SCANTECH™

Trouble Shooting Manual for iReal
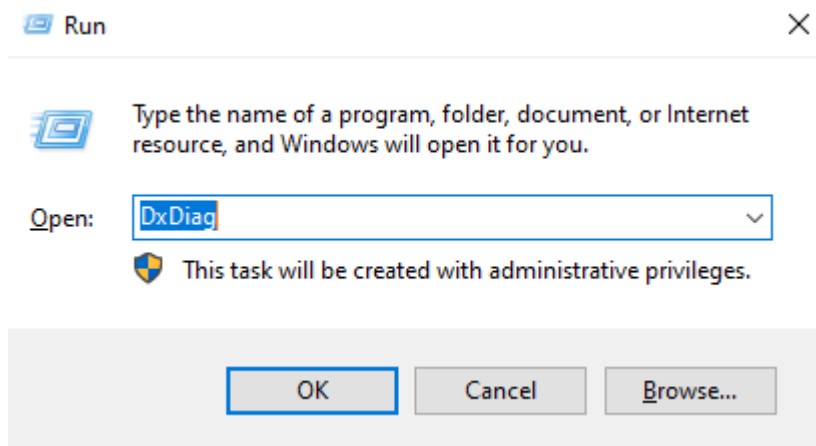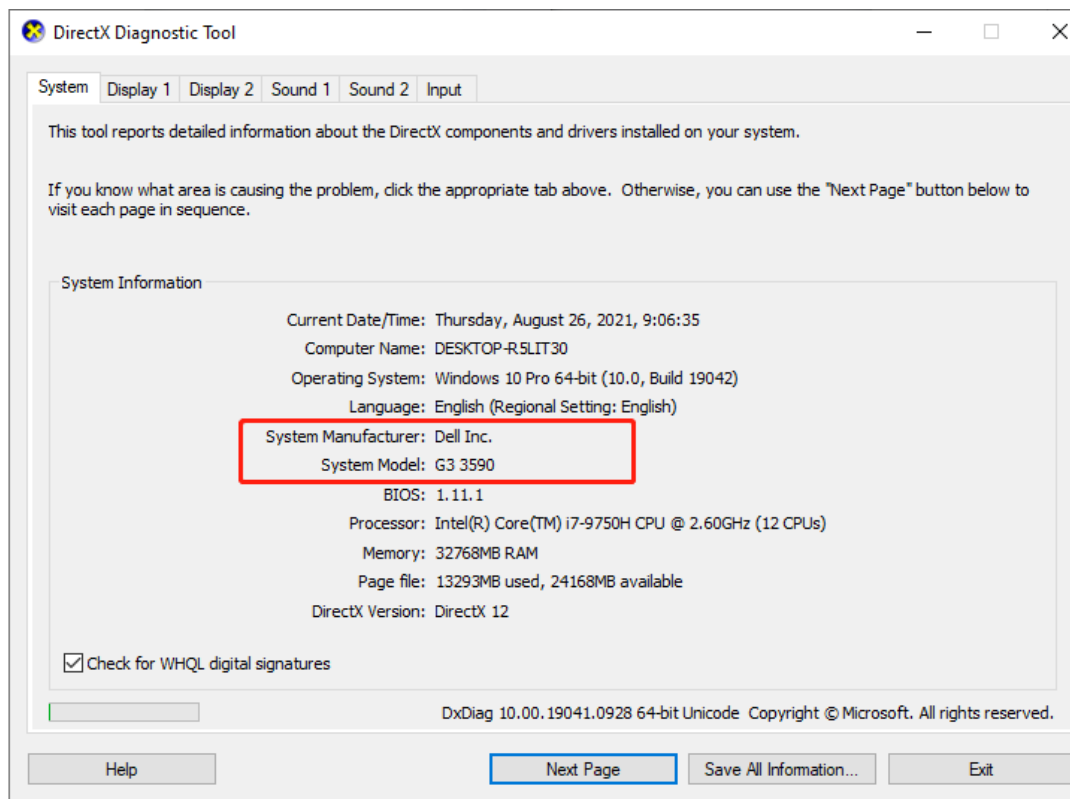
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Contents

1 Computer Environment Check

1.1 Configuration Check
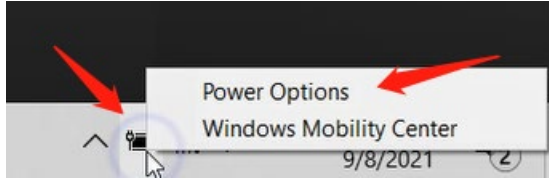
1) Press WIN+R, type dxdiag and then click OK.

2) Check detailed information about the DirectX components and drivers on the system.
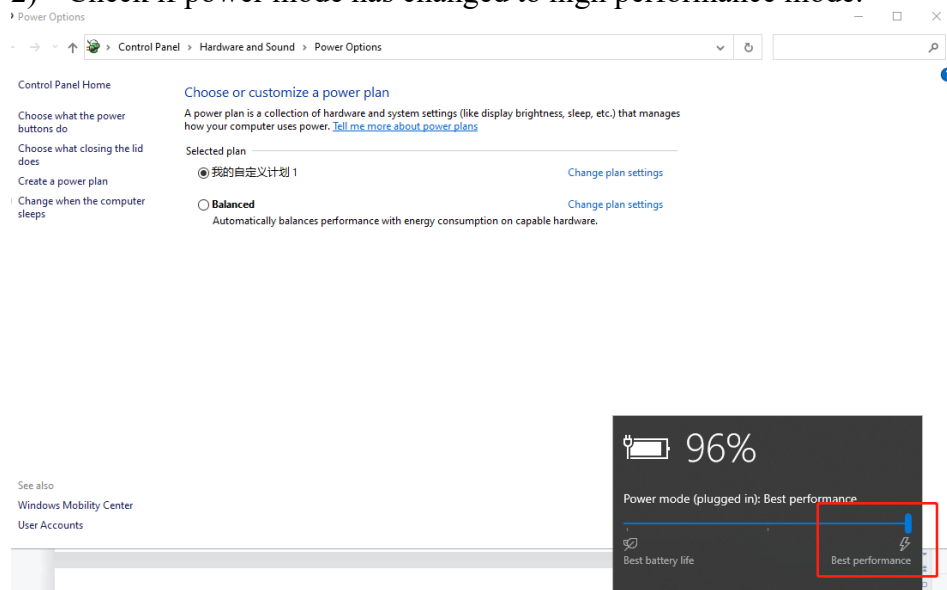
1.2   **How to Set High Performance Mode of Computer Battery**

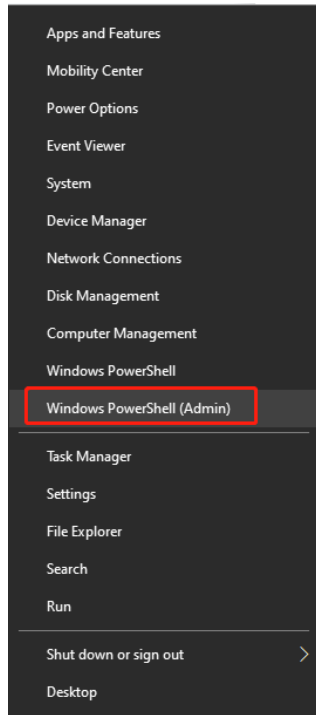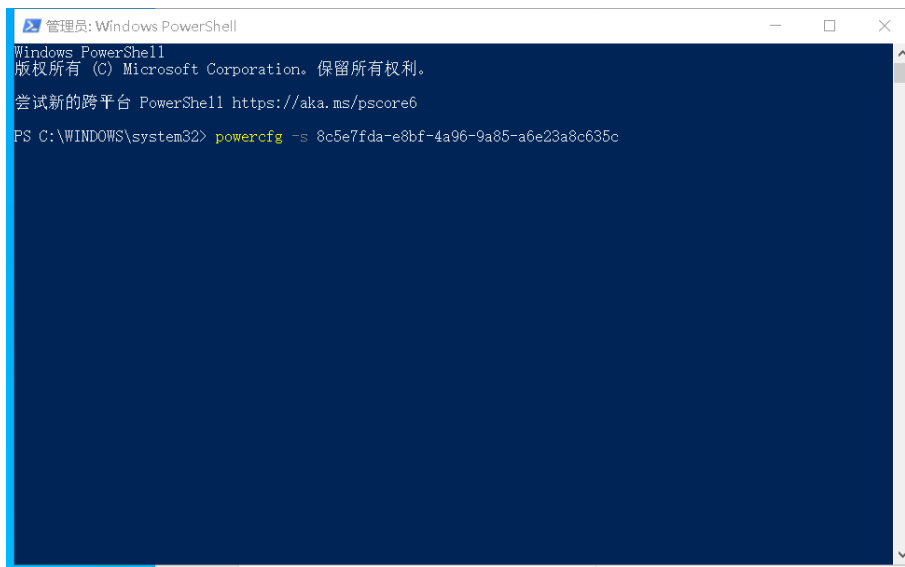1) Right-click the power button icon and click Power Options.

