

Important Reminders for Scanner Users

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This document is made for new customers or existing customers who do not know how we handle our scanners (foot and cast scanners). Knowing this is the doorway to your success.

After we ship the scanner to a customer, we provide the tracking number to the customer through email. Upon the receipt of the scanner, the customer should acknowledge the receipt and condition of the scanner through email. We will email the scan program and instructions to the customer. This way, we make sure the scanner arrives on time and in good condition. During shipping, the scanner wagon is locked. You need to unlock it before use.

Each of our foot and cast scanner has a unique serial number. An example of the serial number of the current foot scanner is USBABC. ABC is the 3-letter unique number for the foot scanner. An example of the serial number of the current cast scanner is USBLSX00. LSX00 is the unique number for the cast scanner. Knowing this naming scheme will reduce mistakes.

Each scanner is individually calibrated. Each scanner has its own scan program. When you make scans, please make sure the serial number in the scan program matches the serial number on the scanner. The serial number of the foot scanner is located on the moving wagon. The serial number of the cast scanner is located at the back of the scanner. The serial number of the scan program is located on the lower portion of the scan screen.

To help you install the scanner, we usually email the following files to you.

1. The scan program for your scanner. The program is emailed as a single ZIP file. The file name contains the unique serial number of the scanner. Filename with serial # in it can reduce mistakes. Take foot scanner as an example: we email USBABC.ZIP to you. You know it is for scanner ABC. The ZIP file contains 3 files. One of them is SETUP.EXE. You need to launch this file to install the scan program and the software driver.
2. PDF file "Install and Operate USB3D Foot Scanner" or "Install and Operate USBLSX Cast Scanner". It is for the installation on 32-Bit Windows, such as XP or 32-Bit Windows 7. If you have done the installations before, you may not need the documents.
3. ShShx64.ZIP (the 64-Bit software driver). In case you use a 64-Bit Windows, you need this driver. If you use a 32-Bit Windows, such as XP, you do not need this driver. The 32-Bit driver is included in the scan program. See instructions in the PDF. Please let us know if you use the 64-Bit Windows and we can provide driver and special instructions.

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