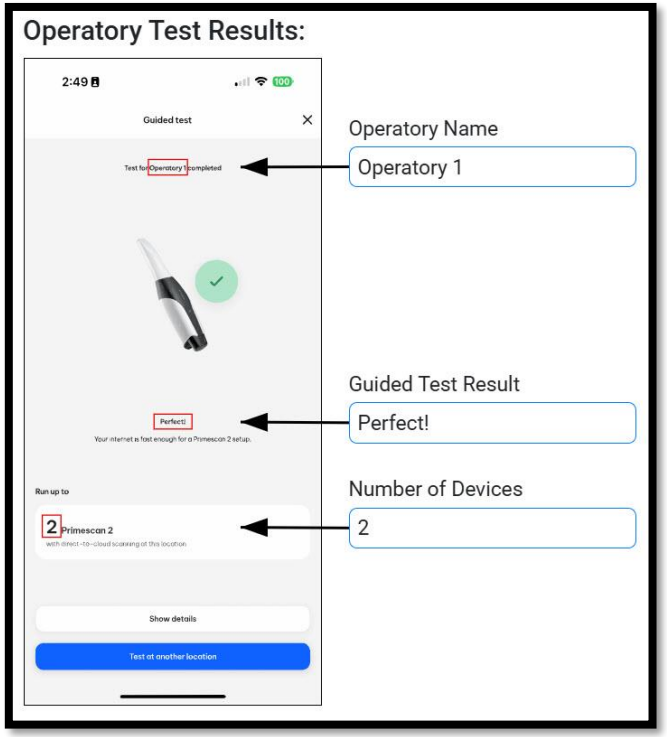


Primescan 2 – Site Survey (Add Operatories)

- From the Primescan 2 Operatories section, select "**Add Primescan 2 Operatory**" for each of the operatories where PS2 will be used, which was entered on the "**Add Device**" section shown on page 11.
- 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 verbiage result at the top of the page according to the DS Core Link App – Speed Test results.
- 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**".

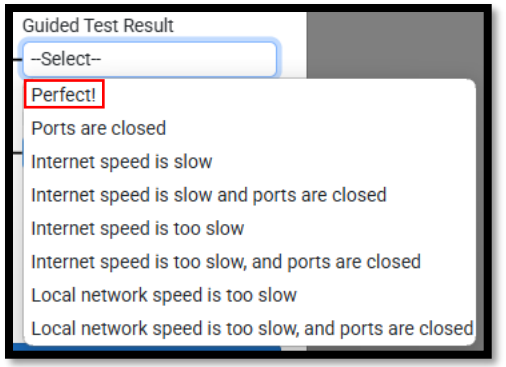


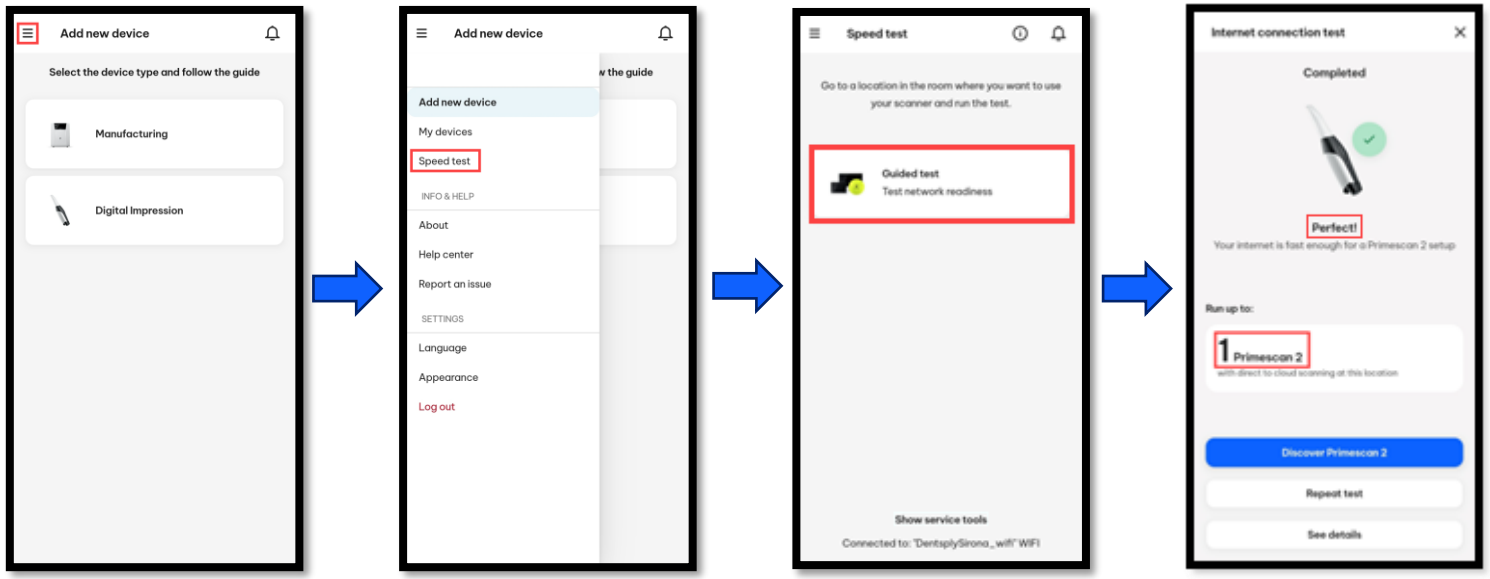




Primescan 2 – Site Survey (DS Core Link App Speed Test)

