

Sharp Shape Scanner Installation on Windows 8

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Computer hardware and software evolve quickly. Take Windows as an example, it evolved from XP (32-Bit) to Vista (32-Bit or 64-Bit), and to Windows 8 (64-Bit) in recent years. Because our scan software runs on Windows, we have to adapt our software to meet the challenge of the changing environment.

The start menu of Window 8 is shown in the Figure 1. Like it or not, we all face to make changes. It is unlike XP or Windows 7, the familiar Desktop is not at the start. To get to the Desktop, click the 'Desktop' icon pointed by the red arrow below, or Press Win+T. 'Win+T' means to press the Windows key (at lower-left corner on the keyboard), and then press the letter T. It is a combination of keys. Sometime, using keys are quicker than using mouse clicks. To get back to the start menu, simply press the Windows key.



Figure 1: the start menu of Windows 8

Once you are on the Desktop, you will see a familiar scene, like the one in Figure 2. If your Desktop does not look it, do not worry. You can make customizations if you want. To customize it, right-click on Desktop and choose 'Personalize' on the drop-down menu list. This document concentrates on the installation of Sharp Shape scanner software. The scanners include Sharp Shape USB3D foot scanner and Sharp Shape USBLSX cast scanner.

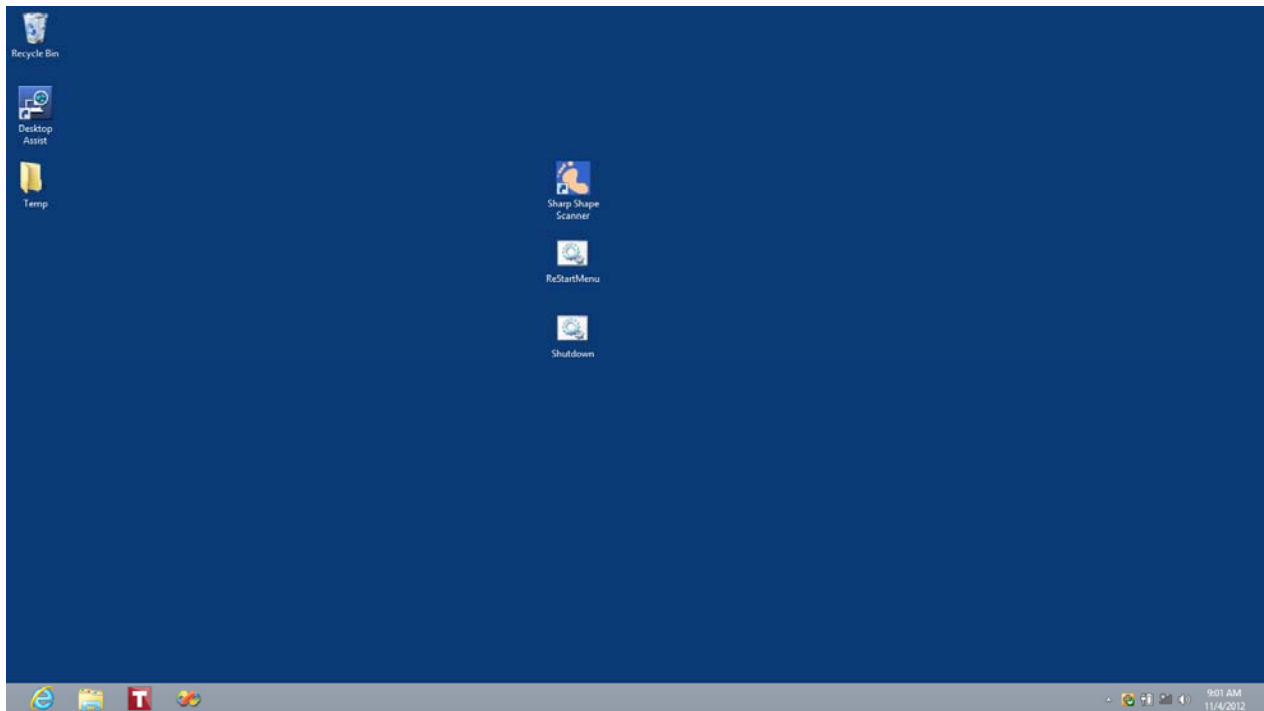


Figure 2: the Desktop of Windows 8 after customizations

To help you install Sharp Shape scanner software, we provide the following files to you.

1. This PDF document, named “Sharp Shape Scanner Installation on Windows 8”.
2. The zipped scan program, like USBXYZ.ZIP. XYZ is the serial number of the scanner. This file contains 3 files (SETUP.EXE NEWSCAN.001, and NEWSCAN.002). You need to unzip these files into a TEMP folder. For example, we set up a TEMP folder on the Desktop (the yellow icon on left in Figure 2). Note: You need to match the serial numbers in your scan program with your scanner hardware.
3. The 64-Bit driver package (ShSh64.ZIP). You need to unzip these files into a temporary folder. For easiness, you can just use the above TEMP folder on Desktop.
4. A batch file named ‘ReStartMenu’. For easy access, you may want to put it on Desktop. It is shown on Figure 2 (the middle icon in the center column). This file will be zipped in Win8Batch.ZIP when we provide it.
5. A batch file named ‘Shutdown’. For easy access, you may want to put it on Desktop. It is shown on Figure 2 (the lower icon in the center column). This file will be zipped in Win8Batch.ZIP when we provide it.

With the files provided and unzipped, let us go through the installation process.

