

3DMakerpro Seal/Lite Troubleshooting File (Version 3)

1. *Description:

Where to download the software? Do you have any tutorials?

-Solution:

Here you can download the latest software and watch the video tutorials:

<https://forum.jimumeta.com/home/help/download.html>

[3DMakerpro – YouTube](#)

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 JMStudio. If it still does not work, please uninstall the antivirus software and reinstall the JMStudio 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:

i5 8th, 16GB RAM, MX250 GPU with 2GB VRAM

✧ Recommended:

i7 8th, 16GB RAM, NVIDIA1060 GPU with 4GB VRAM

3. *Description:

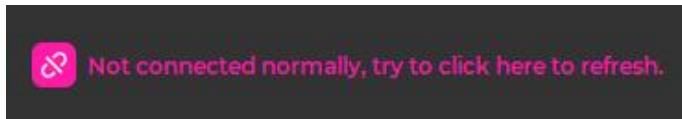
The scanner can't not be powered on.

-Solution:

Check whether the indicator light on the device is on; If you are restarting the device, please wait for another 10s.



4. *Description:



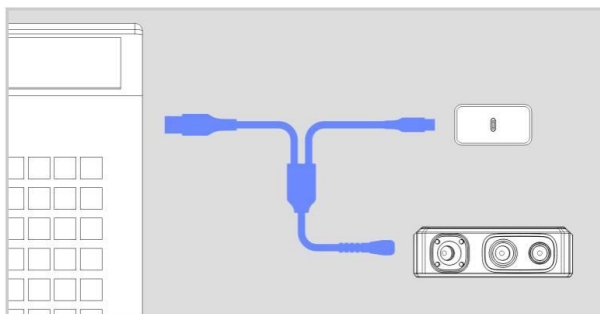
My scanner is not connected no matter how I refresh.

-Solution:

- Make sure the scanner is powered on(Check *Description 3).
- Verify if the cable has been plugged in correctly.

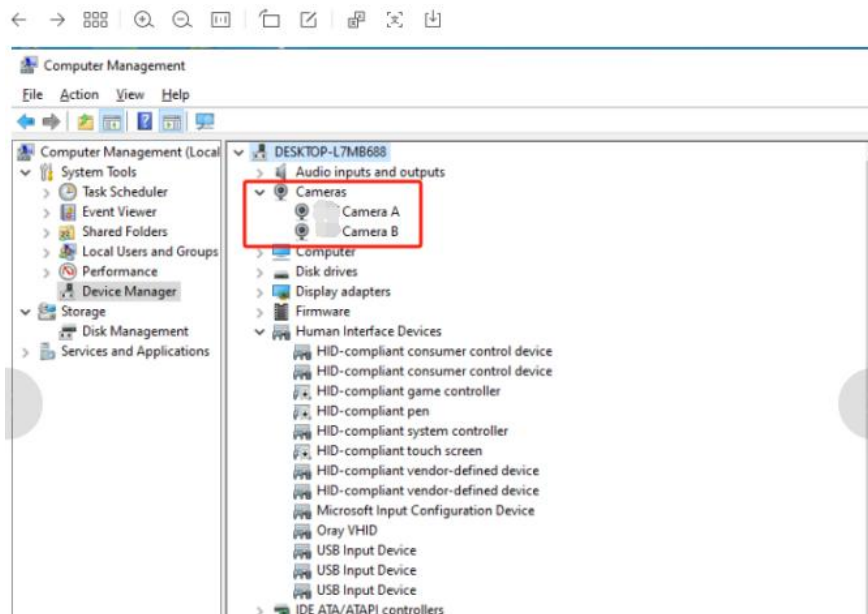
Hardware Connection

Plug the longer end of the device cable into the scanner, another two shorter ends into the PC USB port and power adapter respectively.

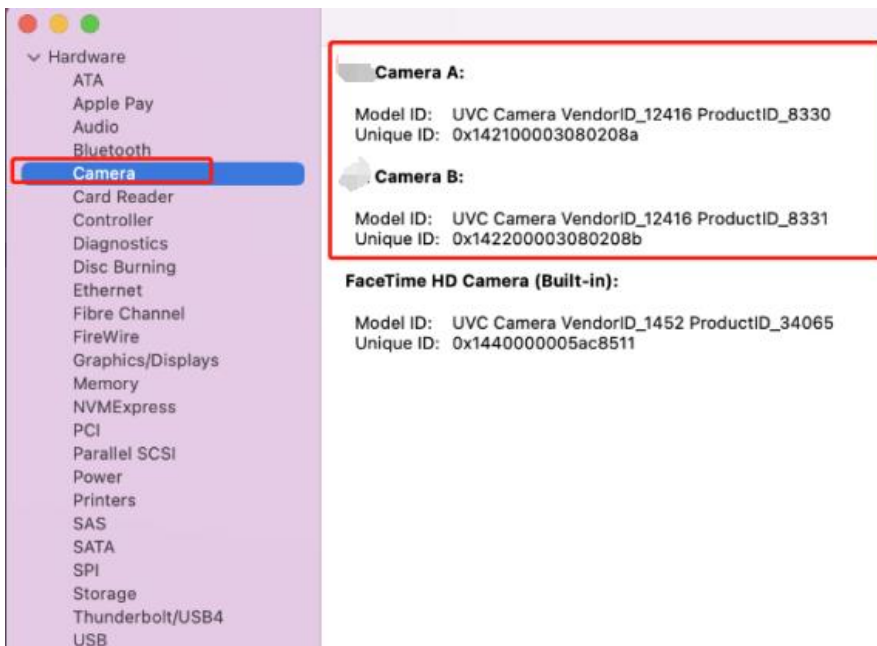


- Please connect the scanner to the computer directly instead of using a USB hub; power the scanner with the power adapter we provide instead of a type-c port on your PC.
- Disable antivirus software and reinstall JMStudio. If it still does not work, please uninstall the antivirus software and reinstall the JMStudio software;
- Make sure you can find camera A and B in the device manager;

