

IOS Troubleshooting

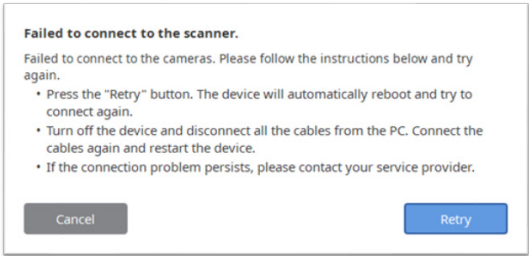
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Failure to connect to cameras

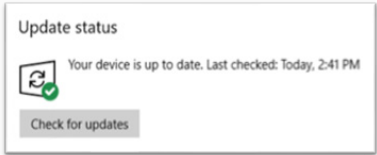
Symptoms

1. The following error message appears when you start the Medit Link application > iScan on your PC.



Troubleshooting

1. Check your Windows for updates.



2. Try a different USB port or cable.
3. Prepare the USB flash drive included in the i500 package and connect it to your PC.

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- Open the **Device Manager** in your Windows and check if the warning symbols appear next to the camera drivers.

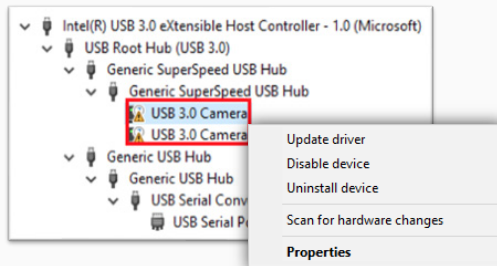


Tip: To access the Device Manager easily you can use either of the methods below:

Press **Win** + **Pause/Break** -> Device Manager.

Right click on the Windows start button on the lower left corner of your screen -> Device manager.

- Right-click on the camera drivers and select **Update Driver**.
- Click **Browse** and select the **Camera** folder in the USB flash drive: > Medit_Link_version\Utility\Driver\Camera



- Click **Next** to update the camera drivers.
- Restart the i500 to check that it is working properly.

 If the problem persists, uninstall the Medit Link application and reinstall.

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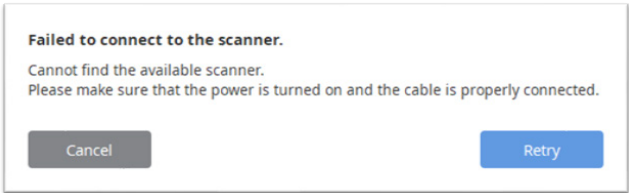
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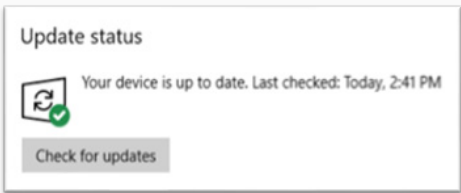
Symptoms

- 1. The following error message appears when you start the Medit Link application > iScan on your PC.



Troubleshooting

- 1. Check your Windows for updates.

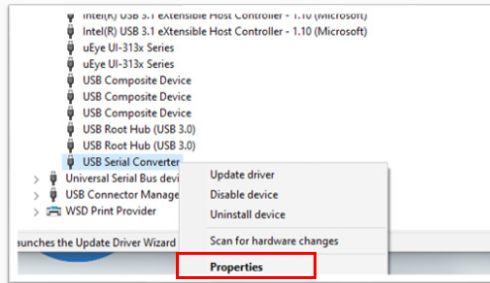


- 2. Try a different USB port or cable.
- 3. Open the Device Manager in your Windows and check if there is a USB Serial Port(COMxx).

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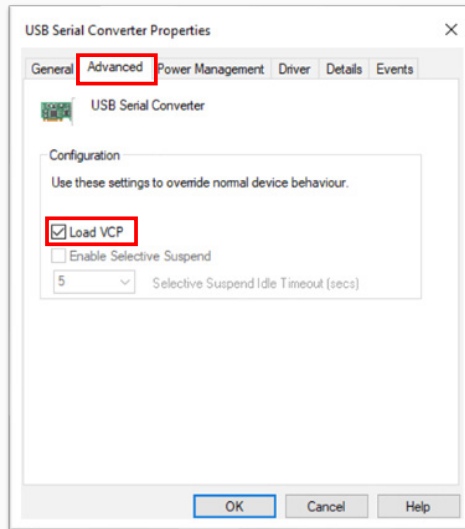
4. Right-click USB Serial Converter and click on *Properties*.



