



# 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.

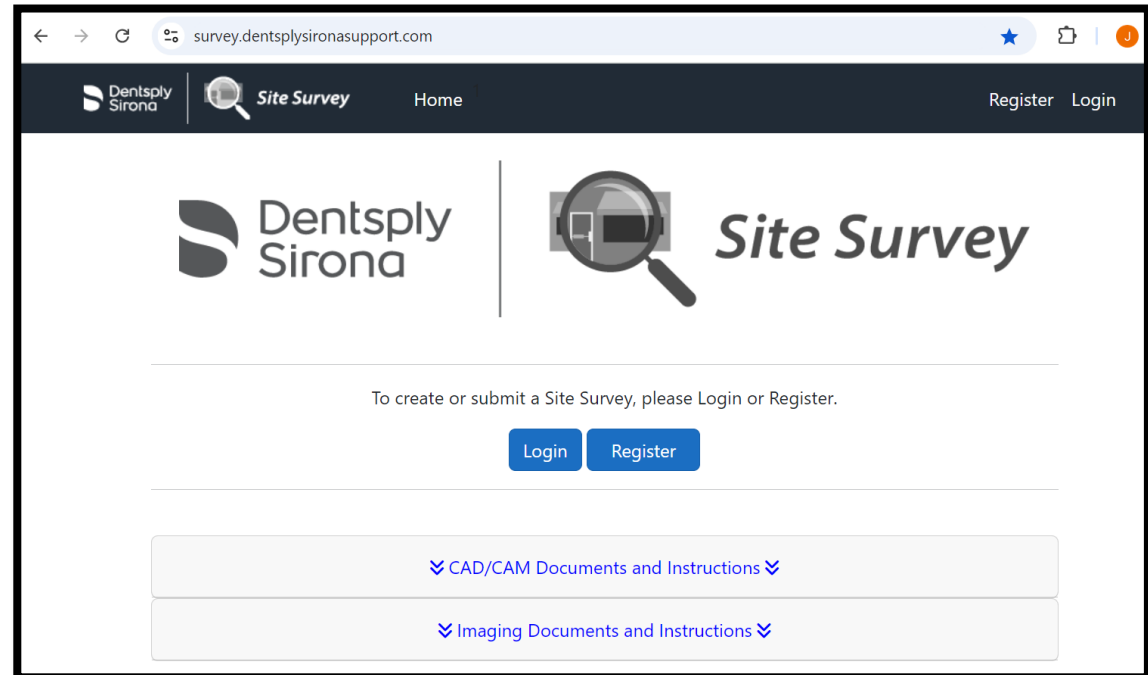
[Go ↗](#)



### Site Survey Instructions

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

[Download ↓](#)

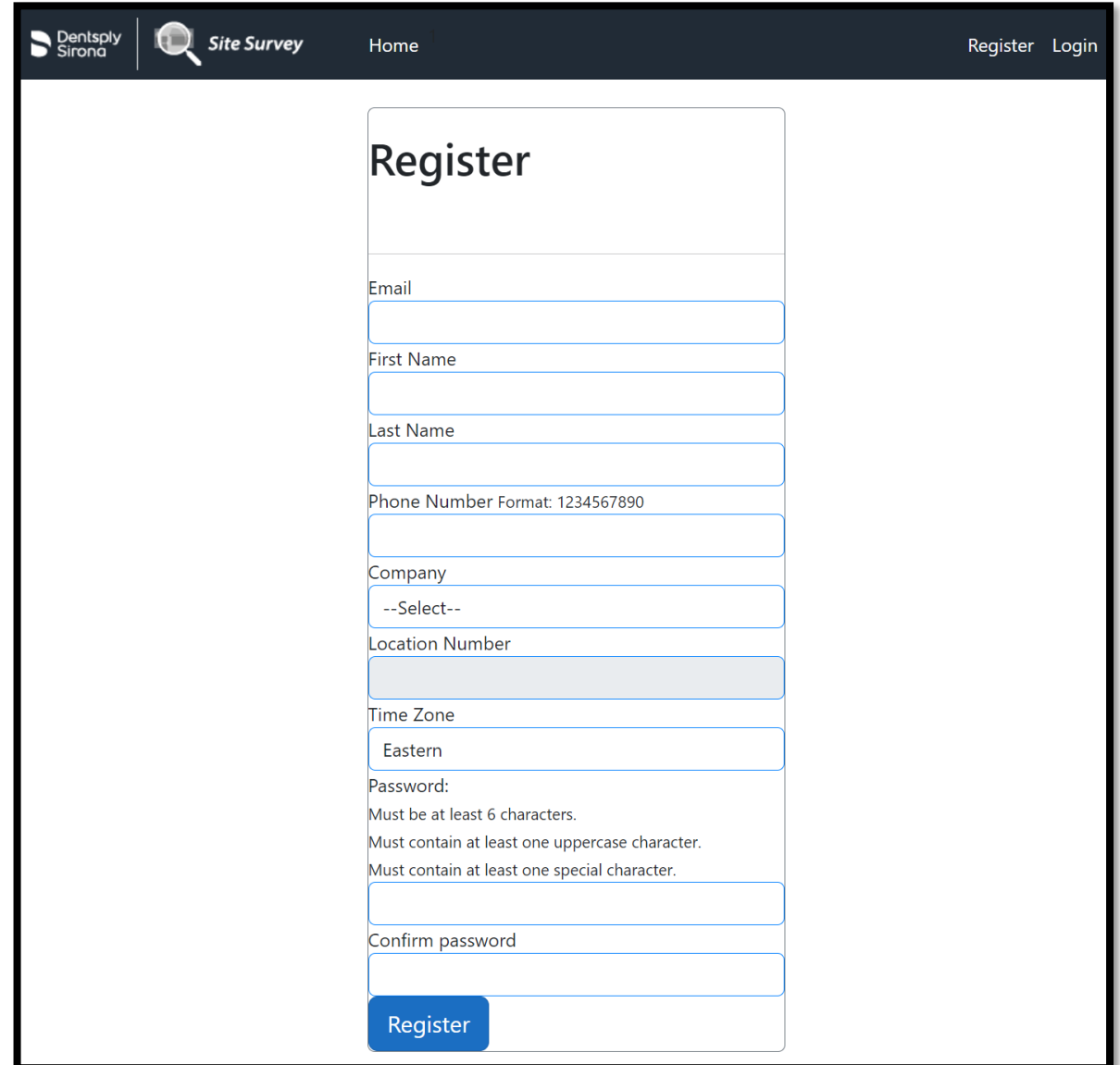
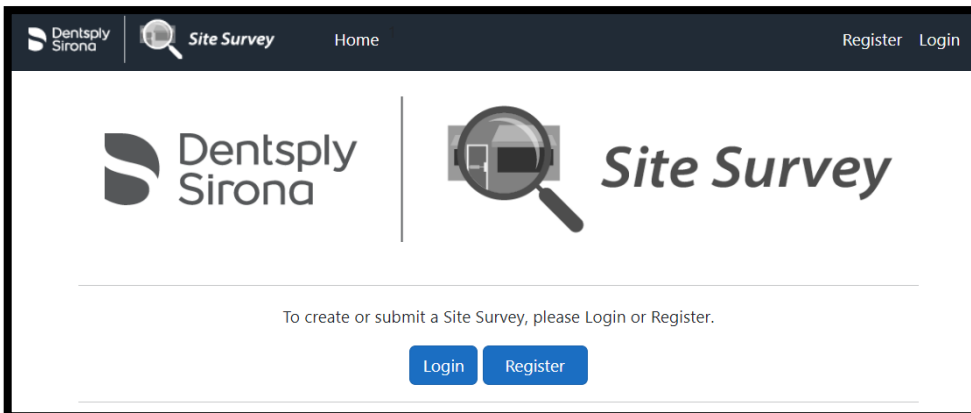


