

CRUXCAN

Dental PSP Scanner

Troubleshooting

Version: 1.0.0.5
Rev. Date: 2021.12.09

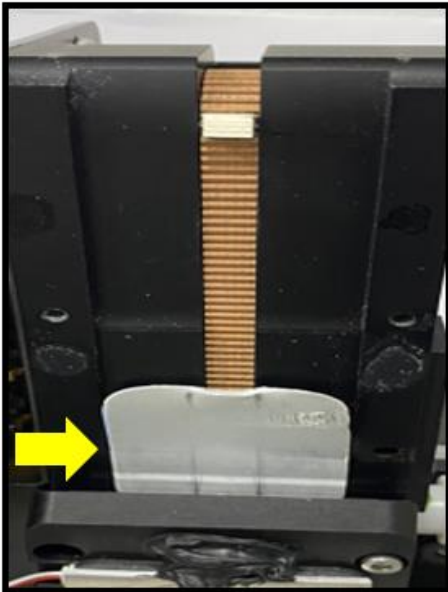
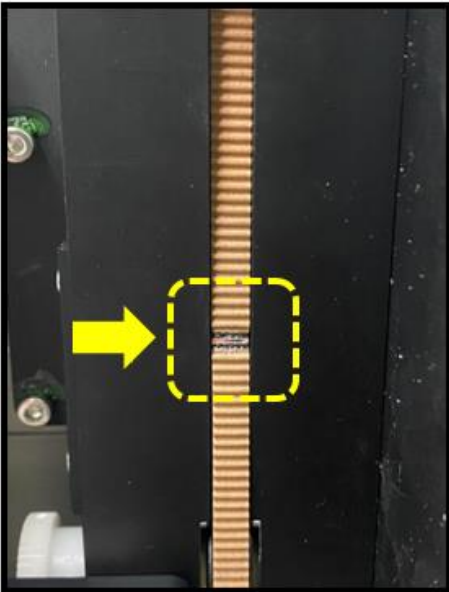
Table of contents

1. Hardware	2
2. Software	11

1. Hardware

If you experience trouble, try the following solutions.

1) IP (Imaging plate) stuck inside the scanner and Attachment broken.

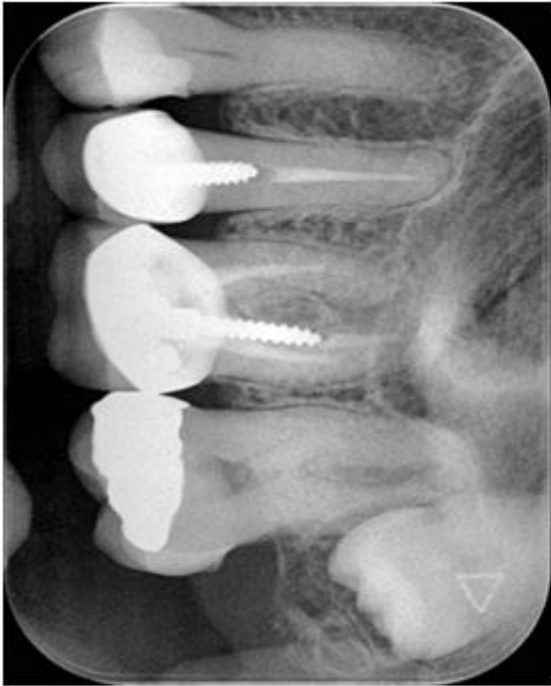
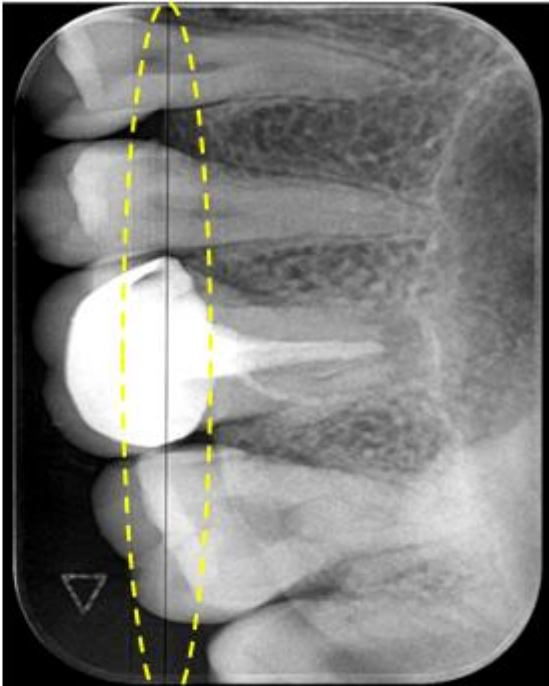
Cause	
<ul style="list-style-type: none"> While the scan was not finished due to the user's mistake, another IP insert. When the hygienic bag or protective Cover is inserted together. 	
Cause image	
<div style="display: flex; justify-content: space-around; align-items: flex-end;"> <div style="text-align: center;">  <p>IP Stuck</p> </div> <div style="text-align: center;">  <p>Attachment broken</p> </div> </div>	
Solution	
<ul style="list-style-type: none"> Refer to the IP remove guide and try to disassemble the scanner. (If the attachment is damaged, replace the belt). 	
Reference	
<ul style="list-style-type: none"> Refer [CRUXCAN] PSP(IP) remove guide video. Refer [CRUXCAN] Timing belt Replace guide video. (if you need the replace belt)' (If need the guide, please contact technical support). 	



