

Creality CR-Scan 01 3D Scanner Troubleshooting

1. The scanner installation file is corrupted

Here you can download the latest software: <https://www.crealitycloud.com/software-firmware/software?type=11>

2. I can not install the software.

- a) Check whether the computer memory is 8G and above, make sure the hard disk has enough storage space;
- b) Please allow the administrator permission to run the software, you can switch to an administrator account then log in to Windows;
- c) Disable antivirus software and reinstall CR Studio. If it still does not work, please uninstall the antivirus software and reinstall the CR Studio software;
- d) Make sure the software is installed under English directory (no special character);
- e) Make sure your computer meets below requirement;

System requirement:

Windows 10 and above, 64 bit

Mac OS Big Sur and above

Required hardware:

✧ Minimum:

CPU: i3 7th 2.0GHz or Equivalent, RAM: 8GB,
Graphics card: MX250 or Equivalent and above

✧ Recommended:

CPU: i7 8th 3.5GHz or Equivalent, RAM 16GB,
Graphics card: 1060 4GB or Equivalent and above

3. Why does it show “the scanner connect failed” in CR Studio?

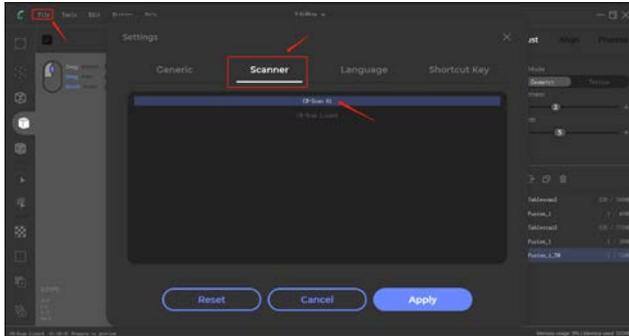
This issue may happen under different situations. Please kindly check below:

Hardware:

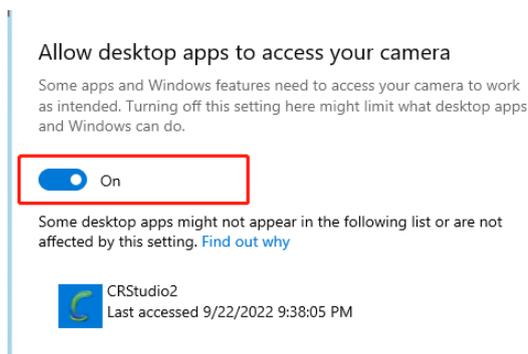
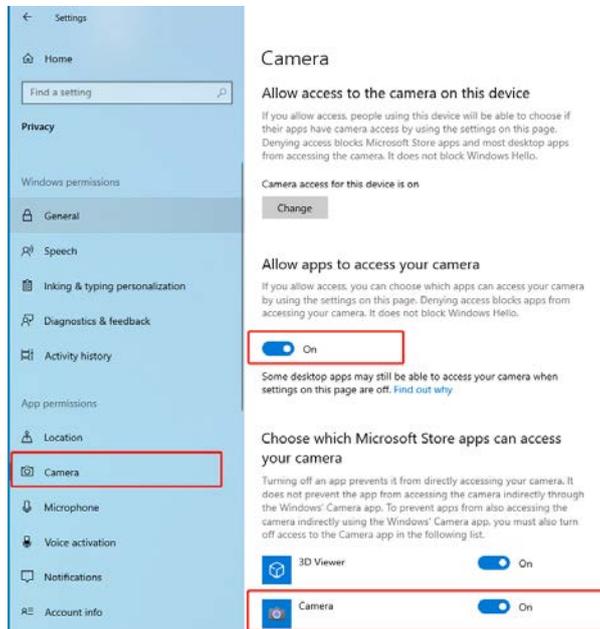
- a) Make sure the data cable and power cable plugged well (the scanner indicator will be on and you can hear the fan inside the scanner is running if the scanner is powered on). Plug in the data cable first then plug in the power cord. Close the software then open again.
- b) Make sure the scanner connects to **USB 3.0** interface port (usually blue), it is recommended to connect the scanner to the computer directly instead of using an USB hub;

Software:

- Please refer to the user manual and make sure the Calibration file has been imported;
- Make sure you select Scan 01 in CR Studio.



