



# Wireless Handle - Airgo User Manual

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We place the highest priority on the security and privacy of user data. During the use of this device for 3D scanning, all collected data (including but not limited to point cloud data, mesh models, image information, etc.) is solely controlled and managed by the user.

Revision Record

| Revision Date | Revision Content                                                                           | Reviser |
|---------------|--------------------------------------------------------------------------------------------|---------|
| 2025.9.10     | Release - Wireless Handle - Airgo Product Manual V1.1<br>(Compatible with Software V4.2.6) | Astrid  |

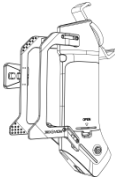
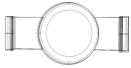
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## 1 Product List and Description

The product list of Airgo is shown in Table 1-1:

**Table 1-1 Product List and Description**

| Picture                                                                             | Name                     | Description                        |
|-------------------------------------------------------------------------------------|--------------------------|------------------------------------|
|    | Wireless Handle - Airgo  | Scan when connecting wireless mode |
|    | Cellphone Holder         | For supporting cellphone           |
|    | Battery Charger          | For charging battery               |
|   | Battery Charging Cable   |                                    |
|  | Data Cable of Handle     | For data transfer                  |
|  | Flat-head Screwdriver    | For tightening the screw           |
|  | Trapezoidal Fixing Piece | For fastening the handle           |
|  | Slotted Pan Head Screw   |                                    |

Note: router, network adapters and batteries are not included and shall be purchased separately by customers.

## 2 Introduction of Wireless Handle - Airgo

### 2.1 Product Structure

The product structure of wireless handle - Airgo is as shown in Figure 2-1.

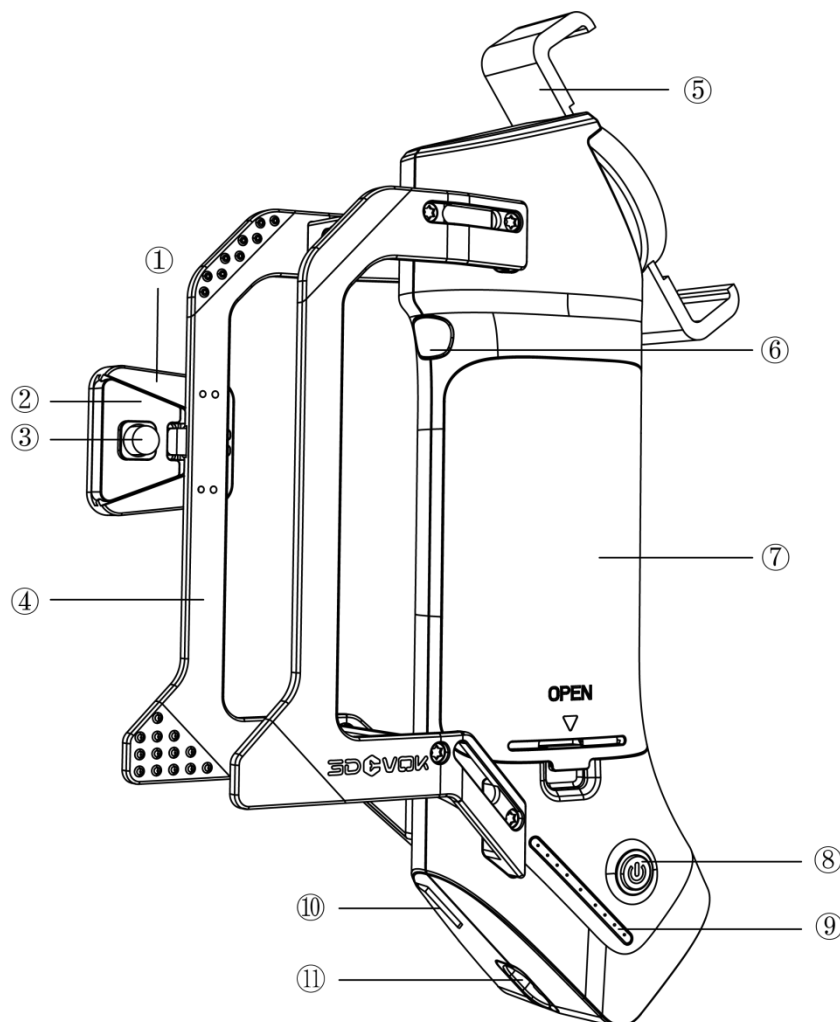


Figure 2-1 Wireless Handle Product Structure

**Table 2-1 Components and Functional Descriptions of the Product Structure**

| No. | Components               | Functions                                                               |
|-----|--------------------------|-------------------------------------------------------------------------|
| ①   | Buckle                   | Ensure a secure and tight connection between the handle and the scanner |
| ②   | Trapezoidal Fixing Piece | Align assembly components to prevent slipping                           |

| No. | Components                                | Functions                                                 |
|-----|-------------------------------------------|-----------------------------------------------------------|
| ③   | Slotted Pan Head Screw                    | Secure the fixing piece to prevent loosening              |
| ④   | Handle Support Bracket                    | Support the scanner and the handle                        |
| ⑤   | Magnetic phone holder                     | Hold and secure the mobile phone                          |
| ⑥   | Scan Trigger Button                       | Trigger or stop the scanning                              |
| ⑦   | Battery Compartment                       | House the battery and provide power supply                |
| ⑧   | Power Button                              | Power on/off the handle                                   |
| ⑨   | Battery/Connection status indicator light | Display the scanner's connection status and battery level |
| ⑩   | Network card slot                         | Connect network card                                      |
| ⑪   | Data Cable Port                           | Connect data cable                                        |

## 2.2 Usage Precautions

- Please use the original charging cable to connect to the power adapter. Avoid using fast charging heads to prevent battery damage.
- When the battery is low, the handle's battery indicator will show only a single green bar. Please take note and charge it promptly.
- During idle periods, it is recommended to long-press the power button to turn off the handle to save power. If unused for an extended period, remove the battery.
- This product is not dust-proof or waterproof. Please pay attention to the surrounding environment during use.
- To ensure optimal connection performance, avoid using the handle separated from the router by walls to prevent signal attenuation.



### 3 Handle Assembly and Configuration

For initial use of the wireless handle, establish a wired connection to the scanner first to complete wireless pairing.

**Note:** With unchanged router credentials, the wireless handle auto-connects on startup after initial pairing. No repeated wired link required.

#### 3.1 Wired Connection of Scanner (Initial Use of Airgo)

The connection of the scanner involves two steps: powering the scanner and connecting it to the computer. The cables include the power adapter cable and the USB data cable, with the adapter powering the scanner. The power and data cable has four interfaces in total, connecting to the power source, computer, the power adapter, and the scanner, respectively. The detailed connection steps are as follows:

1. Connect one end of the USB cable to USB 3.0 port (the blue port) of PC (if it is a desktop, it should be plugged into the USB 3.0 port at the back of the chassis), then connect the other end to the bottom of the device (in the direction of the arrow), and tighten the screw, as shown in Figure 3-1.

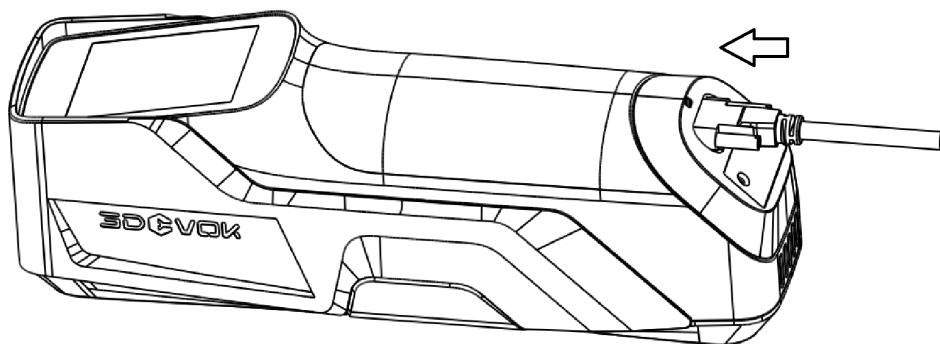


Figure 3-1 USB Cable Connection for Scanner

2. Connect the power cable and the power adapter to the power source, and connect the round plug at the end of the power adapter to the round connector of the USB cable, as shown in Figure 3-2.

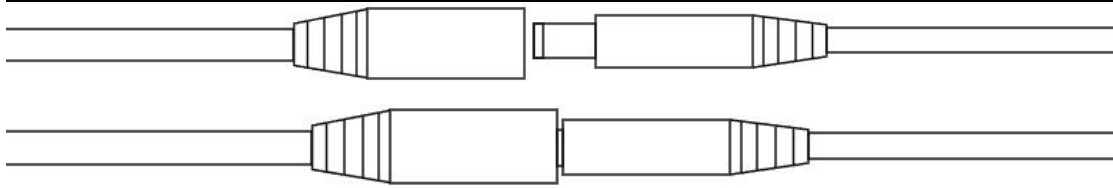


Figure 3-2 Round Plug Connection

3. The connection of device, data cable, power adapter, power cable, and PC is shown in Figure 3-3.

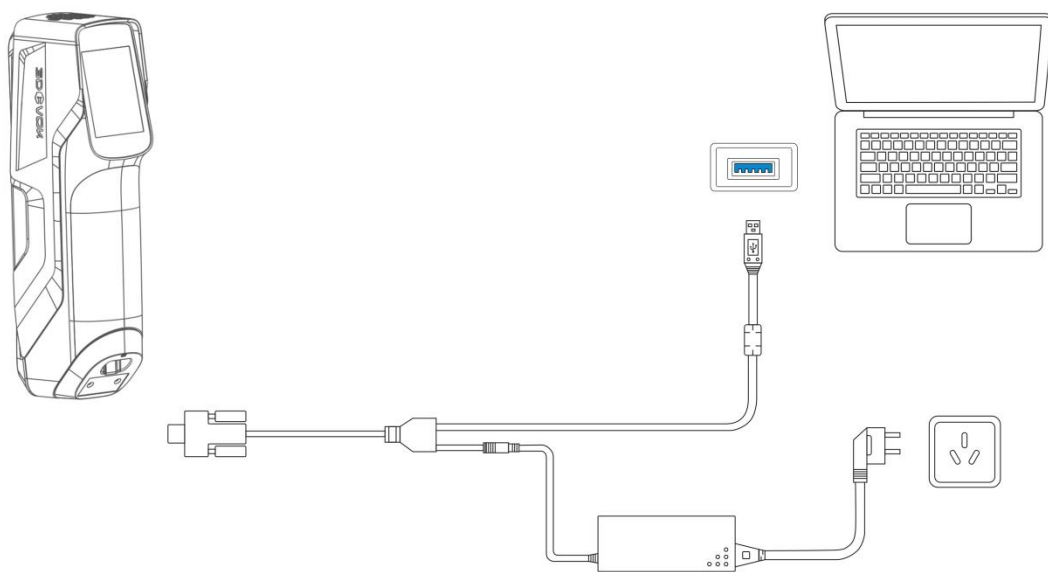
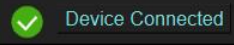


Figure 3-3 Scanner-to-PC and Power Supply Connection

**Note:** PC must be connected to a power source during operation to maintain optimal scanning performance.

4. After completing the connection, open the 3DeVOK Studio software. Once launched,  will appear at the lower-left corner of the user interface, indicating that the device has been successfully connected to the PC.

