

## 08 FAQ

### ● How to get better model details?

- ① During the scanning process, adjust the exposure time of the IR camera to achieve moderate exposure. Overexposure is red, and underexposure is blue.
- ② Try to maintain the optimal scanning distance. Generally, the closer the scanner is to the object, the better the details will be without losing tracking.
- ③ When optimizing point clouds, you need to set a smaller point distance: for example, when the object size is small, the point distance can be set to 0.1mm.
- ④ When constructing a mesh, the number of facets in the model should be set large enough.

For more scanning tips, please visit: <https://wiki.creality.com/zh/3d-scanner/otterlite>

### ● How do I scan the bottom of an object?

- ① Creality Scan provides the function of multi-project stitching, which can obtain a complete model of the object through multiple scanning and stitching;
- ② First scan the visible part to get a partial model, pause the scan, then flip the object over and continue the tracking scan by rescanning the previously scanned part to get the complete model .

### ● Under what circumstances is it necessary to connect the USB2.0 power cable?

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

When the scanner is connected to the computer's USB 3.0 port and has sufficient power supply, and is not connected through an expansion dock, there is generally no need to connect an additional charging cable.

### ● When should I use marker mode or texture mode?

When the geometric features of the object surface are not rich, you can stick the reflective markers included in the package on the object and scan it in marker mode. When the object surface has rich texture, you can directly scan it in texture mode.

### ● When is calibration required?

when the instrument is not used for a long period of time (e.g. a week ) or before high-precision scanning is required .

Note: The 3D scanner is a high-precision device. Please store it properly and handle it with care. Do not bump or drop it to avoid loss of accuracy or damage.

### ● Can the calibration plates be used interchangeably?

Each calibration plate is unique and corresponds to each scanner. They cannot be used interchangeably. When using it for the first time, you need to scan the QR code on the back of the calibration plate to bind it, otherwise it will affect the calibration accuracy.

### ● What precautions should be taken when storing calibration plates?

After each use, please carefully put the calibration plate back into the bag and keep it properly. Do not contaminate, scratch, or squeeze the calibration plate with heavy objects to avoid loss or damage of the calibration plate.

### ● How to perform calibration?

Connect the scanner to the computer, open the Creality Scan software, enter the [Device] interface, click [Calibration] and follow the animation prompts to calibrate.

### ● How to charge LiteBridge?

Use a USB2.0 data cable with a charger below 20W to charge. Normally, 80% of the charge is completed in 1 hour. Please avoid charging in an environment above 40 degrees, which will trigger the charging protection mechanism of LiteBridge and stop charging until the temperature drops below 40 degrees.

## 09 TROUBLESHOOTING

### ● Windows cannot connect to the scanner;

If you are using a desktop computer, it is recommended to connect it to the USB 3.0 port on the back of the host (USB 3.0 and above ports are usually blue / red) ;

Confirm to use Windows 10/11 64-bit system;

Scanner software Creality The Scan installation path must be in English.

### ● What should I do if the Creality Scan on Windows system can not preview point cloud?

Use the provided charging cable to connect an external charger to ensure that the scanner is powered normally;

Open Windows Device Manager and check if there is a " Creality Otter Lite..." related camera in " Cameras " ;

Open Windows Settings - Privacy - Camera , confirm whether the system camera permission is turned on, and confirm whether the desktop application has permission to access the camera.

### ● What should I do if the Creality Scan on Mac system can not preview point cloud?

Use the provided charging cable to connect an external charger to ensure that the scanner is powered normally;

The scanner is updated to the latest firmware version;

Use a separate adapter (the scanner comes with a USB - A to USB -C adapter) , and try not to use a multi-function, multi-device USB adapter ;

Creality Scan is installed directly in the computer application directory. Do not install it in a subdirectory under the application directory.

### ● In Windows system, what should I do if the USB3.0 interface is identified as USB2.0?

You can try to quickly reinsert the USB cable, or connect the USB 3.0 port first, and then connect it to the USB C port of the scanner .

