

FAQ i500 & Medit Link

Contents

•	Hardware:	1
	1. What are the minimum computer specifications?	1
	2. Will a computer be provided by Medit?	1
	3. How long is the warranty for the scanner and its parts?	1
	4. Are there any extended warranties available?	1
	5. How many times can the tips be autoclaved?	1
	6. How many tips are there in a batch?	2
	7. How often do I have to calibrate the scanner?	2
	8. What is the expected lifetime of the hardware?	2
	9. What happens if I forget to turn my i500 off?	2
	10. How many tips does the scanner come with?	2
	11. Are there any other accessories for the scanner?	2
	12. How long will I be able to use the i500 for?	2
	13. How much do accessories for the i500 cost?	2
•	Operations:	3
	14. What is the scan speed?	3
	15. What is the scan accuracy?	3
	16. What is the file size of scans performed with the i500?	3
	17. Can I scan while offline, or do I have to be connected to the internet?	3
	18. How long are scans stored in Medit Link?	4
	19. How are the files in Medit Link stored?	4
	20. How much does Medit Link cost?	4
	21. What happens if my i500 is defective within the warranty period?	4
	22. Can I align occlusions manually?	5
	23. How can I get the best scan data with my i500?	5
	24. What is the recommended scan strategy for the i500?	5
	25. Do I need to follow the recommended scanning strategy for the i500?	6
	26. Do I have to calibrate the scanner after disinfecting the tip?	6
	27. What is the learning curve for the i500?	6
	28. Does Medit Link support other languages?	6
	29. How long does it take to merge the scans and for post processing?	7
	30. Can I use the i500 at multiple workstations/computers in my office?	7
	31. How can I get support & training for the i500 & Medit Link?	7
•	Functionality:	8
	32. Can I cut away unreliable scan data and rescan only those areas?	8
	33. Can I use the i500 for orthodontic cases?	8
	34. How does the i500 benefit my orthodontic practice?	8
	35. Can I use the i500 for implant cases?	8
	36. What if I accidentally scanned the wrong jaw?	8
	37. Can I analyze the undercut area in iScan?	8
	38. Can you export an STL directly from iScan?	9
	39. Can I save my scan data locally?	9
	40. Is the i500 offering CAD software integration?	9
	41. Can I use 3Shape's CAD software?	9
•	Dealer-specific questions:	10
	42. How is the i500 and its software being tested?	10
	43. What is the retail price for the i500?	10
	44. Will there be update fees?	10
	45. What is the ROI for a dentist using the i500?	10

Hardware:

1. What are the minimum computer specifications to operate the scanner?

The minimum requirements for your computer are as follows:

	Laptop	Desktop
CPU	Intel i7-8750H	Intel i7-8700K
RAM	32 GB	32 GB
Graphic Card	Nvidia GeForce GTX 1050	Nvidia GeForce GTX 1050
OS	Window 10 64-bit	Window 10 64-bit

2. Will a computer be provided by Medit?

Medit does not provide computers directly but our designated partners may choose to provide a bundle with a computer. Here is a list of recommended computers:

No.	Laptop	Model	CPU	GPU	RAM
1	MSI	GP75 leopard 95D	Intel i7-9750H 2.60GHz	GeForce GTX1660Ti 6GB	32GB
2	MSI	GP75 leopard 9SE	Intel i7-9750H 2.60GHz	GeForce RTX2060 6GB	32GB
3	HP	Pavillion Gaming 15.OPTIMUS	Intel i7-9750H 2.60GHz	GeForce GTX1660Ti 6GB	32GB
4	SAMSUNG	Odyssey NT850XBK-GE7AH	Intel i7-9750H 2.60GHz	GeForce RTX2060 6GB	32GB
5	ASUS	Rog Strix	Intel i7-9750H 2.60GHz	GeForce RTX2060 6GB	32GB
6	Dell	G5 15 5590	Intel i7-9750H 2.60GHz	GeForce RTX2070 with Max-Q Design 8GB	32GB
7	Dell	G5 15 Gaming	Intel i7-8750H 2.20GHz	GeForce GTX1060 6GB	32GB
8	HP	Omen Gaming	Intel i7-8750H 2.20GHz	GeForce GTX1060 6GB	32GB
9	LENOVO	LegionY530 81.BC.TCQB	Intel i7-8750H 2.20GHz	GeForce GTX1060 6GB	32GB
10	MSI	GP63 leopard 8re	Intel i7-8750H 2.20GHz	GeForce GTX1060 6GB	32GB

3. How long is the warranty for the scanner and its parts?

The standard warranty period is one year. All software updates remain free regardless of the warranty status.

4. Are there any extended warranties available?

Medit provides a 2-year extension for the i500 which you can purchase from your local dealer.

5. How many times can the tips be autoclaved?

We recommend autoclaving the tips a maximum of 20 times at 121 degrees Celsius.

