

CR-Scan Otter FAQ and Troubleshooting

FAQ

About Scanning technique

1. How to achieve better model details?

- ① Adjust the exposure time of the IR camera during scanning to ensure moderate exposure. Overexposure is shown as red, while underexposure is shown as blue;
- ② Try to maintain the optimal scanning distance. Generally, the closer the scanner is to the object without losing tracking, the better the details;
- ③ During point cloud optimization, use a smaller point distance; For example, when the object size is small, the point distance can be set to 0.1mm;
- ④ When meshing, ensure that the number of model faces is sufficiently large.

2. How to scan the bottom of an object?

- ① Creality Scan provides a multi-project merging feature, allowing you to obtain the complete model of an object through different orientation and merge together. Scan the visible part of the object first to obtain a partial model, pause the scan, then change the object's orientation, and continue tracking the previously scanned part to get the complete model.

3. When do you need to use the marker point mode or texture mode?

When the geometric features on the surface of the object are not prominent, you can apply the reflective marker points included in the package to the object and use the marker point mode for scanning. When the surface of the object has rich textures, you can directly use the texture mode for scanning.

4. When do you need to use a scanning pad?

When scanning smaller objects (such as wireless earbuds, medals, etc), you can randomly place 3mm diameter marker points on the scanning pad and select the marker point mode for scanning.

About connection

1. When do you need to use the USB 2.0 power cable?

When the computer cannot connect to the scanner due to an insufficient power supply, you can use this charging cable to connect an external charger to power the scanner.

When the scanner is connected to a computer's USB 3.0 port and has sufficient power supply without using a docking station, you generally do not need to connect an additional power cable.

2. Can it be directly connected to an Android phone via a Type-C data cable?

We can't support direct phone connections because your device would need to handle both charging (5V/500-900mA – most phones' max capacity) and data transfer at the same time, which is way beyond

normal use. This could overload your phone's motherboard and seriously reduce battery life over time. That's why we've disabled direct Android connections – please use wireless scanning instead. For safe operation, connect your phone with the Scan Bridge accessory included with your Otter Scanner.

More detailed explanation: <https://wiki.creality.com/en/3d-scanner/otter-series/unsupport-android-connect>

About calibration

1. When is calibration necessary?

Calibration is necessary when the device has not been used for a long time (such as 3 months), or when the device has been accidentally bumped.

Note: The 3D scanner is a high-precision device, please handle it with care, and avoid collisions or drops to prevent damage or degradation to accuracy.

2. Can calibration cards be swapped for each other?

Each calibration card is unique and corresponds to each scanner. They cannot be swapped. When using a calibration board for the first time, it needs to be scanned once to bind to the scanner using the OR code on the back. Otherwise, it may affect calibration accuracy.

3. What should be noted when storing calibration boards?

After each use, please carefully store the calibration card to its original box for proper storage. Avoid contamination, scratching, or heavy pressure on the calibration card to prevent loss or damage.

4. How to perform calibration?

Connect the scanner to the computer, open the CrealityScan software, go to the [Device] interface, click on [Calibration], and perform calibration by following the animated instructions

Troubleshooting

1. Windows system computer cannot connect to the scanner?

If using a desktop computer, it is recommended to connect to the USB 3.0 port on the back of the main unit (USB 3.0 and above ports are usually blue or red).

Confirm that the system used is Windows 10/11 64-bit.

The entire installation path for the scanner software Creality Scan must be in English.

2. What to do if the preview video stream is not visible in the application on the Windows system;

Check whether the computer configuration meets the minimum configuration requirements of the scanner;

Please make sure to use the provided power adapter and make sure it is connected properly;

Open the Windows Device Manager and check if there is a "cR-Scan Otter.." under "Cameras".

Open Windows Settings-Privacy-Camera, confirm whether the system camera permission is enabled, and ensure that desktop applications have permission to access the camera.

3. What to do if the preview video is not visible in the application on the Mac system?

Check whether the computer configuration meets the minimum configuration requirements of the scanner, Please make sure to use the provided power adapter and make sure it is connected properly;

Update the scanner to the latest firmware version

Use a separate USB Type A to Thunderbolt or USB3 adapter, Avoid using multi-functional, multi-device USB-C adapter.

Install CrealityScan directly in the App directory, Do not install it in a sub-directory under the App directory.

4. How to deal with USB 3.0 interface being recognized as USB 2.0 in the Windows system?

You can try to quickly re-insert the USB cable, or first connect the USB cable to the USB 3.0 interface on the PC, and then connect it to the USB-C interface of the scanner.