

Pressureplate not working on EVO

Problem

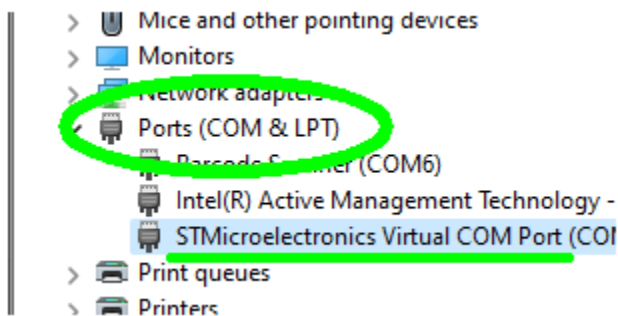
No pressure data is shown on the "Scan" layer before starting the scan process.

Solution

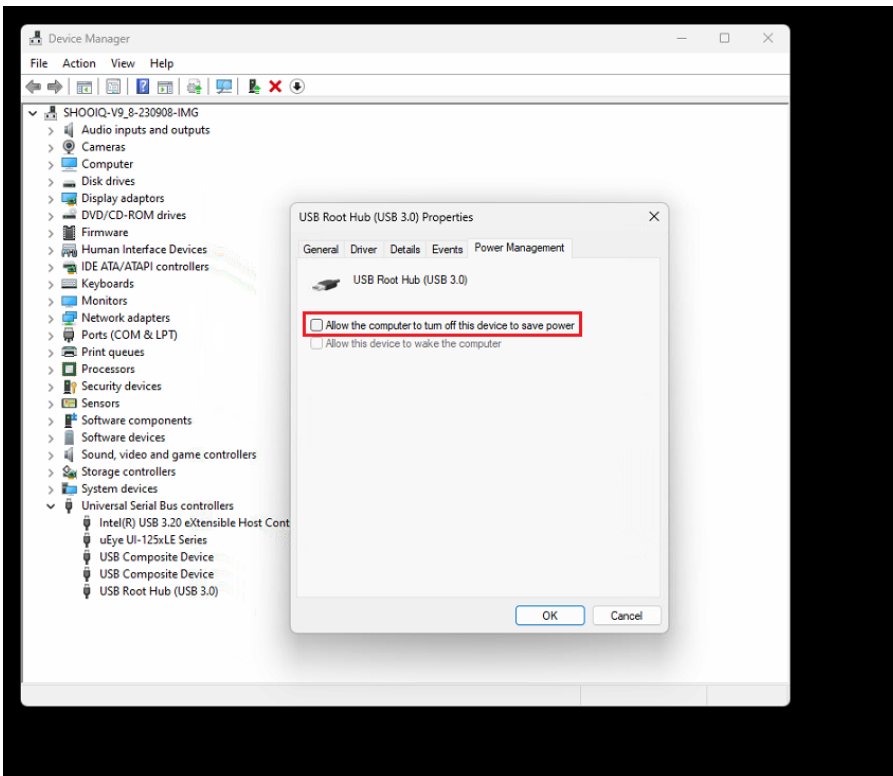
1. Make sure the USB cable is undamaged and properly connected to the scanner and the PC!
2. Check whether the driver was properly installed and the device was recognised by Windows:

Open the device-manager (Right click on the Windows button in the task bar) and look for the following entry called:

"STMicroelectronics Virtual COM Port"



3. Check the Power Management settings for each USB port in the device-manager (go to the USB controllers > Right click > Power Management > Don't allow the computer to turn off the device)



4. Check the Windows energy-options and the power-options:

[Windows Power options for lightbeam \(Windows 10\)](#)

Also make sure the computer was not set into Hibernate or Standby

If this was the case or the energy-settings were wrong restart the computer before continuing ...

5. Open the Windows defender options

(click on Windows button > Settings (small gear wheel) > Update & security > Windows security > Virus & threat protection > Virus & threat protection settings > manage settings)

and set the following parameters, then restart the shoolQ-software:

Virus & threat protection settings

View and update Virus & threat protection settings for Microsoft Defender Antivirus.

Real-time protection

Locates and stops malware from installing or running on your device. You can turn off this setting for a short time before it turns back on automatically.



Cloud-delivered protection

Provides increased and faster protection with access to the latest protection data in the cloud. Works best with Automatic sample submission turned on.



Cloud-delivered protection is off. Your device may be [Dismiss](#) vulnerable.



Automatic sample submission

Send sample files to Microsoft to help protect you and others from potential threats. We'll prompt you if the file we need is likely to contain personal information.



Automatic sample submission is off. Your device may be [Dismiss](#) vulnerable.



[Submit a sample manually](#)

Tamper Protection

Prevents others from tampering with important security features.



Tamper protection is off. Your device may be vulnerable. [Dismiss](#)



6. Is the switch for the pressure plate turned on? Please contact your Sidas representative for disassemble assistance.



7. If all the above steps should fail, please contact your Sidas representative/sales partner for further assistance.