



# CR7: Common Problems and Their Solutions

---

# Index

Page 2-14: Device Not Connecting/Not Installed/Not Registered

Page 15-16: Error When Starting VetExam Plus

Page 17-21: What Are These Marks On My Images?

Page 17-18: Scratch Marks

Page 18-19: Dirty Plates

Page 19-20: Horizontal Lines

Page 20-21: Vertical Lines

Page 22: My Sleeve Went Down With The Plate!

Page 22: My Image Looks Strange

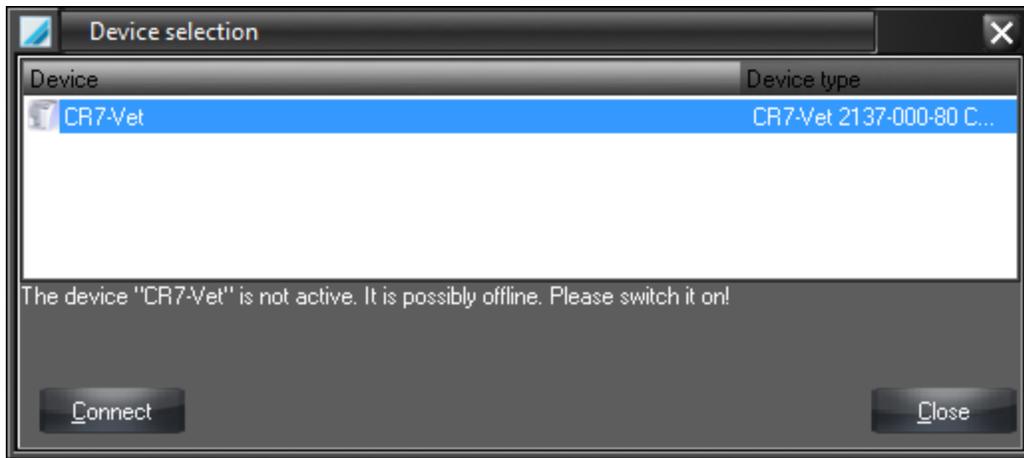
Page 22: Why is My Computer Freezing?

Page 22: Where is My Software?

Page 23-24: Advanced

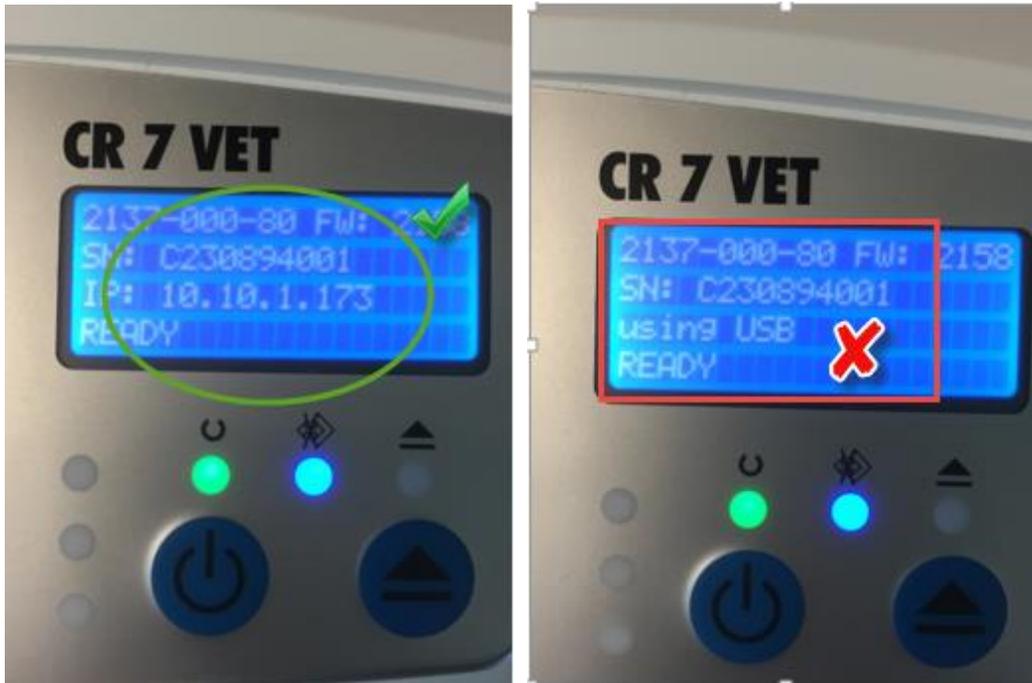
# Common Problems and Their Solutions

## 1. DEVICE NOT CONNECTING



A few things to check to see what the connection issue is;

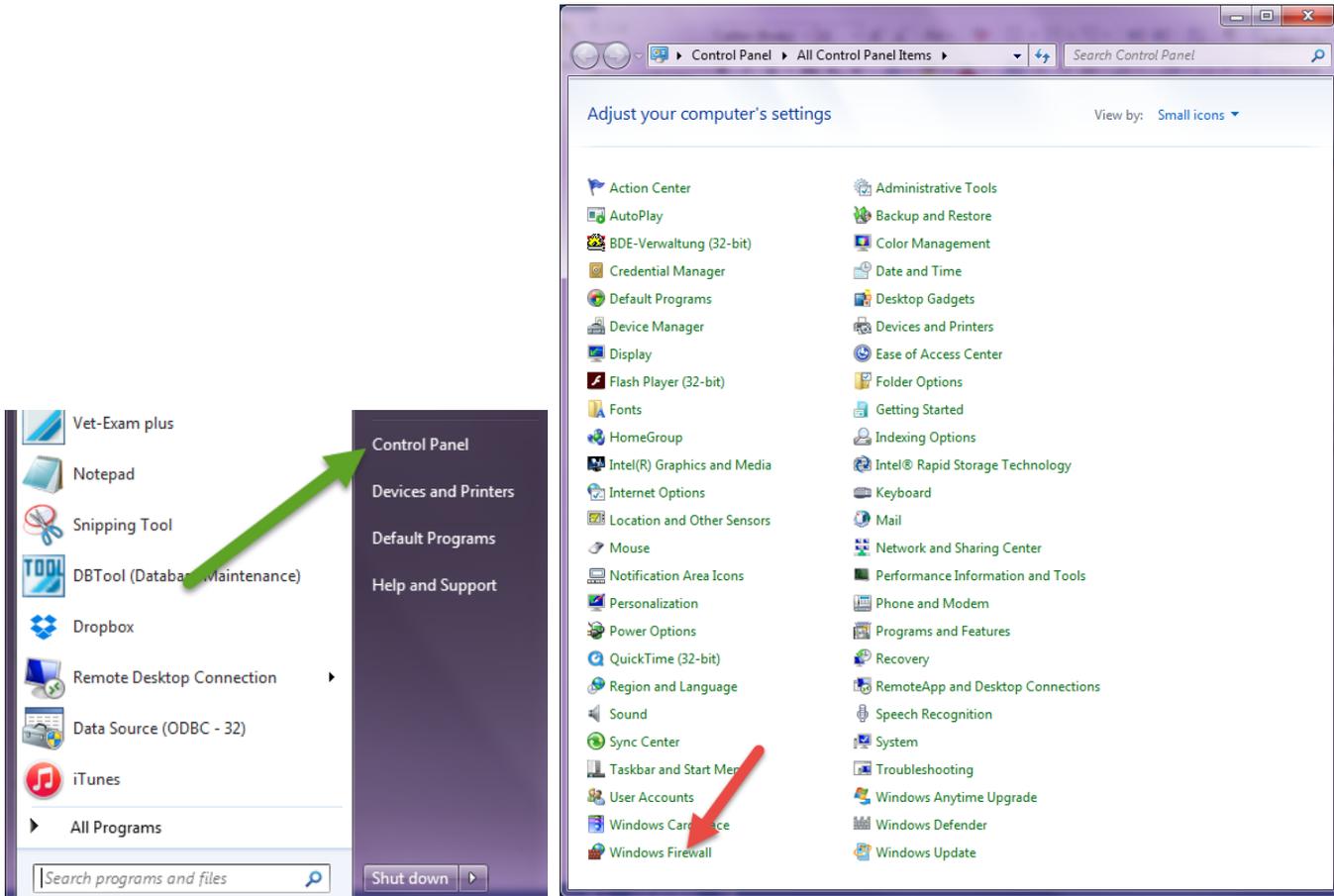
1. Check to see if the CR7 is on
2. If CR7 is on, make sure the display on the CR7 is giving an IP address and it does not say “using USB”



