



# Primescan 2 – Site Survey Instructions



# Primescan 2 - Site Survey (Index)


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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.

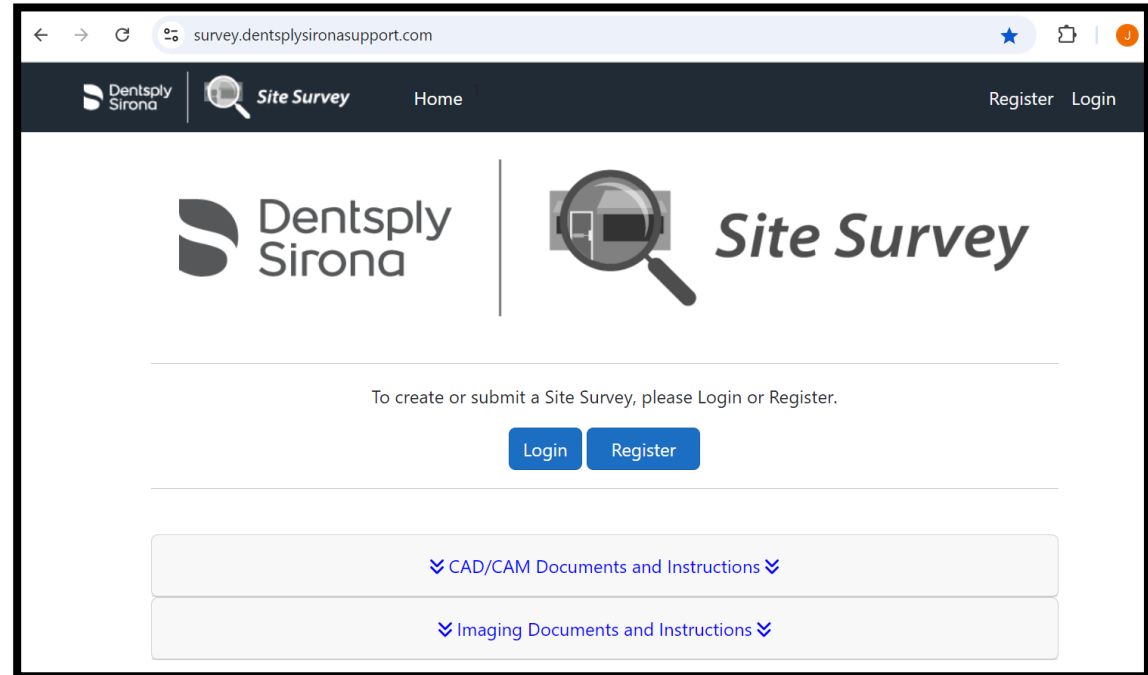
[Go ↗](#)



### Site Survey Instructions

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

[Download ↓](#)

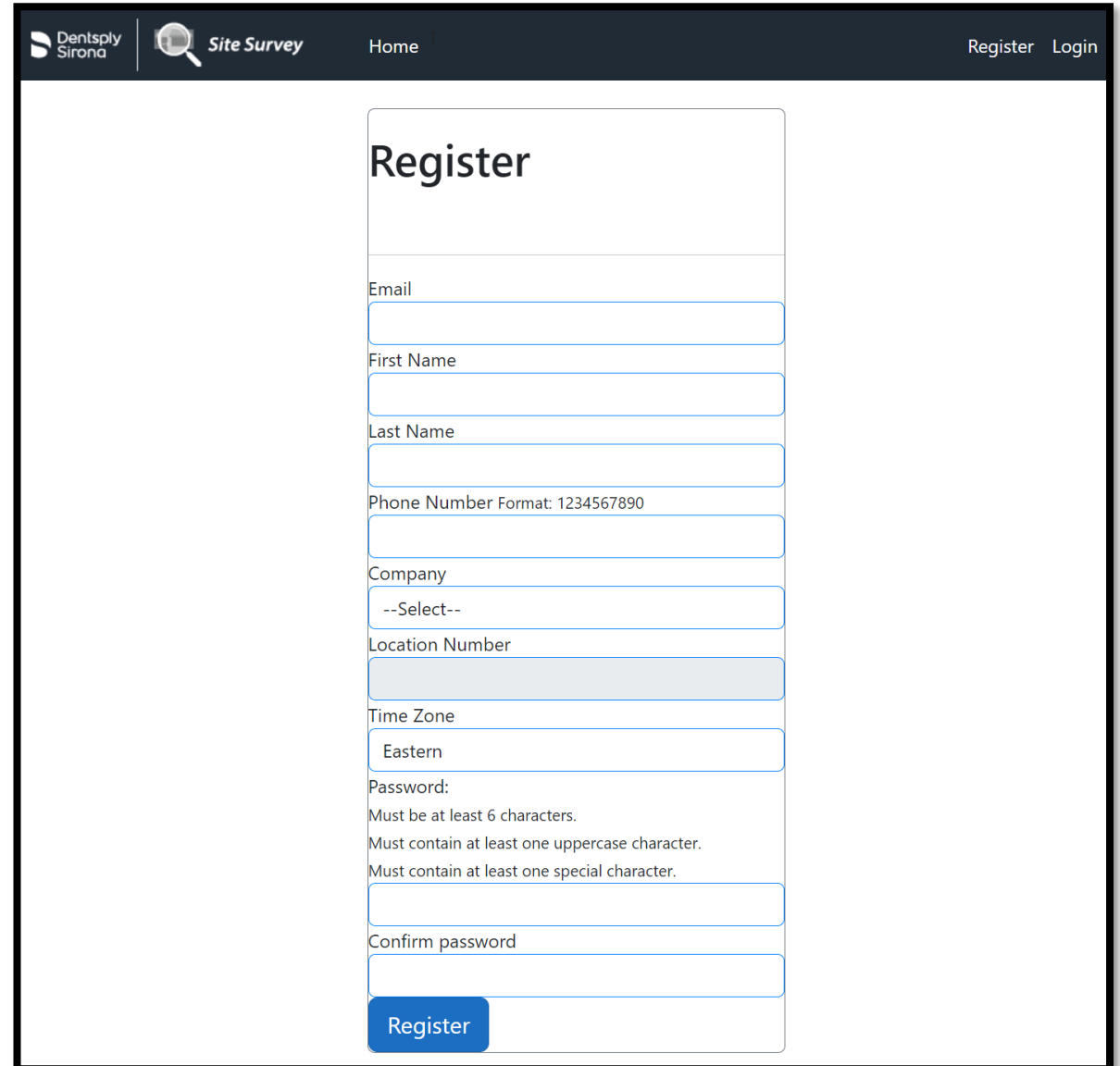
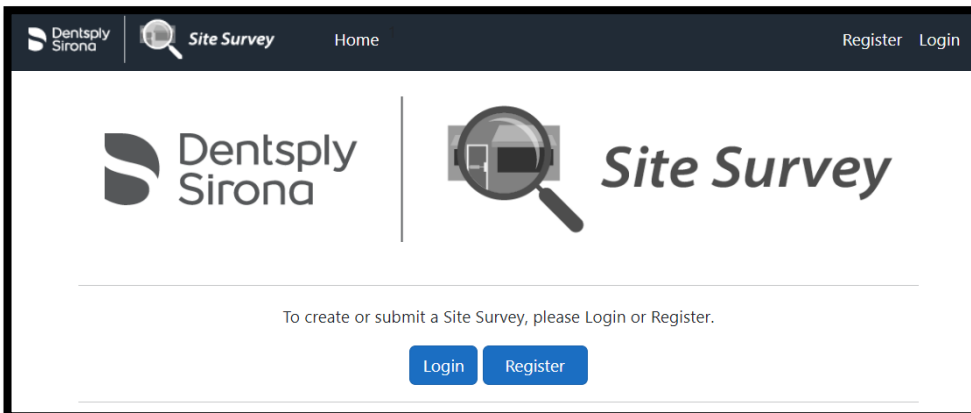


The screenshot shows the website interface for the Site Survey. The browser address bar displays [survey.dentsplysironasupport.com](https://survey.dentsplysironasupport.com). The navigation bar includes the Dentsply Sirona logo, a search icon, the text "Site Survey", a "Home" link, and "Register" and "Login" buttons. The main content area features the Dentsply Sirona logo on the left and the "Site Survey" title on the right, accompanied by a magnifying glass icon. Below this, a message states: "To create or submit a Site Survey, please Login or Register." There are two buttons: "Login" and "Register". At the bottom, there are two expandable menu items: "CAD/CAM Documents and Instructions" and "Imaging Documents and Instructions", both with downward-pointing chevrons.



