

CR-Scan Lizard Troubleshooting File

1. *Description:

The scanner installation file is corrupted.

-Solution:

Here you can download the latest software:

<https://www.crealitycloud.com/software-firmware/software?type=11>

2. *Description:

I cannot install the software.

-Solution:

- 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 the system 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. *Description:

The scanner can't not be powered on.

-Solution:

a) Check whether the adapter plug is locked and clipped well.

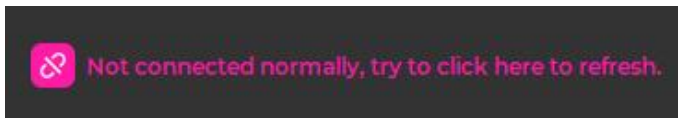


b) Check if the red internal indicator is on.



c) Check if you can hear the inside fan running.

4. *Description:



My scanner is not connected no matter how I refresh.

-Solution:

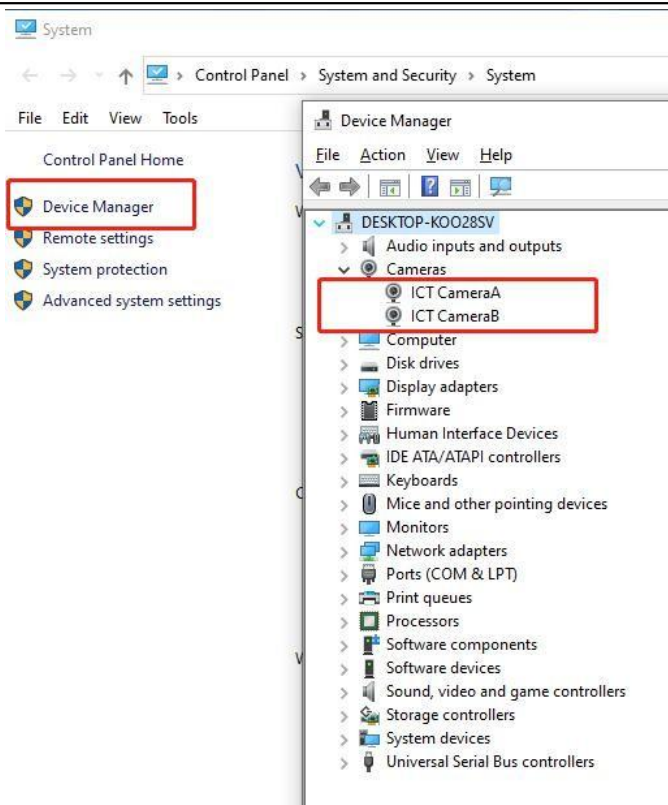
a) Make sure the scanner is powered on(Check *Description 3).

a) Please connect the scanner to the computer directly instead of using a USB hub;

b)

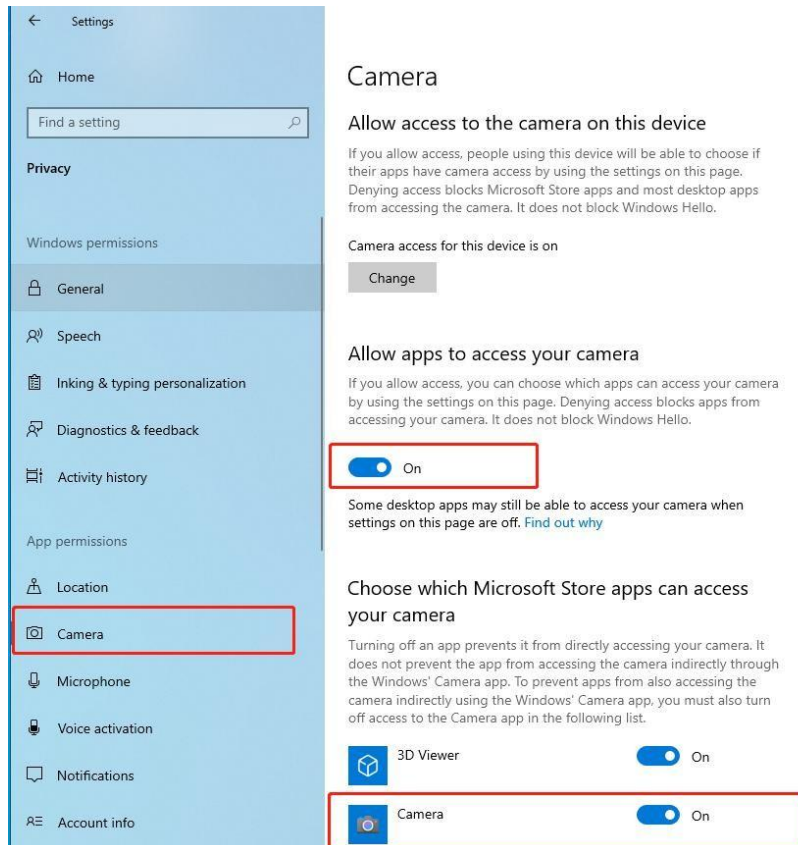
Disable antivirus software and reinstall CR Studio. If it still does not work, please uninstall the antivirus software and reinstall the CR Studio software;

c) Make sure you can find camera A and B in the device manager;



d)

Verify if the camera permission is enabled on your computer: Windows settings->Security->Camera->Allow apps to access camera.