The screenshot shows the website interface for Site Survey. The header includes the Dentsply Sirona logo, a search icon, and the text "Site Survey Home". There are "Register" and "Login" links in the top right. The main content area features the Dentsply Sirona logo and the "Site Survey" title with a magnifying glass icon. Below this, a message states: "To create or submit a Site Survey, please Login or Register." There are "Login" and "Register" buttons. At the bottom, there are two expandable menu items: "CAD/CAM Documents and Instructions" and "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 registration form on the Site Survey application. The form is titled "Register" and contains the following fields and options:

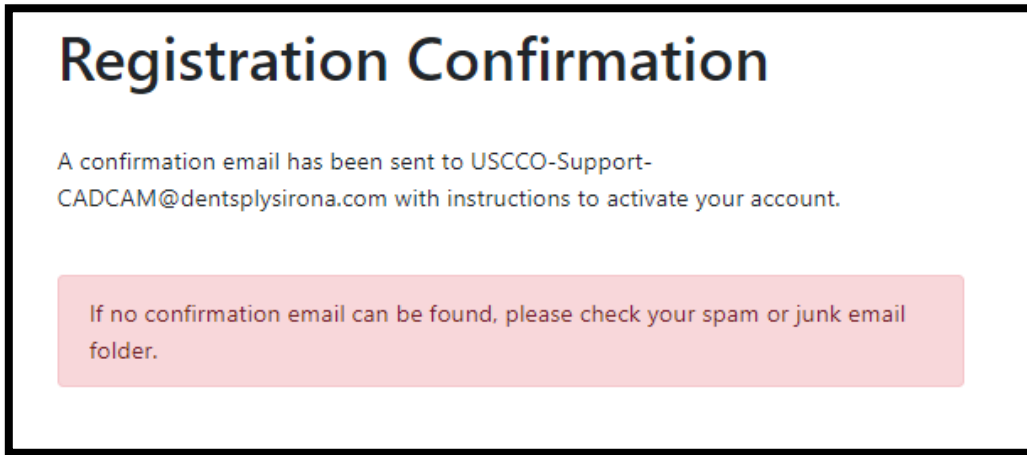
- Email
- First Name
- Last Name
- Phone Number Format: 1234567890
- Company: --Select--
- Location Number
- Time Zone: Eastern
- Password: Must be at least 6 characters. Must contain at least one uppercase character. Must contain at least one special character.
- Confirm password

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

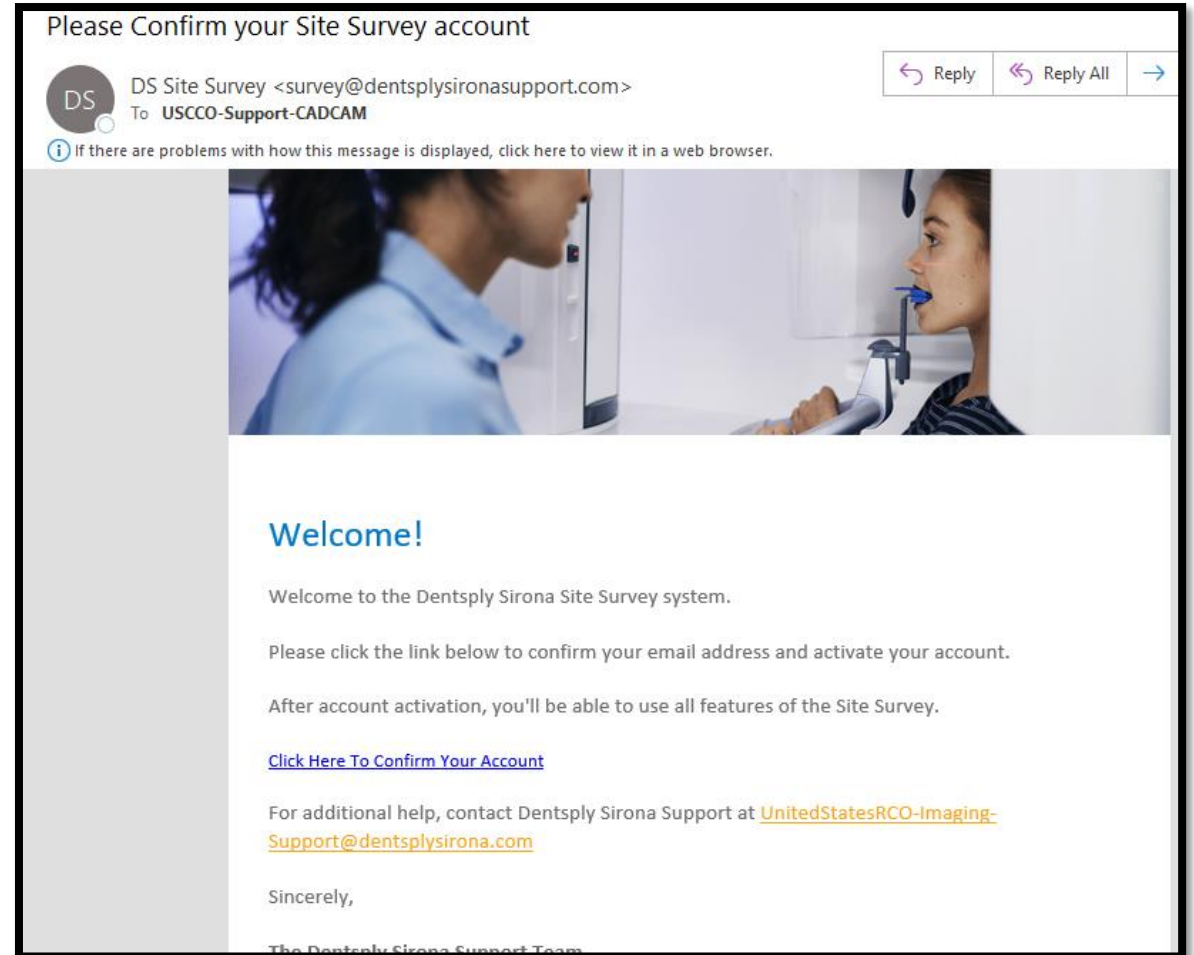


# Primescan 2 – Site Survey (Registration Pt. 2)

- Once Register is selected you will see this message:

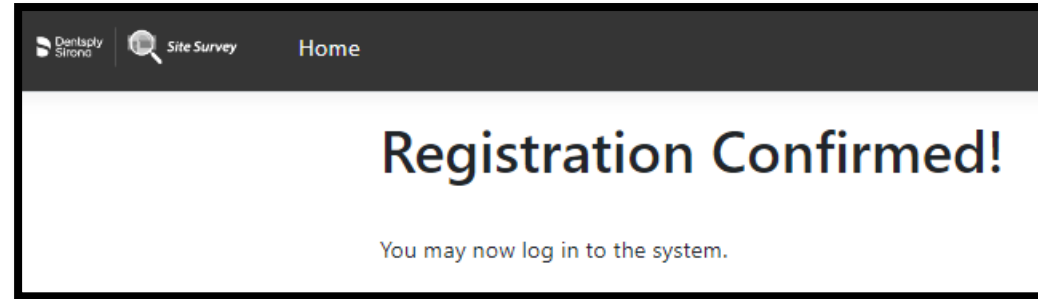


- Look for the email to confirm the registration, which may be in your **junk** or **spam** folder.
- Select the “**Click Here To Confirm Your Account**” link in the email.