Hardware:

- What are the minimum computer specifications?
- Will a computer be provided by Medit?
- How long is the warranty for the scanner and its parts?
- Are there any extended warranties available?
- How many times can the tips be autoclaved?
- How many tips are there in a batch?
- How often do I have to calibrate the scanner?
- What is the expected lifetime of the hardware?
- What happens if I forget to turn my i500 off?
- How many tips does the scanner come with?
- Are there any other accessories for the scanner?
- How long will I be able to use the i500 for?
- How much do accessories for the i500 cost?

Operations:

- What is the scan speed?
- What is the scan accuracy?
- What is the file size of scans performed with the i500?
- Can I scan while offline, or do I have to be connected to the internet?
- How long are scans stored in Medit Link?
- How are the files in Medit Link stored?
- How much does Medit Link cost?
- What happens if my i500 is defective within the warranty period?
- Can I align occlusions manually?
- How can I get the best scan data with my i500?
- What is the recommended scan strategy for the i500?
- Can I use the i500 for orthodontic cases?
- Do I need to follow the recommended scanning strategy for the i500?
- Do I have to calibrate the scanner after disinfecting the tip?
- What is the learning curve for the i500?
- Does Medit Link support other languages?
- How long does it take to merge the scans and for post processing?
- Can I use the i500 at multiple workstations/computers in my office?
- How can I get support & training for the i500 & Medit Link?

Functionality:

- Can I cut away unreliable scan data and rescan only those areas?
- Can I use the i500 for orthodontic cases?
- How does the i500 benefit my orthodontic practice?
- Can I use the i500 for implant cases?
- What if I accidentally scanned the wrong jaw?
- Can I analyze the undercut area in iScan?
- Can I export an STL directly from iScan?
- Can I save my scan data locally?
- Is the i500 offering CAD software integration?
- Can I use 3Shape's CAD software?

Dealer-specific questions:

- How is the i500 and its software being tested?
- What is the retail price for the i500?
- Will there be update fees?
- What is the ROI for a dentist using the i500?

6. How many tips are there in a batch?

The tips are sold in a batch of four units.

7. How often do I have to calibrate the scanner?

The default calibration cycle is 14 days. However, manual calibration is recommended whenever there has been a drastic change in the scanning environment. When calibrating, you should ensure that the i500 temperature is similar to its temperature during scanning in order to get better scan data accuracy. There is a feature to heat up the i500 before calibrating, if necessary.

8. What is the expected lifetime of the hardware?

The only part in the i500 that may show signs of wear is the LED projector which has a usage time of 10,000 hours depending on the environment in which it is used. Taking into consideration that you will use your scanner for an average of less than 10 minutes per patient and on average 10 times a day, the projected lifespan is well beyond 10 years.

9. What happens if I forget to turn my i500 off?

The i500 has a sleep mode to ensure that the hardware, especially the LED projector, is not used unnecessarily. If you forget to turn off the handpiece, it will automatically go into sleep mode after 5 minutes of inactivity to prevent unnecessary wear of the LED projector.

10. How many tips does the scanner come with?

The i500 comes with 4 tips, and additional tips can be purchased separately.

11. Are there any other accessories for the scanner?

The scanner comes with all the required accessories to ensure proper operation. Additional tips or replacement for lost or damaged parts can also be purchased through your local dealer.

12. How long will I be able to use the i500 for?

As the i500's performance is dependent on its accompanying software rather than its hardware, your investment is well-secured. Regular updates will be made available, allowing you to further improve the performance of your scanner over time and keep you up to date with future technological advances.

13. How much do accessories for the i500 cost?

Tips are sold in a set of four with a recommended retail price of 200 Euros for the set. This means that each tip is priced at 50 Euros which comes down to a cost of 2.5 Euros per patient if the tip is autoclaved max. 20 times as recommended.

Hardware:

- What are the minimum computer specifications?
 - Will a computer be provided by Medit?
- How long is the warranty for the scanner and its parts?
 - Are there any extended warranties available?
 - How many times can the tips be autoclaved?
 - How many tips are there in a batch?
 - How often do I have to calibrate the scanner?
 - What is the expected lifetime of the hardware?
 - What happens if I forget to turn my i500 off?
 - How many tips does the scanner come with?
- Are there any other accessories for the scanner?
 - How long will I be able to use the i500 for?
 - How much do accessories for the i500 cost?

Operations:

- What is the scan speed?
 - What is the scan accuracy?
- What is the file size of scans performed with the i500?
 - Can I scan while offline, or do I have to be connected to the internet?
 - How long are scans stored in Medit Link?
 - How are the files in Medit Link stored?
 - How much does Medit Link cost?
 - What happens if my i500 is defective within the warranty period?
 - Can I align occlusions manually?
 - How can I get the best scan data with my i500?
 - What is the recommended scan strategy for the i500?
 - Do I need to follow the recommended scanning strategy for the i500?
 - Do I have to calibrate the scanner after disinfecting the tip?
 - What is the learning curve for the i500?
 - Does Medit Link support other languages?
 - How long does it take to merge the scans and for post processing?
 - Can I use the i500 at multiple workstations/computers in my office?
 - How can I get support & training for the i500 & Medit Link?

