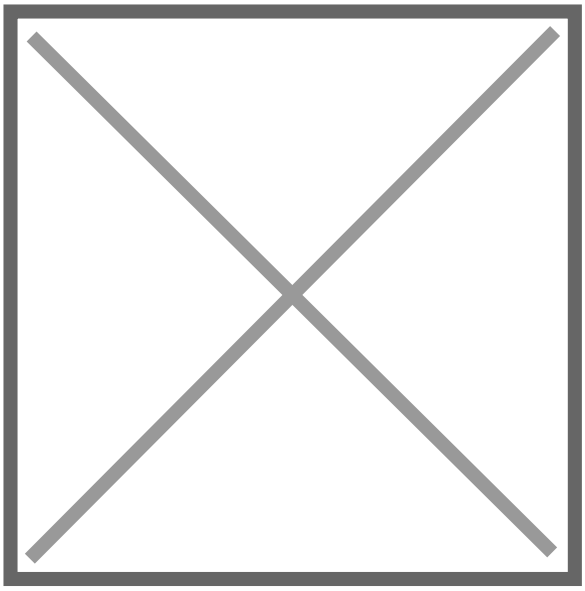
65.023 R4: Mouthwatch Intraoral camera setup for Carestream Dental - white screen



Docs

Document Control

Document Name	65.023 R4: Mouthwatch Intraoral camera setup for Carestream Dental - white screen		
Version	v1.0 Current		
Author	Neil Tancock, IT Services (Safeharbour Support Ltd), neil@safeharboursupport.com		
Approval	Safeharbour Support		
Approval date	01-JAN-2025	**Review date**	31-DEC-2027
Absract	Sometimes a Windows update will knock out the ability for Kodak Imaging to pick up the video feed from a Mouthwatch camera and you get a white screen.		
Scope	This document applies to all clients of Safeharbour Support Ltd		
Inputs	None		

