



Troubleshooting guide for Medit i500

February 23rd, 2018

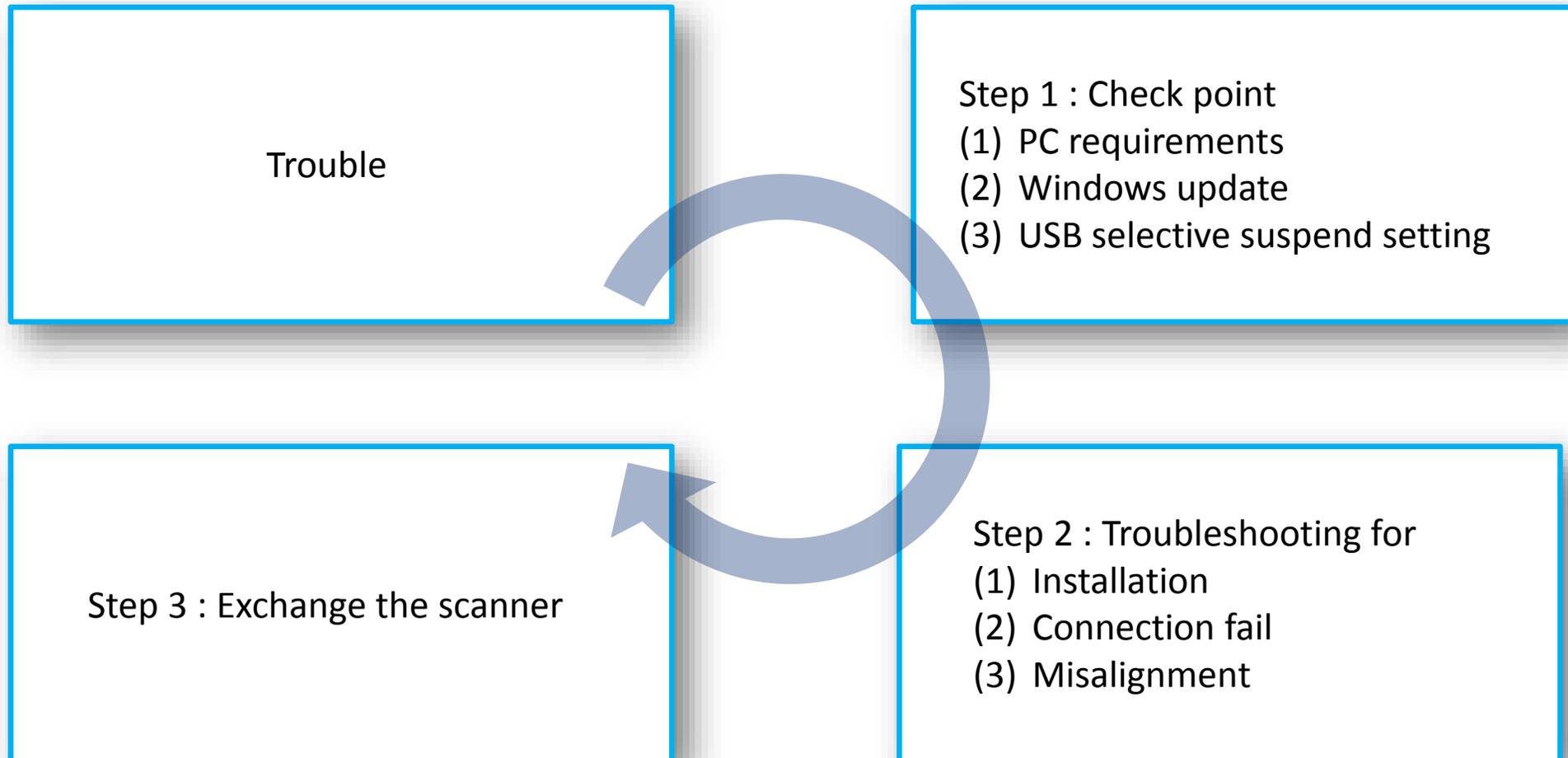
SQA of Medit Co., Ltd.



