Carestream - CBCT - sync from disk

871 TDOKB1 November 21, 2025 CBCT 7.49K

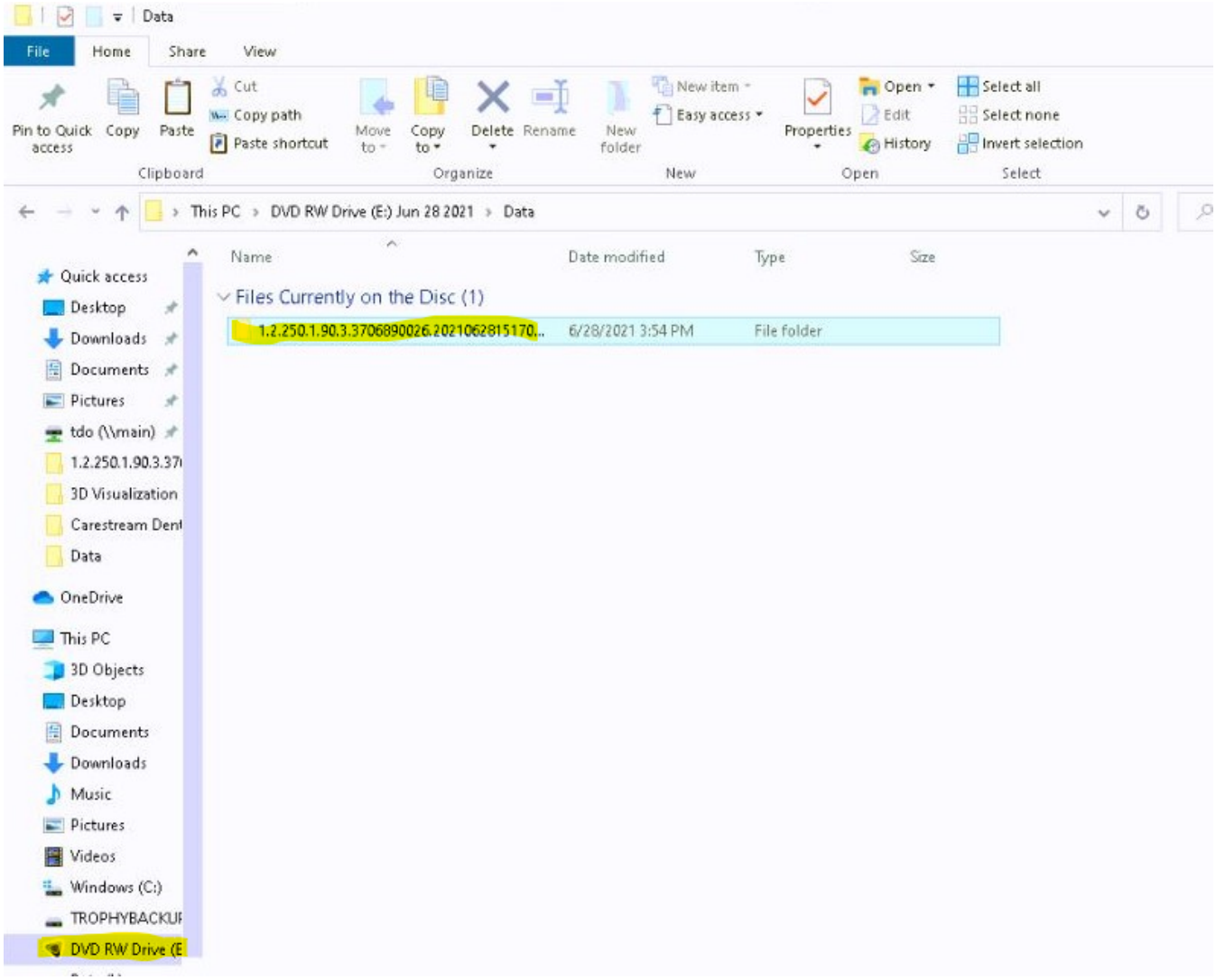
Overview

When a referring or general Dentist sends over a patient's CBCT scan via a DVD/CD, there is a way to sync this image into the patient's chart.

Detailed Instructions

How to accomplish this task:

- Have the office insert the disk into a workstation that can open 3D scans
- Locate the drive where the disk is inserted and look for a DataXXXXXXXXX… folder
    - The Disk in File Explorer should be located in "This PC"
    - The patient's folder will not be listed as a "VOL_1"; we will need to rename it later



The contents of the disk will need to include DICOM file types and the file names to be 3DSlices for the sync process to work.

- Open a second File Explorer window and navigate to where the 3D scans are located. Check for the patient's ID folder. If it doesn't exist, create a new folder.
    - If you are unsure where the Volumes are stored, you can check in your TDO.
        - Setup> Site Configuration> Device Configurations
            - Older Versions of TDO 12.320b and lower may be located in the Edit Control Table
- Copy the data folder from the disk, and paste it into the patient's ID folder where the volumes are stored
- Rename the folder that was just pasted from DataXXXXXXX….. folder to VOL_1 or to the next number folder if that one already exists.
- Use the CBCT Syncer to sync the scan into the patient's chart from their C:\Program Files(x86)\TDOffice\Utilities or C:\Program Files\TDOffice\Utilities.
- Open the patient's organizer to check that the scan is there, and click on it to make sure it opens
- If the 3D thumbnail does not show in the image organizer, try renaming the folder VOL_1 to VOL_2 and then re-run the CBCTsyncer tool

Note: TDO Support is happy to help with these steps if you need additional assistance

Online URL: https://kb.tdo4endo.com/article.php?id=871