

Sharp Shape Signed Driver Installation Walkthrough

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This document is for customers who are using our foot scanners (USB model) or cast scanners (USB model) and want to install the scanners on 64-Bit Windows 7 or Windows 8. Our current drivers are digitally signed and the installation is a lot easier.

From now on, we will pack the digitally signed driver files in the scan program package. You can also get the digitally signed driver from our website www.sharpshape.com. Click 'Downloads' page. Find the items shown below:

- “Sharp Shape Signed Driver Installation Walkthrough.PDF” (this document) and
- “Digitally Signed Sharp Shape Foot Scanner Driver.ZIP” for foot scanners or
- “Digitally Signed Sharp Shape Cast Scanner Driver.ZIP” for cast scanners

Please download these files, unzip them, and store them in a folder. You must know the path of the files, so you can navigate to the location when you are promoted to do so (explained later).

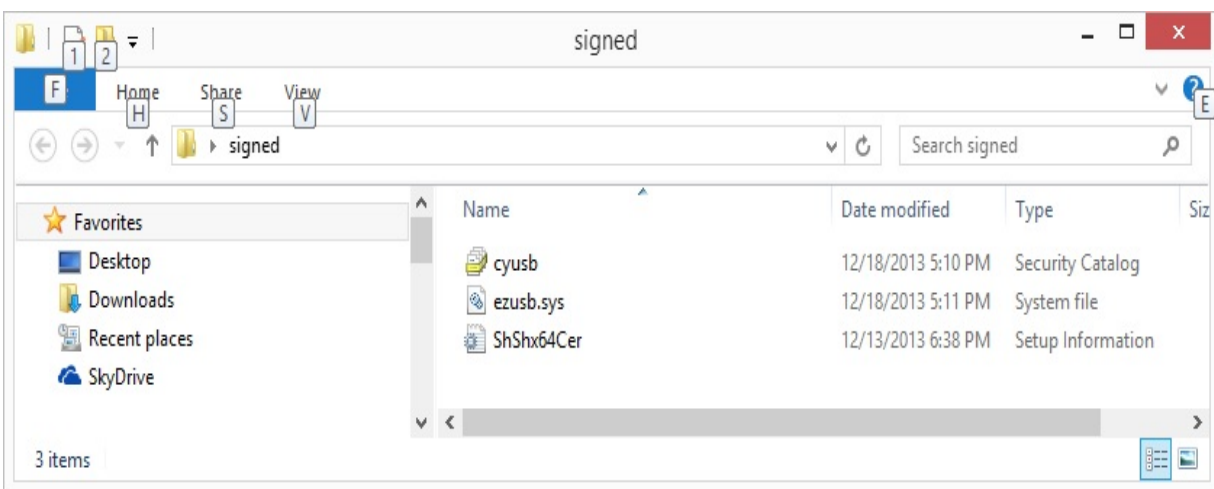


Figure 1: The signed driver package contains the above 3 files

Now, plug in the scanner with the USB cable to the computer and power on the scanner. Go to Device Manager (for Win 8: Hold 'Win' key and hit 'X' key, then click 'Device Manager').

If you do not see the “Unknown device” as shown in Figure 2 below, open the last item “Universal Serial Bus controllers” to see whether or not the ‘Sharp Shape Foot Scanner’ has been installed. If not, the computer did not recognize the device somehow. Make sure the scanner is turned on and the cable is connected. Contact us if you still cannot find the device.

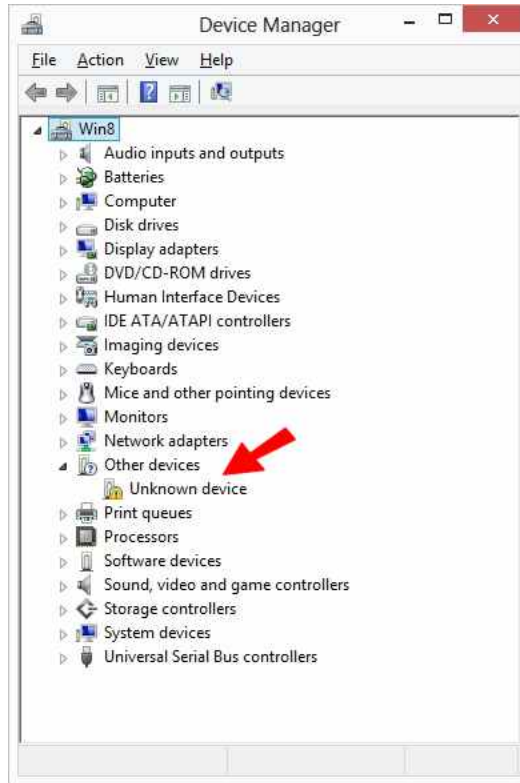


Figure 2: Right-click on the ‘Unknown device’ (refer to the above red arrow)

