



IS 3800

User and Installation Guide

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We recommend that you thoroughly familiarize yourself with this Guide in order to make the most effective use of your system.



WARNING: We recommend that you consult the “IS 3800 Family Safety, Regulatory, and Technical Specifications User Guide” before using the IS 3800 systems.

The IS 3800 Family comprises:

- IS 3800W
- IS 3800

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The IS 3800W and IS 3800 are intended for professional use only.

US Federal law restricts this device to sale by or on the order of a dentist.

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The IS 3800W and IS 3800 comply with Medical Device Regulation (EU) 2017/745 and Medical Devices Regulations 2002 (SI618) as subsequently amended by the EU Exit Regulations of 2019 (SI 791) and 2020 (SI 1478).



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Conventions in This Guide

Conventions in This Guide

The following special messages emphasize information or indicate potential risks to personnel or equipment:



WARNING: Warns you to avoid injury to yourself or others by following the safety instructions precisely.



CAUTION: Alerts you to a condition that might cause serious damage.



Important: Alerts you to a condition that might cause problems.



Note: Emphasizes important information.



Tip: Provides extra information and hints.

2 IS 3800 Family Overview

The IS 3800 Family comprises:

- IS 3800W
- IS 3800

The IS 3800 Family is designed to acquire 3D still images in the following modes:

- Lower jaw
- Upper jaw
- Buccal bite registration

IS 3800W Overview

Figure 1 IS 3800W Components Overview



1 Reusable tips

There are three types of tips: Normal, facing downward; Side, facing left; and Posterior, facing downward. **Note:** The posterior tip allows for more comfortable scanning in hard-to-reach areas. The posterior tip is designed for quadrant scanning only and should not be used to scan a complete arch.

See the **IS 3800 Family Safety, Regulatory, and Technical Specifications User Guide** for information on cleaning and sterilizing the tips.

2 Mode indicators

-  Lower jaw scan mode
-  Upper jaw scan mode
-  Buccal bite registration mode

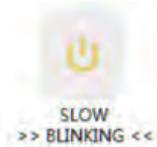
3 Mode button

Press the button to switch between different modes.

4 Power button

- Press three seconds to power ON.
- Press three seconds to power OFF.

Power indicator LED:

-  The scanner is active, and the battery is full.
-  When the light is a steady orange, the battery is half-full, and you have approximately 20 minutes of scanning left in the battery.
-  When the orange light is blinking, the battery should be changed immediately, or the scanner will turn off in 5 minutes.
-  Power is OFF or the scanner is charging.

5 Power connector

Plugs into the contact on the battery.

6 Battery

- The rechargeable battery can be charged in the handpiece in the charging station, or the battery can be removed and charged in a battery charging station (optional).
- Always use the handpiece charging station with the handpiece. DO NOT insert the bare battery in the handpiece charging station.
- The backup power cable can be used instead of the battery to power the scanner. The backup power cable is plugged into the output port of the handpiece charging station.

7 WiFi Adapter

Plugs into the USB 3.0 port on the computer running the **IS** ScanFlow software to increase speed and signal strength.

8 Dock for WiFi Adapter

Use the dock as an extension cable when you cannot easily plug the WiFi adapter into the USB 3.0 port due to space limitations.

IS 3800W Scanner General Care

Figure 2 IS 3800W Front Protective Cover



Important: Use the front protective cover when the IS 3800W is not in use.

Figure 3 IS 3800W Posterior Protective Cover



Important: Use the posterior protective cover when the battery is removed.

IS 3800W Scanner Storage

When you are not using the scanner, place it in the charging station either vertically or horizontally to store it.

Figure 4 IS 3800W Placed Vertically in Charging Station (With Battery Only)



Figure 5 IS 3800W Placed Horizontally on Charging Station (With Tip Pointing Up)



IS 3800W Handpiece Charging Station Overview

The handpiece charging station is designed to hold the scanner safely and charge it at the same time. Place the scanner in the charging station when you are not using it.

The handpiece charging station has a 12V 2.5A input port and a 5V output port for the backup power cable.

When the scanner is inserted in the charging station, the indicator light of the charging station:

- Blinks in ORANGE when the battery is near empty.
- Blinks in BLUE when the battery is half full.
- Displays a CONSTANT BLUE when the battery is fully charged.
- Displays a CONSTANT ORANGE when a charging error occurs.

The indicator on the scanner is turned off when the scanner is in the charging station.