Warning

- If the IP is not ejected after once or twice attempts at E/M eject, stop using it.
- if the IP is not ejected immediately unplug the scanner and contact a technical person.


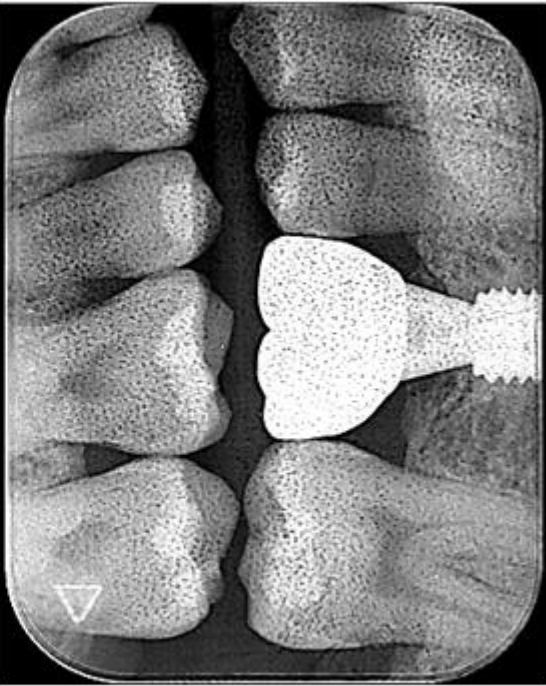
2) Image abnormal state.

Symptom
<ul style="list-style-type: none"> If line appears continuously in the image after scanning.
Symptom image
<div style="display: flex; justify-content: space-around; align-items: flex-end;"> <div style="text-align: center;">  <p>Normal image</p> </div> <div style="text-align: center;">  <p>Dust image</p> </div> </div>
Solution
<ul style="list-style-type: none"> Try to clean the optical filter.
Reference
<ul style="list-style-type: none"> Refer [CRUXCAN] Filter cleaning guide(+reflector).



Notice

- Please put the dust cap on the scanner entrance when the CRUXCAN is not using. It can block the inflow of dust and foreign substances.


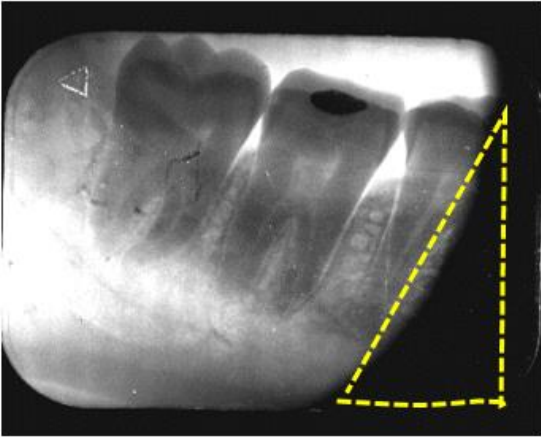
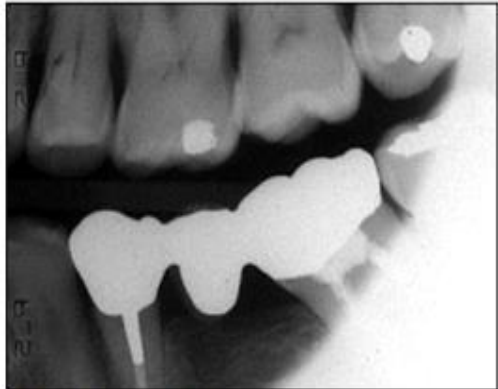

Symptom
<ul style="list-style-type: none"> If stains, fingerprints, or dots appear on the image after scanning.
Symptom image
<div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">  <p>Normal image</p> </div> <div style="text-align: center;">  <p>Chemical image</p> </div> </div>
Solution
<ul style="list-style-type: none"> Try to clean IP. If the scanned image shows the same problem after IP cleaning, replace the IP as it is damage.
Reference
<ul style="list-style-type: none"> Refer [CRUXCAN] PSP(IP) cleaning guide.

