




CREALITY CR-Scan 01 3D Scanner Instructions

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CREALITY CR-Scan 01 3D Scanner



Creality CR-Scan 01 3D Scanner

The Creality CR-Scan 01 is a 3D scanner that allows you to scan objects and turn them into a digital model. It comes with a turntable mode and handheld mode, and it requires specific hardware and software requirements to function correctly.

Product Specifications:

- Supported Operating Systems: Windows 10 and above, 64 bit MacOS Big Sur and above
- **Minimum Hardware Requirements:**
 - **CPU:** i3 7th 2.0GHz or Equivalent
 - **RAM:** 8GB
 - **Graphics card:** MX250 or Equivalent and above
- **Recommended Hardware Requirements:**
 - **CPU:** i7 8th 3.5GHz or Equivalent
 - **RAM:** 16GB
 - **Graphics card:** 1060 4GB or Equivalent and above

Product Usage Instructions:

1. If the scanner installation file is corrupted, download the latest software from

<https://www.crealitycloud.com/softwarefirmware/software?type=11>. Ensure that you have the required operating system and hardware specifications as mentioned above.

2. If the scanner fails to connect to CR Studio, follow these steps:

- Check that the data and power cables are plugged in correctly. Plug in the data cable first, then plug in the power cord.
- Ensure that the scanner is connected to a USB 3.0 interface port and not a USB hub.
- Refer to the user manual and make sure that the Calibration file has been imported.
- Select Scan 01 in CR Studio.
- Verify that the camera permission is enabled on your computer.
- If none of these steps work, disable any antivirus software and reinstall CR Studio. If it still does not work, uninstall the antivirus software and reinstall the CR Studio software.
- Make sure that the port drive of cameras are installed correctly. Check under This PC-ManageDevice Manage-Port (COM and LPT). If the port cannot be found or recognized, reinstall the drive CP210x_VCP_Windows. If Camera connection fails, device controller connected properly, contact Creality Customer Service team.

3. If objects cannot be scanned or are missing, follow these steps:

- In turntable mode, ensure that the distance between the scanner and the turntable is about 600mm - 800mm. In handheld mode, ensure that the distance between the scanner and the scanned object is about 700mm.
- Ensure that the material is not transparent, reflective, hollow, or very thin. If scanning transparent or reflective objects, use scanning spray or dry shampoo before scanning. Hairs, furs, or similar tiny objects cannot be scanned either.
- Adjust the brightness bar in the top right corner and make sure that the object is clear without many red points.
- Ensure that the frame rate is around 10fps (check it in the left bottom corner while scanning). If it does not reach 10fps, check your computer specifications as mentioned above in the product specifications section.

4. The CR-Scan 01 can work with a 65w fast charging power bank by using an adapter cable from type C to round head cable.

5. If the basement cannot be selected, follow these steps:

- 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.

6. If the initialization turntable cannot turn red, follow these steps:

- Ensure that the distance between the turntable and the scanner is 600-800mm.
- Keep the scanned object and turntable only, remove other items and keep the.

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.

1. Check whether the computer memory is 8G and above, and make sure the hard disk has enough storage space;

2. Please allow the administrator permission to run the software, you can switch to an administrator account then log in to Windows;
3. Disable antivirus software and reinstall CR Studio. If it still does not work, please uninstall the antivirus software and reinstall the CR Studio software;
4. Make sure the software is installed under the English directory (no special character);
5. Make sure your computer meets the below requirements;

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?

