

# Connecting your 3DISC scanner

How to send cases to Bridge Dental Lab from your 3DISC scanner (Heron IOS, OVO).

3DISC scanners use **HeronCloud** for case sharing, plus open STL/PLY/OBJ export for direct file transfer.

## LAB CONNECTION DETAILS

Partner email: [scan@bridgedentallab.com](mailto:scan@bridgedentallab.com)

## Option A — HeronCloud (recommended)

1. Open the HeronClinic or 3DiscClinic software.
2. Go to **Settings**, then **Cloud / Lab connections**.
3. Add Bridge Dental Lab using [scan@bridgedentallab.com](mailto:scan@bridgedentallab.com).
4. After scanning, on the **Finalize** screen, validate the case, add comments and attachments, then send to Bridge Dental Lab.

## Option B — Direct STL export

If your lab isn't yet registered on HeronCloud:

1. After scanning, export the case as STL, PLY, or OBJ to your computer.
2. Email files plus your lab Rx to [scan@bridgedentallab.com](mailto:scan@bridgedentallab.com), or upload via our customer portal at [bridgedentallab.co.uk](https://bridgedentallab.co.uk).

## Useful links

- 3DISC online help: [docs.3disccloud.com](https://docs.3disccloud.com)
- 3DISC: [3disc.com](https://3disc.com)

## What to include with every digital case

- **Appliance required**
- **Both arches scanned**
- **Bites** if required
- **Which practice** the case is for, if you are a multi-practice dentist

Please send any gold service scans before 11am so we can ensure your appliance will be back with you the following day.

### Need help connecting your scanner?

**Phone:** 01202 486113

**WhatsApp:** 07307 858772

**Email:** [scan@bridgedentallab.com](mailto:scan@bridgedentallab.com)

**Web:** [bridgedentallab.co.uk](http://bridgedentallab.co.uk)

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**We accept scans from all major scanners with no extra fees — free 3D printed models with every appliance order.**

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**Bridge Dental Laboratory Ltd**

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