

After-sales Installation and Troubleshooting Manual

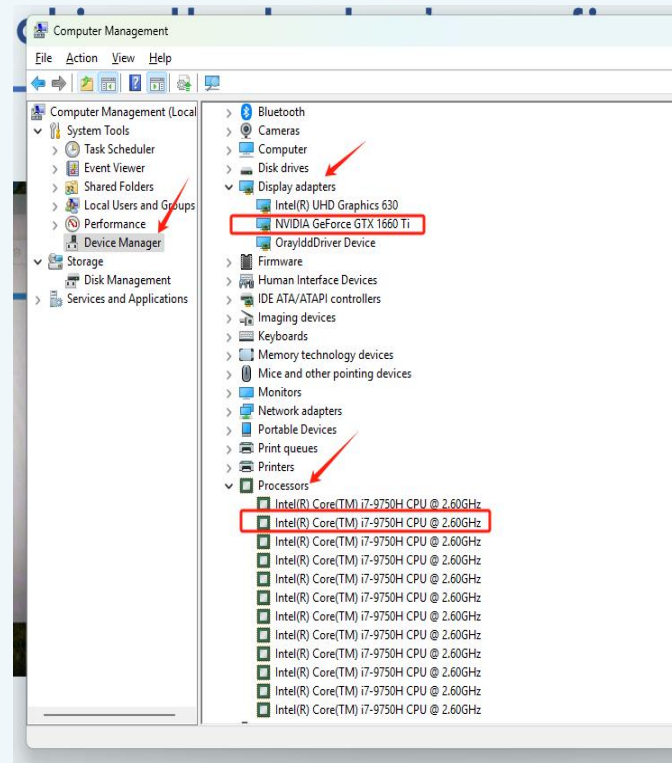
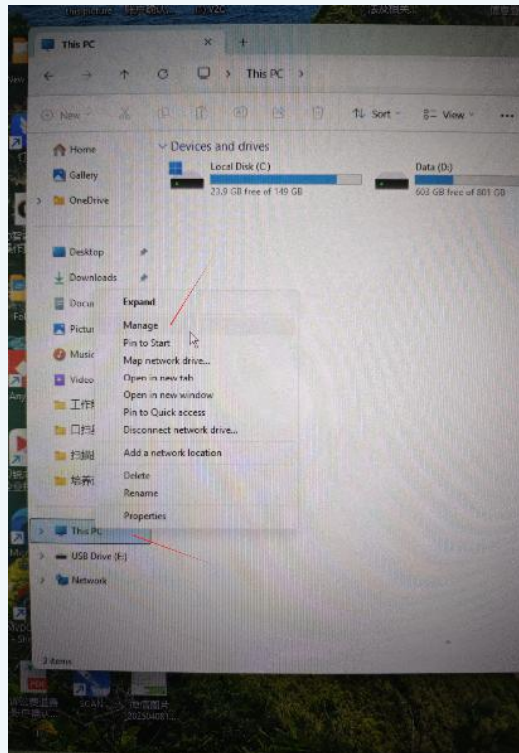
--COXO tech team--
2025.09.04

Catalogs

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- ➔ **The link of software installation :**
<https://coxotec.com/download/dl-300p-intraoral-scanner-software-packages-2/>
- ➔ **Basic Instruction of scanner software :**
<https://www.youtube.com/watch?v=RFyqx1RV5as&t=98s>
- ➔ **Critical Setting up For initial Users :**
<https://www.youtube.com/watch?v=Yzu1VWtmgZs>
- ➔ **How to scan efficiently :**
<https://www.youtube.com/watch?v=AJHk3dWF5Fs>