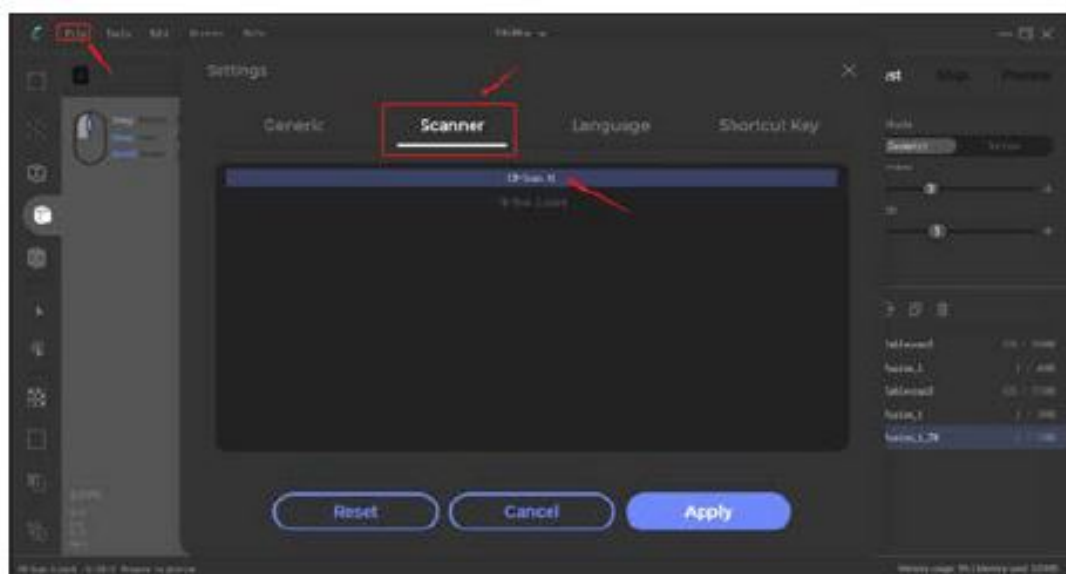
This issue may happen in different situations. **Please kindly check below:**

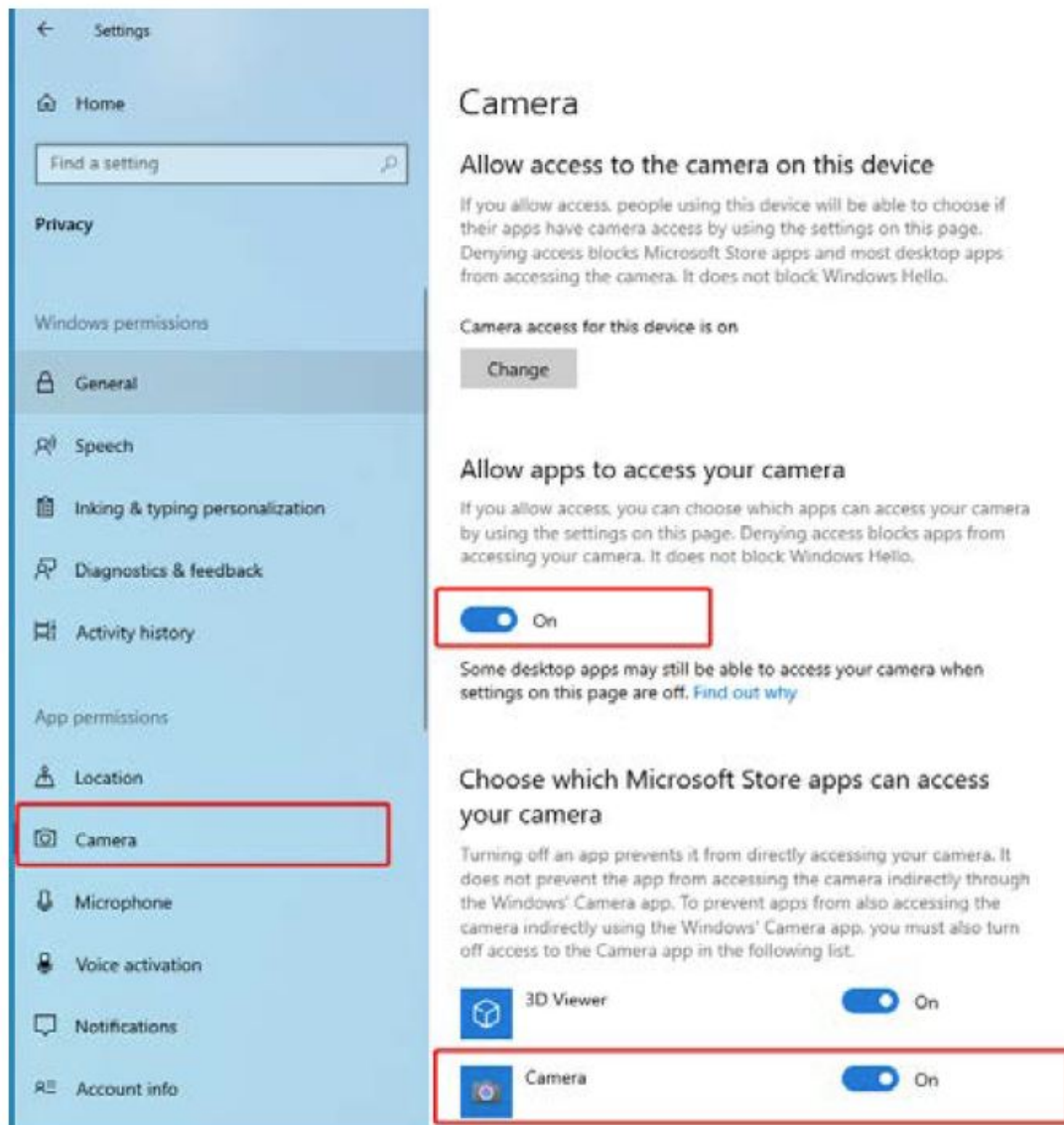
Hardware:

- 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.
- 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.





Allow desktop apps to access your camera

Some apps and Windows features need to access your camera to work as intended. Turning off this setting here might limit what desktop apps and Windows can do.

☒ On

Some desktop apps might not appear in the following list or are not affected by this setting. [Find out why](#)



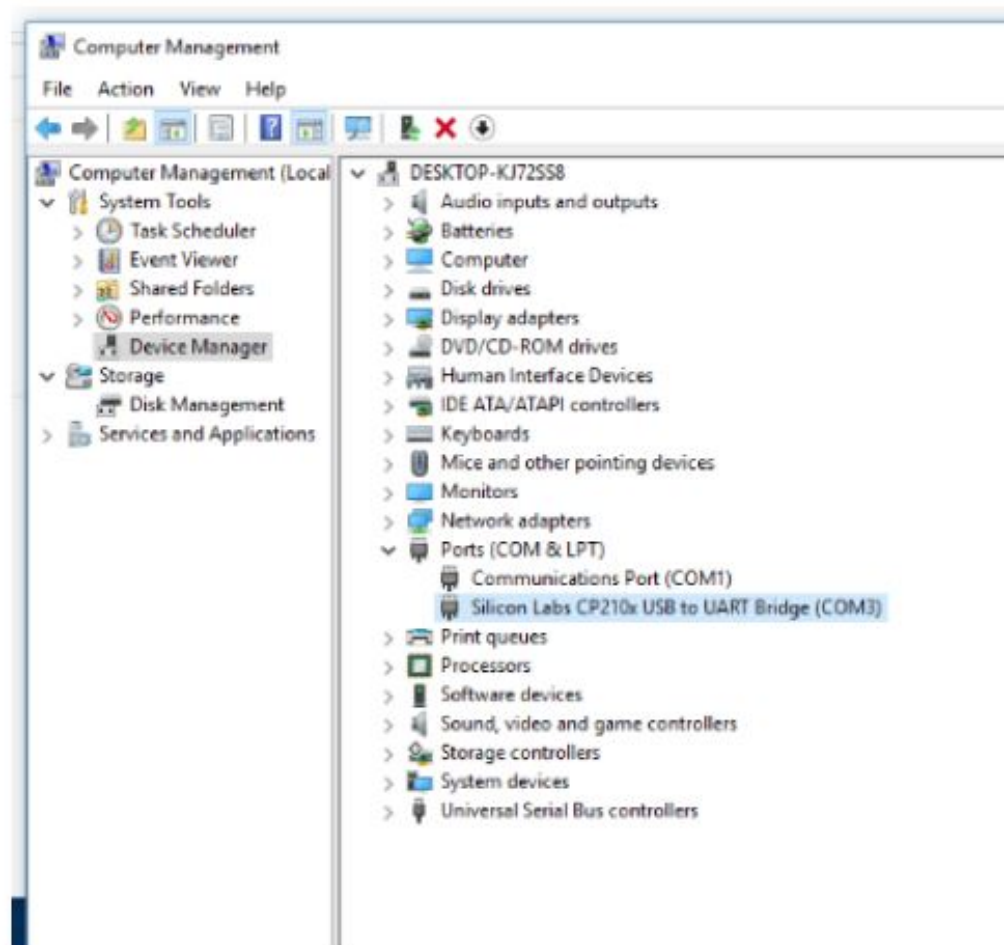
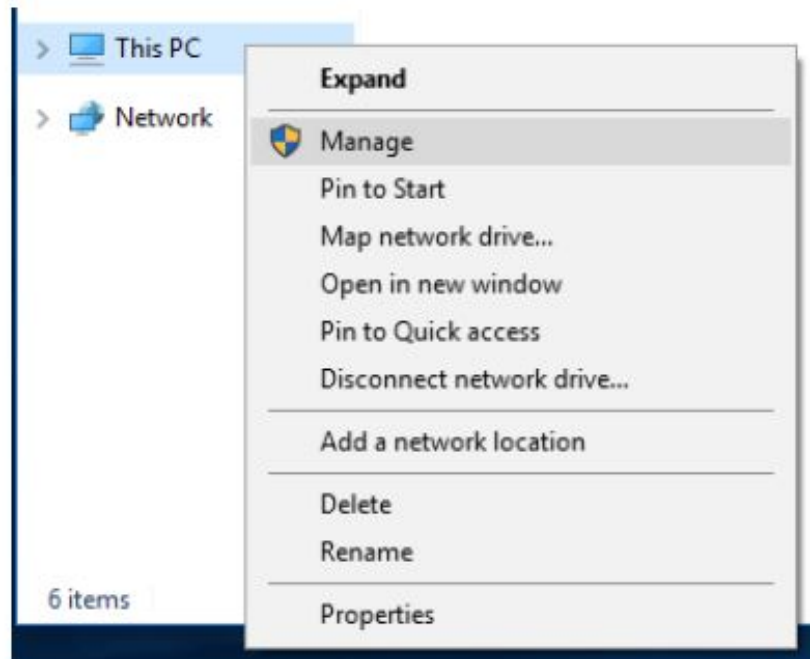
CRStudio2