2) Check if power mode has changed to high performance mode.

3) If the power is not set to high performance mode, then press WIN+X to click Windows PowerShell (Admin).

4) Type this code to set high performance power mode: powercfg -s 8c5e7fda-e8bf-4a96-9a85-a6e23a8c635c. Press Enter to run it.

5) Reopen the settings to recheck the power mode.

1.3 **How to Check and Change Graphics Card Settings**

1) Check if there is a NVIDIA control panel in the computer.
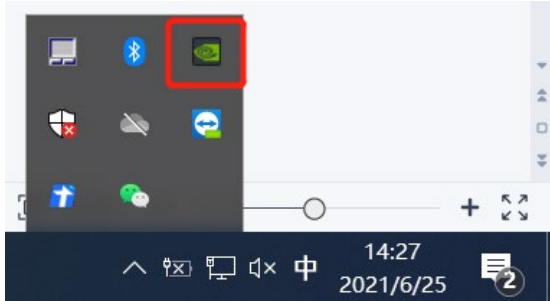
Install the driver of graphics card if it is not found.

2) Open the NVIDIA Control Panel.
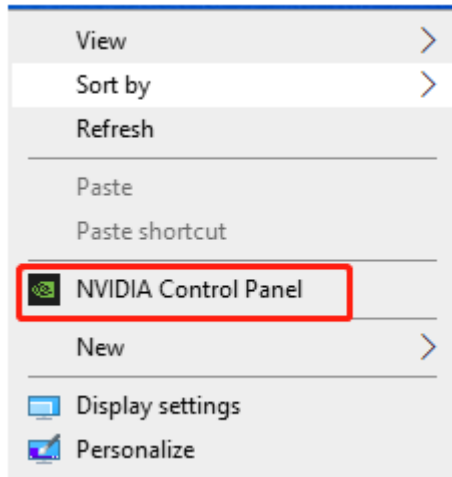