First Step: install the SETUP program of the scan program. It has been unzipped in the TEMP folder. To do so, right click on the file named SETUP and choose ‘Run as administrator’ on the list. Follow the instruction on screen to install the scan program. After it has been installed, the program is in the list of ‘All programs’. Windows 8 has made it hard to find the programs and to make a shortcut. You can click the ‘Desktop Assist’ icon (the middle icon on the left column as shown in Figure 2). To make a shortcut, launch the Windows Explorer by clicking the yellow icon on the Tool bar (shown at the bottom-left of the Desktop in Figure 2). With Windows Explorer, navigate to C:\ScanFeet folder. Find NEWSCAN application and make a shortcut on Desktop as you did in XP or Windows 7. An example of the shortcut of the Sharp Shape scan program is shown in Figure 2 (the top icon in the center column).

Second Step: we need to make a procedure to Windows. This will enable the scanner driver to be properly installed. To do so, double click the 'ReStartMenu' file as mentioned above. After that, Figure 3 shows up. Make sure you have closed all open programs before hit any key to restart the computer. After hitting a key, Figure 4 comes out. Click 'Advanced options' as shown in Figure 4.

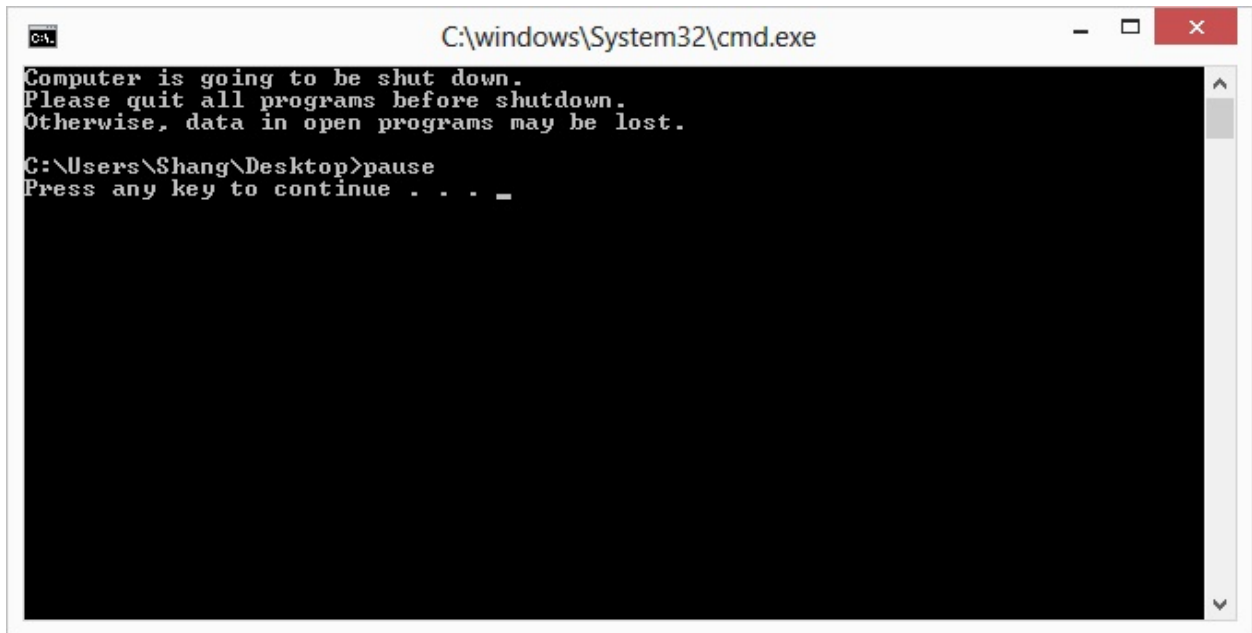


Figure 3: Shut Down with Menu Prompts



Figure 4: Click 'Advanced options' pointed by the red arrow

The next step is to click 'Startup Settings' as shown in Figure 5.