Windows System:



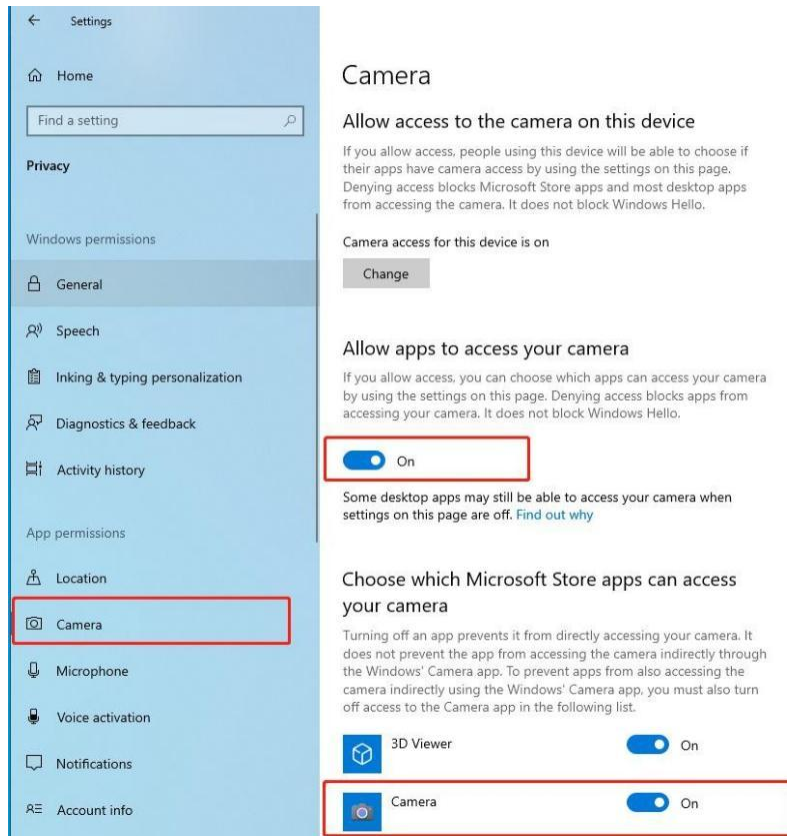
Mac System:



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

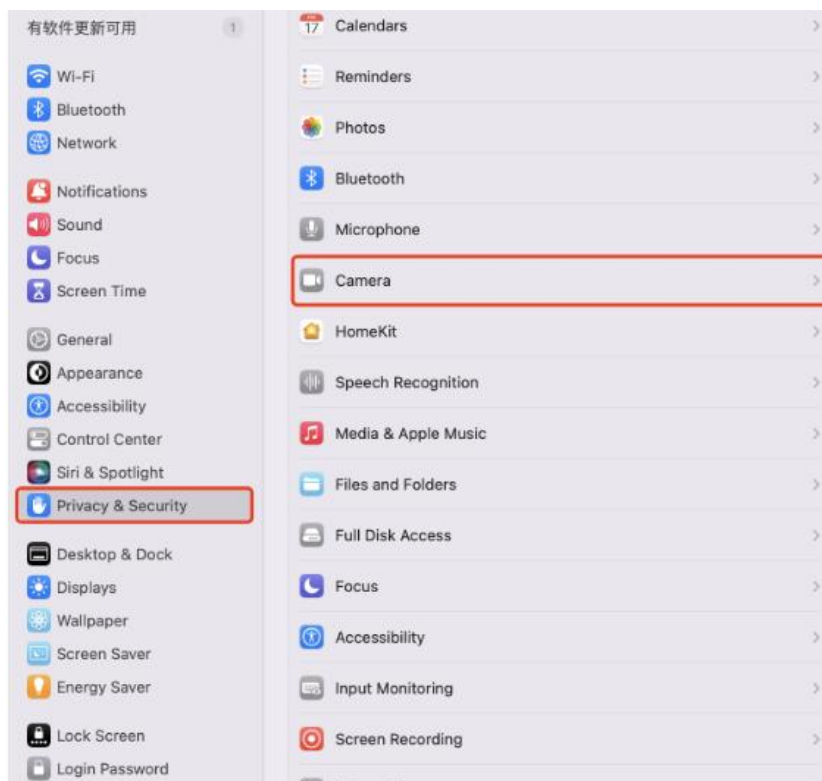


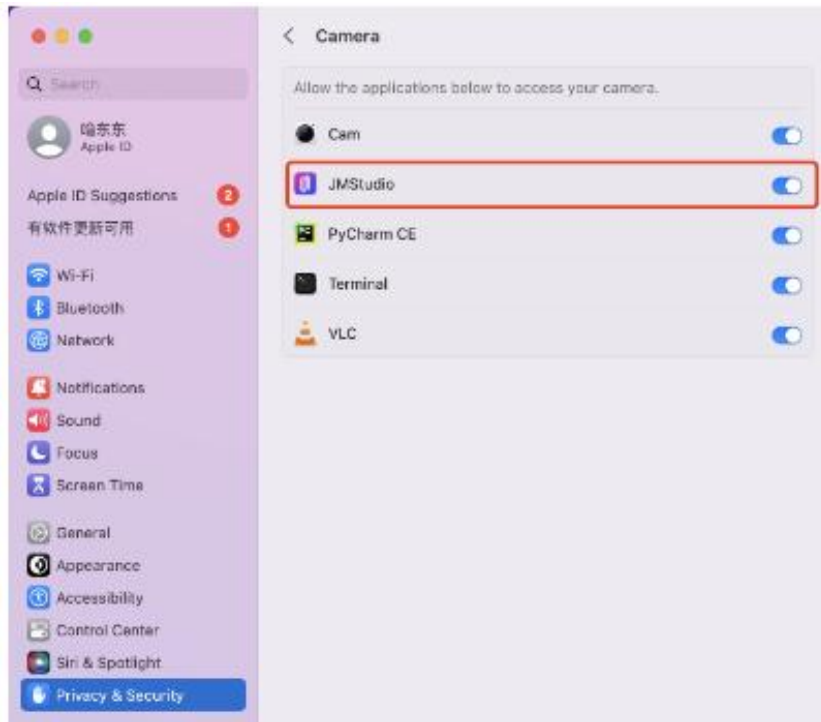
Windows System:



Mac System:

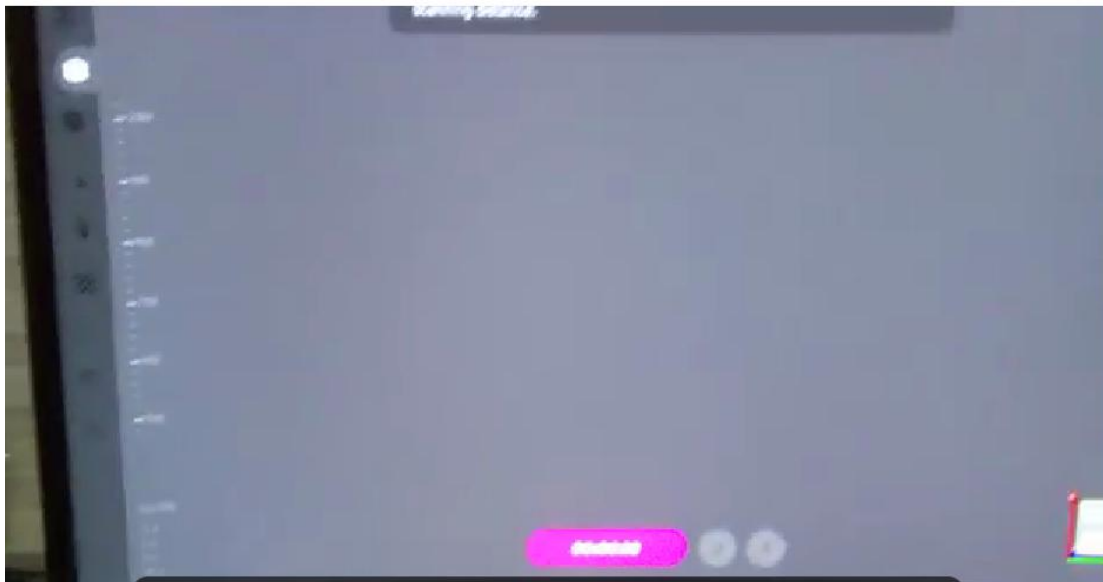
Privacy&Security->Camera->Allow apps to access camera.





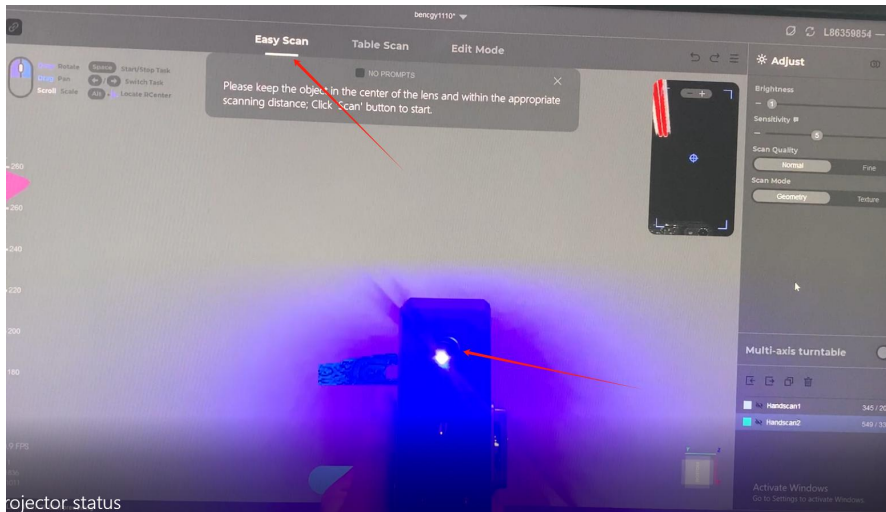
5. *Description:

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



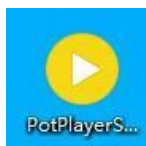
-Solution:

- Check whether the projection lamp is flashing continuously in the preview or scanning mode.



