

# Known issues- ios

- [I am unable to complete my health scan](#)

# I am unable to complete my health scan

Face scan measurements gets cancelled when the video is unstable. This may be due to poor lighting or movement. To prevent this from happening, stabilize the phone by holding it steadily, adjust your lighting (to make sure light is not flickering, there are no shadows, etc.), and adjust your face angle (to make sure light is hitting your face evenly).

If you still face any issues, contact [support@healthmov.com](mailto:support@healthmov.com).