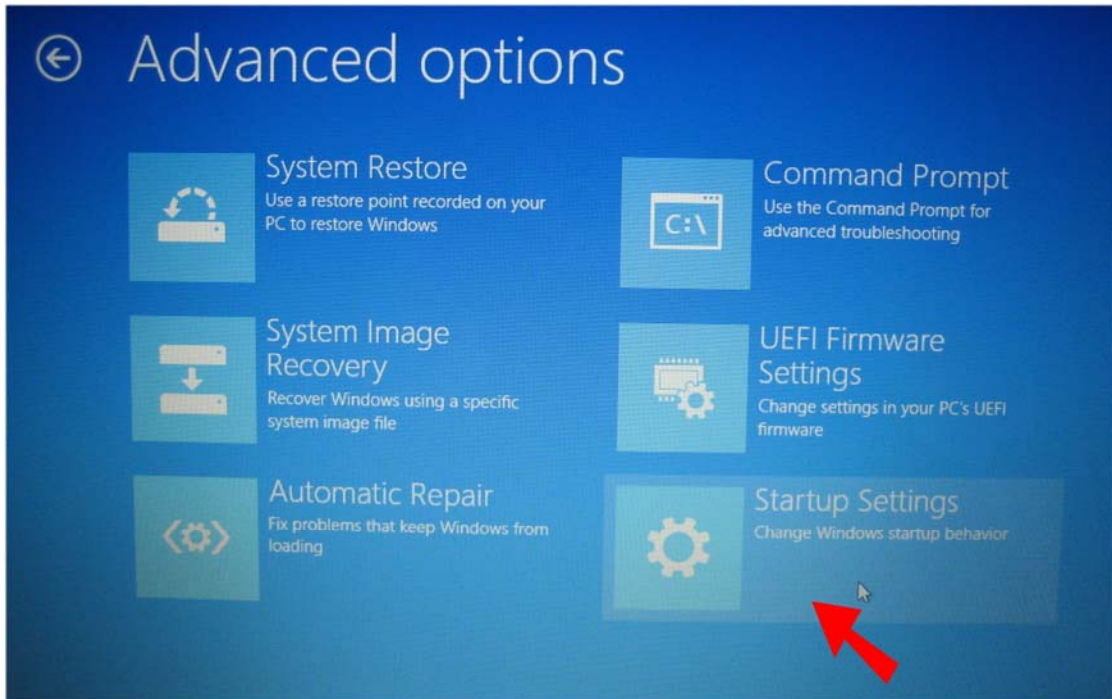


Figure 5: Click 'Startup Settings' pointed by the red arrow

The next step is to click 'Restart' as shown in Figure 6.

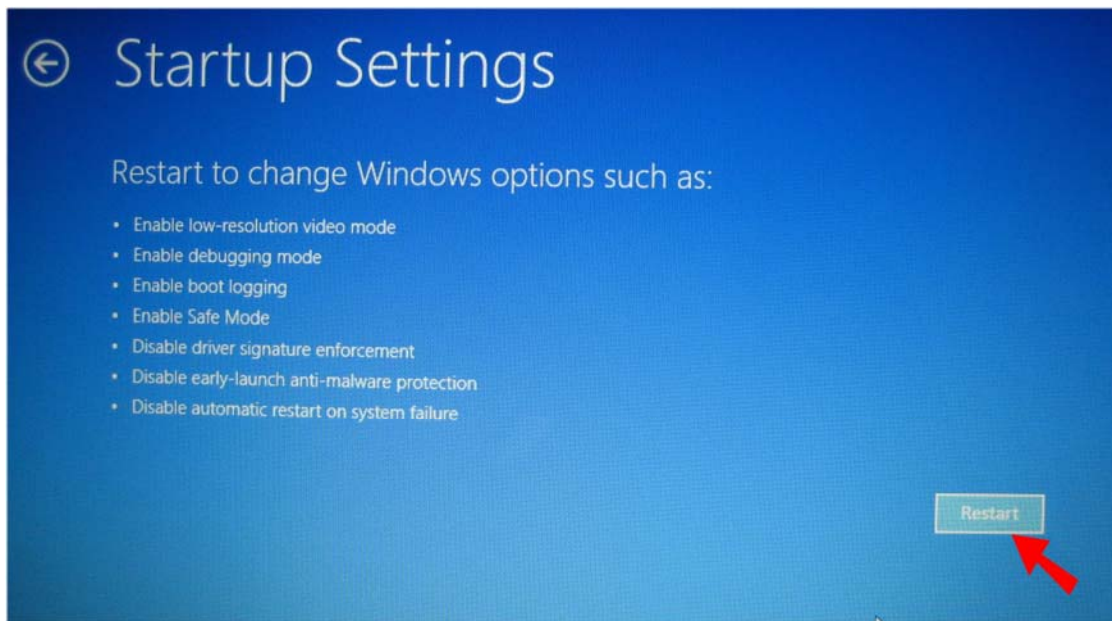


Figure 6: Click 'Restart' pointed by the red arrow

The next step is to press '7' or 'F7' on your keyboard. The computer will restart.