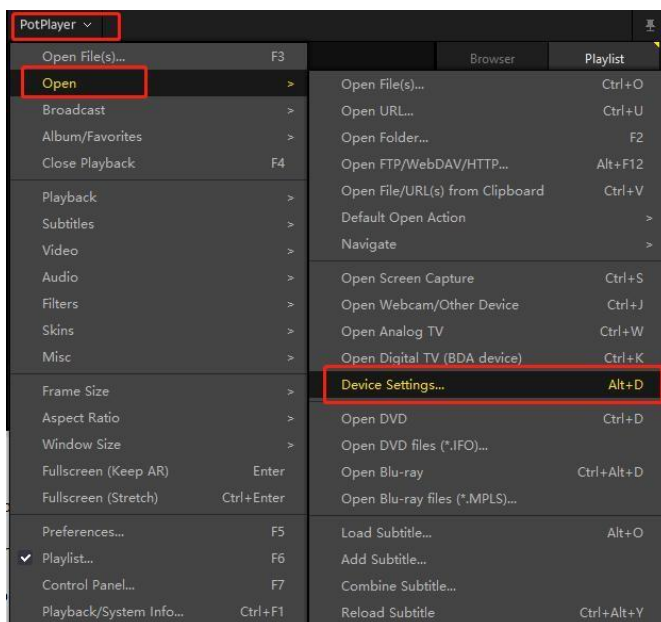
If not, please confirm if you are using the power adapter coming with the package. (The direct connection to your PC type-c port will not provide enough power.)

- b) Verify if the camera permission is enabled on your computer: Windows settings->Security->Camera->Allow apps to access camera.(check Description 4)
- c) Install PotPlayer for 64-bit Windows Link: <https://daumpotplayer.com/download/>

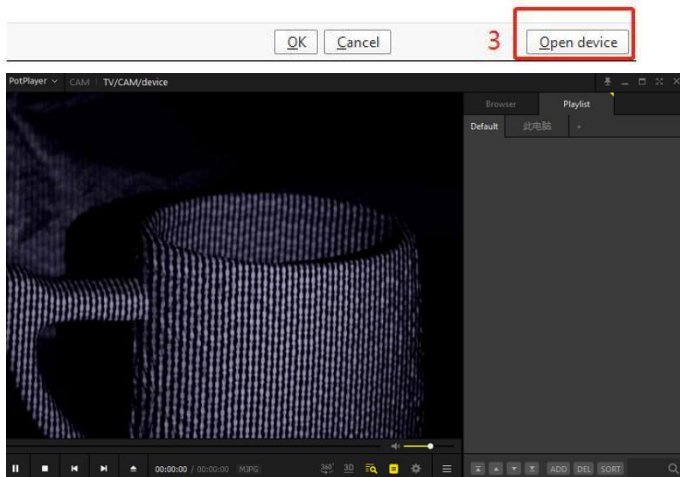
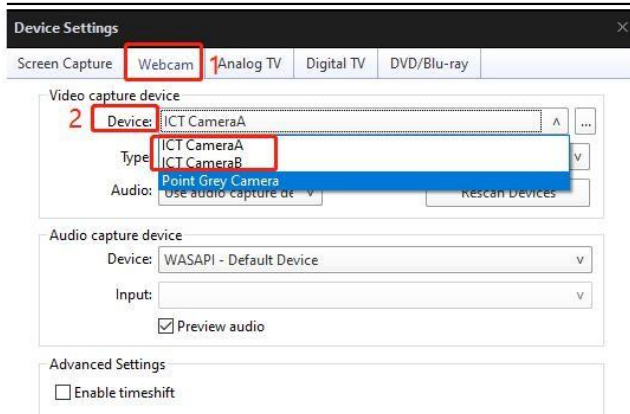


After the installation is finished, click PotPlayer -> Open -> Device Settings
->Webcam -> Device -> select ICT CameraA and ICT CameraB – Open device.

Then check if there is any image from cameras.

