

Problem:

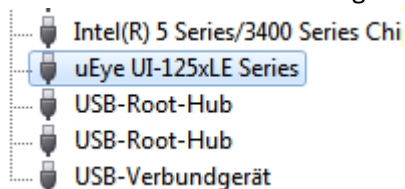
EVO-Scanning not available => Only the "Manual" scanner option shown

**Problem:**

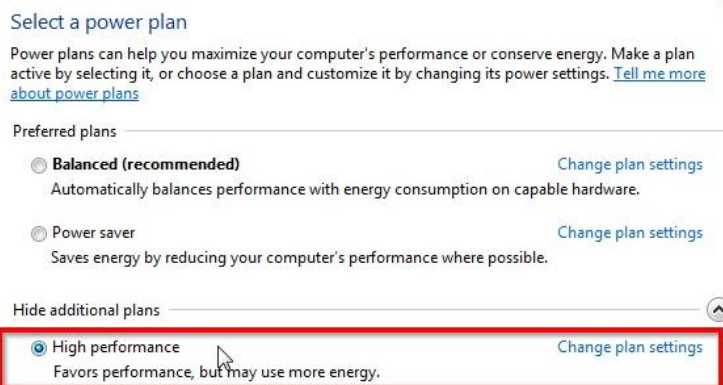
=> Camera not properly connected/recognised

Possible solutions:

- Check cabling:
USB-cable properly connected to the PC
- Check USB-driver in Device Manager:



- Check Windows Power-options:
"High performance" profile selected



- Restart the software:
Close the shoollQ-program and restart it once
- Check for active Windows Updates:
Wait for any pending or running updates to have finished completely

Problem:

Calibration Failed - Pressure not available

**Cause:**

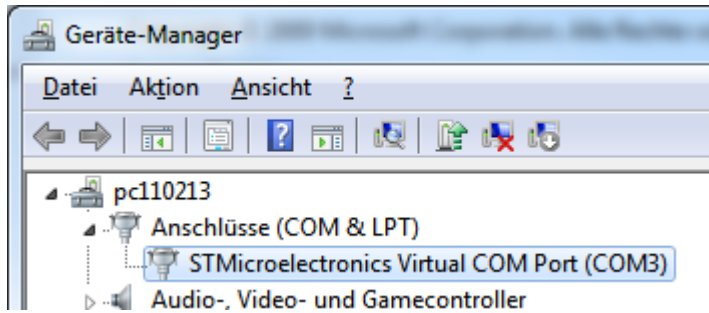
=> Connection to the pressure plate could not be established

Possible solutions:

- Check cabling:
USB-cable properly connected => **Both** to the computer **AND** to the pressure-plate
- Check **power-button** of the pressure plate:

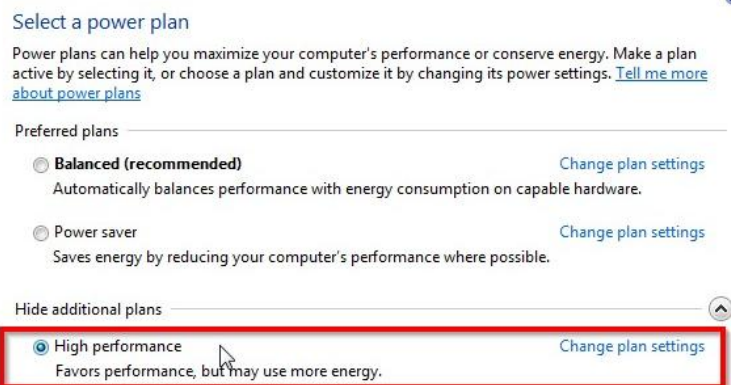


- Check COM-driver in Device Manager:



- Check Windows Power-options:

“High performance” profile selected



- Restart the software:
Close the shoolQ-program and restart it once
- Check for active Windows Updates:
Wait for any pending or running updates to have finished completely

Problem:

Calibration Failed – Green area not recognised

**Cause:**

=> Something wrong with the (images of) the green plate!

Possible solutions:

- Do not stand on the green plate during calibration
- Remove any objects lying or interfering with the green plate
- Check for cables or other objects in the camera's field of vision
- Avoid direct sunlight and spotlights / casting deep shadows onto the plate
- Press "Retry"

If "Retry" still fails repeatedly:

- Press "CTRL+O" to open the directory containing the images
 - Open the folder "dump"
 - Open the folder named / created most recently
 - Check the image "calib.jpg" ...
or send it to the support-team of Sidas