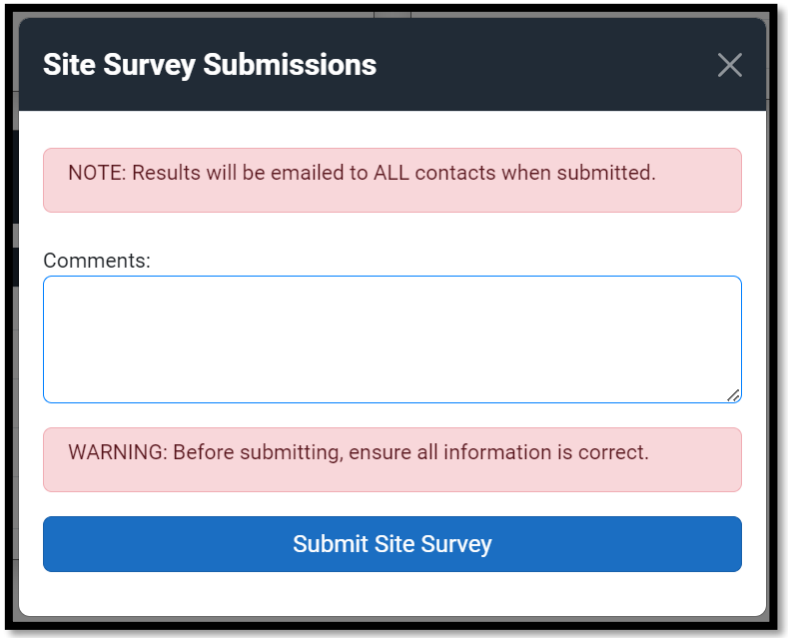
- For a full video walkthrough on this process, click the following link to watch the Guided Test Tutorial.
- Ensure that your mobile device is connected to the practice internal Wi-Fi network that you will use for the PS2 device.
- In the App Store or Play Store, search for and install the “DS Core Link” app on your phone
- From the upper left burger menu, select the “**Speed Test**” option. Then select “**Guided test**”.
- Note the Number of Primescan 2 Devices the Operatory can support and the verbiage result at the top of the page (ex. “**Perfect**!” according to the DS Core Link App – Speed Test results. Repeat this test for each operatory in the practice.

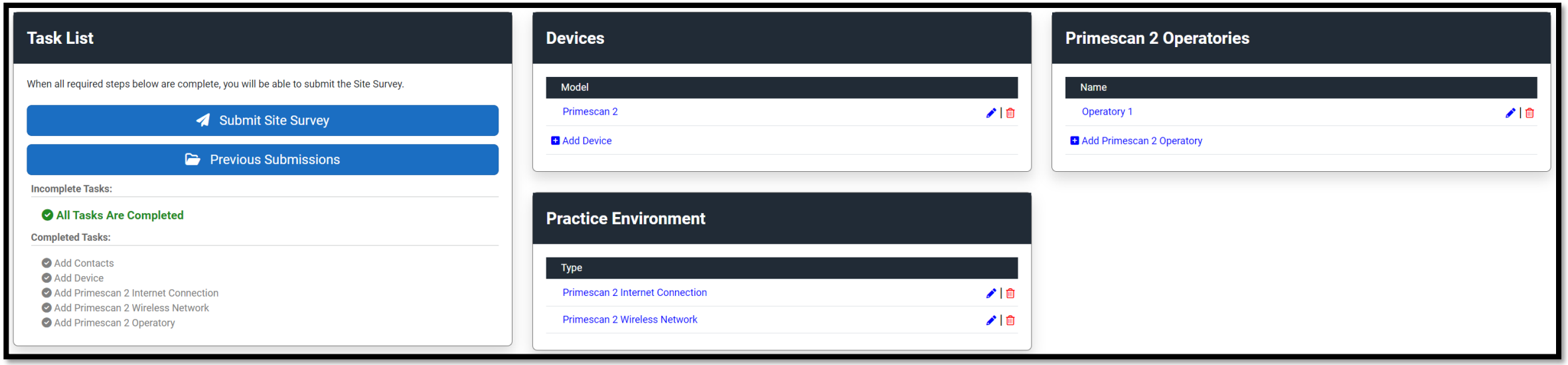




Primescan 2 – Site Survey (Submitting Site Survey)

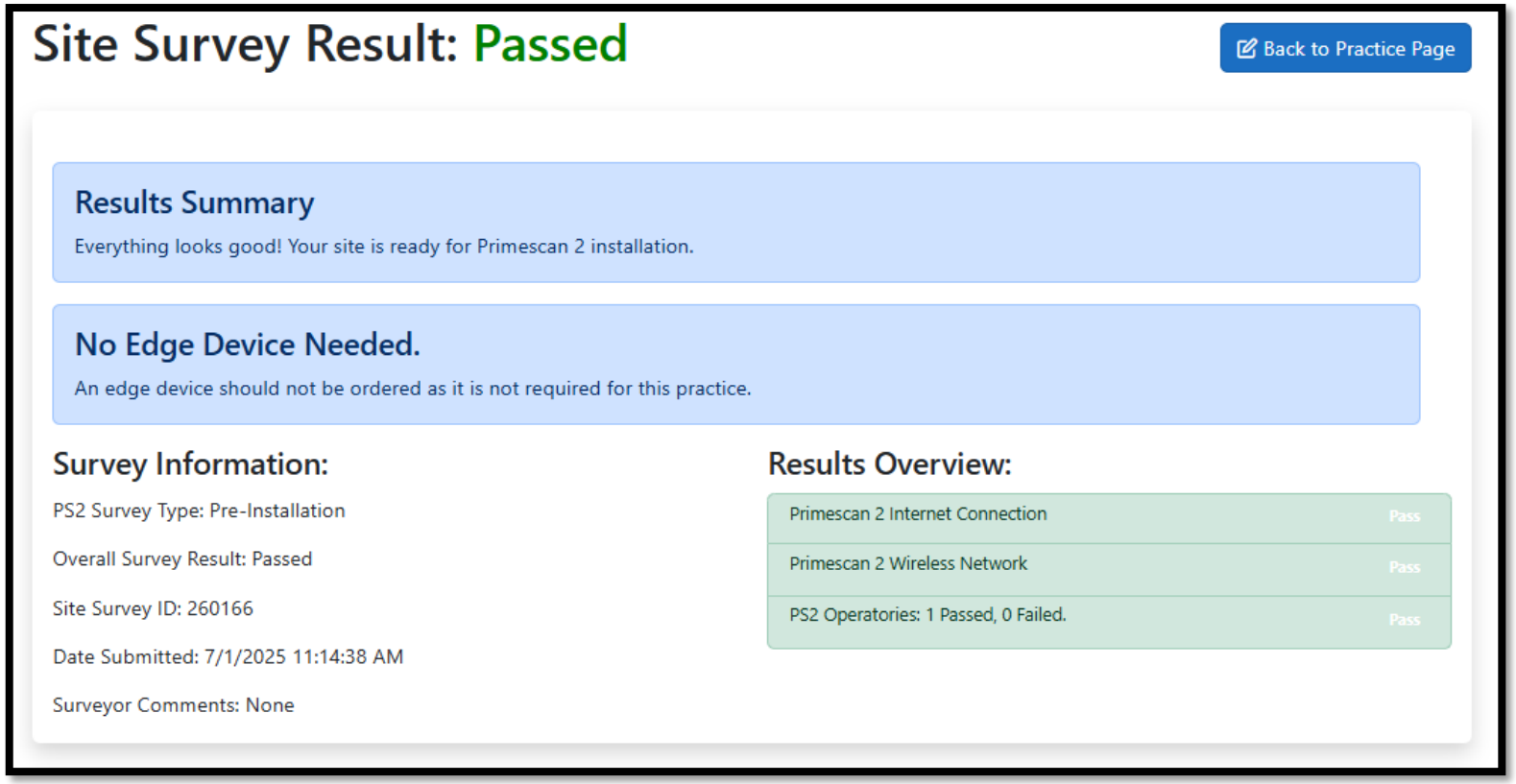
- Once all **Task List** items are completed you can then go back and edit each if needed.
- If no changes are necessary, you can Select "**Submit Site Survey**" at the top.
- Once you select Submit then you will get this message that results will be emailed to ALL contacts on the account.
- You can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