**Note:** If the connection fails, reconnect the device or switch to a different USB 3.0 interface.

## 3.2 Wireless Handle Configuration - Router Solution

Connecting the wireless handle to a computer via a router and a wireless network card involves the following steps: connect to the router, import router configuration, access and configure the router admin page, insert the wireless network card. The detailed connection steps are as follows:

### 3.2.1 Router Connection

1. Connect one end of the router's included Ethernet cable to the computer's network port, and the other end to the router's LAN port, as shown in Figure 3-4.



Figure 3-4 Router's Ethernet Cable Connection

2. Connect the router to an external power source using the data cable, as shown in Figure 3-5.

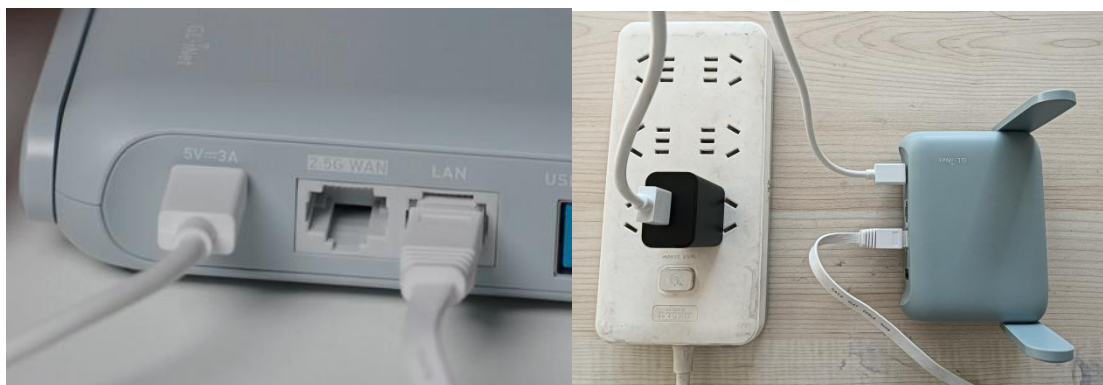


Figure 3-5 Router's Data Cable Connection

**Note:** Connecting the router to an external power source via the data cable ensures more stable data transfer. Connection to a computer may result in frame drops.

3. After connecting the router, deploy its transceiver antenna, as shown in Figure 3-6.



Figure 3-6 Transceiver Antenna Deployment

### 3.2.2 Router Configuration within 3DeVOK Studio Software

Following the successful establishment of a wired connection to the scanner, the router must be configured within the 3DeVOK Studio software. Click the  icon in the lower-left corner of the software to enter the connection settings, as shown in Figure 3-7.

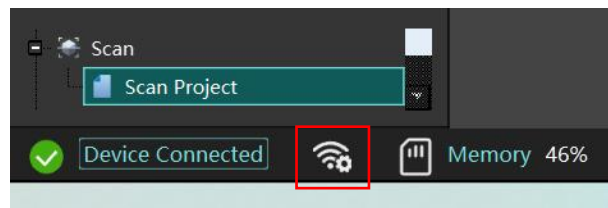


Figure 3-7 Wireless Handle Connection Settings Icon

Select "Router" in the Connection Mode. Enter the default WiFi Name (SSID) and WiFi Password as found on the router's physical label. Click "OK" to confirm, as shown in Figure 3-8.

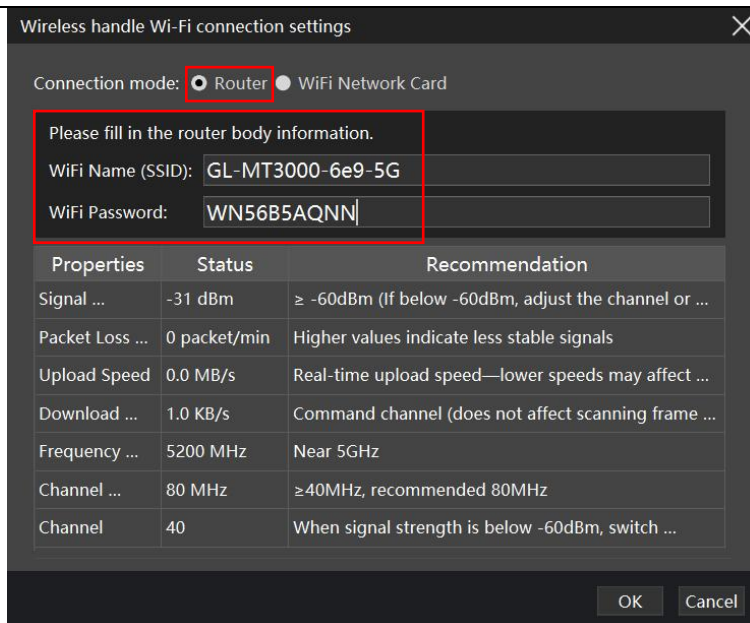


Figure 3-8 Fill in Router WiFi Name and Password

### 3.2.3 Router Admin Configuration\* (with GL-MT3000 as an example)

1. Open a web browser, enter the URL 192.168.8.1 (as shown on the router's label) to access the router login page. Then, enter the password (which shall be customized during initial login) to log in to the router admin page, as shown in Figure 3-9.

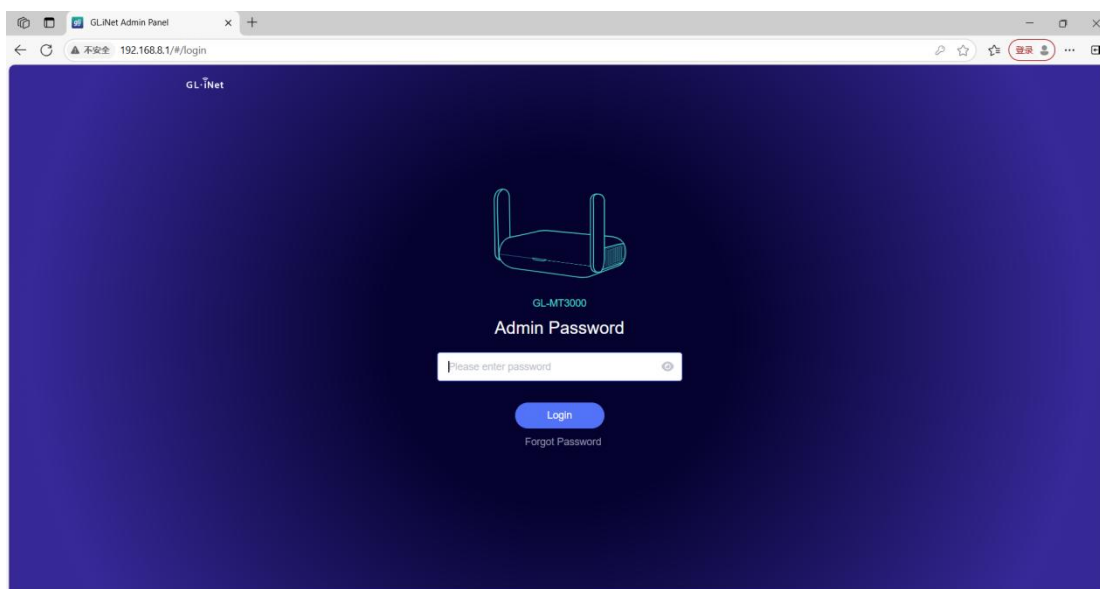


Figure 3-9 Router Login Page

2. After successful login, access the router admin page. Set the WAN port status to "Using as LAN Port" in the Ethernet section, as shown in Figure 3-8.

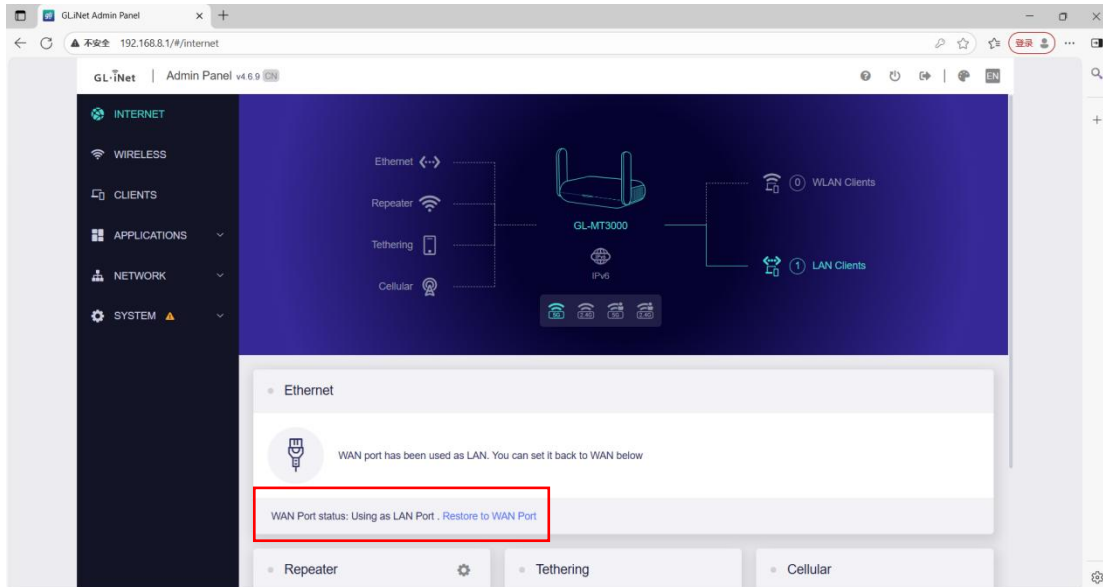


Figure 3-8 Check the WAN Port Status

3. Click on the "Wireless" section on the left and confirm that the router's wireless configuration matches Figure 3-9:

- At 5GHz WiFi section, the "Enable WiFi" option is in the ON state;
- "Enable Randomized BSSID" is in the Off state;
- The WiFi Name (SSID) and WiFi Password match the name and password entered in the 3DeVOK Studio software.