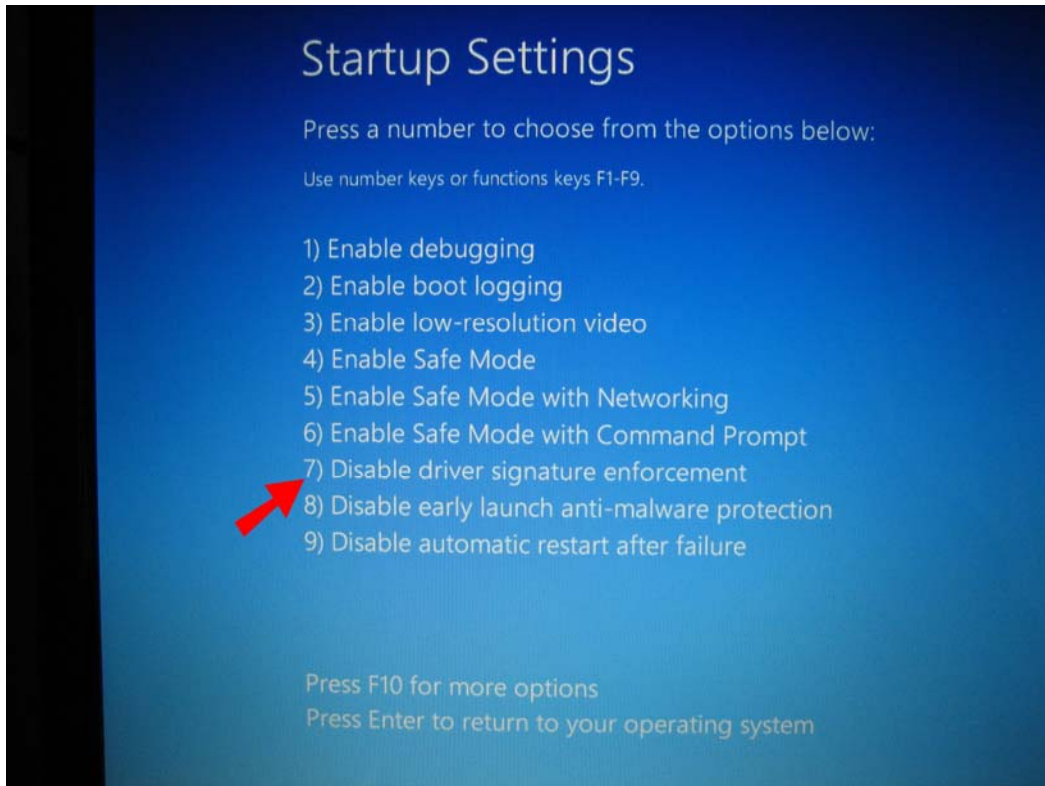


Figure 7: Press '7' or 'F7' on your keyboard as pointed by the red arrow

Third Step: once the computer has restarted with the above procedure, plug in the Sharp Shape scanner to the computer with the USB cable. Turn on the scanner. Windows should recognize a USB device and asks for driver. If not, go to Device Manager. To get to the Device Manager, press Win+X (a combination key as explained in the first page) and choose Device Manager.

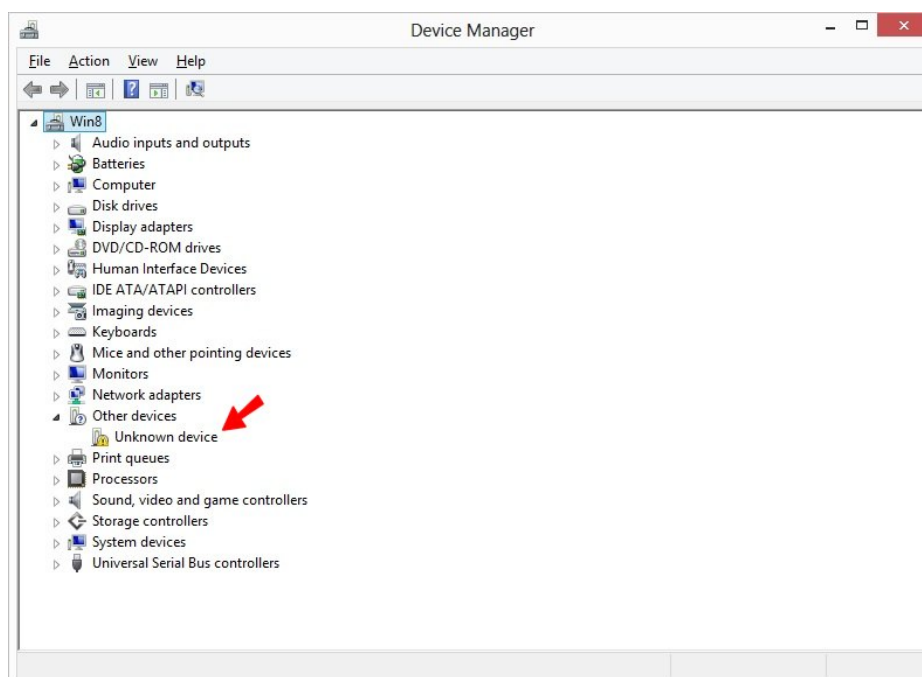


Figure 8: Unknown device

In Device Manager, you should find an 'Unknown device' as shown in Figure 8. Right-click on 'Unknown device' and choose 'Update Driver Software' as shown in Figure 9. When Figure 10 comes out, click 'Browse my computer for driver software' as shown in Figure 10.

If you do not see 'Unknown device' anywhere, and you do not see 'Sharp Shape Foot Scanner 64-Bit' listed under 'Universal Serial Bus controllers', Windows may not have recognize the scanner (as a USB device) for some reason. Check your cable and power of the scanner.

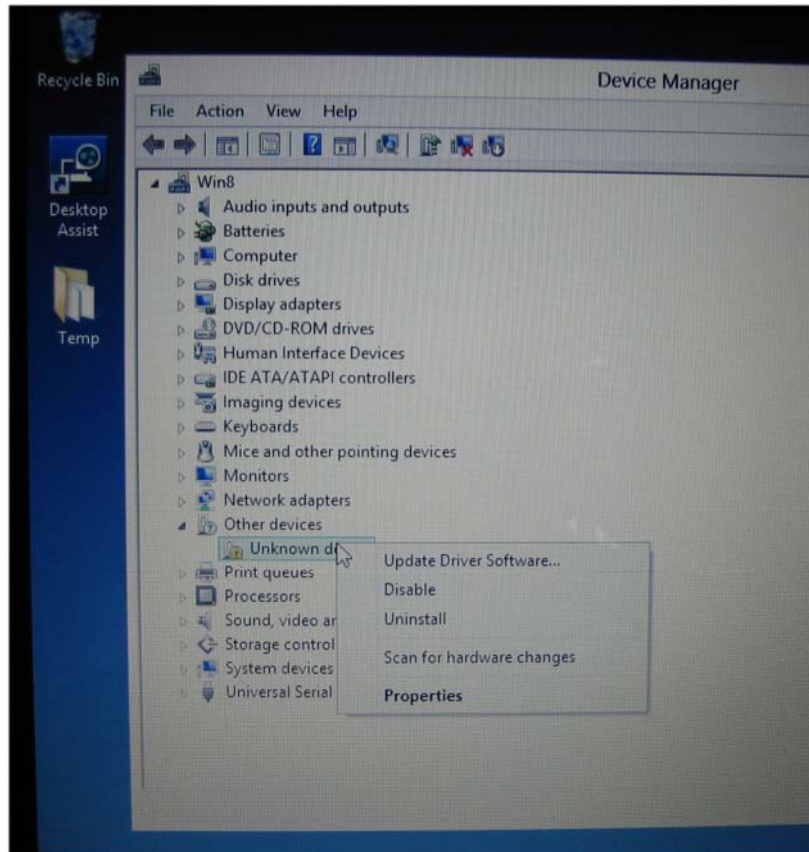


Figure 9: Right-click on 'Unknown device' and choose 'Update Driver Software'