Last accessed 9/22/2022 9:38:05 PM

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

Drive:

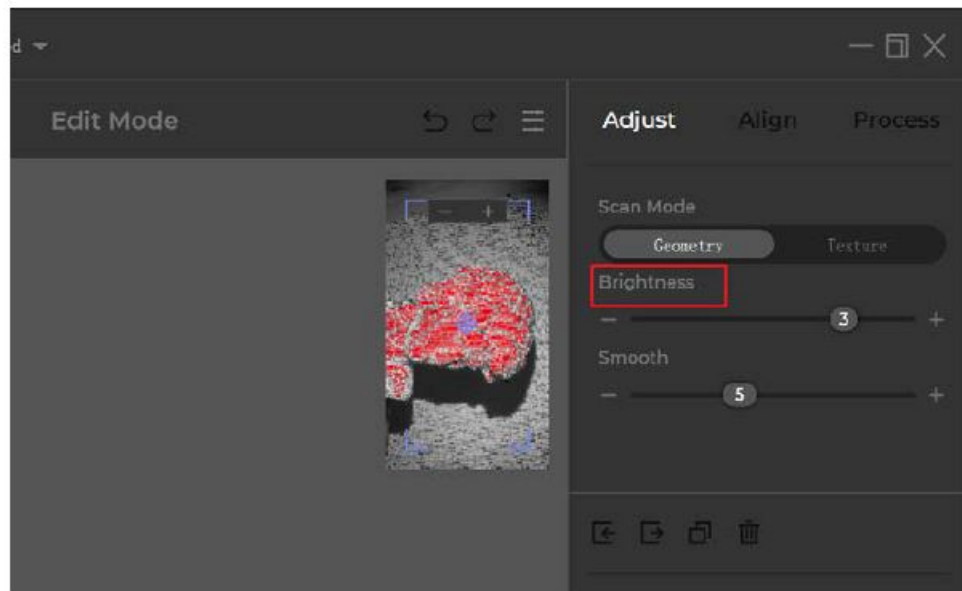
- Disable antivirus software and reinstall CR Studio. If it still does not work, please uninstall the antivirus software and reinstall the CR Studio software;
- Make sure the port drive of the cameras are installed well. Please go This PC->Device Manage-Port (COM and LPT). If the port can not be found or recognized, please reinstall the drive CP210x_VCP_Windows.
-



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

4. Objects cannot be scanned or are missing

- In the turntable mode: the distance between the scanner and the turntable is about 600 mm-800 mm; 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;
- 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.
- Adjust the brightness bar in the top right corner, make sure the object is clear without much red points;



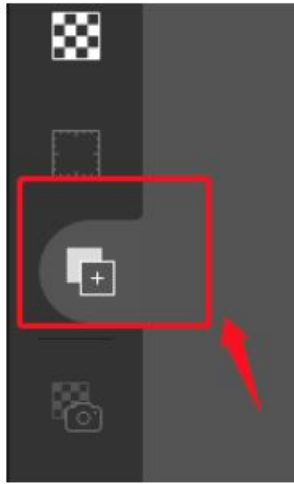
- Make sure the frame rate is around 10fps(you can check it in the left bottom corner while scanning). If it does not reach 10fps, please check your computer specs, refer to question 2.



