[G4] Gentlewave - integration setup

920 TDOKB2 September 2, 2025 Gentlewave 8.79K

Overview

This article will show you how to integrate your GentleWave unit(s) with TDO. By doing so, you will be able to view a log of procedures performed with your GentleWave unit(s).

Note: Please note this integration is only available in TDO 12.275a and newer and GentleWave software version 3.10:2485-1534 or later.

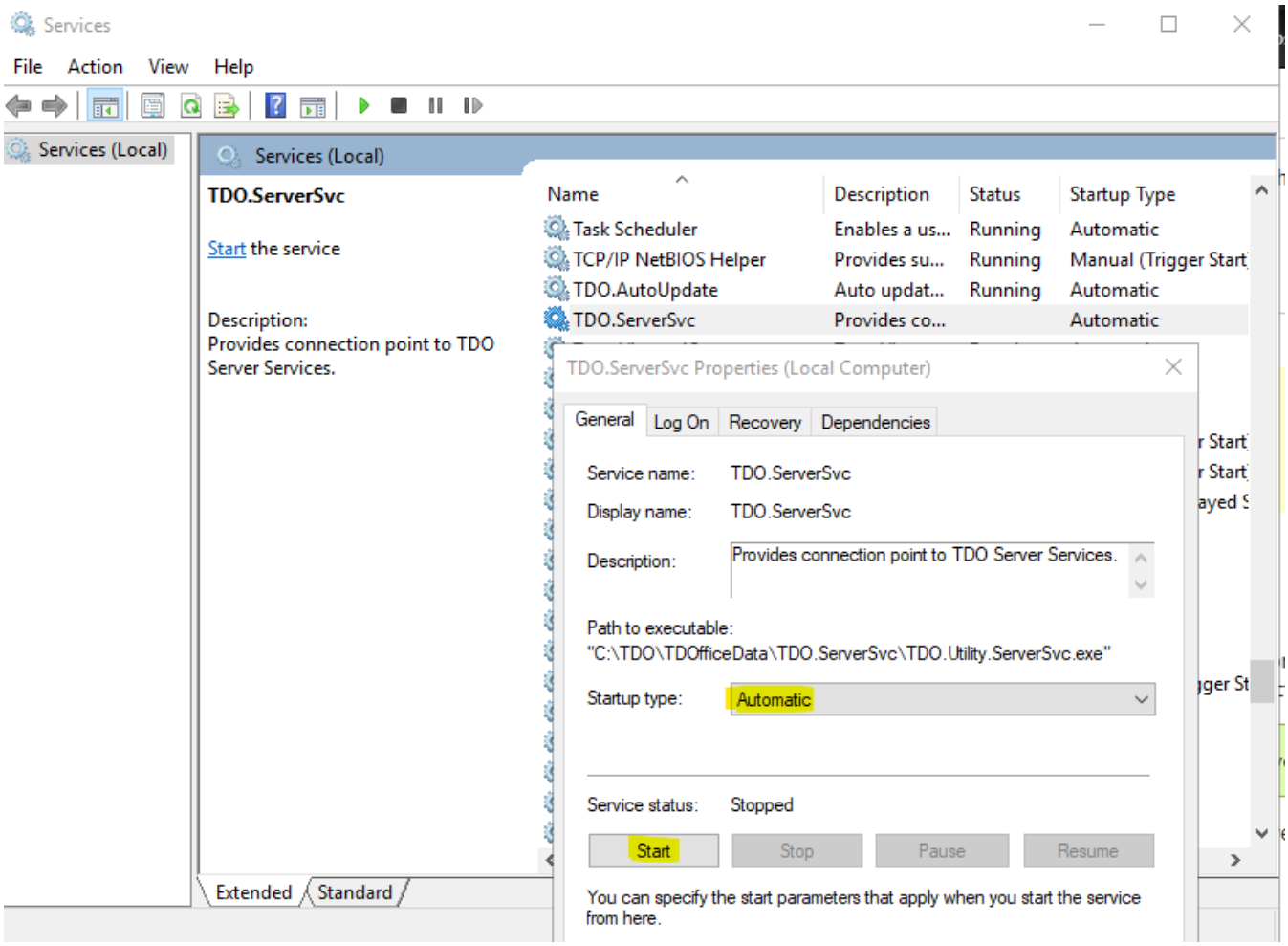
Note: While the Server Setup is the same for both generations, the steps to connect the console will be different for the older G3 GentleWave units. For the G3, please see GentleWave Integration Setup for G3

