BASF Troubleshooting Guide for ScanR

Prior to contacting X-Rite support department for device problems, try the applicable solution(s) described below.
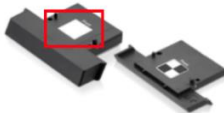If the condition persists, contact X-Rite following the official service RMA process.
This QR-Link leads you to the BASF & X-Rite Webpage. Here you can find the RMA Service Form to submit your Service Request.

Mandatory Items for Service:

ScanR Spectro	White Tile + Camera Tile	Transportation Case
Please make sure your Spectro and Tiles have the same Serial Number		

Problem	Cause	Solution
Device screen remains dark.	Device is turned off.	Turn device on by pressing the power on/off button. The battery pack for your new device or in case of longer storage time results in a low to medium charge state. In this case, charge the battery before use (up to 4 hours for full charge). This icon at the top of the screen would indicate the battery is fully charged.
	Device is in power down mode.	Touch the screen or lift the device.
	Battery is very low.	Please check the battery settings in your device and use the default settings: **Stand by time: 10 min. Power off: 30 min.** Charge the battery min. 1 hour. After max. 5 minutes the screen will turn on. This icon at the top of the screen would indicate the battery is fully charged.
	Battery is defective.	Charge the battery. If the screen does not turn on after max. 5 minutes check if the USB cable is correctly connected to the computer or power supply. If it still does not work the battery needs to be replaced.
Screen is instable (turns on/off periodically) when device is connected to a computer.	Battery is defective.	Battery needs to be replaced. Exposure to temperature beyond 50°C can cause irreversible damage to the battery.

Device unable to boot or firmware crashes.	Firmware is corrupt or incompletely loaded.	Safe-boot the device while "long holding" the power on/off button until the LED indicator turns red to restore the previous firmware version.
Screen is frozen.	Firmware is locked up.	Disconnect USB cable. Press and hold the measure power on/off button for 10 seconds and then release. Device turns off. Device can be started normally.
Error Message: "Fail Check White Tile".	White Tile dirty.	Clean with a microfiber towel. Make sure to have no fingerprints on the White Tile.
	Wrong White Tile used.	Check if Serial number of Device matches the Serial number of White Tile.
Measurement error or results appear inaccurate.	Material being measured is damaged (e.g. scratched).	Repeat measurement.
	Calibration was performed on a dirty white tile or camera target.	Clean the calibration reference. Repeat the calibration as described in the Calibration section.
	Device requires calibration.	Perform a calibration on a calibration reference. If the calibration fails, contact technical support.
Pin indication remains red.	Pin jammed / dirty.	Please clean all three pins. Lift the device and place it properly on the sample. Make sure that all 3 sensor indicators on the screen turn green.
Calibration procedure fails.	Device movement, dirty white tile, etc.	Try measuring the white tile and camera target again. If an error still occurs, clean the white tile and camera target as explained in the Appendices. If the issue persists, check battery status, perform a reset by holding the Measure Power On/Off button for 10 seconds, and then repeat the calibration.
	Device defective.	Contact technical support.
Device and software not communicating (USB connection).	USB cable not connected.	Connect the USB cable between the computer and the device.
	USB cable is defective.	Exchange USB cable.
	Communication crashed between application software and the device.	Unplug the USB cable, wait 1 second and connect the cable again. If the communication still does not work, close and restart the software application. Restart the device. If the communication still does not work, reboot the computer.
Error Message: "Wrong Camera Target".	Dirty Camera Target	Please clean Camera Tile. Make sure that you use the Camera / Black & White Tile. If Error message persists, contact technical support.
Error Message: "New Firmware Version" or Error Message: "No database [2] Imagedata entries"	Firmware needs to be updated to the latest version.	Please update to the latest firmware. Please make sure you are connected to the Wi-Fi. Follow the instructions on the screen to start the firmware update. Do not touch the device during the rebooting, until the landing page appears.
Device will not measure or calibrate.	Contact sensor(s) do not properly contact the sample surface.	Please clean all three pins. Lift the device and place it properly on the sample. Make sure that all 3 sensor indicators on the screen turn green.
	Contact sensor(s) are not working correctly. Sensors may be stuck due	Please clean all three pins. Open a new job to show the 3 contact indicators on the screen and place the device on a flat surface and then lift it. If one or more of the sensor indicators in the screen do not change color

	to dirt or paint; or they are defective.	when lifted, there may be a problem with the contact sensor(s). Contact technical support.
	Sensor indicators in the display do not change color.	Please clean all three pins. Contact sensors are not working correctly. Put the device into measure mode, place device on a flat surface and then lift. If one or more of the sensor indicators in the display do not change color when lifted, there may be a problem with the contact sensor. Contact technical support.
Wi-Fi not connected.	Wi-Fi turned off.	Turn on Wi-Fi in Wi-Fi Setup screen.
	Wi-Fi signal too weak or not available.	Approach the Wi-Fi access point; optimally closer than 5 meters.
Wi-Fi not connecting.	Network not correctly set.	Perform the Wi-Fi setup procedure in Wi-Fi Setup screen, by scanning the available networks. Select the desired network and enter the password.
Wi-Fi network cannot be configured.	Wrong password entered.	Repeat the Wi-Fi setup procedure in Wi-Fi Setup by selecting the desired network and enter the password. Make sure the password is entered correctly.
	Wi-Fi signal too weak.	Approach the Wi-Fi access point; optimally closer than 5 meters. Repeat the Wi-Fi setup procedure in Wi-Fi Setup, by scanning the available networks. Select the desired network and enter the password.
Shutter error.	Device defective.	Contact technical support.
Multiple error messages.	Device encountered a cascade of errors.	Press OK button in error message for 2 seconds.
Date and time wrong.	Incorrect setting.	Refer to Date Time Option in the Settings section.
How to check on the Docking Station (DS)	Docking Station not connected correctly.	When the instrument is inserted into the docking station, the blue LED lights up. And an acoustic signal "Bleeb" indicates that a USB device is connected. If this is the case, the DS is functional. If not, please contact technical support.