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](#)



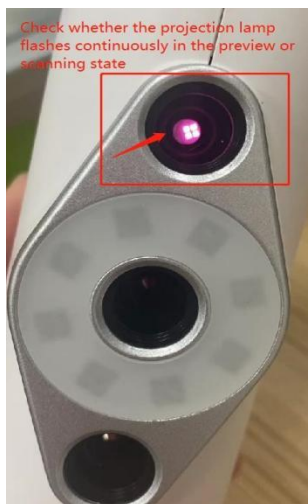
CRStudio2
Last accessed 9/22/2022 9:38:05 PM

5. *Description:

The device is connected successfully, but no image shows on the sCReen.

-Solution:

- Please check the user manual and make sure the Calibration file has been imported;
- Check whether the projection lamp is flashing continuously in the preview or scanning process.



- Verify if the camera permission is enabled on your computer: Windows settings->Security->Camera->Allow apps to access camera.(check question 3)

d)

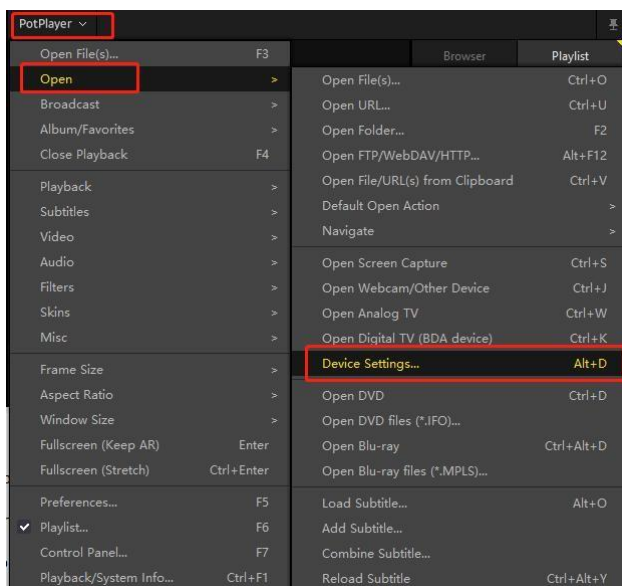
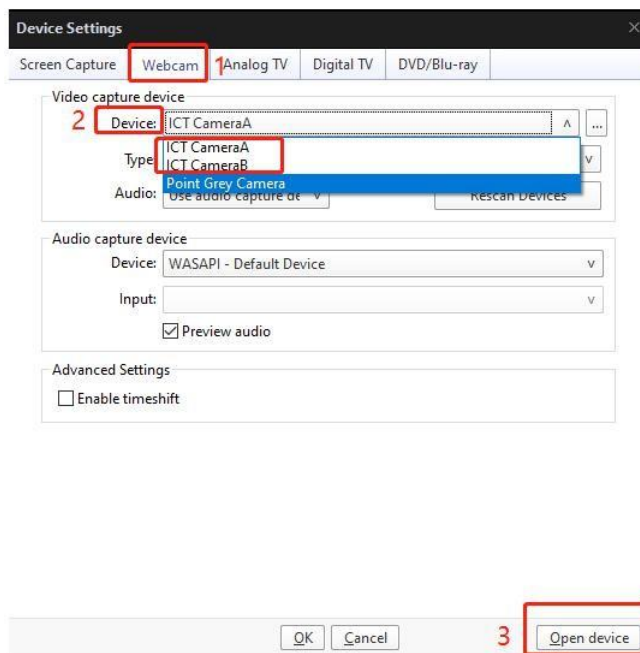
Install PotPlayer for 64-bit Windows Link:

<https://daumpotplayer.com/download/>



After the installation is finished, click PotPlayer -> Open -> Device Settings->Webcam -> Device -> select ICT CameraA and ICT CameraB – Open device.

Then check if there is any video from cameras. If no videos, it means the computer system is not compatible with the scanner camera, please try another computer or reinstall the computer system.



6. *Description:

The software shows a white sCReen without any content.

-Solution:

- a) Check whether the graphics driver is installed well.
- b) Check whether the graphics card is disabled.



7. *Description:

Objects cannot be scanned or are missing.

