

Troubleshooting

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Please feel free to call support, we can text, voice or video call to troubleshoot for you.

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Or read the following for common issues.

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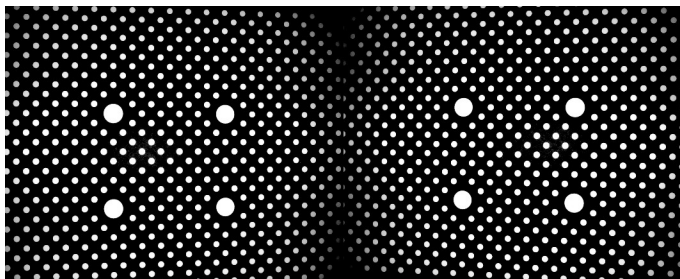
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FIRST TIME USER ERRORS TO AVOID

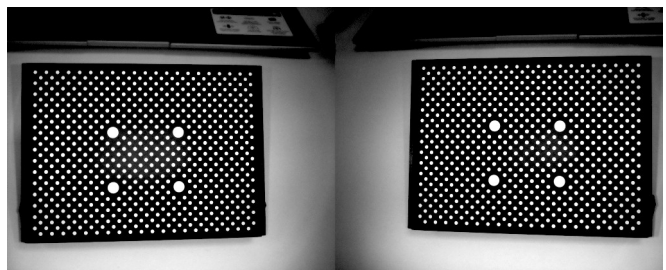
1). HOW TO DO A GOOD CALIBRATION

The calibration procedure is very important in order to obtain the best possible results.

This is the correct calibration distance



This is the wrong calibration distance



Its **OK** to let the small dots go off the screen, so long as the 4 big dots remain in shot in both cameras.

Scan radially, about +/- 30 degrees from the centre:



If an error message appears stating that calibration has failed, it is most likely due to insufficient diversification in the captured images. To resolve this, try performing the calibration with a greater angle to the left or right, as shown in the pictures above.

2). SCANNING POSTS UPSIDE DOWN

Posts must be the right way up for a lower jaw!



Posts must be upside down for an upper jaw!

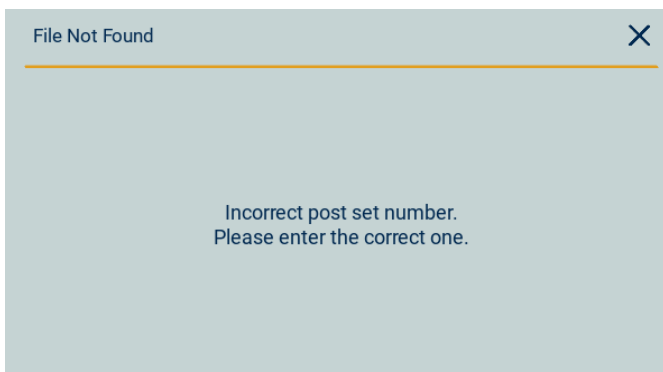


The scanner must see the posts in the expected orientation, else they will not be detected.

(If you want to detect an upper jaw from a model on your desk you can turn the camera upside down!)

3). POST SET NOT FOUND

If the post set is not found, check the packaging for the correct number.



If the set number is correct but the problem persists, update the post database on the scanner.

Using at least v2.0.23 of the software - go to **Settings** → **Update** and click **Update Calibration Plate and Post Databases** while the scanner is connected. Make sure that scanner's firmware is at least **v1.2.13**.

4). SCANNING FROM ABOVE



These posts will not be detected

If the posts are scanned from a steep angle they can not be seen, try to scan head on. This error is most common when scanning models on a desk.

5). SCANNING FROM TOO FAR OR TOO CLOSE, OR NOT GETTING A GOOD VIEW OF EACH POST.

The dot post scanning distance is similar to the calibration distance with about 7cm (~3 inches) between the front of the camera and the **front** post. There is only a few cm of range, so its important to practice finding this sweet spot naturally.

Remember: to capture a post, **both cameras must be able to see it at the same time**, and for a few frames.

Try to start the scan at a good distance, and with as many posts in view as possible, else the scan may not finish.

6). LEARN HOW TO MERGE SCANS, IN CASE YOUR PATIENTS MOUTH IS CROWDED.

If you have a patient with 5 or more implants to scan, you may be able to scan them in one go, but its worth knowing how to do 2 scans and merge – just in case the posts shadow each other too much. See our training video for a full run through.