# 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 registration form on the Site Survey application. The form is titled 'Register' and contains the following fields and options:

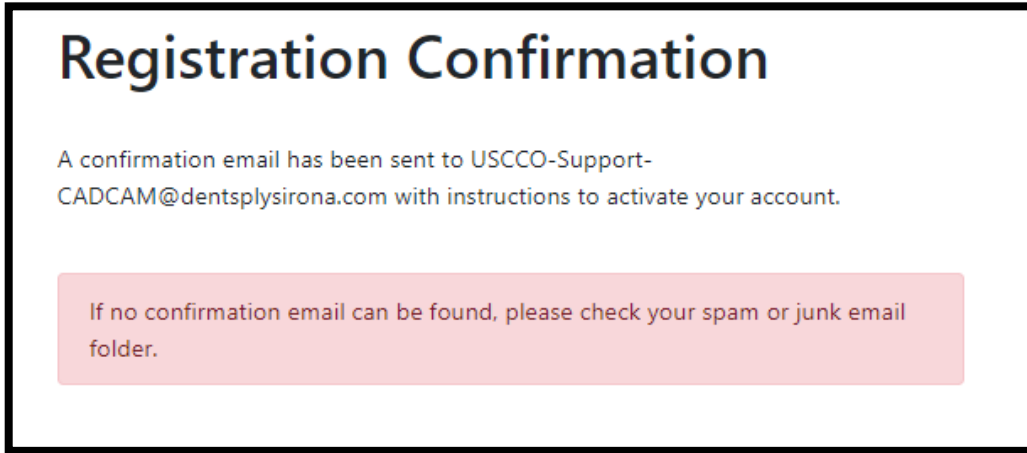
- Email
- First Name
- Last Name
- Phone Number Format: 1234567890
- Company: --Select--
- Location Number
- Time Zone: Eastern
- Password: Must be at least 6 characters. Must contain at least one uppercase character. Must contain at least one special character.
- Confirm password

A blue 'Register' button is located at the bottom of the form.

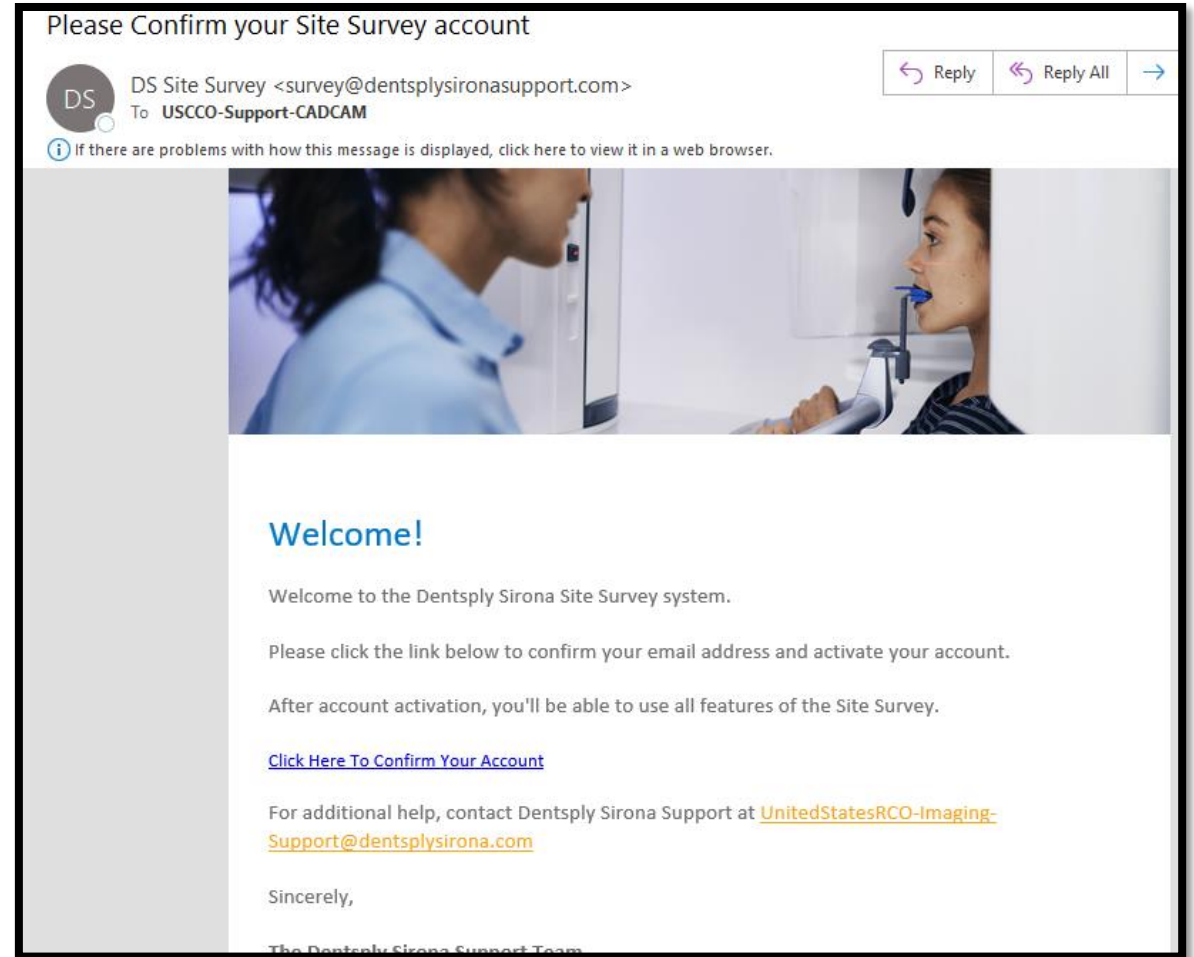


# Primescan 2 – Site Survey (Registration Pt. 2)

- Once Register is selected you will see this message:

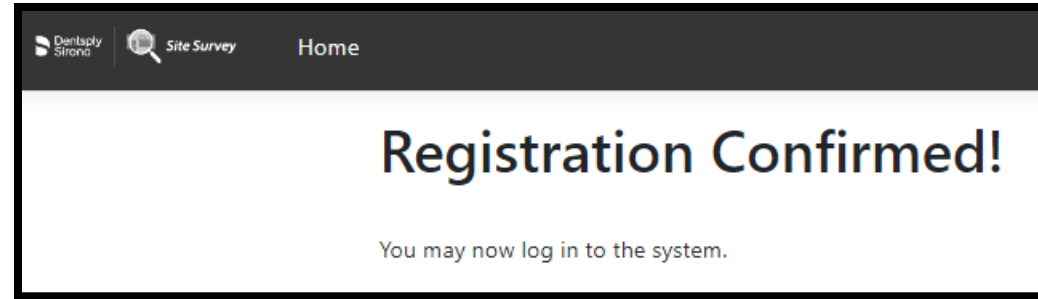


- Look for the email to confirm the registration, which may be in your **junk** or **spam** folder.
- Select the “**Click Here To Confirm Your Account**” link in the email.

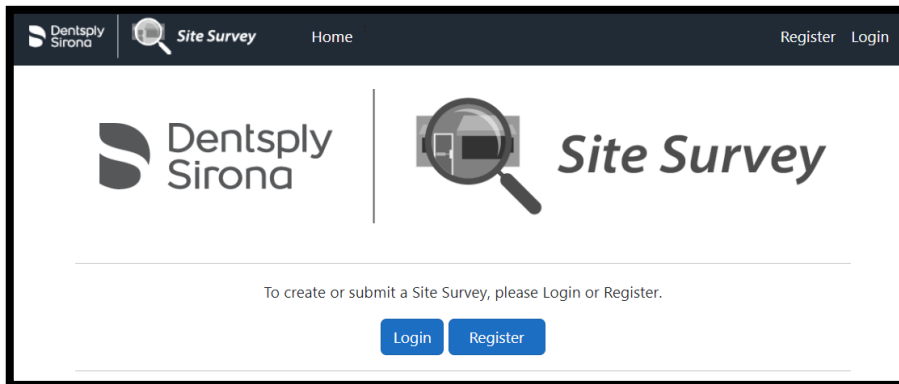
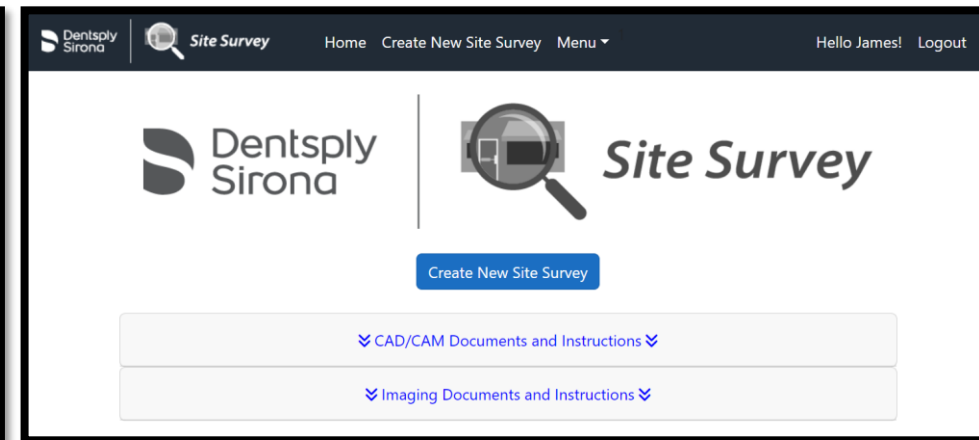
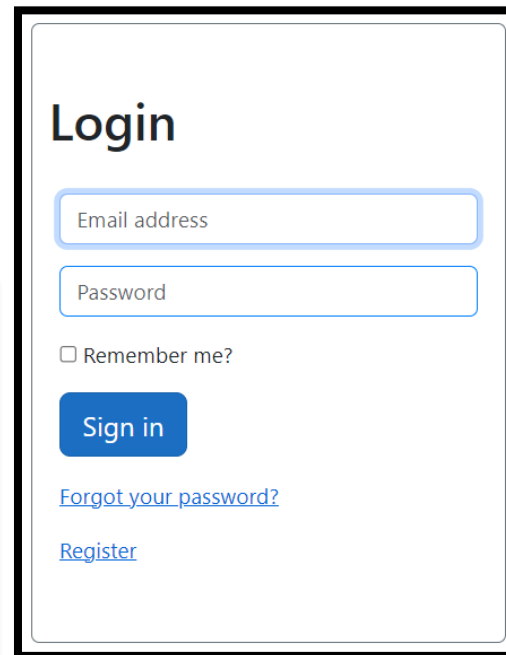


