

Troubleshooting calibration for the Premi® Scan

The computation of the scanner calibration may fail for several reasons:

1. The scan plate is dirty. Please clean the scanner plate.
2. The Q-60 Color Input target is combined with the wrong data file. Please confirm that the data file you have selected is a valid Q-60 data file and that it corresponds to the batch of your Kodak Q-60 Color Input target. Note; Condense on the bed should be avoided when warm wet plates are placed on the scan bed.
3. The Q-60 Color Input target is damaged. In case of a bended target use scanner lid to ensure that the target is lying flat on the scan plate.
4. The scanner fails to provide consistent color scans. This is a hardware problem; please replace your scanner.
5. Error during calibration can occur when the foil is not removed from the Kodak Color Chart or when the Kodak Color Chart is put to closely to the boarder of the HP Scanjet.

Troubleshooting template localization & failures in measuring

When an image has been acquired by the scanner the application will automatically search for the templates and samples in the image. These localization steps may fail for several reasons:

1. The background of the image is not dark enough. Please use a dark background as described in scanner operating instructions.
2. The scan bed is polluted. Please clean and dry the scan bed before operation.
3. The ampoules are wet (e.g. small drops on the bottom). Please make sure they are dry.
4. The wrong samples have been selected in the sample configuration dialog.
5. The templates have been placed incorrectly. A template should have a minimum distance of 1 cm (0.4 inch) to the border of the scan bed and other templates. Please consider the fact that most scanners do not scan the entire scan bed but only the top right part of it. Therefore do not position the templates too close to the left or to the bottom.
6. One of the templates is heavily rotated. Please align the template with the borders of the scan bed, while keeping a minimum distance of 1 cm (0.4 inch).

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