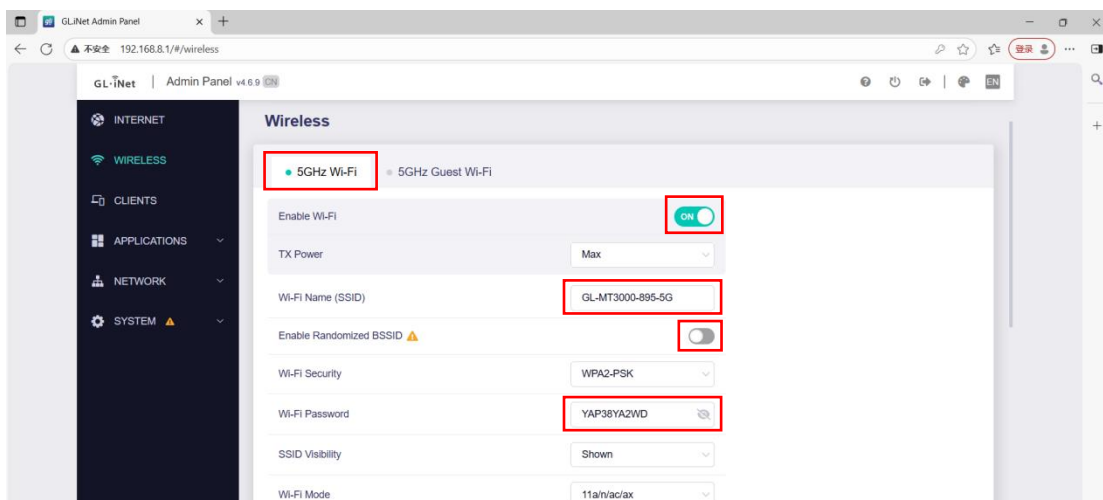


Figure 3-9 Confirm Router Configuration

Note: Router's WiFi Name (SSID) and password must match 3DeVOK Studio configuration for wireless handle connection.

4. Scroll down to the 2.4GHz WiFi section and ensure it is in the "OFF" state, as shown in Figure 3-10.

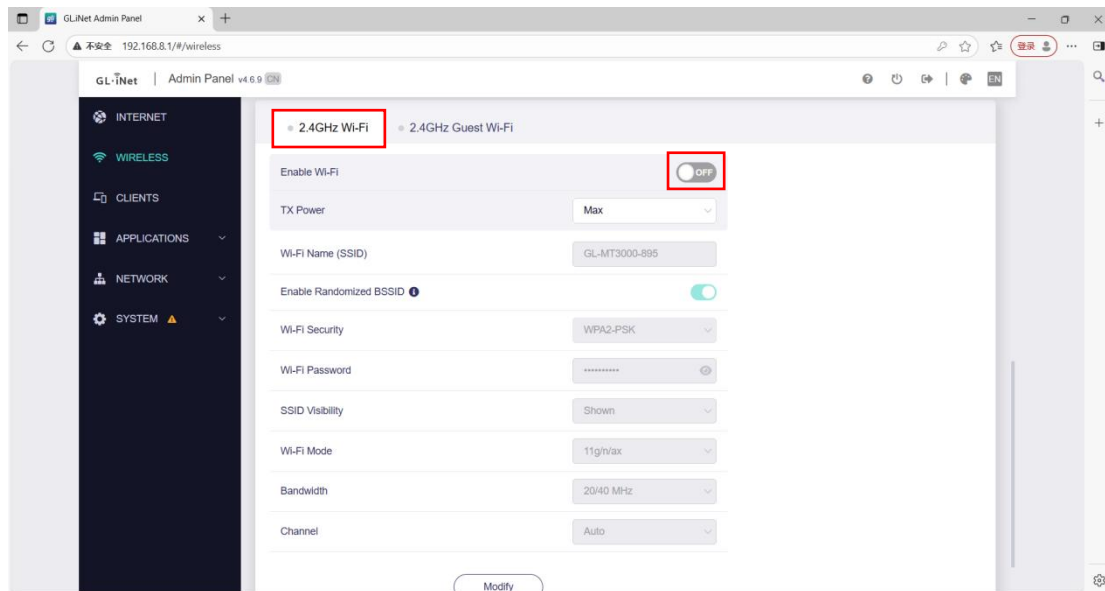


Figure 3-10 Turn Off 2.4GHz WiFi

### 3.2.4 Wireless Handle Connection - Router Solution

After completing the router page setup, return to the 3DeVOK Studio software interface and proceed with the assembly and wireless connection of the handle. The assembly and connection steps are as follows:

1. Insert the battery into the battery compartment of the handle and close the protective cover.
2. Take out the trapezoidal fixing piece and the screw. Place the screw into the threaded hole of the fixing piece, as shown in Figure 3-11 (①). Use a flat head screwdriver to secure the fixing piece and screw to the card slot of the 3DeVOK scanner, as shown in Figure 3-11 (②). **Simultaneously, firmly snap the handle buckle into the fixing piece until a "click" sound is heard.**

**Warning:**

**After hearing the "click" sound, gently pull the device outward several times to absolutely ensure the wireless controller is securely fastened before lifting and using it. This prevents accidental detachment and potential damage from dropping!**

3. Insert the network card into the slot at the bottom of the handle, as shown in Figure 3-11 (③).

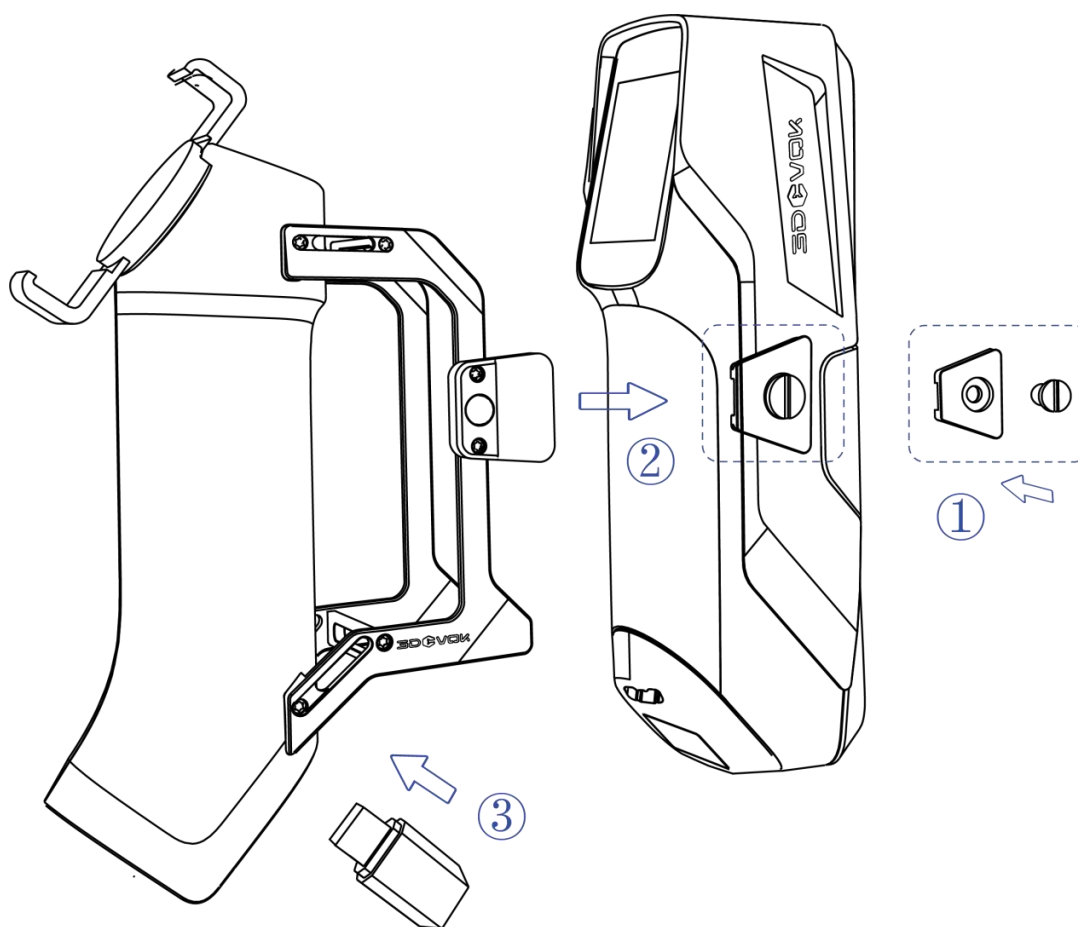


Figure 3-11 Assembly of Wireless Handle-Router Solution

1. Insert the data cable of handle into the TYPE-C port at the rear of the wireless handle, and remove the wired cable at the rear of the scanner. Then, connect the data cable of handle to the TYPE-C port of scanner, and tighten the screw.

2. Long press the power button of the handle to turn it on.



3. Wait for the middle indicator light on the light strip to change from blinking blue to steady blue, and then to steady green, indicating a successful wireless connection.

**Warning:**

**After assembling the wireless handle and the scanner, always ensure the buckle end faces upward. If the buckle end faces downward, the weight of the device may compress the buckle and cause it to release unexpectedly, posing a significant risk of device falling/dropping when lifted!**

The overall connection of wireless handle - router solution is shown in Figure 3-12:

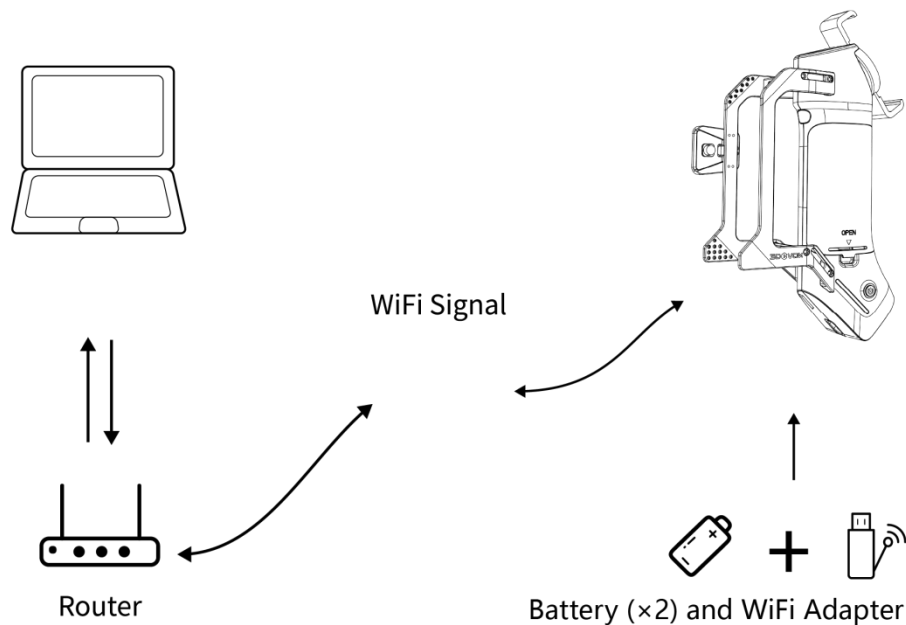


Figure 3-12 The Overall Connection of Wireless Handle - Router Solution

### 3.3 Wireless Handle Configuration - Network Card Solution

Connecting the wireless handle to a computer via two wireless network cards involves the following steps: insert the network cards respectively to the handle and PC and connect PC to the Wi-Fi of the card. The detailed connection steps are as follows:

#### 3.3.1 Network Card Connection (with BrosTrend AC1200 WiFi Adapter and TP-Link Archer T3U AC1300 WiFi Adapter as an example)

Following the successful establishment of a wired connection to the scanner, the network card must be configured within the 3DeVOK Studio software. Click the  icon in the lower-left corner of the software to enter the connection settings, as shown in Figure 3-13.

