5. Adjust the scanner and the scanned test piece to the appropriate distance, that is, when the scanner LED indicator is green (as shown on the right), or when the distance indicator bar on the software interface is optimal, it means the best scanning distance.
Adjust the camera exposure time and laser brightness to an appropriate level, ensuring that the markers and laser are bright enough but not overexposed. For beginners, the software's automatic mode can be used. As users become more proficient, we recommend manual adjustment.
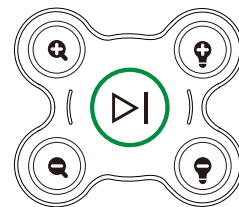
6. Press the ⊳| button on the scanner, or click the ▶ button on the software interface, keep the scanner pointed at the object to be scanned and start scanning.
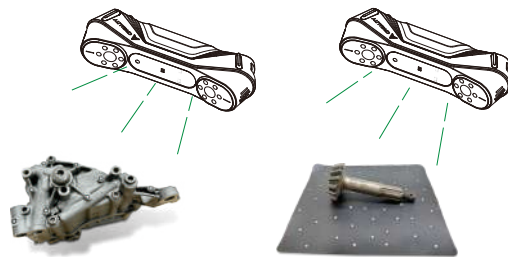
7. Use the scanner to scan the object 360°. When the scan is completed, press and hold ⊳| on the scanner for more than 3 seconds, or click ⏺ on the software interface to complete the scan and perform post-processing in the Creality Scan software to obtain a complete 3D model (it is recommended that the point distance be set to 0.1mm). The result is as shown on the right:

Note: The above key operations can also be operated in the Creality Scan software. For specific software operations, please visit: https://wiki.creality.com/en/3d-scanner

08. FAQs

- 1) How to achieve better model details?
  ① The blue light mode is more precise than the infrared mode;
  ② Adjust the exposure time of the IR camera during scanning to ensure moderate exposure. Overexposure is shown as red, while underexposure is shown as blue. in blue light mode, you also need to adjust the appropriate laser intensity;
  ③ Try to maintain the optimal scanning distance. Generally, the closer the scanner is to the object without losing tracking, the better the details.
  ④ During point cloud optimization, use a smaller point distance; when the object size is small, the point distance can be set to 0.1mm;
  ⑤ When meshing, ensure that the number of model faces is sufficiently large.
  For more scanning tips, please visit: https://wiki.creality.com/en/3d-scanner
- 2) How to scan the bottom of an object?
  ① Creality Scan software provides a multi-project merging feature, allowing you to obtain the complete model of an object through multiple scans and merging;
  ② First scan the visible part to obtain a partial model, then flip the object and continue scanning by backtracking to obtain a complete model (this method is only applicable when the marker points are attached to the surface of the object).
- 3) When do I need a scanning pad?
  When scanning smaller objects (such as small parts, small figures, etc.), you can put marker points on the scanning pad and scan in marker point mode.
- 4) When do I need to use marker point mode?
  Blue light mode requires reflective marker points;
  Infrared mode: When the surface of the object does not have rich geometric features, you can stick reflective marker points on the surface of the object and scan in marker point mode.
- 5) When do I need to use texture mode?
  When the surface of an object does not have rich geometric features but has rich textures (such as a vase), you can scan it directly in texture mode.
- 6) When calibration is required?
  It needs to be calibrated when it is not being used for a long time (such as 3 months) or when the device experiences a collision.
- 7) Can I use calibration boards from other models of scanners?
  Each calibration card is unique and corresponds to each scanner. They cannot be swapped. When using a calibration board for the first time, it needs to be scanned once to bind to the scanner using the QR code on the back. Otherwise, it may affect calibration accuracy.
- 8) What should be noted when storing calibration boards?
  After each use, please carefully return the calibration board to its box for proper storage. Avoid contamination, scratching, or heavy pressure on the calibration board to prevent loss or damage.
- 9) How to perform calibration?
  Connect the scanner to the computer, open the Creality Scan software, go to the [Device] interface, click on [Calibration], and perform calibration by following the animated instructions.

09. Troubleshooting

- Windows system computer cannot connect to the scanner;
  If using a desktop computer, it is recommended to connect to the USB 3.0 port on the back of the main unit (USB 3.0 and above ports are usually blue or red);
  Confirm that the system used is Windows 10/11 64-bit;
  The entire installation path for the scanner software Creality Scan must be in English.
- What to do if the preview video stream is not visible in the application on the Windows system;
  Check whether the computer configuration meets the minimum configuration requirements of the scanner;
  Please make sure to use the provided power adapter and make sure it is connected properly;
  Open the Windows Device Manager and check if there is a "CR-Scan Raptor..." under "Cameras";
  Open Windows Settings-Privacy-Camera, confirm whether the system camera permission is enabled, and ensure that desktop applications have permission to access the camera.
- What to do if the preview video is not visible in the application on the Mac system?
  Check whether the computer configuration meets the minimum configuration requirements of the scanner;
  Please make sure to use the provided power adapter and make sure it is connected properly;
  Update the scanner to the latest firmware version;
  Use a separate USB Type A to Thunderbolt or USB3 adapter. Avoid using multi-functional, multi-device USB-C adapter;
  Install CrealityScan directly in the App directory. Do not install it in a subdirectory under the App directory.
- How to deal with USB 3.0 interface being recognized as USB 2.0 in the Windows system?
  You can try to quickly re-insert the USB cable, or first connect the USB cable to the USB 3.0 interface on the PC, and then connect it to the USB-C interface of the scanner.

  For more questions, please refer to the creality wiki: https://wiki.creality.com/en/3d-scanner

Facebook Community
Discussion, sharing, and
troubleshooting

Creality wiki
The step-by-step guide to
help you get started

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