3) Click M**anage 3D setting**s.
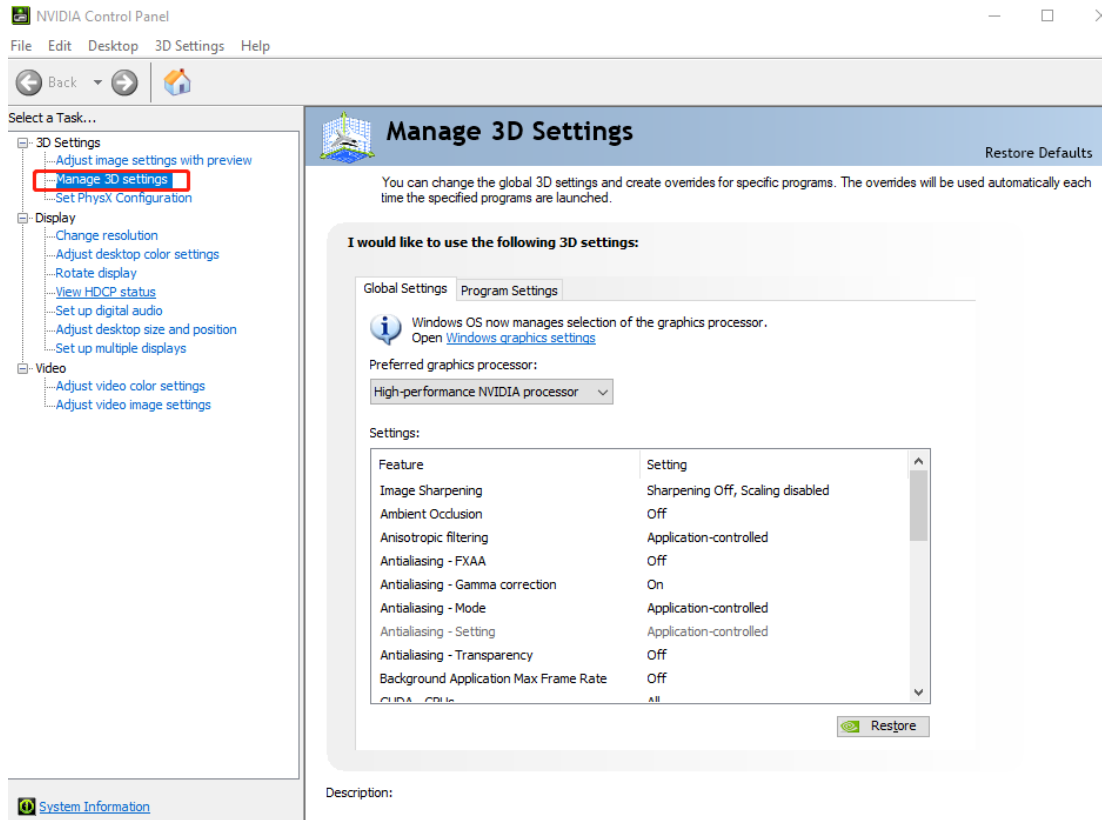
4) Choose high-performance NVIDIA processor and click Apply.
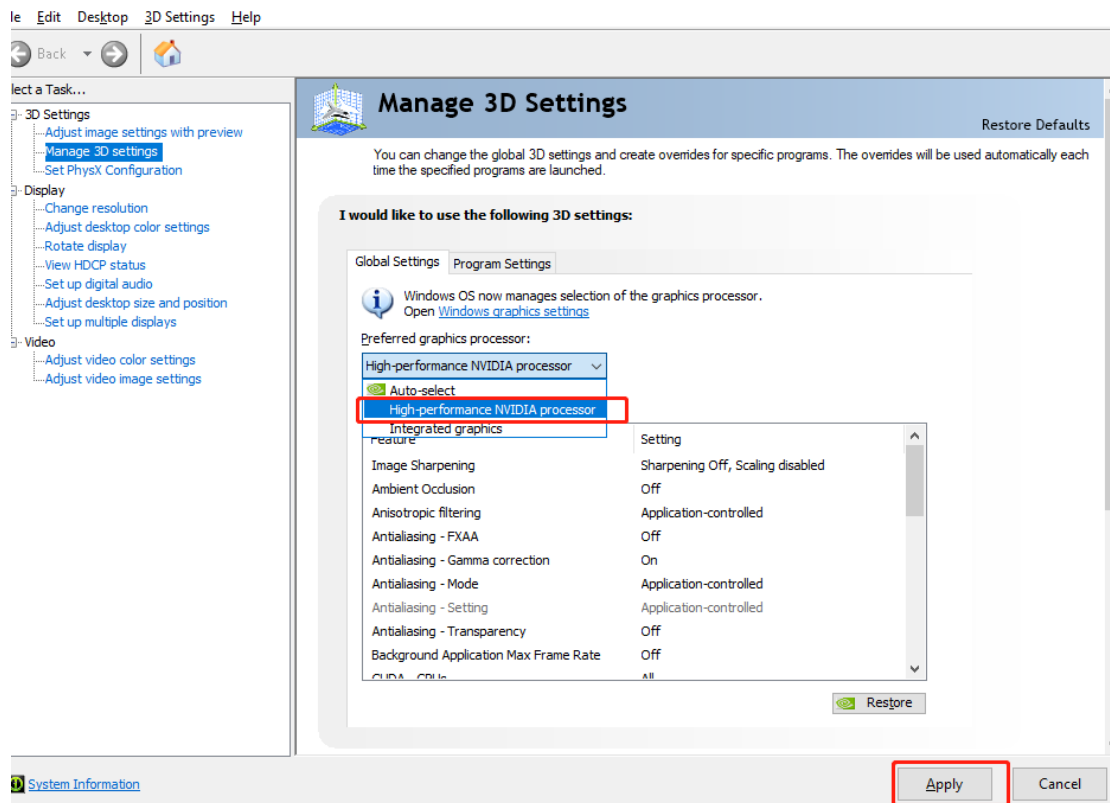
5) Choose program settings then click Add.
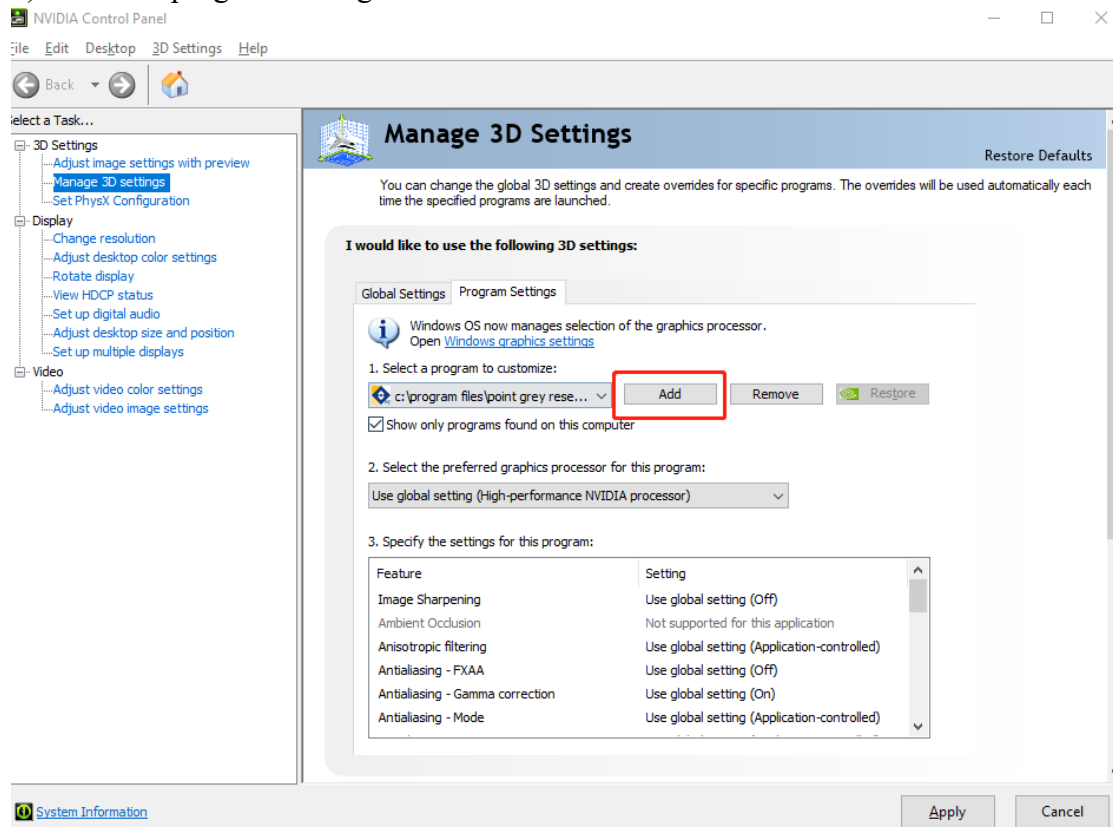
6) Click browse if there is no ReakViewer icon in the listing.
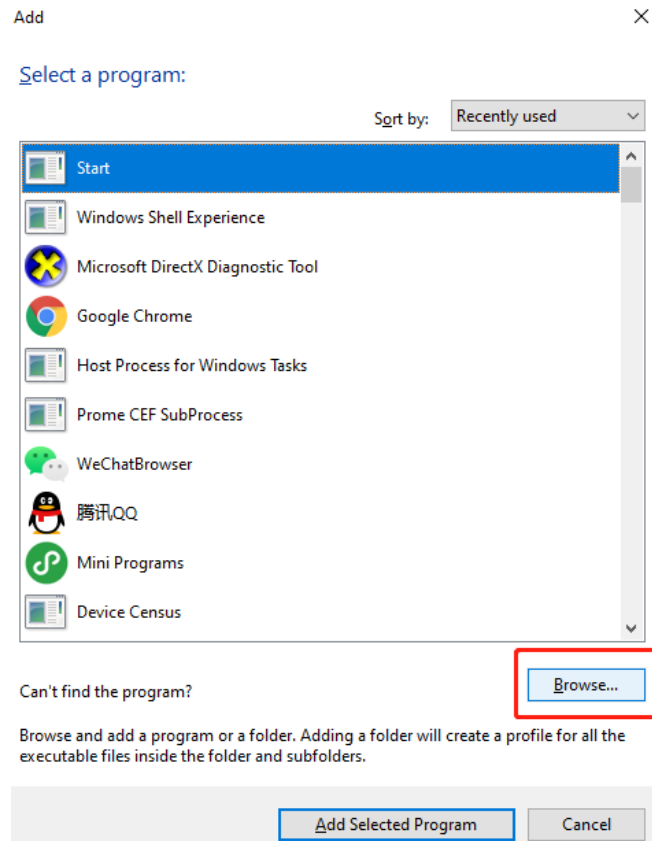
7) Locate the RealViewer software, then click Open.
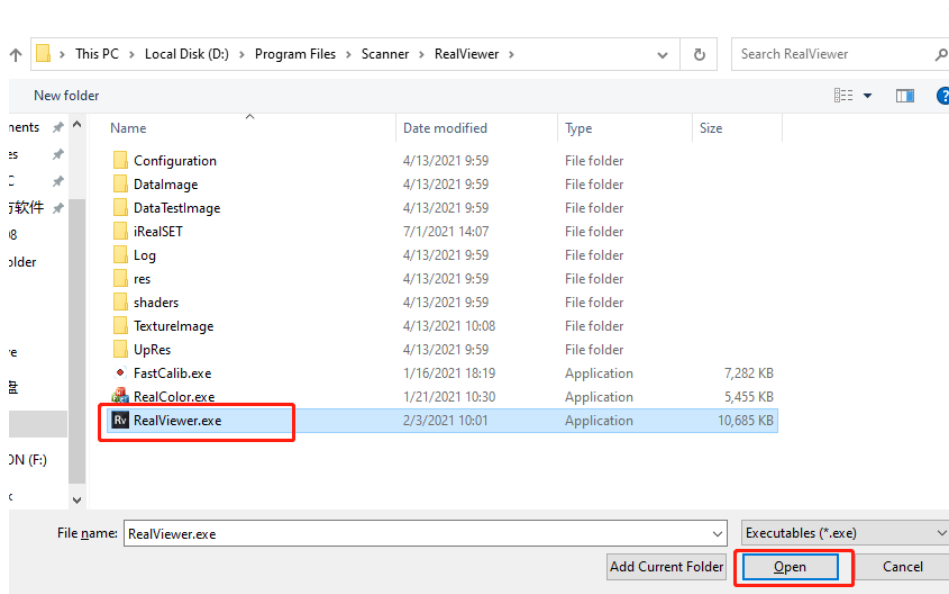
8) Choose high-performance NVIDIA processor and then click **Apply**.
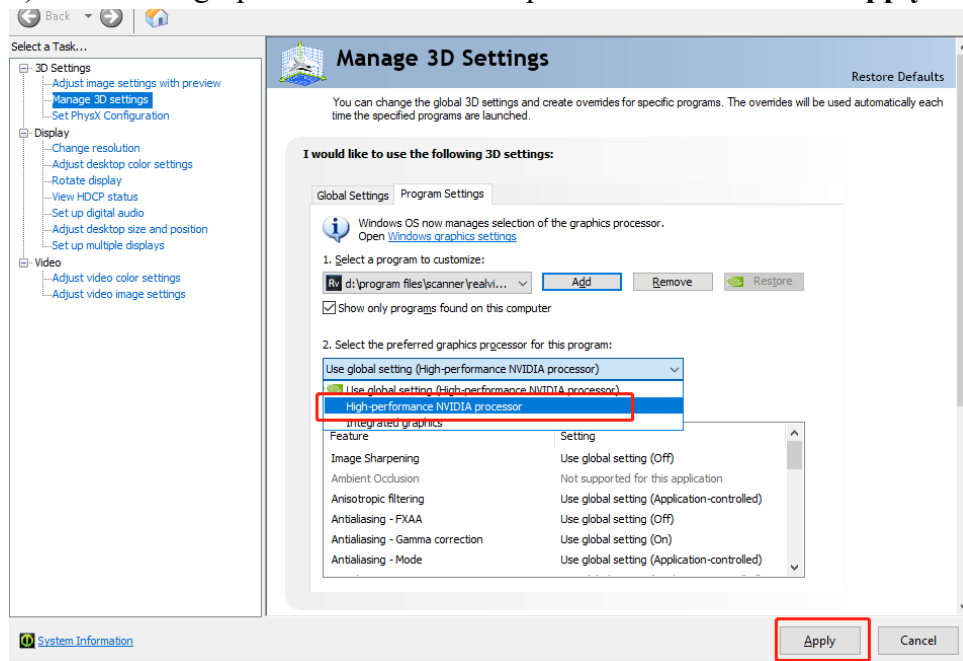
1.4 Firewall and Third-party Protection Software