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Troubleshooting protocol



Check point

PC requirements

Recommended specifications for Laptop

Operating System	Microsoft Windows 10 64 Bit (32 Bit – not available)
CPU	Intel i7 7700 HQ or higher
RAM	16GB or higher
Graphic Card	Nvidia GeForce GTX 1060 (3GB) or higher
Verified Laptop	TBD(manufacturer & its model)

Recommended specifications for desktop

Operating System	Microsoft Windows 10 64 Bit (32 Bit – not available)
CPU	Intel i7 7700 or higher
RAM	16GB or higher
Graphic Card	Nvidia GeForce GTX 1060 (3GB) or higher
Verified Desktop	TBD(manufacturer & its model)

* If console pc does not meet recommended requirement, i500 is working but scanning speed is slow.

Check point

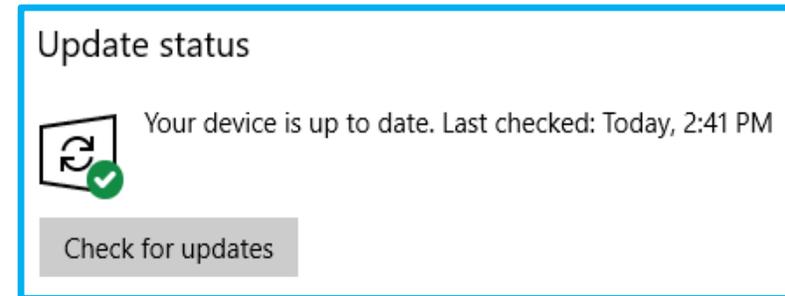
Windows updates should be done to the latest one.

To make it sure, check for updates 2 ~ 3 times further

This updates are related to connection fail problem or some errors can occur when customer uses the scanner

Please let customer always maintain their windows updates to the latest one

Windows update



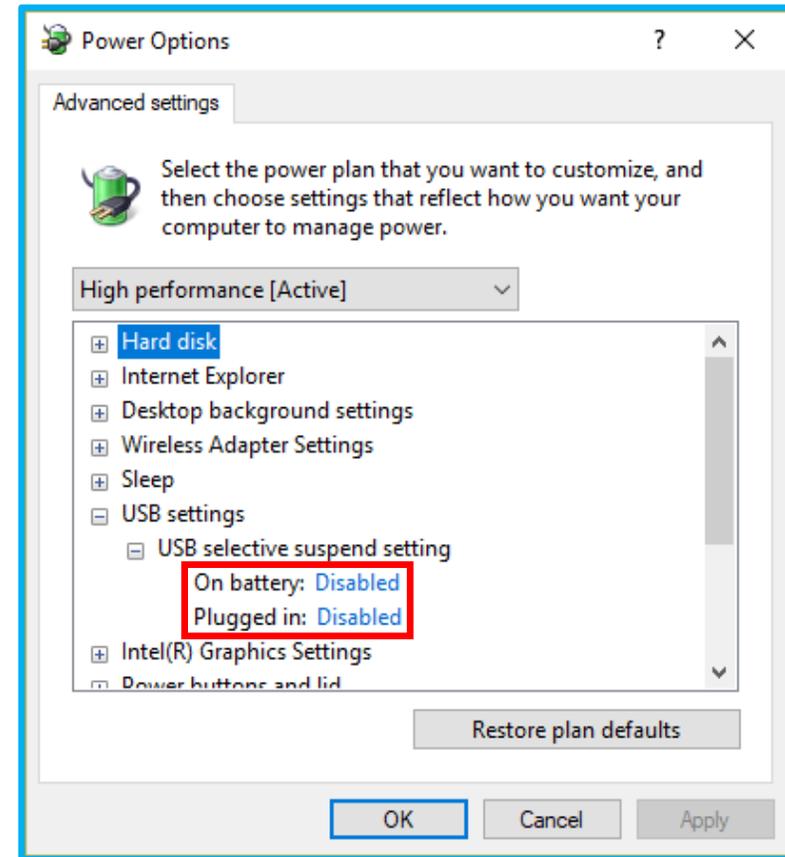
Check point

High performance power plan is recommended and we have to set "Disable" in USB selective suspend setting

You can find the setting in the path below
> Control panel\ All control panel items\Power options\Change plan settings\Change advanced power settings

Do not use sleep mode on console pc

USB selective suspend setting



Troubleshooting for installation (1/2)