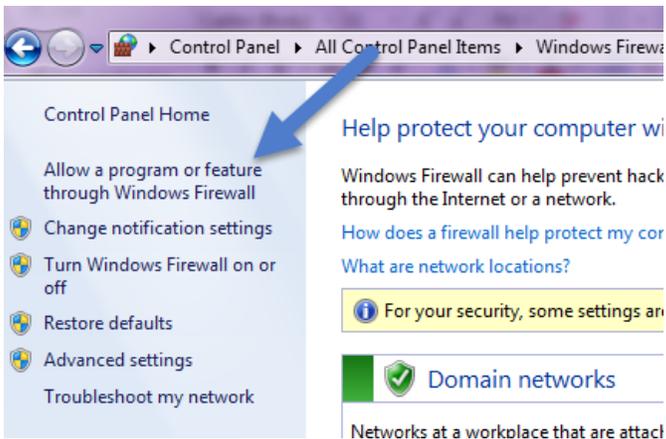
2a. If showing “using USB”, turn the scanner off, check all connections and close software (if open). Once everything is checked, turn the scanner on THEN turn the software on (This is how the system should be powered on every time- scanner first, software second). Also, verify the connections on the back of the CR7 are firmly seated in their ports.

2b. If the screen continues to give the “using USB”, turn off the CR7 and close Vet Exam Plus. Go to your Windows Firewall and make sure all Duerr programs are accepted into the allowed programs.

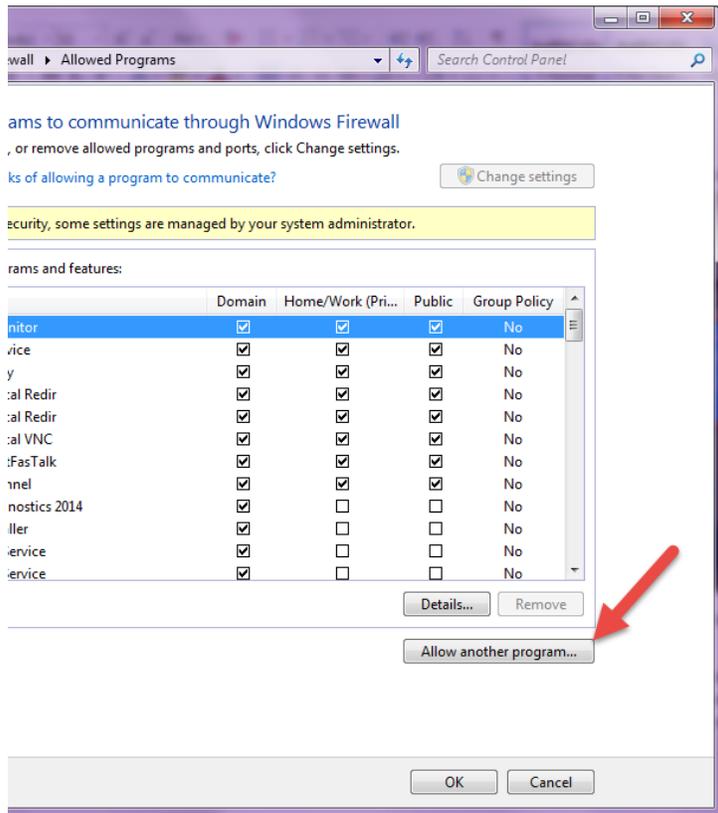
To do this, go to Control Panel then Windows Firewall. Once in the Firewall window, choose “Allow a program or feature through Windows Firewall”.



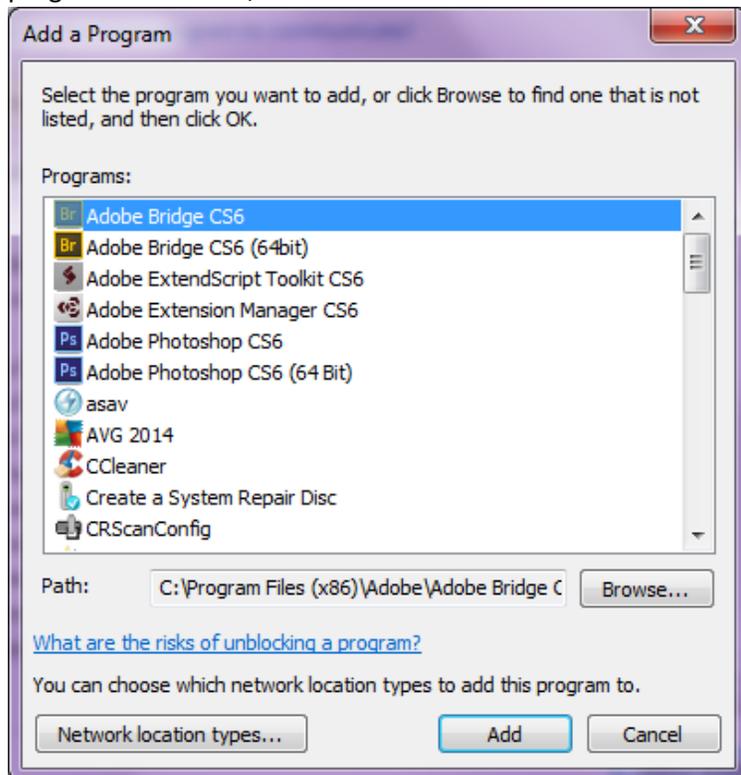
On Windows 8, bring up the search screen and type in “Windows Firewall”.



In the next window, click on “Allow Another Program”. (Sometimes in this window, you have to click on “Change Settings” first, then you’ll be able to choose “Allow Another Program”).

