Pressure-Plate not working

Problem

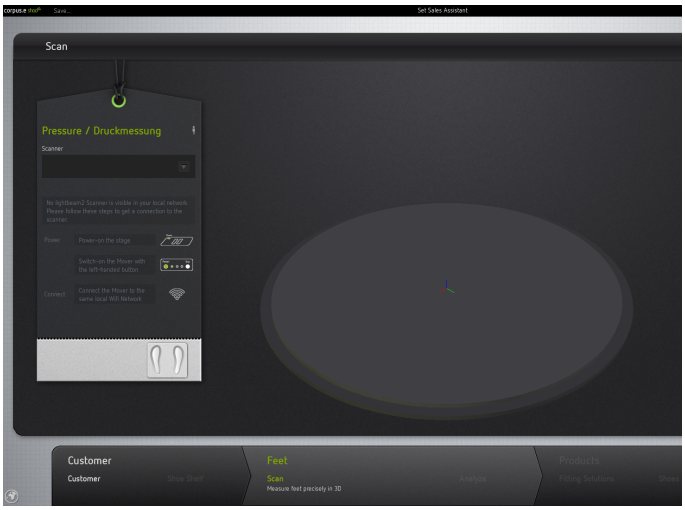
No pressure data is shown on the "Scan" layer before starting the scan process.

Solution

There are basically **two different scenarios** that can cause this issue.
Please look at the screenshot below to choose the correct way to solve your problem:

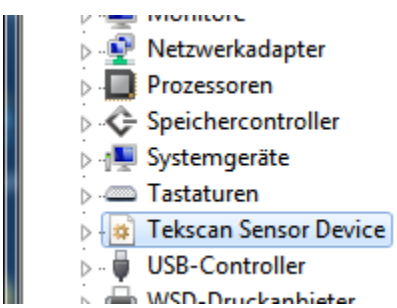
Case A:

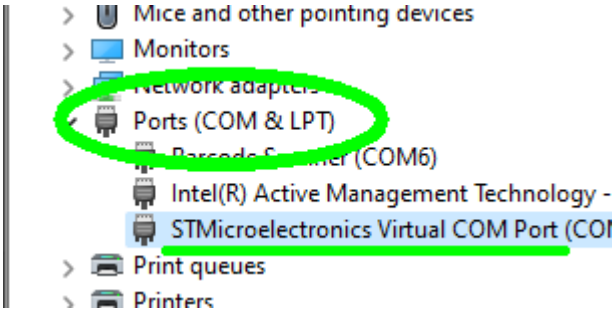
Plate-symbol in the software does NOT rotate upwards:



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 and look for the following entry called:

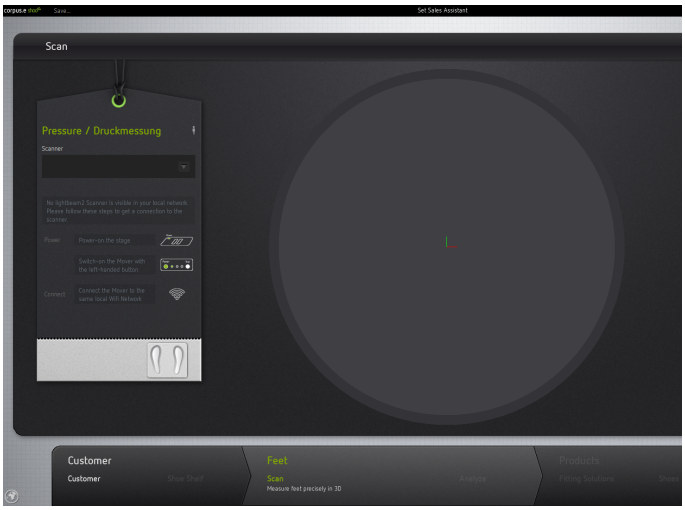
"***Tekscan Sensor Device***" or "***STMicroelectronics Virtual COM Port***"
Feetbox3D (until **2022**) Feetbox3D [since **2023**]



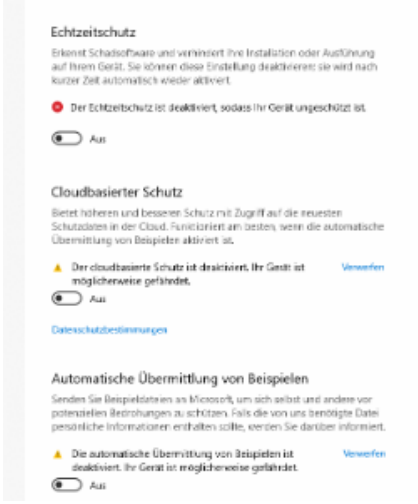


Case B:

Plate-symbol in the software rotates successfully upwards:



1. Make sure the USB cable is undamaged and properly connected to the scanner and the PC!
2. 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 ...
3. Make sure someone is standing on the red plates!
   Simple objects are not heavy enough to produce enought pressure
4. Open the Windows defender options and set the following parameters,
   then restart the shooIQ-software:



5. If al the above steps should fail, there could be an internal hardware-problem:
   Please contact your sales partner or the support team for further assistance.

- Pressure-Plate not working
- Problems during Startup
- Windows 10 Taskbar / Taskleiste
- Scan-Probleme bei schlecht angezogenen Socken
- Scan-Probleme aufgrund geringer Bildqualität