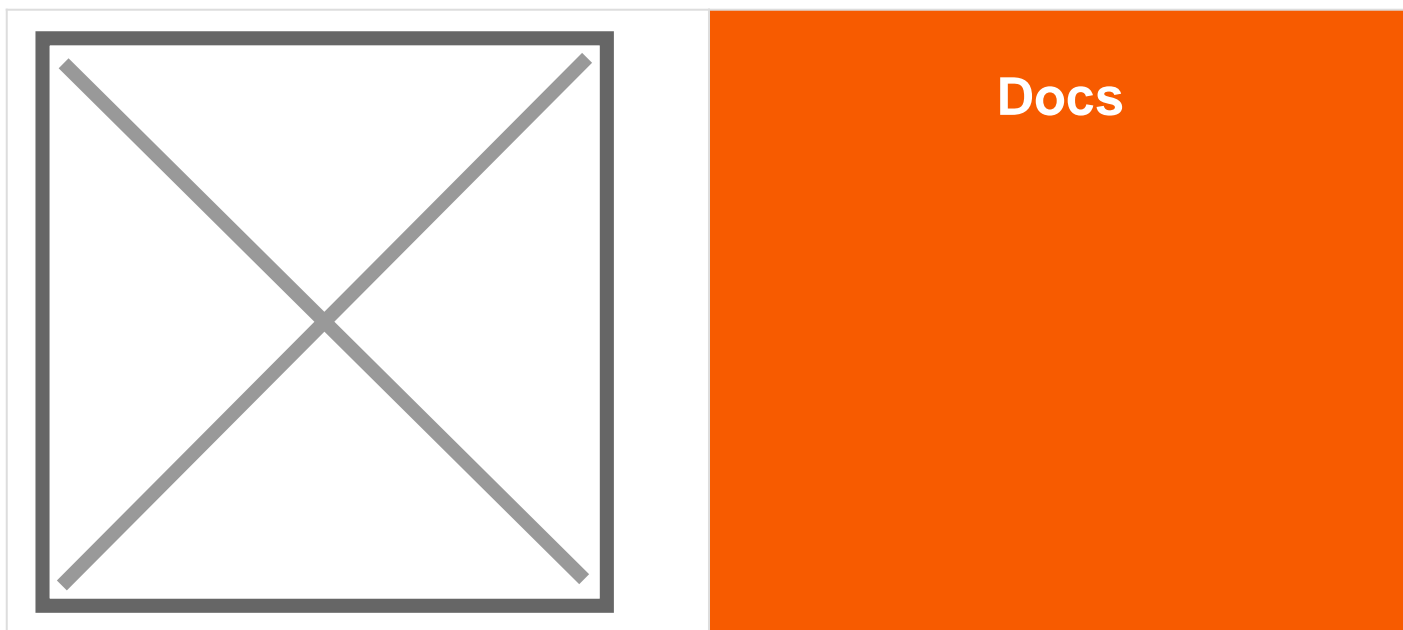


# 65.023 R4: Mouthwatch Intraoral camera setup for Carestream Dental - white screen



## Document Control

<b>Document Name</b>	65.023 R4: Mouthwatch Intraoral camera setup for Carestream Dental - white screen		
<b>Version</b>	v1.0 Current		
<b>Author</b>	Neil Tancock, IT Services (Safeharbour Support Ltd), <a href="mailto:neil@safeharboursupport.com">neil@safeharboursupport.com</a>		
<b>Approval</b>	Safeharbour Support		
<b>Approval date</b>	01-JAN-2025	<b>Review date</b>	31-DEC-2027
<b>Absract</b>	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.		
<b>Scope</b>	This document applies to all clients of Safeharbour Support Ltd		
<b>Inputs</b>	None		
<b>Outputs</b>	None		

## Change Control

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

-----<START OF DOCUMENT>-----

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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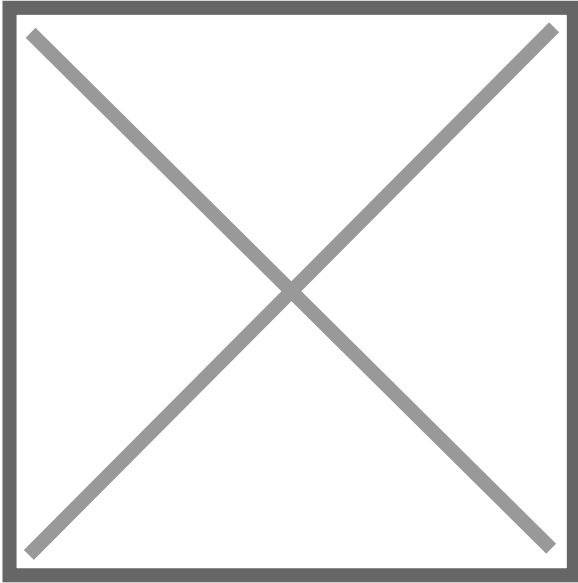
[Need help? Get in touch!](#)

You can call us on [01752 373000](tel:01752373000), option 2 or, if you are on Number Club, just call extension 3001

You can email us at [hub@safeharboursupport.com](mailto:hub@safeharboursupport.com)

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

You can Whatsapp us right here: <https://wa.me/441752373000>



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