# Primescan 2 – Site Survey (Registration Pt. 3)

- Once confirmed you will see this message:

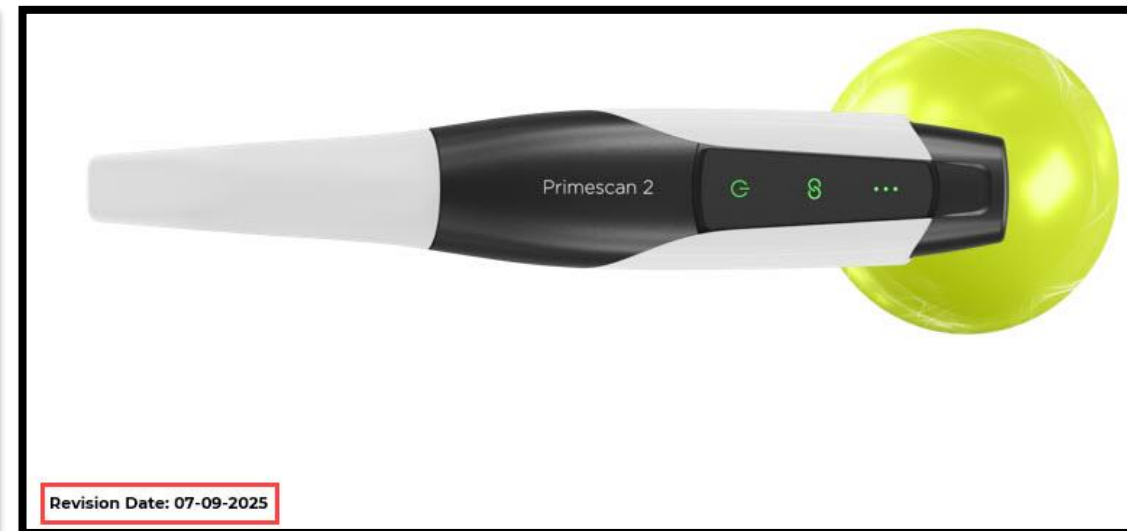
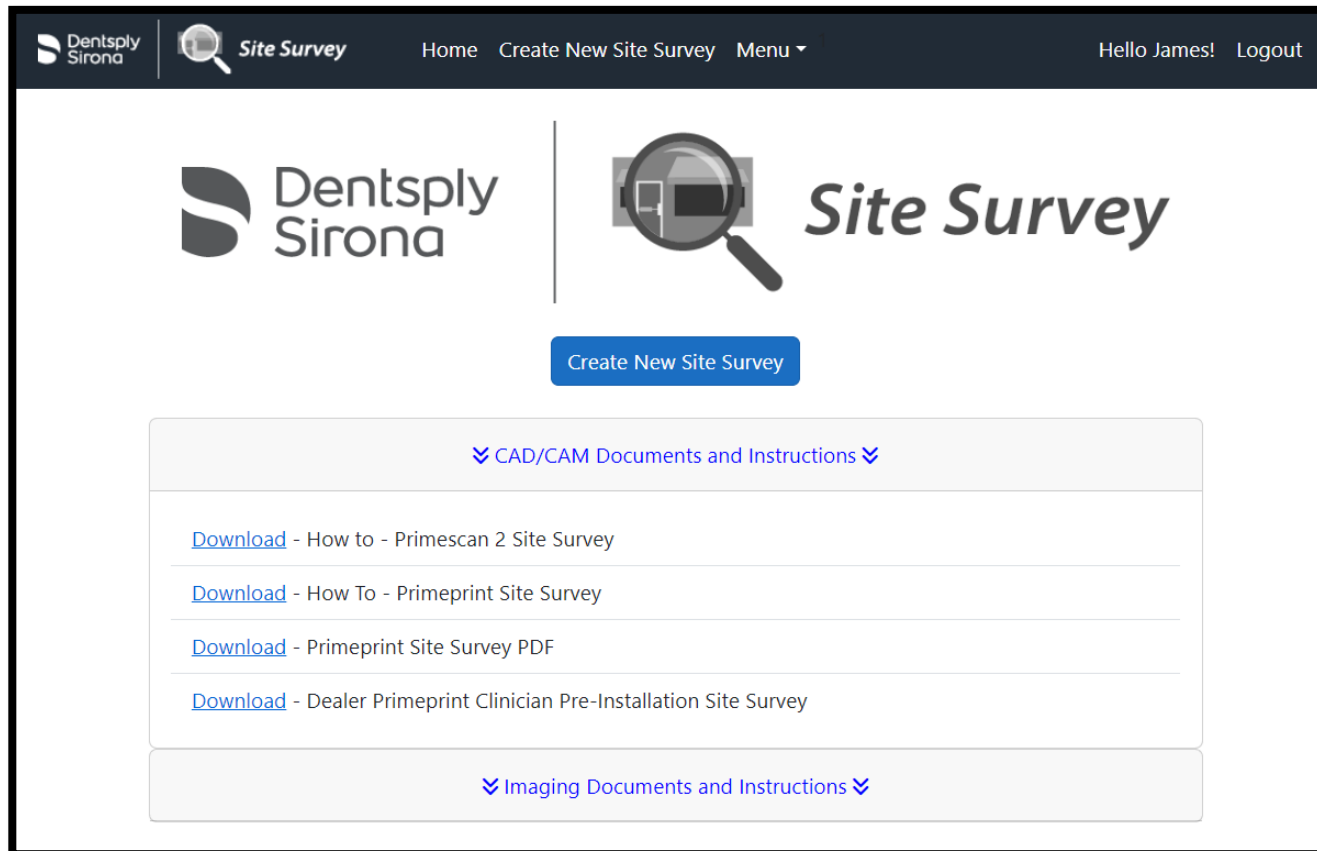


- Select the “**Login**” option in the upper right corner or the middle blue button and enter your email and password.



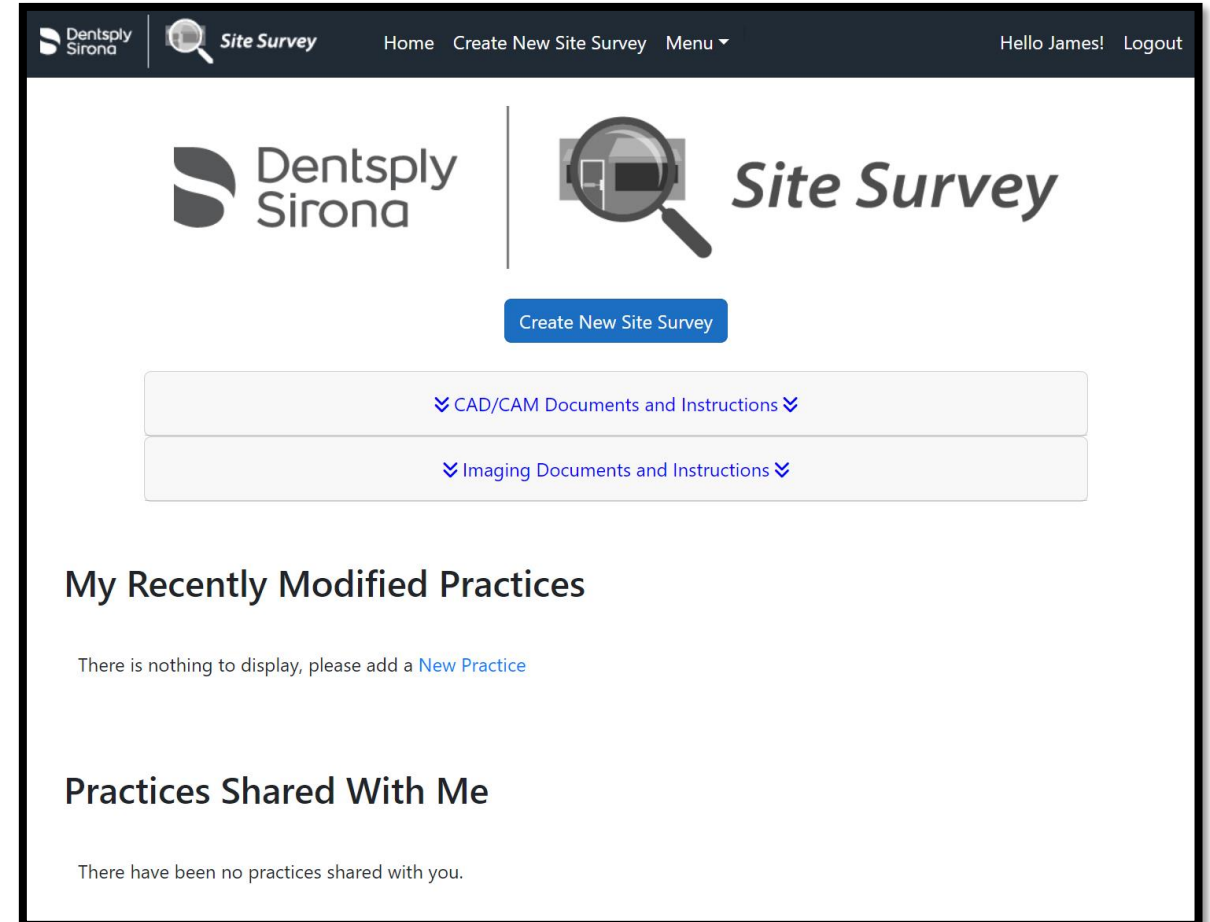
# Primescan 2 – Site Survey (Home)

- 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 1<sup>st</sup> 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.



