



SHINING 3D®

USER MANUAL

**EinScan Pro 2X/2X Plus
EXScan Pro Software V3.2**



Version 3.2.2.0 - June 2019

SHINING 3D®

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About SHINING 3D

SHINING 3D, founded in 2004, rapidly became China's first listed OTC stock company in the 3D digitizing and printing industries segment. SHINING 3D develops, manufactures and commercializes a wide range of 3D technologies, including 3D scanners for multiple industries and applications, 3D printers for both additive manufacturing and consumer markets, 3D materials, 3D design and manufacturing services, and an online 3D cloud platform. SHINING 3D is well-positioned in the market and has the capacity to handle large sales volumes, offer powerful 3D technologies, and provide strong service support. As the leader among Chinese 3D printing companies, SHINING 3D has currently extended a strong international influence with customers in more than 70 different countries in Asia and Pacific, Europe, North America, South America, Africa and the Middle East.

EinScan Pro 2X series 3D scanners are unique multi-functional 3D Digitizing devices with multiple 3D Scanning modes. They are designed to improve the efficiency in generating high-quality 3D models, which makes 3D Scanning technology accessible to either professional users or new users. It is based on the feedback from thousands of 3D Scanner users and the valuable input of SHINING 3D's R&D team. The modular design of EinScan handheld 3D scanners provide a professional, yet still easy to use 3D digitizing solution for versatile applications.

EXScan Pro is our self-developed high-performance 3D scanning software, allowing users a faster experience during scanning and data processing.

Please review this document to help you operate your scanner. If you have more questions that are not answered here, please feel free to email us at einscan_support@shining3d.com.

1. Hardware

1.1. Packing List

Item		quantity	unit
Standard Version	Scan body (USB 3.0 cable included)	1	set
	Power adapter	1	piece
	Power cable	1	piece
	USB drive	1	piece
	Calibration board	1	piece
	Calibration board support	1	piece
	Markers	1	pack
	Phone screen mount	1	piece
	Cable clip	1	piece
	Markers remover/ Module port cap lifter	1	piece
	Dongle (Solid Edge Shining3D Version)	1	piece

The items listed in the packing list refer to the components and material that should be included in the package. The components may be different as listed when you purchase other accessories or change any item with your supplier. Please check carefully when opening the package.

1.2. Specifications

1.2.1. EinScan Pro 2X Plus

Model	EinScan Pro 2X Plus			
Scan Mode	Handheld HD Scan	Handheld Rapid Scan	Fixed Scan with Turntable (with Add-on: industrial pack)	Fixed Scan without Turntable (with Add-on: industrial pack)
Scan Accuracy	Up to 0.05 mm	Up to 0.1 mm	0.04mm (Single shot accuracy)	0.04mm (Single shot accuracy)
Volumetric Accuracy	0.3 mm/m (Markers Alignment)		N/A	N/A
Scan Speed	20 frames /sec 1.1 mil points /sec	30 frames /sec 1.5 mil points /sec	Single Scan: <0.5sec	Single Scan: <0.5sec
Point Distance	0.2mm~3.0mm	0.25mm~3.0mm	0.24mm	
Single Scan Range	208*136mm——312*204mm			
Depth of Field	±100 mm			
Working Distance	510mm			
Light source	LED			
Align Mode	Markers Alignment	Markers Alignment, Feature Alignment (geometrical features) Hybrid Alignment (Markers and Feature)	Turntable Coded Targets, Feature, Markers, Manual Alignment	Markers, Feature, Manual Alignment
Texture Scan	No	Yes (With Color Pack add-on)		
Outdoor Operation	Set up shelter or cover to avoid direct sunlight			
Special Scan Object	For transparent, highly reflective or some dark objects, please spray with powder before scanning.			
Printable Data Output	Able to export watertight 3D model directly to 3D printing			
Data Format	OBJ, STL, ASC, PLY, 3MF, P3			
Scanner Body Weight	1.13 kg (including the USB3.0 cable)			
Supported OS	Win7/Win8/Win10 64 bit			

1.2.2. EinScan Pro 2X

Model	EinScan Pro 2X			
Scan Mode	Handheld HD Scan	Handheld Rapid Scan	Fixed Scan with Turntable (with Add-on: industrial pack)	Fixed Scan without Turntable (with Add-on: industrial pack)
Scan Accuracy	Up to 0.05mm	Up to 0.1mm	0.04mm (Single shot accuracy)	0.04mm (Single shot accuracy)
Volumetric Accuracy	0.3 mm/m (Markers Alignment)		N/A	N/A
Scan Speed	20 frames /sec 0.1 mil points /sec	30 frames /sec 1.5 mil points /sec	Single Scan: <1 sec	Single Scan: <1 sec
Point Distance	0.2 mm-2 mm	0.2 mm-2 mm	0.16 mm	
Single Scan Range	135*100 mm——225*170 mm			
Depth of Field	±100 mm			
Working Distance	400mm			
Light source	LED			
Align Mode	Markers Alignment	Markers Alignment, Feature Alignment (geometrical features) Hybrid Alignment (Markers and Feature)	Turntable Coded Targets, Feature, Markers, Manual Alignment	Markers, Feature, Manual Alignment
Texture Scan	No	Yes (Color Pack add-on)		
Outdoor Operation	Set up shelter or cover to avoid direct sunlight			
Special Scan Object	For the transparent, highly reflective or some dark objects, please spray with powder before scanning.			
Printable Data Output	Yes			
Data Format	OBJ, STL, ASC, PLY, 3MF, P3			
Scanner Body Weight	1.13 kg (including the USB3.0 cable)			
Supported OS	Win7/Win8/Win10 64bit			

1.3. Hardware introduction



Serial number



+/- buttons
Play button



USB port for add-ons
(Output voltage and
current:12V/500mA)

1.4. PC requirements

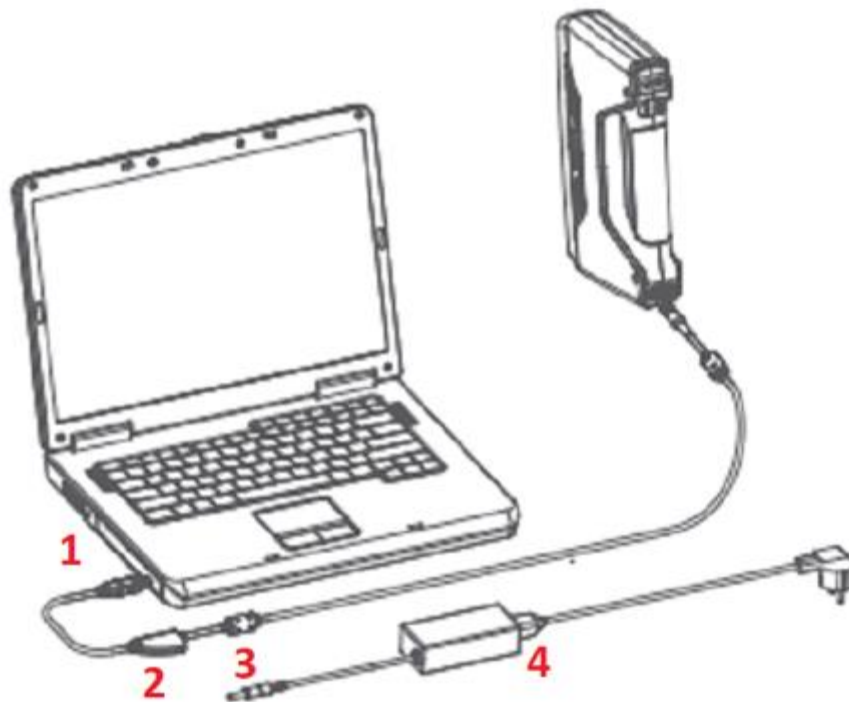
Required configuration

Model	Requirements
Processor	Intel ® xeon E3-1230, Intel ® I5-3470, Intel ® I7-3770
Display card	Nvidia Quadro P1000 or higher; Nvidia GTX660 or higher
Display memory	>4G
Memory Storage	8G
USB	At least one USB 3.0
Screen display	1920*1080 DPI: 100%; 125% 3840*2106 DPI: 100%; 200%

Recommended configuration

Model	Requirements
Processor	I7-8700
Display card	NVIDIA GTX1060 or higher
Display memory	>4G
Memory Storage	32G or more
USB	At least one USB 3.0
Screen display	1920*1080 DPI: 100%; 125% 3840*2106 DPI: 100%; 200%

1.5. Set Up



Hardware set-up

Connect the scanner cable to a USB 3.0 port. (1)



USB 3.0 should be blue, and/or present the SuperSpeed logo

Connect the power cable and power adapter. (4)

Plug the power cable into the power port of the cable. (2-3)

To guaranty a stable connection, plug the scanner via a powered USB 3.0 hub (>5V).



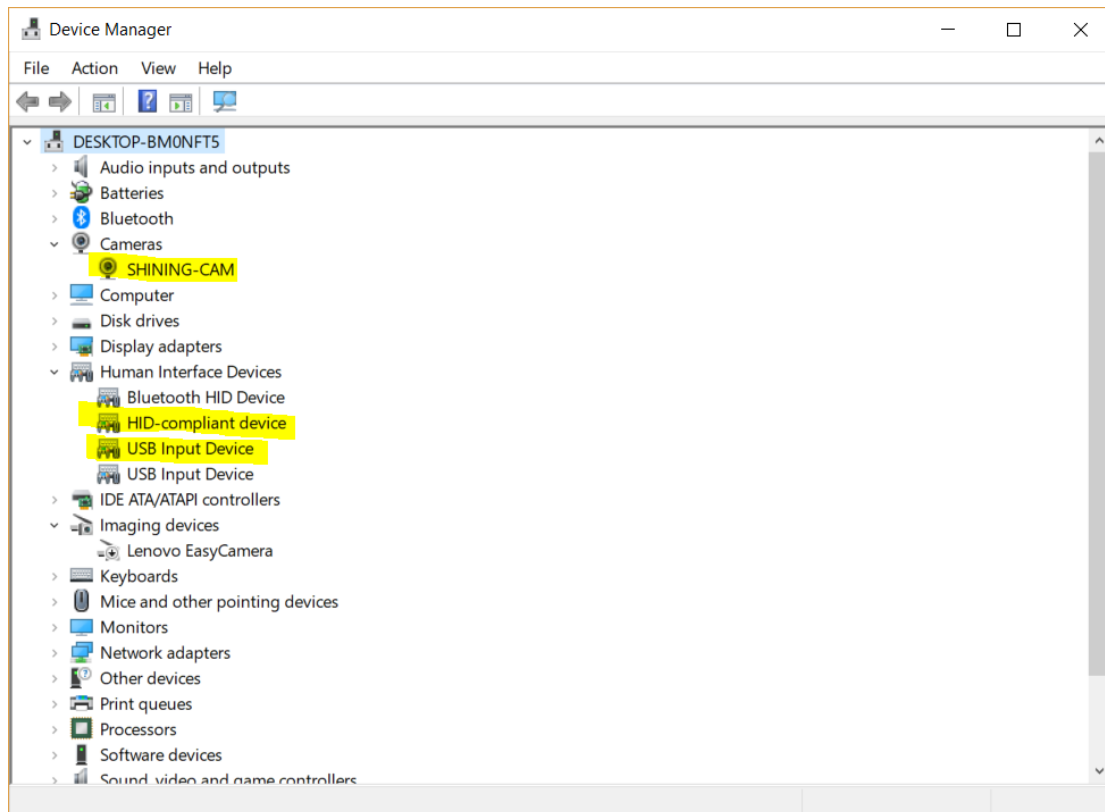
Use a powered USB 3.0 hub

Note: Make sure the cable will stay well plugged in during the operation. You can use the cable clip to fix it in place on the table to avoid cable loose alert.



Cable with clip

After plugged into the computer, check the Device Manager. The scanner should be displayed like the following picture.



Device Manager, display of the scanner

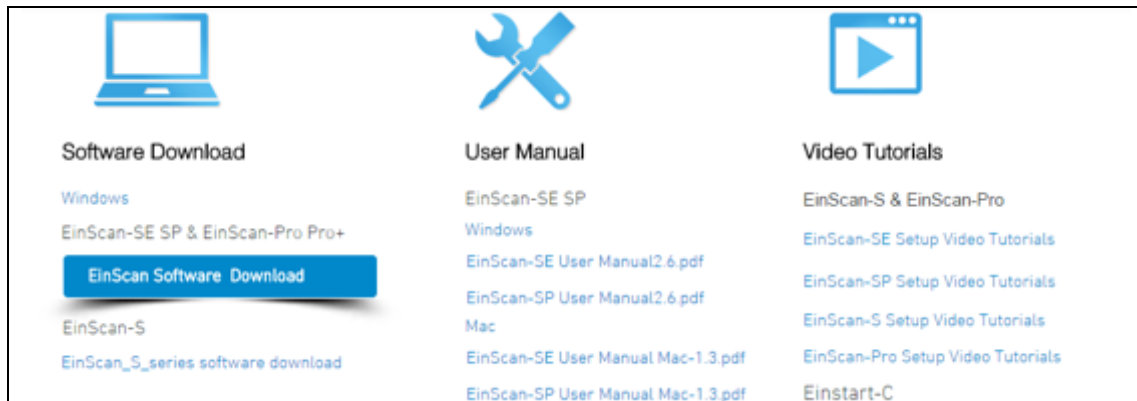
If the drivers are not installed properly, or the Alert “device off-line” keeps coming back. Right click on the SHINING-CAM and uninstall the driver. Unplug and replug the USB, Windows will reinstall the drivers by itself.

2. Software

2.1. Download

Step 1: Go to <https://www.einscan.com/software-download>.

Click “EinScan Software Download” to download the latest version software for EinScan.




Step 2: Register using the form. All filed with * must be filled in.

Name *
<input type="text"/>
Email *
<input type="text"/>
Country *
<input type="text"/>
Please choose your scanner model *

Step 3: Download the installer. Save or Save as in the desired location on your computer.

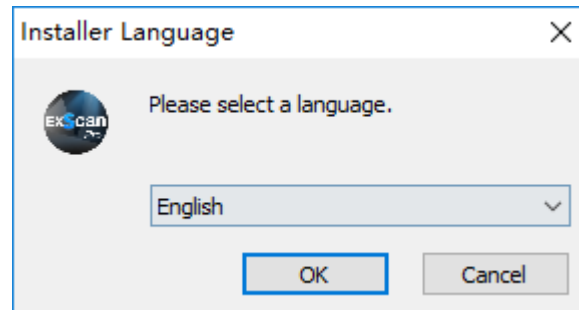
2.2. Software installation

Note: Administrator rights are required for the installation of the software only.

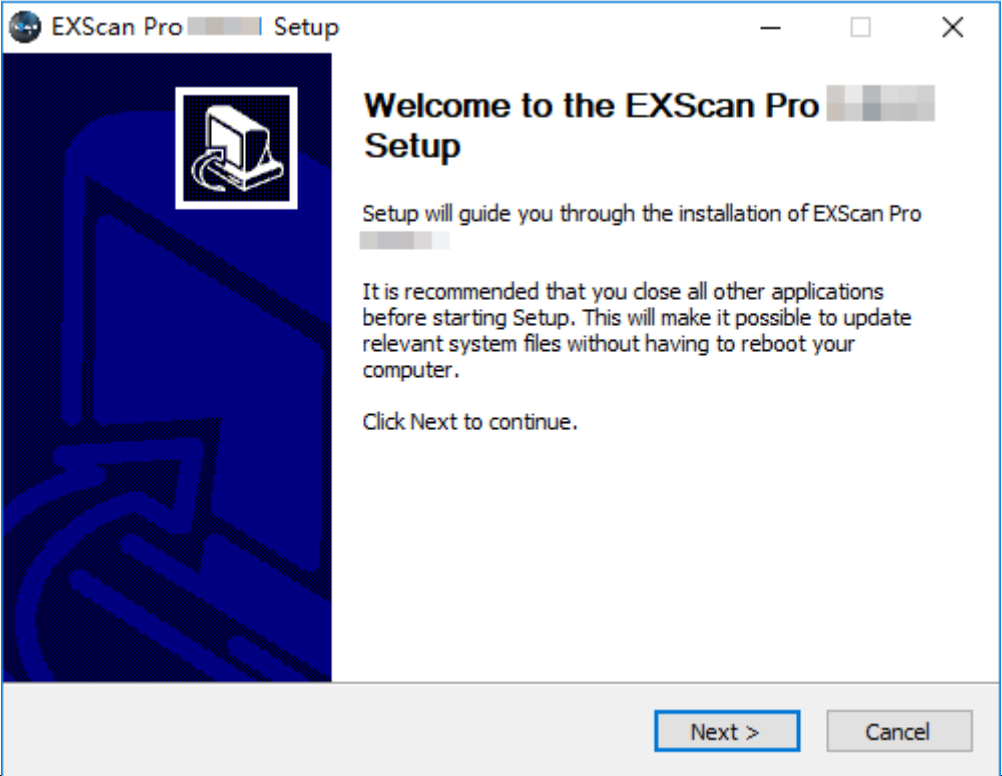


Double click installation package, accept the modification on your computer

Choose the installation language, then click OK.

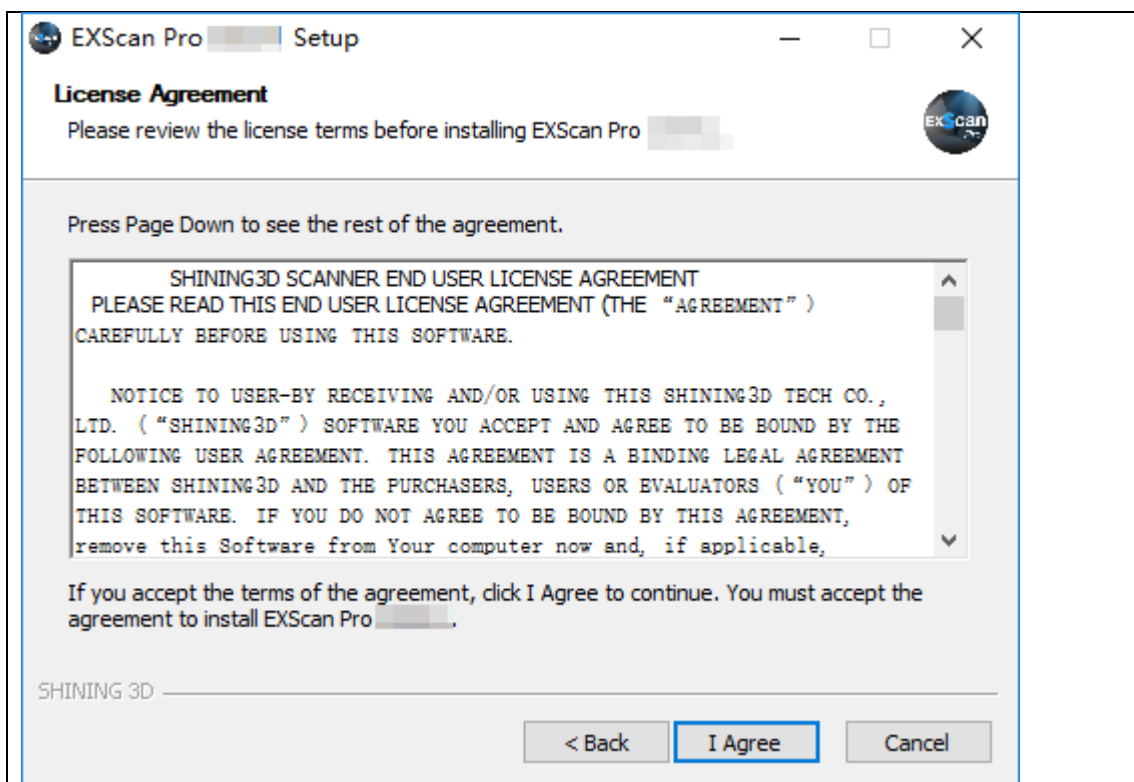


Select installation language

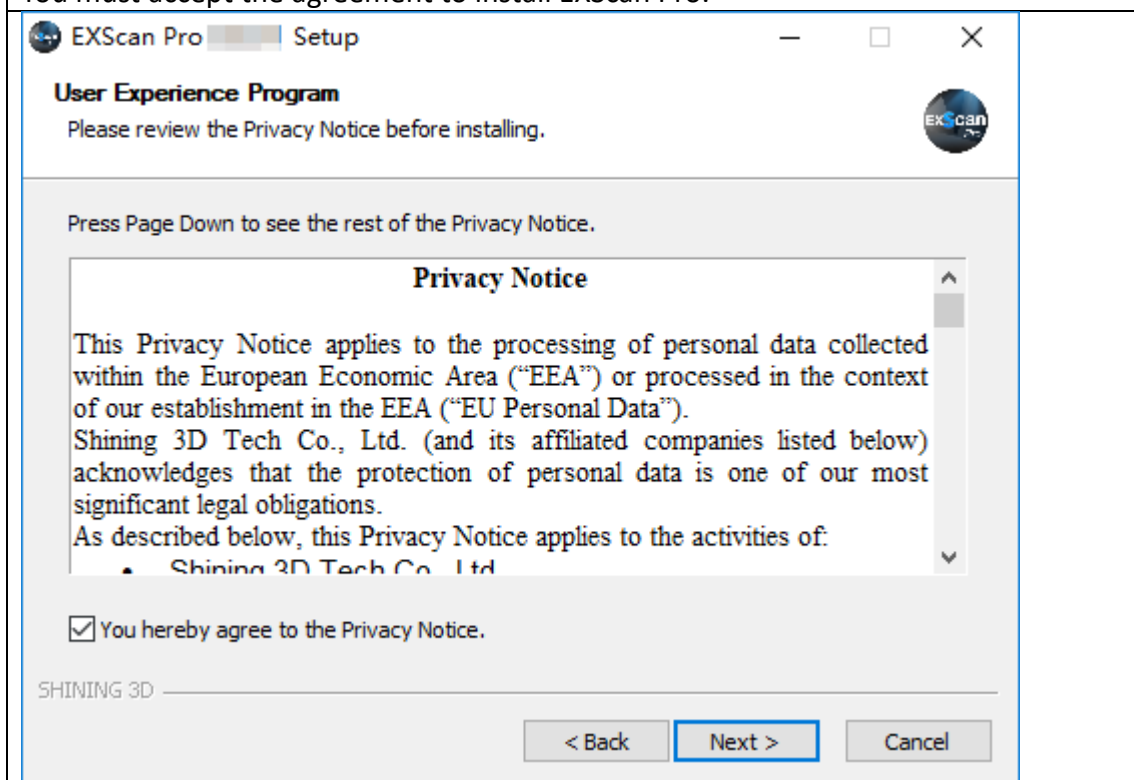


The screenshot shows the 'EXScan Pro Setup' window. The title bar reads 'EXScan Pro Setup'. On the left is a blue graphic with a white icon of a scanner and a large white arrow pointing right. The main text area says: 'Welcome to the EXScan Pro Setup', 'Setup will guide you through the installation of EXScan Pro', 'It is recommended that you close all other applications before starting Setup. This will make it possible to update relevant system files without having to reboot your computer.', and 'Click Next to continue.'. At the bottom right are 'Next >' and 'Cancel' buttons.

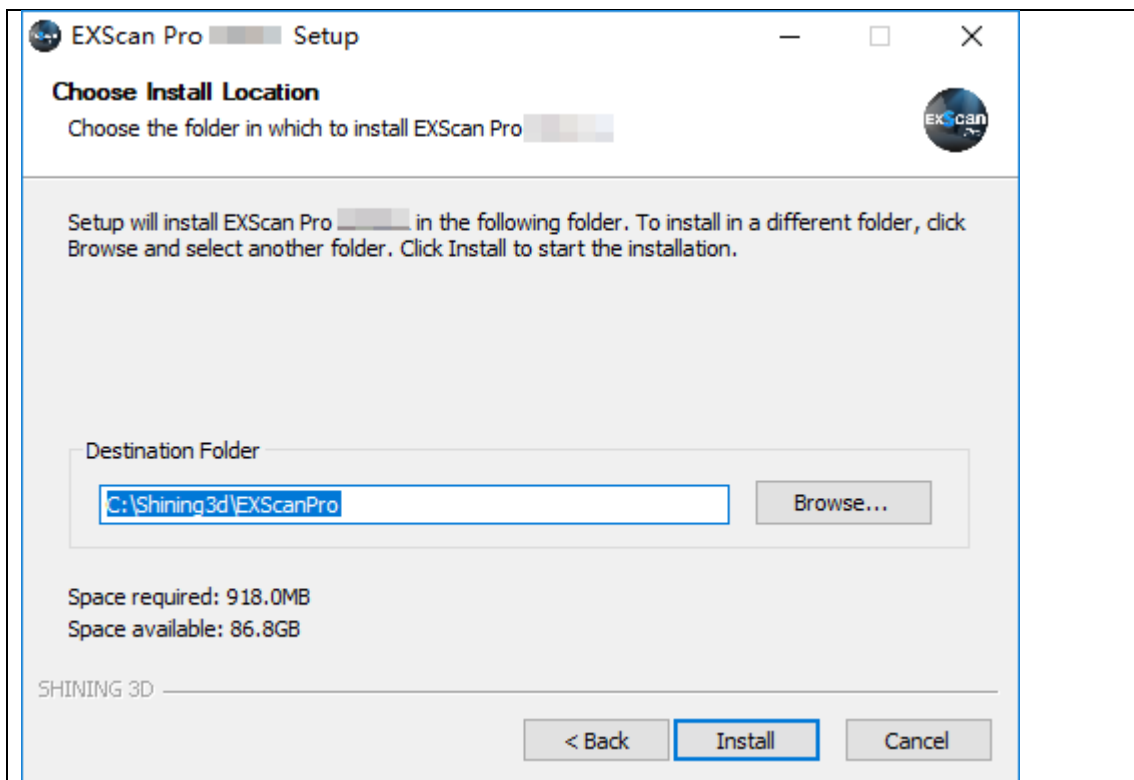
Follow the instruction on the pop-up window



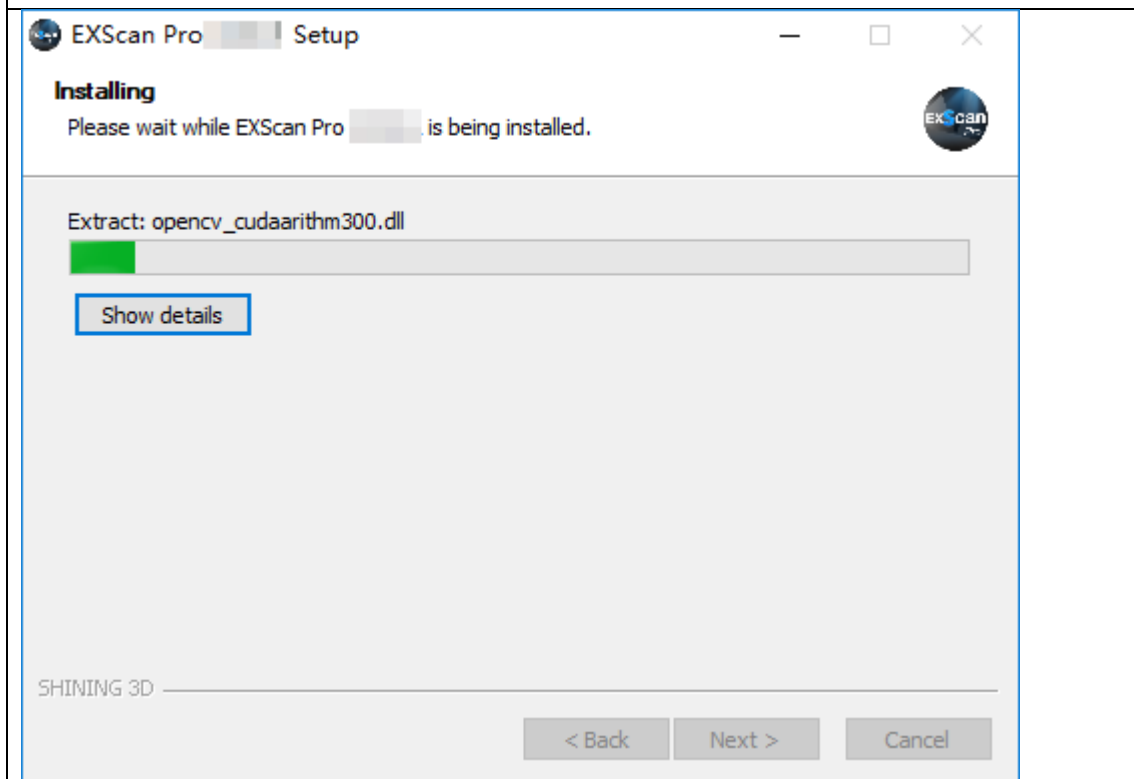
You must accept the agreement to install EXScan Pro.



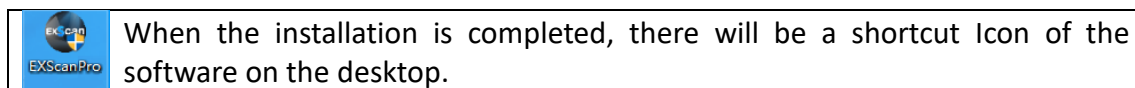
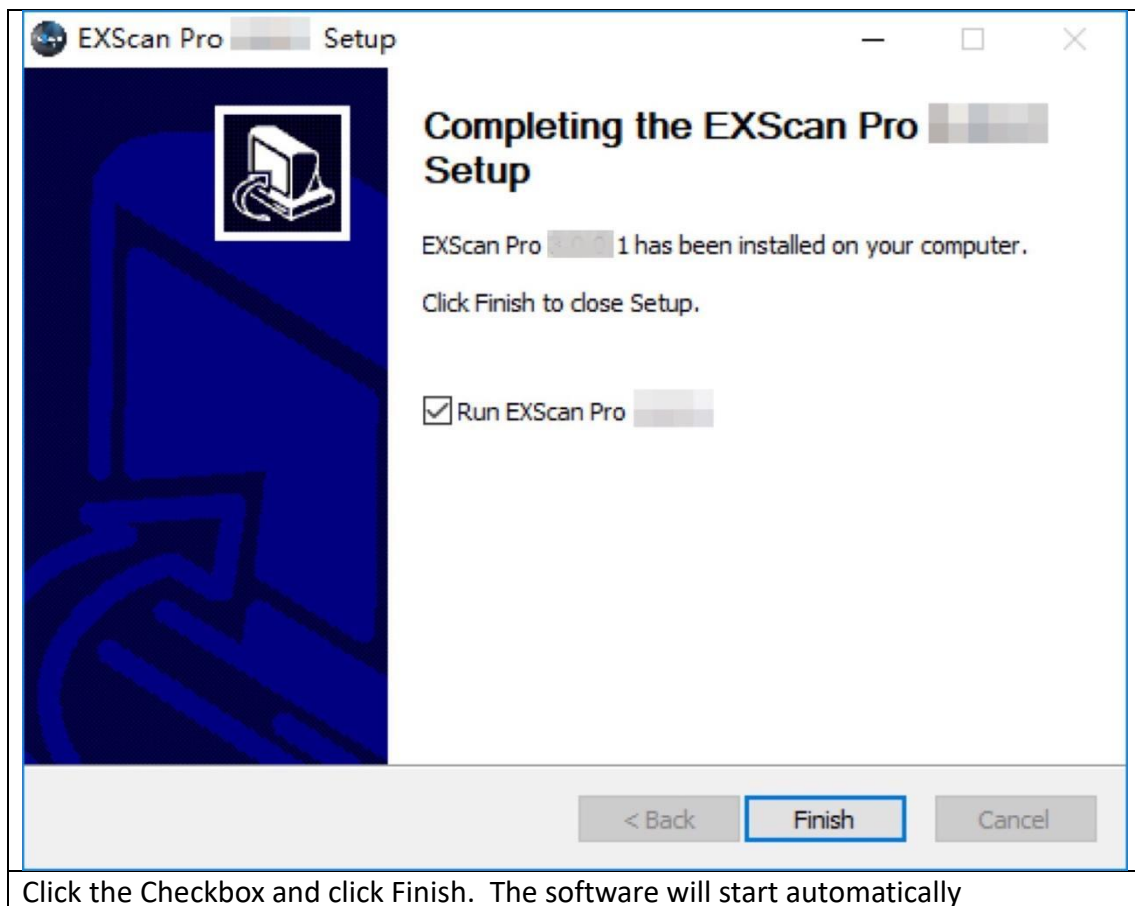
Click the Checkbox and click Next to approve the Privacy Notice



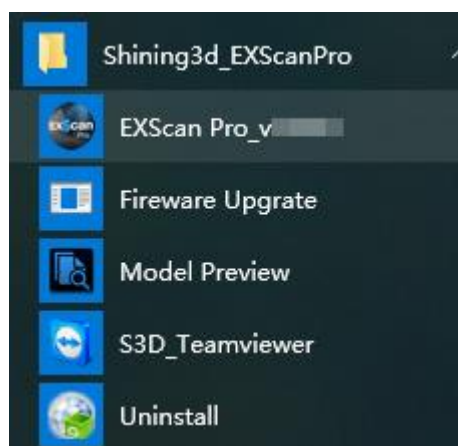
Choose the default installation path or click the Browse button to select the installation path. Default installation path is recommended.