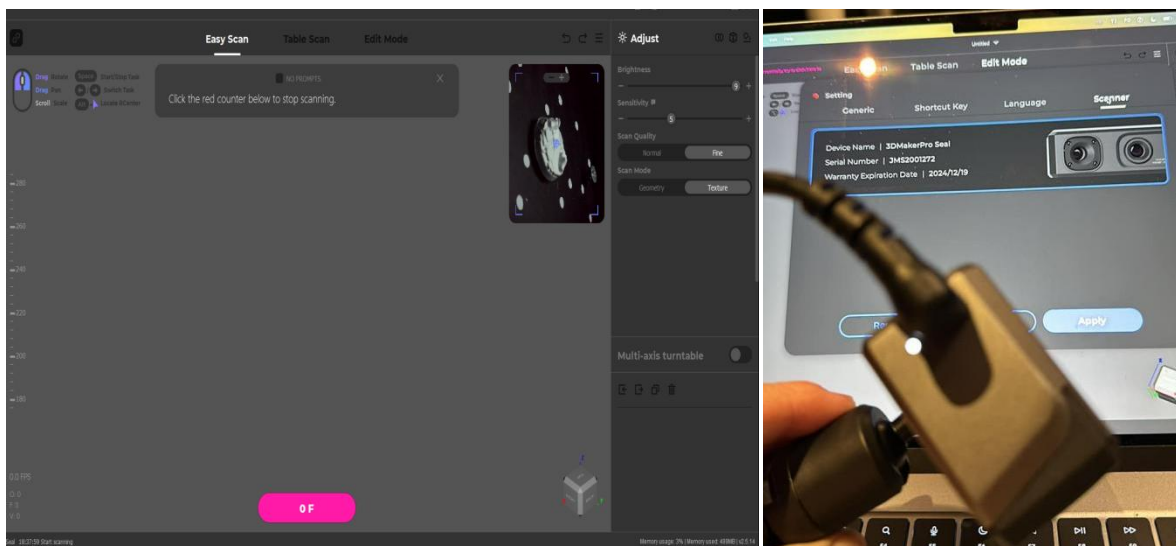


3DMAKERPRO



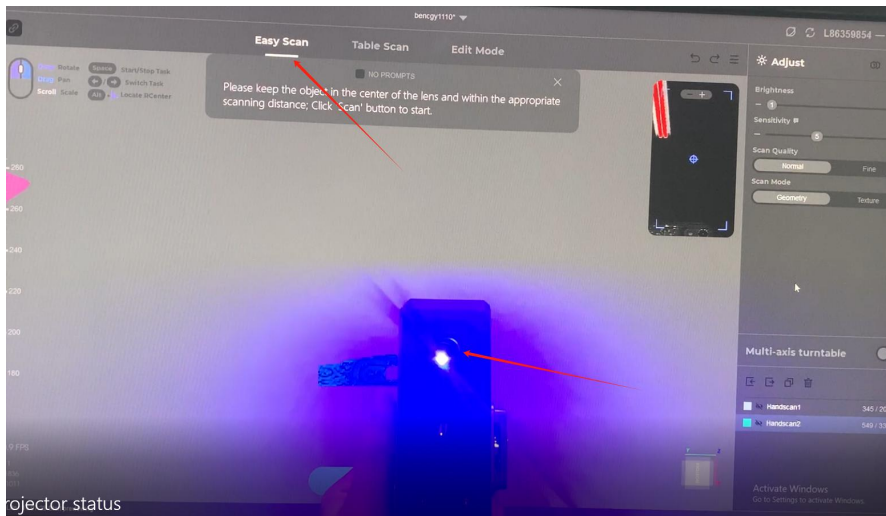
6. *Description:

- 1) Objects cannot be scanned or are missing.
- 2) I've successfully imported the calib file while the Mac software still shows disconnected.



-Solution:

a) Check whether the projection lamp is flashing continuously in the preview or scanning mode.



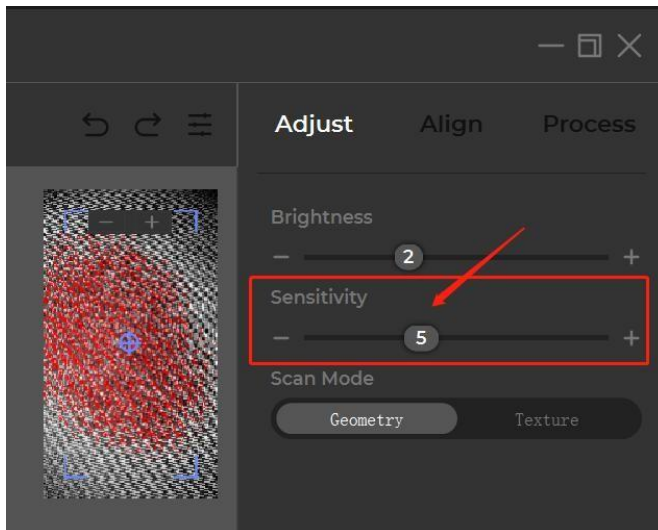
b) **If not, please confirm if you are using the power adapter coming with the package. (The direct connection to your PC type-c port will not provide enough power.)**

7. *Description:

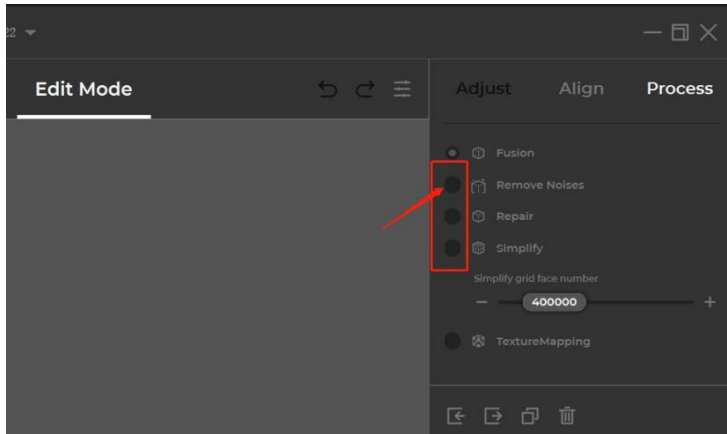
After fusion, there is rough edges and a lot of noise.

-Solution:

a) Please adjust the sensitivity to a lower level while scanning.



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

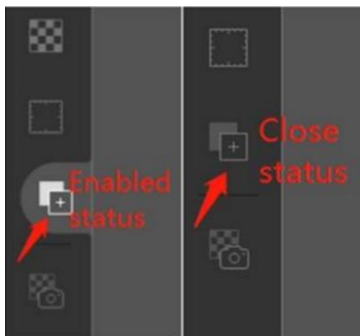


8. *Description:

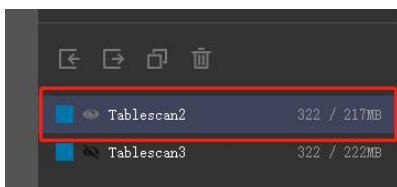
The basement can not be selected.

-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.



9. *Description:

The turntable cannot turn red during initialization.

-Solution:

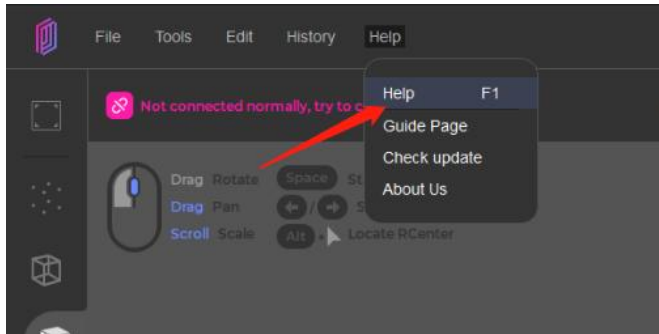
- a) Make sure the distance between the turntable and the scanner is **230mm-260mm**;
- b) Keep the scanning environment clean and empty, remove the scanned object and scan the turntable only.