1) Open windows settings and click Update & security.

2) Click Windows security.

3) Select Virus & threat protection and click Manage settings.

4) Turn off all the options.

5) Select Firewall & network protection and turn off all the options.

6) Click Reputation-based protection settings under app & browser control panel.

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Windows Security

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🏠 Home

🛡 Virus & threat protection

👤 Account protection

📶 Firewall & network protection

⊞ App & browser control

💻 Device security

♡ Device performance & health

👪 Family options

⊞ **App & browser control**

App protection and online security.

Windows Community videos

Learn more about App & browser control

🔲 **Reputation-based protection**

These settings protect your device from malicious or potentially unwanted apps, files, and websites.

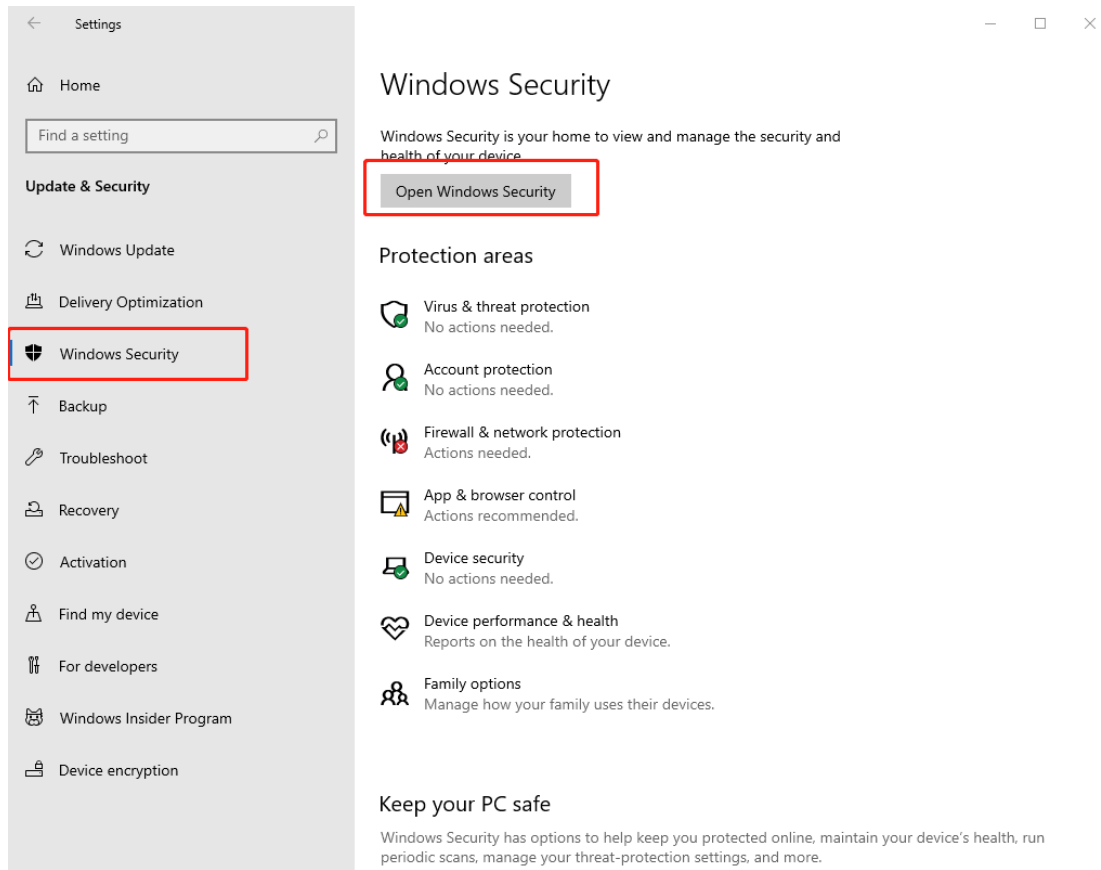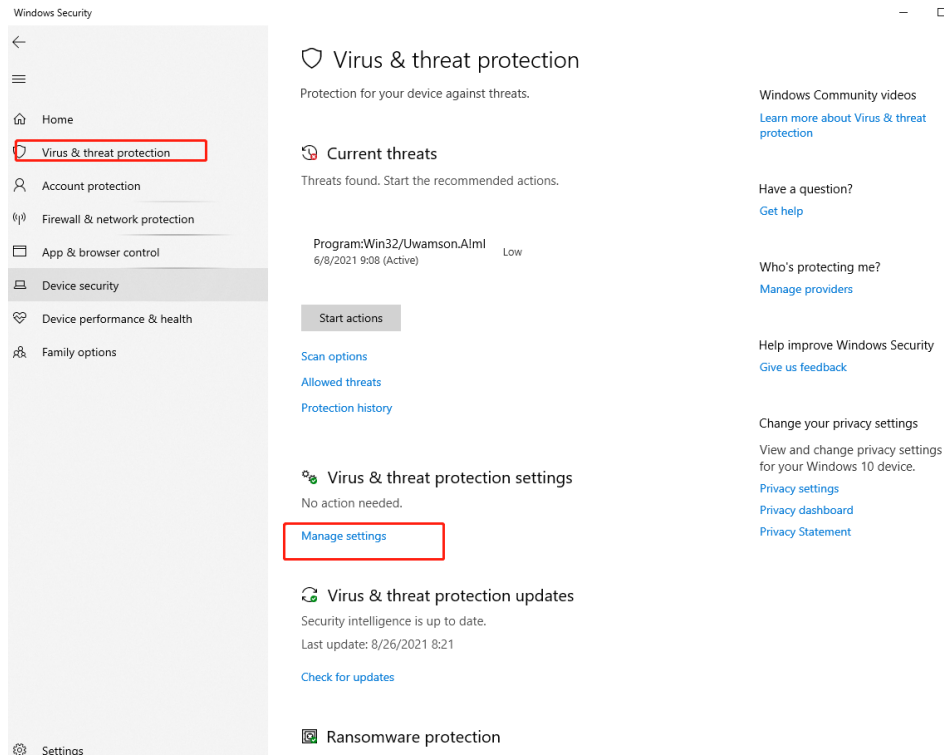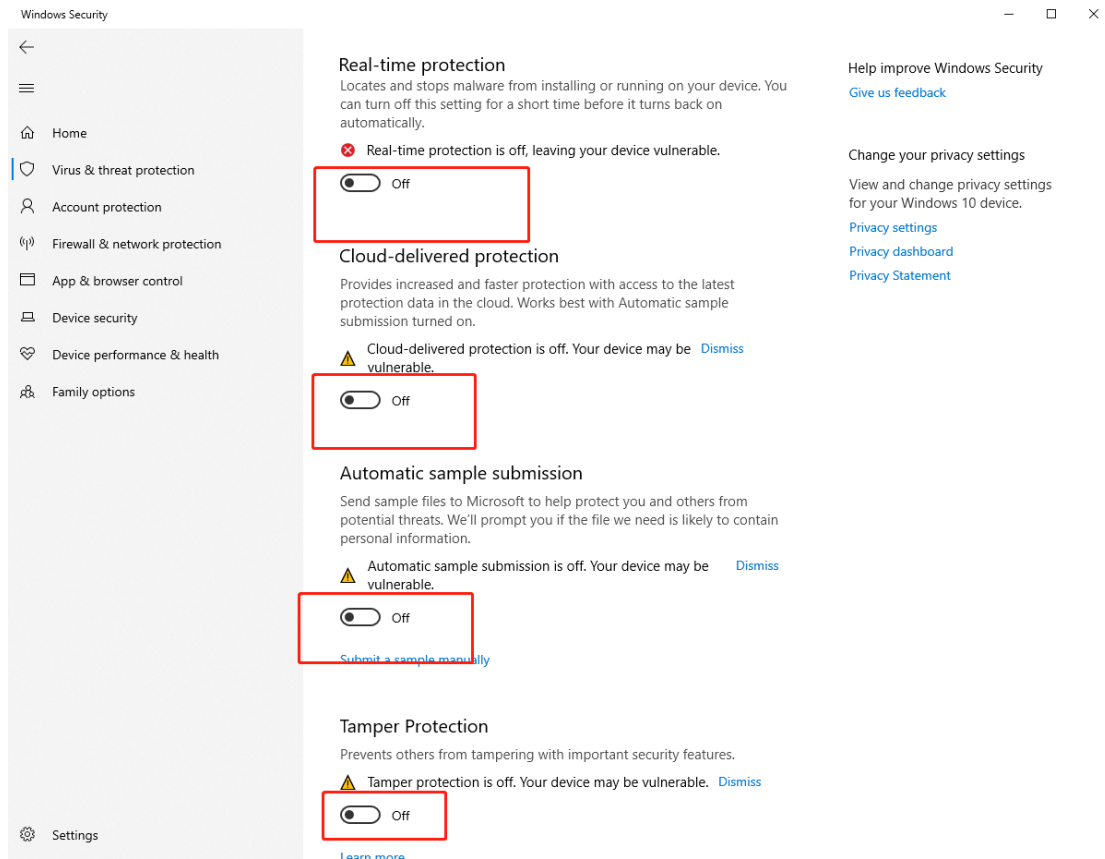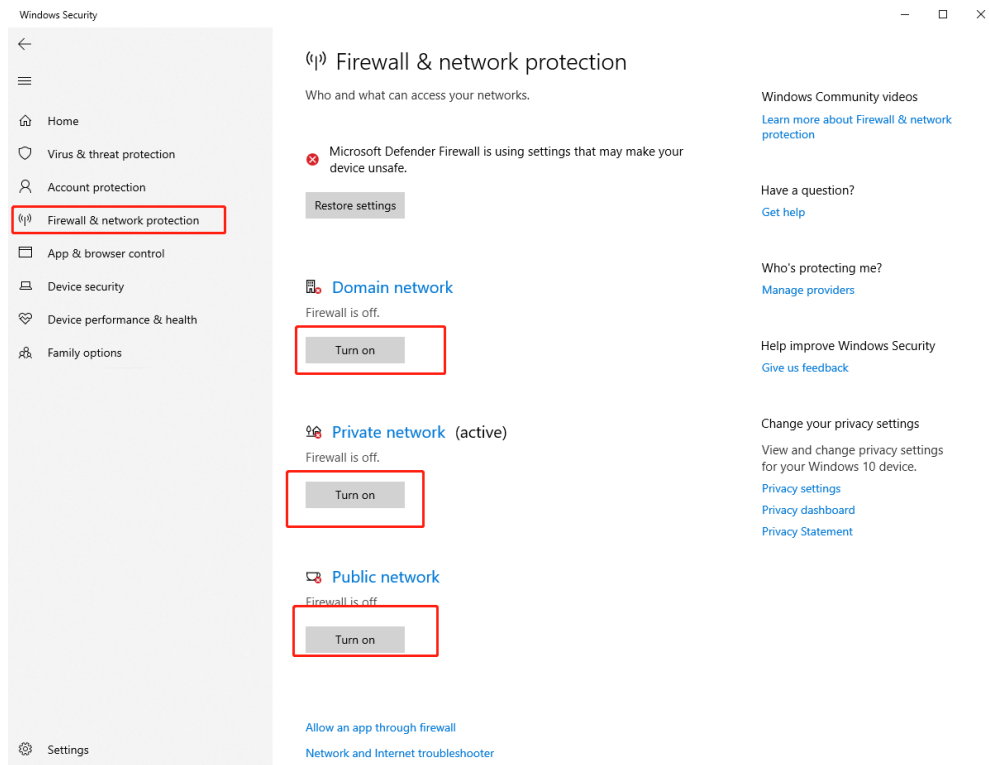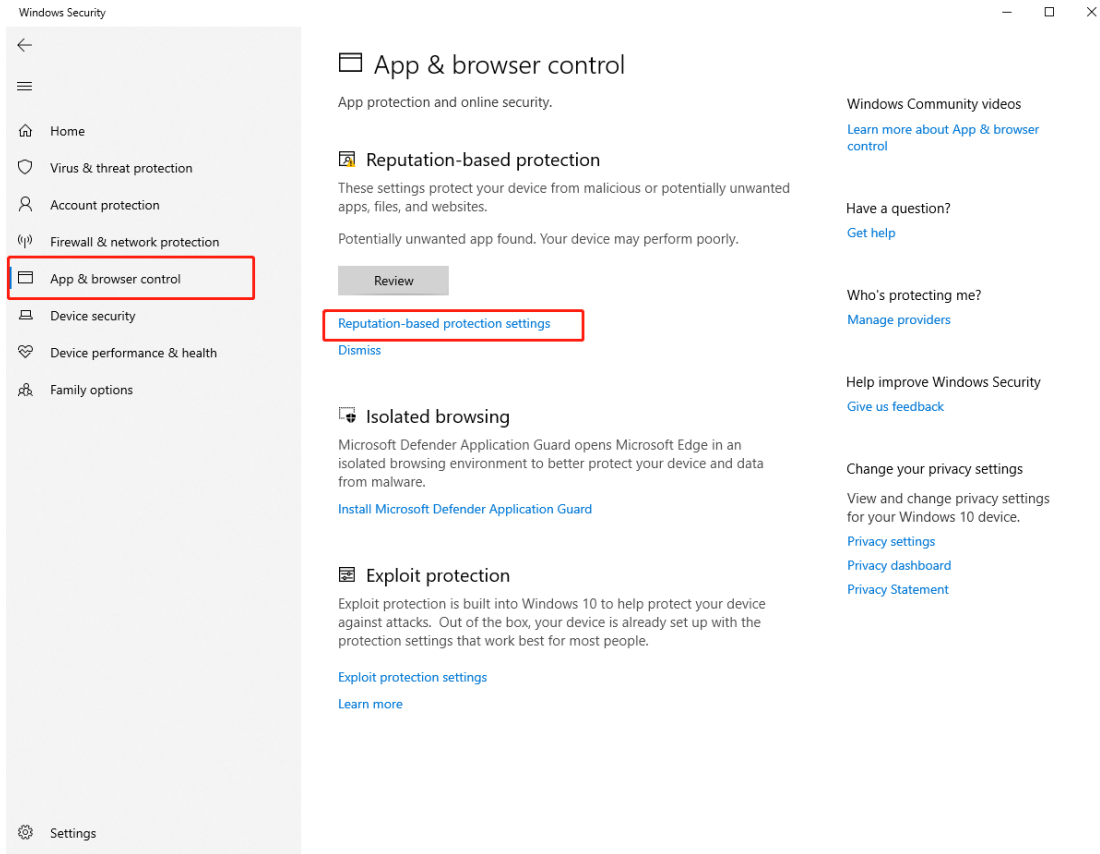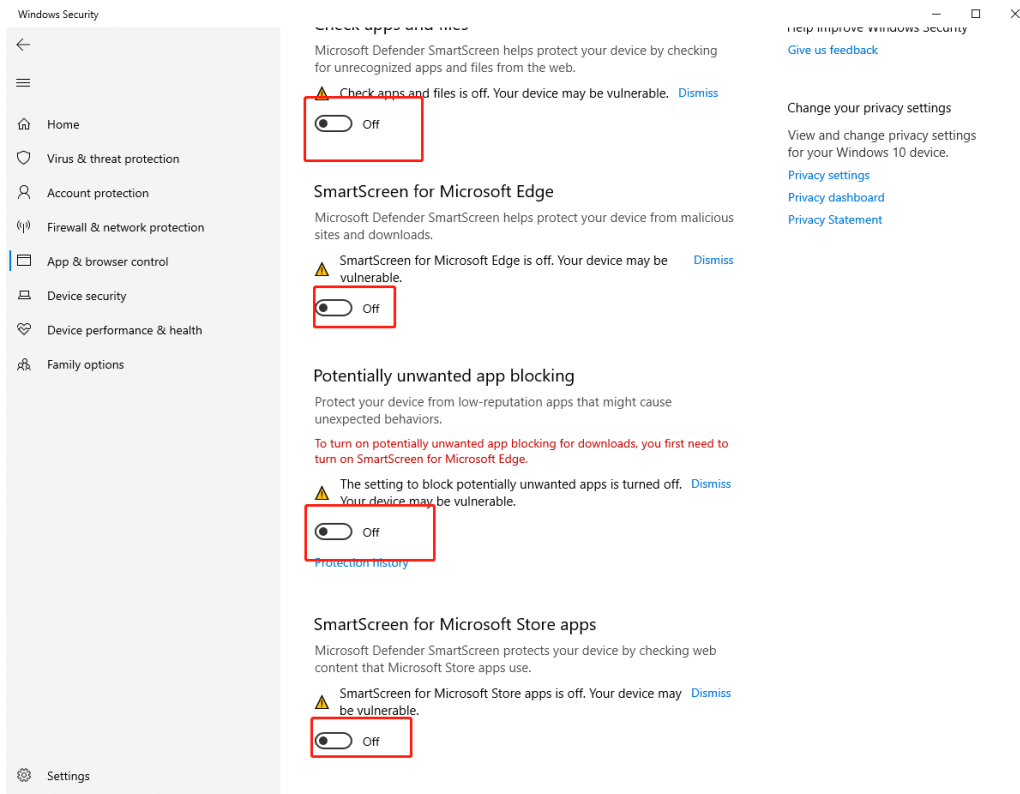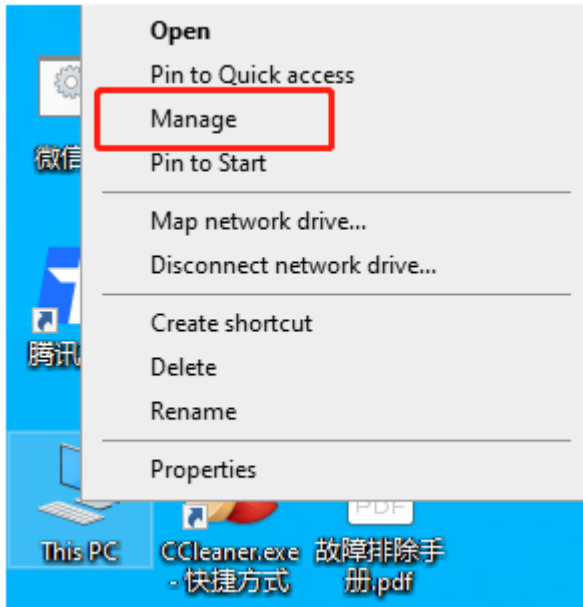Potentially unwanted app found. Your device may perform poorly.