For more questions, please visit: <https://wiki.creality.com/en/3d-scanner/otterlite>



Facebook Community  
Discussion , sharing ,  
and troubleshooting



Creality Wiki  
The step-by-step guide  
to help you get started

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CLASS 1  
LASER PRODUCT  
CAN ICES (B) / NMB (B)



REACH



The functions of Wireless Access Systems including Radio Local Area Networks(WAS/RLANs) within the band 5150-5350 MHz for this device are restricted to indoor use only within all European Union countries (BE/BG/CZ/DK/DE/EE/IE/EL/ES/FR/HR/ IT/CY/LV/LT/LU/HU/MT/NL/AT/PL/PT/RO/SI/SK/FI/SE/TR/N O/CH/IS/LI/UK/NI)

Hereby, [Shenzhen Creality 3D Technology Co., LTD] declares that the radio equipment type [Creality Otter Lite is in compliance with Directive 2014/53/EU. The full text of the EU declaration of conformity is available at the following internet address: [www.creality.com](http://www.creality.com)

#### FCC compliance statement

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

-- Reorient or relocate the receiving antenna.

-- Increase the separation between the equipment and receiver.

-- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

-- Consult the dealer or an experienced radio/TV technician for help.

#### ISED compliance statement

This device contains licence-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS(s). Operation is subject to the following two conditions:

(1) This device may not cause interference.

(2) This device must accept any interference, including interference that may cause undesired operation of the device.

L'émetteur/récepteur exempt de licence contenu dans le présent appareil est conforme aux CNR d'Innovation, Sciences et Développement économique Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions :

(1) L'appareil ne doit pas produire de brouillage;

(2) L'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

#### FCC SAR statement

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. End user must follow the specific operating instructions for satisfying RF exposure compliance. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

The portable device is designed to meet the requirements for exposure to radio waves established by the Federal Communications Commission (USA). These requirements set a SAR limit of **4W/kg** averaged per ten gram of tissue. The highest SAR value reported under this standard during product certification for use when properly worn on the limbs.

#### CE SAR

This equipment complies with Directive 2014/53/EU radiation exposure limits set forth for an uncontrolled environment. End user must follow the specific operating instructions for satisfying RF exposure compliance. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

The portable device is designed to meet the requirements for exposure to radio waves established by European Union market(France). These requirements set a SAR limit of **4W/kg** averaged over ten gram of tissue. The highest SAR value **1.83W/kg** reported under this standard during product certification for use when properly worn on the limbs.

#### ISED SAR statement

This equipment complies with ISED radiation exposure limits set forth for an uncontrolled environment. End user must follow the specific operating instructions for satisfying RF exposure compliance. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

The portable device is designed to meet the requirements for exposure to radio waves established by the ISED. These requirements set a SAR limit of **4W/kg** averaged per ten gram of tissue. The highest SAR value reported under this standard during product certification for use when properly worn on the limbs.

Cet équipement est conforme aux limites d'exposition aux rayonnements ISED établies pour un environnement non contrôlé. L'utilisateur final doit suivre les instructions spécifiques pour satisfaire les normes. Cet émetteur ne doit pas être co-implanté ou fonctionner en conjonction avec toute autre antenne ou transmetteur.

Le dispositif portatif est conçu pour répondre aux exigences d'exposition aux ondes radio établie par le développement énergétique DURABLE. Ces exigences fixent une limite de DAS de 4 W/kg en moyenne pour dix grammes de tissu. Lors de la certification du produit, la valeur SAR la plus élevée rapportée conformément à cette norme lorsqu'elle est correctement portée sur les membres.

The user manual for LE-LAN devices shall contain instructions related to the restrictions mentioned in the above sections, namely that:

a. the device for operation in the band 5150-5250 MHz is only for indoor use to reduce the potential for harmful interference to co-channel mobile satellite systems;

b. les dispositifs fonctionnant dans la bande 5150-5250 MHz sont réservés uniquement pour une utilisation à l'intérieur afin de réduire les risques de brouillage préjudiciable aux systèmes de satellites mobiles utilisant les mêmes canaux;