Figure 6 Handpiece Charging Station



Figure 7 Handpiece Charging Station with Backup Power Cable

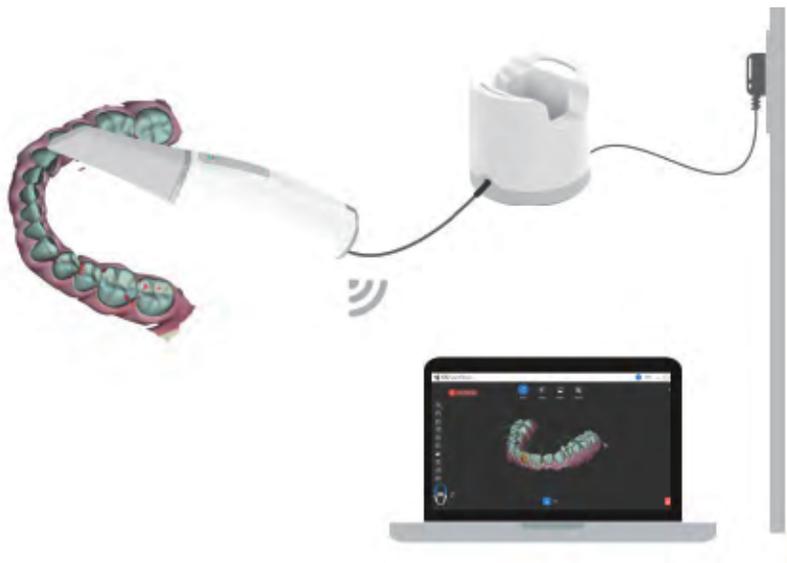


Figure 8 IS 3800W in Handpiece Charging Station



Note: The scanner goes into inactive mode when inserted into the charging station. To use it again, take it out of the charging station, and press the power button for one second.



Note: The scanner powers off when left idle for **20** minutes when not charging and on battery power.



Note: DO NOT charge the battery if the backup power cable is connected to the charging station.



Note: When the scanner is idle for more than an hour when charging or when using the backup power cable, it powers off.

Figure 9 Incorrect Use of Charging Station



Important: DO NOT insert the bare battery in the handpiece charging station.

IS 3800W Battery Charging Station (Optional) Overview

The IS 3800W battery charging station (optional) can charge up to two batteries at the same time.

The indicator on the battery charging station:

- Blinks in **ORANGE** when the battery is near empty.
- Blinks in **BLUE** when the battery is half full.
- Displays a **CONSTANT BLUE** when the battery is fully charged.

Figure 10 Battery Charging Station

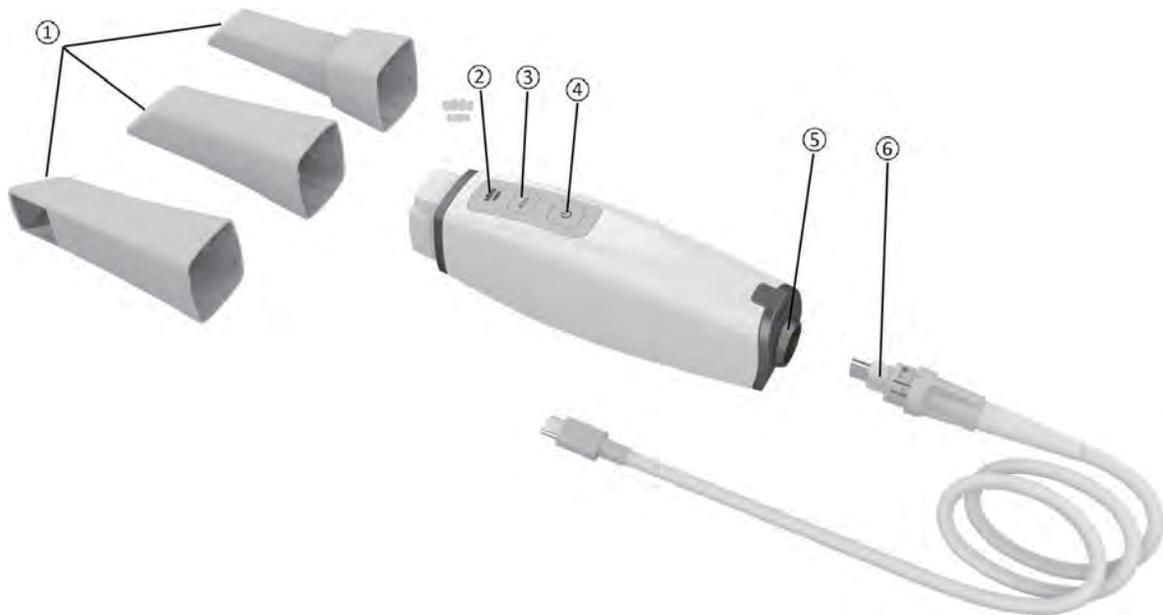


Figure 11 Batteries in Battery Charging Station



IS 3800 Overview

Figure 12 IS 3800 Components Overview



1 Reusable tips

There are three types of tips: Normal, facing downward; Side, facing left; and Posterior, facing downward. **Note:** The posterior tip allows for more comfortable scanning in hard-to-reach areas. The posterior tip is designed for quadrant scanning only and should not be used to scan a complete arch.

See the **IS 3800 Family Safety, Regulatory, and Technical Specifications User Guide** for information on cleaning and sterilizing the tips.

2 Mode indicators

-  Lower jaw scan mode
-  Upper jaw scan mode
-  Buccal bite registration mode

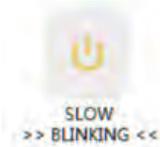
3 Mode button

Press the button to switch between different modes.

