

Troubleshooting

Slow scanning

Possible cause: chair lights

- Chair lights reflect from the tooth surface, creating interferences that slow down the scanning process

How to fix:

- Turn off chair lights while scanning



Slow scanning

Possible cause: scanning distance not respected

How to fix

To improve scan speed, scan close to the target, at no more than 10mm. It makes it easier for the system to quickly capture data required from the start position.

For users updating from DWIO to Virtuo Vivo

You need to keep the Virtuo Vivo handpiece closer to the target than you would the previous model.

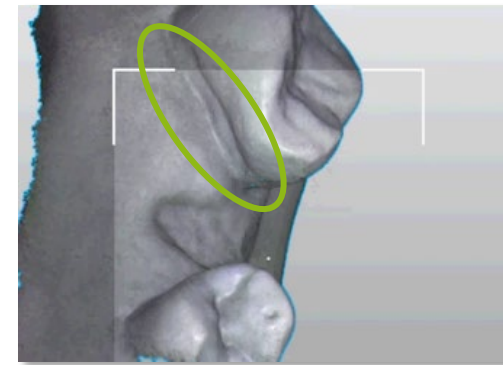
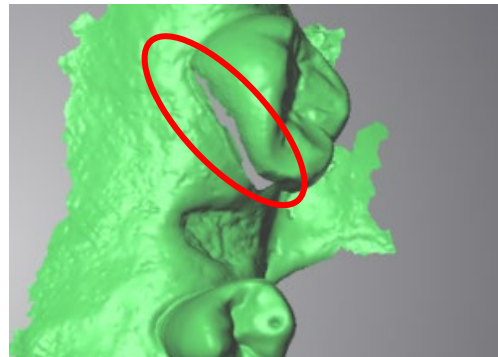
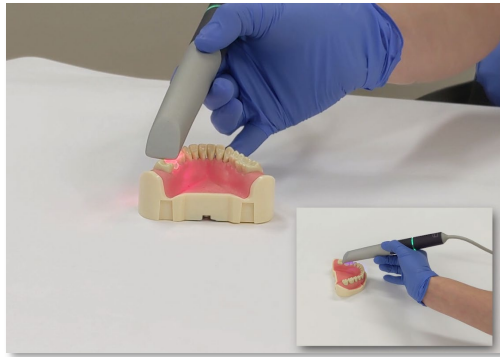
**DWIO's handpiece optimal distance from the target is further than Virtuo Vivo's. DWIO users tend to maintain the same distance and scan too far from the target, creating the above-mentioned problem.*

Hard-to-reach areas

- Interproximal surfaces of the prep or the adjacent teeth can be harder to acquire

How to fix

- For reflective or hard-to-reach areas, tilt the handpiece and try different angles and distances (up to 10mm)
- Alternate between buccal and lingual to find the best scanning angle

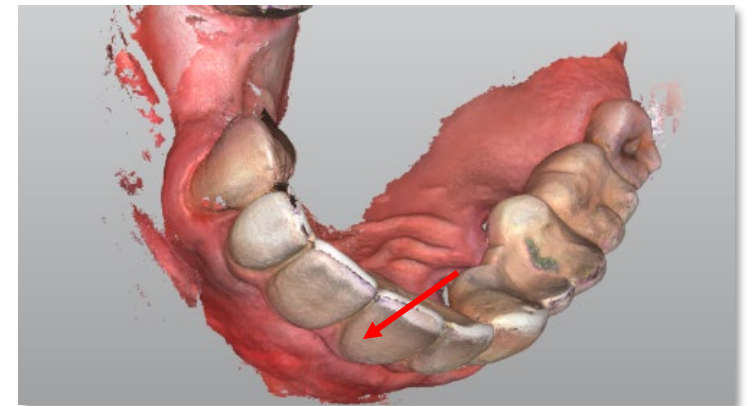
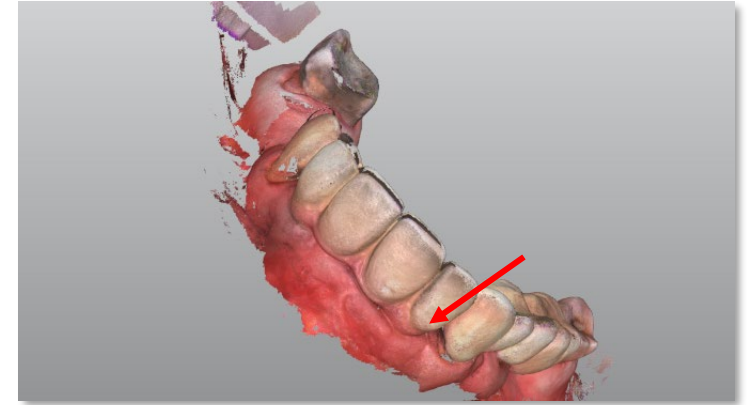