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

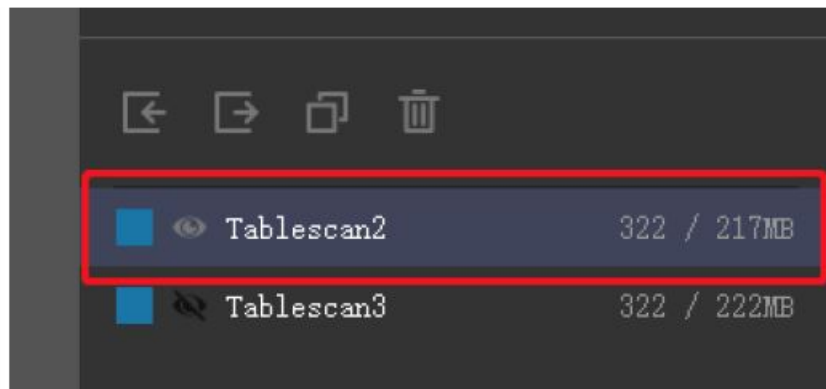
Yes, it can work with 65w fast charging power bank by using an adapter cable from type C to round head cable

6. The basement can not be selected.



7. 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.

8.

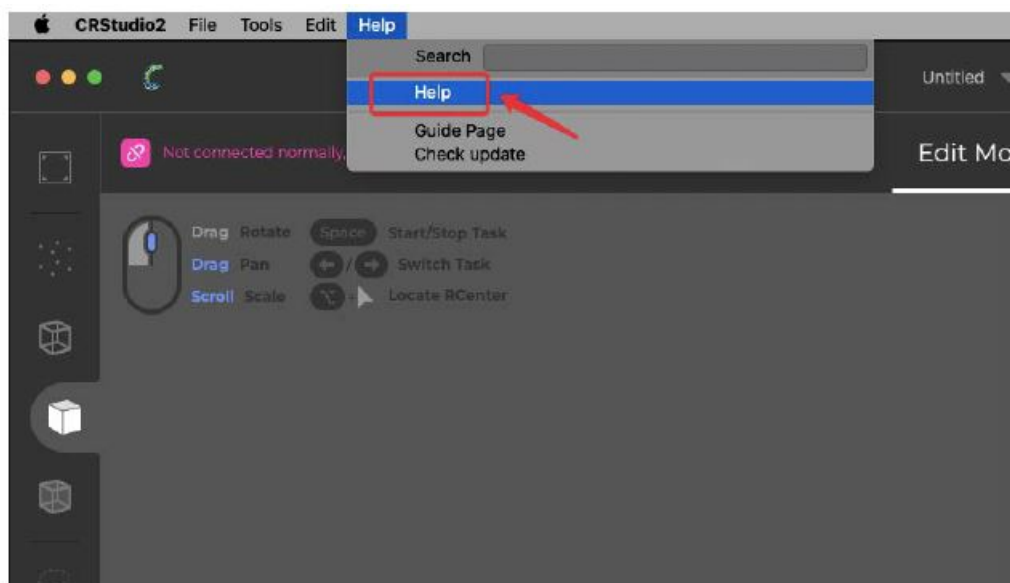


The initialization turntable cannot turn red

- 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.

9. I lost the user manual

Kindly check the latest CR Studio user manual here:



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 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

Documents / Resources

	<p>CREALITY CR-Scan 01 3D Scanner [pdf] Instructions CR-Scan 01 3D Scanner, 01 3D Scanner, 3D Scanner, Scanner</p>
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References

-  [CREALITY - Official Website, Leading 3D Printer Supplier & Manufacturer](#)
-  [Service Center-Creality 3D Printer](#)
-  [Creality Cloud - A diverse, convenient, interesting all-in-one 3D printing platform](#)