Tip: To access the Device Manager easily you can use either of the methods below:

Press **Win + Pause/Break** -> Device Manager.

Right click on the Windows start button on the lower left corner of your screen -> Device manager.



5. Go to the *Advanced* tab.

6. Turn on *Local VCP* and click on *OK*.

7. Restart the i500 to check that it is working properly.

! If the problem persists, uninstall the Medit Link application and reinstall.

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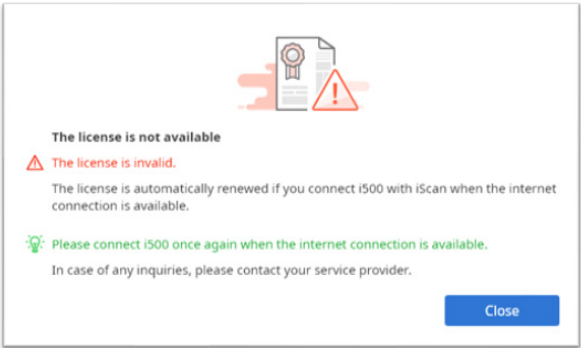
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License activation - Invalid License

Symptoms

- 1. The warning message, *"The license is not available. Please connect the device when the internet connection is available."* appears on the title bar. (Top)
- 2. The iScan program fails to update the license, and the message "The license is invalid" pops up and the program cannot run.



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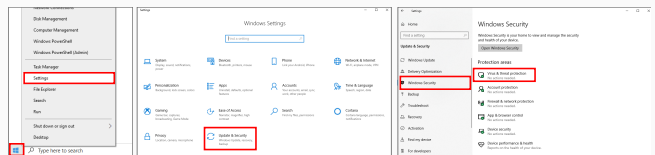
Troubleshooting 1

- 1. Check the internet connection.
- 2. Run iScan with an internet connection, power on the i500.

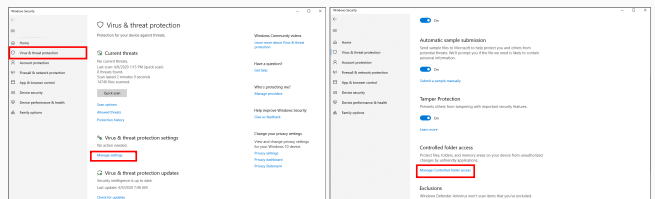
3. If the problem remains, switch to offline mode, and switch back to online mode, and then run iScan again.
4. If the problem isn't solved with above steps , please check the next section.

Troubleshooting 2

1. Right click on **Start > Settings > Update & Security > Windows Security > Virus & threat protection**.



2. Under Virus & threat protection settings, select **Manage settings**.
3. Scroll down until **Controlled folder access** and click on **Manage Controlled folder access**.



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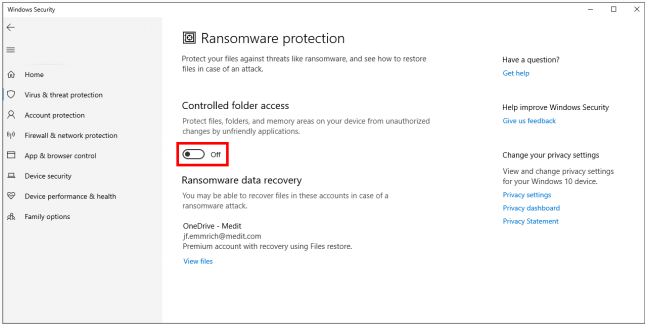
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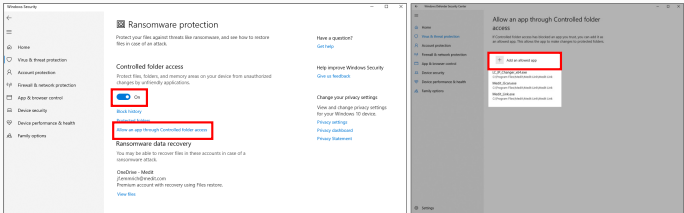
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4. Switch the *Controlled folder access setting* to Off.