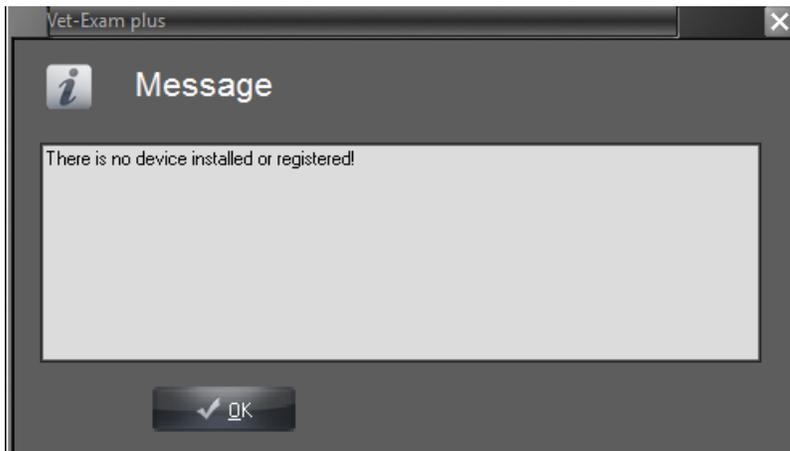
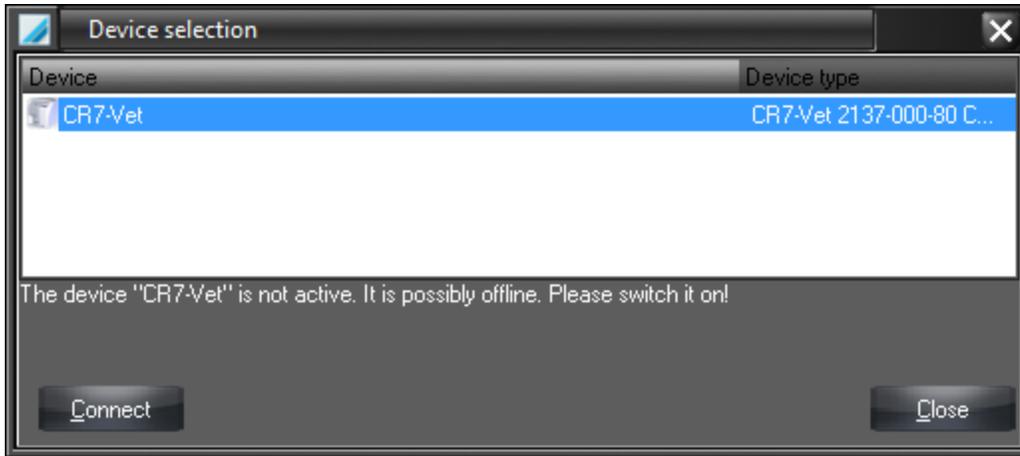


You now get another window that shows program files. The files you need to make sure are allowed are: **CRScanConfig**, **DBTool (Database Maintenance)** and **Vet Exam Plus**. Just double click on each, individually. Each time will take you to the previous window. Once added, simply click on “Allow Another Program”. When all programs are added, click “OK” and close out of the windows. Restart the CR7.



2c. If the display is showing the IP address, please follow the steps below on how to connect the CR7. This will walk you through how to change/refresh IP addresses.

## 2. DEVICE NOT CONNECTING, NO REGISTERED DEVICES INSTALLED



A few things to check to see what the connection issue is;

1. Check to see if the CR7 is on
2. Verify which cable you are using on the back of the CR7 to connect the CR7 to the software.



**Ethernet Cable**

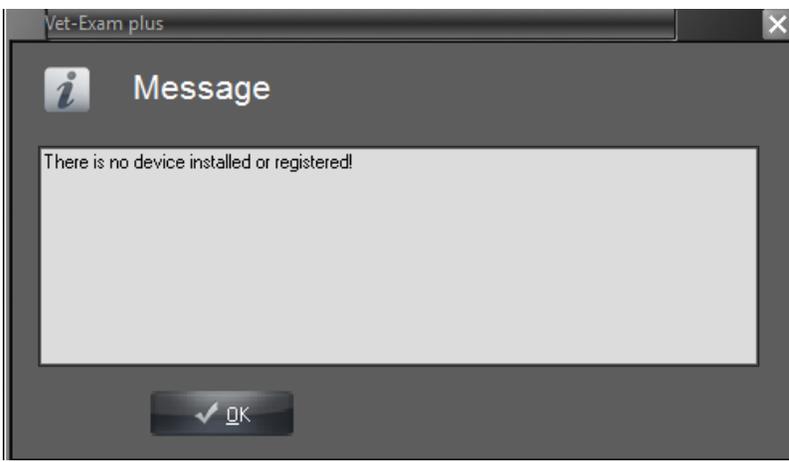


**USB Cable**

All cables (either Ethernet or USB Cable), need to be firmly seated into their corresponding port.

**A. If using USB cable, follow these steps:**





1. An error message might occur like above showing that there are no registered devices installed or registered.
2. To register the device, click on options and show configuration:

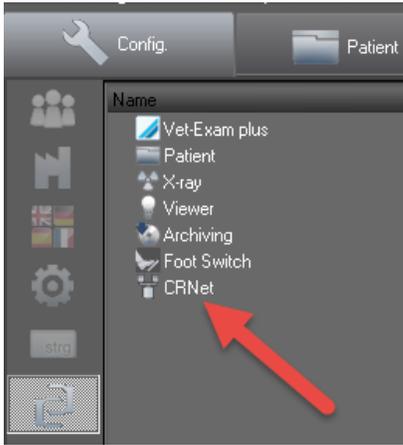


This will open the Configuration Tab.

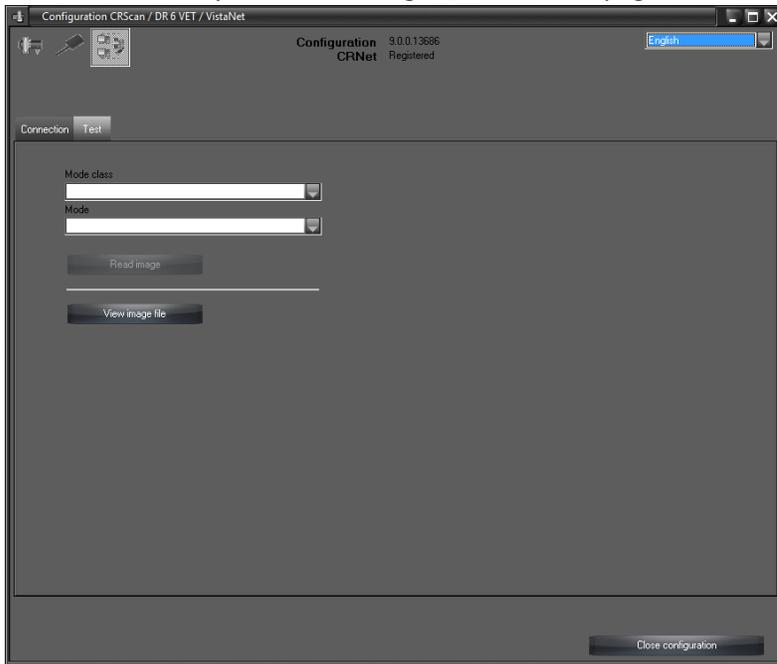
3. In the configuration tab, on the left hand side of the screen, click on "Modules"



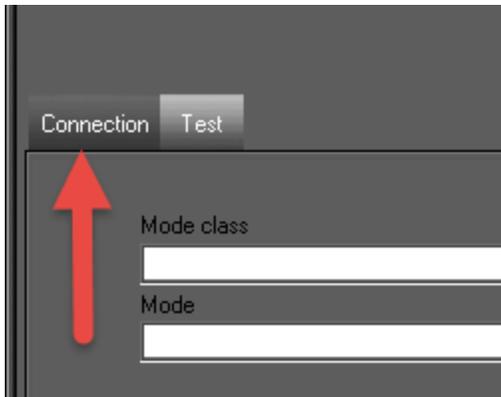
4. Click on "CRNet":