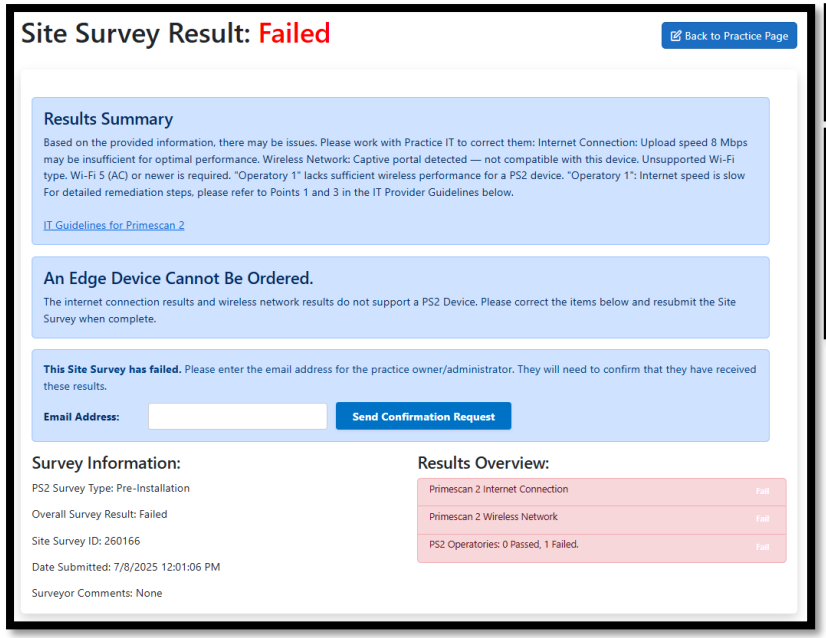
Primescan 2 – Site Survey (Survey Results Passed)

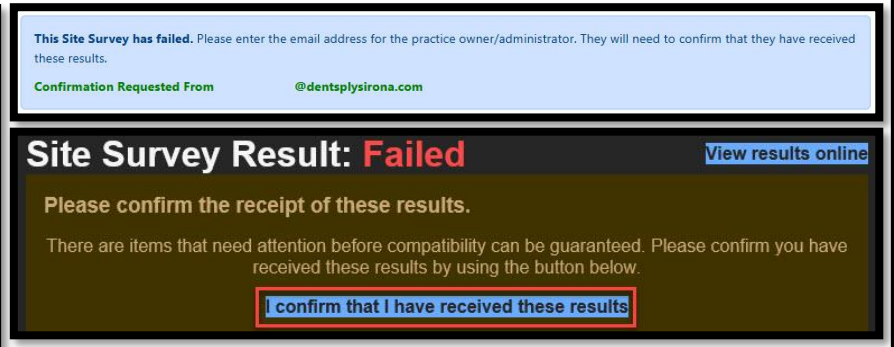
- After submitting the Site Survey, it will take you to the **Results** page.
- You can scroll down to see the details of each section.
- If your Site Survey **Passed completely**, it will look like this:

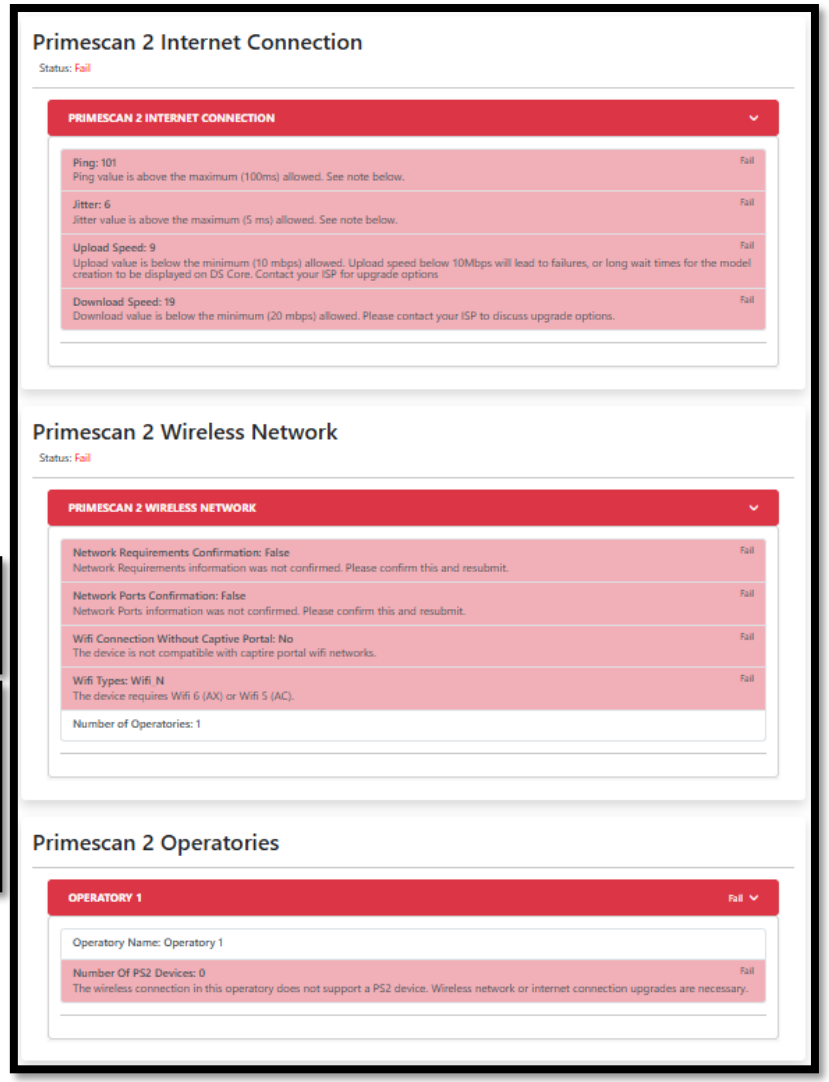


Primescan 2 – Site Survey (Survey Results Failed)

- After submitting the Site Survey, you may have various **Failing results**.
- You can see a results summary as well as scroll down to see the details of each section, what failed, and why.
- Failing results will require an acknowledgement email. Enter the email address of the practice owner/admin, click "**Send Confirmation Request**" button and they will need to confirm in the email they have received these results and understand they need to address these issues.