10. *Description:

I lost the user manual.

-Solution:

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

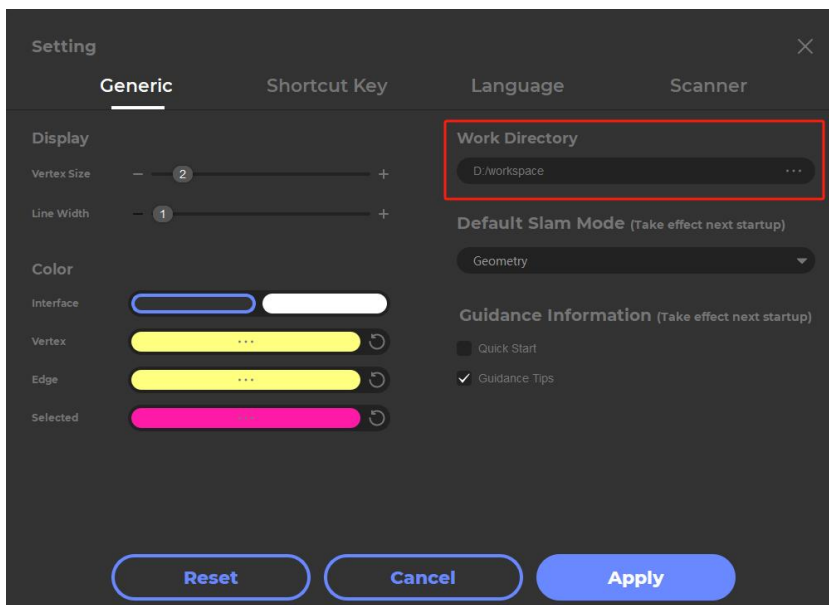


11. *Description:

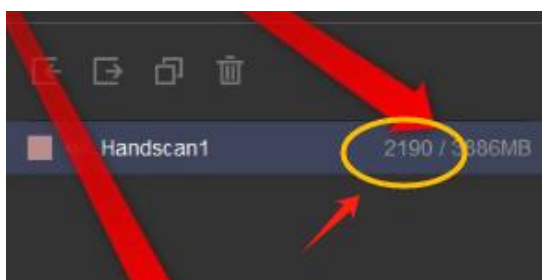
I have a problem with the JMStudio, every time I hit process, JMStudio shut down immediately.

-Solution:

1. Check your work directory to see if there's enough room in this disk.

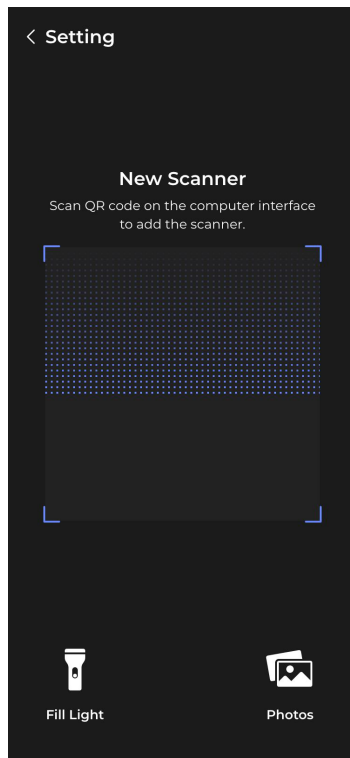


2. Check your scan frames and quality.



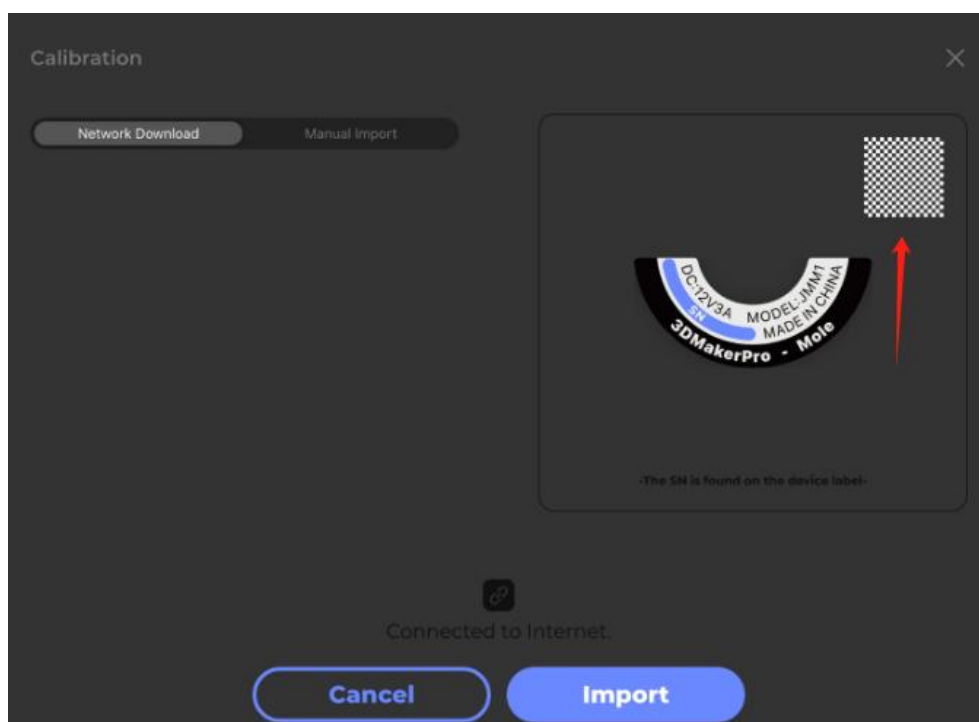
12. *Description

Trying to install the app. I open the app and click new scanner and it ask for the qr code on computer screen, where to find it?