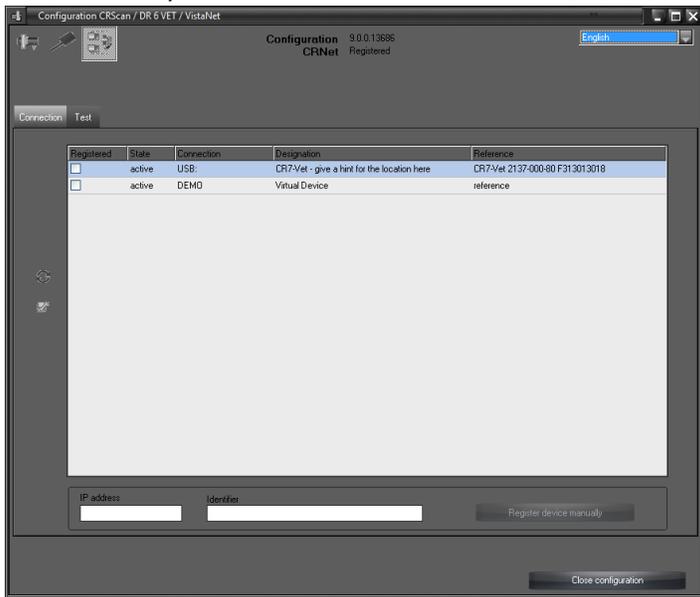
5. This will take you to the Configuration CRScan page:



6. Click on the "Connection" tab:



This will take you to this screen:

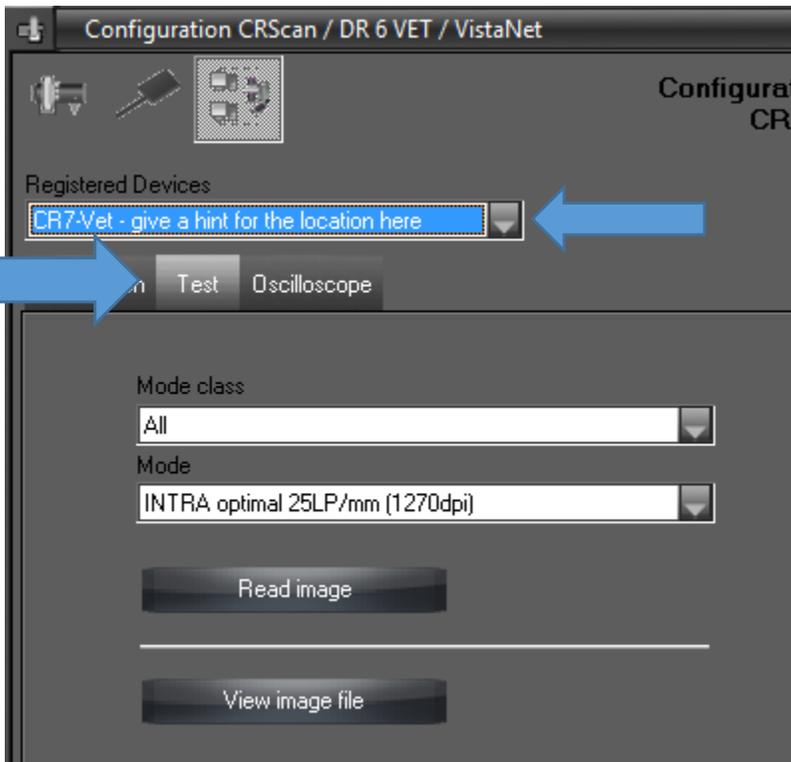


Check the box that says “Registered”:

Registered	State	Connection	Designation	Reference
<input checked="" type="checkbox"/>	active	USB:	CR7-Vet - give a hint for the location here	CR7-Vet 2137-000-80 F313013018
<input type="checkbox"/>	active	DEMO	Virtual Device	reference

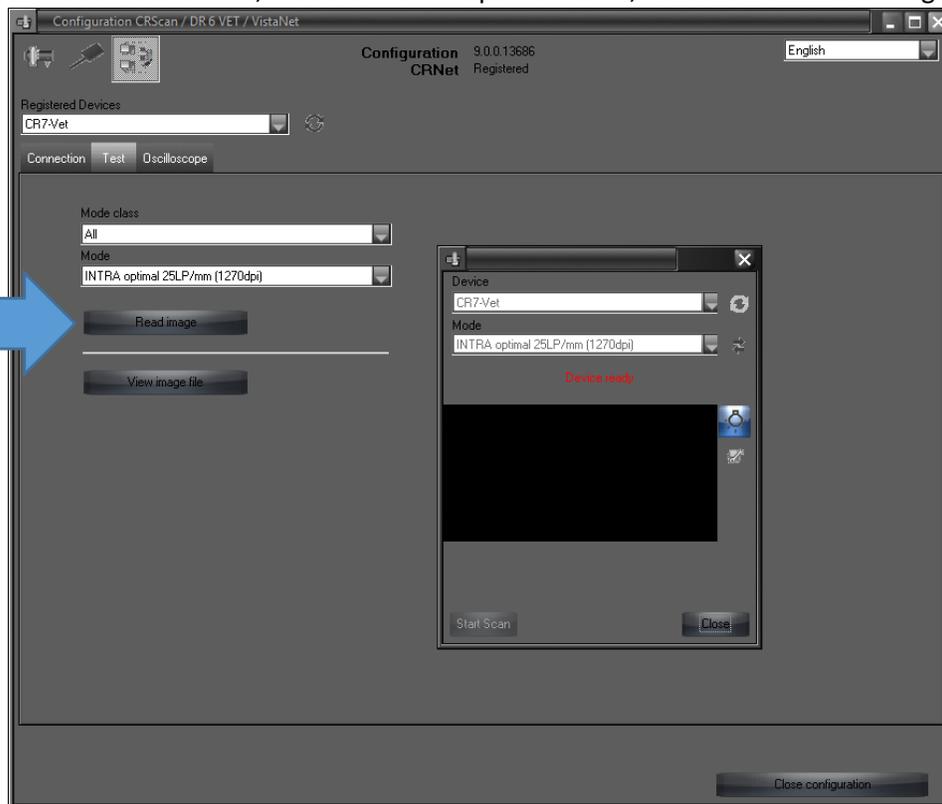
The CR7 scanner is now registered with the software. Complete a test scan.

**To complete a test scan:**



1. Click on the “Test” tab:
2. Select the CR7 under “Registered Devices”

3. Mode class is "All", Mode is "INTRA optimal 25LP", next click on "Read Image", this will test the connection.



Once clicked, a box will appear like it would when taking an Xray. This verifies that the CR7 is now connected.

Click "Close", and at the bottom click "Close Configuration". Back up at the toolbar of the software, click on "Options", and click on "show configuration" to close the configuration menu. The CR7 is now connected.

## B. If using Ethernet cable, follow these steps:

## "Connection Lights"



1. Verify that the CR7 is turned on.
2. Verify that the Ethernet cable port on the back of the CR7 has connection lights (green and yellow). If there are no connection lights, make sure the cable is fully seated into the port. If it still does not have connection lights then try replacing the ethernet cable. If it does still not have connection lights, check your network connection.