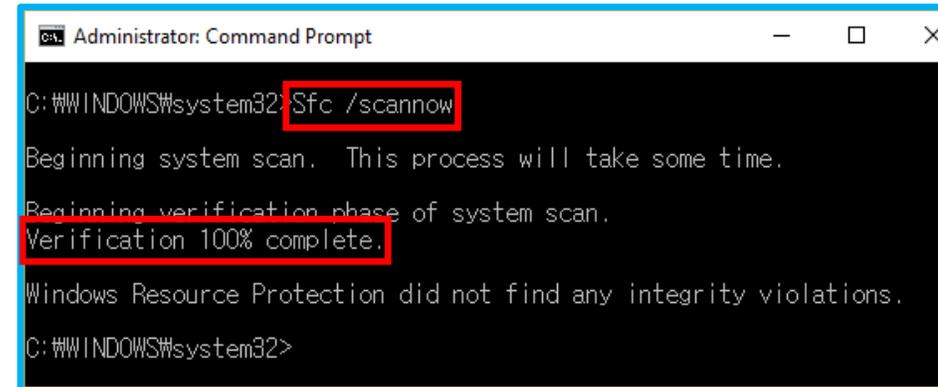
Symptom

1. Error message occurs during software installation



Troubleshooting

1. Change username of console pc without any space or double-byte character
2. If it doesn't work properly, follow the process below
 - (1) Run "cmd.exe" as administrator
 - (3) Input command "Sfc /scannow" and enter
 - (4) After verification 100% complete, restart PC
 - (5) Re-install Medit iScan

A screenshot of a Windows Command Prompt window titled "Administrator: Command Prompt". The prompt shows the command "Sfc /scannow" being entered and executed. The output text is: "Beginning system scan. This process will take some time.", "Beginning verification phase of system scan.", "Verification 100% complete.", and "Windows Resource Protection did not find any integrity violations." The prompt ends with "C:\WINDOWS\system32>".

Troubleshooting for installation (2/2)

Symptom

1. Error message occurs when launching Medit *i*Scan



The program can't start because MSVCR120.dll is missing from your computer. Try reinstalling the program to fix this problem.

Troubleshooting

1. Check windows update at first
2. If it doesn't work properly, follow the process below
 - (1) Connect installation USB
 - (2) Find the path "Utility\vcRedist"
 - (3) Run files in each folder, select install or repair
 - (4) Run Medit *i*Scan
 - (5) Re-install the software if it doesn't work properly



Visual C++ 2005 SP1



Visual C++ 2010



Visual C++ Redistributable
for Visual Studio 2013



Visual C++ Redistributable
for Visual Studio 2015

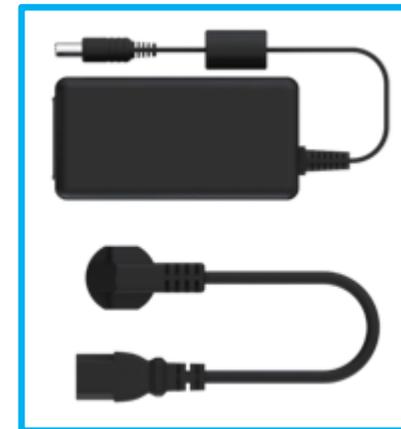
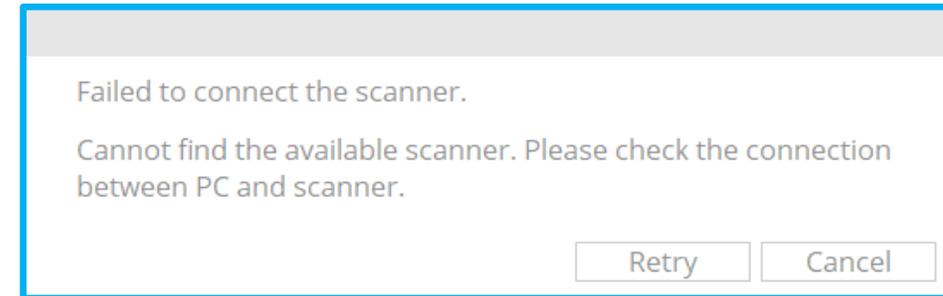
Troubleshooting for connection fail (1/4)

