

FAQ's for Matter and Form Scan (Mac)

Why is my scanner is not being detected?

If your computer is unable to detect your scanner, you may see an unknown device connected to your computer or you DO NOT see the scanner in list of connected devices even though it's plugged in (see Appendix: Verifying the scanner connection).

This can be caused by a number of reasons. The most common are:

- Using unsupported USB cables and/or ports
- System conflicts while assigning communication ports
- Failure to update the scanner's Arduino firmware

To figure out what is causing the scanner to not be detected, go through the following possible solutions in order unless your system identifies the issue for you:

Solution A: Check the USB connection

Step 1: Ensure the scanner is directly connected to the Mac through a functioning USB port (no hubs or port replicators) using the USB cable included with the scanner.

Step 2: Restart your Mac

Step 3: Download & install the most current version of the Matter and Form software

Step 4: Start the Matter and Form software

Step 5: Power the unit on. The MF logo/button on the back of the unit should be lit up and pulsing lightly.

The scanner should be detected within 10 seconds. If not, go to Solution B.

Solution B: Resolving system communication conflicts

Step 1: Uninstall the Matter and Form application

Step 2: Disconnect any non-essential USB peripheral (i.e 3d printer).

Step 3: Restart the Mac

Step 4: Download and reinstall the latest version of the Matter and Form software from our website (<https://matterandform.net/download/install>).

Step 5: Start the Matter and Form Scan software

Step 6: Connect scanner to the Mac via the USB port and power the unit on

The scanner should be detected within 10 seconds. If not, go to Solution C.

Solution C: Updating Arduino firmware

Sometimes data files can get corrupted when updating the Arduino firmware

Step 1: Remove the Matter and Form software (see Appendix: Completely removing Matter and Form Scan).

Step 3: Restart your Mac

Step 4: Download and install the most current version of the Matter and Form software

Step 5: Start the Matter and Form software

Step 6: Connect scanner to the Mac via the USB port and power the unit on

If the solution is successful, the scanner should be detected within 10 seconds.

If none of the possible solutions works, contact us at support@matterandform.net for more help.

Why is calibration failing?

This can be caused by a number of reasons including using an unsupported OS X or hardware version, using a faulty USB cord, connecting through an unsupported USB hub or port replicator, or a hardware failure.

Solution A: Update software

Step 1: Ensure the software is running on OS X 10.9.0 or later and on Mac hardware manufactured post-2011.

Step 2: Ensure that the machine has at least 2-3 GB of free hard drive space

Step 3: Remove the software (see Appendix: Completely removing Matter and Form Scan)

Step 4: Download and reinstall the latest version of the Matter and Form software from our website (<https://matterandform.net/download/install>).

Solution B: Check the USB connection

Step 1: Ensure the scanner is directly connected to the Mac through a functioning

Step 2: Restart your Mac.

Step 3: Download & install the most current version of Matter and Form software if

Step 4: Start the Matter and Form software.

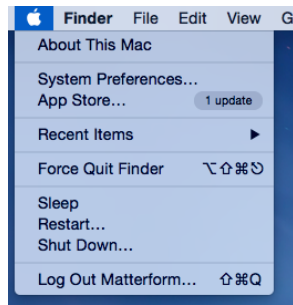
Step 5: Power the unit on.

Step 6: Calibrate again.

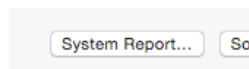
If calibration fails again, there may be something physically wrong with the USB cable or with the scanner. You can repeat Solution B with a different USB cable, if you have one. If not or if the new cable does not work, there may be a hardware failure. Contact support@matterandform.net for help.

Appendix: Verifying the scanner connection

In the top-left corner of the screen, click on the Apple icon and select “About this Mac”



Click on the “System Report...” button.



Under “Hardware” in the left-hand column, select “USB”.

If the scanner is connected, you should see two devices listed next to each other under the USB Device Tree on the right:

“Miscellaneous Device:” – or –
“Vendor ID: 0x046d (Logitech Inc.)”

and

“Arduino Leonardo:”

Appendix: Completely removing Matter and Form Scan

Because Matter and Form does not come with an installer/uninstaller, in some extreme situations it may be necessary to completely remove the scanner software and reinstall it. It may be possible for the installed software to become corrupted through a bad upgrade, some unexpected compatibility with settings and data files manifests, or some other external factor affects the install. In these extreme cases we suggest using FreeMacSoft’s AppCleaner application.

AppCleaner is free and can be found here: <http://www.freemacsoft.net/appcleaner>

Simply drag Matter and Form from the Applications folder and drop it on AppCleaner and have it remove all of the associated files and settings. Once the files have been removed, reboot the machine.