

## **Troubleshooting Manual**

### **Q1: What should I do if I lost the CALIB FILE?**

A1: For current version, It will auto read the file after the software is installed and running. If you need it, please contact us and offer the SN of your scanner, we will send the file to you within 24 hours.

### **Q2: Where to download the software?**

A2: The newest software will be published in this website:

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

### **Q3: What should I do if the data tracking lost?**

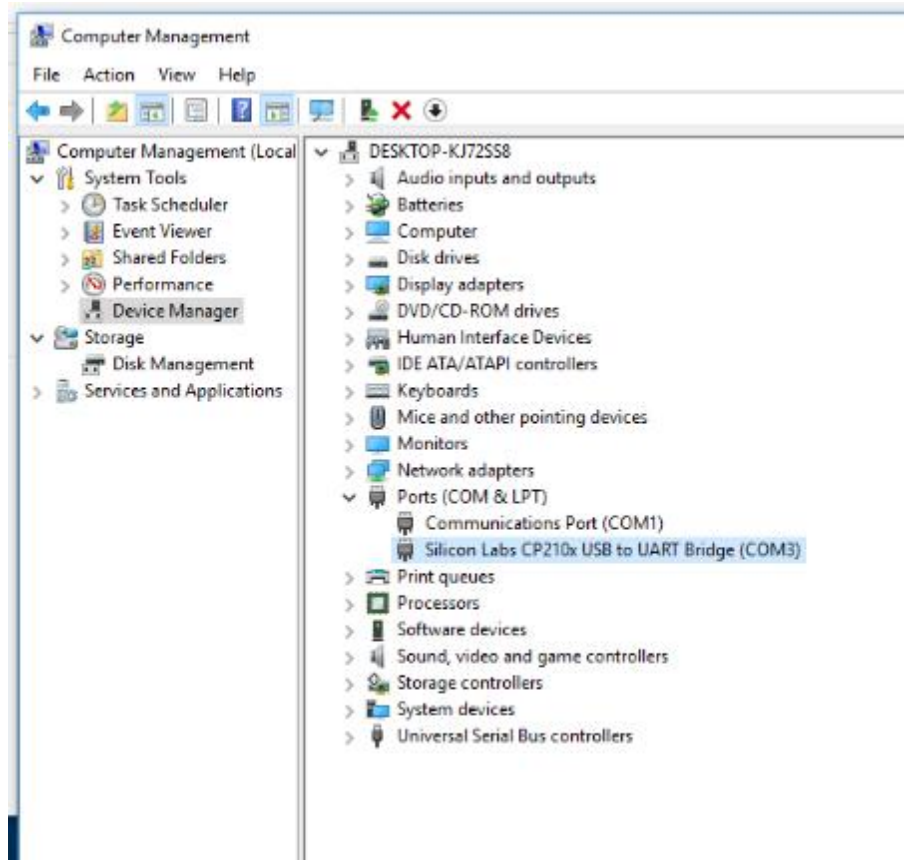
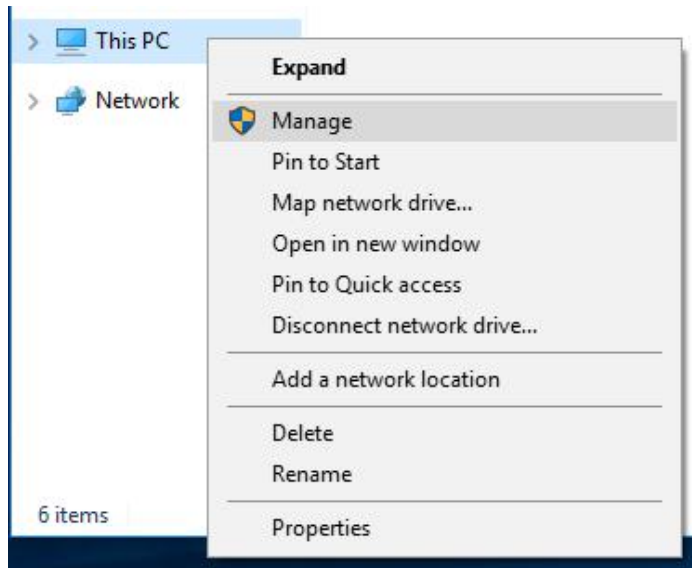
A3: Backtrack to the feature rich or large area of the object.