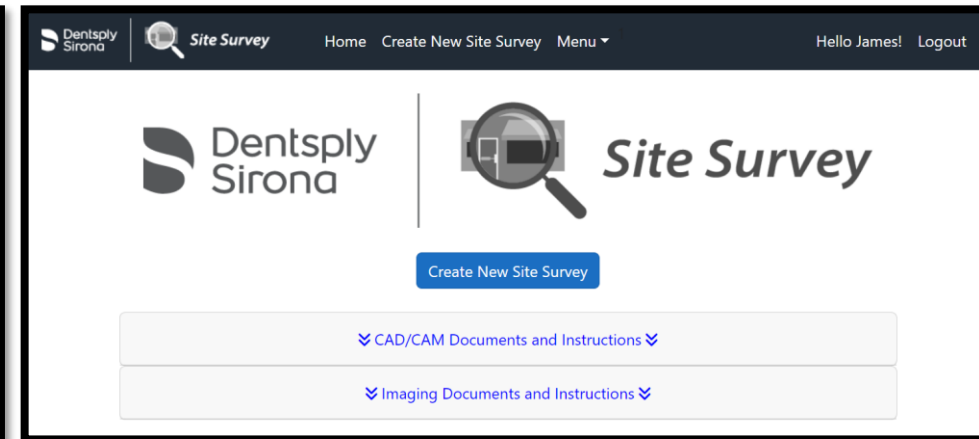
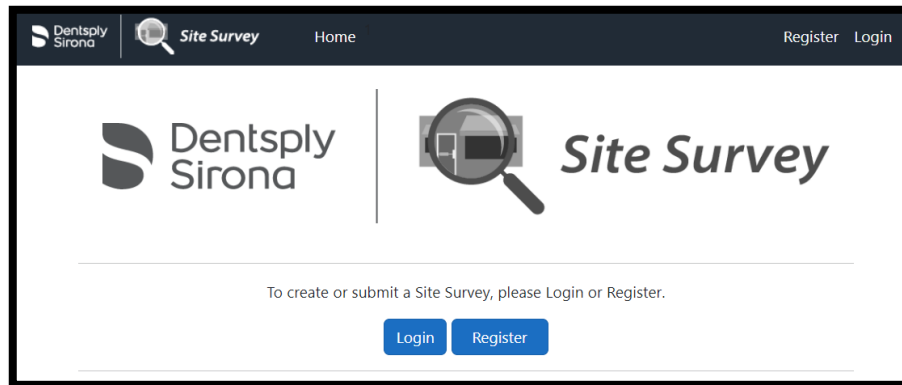
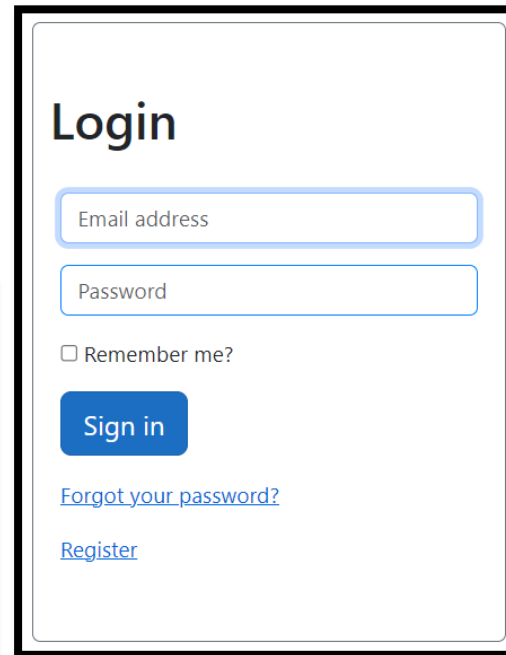


# Primescan 2 – Site Survey (Registration Pt. 3)

- Once confirmed you will see this message:

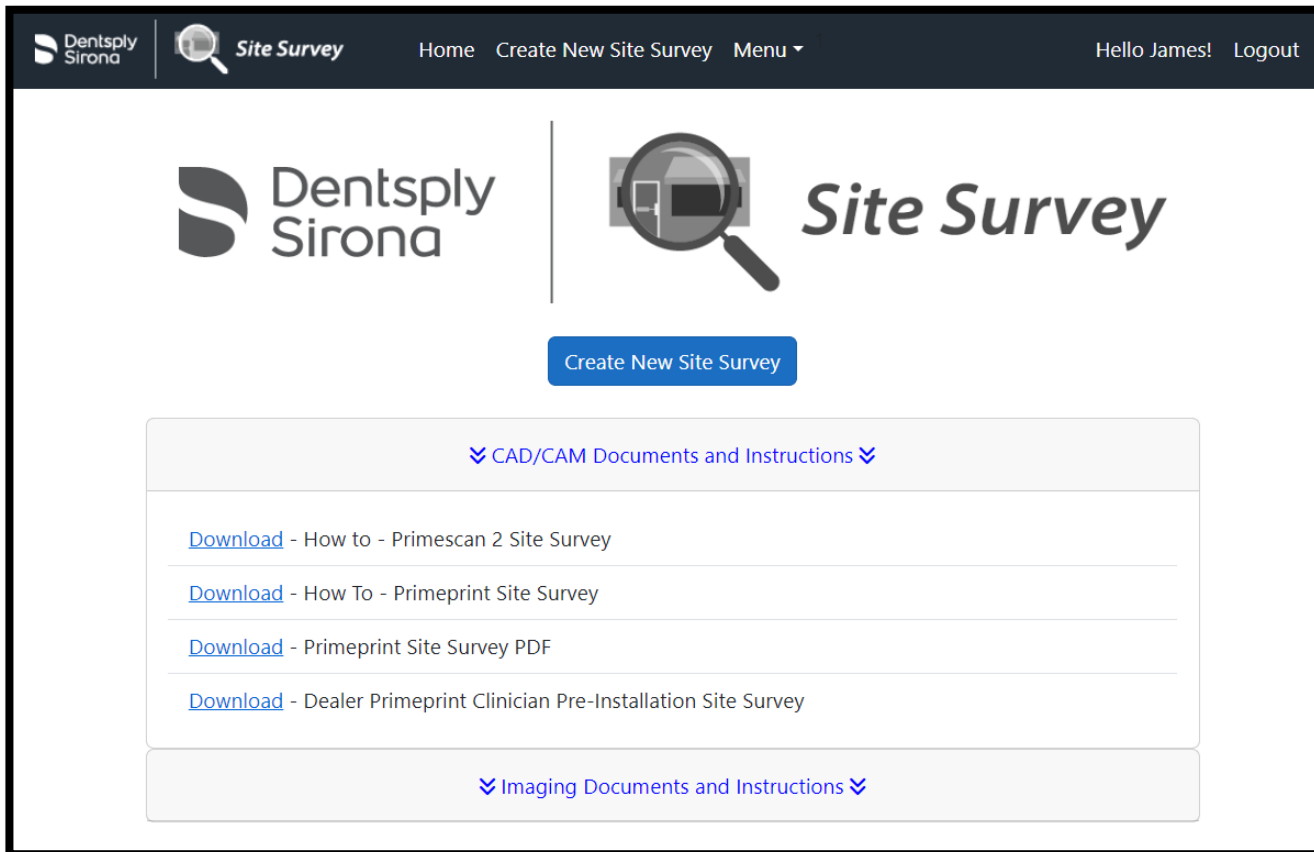


- Select the “**Login**” option in the upper right corner or the middle blue button and enter your email and password.