Review

Reputation-based protection settings

Dismiss

Have a question?

Get help

Who's protecting me?

Manage providers

Help improve Windows Security

Give us feedback

🔲 **Isolated browsing**

Microsoft Defender Application Guard opens Microsoft Edge in an isolated browsing environment to better protect your device and data from malware.

Install Microsoft Defender Application Guard

Change your privacy settings

View and change privacy settings for your Windows 10 device.

Privacy settings

Privacy dashboard

Privacy Statement

📰 **Exploit protection**

Exploit protection is built into Windows 10 to help protect your device against attacks. Out of the box, your device is already set up with the protection settings that work best for most people.

Exploit protection settings

Learn more

⚙ Settings

7)   Turn off all the options.

Windows Security

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🏠 Home

🛡 Virus & threat protection

👤 Account protection

📶 Firewall & network protection

⊞ App & browser control

💻 Device security

♡ Device performance & health

👪 Family options

Check apps and files

Microsoft Defender SmartScreen helps protect your device by checking for unrecognized apps and files from the web.

⚠ Check apps and files is off. Your device may be vulnerable.   Dismiss

⬤ Off

SmartScreen for Microsoft Edge

Microsoft Defender SmartScreen helps protect your device from malicious sites and downloads.

⚠ SmartScreen for Microsoft Edge is off. Your device may be vulnerable.   Dismiss

⬤ Off

Potentially unwanted app blocking

Protect your device from low-reputation apps that might cause unexpected behaviors.

To turn on potentially unwanted app blocking for downloads, you first need to turn on SmartScreen for Microsoft Edge.

⚠ The setting to block potentially unwanted apps is turned off.   Dismiss
Your device may be vulnerable.

⬤ Off

Protection history

SmartScreen for Microsoft Store apps

Microsoft Defender SmartScreen protects your device by checking web content that Microsoft Store apps use.

⚠ SmartScreen for Microsoft Store apps is off. Your device may   Dismiss
be vulnerable.

⬤ Off

Help improve Windows Security

Give us feedback

Change your privacy settings

View and change privacy settings for your Windows 10 device.