Functionality:

- Can I cut away unreliable scan data and rescan only those areas?
 - Can I use the i500 for orthodontic cases?
- How does the i500 benefit my orthodontic practice?
 - Can I use the i500 for implant cases?
 - What if I accidentally scanned the wrong jaw?
 - Can I analyze the undercut area in iScan?
 - Can you export an STL directly from iScan?
 - Can I save my scan data locally?
 - Is the i500 offering CAD software integration?
 - Can I use 3Shape's CAD software?

Dealer-specific questions:

- How is the i500 and its software being tested?
 - What is the retail price for the i500?
 - Will there be update fees?
 - What is the ROI for a dentist using the i500?

Operations:

14. What is the scan speed?

This varies depending on the scan case as well as how experienced the person scanning is. On average, the scanning time for a case is as follows:

	SD Scan (STL)
Single crown	40 seconds
Bridge	50 seconds
Inlay/Onlay	1 minute
Full arch	Less than 1 minute per arch (Depending on operator)

15. What is the scan accuracy?

The accuracy depends on the case you are scanning. The general rule is that the more teeth you scan, the less accurate the data as the scan itself stretches over a bigger surface. According to our tests, the accuracy per case type is as follows (max):

	In vitro*		In vivo**
	Trueness	Precision	
Single	5.3µm ± 0.34	3.2µm ± 0.49	10µm
Quadrant	17.3µm ± 0.43	6.3µm ± 0.63	25µm
Full arch	21.0µm ± 1.48	22.6µm ± 7.55	50µm

*Accuracy test in vitro was conducted by Yonsei University College of Dentistry according to the methods in "Accuracy comparison analysis on scan data of single tooth, quadrant, and full arch between two types of intraoral scanner, i500 and Trios 3"-Man Park, 19 December 2018.

**Accuracy test in vivo was conducted by Medit.

16. What is the file size of scans done with the i500?

The file size of your scans will depend on the case and the format. Generally, the average file size for a case is as follows:

	SD Scan (STL)
Half arch (500 shots)	7.24MB
Full arch (1,000 shots)	14.8MB

17. Can I scan while offline, or do I have to be connected to the internet?

Regardless of the connection mode of Medit Link, if you use the i500 without an internet connection, you will not be able to scan after being offline for a total of 44 days (30 days + 14 days after warning). After 44 days, make sure that the system is connected to the internet before running iScan with the i500 powered on, and the license will be automatically updated, allowing you to scan locally again.

Hardware:

- What are the minimum computer specifications?
- Will a computer be provided by Medit?
- How long is the warranty for the scanner and its parts?
- Are there any extended warranties available?
- How many times can the tips be autoclaved?
- How many tips are there in a batch?
- How often do I have to calibrate the scanner?
- What is the expected lifetime of the hardware?
- What happens if I forget to turn my i500 off?
- How many tips does the scanner come with?
- Are there any other accessories for the scanner?
- How long will I be able to use the i500 for?
- How much do accessories for the i500 cost?

Operations:

- What is the scan speed?
- What is the scan accuracy?
- What is the file size of scans performed with the i500?
- Can I scan while offline, or do I have to be connected to the internet?
- How long are scans stored in Medit Link?
- How are the files in Medit Link stored?
- How much does Medit Link cost?
- What happens if my i500 is defective within the warranty period?
- Can I align occlusions manually?
- How can I get the best scan data with my i500?
- What is the recommended scan strategy for the i500?
- Do I need to follow the recommended scanning strategy for the i500?
- Do I have to calibrate the scanner after disinfecting the tip?
- What is the learning curve for the i500?
- Does Medit Link support other languages?
- How long does it take to merge the scans and for post processing?
- Can I use the i500 at multiple workstations/computers in my office?
- How can I get support & training for the i500 & Medit Link?

Functionality:

- Can I cut away unreliable scan data and rescan only those areas?
- Can I use the i500 for orthodontic cases?
- How does the i500 benefit my orthodontic practice?
- Can I use the i500 for implant cases?
- What if I accidentally scanned the wrong jaw?
- Can I analyze the undercut area in iScan?
- Can you export an STL directly from iScan?
- Can I save my scan data locally?
- Is the i500 offering CAD software integration?
- Can I use 3Shape's CAD software?

Dealer-specific questions:

- How is the i500 and its software being tested?
- What is the retail price for the i500?
- Will there be update fees?
- What is the ROI for a dentist using the i500?

