

Error Rate - Cheat Sheet

Tips for reducing error rates

Moving Subject

This error happens when the person moves while the scan is taking place.

Ensure your customer is standing completely still before you begin the scan.

Troublesome Pants

The ankles need to be visible to complete a successful scan.

Tell your customer to roll up pant legs at least 10-15 cm (about the height of an iPhone).

Covered Dot

The dots on the scanner base are being covered.

Make sure customers stand with their feet within the black lines and do not cover any of the black dots.

Empty Scanner

This error happens when the scanner is empty.

Ask your customer to step onto the scanner. Remember: the scan starts as soon as you select the gender.

Shoes

Customers must take off their shoes to proceed with a scan.

Have your customer take off their shoes before scanning. Socks can remain on.

Facing Wrong Way

The direction of the feet on the scanner is important.

Ensure your customer stands up straight and faces forward towards the Volumental logo on the scanner.