Privacy settings

Privacy dashboard

Privacy Statement

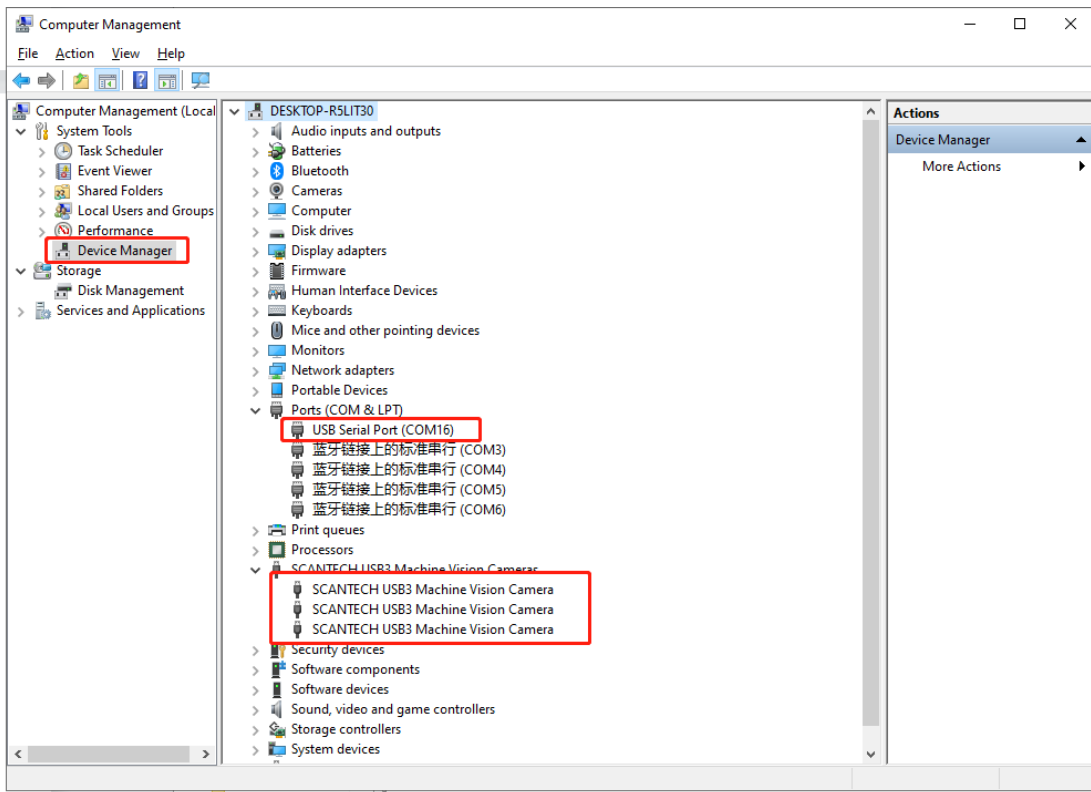⚙ Settings

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1.5   Device Connection Check

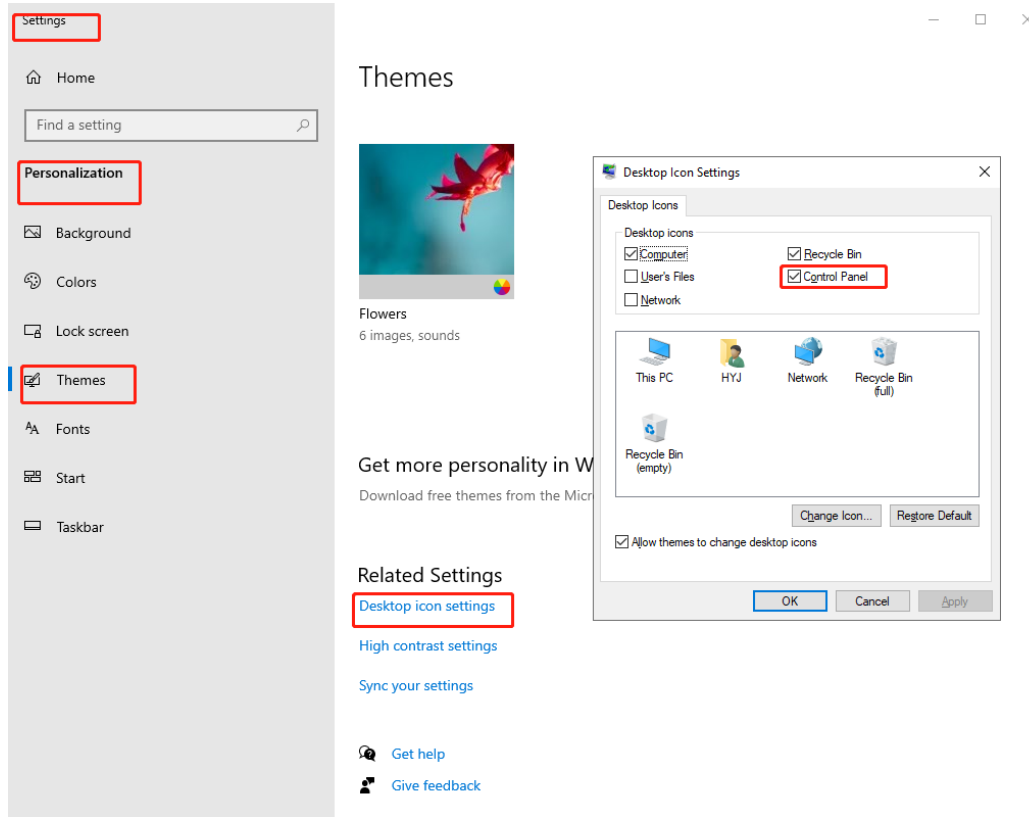1)   Right-click my PC and click Manage.

2)   Click Device manager.

1.6 How to Uninstall Software and Driver

1) Open control panel.
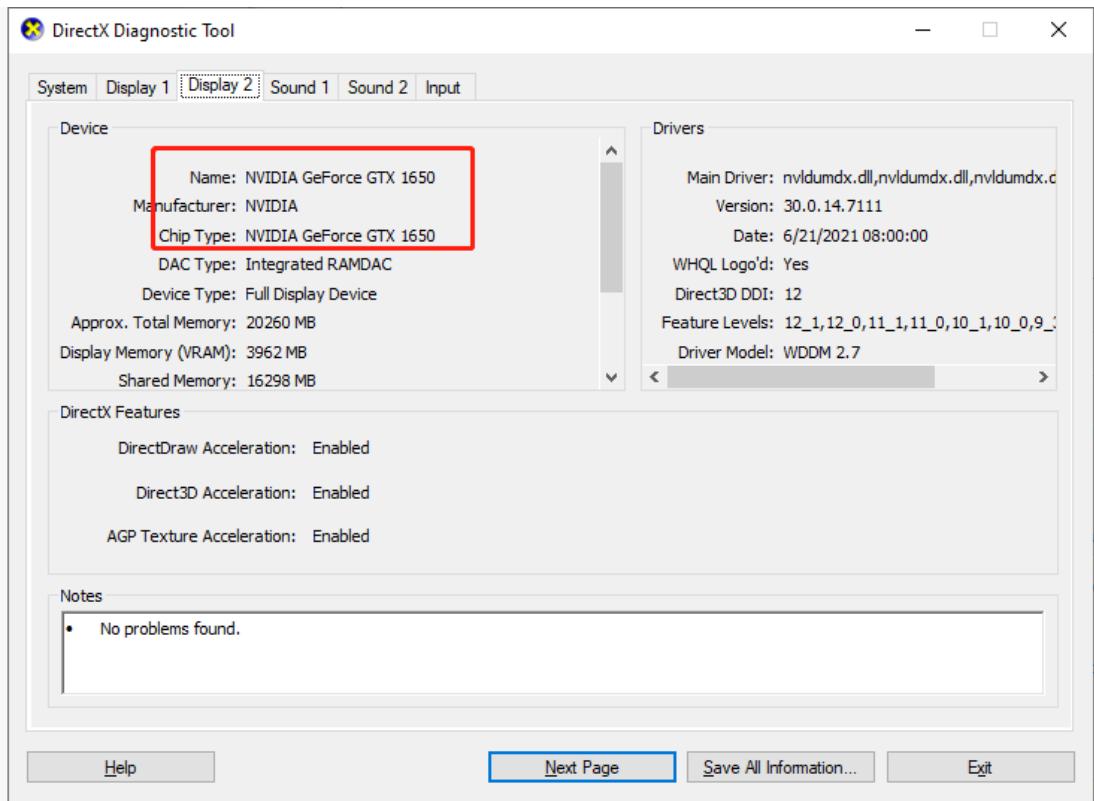

2) Click Uninstall a program.