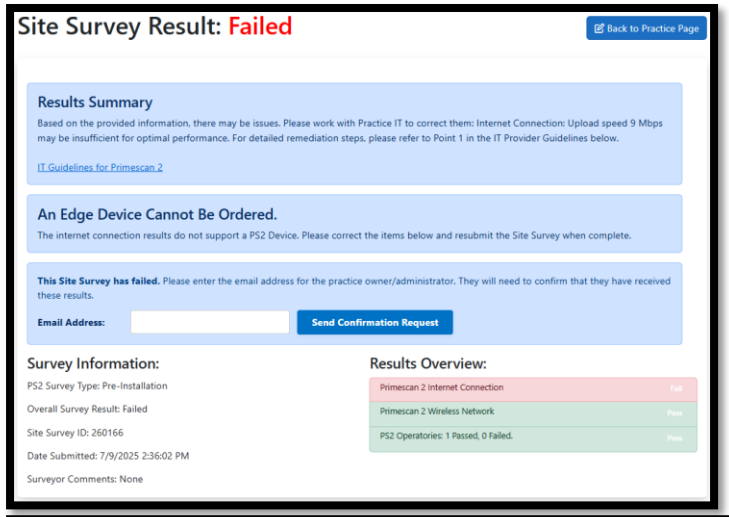


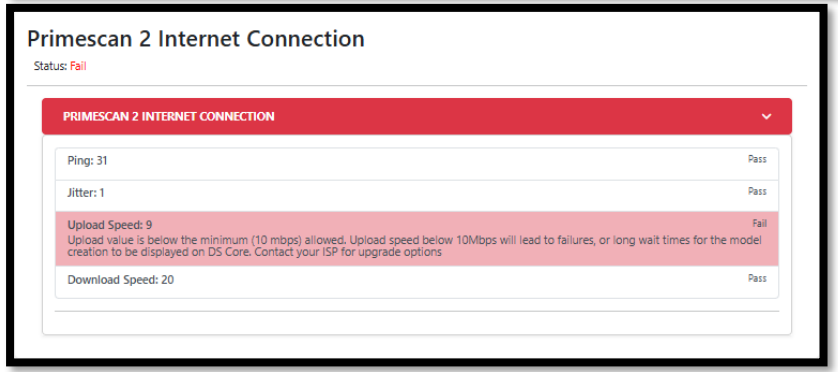




Primescan 2 – Site Survey (Failure Scenarios Pt. 1)

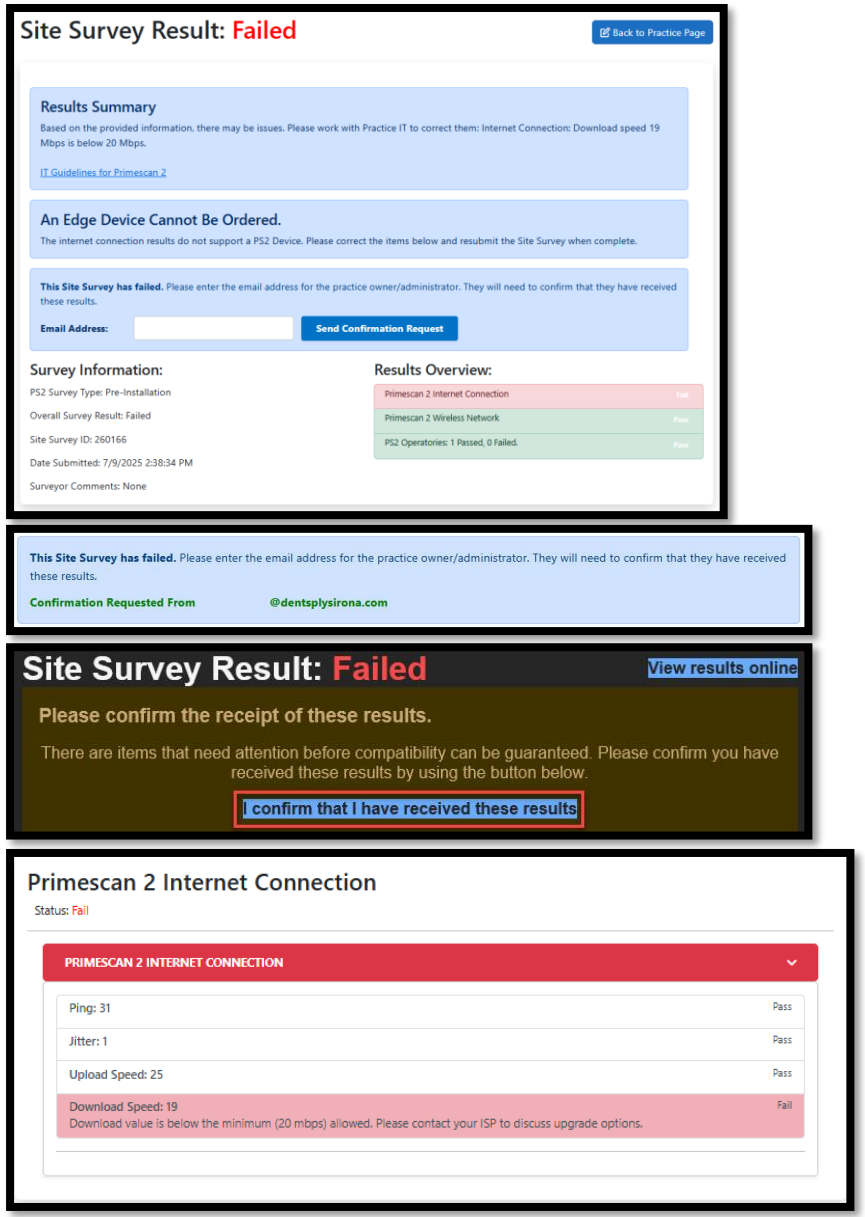
- The Overall Survey Status shows "**Failed**" and under Overview – Primescan 2 Internet Connection it shows Fail in red.
- Failing results will require an acknowledgement email. Enter the email address of the practice owner/admin, click "**Send Confirmation Request**" button and they will need to confirm in the email they have received these results and understand they need to address these issues.
- 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.





