

Nanopix Digital Intraoral X-ray Imaging System Size1/Size2 After Sales Troubleshooting Guide

TWAIN-DRIVER Common Error Code And Problem Description

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Before operation, please read the user manual carefully and pay attention to all safety precautions.

Please take good care of this user manual so that you can refer to it at any time in the future.

Please use it correctly on the basis of fully understanding the content.

Q1: Error code is 4, How should I fix it?

A1: The device ID of the sensor can't be read by Twain. Please recheck whether the USB is inserted effectively and whether the USB driver is installed effectively or try to replace the USB interface. At the same time, test whether the device under nanopix software works normally.

Q2: Error code is 9, How should I fix it?

A2: Sensor initialization failed, the device can not be read by Twain, please check whether the USB is effectively inserted, whether the USB driver is effective, install or replace the USB interface to try. At the same time, test whether the device under nanopix software works normally.

Q3: Error code is 14, How should I fix it?

A3: The calibration file does not exist. Please check and select the correct folder where the calibration file exists.

Q4: Error code is 23, How should I fix it?

A4: The inserted device type does not match the selected folder type. Please check whether the correction folder is

selected correctly again. Calibration folder->size1

Calibration2 folder->size2

Q5: Error code is 24, How should I fix it?

A5: The device failed to respond effectively. Please replace the computer to try, if the above phenomenon still exists, please contact the manufacturer to deal with it.

Q6: Error code is 34, How should I fix it?

A6: The device is not plugged in effectively. Twain-driver did not check the sensor insertion. Please try to replace the USB interface, install the USB driver of the device again, and test whether the device works normally under the nanopix software.

Q7: Error code is 35, How should I fix it?

A7: The device is occupied by other software and cannot be read. Please check whether multiple Twain drivers are turned on and make sure your nanopix program is turned off.

Q8: Error code is 38, How should I fix it?

A8: There is not enough disk storage space. Please check whether the remaining storage capacity of your disk is greater than 200MB.

Q9: Error code is 43, How should I fix it?

A9: The path to the correction file is too long. Please copy your correction file path to the root directory of Disk C and select it again.

Q10: Error code is 5016, How should I fix it?

A10: The device serial number in your calibration file does not match the sensor. Please use your USB flash disk to re install the matching nanopix program and select the calibration folder again.

Appendix 1

TWAIN-DRIVER Description Table Of Common Error Codes And Problems

Error code	Description
2	Unexpected error
4	Detector ID can not read
9	Load Dll failed
14	Calibration file not exist
23	The type of the sensor not match with the folder you choose
24	The sensor can not response
34	Sensor device not found
35	Sensor device is occupied
38	Not Enough Memory Space for TWAIN to save picture
43	Too long path for calibration folder
5016	Invalid serial number