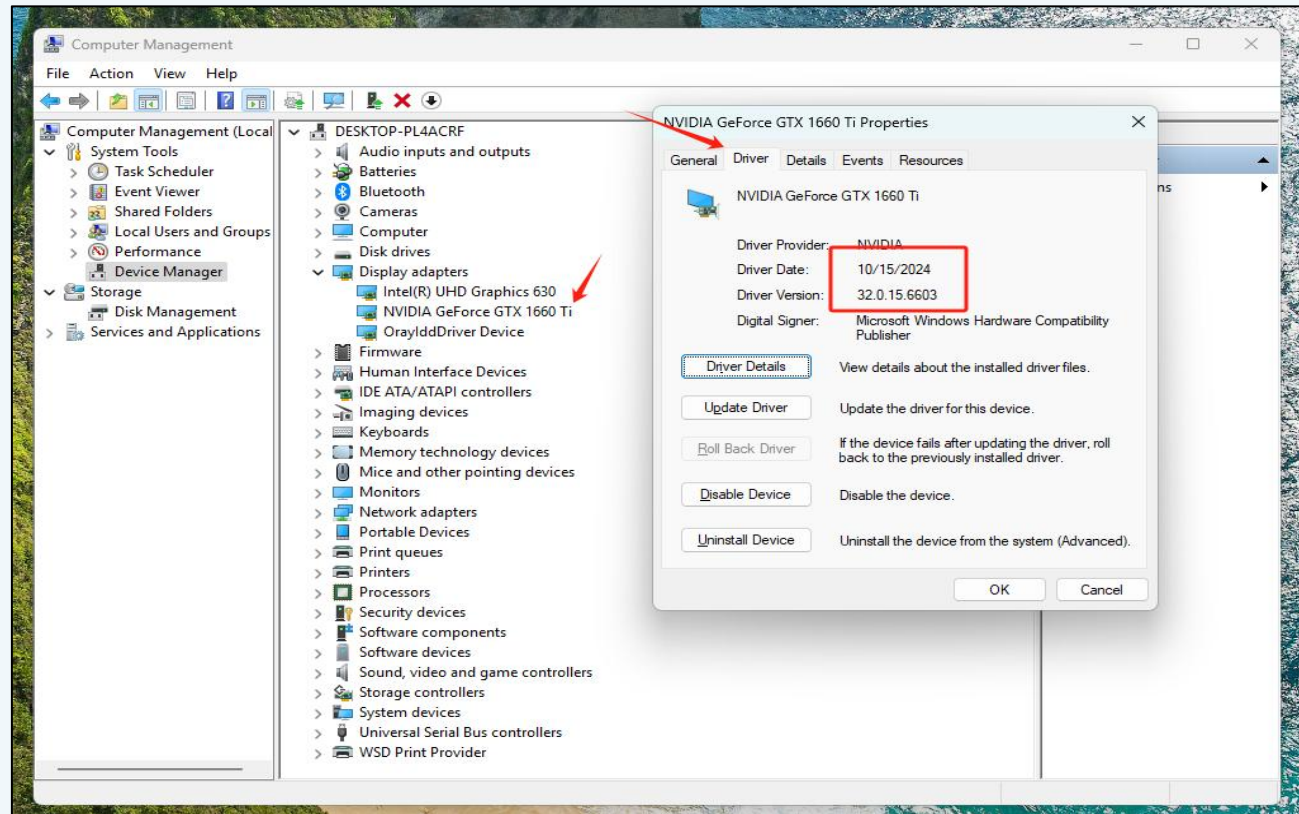
➡ Checking the laptop's configurations (Hardware)



	PC configuration requirement	Note
CPU	Intel Core i7/i9 (13th/14th generation) with base frequency of 3.0GHz or above AMD R7 5800H or above	Not compatible to Apple CPU
GPU	NVIDIA GeForce RTX 30 Series/40 Series or above	Not compatible to AMD GPU
RAM	16 GB RAM or above	
Monitor	Monitor with HD resolution of 1920 x 1080 or above	
Operating system	Windows 10/11	Not compatible to Apple IMAC operating system
USB port	USB 3.0/3.1/3.2 (at least 2)	