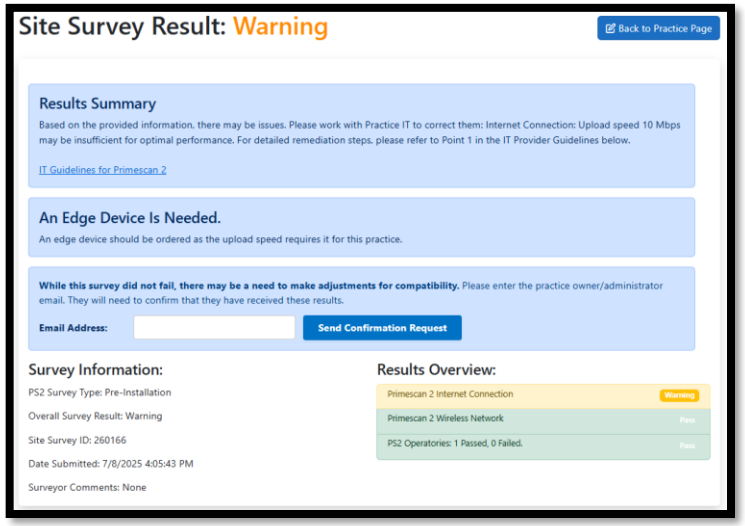
Primescan 2 – Site Survey (Failure Scenarios Pt. 2)

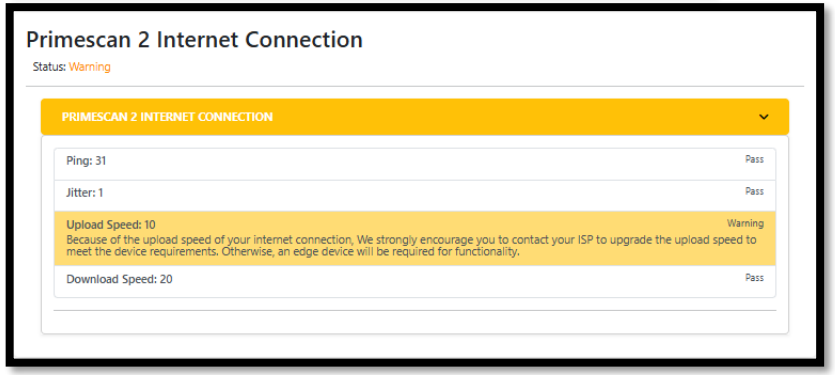
- The Overall Survey Status shows “**Failed**” and under Overview – Primescan 2 Internet Connection it shows Fail in red.
- Failing results will require an acknowledgement email. Enter the email address of the practice owner/admin, click “**Send Confirmation Request**” button and they will need to confirm in the email they have received these results and understand they need to address these issues.
- 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.



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

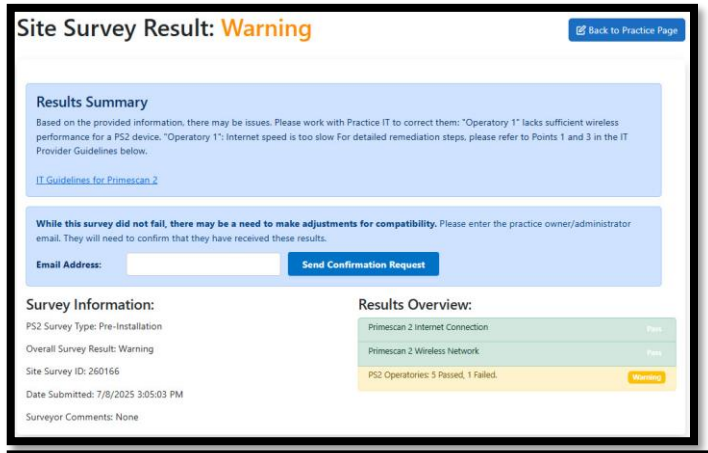
- The Overall Survey Status shows "**Warning**" and under Overview – Primescan 2 Internet Connection it shows Warning in yellow.
- Warning results will require an acknowledgement email. Enter the email address of the practice owner/admin, click "**Send Confirmation Request**" button and they will need to confirm in the email they have received these results and understand they need to address these issues.
- 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.

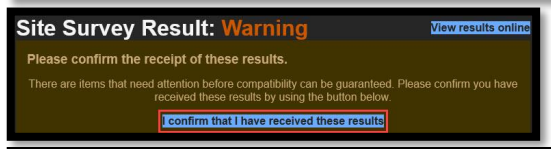


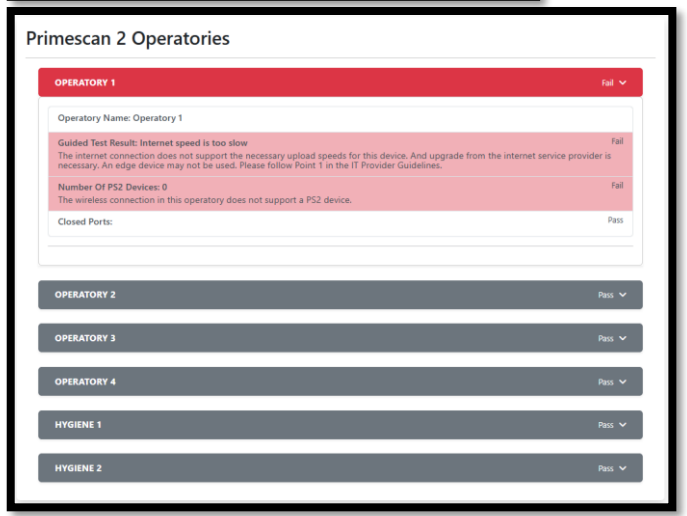


Primescan 2 – Site Survey (Warning Scenarios Pt. 2)

- The Overall Survey Status shows “**Warning**” and under Overview – PS2 Operatories it shows a **Yellow Warning** due to **1 or more (but not all)** Operatories **failing**.
- Warning results will require an acknowledgement email. Enter the email address of the practice owner/admin, click “**Send Confirmation Request**” button and they will need to confirm in the email they have received these results and understand they need to address these issues.
- 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.