Double surface

- May occur because of an inadequate scanning technique
 - * *Please refer to the scanning technique video*

How to fix

- Start over - a fresh start is often the fastest way to get data
- Use the cleaning tools to delete double surfaces. Then rescan with the proper scanning technique*.
 - **Scan the back teeth at a 45-degree angle, to get buccal, lingual, and occlusal surfaces. Scan the front teeth with a rock-n-roll movement.*



Objects too close to the HP optics

- When you scan, objects may get too close to the HP mirror

How to prevent

- Keep the required distance when scanning core impressions or scanbodies.

How to fix

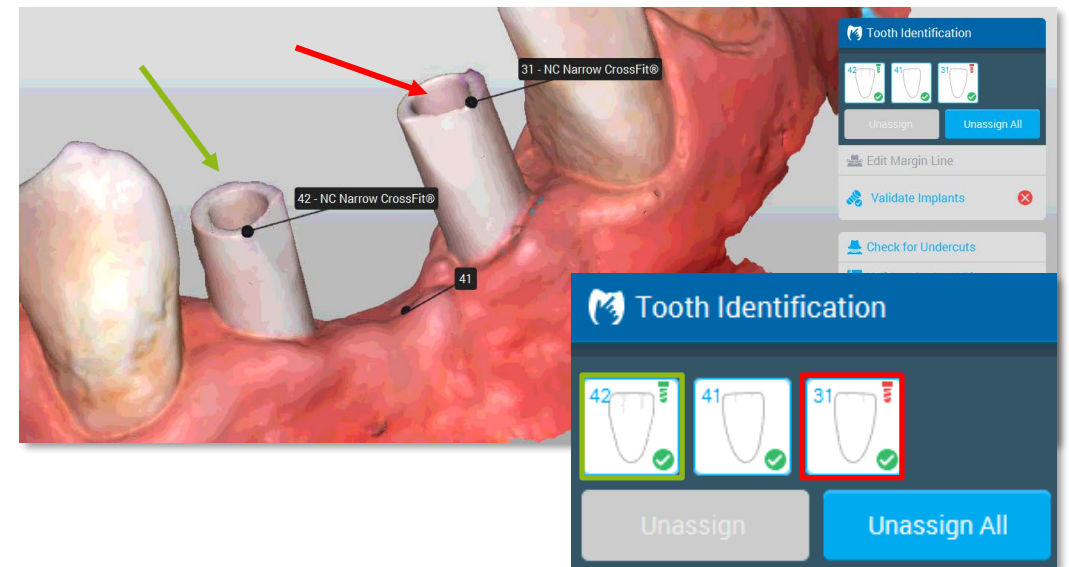
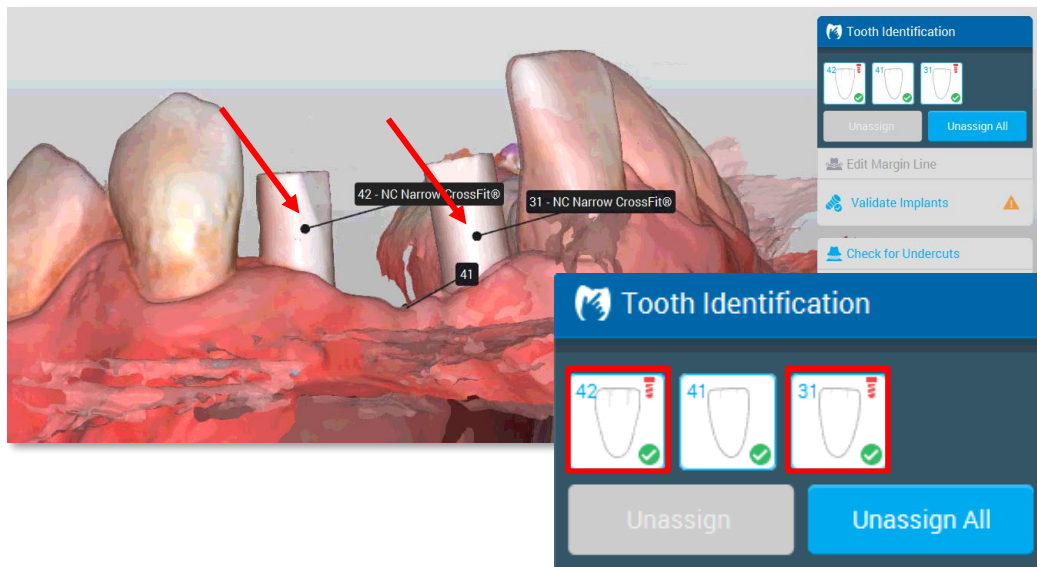
1. Delete inaccurate surface using the cleaning tool
2. Re-scan.