Symptom

1. Error message occurs when launching Medit *iScan*
2. Sudden shut down of scanner
3. Can not turn on scanner

Troubleshooting

1. Check all connection of Medit i500
2. Change USB port
3. Change USB cable
4. Exchange Medit i500



Medical adapter & power cable

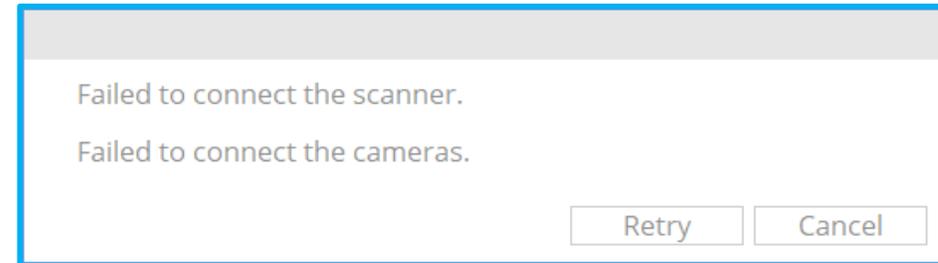


USB 3.0 cable

Troubleshooting for connection fail (2/4)

Symptom

1. Error message occurs when launching Medit *iScan*



2. Exclamation mark on cameras



Troubleshooting for connection fail (3/4)

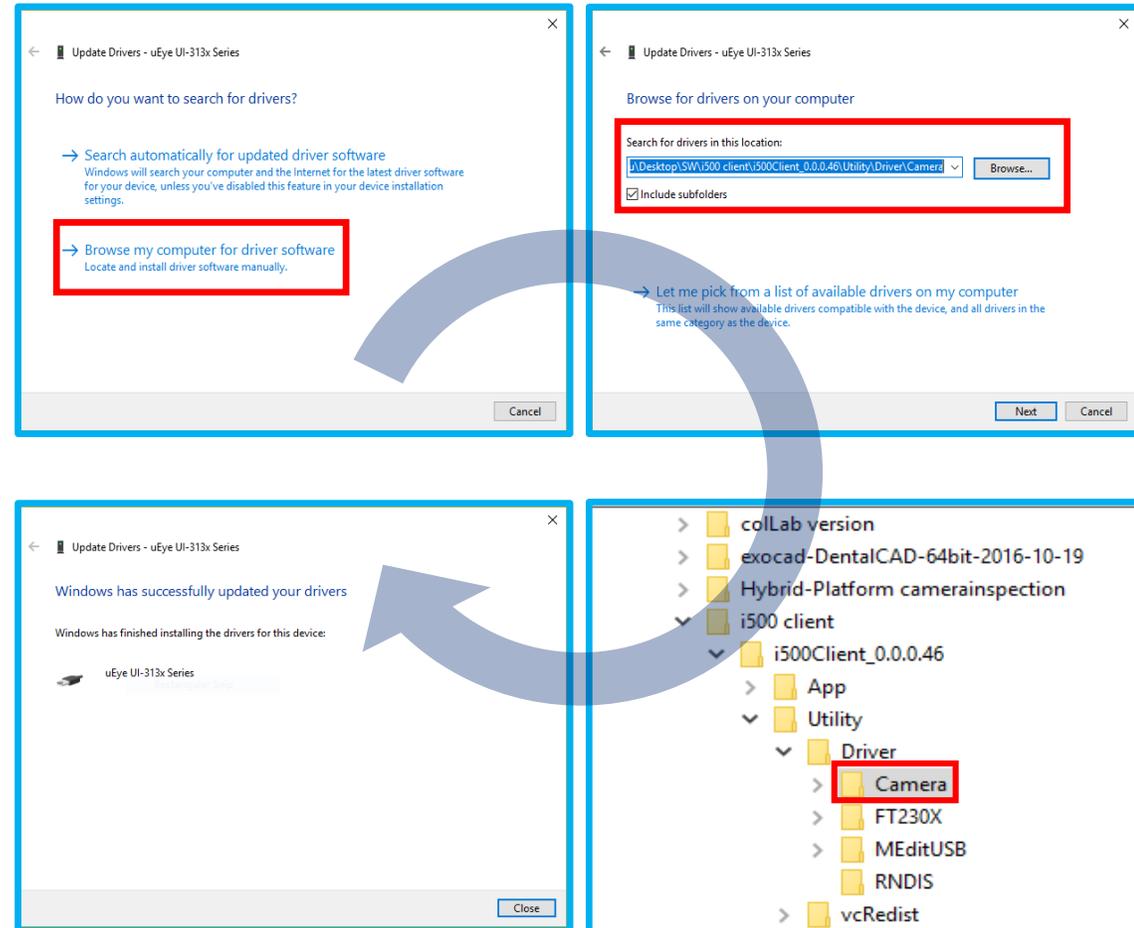
Troubleshooting

1. Please uninstall and re-install camera drivers manually by following the process

- (1) Open device manager
- (2) Click right button on camera driver
- (3) Select Update driver
- (4) Click browse to find the "Camera" folder
- (5) Click next to update camera drivers
- (6) Reboot the scanner