**Notice**

- Use the IP after wearing gloves.
- Do not handle IP with medication or chemical touch.
- Replace the IP if it is severely damaged.

**Warning**

- Educate users on how to use IP.

Symptom	
<ul style="list-style-type: none">If the image appears different after scanning.	
Symptom image	
	
PC image	Cone cut image
	
Round Cone Cut	Rectangular Cone Cut
Solution	
<ul style="list-style-type: none">When using x-ray, be carefully not to cause a cone cut.	

Symptom

- If the border(band) appear in the scanned image.

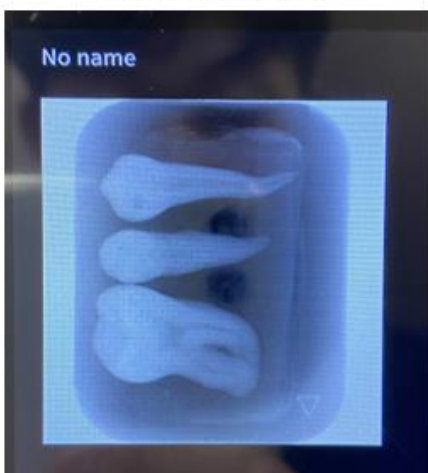
Symptom image



Normal image



Border(band) image



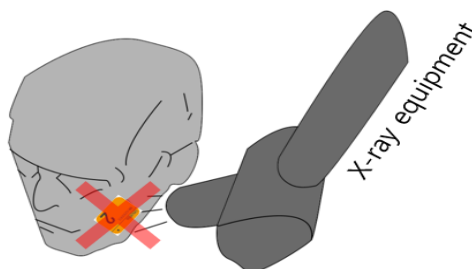
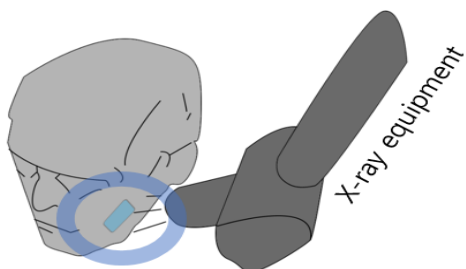
Normal image
(Scanner LCD)



Border(band) image
(Scanner LCD)

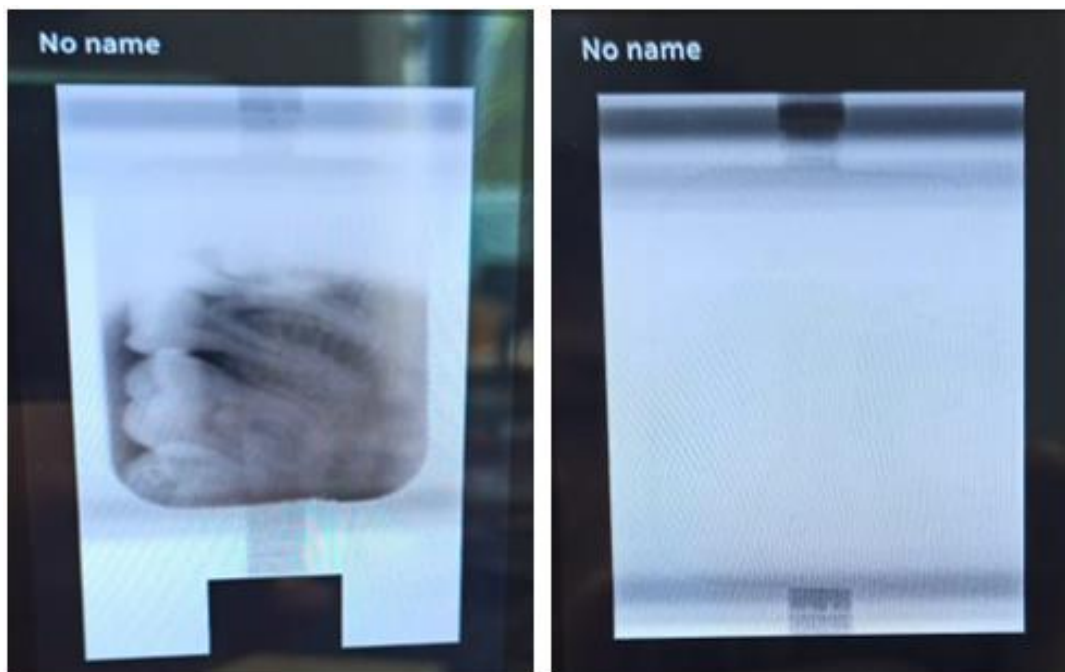
Solution

- Attempt to take an x-ray in the correct direction of the IP (blue side).
(Wrong direction : If the IP is x-rayed orange side)