Once verified that the CR7 is turned on, you have a connection, and the ethernet cable is fully into its corresponding port, then follow these steps:

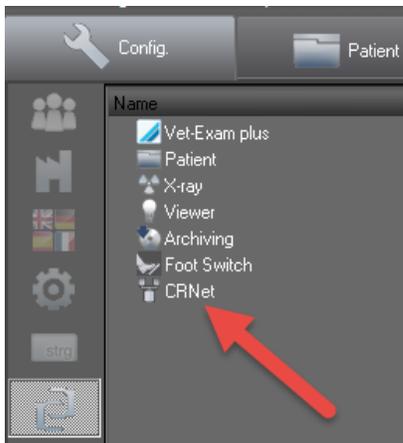
1. In the main patient screen, click on “Options”, “Show Configuration”



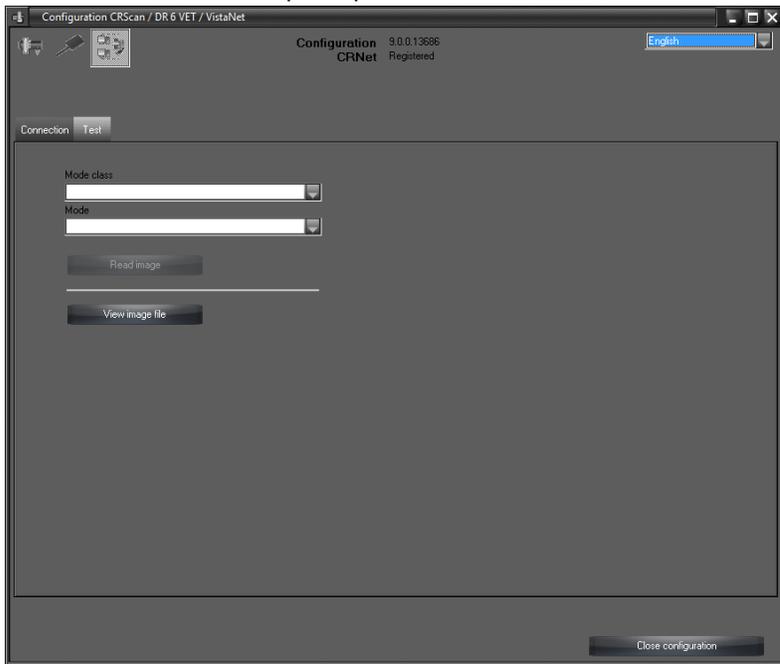
2. On the left hand side of the screen, click on the “Modules” Icon (It looks like 2 Cs hugging)



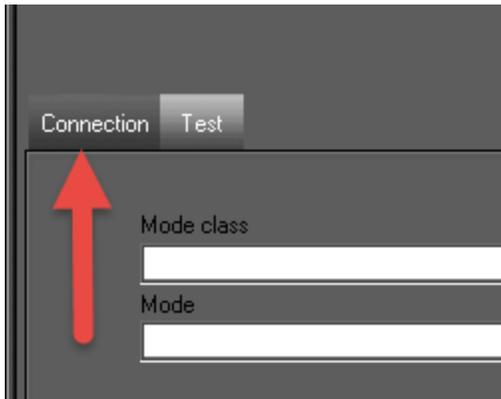
3. Click on “CRNet”



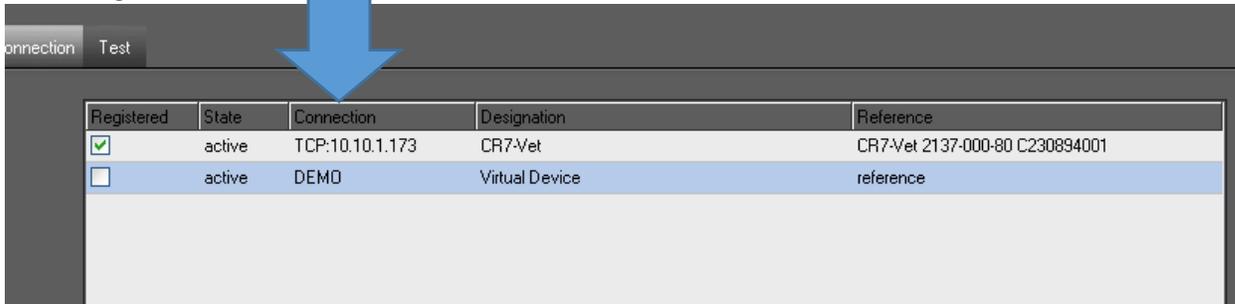
4. A new window will open up that looks like this:



5. Click on the "Connection" tab



6. You'll get a window that looks like this:

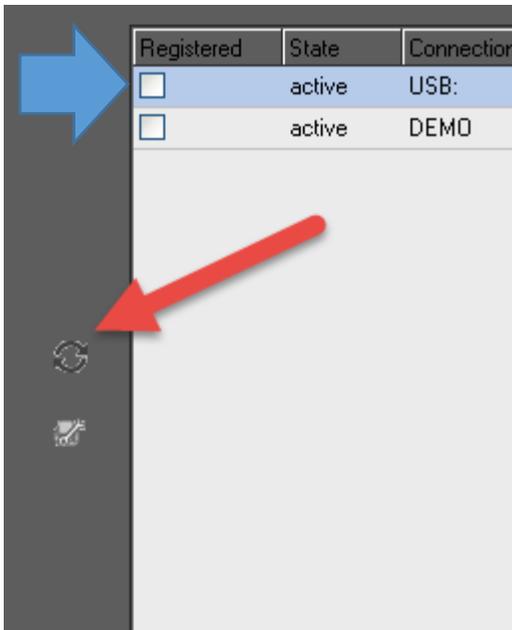


Registered	State	Connection	Designation	Reference
<input checked="" type="checkbox"/>	active	TCP:10.10.1.173	CR7-Vet	CR7-Vet 2137-000-80 C230894001
<input type="checkbox"/>	active	DEMO	Virtual Device	reference

7. Verify the IP Address on the CR7's LCD screen with the given IP Address from the software in the connection tab. These can be different. The IP address is the number located under the "Connection" column.



If the IP Address does not match on the CR7 LCD screen with the IP address on the Vet Exam Software, UNcheck the box under “Registered” then click on the refresh button to the left of this window. The IP Address should change and now match. Recheck the box that has the updated IP Address, then select “Close”, and Close Configuration”.



This will update the IP address given by the software with that of the CR7 and the IP addresses should now match.



