

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:
 - --- 🏺 Intel(R) 5 Series/3400 Series Chi
 - 🏺 uEye UI-125xLE Series
 - USB-Root-Hub
 - USB-Root-Hub
 - 🏮 USB-Verbundgerät
- Check Windows Power-options: "High performance" profile selected

Power plans can help you maximize your computer's per active by selecting it, or choose a plan and customize it l	formance or conserve energy. Make a plan by changing its power settings. Tell me mor
about power plans	, ,,, ,
Preferred plans	
Balanced (recommended)	Change plan setting
Automatically balances performance with energy of	consumption on capable hardware.
Power saver	Change plan setting
Saves energy by reducing your computer's perform	nance where possible.
Hide additional plans	
High performance	Change plan setting
Favors performance, but may use more energy.	

• 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

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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:



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• Check COM-driver in Device Manager:



• Restart the software:

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Close the shoolQ-program and restart it once

• Check for active Windows Updates: Wait for any pending or running updates to have finished completely

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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