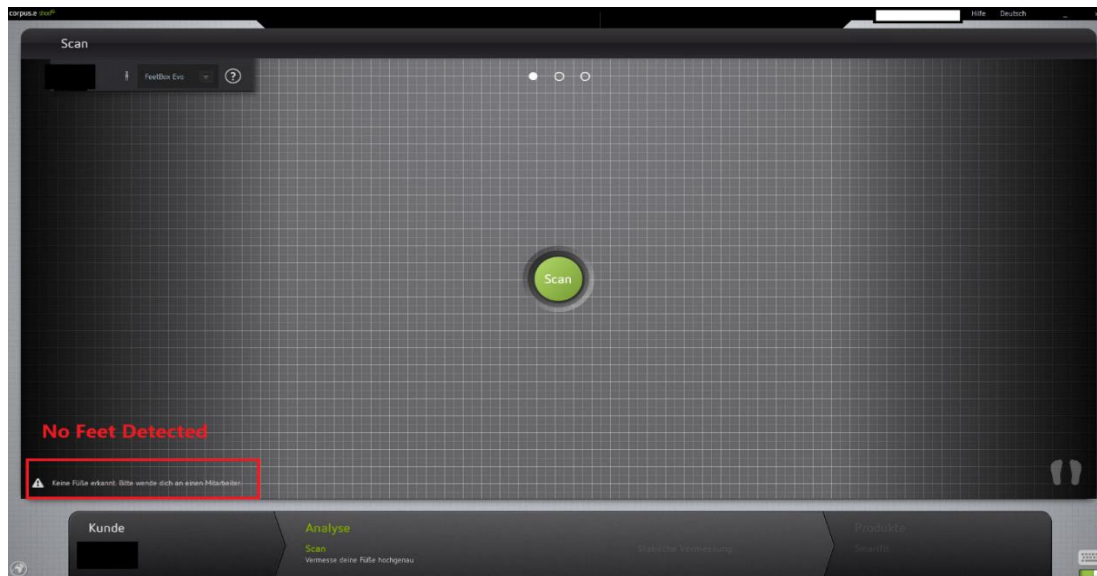


Feet not visible (correctly) in the Scan Tab

Symptoms:

- The Live-View (below) is empty
- The Feet are displayed unclear or flickering
- The software shows a notification (bottom left)



Description:

- This is usually **NOT** a camera-hardware issue!
- The Live-View displays the feet only, if the correct conditions for a successful measurement is given
- Most common causes are **powerful/bright interfering light sources** – e.g. sunlight, spotlights, ...

Testing of the scan requirements:

1. Make sure the customer has placed **both** feet in the **middle** on the green area:



2. Make sure the integrated LEDs are working:



3. Check that no wide clothing (e.g. ski pants, coat, skirt) is interfering with the measurement of the feet:



4. Darken the surrounding of the Feetbox EVO **completely**:

- Turn off **all** light sources close by (spotlights, neon tubes etc)
- Temporarily block **all** daylight (windows, doors, mirrors etc)

If, despite careful compliance with the above points the problem persists:

- => Please press the "SCAN" button during test no. 4
- => Contact your responsible Sidas Rep