Recommend configurations

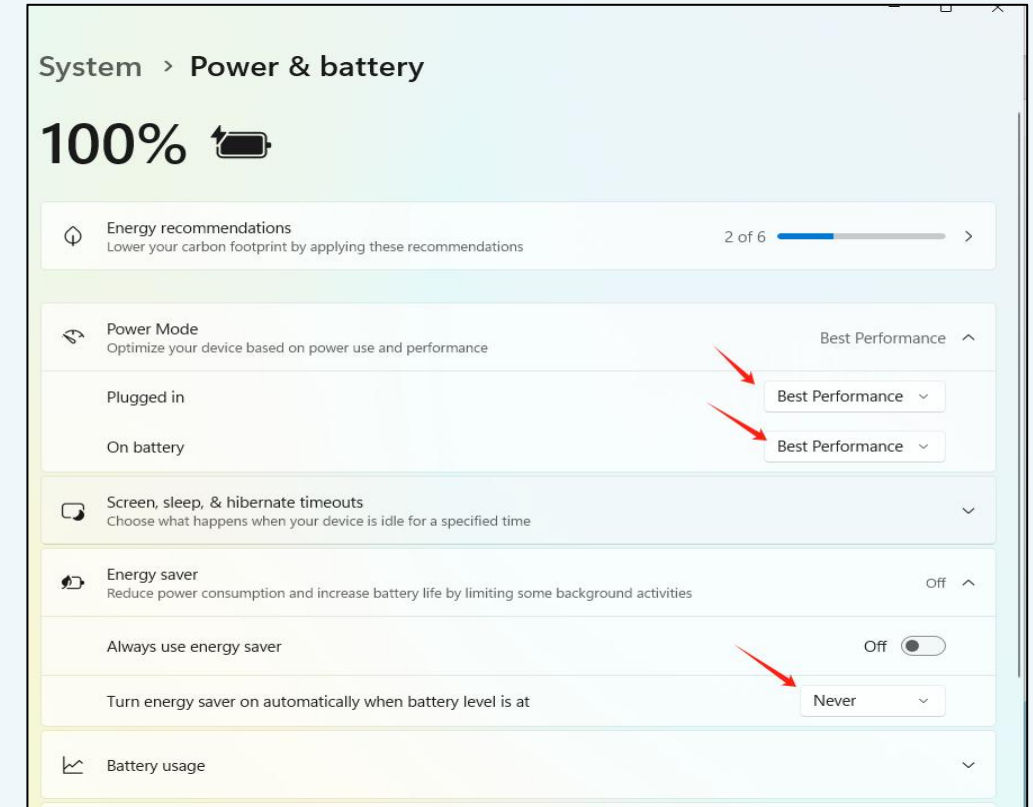
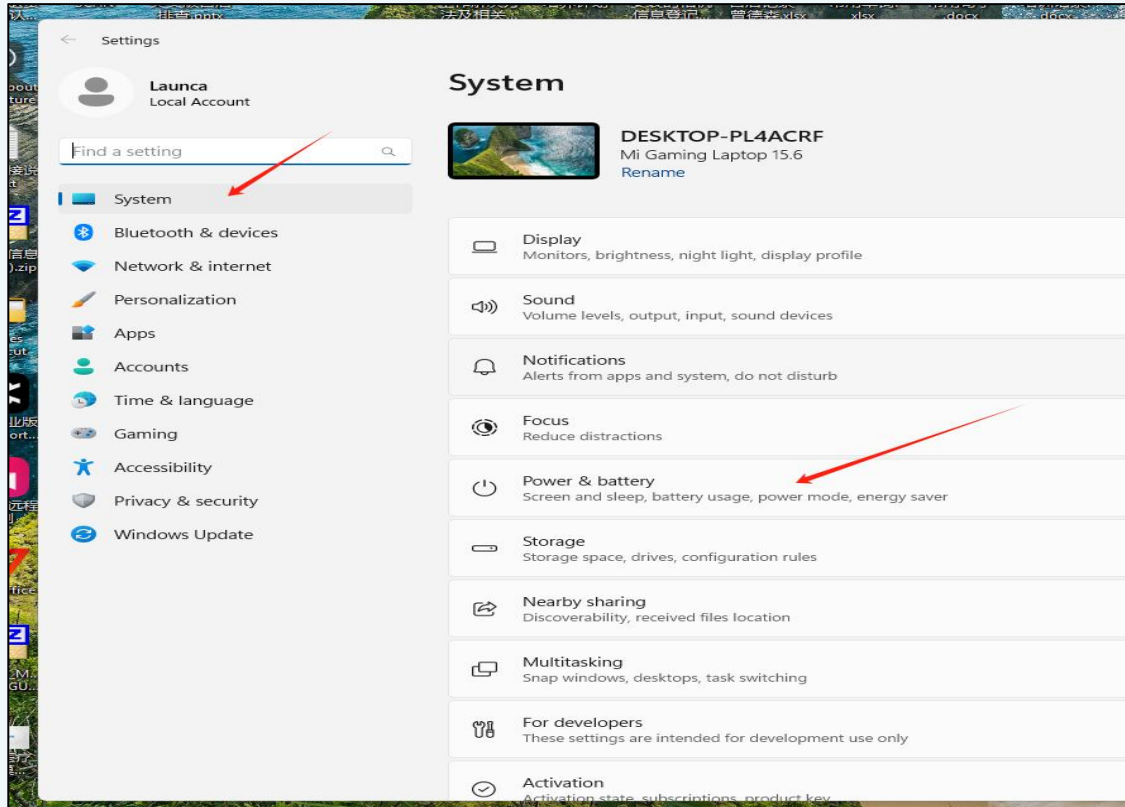
➡ Checking the laptop's settings(Graphics driver)