4 Power button

- Press three seconds to power ON.
- Press three seconds to power OFF.

Power indicator LED:

-  The scanner is active.
-  When you turn the scanner off, the indicator blinks in orange before the system shutdown.
-  Power is OFF.

5 Rear cover

Contains a USB Type-C port and a socket to which the lock is secured.

6 Detachable cable

One end of the cable is plugged into the scanner and secured with the lock, and the other end is plugged into a USB Type-C port on the computer.

IS 3800 Scanner General Care

Figure 13 IS 3800 Front Protective Cover



Important: Use the front protective cover when the IS 3800 is not in use.

IS 3800 Holder Overview

The holder can be used as a desktop or a wall mount holder. Place the scanner in the holder when you are not using it.

Figure 14 IS 3800 in Desktop Holder



Figure 15 IS 3800 in Wall Mount Holder





Note: The scanner goes into inactive mode when inserted into the holder. To use it again, take it out of the holder, and press the power button for one second.



Note: The scanner goes into inactive mode when left idle for 5 seconds (if set on a desk, for example). To use it again, pick it up, and press the power button for one second.



Note: The **IS ScanFlow** interface displays a **No Tip** icon when the tip is removed. To use the scanner again, put on the tip, and press the power button for one second.



Note: When the scanner is idle for more than an hour, it powers off.

IS 3800 Detachable Cable Storage

To avoid damaging the detachable cable of the scanner, you should loosely coil the cable and avoid creating any sharp kinks, especially in the area where the cable connects to the scanner.

Figure 16 Correct IS 3800 Scanner Cable Storage



Do not wrap the cable around the handle of the scanner or create any sharp bends in the cable.

Figure 17 Incorrect IS 3800 Scanner Cable Storage



Note: To extend the life of the Type-C connector inside the scanner, it is recommended that you **do not** unplug the detachable cable for storage after each use.

IS 3800 Family Shade Calibration Unit Overview

After 50 hours of scanning (approximately 13 days), use the shade calibration unit to recalibrate the scanner.

Figure 18 Shade Calibration Unit



Follow these recommendations:

- Keep the cap on the calibration unit until you are ready to use it.
- Always install a cleaned and sterilized tip on the scanner before attaching the shade calibration unit.
 - Attach the shade calibration unit to the normal tip using the Normal opening.
 - Attach the shade calibration unit to the side tip using the Side opening.
 - Push the shade calibration unit to the end when attaching to the tip.

Note: The posterior tip **cannot** be used for Shade Matching.

- Do not touch the gray card in the shade calibration unit or expose it to liquids.
- Store the calibration unit away from light, heat, and moisture.
- Order a new shade calibration unit if the gray card quality check fails when performing a calibration or if the expiration date on the shade calibration unit is approaching.

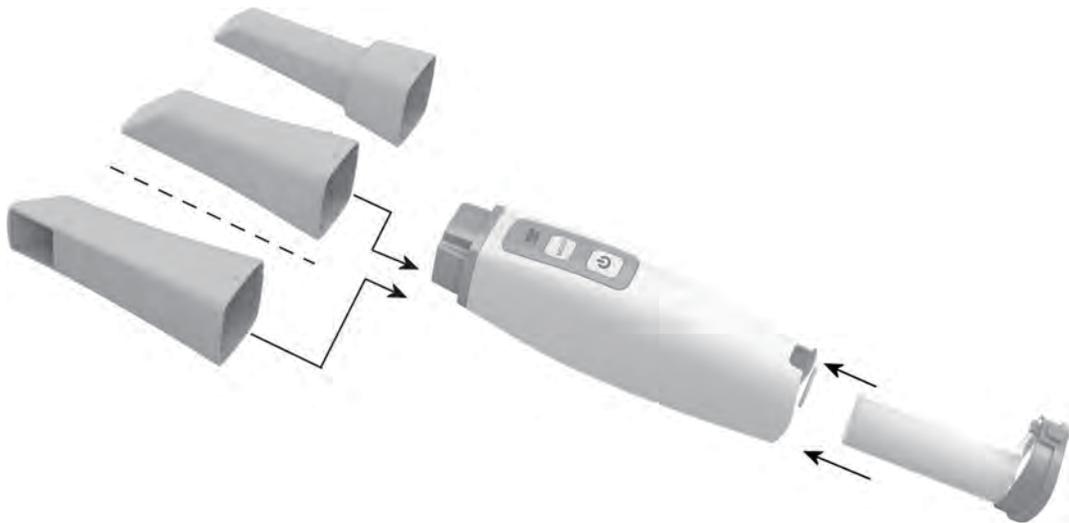
See the **IS ScanFlow User Guide** for more information.