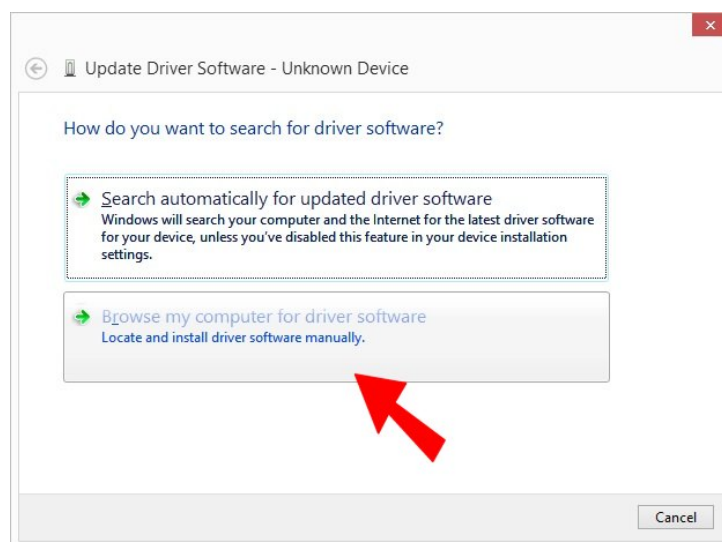


Figure 10: Click 'Browse my computer for driver software'

The next step is to click 'Browse...' to navigate to the 64-Bit driver location as shown in Figure 11. You need to know exactly where you have put your driver files. In our case, we put it the TEMP folder on Desktop. Then click Next. When the 'Windows Security' shows up, click 'Install this driver software anyway' as shown in Figure 12.

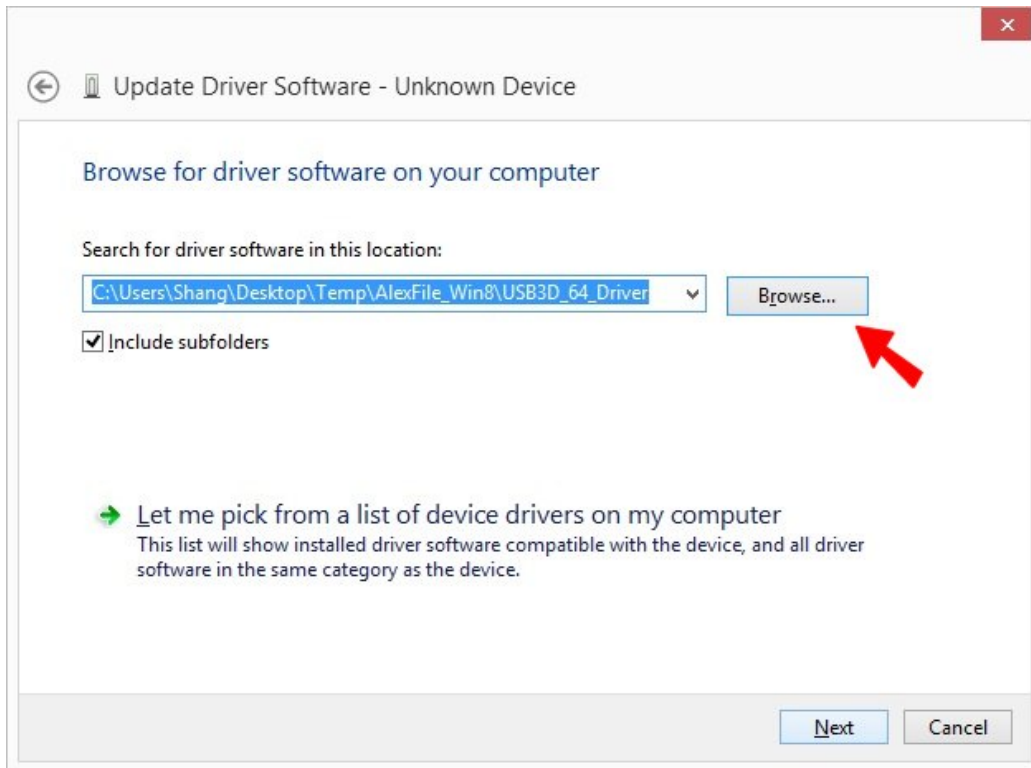


Figure 11: Click 'Browse...' to navigate to the 64-Bit driver location



Figure 12: Click 'Install this driver software anyway'

After a moment, the final installation screen shows up as shown in Figure 13.

