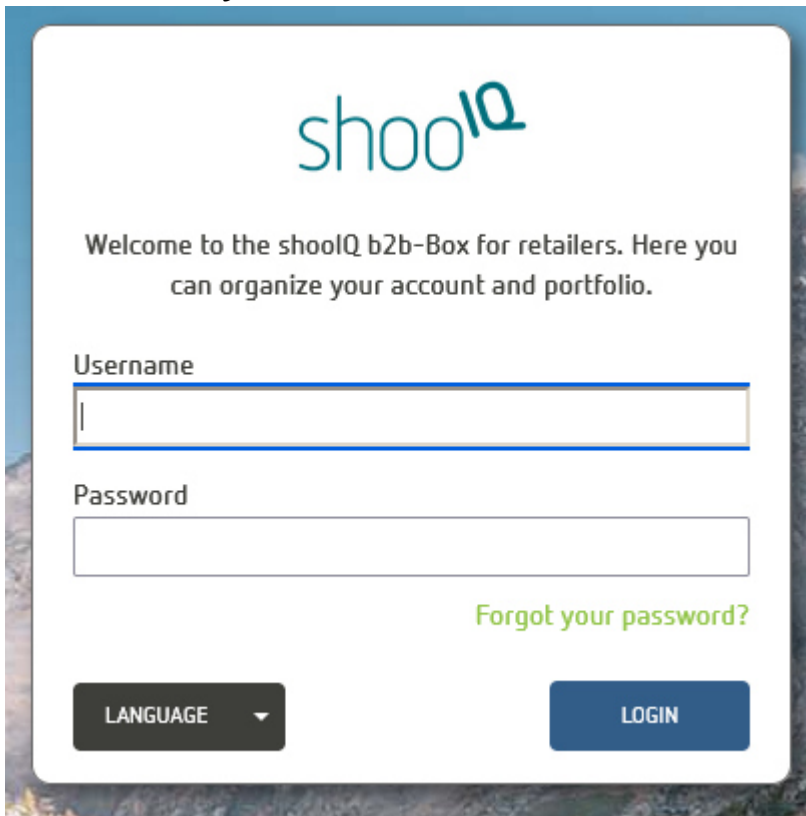


## Issue during update process

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.shooliq.com> and log in with your credentials you also use for the shoolQ software login.



The screenshot shows the login interface for the shoolQ b2b-Box. 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 form contains 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 dark grey button labeled "LANGUAGE" with a downward arrow. At the bottom right, there is a blue button labeled "LOGIN".

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

shooIQ

## Downloads

On this page you can access important resources related to corpus.e products

Download the latest software and documentation

- shooIQ 9.8**  
x64 version for EVO, Feetbox 3D, lightbeam v2 and Vacuum Stations. For lb v1 (single foot) please contact support@corpus-e.com
- shooIQ Box Manual**
- shooIQ Manual**
- shooIQ Quickstart**
- shooIQ Requirements**
- shooIQ Remote Support**

Account Apps Downloads

4. Do a full installation and start the software

Setup - shooIQ 9.8.011

### Komponenten auswählen

Welche Komponenten sollen installiert werden?

Wählen Sie die Komponenten aus, die Sie installieren möchten. Klicken Sie auf "Weiter", wenn sie bereit sind fortzufahren.

- shooIQ Applikation
- Hardware Treiber
  - Feetbox EVO
  - lightbeam2
  - lightbeam

install4j

Weiter > Abbrechen

Select 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)