Wait for the installation to be completed



The shortcut in the Start Menu is shown as below:

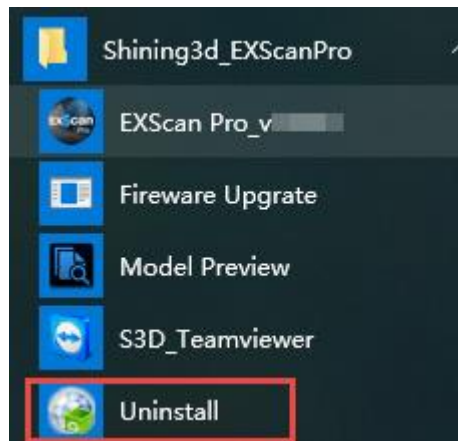


EXScan Pro on the start menu

2.3. Uninstall Software

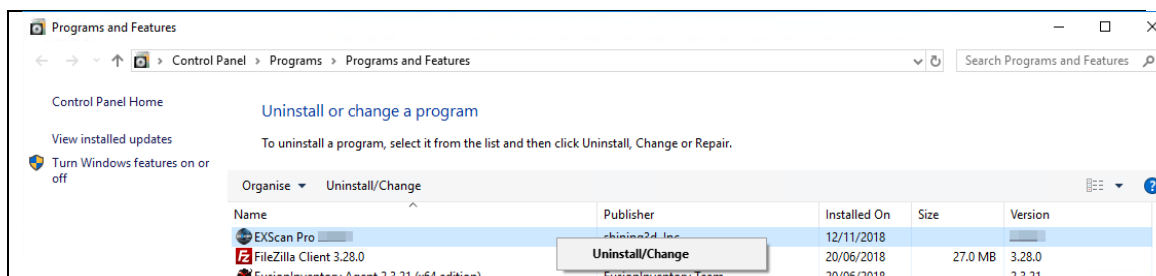
To install upgraded version of EXScan in the future, you may need uninstall previous software first.

To uninstall the software, when the software is closed, in the start menu Click Uninstall.

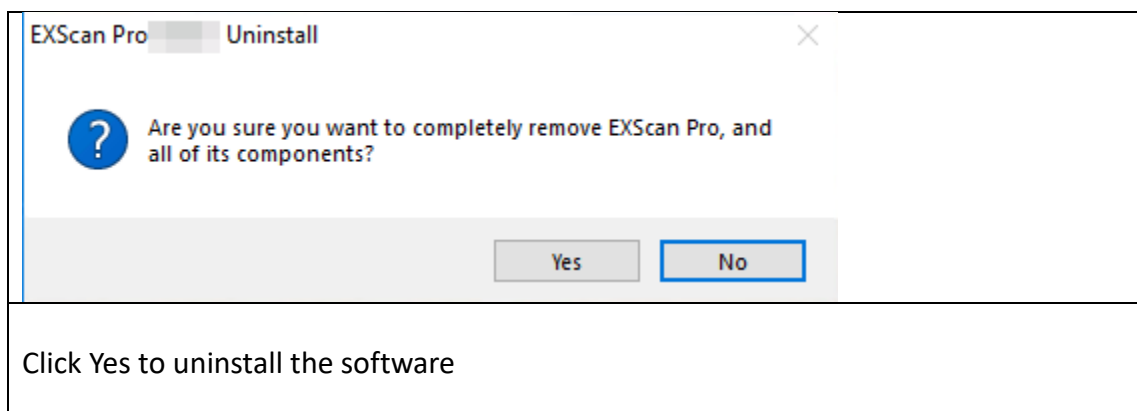


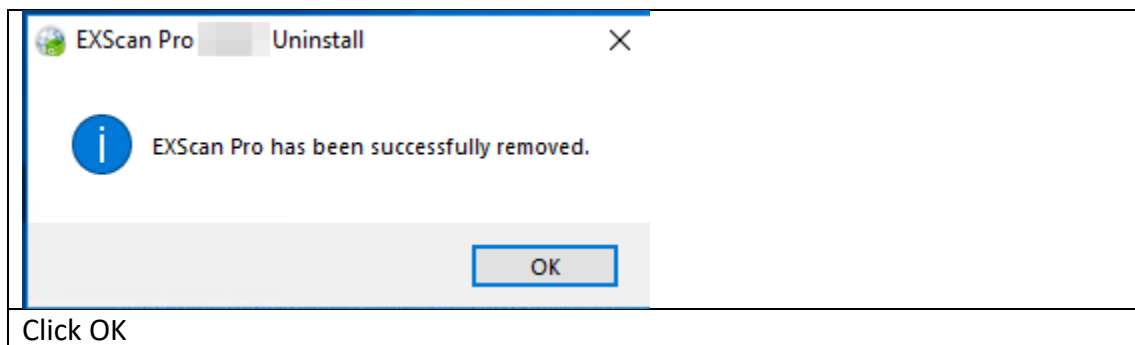
start menu > Shining3d_EXScanPro > Uninstall

Or go to Control Panel > Programs > Program and Features, choose EXScan Pro and right click to uninstall.



Follow the instructions step by step.



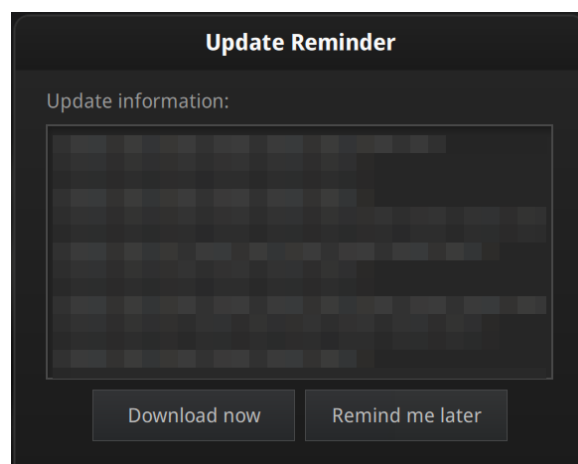


Then delete the Shining3D folder and its content in (C:).

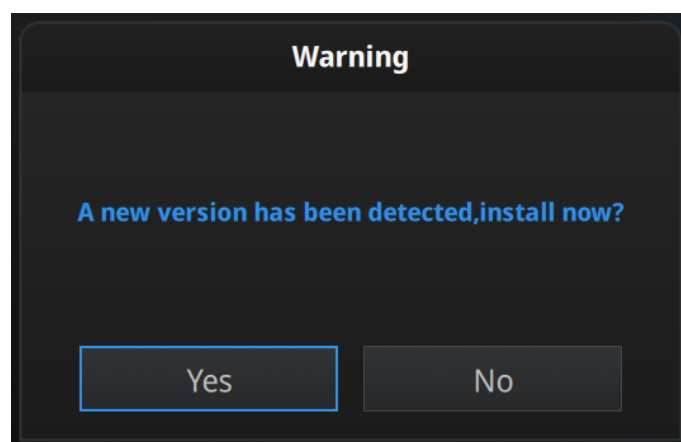
2.4. Update

Make sure to run the latest version of EXScan Pro.

If a new version is available, a pop-up will show when you start the software.



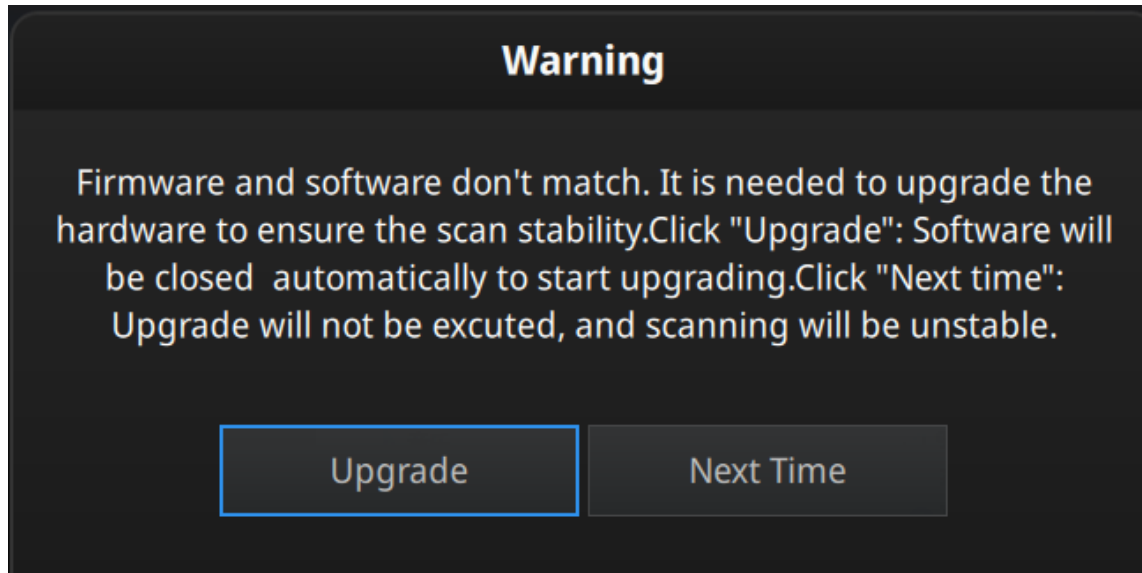
Update Reminder



Click Yes to update the software version

2.5. Firmware Upgrade

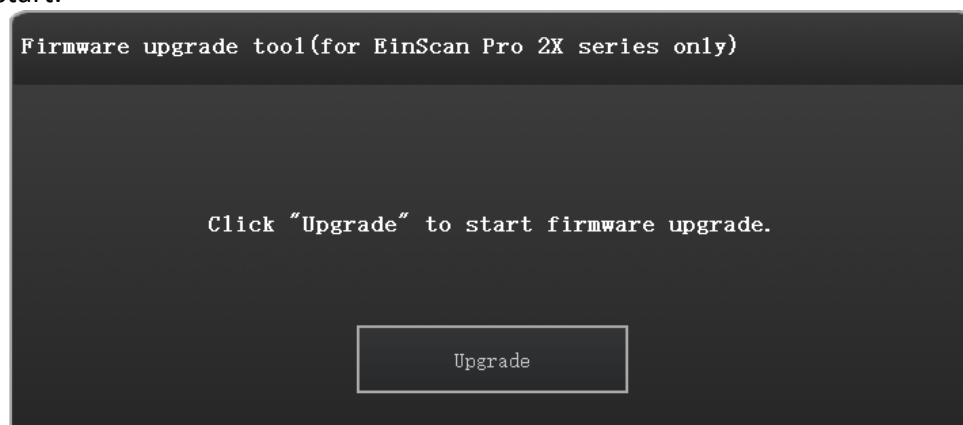
Firmware detection will run when opening software. Firmware upgrading is required when the hardware does not match the latest software version.



When firmware doesn't match

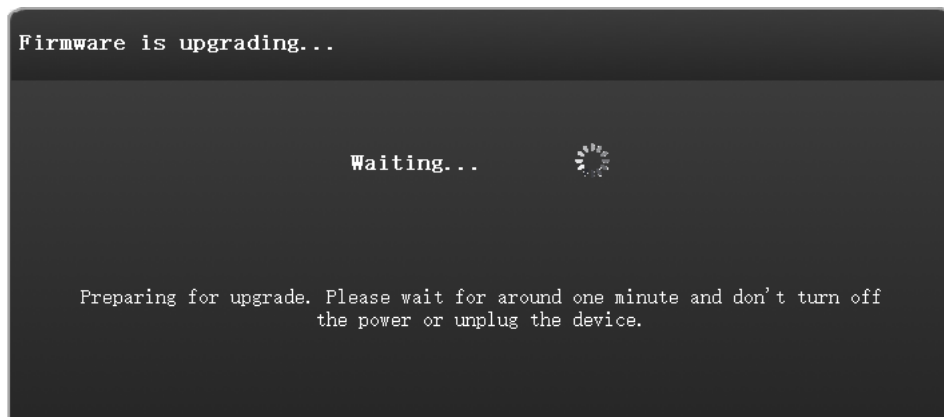
Warning: Loosing connection during Firmware upgrade can cause damages on the hardware, make sure a well connection (USB and Power) during the upgrade

Click "Upgrade", software will close automatically, and firmware upgrade program will start.



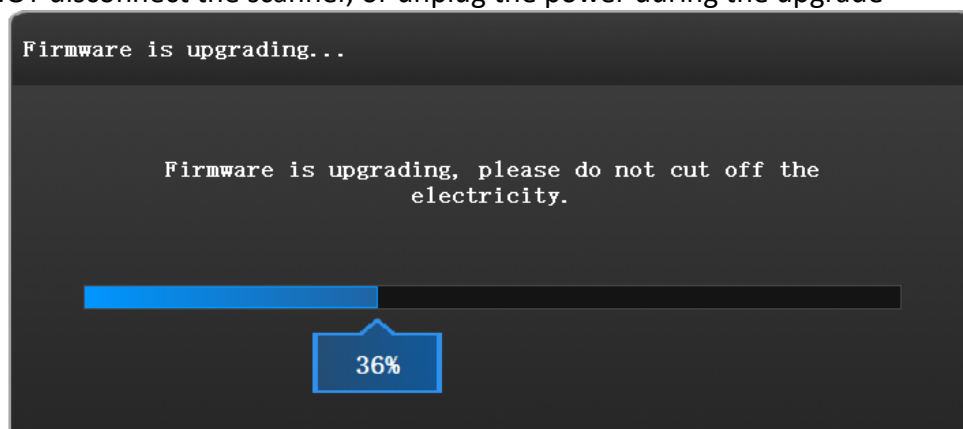
Firmware upgrade program

Click "Upgrade", wait around 1 minute, the firmware starts to upgrade.



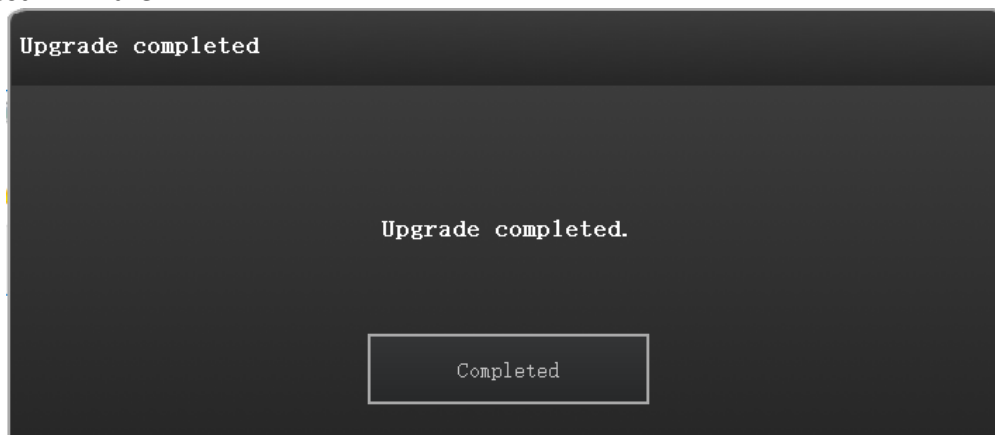
Waiting to upgrade firmware

Do NOT disconnect the scanner, or unplug the power during the upgrade



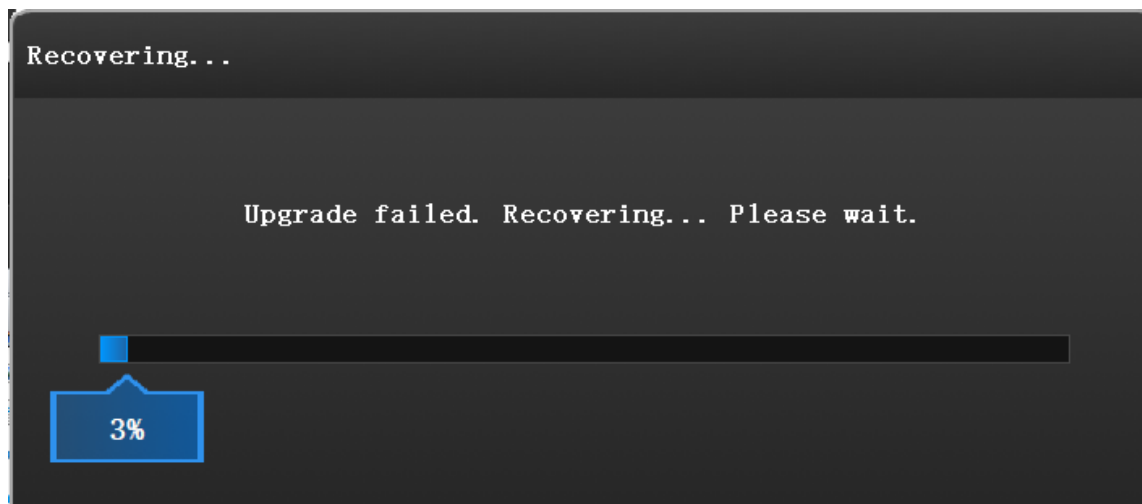
Firmware Upgrading

Upgrade takes around 6 mins. Power off the device after upgrading successfully. Reconnect the device, and open the software again, the device is running under the latest firmware.



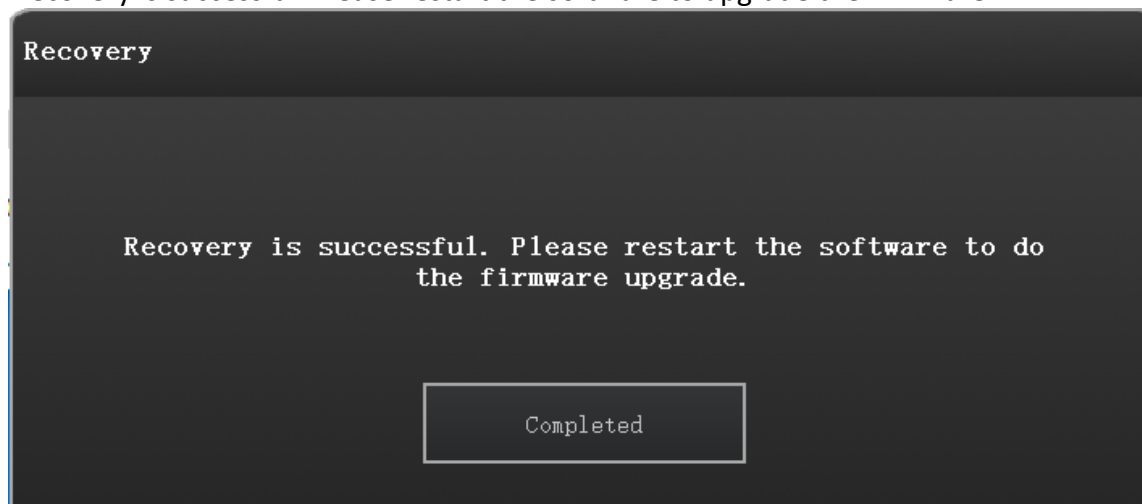
Firmware Upgrading Complete

If the upgrading is failed, recovery will run.



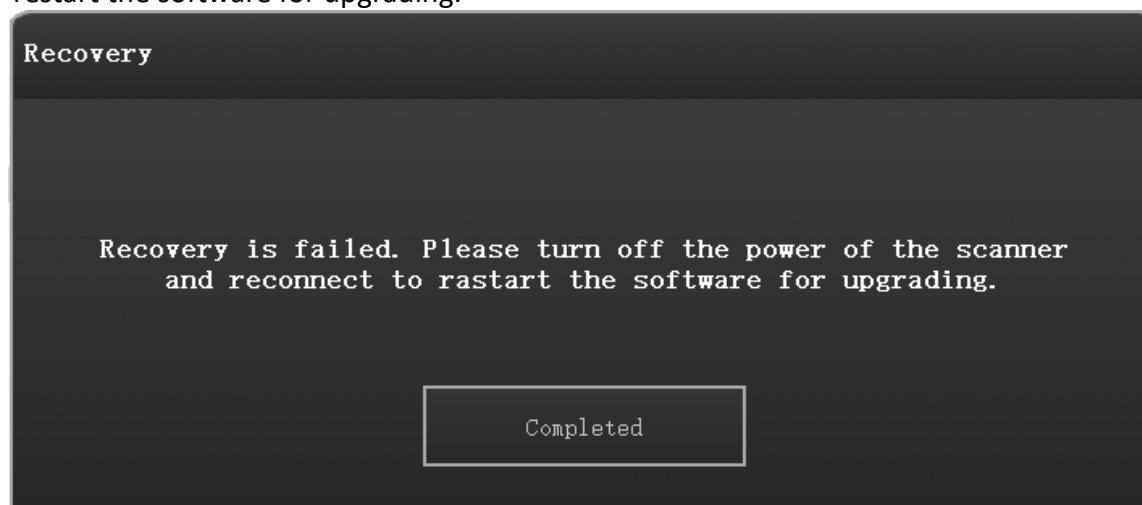
Recovering from a failed upgrade

Recovery is successful. Please restart the software to upgrade the firmware.



A successful recovery

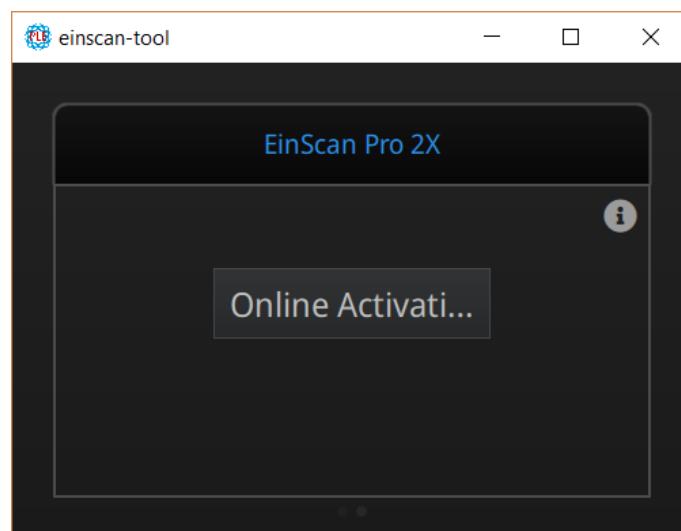
If recovery fails, turn off the power of the scanner and reconnect the scanner to restart the software for upgrading.



A failed recovery

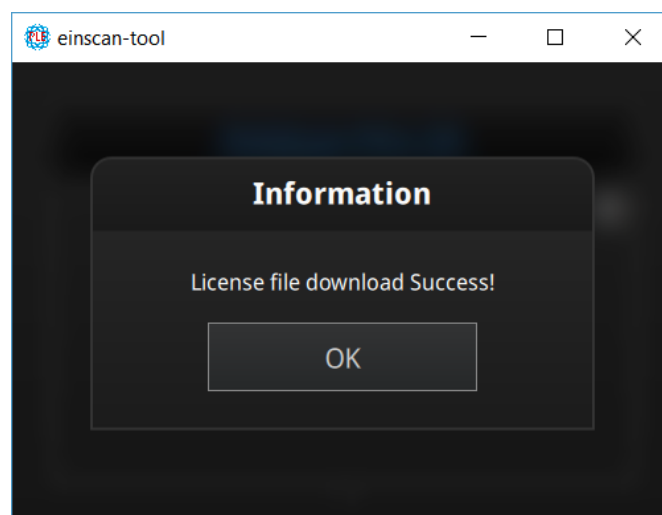
2.6. Device activation

When you use the device for the first time, hardware activation will be required.



Activation tool

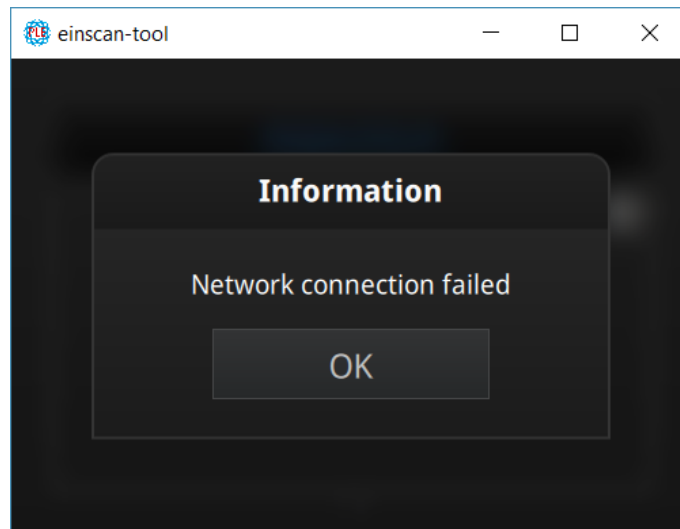
If your computer is connected to the internet, click "online activation".



Click OK to continue

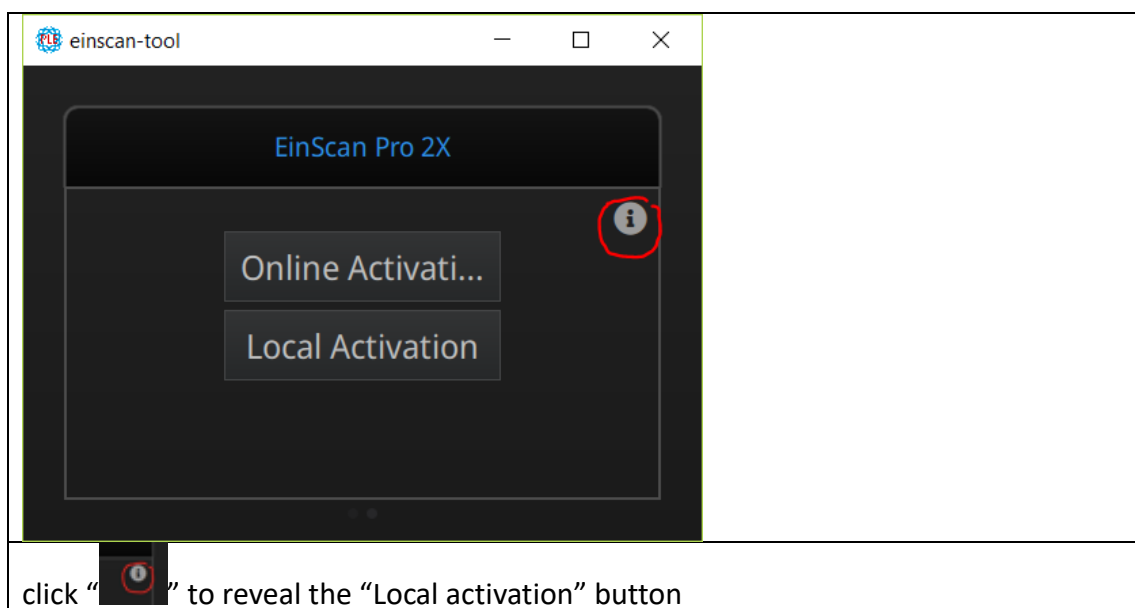
If the computer is not connected to the internet, you can also find the Ple file from the USB drive.

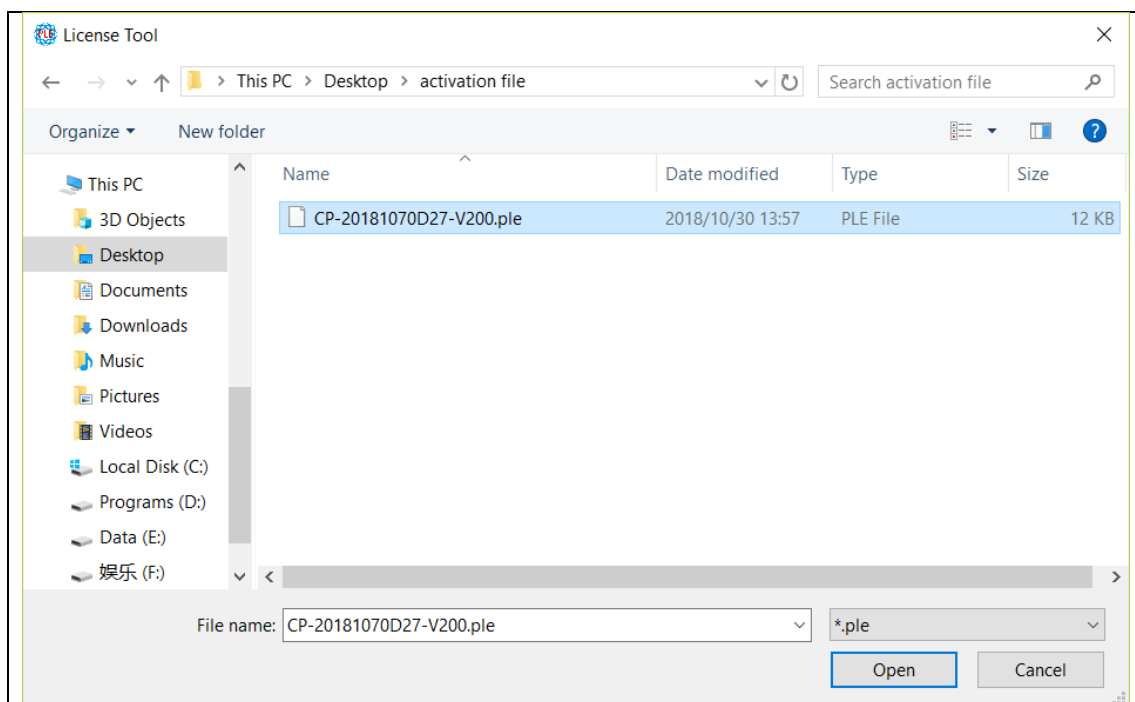
If the activation fails, send a request for activation file to einscan_support@shining3d.com and mention your serial number. You can find the serial number from the sticker on the scanner or label on packing box listing as "EinscanXXX-XXXXXXXXXX".



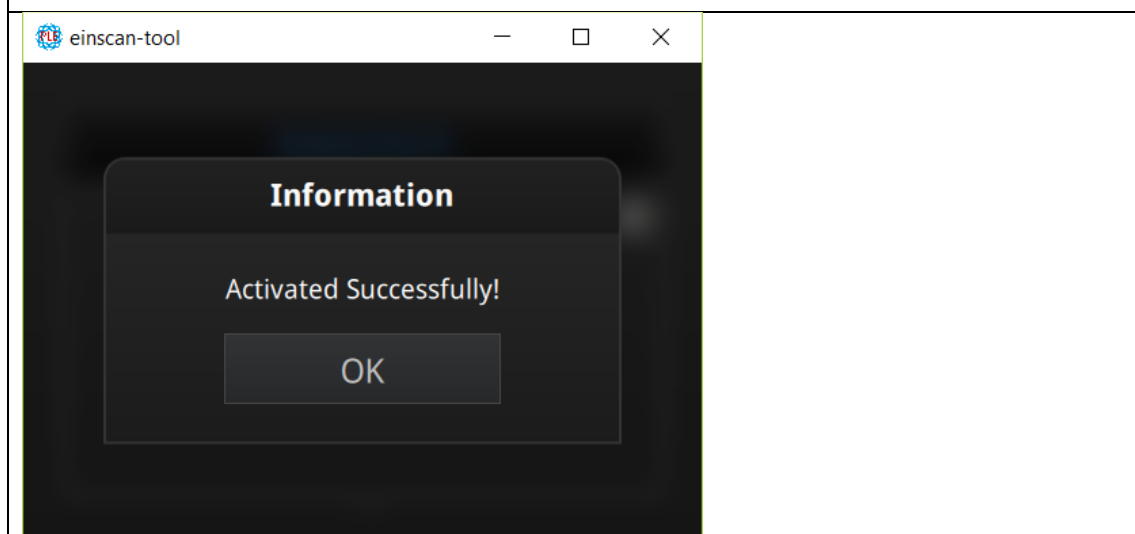
Connection failed, check your internet connection or do local activation

Save the .PLE file on your PC, then on the activation menu.