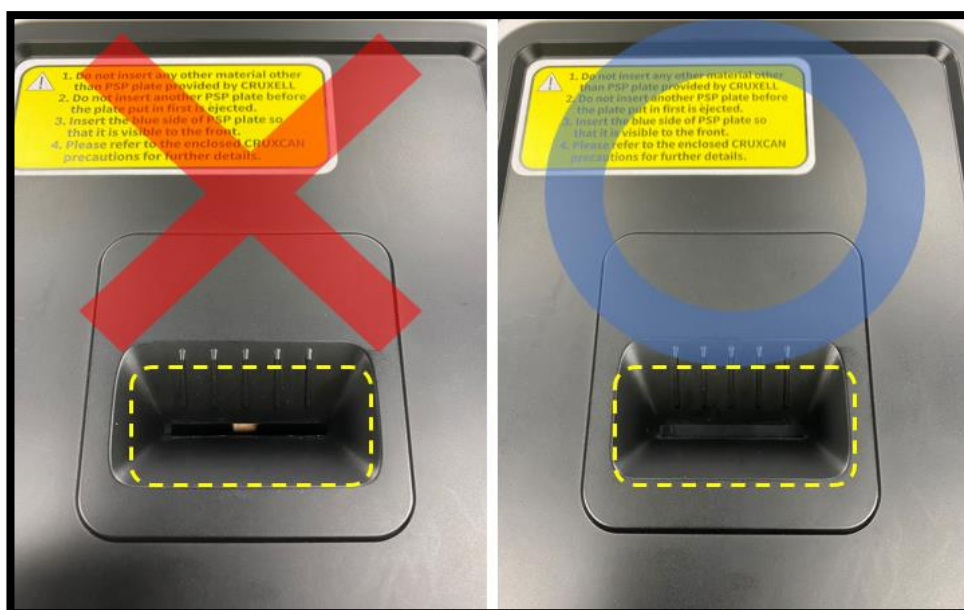



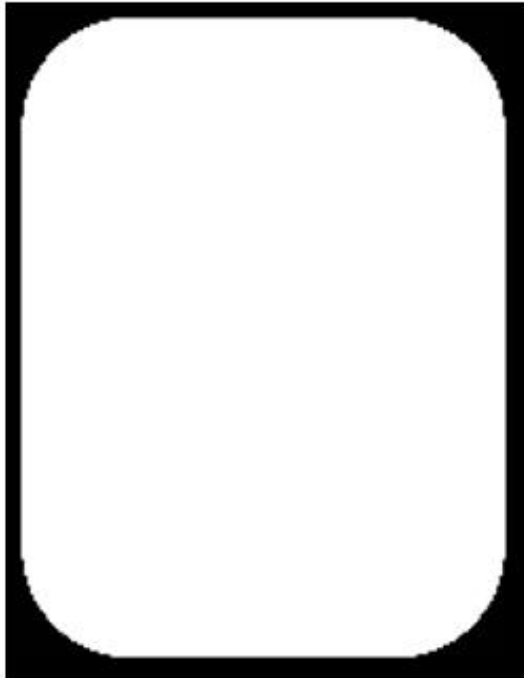
Symptom

- If the white background or black band appears in scanner LCD after scanning.

Symptom image**Solution**

- Check that the light-blocking accessories are on the top cover.
(If the light-blocking accessories do not close, contact Technical Support)



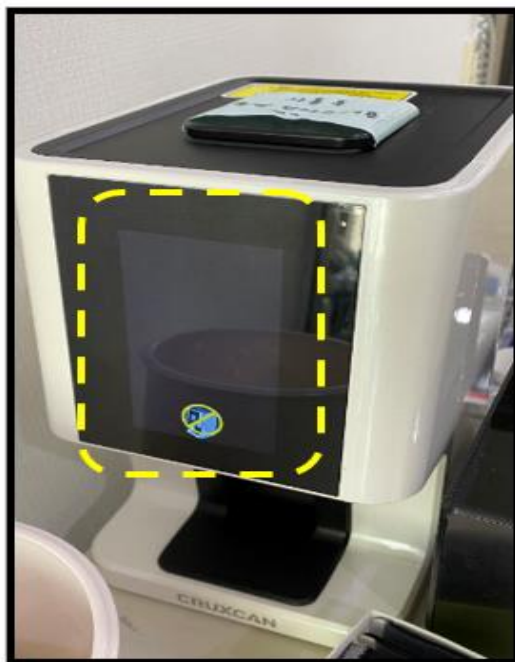
Symptom	
<ul style="list-style-type: none">If the white image appears after scanning. (‘Low Xray power’ message appears on the scanner LCD)	
Symptom image	
	
Scanner LCD	PC image
Solution	
<ul style="list-style-type: none">After increasing the dose of the x-ray, try to scan. (Appears when the exposed x-ray power is very low or If it wasn't shot correctly)	

3) LCD screen abnormal state.