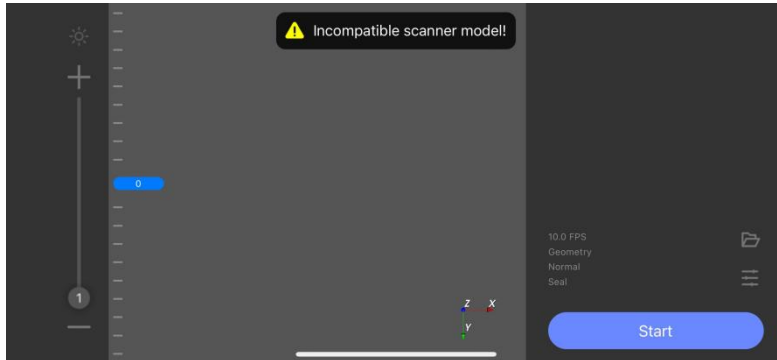
-Solution:

Connect your scanner to your desktop software first, the code is on the File-import calibration board.



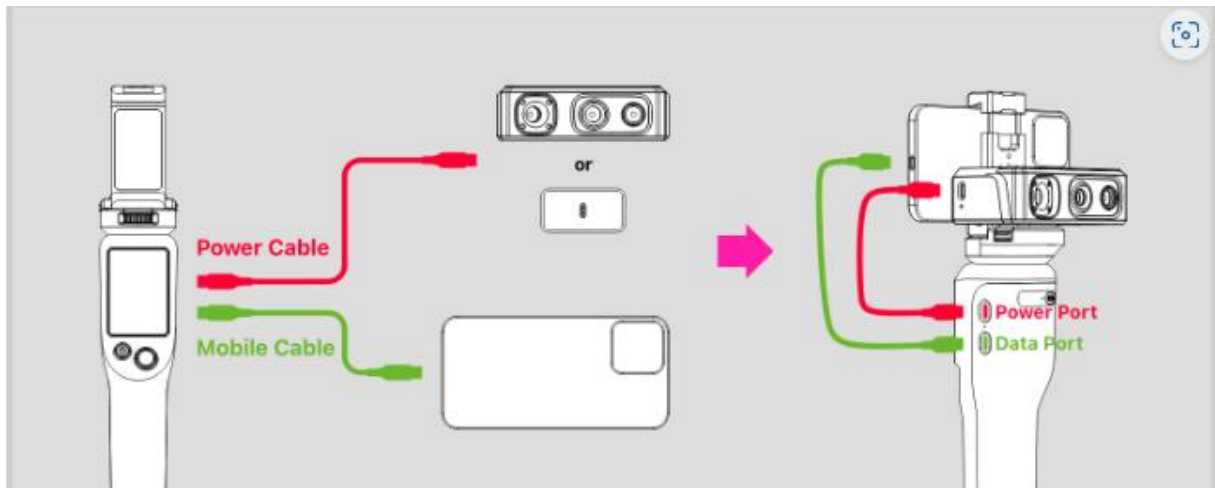
13. *Description

It prompts Incompatible scanner model when I try to use the Smart Grip and the app.



-Solution:

a) Check whether the two cables are plugged in to the right port.

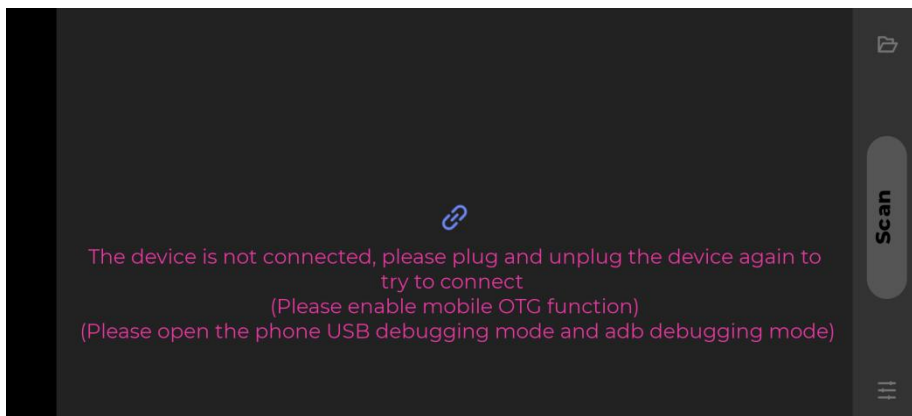


b) Check whether the app is in the latest version.

c) Try restarting the smart grip.

14. *Description

I can not connect the Andriod app to my scanner.



-Solution:

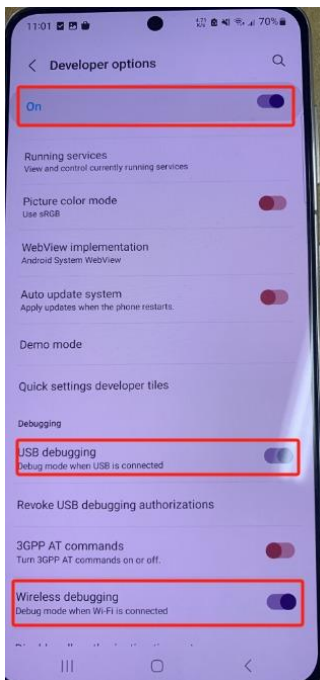
a) Please confirm your smartphone models.