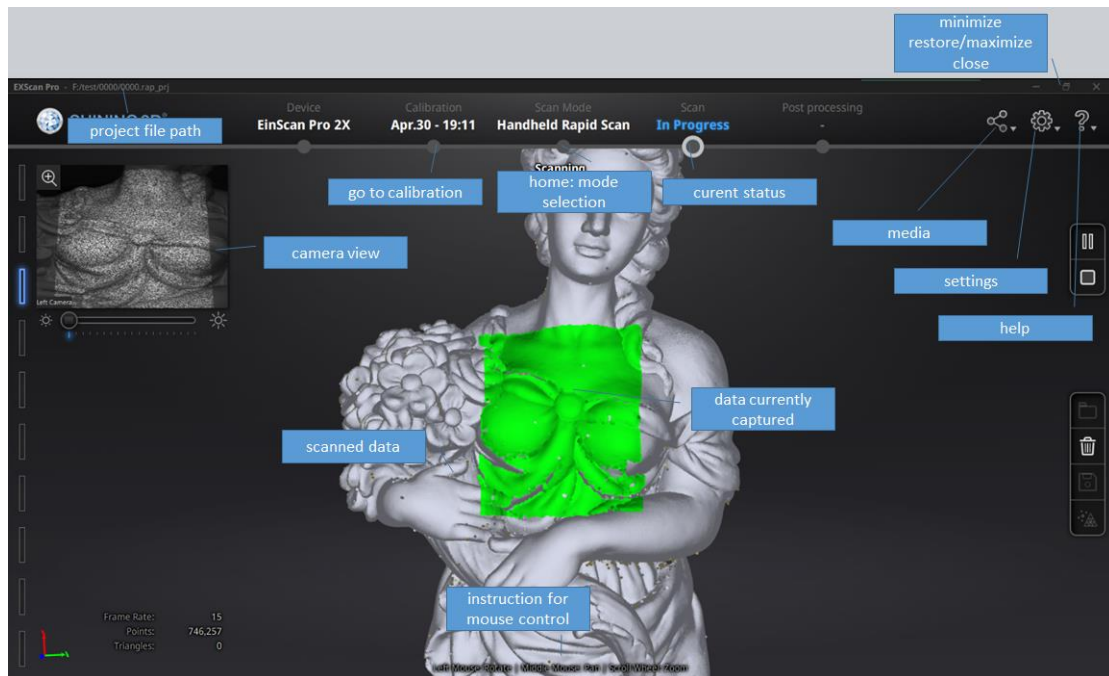


Browse and import the .PLE file.



2.7. Interface and Parameters

2.7.1. Navigate



Interface navigation

Left mouse: rotate,

Middle mouse: move the data

Scroll up and down: zoom in or out

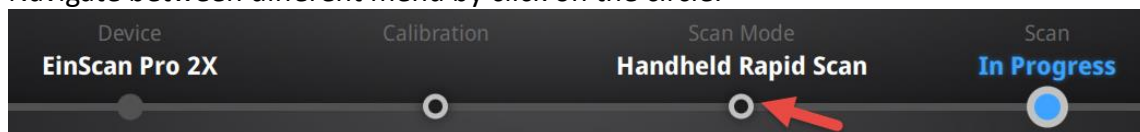
Keyboard:

Spacebar to scan again or restart the scan & validate

Delete key to delete selected data

Esc key to exit current pop-up

Navigate between different menu by click on the circle.

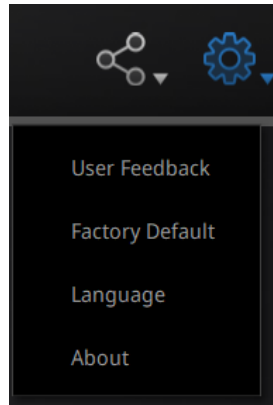


Navigation bar

2.7.2. Settings



Click the settings logo from the upper right to open the drop down menu.



Drop down menu

Feedback

If you have any questions or suggestions, please share with us by clicking “Feedback”. Please leave your email in “My E-mail”.

Feedback window

User Experience Enhancement Program: To help us improve the quality and user experience of EinScan, we hope to be allowed to collect usage experience information. This information will not contain your personal information or scanned data, and will not be accessible to any third party. This checkbox is selected by

default, and we strongly recommend you keep it checked. As a reward, the User Experience Enhancement Program will continuously keep you informed with the newest software update information, to assure you get free software updates and enjoy the latest improvements based on your collective feedback. If you close the User Experience Enhancement Program, you might not be informed with software updates automatically.

Factory Default

All settings modifications will go back to the original settings.

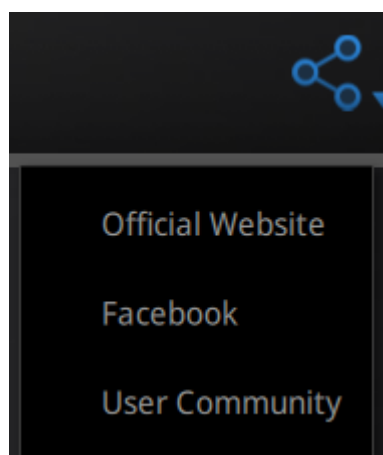
Language

Select the language for the interface, click apply to change, restarting the software is not needed

About

For version information and support, email einscan_support@shining3d.com.

2.7.3. EinScan community



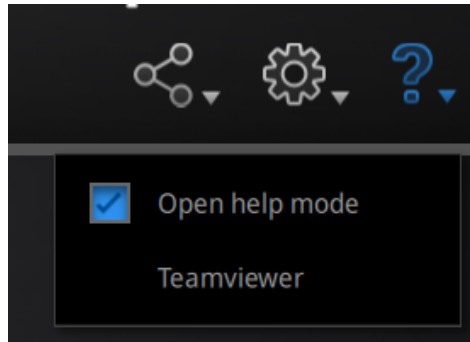
Community drop down menu

- **Official Website** (<http://www.einscan.com/>) refers to SHINING3D's official website for Einscan product and information.
- **Facebook** (EinScan) refers to facebook "EinScan Expert" for EinScan users to discuss and share the ideas, achievements and experience.
- **User Community** refers to the platform for EinScan users to validate the warranty and submit support ticket when necessary. Service live software updates, manual, video download can be accessed in user community. Register your EinScan at community.shining3d.com

2.7.4. Help Mode

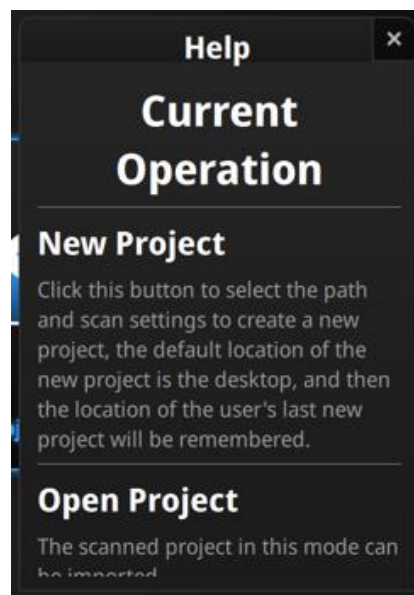
- **Open Help Mode**

Click the question mark in the upper right bar, and open the help mode from the drop-down menu.



Drop down menu

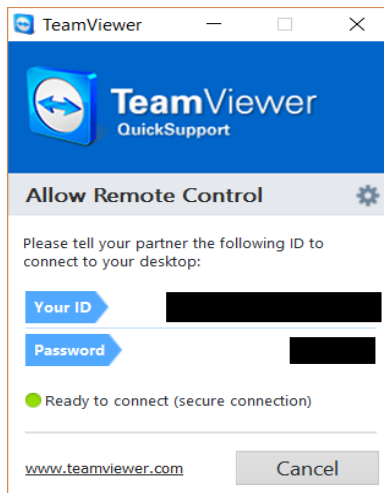
Display the help tool related to the current interface.



Help window

- **Teamviewer**

It opens S3D_teamviewer.exe, for online customer support access or display to other screen or portable screen. Share your ID and password to allow our technicians to remote control of your computer during online technical support



Share the Your ID and password to allow access

2.7.5. Alerts

A pop-up alert will notify the user of a hardware or configuration issue. Check and restart the software. If the error persists, please contact support by emailing einscan_support@shining3d.com.

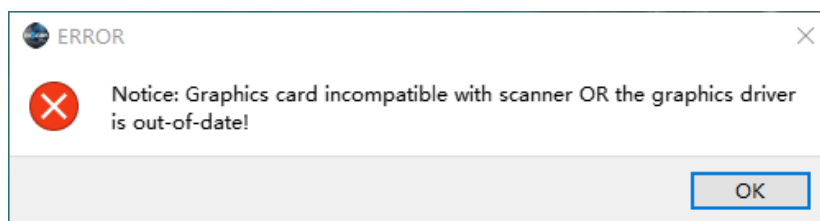
Fail to activate

For activation failure, make sure the scanner is well connected. Redo the activation.

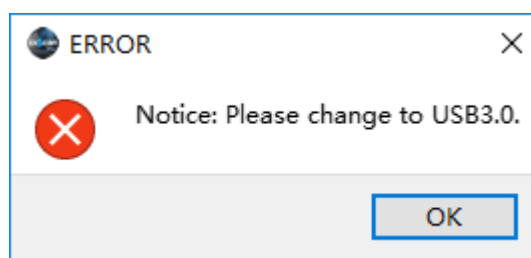
WARNING: The license file doesn't match the scanner. [Activate](#)

Device fails to activate

For incorrect configuration: try another USB port and update your graphics card drivers and restart the software.

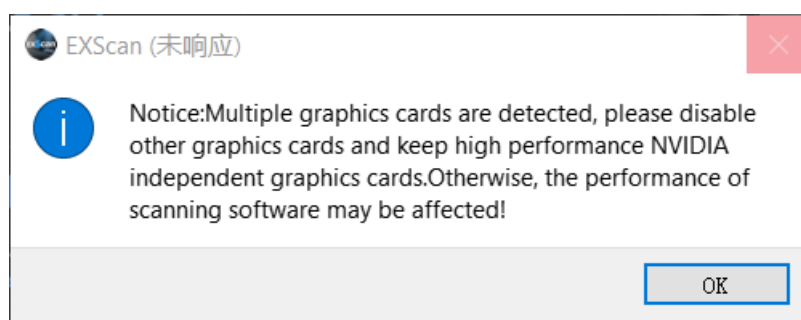


Graphics card incompatible

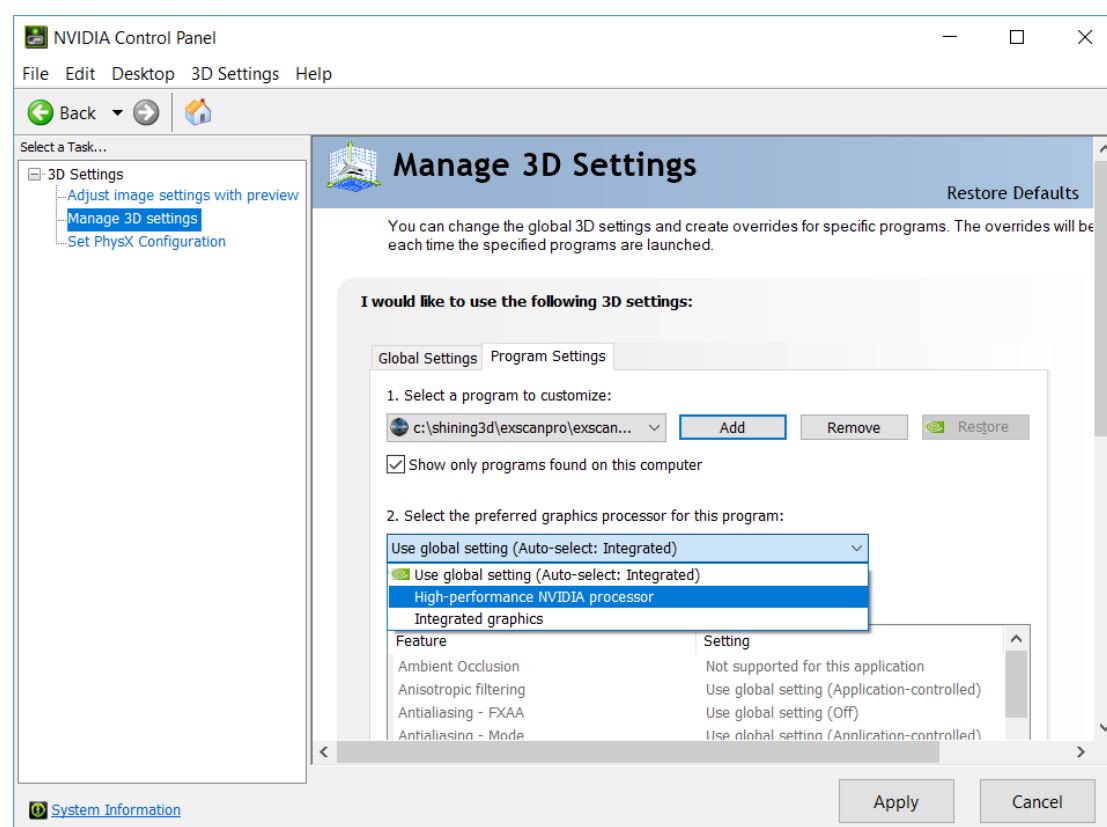


USB not 3.0

If the computer has multiple graphic card, access to the NVIDIA Control Panel (right click on the desktop). In Manage 3D Settings > Program Settings, Add EXScan software. Then change the preferred graphic processor for this program. Select NVIDIA processor. Click Apply to save the settings.



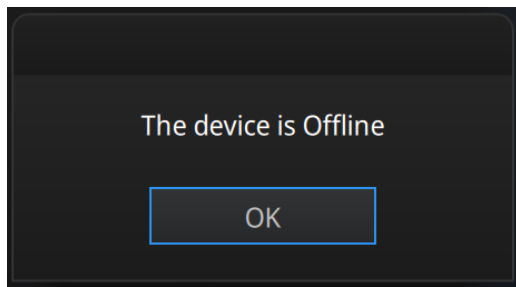
Multiple graphic card detected



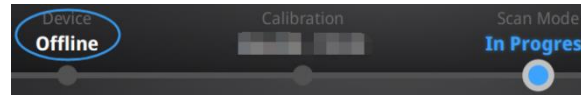
Change graphic card preferences for EXScan

Device offline

When the device is offline, meaning the scanner is not connected to PC, please check the connection and restart the software.

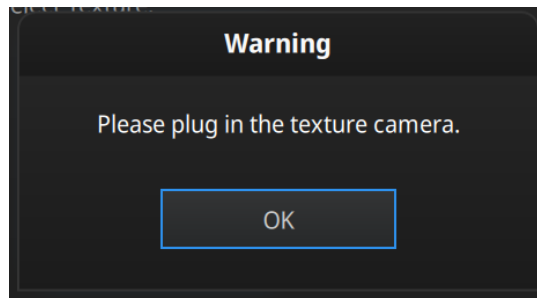


Device offline or connection loose



Offline status in navigation bar

Mode not available



Add-on is required for this function

3. Calibration

3.1. Precautions and Use

Calibration is the process to ensure the device will scan with the optimal accuracy and scan quality. The parameters of the scanner will be recalculated during the calibration.

Under the following situations, you should calibrate the device:

- ◆ Device change
- ◆ After device enduring bumpy transportation
- ◆ After device accuracy decreases
- ◆ The device has not been calibrated for 15 days or more
- ◆ After device plugged in with color camera

Notes:

- Make sure to protect the calibration board and keep it clean, no scratches or stains on the black surface with white circles.
- The Calibration board is matched to the Device with same Serial Number. Doing the calibration with an incorrect calibration board will fail to generate good scan data or optimum accuracy.
- Clean with clear water only, do not use alcohol or chemical liquid to clean the calibration board

3.2. Operation

After installation, when you open the software for the first time the software will enter the calibration mode by default. You can also choose Calibration on the navigation bar to enter calibration process later.



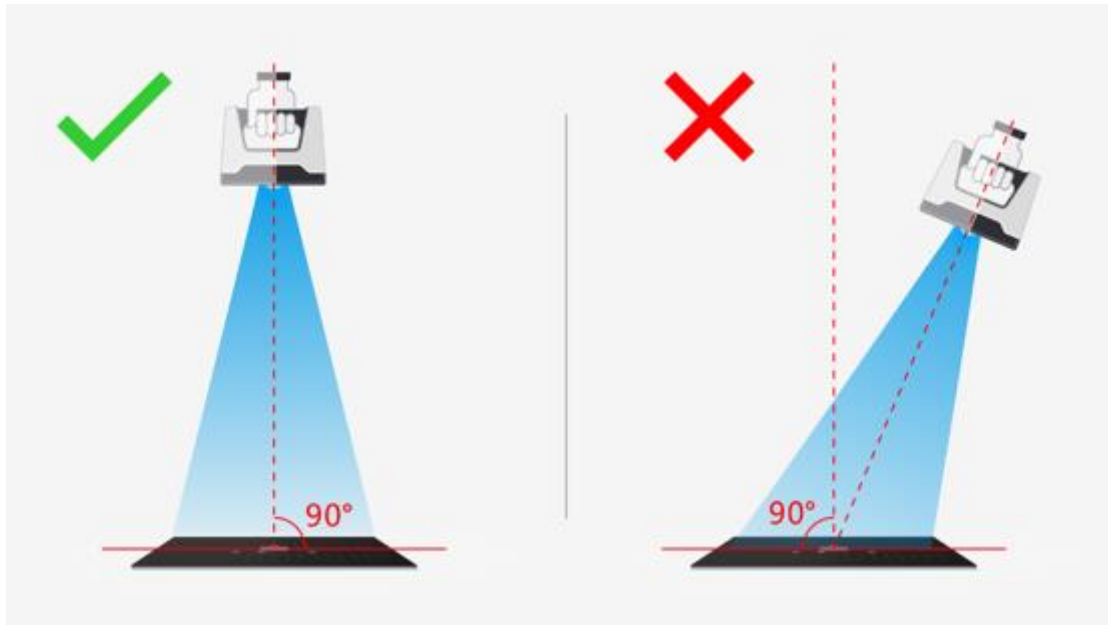
Calibration interface

3.2.1. Camera Calibration

Scan on the front side of the board (black surface with white circles) for calibration. Follow the instructions video on the screen to capture the 5 different steps. The calibration board needs to be placed in five positions of different heights during calibration, each captures five pictures. Place the board according to the software guide.

Step 1, place the calibration board flat in accordance with the direction in the picture, keep the cross pattern projected by the scanner in the white frame on the calibration board.

Then lift the scanner to change the distance between the projector and calibration board according to the software guide.



On-screen instruction during calibration step 1



Click Start in the software or press Play button on the scanner to capture automatically

or play button

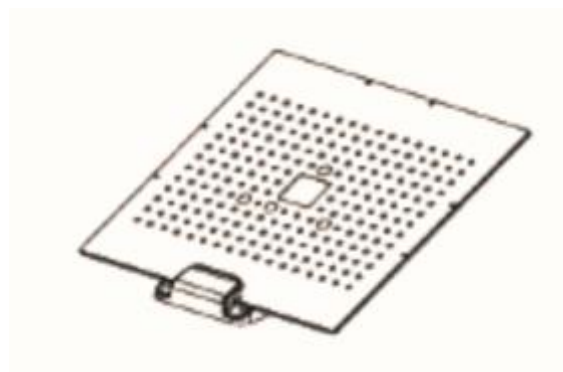
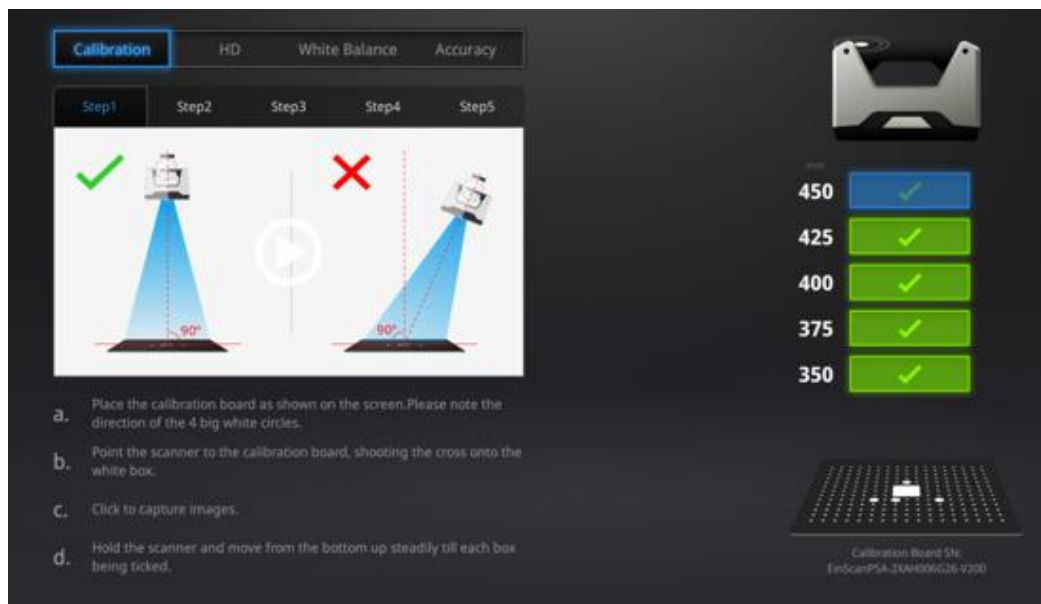


During the capture process, LED rings blink and a cross is projected. Move the scanner from top to bottom or from bottom to top slowly and steadily, until every step in the rangefinder is green, which means the first capture is complete. The software will play a beep sign. During capture, lift the scanner up when software shows “too close”; move the scanner down when software shows “too far”.

Notes:

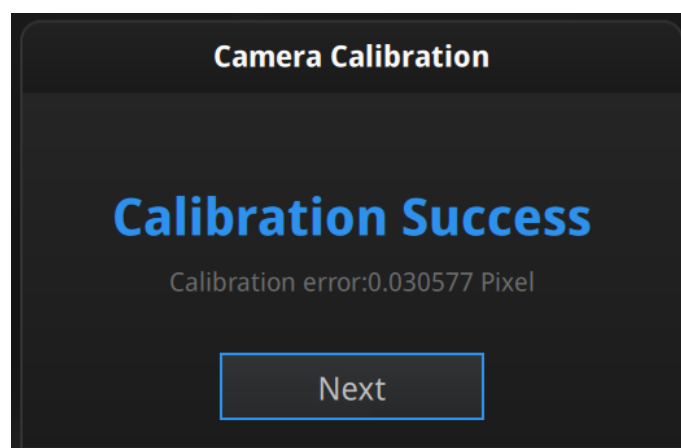
- When the distance bar is ticked, it means pictures of this position are collected. Blue means the current position.
- Keep the cross in the white square area when moving the scanner
- During calibration, keep the scanner vertical, not parallel to the calibration board.
- Do not move the board during the capture

When pictures of one position are well collected, the software will turn to the next position with buzzer as below:



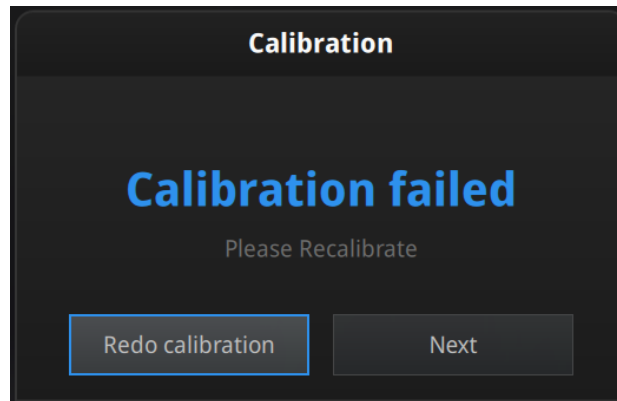
Calibration board on its support for step 2

Place the calibration board on the support according to the instruction. The collection is the same as above. When all five positions photos are captured, the software will calibrate the camera automatically. You will see the result as below. Calibration will take longer or fail if you did not follow all instructions properly. When calibration succeeds, click “Next” to move on to the HD calibration or white balance as the software indicates. Or it will go back to the scan mode selection interface if there is no other calibration required.



Camera calibration result

If calibration fails, click “Redo calibration” to start the same calibration again from the beginning.

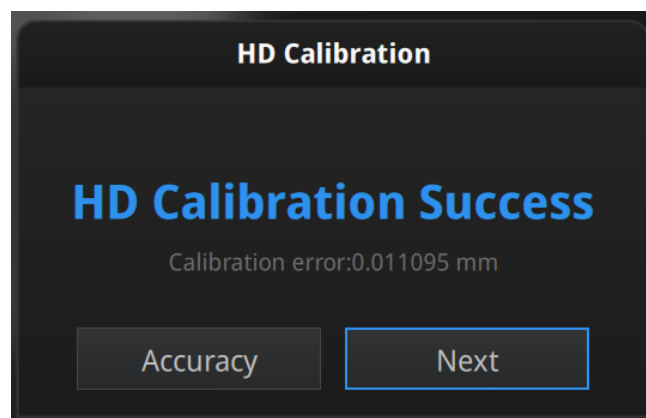


Calibration failed

Click “Next” to perform HD calibration or white balance as the software indicates. Or it will go back to the scan mode selection interface if there is no other calibration required.

3.2.2. HD Calibration (Only required for EinScan Pro 2x)

On the back side of the calibration board (white) follow the instructions on the video and on the screen to capture the different position. The software will then calculate.




HD calibration result


Go back to the scan mode selection page by clicking “Next” at the bottom left.

3.2.3. Accuracy test

While scanning, if markers cannot be recognized, tracking is easily lost or misalignment happens often, we suggest doing the Accuracy Diagnostic. This will feel similar to the calibration process. Scan on the front side of the calibration board (black) to do an accuracy test.



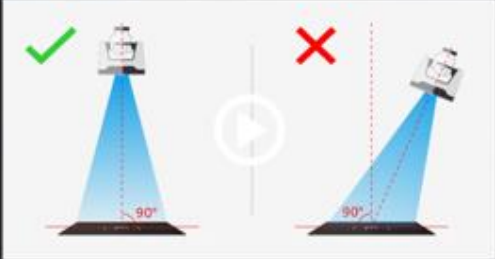
Click Start in the software or press Play button on the scanner to capture automatically

or press 


During the capture process, LED rings blink and a cross is projected. Move the scanner from top to bottom or from bottom to top slowly and steadily, until the rangefinder is completely filled with green bars. Follow the instructions on the video and on the screen to capture the different pictures.

Calibration HD White Balance **Accuracy**


Evaluate accuracy



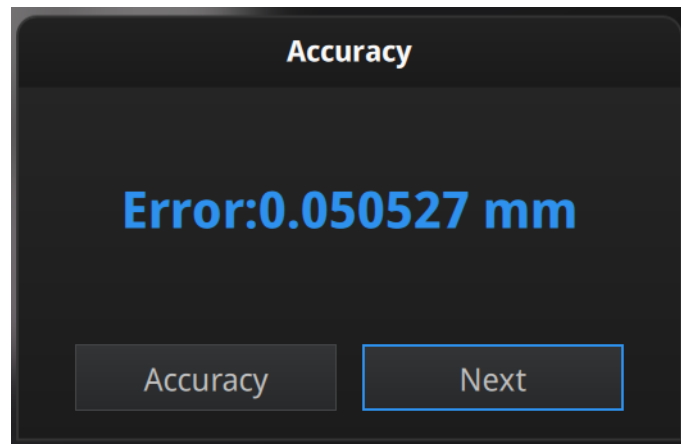
- Place the calibration board as shown on the screen. Please note the direction of the 4 big white circles.
- Point the scanner to the calibration board, shooting the cross onto the white box.
- Click to capture images.
- Hold the scanner and move from the bottom up steadily till each box being ticked.



450	<input type="text"/>
425	<input type="text"/>
400	<input type="text"/>
375	<input checked="" type="checkbox"/>
350	<input checked="" type="checkbox"/>



Calibration Board SN:
EinScanPSA-20AH006G36-V200



Accuracy error result

How it works: The software calculates point position and compare it to the known value. The deviation is display as result

If the result is more than 0.05mm (accuracy for handheld mode), redo the calibration, and test again.

Go back to scan mode selection page by clicking "Next".

4. Before Scan

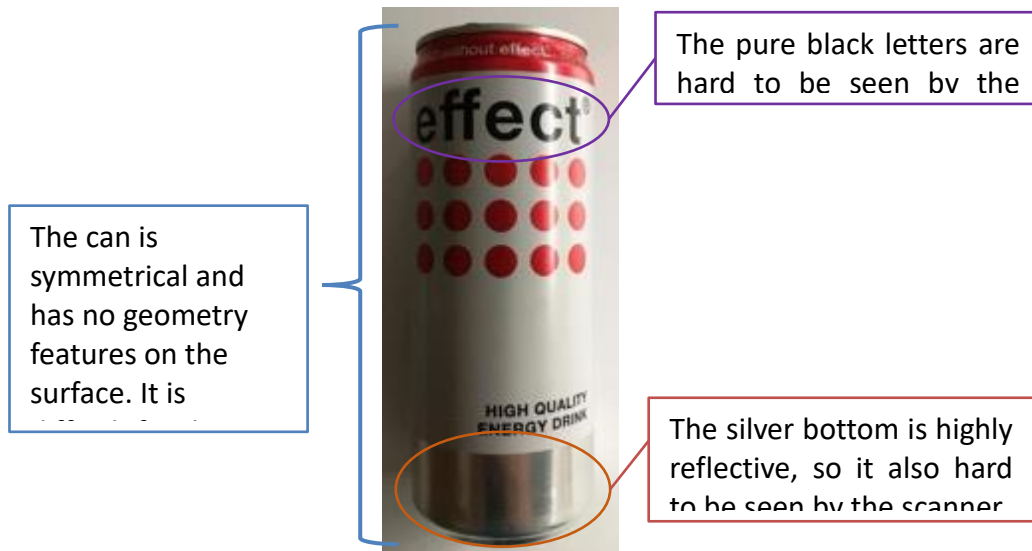
4.1. Object

EinScan Pro series can scan objects from 30*30*30mm ^{^3} to 4m length.

We do not recommend scanning:

- moving or vibrating objects, which cause the shape of object changed during scanning process.
- lattice structures with many small deep holes

During scanning the shape of the object needs to be maintained without any changes (human bodies must be held still, for example).



Example of object that is difficult to scan

4.2. Preparation

To align data if geometry features are not sufficient, you need to stick markers or pieces of clay on the surface of scanned objects to create extra “features”.

When you stick markers on the surface of the object, you need to follow the following rules:

- (1) Make sure sticking at least 4 markers in each frame (one scanning field of view).
Control the number of markers seen on the camera view.
- (2) Stick markers in a random, non-linear pattern (see example below).
- (3) Markers should be stuck on the flat surface area and keep the marker surface flat.
- (4) Use the markers provided with the device only. Other markers can result bad accuracy or not to be seen.



Object with markers

If the object is small enough for each frame (scanning field of view), markers can be placed around the object. Make sure the object will not move from its support

during the scan, which means the position relationship between the object and markers should not be changed.