Checking the Graphics driver and keep it within 6 months, or we should go to "Nvidia" official website to download and install the latest version.

<https://www.nvidia.com/en-us/drivers/>

➡ Checking the laptop's settings (Power&Battery)



Setting the power parameters as the above picture shows.
It's essential to let the software and scanner run normally.
Please keep in mind to do that!

➡ Checking the laptop's settings (AntiVirus apps)

 **McAfee™**

 **Avira**

 **norton™**

kaspersky

 **TOTAL AV**

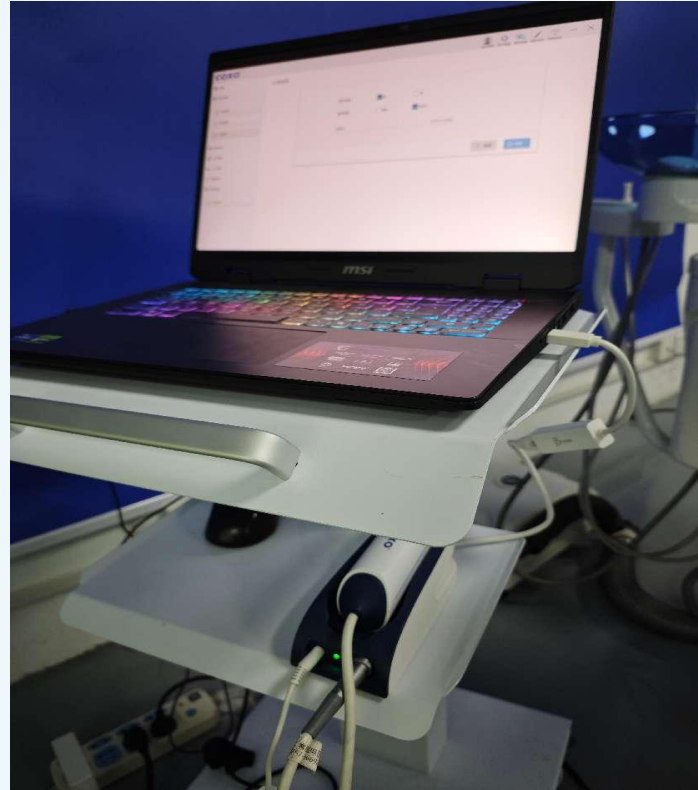
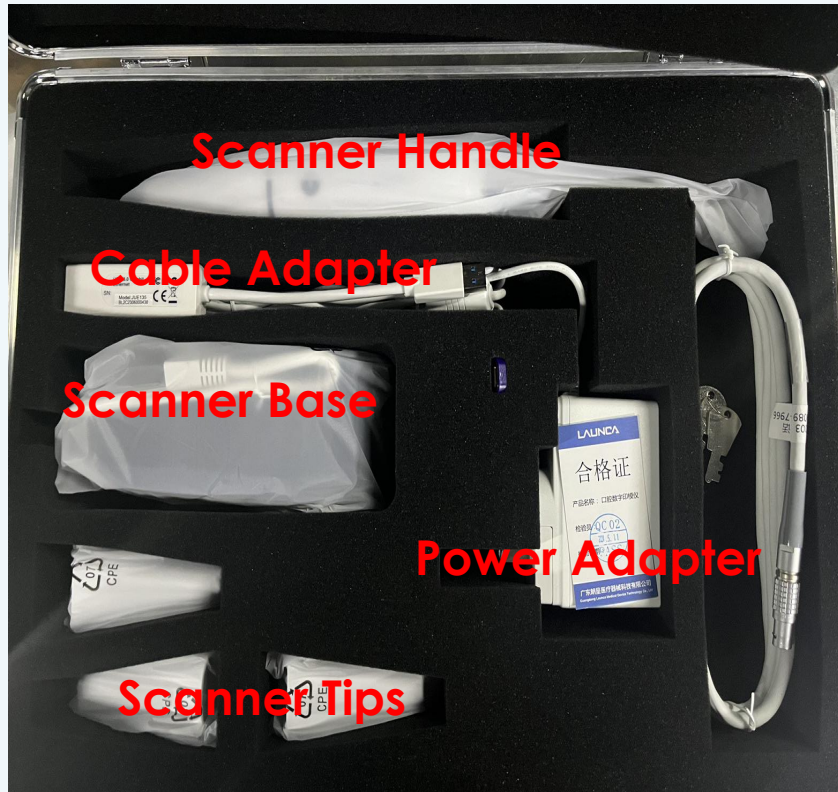
 **Avast**

 **火绒安全**
HUORONG SECURITY

 **panda**

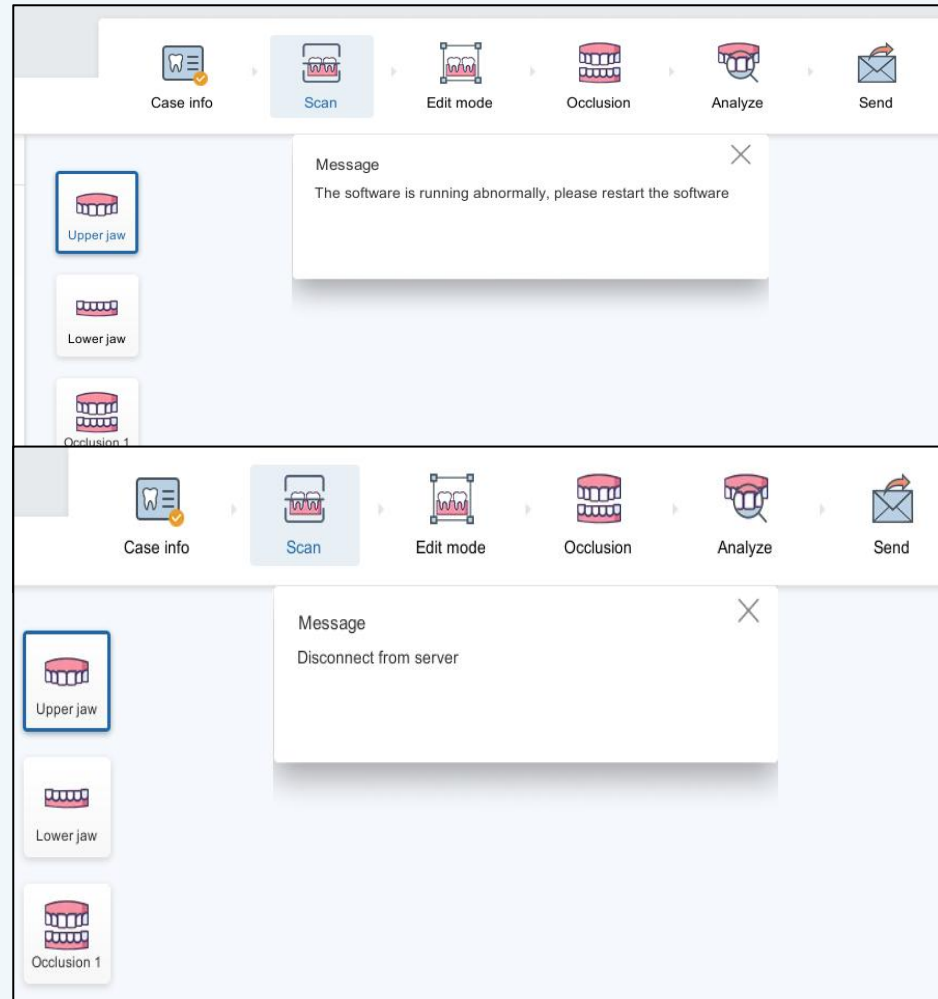
Uninstalling all of Antivirus apps, because they will regard the scanner software as a virus and prevent it to run.