3 Setting Up the Scanner

Setting Up the IS 3800W Scanner

To set up the IS 3800W scanner, follow these steps:

- 1 Request the **IS ScanFlow** software from www.dexis.com/en-us/download-center
- 2 Click the link in the email sent to you, and double-click the **InstallationWizard.iso** file to extract the files.
- 3 Double-click **autorun.exe**. A license agreement window is displayed.
- 4 Acknowledge the license agreement. The **System Check** window is displayed.
- 5 When the System Check finishes, click . The **Prerequisites** window is displayed.
- 6 When the Prerequisites check finishes, click . The **IS Scan Flow Maintenance Toolkit** window is displayed, and the installation begins.
- 7 When the installation has finished, the **Tutorials** window is displayed. Click on the video for the type of scanner you are using to view a setup video. When finished, click . The **Finish** window is displayed.
- 8 Click **Exit**.
- 9 Firmly slide one of the tips onto the end of the scanner. Ensure that the indentation on the base of the tip aligns with the raised notch on the top of the scanner.





Important: Do not cover the air inlet of the battery or backup power cable; otherwise, the system will overheat.

- 10 Insert the battery into the base of the scanner, and ensure that the contact points of the power connector are aligned with the battery. Gently push until the battery clicks into place. Insert the DC power supply into the jack on the charging station, and insert the power adapter into an outlet. Place the scanner in the charging base.



Important: You must charge each battery before using it for the first time. The battery comes from the factory with approximately 30% of its full capacity.

When using the backup power cable, mount the backup power cable onto the scanner, and then insert the other end of the backup power cable into the output port of the charging station.



- 11 Press the power button three seconds to power on the scanner. Ensure the power indicator turns blue.



Setting Up the WiFi Adapter

To set up the WiFi adapter, follow these steps:

- 1 Connect the WiFi adapter to the USB port directly or through the dock, depending on the space around the USB port. The installation wizard window is displayed.
- 2 Follow the on-screen instructions to connect the WiFi adapter to your network.

Charging the Batteries in the Battery Charging Station (Optional)

The battery in the handpiece is charged each time you place it in the handpiece charging station. If you have the optional battery charging station, you can charge additional batteries while you use the handpiece.

To charge the batteries, follow these steps:

- 1 Insert the DC power supply into the jack on the battery charging station, and insert the power adapter into an outlet.
- 2 Remove the battery from the handpiece by grasping the battery at the base, depressing the button at the bottom of the battery, and gently sliding the battery out of the handpiece.
- 3 Place a battery in one of the openings of the battery charging station, making sure that the charging contact on the base of the battery is aligned with the contact on the bottom of the charging station. You can charge two batteries at once.



The LED light on the battery charging station:

- Blinks in ORANGE when the battery is near empty.
- Blinks in BLUE when the battery is half full.
- Displays a CONSTANT BLUE when the battery is fully charged.

Preparing the IS 3800W Scanner

The reusable tip attaches to the body of the scanner and provides a sanitary shield for the patient. **Always disinfect the body of the scanner, and clean and sterilize the tip after each use.**



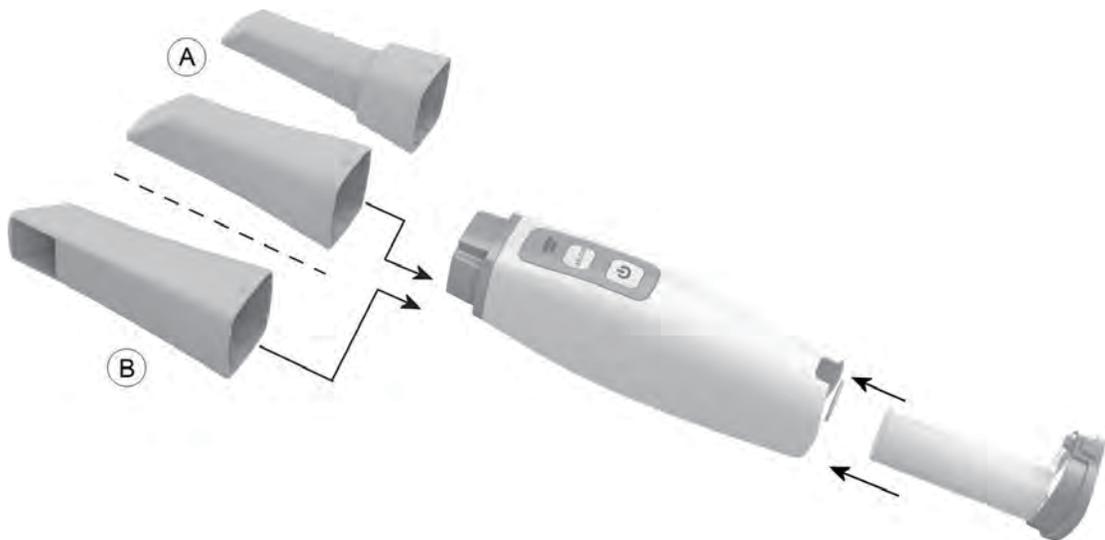
Important: Scanner tips received from the manufacturer are **NOT** sterile. You must sterilize the tips before the first use.