Markers surrounding the object

Before scanning transparent, highly reflective and black objects, you should spray white powder on the surface (see example above).

4.3. Select Scan Mode

Mode	Accuracy (mm)	Scan Efficiency	Resolution Point distance (mm)	Align Mode
Auto Scan	Single Shot Accuracy 0.04 ☆☆☆☆☆	Single Scan < 0.5s ☆☆☆☆☆	0.24 ☆☆☆☆☆	Turntable Coded Targets, Feature, Markers, Manual
Fixed Scan	Single Shot Accuracy 0.04 ☆☆☆☆☆	Single Scan < 0.5s ☆☆☆☆	0.24 ☆☆☆☆☆	Feature, Markers, Manual
Handheld HD Scan	Up to 0.05 +0.3 mm/m (markers alignment) ☆☆☆☆	20 fps 1,100,000 points/s ☆☆☆☆	0.2-3 ☆☆☆☆☆	Markers
Handheld Rapid Scan	Up to 0.1 +0.3 mm/m (markers alignment) ☆☆☆	30 fps 1,500,000 points/s ☆☆☆☆☆	0.25-3 ☆☆☆	Markers, Feature (with rich geometrical features on the surface), Hybrid (Markers and Feature)

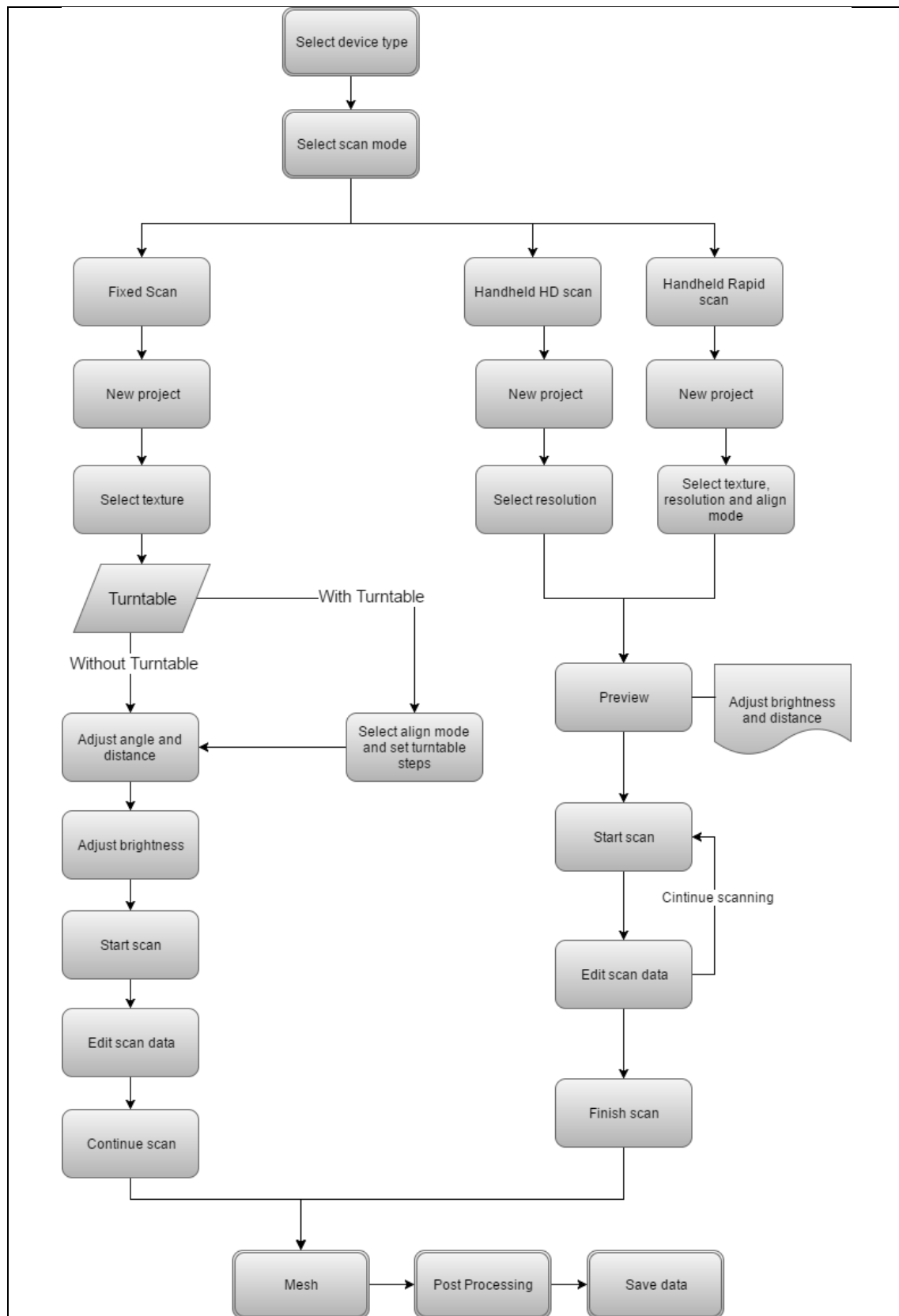
EinScan Pro 2X Plus

Mode	Accuracy (mm)	Scan Efficiency	Resolution Point distance (mm)	Align Mode
Fixed Scan with Turntable	Single Shot Accuracy 0.04 ☆☆☆☆☆	Single Scan < 1s ☆☆☆☆☆	0.16 ☆☆☆☆☆	Turntable Coded Targets, Feature, Markers, Manual
Fixed Scan without Turntable	Single Shot Accuracy 0.04 ☆☆☆☆☆	Single Scan < 1s ☆☆☆☆	0.16 ☆☆☆☆☆	Feature, Markers, Manual
Handheld HD Scan	Up to 0.05 +0.3 mm/m (markers alignment) ☆☆☆☆	20 fps 100,000 points/s ☆☆☆	0.2-2 ☆☆☆☆	Markers
Handheld Rapid Scan	Up to 0.1 +0.3 mm/m (markers alignment) ☆☆☆	30 fps 1,500,000 points/s ☆☆☆☆	0.2-2 ☆☆☆	Markers, Feature (with rich geometrical features on the surface), Hybrid (Markers and Feature)

EinScan Pro 2X

The tables above show the details of each scan mode that can be selected. For limitations of each scan mode refer to the specifications presented previously.

4.4. Scan Workflow



5. Fixed Mode (Industrial Pack Required)

Fixed Scan Mode is designed for achieving high resolution and high accuracy scanning for small (from 30*30*30 mm³) to medium size objects.

In this mode, the scanner and the object are fixed during a single scan. The relative position between the scanner and the object can be changed to capture different area of the object on separated single scans. Successive single scans are aligned automatically or manually based on the common area or markers to generate a whole scanned data.

The add-on “Industrial Pack” is dedicated to this mode, with a tripod and a turntable Perfect for object fitting on a Φ 150mm disc.

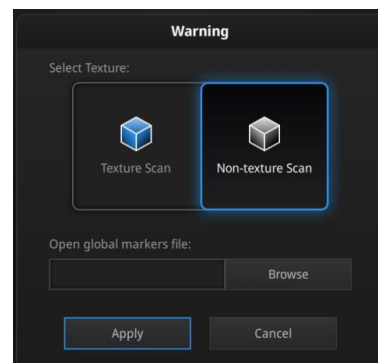
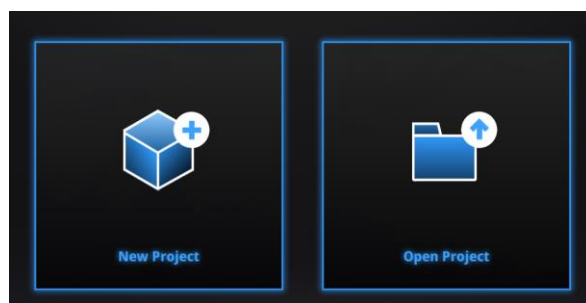
Tips: The objects’ footprint can be bigger than 150mm in Fixed Scan with Turntable if you do not need to use codes on the turntable for auto alignment. You can instead use geometry features or markers on the object’s surface for automatic alignment, or use manual alignment mode to get the whole scanned data.

The texture camera (Color Pack add-on) can be used in this mode.

5.1. Set Up

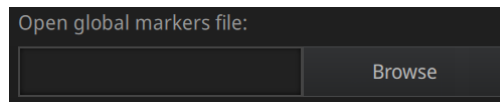
5.1.1. Create a Project

Enter the interface of New Project and Open Project. The initial default project save location is on the desktop unless the user opts to change this. Click “New Project”, enter the project name, then click ‘Save’ to enter the scan parameters window. Texture scan is only active when the texture camera (Color Pack) is attached to the scanner.



Create a project, fixed scan

In the new project interface, you have the option to click browse to import a Global Marker File (GMF) as .ASC, .TCT or .P3. Global Marker File is normally captured by a Photogrammetry System to achieve a high accuracy Markers Frame for large object, in which you can scan the object in detail and match the global accuracy of Markers Frame.



Browse to load a GMF

Note: We suggest you use GMF file for task of scanning large size object with high accuracy. When using the global markers file, new markers cannot be scanned. Global markers points can be deleted.

5.1.2. Working Distance

Adjust the distance between the object and device. Make sure the scanner will not move during the scanning.

	2X	2X+
Closer limit (mm)	300	410
Optimal distance (mm)	400	510
Upper limit (mm)	500	610

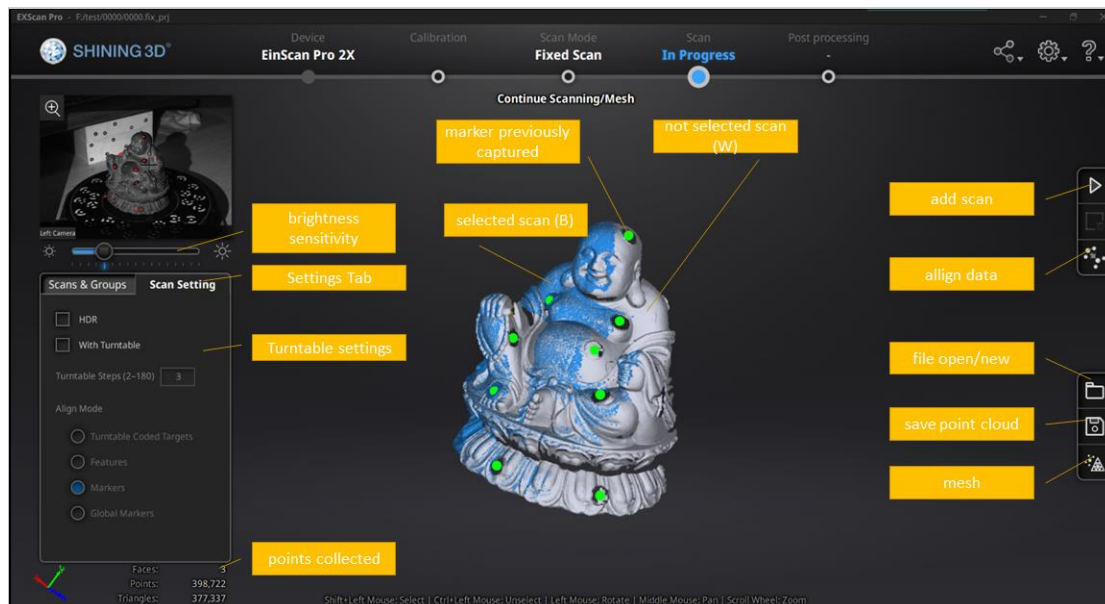
At the proper working distance, the cross should be seen clearly with a sharp contour on the surface.



Set up for fixed mode

Note: The tripod is NOT included in the Standard Pack, but it is included in Industrial Pack together with a turntable.

5.1.3. Interface



Scan interface, Fixed mode

Note: Right Click on the camera preview to display the Right camera in the window. You will see the parts shown in the window from right camera. The parts which can be seen by both cameras

will be captured. Adjust the position and orientation of the scanner or the object accordingly to finish the scan from different direction.

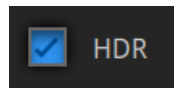
5.1.4. Adjust Brightness

Click and drag the button to adjust the brightness. The correct brightness setting will depend on the lighting in the environment and the texture of the object.



Drag to adjust the brightness setting



To scan an object with high contrasting texture, such as something white and black, use HDR. Each single scan will take longer to capture.



Turn HDR ON to scan contrasting textures

5.2. Scan with Fixed Mode

5.2.1. Capture

	Click the button or press space bar to start scanning
	Click the pause button, and the scanning will pause; Click again to resume scanning.

When the scan is completed the data is automatically saved in the project file.

5.2.2. Edit Scan

After the single scan is completed you can edit the data.

SHIFT + Left mouse: Select unwanted points, the selected points will turn red, as shown below.

Ctrl + Left mouse: Deselect selected data.

5.3. Scans & Groups




5.3.1. Create Groups



Scans & Groups tab

Left mouse: Select scan/group on the scan list or on the 3d view

SHIFT/Ctrl + Left mouse: Select multiple scans/groups

	Create a group with the selected scans and/or group(s)
	Click the button to delete the selected scan(s) and/or group(s)
	Scan or group visible / invisible

A new group will be generated by all selected scans. *(sub-group cannot be created)*

Right click on the selected scan/group to access more options on drop down menu.

Notes:

- By default, the scanned data in one rotation of turntable (industrial pack) belong to one group. The group can be deleted or split to realign with other group data or single data.
- Disable texture (color pack) to select scan by left mouse on the 3d view

5.3.2. Edit scan(s)/group(s)


Double click on a group or a scan, to enter the edition mode. The edition are applied to the selected data only. Modifications will not affect the rest of the data.

Shift + left mouse: select data on the 3d view, and enter the edition mode. the edition are applied on the visible data only.

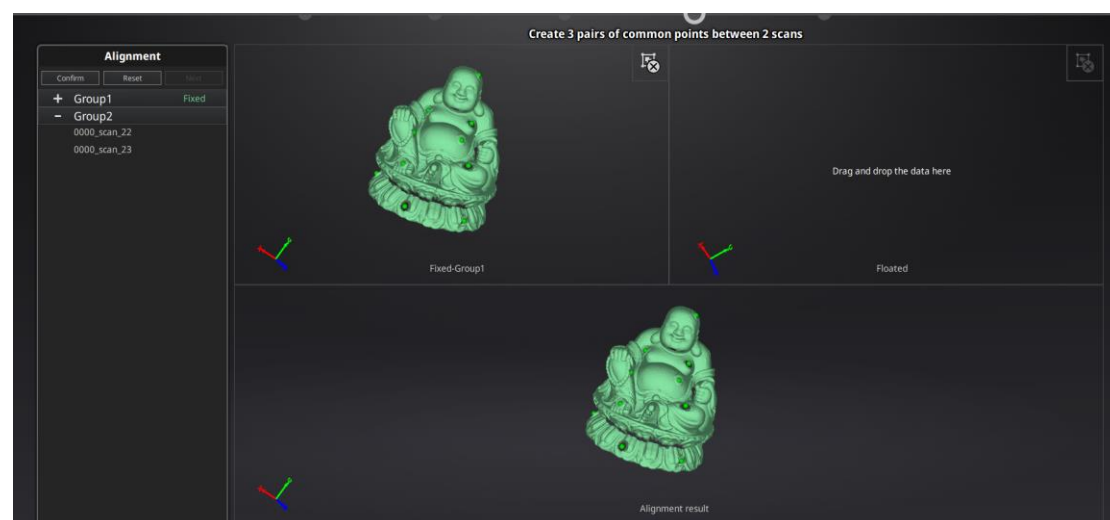
See 错误!未找到引用源。 for the edition functions.

5.4. Alignment

If you use markers, the data will automatically align with the marker positions. If not, an automatic alignment will be calculated with a best-fit of the single scan to the previous scans according to the geometric features. If the object is not with enough geometric features, you can use manual alignment.




Click the button to open the Manual Alignment interface




Drag and drop single scan or group to the float and fixed window

Single scan or group can be dropped into both windows. Scans in the group are not allowed. Split the group first if it is needed.



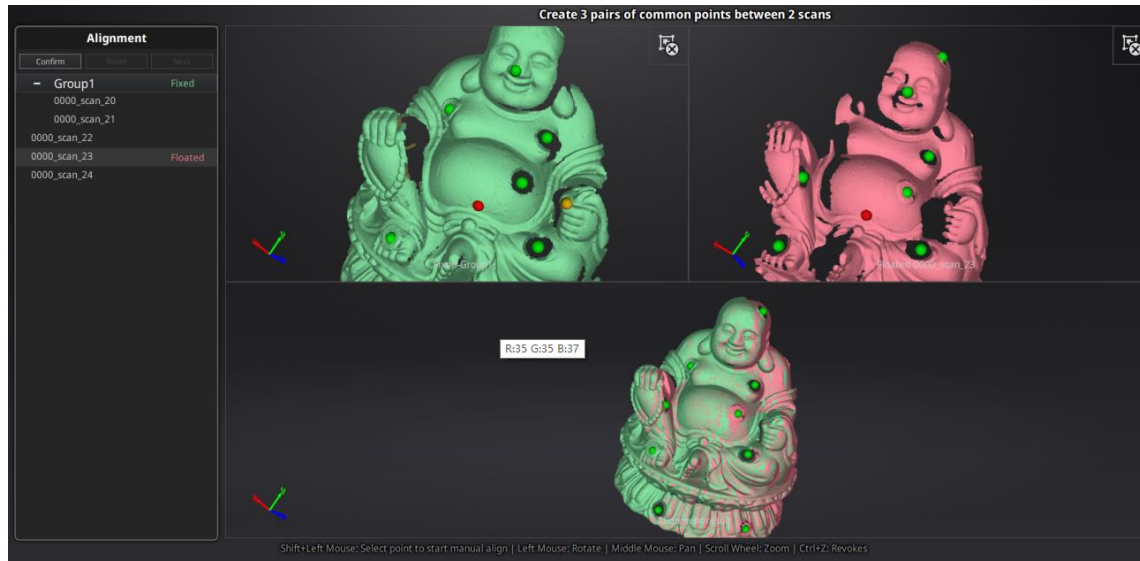
click the button to remove the scan/group from fixed or float window



Texture visible or invisibal (color pack only)

SHIFT + click left mouse button to select at least 3 non-collinear corresponding points in the 3D preview windows for Manual Alignment, as shown below.

Ctrl+Z: cancel last point picked



Select 3 points to align the data

How it works: The software calculates the best fit alignment from the picked points, and refine the alignment by best fit of all the points of the floating to the points of the fixed.

Click **Confirm** to validate the modification and go back to the scan interface

Click **Reset** to go back to the scan interface

Click **Next** to continue to align scans

6. HD Mode

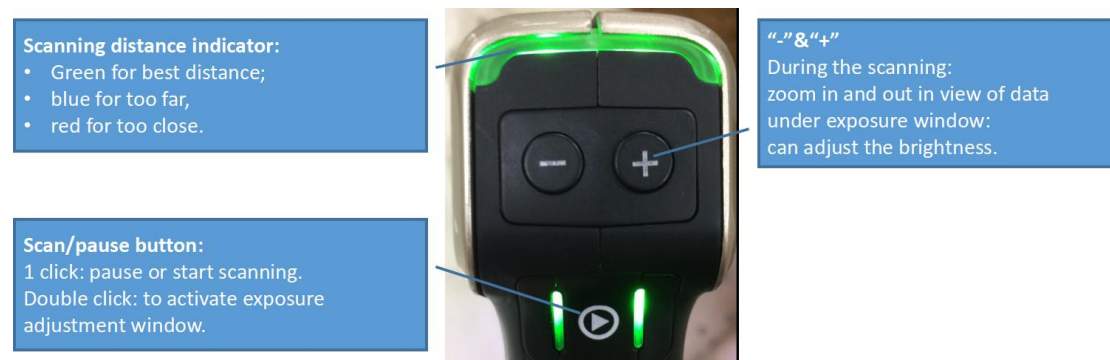
HD mode means the hand-held scan mode with high resolution and high accuracy. When the operator holds the scanner in hand and moves around the object, the data is instantaneously captured and matched with previously captured data.

HD mode uses markers to align the data during the scanning process.

Prime (HD Prime pack add-on) can be used in this mode if your device is EinScan Pro 2X Plus (2X+). It improves a faster scanning speed and enables the feature alignment (Markers-free) for scanning objects with enough geometry.

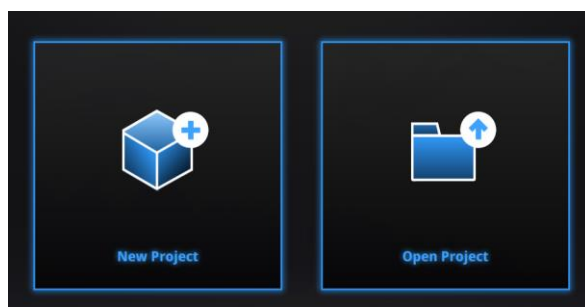
Note: The texture can't be captured when scanning in HD mode or HD Prime.

6.1. Handheld Scanner Key Function

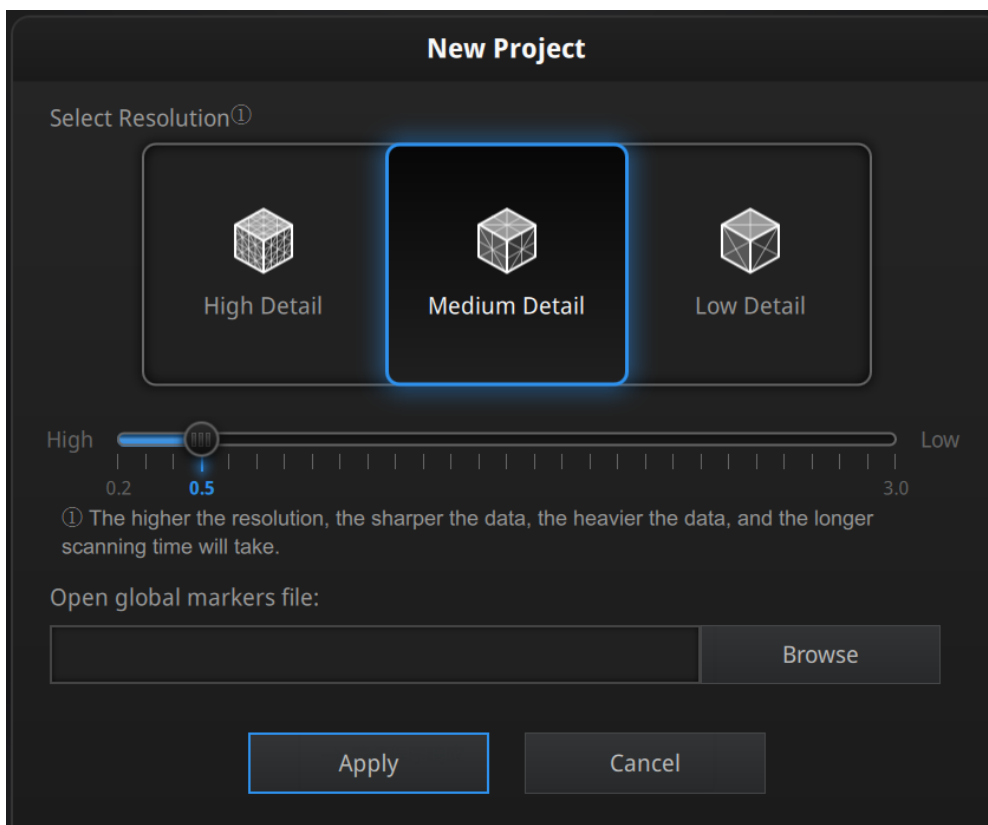


6.2. Before Scan

Enter the interface of New Project or Open Project. The default project is saved to the desktop. You can change the saving path, and then the newly created project will be saved to the new location. Click "New Project", input the project name, then click 'Save' to enter the scan parameters window. Feature alignment is only active when the HD Prime pack is attached and the scanned object has enough geometric features. It is only applicable to the EinScan Pro 2X Plus (2X+).



Project interface



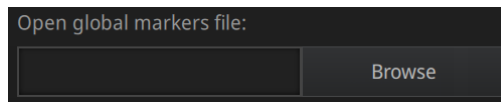
HD mode scan parameters window

Resolution

Select a resolution for the project. The higher the resolution, the better the details, but this may lead to larger files and processing times. Choose High (0.2mm), Medium (0.5mm) or Low (1.0mm) or drag the cursor to choose another point-distance setting from 0.2mm to 3.0mm.

Global Marker File

If you want to use a previously created Global Marker File (GMF), you may click browse to import one as .ASC, .TCT or .P3.



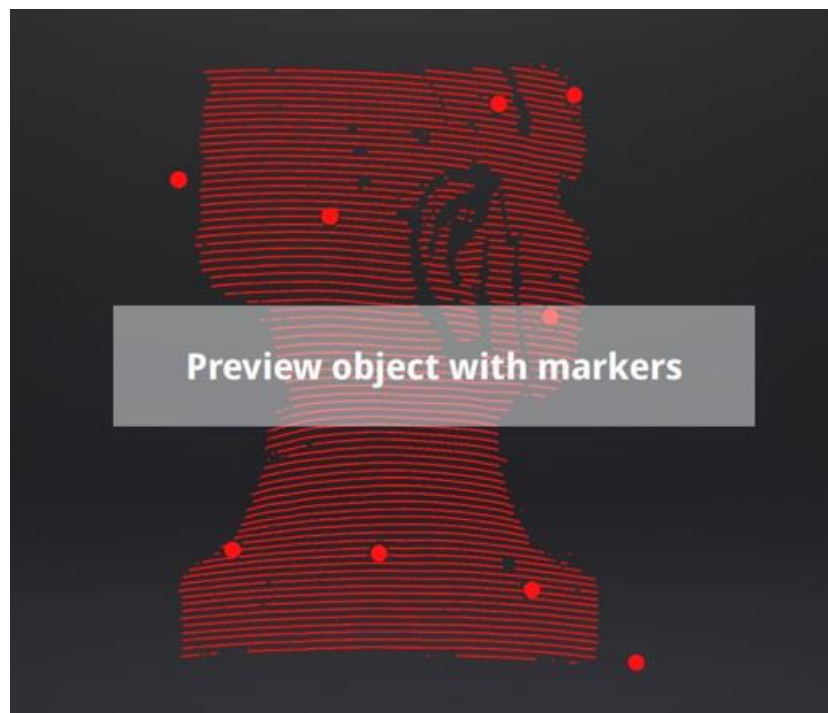
Browse to load a GMF

6.3. Scan

6.3.1. Preview



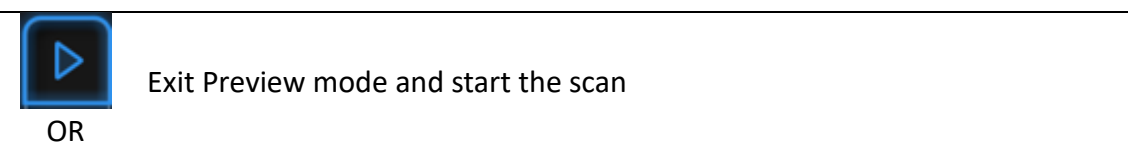
Hold the scanner to face the object (there must be enough markers on the surface), press the Play button or click Preview to run into Preview mode. In this mode, it will start to show data for preview, but not record this data.



Preview mode on HD mode for 2X+

In this mode, you can:

- Check the working distance
- Adjust the brightness sensitivity
- Ensure that the markers are well captured.



press



Click Start in software or press the Play button to exit the preview mode and start the scan

Notes:

- Preview mode will start every time a new project is built or an existing project is imported.
- After exiting preview and starting the scan, the preview mode will not be shown again in this scanning project.
- To access preview mode on a current project, reopen it.

6.3.2. Scan Distance

The rangefinder on the left side reveals different colors based on the distance between the scanner and the object. At the correct distance, it will show green. It shows red if the distance is too close or blue when the distance is too far.

On the scanner, the information is displayed on the colored LED. As with the rangefinder on the screen, if it is too close it will show red and if it is too far it will show blue, and green is perfect.

Adjust the scanner position until the range finder's color turns green.

	2X	2X+
Closer limit (mm)	300	410
Optimal distance (mm)	400	510
Upper limit (mm)	500	610



6.3.3. Brightness



Double-click

Enter/Exit the exposure adjustment menu

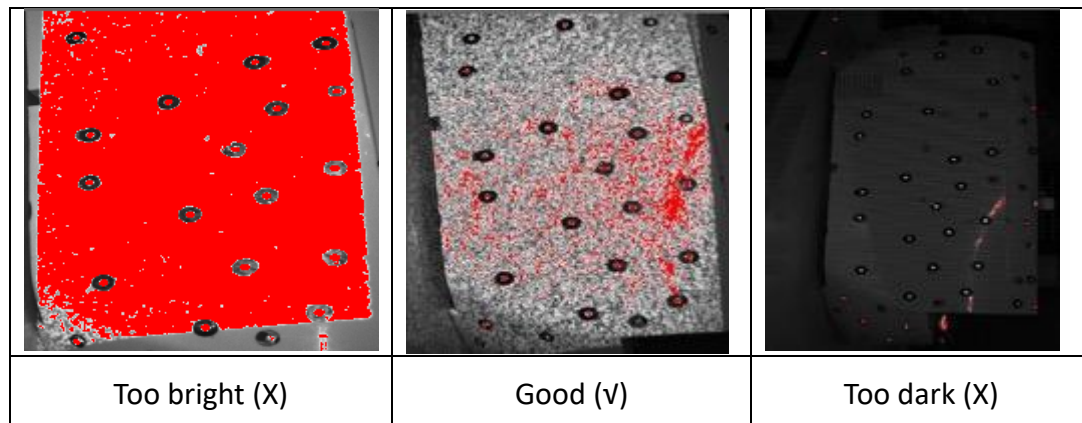
When scanning or in Preview mode, double-click the Play button to adjust the brightness by pressing “+” or “-” buttons on the scanner, or click and drag the cursor under the camera preview to the left (-) or right (+).



Exposure adjustment menu, press +/- or click and drag the cursor

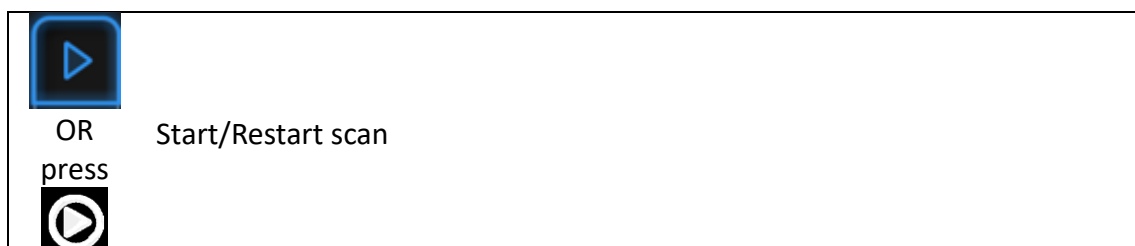
Adjust the brightness according to the following illustration: Red means overexposed, black is underexposed, and white or light grey is good.

The lines and the markers should be seen clearly, the lowest brightness where this is possible is optimal. An overexposed scan will capture more noise.