### **Q4: Camera connection normal, Controller connection failed.**

A4: Please follow up the solutions:

①Please check whether the driver is normal, Check way:

**This PC-Manage-Device Manage-Port (COM and LPT)**



② If the driver is abnormal, reinstall the CP210x\_VCP\_Windows. Link:

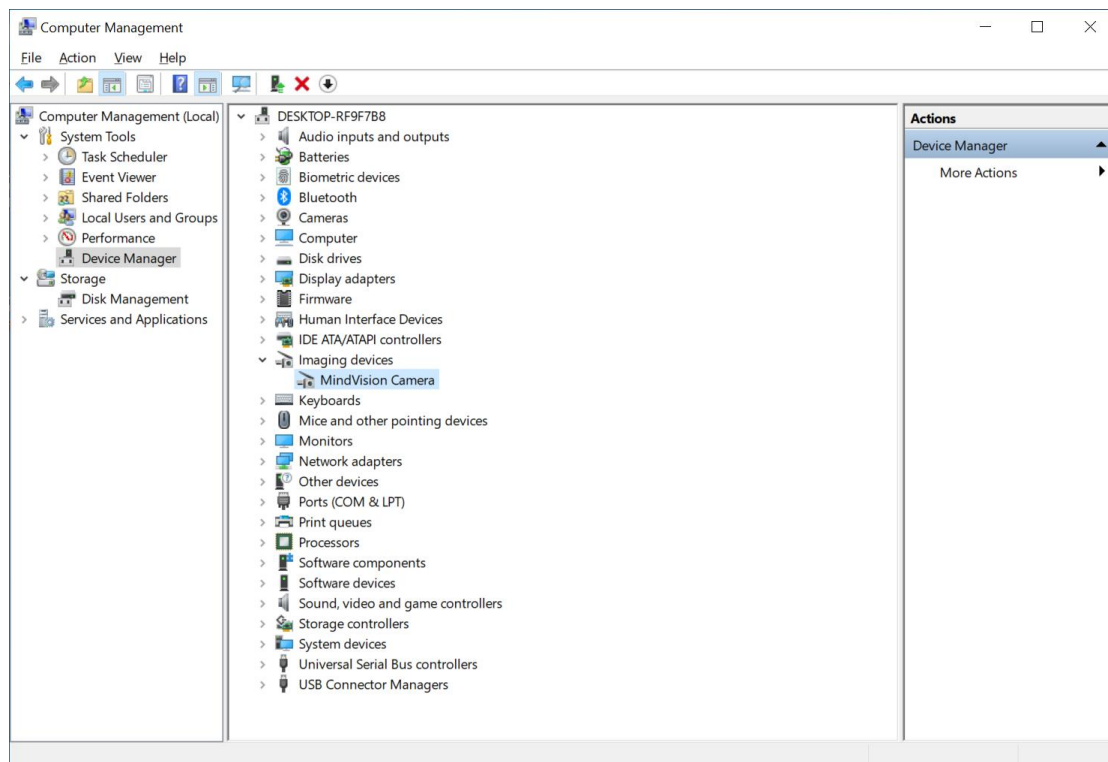
<https://drive.google.com/file/d/1GA9oR19MM84AYDIcONYO41Rao149E7eX/view?usp=sharing>