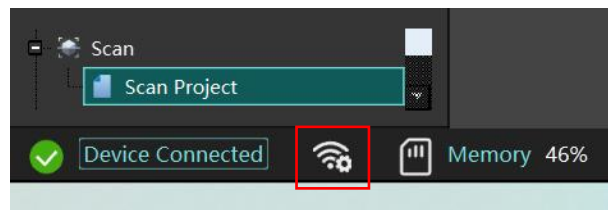


Figure 3-13 Wireless Handle Connection Settings Icon

Select "WiFi Network Card" in the Connection Mode. Click "OK" to confirm, as shown in Figure 3-8.

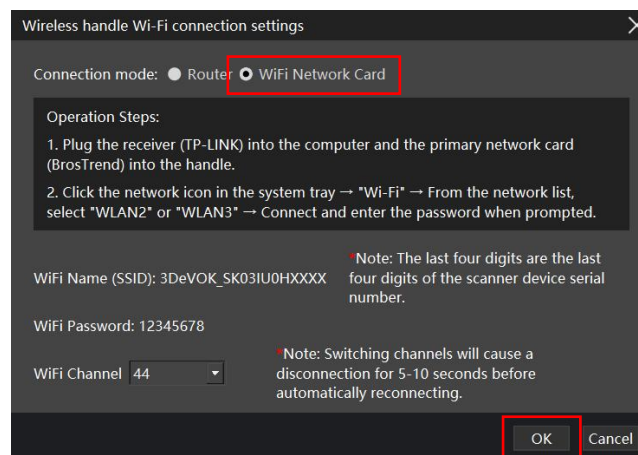


Figure 3-13 Wireless Handle Connection Settings Icon - Network Card

### 3.3.2 Wireless Handle Connection - Network Card Solution

After completing the WiFi Network Card setup, proceed with the assembly and wireless connection of the handle. The assembly and connection steps are as follows:

1. Insert the BrosTrend AC1200 WiFi Adapter (hereinafter referred to as the **Primary Network Card**) into the USB 3.0 port at the bottom of the wireless handle. Then, insert the TP-Link Archer T3U AC1300 WiFi Adapter (hereinafter referred to as the **Receiver**) into a USB 3.0 port on the computer, as shown in Figure 3-14.



Figure 3-14 Assembly of the Primary Network Card and the Receiver

2. Insert the battery into the battery compartment of the handle and close the protective cover.

3. Take out the trapezoidal fixing piece and the screw. Place the screw into the threaded hole of the fixing piece, as shown in Figure 3-15 (①). Use a flat head screwdriver to secure the fixing piece and screw to the card slot of the 3DeVOK scanner, as shown in Figure 3-15 (②). **Simultaneously, firmly snap the handle buckle into the fixing piece until a "click" sound is heard.**

**Warning:**

**After hearing the "click" sound, gently pull the device outward several times to absolutely ensure the wireless controller is securely fastened before lifting and using it. This prevents accidental detachment and potential damage from dropping!**

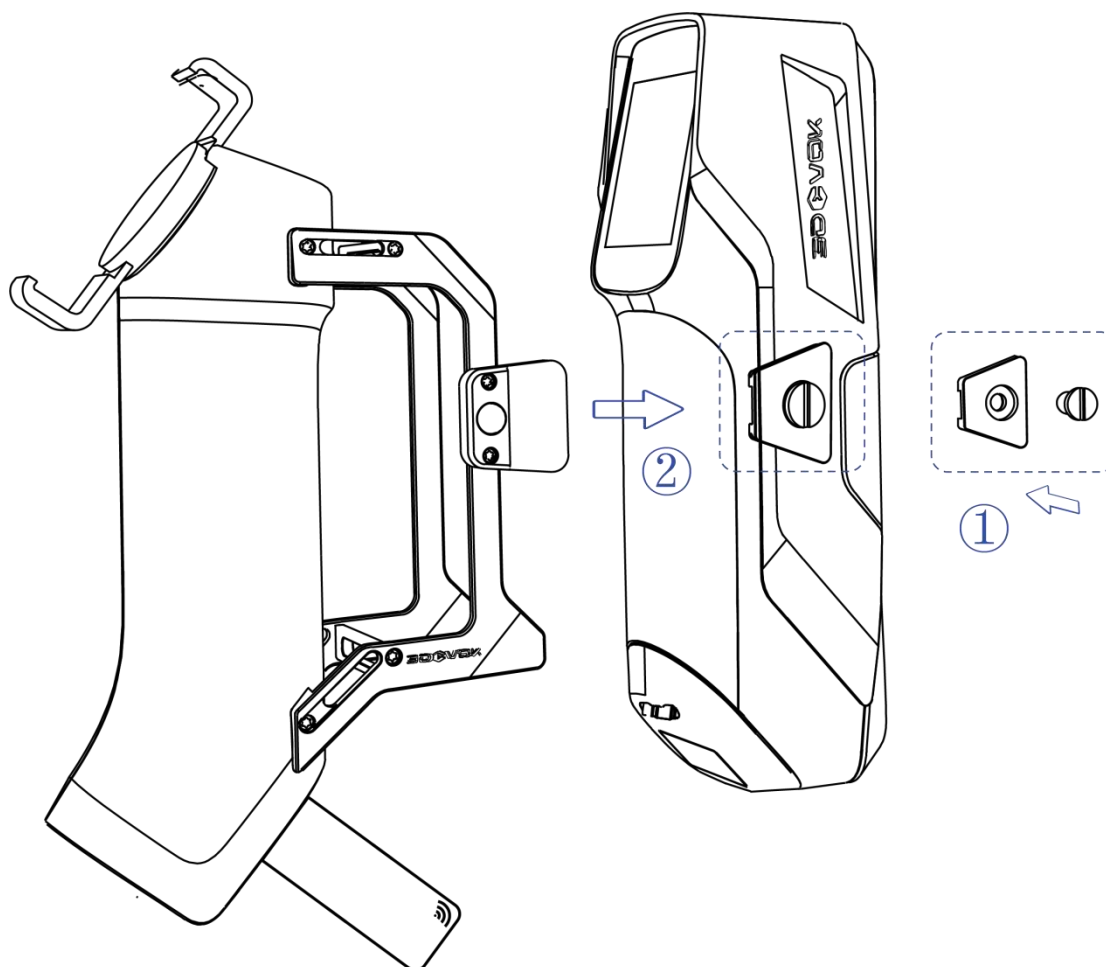


Figure 3-15 Assembly of Wireless Handle-Network Card Solution

4. Insert the data cable of handle into the TYPE-C port at the rear of the wireless handle, and remove the wired cable at the rear of the scanner. Then, connect the data cable of handle to the TYPE-C port of scanner, and tighten the screw.

5. Long press the power button of the handle to turn it on.

6. Click the system tray  icon, select "WLAN2" (or "WLAN3" on some computers, which may vary). Find the WiFi named 3DeVOK\_SK03IU0HXXXX (where XXXX represents the last four digits of the currently connected scanner's serial number), then click "Connect", as shown in Figure 3-16.





Figure 3-16 Connect Network Card WiFi

7. Import the WiFi password, which shall be "12345678".

8. Wait for the middle indicator light on the light strip to change from blinking blue to steady blue, and then to steady green, indicating a successful wireless connection.

**Note:**

- 3DeVOK\_SK03IU0HXXXX indicates the connected device is MT. For MQ device, the WiFi name shall be "3DeVOK\_SK03IU0GXXXX".
- **To switch network card connection between multiple devices, the following steps are mandatory: 1. Establish a wired connection to the new device; 2. Redeploy the network adapter configuration; 3. Reconnect to the WLAN2/3.**

The overall connection of wireless handle - network card solution is shown in Figure 3-17.

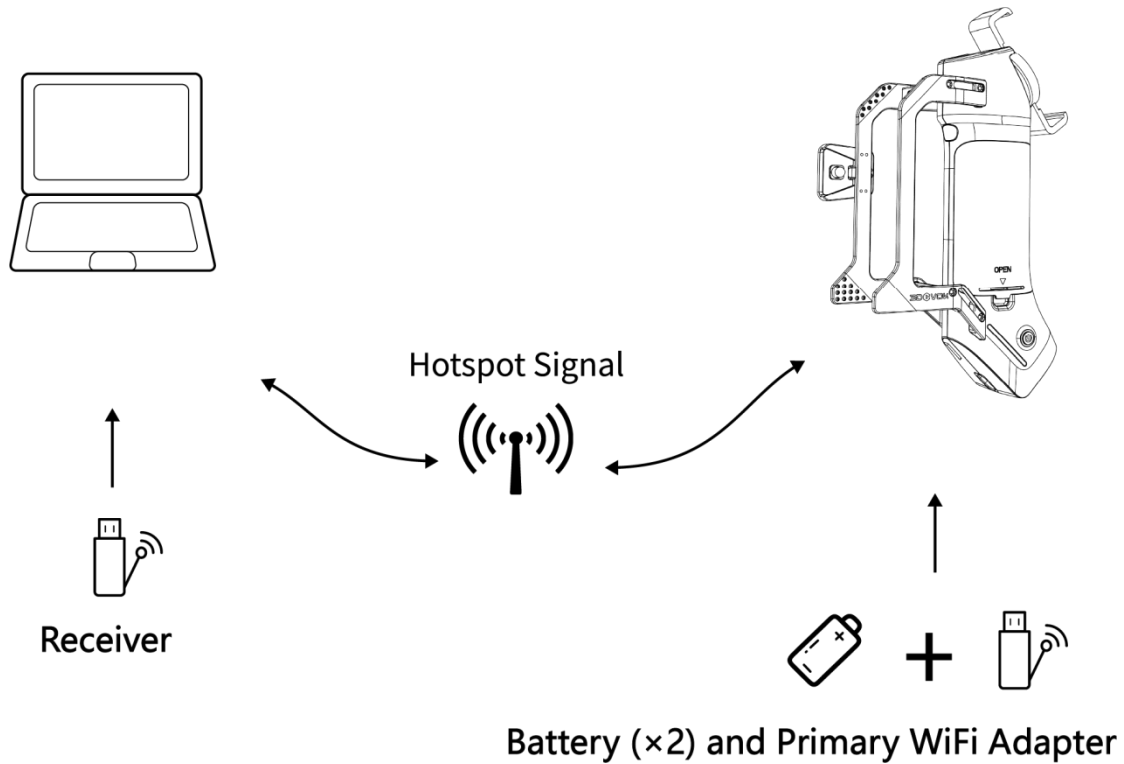


Figure 3-17 The Overall Connection of Wireless Handle - Network Card Solution

## 4 Troubleshooting

### 4.1 Indicator Light of Wireless Handle - Airgo

The indicator light on the wireless handle is a key tool for diagnosing issues. Different light colors, blink patterns, or its state (on/off) may represent different types of faults, such as low battery, connection loss, or hardware failure. The location of the wireless handle status light on the device is shown in Figure 4-1.