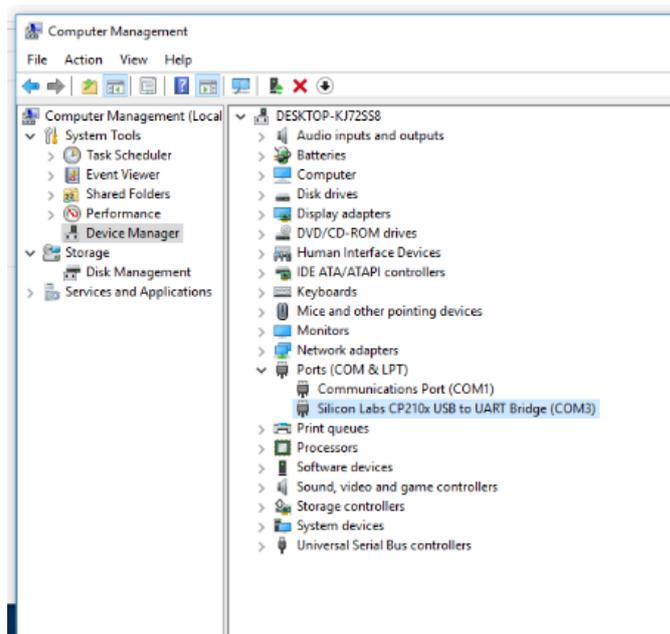
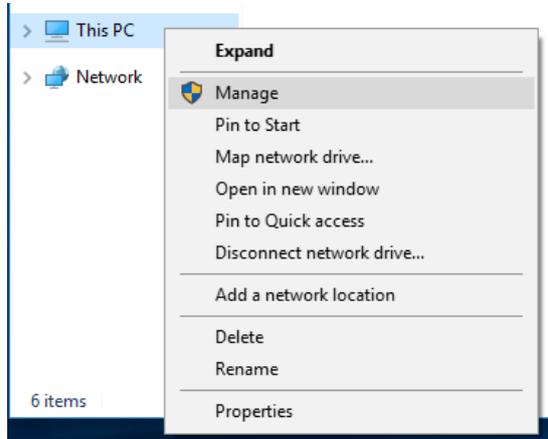
- Verify if the camera permission is enabled on your computer;



Drive:

- Disable antivirus software and reinstall CR Studio. If it still does not work, please uninstall the antivirus software and reinstall the CR Studio software;

- b) Make sure the port drive of cameras are installed well. Please go *This PC-Management Device Manage-Port (COM and LPT)* . If the port can not be found or recognized, please reinstall the drive CP210x_VCP_Windows.

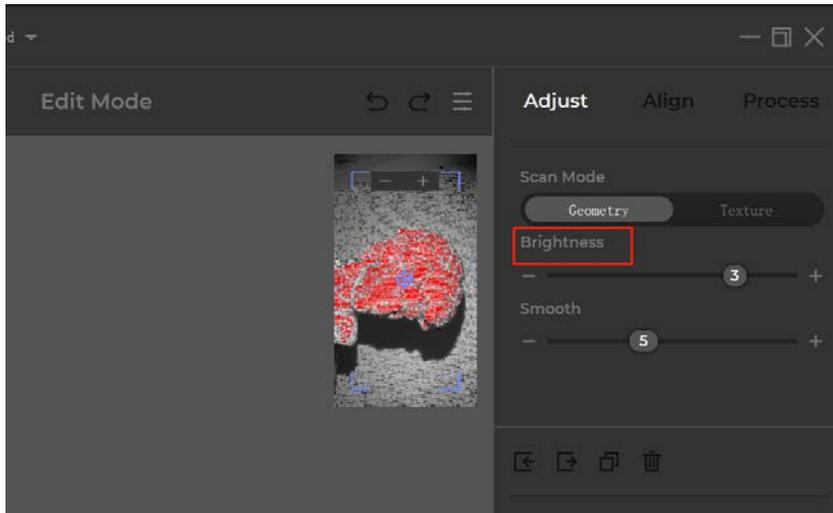


If Camera connection fails, device controller connected properly, please contact Creality Customer Service team.

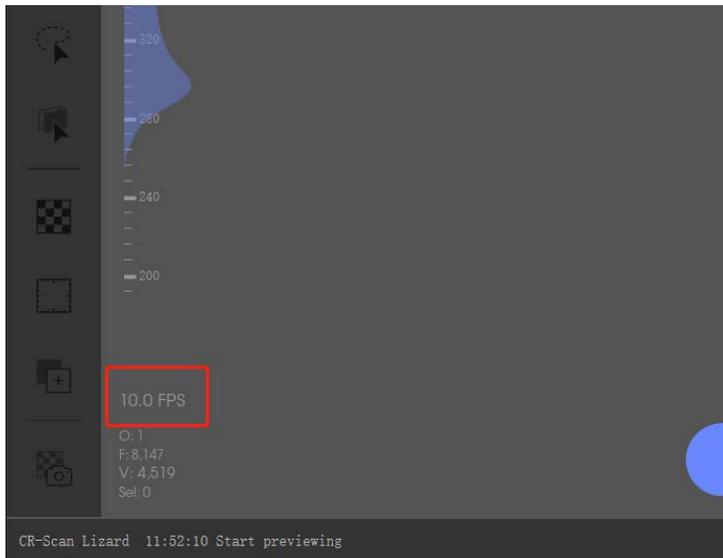
4. Objects cannot be scanned or are missing

- a) In the turntable mode: the distance between the scanner and the turntable is about 600mm-800mm; In the handheld mode: the distance between the scanner and the scanned object is about 700mm. Object size in turntable mode: 0.3-0.5m; in handheld mode: 0.3-2m;
- b) Make sure the material is NOT transparent, reflective, hollow, very thin. Regarding transparent and reflective objects, it is recommended to use scanning spray or dry shampoo before scanning. Hairs, furs, or similar tiny objects cannot be scanned either.