3) Locate the driver and the software and then uninstall them.

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1.7 How to Update the Graphics Card

1) Check the graphics card confirmation at first.

2) Log in NVIDIA's official website to download the correct driver according to product series.
   (Official website: https://www.nvidia.com/en-us/)
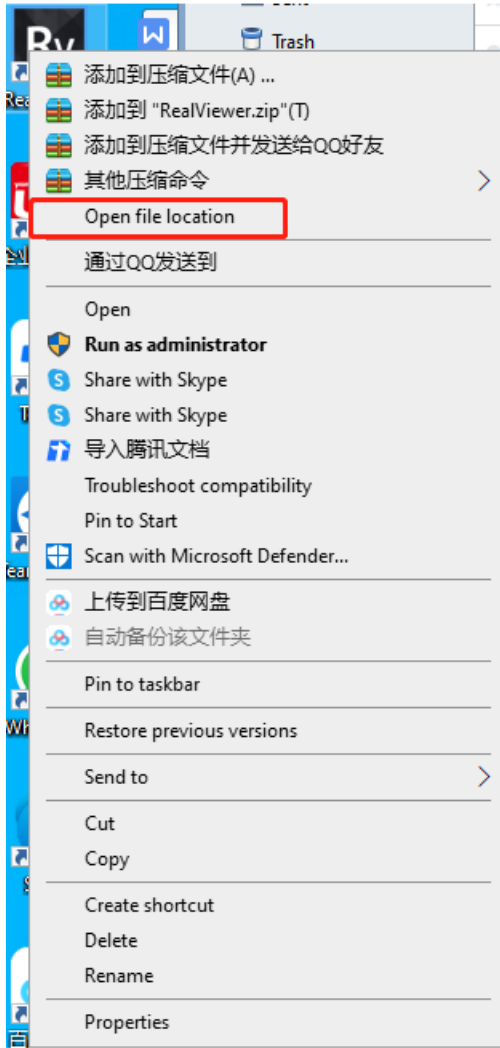

3) Download the driver.

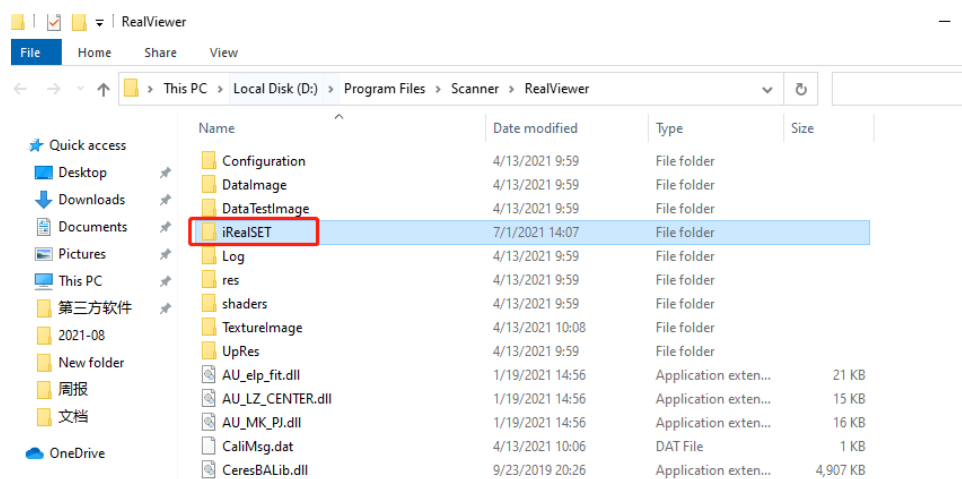4) Reboot the system after finishing the installation.

2 Scanner Settings

2.1 How to Check and Replace SET and Authorized Files
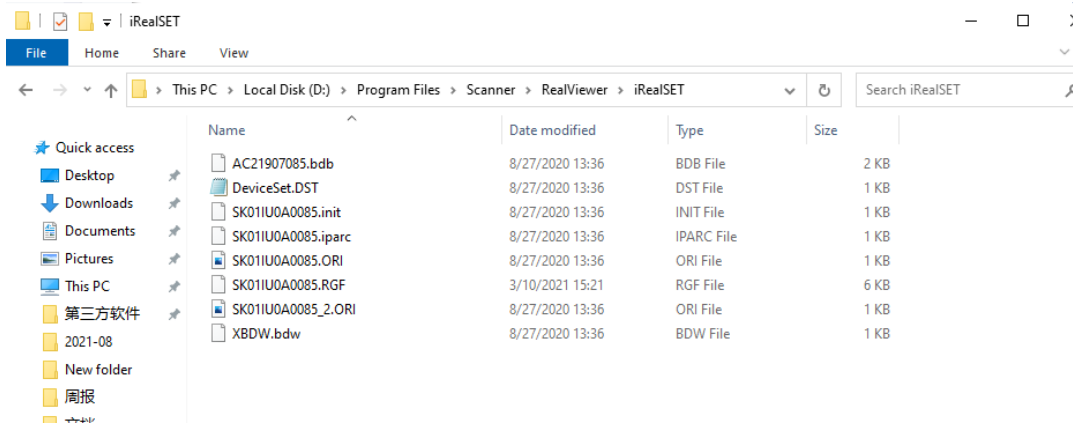
1) Right-click RealViewer and click Open file location.
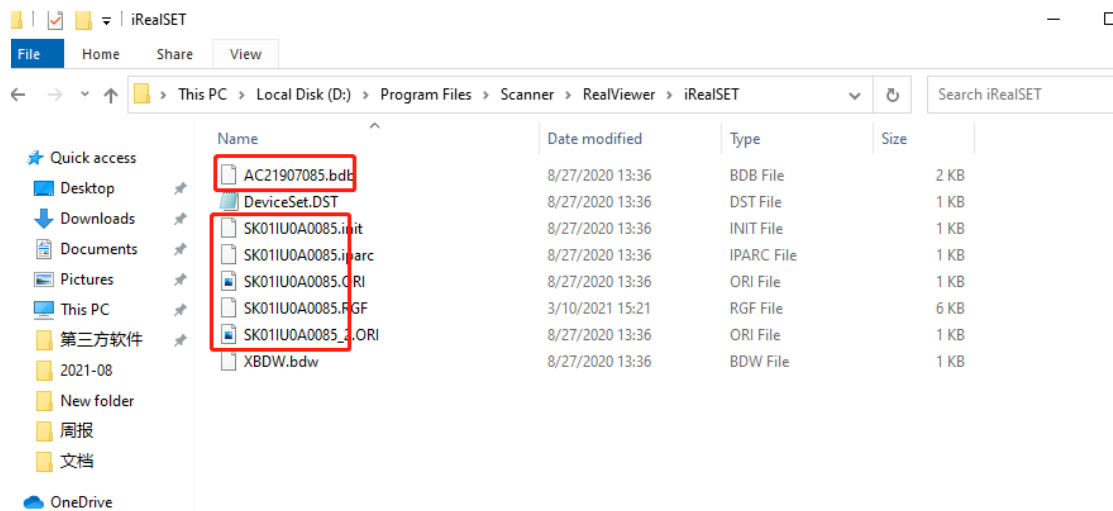
2) Click iRealSET folder.

3) Copy the correct SET files into iRealSET folder.

4) The SET file shall match the 3D scanner's serial number.

5) Copy the new. RGF file and paste it into this folder to update the authorization file.