➡ The scanner installation(Connection)



Please make sure the scanner connect to the laptop as above picture shows.

➡ Troubleshooting and solutions(Software abnormal)



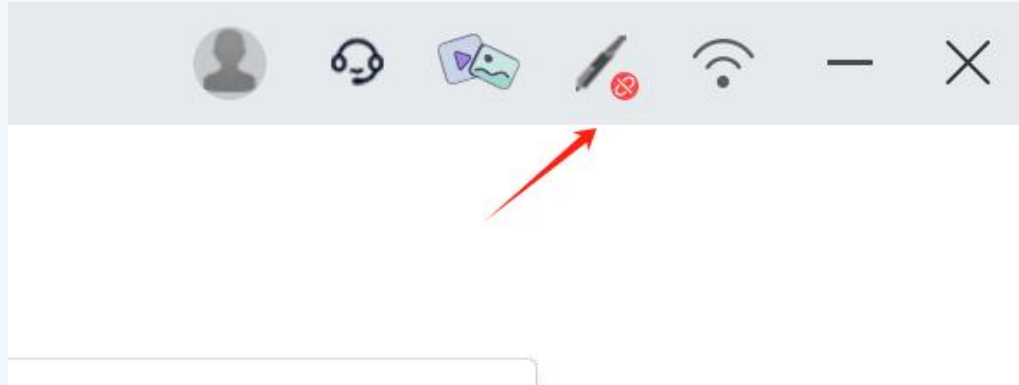
Reasons:

- ① The graphics driver is too old.
- ② The graphics card isn't meet the requirement.
- ③ The software is too old
- ④ The MindVision is too old

Solutions:

- ① Updating the graphics driver.
- ② Checking again if the graphics card meet the requirement
- ③ Updating the software version
- ④ Reinstalling the MindVision