# 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.



Dentsply Sirona Site Survey Home Create New Site Survey Menu Hello James! Logout

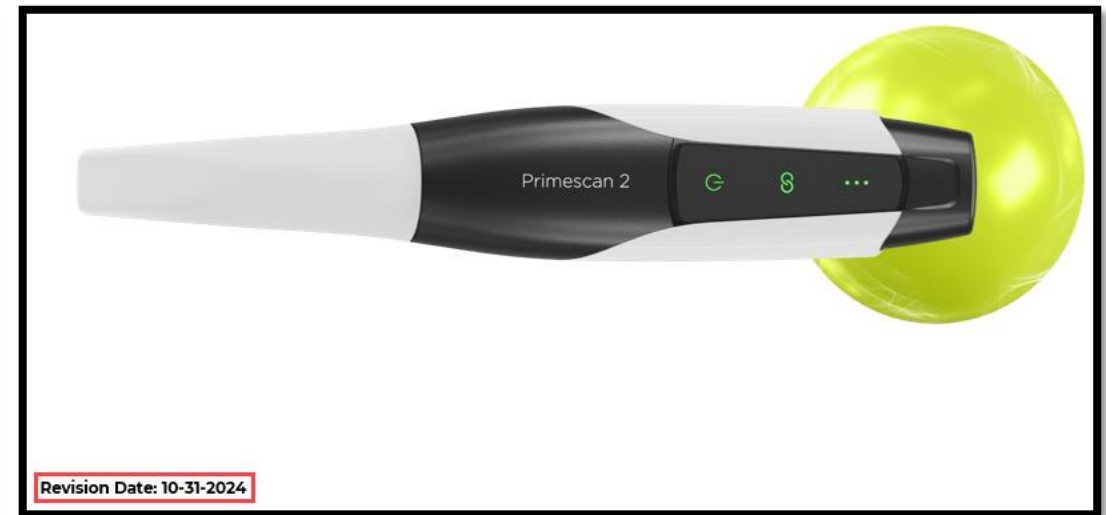
Dentsply Sirona Site Survey

Create New Site Survey

∨ CAD/CAM Documents and Instructions ∨

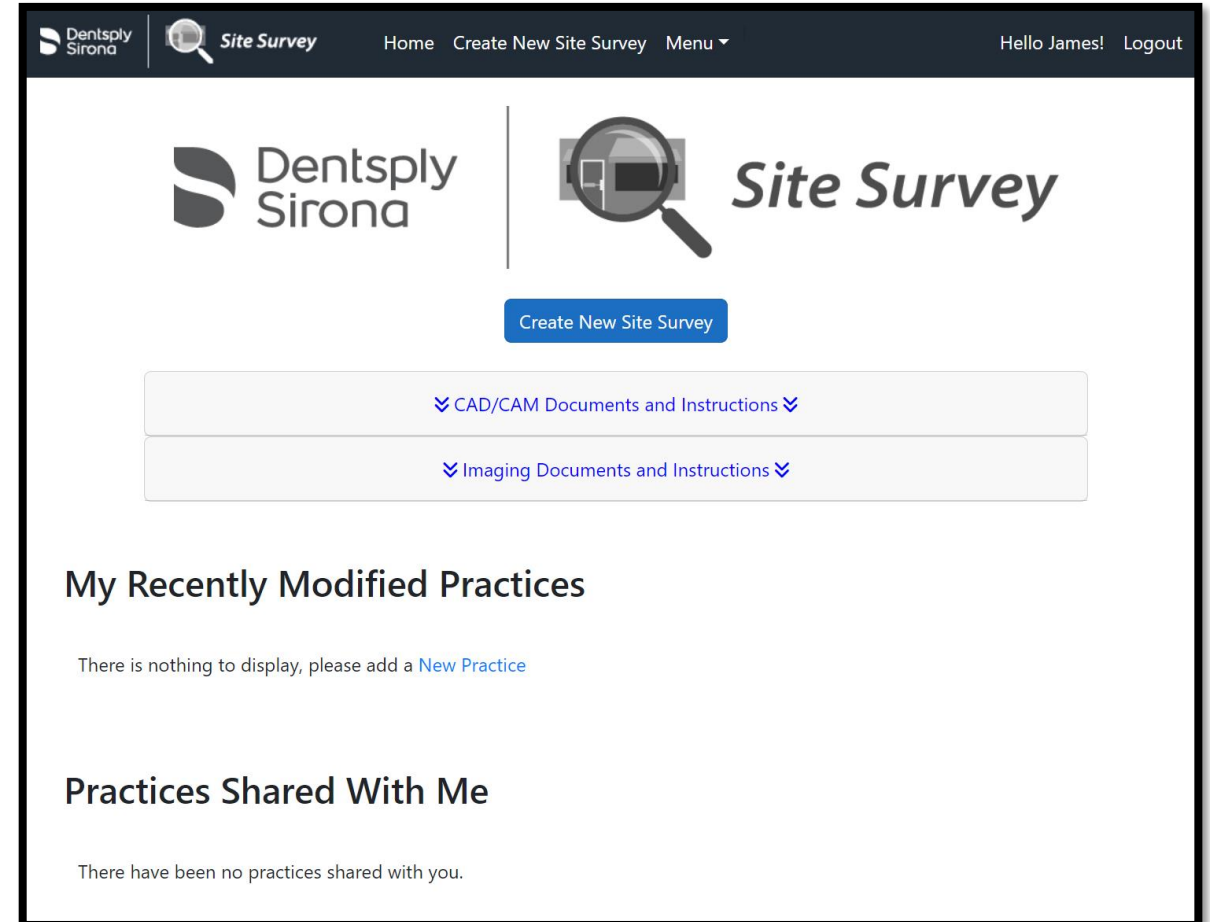
- [Download](#) - How to - Primescan 2 Site Survey
- [Download](#) - How To - Primeprint Site Survey
- [Download](#) - Primeprint Site Survey PDF
- [Download](#) - Dealer Primeprint Clinician Pre-Installation Site Survey

∨ Imaging Documents and Instructions ∨



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

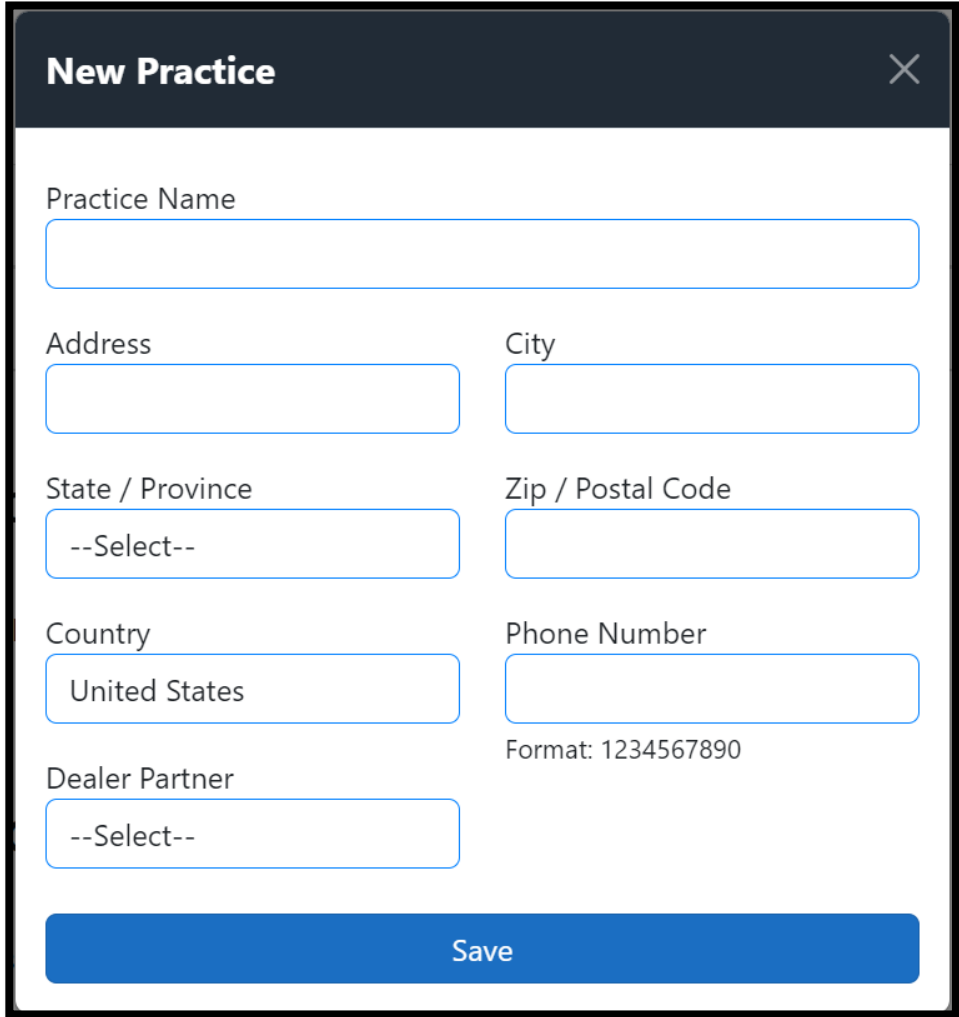
- From the main “**Home**” page you can see all the practices that you have created or that are shared with you.
- We are going to create a New Practice and start completing the Site Survey information.
- Select the blue “**New Practice**” link.