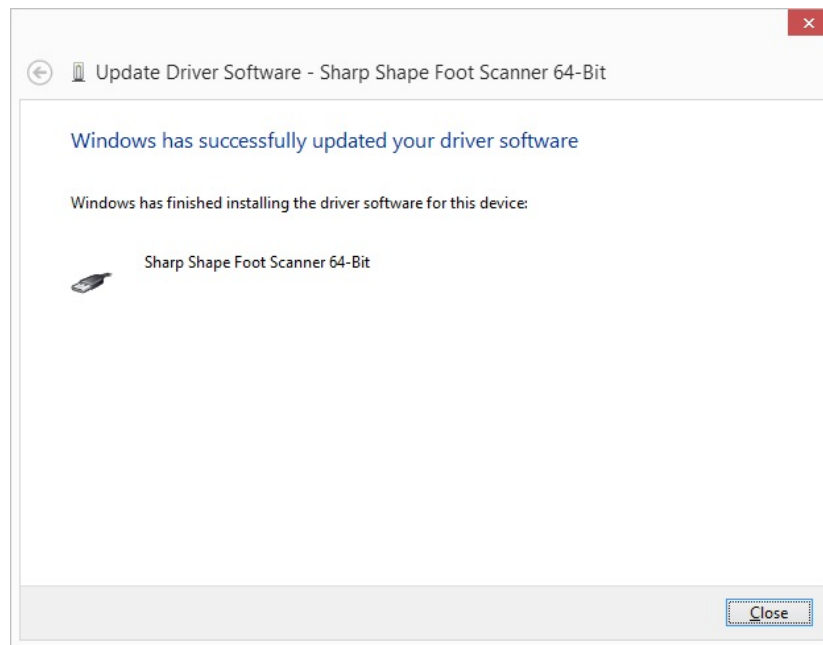


Figure 13: The final installation screen

To confirm the proper setup of the driver, go to Device Manager. Open the last item “Universal Serial Bus controller”, you should find the ‘Sharp Shape Foot Scanner 64-Bit’ pointed by the red arrow as below (no error or warning sign). If not, please go to the ‘Fifth Step’.

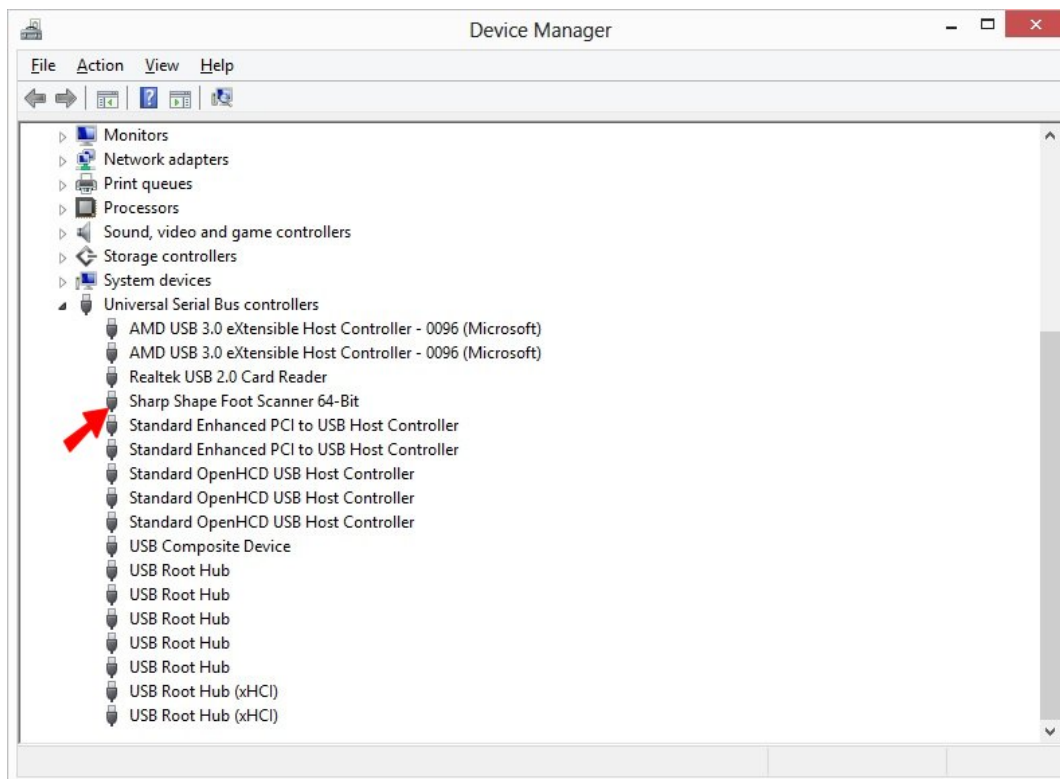


Figure 14: Double-check the readiness of the scanner in Device Manager

Fourth Step: To launch the scan program, double-click the Sharp Shape Scanner icon shown in Figure 2. After the program has been launched, the scan screen is shown in Figure 15 below. This document does not describe the scan procedures. If you are not familiar with the scan program, please contact us for another document.