- c) Adjust the brightness bar in the top right corner, make sure the object is clear without much red points;



- d) Make sure the frame rate is around 10fps (you can check it in the left bottom corner while scanning). If it does not reach 10fps, please check your computer specs, refer to question 2.

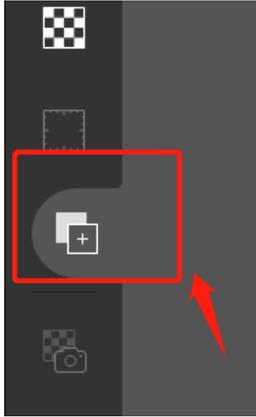


5. Can CR Scan 01 use a mobile power supply to power the scanner?

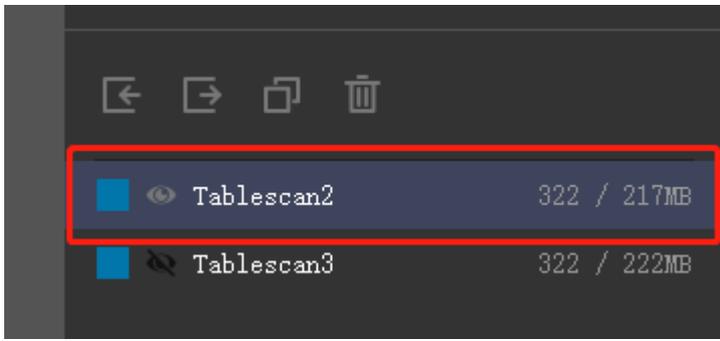
Yes, it can work with 65w fast charging power bank by using an adapter cable from type C to round head cable

6. The basement can not be selected.

Check whether the transform operator in the left bar is enabled.



Under the edit mode, check whether the scanned data is selected in the data menu.

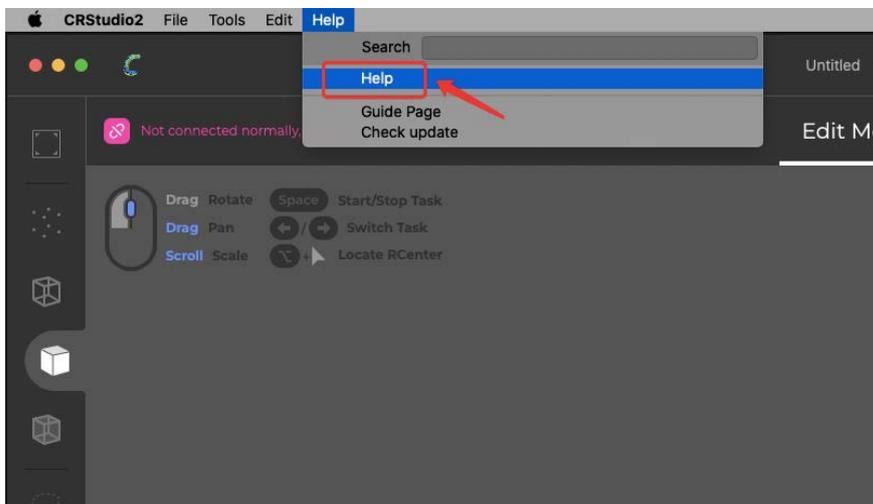


7. The initialization turntable cannot turn red

- Make sure the distance between the turntable and the scanner is 600-800mm;
- Keep the scanned object and turntable only, remove other items and keep the scanning environment clean and empty.

8. I lost the user manual

Kindly check the latest CR Studio user manual here:



Technical Support

All our after-sales and sales teams are on call for you. We are happy to solve any problems you may have while using the Creality3D printer. If you can't find one solution to solve your problem in this user manual, you can visit our official website to search for solutions, or contact us by phone or E-mail.

In our official website, you can find some common problem descriptions and solutions. Many of your questions can be resolved here: www.creality.com. You can contact the after-sales teams to solve the problem by phone or E-mail on Monday to Saturday. If you contact us during non-working hours, we will respond to you as soon as possible during the working hours. We are extremely sorry if it is inconvenient.

E-mail: cs@creality.com

Official Website: www.creality.com

Online support: <https://www.creality.com/pages/service-center>

Tel: +86 755 3396 5666

Address: 18F, JinXiuHongDu Building, Meilong Blvd., Longhua Dist.,
Shenzhen, China 518131