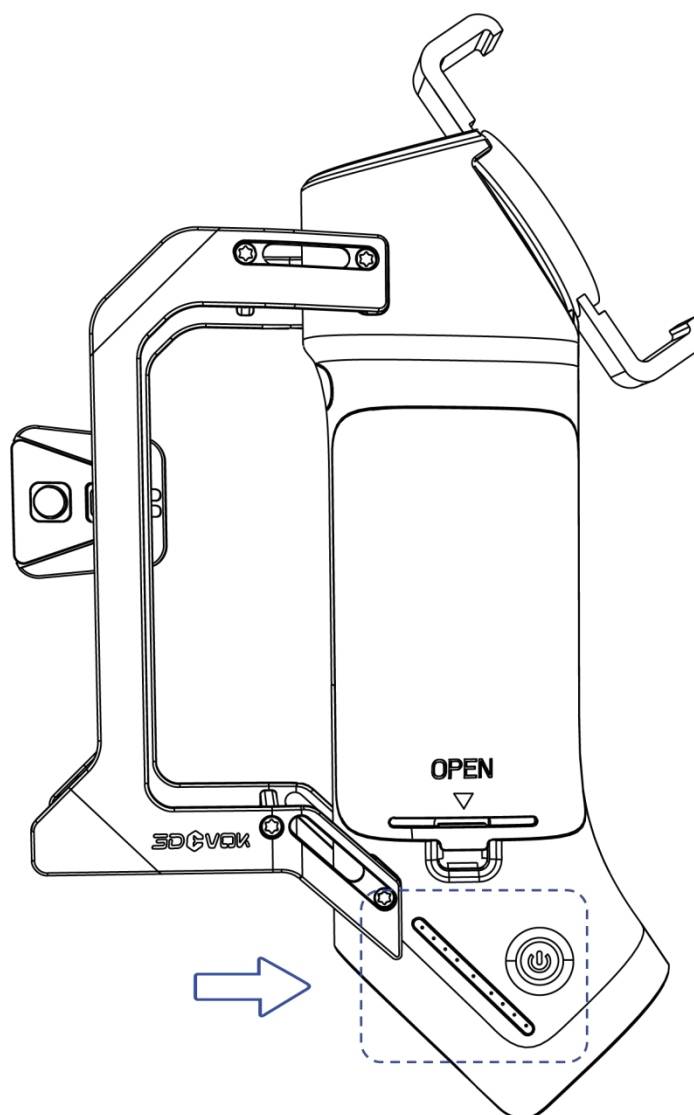


Figure 4-1 Location of the Indicator Light

Troubleshooting steps are as follows:

1. Observe the handle's indicator light and confirm its current state, as shown in the left and middle columns of Table 4-1;
2. Determine the device's connection status based on the light state, as shown in the right column of Table 4-1.

**Table 4-1 Indicator Light Status and Meanings**

| Indicator Light Color                                                               | Indicator Light Status       | Meanings                                                                                                                                |
|-------------------------------------------------------------------------------------|------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------|
|    | Solid Green (middle light)   | Device connected. Both batteries are fully charged.                                                                                     |
|    | Solid Red (middle light)     | Device is not connected to the network card.                                                                                            |
|    | Blinking Blue (middle light) | Connected to the network card, but not connected to the router. / Connected to the primary network card, but not connected to the WiFi. |
|  | Solid Blue (middle light)    | Connected to the network card and the router. / Connected to the network card and the WiFi. Waiting for software connection.            |
|  | Partial Solid Green          | Right battery is full. Left battery is currently draining.                                                                              |
|  | Partial Solid Green          | Right battery is full. Left battery is not inserted / depleted.                                                                         |

## 4.2 Common Troubleshooting and Solutions

### 4.2.1 Network Card Connection Failure (Indicator Light - Solid Red)

When the wireless handle's indicator light is solid red, which is shown in Figure 4-2, it indicates that a connection has not been established between the handle and the WiFi adapter.





Figure 4-2 WiFi Adapter not Connected

Troubleshooting steps for network card disconnection issues are as follows:

1. Confirm that the protective films on both sides of the WiFi adapter have been removed. If the packaging remains intact, peel off the films and reinsert the WiFi adapter.
2. Check that the adapter is securely connected and firmly reinsert it into the port. **For the Router Solution, insert the adapter firmly into the port on the rear of the handle. For the Network Card Solution, insert the receiver firmly into a USB 3.0 port on the PC, and the primary network card at the rear of the handle.**
3. Power off the wireless handle, restart it, and reinsert the adapter.
4. Excessive heat may lead to adapter disconnection. In this case, pause operations, remove the adapter, and allow it to cool down to room temperature before reconnecting.

#### 4.2.2 Router/WLAN Connection Failure (Indicator Light - Blinking Blue)

When the wireless handle's indicator light is blinking blue, which is shown in Figure 4-3, it indicates that a connection has not been established between the:

- Handle and router (Router Solution)

- Handle and WLAN (Network Card Solution)



Figure 4-3 Router / WLAN not Connected

#### 4.2.2.1 Troubleshooting Steps for Router Disconnection

Troubleshooting steps for router disconnection issues are as follows:

1. Gently pull the Ethernet cable to confirm the connection between the router's LAN port and the computer's network port is secure. If the connection is loose, tighten both ends.

**Warning:**

- If the Ethernet cable is not fully inserted or has poor contact, it will cause network interruption and result in router connection failure.
- Ensure the cable is plugged into **the LAN port** on the router.

2. Log in to the router's admin page and navigate to Internet > Ethernet. Check the WAN port status and confirm it is set to "Using as a LAN port", as shown in Figure 4-4 (right). For the method to log in to the router's admin interface, refer to

[Section 3.2.3 Router Admin Configuration\\*](#) (with GL-MT3000 as an example). For the method to view the Ethernet settings, refer to [Figure 3-9 Confirm Router Configuration](#).

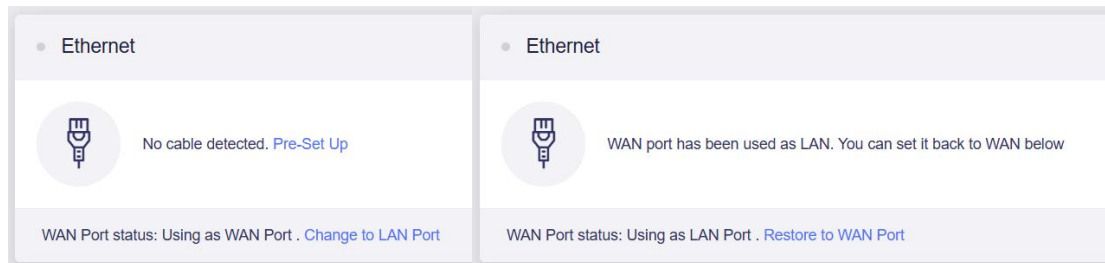


Figure 4-4 WAN Port (Left, Wrong) and LAN Port (Right, Correct)

3. Access the router admin page > Wireless, and simultaneously open the 3DeVOK Studio scanning software. Ensure that the router name (SSID) and password entered in the software match the name (SSID) and password set in the router's web interface, as shown in Figure 4-5.



Figure 4-5 WiFi Information of Router Admin Page (Left), Router Label (Top Right) and Software Interface (Bottom Right)

#### Note:

- Incorrect username or password (including case sensitivity errors) will cause router connection failure.
- If the WiFi name (SSID) and password have not been changed, they can be cross-referenced with the information on the router's physical label, as shown in Figure 4-5, for double check.

- If the WiFi name (SSID) and password have been customized, make sure to keep a separate record. In this case, they should not be compared to the default name (SSID) and password on the router's physical label.

4. Check the router admin page > Wireless settings, and verify the following:

- Ensure the 5GHz Wi-Fi is set to ON;
- Confirm that the "Enable Randomized BSSID" option is disabled;
- Scroll down to the 2.4GHz Wi-Fi section and ensure it is set to OFF.

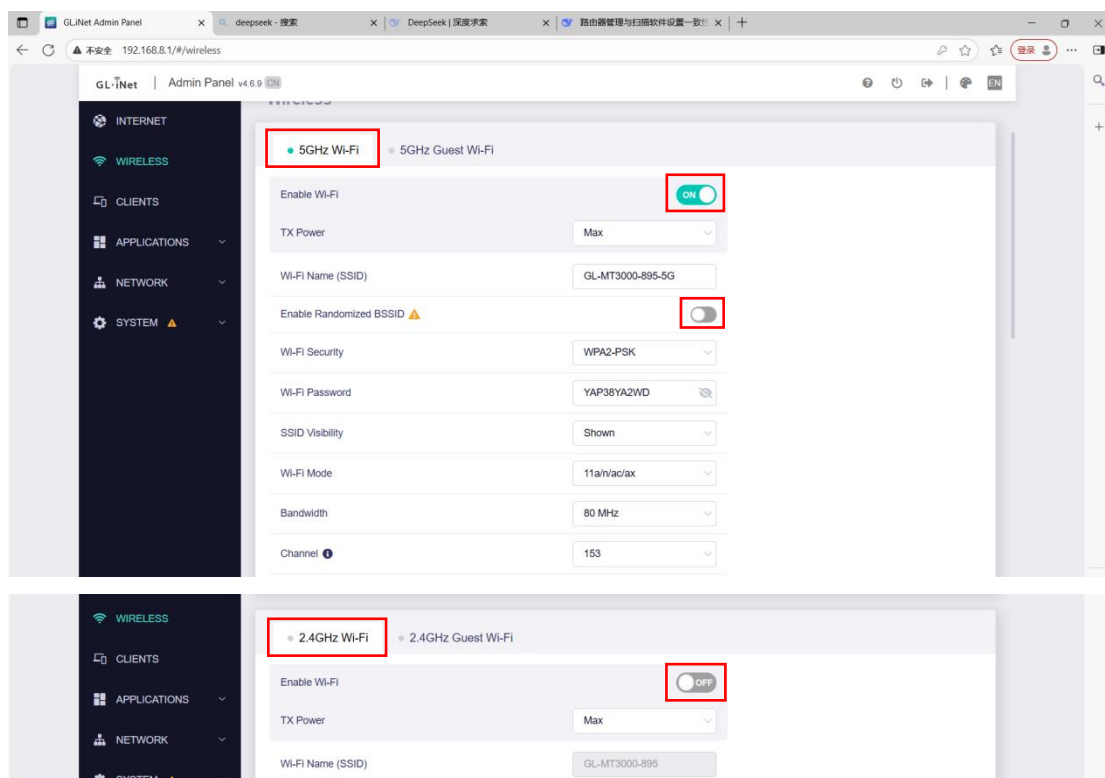


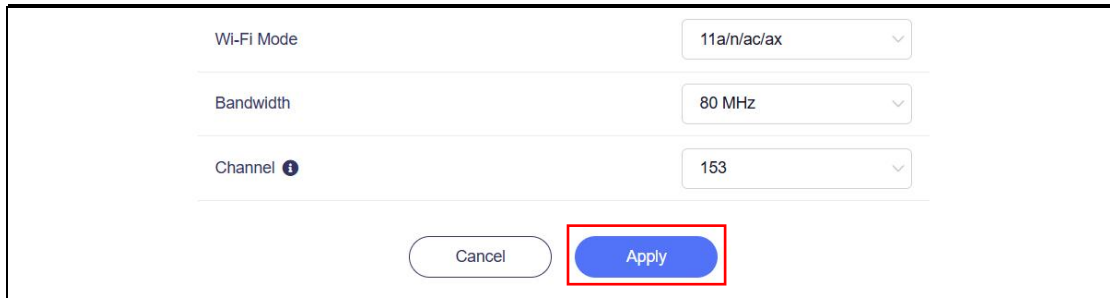
Figure 4-6 Double Check the Router Wireless Settings

For detailed instructions on each specific setting, refer to Section 3.2.2, Step 3.