STMN implant validation failure

How to fix

- Make sure it is a Straumann scanbody
- Make sure you thoroughly scan the entire surface
- Tap perpendicularly on the top flat surface of the scanbody to identify it in the 3D view



Scan data disappears

Possible cause

It may happen when you scan an arch and then move directly to the next arch or bite. Raw scan data only becomes visible after post-processing.

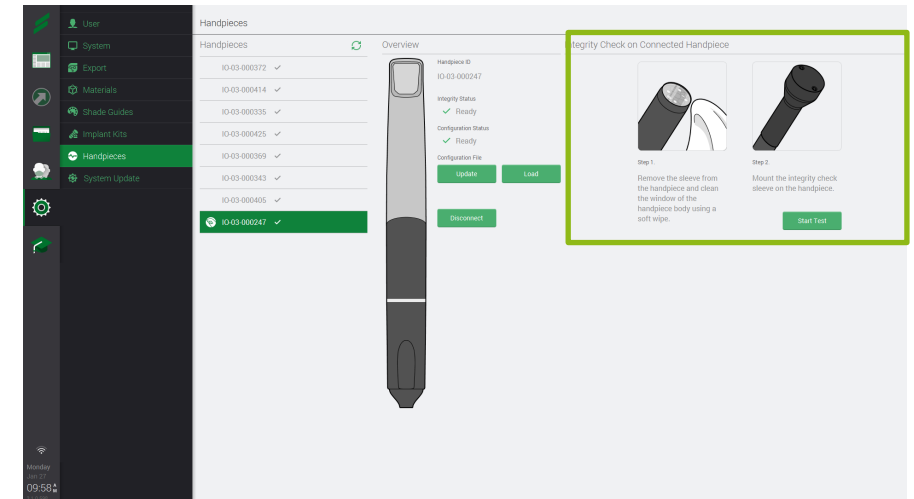
How to fix

- After the initial scan, click *Next* to proceed to post processing and see the final scan data.

Integrity check unsuccessful

How to fix

- Step 1: Clean the handpiece of any debris or scratches. Make sure the integrity check sleeve is correctly installed.
 - Step 2: Run integrity check again.
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- If the integrity check is still unsuccessful, contact the support team.



Handpiece not detected

How to fix

Tap *Detect*.

The problem persists?

Unplug and replug the handpiece.

Tap *Detect*.


Still not detected?

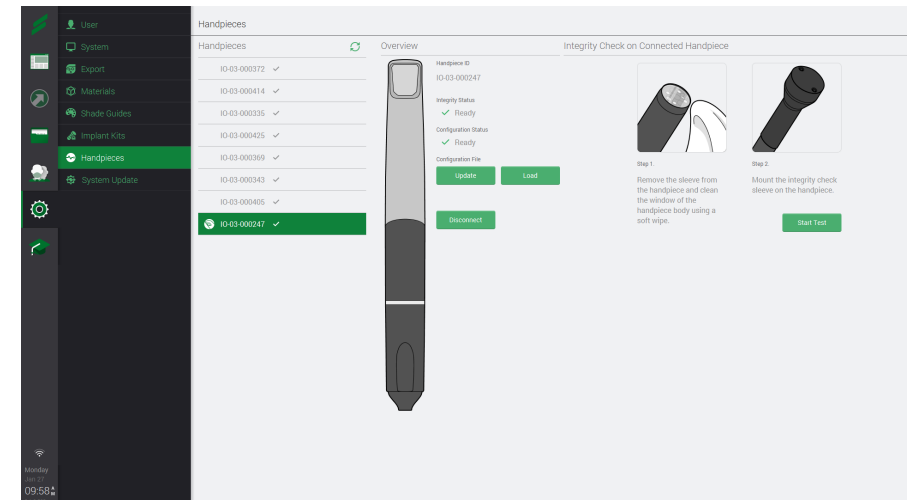
Reboot the system.

Tap *Detect*.