**Q5: Controller connected properly, Camera connection failed.**

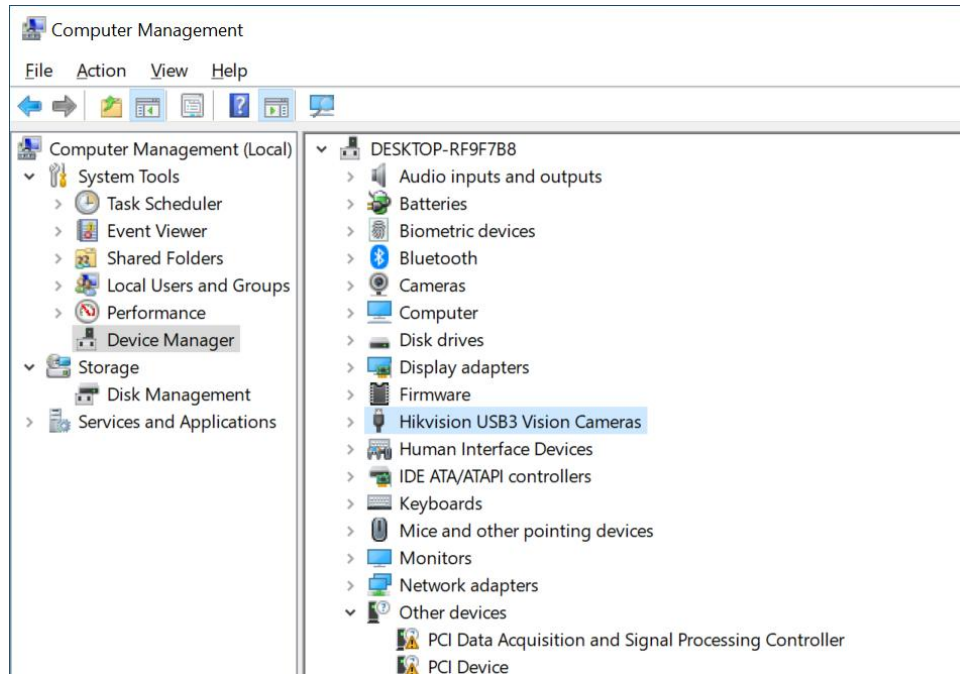
A5: ①Please Check your software version, we advise to use 1.7.3 or above. If not, upgrade your software firstly.

②Please check whether the camere driver is installed. There are 2 versions, please judge it by your own version. Check way:

SN after 1700: **This PC-Manage-Device Manage-Imaging Devices (MindVersion Camera)**



SN Before 1700: **This PC-Manage-Device Manage-Hikvision USB3 Vision Cameras (MVS\_STD\_3.1.0\_181229)**



③If the driver is abnormal, reinstall the driver.

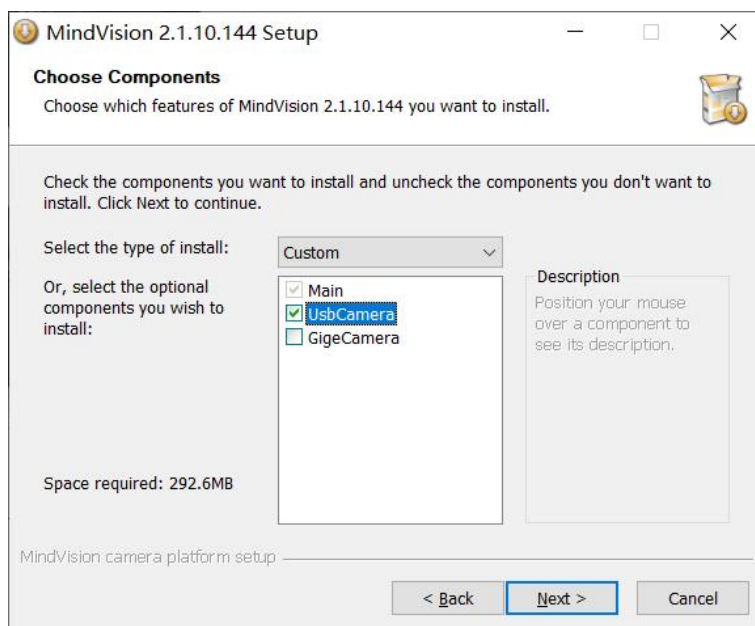
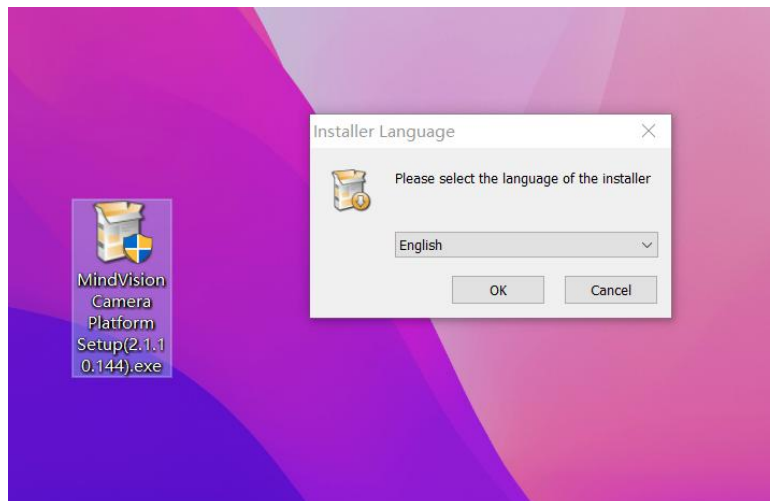
**MindVision Camera Download Link:**