Alternatively if you leave the *Controlled folder access setting* to On, click *Allow an app through Controlled folder access* and add "Medit_iScan.exe" and "Medit_Link.exe" to the list.



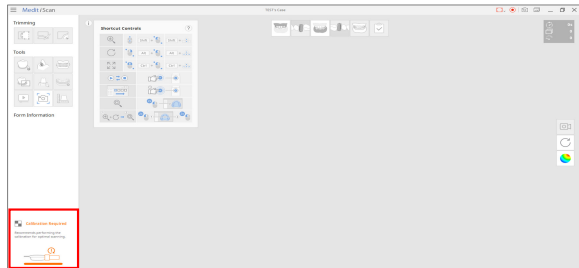
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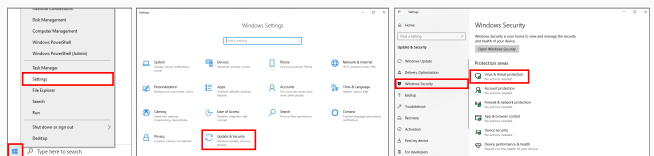
Symptoms

1. Repeated request for calibration.



Troubleshooting

1. Right click on *Start* > *Settings* > *Update & Security* > *Windows Security* > *Virus & threat protection*.



2. Under Virus & threat protection settings, select *Manage settings*.

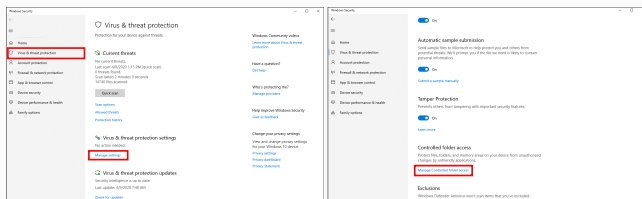
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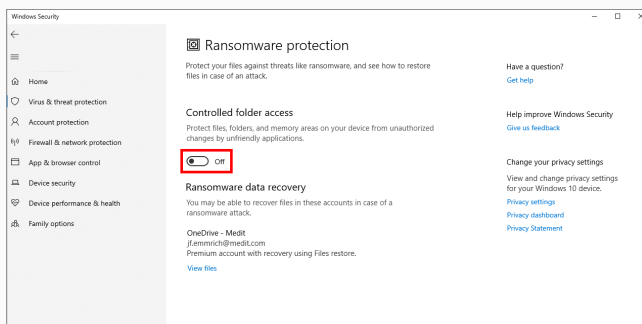
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3. Scroll down until **Controlled folder access** and click on Manage **Controlled folder access**.



4. Switch the **Controlled folder access** setting to Off



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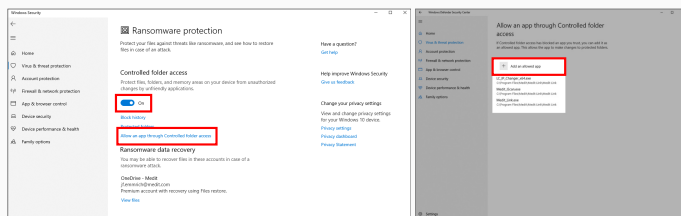
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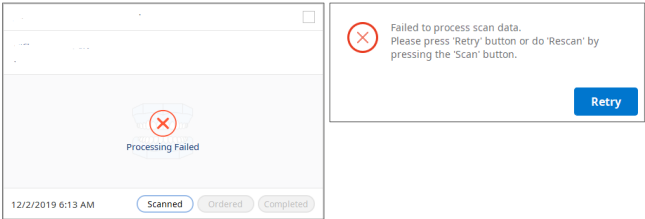
Alternatively if you leave the **Controlled folder access** setting to On, click **Allow an app through Controlled folder access** and add "Medit_iScan.exe" and "Medit_Link.exe" to the list.



Failure or errors when processing cases

Symptoms

- 1. The following error message appears when clicking a completed file from Medit Link.



Troubleshooting

- 1. If the processing is not done properly due to various reasons, the final data might not be created at all, or you might see an error message 'This data in the file cannot be read'.
 - ! Clone the case first in order to avoid modifying the original data.