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Server Setup

In order for the integration to work, the GentleWave must be able to send information to your TDO server. To make this possible, a service called 'TDO.ServerSvc' runs on your server, 'listening' for output from the GentleWave. To check if this service is running, go to **Control Panel > Administrative Tools > Services**, look for 'TDO.ServerSvc' and make sure it is Running and its Startup Type is set to Automatic.

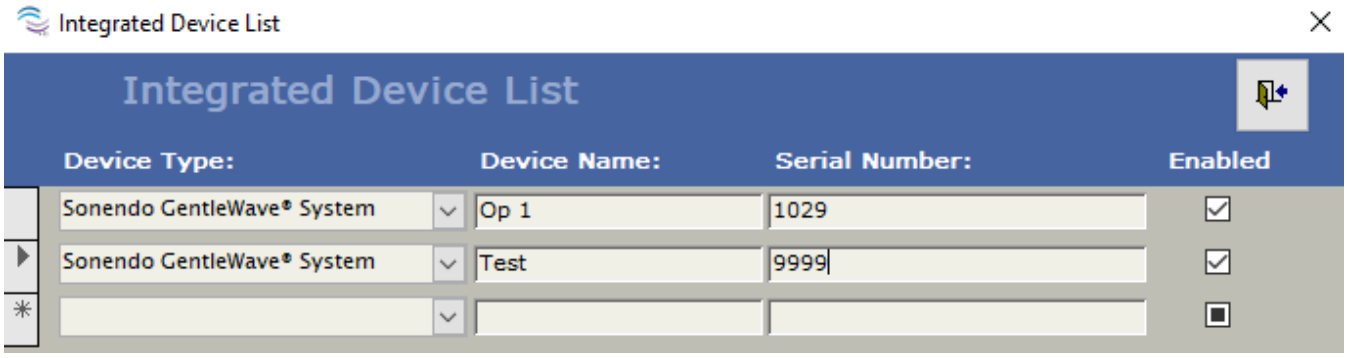


If you don't see TDO.ServerSvc at all, you'll need to install it by running TDOfficeData\TDO.ServerSvc\InstallServerSvc.bat as Administrator.

Note: The InstallServerSvc.bat file must be run on the local drive where TDO is installed on the server. It cannot be run from a mapped drive.

NOTE: You **must also** open port 8739 to inbound and outbound traffic in Windows Firewall. To do this, Open Firewall defender> Advanced Settings> Inbound and outbound (create a new rule for both> New rule> port> TCP and port 8739> ALLOW CONNECTION> all three checked DOMAIN PRIVATE and PUBLIC> Name: GentleWave Port, and Description: Firewall port

Log into TDO and open **Setup > Site Configuration > Edit Control Table > Application Settings**. Click on **Integrated Devices**. Enter a Device name (e.g. GW1234, GWOP1) and serial number for your GentleWave(s) as shown below, Make sure the **Enabled** checkbox is checked, then close the window to save. If you are unable to access this window, please contact support.

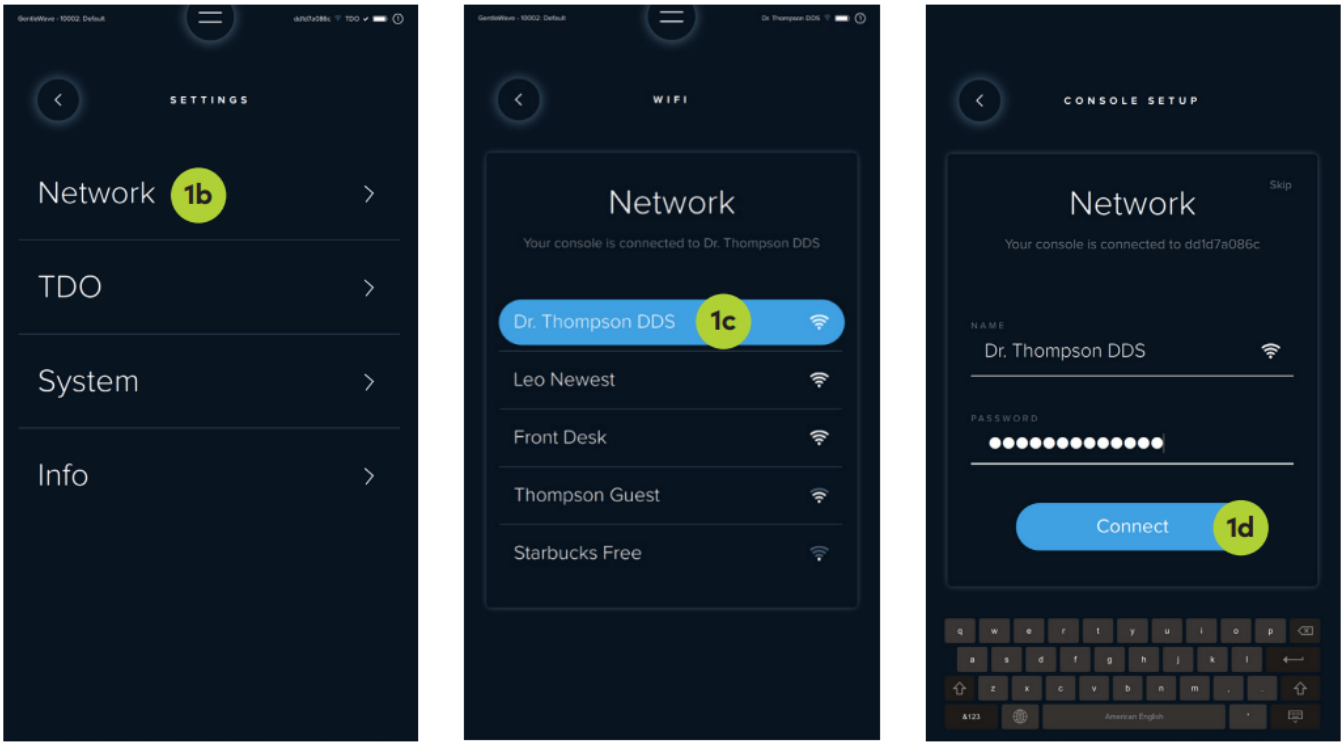


Console Setup

Step 1: Connect the GentleWave System to Wi-Fi to allow a communication with TDO Software

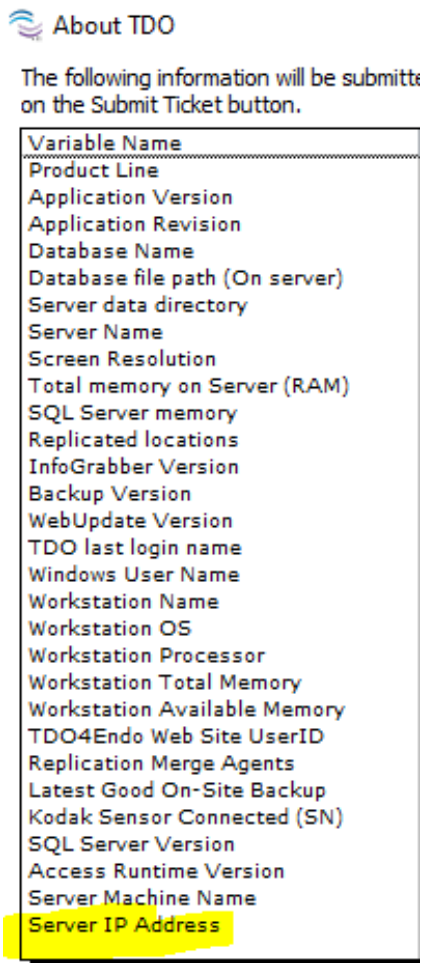
a. You must have a wireless network that is connected to your existing office network and able to access the TDO server (Our recommendation is to avoid a guest network)
b. Under the **Settings** menu, press Network
c. Press **View Networks**, select the network name and type in network password
d. Press **Connect**