18. How long are scans stored in Medit Link?

Up to 10GB of scan data can be stored in Medit Link indefinitely for free, unless you terminate your account. However, if your storage space exceeds the storage capacity allocated according to your membership type, you will receive a message with information about how to upgrade to a higher-level membership or how to delete data. You will receive this message each time you log in for 30 days. If the data is not deleted or membership changed within the given 30-day period, data will be automatically deleted, from the oldest to the newest files, until the data stored is within your given storage capacity.

19. How are the files in Medit Link stored?

All files are securely stored with Amazon web services to ensure the highest security standards available in the market and in accordance with HIPAA and GDPR regulations.

20. How much does Medit Link cost?

- Medit Link is free to use. When you purchase a Medit i500, it comes bundled with the free scanning software. This remains unchanged, which means that you can continue using the i500 and its accompanying software without additional fees.
- When Medit Link V3.0 is launched, we will be implementing a membership plan. The fee-based membership plans will include increased storage space as well as additional optional features for clinic-side support. Pricing per month will be as follows:

Plan Storage Features	Price/ month
Standard 10GB + all scanning functions	Free
Premium 1TB + clinic support features	€20 / \$25
Premium Plus 5TB + clinic support features	€40 / \$50

Hardware:

- What are the minimum computer specifications?
- Will a computer be provided by Medit?
- How long is the warranty for the scanner and its parts?
- Are there any extended warranties available?
- How many times can the tips be autoclaved?
- How many tips are there in a batch?
- How often do I have to calibrate the scanner?
- What is the expected lifetime of the hardware?
- What happens if I forget to turn my i500 off?
- How many tips does the scanner come with?
- Are there any other accessories for the scanner?
- How long will I be able to use the i500 for?
- How much do accessories for the i500 cost?

Operations:

- What is the scan speed?
- What is the scan accuracy?
- What is the file size of scans performed with the i500?
- Can I scan while offline, or do I have to be connected to the internet?
- How long are scans stored in Medit Link?
- How are the files in Medit Link stored?
- How much does Medit Link cost?
- What happens if my i500 is defective within the warranty period?
- Can I align occlusions manually?
- How can I get the best scan data with my i500?
- What is the recommended scan strategy for the i500?
- Do I need to follow the recommended scanning strategy for the i500?
- Do I have to calibrate the scanner after disinfecting the tip?
- What is the learning curve for the i500?
- Does Medit Link support other languages?
- How long does it take to merge the scans and for post processing?
- Can I use the i500 at multiple workstations/computers in my office?
- How can I get support & training for the i500 & Medit Link?

Functionality:

- Can I cut away unreliable scan data and rescan only those areas?
- Can I use the i500 for orthodontic cases?
- How does the i500 benefit my orthodontic practice?
- Can I use the i500 for implant cases?
- What if I accidentally scanned the wrong jaw?
- Can I analyze the undercut area in iScan?
- Can you export an STL directly from iScan?
- Can I save my scan data locally?
- Is the i500 offering CAD software integration?
- Can I use 3Shape's CAD software?

Dealer-specific questions:

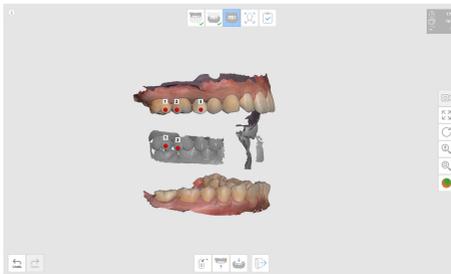
- How is the i500 and its software being tested?
- What is the retail price for the i500?
- Will there be update fees?
- What is the ROI for a dentist using the i500?

21. What happens if my i500 is defective within the warranty period?

In the unlikely event that your hardware has issues, our dealers will provide a temporary replacement unit to ensure that there is minimal interruption to your work. During this period, your dealer will handle the repair process and return your unit to you once it is fully functional again.

22. Can I align occlusions manually?

iScan has a fully automated alignment option where you need to only scan the occlusion and the software will find the reference points in the maxilla and mandible scan data and align them accordingly. Additionally, you can also choose to align the occlusion manually by identifying the reference points in the occlusion and the maxilla and mandible scan data.



23. How can I get the best scan data with my i500?

We recommend following our scan strategy (see below) and make sure that you either touch or hover slightly above the teeth to ensure the scanner is collecting high quality scan data. Although the scanner works perfectly even without the use of powder, you should take special care to drain fluids (of any kind) in the mouth before beginning the scan. If there are new alloy areas like golden crowns that have recently been implanted, we highly recommend the use of powder for those areas should you encounter issues while scanning.

24. What is the recommended scan strategy for the i500?

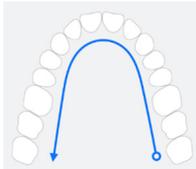
Our recommended scan strategy is illustrated in the pictures below:

- [1] Build up the main scan data by scanning the occlusal surface from the last molar to anterior teeth.