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

- Enter in the practice information:



**New Practice** [Close]

Practice Name

Address  City

State / Province  Zip / Postal Code

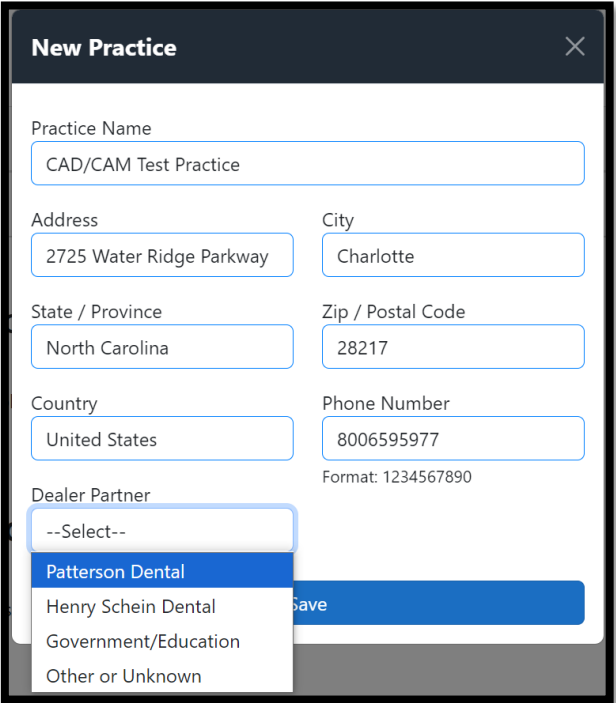
Country  Phone Number

Dealer Partner

Format: 1234567890

**Save**

- Select the correct Dealer Partner:



**New Practice** [Close]

Practice Name

Address  City

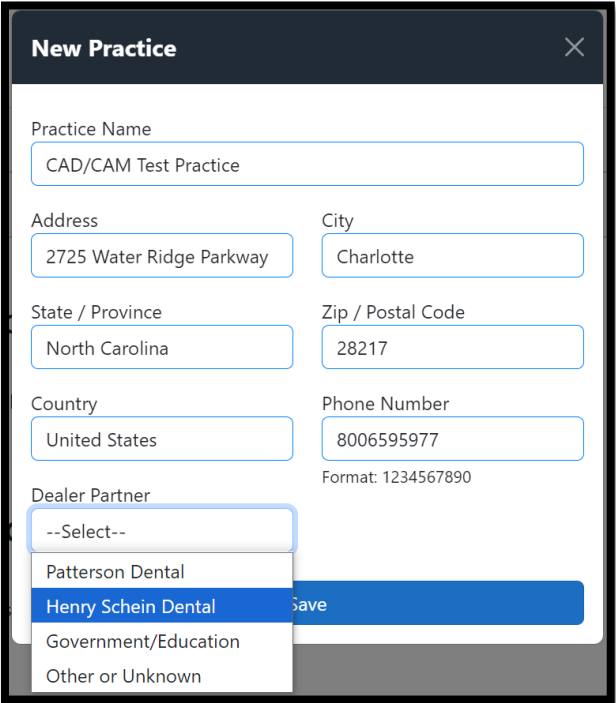
State / Province  Zip / Postal Code

Country  Phone Number

Format: 1234567890

Dealer Partner  
  
Patterson Dental  
Henry Schein Dental  
Government/Education  
Other or Unknown

**Save**



**New Practice** [Close]

Practice Name

Address  City

State / Province  Zip / Postal Code

Country  Phone Number

Format: 1234567890

Dealer Partner  
  
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.

The screenshot shows the 'Site Survey' dashboard. The 'Practice Contacts' section is highlighted, showing a table with one contact: James Brown, a Surveyor. An 'Add Contact' button is visible below the table. Other sections include 'Task List' with a 'Submit Site Survey' button, 'CAD/CAM Test Practice' with a map and 'Share Practice' button, and 'Devices' with an 'Add Device' button.

The screenshot shows the 'CAD/CAM Test Practice' page. It features a map of the practice location at 2725 Water Ridge Parkway, Charlotte, NC. Below the map, the practice information is displayed: Address: 2725 Water Ridge Parkway, City: Charlotte, State: NC, Zip: 28217, Phone Number: 8006595977, Dealer: Patterson, Site Survey ID: Survey Not Submitted. A 'Share Practice' button is located at the bottom.

The screenshot shows the 'Practice Contacts' section. It displays a table with the following contacts:

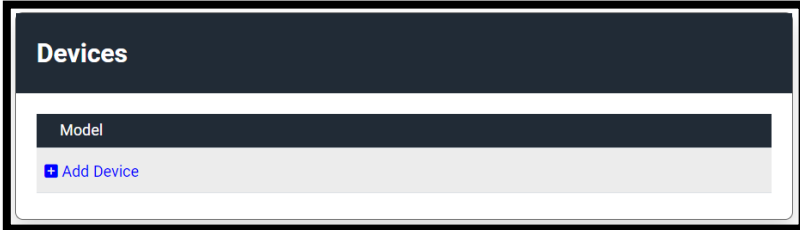
Type	Name	
Surveyor	James Brown	
Dealer Technician	John Doe	<a href="#">✎</a> <a href="#">🗑️</a>
Practice Manager	Jane Smith	<a href="#">✎</a> <a href="#">🗑️</a>
IT Technician	Bob Jones	<a href="#">✎</a> <a href="#">🗑️</a>

An 'Add Contact' button is located below the table.

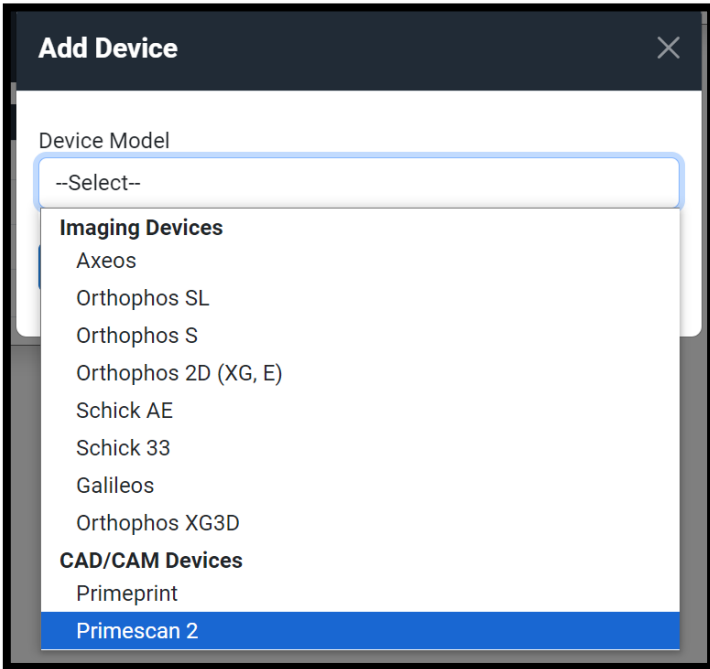


# Primescan 2 – Site Survey (Add Device)

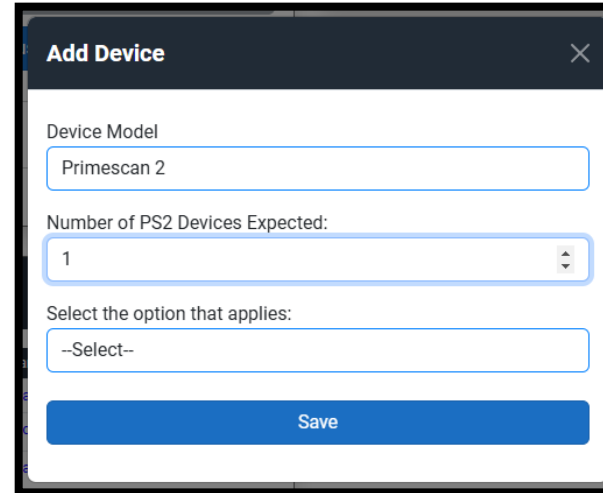
- Under Devices - Model, select “**Add Device**”



