

# P1 FAQ

---

## Device and System

### 1.Startup and Operation

#### (1) No response on startup

May caused by power drained: Use the original charger to charge for 15 minutes, then try again.

#### (2) System freezes or crashes after startup

System malfunction: Press and hold the power button for 8 seconds to force a restart; if it occurs frequently, restore to factory settings.

### 2.Performance and Maintenance

#### (1) Device overheats significantly during scanning

High computational load: This is normal. Avoid continuous scanning for more than 2 hours; ensure ventilation holes are not blocked.

#### (2) Battery life is shorter than advertised

High temperature: Avoid using the device in high-temperature environments.

## Scanning Process

### 1.Environment and Calibration

During scanning, frequent "Tracking Lost" prompts appear

**Lighting/Texture Issues:** Ensure the ambient lighting is even and soft, avoiding strong light or excessive darkness. The scanning area must have sufficient texture or feature points.

**Improper Operation:** Move the device slowly and at a constant speed. Do not move too fast or too close to the object.

**Device Issues:** Clean the lens; run the "Calibration" program in the system settings.

### 2. Objects and Settings

Scanning performance is poor for dark, reflective, or transparent objects

Material Characteristics: This is a common industry-wide challenge.

Solutions:

- Dark/Light-Absorbing Objects: Evenly apply matte white developer spray (scanning spray).
- Reflective Objects: Use developer spray; adjust the angle to avoid direct reflections.
- Transparent Objects: Use contrast-enhancing developer spray.

## Model Processing

### 1. Data Quality

#### (1) Model surface has excessive noise or burrs

① Caused by ambient light interference, device shaking, or object material properties during scanning, resulting in significant noise in the raw data.

② Post-processing tools: Use the "Smooth" or "Remove Isolated" tool (start with mild settings).

Note: Excessive smoothing may result in loss of detail.

## **(2) Model has holes or is not watertight**

Caused by limited scanning angles, surface reflections, or light absorption, leading to missing data in certain areas.

Solutions:

- 1) Use the "Hole Fill" function.
- 2) For small holes, select automatic filling; large holes require manual repair.

## **(3) Model mesh is overly dense or contains redundant faces**

High-precision scanning generates an excessive number of triangular faces, resulting in large file sizes and lagging in subsequent software.

**Solutions:** Use the "Simplify" or "Smooth" tool.

**Keypoint:** Start with a higher simplification level and use the slider to preview the effect in real time, balancing accuracy and file size.

## **2. Performance and User Experience**

Device lags or crashes when processing large models

Insufficient memory or GPU VRAM (especially in all-in-one devices), making it unable to handle massive mesh data in real time.

**Solutions:**

- 1) Use the simplification tool to reduce model complexity before processing.
- 2) Switch to processing on the PC with CrealityScan .

# **Data Transfer**

## **1.Wired Transfer**

### **(1) Computer fails to recognize the device**

Causes:

- Cable or port issues: Using a non-original cable or a computer port with insufficient/bad power supply may cause this issue.

Solutions:

- 1) Replace accessories: Use the original device cable or a USB cable that supports data transfer, and try switching to a different USB port on the PC (preferably a native port on the rear motherboard).
- 2) Check status: Select "Data Sharing" mode on the device screen instead of "Scan Connection."

### **(2)Transfer rate is low**

Causes:

- Mismatched interface standards.
- High read/write activity running in the PC's background.
- Large files (such as high-precision color models) inherently require more time to transfer.

Solutions:

- 1) Confirm interface: Insert the cable into the correct Type-C port on the PC.
- 2) Optimize background tasks: Close unnecessary software on the PC and pause real-time scanning by antivirus software.

## **2.Wireless Transfer**

### **(1) Unable to detect the device or establish a connection**

Causes:

- Network Environment: The device and PC are not on the same local network (not connected to the same Wi-Fi).
- Firewall/Network Policy: The PC firewall or corporate network blocks the transmission port.
- Device Service Not Enabled.

Solutions:

- 1) Network Check: Ensure both are connected to the same router; try disabling mobile hotspot networks.
- 2) Disable Firewall: Temporarily turn off the PC firewall for testing, or add the transfer software to the trusted list.
- 3) Enable Service: Confirm the "Data Sharing" function is enabled in the device settings.

## **(2) Transmission Interruption, Instability, or Failure**

Causes:

- Weak or unstable Wi-Fi signal (e.g., too far from the router).
- High network interference (congested 2.4GHz band).
- Transmission file too large, exceeding cache or protocol limits.

Solutions:

- 1) Optimize Signal: Move the device closer to the router; or use a 5GHz Wi-Fi band (less interference, faster speed).
- 2) If the network environment is too slow, it is recommended to use wired transmission.

## **(3) Slow Wireless Transfer Speed**

Causes:

- Limited Wi-Fi bandwidth (especially when shared by multiple users).
- Poor network path.

Solutions:

- 1) Bandwidth Test: Test the current network bandwidth before transferring.
- 2) Network Selection: Use the all-in-one device hotspot mode (bypassing the router) for faster and more stable speeds.

## **(4) Unable to Find Transferred Files**

Causes:

- Unclear or overly deep save path on the PC.
- Files overwritten due to duplicate naming.

Solutions:

- 1) Optimize file save path on PC
- 2) Avoid duplicate file naming.

## **(5) Files Open Incorrectly on PC**

Causes:

- File corruption due to interrupted transmission.
- The PC software is incompatible with the file format or version. It is recommended to download the latest version from the official website.

Solutions:

- 1) Transfer the file again
- 2) Go to the official website to download the latest version of PC software.