

Brief Scanner Software Installation Instructions

- that Handle 90 Percent of the Cases

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Most PCs on the market today have the 64-Bit Windows 8 or 7 on them. To install Sharp Shape scanner software on these computers, following these instructions.

Step 1. We email or use other method to send a ZIP file to the user. Please download the ZIP file to your computer. You need to remember where you put it, for example on Desktop or in C:\TEMP folder. This step is somewhat different, depending on the email you are using.

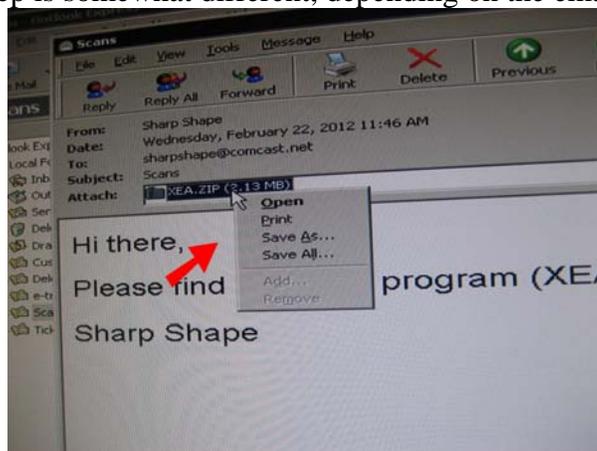


Figure 1. Download (right-click on it, then click 'Save As...') the attached ZIP file form email

Step 2. Unzip (right-click on the ZIP file and choose 'Extract All') the ZIP file and put all the zipped files to a folder. You need to remember the location of the folder.

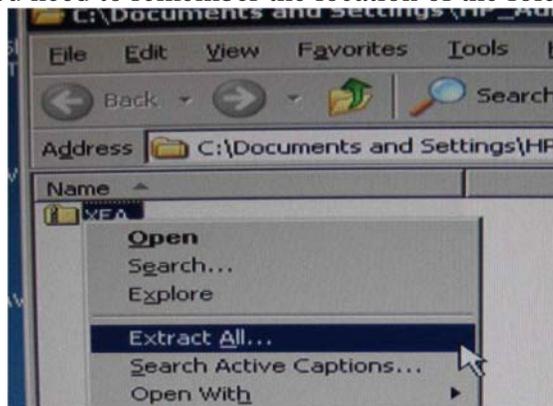


Figure 2. Unzip (Extract All...) the files

Step 3. Launch the SETUP program to install the scan program and the driver files. Note that to successfully email the ZIP file, we sometimes have to rename the SETUP.EXE to SETUP.E. In that case, you need to rename the SETUP.E back to SETUP.EXE and then launch it. Also note that if you have already installed our old program to the computer before, you do not need to uninstall the old program before you install the new one. The installation wizard will ask you to over-write the old files. Click 'Yes' and there are about 10 such messages.