2. Try re-installation of software

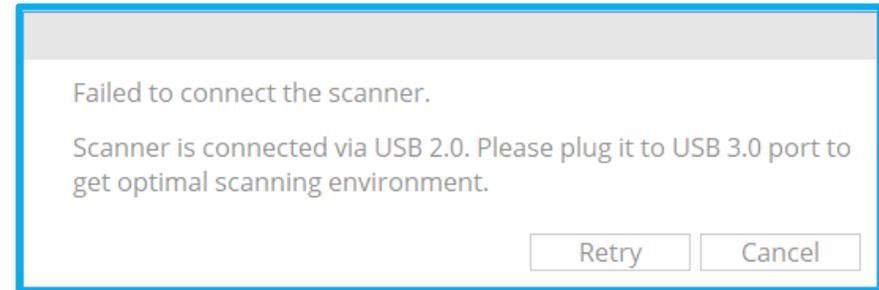
3. Exchange Medit i500



Troubleshooting for connection fail (4/4)

Symptom

1. Error message occurs when launching Medit *iScan*



Troubleshooting

1. Please connect the scanner to USB 3.0 port only
i500 will not work properly with USB 2.0 port

2. Exchange Medit i500



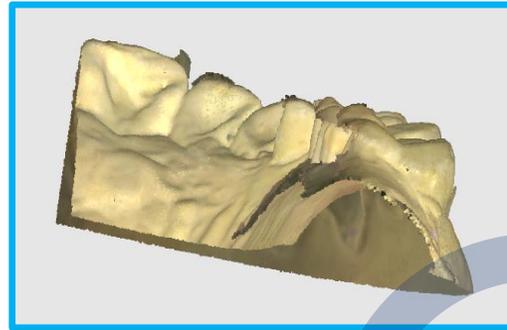
Troubleshooting for Misalignment (1/3)

Symptom

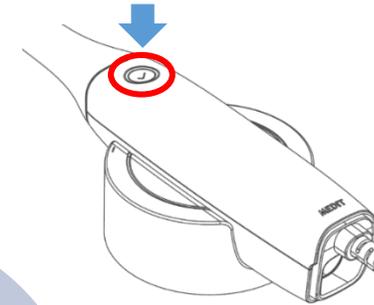
1. Misalignment of scan data (Single arch)

Troubleshooting

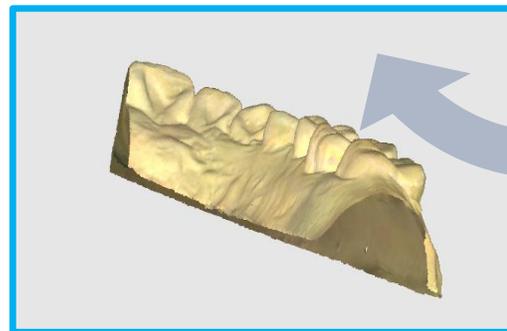
1. Check scan-guide and follow specification
 - (1) In case of fast scanning
 - (2) Incontinuous scanning
2. Automatic alignment with using iScan
 - (1) Press the scan button of i500
 - (2) Click another stage in Medit *iScan*
 - (3) Return to previous stage and continue
3. Delete previous scan data and re-scan