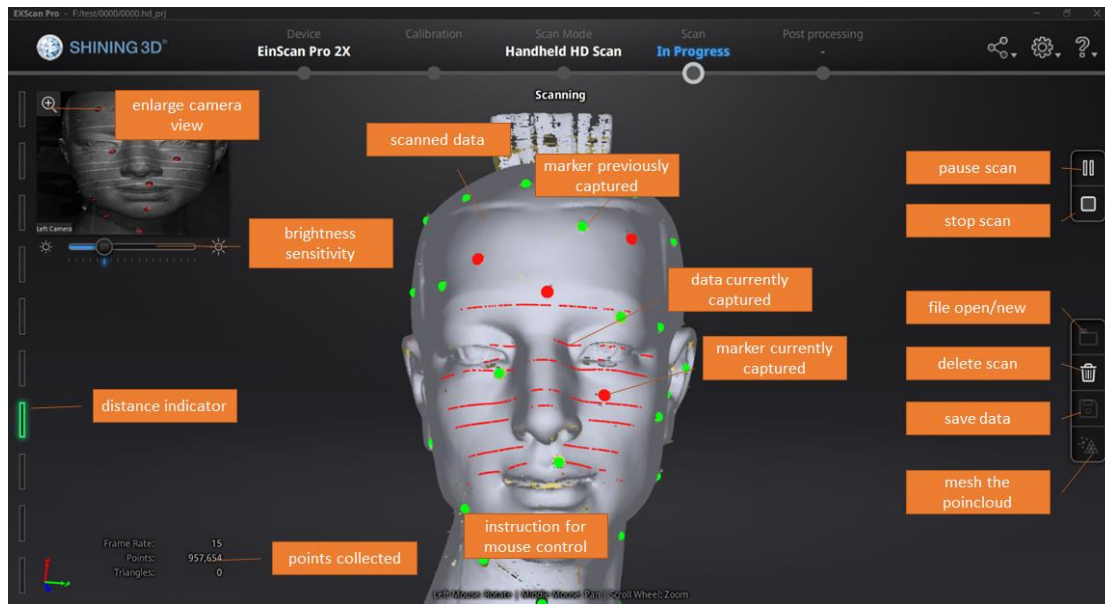


Double-click the Play button to exit the brightness adjustment window.

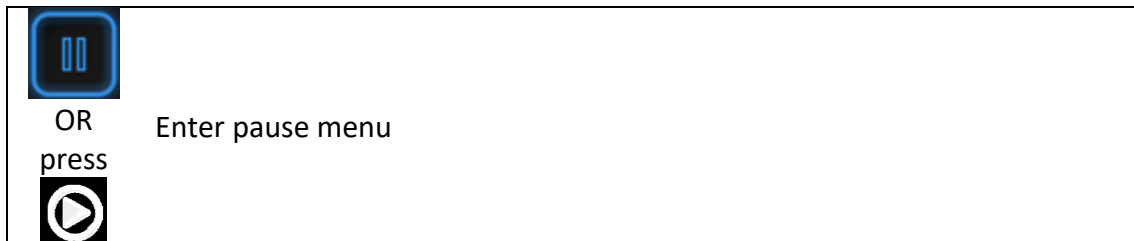
6.3.4. Start Scan



Press the Play button or click Start in software to start scanning and recording data. 100 lines are projected with 2X Plus, while 7 lines are projected with 2X. During scanning make sure to keep the scanner perpendicular to the surface, keep a proper distance from the object, and adjust the brightness depending on the ambient light and texture of the object.



Scan interface, HD mode

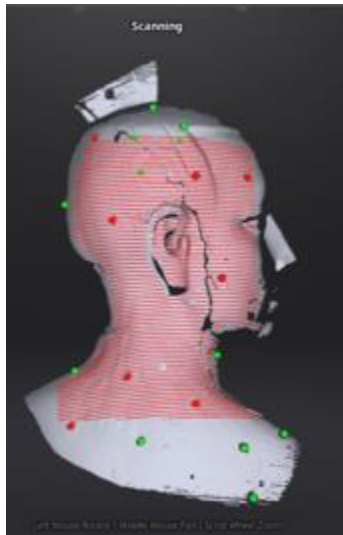


Press the Play button or click Pause in the software to pause the scan.

6.3.5. Alignment

The software will recognize the markers (displayed in red), record data and align with previously collected markers (displayed in green). The data is captured along the lines, as shown below.

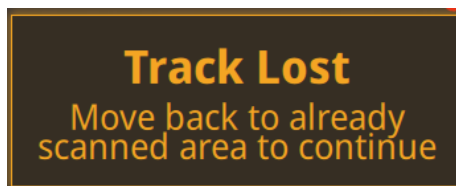
To record the data, a minimum of 4 markers (displayed in red) in each frame (every scanning field of view) has to be captured.



Interface with markers

Stick markers on the object in a random pattern, avoiding sticking all markers in one line. To check the rules of sticking markers, please refer to section 4.2, Preparation.

If the position tracking fails, the “Track lost” alert will appear, and you will need to go back to an area with previously recorded markers to recover the tracking again and continue scanning.



Track lost alert

Note: If you have imported a global marker file, new markers cannot be added during the scan

6.4. Pause Menu

In offline mode, the data can be loaded at this step for editing.

6.4.1. Auto Save





Press the Play button or click Pause in the software to enter the Pause menu. The data will be automatically saved in the project file.



OR
press



Continue scan



Generate point cloud

Press the Play button or click Start in the software to continue the scan,
Click Stop to generate a point cloud: an optimized 3D point cloud will be generated.
Or you may select data to use the Edit tools.

6.4.2. Edit Menu



SHIFT + Left mouse: Select redundant area, the selected section will be displayed in red, as shown below.

Ctrl + Left mouse: Deselect the selected data

	<p>Edit buttons:</p> <ul style="list-style-type: none"> ① Deselect ② Revert ③ Delete ④ Undo ⑤ Show/Hide texture (color pack only) ⑥ Shift + Left mouse: choose data ⑦ Ctrl + Left mouse: deselect selected data 	
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	<p>Delete selected data Click the button or “DELETE” on the keyboard to delete the selected data.</p>
	<p>Undo You can only undo the most recently deleted data.</p>

Note: Handheld scan mode does not support the deletion of markers.

	End the editing
	Revoke all and exit editing

Click Check to End the editing and confirm to save the edition in the project file and go back to the Previous menu.

7. Rapid Mode

Rapid mode means Handheld Rapid Mode which is the fastest handheld scanning mode but has a resolution and accuracy that are lower than the HD mode. This mode is handheld, so the operator moves the scanner around the object, and the data is instantaneously captured and matched with previously captured data.

Features or markers can be used for alignment. **Hybrid Alignment** (Markers and Feature) is also valid in this mode.

The texture camera (color pack add-on) can be used in this mode to scan 3D data in color texture. Prime (HD Prime pack) is not compatible with this mode.

Rapid mode can be used on objects from 30mm to 4m. With Rapid mode, you can achieve a large size scan efficiently. In this example, the statue is 1m*1.5m*1.5m.



Scan example with Rapid mode

7.1. Handheld Scanner Key Functions

Scanning distance indicator:

- Green for best distance;
- blue for too far,
- red for too close.

Scan/pause button:

1 click: pause or start scanning.
Double click: to activate exposure adjustment window.

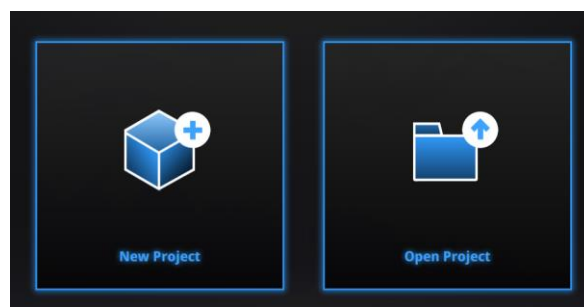


"_" & "+"

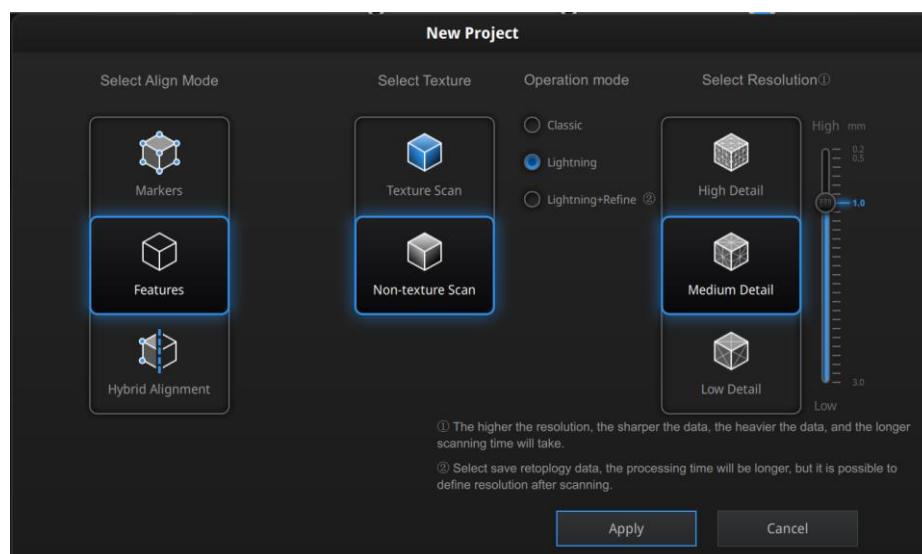
During the scanning:
zoom in and out in view of data
under exposure window:
can adjust the brightness.

7.2. Before Scan

Enter the New Project or Open Project interface. The default project is saved to the desktop. You can change the saving path, and then the newly created project will be saved to the new location you chose. Click “New Project”, input the project name, then click ‘Save’ to enter the scan parameters window.



Project interface



Rapid mode scan parameters window

7.2.1. Alignment Conditions

Marker Alignment: the surface of the object requires markers. When the scan starts the markers are required, otherwise “Track lost” will be displayed.

At least 4 markers captured previously need to be seen by the scanner in each current scanning frame to be aligned. If not, “Track Lost” will be displayed.

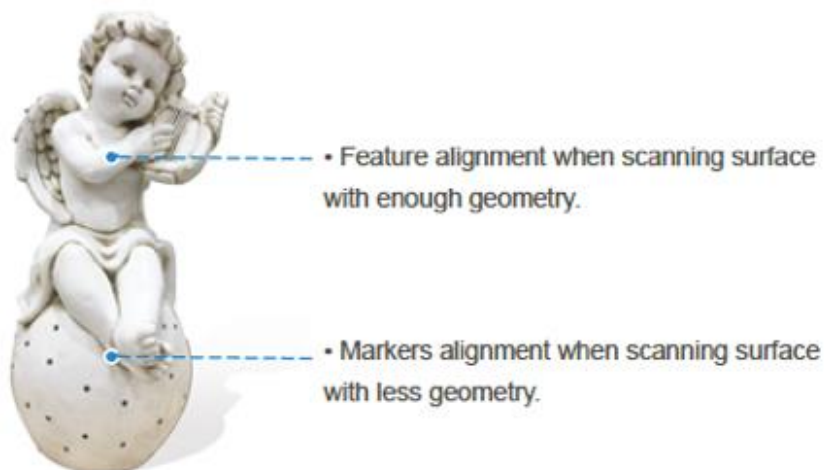
When scanning a large object, Marker Alignment is the best mode at mitigating the cumulative errors caused by large amounts of data. This results in a higher global

accuracy of the complete scanned data and is the reason we recommend this alignment mode for large objects.

Feature Alignment: the data currently captured is “best fit” and aligned to the previously captured data according to the geometric features of the object. “Track lost” will be displayed if there is not enough common area captured in neighboring scans or the scanned area has few geometric features to allow for the alignment. Rich features on the object are required for this mode.

Hybrid Alignment: the software can switch between feature and marker alignment automatically during scanning according to whether the surface of the scanned object has markers or not. So you can put markers only on surfaces with little geometry. There is no need to stick markers all over the object. (See the example below)

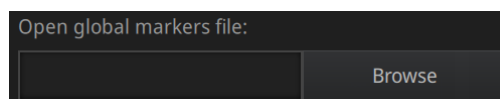
For some parts which are difficult for Feature Alignment, a reminder will show up to suggest you stick markers on the area with limited geometric features.



Example of use of hybrid alignment

GMF

With Markers and Mixed alignment, you may click browse to import a previously created Global Marker File (GMF) as .ASC, .TCT or .P3.



Browse to load a GMF

7.2.2. Operation Mode

➤ Classic:

- Scanning speed: 15 frames/second

- Scan with the selected resolution
- Direct Data processing according to the selected resolution
- **Lightning:**
 - Scanning speed: 30 frames/second
 - Scan with a 1mm resolution to ensure fast scanning process
 - Interpolation to selected resolution after the scan ends
- **Lightning + Refine:**
 - Scanning speed: 30 frames/second
 - Scan with 1mm resolution
 - Refine to select resolution after the scan ends by retopology

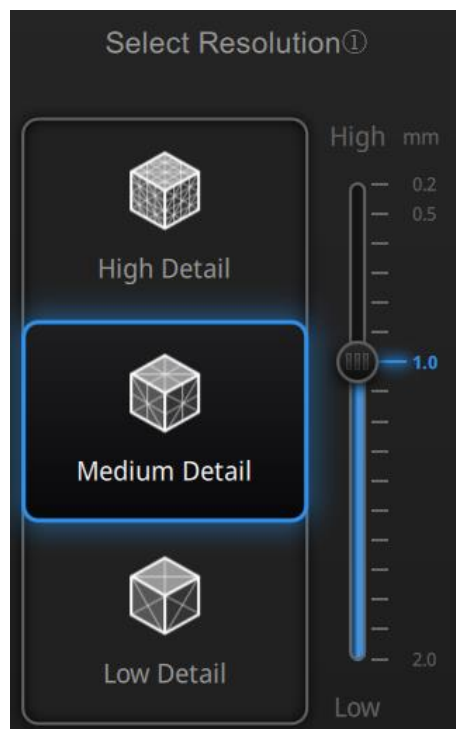
Scanning Speed: Lightning = Lightning + Refine > Classic

Data Resolution: Classic = Lightning + Refine > Lightning

Data Processing time: Lightning + Refine > Lightning > Classic

7.2.3. Resolution

Select a resolution for the project. The higher the resolution, the better the details. Choose High (0.25mm 2X+, 0.2 2X), Medium (1.0mm) or Low (1.5mm) or drag the cursor to choose another point distance setting from 0.2mm (2X) or 0.25 (2X+) to 3.0mm



Notes:

- A higher resolution takes more time to scan and consumes more graphics card memory.

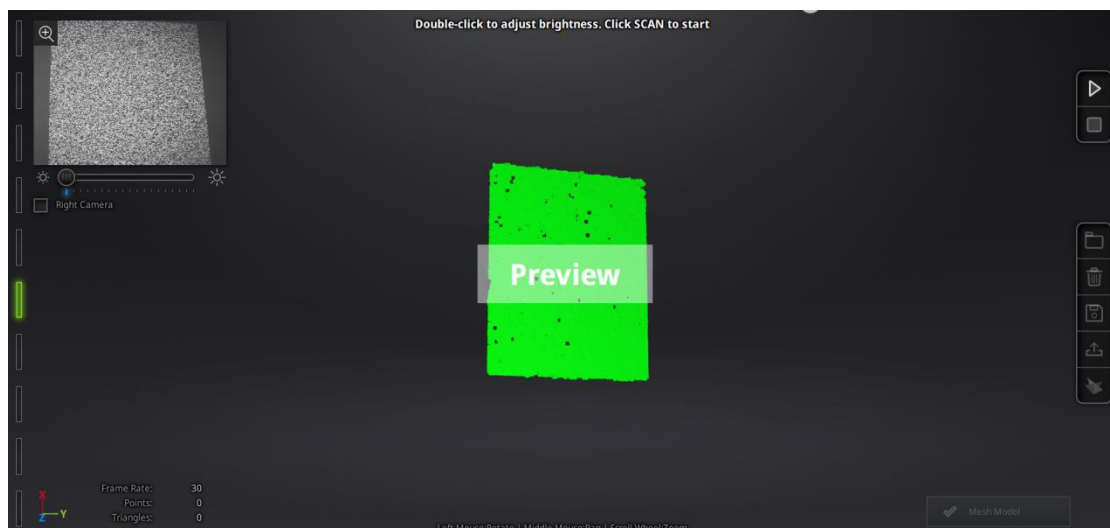
- With high resolution, the size of the object to be scanned will be limited. In theory, the maximum size of scan = point distance*8192/mm. In the actual process, the size of the object that can be scanned depends on the computer graphics card.
- When importing a project, and continuing to scan, the scanning resolution and alignment mode will be the same as the previous setting of the imported project.

7.3. Scan

7.3.1. Preview



Hold the scanner to face the object, Press the Play button or click Preview to run into Preview mode. In this mode, it will start to show data for preview, but not record this data.

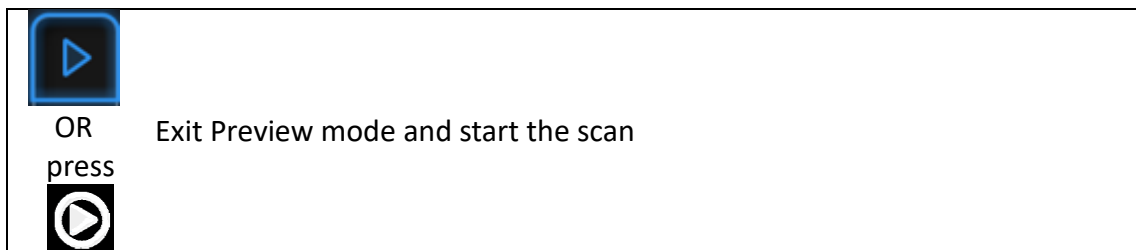


Preview mode on Rapid Mode

In this mode, you can:

- Check the working distance
- Adjust the brightness sensitivity

- Ensure that the markers are captured well.



Click Start in software or press the Play button to exit the preview mode and start the scan

Notes:

- Preview mode will start every time a new project is built or an existing project is imported.
- After exiting preview and starting the scan, the preview mode will not show again for this scanning project.
- To access preview mode on a current project, reopen it.

7.3.2. Scan Distance

The rangefinder on the left side reveals different colors based on the distance between the scanner and the object. At the correct distance, it will show green. It shows red if the distance is too close or blue if it is too far.

On the scanner, the information displays on the colored LED. If it is too close it will show red and if it is too far it will show blue. Green shows it is a good distance away from the object.

Adjust the scanner position until the rangefinder color turns green.

	2X	2X+
Closer limit (mm)	300	410
Optimal distance (mm)	400	510
Upper limit (mm)	500	610

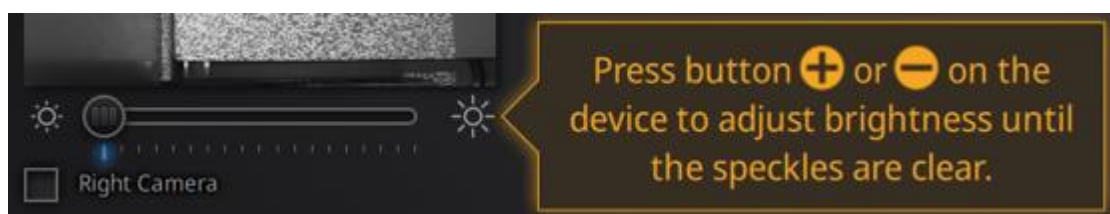


7.3.3. Brightness

Double-click

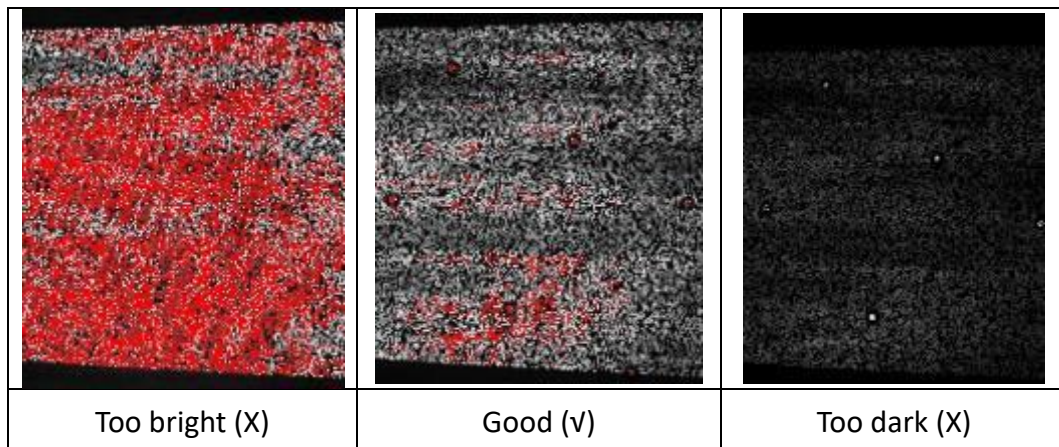
Enter/Exit the exposure adjustment menu

When scanning or in Preview mode double press Play button, you can adjust the brightness by pressing “+” or “-” button on the scanner, or click and drag the cursor under the camera preview to left (-) or right (+).



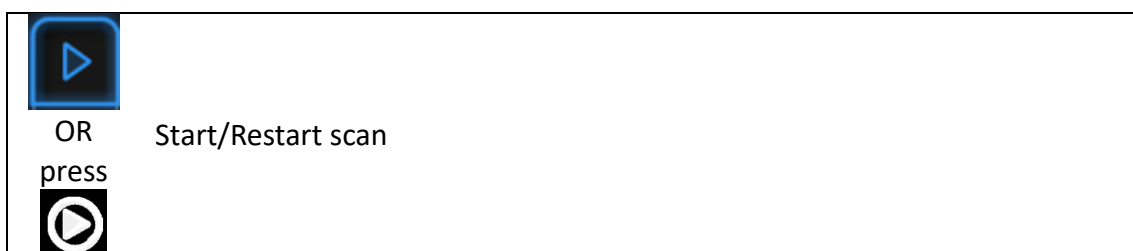
Exposure adjustment menu, Press +/- or drag the cursor

Adjust the brightness according to the following illustration: Red means overexposed, Black is underexposed, white or light grey is good.



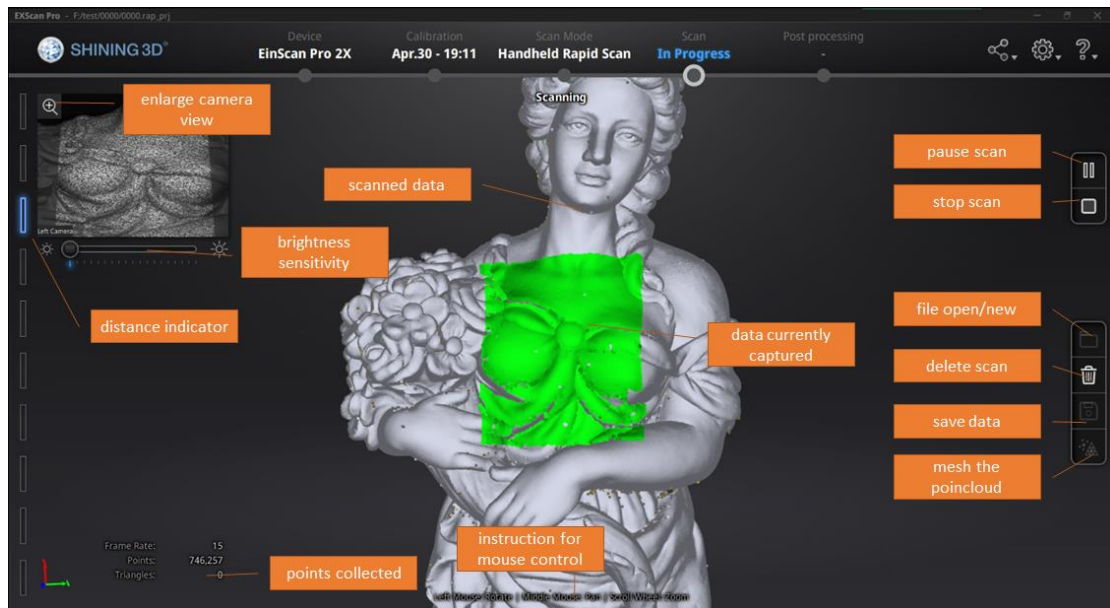
Double click Play button to exit the brightness adjustment window.

7.3.4. Start Scan

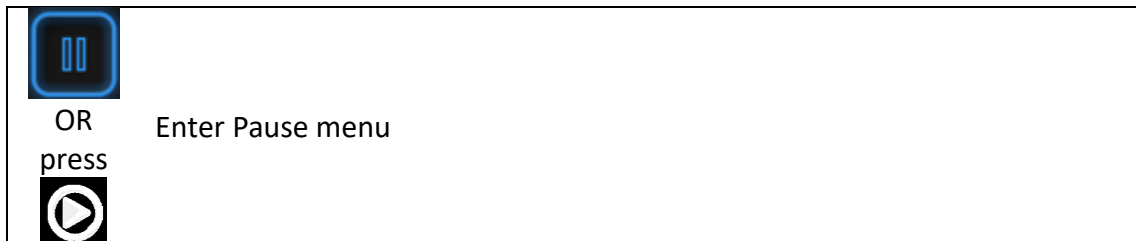


Press the Play button or Click Start in software to start scanning and recording data.

During scanning, make sure to keep the scanner perpendicular to the surface, keep the distance in a proper range, and adjust the brightness depending on the ambient light and texture of the object.



Scan interface, Rapid Mode



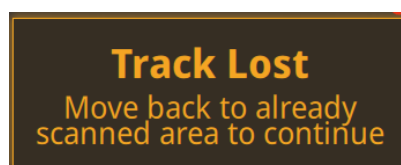
Press the Play button or click Pause in the software to pause the scan.

7.3.5. Alignment

Feature Alignment:

When you start scanning, shine the scanner on the object for around 3 seconds, and start to move when the scan data shows on the computer. The currently captured area is green, and previously captured data is grey. To improve the scan efficiency, the scanner movement should be continuous and uniform.

If the scan presents purple color and a “Track lost” alert appears, it indicates that the scan cannot match the current data with your previous data. You need to go back to any previously scanned area to recover the tracking again and continue scanning.



Track lost alert

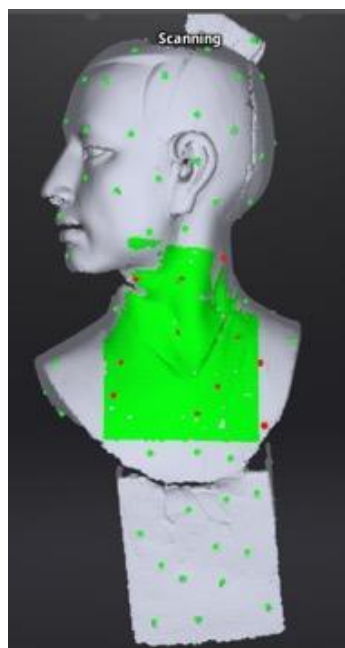
The software will prevent from misalignment when scanning featureless surfaces

**Not enough
features to align**

Not enough feature alert

Marker Alignment :

If the surface of the object has markers, the software will recognize the markers (displayed in red), record data and align with previously collected markers (displayed in green). The green area is the current scan, as shown below. To record data a minimum of 4 markers (display in red) has to be captured.



Interface with markers

Stick markers on the object in a random pattern, and avoiding sticking all markers in one line. You can check the rules of sticking markers by referring to section 4.2 Preparation.

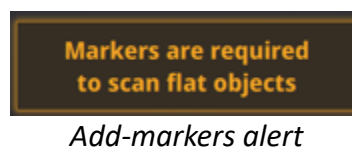
If the position tracking fails, “Track lost” alert will appear, meaning you need to go back to an area with previously recorded markers to recover the tracking again and continue scan.

Track Lost
Move back to already
scanned area to continue

Note: If you have imported a global marker file, new markers cannot be added during the scan

Hybrid Alignment:

The software switches between features and marker alignment automatically if at least 4 markers are collected simultaneously. For objects with few geometric features which are difficult for feature alignment, an alert will suggest sticking markers on these areas.



Here the “**flat objects**” means areas with few geometric features.

7.4. Pause Menu

In offline mode, the data can be loaded at this step for editing.

7.4.1. Auto Save



Click Pause in the software or press Play button to enter the Pause menu. The data will be automatically saved in the project file.



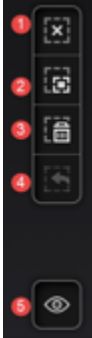
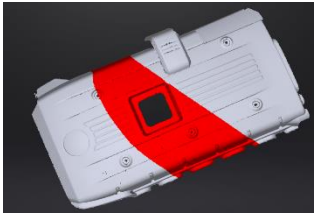
	Generate point cloud
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Press the Play button or click Start in the software to continue scanning.
Click Stop to generate point cloud: an optimized 3D point cloud will be generated.
Or select data to use editing tools.

7.4.2. Edit Menu

SHIFT + Left mouse: Select unwanted data, the selected section will be displayed in red, as shown below.



Ctrl + Left mouse: Deselect the selected data

	Edit buttons: ① Deselect ② Revert ③ Delete ④ Undo ⑤ Show/Hide texture (when installed with a color pack) ⑥ Shift + Left mouse: choose data ⑦ Ctrl + Left mouse: deselect selected data	
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	Delete selected data Click the button or “DELETE” on the keyboard to delete selected data.
	Undo You can only undo the most recently deleted data.
	Show/Hide texture (when Color Pack is attached) Click the button to switch between displaying and hiding the texture.

Notes:

- Handheld scan modes do not support the deletion of markers.
- In Rapid Mode using feature alignment, if you use the edit button to delete all the data, the most recently deleted data will be restored when you continue scanning.

	End the editing
	Revoke all and exit editing

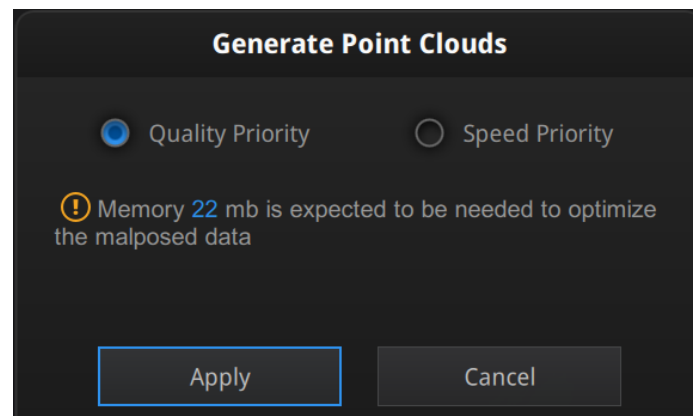
Click Check to End the editing and confirm to save the edition in the project file and go back to the Previous menu.

7.5. Generate Point-cloud

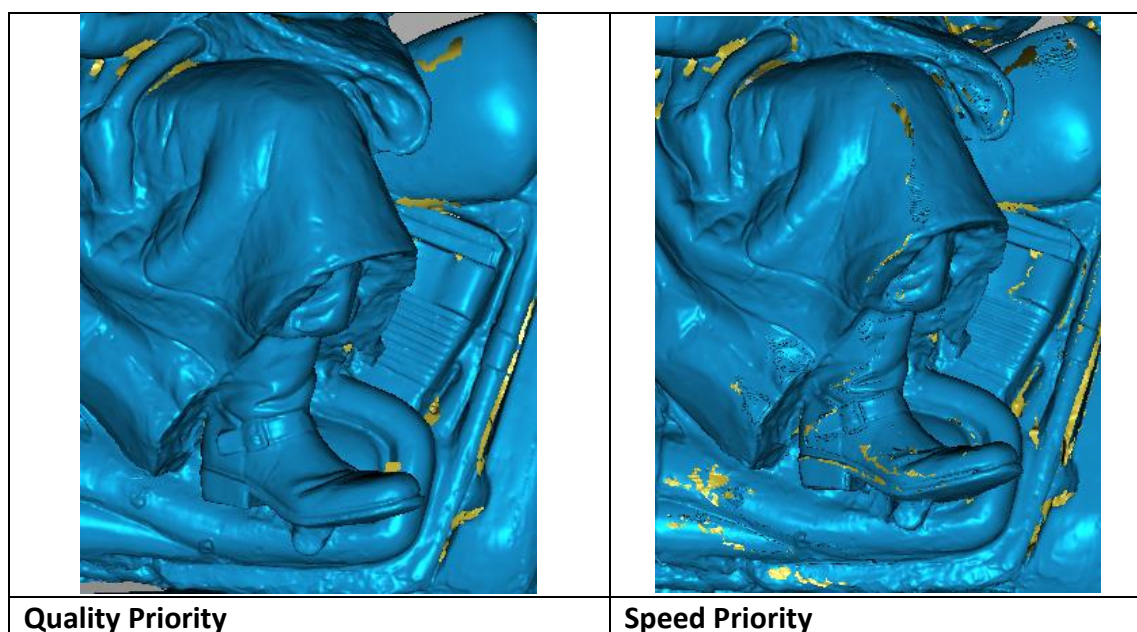
When finished editing, an optimized point-cloud will be generated. This step is accessible in Offline mode.