Important: If you limit the exposure time at 134°C to not more than 4 minutes, you can autoclave the tip up to 110 cycles. See the IS 3800 Family Safety, Regulatory, and Technical Specifications User Guide for more information.

To prepare the scanner, follow these steps:

- 1 Make sure the lens window at the base of the scanner is clean by wiping it with a moist, lint-free cloth or lens tissue.
- 2 Slide the tip onto the scanner as illustrated, with the lens facing downward (A) or to the side, facing left (B). Ensure that the indentation on the base of the tip aligns with the raised notch on the top of the scanner.

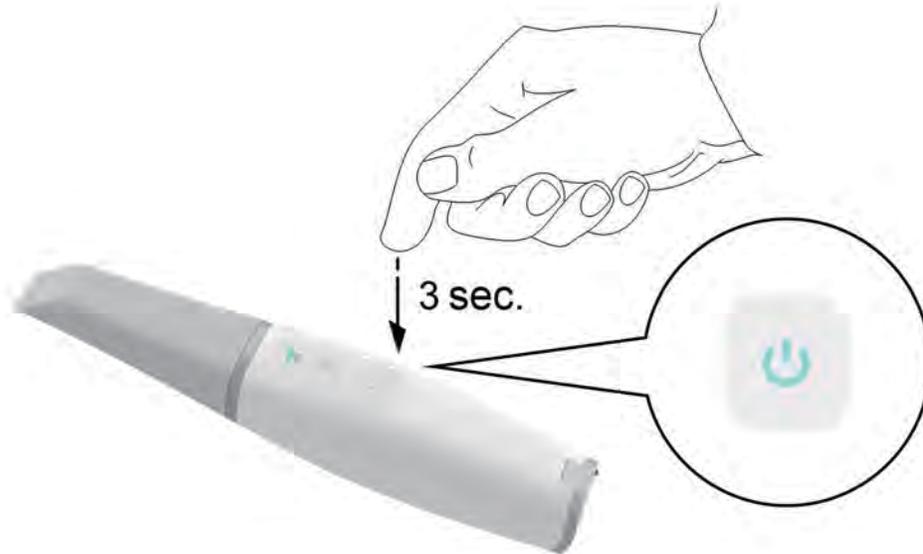


Important: **DO NOT** cover the air inlet on the battery or backup power cable.



Important: Use the posterior tip in hard-to-reach areas and for quadrant scanning only. Use the normal tip or the side-facing tip when scanning a full arch.

- 3 Press the power button for three seconds to power on the scanner.

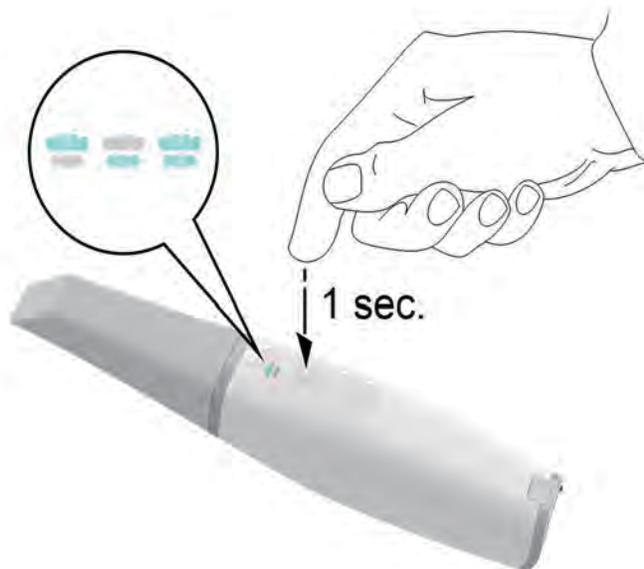


- 4 On the **IS ScanFlow** interface, select the **Upper Jaw** acquisition mode.



OR

On the scanner, press the mode button for one second to select the acquisition mode. The mode indicator LED turns blue.

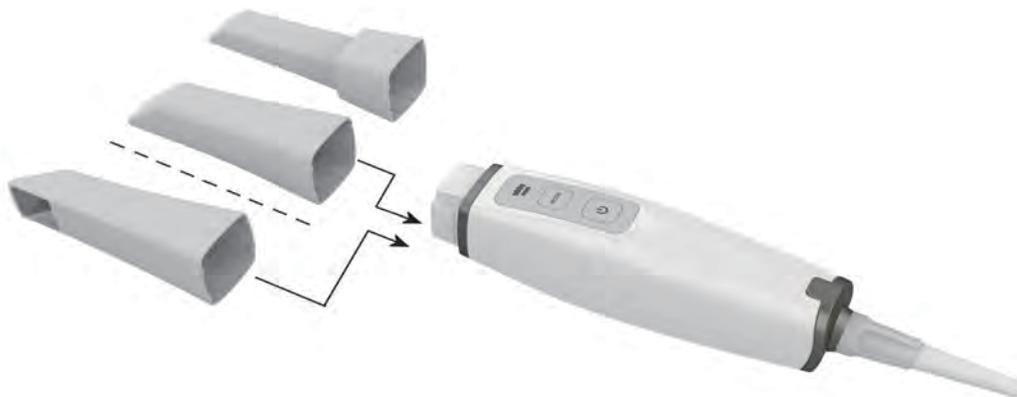


- 5 Press the power button for one second to start the projection.