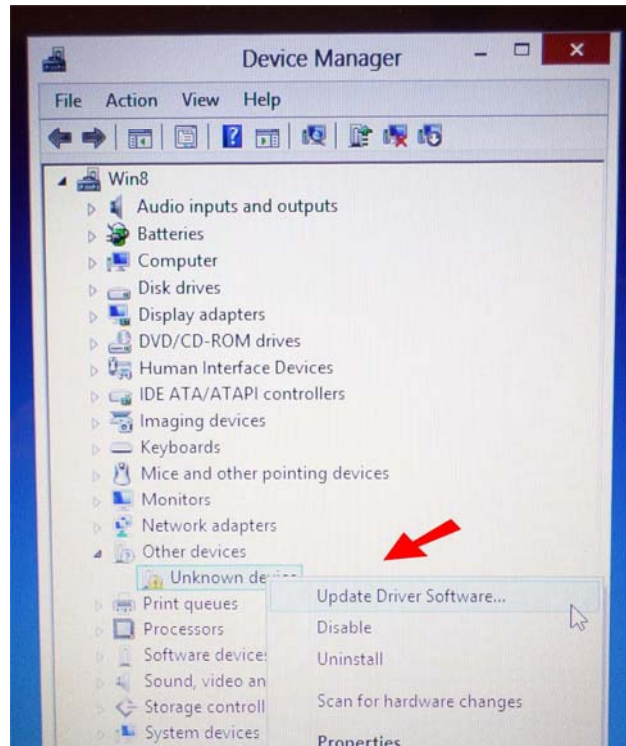


Figure 3: Then, from the drop-down menu, click ‘Update Driver Software’

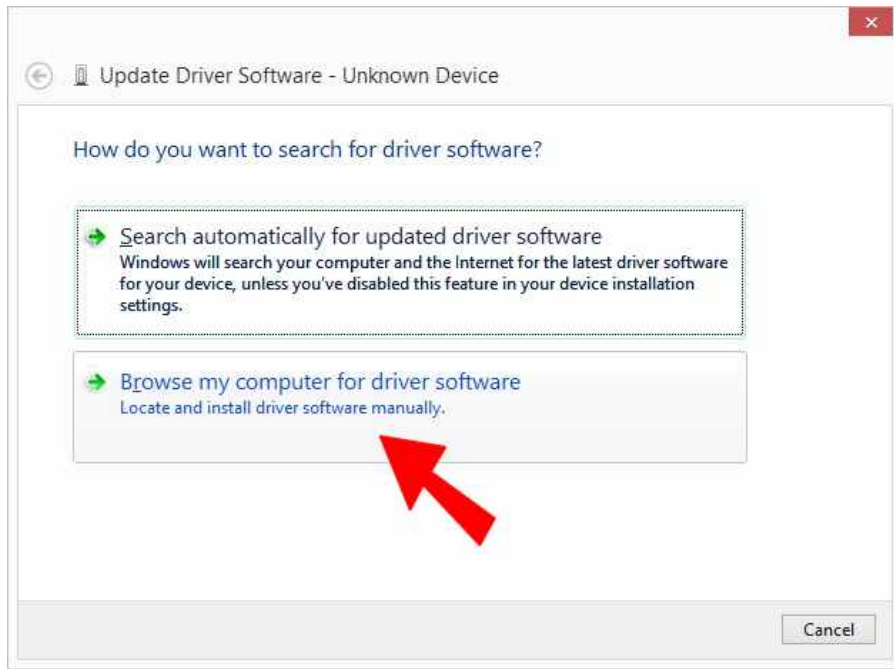


Figure 4: Click 'Browse my computer for driver software' (refer to the above red arrow)