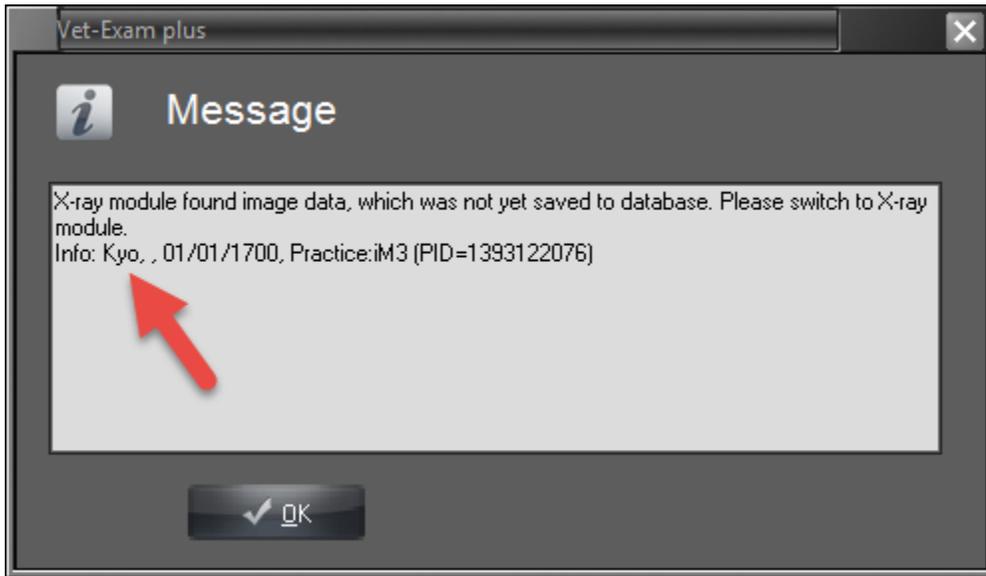
Registered	State	Connection	Designation	Reference
<input checked="" type="checkbox"/>	active	TCP:10.10.1.173	CR7-Vet	CR7-Vet 2137-000-80 C230894001
<input type="checkbox"/>	active	DEMO	Virtual Device	reference

If the IP Addresses still do not match, close out of Vet Exam Plus, turn the CR7 off, restart the computer, turn the software on, turn the CR7 on. If problem still persists, call iM3 Inc (1-800-664-6348 or 1-844-838-3092 for after hours)

8. Once the IP addresses match, you will need to do a test scan. Refer to steps above on page 9 for how to complete a test scan.
9. Once this is done, click on "Close", then click on the button "Close Configuration".

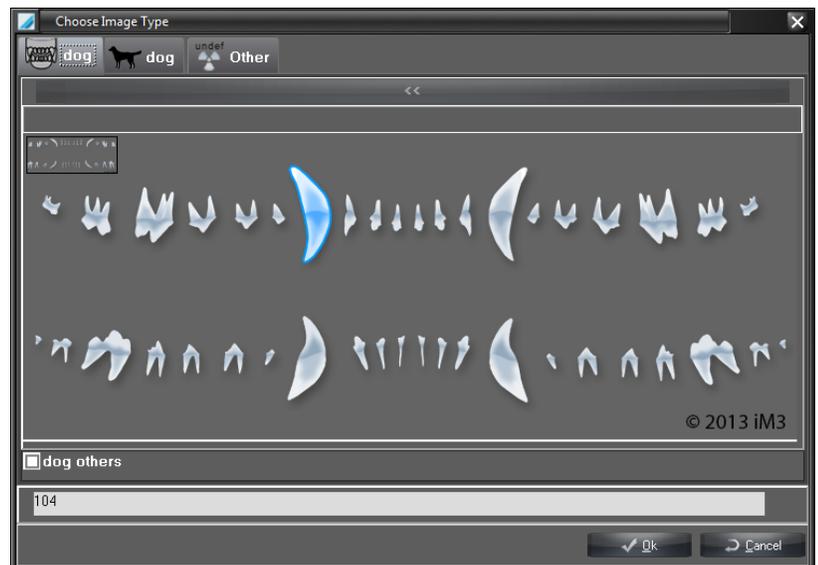
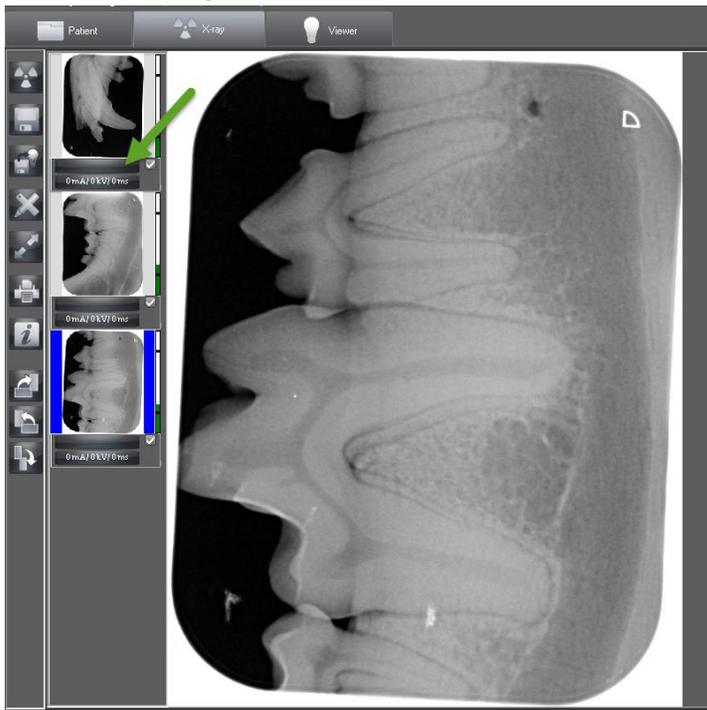
The CR7 is now reconnected with the software.