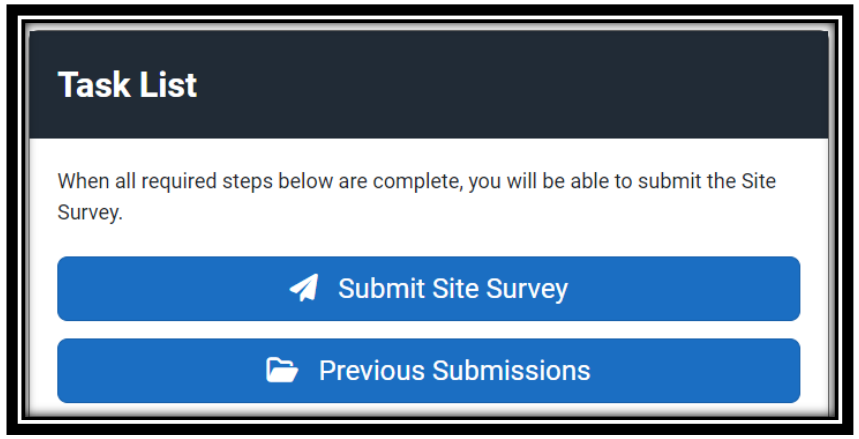


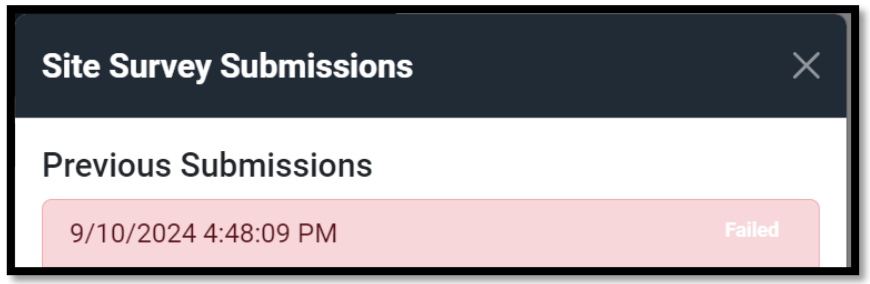


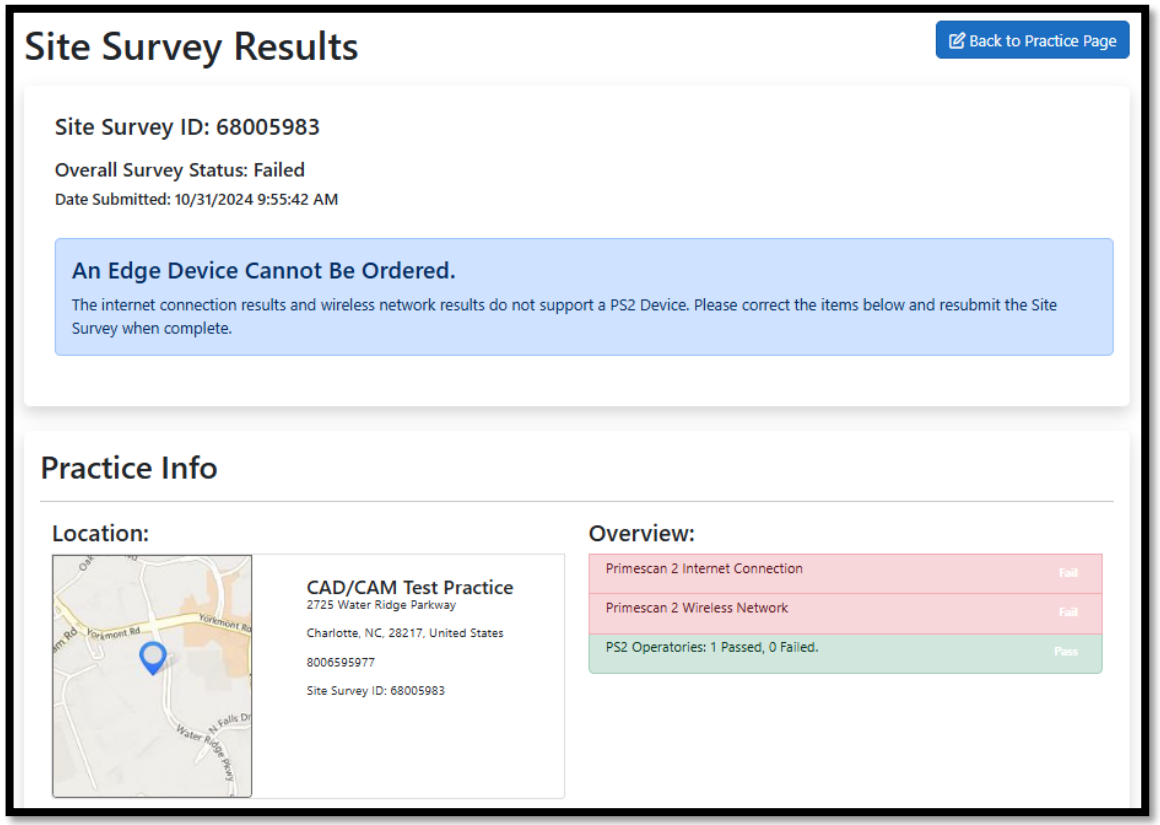


Primescan 2 – Site Survey (Reviewing Submissions)

- 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**.