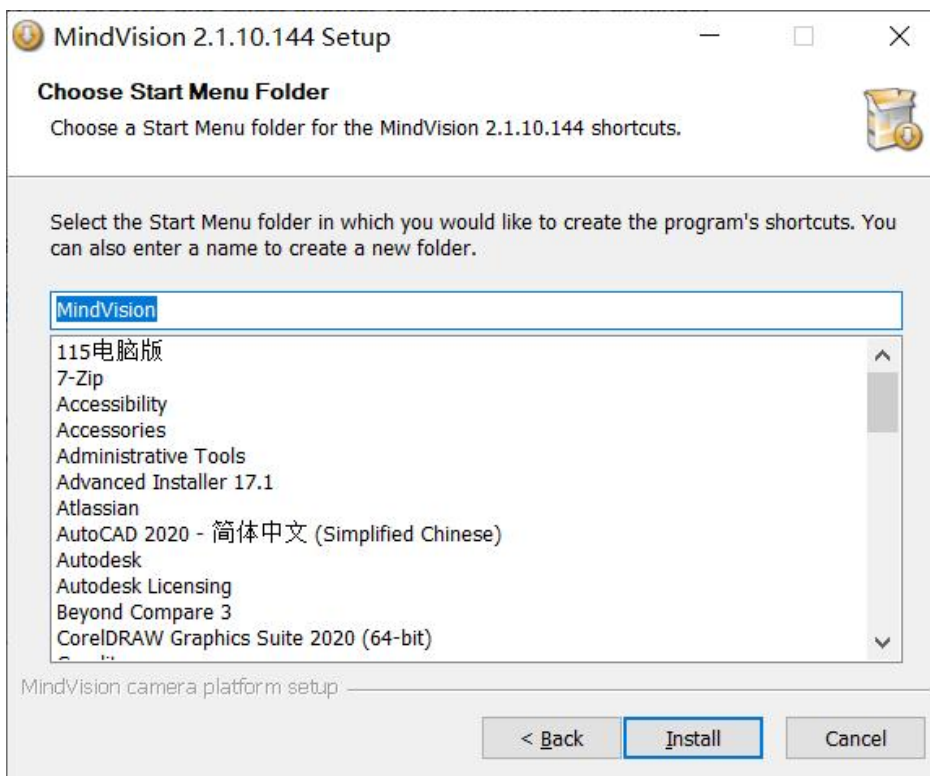
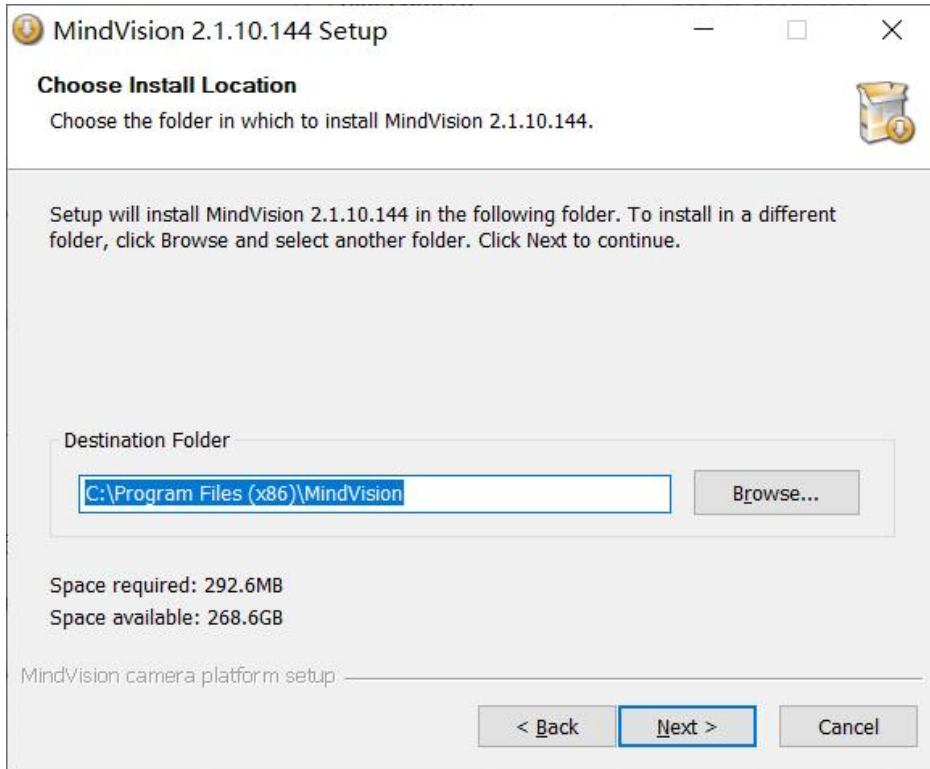
<https://drive.google.com/file/d/1c2282JDSrenVi4C5AJAvscj7B63YWtGU/view?usp=sharing>

