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Important Notes on Sharp Shape Foot Scanner - 2014

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We made some changes to our USB foot scanners recently. This document is to help customers to understand the changes and to install the scanner properly.

We have digitally signed our software driver for the scanner. Without it, the scanner installation will fail on Windows 8 and on some Windows 7, although the installation is okay with Windows XP and with some Windows Vista and 7. We used to have a few 'get-around' methods to deal with the installation problem, but it is inconvenient to the users. With the digitally signed driver, the installation goes smoothly with Windows 7 and 8. On XP, everything is the same as before.

For the foot scanner (model USB3D), you need two things: the scan program (SETUP.EXE, NEWSCAN.001 and NEWSCAN.002) and the software driver (EZUSB.SYS, etc.). The scan program is provided (emailed) to the customer as a ZIP file after the scanner is received. Since the scanner is a USB device, you also need the software driver for it. The software drivers are categorized as 32-Bit driver and 64-Bit driver for 32-Bit Windows and 64-Bit Windows.

Starting from 1-1-2014, we email scan programs with both 32-Bit and 64-Bit signed drivers in them to the customers. **To get the drivers, the user needs to unzip the ZIP file to a folder. Then, launch SETUP. After the scanner program is installed, run the scan program and exit. During the first launch, the program sets up two folders: C:\ScanFeet\ 32-Bit_Driver and C:\ScanFeet\ 64-Bit_Driver.** At this time, plug in the scanner. To find the device, go to Device Manager, if the installation wizard does not come out automatically. Find the 'Unknown Device', click 'Update Driver' and browse into the driver folder accordingly (32-Bit or 64-Bit based on your PC).

If you have the old scan program (before 1-1-2014), the unsigned 32-Bit driver was included in the scan program for sure. To find details on other drivers, **launch the SETUP and run the scan program at least one time. Then check the folder C:\ScanFeet to see what are in there.** If you need the signed 32-Bit driver or the signed 64-Bit driver, it can be downloaded from our website www.sharpshape.com. Click the 'Downloads' tab and scroll down to the signed driver section near the end of the page. Find the signed 32-Bit or 64-Bit driver for your foot scanner. More instructions (as PDF files) can be found on that page in our website too.

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