7.5.1. Priority (for Rapid: Feature or Hybrid Alignment Settings)

When scanning without markers, choose between Quality and Speed priority for the point-cloud optimization and click Apply.



Generate Point-Cloud options

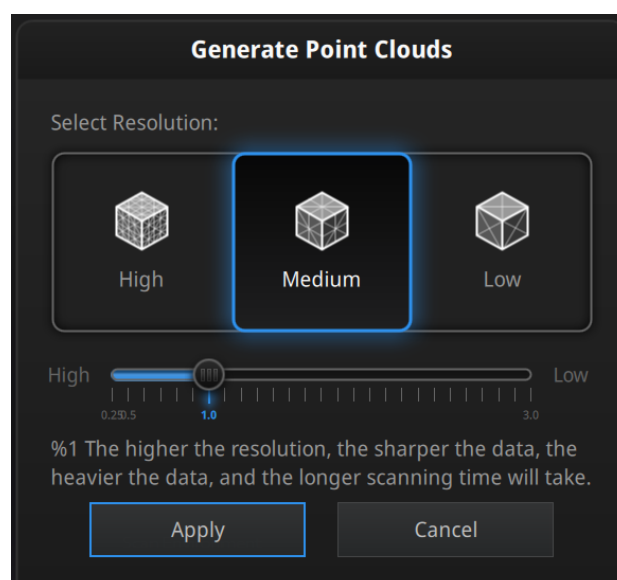


The misaligned data of the rigid object can be optimized. If the non-rigid body such as a human body is scanned, the degree of optimization depends on the degree of misalignment of the scanned data. This optimization process consumes memory and takes a long time.

If the scanned data is not misaligned during the scan, you can select this option for a faster processing of point cloud data.

7.5.2. Refine (for Rapid Mode: Lightning + Refine Option Mode)

With using Lightning + Refine mode, select the final resolution to refine the scanned data by retopology. Choose High, Medium or Low or drag the cursor to the exact point distance value setting, and click Apply.



Choose resolution






The processing time depends on the resolution requested and the amount of points captured.

8. Post Processing

This step is accessible in Offline mode.

8.1. Edit Data

8.1.1. Pause Menu

	OR press 	Continue scan
		Delete the scan
		Save the data
		Open/Create project

Press the Play button or click Pause in software to continue the scan.

Click Delete to delete the whole scan.


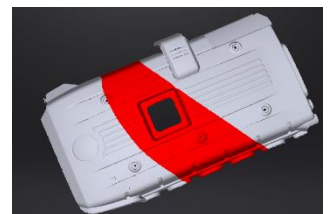
At this step, only point-cloud (or separated point-cloud in fixed mode) can be exported. Click Save to export the data as *.ASC or the Global Marker File as *.P3. Open or create a new project in the same scan mode currently used.




Or select data to enter use Edit menu.

8.1.2. Edit Menu



SHIFT + Left mouse: Select redundant area, the selected section will be displayed in red, as shown below.

Ctrl + Left mouse: Deselect selected data.

	<p>Edit buttons:</p> <ul style="list-style-type: none"> ① Deselect ② Revert ③ Delete ④ Undo ⑤ Show/Hide texture (when installed color pack) ⑥ Shift + Left mouse: choose data ⑦ Ctrl + Left mouse: deselect selected data 	
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	Delete selected data Click this button or “DELETE” in the keyboard to delete selected data.
	Undo You can only undo the last deleted data.
	Show/Hide texture (when installed with Color Pack) Click the button to switch the texture display and hide.

☐ **Notes:** During post processing of the point cloud, markers are not displayed.

	End the editing
	Revoke all and exit editing

Click Check to End the editing and confirm to save the edition in the project file and go back to the Previous menu.

8.2. Create mesh







Generate the mesh model from the scanned point cloud data

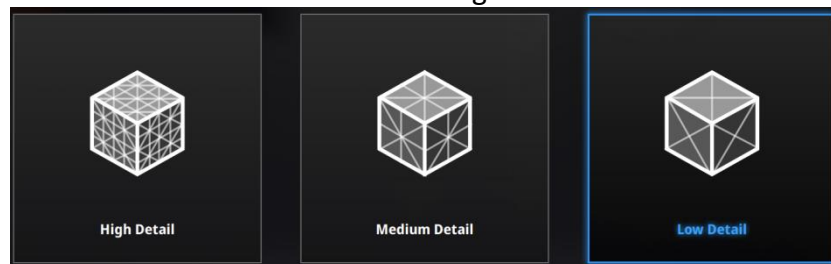
When the scan is completed, click Mesh Model.

8.2.1. Watertight / Unwatertight

2 types of mesh are available: Watertight and Unwatertight.

Watertight		Unwatertight	
			
Every hole will be filled automatically. The data can directly be 3D printed.		Unclosed model stays the way it is scanned. Processing time is quicker than Watertight.	

Select the resolution of the mesh for a watertight model.

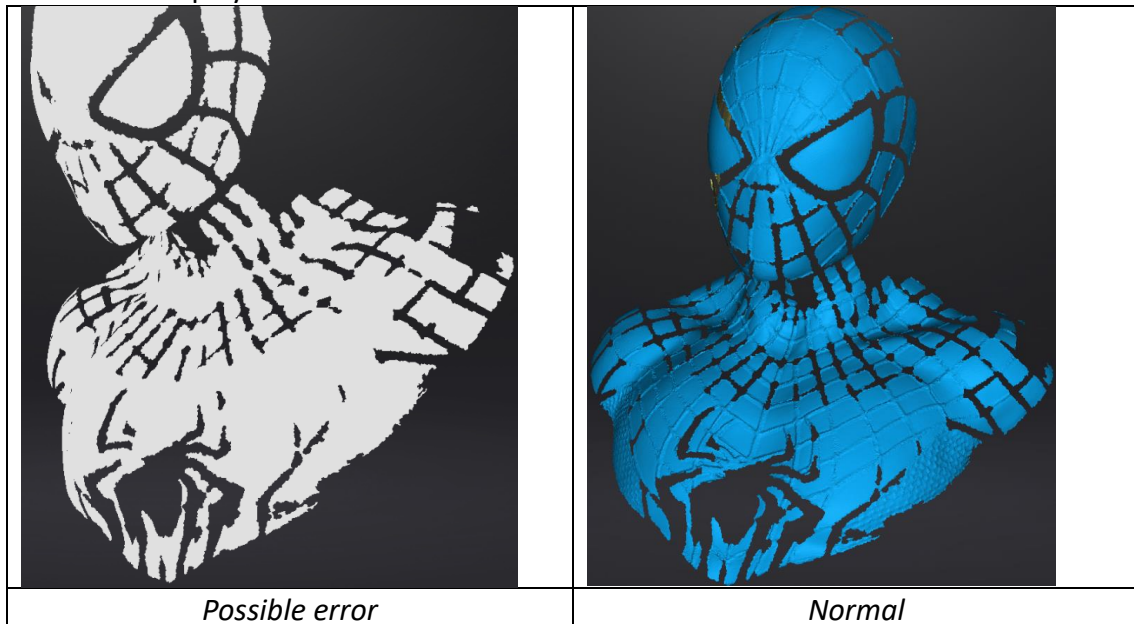


Choose mesh resolution

Note: If some data are not connected. Watertight will keep only the biggest data.

Possible error:

The mesh displays without shade effect.



Make sure to disable other graphic card and/or your graphic card is compatible and reload the mesh file.

8.3. Mesh Editing

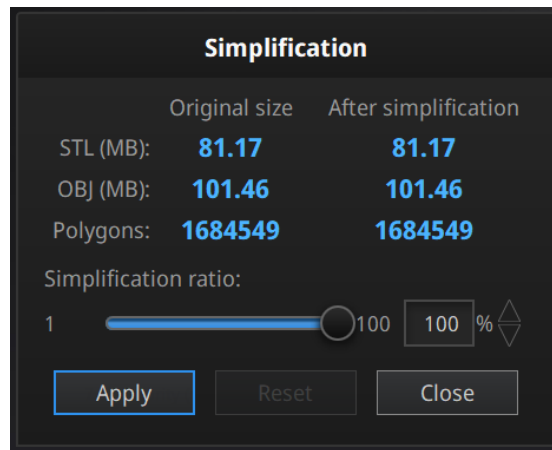
After meshing, the mesh edition menu will show. EXScan Pro includes the following mesh editing tools.

8.3.1. Data Simplification



Enter/Exit the simplification menu

Click the Data simplification button to display the simplification menu, click again to close the menu



Simplification menu

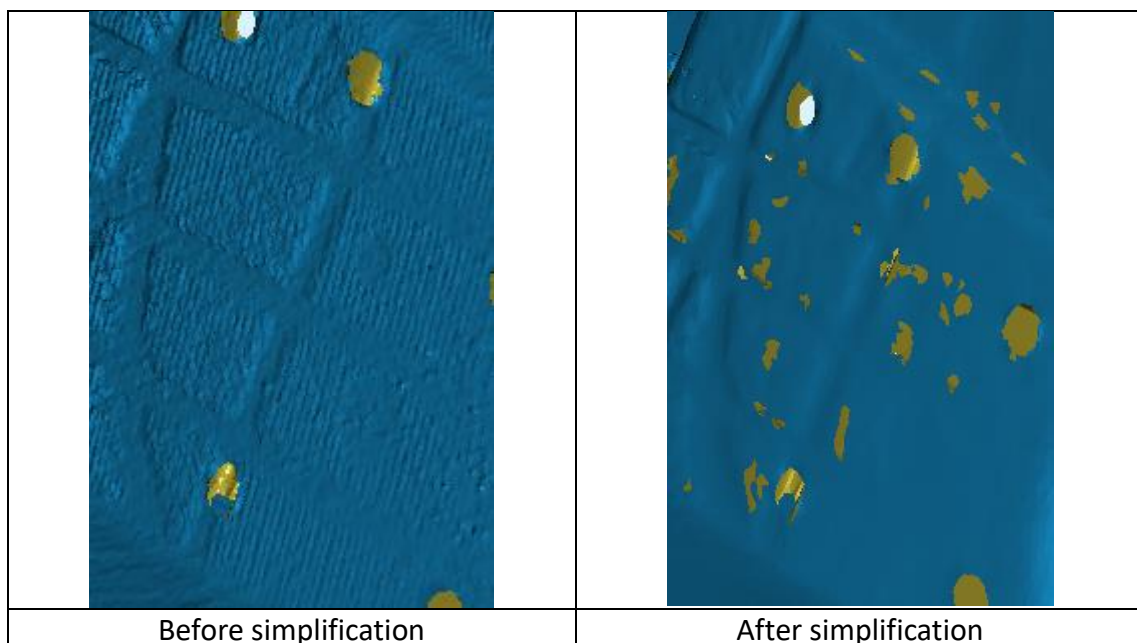
After simplification, the polygon numbers, file size and level of detail of data will be reduced accordingly. Set the ratio from 1 to 100, the default is 100%.

Click **Apply** to validate the modification

Click **Cancel** to undo the modification

Clicking **Apply** twice, the data will be simplified 2 times.

The comparison of detail between before simplification and after simplification (at 30% simplify proportion).



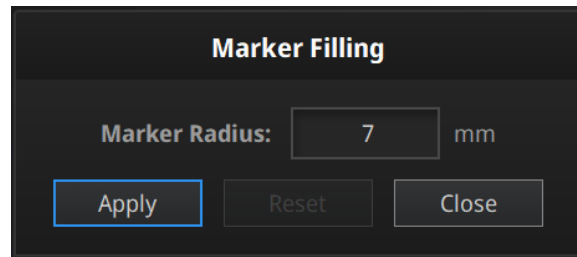
8.3.2. Hole Filling

Marker Filling



Enter/Exit the Marker Filling menu

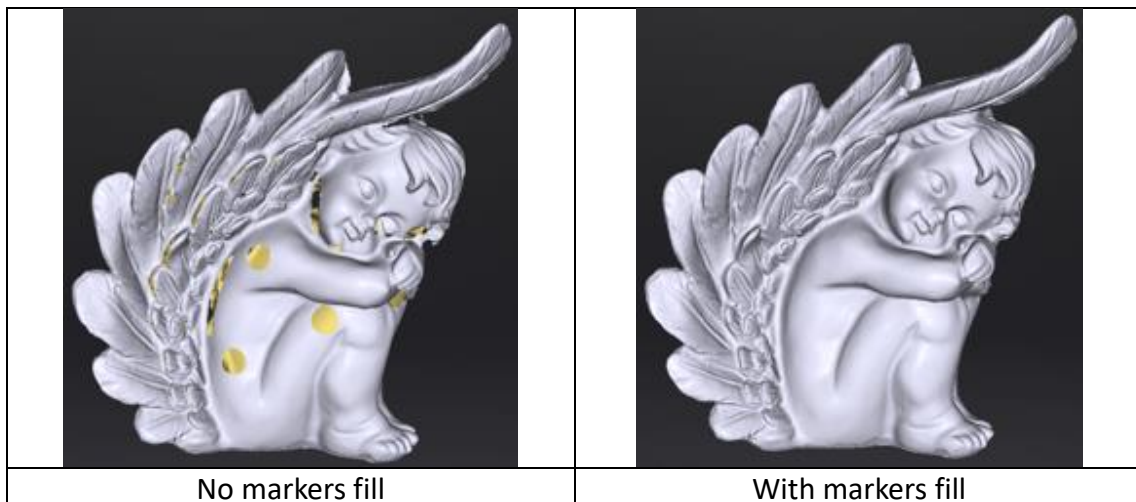
Click the Marker Filling button to display the marker filling menu, click again to close the menu



Marker Hole Filling menu

Input the radius of the marker used.
All holes generated by markers will be automatically filled.

Click **Apply** to validate the modification
Click **Cancel** to undo the modification



Manual Fill



Enter/Exit the Manual Fill menu

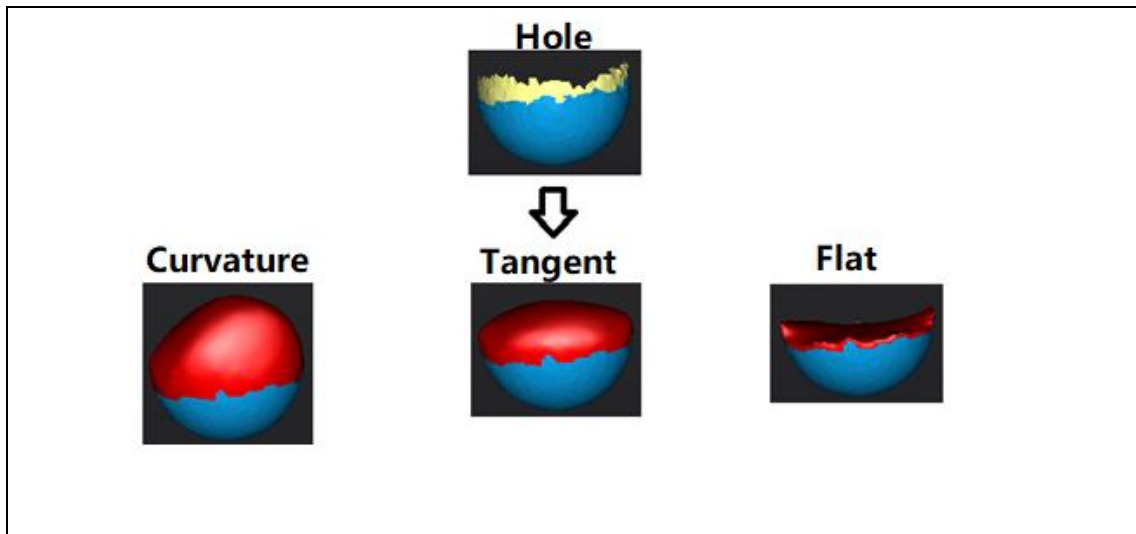
Click the Manual Fill button to display the Manual Fill menu, click again to close the menu.

In this mode the hole edges are displayed green. It will get red after selected

Choose Curvature, Tangent or Flat before picking a hole

Click the edge of the hole to fill it

Click **Cancel** to undo the last hole filling



How it works:

Flat calculates the solution for the hole filling considering the point position on the boundary

Tangent calculates the solution considering the point position and the normal of the last row of triangles forming the boundary

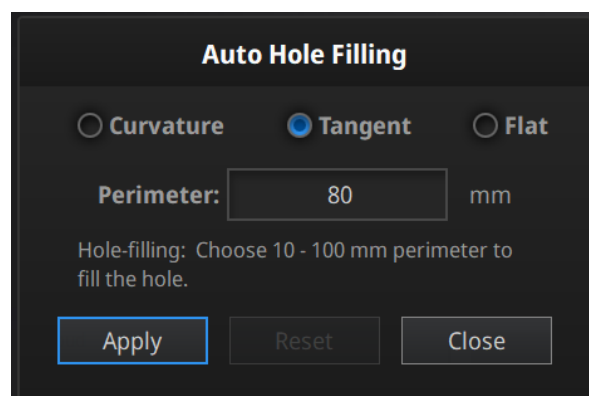
Curvature calculates the solution considering the point position and the normal of the 2 last rows of triangles forming the boundary

Auto fill



Enter/Exit the Auto Fill menu

Click the Auto Fill button to display the Auto Fill menu, click again to close the menu



Auto Hole Filling menu

Choose the hole filling type: Curvature, Tangent or Flat
Input the perimeter of the biggest hole to be filled. Less than 100mm is recommended

This function will fill every hole with a smaller perimeter than the number input

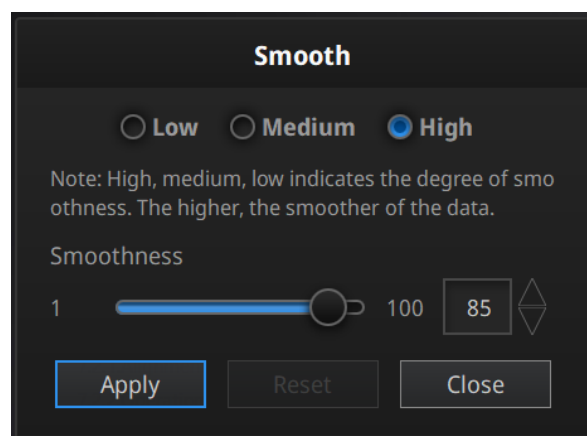
Click **Apply** to validate the modification

Click **Reset** to undo the modification

8.3.3. Smooth

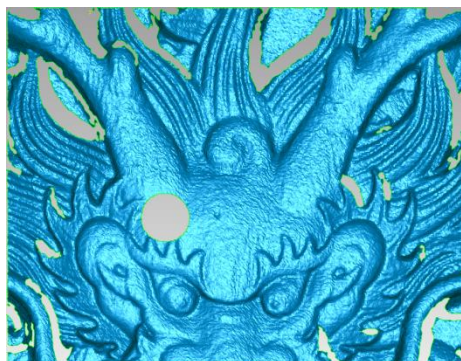


Click the Smooth button to display the smooth menu, click again to close the menu

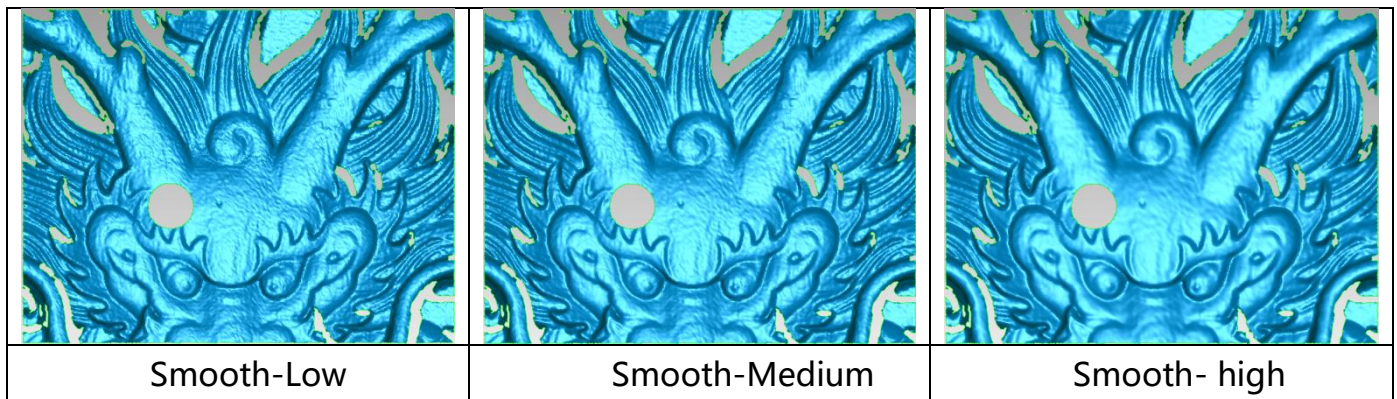


Smooth menu

Pick High (85%), Medium (50%) or Low (15%) or set the ratio from 1 to 100



Original



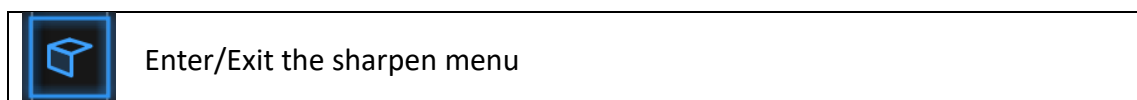
Click **Apply** to validate the modification

Click **Reset** to undo the modification

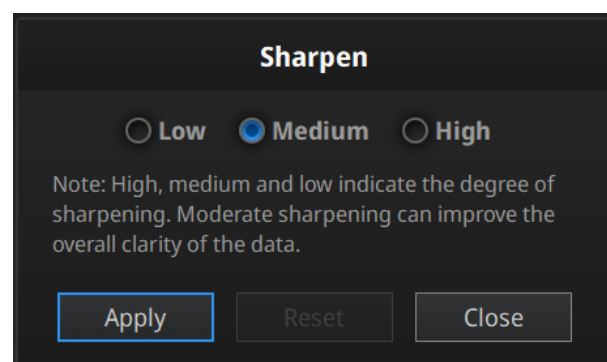
Click **Apply** twice, the data will be smoothed 2 times

Smooth the possible noise on the surface of the scan data. It might remove some small details or smooth some sharp edges at the same time. The example of before and after smoothing is shown below.

8.3.4. Sharpen

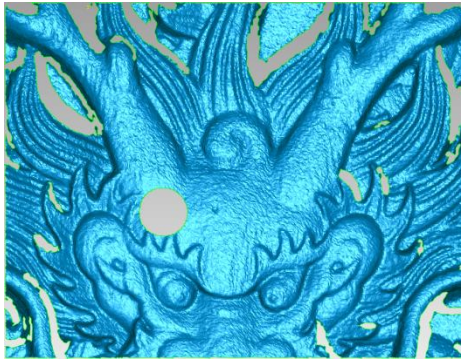


Click the Sharpen button to display the menu, click again to close the menu

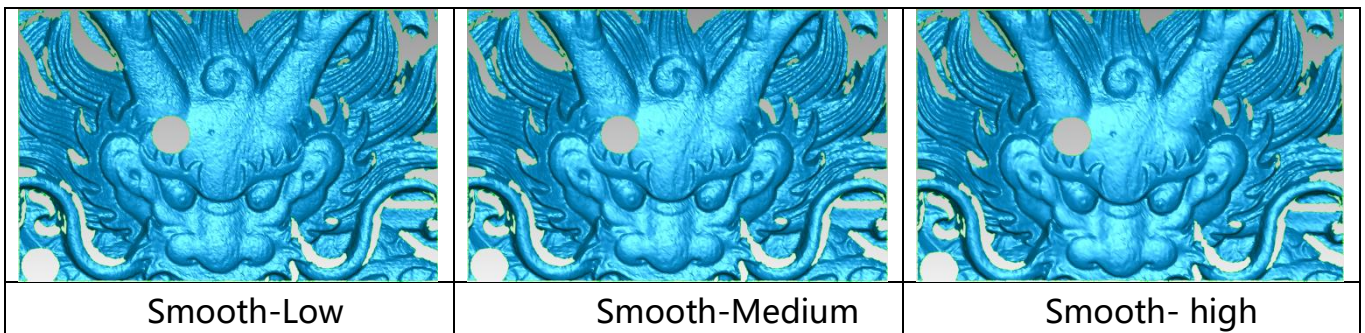


Sharpen menu

Pick High, Medium or Low



Original



Click **Apply** to validate the modification

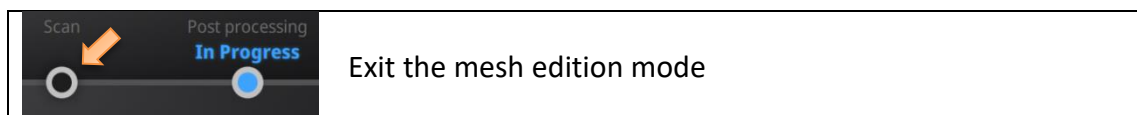
Click **Reset** to undo the modification

Click **Apply** twice, the data is sharpen 2 times

8.3.5. Go back to scan

Click Scan on the navigation bar to go back to scan interface and exit the post processing status, the mesh data will be discarded. You can do more scans, redo editions, or remesh.

Note: The mesh data will NOT be saved automatically.



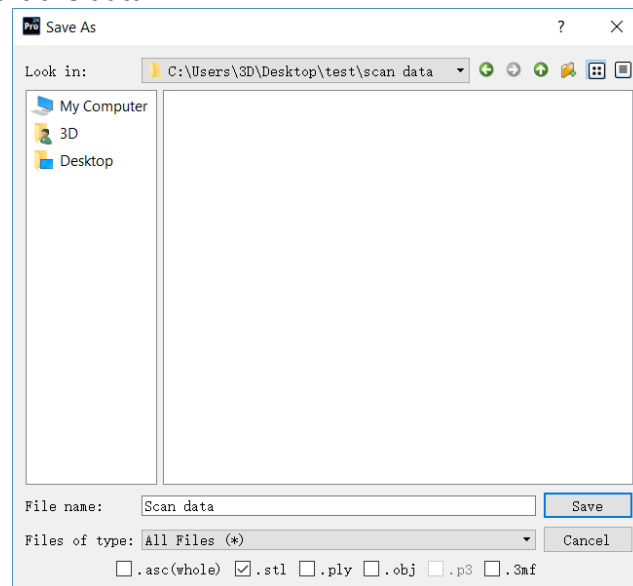
Click on the navigation bar to exit the edition mode

8.4. Save

8.4.1. Export Data



Click Save to export the data.



Export data

Navigate to choose a save folder.

Input the file name.

Choose at least one file format as listed.

By default, the saving path is the project folder, the file name is "Scan data", and the format is .stl.

Format	Texture	Data type	Saves as	Recommended for
ASC (separated) (fixed mode only)	No	Separated point- clouds, with calculated alignment	scan_0.a sc scan_1.a sc scan_2.a sc etc...	◆ Inspection ◆ Fast export (no post- processing needed) ◆ Complex data to post process in another software
ASC (whole)	No	optimized point- cloud	scan.asc	◆ Inspection ◆ Fast export (no post- processing needed in hand- held mode)

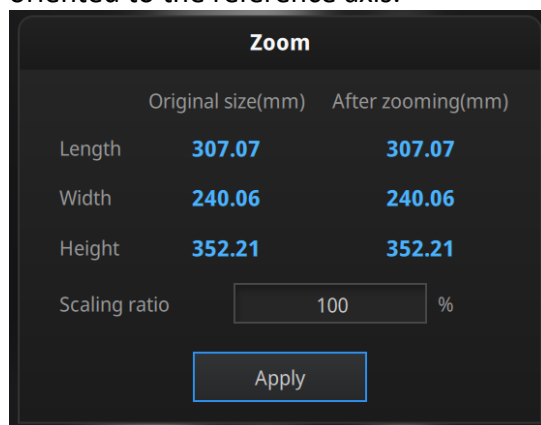
				<ul style="list-style-type: none"> ◆ Large data to post process in another software ◆ Complex data to post process in another software
STL	No	Mesh	scan.stl	<ul style="list-style-type: none"> ◆ 3D printing (watertight mesh data) ◆ Reverse Engineering ◆ Compatibility with most mesh editing software
OBJ	Yes (separated)	Mesh, Texture & Matching file	scan.obj scan.jpg scan.mtl	<ul style="list-style-type: none"> ◆ Artistic applications ◆ 3D rendering ◆ Compatibility with most mesh editing software
PLY	Yes	Mesh	scan.ply	<ul style="list-style-type: none"> ◆ Low storage ◆ Easy texture editing
3MF	Yes	Mesh	scan.3mf	<ul style="list-style-type: none"> ◆ Low storage ◆ Compatibility with Microsoft paint3d
P3	No	Marker position	scan.p3	<ul style="list-style-type: none"> ◆ Global Marker File in EinScan software ◆ Measurement of the marker position

8.4.2. Scale Data

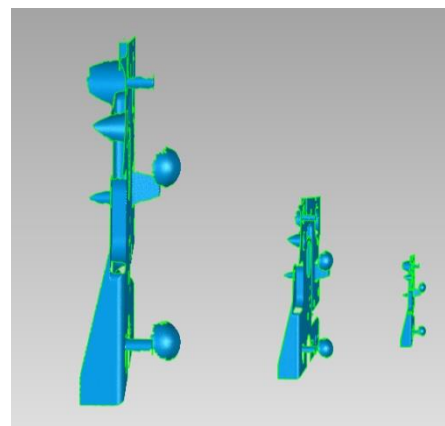
Scaling the volume of scanned data, while the number of triangles, the level of detail of the scan and size of data will not be actually changed.

By default, the scale is 100% and will be exported with millimeters for reference.

The value display represents the dimensions of the smallest box containing the data oriented to the reference axis.



Scale window



Scale result

8.4.3. Share Data



Upload the data to Sketchfab.com directly, which is a famous online 3D data store.

Click Upload after mesh to share data, it will show the dialog as below.

Sketchfab Uploader

Share the current model to Sketchfab.com.
All fields marked with an * are mandatory.
[Click here to register a free Sketchfab account.](#)

Model Title: * einscan-2x

Description: 描述

Tags (comma separated): einscan-pro2

Make models private: ☐ PRO account required

Password:

Sketchfab username: *

Sketchfab password: *

Submit Model Cancel

Sketchfab uploader window

You can share your model on Sketchfab.com. A model title, username and user password are required. Register and view the shared model at <http://sketchfab.com>.

Notes:

- Sketchfab basic plan accounts can only upload data less than 50M, while Pro plan account can share with a maximum of 200M.
- Data is saved as .STL does NOT contain texture.

8.4.4. Third-party Software

It contains Geomagic and Solid Edge, you can import the data into the third-party software.

Geomagic



Import the scanned 3D data to Geomagic SHINING 3D Edition from EXScan Pro software

Geomagic is mainly used in reverse design of grid data. If the Geomagic has been installed, click this button to open the Geomagic and import the merged stl data into the Geomagic.

Solid Edge SHINING 3D Edition



Import the scanned 3D data to Solid Edge SHINING 3D Edition from EXScan Pro software

Solid Edge SHINING 3D Edition is an OEM design software by SIEMENS PLM, specially tailored for SHINING 3D's customers. Solid Edge SHINING 3D Edition is an innovative 3D Digital Design platform, including Reverse Engineering, Convergent Modeling, Synchronous Modeling, Generative Design, Simulation, as well as powerful 3D/2D CAD functions.

