EzScan- Trouble-Shooting Tips

Scanner Not Properly Scanning- 3 Common Issues

1: Computer not plugged into power source- Ensure the laptop is plugged into a power source. Check connections to the wall outlet, laptop AC/DC adaptor connections and input to laptop.

2: **Lighting-** To much light or too bright of an area will not allow the EzScan to properly capture.
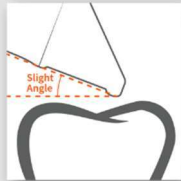
> **NOTE**: To evaluate this please reduce the overhead light intensity or move away from exterior bright windows.

3: When Scanning- Scanner tip not in contact with the teeth-

> - Be in contact with the teeth
> - Stay flat on the teeth or at a slight angle
> - Keep teeth in center of field of view

4: Restart Computer- If Issue persists, restart computer and re-test