### 3. Error Message When Opening VetExam Plus

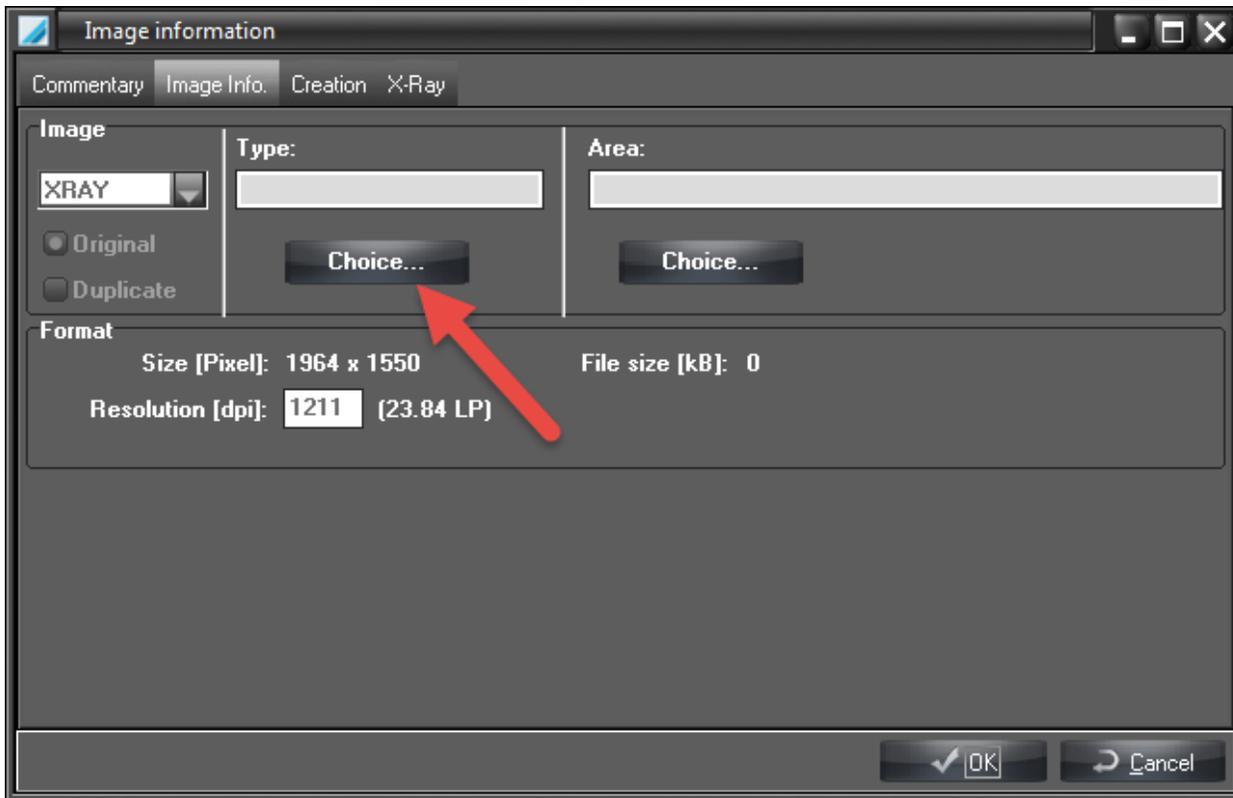
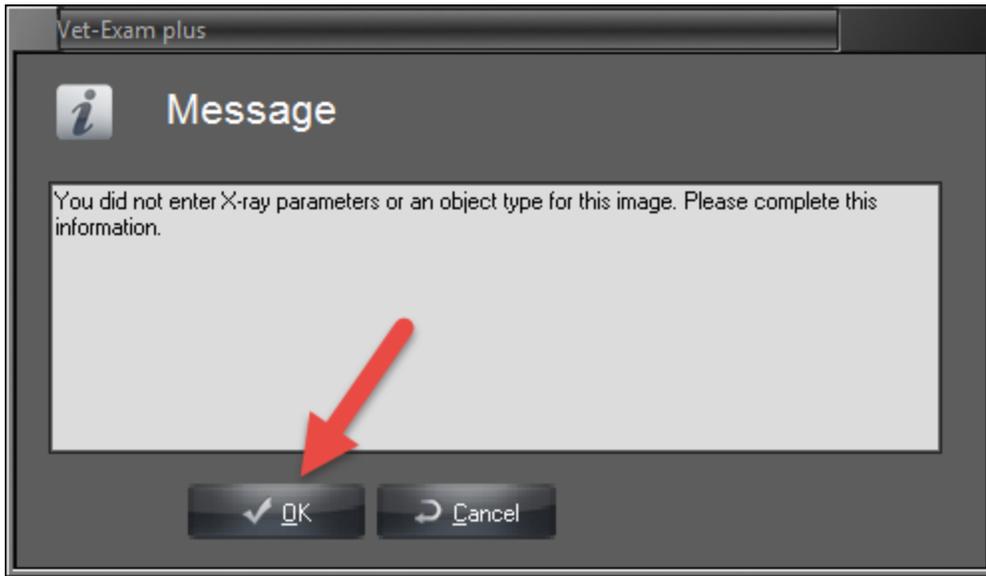


This box will pop up as you're logging into the software, just before the patient screen comes up. If you see this, it means there are unsaved images in a patient file, and they need to be saved. In this case, we would find Kyo. Once the correct patient is found, click on the "Xray" tab and your unsaved images will come up on the screen. You may have to rotate and put filters on the images again, and you will have to name the images (assign a tooth number). One of two ways can be done in order to assign a tooth number.

1. Click on the box that the arrow is pointing to. This brings up the tooth template where you can assign the tooth number. Do this for each image then "save".



2. When you click the save button before a tooth number is assigned, you'll get a prompt to assign it followed by the "Image Information" box, where you can then assign your tooth number. Click on "OK".



Once you click on choice, it'll bring up the same tooth template. Assign the tooth number, then click "OK". Back in the "Image Information" box, click "OK". This process will happen for every image not assigned a tooth number.

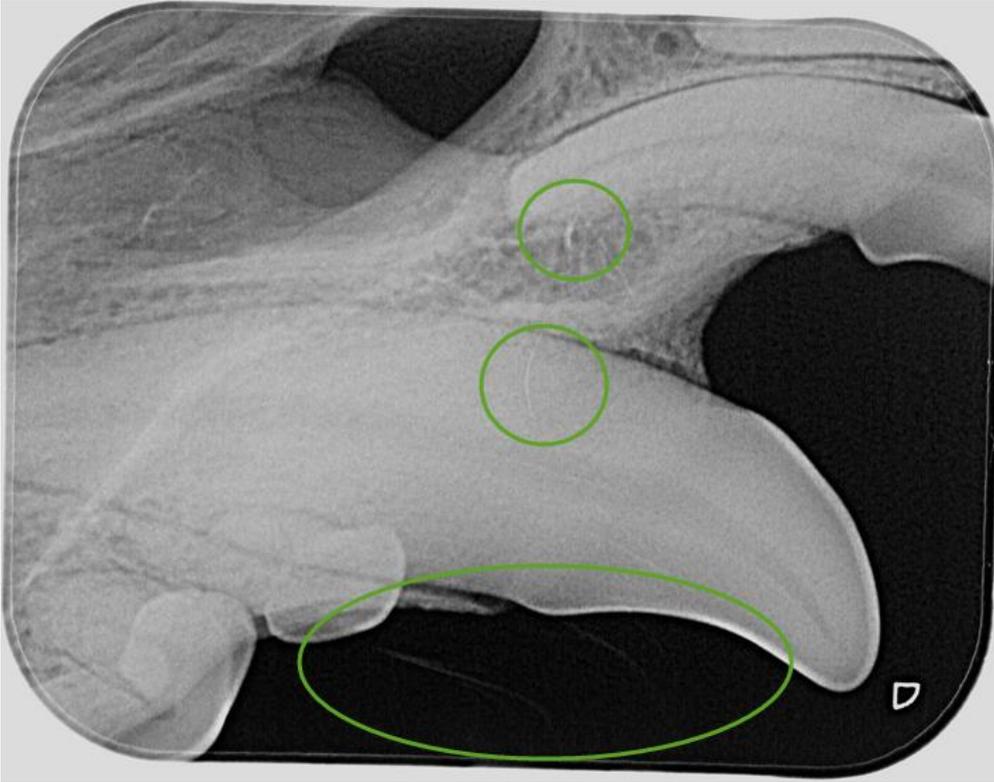
Once these images are saved, you can go back to the "Patient" tab.

## 4. Why Am I Getting Marks On My Images?

There are only a few reasons why an image will show up with anomalies on the images.

### 1. Scratch Marks

These can happen if the plates get dropped, left on a counter while not in protective sheath-anything that can damage the phosphor side of the plate. They're not always easy to see on the plate itself. Here is an image with scratch marks, and the plate the image was taken with. As you can see, the picture of the plate was actually taken at an angle, because that's usually the only way you'll see the scratch marks.





## 2. Dirty Plates

Gunk on a plate is not unheard of. If you have dirty hands and touch the phosphor side of the plate, it can leave a smudge. If you're reusing sheaths and not protecting the plate when in the mouth, that can put smudges on the images. Like scratches, the gunk and smudges aren't always easy to see. Sometimes you have to hold them up to the light, or at an angle for a reflection, to see where the spot is. To clean a dirty plate, simply use 99% alcohol and a non-abrasive gauze or towel. Clean gently as you don't want to scratch the plate.