Recommended phone brands:

Models released after 2021 from vivo, oppo, OnePlus, Samsung, LG, Google, Motorola.

Note: There may be compatibility risks with Huawei, Honor, Xiaomi, and other models.

b) Please confirm if Developer options, USB debugging and Wireless debugging are enabled.



15. *Description

My smart grip can not be turned off.

-Solution:

Locate the ejector pin tool at the hole on the side to reset the grip.



16. *Description

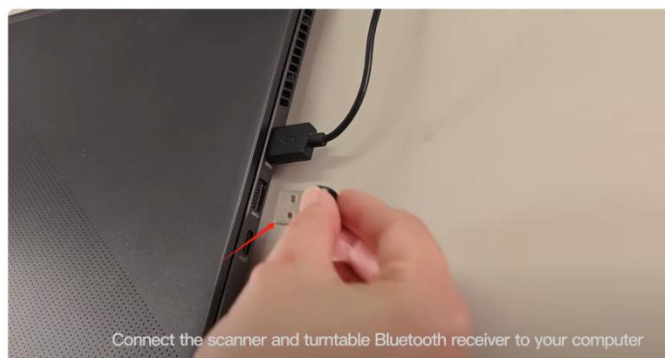
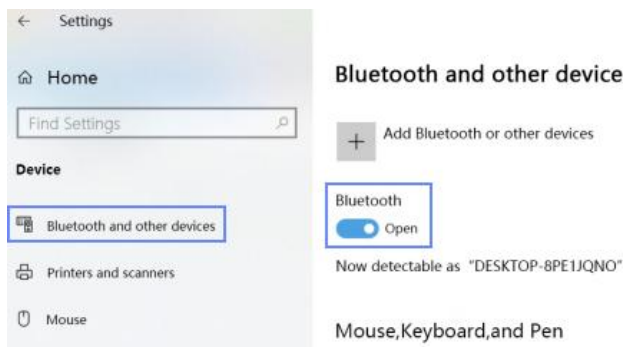
I cannot for the life of me get the turntable to connect to the software.

-Solution:

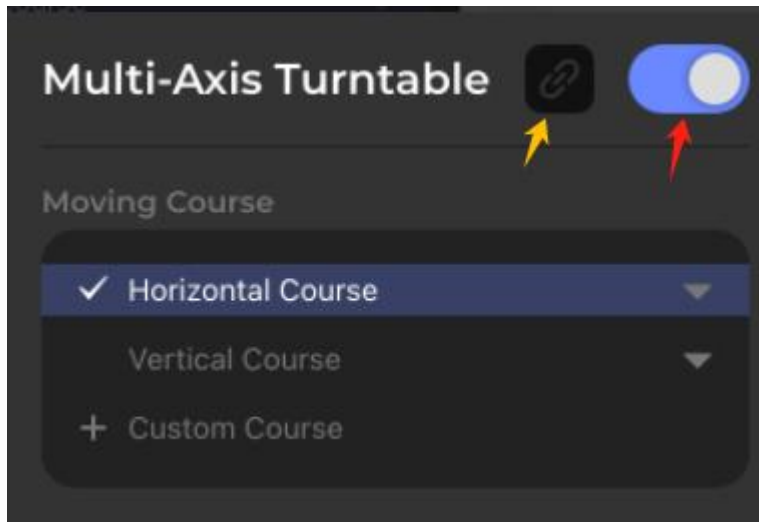
a) Please verify if the turntable is powered on according to the green indicator above the DC port.



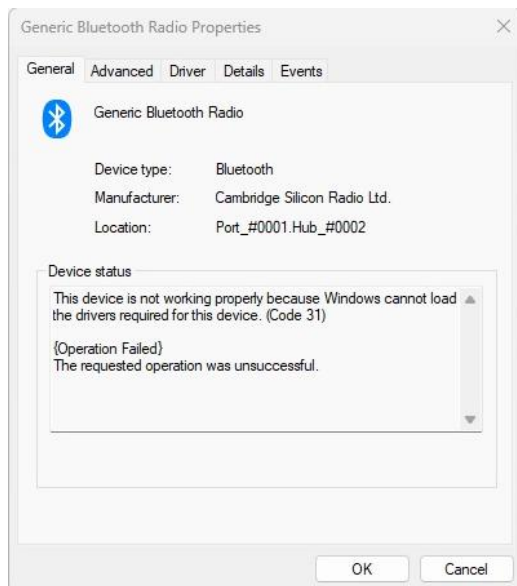
b) Please make sure the bluetooth is enabled. For computers without bluetooth function, please use the bluetooth receiver.



c) Open JMStudio software-go into Easy Scan mode, enable multi-axis turntable, and hit the connection status icon.



d) If it's still not connected, and in the Windows device manager - bluetooth device, it shows bluetooth driver is not working properly, please reach out to the technical support team.





3DMAKERPRO

Technical Support

E-mail: service@3dmakerpro.com

Our store: <https://store.3dmakerpro.com/>

Support: <https://forum.jimumeta.com/home/messages/sendMessage.html>

3DMAKERPRO

-  @3DMakerProCares
-  @official3DMakerPro
-  @3DMakerPro
-  <https://store.3dmakerpro.com/>
-  service@3dmakerpro.com

JimuMeta

-  @JimuMeta
-  @JimuMeta
-  <https://www.jimumeta.com/>
-  service@jimumeta.com