When you scan anterior teeth, it is crucial to acquire enough scan data to ensure that the data of the anterior teeth turns green/blue on the reliability map. Scan the lingual side of the anterior, tilt the tip to scan the incisal, and tilt it again to scan the labial side. Ensure that you are scanning the anterior teeth from various angles.

- [2] When you reach the opposite molar, tilt the tip toward the lingual side.



Hardware:

- What are the minimum computer specifications?
- Will a computer be provided by Medit?
- How long is the warranty for the scanner and its parts?
- Are there any extended warranties available?
- How many times can the tips be autoclaved?
- How many tips are there in a batch?
- How often do I have to calibrate the scanner?
- What is the expected lifetime of the hardware?
- What happens if I forget to turn my i500 off?
- How many tips does the scanner come with?
- Are there any other accessories for the scanner?
- How long will I be able to use the i500 for?
- How much do accessories for the i500 cost?

Operations:

- What is the scan speed?
- What is the scan accuracy?
- What is the file size of scans performed with the i500?
- Can I scan while offline, or do I have to be connected to the internet?
- How long are scans stored in Medit Link?
- How are the files in Medit Link stored?
- How much does Medit Link cost?
- What happens if my i500 is defective within the warranty period?
- Can I align occlusions manually?
- How can I get the best scan data with my i500?
- What is the recommended scan strategy for the i500?
- Do I need to follow the recommended scanning strategy for the i500?
- Do I have to calibrate the scanner after disinfecting the tip?
- What is the learning curve for the i500?
- Does Medit Link support other languages?
- How long does it take to merge the scans and for post processing?
- Can I use the i500 at multiple workstations/computers in my office?
- How can I get support & training for the i500 & Medit Link?

Functionality:

- Can I cut away unreliable scan data and rescan only those areas?
- Can I use the i500 for orthodontic cases?
- How does the i500 benefit my orthodontic practice?
- Can I use the i500 for implant cases?
- What if I accidentally scanned the wrong jaw?
- Can I analyze the undercut area in iScan?
- Can you export an STL directly from iScan?
- Can I save my scan data locally?
- Is the i500 offering CAD software integration?
- Can I use 3Shape's CAD software?

Dealer-specific questions:

- How is the i500 and its software being tested?
- What is the retail price for the i500?
- Will there be update fees?
- What is the ROI for a dentist using the i500?

[3] When you're done with the lingual side, tilt the tip toward the buccal side.



25. Do I need to follow the recommended scanning strategy for the i500?

Yes, you should follow the recommended scanning strategy for the i500 as described above.

26. Do I have to calibrate the scanner after disinfecting the tip?

There is no need for you to calibrate each time you disinfect the tip. We do, however, recommend that you calibrate the scanner before each workday, if possible, to acclimatize the scanner to its external environment and ensure the best possible results.

27. What is the learning curve for the i500?

As with any technology, intraoral scanning technology requires a bit of time to get used to in order to be able to use the technology to its fullest potential. However, with the i500, we focused on an intuitive process that allows you to handle the i500 with ease and familiarize yourself with it quickly, making it seem as if you have always used an intraoral scanner after just a few days of using the scanner. If you have used other intraoral scanners, there is barely an adjustment period, allowing you to get started on scanning patients almost immediately.

28. Does Medit Link support other languages?

Medit Link (iScan) supports the following languages:

- a. Korean
- b. English
- c. Chinese
- d. French
- e. German
- f. Greek
- g. Spanish
- h. Italian
- i. Czech
- j. Japanese
- k. Russian
- l. Portuguese
- m. Romanian

Hardware:

- What are the minimum computer specifications?
 - Will a computer be provided by Medit?
- How long is the warranty for the scanner and its parts?
 - Are there any extended warranties available?
 - How many times can the tips be autoclaved?
 - How many tips are there in a batch?
 - How often do I have to calibrate the scanner?
- What is the expected lifetime of the hardware?
 - What happens if I forget to turn my i500 off?
 - How many tips does the scanner come with?
- Are there any other accessories for the scanner?
 - How long will I be able to use the i500 for?
 - How much do accessories for the i500 cost?

Operations:

- What is the scan speed?
 - What is the scan accuracy?
- What is the file size of scans performed with the i500?
 - Can I scan while offline, or do I have to be connected to the internet?
 - How long are scans stored in Medit Link?
 - How are the files in Medit Link stored?
 - How much does Medit Link cost?
- What happens if my i500 is defective within the warranty period?
 - Can I align occlusions manually?
 - How can I get the best scan data with my i500?
- What is the recommended scan strategy for the i500?
 - Do I need to follow the recommended scanning strategy for the i500?
 - Do I have to calibrate the scanner after disinfecting the tip?
 - What is the learning curve for the i500?
 - Does Medit Link support other languages?
- How long does it take to merge the scans and for post processing?
 - Can I use the i500 at multiple workstations/computers in my office?
 - How can I get support & training for the i500 & Medit Link?