Symptom

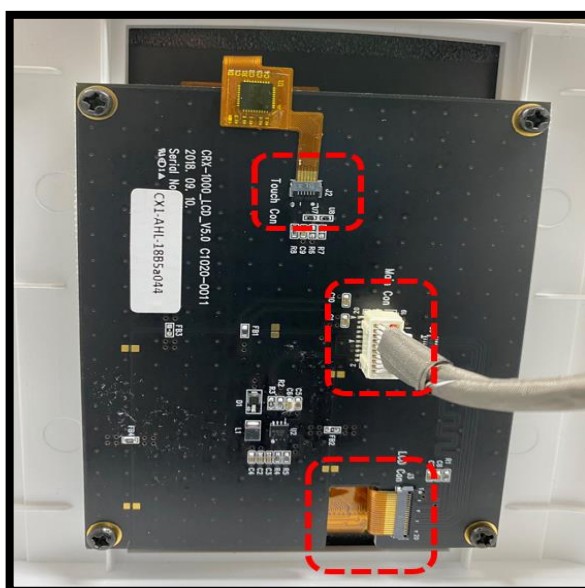
- LCD screen is not initialized or responded.

Symptom image


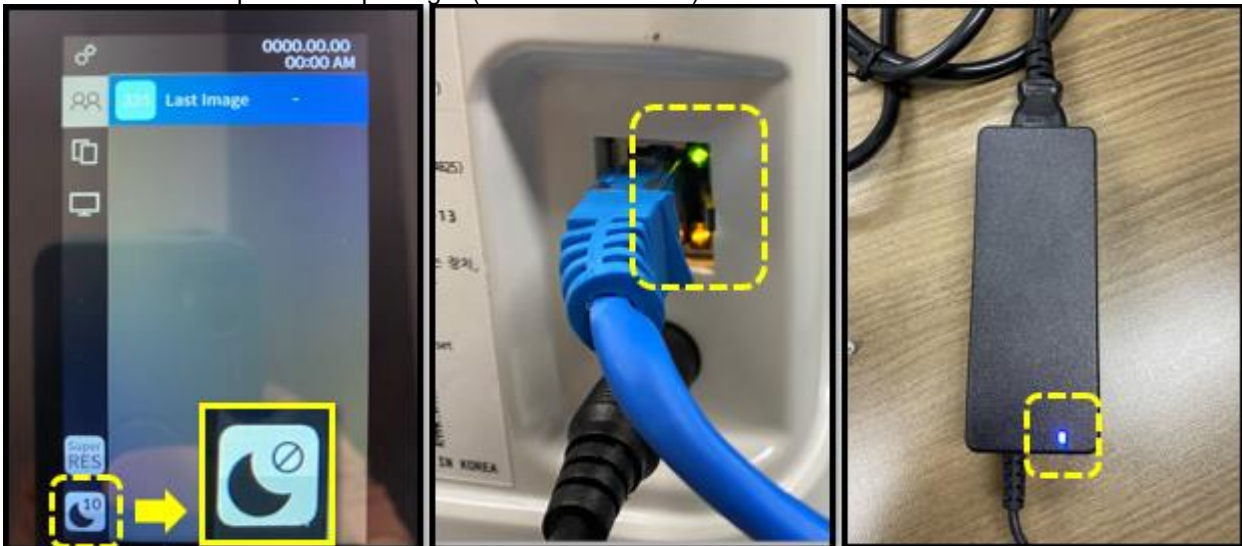


Solution

- Check the LCD cable connection is well or not and try to reconnect it.