The handpiece is not listed in the app

How to fix

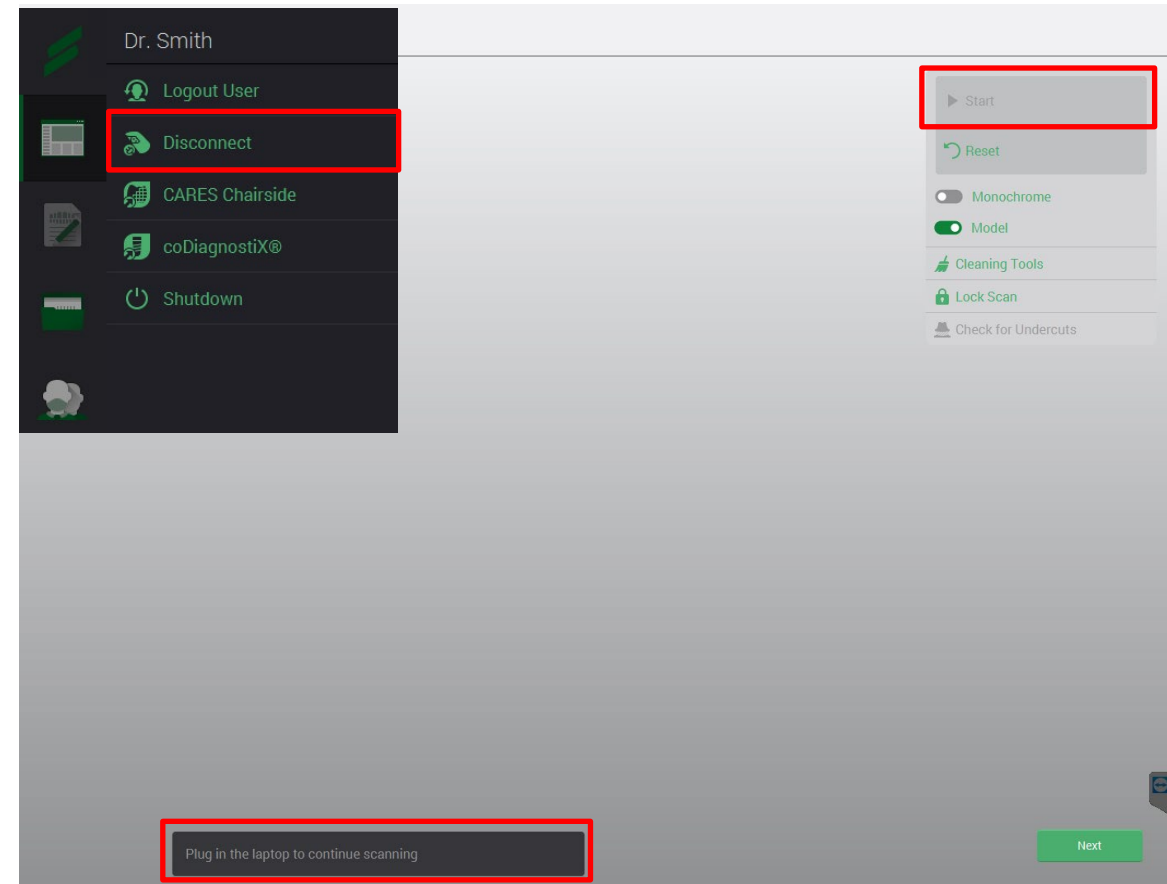
1. Make sure the scanner is connected to internet
 2. Click  in *Settings – Handpieces*
- or
2. Tap *Detect*



Handpiece is connected, but cannot click *Start*

How to fix

- Make sure your laptop is plugged in



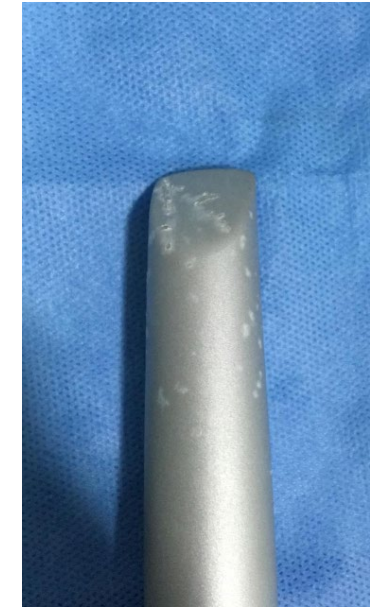
Reprocessing FAQ

Q: Can any disinfectant be used on the Virtuo Vivo™ Intraoral Scanner?

A: Definitely not. Only the following products are validated for the disinfection of the handpiece: Certol International Pro-Spray™ wipes, Certol International Pro-Spray C-60™ wipes, Coltene BioSonic WIPEOUT®, GC America COEffect™ Minute Spray & Wipes and Isopropyl Alcohol 70%.

The handpiece sleeve must be sterilized using a wrap cycle of 134°C or 121°C depending on the autoclave. Please see full reprocessing instructions.

Damage to components of the scanner due to inadequate reprocessing will void the manufacturer's warranty.



<Sleeve Manual Cleaning> <Sleeve Sterilization> <Handpiece Body Disinfection>

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