Setting Up the IS 3800 Scanner

To set up the **IS 3800** scanner, follow these steps:

- 1 Request the **IS ScanFlow** software from www.dexis.com/en-us/download-center
- 2 Click the link in the email sent to you, and double-click the **InstallationWizard.iso** file to extract the files.
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- 6 When the Prerequisites check finishes, click . The **IS ScanFlow Maintenance Toolkit** window is displayed, and the installation begins.
- 7 When the installation has finished, the **Tutorials** window is displayed. Click on the video for the type of scanner you are using to view a setup video. When finished, click . The **Finish** window is displayed.
- 8 Click **Exit**.
- 9 Firmly slide one of the tips onto the end of the scanner. Ensure that the indentation on the base of the tip aligns with the raised notch on the top of the scanner.



Important: Do not cover the air inlet on the back of the scanner; otherwise, the system will overheat.

- 10 Insert the end of the detachable cable with the plastic lock into the handpiece. Ensure that the icons on the lock and the scanner's rear cover are aligned.



- 11 Rotate the plastic lock clockwise until it clicks to lock the cable.
- 12 Insert the other end of the detachable cable into the USB Type-C port of your computer.



Important: DO NOT use a USB Type-A to USB Type-C converter on a PC which is not provided by DEXIS . A USB Type-A port may not supply enough current to power the IS 3800 .

- 13 Press the power button three seconds to power on the scanner. Ensure the power indicator turns blue.



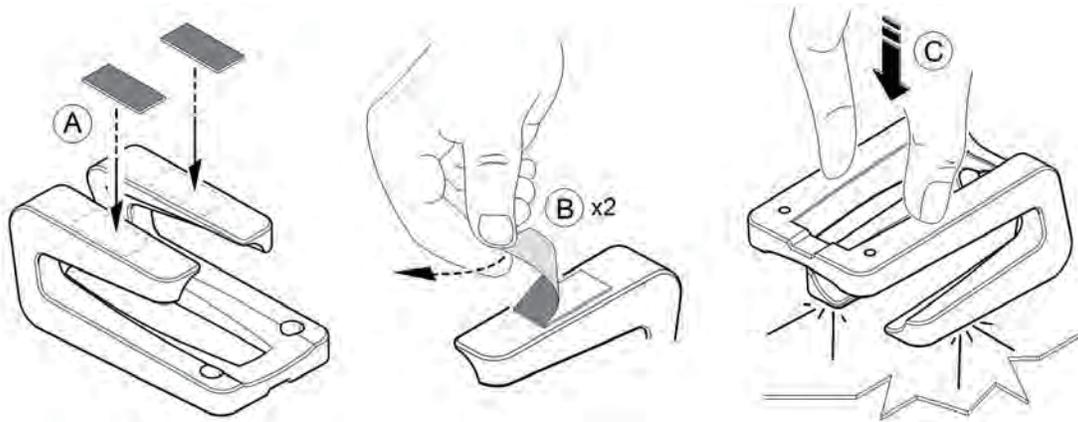
Using the Holder

The holder can function as a desktop holder or a wall mount holder.

Installing the Desktop Holder

To use the holder as a desktop holder, follow these steps:

- 1 Select a clean surface area that you can access easily.
- 2 Clean the surface on which you are going to fasten the holder.
- 3 Attach the adhesive tape to the bottom of the holder (A).
- 4 Remove the adhesive tape protection (B).
- 5 Place the taped side of the holder on the clean surface (C) and press firmly several times for correct adherence. The maximum adherence is obtained after two hours.



Important: You must avoid all stress on the holder during the first two hours.



Important: Adhesive tape can lose its adherence capability due to environmental and other factors. Check the adherence regularly to ensure that it is secure.