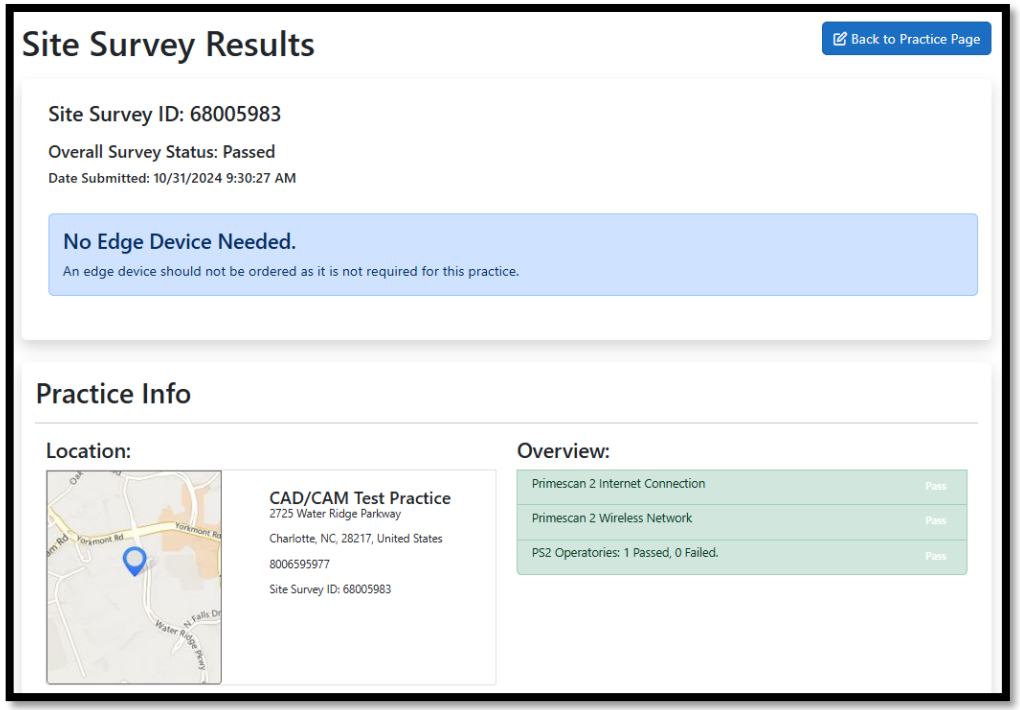


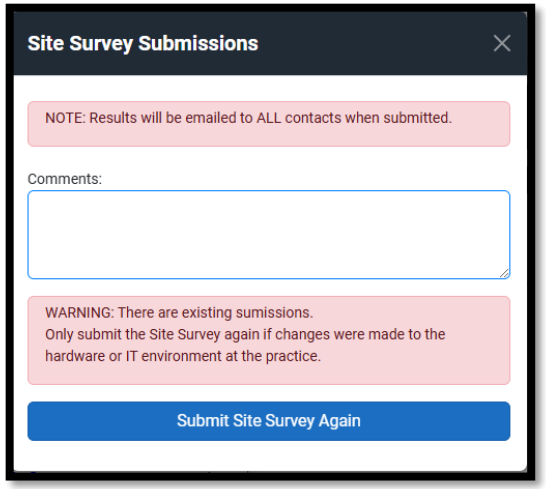


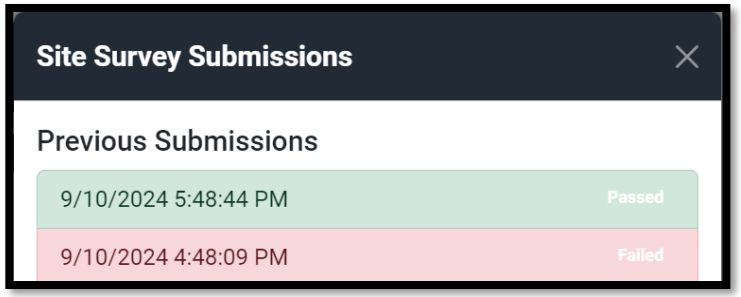


Primescan 2 – Site Survey (Resubmitting Site Surveys)

- 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**.