Functionality:

- Can I cut away unreliable scan data and rescan only those areas?
 - Can I use the i500 for orthodontic cases?
- How does the i500 benefit my orthodontic practice?
 - Can I use the i500 for implant cases?
 - What if I accidentally scanned the wrong jaw?
 - Can I analyze the undercut area in iScan?
 - Can you export an STL directly from iScan?
 - Can I save my scan data locally?
 - Is the i500 offering CAD software integration?
 - Can I use 3Shape's CAD software?

Dealer-specific questions:

- How is the i500 and its software being tested?
 - What is the retail price for the i500?
 - Will there be update fees?
 - What is the ROI for a dentist using the i500?

29. How long does it take to merge the scans and for post processing?

The time required for post processing and merging is highly dependent on the amount of scan data and the computer specifications. If you are using a computer with the minimum required specs, the post processing time should be as follows:

- a. Standard Mode (Unit=Sec):

SD Scan	i7-8750H (8750 is the minimum specification)
Half Arch (500 shots)	32.51 seconds
Full Arch (1000 shots)	60.06 seconds

30. Can I use the i500 at multiple workstations/computers in my office?

The i500 was designed to guarantee the highest comfort for its users. You can use the same scanner on multiple computers in your office, so you don't need to carry a laptop or move a cart with you from one workstation to another. Additionally, with Medit Link, your scans will be automatically uploaded to the cloud, eliminating the need for manual data transfer or storage solutions. This also allows you to use the i500 on another workstation to scan the next patient while leaving the previous computer on to work on the merging and post processing. There is no limit to the number of workstations on which you can be logged in to use the same i500 scanner.

31. How can I get support & training for the i500 & Medit Link?

Our dedicated partner network has been equipped with the resources to provide you with quality support and training. Additionally, we also offer online training videos and webinars so you can learn at your own pace anytime.

Hardware:

- What are the minimum computer specifications?
- Will a computer be provided by Medit?
- How long is the warranty for the scanner and its parts?
- Are there any extended warranties available?
- How many times can the tips be autoclaved?
- How many tips are there in a batch?
- How often do I have to calibrate the scanner?
- What is the expected lifetime of the hardware?
- What happens if I forget to turn my i500 off?
- How many tips does the scanner come with?
- Are there any other accessories for the scanner?
- How long will I be able to use the i500 for?
- How much do accessories for the i500 cost?

Operations:

- What is the scan speed?
- What is the scan accuracy?
- What is the file size of scans performed with the i500?
- Can I scan while offline, or do I have to be connected to the internet?
- How long are scans stored in Medit Link?
- How are the files in Medit Link stored?
- How much does Medit Link cost?
- What happens if my i500 is defective within the warranty period?
- Can I align occlusions manually?
- How can I get the best scan data with my i500?
- What is the recommended scan strategy for the i500?
- Do I need to follow the recommended scanning strategy for the i500?
- Do I have to calibrate the scanner after disinfecting the tip?
- What is the learning curve for the i500?
- Does Medit Link support other languages?
- How long does it take to merge the scans and for post processing?
- Can I use the i500 at multiple workstations/computers in my office?
- How can I get support & training for the i500 & Medit Link?

Functionality:

- Can I cut away unreliable scan data and rescan only those areas?
- Can I use the i500 for orthodontic cases?
- How does the i500 benefit my orthodontic practice?
- Can I use the i500 for implant cases?
- What if I accidentally scanned the wrong jaw?
- Can I analyze the undercut area in iScan?
- Can you export an STL directly from iScan?
- Can I save my scan data locally?
- Is the i500 offering CAD software integration?
- Can I use 3Shape's CAD software?

Dealer-specific questions:

- How is the i500 and its software being tested?
- What is the retail price for the i500?
- Will there be update fees?
- What is the ROI for a dentist using the i500?

Functionality:

32. Can I cut away unreliable scan data and rescan only those areas?

Yes, with its intelligent scan detection algorithm, the i500 can easily fill in the blank areas in your scan data at any point of your scan process. So even if there is a need to rescan an area during the final stage of the scanning process, which is the occlusion, you can simply go back to the previous scan stages for the maxilla or the mandible and simply cut and rescan the desired areas.

33. Can I use the i500 for orthodontic cases?

Definitely! The i500 can be used to scan full arches, so you can confidently use the scan data for orthodontic and prosthetic cases.

34. How does the i500 benefit my orthodontic practice?

The most obvious benefit would be eliminating the need for physical storage of gypsum models, enabling you to save costs and reduce your environmental impact. With its open architecture (STL export capability), the i500 also allows you to use other state-of-the-art simulation software to enhance the customer experience and increase work efficiency.

35. Can I use the i500 for implant cases?

Yes, you can use the i500 for scanning implant areas. In some cases, using an intraoral scanner like the i500 may provide you with better results as there is no external pressure applied on the gingival area during intraoral scanning as opposed to traditional impressions.