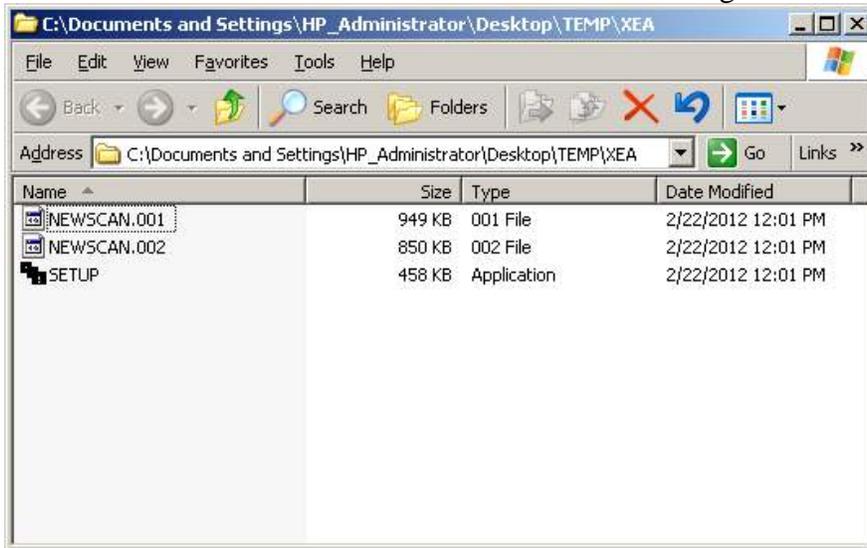


Figure 3A. Launch the SETUP (right-click on it and choose 'Run as administrator')

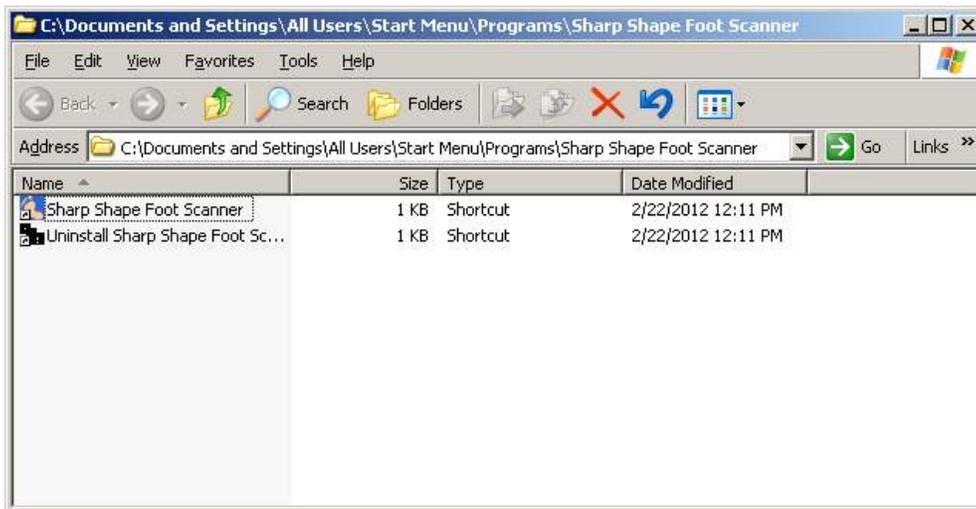


Figure 3B. The normal finish of the software installation

Step 4. Understand the files and folders. At this point, it is important to understand the file structure of the scanner software. After launching the SETUP, the SETUP program creates the C:\ScanFeet folder by default. Please refer to Figure 5 below. The yellow ones are folders and the rest are files. The '32-Bit_Signed_Driver' folder contains the driver for 32-Bit PCs (most Windows XP, some Windows 7 and some Windows 8). Very few PCs come with 32-Bit Windows 7 and Windows 8. The '64-Bit_Signed_Driver' folder contains the driver for 64-Bit PCs (some Windows XP, most Windows 7 and most Windows 8). Most PCs come with 64-Bit Windows 7 and 64-Bit Windows 8. So most likely you will need the driver under the '64-Bit_Signed_Driver' folder. The 32-Bit driver applies for all PCs with 32-Bit Windows (XP, 7 or 8) and the 64-Bit driver applies for all PCs with 64-Bit Windows (XP, 7 or 8). To understand the structure of files will help you to install the software driver successfully as shown in Step 5 below.