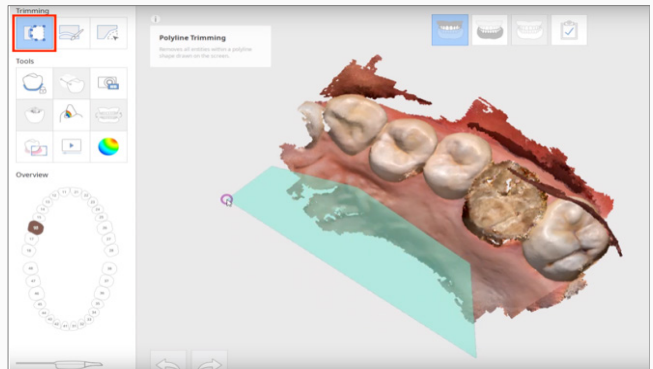
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2. Run iScan and trim all unnecessary soft tissue data to reduce the file size and complete again. This error might occur if the size of the scan file is too big that it exceeds the RAM capacity while processing.



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Graphics drivers update failure (GeForce products)

Symptoms

1. A message showing that your graphics card needs an update resulting in the following issues:
 - Smart soft tissue filtering feature is unavailable.
 - iScan (scan program) crashes during operation.

The GPU processing is not available.

The driver version may be too old. Please update the driver.
For more information, please visit the Help Center. [View More](#)

Confirm

Troubleshooting

If you failed to update the graphics driver via either Windows 10 > Device manager > Display adapters or the Nvidia website, try the following:

1. Go to [GEFORCE EXPERIENCE](#) download site.
 - GeForce Experience is the companion application to your GeForce GTX graphics card. It keeps your drivers up to date.
2. Download and run the installer.

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3. To run GeForce Experience, a Nvidia account is required (Sign up if you don't have one).
- Log in to the application with your Nvidia account.
4. GeForce Experience will automatically find the latest drivers for your graphics card.
- If you want to keep your graphics driver up to date via GeForce Experience, click the gear icon on the top-right corner of the screen. In the General tab, enable the **"Automatically download driver updates and let me choose when to install"** option.

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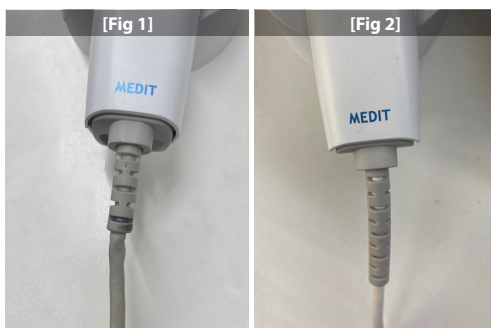
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Main cable

Symptom

1. Cable worn out or twisted resulting in connection failure which occurs when moving the scanner/cable.



Note: reinforcement on the cable have been done [Fig 2] to straighten the original design [Fig 1].

Troubleshooting

1. Check if all the components are connected properly.
2. Change the USB 3.0 port in the PC.
3. Change the USB 3.0 cable.
4. Check if the scanner is working properly on a different computer.

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- 5. If the scanner works properly on a different computer, update Windows to the latest available version and update the chipset driver on the original PC.
- 6. If you followed steps 1~5 and the issue persists, the scanner should be returned to Medit HQ.

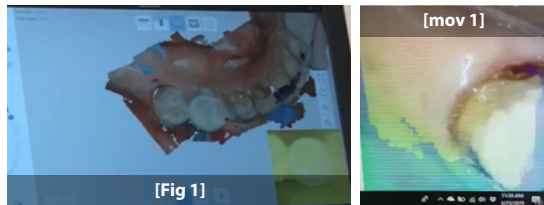
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Projector issues

Symptom - Projector flickering

1. Scan light color changed in the live view as shown in the pictures below.



Symptom - No light

2. The scanner is turned on and is on scanning mode but light is not visible.



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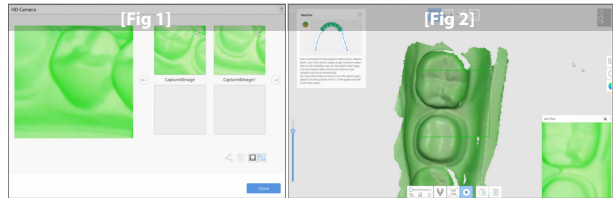
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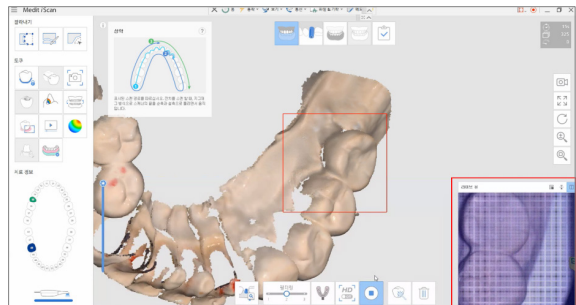
Symptom - Projector color issue