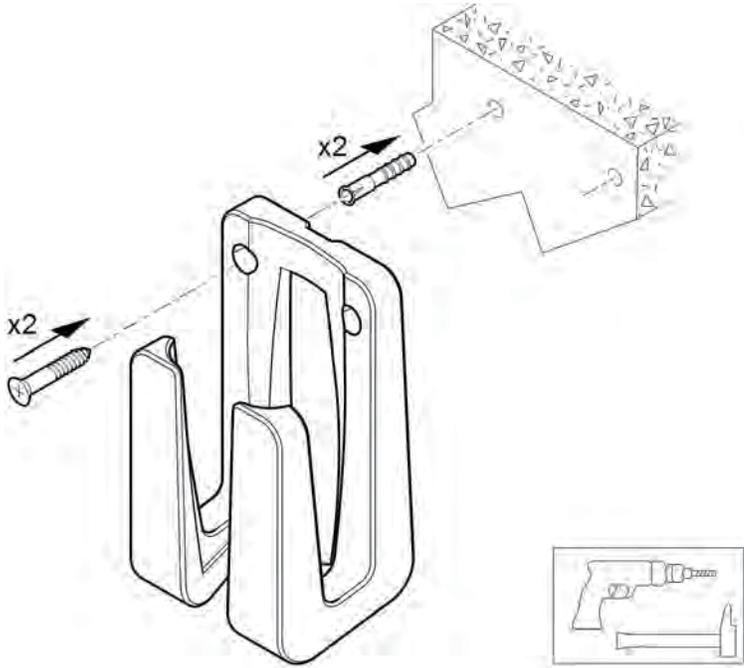


Important: Dental Imaging Technologies Corporation is not responsible for accidents or damage involving the scanner falling due to loosening of the adhesive tape.

Installing the Wall Mount Holder

To use the holder as a wall mount holder, follow these steps:

- 1 Select an area that you can access easily.
- 2 Insert screws through the appropriate holes in the holder to affix it to a solid surface.



Important: If the holder is not properly installed, there is a risk that the holder can fall off the wall, resulting in damage to the scanner.

Preparing the IS 3800 Scanner

The reusable tip attaches to the body of the scanner and provides a sanitary shield for the patient. **Always disinfect the body of the scanner, and clean and sterilize the tip after each use.**



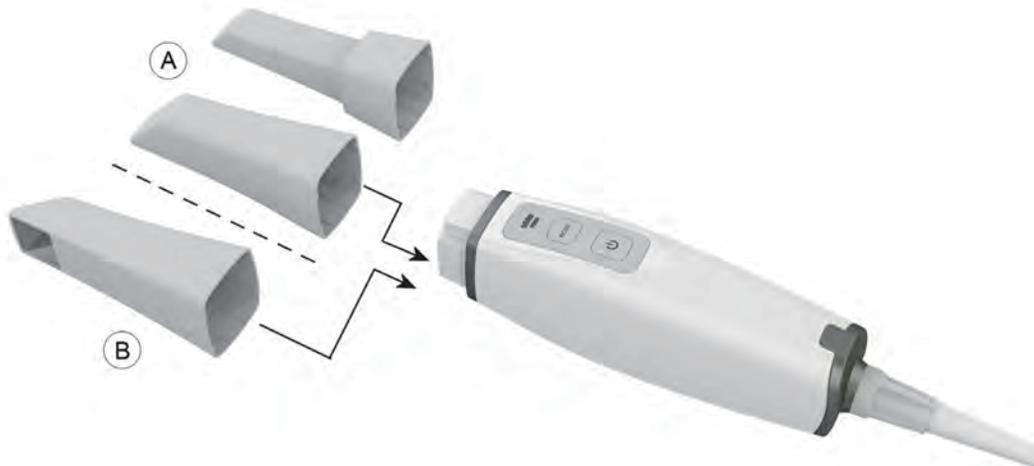
Important: Scanner tips received from the manufacturer are **NOT** sterile. You must sterilize the tips before the first use.



Important: If you limit the exposure time at 134°C to not more than 4 minutes, you can autoclave the tip up to 110 cycles. See the **IS 3800 Family Safety, Regulatory, and Technical Specifications User Guide** for more information.

To prepare the scanner, follow these steps:

- 1 Make sure the lens window at the base of the scanner is clean by wiping it with a moist, lint-free cloth or lens tissue.
- 2 Slide the tip onto the scanner as illustrated, with the lens facing downward (A) or to the side, facing left (B). Ensure that the indentation on the base of the tip aligns with the raised notch on the top of the scanner.

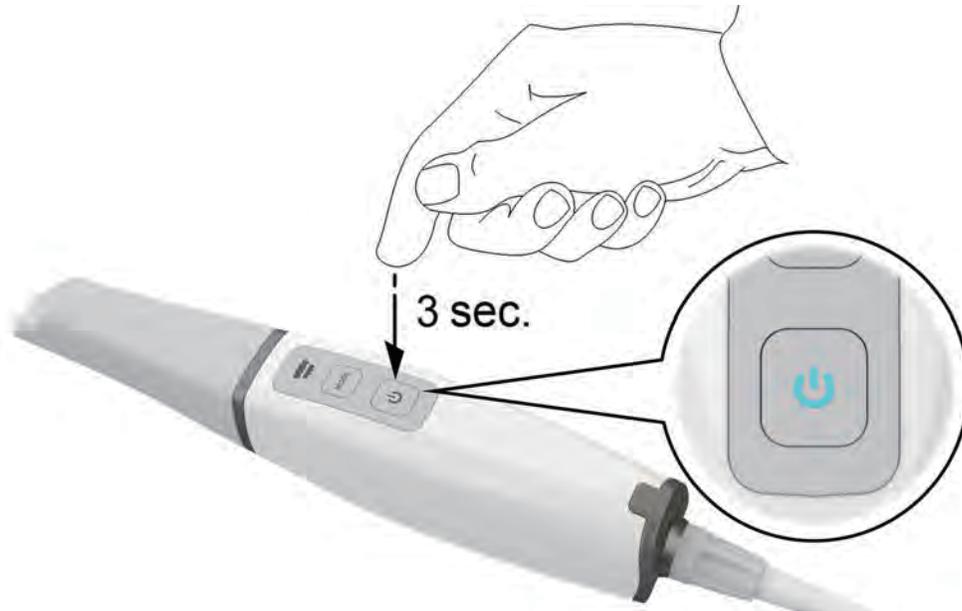


Important: **DO NOT** cover the air inlet on the scanner's rear cover.



