



Digital *Trouble Shooting* Casting *Instructions*

- 1)** When you go to scan the message:
“Please Connect Structure Sensor” displays...

Double check that your scanner is connected properly, and that it is fully charged. Most often this means you need to charge the scanner.

- 2)** While you are scanning the message “Tracking Lost, please realign or press reset” displays...

Two common issues affect tracking: the level of light in the room, and the motion of the scanner. Make sure you are not pointing the scanner toward a prominent source of light such as a large open window. Also make sure you are moving the scanner as slowly and steadily as you scan, maintaining the distance between you and the object being scanned.

- 3)** Digital Cast file uploads failing...

Check your WIFI connection.

Also make sure to wait for the confirmation message...

“Order Sent: Congradulations! Your order was sent successfully!”

Call 800-556-3668 for more assistance