- a) In the turntable mode: the distance between the scanner and the object is about **250mm-350mm**; In the handheld mode: the distance between the scanner and the scanned object is about **300mm**;
- b) Make sure the object is not transparent or reflective. For those objects, it is recommended to use scanning spray or dry shampoo before scanning. Hairs, furs, or fairly thin 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, (check *Description 2).

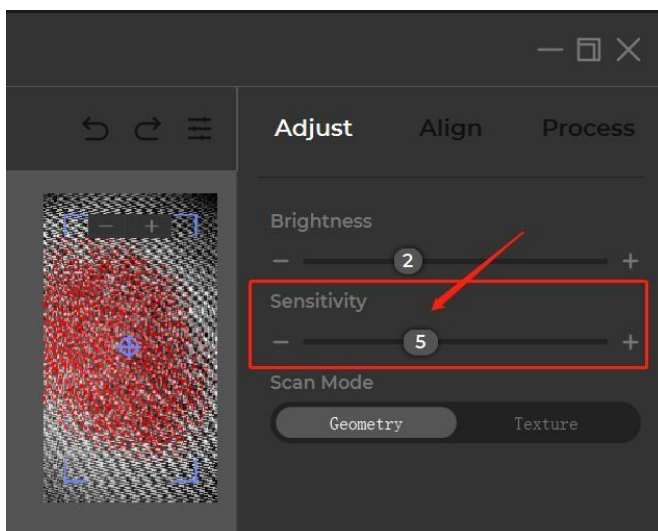


8. *Description:

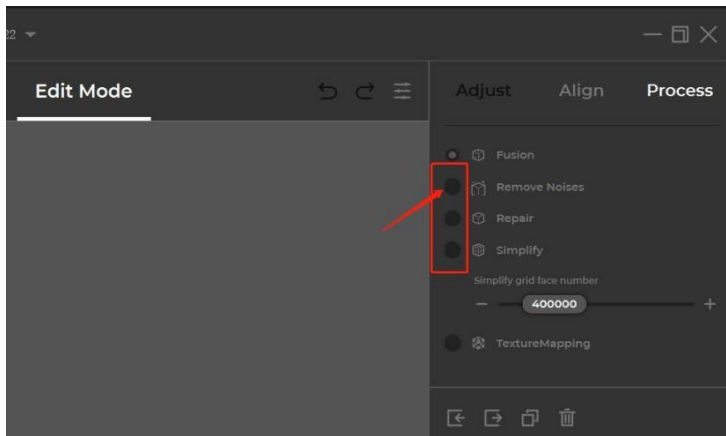
After fusion, there is rough edges and a lot of noise.

-Solution:

a) Please adjust the sensitivity level while scanning.



b) Select “remove noises” before processing the data.



9. *Description:

Can CR Scan Lizard use a mobile power supply to power the scanner?

-Solution:

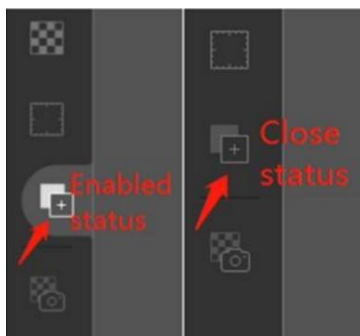
Yes, it can be powered up by the 20w fast charging power bank with an adapter cable from type C to 5.5mm DC connector.

10. *Description:

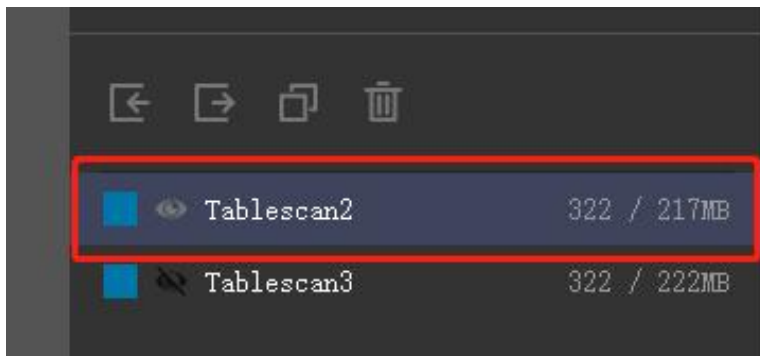
The basement can not be selected.

-Solution:

a) Make sure the transform operator in the left bar is in close status.



b) Under the edit mode, check whether the scanned data is highlighted in the data menu.



11. *Description:

The initialization turntable cannot turn red.

-Solution:

a) Make sure the distance between the turntable and the scanner is **250mm-350mm**;

b)

Keep the scanning environment clean and empty, remove the scanned object and scan the turntable only.

12. *Description:

One camera is wonky/ The camera angle of view is not positive.

-Solution:

According to photogrammetry, the point-cloud camera should remain a proper distance from the projector, that's why the camera is a bit offset.

13. *Description:

I lost the user manual.

-Solution:

The latest CR Studio user manual can be found in the Help menu:

