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Sharp Shape USB-Scanner Requirements on Computers

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Sharp Shape USB scanners require IBM compatible computers (not Apple computers) with Microsoft Windows on them. In general, the USB scanners work with all Windows (98, ME, XP, Vista, 7 & 8). However, computers come with different flavors, such as 32-Bit or 64-Bit, the installation procedures and the ways of using the programs are somewhat different. There are also different editions, such as Professional, Ultimate, Home Premium, and Starter. From what we have experienced, different editions do not make much difference with our scanners.

We have just digitally signed our software driver, which make the software installation much easier. Before that time, we used get-around methods to install drivers. Compared with Windows XP, Windows 7 & Windows 8 have more security features than XP has, which causes some difficulties with software installation. However, they are manageable.

Here are some hardware related matters. Computers coming from different manufacturers have different chip sets (hardware) on them. In general, computers with Intel/AMD processors and Windows on them should work with our scanners. To find out what you have on your PC, go to 'Run'. Type in 'MSINFO32' and launch it. Under 'System Type', if you find 'X86-based PC' or 'x64-based PC', you are fine. You can also get it by searching 'system information' on your PC.

Currently there are some tablet computers on the market. Unfortunately not all of them can be used with our foot scanners. In theory, tablets with Intel/AMD processors and Windows should work. So far, we have tried ACER Iconia and Asus T100T. They have Windows 8 (32-Bit) in them and they work fine. Microsoft has two versions of Surface Tablet PC. Surface Pro works, while Surface RT does not work because Surface Pro has Intel processor in it, but Surface RT has ARM-based processor in it. Android tablets do not work with our scanners.

Sharp Shape USB scanners (foot scanners and cast scanners) require USB 2.0 (or higher) ports on the computers. Almost all computers sold on the market have the USB ports. If a mini/micro USB port is on the computer (usually tablet), an OTG cable is required. There are no other special requirements on the computer hardware.

[If installing the software is too hard for you, you can ask us to include a PC \(either desktop or laptop\) in the scanner sale. We will configure it before the shipment. A fee will apply.](#)

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