

TDO Comms Update v3.2.57

1063 [TDO KB](#) July 22, 2026 [TDO software](#) 409

We're rolling out several updates to Comms, including a redesigned automations experience, more precise message targeting, a new registration token, and a handful of bug fixes on July 23, 2026.

Automations have a fresh new look—and a powerful new capability. You can now filter automations by appointment type, so your automated SMS messages go out exactly where you want them.

"Appointment type" refers to the appointment types you've already configured in TDO12 under Setup > Program Setup > Appointment Setup. Comms automatically loads your appointment names, so you simply choose which ones should trigger automated messages.

Appointment Set Up

Appointment Set Up

Name	Appt Type
▶ 18 month recall	Check
Cancelled	Cancelled
Check	Check
Complete	Working - Complete
Consult	Consult
Consult&PossStart	Working - Start
Consult&Start	Working - Start
Dowel	Working - Start & Complete
El Cancel	Cancelled
GW	Consult
In	Block Schedule
lunch	Block Schedule
meeting	Block Schedule
No Show	No Show
Out	Block Schedule
Recall	Recall
Rescheduled	Rescheduled
Rois1	Working - Start
RoisTest1	Block Schedule
Start	Working - Start
Start&Complete	Working - Start & Complete
Surgery	Surgery
TDO Live Consult	Consult
*	

Select The Colors For '18 month recall' Type

Taskbar Color: Appointment Text

Foreground Color

Background Color

☒ Overwrite background with color per doctor

Record: 14 1 of 23 No Filter Search

How to use it:

- Expand any automation and use the **Appointment Type selector** under *Delivery* to choose one or more types (e.g., Consult, Surgery, Cleaning, Recall).
- Leave the selector empty to send to **all appointment types**—this is the default.

The screenshot shows the 'Send Automated Messages' interface. At the top, there's a '+ Add Automation' button. Below it is a list of automation rules:

- ☐ **New Patient Appointment** 1 Days before · 7am–9pm · PST · All appointment types
- ☐ **Patient Appointment** 1 Days before · 8am–8pm · PST · All appointment types
- ☐ **Patient Appointment Confirmed** 6 Days before · 7:26am–9:26pm · PST · All appointment types
- ☐ **Patient Appointment Confirmed** 1 Days before · 7am–8pm · PST · All appointment types
- ☐ **Patient Appointment Unconfirmed** 1 Days before · 6am–9pm · PST · Consult, Recall
- ☒ **Patient Appointment Unconfirmed** ENABLED 1 Days before · 5am–5pm · PST · All appointment types

The selected rule is expanded, showing its configuration:

TRIGGER	SCHEDULE	DELIVERY
Automation Type Patient Appointment Unconfirmed	Event Send Before* 05:00 AM	Template* Appointment Confirmation 2
Time Before* 1	Event Send After* 05:00 PM	Appointment Type
Increment Days	Time Zone PST	
	Allowed Days Sunday, Monday, Tuesday, Wednesday, Thursday, Friday, Saturday	

At the bottom right, there are 'Cancel' and 'Save' buttons.

Available on: New Patient Appointment, Patient Appointment, Confirmed, and Unconfirmed automations.

This lets you tailor your messaging with far more precision. For example, you can send automated messages for **confirmed consult appointments** and a completely different message for **confirmed surgery appointments**.

New Token: Infograbber Registration Code

A new token, <<Format_PatientRegistrationCode:Default>>, automatically generates a patient registration code and patient registration link for the patient you're messaging.

You'll notice the token ends with *:Default*. This refers to the form preset used to generate the code. You can replace Default with the name of any Infograbber form configuration you've set up for your patients.

For more on setting up form presets, see [Infograbber Form Presets](#).

Bug Fixes

- Fix for <<TotalOwed>> resolved slowness when calculating this token,
- Fix for patients with balance query being slow.
- Fix for Australian users Date time format to be day/month/year.
- added better error handling if a SMS message does not go through

Date: 7/9/26, 9:45 AM
From: TDOxComm
To: V3.2.50 Test (8585682135)

Archive Mark Unread Send to Notes Action

tttttggggg

 Failed to deliver

Error with MessageID: c47595bb-fb12-48b4-a5ed-1752559eaa44 - Attempt to send to unsubscribed recipient :

TDOxComm - 7/8/26, 10:00 AM - Waiting For Reply

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