3. Scan light color changed in the live view as well as on the scanned data.



Symptom - Incorrect pattern display

4. The live view shows an incorrect pattern projection.



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Troubleshooting - All issues

1. Check if all the components are connected properly.
2. Change the USB 3.0 port in the PC.
3. Change the USB 3.0 cable.

4. Check if the scanner is working properly on a different computer.
5. Update all drivers to the latest version. (Windows, Graphic driver, Chipset driver)
6. If following steps 1~5 doesn't resolve the issue, the scanner should be returned to Medit HQ.

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Cracks on the handpiece

Symptom

- 1. Cracks appear on the handpiece



Troubleshooting

Cracks on the handpiece might be the result of one of the following reasons:

- 1. The scanner has been dropped by the user.
- 2. The user used cleaning wipes such as, but not limited to, caviwipes.
- 3. The user applied excessive force to the handpiece.

The scanner must be sent to Medit HQ to be repaired or replaced immediately for safety reasons.

! <https://support.medit.com/hc/en-us/articles/360021089411-How-to-clean-and-sterilize-the-i500>

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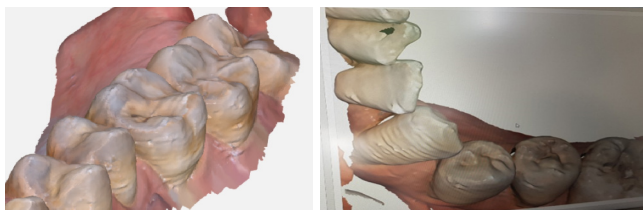
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Wavy scan data

Symptom

1. A wavy scan data occurs as illustrated in the pictures below.



Troubleshooting

A wavy scan data can occur due to the following reasons:

1. If the scan data is not acquired correctly.
 - Please check from replay if the scan data has been acquired sufficiently from various directions and angles.
 - If the scan data wasn't scanned from various directions and angles, educate the customer on the right scan strategy and try again.
2. If the mirror of the tip is stained.
 - Please wipe the mirror with an alcohol swab and soft cloth to remove stains on the mirror.
3. If there is a strong external light source.
 - External light source may affect the auto brightness function of the scanner.

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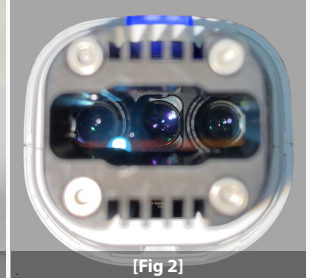
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- Please turn off any external light source (Loupe, light from dental chair unit etc) and try again. (Usually, the room light doesn't affect the scanner)

4. If the glass cover from the scanner head is stained.



[Fig 1]



[Fig 2]

- The glass cover must be clean [fig 2]. If it has stains, marks or scratches, contact the Medit support team for help.

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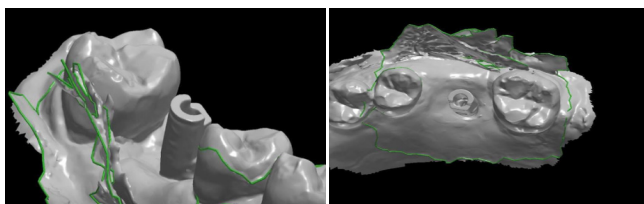
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Symptom

1. Users can use 'Combine Individual Mesh' option from 'Set Export Option' in order to import an implant case to 3Shape CAD software.
2. During this process, deviation may appear between scanbody stage and base model stage.



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Troubleshooting

1. The issue illustrated above may happen if the adjacent teeth were not adequately scanned
2. Scan 4-6 adjacent teeth from the scan body