

3Shape

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TRIOS MOVE +

Frequently Asked Questions



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Product Description

TRIOS MOVE+



Is the upgraded TRIOS MOVE+ compatible only with TRIOS 5?

The upgraded TRIOS MOVE+ is compatible with all TRIOS scanners in our current portfolio.

Which are the improvements introduced in the upgraded TRIOS MOVE+?

The device is compatible with all TRIOS scanners in our current portfolio; is supplied with two holders to accommodate any TRIOS scanner; has a more powerful PC; supports Windows 11 and makes scan post-processing time 30% faster.

What are the specifications of the upgraded TRIOS MOVE+?

The device has the following specifications: Processor: Intel® Core™ i5-12600T, Operating system: Windows® 11 IoT Enterprise Value, 64bit, Storage: 1TB SSD, GPU: T1000 8GB GDDR6, RAM: 32GB DDR4, Weight 13kg.

The upgraded TRIOS MOVE+ has Core i5 processor while the previous generation TRIOS MOVE+ has Core i7 processor. What does this imply?

The previous generation of the TRIOS MOVE+ uses a 7th generation intel Core i7 processor, whereas the upgraded TRIOS MOVE+ has a 12th generation intel Core i5 processor. The new Core i5 CPU has more cores and more processing power than the previous Core i7 processor.

Does the upgraded TRIOS MOVE+ have a battery?

No, the upgraded TRIOS MOVE+ does not have a battery.

Will the upgraded TRIOS MOVE+ have any new software features?

No, the upgraded TRIOS MOVE+ does not have any additional software features compared to the previous generation TRIOS MOVE+.

Are Unite and Engagement Apps compatible with the upgraded TRIOS MOVE+?

Yes. Unite and Engagement Apps are compatible with the upgraded TRIOS MOVE+.

How do I change the TRIOS 3/TRIOS 4 holder to the TRIOS 5 holder?

In the upgraded TRIOS MOVE+ package you will receive a box including both the TRIOS 3/TRIOS 4 and TRIOS 5 holders, including the required screw and screwdriver. The installation sequence is displayed on the label of the holders' box.

Can the upgraded TRIOS MOVE+ be remote controlled by TRIOS 5?

Yes. By pressing the second button of the TRIOS 5, the user can control the software from a distance (without touching the TRIOS MOVE+ for improved hygiene) by using the scanner as a remote control. The feature will give the user the possibility to go through a full scanning workflow. The remote control can only be used in the scan workflows. It cannot be used in other parts of the Unite SW.

Product Description

TRIOS MOVE+



Which type of USB port does the upgraded TRIOS MOVE+ have?

It is the same as the previous generation TRIOS MOVE+. The USB port on the rear side of the screen is a USB 2.0.

Can the upgraded TRIOS MOVE+ be connected to an external screen?

Yes, the upgraded TRIOS MOVE+ supports video output through the USB port on rear side of monitor using the USB to HDMI adapter (not present in the MOVE+ package).

Does TRIOS MOVE+ come with a Stylus Pen?

Yes, the high-quality Stylus Pen is included in the package.

What is the weight of the upgraded TRIOS MOVE+?

The upgraded TRIOS MOVE+ weights 13 kg.

Purchasing Information

TRIOS MOVE+



What is the price of the upgraded TRIOS MOVE+?

Please see TRIOS price list.

Where is the upgraded TRIOS MOVE+ available?

TRIOS MOVE+ is available in all countries where the product has been registered. Please see the TRIOS Registration Status on the [Partner Portal](#).

What does it mean that the upgraded TRIOS MOVE+ will be available as an accessory?

The upgraded TRIOS MOVE+ is intended as standalone, available as an accessory to any TRIOS scanner and can be purchased separately. When purchasing a scanner with a TRIOS MOVE+ configuration, one will receive two separate packages: the TRIOS MOVE+ package (with the stylus pen, the holders and the setup guides for all scanners) and the scanner package (with its Pod and setup guide).

When purchasing a TRIOS scanner and a TRIOS MOVE+ in the same order, will I also receive the scanner's Pod?

Yes. One will receive two separate packages: the TRIOS MOVE+ package (with the holders, and the setup guides for all scanners) and the scanner package (with its Pod and setup guide).

Is it possible to upgrade the old generation TRIOS MOVE+ to the upgraded TRIOS MOVE+ by changing the backpack (PC) only?

No.

How is the dongle and subscription handling when ordering an upgraded TRIOS MOVE+?

When purchasing a TRIOS scanner and a TRIOS MOVE+ in the same order the TRIOS MOVE+ will be pre-configured.

When purchasing only a TRIOS MOVE+, we recommend including the original TRIOS' dongle number in the order, so the device can be configured accordingly. If the original TRIOS' dongle number is not provided, the MOVE+ will be shipped unconfigured and later contact with the 3Shape Sales department is required.

Others

TRIOS MOVE+



Does the upgraded TRIOS MOVE+ have any issues with overheating after scanning for longer periods?

No. This has been tested thoroughly with all scanners (including TRIOS 5) and all tests show similar results: the CPU is running normal temperatures.

How do I clean my upgraded TRIOS MOVE+?

Please, follow the instructions according to the safety and setup guide.