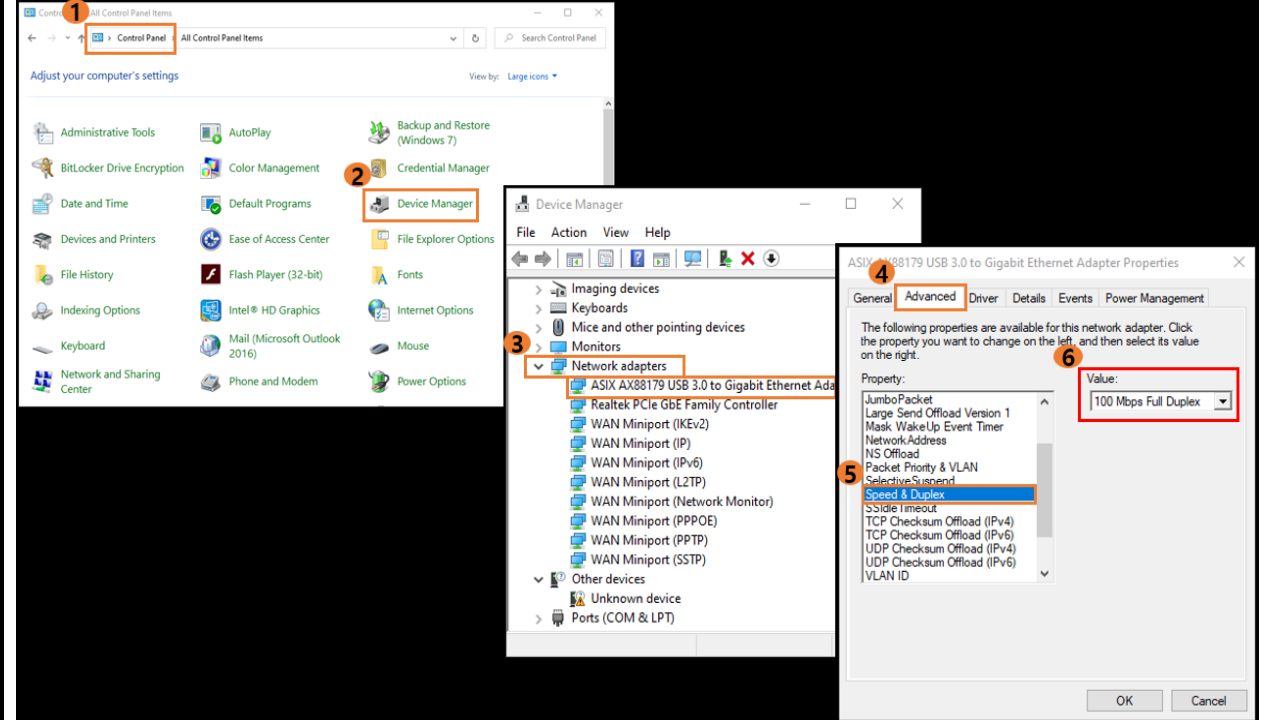
4) LCD screen turns off.

Symptom
<ul style="list-style-type: none">LCD screen automatically turns off.Scanner power turns off.
Symptom image

Solution
<ul style="list-style-type: none">Touch the sleep mode icon to turn it off.Check the power connection port LED light status.Check the power adapter light.(normal color: blue)


2. Software

If you experience trouble, try the following solutions.

1) Scanning speed is too slow.

Possible cause
<ul style="list-style-type: none"> Data transfer from CRUXCAN to PC is too slow.
Solution
<p>(1) Try to manually set the speed of the LAN card connected to the CRUXCAN.</p> <ol style="list-style-type: none"> ① Open the [Control Panel]. ② Select the [Device Manager]. ③ Select the [Network adapters]. ④ Select the [Properties] of the Ethernet connected with the scanner. ⑤ Select the [Advanced]. ⑥ Select the [Speed & Duplex]. ⑦ Select the [100 Mbps Full Duplex] Value.
Reference
 <p>The screenshot illustrates the steps to configure the network adapter settings in Windows. It shows the Control Panel with 'Device Manager' selected (1). In Device Manager, 'Network adapters' are expanded (2), and the specific adapter 'ASIX AX88179 USB 3.0 to Gigabit Ethernet Adapter' is selected (3). The 'Properties' window for this adapter is open, with the 'Advanced' tab selected (4). The 'Speed & Duplex' property is highlighted in the list (5), and its value is set to '100 Mbps Full Duplex' (6).</p>

2) Fail to connect to CRUXCAN and PC.

Possible Cause

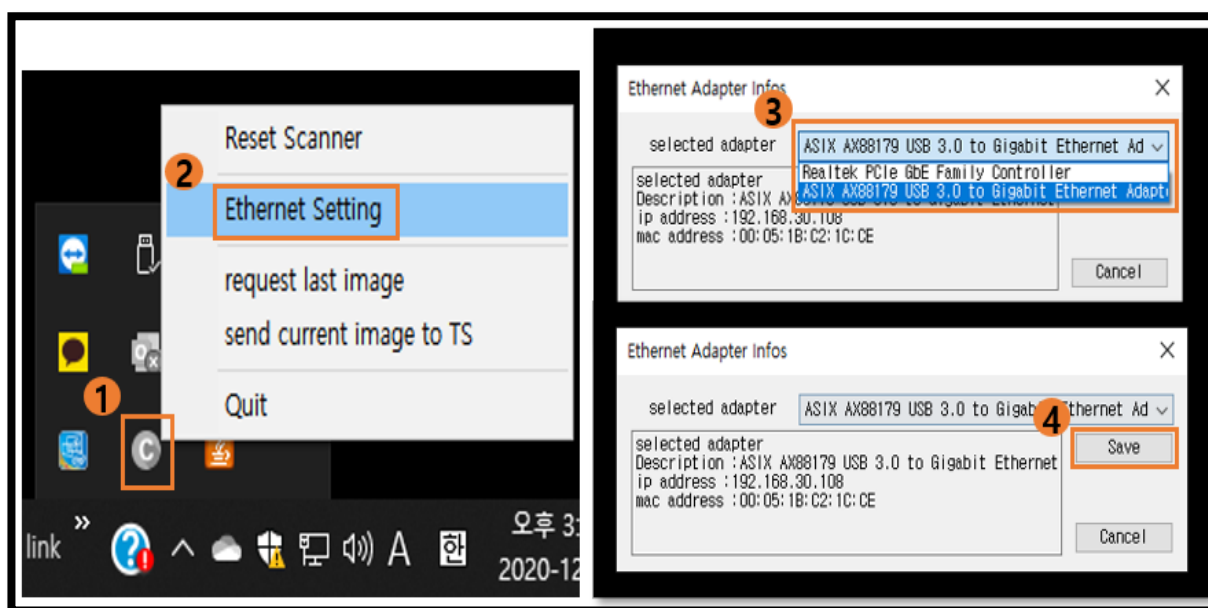
- CRUXCAN tray(Ethernet setting) is not connected to the scanner normally.