7). SLOW COMPUTERS

Modern fast computer CPUs capture posts more quickly, probably 2-3 times faster than a good laptop from 4 years ago, and so can give you and your patient a better experience.

Our buying advice:

The number of “CPU cores” makes the most difference. Buy a laptop with at least 8 CPU cores, this could give you 2x faster scanning. 8+ cores are common on the fastest modern CPUs.

High performance GPUs are not advantageous for our software, but may help your intra-oral scanner.

Example: ASUS Vivobook Pro 15 M6500RE Laptop, AMD Ryzen 9 6900HX up to 4.9GHz, 16GB RAM, 1TB PCIe SSD, 15.6" Full HD IPS, NVIDIA GeForce RTX 3050 Ti, Windows 11 Home, Silver, (£900 from Ebuyer).

SCANNER POWER ISSUES

Turning on/off

Short push the on/off button to turn the scanner on.

- The green LED lights should come on during boot up.
- The LCD display should switch from black to green after 4 minutes. When the display is green the device has booted up and is ready to use.

Long push the on/off button to turn the scanner off.

Battery charge

This is the battery charge indicator:

- When the battery is full, 4 blue battery bars should be lit.
- If no blue bars show, the battery is flat or the scanner is switched off.
- During charging the number of battery bars lit will slowly increase.

If the battery is flat, the green LEDs may flicker, but the device will not start.



CALIBRATION IMAGE COLLECTION SLOW

Calibration image capture should take less than 40 seconds. If it is taking a lot longer than this, try:

- upgrading the software to at least v2.0.23 and firmware v1.2.13
- restarting the computer, or using USB mode rather than Wi-Fi.
- Make sure you do not have a double connection to the scanner (e.g. laptop WiFi and Dongle WiFi connected at the same time).


Slow image collection could hinder the scan later.

POSTS NOT DETECTED

Possible Reason	Remedy
Slow scanning speed	- Make sure the software version is at least 2.0.23 as this version introduced improvements in the scanning speed
Upper/ Lower jaw incorrectly selected - Our scanner system needs to know if the posts are upright (lower jaw) or upside down (upper jaw).	You must select upper or lower jaw scan correctly.
Post set number or calibration plate number incorrect. - Each post set is unique, and the software needs to know which set it is looking for. - Each calibration plate is unique also, and setting the number incorrectly will result in subtle errors.	Ensure the post set and calibration plate numbers are correctly setup in the software Settings.
Scan distance is incorrect - The scan distance is the most critical aspect of the scan.	Aim to scan with about 7cm from the front of the camera to the first post.
Some posts at the back of the mouth are eclipsed to the camera. - To detect a post the both cameras must be able to see the post at the same time. - Over the course of the scan 5 big dots must become visible on each post for a few frames.	1). Try to manoeuvre the camera to an angle where the post can be seen. 2). Do a "Merge" scan instead of trying to scan all posts at once. Scan 4 posts, then another 4 posts, and merge the scans together. The training video has more details.
Mangled scan data - If the scan has not completed after 2-3 minutes then it is likely that the scan will never complete.	- Exit the scan and retry. - Ensure the posts are dry. - Use less posts (e.g. 4 posts) and use a merge scan if more abutments are present.

WIFI DROPOUT ISSUES

If the scanner LCD shows “disconnected” and then goes again back to scanning mode, it is likely a WiFi dropout. The system will recover and you can carry on scanning, but it is a sign of an unstable WiFi connection.

Possible Reason	Remedy
Busy WiFi – many users on the same WiFi channel.	<p>Make sure you're in version 2.0.23 of the software and version 1.4.13 of the scanner's firmware.</p> <p>Go to Settings – Connection – Open WiFi Settings and click on “Search for the best WiFi Band”</p> <p>The scanner will perform the connection tests and it will recommend the best channel</p>
Very Busy WiFi – many users on a lot of WiFi channels (like at a conference).	Use USB.
Weak WiFi signal (the laptop is far from the scanner).	<p>- Put the laptop less than 3 metres from the scanner.</p>  <p>- Use a good WiFi dongle (the one on the right has an excellent antenna, the one on the left does not).</p>
Double WiFi connection	- Be sure to be connected to your scanner with EITHER the WiFi OR the laptop WiFi (not both).
Laptop CPU overloaded	<p>- Upgrade to the latest software (at least v2.0.23).</p> <p>- Please see our laptop buying guide.</p>
Firmware outdated	- Upgrade your firmware to at least v1.2.13
Not connecting through WiFi or USB	- Restart scanner and computer.