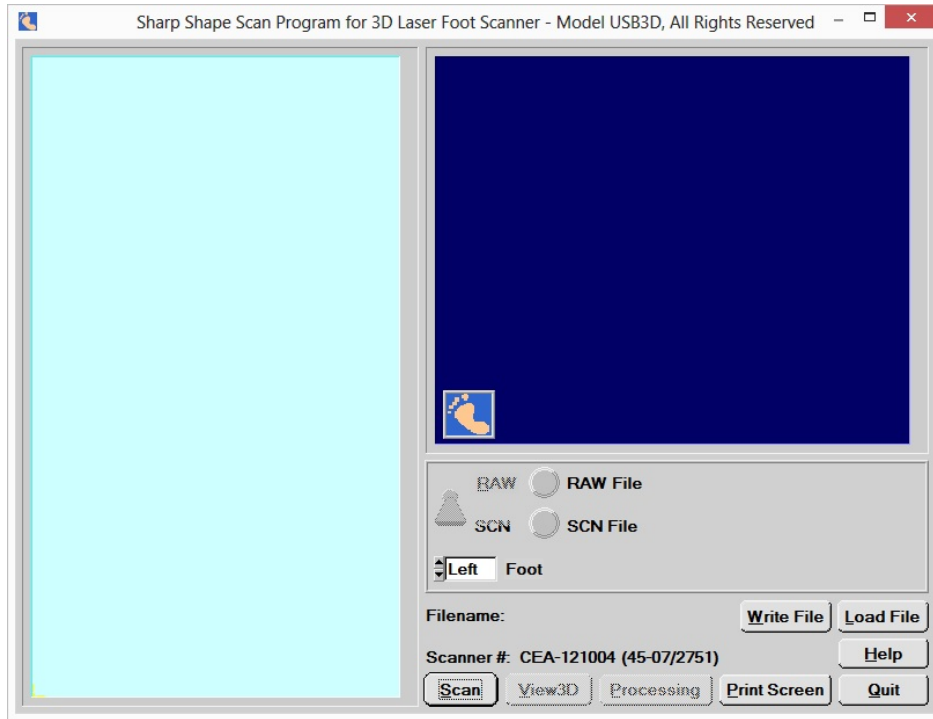


Figure 15: Normal launch of the scan program

Assume you have finished the scans and your work. You need to shut down your computer. Windows 8 does not give you the familiar Shutdown options as seen in XP and Windows 7. To easily shut down the computer and still make the scan program useable after you have restart the computer, you can use the 'Shutdown' file that we provided (5th item on the list, page 2). You can double click the 'Shutdown' icon as shown in Figure 2. You will see Figure 16. If you want to close open files, you can do it now. After that, hit any key to shot down the computer. If you want to abort this program, press Ctrl+C and choose Y.

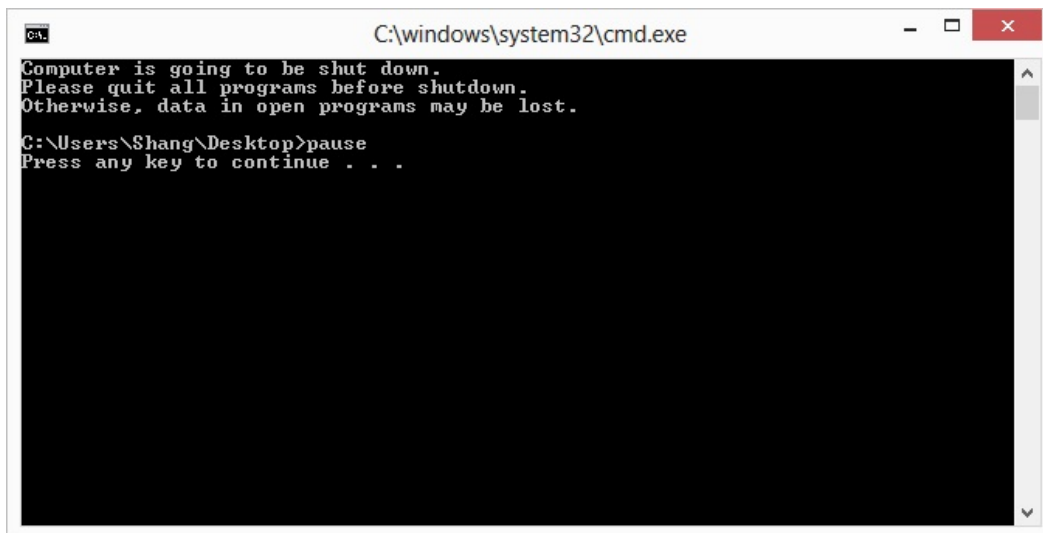


Figure 16: Compatible shutdown for the scanner

Fifth Step: trouble-shoot the scanner problems. When you make a scan and you find an error message as shown in Figure 17 below. First thing to look is to make sure the scanner is ON and the USB cable is connected between the scanner and the computer.

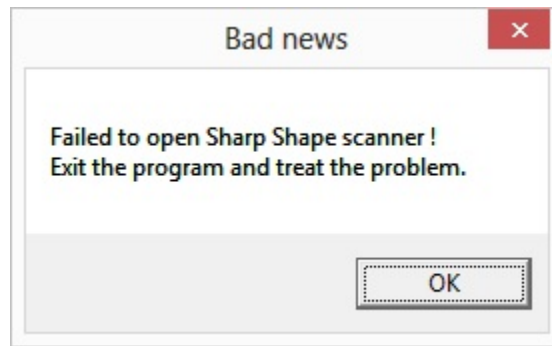


Figure 17: Error with scanning

If the above still does not solve the problem, go to Device Manager (press Win+X and choose Device Manger as described in Page 1). If you see the trouble sign (the yellow mark) with the Sharp Shape scanner in the Device Manager, you need to re-do the above 'Second Step'.