Solution

(1) Try to connect the CRUXCAN(ethernet setting) from the CRUXCAN tray.

- ① Right-click the [CRUXCAN tray icon].
- ② Select the [Ethernet Setting].
- ③ Select the [selected adapter] and then select the ethernet connected with the CRUXCAN.
- ④ Select the [Save].

Reference



Possible Cause

- If multiple LANCARDs are used, other LANCARDs that are not connected to the scanner use the same value to third scanner IP addresses.

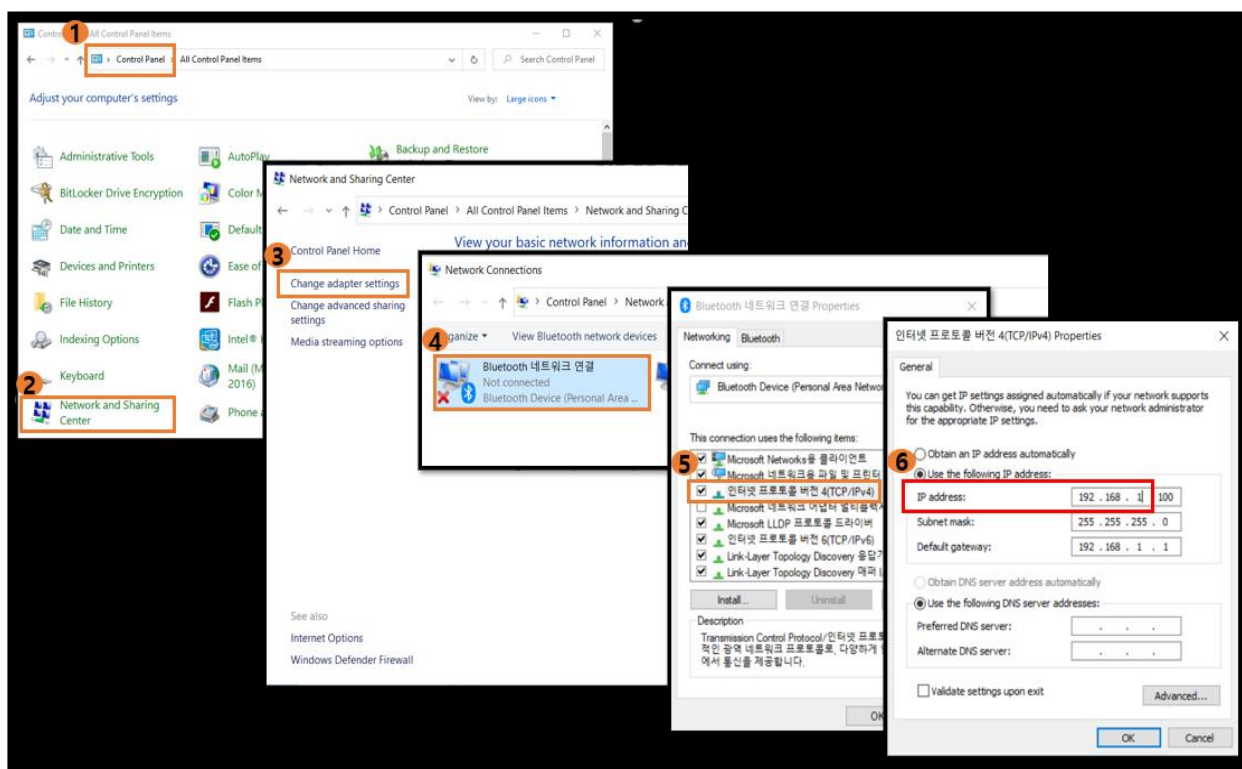
Solution

(1) Check the IPv4 address of the other LANCARD.

