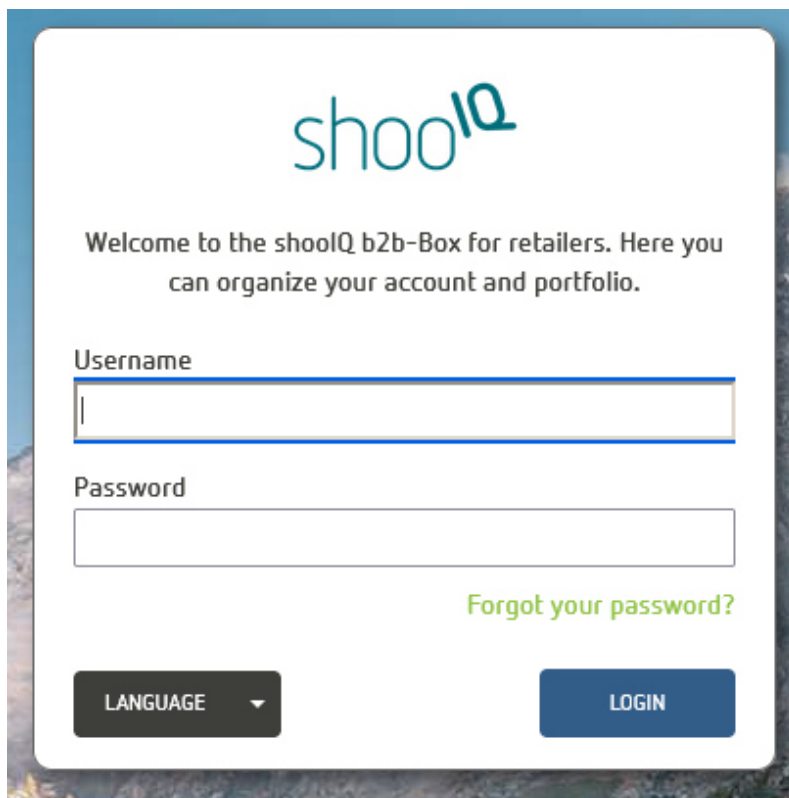


## Issue during update process

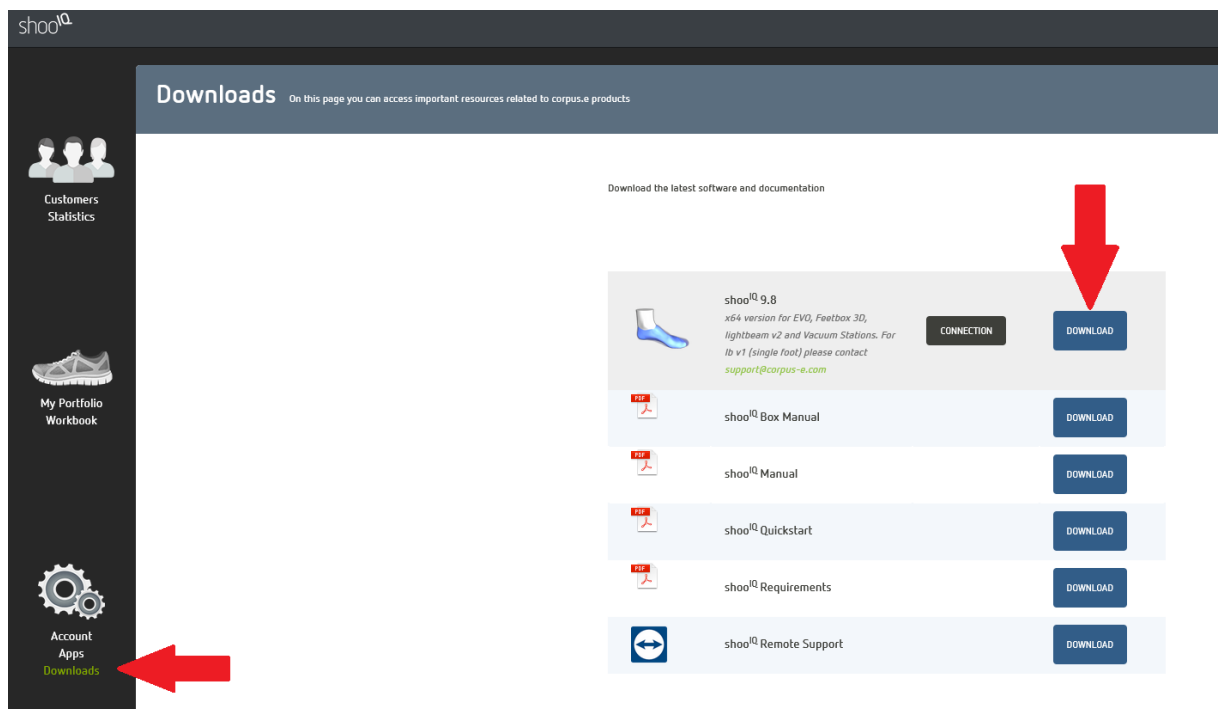
In case you are experiencing issues while the software wants to do an update, please close the application and follow these steps:

1. manually delete the shoolQ folder which is located in **C:\Program Files\shoolQ** by default.
2. Visit <https://box.shoolq.com> and log in with your credentials you also use for the shoolQ software login.



The screenshot shows the shoolQ login interface. At the top, the shoolQ logo is displayed in a teal color. Below the logo, a welcome message reads: "Welcome to the shoolQ b2b-Box for retailers. Here you can organize your account and portfolio." The login form consists of two input fields: "Username" and "Password". Below the password field, there is a link that says "Forgot your password?". At the bottom left, there is a "LANGUAGE" dropdown menu, and at the bottom right, there is a blue "LOGIN" button.

3. Go to the download section and get the latest version of shooIQ.



4. Install the software by selecting the hardware driver matching your scanner:

- EVO = 2D scanner (no socks required)
- lightbeam2 = 3D scanner (scan both feet at a time + socks required)
- lightbeam = 3D scanner (scan one foot at a time + socks required)