36. What if I accidentally scanned the wrong jaw?

Not to worry! In case this happens, you can simply use the swap Maxilla & Mandible option available on iScan. There is no need to start over.



37. Can I analyze the undercut area in iScan?

Yes. The undercut area will be shown in blue on the scan data. You can enable/disable the undercut analysis option in the tools menu.

Hardware:

- What are the minimum computer specifications?
- Will a computer be provided by Medit?
- How long is the warranty for the scanner and its parts?
- Are there any extended warranties available?
- How many times can the tips be autoclaved?
- How many tips are there in a batch?
- How often do I have to calibrate the scanner?
- What is the expected lifetime of the hardware?
- What happens if I forget to turn my i500 off?
- How many tips does the scanner come with?
- Are there any other accessories for the scanner?
- How long will I be able to use the i500 for?
- How much do accessories for the i500 cost?

Operations:

- What is the scan speed?
- What is the scan accuracy?
- What is the file size of scans performed with the i500?
- Can I scan while offline, or do I have to be connected to the internet?
- How long are scans stored in Medit Link?
- How are the files in Medit Link stored?
- How much does Medit Link cost?
- What happens if my i500 is defective within the warranty period?
- Can I align occlusions manually?
- How can I get the best scan data with my i500?
- What is the recommended scan strategy for the i500?
- Do I need to follow the recommended scanning strategy for the i500?
- Do I have to calibrate the scanner after disinfecting the tip?
- What is the learning curve for the i500?
- Does Medit Link support other languages?
- How long does it take to merge the scans and for post processing?
- Can I use the i500 at multiple workstations/computers in my office?
- How can I get support & training for the i500 & Medit Link?

Functionality:

- Can I cut away unreliable scan data and rescan only those areas?
- Can I use the i500 for orthodontic cases?
- How does the i500 benefit my orthodontic practice?
- Can I use the i500 for implant cases?
- What if I accidentally scanned the wrong jaw?
- Can I analyze the undercut area in iScan?
- Can you export an STL directly from iScan?
- Can I save my scan data locally?
- Is the i500 offering CAD software integration?
- Can I use 3Shape's CAD software?

Dealer-specific questions:

- How is the i500 and its software being tested?
- What is the retail price for the i500?
- Will there be update fees?
- What is the ROI for a dentist using the i500?

38. Can you export an STL directly from iScan?

To export an STL file, you will first need to upload the scan to Medit Link where you will find the option to export the file in either STL, PLY or OBJ formats.

39. Can I save my scan data locally?

Scan data captured with iScan is stored locally on your computer as a .meditMesh format which cannot be used out of iScan. If you wish to store your files in a standard format such as STL, PLY or OBJ, you can export them via Medit Link.

40. Is the i500 offering CAD software integration?

Medit Link is the default communication and organization software for your i500 and can be linked to other chairside and laboratory CAD/CAM software. If you are already using a CAD software, you can run the software directly from Medit Link after completing the scanning process. If your existing CAD software has been integrated with Medit Link, you will be able to download the plug-in for the software in the App Box, for a smoother workflow.

- a. CAD/CAM software which have been integrated to Medit Link: exocad (CAD), Dental Wings (CAD), DTX (CAD & Imaging), and Maestro (Ortho CAD).
- b. The STL export function allows you the continued freedom to choose your CAD software.

Hardware:

- What are the minimum computer specifications?
- Will a computer be provided by Medit?
- How long is the warranty for the scanner and its parts?
- Are there any extended warranties available?
- How many times can the tips be autoclaved?
- How many tips are there in a batch?
- How often do I have to calibrate the scanner?
- What is the expected lifetime of the hardware?
- What happens if I forget to turn my i500 off?
- How many tips does the scanner come with?
- Are there any other accessories for the scanner?
- How long will I be able to use the i500 for?
- How much do accessories for the i500 cost?

Operations:

- What is the scan speed?
- What is the scan accuracy?
- What is the file size of scans performed with the i500?
- Can I scan while offline, or do I have to be connected to the internet?
- How long are scans stored in Medit Link?
- How are the files in Medit Link stored?
- How much does Medit Link cost?
- What happens if my i500 is defective within the warranty period?
- Can I align occlusions manually?
- How can I get the best scan data with my i500?
- What is the recommended scan strategy for the i500?
- Do I need to follow the recommended scanning strategy for the i500?
- Do I have to calibrate the scanner after disinfecting the tip?
- What is the learning curve for the i500?
- Does Medit Link support other languages?
- How long does it take to merge the scans and for post processing?
- Can I use the i500 at multiple workstations/computers in my office?
- How can I get support & training for the i500 & Medit Link?

