

# Troubleshooting connection issues on the Bio DS 3D Desktop Scanner.

30th July 2021

If you receive the message “Could not connect to the scanner”, here is a list of things to try:

**1).** Restart the PC software and the scanner. Ensure that the scanner is giving blue illumination:



If the scanner does not illuminate blue, then please contact technical support:

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BIO | DS 3D Scanner support (UK)  
Tel, Whats App, or Viber : +44 (0)776 166 5276  
Email: [jfmather@tupel.co.uk](mailto:jfmather@tupel.co.uk)

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**2).** Ensure you are using the original USB cable (made by JuiceBitz).

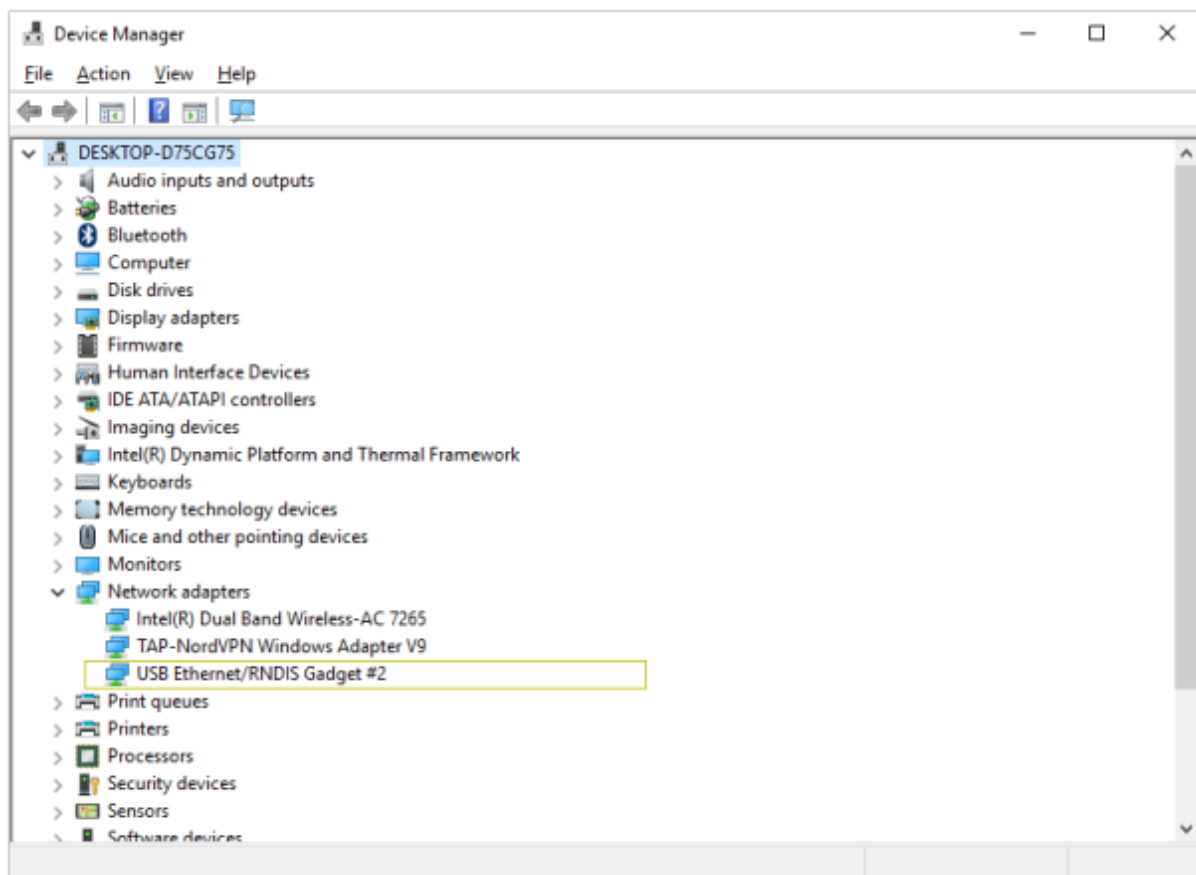
**3).** If using a desktop PC, use the USB socket that goes directly to the computer motherboard (usually at the back of the desktop computer rather than via extra USB sockets at the front panel).

**4).** Turn off VPN software. For example NordVPN will clash with the scanner connection to cause a connection error.

**5).** It can occasionally happen that the Windows driver used by the scanner does not install automatically.

## **5a). Checking if the driver is installed**

The driver is called the “USB Ethernet/RNDIS Gadget” driver. Open the device manager – you should see it listed under “Network Adapters”:



## 5b). Installing the driver

If the driver is not installed, you may try to install the RNDIS driver manually (feel free to contact support for help with this issue).

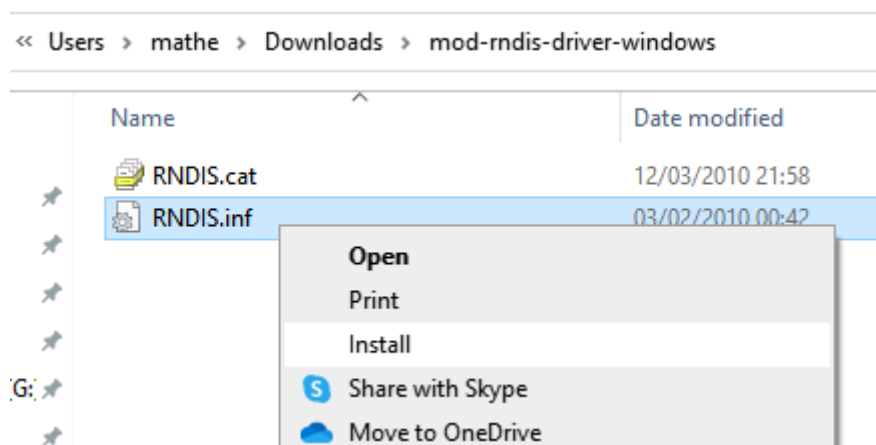
The driver can be downloaded here:

<https://modclouddownloadprod.blob.core.windows.net/shared/mod-rndis-driver-windows.zip>

Please UNZIP the downloaded file: right click the downloaded file and select “Extract all...”.

Now install the RNDIS driver by finding the unzipped driver file called “RNDIS.inf” in the “mod-rndis-driver-windows” folder.

Right click on “RNDIS.inf”, and select “Install”.



You should see a message saying that the driver has been installed.



The operation completed successfully.

OK

**Please now retry connecting to the scanner.**