Outputs	None

Change Control

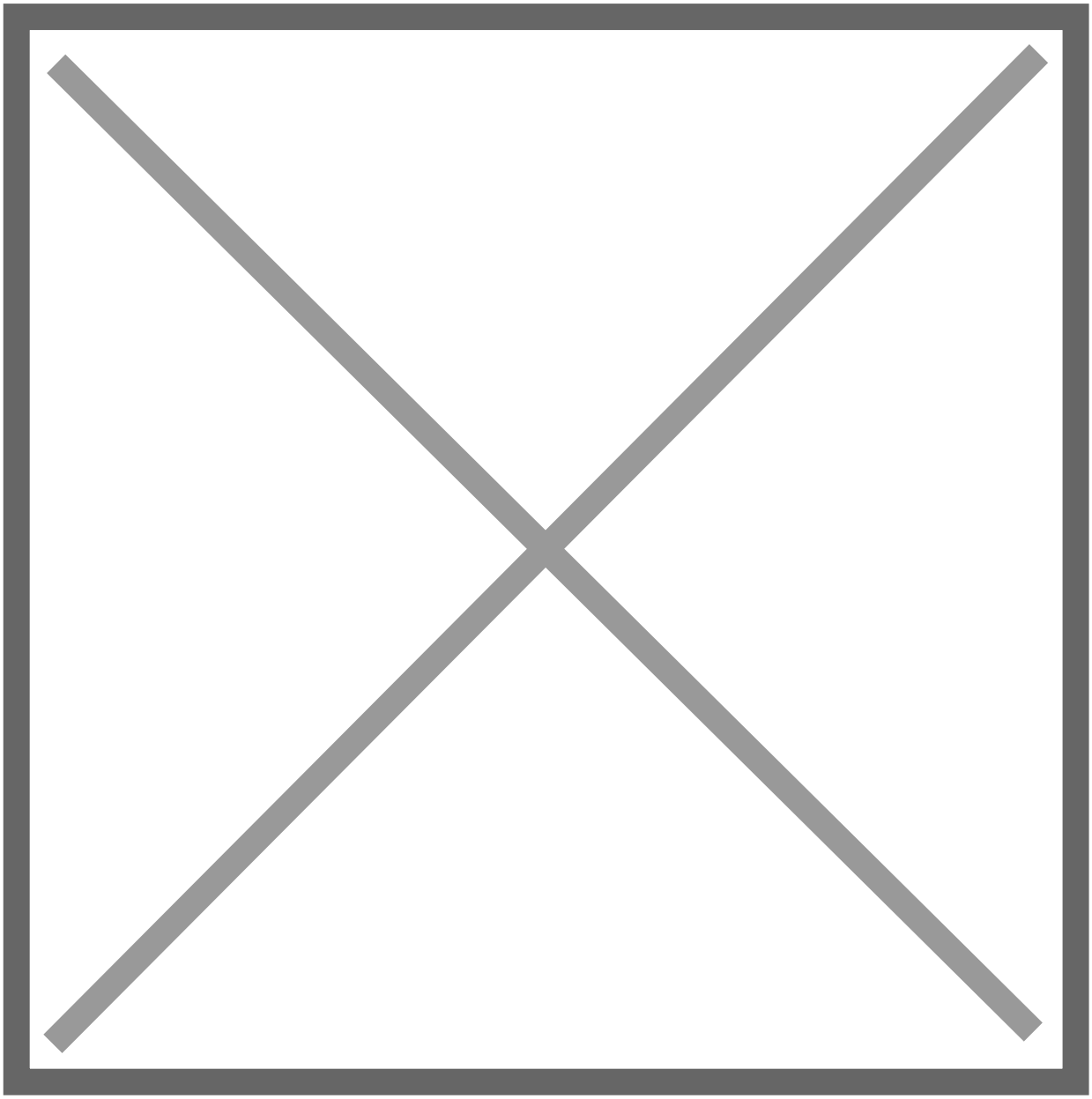
Date	Author	Version	Change
02-DEC-2024	Neil Tancock	0.0	First version
01-JAN-2025	Neil Tancock	1.0	Approved

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Sometimes a Windows update will knock out the ability for Kodak Imaging to pick up the video feed from a Mouthwatch camera and you get a white screen.

To fix this, you need to apply a registry update to windows:

- Open File Explorer and browse to "C:\Program Files (x86)\MouthWatch Capture\Files\Dentrix Image Fixes"



- If you are on a x64 machine, double click on whitescreenfix_x64.reg and confirm the registry update
- If you are on a x86 machine, double click on whitescreenfix_x86.reg and confirm the registry update

That's it! The video preview should now be working.

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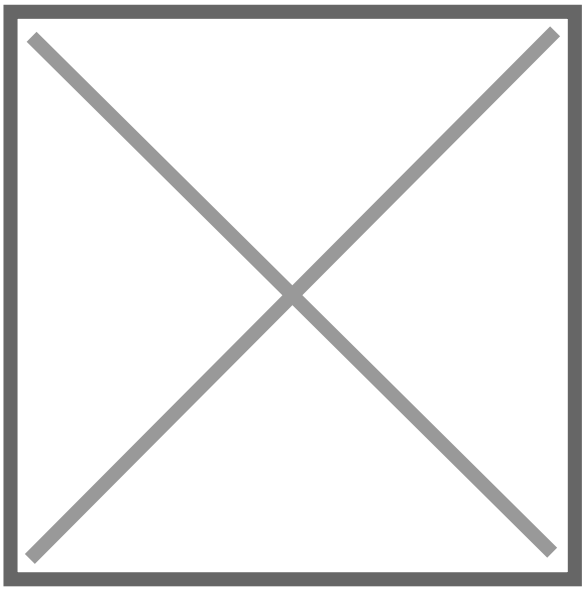
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You can email us at hub@safeharboursupport.com

You can chat & Collaborate with us at https://kite.wildix.com/nc-a12/3001

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