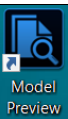
If Solid Edge SHINING 3D Edition software is already installed, click Solid Edge logo from Exscan Pro software to open Solid Edge SHINING 3D Edition. The meshed STL data will also be imported to Solid Edge SHINING 3D Edition in a new part project directly. In the USB drive, there are videos for reverse engineering cases of EinScan scan data processed by Solid Edge SHINING 3D Edition. For more information about Solid Edge, please refer to following links:

[Siemens Solid Edge Global Forum](#)

[See What's new in Solid Edge 2019](#)

[Find Solid Edge related tutorial video on YouTube channel](#)

8.4.5. Model Preview



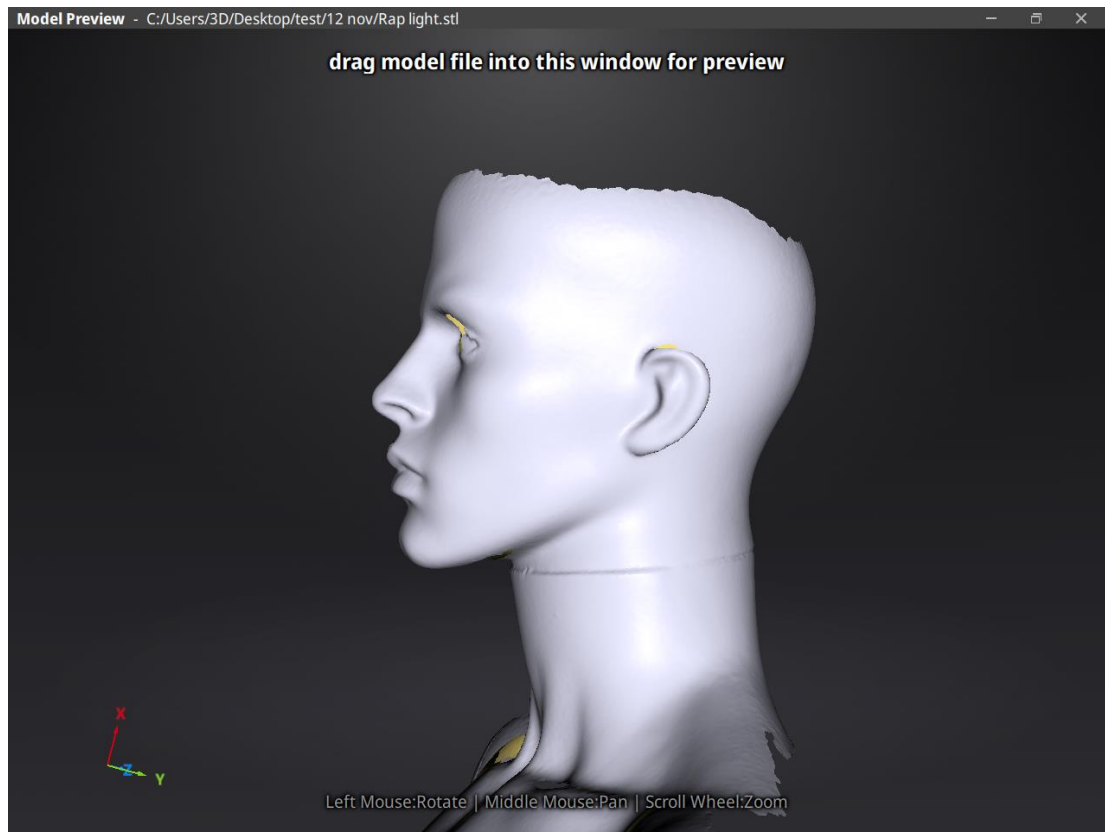
Double click on the Model Preview short-cut on the desktop

Open the Model Preview software on the desktop or in the start menu



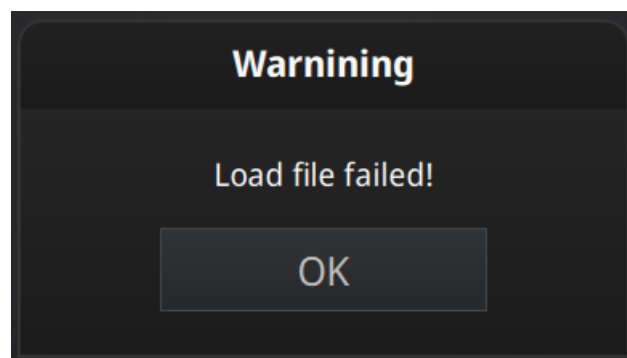
start menu > Shining3d_EXScanPro > Model Preview

Drag files into the window for preview. Manipulate the data with the same control as EXScan software



Model Preview

STL, OBJ, PLY, ASC, or 3MF can be loaded, files from 3rd party software might fail to be loaded. In this case we recommend Meshlab, a free mesh software editor, or upload to sketchfab.





Fail to load the mesh data

Note: To load a OBJ textured file make sure to have the MTL and JPG files with the same name and in the same folder than the OBJ

9. Color pack

9.1. Hardware

9.1.1. Content

	
Texture camera (2X)	Texture camera (2X Plus)

Note: 2X and 2X+ texture cameras are different. Make sure to use the corresponding camera compatible with the scanner.

9.1.2. Installation

Before installation, make sure the device is powered off.

Remove the add-on port cover on the top of the scanner. (1)

Rotate the hook (rotary lever) to the left side.

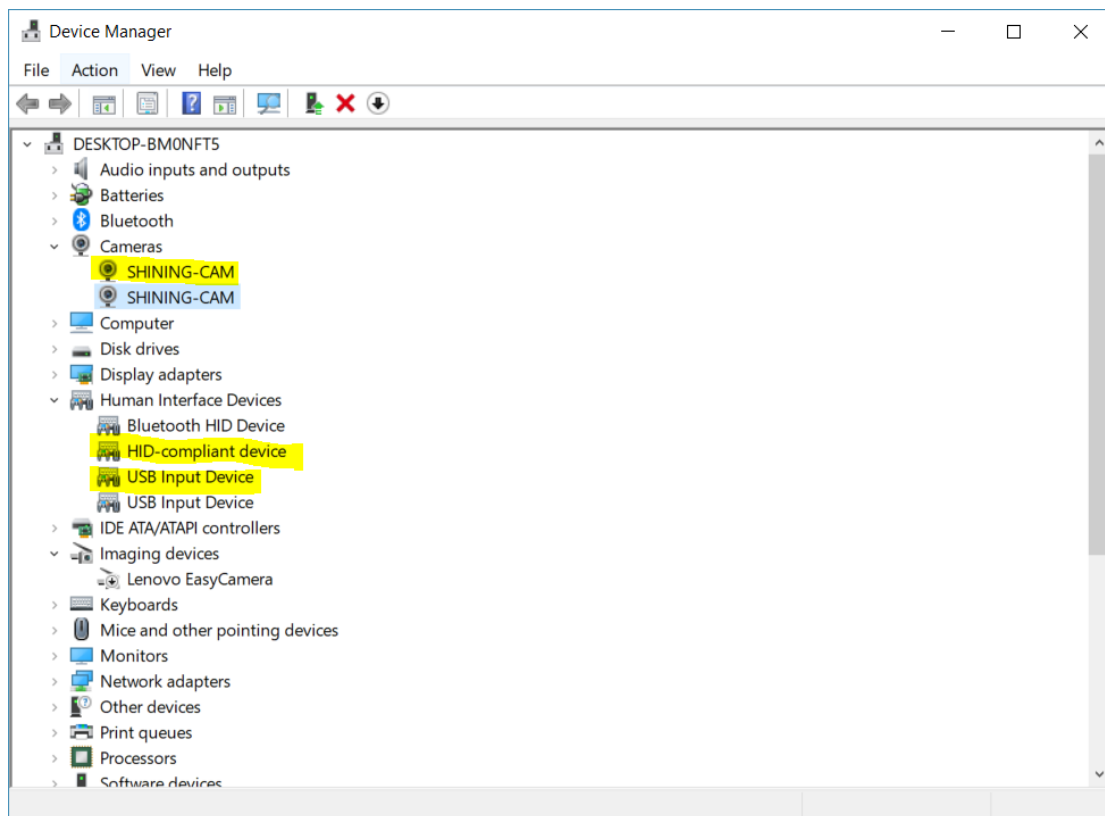
Plug the texture camera (Color Pack). (2)

Turn the hook (rotary lever) to the right to lock the camera in position. (3)

Power on the scanner and the camera driver will start by itself.

		
(1)	(2)	(3)

Check the device manager to see if the texture camera will show the following

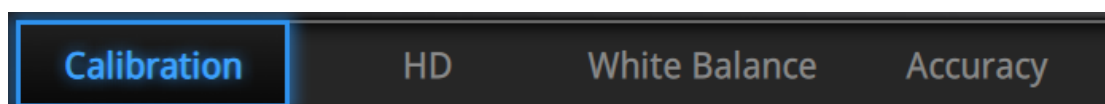


Device manager with EinScan and texture camera connected

9.2. Calibration

9.2.1. Normal Calibration

In order to ensure the matching between the texture and the 3D data, calibration should be performed when the texture camera is plugged in.



Calibration steps with Texture camera plugged.

Use the front side (black) of the calibration board for texture camera calibration. In the calibration interface, run the Calibration with the normal method (see “camera calibration”). The LED rings of EinScan and the texture camera will blink synchronously.

If the calibration keeps failing, check whether the texture camera is well locked in position.

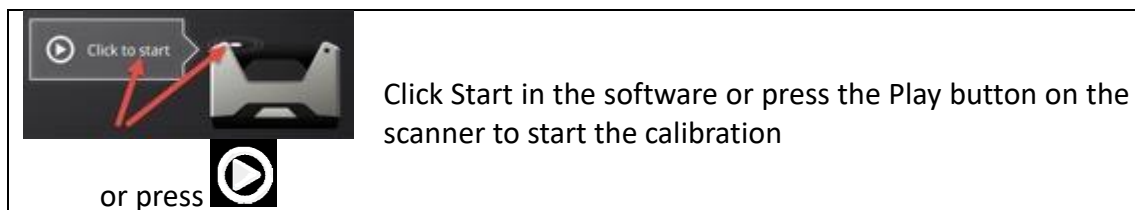
HD calibration can be skipped if the scanner is already calibrated. (full calibration is recommended).

After HD calibration, White Balance is suggested.

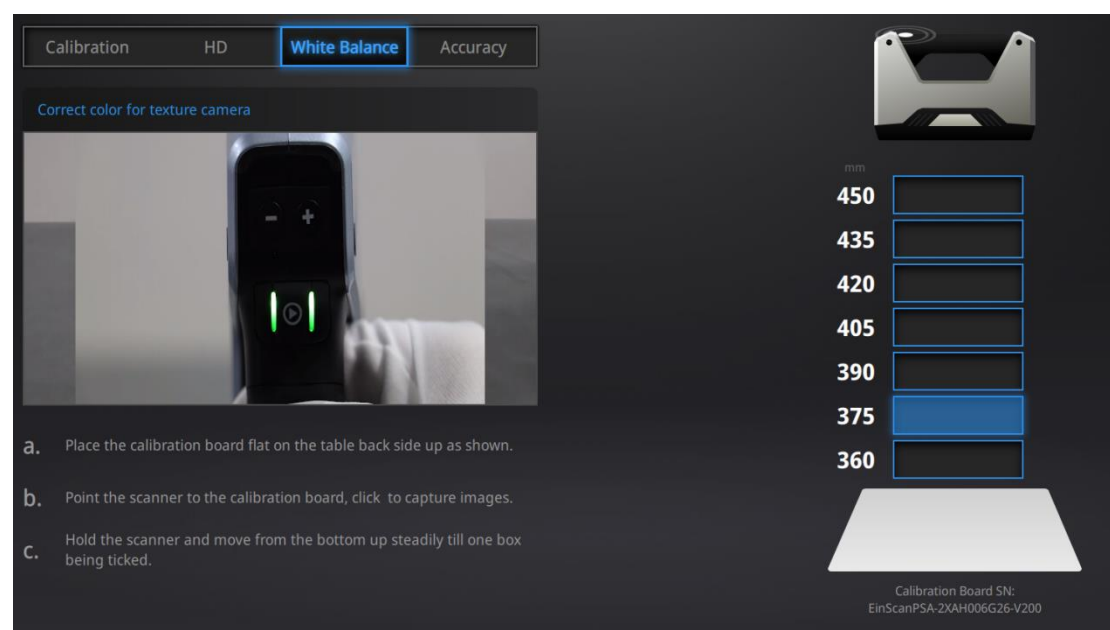
If the texture is misaligned to the 3d data during the scan, check whether the camera is well locked, and redo the calibration.

9.2.2. White Balance

To capture an accurate color texture, White Balance calibration should be done every time when you plug the texture camera, or when the lighting environment is changed. The White balance can be done separately without running the full calibration.



On the White side of the calibration board, under the same working lighting environment. Click Start or Press Play, move up and down until you find the optimal distance position. Stay still. While LED and white light are projected



White Balance calibration interface

To guarantee a good texture, the calibration board must be kept clean. If needed, wipe with clear water only. Do not use alcohol or chemical liquid to clean the calibration board.

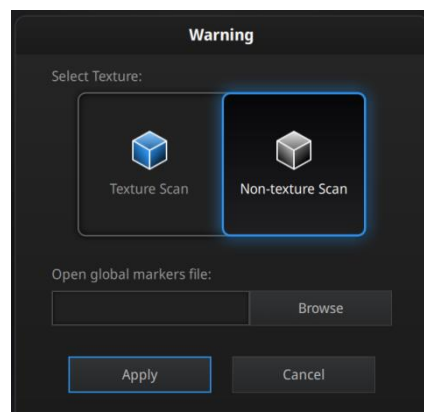
Similar to taking high-quality picture in the photo studio, the professional lighting environment setting is key to achieve high-quality texture data.

If the texture doesn't give you satisfaction, please optimize the lighting environment and redo White balance.

9.3. Fixed Mode

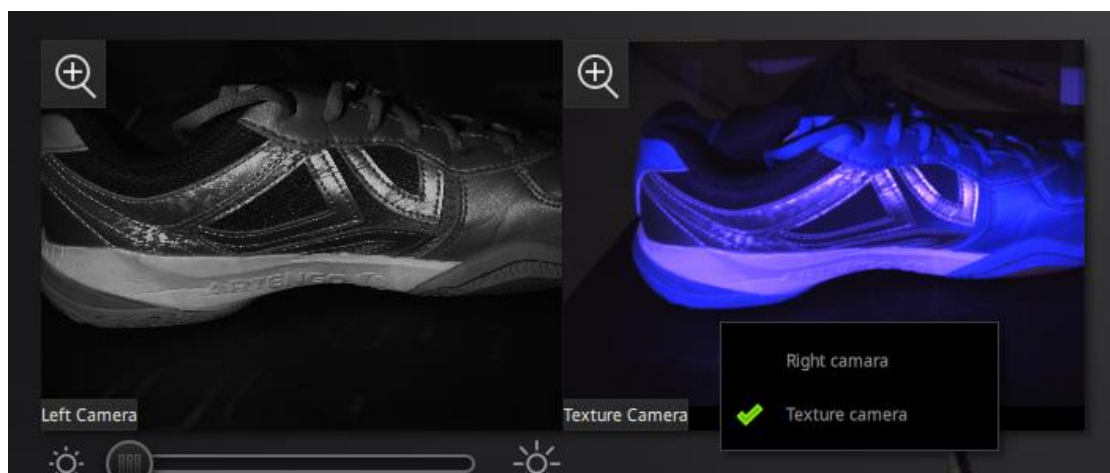
9.3.1. Scan

Create a project and choose “Texture scan”. Non-texture is selected by default, click Apply to continue.



Texture/Non-texture scan option

During scanning, display the texture camera view by **Right click** “Texture Camera”.



Display Cameras

Run the same way that described above. After every single scan, the LED of the texture camera will flash and the texture camera will record one frame data.

9.3.2. Alignment

The texture is not used during automatic alignment. However, it can be helpful to select corresponding points in manual alignment.

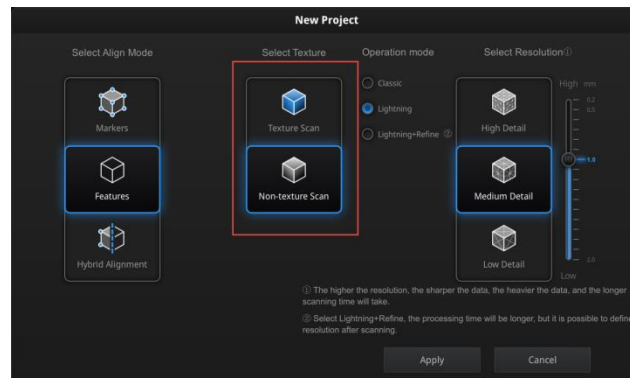
Data and texture are captured from a different angle. In case of sharp edges, texture-data can be misaligned, try to scan from a different angle.

If the texture is misaligned to the data, check that the camera is well placed and locked. And redo the calibration.

9.4. Rapid Mode

9.4.1. Scan

Create a project and choose “Texture scan”. By default, Non-texture is selected, Click Apply to continue.

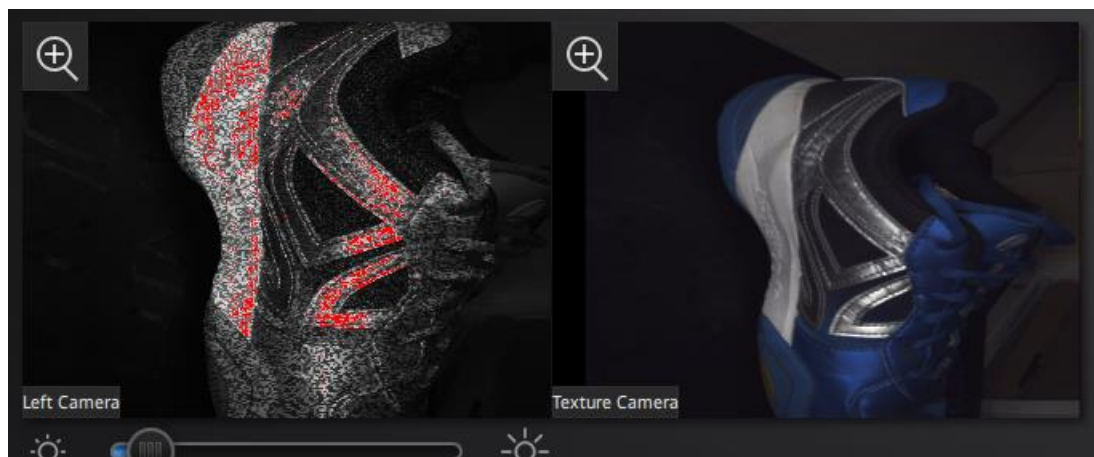


Texture/Non-texture scan option

Run the same way that described above.

During the preview, the texture will not show.

During the scan, display the texture camera view by checking the “Texture Camera” box



Display Cameras

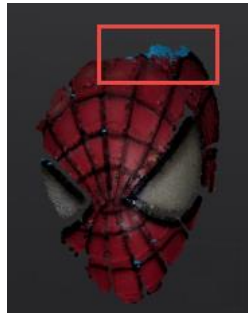
Notes:

- The texture is not used to calculate the data alignment.
- Data and texture are captured from a different angle. In case of sharp edges, texture-data can be misaligned, try to scan from a different angle.

9.4.2. Alignment

If the texture is misaligned to the data, check whether the texture camera is well placed and locked. And redo the calibration.


If blue areas appear on the data (usually on the edge of the scan frame), it means the texture information is missing at these areas, do another scan on the same area from a different path.



An area with texture missing


9.5. Post Processing

9.5.1. Point-cloud Editing

	Show/Hide texture Click this button to switch the texture between display and hide.
---	---

During data editing, click texture to display or hide the texture.

9.5.2. Create Mesh

	Generate the mesh model from the scanned point cloud data
---	---

Click Mesh Model to generate the Mesh (watertight or unwatertight). The texture capture is separate from the 3d data capture. If the texture has been captured, it will still be displayed on areas where holes are filled in the mesh processing. If the texture is missing, the corresponding mesh data will be in black.



Example of a watertight model with texture

9.5.3. Texture remapping



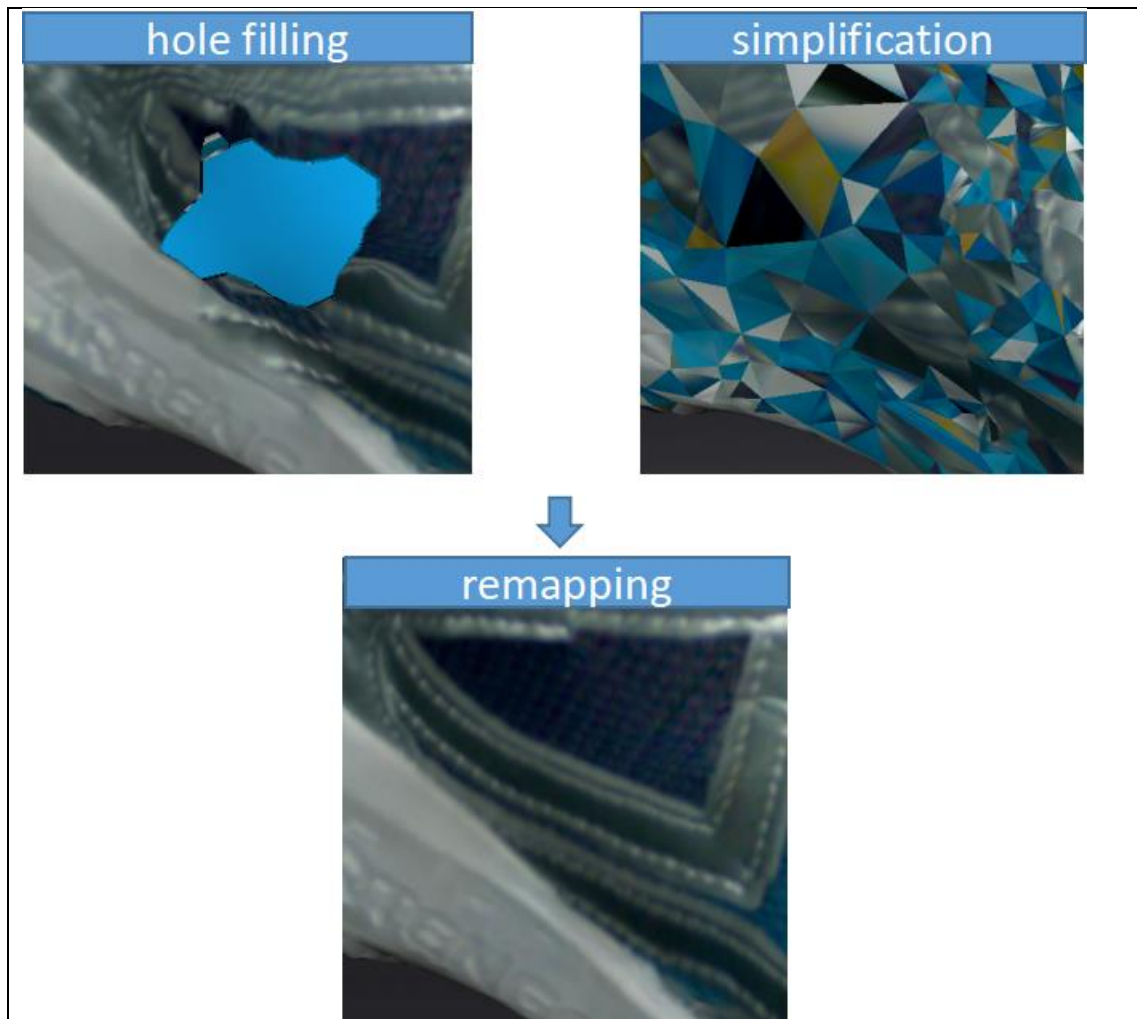
Enter the texture remapping menu

Click the Texture Remapping to display the Texture menu, click again to close the menu

Texture remapping is accessible before saving the data

<p style="text-align: center;">Warning</p> <p>Texture remapping is allowed when the texture is incorrect after the post processing. Click "Yes" to do texture remapping; click "No" to save data as processed.</p> <div style="display: flex; justify-content: space-around; margin-top: 10px;"> <div style="border: 1px solid gray; padding: 5px 15px;">Yes</div> <div style="border: 1px solid gray; padding: 5px 15px;">No</div> </div>	
<p>Confirm texture remapping before saving</p>	

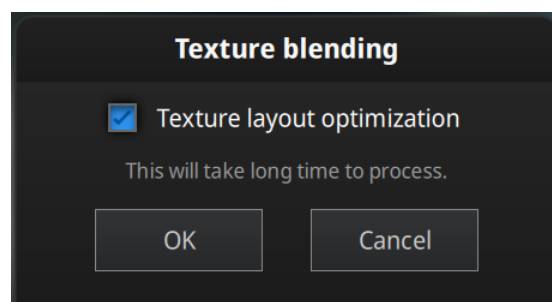
Edition on the mesh (simplification, hole filling) will affect the texture rendering. By doing the texture remapping, the texture information will be reapplied on the mesh.



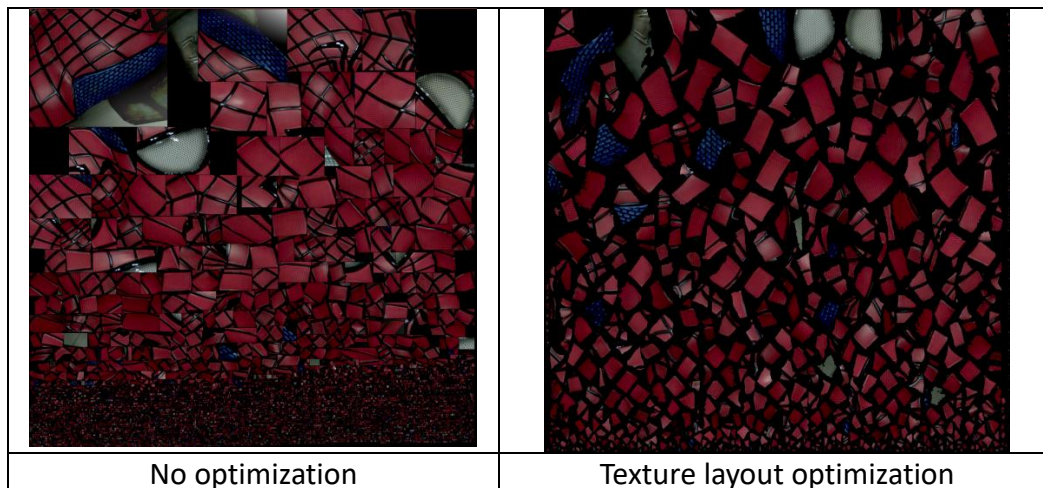
9.5.4. Texture Layout Optimization

When generating the mesh model (watertight or unwatertight), choose “Texture Layout Optimization” (TLO) to create an optimized arrangement for the texture file. It will make the texture manual editing much more convenient if you are going to process the texture in a 3rd party software.

This option has no effect on the texture itself. Click Apply to continue.



TLO option in texture blending

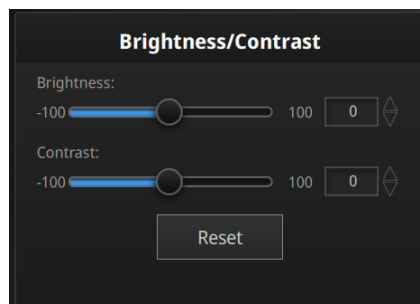


Notes:

- TLO requires a longer time to compute
- In Fixed Mode for one single scan, TLO is the same as normal texture file.
- TLO is used only with OBJ output

9.5.5. Brightness & Contrast

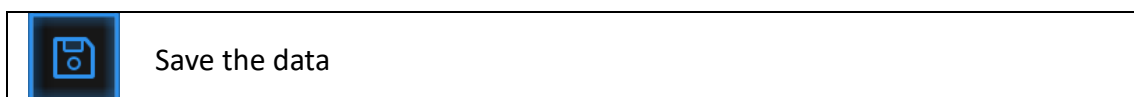
When the mesh model has been generated, use the cursors to change the Brightness and/or contrast of the texture from -100 to +100. Click Reset to return to 0. The default value is 0 for both.



Modify texture

This modification is not saved in the project file. Export the data to save the texture editing.

9.5.6. Export Data



Click Save to export the data. Navigate to choose a save folder. And input the file name. Select one of the formats below.

Format	Texture	Data type	Saves as	Recommended for
OBJ	Yes (separated)	Mesh, Texture & Matching file	scan.obj scan.jpg scan.mtl	<ul style="list-style-type: none"> ◆ Artistic applications ◆ 3D rendering ◆ Compatibility with most mesh editing software
PLY	Yes	Mesh	scan.ply	<ul style="list-style-type: none"> ◆ Low storage ◆ Easy texture editing
3MF	Yes	Mesh	scan.3mf	<ul style="list-style-type: none"> ◆ Low storage ◆ Compatibility with Microsoft paint3d

9.6. Best Practice

How to avoid light halo with reflective texture?

Place the scanner at around 30 degrees from the normal. And avoid the reflection from light sources in the room.

How to edit or remove markers on the texture?

Use a 3rd party software like Photoshop or Gimp, save as OBJ and erase the markers on the matching JPG file.

10. Industrial Pack

10.1. Content

Turntable	1	piece
Tripod	1	piece
Scanner tray (Cradle switch stand)	1	piece
USB cable	1	piece
Power adapter	1	piece
Power cable	1	piece

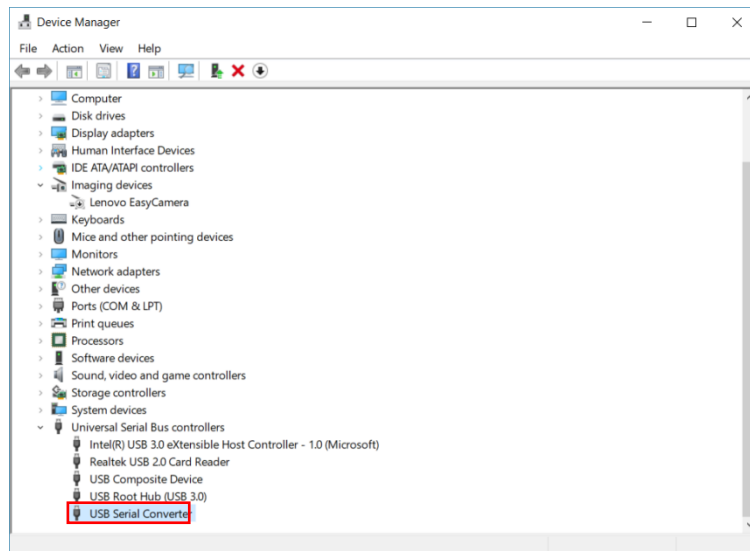
10.2. Installation



Industrial pack set up

Put the scanner on the tripod after the installation is finished. Connect the flat end of USB cable to the computer (USB 2.0 or USB 3.0), the square-opening end to the turntable. Then connect the power adapter to the turntable and adjust the position of scanner body and turntable. Make sure to check the advice for **Fixed Mode** when using the turntable (see above).

Check the Device manager. The turntable will be displayed as below.



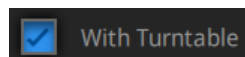
Device manager with turntable

10.3. Scan

10.3.1. With/Without Turntable

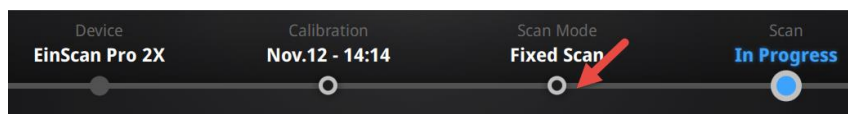
Create or Import a fixed scan project.

On the top right, Check the box to use the turntable, or Uncheck to not use the turntable.



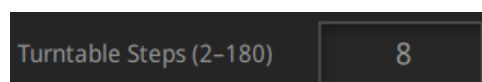
Fixed scan with turntable

If you add the turntable during a fixed scan project, click Scan Mode selection in the navigation bar, and reopen the project.



Go back to Scan mode selection menu

10.4. Turntable Steps

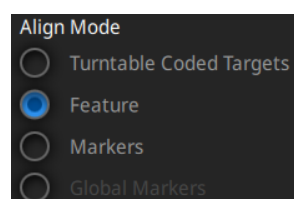


Turntable step input

Before scanning, set the turntable steps between 2 and 180. The number shows the times of steps that the turntable will stop and data will be captured during the 360° full rotation. The default setting, 8 steps, is recommended. You can change the number of steps according to the features of the objects.