The screenshot displays the Dentsply Sirona Site Survey web application interface. At the top, there is a dark navigation bar with the Dentsply Sirona logo on the left, a search icon, and the text "Site Survey". To the right of the search icon are links for "Home", "Create New Site Survey", and a "Menu" dropdown. Further right, it says "Hello James!" and "Logout". Below the navigation bar, the main content area features the Dentsply Sirona logo on the left and the "Site Survey" title on the right, accompanied by a magnifying glass icon over a document. A blue button labeled "Create New Site Survey" is positioned below the magnifying glass icon. Underneath this button are two expandable menu items: "CAD/CAM Documents and Instructions" and "Imaging Documents and Instructions", both with downward-pointing chevrons. Below these menus, there are two sections: "My Recently Modified Practices" and "Practices Shared With Me". The "My Recently Modified Practices" section contains the text "There is nothing to display, please add a [New Practice](#)". The "Practices Shared With Me" section contains the text "There have been no practices shared with you."





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

- Enter in the practice information:

The screenshot shows a 'New Practice' form with the following fields:

- Practice Name:
- Address:
- City:
- State / Province:
- Zip / Postal Code:
- Country:
- Phone Number:
- Dealer Partner:

Format: 1234567890

- Select the correct Dealer Partner:

The screenshot shows the 'New Practice' form with the following fields filled out:

- Practice Name:
- Address:
- City:
- State / Province:
- Zip / Postal Code:
- Country:
- Phone Number:
- Dealer Partner:

Format: 1234567890

The Dealer Partner dropdown menu is open, showing the following options:

- 
- 
- 
- 
- 

The screenshot shows the 'New Practice' form with the following fields filled out:

- Practice Name:
- Address:
- City:
- State / Province:
- Zip / Postal Code:
- Country:
- Phone Number:
- Dealer Partner:

Format: 1234567890

The Dealer Partner dropdown menu is open, and 'Patterson Dental' is selected, highlighted in blue.



# 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.

**Site Survey**

To complete this Site Survey, please complete all steps listed in the Task List.

After submitting, you will be provided with results. These results will also be emailed to you and any contacts that you have added.

**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 Device](#)

Completed Tasks:

- [Add Contacts](#)

**Devices**

Model

[Add Device](#)

**CAD/CAM Test Practice**

[Edit Practice](#)

Address: 2725 Water Ridge Parkway  
City: Charlotte  
State: NC  
Zip: 28217  
Phone Number: 8006595977  
Dealer: Patterson  
Site Survey ID: Survey Not Submitted

[Share Practice](#)

**Practice Contacts**

Type	Name
Surveyor	James Brown

[Add Contact](#)

**CAD/CAM Test Practice**

[Edit Practice](#)

Address: 2725 Water Ridge Parkway  
City: Charlotte  
State: NC  
Zip: 28217  
Phone Number: 8006595977  
Dealer: Patterson  
Site Survey ID: Survey Not Submitted

[Share Practice](#)

**Practice Contacts**

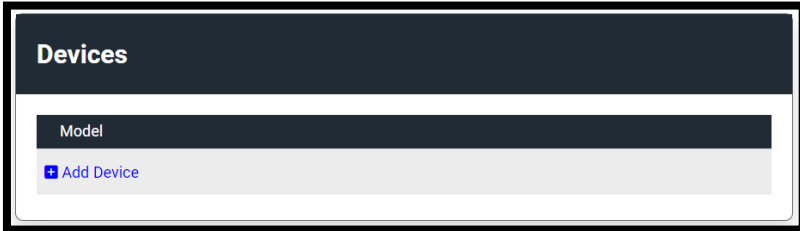
Type	Name	
Surveyor	James Brown	
Dealer Technician	John Doe	<a href="#">Edit</a> <a href="#">Delete</a>
Practice Manager	Jane Smith	<a href="#">Edit</a> <a href="#">Delete</a>
IT Technician	Bob Jones	<a href="#">Edit</a> <a href="#">Delete</a>

[Add Contact](#)

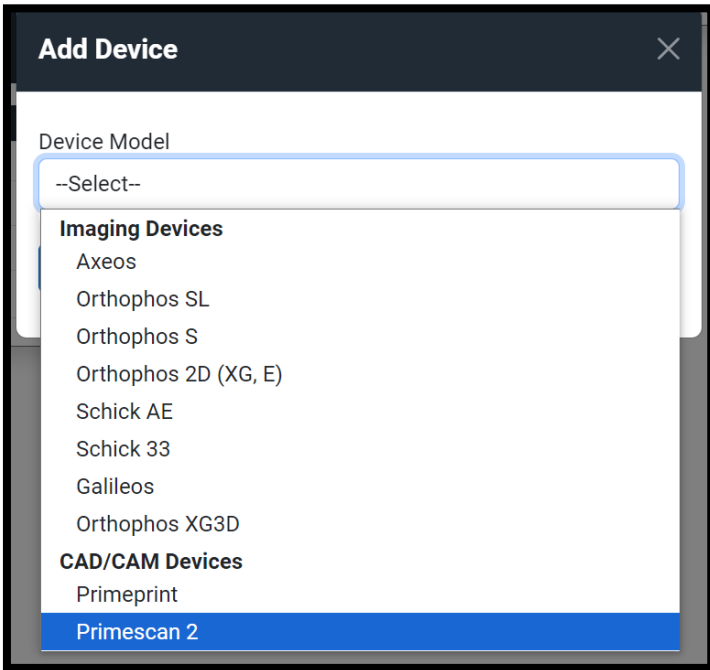


# Primescan 2 – Site Survey (Add Device)

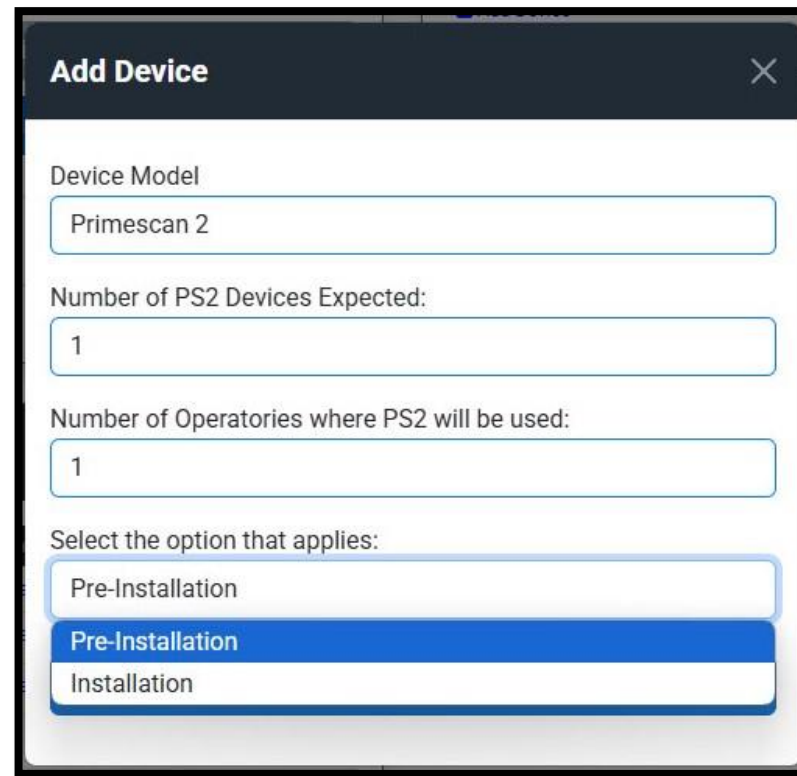
- Under Devices - Model, select “**Add Device**”



- 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.