[Figure 3-9 Confirm Router Configuration](#) and [Figure 3-10 Turn Off 2.4GHz WiFi](#).

#### Note:

If any parameters of the 5GHz WiFi require modification, make sure to click "Apply" to confirm the configuration after completing the operations.



Wi-Fi Mode: 11a/n/ac/ax

Bandwidth: 80 MHz

Channel: 153

Buttons: Cancel, Apply

#### 4.2.2.2 Troubleshooting Steps for WLAN Disconnection

Troubleshooting steps for WLAN disconnection issues are as follows:

1. Ensure the primary network card and receiver are not swapped (The most common disconnection issue); for detailed assembly, refer to [Figure 3-14 Assembly of the Primary Network Card and the Receiver](#).
2. Verify that the WLAN interface has been switched to WLAN2/WLAN3; for details, refer to [Figure 3-16 Connect Network Card WiFi](#).
3. Confirm that the WLAN password is correct (12345678).

#### 4.2.3 Wireless Frame Rate Drop

Observe the frame rate in 3DeVOK Studio scanning software during scanning. If the real-time value in the lower-right corner drops to single digits, which is significantly lower than the normal frame rate in each mode, as shown in Figure 4-6, wireless frame rate drop occurs.

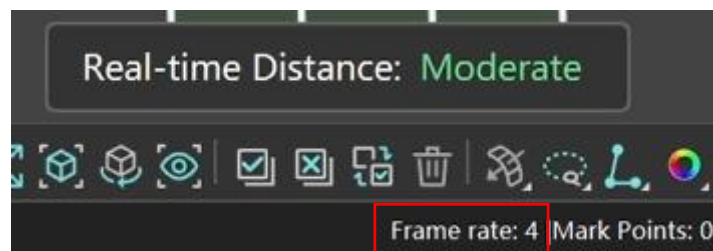


Figure 4-7 Frame Rate Drop Issue

Frame rate drop (hereinafter referred to as "frame drop") troubleshooting steps are as follows (For Router Solution, check Session 4.2.3.1 to 4.2.3.3; for Network Card Solution, check Session [4.2.3.4 Troubleshooting Network Card Settings](#)).

### 4.2.3.1 Troubleshooting Router and Adapter Configuration - Router Solution

1. **Check Wired Connection:** Remove the wireless handle, connect the scanner via a wired cable, and confirm that the frame drop issue does not occur under a wired connection.

2. **Verify Router Power Connection:** Ensure the router's data cable is directly connected to an external power source via a plug. Refer to [Figure 3-5 Router's Data Cable Connection](#).

3. **Check LAN Port Status:** Reconnect the handle, log in to the router admin page > Wireless settings. Check Ethernet status and confirm it is set to "Using as LAN Port." See [Figure 4-4 WAN Port and LAN Port](#).

4. **Check Connected Devices in Router Back-end:** Navigate to the router admin page > Clients, and verify that only one device is shown—the computer that the scanner is connecting, which is shown in Figure 4-8.

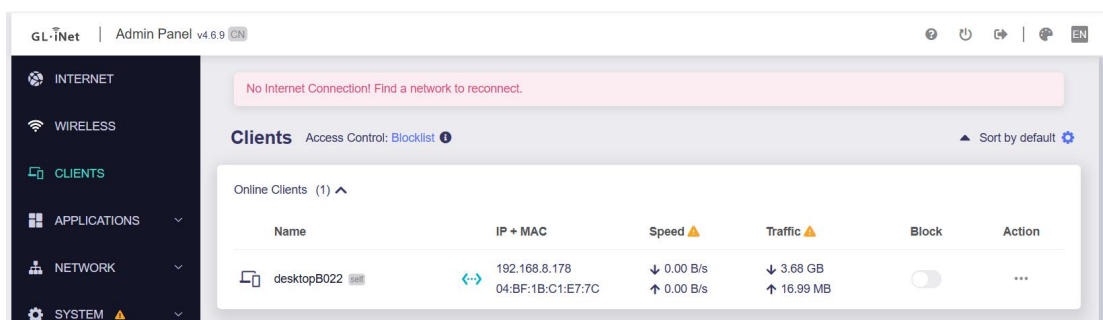


Figure 4-8 Check Connected device in Router Back-end

**Note:**

- To verify the device, compare the computer name (found under This PC > Properties > Home) with the name shown in the router's Clients Session.
- Multiple devices connected to the router simultaneously may also cause frame drops in the wireless handle.

5. **Verify Router Connection Speed:** Navigate to This PC > Properties > Network & internet > Ethernet > Properties and confirm that the Link Speed (Receive/Transmit) is 1000/1000 (Mbps) (i.e., Gigabit speed), as shown in Figure 4-9.

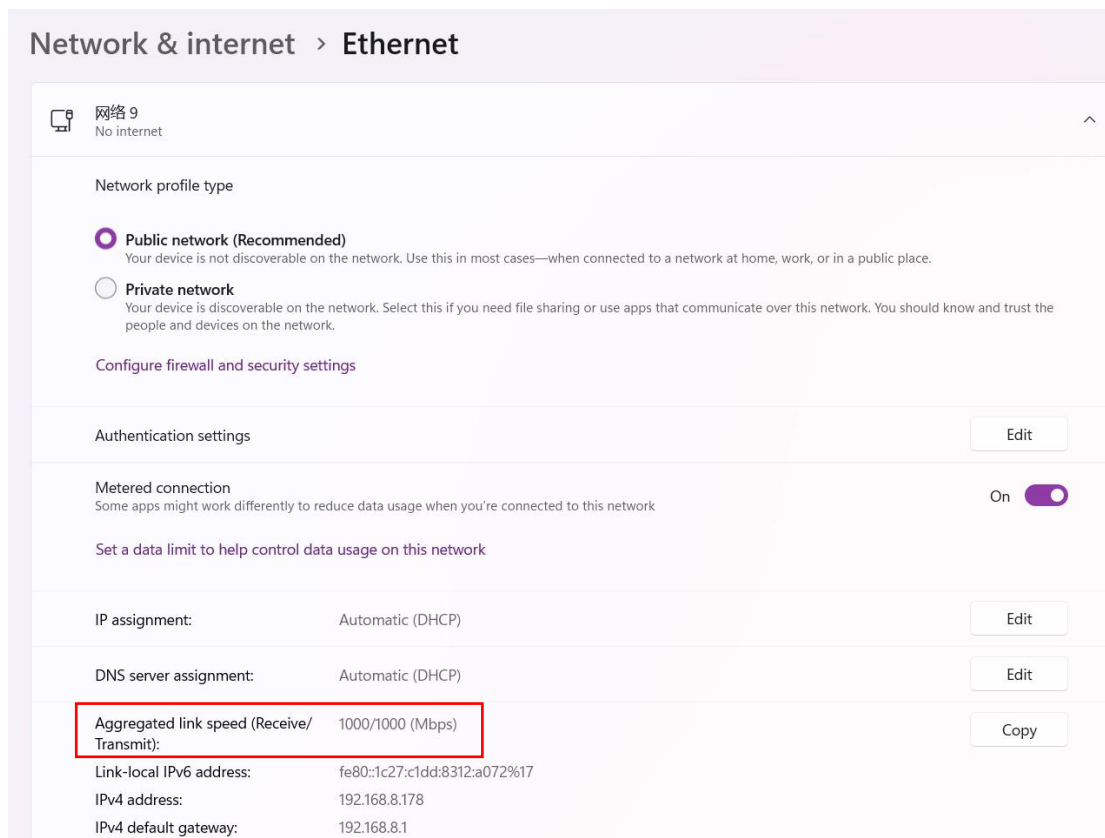


Figure 4-9 Check Router Connection Speed

**Note:**

- The router must be connected to the computer to access the Ethernet > Properties interface and check the link speed (Receive/Transmit).
- **The router must support Gigabit transmission speed and 5 GHz WiFi.** For optimal performance, the GL-MT3000 model is recommended. Using other routers may fail to achieve that transmission speed, resulting in frame drops.

6. Router and Network Adapter Overheating: Excessive heat can degrade transmission performance, resulting in frame drops. In this case, pause operations, remove the adapter, and allow it to cool down to room temperature before reconnecting.

### 4.2.3.2 Troubleshooting Channel Settings - Router Solution

If frame rate drops continue to occur after configuring the router and adapter as described above, check whether the channel is experiencing interference. The steps for troubleshooting channel interference is as follows:

**1. Check Signal Strength:** Click the  icon in the lower-left corner of the software to enter the wireless connection settings. Navigate to Properties > Signal Strength and confirm its status. A value closer to 0 indicates a stronger signal, making frame drops less likely during scanning, which is shown in Figure 4-10.

**2. Check Channel and Signal Strength:** Navigate to Properties > Channel to view the channel currently in use. **If the signal strength is below -60 dBm, it indicates significant interference from adjacent channels**, which may reduce transmission speed and cause performance issues. To resolve this, switch to a clearer channel via the router's admin page.