Functionality:

- Can I cut away unreliable scan data and rescan only those areas?
- Can I use the i500 for orthodontic cases?
- How does the i500 benefit my orthodontic practice?
- Can I use the i500 for implant cases?
- What if I accidentally scanned the wrong jaw?
- Can I analyze the undercut area in iScan?
- Can you export an STL directly from iScan?
- Can I save my scan data locally?
- Is the i500 offering CAD software integration?
- Can I use 3Shape's CAD software?

Dealer-specific questions:

- How is the i500 and its software being tested?
- What is the retail price for the i500?
- Will there be update fees?
- What is the ROI for a dentist using the i500?

41. Can I use 3Shape's CAD software?

As Medit Link allows you to export your files in STL and PLY formats, you are able to use virtually any design software in the market. We have also included a function in Medit Link which enables you to integrate your CAD software of choice to automatically export the files to the designated software, if the external software allows automated imports/integration. You should export your files in PLY format if you require color data.

Dealer-specific questions:

42. How is the i500 and its software being tested?

We are working with several dental clinics in Korea who are our dedicated beta testers as well as our global KOLs who use the i500 for all kinds of cases throughout several months to ensure that there are no issues during the release.

43. What is the retail price for the i500?

The price is 15,900 Euros. There will be only a one-time upfront payment for the scanner and no subscription fees. As per our core values, Medit will never charge for services which do not provide extra value to the customer.

44. Will there be update fees?

As addressed in the previous question, we will not charge any fees for updates that stabilize the performance of the scanner such as eliminating bugs. Upgrades that are meant to increase the performance and usability of the scanner may be chargeable if they are deemed to bring additional value to the customer.

45. What is the ROI for a dentist using the i500?

The table below shows the time savings when using the i500 intraoral scanner in comparison to traditional impressions. This is inclusive of discounts that a lab may give when working with digital impressions:

Working days per year	260
Est. hardware usage time in years	3
Tip usage times	10
Possible lab discount for digital impression/ case	€ 10
MSRP scanner price	€ 15,900
PC	€ 2,800
Tip	€ 50
Medit Link archival fee	€ 20

Impressions per day	1	1.5	2	4	8	
Impressions per year	260	380	520	1040	2080	
Material costs traditional impression	usage time savings per category when using i500 vs traditional incl. of Lab discount					
Cheap	€ 6.00	€ (10,840.00)	€ (6,880.00)	€ (2,260.00)	€ 14,900.00	€ 49,220.00
Low Middle	€ 13.50	€ (4,990.00)	€ 1,670.00	€ 9,440.00	€ 38,300.00	€ 96,020.00
High Middle	€ 26.00	€ 4,760.00	€ 15,920.00	€ 28,940.00	€ 77,300.00	€ 174,020.00
High	€ 35.00	€ 11,780.00	€ 26,180.00	€ 42,980.00	€ 105,380.00	€ 230,180.00

*The table only takes the pure material costs into account. Considering the possible time savings and the high possibility of laboratories giving discounted prices for digital impressions (due to cost savings for delivery, investment, work-time etc.), going digital would make economic sense for dentists.

Hardware:

- What are the minimum computer specifications?
- Will a computer be provided by Medit?
- How long is the warranty for the scanner and its parts?
- Are there any extended warranties available?
- How many times can the tips be autoclaved?
- How many tips are there in a batch?
- How often do I have to calibrate the scanner?
- What is the expected lifetime of the hardware?
- What happens if I forget to turn my i500 off?
- How many tips does the scanner come with?
- Are there any other accessories for the scanner?
- How long will I be able to use the i500 for?
- How much do accessories for the i500 cost?

Operations:

- What is the scan speed?
- What is the scan accuracy?
- What is the file size of scans performed with the i500?
- Can I scan while offline, or do I have to be connected to the internet?
- How long are scans stored in Medit Link?
- How are the files in Medit Link stored?
- How much does Medit Link cost?
- What happens if my i500 is defective within the warranty period?
- Can I align occlusions manually?
- How can I get the best scan data with my i500?
- What is the recommended scan strategy for the i500?
- Do I need to follow the recommended scanning strategy for the i500?
- Do I have to calibrate the scanner after disinfecting the tip?
- What is the learning curve for the i500?
- Does Medit Link support other languages?
- How long does it take to merge the scans and for post processing?
- Can I use the i500 at multiple workstations/computers in my office?
- How can I get support & training for the i500 & Medit Link?

Functionality:

- Can I cut away unreliable scan data and rescan only those areas?
- Can I use the i500 for orthodontic cases?
- How does the i500 benefit my orthodontic practice?
- Can I use the i500 for implant cases?
- What if I accidentally scanned the wrong jaw?
- Can I analyze the undercut area in iScan?
- Can you export an STL directly from iScan?
- Can I save my scan data locally?
- Is the i500 offering CAD software integration?
- Can I use 3Shape's CAD software?

Dealer-specific questions:

- How is the i500 and its software being tested?
- What is the retail price for the i500?
- Will there be update fees?
- What is the ROI for a dentist using the i500?