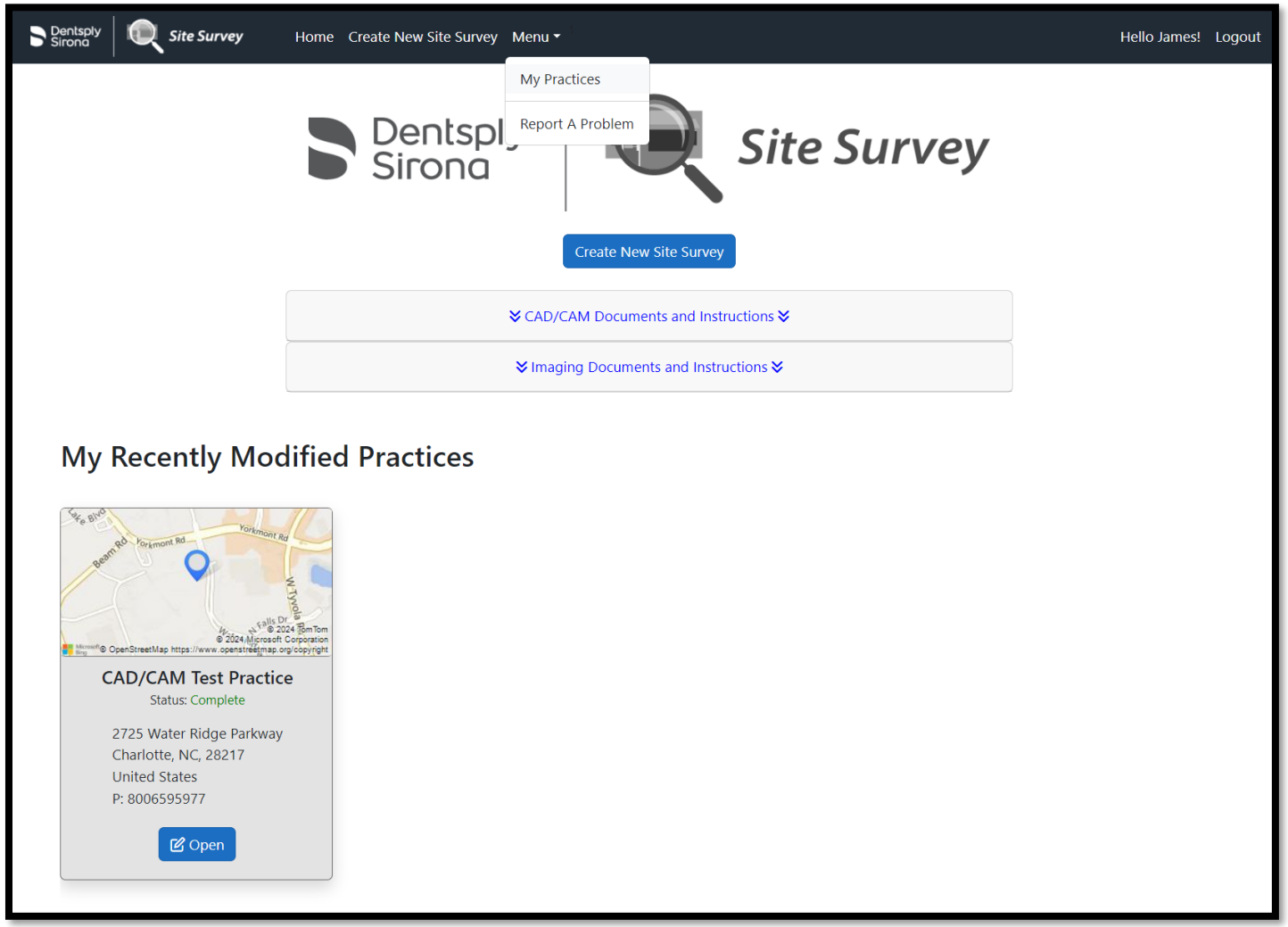


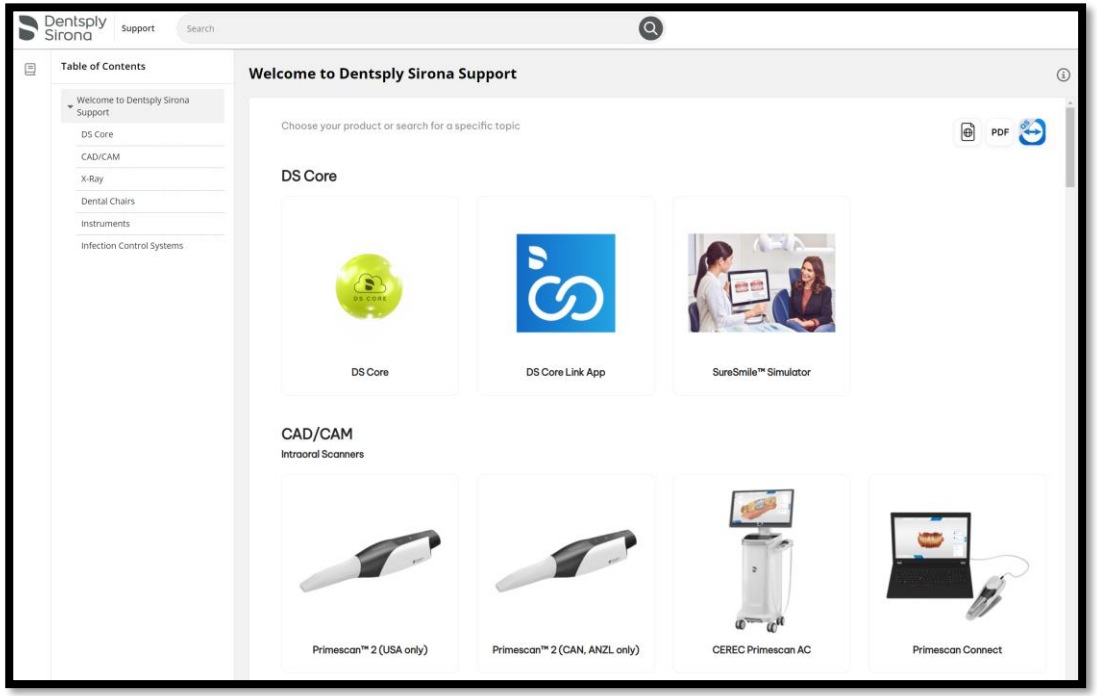
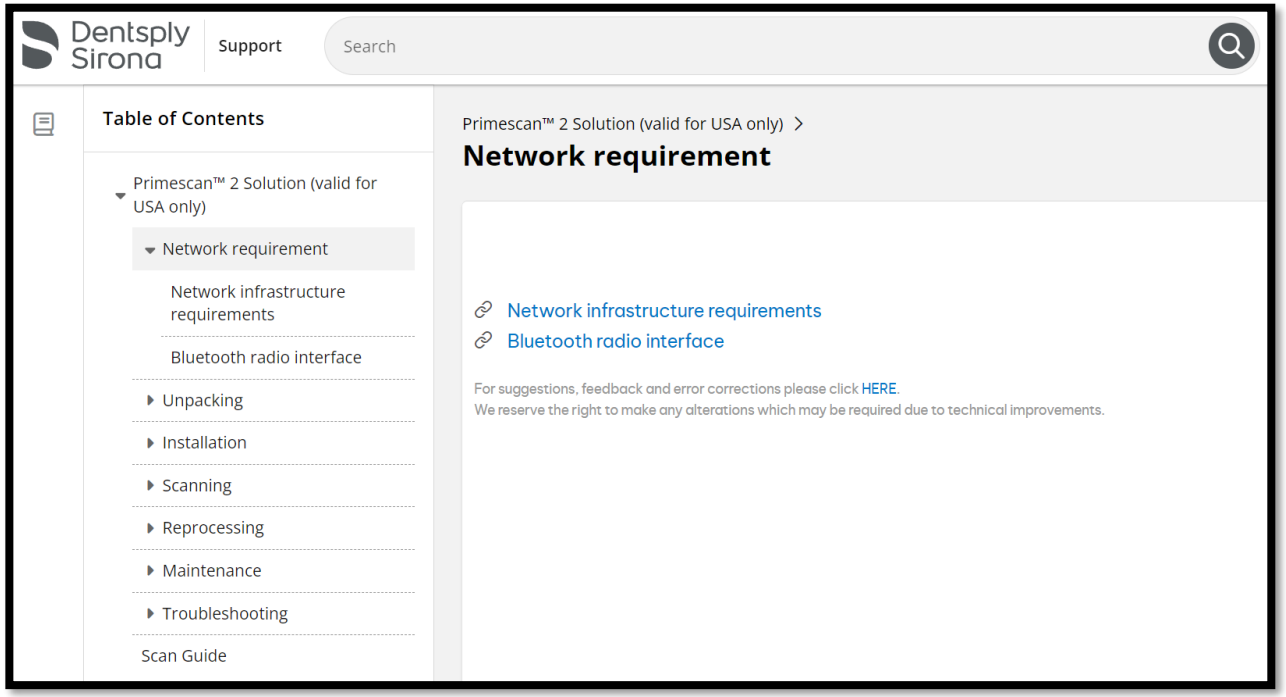




Primescan 2 – Site Survey (Menu | My Practices)

- 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