Note: If you're unable to connect, contact your IT personnel and ensure your router has 2.4 or 5GHz and 20MHz channels enabled

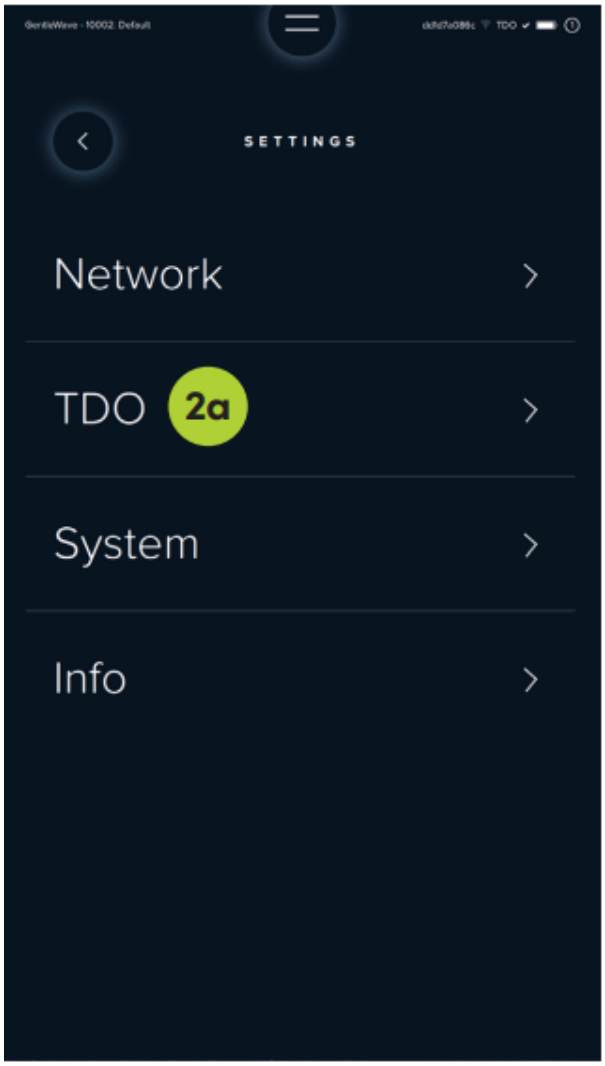


Step 2: Enable TDO Connection

a. Once the system is connected to Wi-Fi, under the Settings menu, press **TDO**
b. Input the IP/Hostname, which can be found in your TDO by going to **Help > About TDO/Submit Ticket**



c. One you're certain the IP Address is correct, Press **Activate** on the console to enable TDO





Your GentleWave should now be connected to TDO!

If the console still displays Unregistered, check that you have correctly entered the GentleWave serial number in the TDO Control Table.

Additional Information

- You may have connected your GentleWave to TDO but are noticing intermittent/persistent connection problems (procedures not logged properly in TDO, etc.). If this is the case, you may need to troubleshoot the WiFi connection of your GentleWave console.
- Because the WiFi antenna on the console is directional, this can be as simple as changing the orientation of the console (pointing the screen of the console towards the nearest access point).
- If this doesn't work, you may try moving the console closer to the nearest access

point or expanding your network of access points so that there is an access point nearer to the intended location of the console.

- Structural walls (especially leaded operatory walls) can block the WiFi signal, so putting the GentleWave console against one or more walls may cause connection problems.
- The G4 Gentlewave will work with both 2.4GHz and 5GHz WiFi networks
- We recommend avoiding guest networks

References

Using the GentleWave with TDO: Using TDO with the GentleWave Procedure

Online URL: https://kb.tdo4endo.com/article.php?id=920