Important: Use the posterior tip in hard-to-reach areas and for quadrant scanning only. Use the normal tip or the side-facing tip when scanning a full arch.

- 3 Press the power button for three seconds to power on the scanner.

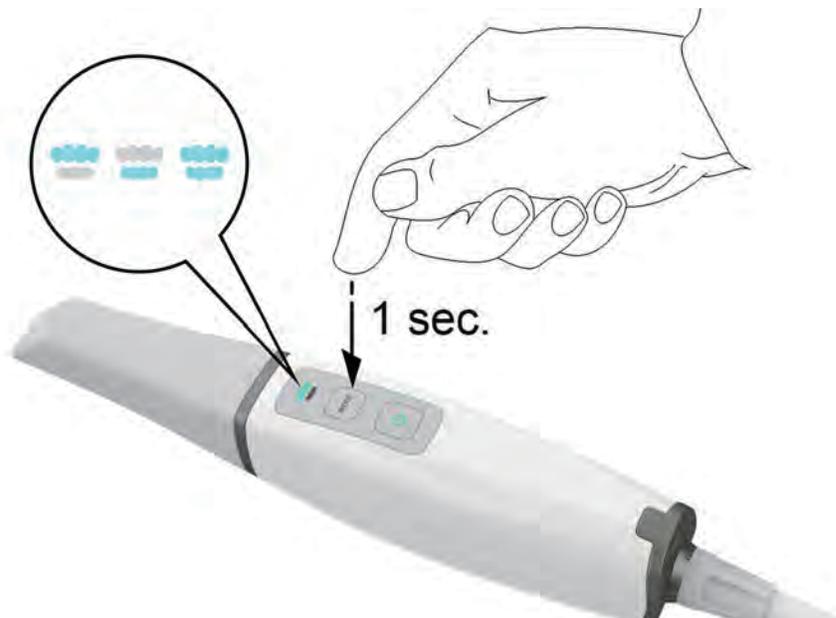


- 4 On the **IS ScanFlow** interface, select the **Upper Jaw** acquisition mode.



OR

On the scanner, press the mode button for one second to select the acquisition mode. The mode indicator LED turns blue.



- 5 Press the power button for one second to start the projection.

4 Maintenance

Cleaning, Disinfecting, and Sterilizing

You must clean, disinfect, and sterilize the scanner and accessories regularly.

If you limit the holding time at 134°C to not more than 4 minutes, you can autoclave the tip up to 110 cycles. See the **IS 3800 Family Safety, Regulatory, and Technical Specifications User Guide** for more information.



Important: For information on cleaning, disinfecting, and sterilizing, see the **IS 3800 Family Safety, Regulatory, and Technical Specifications User Guide**.

5 Troubleshooting

IS 3800 Family Troubleshooting Instructions

Problem Description	Action
Precision degradation is observed, or images are not well-stitched during acquisition.	Ensure that the lens window at the base of the scanner is clean by wiping it with a moist, lint-free cloth or lens tissue. Use a lens tissue or lint-free cloth to remove any dust or water stains from the mirror in the tip. Make sure the tip is firmly installed and there are no dark edges on the live video.
The tip is installed, but not detected. No live video is displayed, and the Scanner Tip Loose icon is displayed at the lower-right of the IS ScanFlow interface.	Ensure that you attach the tip to the scanner firmly and in the correct direction.
The Overheating icon is displayed at the lower-right of the IS ScanFlow interface.	Place the scanner in the charging station for 5 to 10 minutes. The scanner will become inactive and cool down.
Hardware error code ERR-00030AXX from the IS ScanFlow interface.	A component might be failing. Contact your local service provider for assistance.

6 Contact Information

Manufacturer's Address



Dental Imaging Technologies Corporation
450 Commerce Drive
Quakertown, PA USA 18951

Authorized Representatives

Authorized Representative in the European Community

EC REP

PaloDEx Group Oy
Nahkelantie 160
04300 Tuusula, FINLAND

UK Responsible Person

Kerr UK Limited
c/o Orega Stockley Park
4 Longwalk Road
Stockley Park
Uxbridge UB11 1FE
United Kingdom

List of Importers for European Union According to the MDR 2017/745

PaloDEx Group Oy
Nahkelantie 160
04300 Tuusula, FINLAND

Dental Imaging Technologies Corporation

450 Commerce Drive
Quakertown, PA USA 18951

For more information, visit: dexis.com