- ① Open the [Control Panel].
- ② Select the [Network and Sharing Center].
- ③ Select the [Change adapter settings].
- ④ Select the ethernet from another LANCARD to open it in [Properties].
- ⑤ Select the [internet protocol version4(TCP/IPv4)].
- ⑥ Check the [IP address].

(2) If the scanner IP address is the same up to the third digit, change the third address to a value different from the IP address of the scanner.

Reference



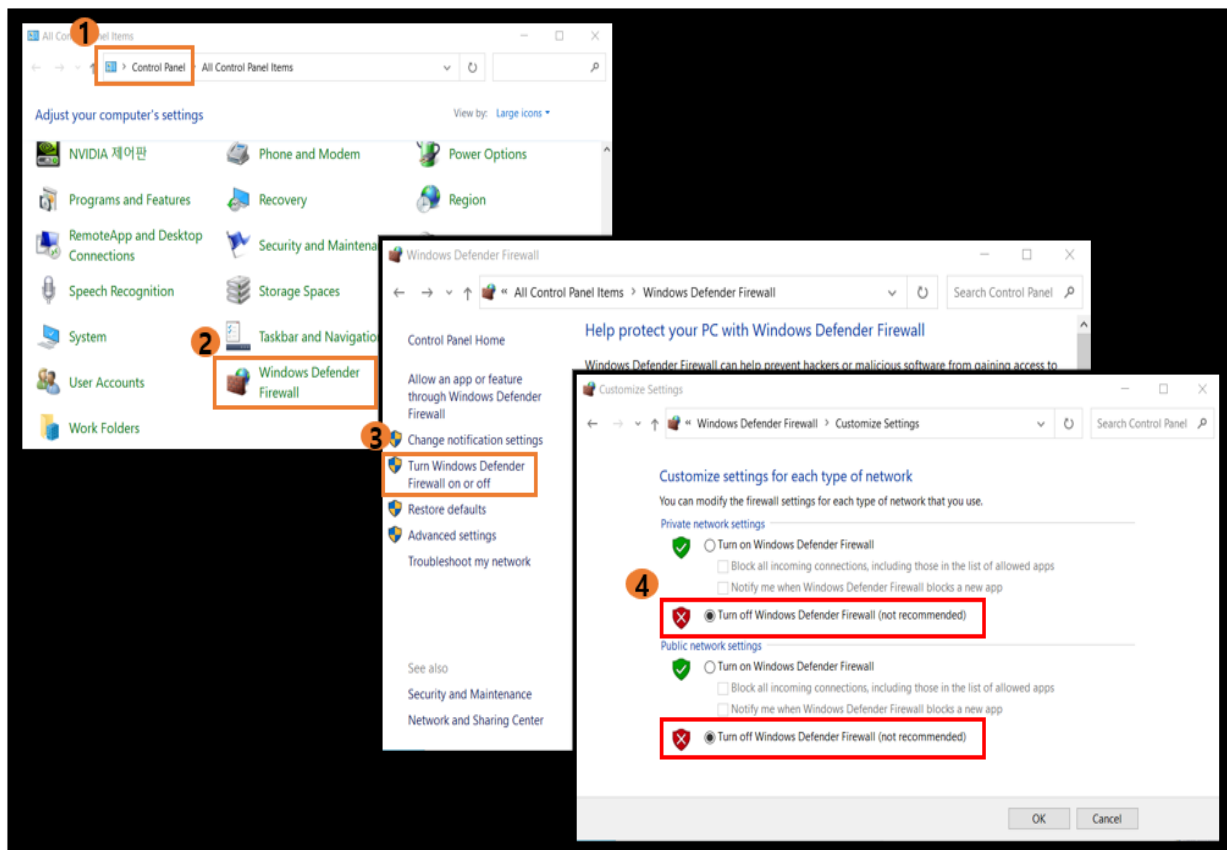
Possible Cause

- My PC's Windows Firewall or Private Firewall blocks scanner connection.

Solution

- (1) Change to Turn off Windows firewall.
 - ① Open the [Control Panel].
 - ② Select the [Windows Defender firewall].
 - ③ Select the [Turn Windows Defender firewall on or off].
 - ④ Change to Turn off [private network settings], [public network settings].
- (2) Turn off your private firewall program.
- (3) Turn off your antivirus program.

Reference



3) Twain driver installation error.

Error message	Solution
When installing the Twain driver, Windows security settings prevent installation.	(1) Try to allow Windows Security attempts blocked folders. ① Search for [Windows Security Settings] in the taskbar search window ② Select the [Virus & threat protection] ③ Select the [Manage settings] in the virus & threat scene settings. ④ Under Controlled Folder Access, select [Manage Controlled Folder Access] ⑤ Toggle the controlled folder access setting to Off.

Technical Support

If you have some difficulty or questions about troubleshooting, please contact the technical support team.

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