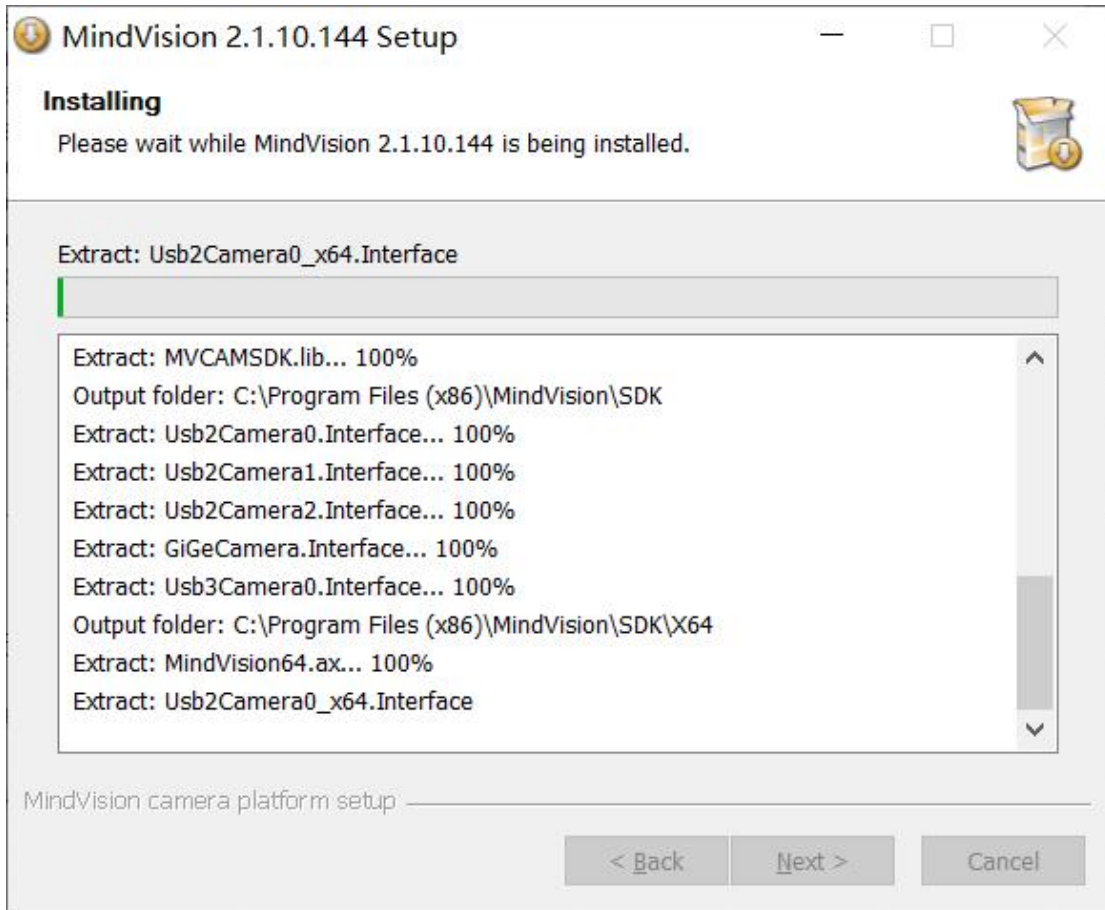
**MVS\_STD\_3.1.0\_181229 Download Link:**