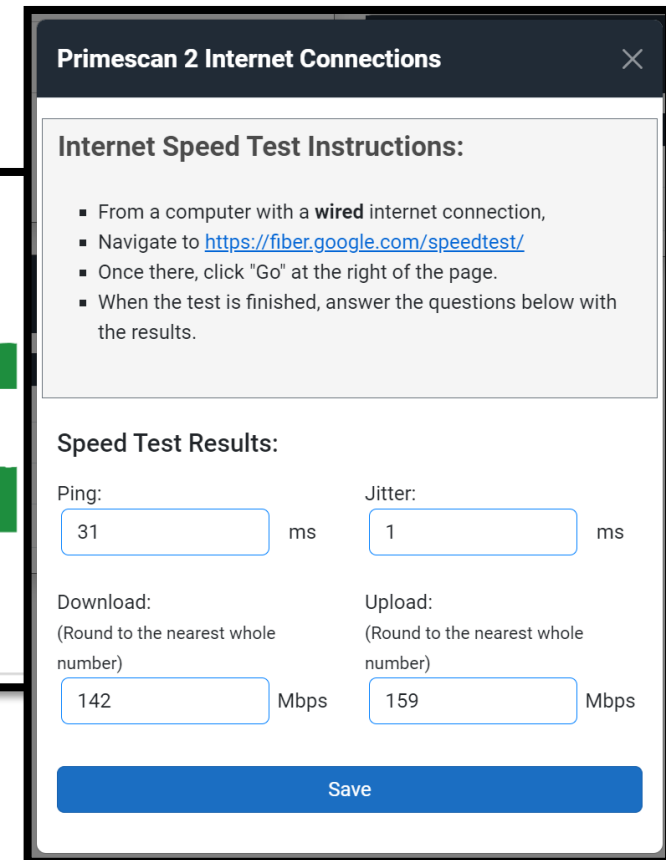
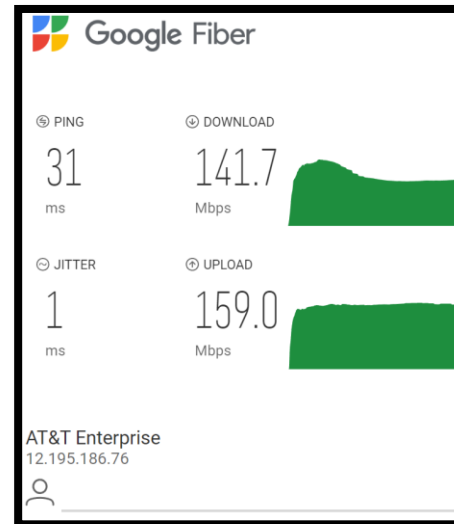
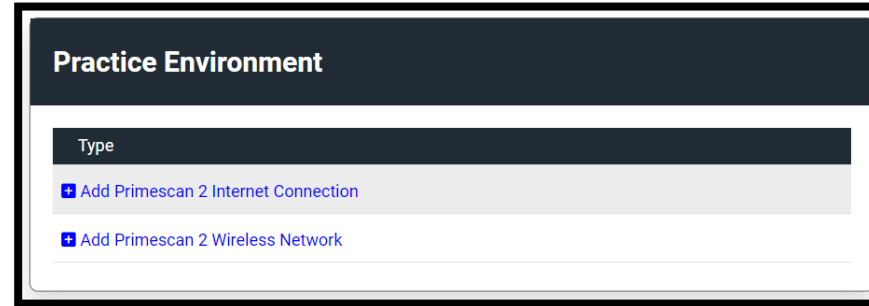
The screenshot displays a web interface for the Primescan 2 Site Survey. It is divided into four main sections:

- Task List:** Contains a message: "When all required steps below are complete, you will be able to submit the Site Survey." Below this are two buttons: "Submit Site Survey" (disabled, grey) and "Previous Submissions" (active, blue). Underneath, there are two lists: "Incomplete Tasks" with three items: "Add Primescan 2 Internet Connection", "Add Primescan 2 Wireless Network", and "Add Primescan 2 Operatoriy"; and "Completed Tasks" with two items: "Add Contacts" and "Add Device".
- Devices:** Features a "Model" input field with "Primescan 2" entered, edit and delete icons, and an "Add Device" button.
- Primescan 2 Operatories:** Features a "Name" input field and an "Add Primescan 2 Operatoriy" button.
- Practice Environment:** Features a "Type" input field and two buttons: "Add Primescan 2 Internet Connection" and "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 window titled "Primescan 2 Internet Connections" with a close button (X) in the top right corner. Below the title bar, there is a section titled "Internet Speed Test Instructions:" with the following text:

- From a computer with a **wired** internet connection,
- Navigate to <https://fiber.google.com/speedtest/>
- Once there, click "Go" at the right of the page.
- When the test is finished, answer the questions below with the results.

Below the instructions, there is a section titled "Speed Test Results:" with the following fields:

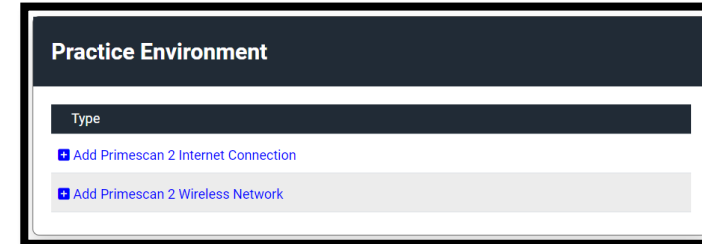
Metric	Value	Unit
Ping:	31	ms
Jitter:	1	ms
Download: (Round to the nearest whole number)	142	Mbps
Upload: (Round to the nearest whole number)	159	Mbps

At the bottom of the form, there is a blue "Save" button.

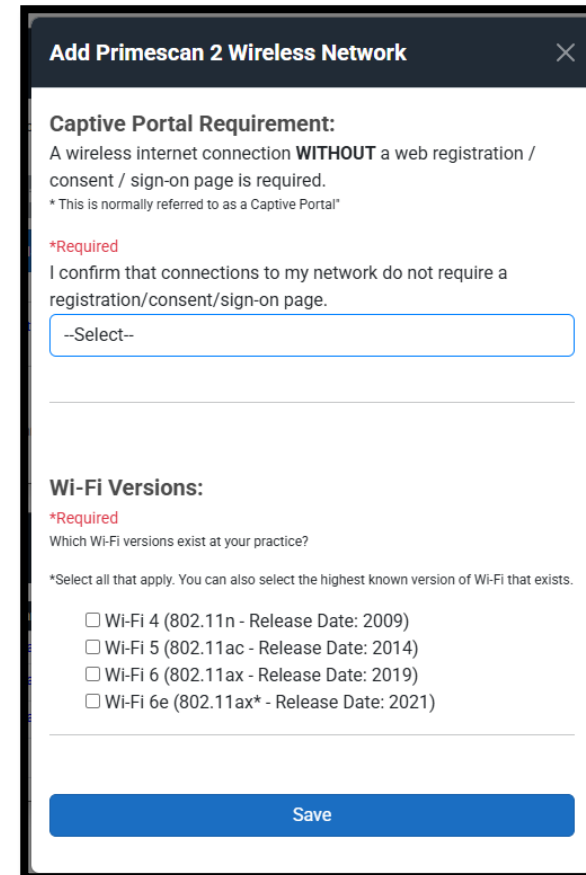


# Primescan 2 – Site Survey (Practice Environment Pt. 2)

- 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.



The screenshot shows a dark-themed interface titled "Practice Environment". Below the title is a "Type" dropdown menu. Two options are visible: "Add Primescan 2 Internet Connection" and "Add Primescan 2 Wireless Network". The second option is highlighted with a light grey background.



