

3Shape Unite

Frequently Asked Questions

Updated 20-10-2021



What is 3Shape Unite?

3Shape Unite is the next generation of 3Shape platform for dental clinics. It's an open platform that brings world-leading dental companies, dental solutions, and labs together, enabling dentist to manage all their cases with choice and ease - from 3Shape TRIOS scan to treatment completion.

Will 3Shape Unite replace Dental Desktop or will they co-exist?

3Shape Unite will be an upgrade to 3Shape Dental Desktop, and will therefore replace the current Dental Desktop software. Both 3Shape Unite and 3Shape Dental Desktop will co-exist in the market until all users have upgraded to 3Shape Unite. At some point Dental Desktop will no longer be supported.

What is the Unite Store?

The Unite Store is where a user of Unite can navigate and explore the open ecosystem of products and services that is integrated with 3Shape Unite.

Are there features of Dental Desktop that will no longer be available on 3Shape Unite?

Everything you can do today in Dental Desktop will be available to you in Unite.

How will I be introduced to 3Shape Unite?

3Shape Unite includes information in the software, which explains the main new features and how to use these. In addition, online training materials are available at our 3Shape Online Academy.

How do I upgrade to Unite?

Once available in your region, a simple software update within your current Dental Desktop will become available, and you simply install it.

Where do I find training material on how to use 3Shape Unite?

3Shape Unite includes Help Center with information on usage, and a user manual is included within the software. On our 3Shape Youtube channel learning and training videos are also available.

How much time does the update take?

The upgrade time is dependent on the technical setup and your internet connection - usually an upgrade takes 1-2 hours.

Do I need a new 3Shape dongle for Unite?

No, you will continue to use the dongle you already have.

Do I need to be a TRIOS Care customer to get 3Shape Unite?

No. TRIOS Only and TRIOS Care are service offerings, for our TRIOS scanners and 3Shape Unite is available to both.

Are there any cost associated with 3Shape Unite?

No, there is no additional cost to upgrade or use 3Shape Unite. The upgrade is completely free.

Will 3Shape Unite replace 3Shape Communicate or will they co-exist?

3Shape Communicate is still the backbone of 3Shape's order exchange and communication services between clinics and labs around the world. 3Shape Unite and Communicate will therefore co-exist. Several features such as how you connect with labs, how you interact with labs and get order progress information from your lab have been improved and are now manageable from within 3Shape Unite.

What will happen to my current lab connections when updating to 3Shape Unite?

Your existing lab connections will be synced automatically and appear as a lab in the Unite Store.