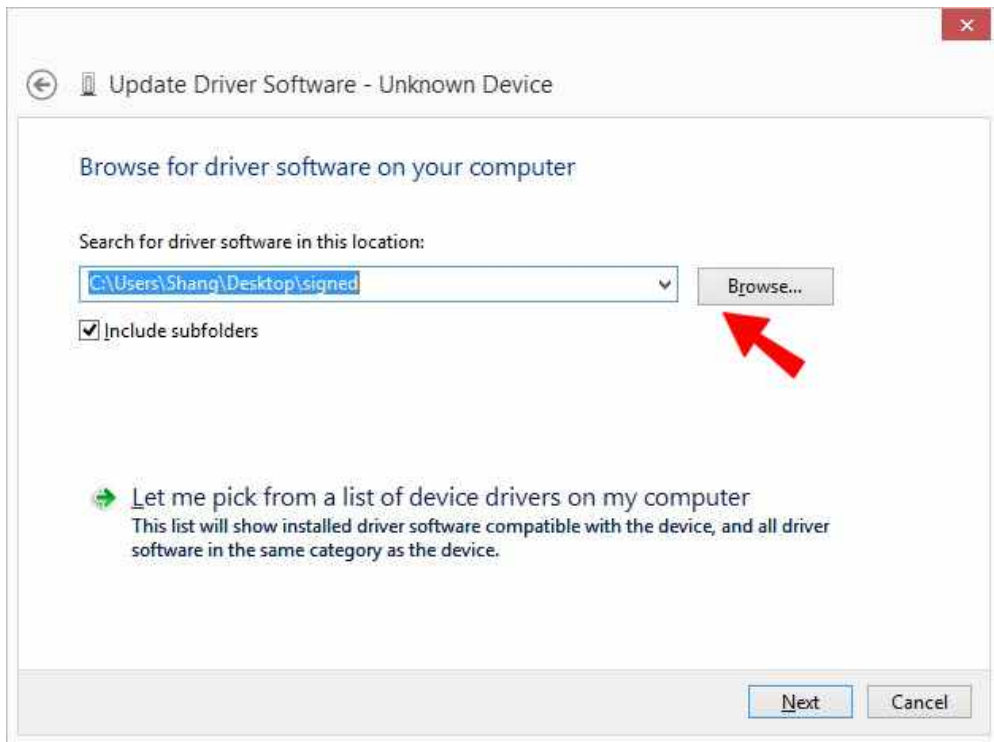


Figure 5: Click 'Browse' and navigate to the location where driver files are stored, click 'Next'

If the driver files come with the scan program, please launch the scan program and exit it. With this first run, the program will extract folders that contain the signed drivers. For foot scanner, the folder is named "C:\ScanFeet\SignedDriverForFootScanner"; and for cast scanner, the folder is named "C:\ScanCast\SignedDriverForCastScanner". Browse to these folders and then click 'Next'. If the correct driver files are in the folder, you will see Figure 6 below.



Figure 6: When this screen comes, click 'Install' button

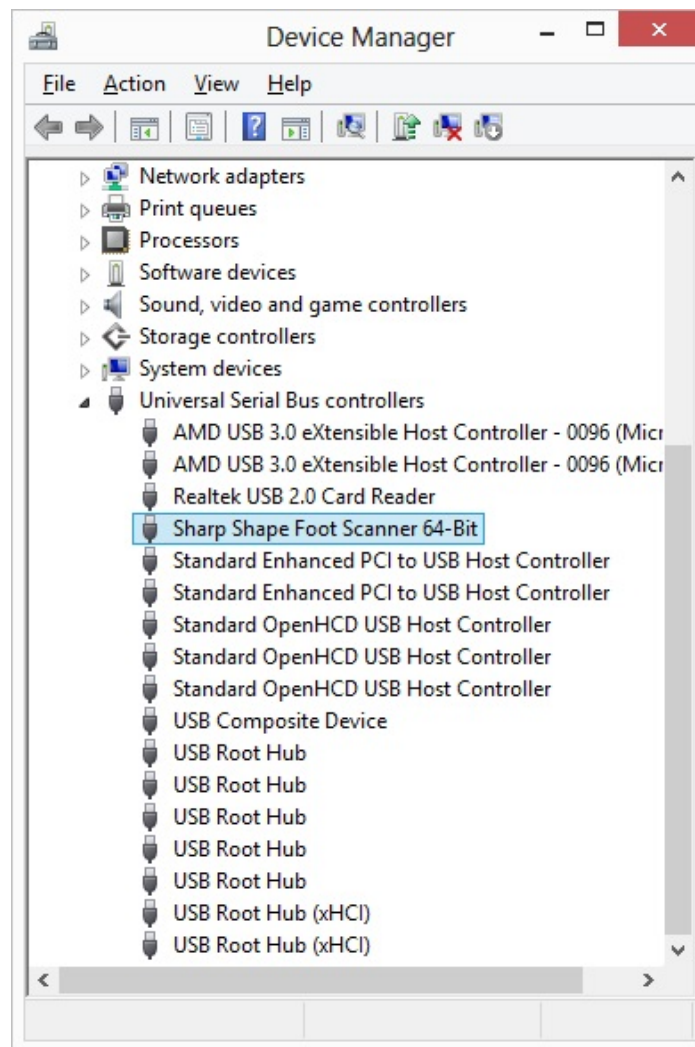


Figure 7: "Sharp Shape Foot Scanner 64-Bit" driver has been installed

Upon success, you will see "Sharp Shape Foot Scanner 64-Bit" as shown in Figure 7. After the installation, you can launch the scanner program to make scans. If you have any trouble or questions, please contact us at sharpshape@comcast.net. -- End of File --