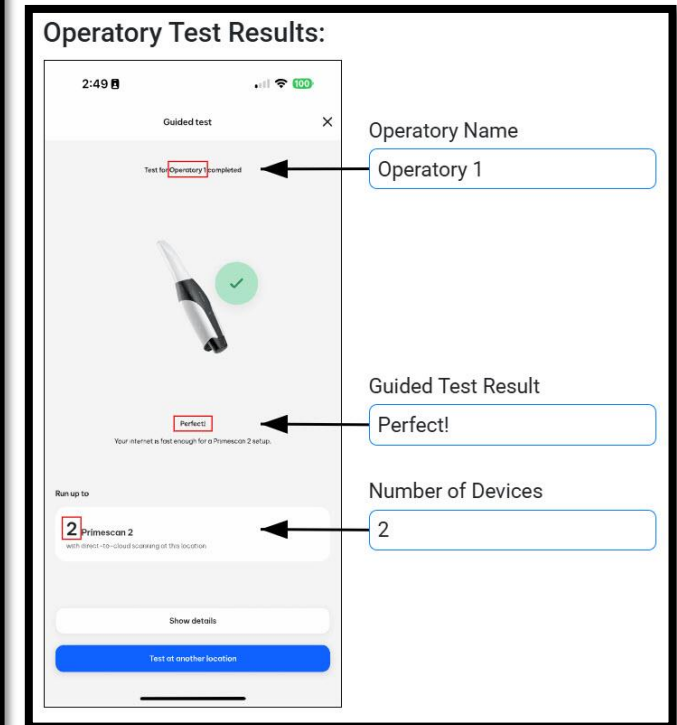
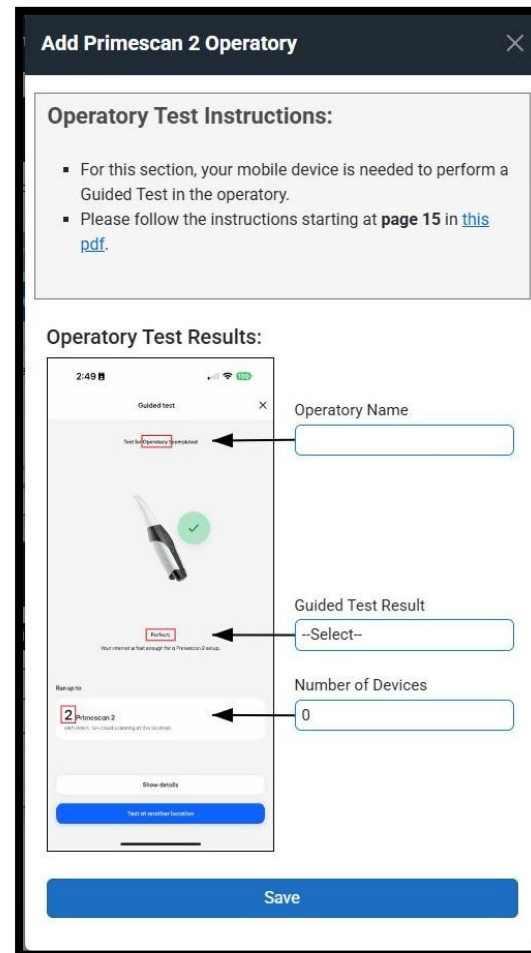
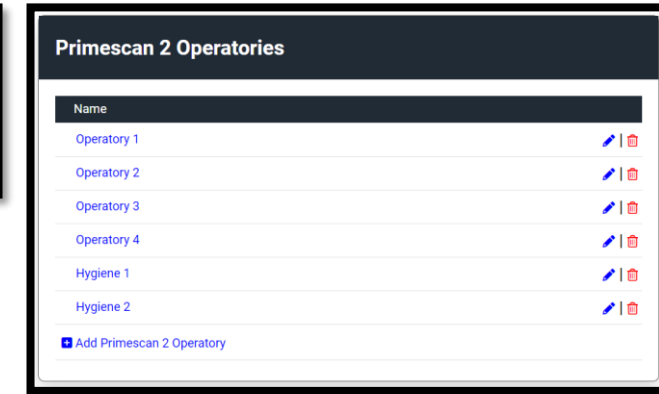
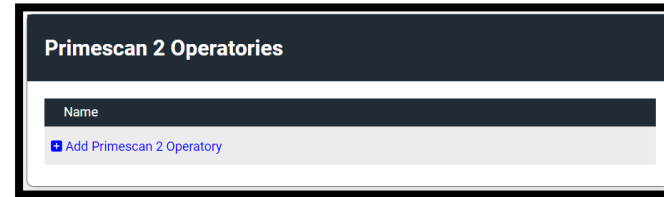
The screenshot shows a dark-themed configuration form titled "Add Primescan 2 Wireless Network" with a close button (X) in the top right corner. The form contains the following sections:

- 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** (in red): I confirm that connections to my network do not require a registration/consent/sign-on page. Below this is a dropdown menu with "--Select--" selected.
- Wi-Fi Versions:** \*Required (in red). 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.
- A list of Wi-Fi versions with checkboxes:
  - 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)
- A blue "Save" button at the bottom.



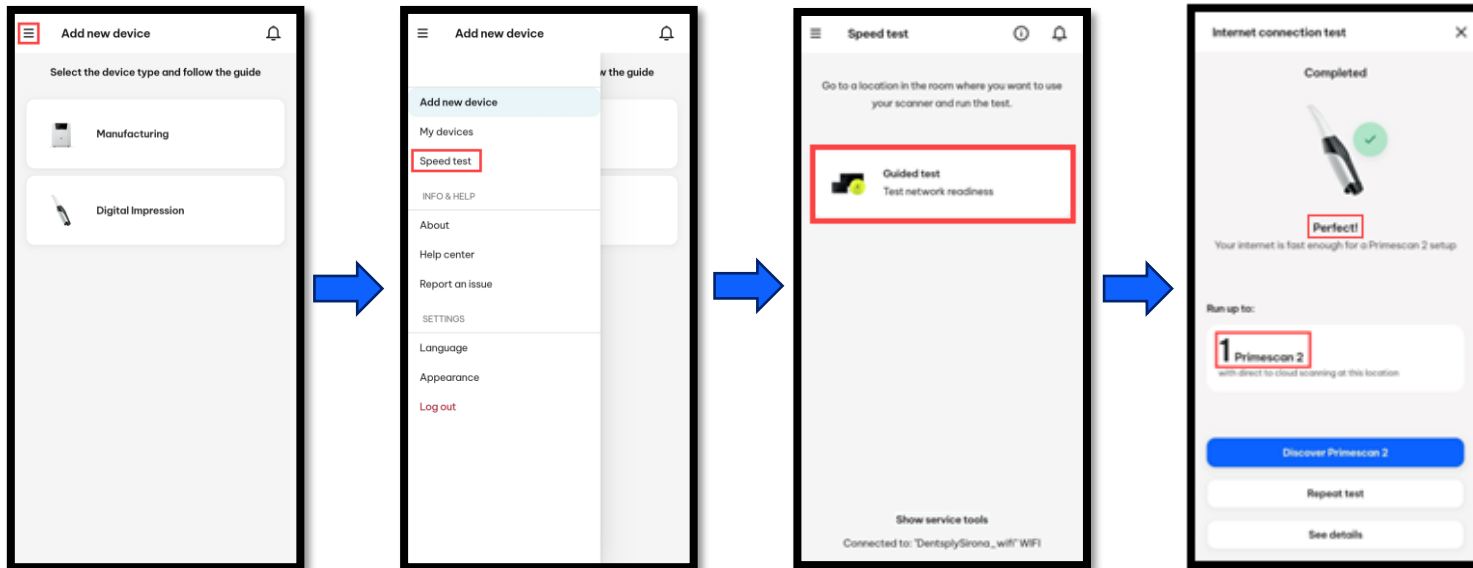
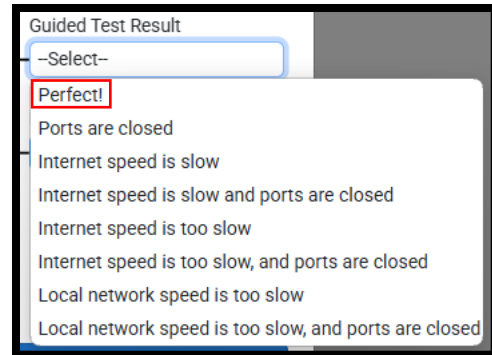
# Primescan 2 – Site Survey (Add Operatories)

- 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 Operator 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 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](#)

#### Primescan 2 Operatories

Name

Operator 1

[Add Primescan 2 Operator](#)

#### Practice Environment

Type

Primescan 2 Internet Connection

Primescan 2 Wireless Network



# 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 Result: **Passed**

[Back to Practice Page](#)

### Results Summary

Everything looks good! Your site is ready for Primescan 2 installation.

### No Edge Device Needed.

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

#### Survey Information:

PS2 Survey Type: Pre-Installation  
Overall Survey Result: Passed  
Site Survey ID: 260166  
Date Submitted: 7/1/2025 11:14:38 AM  
Surveyor Comments: None

#### Results Overview:

Primescan 2 Internet Connection	Pass
Primescan 2 Wireless Network	Pass
PS2 Operatories: 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 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 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 Operatories: 1	

**Primescan 2 Operatories**

OPERATORY 1	
Operatory Name: Operatory 1	
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.	Fail

**Site Survey Result: Failed** [Back to Practice Page](#)

**Results Summary**  
Based on the provided information, there may be issues. Please work with Practice IT to correct them: Internet Connection: Upload speed 8 Mbps may be insufficient for optimal performance. Wireless Network: Captive portal detected — not compatible with this device. Unsupported Wi-Fi type. Wi-Fi 5 (AC) or newer is required. \*Operatory 1\* lacks sufficient wireless performance for a PS2 device. \*Operatory 1\*: Internet speed is slow. For detailed remediation steps, please refer to Points 1 and 3 in the IT Provider Guidelines below.  
[IT Guidelines for Primescan 2](#)

**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.

**This Site Survey has failed.** Please enter the email address for the practice owner/administrator. They will need to confirm that they have received these results.

Email Address:  [Send Confirmation Request](#)

**Survey Information:**  
PS2 Survey Type: Pre-Installation  
Overall Survey Result: Failed  
Site Survey ID: 260166  
Date Submitted: 7/8/2025 12:01:06 PM  
Surveyor Comments: None

**Results Overview:**

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

**This Site Survey has failed.** Please enter the email address for the practice owner/administrator. They will need to confirm that they have received these results.  
Confirmation Requested From @dentsplysirona.com

**Site Survey Result: Failed** [View results online](#)

Please confirm the receipt of these results.

There are items that need attention before compatibility can be guaranteed. Please confirm you have received these results by using the button below.

[I confirm that I have received these results](#)



# 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.

**Site Survey Result: Failed** [Back to Practice Page](#)

**Results Summary**  
Based on the provided information, there may be issues. Please work with Practice IT to correct them: Internet Connection: Upload speed 9 Mbps may be insufficient for optimal performance. For detailed remediation steps, please refer to Point 1 in the IT Provider Guidelines below.  
[IT Guidelines for Primescan 2](#)

**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.

**This Site Survey has failed.** Please enter the email address for the practice owner/administrator. They will need to confirm that they have received these results.