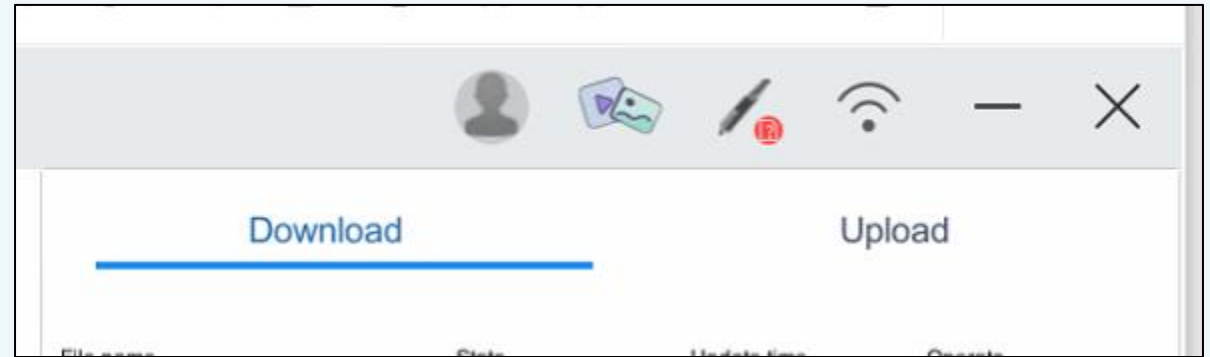
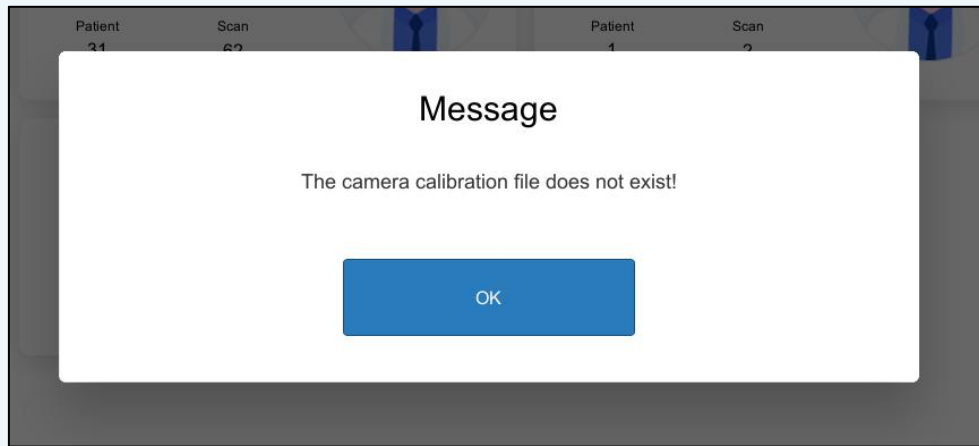
➡ Troubleshooting and solutions(Scanner disconnect)



Solutions:

- ① Checking if the connection is correctly. Replug the usb
- ② Checking if the scanner base power is plugin.
- ③ Restart the software.
- ④ Download the latest version and reinstall the software and MindVision.