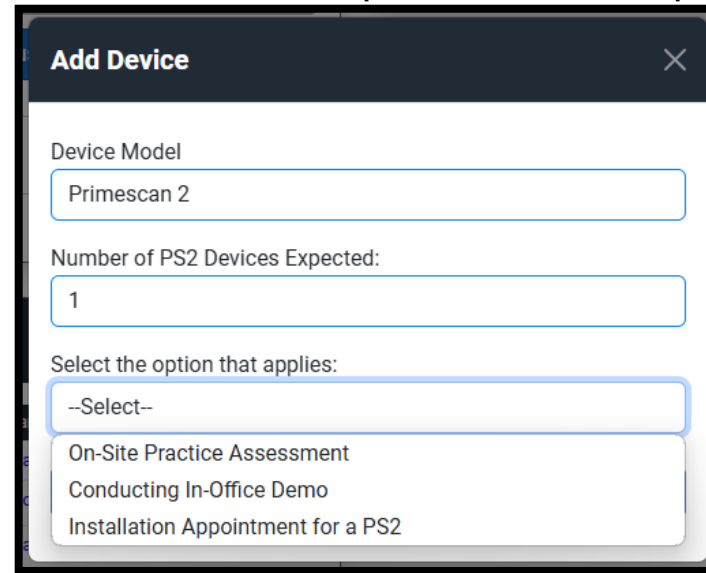
- Under Device Model – CAD/CAM Devices, select “**Primescan 2**”



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



- Select the option that applies and “**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.

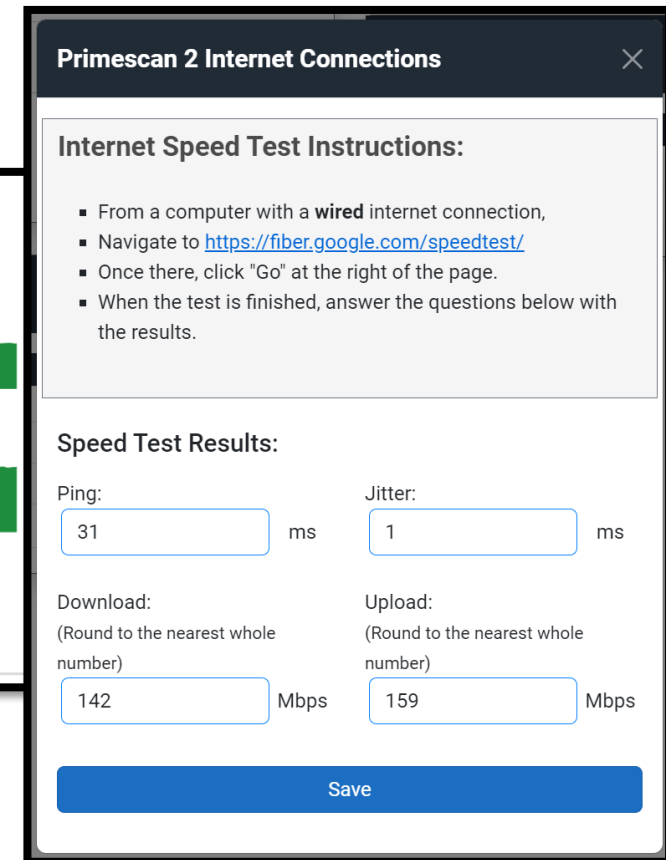
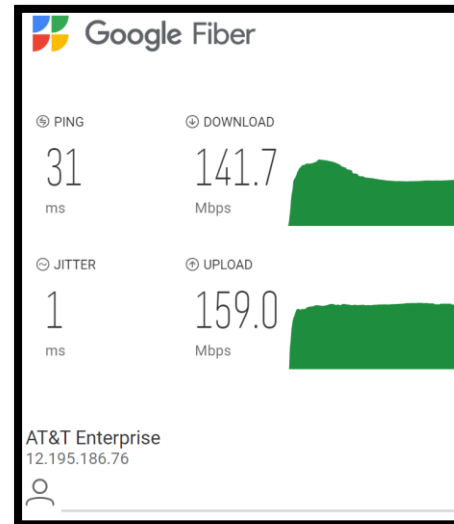
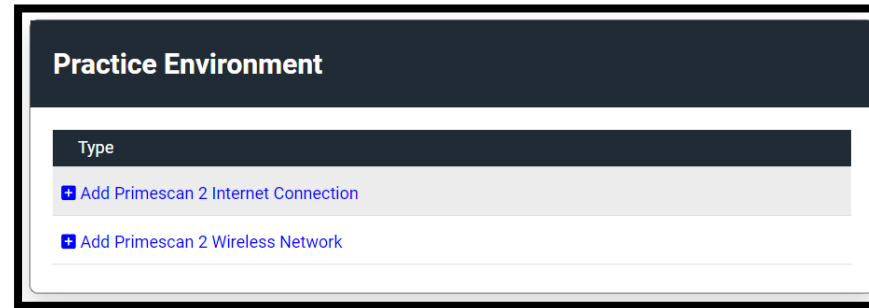
The screenshot displays a web interface for the Primescan 2 Site Survey. It is divided into four main sections:

- 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" (grey) and "Previous Submissions" (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". It contains "Internet Speed Test Instructions" and a "Speed Test Results" form.

**Internet Speed Test Instructions:**

- 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.

**Speed Test Results:**

Ping:	<input type="text" value="31"/>	ms	Jitter:	<input type="text" value="1"/>	ms
Download: (Round to the nearest whole number)	<input type="text" value="142"/>	Mbps	Upload: (Round to the nearest whole number)	<input type="text" value="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 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 / Download: min. 50Mbit/s per scanner
- Encryption: WPA2/WPA3 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.

No

**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.

No

### 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?

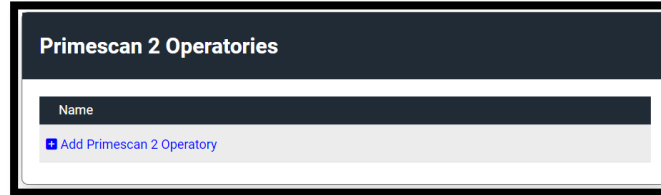
1 Operatories

Save



# Primescan 2 – Site Survey (Add Operatories)

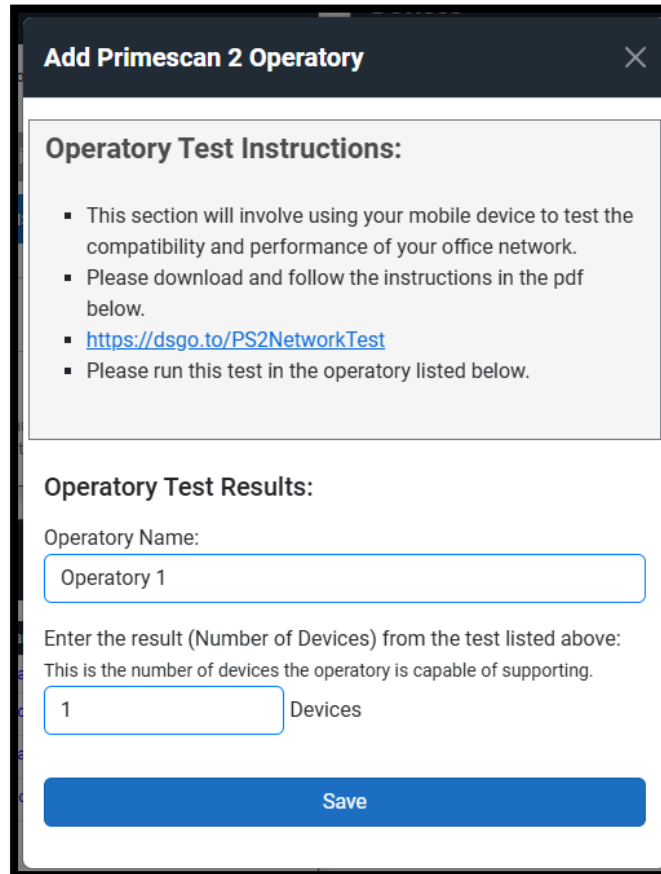
- From the Primescan 2 Operatories section, select “**Add Primescan 2 Operatory**” for each Operatory in the practice.
- This section requires you to use your mobile device to test the compatibility of the office network in each operatory. Download and follow the instructions in the PDF below:
  - <https://dsgo.to/PS2NetworkTest>
- 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](#)