### 3. Horizontal Lines

This can happen when you push the plate too far, or sporadically once the rollers have taken the plate. It's very easy to see as they are lines that run horizontally on the image. (These lines weren't easy to recreate, it was a pretty specific way

pushing the plates in)



#### 4. Vertical Streaks or Lines

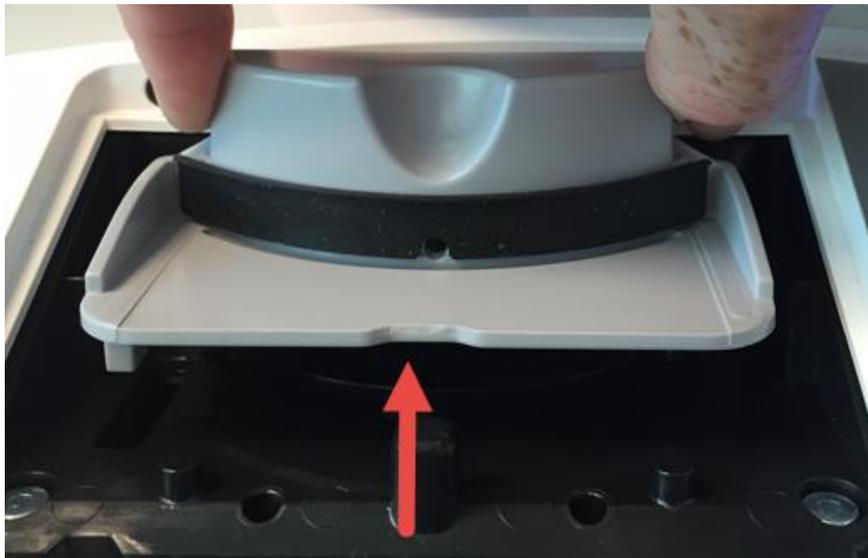
Your CR7 needs to be cleaned. This is another source that you won't notice until it's on an image. If you have gunk or smudges on your image that run vertically and you're certain the plate is clean, look at the CR7. What you do first is put the CR7 into "Cleaning Mode". This cannot be done in the "Xray" tab, and the CR7 has to be closed before this starts. Hold down the cleaning button until the display says that it's in a cleaning position. You'll also have a yellow light turn on above the cleaning button.



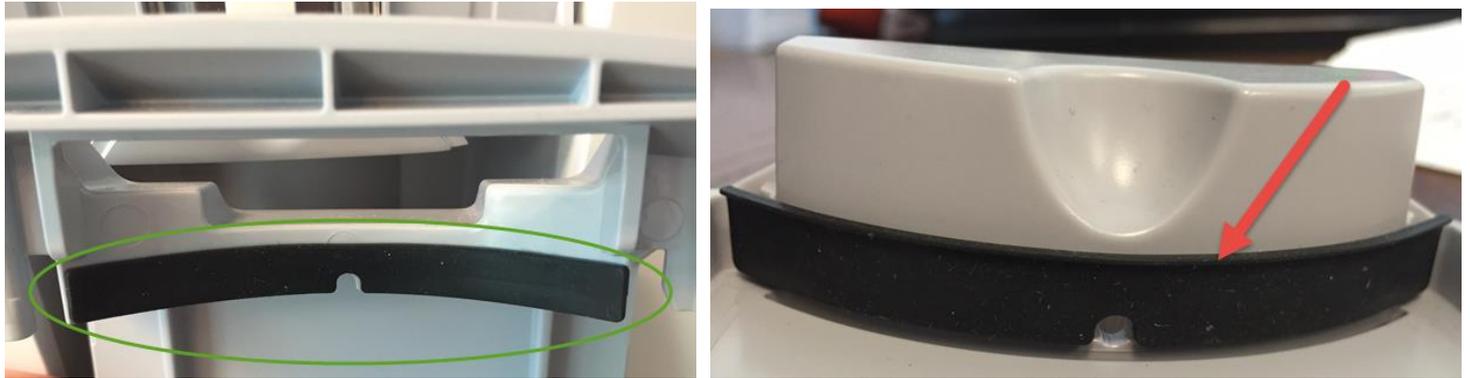
Once the CR7 is in the cleaning position, the front cover needs to come off. You press the silver button in front, then lift the darker grey cover straight up.



Next you take the door off (the piece that opens and closes). This also lifts straight up.



The pieces that get dirty and need to be cleaned are the black rubber strips on both the cover and the door



To clean these rubber strips, you can use water or alcohol. Once they're cleaned, rub your thumb along the rubber to make sure it's nice and sticky, as this is what catches the sleeve and prevents the sleeve from going into the machine with the plate! When finished, put everything back together, then push the "Cleaning" button again to take you out of the "cleaning position".

## 5. My Sleeve Went Down With The Plate!

It does happen every now and then that a plate won't get pushed out of the sleeve and the sleeve goes through the scanner with the plate. Typically the sleeve will come out with the plate still in it. You will have to reshoot the image as it WILL get deleted from the plate. If the sleeve doesn't come out, but the plate does, run another plate through and the sleeve will come out with it. On rare occasions, the image DOESN'T get deleted, so it's a good idea to run the plate through again to ensure it's clean and can be used again.

## 6. My Image Looks Strange

Two things can cause this; 1. If the scanner is placed below a very bright light, that light can actually distort the image when it's processed. It's less likely to happen, but something to ask about. More commonly they'll have double exposure. 2. Double exposure happens (most typically) when the shoot button on the generator handpiece isn't held down long enough. On the handpiece itself, it'll say error, and you'll get a red light on the head of the generator. Push any button (other than shoot) on the handpiece and it will reset. It's 50/50 whether or not it'll actually be exposed, so the clinic has 2 options, run the plate anyway and see if the plate exposed, or shoot again. If they choose to shoot again and there WAS exposure on the first shot, then they'll get double exposure. This can also happen if the blank plates are sitting too close to the generator when shooting on a different plate.

## 7. My Computer is Freezing When I Try to Leave the Xray Tab

If your computer is consistently freezing (or even just one time) after you've saved your images and you try to move to a different tab, your computer can freeze. More than likely, the door to the CR7 isn't closed. You MUST close the CR7 door when you want to exit the "Xray" tab. What can also happen if there are too many closes without proper exiting, you CAN corrupt the database, which in turn can result in losing images as well. It's VERY important to always **SAVE** and **CLOSE** when you're finished taking images.

## 8. Where's My Software???

This is far less common, however it's been seen. Some antivirus programs will actually delete the software when it does updates because it doesn't recognize our software. If this happens, reinstall the software, making sure it's the same version as before. This time when installing, you need to make sure that when you choose the location of the database, you choose the existing database.

## 9. ADVANCED

Rarely, but on occasion, when images go missing, the software doesn't save them and you don't get the error prompt. One place to look for the images will be in the C: Drive, under Duerr. Within the Duerr folder are 3 subfolders; **VistaNet**, **VistaRay** and **VistaScan**. Within each of these folders is another subfolder called "Images". It is possible that the missing image/s end up in one of these folders. If the images are in one of the folders, it'll need to be converted to a JPEG if it isn't already. Once it's a JPEG, you can import the images into the patient's "Viewer".