Email Address:  [Send Confirmation Request](#)

**Survey Information:**  
PS2 Survey Type: Pre-Installation  
Overall Survey Result: Failed  
Site Survey ID: 260166  
Date Submitted: 7/9/2025 2:36:02 PM  
Surveyor Comments: None

**Results Overview:**

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

**This Site Survey has failed.** Please enter the email address for the practice owner/administrator. They will need to confirm that they have received these results.

Confirmation Requested From [@dentsplysirona.com](#)

**Site Survey Result: Failed** [View results online](#)

Please confirm the receipt of these results.

There are items that need attention before compatibility can be guaranteed. Please confirm you have received these results by using the button below.

[I confirm that I have received these results](#)

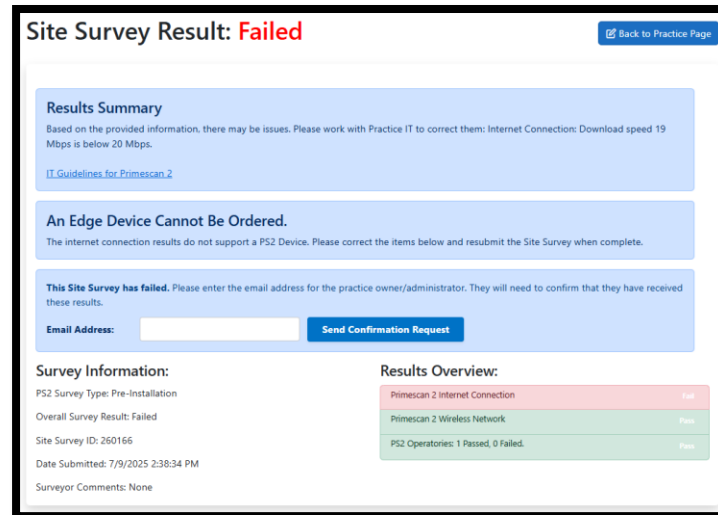
**Primescan 2 Internet Connection**  
Status: Fail

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.
- 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.



Site Survey Result: **Failed** [Back to Practice Page](#)

**Results Summary**  
Based on the provided information, there may be issues. Please work with Practice IT to correct them: Internet Connection: Download speed 19 Mbps is below 20 Mbps.  
[IT Guidelines for Primescan 2](#)

**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.

This Site Survey has failed. Please enter the email address for the practice owner/administrator. They will need to confirm that they have received these results.

Email Address:  [Send Confirmation Request](#)

**Survey Information:**  
PS2 Survey Type: Pre-Installation  
Overall Survey Result: Failed  
Site Survey ID: 260166  
Date Submitted: 7/9/2025 2:38:34 PM  
Surveyor Comments: None

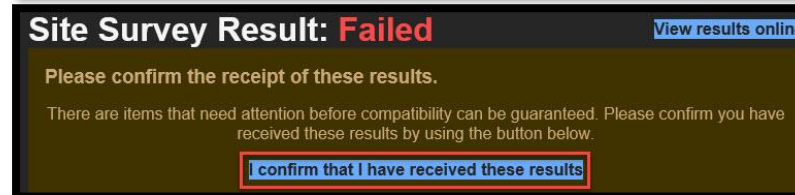
**Results Overview:**

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



This Site Survey has failed. Please enter the email address for the practice owner/administrator. They will need to confirm that they have received these results.

Confirmation Requested From [@dentsplysirona.com](#)

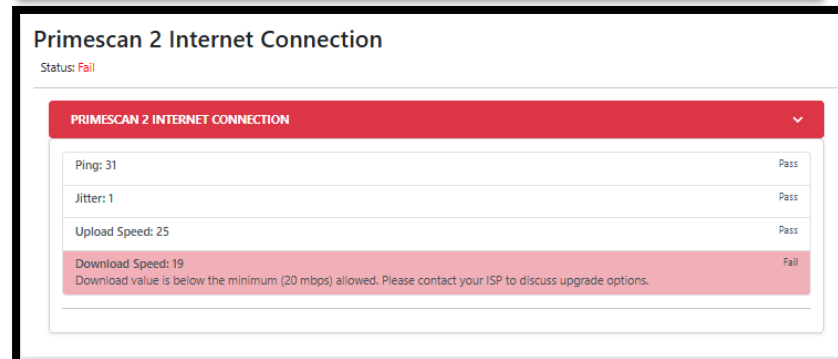


Site Survey Result: **Failed** [View results online](#)

Please confirm the receipt of these results.

There are items that need attention before compatibility can be guaranteed. Please confirm you have received these results by using the button below.

[I confirm that I have received these results](#)



Primescan 2 Internet Connection  
Status: **Fail**

**PRIMESCAN 2 INTERNET CONNECTION**

Ping: 31	Pass
Jitter: 1	Pass
Upload Speed: 25	Pass
Download Speed: 19 Download value is below the minimum (20 mbps) allowed. Please contact your ISP to discuss upgrade options.	Fail



# 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.

Site Survey Result: **Warning** [Back to Practice Page](#)

**Results Summary**  
Based on the provided information, there may be issues. Please work with Practice IT to correct them: Internet Connection: Upload speed 10 Mbps may be insufficient for optimal performance. For detailed remediation steps, please refer to Point 1 in the IT Provider Guidelines below.  
[IT Guidelines for Primescan 2](#)

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

**While this survey did not fail, there may be a need to make adjustments for compatibility.** Please enter the practice owner/administrator email. They will need to confirm that they have received these results.

Email Address:  [Send Confirmation Request](#)

**Survey Information:**  
PS2 Survey Type: Pre-Installation  
Overall Survey Result: Warning  
Site Survey ID: 260166  
Date Submitted: 7/8/2025 4:05:43 PM  
Surveyor Comments: None

**Results Overview:**

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

**While this survey did not fail, there may be a need to make adjustments for compatibility.** Please enter the practice owner/administrator email. They will need to confirm that they have received these results.

Confirmation Requested From [@dentsplysirona.com](#)

Site Survey Result: **Warning** [View results online](#)

Please confirm the receipt of these results.

There are items that need attention before compatibility can be guaranteed. Please confirm you have received these results by using the button below.

[I confirm that I have received these results](#)

**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 “**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.

Site Survey Result: **Warning** [Back to Practice Page](#)

**Results Summary**  
Based on the provided information, there may be issues. Please work with Practice IT to correct them: "Operator 1" lacks sufficient wireless performance for a PS2 device. "Operator 1"; Internet speed is too slow. For detailed remediation steps, please refer to Points 1 and 3 in the IT Provider Guidelines below.  
[IT Guidelines for Primescan 2](#)

While this survey did not fail, there may be a need to make adjustments for compatibility. Please enter the practice owner/administrator email. They will need to confirm that they have received these results.

Email Address:  [Send Confirmation Request](#)

**Survey Information:**  
PS2 Survey Type: Pre-Installation  
Overall Survey Result: Warning  
Site Survey ID: 260166  
Date Submitted: 7/8/2025 3:05:03 PM  
Surveyor Comments: None

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

While this survey did not fail, there may be a need to make adjustments for compatibility. Please enter the practice owner/administrator email. They will need to confirm that they have received these results.

Confirmation Requested From [@dentsplysirona.com](#)

Site Survey Result: **Warning** [View results online](#)

Please confirm the receipt of these results.

There are items that need attention before compatibility can be guaranteed. Please confirm you have received these results by using the button below.

[confirm that I have received these results](#)

Primescan 2 Operatories

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

**OPERATORY 1** (Fail)

Operator Name: Operator 1

Guided Test Result: Internet speed is too slow Fail  
The internet connection does not support the necessary upload speeds for this device. And upgrade from the internet service provider is necessary. An edge device may not be used. Please follow Point 1 in the IT Provider Guidelines.

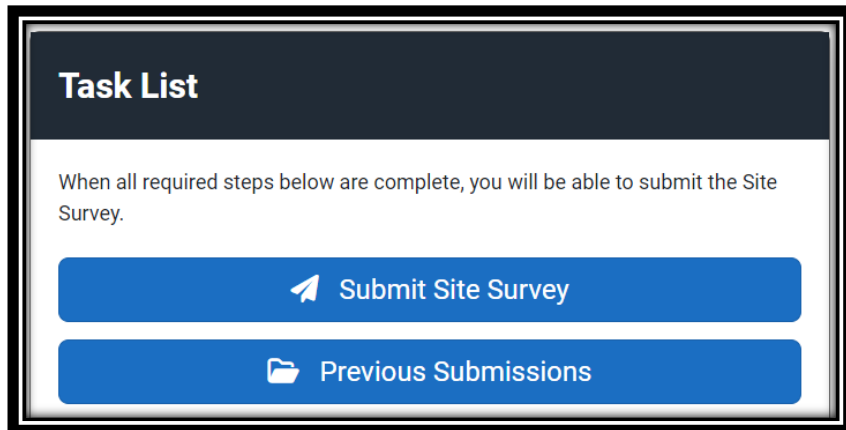
Number Of PS2 Devices: 0 Fail  
The wireless connection in this operatory does not support a PS2 device.