Add Primescan 2 Operatory

**Operatory Test Instructions:**

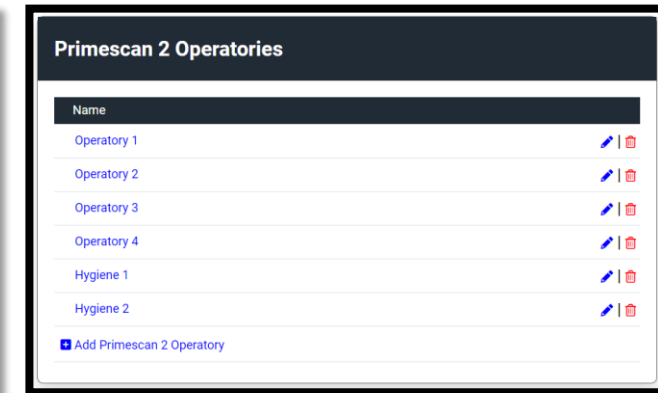
- This section will involve using your mobile device to test the compatibility and performance of your office network.
- Please download and follow the instructions in the pdf below.
- <https://dsgo.to/PS2NetworkTest>
- Please run this test in the operatory listed below.

**Operatory Test Results:**

Operatory Name:

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

[Save](#)



Primescan 2 Operatories

Name
Operatory 1
Operatory 2
Operatory 3
Operatory 4
Hygiene 1
Hygiene 2

[Add Primescan 2 Operatory](#)

# 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 Results

[Back to Practice Page](#)

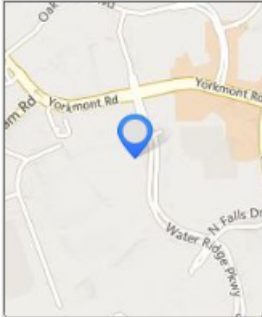
Site Survey ID: 68005983

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

<b>Location:</b> 	<b>CAD/CAM Test Practice</b> 2725 Water Ridge Parkway Charlotte, NC, 28217, United States 8006595977 Site Survey ID: 68005983	<b>Overview:</b> <table><tr><td>Primescan 2 Internet Connection</td><td>Pass</td></tr><tr><td>Primescan 2 Wireless Network</td><td>Pass</td></tr><tr><td>PS2 Operators: 1 Passed, 0 Failed.</td><td>Pass</td></tr></table>	Primescan 2 Internet Connection	Pass	Primescan 2 Wireless Network	Pass	PS2 Operators: 1 Passed, 0 Failed.	Pass
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.

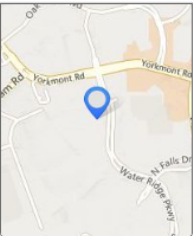
## Site Survey Results

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 Operatories: 0 Passed, 1 Failed.	Fail

### Primescan 2 Internet Connection

Status: Fail

**PRIMESCAN 2 INTERNET CONNECTION**

<b>Ping: 101</b> Ping value is above the maximum (100ms) allowed. See note below.	Fail
<b>Jitter: 6</b> Jitter value is above the maximum (5 ms) allowed. See note below.	Fail
<b>Upload Speed: 9</b> 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
<b>Download Speed: 49</b> Download value is below the minimum (50 mbps) allowed. Please contact your ISP to discuss upgrade options.	Fail

### Primescan 2 Wireless Network

Status: Fail

**PRIMESCAN 2 WIRELESS NETWORK**

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

### Primescan 2 Operatories

**OPERATORY 1**

<b>Operator Name: Operator 1</b>	
<b>Number Of PS2 Devices: 0</b> The wireless connection in this operatory 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

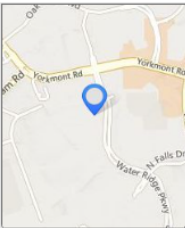
[Back to Practice Page](#)

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
<b>Upload Speed: 9</b> 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: 50	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 (**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](#)

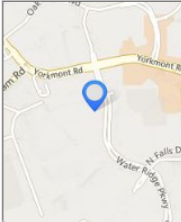
Site Survey ID: 68005983  
Overall Survey Status: Failed  
Date Submitted: 10/31/2024 9:45:58 AM

**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 Operators: 1 Passed, 0 Failed.	Pass

### Primescan 2 Internet Connection

Status: **Fail**

**PRIMESCAN 2 INTERNET CONNECTION**

Ping: 31	Pass
Jitter: 1	Pass
Upload Speed: 50	Pass
<b>Download Speed: 9</b>	<b>Fail</b>

Download value is below the minimum (50 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 – 49mbps)**.
- 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

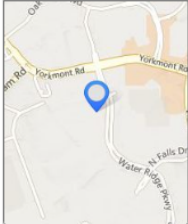
[Back to Practice Page](#)

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 Operatories: 1 Passed, 0 Failed.	Pass

## Primescan 2 Internet Connection

Status: Warning

**PRIMESCAN 2 INTERNET CONNECTION**

Ping: 31	Pass
Jitter: 1	Pass
<b>Upload Speed: 10</b> 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: 50	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

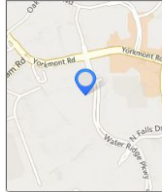
[Back to Practice Page](#)

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.	<b>Warning</b>

### Primescan 2 Operatories

OPERATORY 1	Pass
OPERATORY 2	Pass
OPERATORY 3	Pass
OPERATORY 4	Pass
HYGIENE 1	Pass
<b>HYGIENE 2</b>	<b>Fail</b>

Operator Name: Hygiene 2

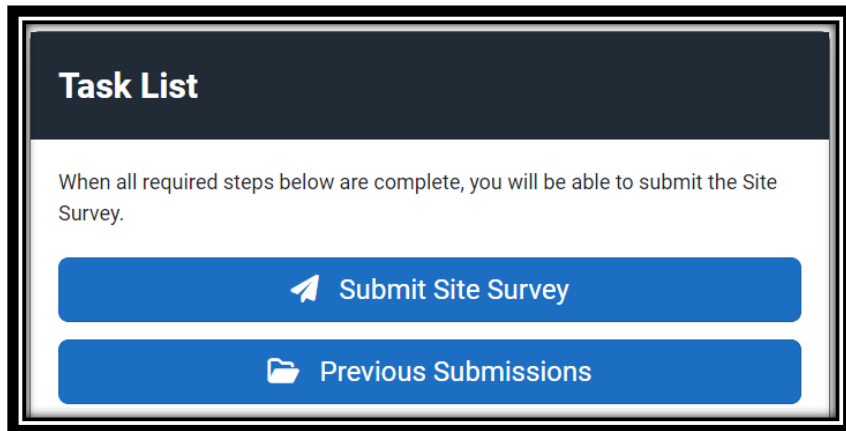
Number Of PS2 Devices: 0 **Fail**

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**.