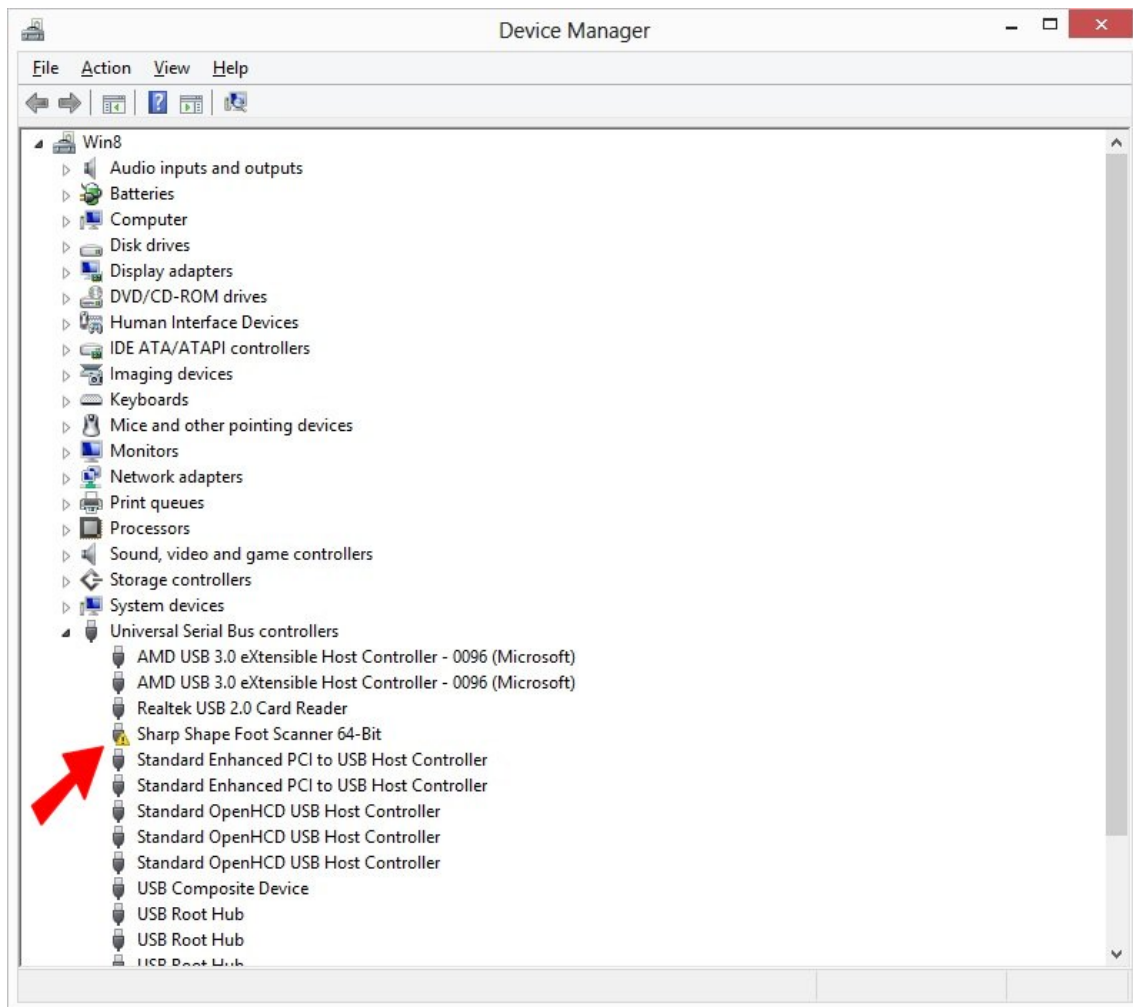


Figure 18: Trouble (yellow mark) with the scanner in Device Manager

How often do you have to take the above five steps (First Step through Fifth Step)?

- **First Step:** one-time procedure for installing the scan program. You do not need to do it again, unless you have a software corruption, or computer crash.
- **Second Step:** restart the computer with startup options. You do not have to do it if the computer stays in the compatible mode. As we have tested, the computer stays in the compatible mode if you use our 'Shutdown' file to turn off the computer. We have also tested on our computer that the computer stays in the compatible mode even we use the Windows 8 shutdown procedure (move your mouse to the lower-right hand corner and click 'Settings' and choose 'Power' and then choose 'Shut Down'). After the computer comes back from the sleep mode, the computer stays in compatible mode, as we tested. The only thing that will take the computer out of the compatible mode is when you use the Windows 8 'Restart' (move your mouse to the lower-right hand corner and click 'Settings' and choose 'Power' and then choose 'Restart'). Note: we only tested the above on our Windows 8 computer.
- **Third Step:** one-time procedure for installing the 64-Bit software driver. You do not need to do it again, unless you have a software corruption, or computer crash. Even the computer is out of compatible mode, you do not need to reinstall the driver. You just need to do the above 'Second Step'.
- **Fourth Step:** you use the scan program as often as you need to make scans. You use the 'Shutdown' file that we provide to turn off your computer when you have finished your work.
- **Fifth Step:** you trouble-shoot the scanner problem whenever there is a need.

If you do not see 'Unknown device' anywhere, and you do not see 'Sharp Shape Foot Scanner 64-Bit' listed under 'Universal Serial Bus controllers', Windows may not have recognize the scanner (as a USB device) for some reason. Check your cable and the power of the scanner. With the Device Manager (as shown in Figure 18) open, turn the scanner OFF (for 4 seconds) and then turn it ON and watch the screen. If the scanner is connected to the computer, Windows should notice a device is being connected. If nothing happens, something is wrong with the hardware (such as the scanner, USB cable, or USB port on the computer). You need to contact us for that kind of trouble.

Because the brand and the model of the computers are different, you may experience a different scenario. Please let us know if your experience is different, or if you have any trouble with the installation.

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