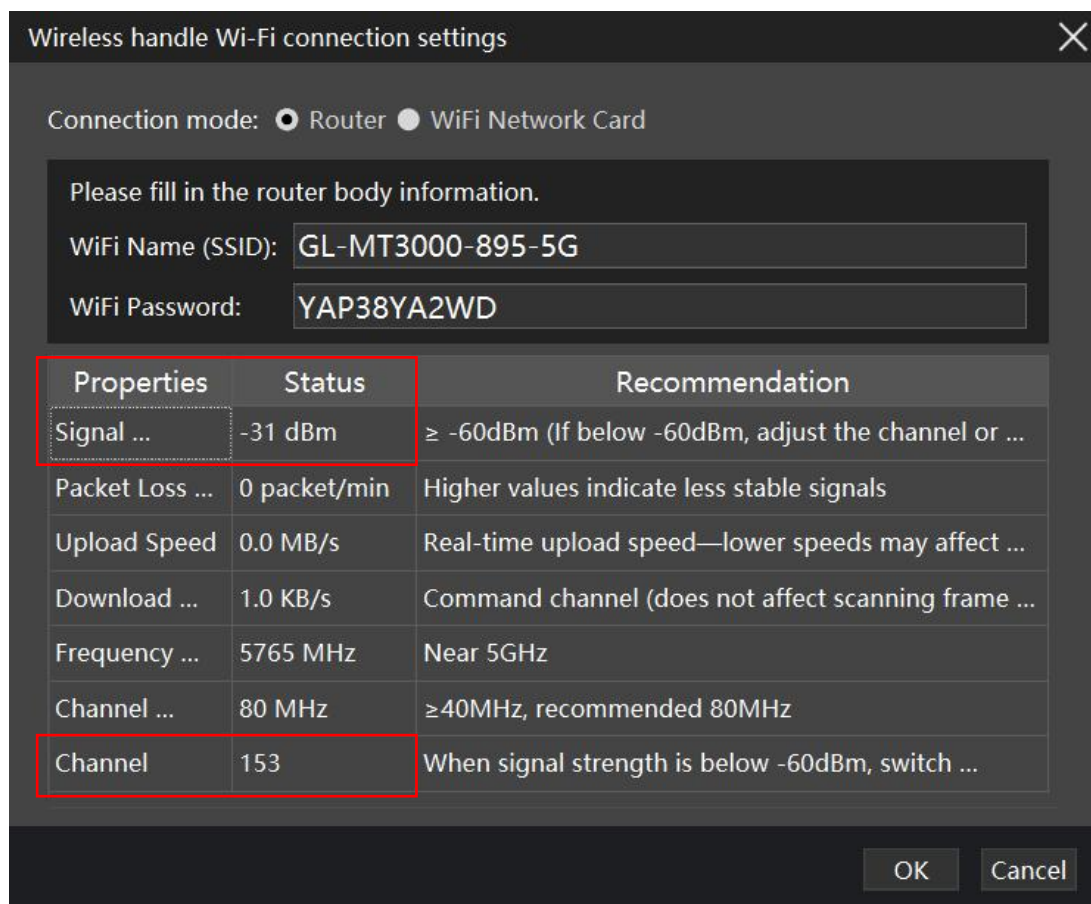


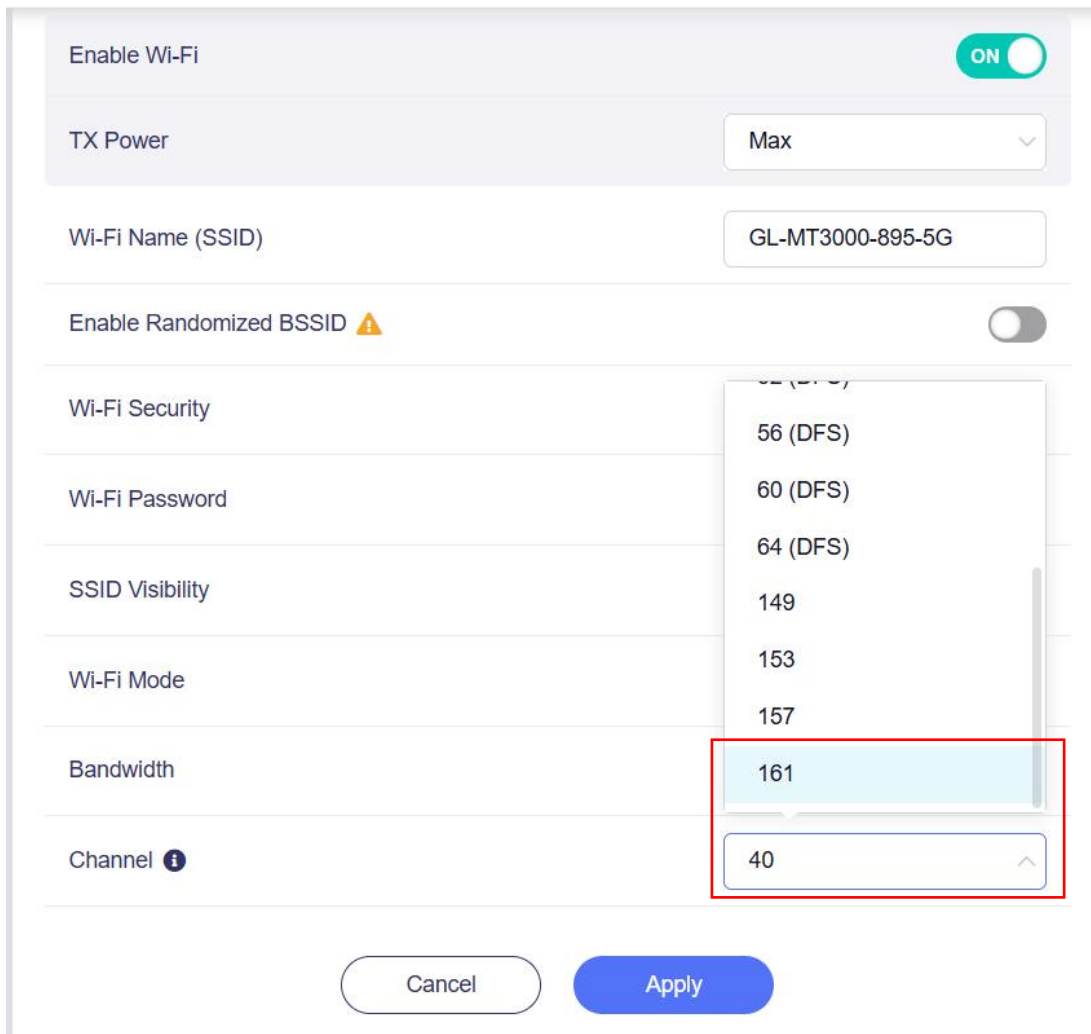
Figure 4-10 Check Channel and Signal Strength in 3DeVOK Studio



**Note:**

Adjacent channels refer to those with numerically close channel numbers. For example, the adjacent channels of Channel 40 include Channel 36, Channel 44, and other channels with similar numerical values.

**3. Switch Channels in Router Admin Page:** Navigate to Wireless > 5GHz WiFi and locate the "Channel" option. For example, if the signal strength is poor on Channel 40, switch the channel setting from "40" to a numerically distant channel, such as 161 or 153. Click "Apply" to confirm the new configuration, which is shown in Figure 4-11.



The screenshot shows the Router Admin Page for 5GHz WiFi settings. The 'Channel' dropdown menu is open, displaying a list of available channels. The current channel is 40, and the option 161 is highlighted with a red box.

| Setting                 | Value            |
|-------------------------|------------------|
| Enable Wi-Fi            | ON               |
| TX Power                | Max              |
| Wi-Fi Name (SSID)       | GL-MT3000-895-5G |
| Enable Randomized BSSID | OFF              |
| Wi-Fi Security          | WPA2-PSK         |
| Wi-Fi Password          |                  |
| SSID Visibility         | Visible          |
| Wi-Fi Mode              | 11n              |
| Bandwidth               | 20MHz            |
| Channel                 | 40               |

Available channels in the dropdown menu:

- 56 (DFS)
- 60 (DFS)
- 64 (DFS)
- 149
- 153
- 157
- 161

Figure 4-11 Switch Channels in Router Admin Page

**Note:**

- When switching channels, it is recommended to skip at least 4 channels to avoid adjacent channel interference. Examples: 1) Switch from Channel 36 to Channel 52 (DFS) or higher; 2) Switch from Channel 40 to Channel 56 (DFS) or higher.
- Prefer using one of the following eight non-DFS channels: 36-48 or 149-161. Avoid using DFS channels unless necessary.

4. **Return to 3DeVOK Studio and Wait for Re-connection:** After switching the channel, return to 3DeVOK Studio. The wireless handle will temporarily disconnect as the router restarts. Observe the indicator light: blinking blue → solid blue → solid green. The software will reconnect the handle automatically.

#### 4.2.3.3 Troubleshooting Bandwidth & Transmit Power (TX Power)

If frame rate drops persist after verifying router configuration and switching channels, re-enter the router admin page to adjust the bandwidth and transmit power (TX power) settings. The steps are as follows:

1. **Adjust Bandwidth:** Log in to the router admin page, navigate to Wireless > 5GHz WiFi and locate the "Bandwidth" option. Change the setting from 80MHz to 160MHz, as shown in Figure 4-12.

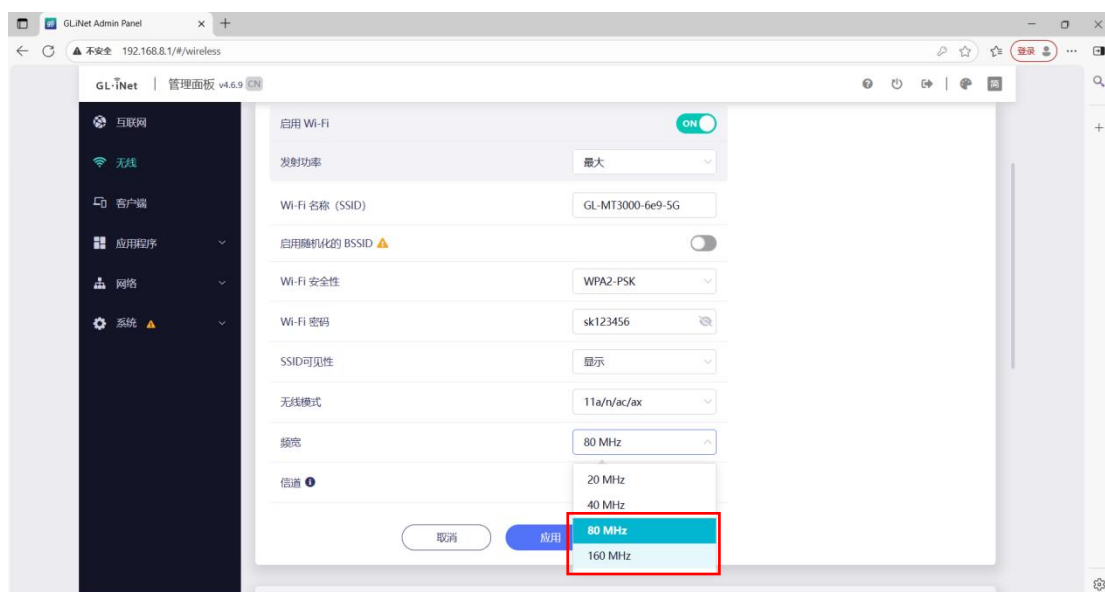


Figure 4-12 Adjust Bandwidth in Router Admin Page

2. **Adjust Transmit Power (TX power):** Locate the "TX power" option on the same page, and change the setting from "Maximum" to "Medium" or "Low", as shown in Figure 4-12.

