

Unitek™ Treatment Management Portal | TMP

Frequently Asked Questions

1. Are there recommended computer hardware and software requirements for Unitek™ Treatment Management Portal | TMP?

Yes, the recommended specifications are identified in the table below.

	Minimum Requirements	Recommended
Processor	Intel® or AMD 1.6 GHz single-core or faster; 32-bit(x86)	Intel® Core i7 2GHz 4-core or faster (64-bit)
RAM	1 GB (32-bit) or 2 GB (64-bit)	2 GB (32-bit) or 4 GB (64-bit)
Hard Drive	1 GB for installation and 10 GB Free Space, 5400 RPM	20 GB Free Space, 7200 RPM
Graphics Card	Onboard graphics card with 256 MB Memory that supports DirectX 9 with WDDM 1.0 or higher driver	Dedicated GPU with 1 GB that supports DirectX 11
Display	1024x768	1920x1200
Operating System	Windows 7 32-bit	Windows® 7 Professional 64-bit or Windows 8.1 Pro or Enterprise 64-bit
Service Pack	Windows 7 Service Pack 1	Windows 7 Service Pack 1
Connectivity	Broadband Internet connection 1.5 MB/sec	Broadband Internet connection 10 MB/sec

2. Can I install Unitek TMP on a Mac® computer?

Yes, with the use of a Windows® emulator such as VMware® Fusion® or Parallels®.

3. How do I get started with Unitek TMP?

The latest version of the software can be downloaded from the Unitek TMP website at www.3MUnitek.com/TMP.

4. How can I install the Unitek TMP on my own?

To install the software, double click the .exe file from the download. Customers are recommended to install the software on computers that best fit their practice needs. The installation process is straight forward with easy-to-follow installation wizard prompts.

5. How do I determine if I have the most current version of Unitek TMP?

For Window® XP computers, select START, All Programs, the 3M Unitek folder, the Unitek TMP folder and Check for Update.

6. How do I set up an account?

Call customer service at 1-800-401-3001, Option 4, to receive login information and directions on next steps.

7. Will my current Unitek TMP username and password still work with the latest version of Unitek TMP?

Yes, the same login information (username/password) used for previous versions of Unitek TMP will be used for the latest version of Unitek TMP. The same login and password is used for every computer where the customer installs Unitek TMP.

8. What happens if I forget my password or username?

For your username call 1-800-401-3001, Option 1, Option 1. For passwords, select the “forgot password” link at the initial login screen. A new password will be emailed to the email address on file.

9. What will happen to the patient data for current customers after a software update?

Patient data, orders, and measurement data are not affected by software updates.

10. Will Dolphin Practice Management or OrthoTrac Practice Management software integrate with latest version of Unitek TMP?

Yes, the Dolphin Practice Management link will automatically set up during the installation of the software.

OrthoTrac software is also compatible, but the link is not automatic. Doctors should contact OrthoTrac customer service.

U.S.: 1-800-944-6365 Canada: 1-800-933-8031

11. What training is available?

There are multiple sources available to answer questions.

- Within the software, the help guide discusses in more detail how to use specific tools that Unitek TMP software offers. To access the help guide, click “Help” in the Unitek TMP toolbar.
- Visit 3MUnitekTraining.com and select the Unitek Digital Workflow for Custom Appliance Systems webinar. Dr. Gus Horsey discusses how digital solutions enable him to streamline his treatment planning and setup review for customized lingual appliances. Technical Services Engineer, Michael Colter, from 3M Unitek, demonstrates how you can use the innovative features of the new software for clinical planning and analysis.

12. What do the red exclamation marks mean on the Patients or Orders tab in Unitek™ Treatment Management Portal | TMP?

The red exclamation marks act as an alert. When you see an exclamation mark on a case, it means that the case requires attention.

Unitek™ Treatment Management Portal | TMP Frequently Asked Questions *(Continued)*

- 13. How do I use the measurement and analysis tools?**
For detailed descriptions of how to use the measurement and analysis tools, please refer to the Software Help Guide, found in the Help Drop Down Menu - Tools; Measurements Chapter. For the latest new tools refer to Tech Tip videos at 3MUnitek.com/TMP.
- 14. Does 3M Unitek accept intraoral scans for digital model and Incognito™ Appliance System orders?**
Yes, 3M Unitek now accepts intraoral scans from both the 3M True Definition Scanner and the iTero® Intraoral scanner (Align Technologies). For further information concerning intraoral scans, please contact 3M Unitek at 1-800-265-1943.
- 15. I have a technical question about the software that the video and the software help file document did not answer. Who can I contact?**
Please contact Technical Service at 1-800-401-3001, Option 1, Option 1.
- 16. How do I get shipping supplies?**
Call customer service at 1-800-401-3001, Option 4, to request shipping supplies.
- 17. Who can I contact with questions about my orders?**
For Digital Model order information, call 1-800-401-3001, Option 1, Option 2. For Incognito Appliance System order questions, call 1-800-401-3001, Option 2. Assistance at these numbers is available 7:30 a.m. to 4:30 p.m. PT, M-F.

Full Case Digital Setup Lab Frequently Asked Questions

- 1. Can I get my original impressions returned to me?**
No, 3M Unitek found that most doctors do not require, nor want, their original impressions. 3M Unitek will no longer return original impressions.
- 2. Can I send impressions in metal trays?**
Yes, but since 3M Unitek is no longer returning original impressions, trays are not returned. 3M Unitek recommends utilizing a disposable tray.
- 3. What if a tooth was not captured completely in the impression?**
Ideally, a new impression would be taken for maximum accuracy. In cases where a single tooth is not captured completely, it may be possible for 3M Unitek to compile two impressions digitally. This should be requested when the case is submitted.
- 4. Is the new digital setup as accurate as the original physical setup?**
Yes, 3M Unitek has done exhaustive testing to ensure that the digital setup is as accurate as the physical setup.
- 5. Am I able to manipulate the teeth in the new digital setup?**
No, the Incognito Appliance is a customized, system-based appliance involving bracket design, straight wire plane, and custom slot. As soon as one element of the system is changed, the whole system is compromised.
- 6. Can I get a malocclusion or setup model if it is required at some later time period?**
Physical malocclusion and setup models are only available if requested at the time of order submission.
- 7. How can I visualize the root/crown angulation?**
Use of the overlay tool allows for visualization of the angulation of the root/crown before and after the setup.
- 8. Why does the model move slowly?**
There are several factors that influence the speed of the software. Please refer to the Help Guide for more information on speeding up software features.
- 9. How can I visualize gingiva on the digital setup?**
A representation of gingival can be viewed by overlaying the malocclusion model onto the setup model.
- 10. Is an occlusal map available?**
An occlusal map is included in the latest version of Unitek TMP. You must choose "Calculate" on the occlusal map menu to view the occlusal map.



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Outside these areas, contact your local representative.

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