Closed Ports: Pass



# 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**.

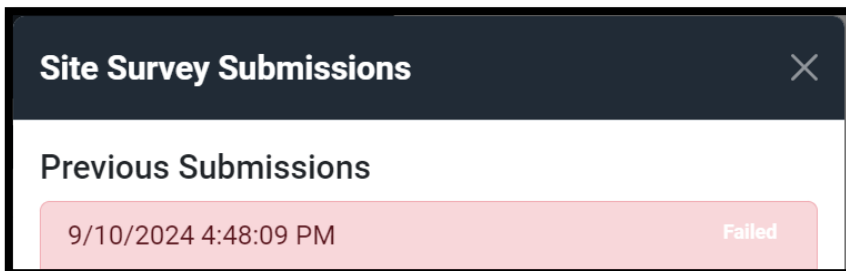


**Task List**

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

[Submit Site Survey](#)

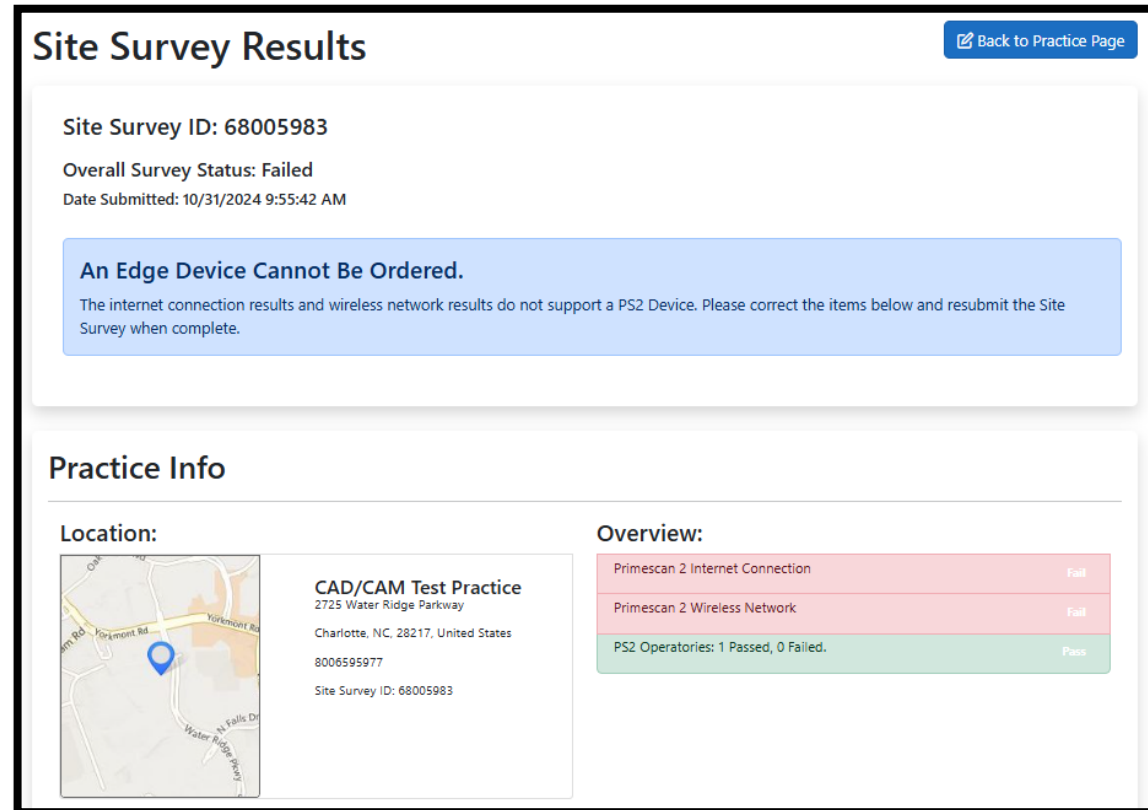
[Previous Submissions](#)



**Site Survey Submissions**

**Previous Submissions**

9/10/2024 4:48:09 PM	Failed
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**Site Survey Results** [Back to Practice Page](#)

Site Survey ID: 68005983

Overall Survey Status: Failed

Date Submitted: 10/31/2024 9:55:42 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:**

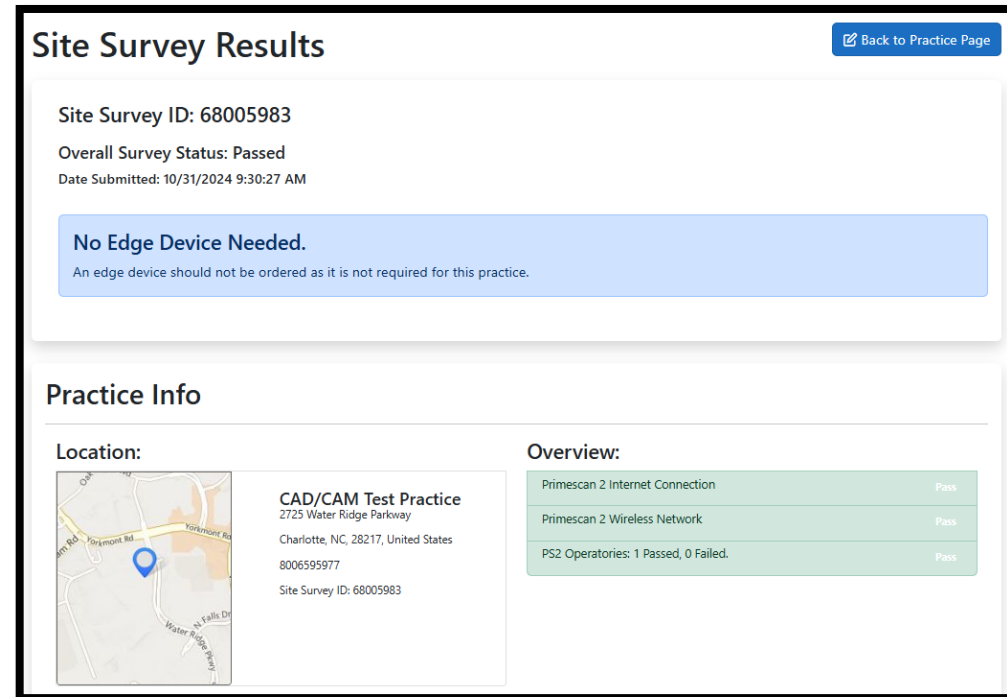
Primescan 2 Internet Connection	Fail
Primescan 2 Wireless Network	Fail
PS2 Operatories: 1 Passed, 0 Failed.	Pass





# 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**.

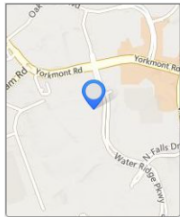


**Site Survey Results** [Back to Practice Page](#)

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

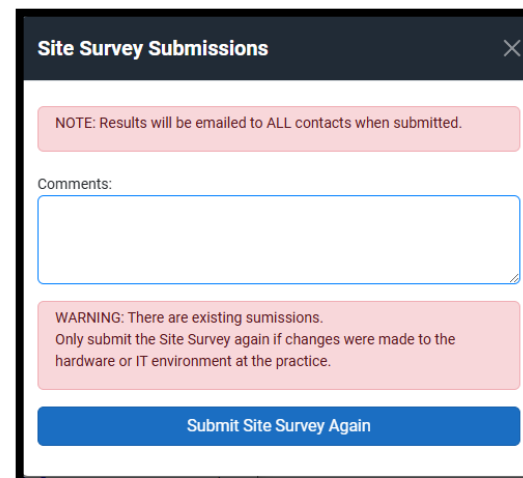
**No Edge Device Needed.**  
An edge device should not be ordered as it is not required for this practice.

**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 Operatories: 1 Passed, 0 Failed.	Pass



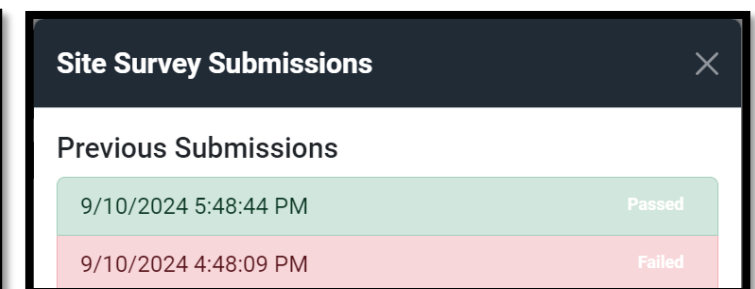
**Site Survey Submissions** ✕

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**”

The screenshot shows the Dentsply Sirona Site Survey web application. The top navigation bar includes the Dentsply Sirona logo, a search icon, the text "Site Survey", and links for "Home", "Create New Site Survey", and "Menu". The user's name "Hello James!" and a "Logout" link are visible in the top right corner. A dropdown menu is open under "Menu", showing "My Practices" and "Report A Problem". Below the navigation bar is the "Site Survey" logo and a "Create New Site Survey" button. Two expandable sections are visible: "CAD/CAM Documents and Instructions" and "Imaging Documents and Instructions". The main content area is titled "My Recently Modified Practices" and features a map of a location in Charlotte, NC. The map shows a blue location pin and a data card for "CAD/CAM Test Practice" with the following details:

- Status: Complete
- 2725 Water Ridge Parkway
- Charlotte, NC, 28217
- United States
- P: 8006595977

An "Open" button is located at the bottom of the data card.



# 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](https://dsgo.to/csp)