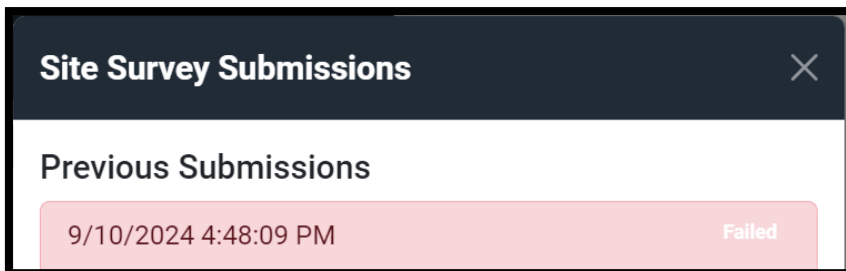


**Task List**

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

[Submit Site Survey](#)

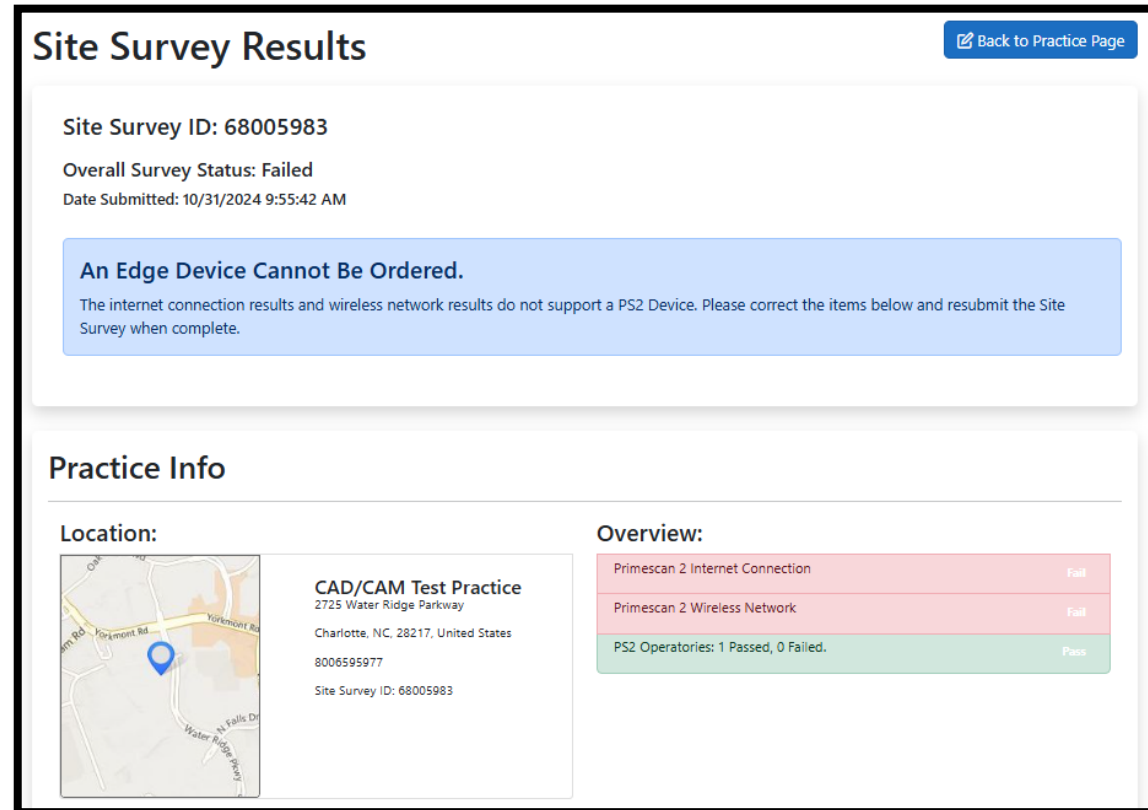
[Previous Submissions](#)



**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

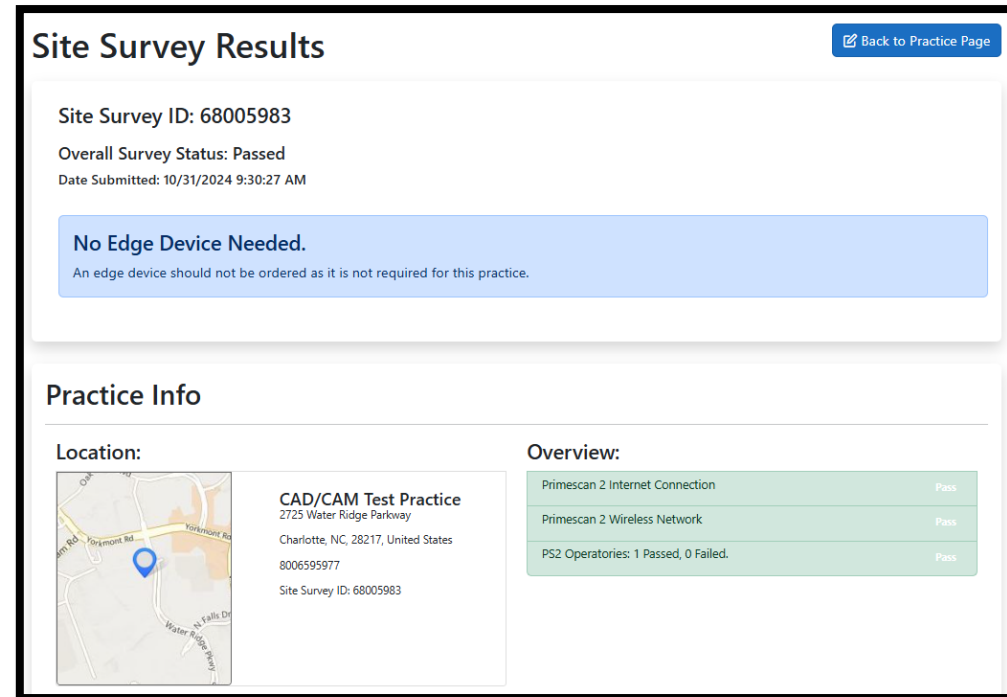
**Overview:**

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**.

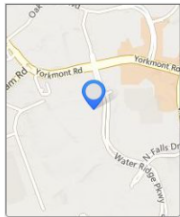


**Site Survey Results** [Back to Practice Page](#)

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

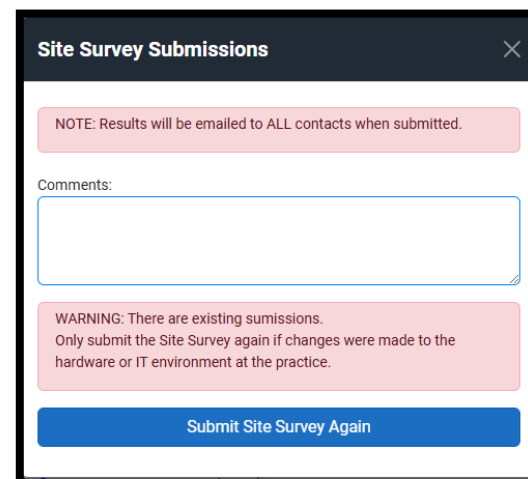
**No Edge Device Needed.**  
An edge device should not be ordered as it is not required for this practice.

**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



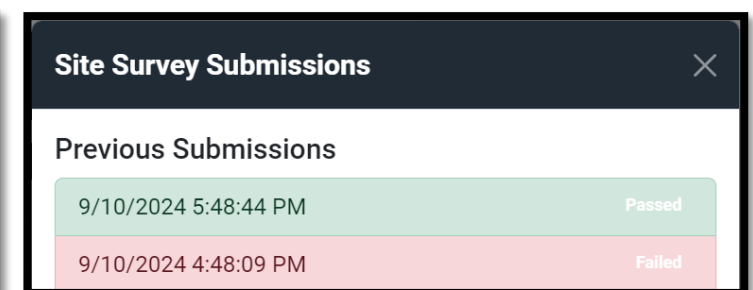
**Site Survey Submissions** ✕

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 is logged in as "Hello James!". A dropdown menu is open under "Menu", showing "My Practices" and "Report A Problem". Below the navigation is 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 detailed information card for a "CAD/CAM Test Practice".

**My Recently Modified Practices**

**CAD/CAM Test Practice**  
Status: Complete

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

[Open](#)



# 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)