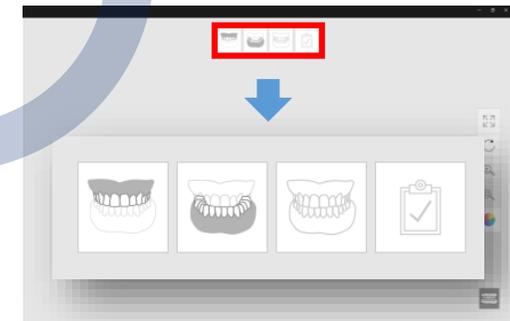
Misalignment



Scan button of i500



Result



Scan stages of Medit *iScan*

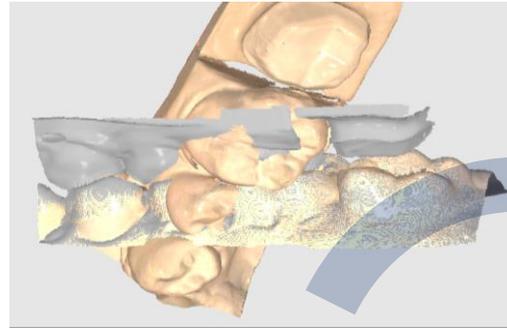
Troubleshooting for Misalignment (2/3)

Symptom

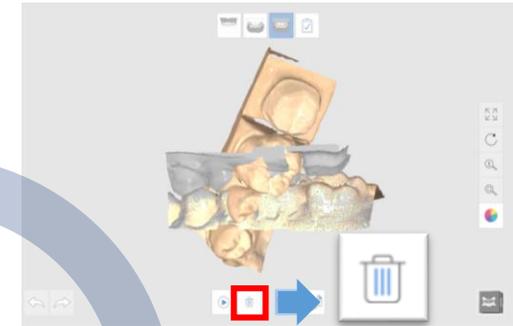
1. Misalignment of scan data (Occlusion)

Troubleshooting

1. Follow process below
 - (1) Delete occlusion scan data
 - (2) Re-scan occlusion



Misalignment



Delete button



Re-scan result



Delete occlusion data

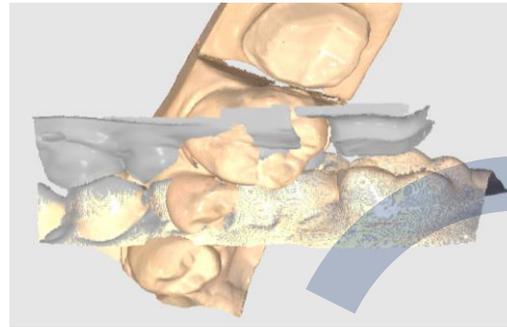
Troubleshooting for Misalignment (3/3)

Symptom

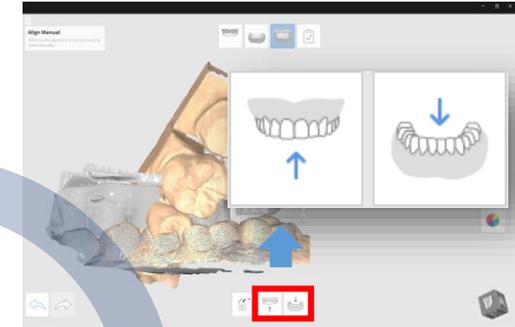
1. Misalignment of scan data (Occlusion)

Troubleshooting

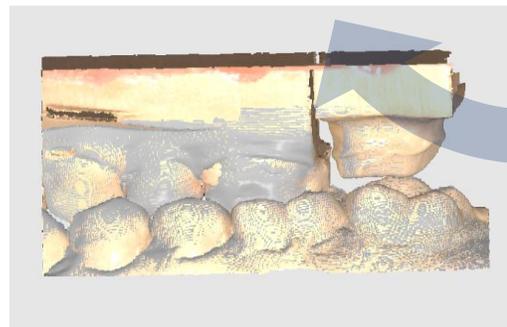
1. Follow process below
 - (1) Click 'Move Maxilla' and 'Move Mandible'
 - (2) Click 'Align Manual' in Medit *i*Scan
 - (3) Align occlusion manually by clicking one point on the model



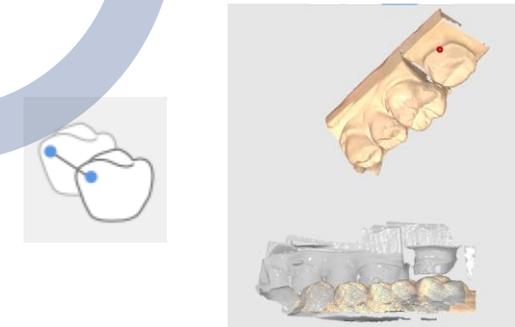
Misalignment



Move Maxilla and Move Mandible



Align result



Align Manually



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