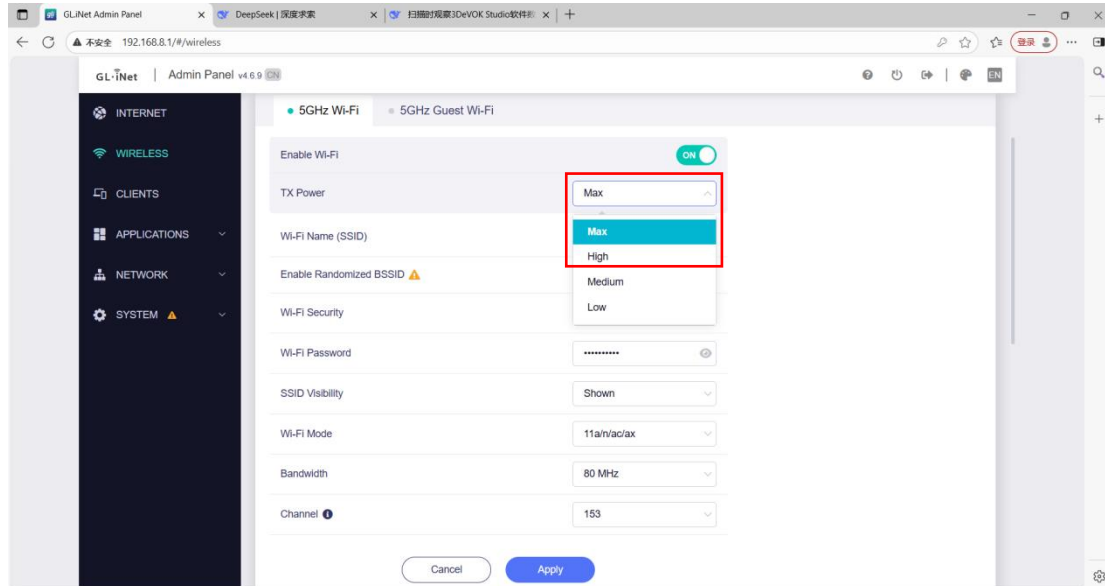


Figure 4-13 Adjust TX power in Router Admin Page

3. **Apply Settings and Resume Scanning:** After the above adjustments, click the "Apply" button at the bottom to save the settings. Return to 3DeVOK Studio software to continue scanning.

#### 4.2.3.4 Troubleshooting Network Card Settings - Network Card Solution

When frame drops occur with network card solution, it indicates significant interference from adjacent channels, which may reduce transmission speed and cause performance issues. To resolve this, switch to a clearer channel via the wireless connection settings in 3DeVOK Studio software.

**Note:**

Adjacent channels refer to those with numerically close channel numbers. For example, the adjacent channels of Channel 40 include Channel 36, Channel 44, and other channels with similar numerical values.

The steps are as follows:

1. Click the  icon in the lower-left corner of the scanning software to enter the wireless connection settings, and locate the "WiFi Channel" option, which is shown in Figure . Since frame drops have occurred, the current channel (here the 44 is used as an example) is the one experiencing interference. Click the drop-down arrow on the right side of the number, and switch the current channel to a numerically distant one.

**Note:**

- When switching channels, it is recommended to skip at least 4 channels to avoid adjacent channel interference. Examples: 1) Switch from Channel 36 to Channel 48 or higher; 2) Switch from Channel 48 to Channel 149 or 157.

2. The wireless handle will temporarily disconnect as it restarts. Observe the indicator light: blinking blue → solid blue → solid green. The scanning software will reconnect the handle automatically.

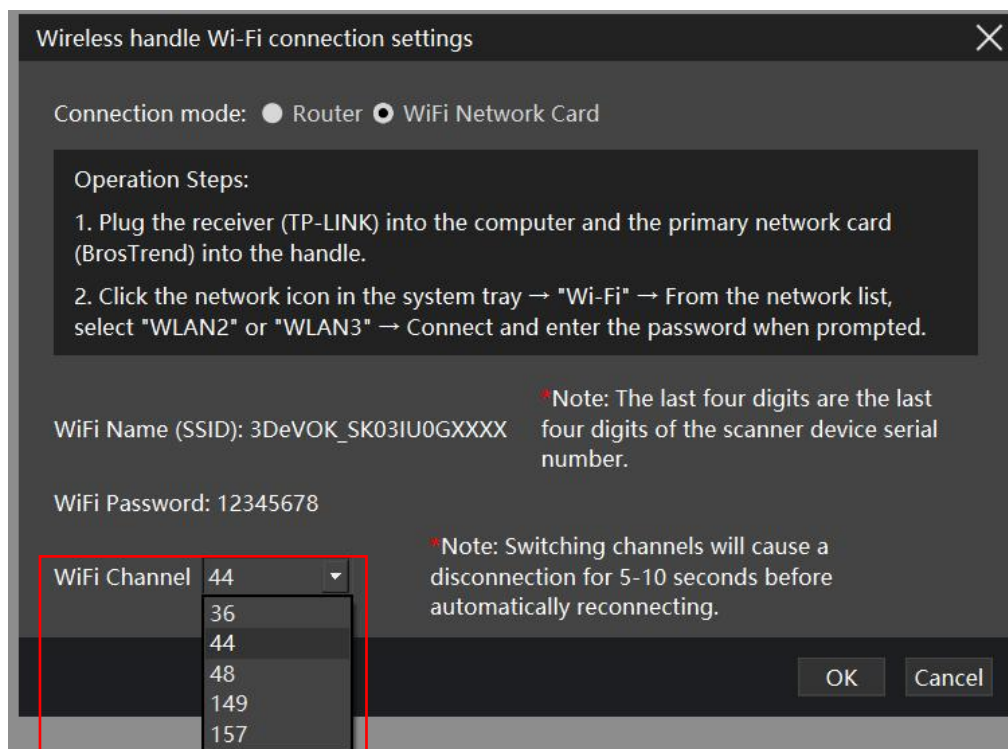


Figure 4-14 Switch Channels in Wireless Settings

#### 4.2.4 Screen off after Boot (Green Light Turns off)

Upon powering on the wireless handle by holding the power button, the battery indicator and scanner touchscreen light up, but the central indicator remains off. The touchscreen then turns off after a few seconds, which is shown in Figure 4-13. It indicates a potential hardware connection fault in the device.



Figure 4-15 Central Indicator Light Being Off

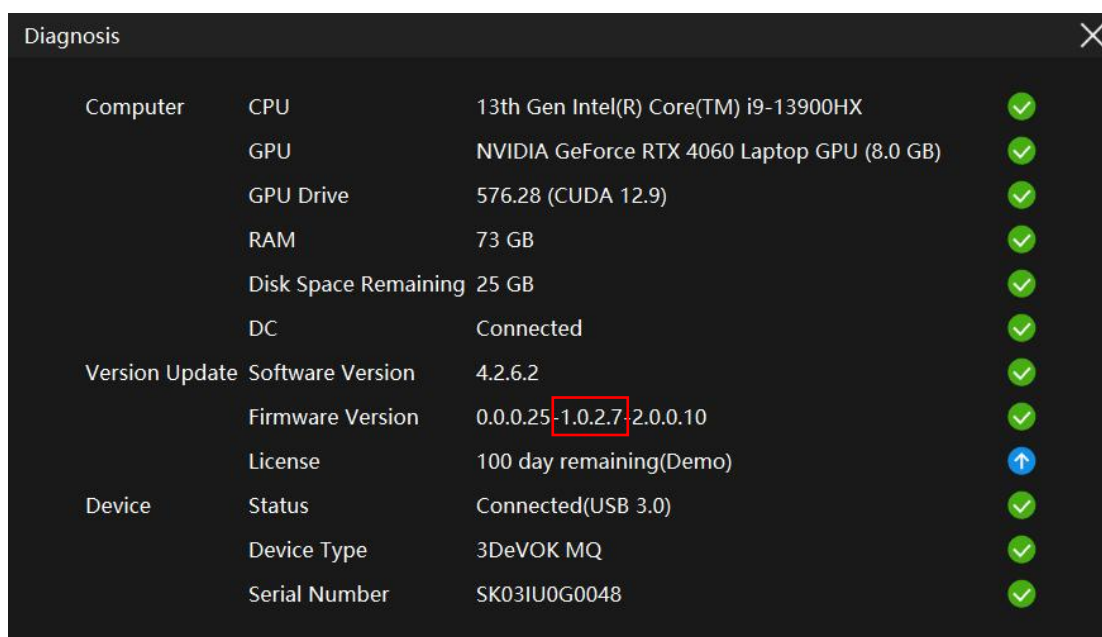
Troubleshooting Steps for Central Indicator Failure are as follows:

1. **Check Wireless Cable Connections:** Ensure both ends of the cable are firmly inserted into the handle's port and the scanner's rear port respectively. Verify that the screws are tightened and there is no looseness at either end.

2. **Restart the Wireless Handle:** After securing the cables, restart the handle. Observe whether the indicator light and scanner touchscreen repeat the previously mentioned behavior. If the issue persists, proceed to validate connectivity using a wired connection.

3. **Validate wired connectivity:** Disconnect the short wireless cable and connect the long wired cable instead. If the wired connection functions normally, it confirms that the wired hardware and rear port are intact. If the wired connection also fails, the issue may lie with the wired cable or the scanner's rear port.

**4. Check Firmware Version during Wired Connection (Skip if Wired Connection Fails):** When the scanner is connected via cable, navigate to Support Center > Diagnosis to check whether the scanner firmware is the latest version. The scanner must operate with the latest firmware. For scanning software version 4.2.6, the corresponding firmware version is 1.0.2.7, as shown in Figure 4-16.



The screenshot shows a 'Diagnosis' window with a table of system and scanner information. Each row has a status icon on the right. The 'Firmware Version' row is highlighted with a red box around the value '1.0.2.7'.

| Diagnosis      |                      |                                             |   |
|----------------|----------------------|---------------------------------------------|---|
| Computer       | CPU                  | 13th Gen Intel(R) Core(TM) i9-13900HX       | ✓ |
|                | GPU                  | NVIDIA GeForce RTX 4060 Laptop GPU (8.0 GB) | ✓ |
|                | GPU Drive            | 576.28 (CUDA 12.9)                          | ✓ |
|                | RAM                  | 73 GB                                       | ✓ |
|                | Disk Space Remaining | 25 GB                                       | ✓ |
|                | DC                   | Connected                                   | ✓ |
| Version Update | Software Version     | 4.2.6.2                                     | ✓ |
|                | Firmware Version     | 0.0.0.25-1.0.2.7-2.0.0.10                   | ✓ |
|                | License              | 100 day remaining(Demo)                     | ⬆ |
| Device         | Status               | Connected(USB 3.0)                          | ✓ |
|                | Device Type          | 3DeVOK MQ                                   | ✓ |
|                | Serial Number        | SK03IU0G0048                                | ✓ |

Figure 4-16 Check Diagnosis and Firmware Version in V4.2.6

**5. Re-validate the Wireless Connection:** If steps 1 to 4 have been confirmed as described, reconnect the wireless handle and repeat the connection procedure according to Section [3.2.3 Router Admin Configuration](#) (for router users) or Section [3.3.2 Wireless Handle Connection](#) (for network card users). **Ensure every step is followed precisely as specified.** If the connection still fails, with the central indicator remaining off and the device quickly turning off, the issue may lie with the wireless cable port or the scanner's wireless port.

For more professional and in-depth troubleshooting assistance, please contact the 3DeVOK technical and after-sales team.

For more video tutorials and software updates on 3DeVOK products, please visit the official website: <https://www.3devok.com/>.

Or scan the QR code below to access the latest videos on major platforms.



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