<https://drive.google.com/file/d/1SnXKQazhEPninLHhQCK8-G0ZkHCRWGGx/view?usp=sharing>

## Installation tutorial for MindVision Camera:



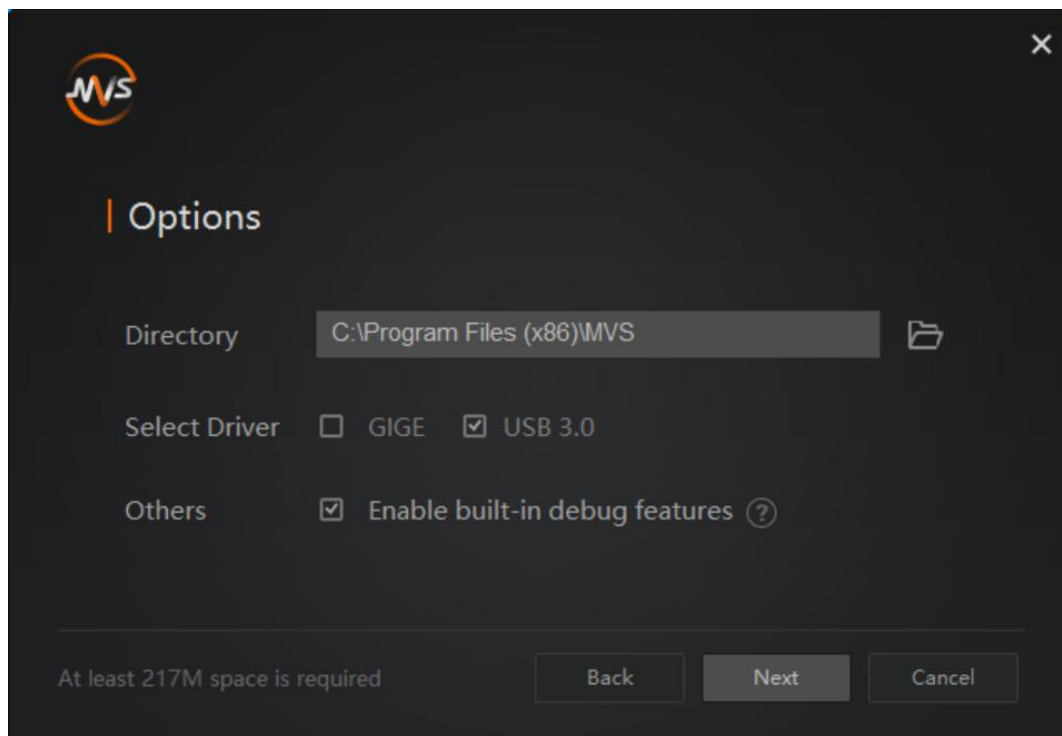


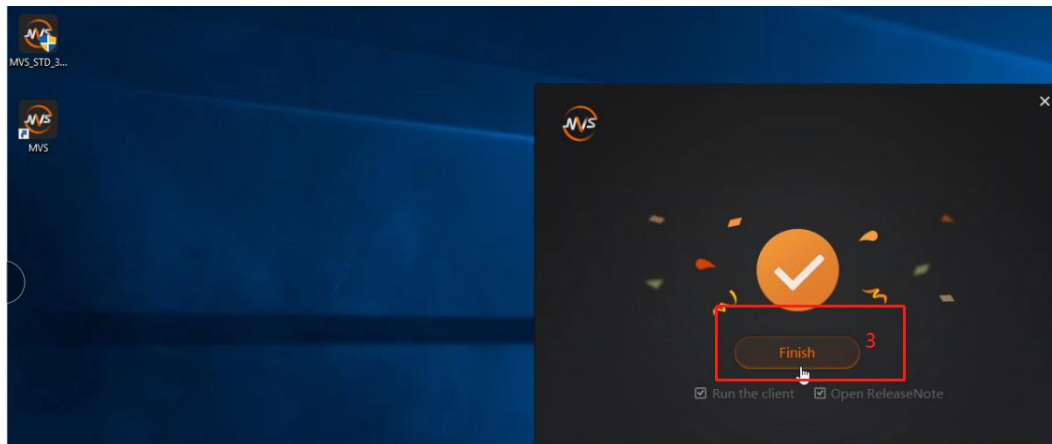




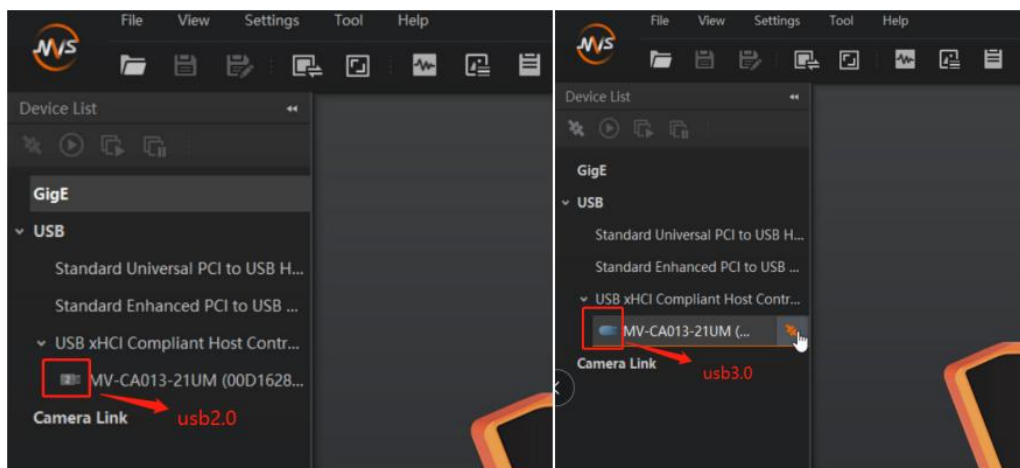
check whether the data cable is connected to usb3.0 interface after successful installation, if it is connected to usb2.0, please switch to usb3.0

### Installation tutorial for MVS\_STD\_3.1.0\_181229





After successful installation, check whether the data cable is connected to the usb3.0 interface, if the connection is usb2.0, please switch to usb3.0



If the connection is usb3.0 interface, still no image, please confirm the Tiger Mode-off, if the Acquisition Rate: 0, that the computer and the camera are not compatible, it is recommended to replace the computer.

