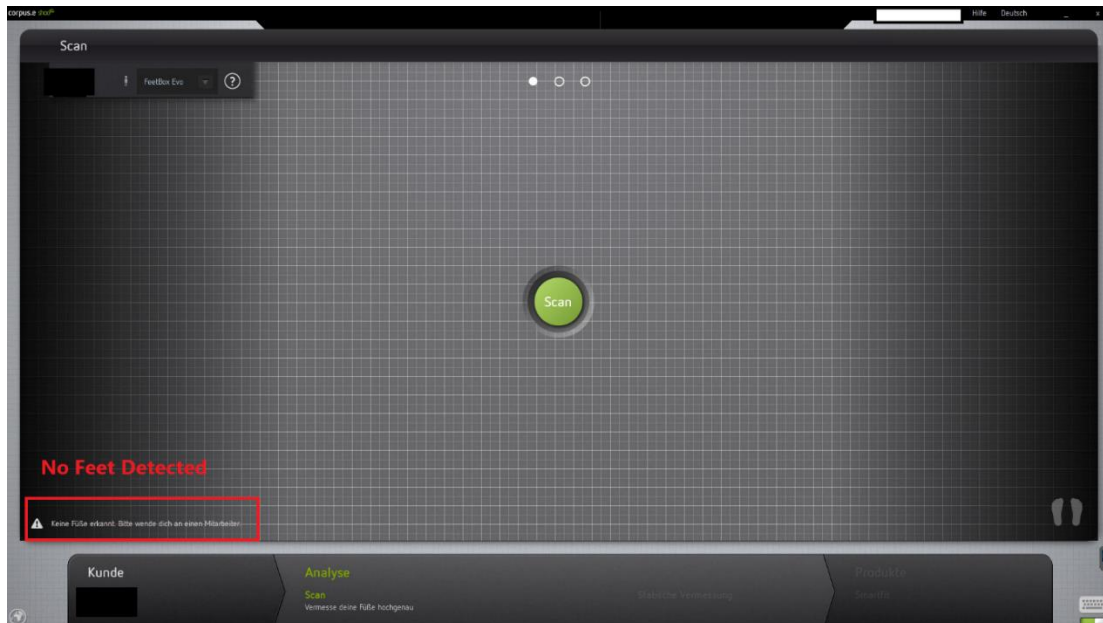


EVO – lighting test

Problem: The feet are not visible in the live view. In the software a message that “No Feet detected” could appear.



Description: This case usually occurs if the requirements for a scan or successful measurement is not given, the example picture shows flickering and artifacts on the display. This is not necessarily an indicator for a hardware or software defect, to rule out such check points listed here:

<https://box.corpus-e.com/pages/viewpage.action?pageId=118858732>



- This is not connected to a camera or hardware problem
- This occurs when the visible green area allows no valid measurement
- Most frequent causes are:
 - No person on the scanner
 - Left or right foot not correctly positioned/centered
 - Shadows /artifacts from external light sources (sun, spotlight...)

To rule out last point, please perform following **test**:

- Turn off any ceiling lighting
- Close all blinds close to the device
- Darken all windows / light shafts temporarily close by
- Cover / block all light sources from the side e.g. with a carton or similar

If there is still no successful scan possible, please contact:

support(at)corpus-e.com