# How to find your serial number and firmware versions.

In order to get you the support you need, our technicians will require the serial number and firmware version of your equipment. This document will help you identify where to obtain this information. Find your Planmeca equipment in this document and follow the instructions. If you aren't able to identify your serial number or firmware versions, no worries. Our technical support staff will help you find it during your appointment.

#### Planmeca ProMax®

The Planmeca ProMax<sup>®</sup> with Color GUI firmware can be found by turning the machine off and on by the green button located at the back of the machine.



The Planmeca ProMax<sup>®</sup> with Planmeca ProTouch<sup>™</sup> unit and GUI firmware can be found by entering the 'Wrench' menu, selecting the 'About' tab, then selecting 'Component Infomation'.



The Planmeca ProMax<sup>®</sup> serial number can be found on this label at the base of the column.



### Planmeca Viso<sup>™</sup>

The Planmeca Viso<sup>™</sup> with Planmeca ProTouch<sup>™</sup>, unit and ProTouch firmware as well as unit serial number, can be found by entering the 'Wrench' menu, selecting the 'About' tab, and then selecting 'Component Information'.







## Planmeca Proline<sup>™</sup> XC

The Planmeca Proline<sup>™</sup> XC firmware version can be found by turning the machine off and on by the white switch located behind the GUI touchscreen.

PLANMECA PCCUJ SHI Keyboard SHI 1.4.1.07 5.63 The Planmeca Proline<sup>™</sup> XC serial number can be found on this label at the base of the column.



#### Planmeca ProOne®

The Planmeca ProOne<sup>®</sup> firmware version can be found by turning the machine off and on by the black switch located at the back of the machine.

The Planmeca ProOne<sup>®</sup> serial number can be found on this label at the base of the column.







#### Planmeca ProSensor® and Planmeca ProSensor® HD

To find the control box firmware version, start an exposure with your Planmeca ProSensor. Cancel the exposure once it is waiting for Ready and open DIDAPI Configuration by going to your Windows Start Menu and scrolling down to the PLANMECA program folder, and selecting DIDAP CONFIGURATION. In the resulting window, click on the LOG box, then click OPEN DIDAPI LOG. The firmware version can be found on the line in the log file that says PROSENSOR control box version.



The Planmeca ProSensor<sup>®</sup> Control Box serial number can be found on the back of the control box underneath the wall mounting plate.





The serial number for the Planmeca PlanMill<sup>®</sup> units can be found by pressing on the raised horizonal lines on the lower front panel of mill. This will open the panel and the serial number is inside.



# **CAD/CAM Planmeca Emerald<sup>™</sup> and Planmeca PlanScan<sup>®</sup> wands**

The serial number of your digital intraoral scanner is located on the bottom of the unit.