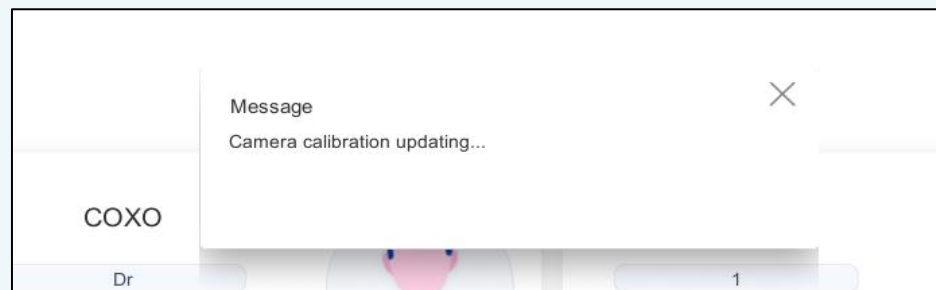
➡ Troubleshooting and solutions



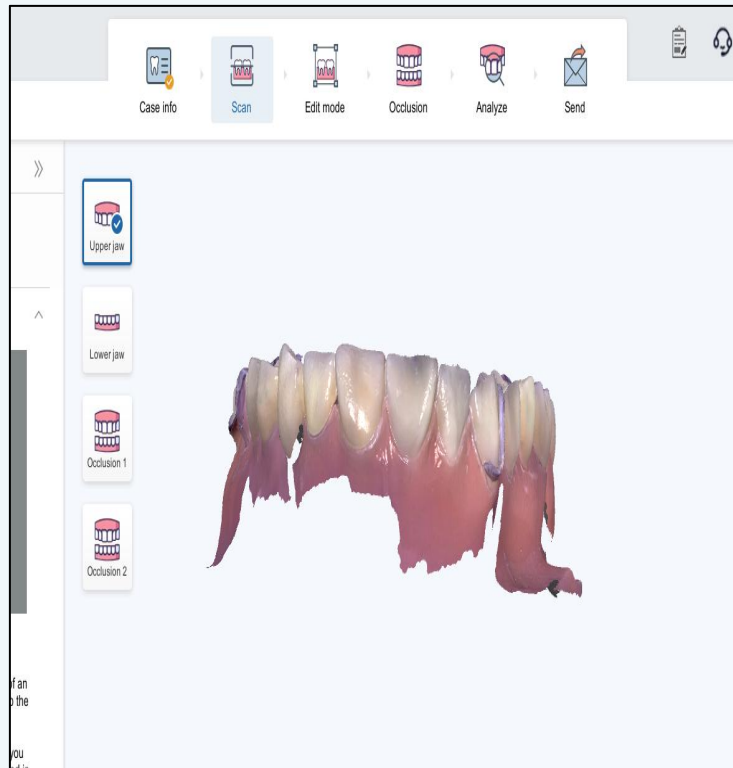
Reason: Calibration file haven't download completely.

Solutions:

- ① Checking if the network is normal.
- ② Restart the software and wait for 10 seconds to download the calibration file completely as below picture shows.



➡ Troubleshooting and solutions(Delay)



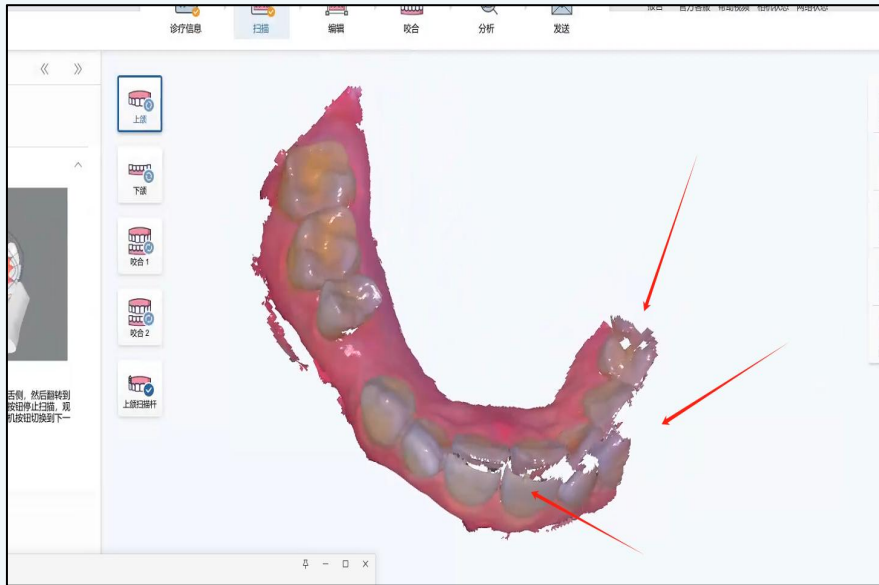
Problem:

There is a delay between scanning and screen.

Solutions:

- ① Updating or reinstalling the software version.
- ② Updating the graphics driver version.
- ③ Checking if the laptop's power is plugin.
- ④ Checking if the laptop's power setting is corectly.
- ⑤ Checking if the laptop meets the requirements.

➡ Troubleshooting and solutions(Data is lapped)



Problem:
The data is lapped.

Solutions:
It's related to scanning strategy. Please watch the tutorial scanning videos and with more practice.

Thanks for watcing!