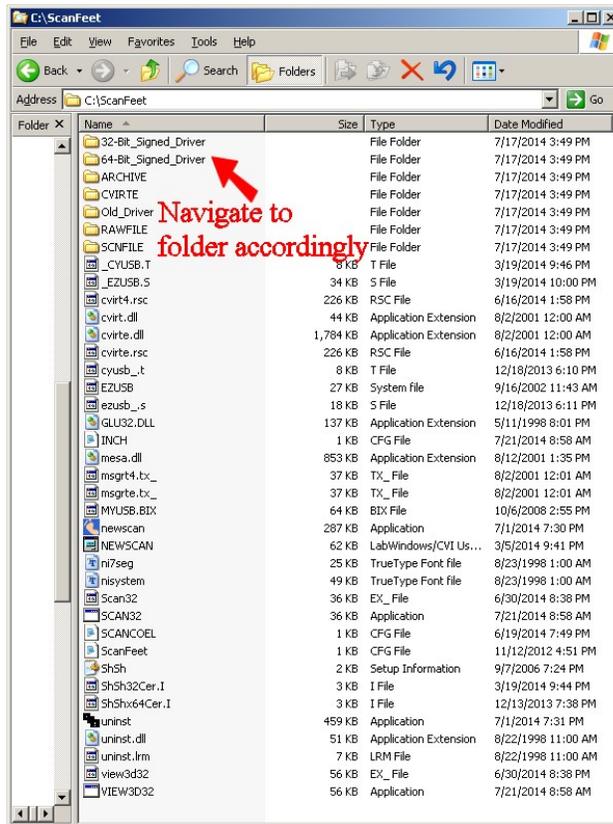


Figure 4. The file structure (files and folders)

Step 5. Install the software driver for the USB scanner. Turn on the scanner and go to Device Manger. Find the 'Unknown device' (Figure 5). Right-click on it and choose 'Update Driver Software' from the drop-down list. The installation wizard will ask you where the driver is. Do not search automatically.

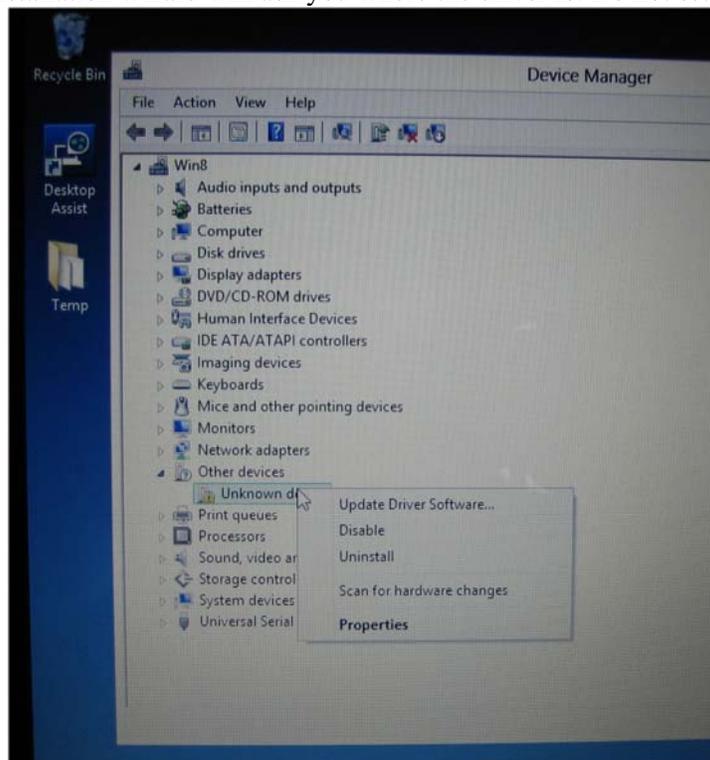


Figure 5. Go to Device Manager and find the 'Unknown device'

Step 6. Browse into the folder where the correct driver is at. Figure 4 shows all the drivers. Based on your PC and your download folder, you can browse into that folder and click 'Next' to let the computer to install the signed driver. In most cases, you need to browse to the '64-Bit_Signed_Driver' folder, since most PCs are 64-Bit. You can find this info (32 or 64) on your PC (search 'System Information'). After the installation, you can find the Sharp Shape Foot Scanner listed in Device Manger as shown below.