Note: Using more turntable steps will help scan more complete data in some angles, but NOT more accurate.

10.5. Alignment Condition

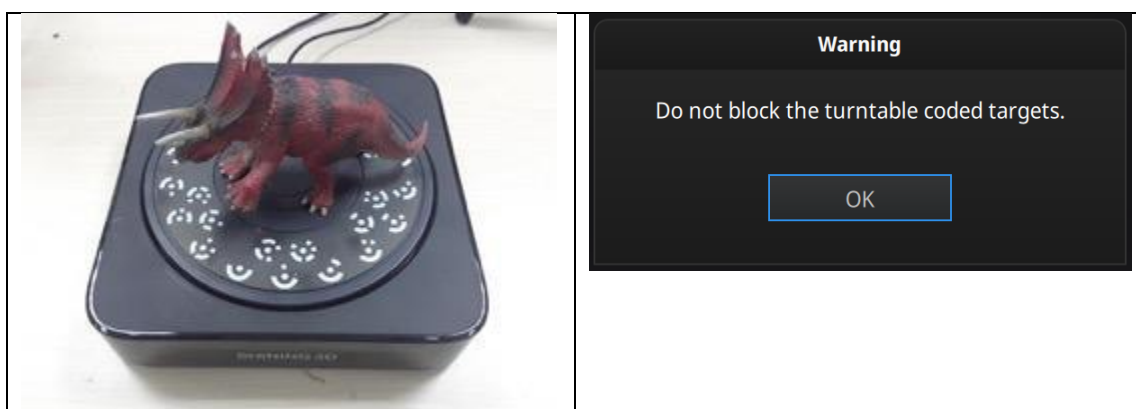


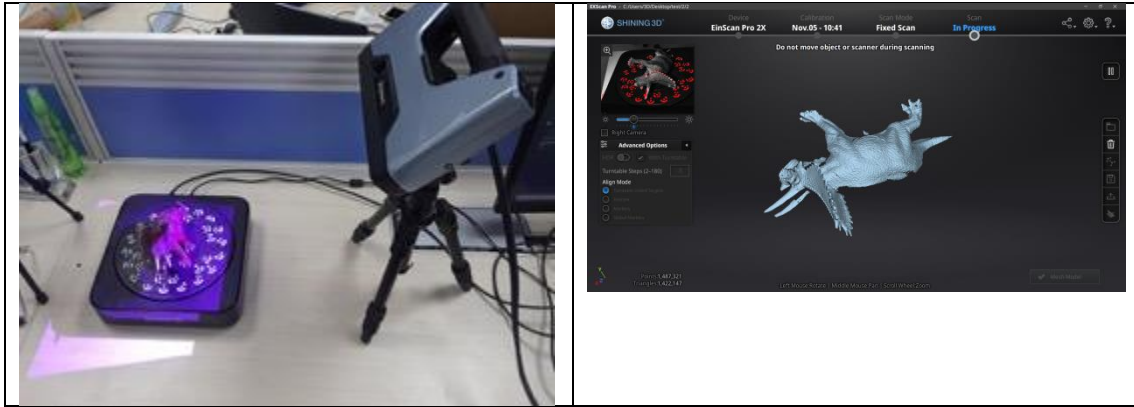
Alignment mode selection with the turntable

Select an alignment mode condition for the turntable scan.

10.5.1. Turntable Coded Target Alignment

It is the easiest mode among the four modes for scanning small sized objects. It is highly recommended to use in cases requiring high accuracy and high resolution. The turntable coded target alignment works as follows: on every step of the turntable, the scanner recognizes common coded targets on the turntable to calculate the new position of the object. At least 4 common targets need to be recognized between 2 neighboring scans.





If the object's diameter is smaller than 150mm, it will not cover most coded targets on the turntable surface. Place the object on the middle of the turntable and make sure it will not shake or move during the rotation.

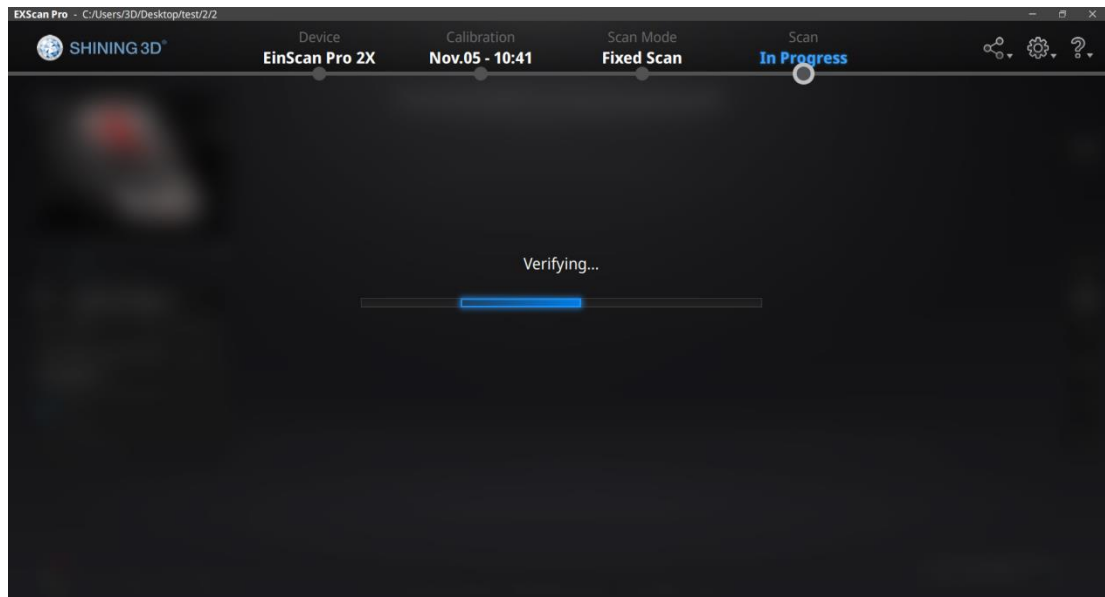
10.5.2. Feature Alignment

When the object you need to scan is big and will cover most coded targets on the turntable, and you do not want to or cannot stick markers on it, then feature alignment will be helpful. With feature alignment, the software recognizes geometry features on three successive preliminary scans and then calculates the position of the turntable. The scans are matched by knowing the center and angle of rotation between successive captures.

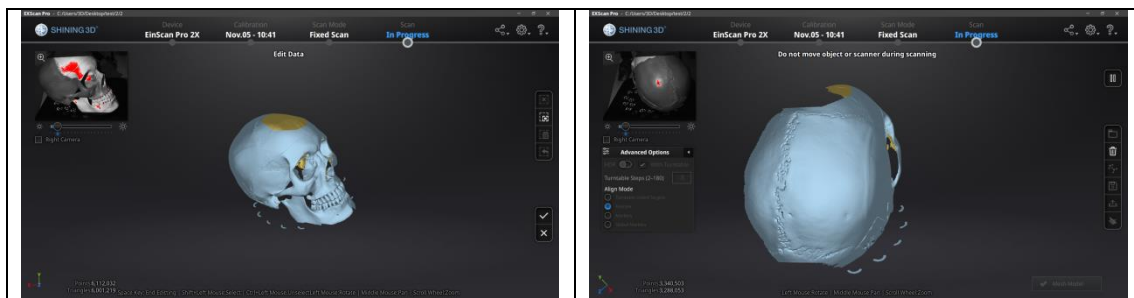
An object with simple features like plain, symmetric surface such as a sphere or cylinder is not recommended for this mode. It is better to use markers to facilitate the alignment for an object with few geometry features.



Using feature alignment, make sure that the object is kept still on the turntable, and the first view should contain enough features to allow the initialization.

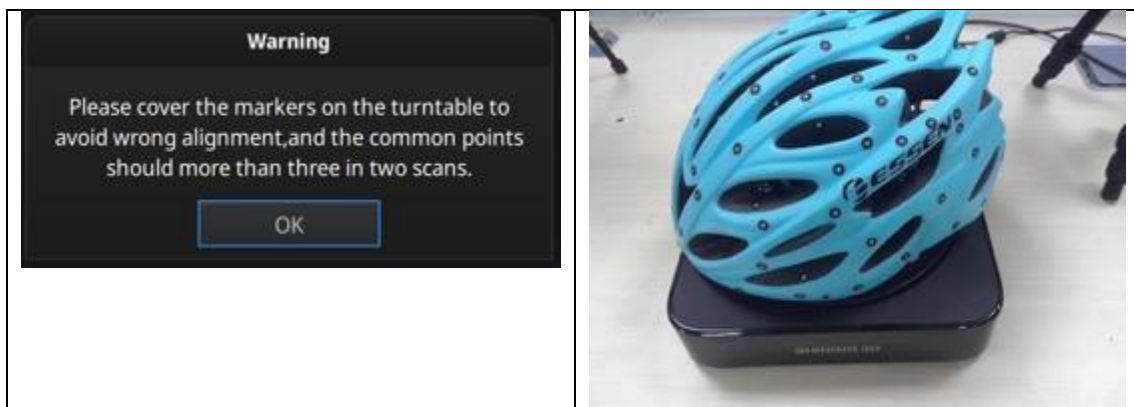


During the “verifying” steps, the software calculates the position of the turntable



10.5.3. Markers Alignment and Global Markers Alignment

Markers alignment is used when the scanner cannot see enough coded targets on the turntable for auto alignment. Markers alignment works in a similar way as turntable coded target alignment; the software matches 2 neighboring scans by recognizing at least 4 common markers.





Global Markers is accessible if a Global Marker File has been loaded during the project creation.

11. HD Prime Pack

Prime (HD Prime pack add-on) is an add-on for EinScan Pro 2X Plus (2X+) only. It allows Feature alignment under HD mode and improve the speed and allow markers-free scanning experience when the scanned objects have enough geometry.

Texture is not available in this mode.

Warning: Prime uses Class 1 infrared laser. Class 1 laser is safe under normal use. It means the maximum permissible exposure is not exceeded when viewing with naked eye. But we suggest to avoid direct exposure to the eyes while scanning. HD Prime is not suggested to use for face scanning.

11.1 Hardware

11.1.1. Content



HD prime

Note: HD prime is available only for EinScan 2X Plus

11.1.2. Installation

Before installation, make sure the device is powered off.

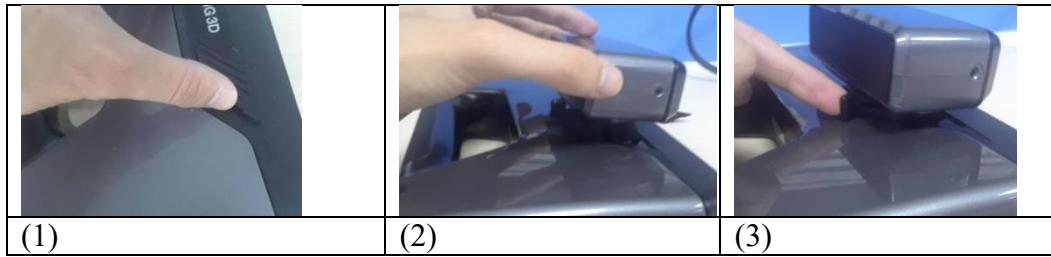
Remove the add-on port cover on the top of the scanner. (1)

Rotate the hook (rotary lever) to the left side. Plug in the HD Prime Pack. (2)

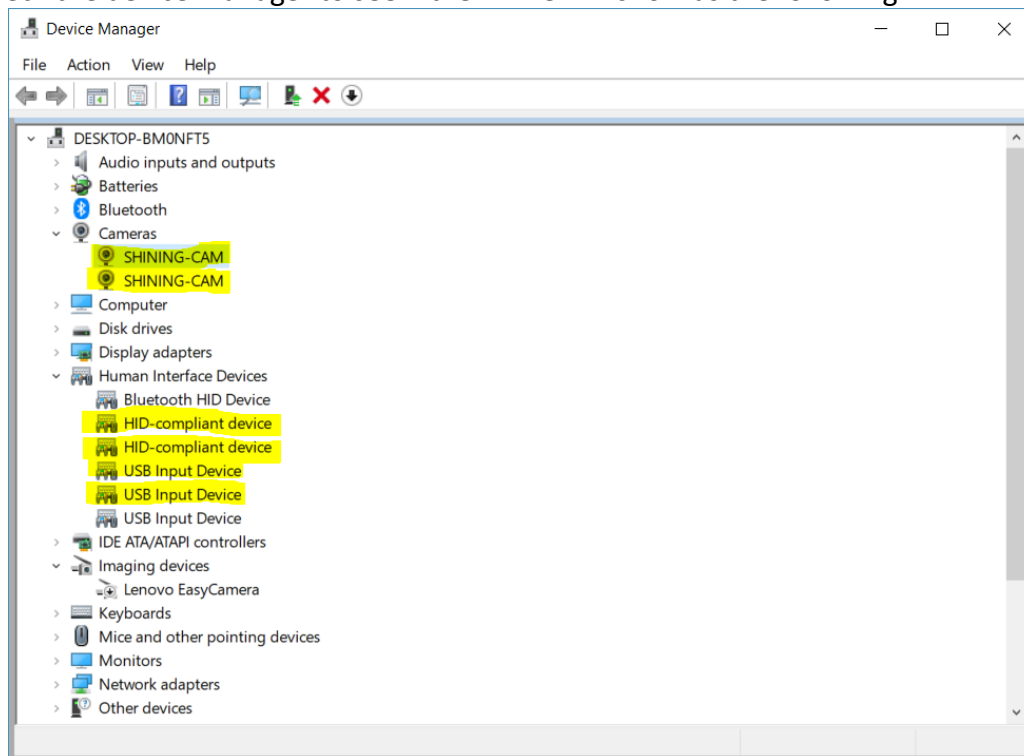
Turn the hook (rotary lever) to the right to lock the Prime in position. (3)

Plug the scanner to the computer then plug in the power cable; the drivers will install automatically.

To remove HD Prime, rotate the hook (rotary lever) clockwise before unplug.



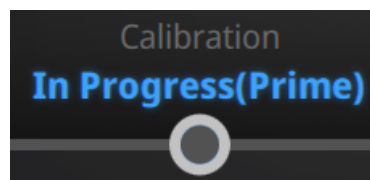
Check the device manager to see if the Prime will show as the following



Device manager with EinScan and HD Prime connected

11.1.3. Calibration

Calibration should be performed every time you plug in the HD Prime Pack to insure the correct matching with EinScan.



Calibration with Prime

Use the front side (Black) of the calibration board for Prime calibration. In the calibration interface, run the Calibration with the normal method (see “camera calibration”)

If the calibration keeps failing, check whether the Prime is well locked in position.

After calibration, perform the Accuracy test or click Next to go back to the Mode selection menu.

11.2. Before scan

When prime is plugged, “HD Scan” becomes “HD Scan with Prime”. Other modes are not using Prime (refer to previous sections for Fixed and Rapid mode).



Mode selection with Prime

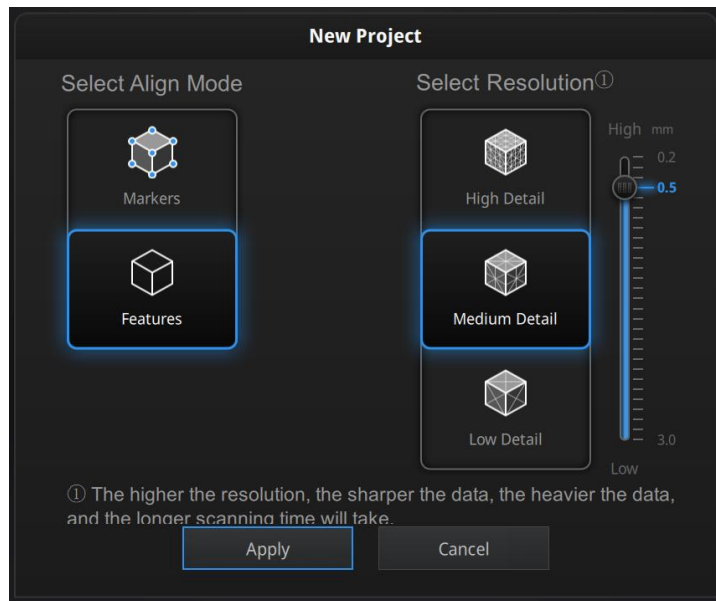
Create a new project, to enter the scan settings window



IR ON indication

When entering the Prime scan mode Prime IR projector will be ON, the side LED will turn orange.

11.2.1. Align Mode



Settings for HD Prime mode

Marker Alignment: the surface of the object requires markers. When the scan starts the markers are required, otherwise “Track lost” will be displayed. At least 4 markers captured previously need to be seen by the scanner in each current scanning frame to be aligned. If not, “Track Lost” will be displayed. When scanning a large object, Marker Alignment is the best mode at mitigating the cumulative errors caused by large amounts of data. This results in a higher global accuracy of the complete scanned data and is the reason we recommend this alignment mode for large objects.

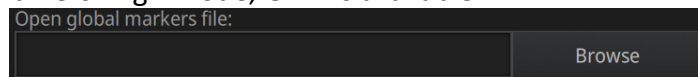
The project will be saved with the extension .hd_prj

Prime with markers projects can be open under HD scan mode (without Prime)

Feature Alignment: the data currently captured is “best fit” and aligned to the previously captured data according to the geometric features of the object. “Track lost” will be displayed if there is not enough common area captured in neighbouring scans or the scanned area has few geometric features to allow for the alignment. Rich geometric features on the object are required for this mode.

The project will be saved with the extension .pri_prj

If you choose Markers Align Mode, GMF is available

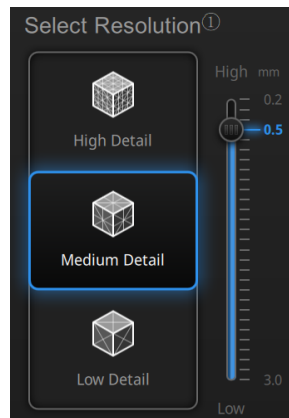


Import GMF

Click Browse to import the GMF as .P3 .TXT or .ASC

11.2.2. Resolution

Select a resolution for the project. The higher the resolution, the better the details. Choose High (0.2mm), Medium (0.5mm) or Low (1mm) or drag the cursor to choose another point-distance setting from 0.2mm to 3.0mm



Resolution for HD Prime mode

Notes:

- Higher resolution takes more time to scan and consumes more memory of graphic card.
- With high resolution the size of the object to be scanned will be limited. In theory, the maximum size of scan = point distance*8192/mm. In actual process, the size of the object can be scanned depending on computer graphic card.
- When import project, and continue the scan, the scanning resolution and align mode will be in accordance with the previous setting of imported project.

Click Apply to validate and enter the Scanning interface

11.3. HD Prime scan

11.3.1. Preview

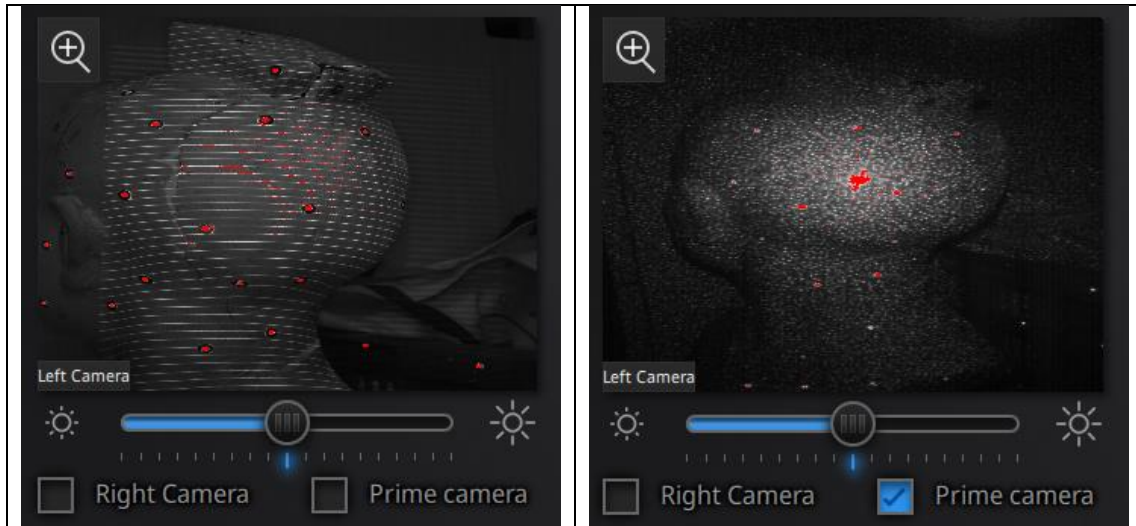


Hold the scanner to face the object (there must be enough markers or enough geometry features on surface), press the Play button or click Preview to run into Preview mode. In this mode, it will start to show data for preview, but not yet record.



Preview with or without markers

Check the box "Prime camera" to replace the display of the normal camera(s) with Prime camera(s).



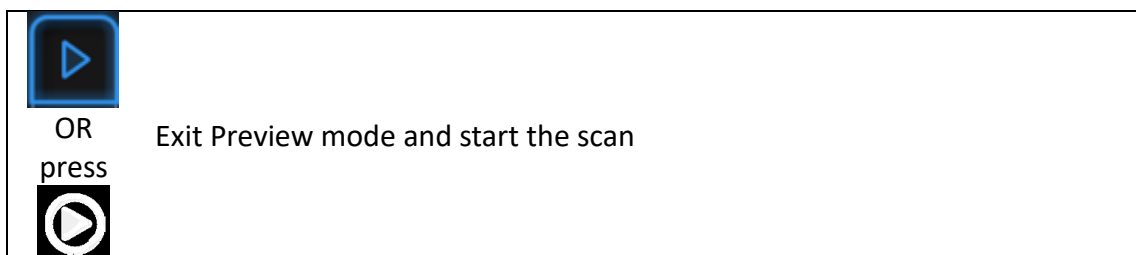
In this mode, you can:

Check the working distance

Adjust the brightness sensitivity

Insure that the markers are well captured.

Insure that the object has enough geometry features if you do not use markers.



Click Start in software or press the Play button to exit the preview mode and start the scan

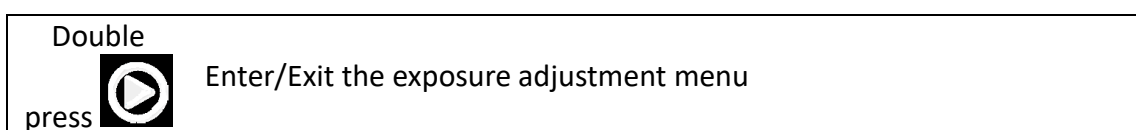
Notes:

Preview mode will start in every new project or when an existing project is imported

After exit preview and start scan, the preview mode is not necessary to show again in this scanning project.

To access preview mode on a current project, re-open it.

11.3.2. Brightness



When scanning or in Preview mode double press Play button, adjust the brightness by pressing “+/-” buttons on the scanner, or drag the cursor under the camera preview to left (-) or the right (+).



exposure adjustment menu, Press +/- or drag the cursor

To set the proper exposure, first make sure you are in a good working environment. Hold the scanner at the optimal working distance (check the Rangefinder color bar)

Changing the exposure adjustment will automatically change both EinScan and Prime exposure. Check or Uncheck the Prime camera box to insure the good setting for both.

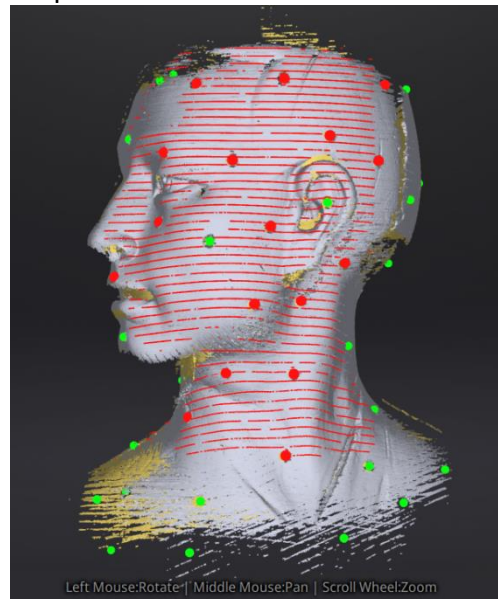
Too bright	Correct	Too dark
EinScan camera view		
Prime camera view		

Double press Play button to exit the brightness adjustment window

11.3.3. Scan with markers

The software will recognize the markers (display in red), record data and align with previously collected markers (display in green). The data is captured along the lines, as shown below

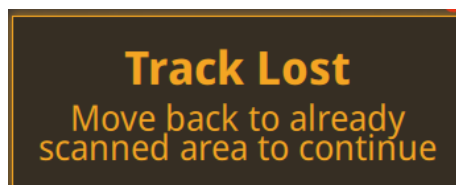
To record the data, minimum 4 markers (display in red) in one frame (each scanning field of view) have to be captured.



Interface with markers

Stick markers on the object in random pattern, avoiding sticking all markers in one line. To check the rules of sticking markers, refer to 4.2 Preparation.

If the position tracking fails, “Track lost” alert will appear, you need to go back to an area with previously recorded markers to recover the track again and continue scan.

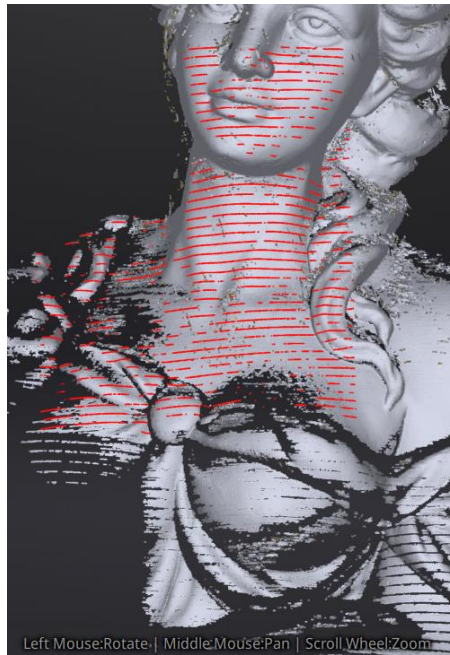


Track lost alert

Note: If you have imported a global marker file, new markers cannot be added during the scan

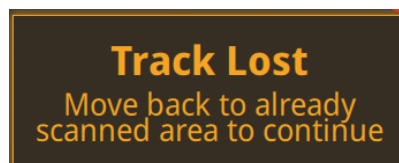
11.3.4. Scan without Features

When start scanning, the data is captured along the lines, previously captured data shows grey as below. To improve the scan efficiency, the movement should be continuous and uniform.



Interface without markers

If the scan freeze and “Track lost” alert appears, it indicates that the scan cannot match the current data. You need to go back to any previously scanned area to recover the track again and continue scan.



Track lost alert




11.4. Pause menu

In Off-line mode the data can be loaded at this step for editing.

11.4.1. Auto-save



Press play button or click Pause in the software to enter the Pause menu. The data will be Auto-saved in the project file.

	
OR press	Continue scan
	
	Generate point cloud

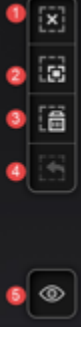
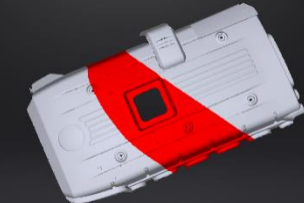
Press Play button or click Start in the software to continue the scan,
Click Stop to generate point-cloud: an optimized point-cloud 3D data will be generated.



Or select data to use Edit tools

11.5. Edit menu



SHIFT + Left mouse: Select redundant area, the selected section will be displayed in red, as shown below.

Ctrl + Left mouse: deselect the selected data

	Edit buttons: ① Deselect ② Revert ③ Delete ④ Undo ⑤ Show/Hide texture (color pack only) ⑥ Shift + Left mouse: choose data ⑦ Ctrl + Left mouse: deselect selected data	
---	---	---

	Delete selected data Click the button or “DELETE” in the keyboard to delete selected data.
	Undo You can only undo the last deleted data.

Note: Handheld scan mode does not support the deletion of markers.

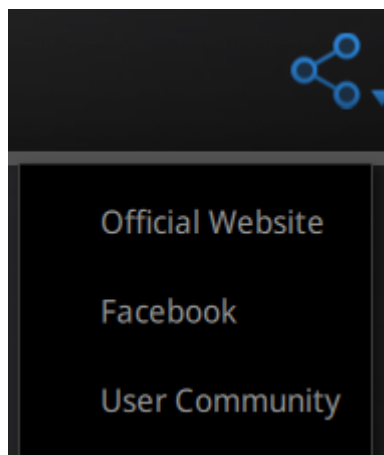
	End the editing
	Cancel editions on the data

Click Check to End the editing and confirm to save the edition in the project file and go back to the Previous menu.

12. Support and Contact


12.1. User Community

Find the User Community tab in www.einscan.com, or from the Community menu. Register your EinScan at community.shining3d.com to validate your warranty and get more service for software updates, manual, video, and submit request.



12.1.1. Log In

To register a user account, please enter the serial number of the scanner and your contact information including a valid email.



SHINING 3D®

Welcome to SHINING 3D USER COMMUNITY


Register

[Sign In >>](#)

Email


Password


Confirm Password



Serial Number

Submit

 [Privacy Policy & Cookie Policy](#)





SHINING 3D®

Welcome to SHINING 3D USER COMMUNITY

[Sign In](#)

[Register >>](#)

 Email

 Password

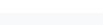
[Forgot Password ?](#)

[Sign In](#)

[Help](#)

12.1.2. Validate Your Warranty

To validate the warranty of your device, click add new device in My Account.



TICKET

FAQ

99+

Account

New Message

Account Profile

Upload New Opportunity

Marketing Resources

Logout

Hi,

Home / Account

New Ticket

My Tickets

EinScan 3D Scanners

Dental Printers & Scanners

Metrology 3D Scanners

He

My Account

Personal Information »

My Device(s)

Add New Device »

Check My Device(s) »

My Tickets


Submitted (1)

Return Material Authorization(0)

In Progress (3)


Closed(2)

Input the serial number, input the date of purchase and upload the copy of the invoice.


[TICKET](#)
[FAQ](#)

Add New Device

[Home](#) / [Account](#) / [Device List](#) / [Account](#)


Add Device

Serial Number *

Please input your serial number to add the device

☒ **Activate Warranty**
If you need to submit a RMA ticket (Return Material Authorization), please activate warranty.

Choose your purchased date


Save

Add device page

Repeat the operation for all add-ons with the corresponding serial number.
Without warranty activation the default warranty starts on the shipping date.


12.1.3. Submit a Ticket


Log in with your Community account. Click New Ticket on the tab bar.
Select the serial number among the registered accounts and describe your problem.


[TICKET](#)
[FAQ](#)

Submit A New Ticket

[Home](#) / [Ticket Center](#) / [Submit A New Ticket](#)

Onner :  [SHINING3D]

*Email : 

*If your device is not on the selected list, please forward to Device Manager to [bind your device](#)

*Serial Number:

☐ APAC
 ☐ EMEA
 ☒ AMERICAS

*Please tell us about your project or application, so that we can analyze it, target your needs and provide valuable, customized information for your ticket

*Subject:

*Description:

Files :

Submit

Submit a ticket

Check your submitted tickets under the account page or the Ticket > My tickets.

Home > Account > Ticket List > T201807170001100031

Ticket Number : T201807170001100031

Serial Number : XXXXXXXXXX

Model : EinScan-Pro

Created Date : 2018-07-17 10:00:31

Full Name : XXXXXXXXXX

Owner : Individual

Engineer :


No Return Material Authorization Service

gaoming

2018-07-17 10:00:31


Subject: my scanner doesn't work

Description: can't start software. please help



2018-07-19 18:08:26

Hello, How can I help you?



2018-07-19 18:10:28

Are you using the latest software version?

Opened ticket

12.2. Contact Us

By email

einscan_support@shining3d.com

sales@shining3d.com

Skype: Einscan_support

Facebook Group: EinScanexpert

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