

TROUBLESHOOTING

Trouble	Possible Cause	Corrective Action
No power/ No green light on membrane switch	Instrument not plugged in	Check the line cord connection at each interface to ensure it is firmly plugged in.
	Outlet does not have power	Ensure that the outlet is grounded and has power.
	Main power switch or power supply is bad	Call your authorized Air Techniques dealer.
Green, Yellow or Red indicator light does not work	Defective light	Call your authorized Air Techniques dealer.
Your Image Management Software does not recognize the scanner when the ScanX is selected	Inadequate Computer System	<i>Verify Computer System Requirements</i> (Pg. 7)
	The scanner has not been turned on	If the green power indicator light is off, switch ON the ScanX.
	The cable between the ScanX and the computer is loose or defective	Reconnect the cable. Check for tightness.
	The computer does not recognize that the ScanX is connected	Call your authorized Air Techniques dealer.
	There is a hardware problem with the ScanX	Call your authorized Air Techniques dealer.
Plate does not scan properly	The PSP was not pushed far enough into the Plate Guide	Fully feed the PSP into the Plate Guide.
After scanning no image appears	The PSP is fed in backwards (printed side towards ScanX)	Quickly refeed the plate with the printed side out. If a substandard image results, the image must be retaken.
	The PSP was erased prior to scanning	Ensure the PSP's are fed into the scanner immediately and quickly after they are removed from the Plate Transfer Box or the cassette.
	Hardware failure	Call your authorized Air Techniques dealer.
	X-ray source failed	Call your x-ray service dealer.
Image is too dark	PSP has been overexposed	Adjust brightness with software. If this is not possible, feed PSP again, or retake image with proper (lower) exposure.
Intraoral image appears skewed on monitor	PSP was fed skewed, either behind Plate Guide or without a Plate Guide in place, or	Ensure that Plate Guide is in place and PSP is fed into slot in Plate Guide, or if a Size 4, PSP is fed in straight.
	Plate Guide used was not the proper size (slot larger than PSP).	Check PSP size and ensure that the correct Plate Guide is in place.

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Image contains ghost images or shadows.	PSP was not completely erased.	If using anything but an A/T ScanX Eraser, increase the amount of time that is used to erase plates. Alternatively, increase the intensity of the light source. To test if a PSP is completely erased, scan it. If no image is obtained, your procedure was effective. If using an A/T ScanX Eraser, check proper functioning of the Eraser. Refer to the A/T ScanX Eraser Operator's Manual.
	Imaging Plate was exposed with the back of the IP facing the tubehead.	Ensure the Imaging Plates are inserted properly into the barrier envelope or cassette, and the proper orientation to the x-ray source is maintained.
	PSP has been stored in barrier envelope for too long.	Do not store PSP's in barrier envelopes for more than 24 hours.
	Partial erasure of the image due to exposure to light during handling of the PSP.	Do not leave exposed PSP's in well lit areas. Even in the barrier envelope, some light may penetrate and partially erase the PSP. Transfer PSP's from their protective barriers to the ScanX as soon as possible, within one hour of exposure.
Image shows artifacts.	The PSP surface is not clean and has dirt, stains or scratches on it.	Clean the PSP. If the PSP is scratched or stained, do not reuse.
Intraoral PSP does not drop into the receiving tray.	PSP may have clung to the bottom of transport arch due to static electricity.	Look below transport arch and gently touch the PSP to allow it to drop.

IF YOU NEED ASSISTANCE

For additional information, please contact your authorized Air Techniques Dealer or visit our website at www.airtechniques.com