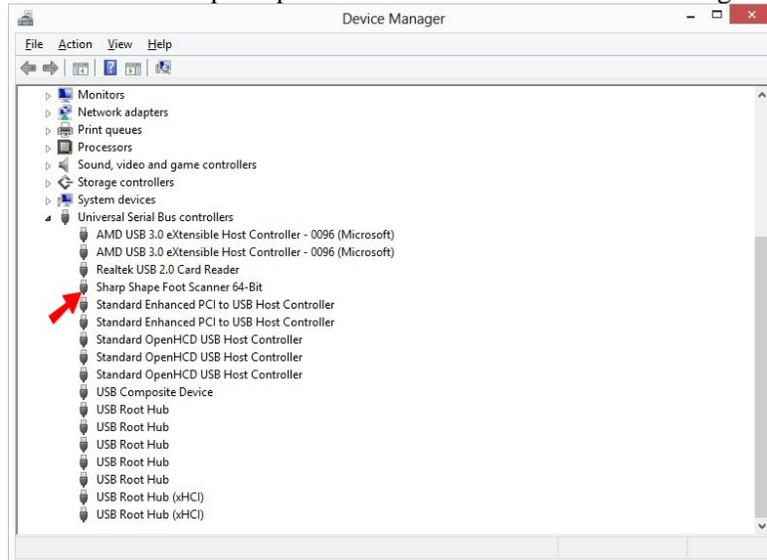


Figure 6. Upon success, the Sharp Shape Foot Scanner is listed in Device Manger

Step 7. Launch the scan program and make scans. You can find the program from the program list, or you can find it under C:\ScanFeet. The name of the program is NEWSKAN.EXE. For easy access, you may want to make a shortcut of the program on the Desktop.

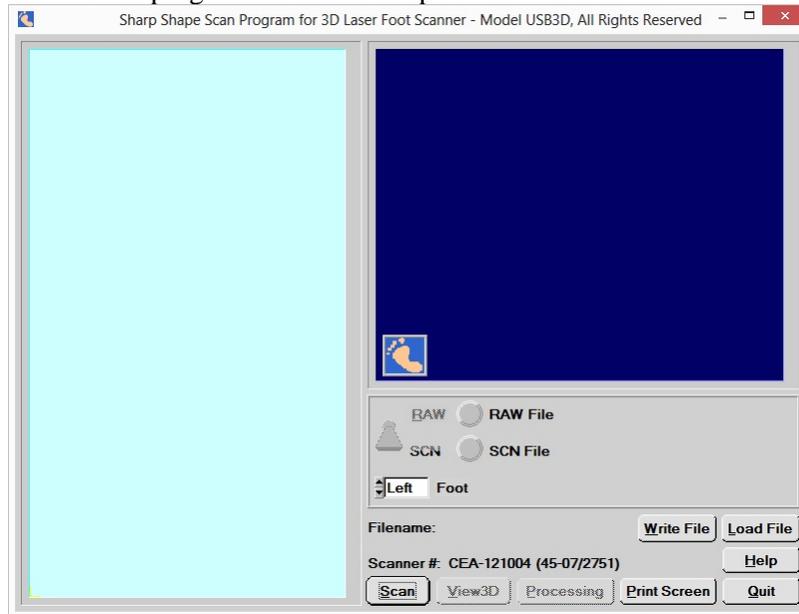


Figure 7. The Sharp Shape Scan Program

Step 8. Troubleshooting. Since we introduced the signed driver, very few customers have trouble with the installation. If your scan program is old, you can find driver from our website www.sharpshape.com. Click the Downloads tab and scroll down to the 'Signed Driver' section. Instructions are provided there too. If you still cannot solve the problem, please contact us through email. Provide screenshots of the error message you are encountering. They will help us to understand the nature of the problem.

If you have any questions or comments, please contact us at sharpshape@comcast.net. -- End of File --